

Stakeholder Engagement



Customers: Special tour for Customer Liaison Group to visit company premises to understand more of our operations.



Business Partners: Team building with contractors.

As a power utility, we understand that our operations have a direct impact on society, and we recognise that open and on-going communication with our stakeholders is important to our business. Through these dialogues, we strive to keep our stakeholders updated on the company's developments. At the same time, their expectations and views about our performance have due influence on our operations.

In 2017, we continued to communicate with our stakeholders in various ways, from day-to-day contact to large-scale seminars and public events. To support and offer professional advice on district matters, four of our employees sit on six district and welfare committees under various government establishments. We have also put in place specific engagement channels such as our Customer Liaison Group and our District Liaison Teams. We value all feedback that we receive, and always seek to strike a balance between the needs and expectations of our various stakeholder groups.



Employees: Representatives of our Joint Consultation Committee joining together for team building and training.



Local Communities: Joining the Hung Sing Birthday Parade in Ap Lei Chau.



Media: CEO addressing questions on tariff review.



Shareholders: Visit to Lamma Power Station.

To further enhance corporate communication through social media, we launched the HK Electric YouTube Channel in 2017.

The publication of our annual Sustainability Report is an important means of illustrating our sustainability performance to all stakeholders. To ensure the 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 have conducted a materiality analysis to prioritise the relevant topics for reporting.

Details of the materiality analysis and additional information about how we engaged our stakeholders can be found in the [GRI Content Index](#) for this report, which is available on our website.

We invite you to read the chapters that follow about our management approaches and initiatives to address our material issues over the past year.



NGOs: Partnering with a green group to promote environmental awareness.



Education Sector: Spreading green messages to the younger generation through our Green Energy Dreams Come True competition.