



港燈電力投資
HK Electric Investments



Setting the Scene for a Sustainable Future

Sustainability Report 2016



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The design for this year's Sustainability Report is based on the concept of preparing the backdrop and scenes for a play or drama on stage. The scene setting requires a plot in mind and careful planning as well as creativity, professionalism and teamwork – the same way HKEI and its stakeholders work together to set the scene for a sustainable future for Hong Kong.

On the pages that follow, you will see our employees in different capacities strive hard to contribute to a greener environment for future generations.



About Us

HK Electric Investments, constituted in January 2014, is the first fixed single investment trust in Hong Kong focusing purely on the energy sector. Our Share Stapled Units, issued by the trust and HK Electric Investments Limited (collectively known as HKEI), are listed on the Main Board of the Hong Kong Stock Exchange. Our trust is structured to enable us to maintain a single-minded focus on delivering stable distributions to holders of our Share Stapled Units, while ensuring we have the potential for sustainable long-term growth.

Our main operating company, The Hongkong Electric Company, Limited (HK Electric), was established in January 1889, making us the first company to provide electricity in Hong Kong and one of the world's longest-serving utility companies. It is run by a 2,000-strong dedicated workforce.

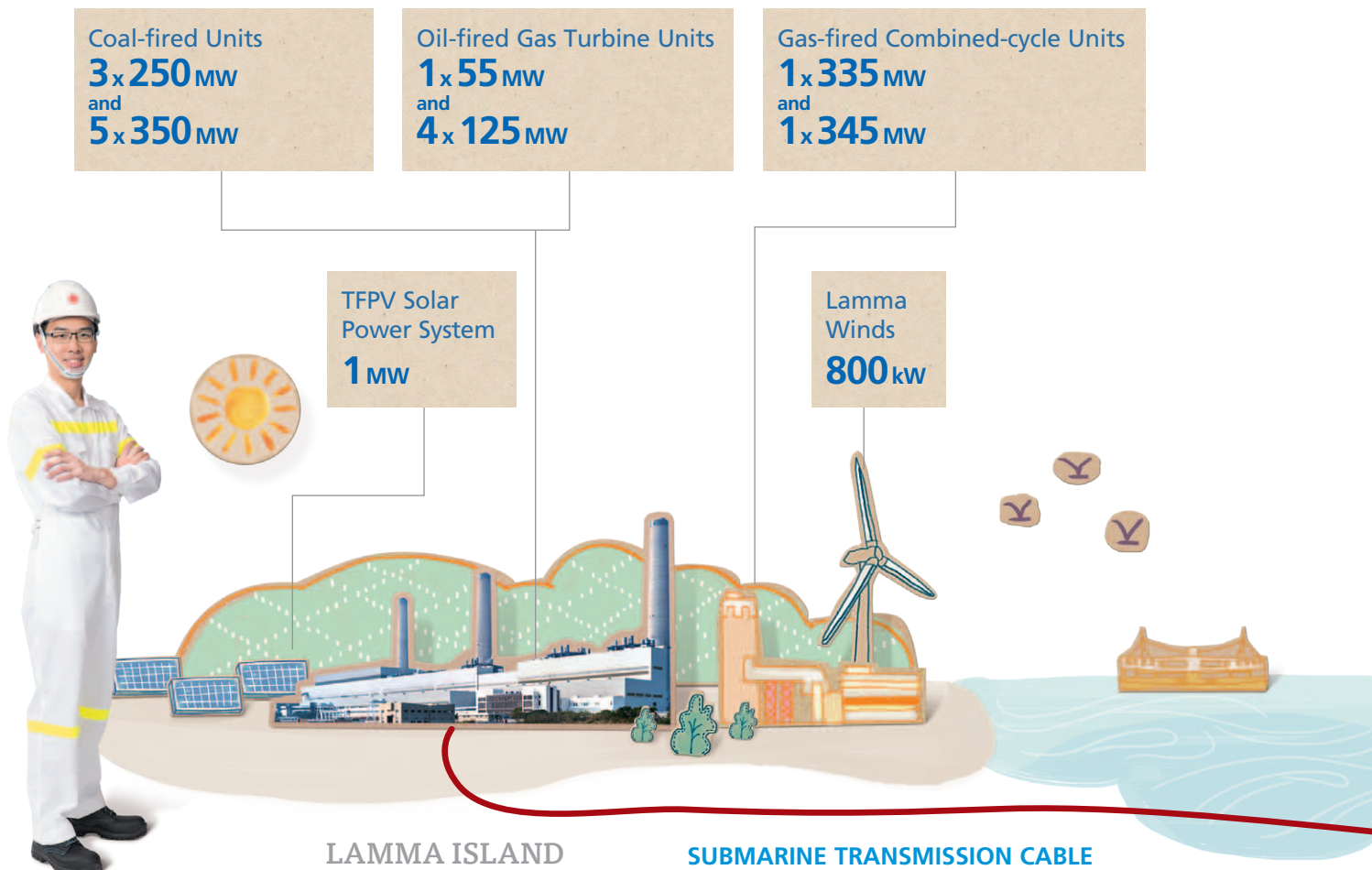
Operating under the Scheme of Control Agreement signed with the HKSAR Government, HK Electric is a vertically integrated power utility responsible for the generation, transmission, distribution and supply of electricity to more than 570,000 customers on Hong Kong and Lamma Islands.

HK Electric operates a power station on Lamma Island, with a total installed capacity of 3,737 MW, supplying electricity to customers via an advanced electricity network of about 6,300 km. For more information on HKEI and HK Electric, please visit www.hkei.hk.

For more than 125 years, we have helped power Hong Kong's economic growth while investing in the most appropriate technologies and fuels in order to provide a safe, reliable, clean and affordable supply of electricity to both businesses and residential communities. As a responsible corporate citizen, we also have a commitment to engaging our stakeholders in the community and supporting the underprivileged.

LAMMA POWER STATION

Installed Generating Capacity



About this Report

In this Sustainability Report, the fourth of HKEI since it was listed in 2014, we discuss our approach to sustainability, our performance during the year, and our plans and targets for the future. As well as outlining our key challenges and strategies, we cover the initiatives undertaken to implement our Corporate Social Responsibility Policy.

Our CEO oversees the preparation of this report as delegated by the Board of Directors.

In preparing this report, we have followed Global Reporting Initiative's (GRI) Sustainability Reporting Standards and Electric Utilities Sector Disclosures, as well as HKEX's Environmental, Social and Governance (ESG) Reporting Guide. This report has been prepared in accordance with the Core Option of the GRI Standards and addresses a significant number of material disclosures required under the Comprehensive Option.

This report is designed to be read in conjunction with our other key reporting channels. Details on our policies and routine initiatives are available on our website, while more information about our governance practices and financial performance are given in our Annual Report. The online "HKEX ESG Content Index" and "GRI Content Index" of this report on our website provide cross references for readers, and some specific information is also reported directly in the "GRI Content Index".

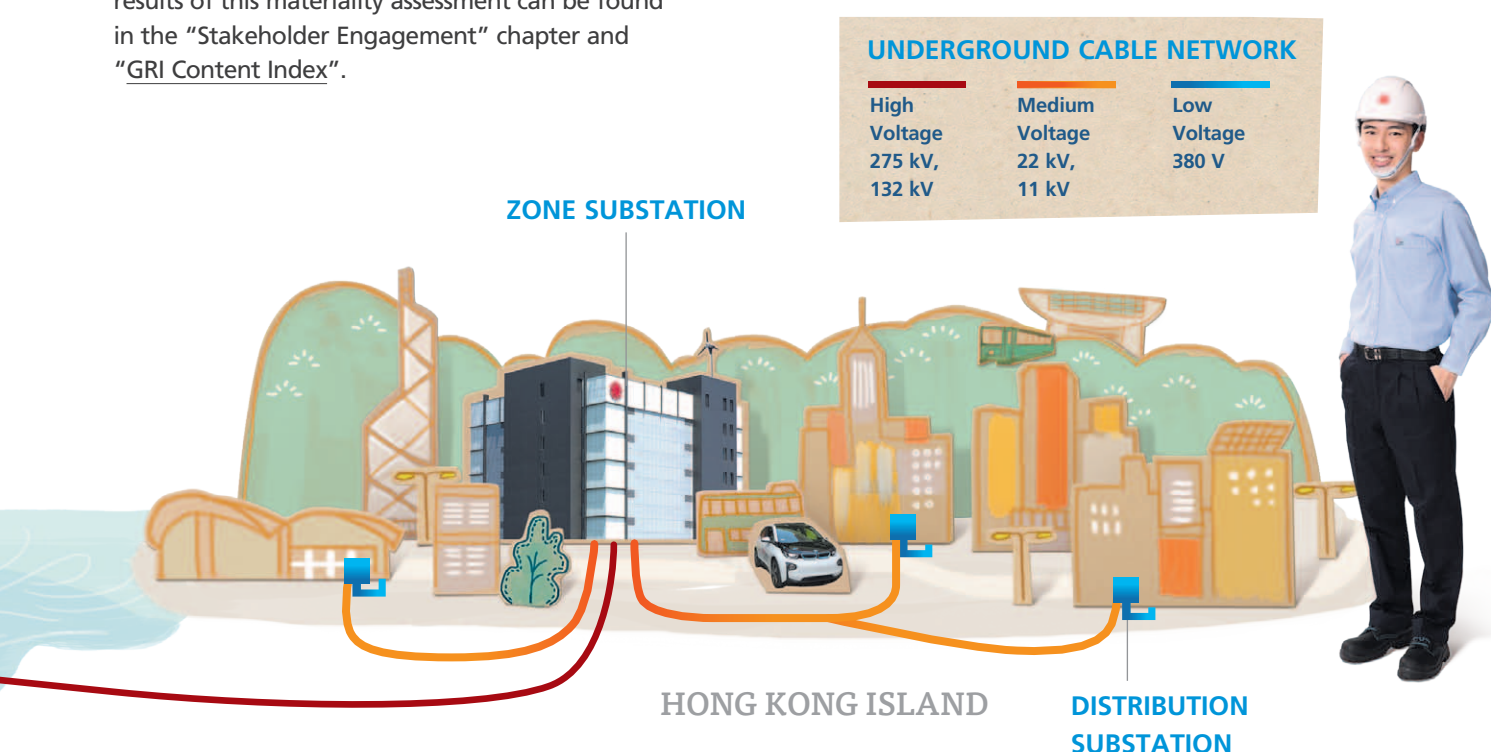
Issues of material interest were determined through a process of materiality analysis. More details and the results of this materiality assessment can be found in the "Stakeholder Engagement" chapter and "GRI Content Index".

Our data collection and analysis were based on relevant guidelines and standards, such as ISO 14064 for our greenhouse gas emissions and local governmental guidelines for energy and carbon audits for our buildings. All numerical data are presented as absolute figures, and all financial data are in Hong Kong dollars unless otherwise specified. Figures may not add up to the total due to rounding.

The "suppliers" referred to in this report are those who have a direct commercial relationship with HK Electric including contractors. Our workforce comprises full-time employees as well as an insignificant portion of part-time and temporary employees. Personnel of contractors for whom we have no direct responsibility are not included as part of our workforce. "Shareholder" means the holder of HKEI's Share Stapled Units.

In line with HKEI's commitment to transparency regarding our sustainability impacts and willingness to manage those impacts responsibly, we commissioned an independent third party to verify this report's contents and assure its credibility. Its "Verification Statement" can be found at the end of this report.

We welcome your comments on this report and our sustainability performance, and encourage you to send us your views by completing the online feedback form. The feedback form and other information mentioned above are available at www.hkei.hk.



A Word from our CEO

“Contributing towards a low-carbon future for Hong Kong continued to be a high priority for HKEI in 2016.”



The year 2016 marked another significant step forward for HKEI in its low-carbon journey. In this report, I am delighted to share our achievements and efforts to drive sustainability across our operations, among our employees and in the community.

During the review period, we launched a number of significant projects to support the Government's target of reducing Hong Kong's carbon intensity by 50-60% by 2020 from the 2005 level. We also worked closely with the Government to devise a long-term energy policy and a post-2018 regulatory framework that will benefit the sustainable development of Hong Kong. HK Electric is confident that the final framework will enable us to maintain our track record of providing safe, reliable, clean and affordable electricity to our customers.

A Future Powered by Natural Gas

Natural gas, which currently contributes to over 33% of our electricity output, is a cleaner fuel with lower carbon and other emissions as compared to coal.

Since 2005, just before we introduced natural gas at Lamma Power Station, we have reduced our carbon emissions by 14%. Emissions of sulphur dioxide, nitrogen oxides and respirable suspended particulates have also been cut by 50-90% over the same period.

Further reductions will be achieved by increasing the proportion of natural gas used to generate electricity through projects such as the new L10 gas-fired combined-cycle unit at Lamma Power Station. In 2016, we made good progress in the construction of L10, keeping us on track for its commissioning in 2020. By then, our gas-fired generation will rise to about 50%. Following the Government's approval in September 2016, we have proceeded to build another new gas-fired unit, L11, that will enable us to further increase the gas proportion of our fuel mix to about 55% by 2022.

To support our long-term goal of increasing gas-fired generation, it will be critical for us to obtain a secure and competitive long-term gas supply. We therefore partnered with CLP Power Hong Kong Limited to conduct an Environmental Impact Assessment of an offshore terminal for receiving liquefied natural gas from overseas. If approved, the project will give us direct access to the international gas market and increase our bargaining power in securing gas supplies.

Towards a Greener Society Together

As well as reducing the carbon emissions on the generation side, we have been exploring ways to save energy with our stakeholders.

During the year, we continued to roll out various initiatives to encourage the smart use of energy in the community. For instance, we have approved eight projects across Hong Kong Island under our Smart Power Fund, bringing the total number of successful applications to 29, providing a total of more than \$4.6 million in funding for a variety of energy-efficiency enhancement projects since the Fund's inception in 2014.

In green education, we nurtured secondary school students to promote energy saving through the Happy Green Community Ambassadors programme under our Smart Power Campaign. We continued to run the Happy Green Schools label scheme, encouraging green educational activities for children in about 350 schools.

Our Green Hong Kong Green programme, promoting eco-tourism and conservation, was named an Outstanding Partnership Project by The Hong Kong Council of Social Service.

As a member of the Government's Steering Committee on the Promotion of Electric Vehicles (EVs), I am pleased to see the growing popularity of EVs in Hong Kong as they will help improve roadside air quality. We have played our part by strengthening the technical and advisory services to

building owners interested in installing EV charging facilities. We will also continue to provide free charging services at our charging stations until the end of 2017. In our own fleet, we have replaced most of the retired petrol cars with EVs, making our EV fleet one of the largest in Hong Kong.

Award-winning Customer Service

We take great pride in our ability to provide an excellent supply of electricity to customers. Since 1997, we have maintained power supply reliability at higher than 99.999% and, since 2009, have kept the average unplanned customer minutes lost to less than one minute per year. In 2016, we again met or surpassed all of the 18 pledged customer service standards.

This record of service has contributed to Hong Kong being ranked among the top three for the fifth consecutive year in the Global Competitiveness Index compiled by the World Economic Forum in terms of quality of electricity supply.

Our customer service was also well recognised during the year with creditable awards such as the coveted 2016 Excellence Award of the Mystery Shopper Programme, organised by the Hong Kong Retail Management Association.

What's more, we have maintained this high standard of service while keeping the tariff rates at a reasonable level. For 2017, we lowered our tariff for the second year through a 17.2% reduction in our net tariff with the offer of two special rebates.

Extending Care to the Community

Caring for the elderly remained a priority for us through initiatives such as the CAREnJOY programme. Partnering with all District Councils on Hong Kong Island, two Rural Committees on Lamma Island and eight elderly service agencies, we continued to provide care to seniors living alone through monthly home visits.

In 2016, we celebrated the 10th anniversary of the University of 3rd Age co-founded with The Hong Kong Council of Social Service, encouraging active ageing among local retirees.

Ensuring Employee Wellness

Health and safety in our daily operations continued to be at the top of our agenda. In 2016, the overall safety performance improved from the previous year.

To promote health among our employees, we encourage daily physical exercise in the workplaces and during the year launched a new campaign called StairWELL, which

incentivised colleagues to walk up the stairs of our buildings. I myself walk up the stairs of Hongkong Electric Centre almost every day and can personally attest to the health benefits of stair climbing. I encourage everyone, not just our colleagues, to "step up for fitness".

Another focus at HK Electric is providing professional development opportunities for our employees and equipping them with skills and knowledge. In 2016, we further promoted the use of online learning resources for continuous employee development.

Embracing Good Corporate Governance

Good corporate governance is the cornerstone of a successful organisation. In 2016, we continued to upgrade the Enterprise Risk Management and Internal Control Frameworks, and put in place measures such as a new Fraud Prevention and Awareness Policy to minimise our exposure to fraud.

In addition, we implemented the Compliance Framework and the Regulatory Compliance & Monitoring Programme. To manage our compliance obligations more effectively, we enhanced the Framework with support from subject matter experts in specific compliance areas.

2017 and Beyond

Entering into 2017, we will continue to work closely with the Government and other stakeholders to chart the best way forward for Hong Kong's electricity market, particularly with regard to the post-2018 regulatory framework. We will also be working diligently to ensure the timely delivery of the new gas-fired power plants and to secure a more stable supply of natural gas. We are also keen to support the Government's 2030 carbon reduction target of reducing the city's carbon intensity by 65-70% from the 2005 level in response to the Paris Agreement reached at the 2015 UN Climate Change Conference (COP21).

This is an exciting era for HKEI and, indeed, the energy sector as a whole. While there may be other challenges ahead, I am confident that we are on the right track in our sustainability journey, and am grateful to all our stakeholders for working with us to set the scene for a low-carbon and sustainable Hong Kong.

Wan Chi-tin
Chief Executive Officer
March 2017



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.

Challenges and Strategies

In this chapter, we set out our key challenges in running a sustainable business, the factors affecting our performance, and the strategies we have adopted for addressing them. Financial challenges and related issues are discussed separately in our Annual Report.

Key Challenges

Regulatory Requirements and Stakeholder Expectations

Hong Kong's laws and regulations are constantly being reviewed and updated, exposing HKEI to legal and regulatory compliance risks. Our main operating company, HK Electric, must also comply with applicable laws and regulations, particularly those related to tightening emission allowances.

Additionally, we must anticipate and address the concerns of our stakeholders who expect us to follow the highest standards in areas such as service delivery, health and safety, and environmental protection, and to operate with a high degree of transparency.

The Future of the Electricity Market

Our electricity business in Hong Kong is subject to a Scheme of Control Agreement (SCA) signed with the Government. It sets a permitted level of earnings based principally on the average net fixed assets of electricity-related operations along with a broad spectrum of operational, performance and service requirements. The current SCA was renewed in 2008 for a term of ten years commencing 1 January 2009.

The implementation of the 2014–2018 Development Plan under the SCA, together with the structure and regulation of the power industry in Hong Kong upon the expiry of the current SCA, affect our business and, ultimately, our stakeholders. Other key factors include the Government's policies on the fuel mix for electricity generation to improve air quality and combat climate change as well as competition in the electricity market over the medium to long term.

Fuel Supply

Coal and natural gas are used for our generating units at Lamma Power Station. Any interruptions or shortages in the supply of fuel, or instances of substandard fuel quality, could result in significant impact on our electricity generation. Moreover, interruptions to gas supply could hamper our ability to meet legislated emission allowances. Volatility of global fuel prices could also be a challenge in securing a reliable and quality fuel supply at reasonable prices.

Economic Environment

Global economic growth remained slow with subdued demand across the major economies. The outcomes of the UK's "Brexit" referendum and the US presidential election also heightened uncertainty in the world economy and global financial market.

In Hong Kong, the economy grew at a modest pace as reflected in weak exports, slow retail sales and declines in visitor arrivals. All these could cause an economic downturn and have an adverse impact on our customers' businesses, leading to lower demand for electricity. As Hong Kong's electricity market is highly developed, with limited opportunities for growth, any economic slowdown could be a serious challenge to us.





Principal Strategies

Our Vision, Mission and Core Values (VMV) guide us in how we face challenges at every level of our operations. It is reinforced by our Corporate Social Responsibility (CSR) Policy and corporate governance practices. We also take into consideration the views and concerns of our stakeholders. These form a sustainability framework under which our sustainability initiatives and activities are implemented.

VMV and CSR Policy

To fulfil our Vision which is to excel in the power business in Hong Kong, our Mission is to enhance shareholder value, deliver excellent customer service and supply reliability, nurture a harmonious and engaged workforce, care for the environment and community, and drive for efficiency in our operations.

Our efforts to achieve the Mission are supported by our Core Values: Pursuit of Excellence, Integrity, Respect and Trust, and Caring. Our CSR Policy underlies our commitment to operating in a responsible manner and meeting the long-term energy needs of the community.

The implementation of our CSR Policy is overseen by our CSR Committee, chaired by the CEO and comprising senior management representatives. The Committee is responsible for formulating strategies, integrating CSR initiatives into our operations, and monitoring and improving our CSR performance. It also benchmarks our performance against industry best practices, promotes CSR among our employees and business partners, and enhances stakeholder engagement.

Guided by our VMV and CSR Policy, we endeavour to be a good corporate citizen in support of the sustainable development of the community, a world-class energy supplier providing a safe, reliable, affordable and environmentally friendly electricity supply, and an employer of choice for those who wish to pursue a fulfilling career in the energy sector.

Corporate Governance

At HKEI, we are committed to upholding the highest standards of corporate governance. We have an Enterprise Risk Management Framework to identify, assess, mitigate and monitor key business, financial, operational and compliance risks. We also have a Crisis Management Plan to deal with emergencies that could damage our long-term business plans. Further details about our corporate governance can be found in the "Respecting our Shareholders" chapter and our Annual Report.

Managing Key Challenges

In order to meet legal and regulatory requirements, we monitor changes in laws and regulations, and ensure compliance in all relevant functional units. This is achieved through our Compliance Framework, which is overseen by our Compliance Committee. Comprehensive management systems are also in place to oversee environmental matters, health and safety issues, and service quality standards. Various communication channels are in place for understanding and addressing stakeholder concerns. For details on how we engage our stakeholders, please refer to the previous chapter, "Stakeholder Engagement".

Factors that could affect the electricity market are regularly reviewed through an established mechanism. We also exchange views on the electricity market and related regulatory issues with stakeholders.

To secure a reliable and stable supply of quality fuels at reasonable prices, we have developed a fuel supply strategy and a fuel quality control system.

In an uncertain economic environment, HKEI adopts prudent and pragmatic strategies in financial management and capital investment. We also strive for efficiency and cost effectiveness in all aspects of our operations to enhance our financial performance.



Sharing the Same Planet

We

Address
Climate
Change

Ensure
Cleaner Air
for All

Conserve
Natural
Resources

Encourage
Smart Use
of Energy

Advocate
a Green
Lifestyle

>33%

electricity output
from natural gas

>102,000m³
water reused

>85,000

participants learned
about energy saving under
Smart Power Campaign



At HK Electric, we understand that as a major public utility we have a responsibility to protect and preserve the environment. Accordingly, we are investing substantial resources to minimise the impacts of our operations.

Our commitment to protecting the environment and supporting sustainable development is articulated in our Environmental Policy, the implementation of which is overseen by our Environment Committee.

In order to integrate environmental considerations into our business, we have put in place comprehensive environmental and energy management systems conforming to ISO 14001 and ISO 50001 standards. We also have annual environmental management programmes, with measurable targets, that help us achieve continuous improvement in our environmental performance.

Green education is a primary focus of our efforts to raise awareness of environmental issues among our customers and the public, especially with regard to the smart use of energy. Moreover, we provide funding as well as a variety of services to help customers enhance energy efficiency and conservation.

Shared Concerns

Climate Change | Air Quality

- Climate change is a global concern, and everyone must take a proactive approach to combat it.
- As clean air is essential to maintaining good health, the power sector, including HK Electric, has a particular responsibility to reduce its emissions.
- It is challenging for HK Electric to continually reduce its emissions given the substantial cuts it has already achieved.
- Other challenges include the high cost and long lead time needed to develop low-carbon power plants and the uncertainties of the future electricity market.

Natural Resources

- It is vital to preserve limited natural resources and protect the environment for future generations.
- HK Electric must do more to minimise its use of natural resources, including fuel and water, as well as reducing the waste and by-products it generates, such as waste water, waste oil, ash and gypsum.
- As its facilities continue to age, HK Electric has to invest in rejuvenating these assets.

Energy Use

- Demand-side management is an effective way of minimising the environmental impacts associated with energy use.
- HK Electric is committed to promoting the smart use of electricity as this initiative will create long-term environmental benefits for the sustainable development of our society.

Green Lifestyle

- Raising community awareness is essential to sustainable development.
- HK Electric recognises its responsibility in promoting an eco-friendly, low-carbon lifestyle among its customers and the general public.
- Instigating behavioural change calls for innovative and inspiring programmes.

Address Climate Change

We share the international consensus on the urgent need to contain the risk of global warming.

Wherever possible, we choose low-carbon methods of power generation – particularly natural gas and renewable energy (RE) – that contribute to the global efforts of carbon reduction. Energy saving practices have also been adopted at every level of our operations in order to minimise our carbon footprint.

Adapting to climate change is also an integral part of our corporate management. We have put in place measures to maintain our operations and services under extreme weather conditions, such as typhoons, heavy rainstorms and severe flooding.

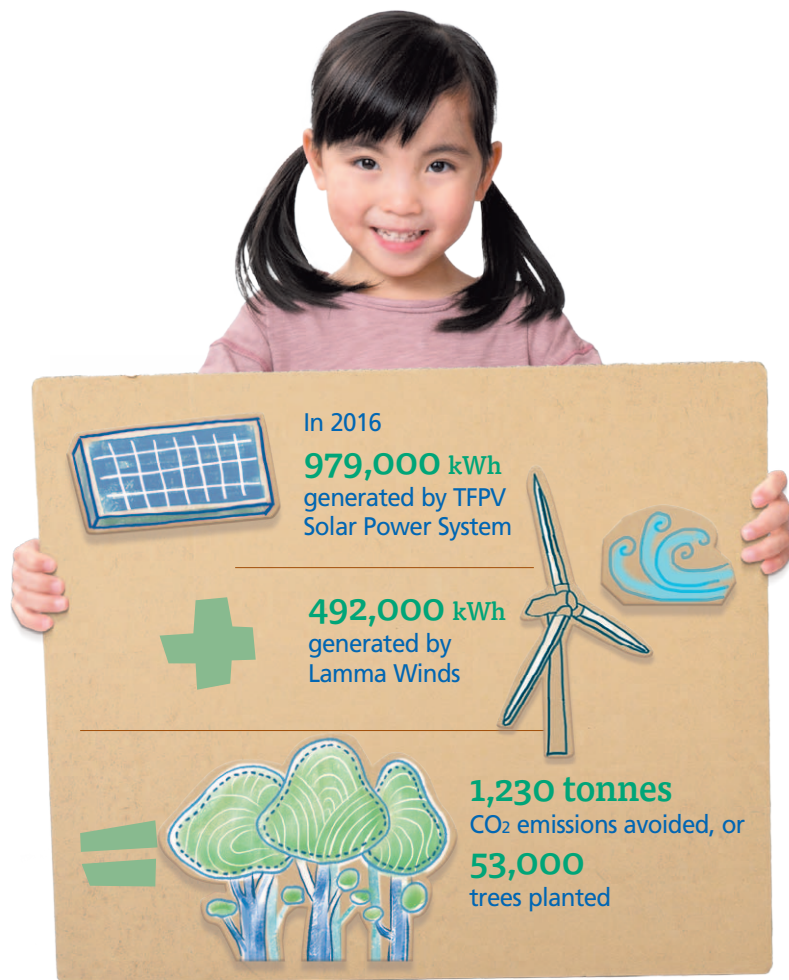
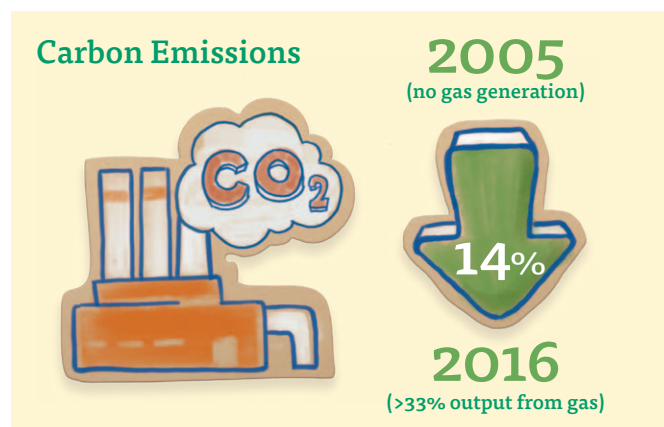
The Low-carbon Alternative: Natural Gas

In 2016, the power we generated from natural gas comprised over 33% of our total output. To further reduce carbon emissions, we are now working to increase the use of natural gas in line with the results of the Government's public consultation on Hong Kong's future fuel mix conducted in 2015.

After receiving the Government's approval for our new L10 gas-fired generating unit in November 2015, we began piling works in early 2016 and moved on to erecting the civil superstructure at the year end.

In September 2016, the Government gave us the green light for the construction of another gas-fired generating unit, L11. This unit will replace an ageing, less efficient gas-fired plant scheduled to retire in 2022.

Both L10 and L11 will feature advanced technology that will reduce carbon emissions by about 25% compared with the gas-fired plant due to retire. After the commissioning of L10 and L11 in 2020 and 2022 respectively, the electricity we produce through gas-fired generation will increase to about 50% and 55%, contributing to achieving the Government's carbon intensity reduction target for the city.



In another important development during the year, we partnered with CLP Power Hong Kong Limited to conduct an Environmental Impact Assessment for the construction of an offshore liquefied natural gas (LNG) terminal. Using floating storage and regasification unit technology, the terminal will give us direct access to the international gas market and greater bargaining power in ensuring a secure and competitive long-term gas supply for Hong Kong.

Power from the Sun and Wind

In addition to natural gas, we continue to harness RE that eliminate all emissions.

One of these efforts is wind power generated by our Lamma Winds facility – an 800 kW wind turbine and the first and only commercial-scale set-up in Hong Kong – on Lamma Island. Another is solar energy through our 1 MW TFPV Solar Power System at Lamma Power Station. Both facilities demonstrate the potential of large-scale RE developments in Hong Kong.

Energy Saving in our Buildings

Since buildings account for a significant portion of electricity consumption in Hong Kong, we continue to follow up on the energy saving opportunities identified in our latest building energy audits. We also conduct annual carbon audits to find additional opportunities for reducing greenhouse gas emissions of our main office buildings.

In the summer of 2016, HK Electric once again supported the Government's Energy Saving Charter on Indoor Temperature by maintaining temperatures at 24-26°C in our buildings.

To improve the energy efficiency and reliability of the air-conditioning systems at our Electric Centre and Electric Tower, we completed the replacement of the buildings' aged chillers in 2016. We also started similar chiller replacement in our Hongkong Electric Centre.

To reduce Lamma Power Station's carbon footprint, we retrofitted buildings there with 93 LED lights, saving more than 14,000 kWh of electricity annually. We also upgraded the heating, ventilation and air-conditioning systems of some of the main buildings.

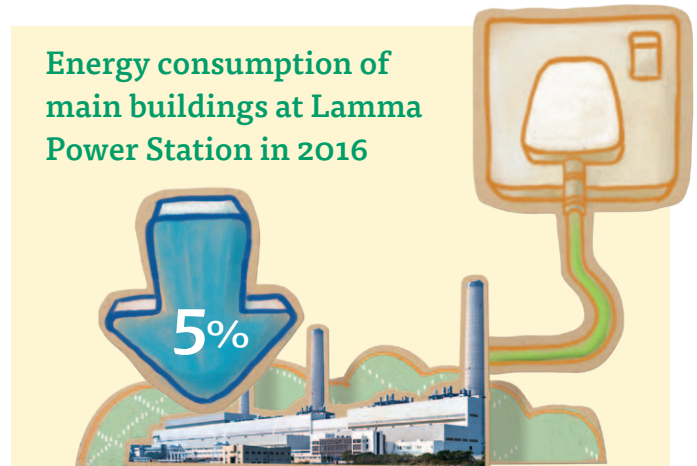
In February 2016, our new IT Service Operations Centre at Electric Tower was awarded LEED Gold Rating Certification by the U.S. Green Building Council for its design, construction, operation and maintenance.

In recognition of our energy saving efforts, we received Energywise and Carbon Reduction certificates under the Hong Kong Green Organisation Certification Scheme.



HK Electric supports the Government's External Lighting Charter by switching off external lighting of its premises at a preset time.

Energy consumption of main buildings at Lamma Power Station in 2016



Adapting to Climate Change

HK Electric has been preparing for adverse weather conditions by assessing risks, adopting resilient designs, conducting operational reviews and taking the appropriate enhancement measures.

In our transmission network, we mainly use underground and submarine cables, which make our power system less susceptible to lightning and inclement weather. Similarly, we have equipped our power plant and coastal transmission and distribution stations with anti-flooding systems.

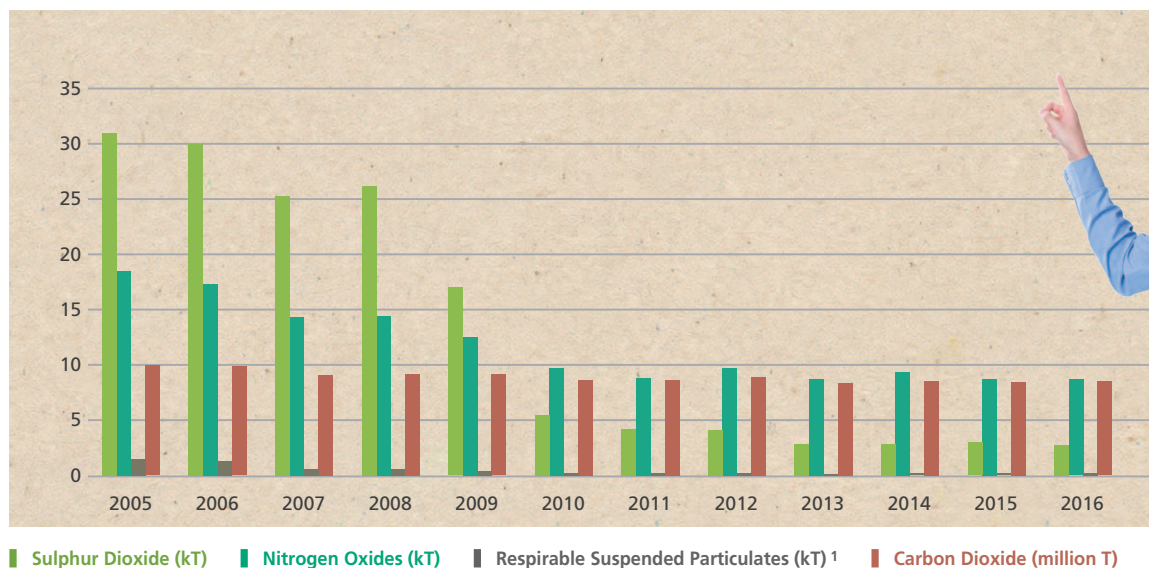


Cable tunnels in our electricity network make it less susceptible to extreme weather.

As extreme weather may affect our fuel supply, we closely monitor the fuel supply chain and procure fuel from various sources around the world. The offshore LNG terminal we are proposing will help further diversify our fuel procurement.

Since high ambient temperatures could increase the possibility of failure of our power plant components and electricity network, we monitor critical plant components and important cable sections, and identify performance enhancement measures. In 2016, we continued to convert our 11 kV open-ring distribution feeders to 22 kV closed-ring feeders to enhance reliability and increase cable capacity.

Emissions from Lamma Power Station



¹ The figures for 2007 to 2016 refer to respirable suspended particulates while the figures for 2005 and 2006 refer to particulates.



Ensure Cleaner Air for All

Our initiatives for harnessing RE and increasing the use of natural gas in our fuel mix will not only reduce our carbon emissions but also emissions of sulphur dioxide (SO₂), nitrogen oxides (NO_x) and respirable suspended particulates (RSP), thereby contributing to better air quality in Hong Kong and the Pearl River Delta region.

In 2016, we continued to use low-sulphur coals in order to reduce our SO₂ emissions. As low-sulphur coals usually have less ash content, it will also lower particulates emissions. In our 2016 coal purchasing portfolio, one-third were low-sulphur coals.

By using RE and cleaner fuels as well as other emission reduction facilities such as flue gas desulphurisation plants, low-nitrogen-oxide burner systems and electrostatic precipitators, Lamma Power Station has been able to meet the emission allowances set by the Government.

During the year, we worked closely with the Government to further reduce the power sector's emissions and agreed to adopt a set of tighter emission allowances for 2021 onwards as compared with 2020 levels. Where practicable, we will adopt advanced emission reduction technology such as the Selective Catalytic Reduction system in our new L10 and L11 gas-fired units. The application of this system will reduce the NO_x emissions of each new unit by 90% as compared with a conventional gas-fired plant. It is expected that by 2022 when both new units are in operation, the three types of air emissions will drop a substantial 75-90% as compared with the 2005 levels.

Conserve Natural Resources

As natural resources are limited, environmental conservation will remain a significant issue for both the global community and HK Electric.

Developing a 4R Culture

In line with our Environmental Policy, we will continue to minimise our consumption of resources and reduce wastage according to the 4R principle – Reduce, Reuse, Recover and Recycle.

One example is the system we installed at Lamma Power Station for collecting rain water and plant processing water for reuse. In 2016, we collected more than 102,000 m³ of water for reuse, thereby reducing the corresponding amount of town water used by the Station and the same amount of waste water discharge.

Construction of a new demineralisation plant at Lamma Power Station began in October 2016 and is scheduled for completion by the end of 2017. It will incorporate reverse osmosis and electro-deionisation technology to reduce the amount of chemicals needed to demineralise water during operation.

We also follow best practicable waste management practices in order to minimise our impacts on the environment. Ash and gypsum are power generation by-products (also our major non-hazardous wastes) and are collected for industrial use. Hazardous wastes such as waste oil are recycled or disposed of through licensed collectors and facilities under a trip-ticket system.

To address the food waste problem in Hong Kong, we continued to reduce food waste at source in our canteens by adopting an advance booking system for meals and donating surplus food to Food Angel. We also encouraged waste separation and the use of food waste eliminators.

During the year, we received Wastewi\$e certificates and food waste management awards from the Government and NGOs recognising our 4R efforts.

To encourage more customers to go green, we launched an incentive scheme in 2016 encouraging e-bill registrations and e-payments. Customers using e-bills will also receive a QR code on their smartphones for making payments at convenience stores.

Support for Biodiversity and Other Green Initiatives

At Lamma Power Station, we continued our efforts in conserving the existing ecological habitat and planted diverse species of native trees and shrubs to attract local wildlife. We also took biodiversity into consideration in our development projects, such as the forthcoming improvement of the Lamma Power Station Navigation Channel.

In 2016, our employees and their families participated in various green initiatives, including the United Nations' World Environment Day. HK Electric supported this initiative with a one-month campaign asking colleagues to go green around the four basic necessities of life: apparel, diet, living and transport. More than 1,000 colleagues participated in the event. A new element of the year's campaign was a Good Green Practice competition to enhance environmental awareness and sharing of green practices among employees.

During the year, we continued to extend our support to local green groups on their green activities including WWF's Earth Hour, World Green Organisation's Green Heroes and Green Walk, The Conservancy Association's Eco Rangers, Friends of the Earth (HK)'s No Car Day and others.



HK Electric volunteers clear litter dumped along the hiking routes and promote the "Bring the Litter Home" message at Green Power's "Clean Up the World in Hong Kong" event.

Encourage Smart Use of Energy

Recognising that energy efficiency is a key element of sustainable development, HK Electric advocates the smart use of energy through green educational programmes and support for customers wishing to enhance the energy efficiency of their buildings.

Energy Efficiency Campaigns

Every year, we set aside approximately \$2.5 million in an education fund for energy efficiency and conservation awareness programmes for the public, particularly the younger generation.

The year-long Smart Power Campaign promotes energy efficiency and a low-carbon lifestyle through a wide array of programmes and activities. Continuing with the theme of "Be Green, Be Happy" in 2016, the Campaign attracted more than 85,000 participants in various activities.



The winning team shares how their green energy dreams come true.

For the year's Green Energy Dreams Come True competition, 12 teams were selected and granted funding of up to \$50,000 each to promote energy efficiency or RE. In addition to monetary support, our young engineers provided technical advice to the teams on how to implement their ideas. A final presentation was conducted in December. The team from Cotton Spinners Association Secondary School was named champion for their innovative idea of turning recycled materials into toys and gadgets. Other winning entries included a proposal for a hydroponic farm and an energy efficiency monitoring and promotion scheme.



Happy Green Community Ambassadors learn more about HK Electric's solar power system.

Under our ongoing Happy Green Schools label scheme, we organised school talks on energy conservation, visits to our Lamma Power Station, Lamma Winds and Smart Power Centre, eco-heritage tours and "Green Campus TV" training classes. During the year, we expanded the number of Happy Green Schools to about 350.

In 2016, we recruited about 30 secondary school students as Happy Green Community Ambassadors and invited them to join a one-day training camp. The training included a visit to Lamma Power Station to appreciate the green measures of our power generation, as well as tips on presentation skills. The students then acted as "tour guides" at roving exhibitions to introduce HK Electric's green journey and offer advice on a low-carbon lifestyle. Three outstanding ambassadors were selected to meet our management and to job shadow our environmental engineers.

With the help of the student ambassadors, the exhibitions attracted around 7,000 visitors at various locations across the territory.

We also began converting our former pay-in centre in Sheung Wan into a display centre showcasing the latest energy-efficient technology and electric appliances.

Energy Conservation

During the year, HK Electric once again provided a free energy audit service to non-residential customers, and more than 50 audits were carried out. To make this initiative more practicable, we provide interest-subsidised loans under the Energy Efficiency Loan Scheme to non-residential customers implementing energy saving initiatives identified in the energy audits.

Through our Smart Power Fund, we subsidise owners of residential buildings to improve the energy performance of their building service installations for communal use on a 50/50 matching basis. In 2016, we approved funding of about \$1.6 million for eight applications, bringing the total number of successful applications to 29 since the Fund's inception in 2014. Approved projects included the installation of more energy-efficient lift driving systems, public lighting and air-conditioners. From 2017, HK Electric will double the upper limit of the subsidies to \$400,000 and, for cases demonstrating exceptional improvements in energy efficiency, up to \$500,000.

We also provide our customers with consumption and benchmark information on their electricity bills to help them understand their power usage. For our commercial customers, we offer a load profile enquiry service to help manage energy use more efficiently.

On our corporate website, we offer two online tools – Electricity@Home and Electricity@Office – that allow customers to conduct virtual energy surveys, with details on power used for home appliances, energy efficiency, power quality and tariffs charged. We also launched a new version of our carbon calculator to assist customers in finding out the carbon emissions associated with their energy consumption.

Furthermore, we explored the adoption of an Advanced Metering Infrastructure and undertook a trial of Smart Meter Data Analytics. The results of this pilot programme indicated that features such as load patterns, neighbourhood comparisons, high consumption alerts and bill projections can provide a better picture of customers' energy consumption patterns and will help us formulate a strategy for future development.



Our engineer helps non-residential customers identify energy saving opportunities.

Advocate a Green Lifestyle

An effective way to enhance environmental awareness among members of the public is to allow them to appreciate the benefits of a modern and eco-friendly lifestyle.



The Green Hong Kong Green programme is named an Outstanding Partnership Project by The Hong Kong Council of Social Service.

A Showcase of our Eco-heritage

To raise awareness of the ecological value of Hong Kong and Lamma Islands, HK Electric and The Conservancy Association joined hands to implement the Green Hong Kong Green (GHKG) programme.

During the year, training and refresher courses were held for eco-leaders to improve their skills in leading tours and educating the public on eco-tourism. Throughout 2016, 111 eco-tours for about 1,400 participants were arranged on the eight eco-heritage routes of Hong Kong and Lamma Islands. Most popular were the night safari tours available only in summer, during which participants enjoyed close encounters with insects and amphibious animals rarely seen during daylight hours.

The highlight of the year was the fourth GHKG Eco-tour Festival held on 20 November 2016 at Belcher Bay Park, in which about 1,100 people took part in a variety of fun and educational activities under the theme of nature conservation. This was the first time the Festival was held in the urban area, as we reminded the public not to forget the hidden eco-heritage treasures there, and to appreciate and preserve them.

We also make good use of social media to promote the project. Our GHKG App, featuring the eight eco-heritage routes, was made available for free download. By the end of 2016, the App had been downloaded 25,926 times, while 8,370 fans joined the programme's Facebook group.

Through this project, we hope that people will visit Hong Kong's eco-heritage sites more often, appreciate the beauty of these natural attractions and feel a greater sense of pride in their city.

Promoting Electric Living

Switching from gas to electrical appliances helps save energy, improve indoor environments and reduce fire hazards. To promote commercial electric kitchens, we worked with the International Association of Gourmet Master Chefs & Hospitality Executives to arrange a workshop on 24 August 2016 at our Smart Commercial Kitchen, ahead of the Gourmet Worldwide Chefs Competition. More than 40 local and international chefs who had entered the competition attended the workshop.

In another initiative, we supported the Eco-Chef Training programme, which recruits and trains the underprivileged to help them return to the labour market. This programme helps ease the shortage of chefs in the Hong Kong catering industry as well.

We also supported the International Kam Cha Competition 2016, organised by the Association of Coffee and Tea of Hong Kong. Equipment such as electric hot-tops and water boilers were used to prepare Hong Kong-style milk tea in the competition.

In addition, we helped organise a joint promotion for electric cooking in the catering industry together with the OpenRice website and Facebook. Residential customers could sample food from the environmentally friendly electric kitchen and enjoy discounts at participating shops.

During the year, we began converting the Heat Pump & Commercial Equipment Display Area at our Electric Centre into an Automated Commercial Kitchen. This new display centre, opened in January 2017, showcases the latest automated kitchen designs to address the manpower shortage in the catering industry, as well as to save labour costs, improve work safety and prepare food with consistent quality.



Our newly opened Automated Commercial Kitchen helps promote the benefits of electric cooking.

At our Home Management Centre (HMC), we conducted 943 cooking and special interest courses for 10,108 students to promote electric living. We also ran our annual Hong Kong Secondary School Cooking Competition and hosted a cookery workshop for visually-impaired students at Ebenezer School. A total of seven school visits to the HMC were arranged during the year.

In addition, we worked with organisations and media partners to promote electric cooking among the general public. They included the Hong Kong Federation of Youth Groups, Evangelical Lutheran Church Social Service, Sing Tao Ohpama.com and Ms. Bertha Lee, a cook specialising in dried seafood.

Over the years, the HMC has served its purposes well in enhancing the taste and quality of life of the local community. However, with more and more similar courses available on the market, we decided, after thorough consideration, to terminate the operation of the HMC at the end of 2016 in order to make better use of our resources.



Secretary for the Environment, Mr. Wong Kam-sing (right), and HK Electric's Managing Director, Mr. Wan Chi-tin, demonstrate the use of smartphone apps to power up EVs.

The Future of Transport: Electric Vehicles

EVs are growing in popularity as an environmentally friendly means of transport. At HK Electric, we support the use of EVs as these vehicles help improve roadside air quality. At the end of 2016, we had a total of 107 EVs, representing over 37% of our vehicle fleet.

Making charging facilities available is the key to encouraging more people to drive EVs, we therefore provide support to parties interested in setting up charging installations. We also enhanced our Customer Information System to support billing for individual EV chargers and continued to offer six EV standard charging stations and four EV quick charging stations at various locations on

Hong Kong Island. These are open to the public free of charge – a service we have extended to the end of 2017. In December 2016, we upgraded two of the six standard charging stations to support medium charging. We are now working on expanding our charging network with three new multi-standard quick charging stations and upgrading the other existing standard charging stations to support AC quick charging for reduced charging times.

On 28 September 2016, we organised a seminar – Smart EV • Smart Charging – as well as an exhibition on EVs and EV supply equipment, which attracted about 200 participants from owners' corporations, management companies of office buildings and shopping malls, as well as other stakeholders. During the seminar, HK Electric introduced three new initiatives to enhance our EV charging support service. These included a Smart EV Charge Easy Online Advisor tool for creating preliminary proposals on the installation of EV charging facilities, a system for showing the occupancy status of HK Electric's quick charging stations, and a trial booking system for quick charging facilities through our Low Carbon App.

In 2016, our EV service team made site visits and provided technical advice on the installation of EV charging facilities to over 70 residential and commercial buildings in our service territory.

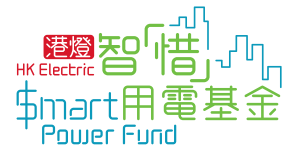
To demonstrate the speed and performance of zero-emission EVs, we supported the first-ever Formula-E race held in Hong Kong. As the event's official energy partner, HK Electric provided a reliable energy supply and electricity-related technical support, as well as a free charging service to the EVs in the celebrity race.



Our EV mini-website is revamped to provide information on smart charging systems.

Case Story

Brighter Ways to Save Energy



In 2013, Yick Fat Building in Quarry Bay was featured in the blockbuster movie *Transformers: Age of Extinction*.

But even more appealing than the bright lights of Hollywood for the building's owners was the opportunity to save energy – and money – with a new lighting system in the common areas of the 44-year-old building.

Thanks to the financial support from HK Electric's Smart Power Fund, they were able to replace more than 500 lights with modern T5 fluorescent tubes.

Launched in 2014, the Smart Power Fund was set up to subsidise owners of residential buildings on a matching basis so they could carry out energy efficiency enhancement projects.

Chairman of the Incorporated Committee of Yick Fat Building, Ms. Annie Lee said that the new system had increased the brightness inside the building even though fewer tubes were used.

"It is more environmentally friendly and more energy-efficient," said Ms. Lee. "The residents here also welcome the improvement, especially the elderly. With the matching funds from HK Electric, each resident could pay less. And we found that the power consumption from lighting has been reduced by around 40%."



The Smart Power Fund helps brighten Yick Fat Building more efficiently.



Inspection of the lift upgrading works at Tai On Court.

Another successful case is Tai On Court in Shau Kei Wan, which has two lifts that date back to 1982. The lifts were replaced, with the upgraded energy saving features, including new motors and a control system, partially subsidised by the Smart Power Fund.

The Incorporated Owners originally learned about the Fund through an environmental consultant. Upon approval of the funding, the project kicked off in December 2015 and was completed in May 2016. With HK Electric's support, the building owners were able to enjoy savings on the project cost as well as the reduced power consumption charges of up to 30% due to the enhancement.

Following these successes, HK Electric has relaxed the upper limit of the subsidy granted under the Smart Power Fund to encourage more energy efficiency enhancement initiatives in the community.



HK Electric's staff introduces the Fund at a property management training class.

Serving Hong Kong

We

Provide
a Reliable
Electricity
Supply

Deliver
World-class
Customer
Service

Ensure Safety
for Customers
and the
Community

At HK Electric, we strive to earn the trust of our customers and the community by providing them with world-class electricity service, while giving back to society. This commitment is upheld in our Quality, Customer Services, and Health and Safety Policies, as well as in our caring culture.

Our goal is to exceed customer expectations and achieve total customer satisfaction. As a customer-focused, service-oriented company, we integrate quality considerations into all aspects of our business under quality and asset management systems that conform to ISO 9001 and ISO 55001 standards. Through these systems, we aim for continuous improvement in the way we serve customers.

All health and safety aspects are under the governance of our Health and Safety Board chaired by the Managing Director. We operate under health and safety management systems in line with OHSAS 18001 standard and strive to achieve an accident-free operation. We also do our utmost to operate safely and minimise risks to the community, as well as advising our customers on the safe use of electricity.

As part of our commitment to the community, we engage a variety of stakeholder groups and build social capital through the programmes we offer. The community investment strategy we have adopted helps us monitor key social issues and concerns, set priorities and allocate resources to address these issues. For this reason, we have chosen green education and elderly care as the focuses of our community service initiatives. The former has been discussed in the “Sharing the Same Planet” chapter and the latter is elaborated in this chapter.



Care for the
Community



Shared Concerns

Reliable Electricity Supply

- A reliable supply of electricity is essential to daily life as well as the economic development of Hong Kong.
- Providing a reliable supply of electricity, however, can be challenging. These challenges include the complexity of developing and maintaining stable generation, transmission and distribution systems, the congested underground infrastructure in Hong Kong and severe weather.

Customer Service

- Customers expect excellent products and services at reasonable rates.
- HK Electric recognises the importance of providing a safe, reliable, clean and affordable electricity supply, as well as outstanding customer service.
- In meeting customer expectations, HK Electric must acknowledge and serve their needs in a spirit of mutual understanding.

Safety for Customers and the Community

- Health and safety is a key focus for all.
- To achieve the goal of zero accidents, preparing to meet unforeseeable risks and minimising human errors are essential.
- HK Electric has to make a concerted effort to ensure the safety of its customers and the community at large.

Care for the Community

- As a responsible corporate citizen, HK Electric recognises the need to contribute to the community.
- HK Electric needs to work with partners in the community to bring in the skills and expertise required to tackle complex social issues such as the ageing population and benefit those in need.

Provide a Reliable Electricity Supply

Electricity powers our homes, businesses and infrastructure 24 hours a day, every day of the year. In order to provide an uninterrupted supply of electricity to customers, HK Electric has developed a stable transmission and distribution network with advanced control and monitoring features. We also make strategic investments in people, processes, equipment and technology that keep our power system robust and capable of operating under any contingency.

Our reputation for providing a world-class supply of electricity is well founded. In 2016, we achieved a reliability rating of over 99.999%, a record we have maintained since 1997. We have also managed to reduce the average duration of unplanned supply interruptions per customer to less than one minute a year since 2009.

The key to this outstanding performance is the preventive and prudent approach we take in network design, maintenance, upgrades and repairs. To prevent problems from occurring, we monitor our networks around the clock and utilise early detection and advanced diagnostic techniques. Should a high voltage fault occur, we can restore power promptly through remote control facilities.



We make every effort to prevent faults in our network components.

We also monitor the “health” status of critical network components, such as switchgears, transformers, cables, protection relays and remote terminal units. With the specific health indexes we have formulated, we are able to identify components that are likely to break down and carry out timely repairs or replacements.

In particular, we have applied an advanced online partial discharge detection system to all 275 kV and 132 kV gas insulated switchgears at switching stations and continued



Our System Control Centre is equipped with sophisticated computer systems to ensure supply reliability.

to expand the system to our major apparatuses in primary stations. In 2016, we extended the detection system to monitor the conditions of the switchgears in seventeen 11 kV zone substations, and also reviewed and improved the detection system.

During the year, two potential transmission switchgear faults were averted and 16 potentially faulty 11 kV cables were replaced.

To further increase supply reliability and power quality, we continued to upgrade or replace aged network components, including cables, transformers, capacitor switches, circuit breakers and a shunt reactor.

In our computer systems, we began upgrading the sophisticated Energy Management System (EMS) and Distribution Management System (DMS) that control our power facilities. The upgrade, which includes enhanced smart grid features, is expected to be completed in 2017. With the new EMS and DMS, we will be able to maintain a safe, reliable and efficient system operation with lower emissions and a smaller carbon footprint. Also in 2016, we conducted drills for our backup EMS and backup DMS to test their control and monitoring functions.

Other operational improvements are being considered through the Strategic Asset Management and Operational Support Applications (SAMOSA) project commenced in January 2016, which is expected to be completed by 2019. SAMOSA is a strategic, business-led initiative that will help us increase productivity through the optimisation and standardisation of our end-to-end asset management processes, from planning, acquisition and installation to decommissioning.

To strengthen our fuel handling capabilities at Lamma Power Station, we upgraded the fire and gas-leak detection system of the gas receiving station during the year. In 2017, we will segregate the gas supply route to the two existing gas-fired combined-cycle units to enhance supply reliability. For the coal bunkers, we adopted a carbon

monoxide detection system and portable infrared thermal image cameras to identify unwanted coal smouldering that may impose a safety risk and jeopardise our generation capabilities.

We have also been taking a proactive approach to ensure a stable electricity supply under severe weather conditions. Details can be found in the “Sharing the Same Planet” chapter.

Deliver World-class Customer Service

In a sophisticated city such as Hong Kong, customers expect a reliable, high-quality supply of electricity at reasonable prices. To deliver the service standards our customers deserve, engagement with them is key – it is vital that they feel they are being heard.

Serving our Customers

To develop a more targeted strategy for serving our customers, we upgraded our Customer Services Department into a new Division in July 2016, as we believe this adds greater value to the expertise we offer in customer relationship management.

In 2016, we continued to meet or surpass all 18 pledged customer service standards. The average waiting times for telephone enquiry services and counter services at our Customer Centre were less than 9 seconds and 3.5 minutes respectively.

Our 24-hour Customer Emergency Services Centre continued to respond in a timely manner to customer requests through voice calls or SMS. In order to provide a more efficient, coordinated service, all customer calls and job records are computerised and made available immediately with the aid of a Service Call Information System. The average waiting time for telephone calls to the Centre in 2016 was 1.5 seconds, surpassing our pledged service standard of 9 seconds.



We provide a one-stop service for SMEs.



Delivering excellent customer service is our mission.

In addition, we made our website, services and publications more widely available for our customers. This included the launch of a mobile-friendly version of our corporate website and online customer service delivery platform, Account-On-Line, in response to the rapid adoption of smartphones and tablets.

For ethnic minorities living in Hong Kong, we added a new language – Hindi – to our existing suite of service pamphlets in Bahasa Indonesia, Tagalog, Urdu, Japanese, Thai, Nepali and Korean.

For hearing-impaired customers, we engaged The Hong Kong Society for the Deaf to produce a series of sign-language videos on energy efficiency, electrical safety and handling power supply interruptions, which are now available on our corporate website and YouTube channel.

Facilities at the Customer Centre were refurbished to provide better service for different customers in need. The enhancement included a dedicated wheelchair-friendly counter and automatic door for building access. Additionally, we continued to welcome visually-impaired customers to visit us with their guide dogs.

In another service enhancement during the year, we joined the Electronic Bill Presentment and Payment platform to provide one more convenient e-channel for customers. Through this channel, customers are able to receive e-bill summaries and pay their electricity bills using their internet banking accounts.

Since customer privacy is a high priority for us, we provide guidelines for our employees on handling personal data. To raise their awareness of the protection of personal data, we supported Privacy Awareness Week 2016 in May and organised a seminar on personal information collection statements and data access requests.



For enhanced security, we implemented a data loss prevention IT platform to strengthen our ability to prevent the unauthorised disclosure of confidential and sensitive personal data.

During the year, we reviewed our Supply Rules and published a new version that aligns with current business practices. We are also revamping our Guide to Connection of Supply to help customers plan and build data centres, as well as EV charging infrastructure. The new version will be published in 2017.

In April 2016, HK Electric once again participated in IT Fest and exhibited at the International ICT Expo to promote our service to the data centre industry. The merits of setting up data centres on Hong Kong Island were featured under four themes: Agile, Reliable, Customised and All-round.

These and other initiatives were widely appreciated by customers. The number of service commendations we received during the year reached a record 1,803, with no complaints on the quality of our electricity supply or related services, reflecting a high level of customer satisfaction.

HK Electric's service excellence was also recognised through a number of awards, such as the 2016 Excellence Award of the Mystery Shopper Programme organised by the Hong Kong Retail Management Association and two Gold awards in the Mystery Caller Assessment Award organised by the Hong Kong Call Centre Association. In the 2016 Web Accessibility Recognition Scheme co-organised by the Office of the Government Chief Information Officer and the Equal Opportunities Commission, our corporate website received the Gold Award in April 2016 for its easy accessibility by the disabled.

Communication with Customers

To understand and address customer needs, we listen to the feedback and suggestions of our customers through channels including after-service satisfaction surveys, "We Meet on Friday" sessions and the Give-Me-5 customer survey. The average customer satisfaction index in our after-service surveys during 2016 was 4.5 on a 5-point scale.

On an ongoing basis, customers are welcome to give us their opinions through the Customer Suggestion Form on our corporate website, as they are updated about our developments through the quarterly newsletter, HK Electric On-line.

Our Customer Care Managers (CCM) offer account assistance on matters such as billing issues, tariff advice, supply reliability, power quality, demand management and energy efficiency. Through the CCM programme, we also convey the latest service information and collect direct feedback from customers. In 2016, CCMs paid visits to 40 customer sites.

Our Customer Liaison Group comprising 50 members, including customers, district councillors, community leaders and NGO representatives from Hong Kong and Lamma Islands, met with our management representatives in January 2016 to get an update on HK Electric's developments, and share their views and suggestions with us. They also took part in a Green Hong Kong Green eco-heritage tour at Tai Tam in September to understand how HK Electric supports environmental protection and education through promoting eco-tourism.



Orientation meeting for new members of the Customer Liaison Group.

Affordable Energy

We are committed to keeping our tariffs at a stable and reasonable rate over the long term. Due to lower-than-expected fuel costs, and government refunds for the rent and rates overcharged in the past, we are able to offer two special rebates to all customers and reduce the net tariff for 2017 by 17.2%. This is despite rising operating costs, a drop in electricity sales and an increase in capital expenditure.

With the tariff reduction in 2017, we have frozen our tariff for the two years since 2014 and have also reduced our tariff for a further two years, surpassing our 2013 pledge to freeze tariffs for five years until the end of 2018. However, to help achieve a low-carbon society we will increase the use of natural gas in our power generation from about 33% of the total electricity output at present to around 50% in three years' time. This will substantially increase our fuel costs from 2020, which will create significant pressure on the tariff we charge. Recognising this, we must prepare to minimise the impact of increases in fuel costs on our customers. The proposed offshore LNG terminal will be an option that helps alleviate such impact.

To help make electricity affordable for everyone in the community, we continue to provide concessionary tariff schemes for the elderly, the disabled, single-parent families and the unemployed. We will also continue to provide the Super Saver Discount to encourage energy conservation.

Ensure Safety for Customers and the Community

Any interruptions to the supply of electricity can have potentially serious knock-on effects in the community. Moreover, with Hong Kong's limited space and dense population, utility infrastructures will inevitably be located close to the community. Accordingly, HK Electric makes a concerted effort to maintain a reliable electricity supply, avoid incidents caused by our operations and limit risks to the nearby community. We also advocate the safe use of electricity. This includes the provision of advice and guidance to customers and other stakeholders on safeguarding power supplies and minimising the risk of electrical incidents.

A Safe and Dependable Service

Since interruptions to the electricity supply can pose a threat to community facilities such as road traffic control systems, hospitals and building lift systems, we make every effort to deliver a reliable source of power. Please read the previous section, "Provide a Reliable Electricity Supply", for more details.



The Customer Emergency Services Centre provides necessary support for our customers through a 24-hour hotline.

For customers who depend on life support equipment, we can register their individual accounts and take care of their special power supply needs and notify them in advance of carrying out any planned supply suspensions. Drills are also carried out on our supply contingency plans for specific customers. In 2016, we conducted drills for six hospitals.

Minimising Risks

To minimise safety risks, Lamma Power Station is governed by a Safety Management System conforming to OHSAS 18001 standard. Since the introduction of gas power generation in 2006, we have had a Natural Gas Safety Management System in place that ensures the safe operation and maintenance of the gas facilities and gas-fired generating units.

In addition, we make use of oil-free distribution substations and zone substations that were introduced in the early 1980s and 1990s respectively. Oil-free facilities such as these greatly reduce potential fire hazards related to electrical apparatus, particularly those installed on the upper floors of a building.

We also completed the replacement of two ageing 132/33 kV oil-immersed transformers at our Admiralty Substation with gas-insulated transformers in June 2015 and June 2016. These new transformers have greatly reduced the fire risk in the substation building and surrounding public area.

All contractors and other organisations undertaking construction works near our electricity supply lines can receive relevant information to avoid damaging supply lines that might cause power interruptions or safety incidents. We maintain a dedicated section on our website for this purpose.

For our own facilities, we conduct drills to test our responses to emergency situations such as oil and chemical spills, fire, gas leakages and explosions.

We also arrange public tours of our Lamma Power Station and make home visits to the nearby villagers to foster mutual understanding and alleviate safety concerns.

Safe Use of Electricity

We continued to promote electrical safety and energy efficiency among our stakeholders in 2016. These included organising 45 mini energy efficiency workshops at our Smart Power Centre for stakeholders such as students, professional institutions, academia, business partners and NGOs. We also held four electrical safety and energy efficiency talks at community centres.

During a half-day energy efficiency event for the visually-impaired students of Ebenezer School in July 2016, we played host to 25 visitors at the Smart Power Centre and Home Management Centre. Our presentations included tips on using electricity efficiently and safely, as well as dealing with power interruptions. In one demonstration, the students could feel how radiant heat was dissipated through the use of low-emissivity window glass that reduces solar heat gain. Other demonstrations included the application of residual-current devices and intelligent power strips.

Throughout the year, we held 15 group tours of our Power Quality Centre to help participants better understand power quality and learn how to safeguard power supply for their critical facilities.

On the Electricity@Home and Electricity@Office sections of our website, we provide virtual energy surveys, as well as useful information on energy efficiency, power quality and safe use of electricity.



Students visit the Smart Power Centre to learn more about electrical safety and energy efficiency.

Care for the Community

As a company with a strong CSR mission, we work with the local community to put our expertise to good use and lend a helping hand to those in need.

We engage stakeholders on community issues and have established close relationships with many leading NGOs in Hong Kong. Our partnerships with NGO groups enable us to benefit from their social service expertise, while we in turn contribute our professional and technical know-how.



Training is provided for CAREnJOY ambassadors and volunteers to enrich their skills.

Care for Single Seniors

Other than green education activities mentioned in the "Sharing the Same Planet" chapter, we have chosen elderly care as our other focus for community investment since ageing population is one of the most pressing social issues in Hong Kong. We work with elderly service agencies and community leaders to extend care to the elderly through various programmes.

One of these, "CAREnJOY for the Elderly", promotes mutual support in the community. Senior citizens are recruited and trained to be ambassadors to encourage other elders to join local service centres. The aim of CAREnJOY is to reduce the risks faced by the elderly with limited or no access to community support.

With the continued support of three District Councils on Hong Kong Island, eight NGOs and two Rural Committees on Lamma Island, CAREnJOY kicked off its second year of service in February 2016. The Eastern District Council subsequently joined the CAREnJOY programme, extending our coverage to all districts in our service territory.



Selecting suitable daily necessities for the elderly is an exciting task for volunteers.

Under this programme, two visits are organised every month for HK Electric volunteers, elderly ambassadors and district councillors to care for single elders. During these visits, the volunteers purchased heavy and bulky daily necessities, such as rice and oil, carried out simple electrical inspections and provided tips on electrical safety and efficient energy use at home.

During the year, we visited about 1,000 single seniors on Hong Kong and Lamma Islands, and delivered talks on electrical safety and green electric living to more than 400 elders.

Learning as a Lifelong Experience

Founded in 2006 by HK Electric and The Hong Kong Council of Social Service, the University of 3rd Age (U3A) continued to promote lifelong learning and volunteerism among retirees in Hong Kong.

U3A advocates the principles of self-initiating, self-learning, self-teaching and self-administering for pursuing knowledge, while advocating more social participation to care for community issues. Classes are taught and run by seniors for seniors.

The 10th anniversary of U3A was celebrated in March 2016, with nearly 800 U3A students, families and friends attending the ceremony. In May, we organised an orientation day camp under the theme of the "Age-Friendly City", during which we encouraged U3A students to become more involved in social engagement and other elderly-related matters. A seminar was organised on 11 November with guest speakers from Taiwan and Singapore to discuss how creativity and technology can help alleviate social problems. We also took the

opportunity to roll out the fifth Outstanding Third Age Citizens Award recognising retired people for their dedication to lifelong learning, leading a healthy lifestyle and serving the community.

As it enters its second decade, U3A will offer more innovative courses, establish additional outreach projects and become more engaged with different community groups.



Chinese dance performance by U3A students.

Support for our Volunteers

The HK Electric Volunteers Team continued to contribute to the community in 2016 through a wide range of community services and fund-raising initiatives.

In April 2016, the team celebrated its 12th anniversary where outstanding volunteers and Divisions were recognised for their active participation in serving the community. Throughout the year, the team provided 5,647 volunteer hours, involving 1,602 participants. Services included electrical inspections, home visits to single elders, fall prevention guidance for the elderly, environmental services, a mentorship programme and an English interview workshop.

For the purpose of continuously improving our volunteer programmes, we conducted a survey to gauge colleagues' views on our volunteer service in mid-2016. The survey results showed that service for the elderly and green activities were the most popular service categories. Colleagues' interest and talent were also gathered for diversifying our service scope.



Our volunteers actively support various green services.

Our Graduate Trainees were also invited to take part in volunteer work. During the year, 13 of them who had joined The HKIE Professional Volunteers Service Accreditation Programme received two Grand awards, one Gold award and 10 Silver awards in recognition of their contribution.

Besides corporate volunteering, our Good Neighbour Fund programme encourages and supports employees to initiate their own community care projects.

In 2016, we provided funding for two employee volunteer projects. Under “Care for HK Electric Retirees”, home visits and tea gatherings were organised to care for retired employees, while giving new employees the opportunity to learn from their predecessors while working at HK Electric.

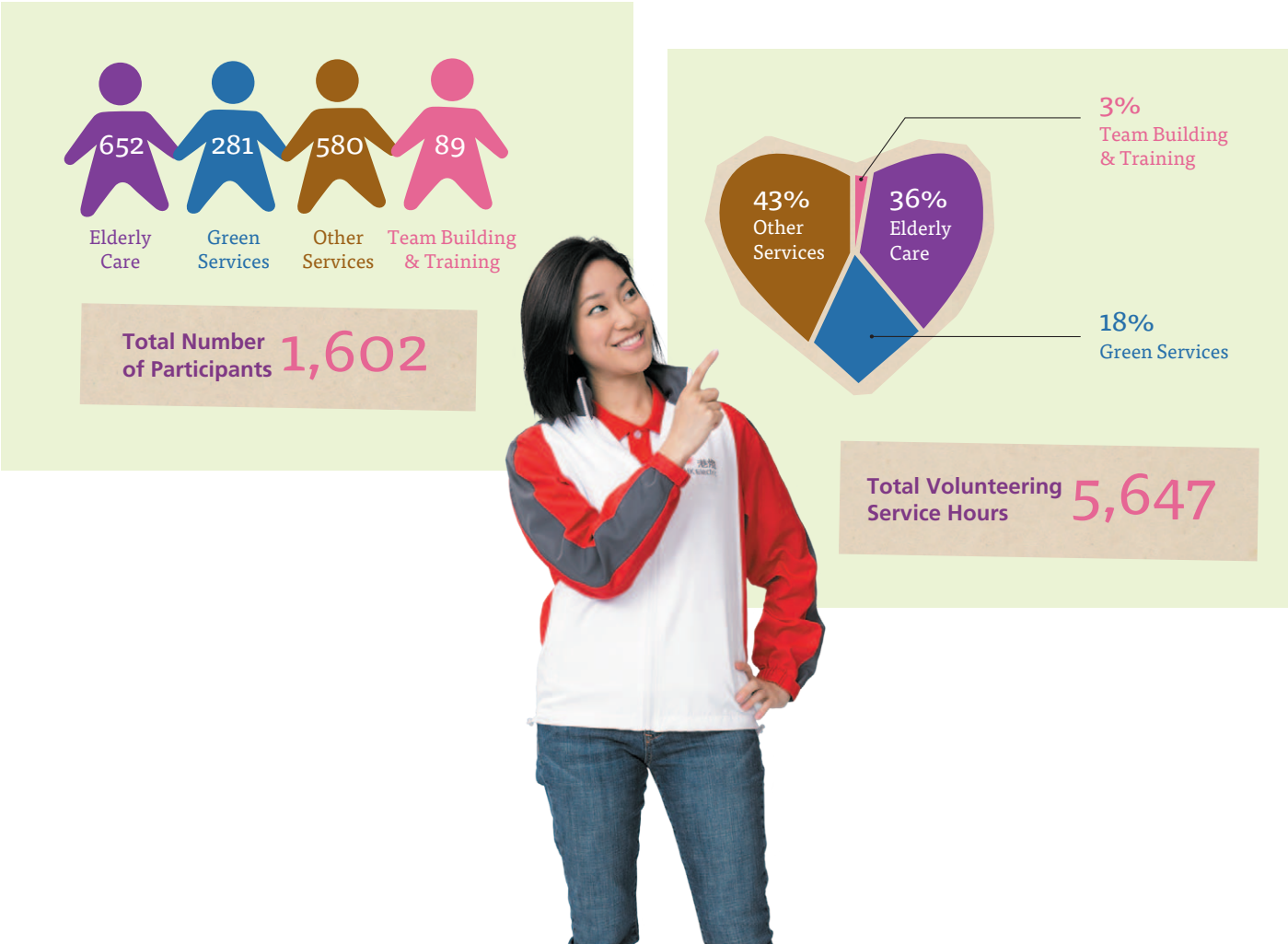
The “Creative Workshop” is a collaborative project with a local NGO, in which our colleagues produced videos on the rehabilitation journeys of stroke patients and the challenges faced by their families. Student volunteers were recruited to take wedding and family photos for elderly couples and underprivileged groups.

Support for Meaningful Causes

Beyond volunteering, HK Electric supports meaningful and charitable causes through donations and sponsorships.

Among these is the Centenary Trust, which has been supporting the development of U3A while providing scholarships to secondary school students with financial needs. In 2016, HK Electric sponsored 112 projects related to our business, the community and the environment.

Under the Electric Appliances Donation Programme and Used Computer Recycling Programme, we donated over 900 items including electric water heaters, bathroom air controllers and computer equipment to the underprivileged.





香港第三齡學苑
University of 3rd Age

Case Story

Learning is for Life



U3A students share experience with the TVB Volunteers Team in serving the elderly.

It is often said that the process of learning is a lifelong journey. If anyone can be said to exemplify that philosophy, it is a man affectionately known as Uncle Chiu, who celebrated his 100-year-old birthday in 2016.

After retiring in 1974, Uncle Chiu developed an interest in photography, took up singing, and learned how to use a computer and play the erhu. Today, he blogs regularly about his life, making him the oldest blogger in Hong Kong.

He has been a volunteer teacher since the age of 90 with the University of 3rd Age (U3A) established by HK Electric and The Hong Kong Council of Social Service (HKCSS) back in 2006.

Funded by the HK Electric Centenary Trust and administered by HKCSS, U3A is in its 10th year of encouraging local retirees to pursue their interests, fulfil their dreams and contribute to the community.

Uncle Chiu is only among the many who have joined U3A. Since U3A was set up, over 5,000 courses have been

organised for local retirees offering a total of more than 86,000 learning opportunities.

Living out U3A's motto of "learning for pleasure", students enrol in courses for the sake of learning new subjects or skills rather than gaining qualifications. Many of the students also take up the role of teachers, sharing their knowledge and experience with others.

U3A courses are largely inspired by the interests of U3A students. They range from the use of mobile phone applications to lion dancing and Tai Chi, all aimed at building knowledge or encouraging exercise. U3A students have also been contributing to different social discussions over the years, putting forward their views on topics including the development of the "silver hair" market, protection of elderly consumer rights and cardiovascular fitness.

At a seminar hosted by HK Electric and HKCSS to commemorate the 10th anniversary of U3A, one of the recipients of the Outstanding Third Age Citizens Award a few years ago – Ms. Tsang Wun-ping – shared her journey of active ageing. She found that some of her fellow senior citizens were bored with their retired lives and did not know how to spend their time.

"That's why I received volunteer training and learned how to teach others new things," she said. "Lifelong learning can inject energy into your life after retirement."

Looking ahead, U3A will develop more innovative courses, engage in more partnership projects and become more involved in community issues. Consequently, we expect U3A will continue to be an important platform for local retirees to care for and serve the community.





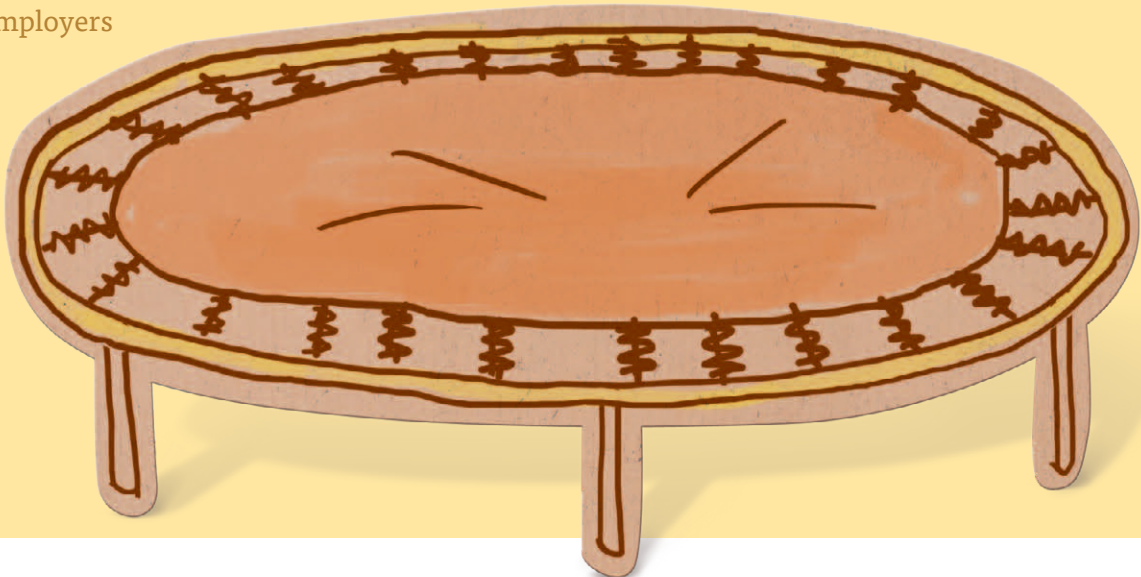
>84,000
total training hours



Top 10

Most Attractive
Employers

57
major suppliers
reviewed for
their CSR
performance



Working with our Partners

We

Enhance
Employee
Relations

Nurture
Talent

Foster
Employee
Well-being

Provide a Safe
and Healthy
Workplace

Manage our
Supply Chain

We work closely with our employees and suppliers to serve Hong Kong in a sustainable and responsible manner. Among our main responsibilities, we have an obligation to take care of our employees and to encourage our suppliers to share our CSR values, particularly with regard to health and safety at work.

We pride ourselves on being an employer that enables our people to fully develop their personal and professional potential based on our human resources strategy “SHINE”: Synergy, Holistic development, Ideal workplace, Nurture future leaders and Excellence.

In the workplace, health and safety considerations take a high priority in all of HK Electric’s business decisions. Underlined in our Health and Safety Policy and overseen by our Health and Safety Board chaired by our Managing Director, our primary objective is to make all of our operations accident-free. By running health and safety management systems in line with OHSAS 18001 standard, we strive to make continuous improvements in our safety performance.

We also have a Code of Practice for Suppliers that outlines the ethical, human and labour rights, health and safety, and environmental protection standards they are expected to follow.

Shared Concerns

Employee Relations | Nurturing Talent | Employee Well-being

- Hiring and retaining talented people is essential for an organisation’s business success.
- All employees have the right to develop their full potential and receive compensation commensurate with their roles and responsibilities.
- Qualified, experienced professionals are in high demand, especially within the power industry. This can create challenges for recruitment and retention.

Safe and Healthy Workplace

- Health and safety is a key focus for all.
- To achieve the goal of zero accidents, preparing to meet unforeseeable risks and minimising human errors are essential.
- HK Electric must make a concerted effort to provide a safe and healthy working environment for its employees and business partners.

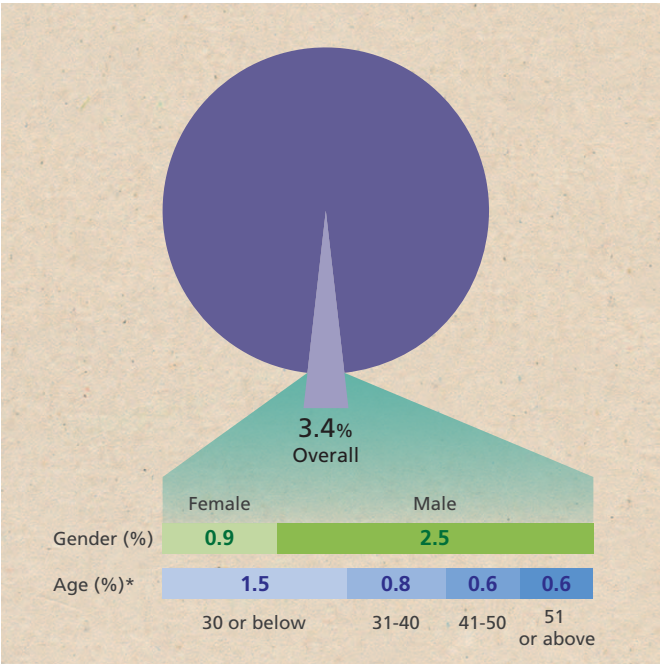
Supply Chain Management

- A truly socially-responsible company must set a high standard of CSR performance, not only within its own organisation but among its partners in the supply chain.
- HK Electric works with a wide range of suppliers. Influencing suppliers with a lower awareness of CSR or limited resources is a challenge.

Enhance Employee Relations

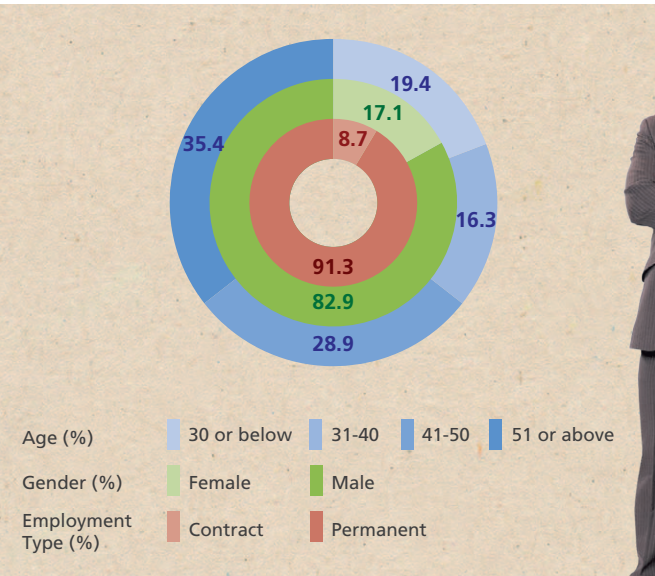
At HK Electric, we recognise the importance of grooming our people and ensuring their well-being. For this reason, we devote substantial resources to training and developing our employees and solicit their feedback on critical issues through a variety of channels. We treat our people fairly and reward them appropriately, which has made us an employer of choice in Hong Kong as reflected in our low voluntary turnover rate (3.4% in 2016 excluding retirement).

Turnover Rate



* Figures do not add up to the total due to rounding.

Employee Profile



A Fair and Equitable Workplace

HK Electric is an equal opportunity employer committed to fair and equal treatment in all areas of human resources management, from recruitment and training to promotion, compensation, benefits and termination. We do not tolerate discrimination, harassment, vilification or victimisation of employees under any circumstances.

We provide a fair and competitive remuneration package and review it on an annual basis by referring to related industries and comparable organisations in the market. In 2016, we continued with our Pay-for-Performance policy of appraising and rewarding employees for their contribution, performance and capabilities.

During the year, we received the Good MPF Employer Award 2015/16 by the Mandatory Provident Fund Schemes Authority. This award acknowledges employers' compliance with MPF regulations and encourages them to provide better retirement benefits. We also conducted regular financial seminars to help our employees make informed investment decisions and manage their MPF accounts.

In 2016, HK Electric was listed as one of Hong Kong's most attractive employers and ranked seventh by a renowned international consulting firm. In addition, we received the Employer of Choice Award and the Employee Engagement Award from JobMarket, Sing Tao News Corporation Ltd.

Listening to our Employees

We listen to and respect the opinions of our employees. Through the Joint Consultation (JC) Committee established over 40 years ago, all employees in the company have a channel to communicate with the management.

HK Electric currently has six JC Panels for different groups of employees, each with directly elected representatives. The Panels facilitate two-way communication in which employees are encouraged to propose ideas for improving employee wellness and company operations. During the year, a total of 20 JC meetings were held, and all 75 JC representatives were newly elected for a term of two years.

In addition, we conducted an Employee Well-being Survey aimed at understanding employees' views on work-life balance and employee engagement. Subsequent to the survey, we organised 29 focus group meetings to gain an in-depth understanding of what they think. Two communication sessions were hosted by our Managing Director to keep employees abreast of company developments, as well as upcoming challenges and business strategies.

A new channel introduced in 2016, IDEAS Click, was launched on our intranet portal for employees to share creative ideas in areas such as productivity enhancement, use of resources and employee well-being.

We also launched a multi-generation communication series for employees of different age groups. Workshops were organised for 256 managerial and supervisory staff as well as 120 trainees and young engineers to enable them to partner closely with one another.

Through these communication channels, we received constructive suggestions for making HK Electric an ideal place to work.



We participate in job fairs to attract more young talent to join the company.

Nurture Talent

At HK Electric, developing a harmonious and engaged workforce is an important part of our mission. In our hiring practices, we look for both experienced candidates as well as young people entering the workforce for the first time. During their employment with us, we pay special attention to their integration into the company by assigning a peer buddy to look after them in their first three months of service. We also help new employees with their professional and personal development needs through the learning programmes and the career progression opportunities we provide.

Recruiting the Right People

During the year, we continued to offer comprehensive development programmes designed to attract more young people into the power industry, while reaching out to the community through recruitment drives.

To promote the company and our trainee programmes, we participated in career fairs organised jointly with universities, the media, and the Government's Electrical and Mechanical Services Department.

As our Graduate Trainee Programme is a major source of talent for HK Electric, in 2016 we held recruitment talks at local universities and hired a total of 15 Graduate Trainees.

The Trainee Technician Programme in our Transmission and Distribution Division was accredited by the Hong Kong Institution of Engineers (HKIE) as meeting the requirements of the Formal Training Scheme to Associate Membership of Electrical Engineering. Consequently, we expect HK Electric will become an even more attractive employer for potential candidates from educational institutions. HK Electric, according to the HKIE, is the first company in the electrical discipline to receive this accreditation in Hong Kong.

In addition, we explored other initiatives to attract and train young people for the power industry. After signing a Memorandum of Understanding with The Hong Kong Polytechnic University, we began co-teaching High Voltage Engineering for master degree students of the university. Students of the higher diploma programme in engineering disciplines and bachelor degree programmes in IT-related disciplines also had the opportunity to gain hands-on experience in the industry through our work-based learning programmes. Secondary school students interested in an engineering career were offered internships.

Knowledge for Success

In 2016, we set up a cross-functional working group to align and enhance our knowledge management practices. This group is responsible for codifying our core knowledge, identifying critical knowledge owners and mapping out plans to develop knowledge successors.

We also continued to provide professional training and facilitate knowledge transfer through the HK Electric Institute. In 2016, we undertook a comprehensive review of our syllabus and offered new courses on in-depth technical knowledge. During the year, the Institute provided a total of 46 modules, conducted by our specialists and overseas experts, to 1,764 participants.

To ensure better succession planning, we prepared a leadership competency development framework outlining our leadership requirements and established a roadmap for developing leaders. Future leaders with high potential underwent job rotations, received coaching and mentorships while acquiring leadership and management skills.

During the year, the eight participants of the 2015 Leadership Development Programme continued to make good progress, and nine others completed the Rotational Development Programme. Five new learning modules were also rolled out under the Effective Leadership Series, with a total of 148 participants joining the Series.

We also made encouraging progress with our Graduate Trainee and Trainee Technician Programmes during the year. A total of 37 young graduates participated in a variety of learning and development programmes, including technical training, team building, site visits and training in personal effectiveness and other soft skills.





Our senior management shares experience with Graduate Trainees.

What’s more, we held workshops based on “The 7 Habits of Highly Effective People” to furnish our Graduate Trainees with leadership skills. To connect the Trainees and our senior management, we launched “Trainee Buddy”, a mentorship programme, and “Meeting of the Minds”, as support mechanisms.






We were proud to see one of our Graduate Trainees selected by the HKIE to join the President Protégé Scheme and one Trainee Technician win a meritorious award in the 2015 Outstanding Apprentices Award organised by the Vocational Training Council.

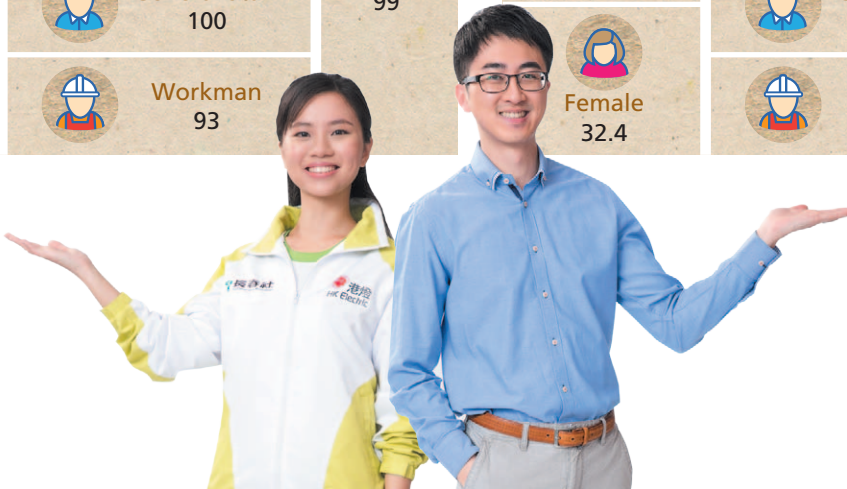
Other training programmes in 2016 included the Value-Adding Series, which enables employees to select training on a self-enrolment basis for enhancement of personal effectiveness. We also developed an online self-learning platform, Sharpen the Saw Corner, to help employees make the best use of online learning resources.

Percentage of Employees Trained

Gender (%)	Employee Category (%)	Overall (%)
 Male 100	 Senior Staff 100	99
	 General Staff 100	
 Female 97	 Workman 93	

Average Training Hours per Employee

Gender (Hours)	Employee Category (Hours)	Overall (Hours)
 Male 45.3	 Senior Staff 57.6	43.1
	 General Staff 45.8	
 Female 32.4	 Workman 18.6	



Foster Employee Well-being

We make a concerted effort to provide a healthy, stimulating and fulfilling environment for our employees as we believe this will contribute to a happier and more productive workforce.

Through our Employee Wellness Programme, we offer a wide range of work-life balance activities for the physical, emotional, intellectual and social well-being of our employees. These activities include physical exercises, interest groups, eco-tours, fruit distribution and volunteer opportunities. We also introduced a new Employee Recreational Subsidy in 2016 that supports employees in organising group recreational activities.

As part of our continuous efforts to promote employee health and well-being, we launched a Health and Happiness programme featuring seminars, health talks and fitness courses. Four health talks on strengthening quadriceps, maintaining a healthy heart, light exercises and Brain Gym® were conducted during the year for more than 440 participants.

On a regular basis, we arrange flu vaccinations and medical check-ups for employees and offer medical plans at preferential rates for their families. We also provide health and fitness tips on our intranet portal as well as recreational facilities and, during the year, expanded our lactation room facility for the breastfeeding mothers among our employees.

As in past years, we continued to make educational subsidies available to all employees' children, as well as scholarships recognising those with outstanding achievements in school, art and sports.



Employees with different talents are invited to conduct interest classes for other colleagues.

In 2016, we provided a 24-hour Employee Counselling Hotline Service manned by professional counsellors and formed a Good Neighbour Club with employees trained in counselling. We supported these employee volunteers by setting up an online sharing platform and arranging workshops so they could become more effective in helping colleagues deal with stress and emotional issues.

To promote physical and mental well-being in the workplace, we signed the Joyful@Healthy Workplace Charter and joined the Joyful@Healthy Workplace programme organised by the Department of Health and the Occupational Safety and Health Council (OSHC).

Our efforts in employee health and wellness were recognised, when we were named a Happy Company by the Promoting Happiness Index Foundation and the Hong Kong Productivity Council. We also received three awards in the 2015/16 Family-Friendly Employers Award Scheme organised by the Home Affairs Bureau and the Family Council, including Family-Friendly Employer, Special Mention and Award for Breastfeeding Support.



We launch the "Let's Exercise" Campaign to encourage our employees to exercise more.

Provide a Safe and Healthy Workplace

We recognise that we must take a proactive, preventive approach when it comes to the health and safety of our employees and contractors. This approach is applied across all our business units and their partners.

Pursuing Continuous Improvement

We carry out regular inspections and audits in addition to offering training courses and other programmes. This enables us to enhance the integrity of our assets, working procedures and practices, as well as the health and safety performance of our employees and contractors.

In 2016, we conducted a thorough review of our Health and Safety Policy on top of regular reviews of our Safety Rules and Safety Code of Practices governing working practices on or near our electrical and mechanical equipment. These are amended according to changes in legislation, the power system and working environment. Amendments also reflect the latest revisions to the Government’s Electricity Supply Code. We also improved safety instructions on the use of personal protective equipment.

Our policy is that all accidents in the workplace must be reported by employees and contractors, and followed up to prevent recurrence. As a way of encouraging employees to report near-miss incidents, we have developed a mobile app for use on their smartphones.

To eliminate human errors, we ensure all working personnel are competent in safety procedures and practices. Only employees or contractors registered as



Chemical spill drill at Lamma Power Station.

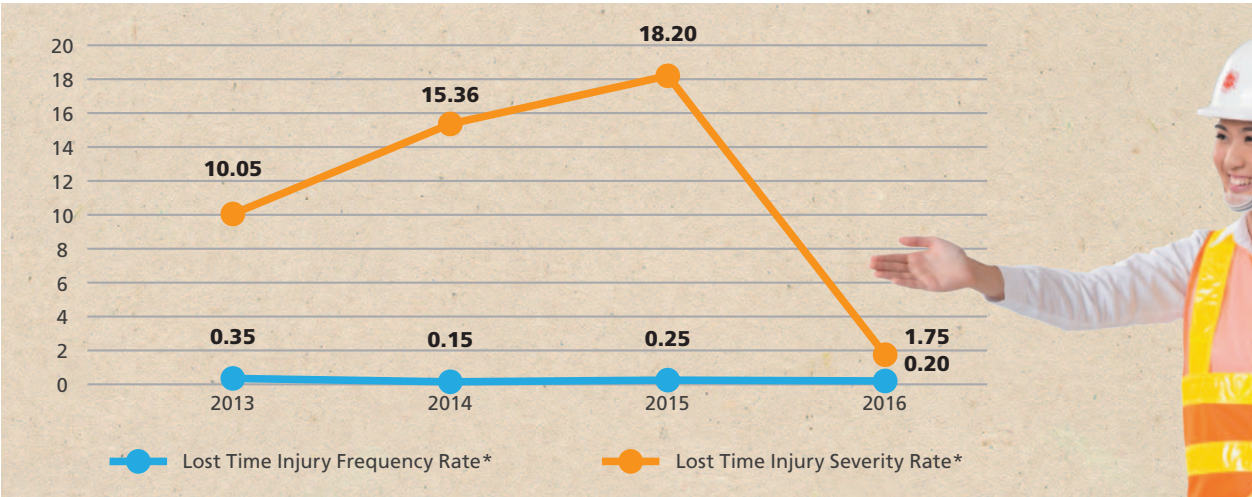
competent or authorised persons are allowed to conduct works requiring specific knowledge and skills.

Our Work Safe Behaviour (WSB) Programme, which has been in effect since 2011, covers a number of work activities with relatively high risk. In 2016, a total of 22 WSB observers were trained and 31 safety observations identified and rectified. In particular, one of the themes adopted was Electrical Work Safety, which aimed to identify unsafe acts and enhance safety management in low voltage electrical work. In addition to these enhancements, we continued to extend the scope of the 5S Good Housekeeping Programme to cover more workshops, equipment rooms and stores in order to help employees avoid accidents and increase efficiency.

As well as implementing and improving safety procedures based on identified risks, we carry out drills to test our response capabilities in contingency situations, such as emergency evacuations, chemical spills, confined space rescues, heat stroke and first aid assistance.

Thanks to the effective implementation of our safety management systems, the overall safety performance in terms of the Lost Time Injury Frequency Rate and Lost Time Injury Severity Rate improved in 2016.

Safety Performance



* per 200,000 employee-hours





Our young engineers actively take part in health and safety promotion events.

Awareness and Knowledge Building

Throughout the year, we ran training and promotion campaigns across the company to enhance health and safety awareness, with the ultimate goal of achieving zero accidents. We also recognised work groups that achieved zero accidents under our Safety Excellence Scheme and organised an incentive scheme to promote safe driving.

Other than these initiatives, we sent out regular information bulletins, put up posters on health and safety, and organised cross-departmental quizzes. In an external safety quiz organised by the OSHC and Labour Department, our employees won the Championship and 1st Runner-up in the Cup Final as well as the Championship and 2nd Runner-up in the Plate Final.

We also launched a year-long Electrical Work Safety campaign, focusing on safety in our electricity network. Highlights of the campaign included the safe use of battery-operated tools, adoption of portable residue current devices, safe work-above-ground practices and training in the latest requirements of low voltage live work, as well as a safety forum.

In September 2016, we held “Lamma Power Station Health and Safety Week” and invited key contractors to the opening ceremony. Station management and four contractors shared on the theme of “Communication and Communion, the Road to Success”. Another safety awareness programme, “Safety, Health and Environment Day”, was held in November for the contractors of our development projects highlighting the importance of safe construction for the new L10 and L11 generating units.



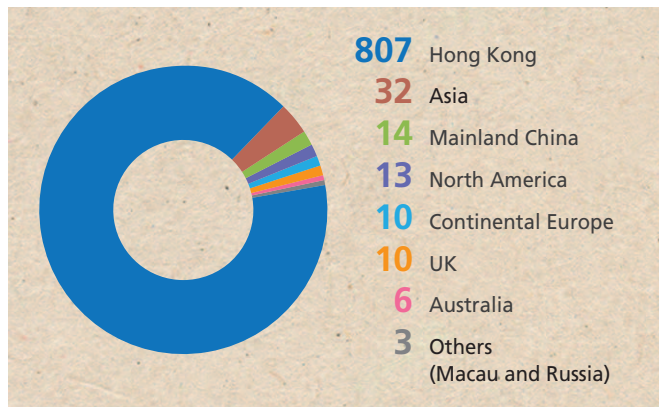
In recognition of our safety performance, we won two Gold awards and one Bronze award in the 15th Hong Kong Occupational Safety & Health Award, as well as two Gold awards in the Good Housekeeping Competition 2016-17, and one Gold award and one Bronze award in the Good Housekeeping Competition 2015-16.

For the health of our employees, we have been making improvements to the indoor air quality (IAQ) of our workplaces and received certificates under the Hong Kong Green Organisation Certification Scheme and the Government's IAQ Certification Scheme.

Manage our Supply Chain

We depend on our suppliers to help us construct, operate and maintain our power facilities, and support our daily routines. Suppliers are expected to follow our Code of Practice in areas such as ethical standards, human and labour rights, health and safety, and environmental protection. They are also encouraged to report their CSR performance and influence their business partners in their supply chain and to have them comply with the Code. In 2016, we engaged a total of 895 suppliers.

Number of Suppliers by Geographical Region



Responsible Procurement

Major suppliers, other than fuel and limestone suppliers, are required to follow an established procedure before being accepted on our Recognised Tenderers Register (RTR). Each tender or quotation they submit must be processed according to established commercial procedures. We also periodically review the suppliers on our RTR and request them to submit a summary of their CSR performance. In 2016, we evaluated a total of 57 suppliers. The engagement of fuel and limestone suppliers, who represented about 1.6% of all our major suppliers in 2016, was handled on a case-by-case basis with due regard to their CSR performance.

Our Green Purchasing Guidelines were also reviewed and revised in 2016 making reference to the latest market and government practices. Updates were made in categories such as building and construction supplies, electrical and gas appliances, and light fittings.

As a signatory of the Charter on Preferential Appointment of OSH Star Enterprise organised by the OSHC, we pledge to engage OSH Star Enterprises with priority because of their implementation of effective safety management systems in Repair, Maintenance, Alternation and Addition works.

Influencing Suppliers

We regularly engage our business partners for assessing their competence and CSR performance and for sharing our CSR practices.

In 2016, we visited the terminal of an ultra-low sulphur diesel supplier at Tsing Yi in March to discuss the quantity measurement and quality assurance of their oil products, business continuity plan and CSR issues.

In April, we invited one of our coal suppliers in Indonesia to share their views on the coal market, their quality control and production plans, as well as their CSR activities. This supplier also discussed their innovative real-time coal scan methodology for improved quality control.

In September, we visited a coal supplier in Russia to inspect their coal mine and associated port facilities. Our on-site assessment found that the operation of the coal mine and port, as well as the mine's CSR performance, were satisfactory.

During the year, we were pleased to see that our contractors' CSR performance in general, and their environmental, health and safety standards in particular, were all up to a high standard. One of our construction contractors received a Bronze award in the Considerate Contractor Site Awards and a Merit award in the Outstanding Environmental Management & Performance Awards for our "Supplies Building Renovation in Lamma Power Station" project. The Judging Panel was especially impressed by the innovative safety measures adopted on site, as well as this contractor's health and community programme.

An E&M contractor and one of our concrete suppliers also received the Safety Performance Award in the 15th Hong Kong Occupational Safety & Health Award.

For further details on how we raise awareness of health and safety among our contractors, please refer to the previous section, "Provide a Safe and Healthy Workplace".



Visit to a supplier's coal mine to learn more about its operations and CSR performance.

Case Story

Working out at Work



Win-win: living the low-carbon way can help keep fit.

In 2016, HK Electric launched a year-long campaign under the theme of “Health and Happiness”, featuring health talks, physical fitness training and recreational activities.

We organised this campaign as the World Health Organisation states that promoting health in the workplace not only helps improve employee loyalty and productivity but, more importantly, reduces stress and enhances personal well-being.

One of the highlights of the campaign was StairWELL, which was launched following its successful trial on World Environment Day 2016. Designed to improve the physical fitness of our people, StairWELL encourages them to walk up the stairs of HK Electric’s buildings, with rewards provided after achieving a certain level.

For this campaign, HK Electric invited Dr. Lobo Louie of Hong Kong Baptist University’s Sports Department to provide tips on the correct way of climbing stairs and to share the benefits of this exercise. “A study in the UK said that if one walked 100 steps a day, 7 days a week for 2 to 3 months a year, the risk of death can fall by 20%,” he said.

Managing Director, Mr. Wan Chi-tin, is himself one of the most enthusiastic stair-walkers at HK Electric. He said, “Hongkong Electric Centre has 12 floors with 288 steps. I walk up the stairs almost every day.” He even challenged colleagues to beat his record of walking from the ground floor to the 12th floor in three minutes.

Mr. Wan also sees the environmental benefit to StairWELL. As he points out, stair-walking is not only good for health but can save electricity that would otherwise be used to power the lifts in HK Electric’s buildings.

Other than stair climbing, HK Electric promotes the benefits of exercise by organising workouts at the start of every day. At the launch of this “Let’s Exercise” Campaign, a former HK Electric football team member who is currently the Technical Director of the ChelseaFC Soccer School (HK) – Mr. Leslie Santos – spoke about the benefits of exercise. He recalled that after an injury in 1995, sports helped him develop strong muscles and a stronger mindset. He recommended that HK Electric employees exercise more, including stretching exercises, to keep fit and relax.

To promote work-life balance, HK Electric has also introduced a recreational subsidy that encourages employees to organise healthy leisure activities among colleagues – something that has the added benefit of team-building. Anyone interested in taking part can apply for a \$100 annual subsidy that can be used for recreational activities.



Respecting our Shareholders

We

Embrace
Accountability and
Transparency

Enhance
Shareholder
Value

HKEI is committed to maintaining high standards of corporate governance.

We recognise that sound and effective corporate governance practices are fundamental to the smooth, effective and transparent operation of an organisation. With a strong corporate governance structure in place, we are also able to attract investment, protect the rights of shareholders and other stakeholders, and enhance shareholder value. HKEI's corporate governance policies are designed to achieve these objectives and are maintained through a framework of processes, policies and guidelines.

We strive to maintain standards of openness, probity and accountability by following our corporate governance practices, which are based on the Corporate Governance Code set out in the Listing Rules.

We have established long-term strategies that guide us in achieving our Vision to excel in the power business and enhancing our sustainability performance. We run our business on prudent financial and efficient principles, that enable us to serve Hong Kong with a world-class supply of electricity at affordable prices, while generating stable and growing returns for our long-term investors.

HKEI is included in the MSCI HK Index and the Euronext Vigeo World 120 Index.

>1,100

shareholders and
guests visited Lamma
Power Station



Shared Concerns

Accountability and Transparency | Shareholder Value

- Shareholders expect their rights and equity value to be well protected.
- HKEI has a responsibility to secure stable returns and long-term value for its shareholders through solid financial performance.
- Hong Kong's mature electricity market offers limited opportunities for growth. An additional challenge is the uncertainty surrounding Hong Kong's future electricity market.



2

new gas-fired units
under construction

Embrace Accountability and Transparency

Risk Management and Internal Control

We have an Enterprise Risk Management Framework, which allows us to identify, assess, mitigate and monitor risks effectively. We have also established a Crisis Management Plan with a broad outline of the Group's abilities to respond to an emergency that could damage our long-term business plans. At the same time, our individual business units have their own contingency plans for maintaining business continuity.

We are committed to promoting a risk-aware environment with appropriate controls. Responsibility for risk management resides at all levels of the organisation. For minimising our compliance risk, we have engaged internal experts in specific areas and developed a structured Compliance Framework to manage our compliance obligations on a company-wide basis. We abide by all ordinances and statutory requirements in relation to our business operations and had no instances of material non-compliance during the year.

To ensure we are on track to achieve our strategic objectives, we have robust systems of risk management and internal control. During the year, we continued to enhance the Enterprise Risk Management and Internal Control Frameworks.

Responsible Conduct

We recognise the need to maintain an ethical corporate culture and place great emphasis on employees' ethical standards and integrity. Our Code of Conduct provides guidance in dealing with ethical issues and reporting unethical conduct, with the aim of promoting a culture of honesty and accountability. All employees are required to adhere to the standards set out in the Code of Conduct. A whistleblower hotline, connected directly to the Group Manager, Internal Audit, is in place so that employees and external parties can report any possible improprieties and actual or alleged violations, including fraud, bribery and illegal acts.

We also conduct a biannual anti-bribery and anti-corruption control assessment to evaluate the effectiveness of our controls for managing bribery risks. Additionally, we have set up a monitoring mechanism to review our compliance with anti-corruption laws and the Code of Conduct. In 2016, no concluded legal cases regarding corrupt practices were brought against HKEI or its employees.

In 2016, we developed a Fraud Prevention and Awareness Policy. This policy is designed to ensure that adequate deterrent measures have been taken to minimise our exposure to fraud risk and to promote a fraud-free culture within the Group by increasing employees' awareness of fraud prevention and detection.

Regular training in anti-corruption and anti-fraud is provided to employees either internally by the Human Resources Division or externally by bodies such as the ICAC.

Encouraging Communication

Our communication with shareholders and investors are conducted through a variety of channels. These include the Annual General Meetings, our Annual and Interim Reports, notices, letters, announcements and circulars, results highlights published in newspapers, news releases, our website and meetings with investors and analysts.

To give our shareholders a better understanding of our operations, we organised 24 tours of our Lamma Power Station in 2016. More than 1,100 shareholders and their guests participated in these visits.

With regard to the transparency of our economic, social and environmental performance, we communicate with stakeholders through the publication of our annual Sustainability Reports and participation in initiatives such as the Carbon Disclosure Project (CDP). To enhance the credibility of our disclosures, we have established a verified greenhouse gas inventory based on the ISO 14064 requirements and report to the CDP every year.

For more information about our corporate governance practices, please refer to our Annual Report or visit our website.





Lamma Power Station and its Extension.

Enhance Shareholder Value

We are dedicated to providing our shareholders with stable returns and achieving long-term sustainable growth.

In Hong Kong's highly developed electricity market, we are committed to performing as a world-class utility and making pragmatic investments that help us maintain and enhance our reliability, efficiency, service and environmental performance. We also take advantage of business opportunities that contribute to Hong Kong's transformation into a low-carbon city, as well as its social and economic developments. For this reason, we have begun construction of two new gas-fired combined-cycle generating units and will adopt new technologies, wherever practicable, that enable us to generate electricity more efficiently, with lower carbon emissions.

To obtain a secure and competitive long-term gas supply, HK Electric and CLP Power Hong Kong Limited are studying the feasibility of constructing an offshore LNG terminal. The terminal will provide us with direct access to the international gas market and enhance our bargaining power in securing gas supplies.

We will continue to support electrification of Hong Kong's transport system in order to meet growing transport demand and reduce roadside emissions. For the new

cross-harbour MTR line, the Shatin to Central Link, we are now developing the necessary electrical infrastructure and associated installations to meet the project's target completion date. In 2016, MTR opened its South Island Line and we were pleased to see our efforts in providing the electrical infrastructure for the Line are now contributing to the development of the community.

During the year, we launched a number of services to promote the wider use of EVs in Hong Kong, while continuing to promote electric living. Please refer to the "Sharing the Same Planet" chapter for further details.

HK Electric is currently in discussions with the Government about improvements to the future regulatory framework following the expiry of the current Scheme of Control Agreement in 2018. In our view, the scheme to be agreed must enable operators to make long-term investments that are conducive to the continued provision of safe, reliable and clean electricity to customers at affordable prices.

The Government has published its Climate Action Plan 2030+ which sets an aggressive target to reduce Hong Kong's carbon intensity by 65-70% by 2030 from the 2005 level in response to the Paris Agreement reached at the 2015 UN Climate Change Conference (COP21). We have pledged to render our full support and contribute to a greener Hong Kong.

Key Performance and Targets

Targets Achieved in 2016

Targets Set	Status
Environment	
Collect and reuse at least 100,000 m ³ of used water and rain water at Lamma Power Station in 2016.	Achieved
Plant diverse species of native trees or shrubs at Lamma Power Station in 2016 to support biodiversity.	Achieved
Complete the erection of a new EV quick charging station and the upgrade of the existing EV standard charging stations to medium charging stations for public use in 2016.	Partially Achieved ^[1]
Reduce vehicle fleet's fuel usage in 2016 as compared to 2015.	Achieved
Increase EV mileage in 2016 as compared to 2015.	Achieved
Conduct at least 50 energy audits for non-residential customers in 2016 to help them identify energy saving opportunities.	Achieved
Obtain at least one Excellence Level Wastewi\$e Certificate and one Excellence Level Energywi\$e Certificate under the Hong Kong Green Organisation Certification Scheme in 2016.	Achieved
Conduct a company-wide Environmental Climate Index Survey in 2016 to identify ways of improvement.	Achieved
Reduce electricity consumption of two main office buildings (Hongkong Electric Centre and Electric Centre) by 3% in 2016 as compared to the baseline figures in 2013 (335.05 and 292.35 kWh/m ² /annum respectively) as per our commitment on the WBCSD's Manifesto on Energy Efficiency in Buildings.	Partially Achieved ^[2]
Commission the new gas-fired generation unit (L10) at Lamma Power Station by 2020.	In progress
Reduce total electricity consumption of seven main buildings at Lamma Power Station by 10% in 2025 as compared to the baseline figure in 2013.	In progress
Health & Safety	
Achieve a reduction in the Lost Time Injury Frequency Rate (LTIFR) in 2016 as compared to the average over the past three years.	Achieved
Achieve a reduction in the Lost Time Injury Severity Rate (LTISR) in 2016 as compared to the average over the past three years.	Achieved
Obtain at least three Excellent Class Indoor Air Quality Certificates in 2016.	Achieved
Organise a series of health talks for employees in 2016.	Achieved
Partners & Community	
Fulfil all our customer service pledges, embracing supply reliability, speediness of provision of supply and other customer services, including emergency services, in 2016.	Achieved
Revamp the Account-On-Line Service and make it mobile-friendly in 2016 to further enhance customer experience in using electronic services.	Achieved
Launch a promotion programme on electronic billing and autopay in 2016 to encourage more customers to switch to electronic services.	Achieved
Further expand the Plant Ownership Programme at Lamma Power Station by adding three new projects in 2016 to enhance plant reliability and availability, and to facilitate development of young engineers.	Achieved
Roll out new modules under the Effective Leadership Series in 2016 to meet the specific development needs of the company and employees.	Achieved
Further promote employee well-being and health through a series of activities themed "Health and Happiness" in 2016, including a Health Campaign to promote the benefits of regular exercises to build physical strength.	Achieved
Engage more than 1,500 participants in volunteer services in 2016.	Achieved
Organise more than 180 corporate visits for various stakeholders in 2016.	Achieved
Enhance the necessary electricity infrastructure for MTR lines in 2016 to support the economic and social developments of the community.	Achieved

Notes:

[1] Upgrade of existing two out of six standard charging stations was completed in 2016. The commissioning of three new quick charging stations was postponed to 2017 due to the longer-than-expected negotiation lead time with the car park owners.

[2] The overall reduction in electricity consumption of Hongkong Electric Centre and Electric Centre in 2016 compared to the base year 2013 was about 9.4% while the corresponding reductions of Hongkong Electric Centre and Electric Centre were about 2.3% and 24.6% respectively.



Awards and Recognition

Our efforts and commitment to sustainability have been widely recognised with awards covering the areas of quality, health and safety, environmental protection, community involvement, customer service, and corporate and staff achievements. For a full list of our awards received in 2016, please refer to our Annual Report.



HKRMA Mystery Shopper Programme – 2016 Excellence Award



BOCHK Corporate Environmental Leadership Awards 2015 – Bronze Award



Caring Company Scheme 2015/16 – Outstanding Partnership Project Award



Employer of Choice Award 2016



The 15th Hong Kong Occupational Safety & Health Award – Two Gold awards and one Bronze award



Summary of Statistics

Environment	2016	2015	2014
Fuel Consumed (TJ) ^[1]			
Gas	31,983	32,045	31,337
Coal & oil ^[2]	80,012	79,805	81,765
Licence Compliance			
Percentage of compliance (%)	100	100	100
Air Emissions			
SO ₂ (kT) ^[1]	2.75	2.97	2.86
NO _x (kT) ^[1]	8.68	8.69	9.33
RSP (kT) ^[1]	0.21	0.18	0.17
CO ₂ (million T) ^[1]	8.50	8.44	8.57
CO ₂ e (million T) ^[3]	8.54	8.47	8.60
CO ₂ e per electricity unit sold (kg/kWh) ^[3]	0.79	0.78	0.79
Ash/Gypsum (kT) ^[1]			
Ash produced	237	211	213
Ash collected for industrial uses	238	208	213
Gypsum produced/collected for industrial uses	66	64	74
Waste Oil (litres) ^[4]			
Waste oil recycled	42,600	118,100	90,400
Waste oil for disposal	38,000	8,440	4,000
Water Consumption/Discharge ^[1]			
Marine water withdrawal & discharge (million m ³)	2,160	2,023	2,094
Town water consumption (thousand m ³) ^[5]	2,397	2,257	2,408
Waste water discharge (thousand m ³)	138	185	166
Noise Abatement Notice			
Number of notices received	0	0	0
Certificate Accreditation			
Number of ISO 14001 certificates	3	3	3
Number of ISO 50001 certificates	1	1	1

Operations	2016	2015	2014
Customer Service			
Number of customers (thousands)	575	572	570
Average rating of customer satisfaction level (maximum mark for each index is 5.0)	4.5	4.6	4.5
Number of pledged service standards	18	18	18
Percentage achieved (%)	100	100	100



Operations	2016	2015	2014
Installed Capacity (MW)			
Gas	680	680	680
Coal & oil ^[2]	3,055	3,055	3,055
Renewable energy	1.8	1.8	1.8
Performance			
Electricity sold (millions of kWh)	10,792	10,879	10,955
Plant availability (%)	85.6	85.5	88.4
Thermal efficiency (%)	35.9	36.2	36.1
Transmission and distribution losses (%)	3.3	3.4	3.4
Electricity Supply Reliability			
Supply reliability rating (%)	>99.999	>99.999	>99.999
Unplanned customer minutes lost (minutes)	0.7	0.6	0.8
Certificate Accreditation			
Number of ISO 9001 certificates	9	9	9
Number of HOKLAS certificates	3	3	3
Number of ISO 55001 certificates	2	2	2

Health & Safety	2016	2015	2014
Number of fatalities	0	0	0
Number of lost time injuries	4	5	3
Lost Time Injury Frequency Rate (LTIFR) (per 200,000 employee-hours)	0.20	0.25	0.15
Number of days lost/charged (no. of employee-days)	35	362	306
Lost Time Injury Severity Rate (LTISR) (per 200,000 employee-hours)	1.75	18.20	15.36
Longest period without a lost time injury (no. of days)	117	201	244
Number of reported traffic accidents (no. of cases)	11	12	13
Traffic Accident Frequency Rate (TAFR) (no. of cases per million km travelled)	5.7	6.3	6.8
Number of OHSAS 18001 certificates	3	3	3

Notes:

[1] For power generation only.

[2] Fuel oil is mainly used for starting and flame stabilisation of coal-fired units and hence, specific breakdown for fuel oil is not given.

[3] The methodology used for calculation is drawn from the Revised 1996 IPCC Guidelines for National Greenhouse Gas Inventories.

[4] For proper disposal or recycling, waste oil was collected and treated by licensed chemical waste collectors and facilities under a trip-ticket system.

[5] Town water is provided by the Water Supplies Department of the HKSAR Government.

[6] For economic/financial data, please refer to our Annual Report.

Looking Ahead

We understand that, as a power company in Hong Kong, we have a crucial role to play in supporting the city's economic and social developments. As a responsible business, we also have a duty of care towards the environment and the community at large, as well as our employees and other stakeholders. To realise these commitments, we regularly review our performance and set specific goals for the future. Outlined below are the targets we set in various areas of our operations.

Environment

- Collect and reuse at least 100,000 m³ of used water and rain water at Lamma Power Station in 2017.
- Plant diverse species of native trees or shrubs at Lamma Power Station in 2017 to support biodiversity.
- Complete the erection of three new EV quick charging stations and upgrading of remaining four standard charging stations in 2017.
- Reduce vehicle fleet's fuel usage in 2017 as compared to 2016.
- Increase EV mileage in 2017 as compared to 2016.
- Conduct at least 50 energy audits for non-residential customers in 2017 to help them identify energy saving opportunities.
- Obtain at least one Wastewi\$e Certificate and one Energywi\$e Certificate under the Hong Kong Green Organisation Certification Scheme in 2017.
- Commission two new gas-fired generation units, L10 and L11, at Lamma Power Station by 2020 and 2022 respectively.
- Reduce CO₂e per electricity unit sold to not higher than 0.67 kg/kWh in 2022 from 0.93 kg/kWh in 2005 (just before natural gas was introduced at Lamma Power Station).
- Reduce total electricity consumption of seven main buildings at Lamma Power Station by 10% in 2025 as compared to the baseline figure in 2013.

Health & Safety

- Achieve a reduction in the Lost Time Injury Frequency Rate (LTIFR) in 2017 as compared to the average over the past three years.
- Achieve a reduction in the Lost Time Injury Severity Rate (LTISR) in 2017 as compared to the average over the past three years.
- Obtain at least three Excellent Class Indoor Air Quality Certificates in 2017.
- Organise a series of health talks and interest classes for employees in 2017.

Partners & Community

- Fulfil all our customer service pledges, embracing supply reliability, speediness of provision of supply and other customer services, including emergency services, in 2017.
- Launch a promotion programme on electronic billing and autopay in 2017 to encourage more customers to switch to electronic services.
- Further expand the Plant Ownership Programme at Lamma Power Station by adding three new projects in 2017 to enhance plant reliability and availability, and to facilitate development of young engineers.
- Develop a fraud risk assessment framework and facilitate divisions/departments to perform fraud risk assessments in 2017 to identify assets or areas that are prone to fraud risks and enhance staff awareness of fraud risks.
- Soft launch the Smart Power Gallery in 2017 to educate general public on the smart use of electricity through interactive illustration models and to provide an additional channel for public education and engagement on energy saving.
- Engage more than 85,000 participants under the Smart Power Campaign in 2017.
- Organise more than 200 corporate visits for various stakeholders in 2017.
- Enhance the necessary electricity infrastructure for MTR lines in 2017 to support the economic and social developments of the community.



Verification Statement



VERIFICATION STATEMENT

Scope and Objective

Hong Kong Quality Assurance Agency ("HKQAA") has been commissioned by HK Electric Investments and HK Electric Investments Limited (collectively as "HKEI") to conduct an independent verification of its Sustainability Report 2016 ("the Report"). The Report states HKEI's performance and achievements towards sustainable development for the period from 1st January 2016 to 31st December 2016.

The aim of this verification is to provide reasonable assurance that the information stated in the Report is accurate, reliable and material, and that the Report is prepared in accordance with the "Core Option" of the Global Reporting Initiative's Sustainability Reporting Standards ("GRI Standards") and the Electric Utilities Sector Disclosures as well as HKEI's Environmental, Social and Governance ("ESG") Reporting Guide.

Level of Assurance

A reasonable level of assurance was applied.

Methodology

The process used in this verification was based on current best practices. The Report was reviewed against the following criteria:

- International Standard on Assurance Engagement 3000 ("ISAE 3000") – "Assurance Engagement Other Than Audits or Reviews of Historical Financial Information" issued by the International Auditing and Assurance Standards Board;
- GRI Standards and the Electric Utilities Sector Disclosures; and
- HKEI's ESG Reporting Guide.

The verification procedure included reviewing relevant documentation, interviewing responsible personnel with accountability for preparing the Report and verifying the selected representative samples of data and information consolidated in the Report. Raw data and supporting evidence of the selected samples were thoroughly examined.

Conclusion

Based on the outcome of the verification process, it is confirmed that the Report has been prepared in accordance with the "Core Option" of the GRI Standards and the Electric Utilities Sector Disclosures as well as the HKEI's ESG Reporting Guide. The Report has also addressed a significant number of other material disclosures required under the "Comprehensive Option" of the GRI Standards.

The information presented in the Report provides a structured, balanced and consistent representation of HKEI's sustainability performance. The materiality assessment process is systematic and comprehensive and forms the basis for the selection of topics and information presented in the Report that addresses HKEI's significant economic, environmental and social impacts and issues which have substantive influence on stakeholders. We are satisfied that the Report includes factual statements and the data contained within the Report is accurate and reliable. It is a fair and honest representation of HKEI's approach, initiatives, targets, progress and performance towards sustainable development.

Signed on behalf of Hong Kong Quality Assurance Agency

Jorine Tam
Assistant Director, Strategic Business
March 2017



港燈電力投資

HK Electric Investments

HK Electric Investments (港燈電力投資)

(as constituted pursuant to a deed of trust on 1 January 2014 under the laws of Hong Kong, the trustee of which is HK Electric Investments Manager Limited (港燈電力投資管理人有限公司))

and

HK Electric Investments Limited (港燈電力投資有限公司)

(a company incorporated in the Cayman Islands with limited liability)

(Stock Code: 2638)



Share Your Views with Us!

We value your views on our Sustainability Report, as your feedback will help us realise our vision for a sustainable future. Please share your comments by completing the online feedback form on our website or by contacting us at:

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