

Stakeholder Engagement



Customers: Customer Liaison Group meeting.



Business Partners: SHE Day to promote safety with contractors.

As a power utility, we understand our operations have a direct impact on society. Therefore, we maintain open and ongoing communication with our stakeholders, which is important to our business. Through these dialogues, we keep our stakeholders updated on our recent developments and properly address their concerns; while our stakeholders' views about the electricity market, and what they expect from us, also influence our operations.

Stakeholder engagement is central to our business. In 2016, we continued to communicate with our stakeholders through different channels, ranging from large-scale seminars and public events to more intensive discussions with specific stakeholder groups such as our Customer Liaison Group. We value the feedback of different groups and always seek to strike a balance in our operations. Our objectives are to provide safe, reliable, clean and affordable electricity for customers while ensuring a stable return for investors. To further enhance corporate communication



Local Communities: Engaging District Councils under our CAREnJOY elderly care programme.



Employees: Lunch gathering with employee representatives of our Joint Consultation Committee.





Shareholders: Monthly visits to Lamma Power Station.



Media: CEO takes Sigourney Weaver (left) on a tour of Lamma Power Station for her climate change programme on National Geographic Channel.

through social media, we launched the HK Electric YouTube Channel in January 2017.

Among these channels, the publication of our annual Sustainability Reports remains an important form of communication with all stakeholders on our sustainability performance. To ensure the sustainability topics which reflect HKEI's significant economic, environmental and social impacts, or substantively influence the assessments and decisions of stakeholders, are covered in this report,

we conducted a materiality analysis to prioritise the relevant topics. Since this report targets a broad range of readers, we have grouped the material topics into more general issues for reporting. Details of the analysis and additional information on how we engaged our stakeholders can be found in the online "[GRI Content Index](#)".

In the chapters that follow, you will read about our management approaches and initiatives to address the material issues in the past year.



NGOs: Joining hands with a green group to advocate a green lifestyle through the Green Hong Kong Green programme.



Education Sector: Spreading green messages to younger generations through our Smart Power Campaign.