
Quality Policy

February 2020



Table of Contents

- | | |
|---------------------|------|
| 1. Policy Statement | P. 3 |
| 2. Approach | P. 3 |

1. Policy Statement

- 1.1 HK Electric is committed to providing our customers with excellent supply reliability and services.
- 1.2 We aim to exceed customers' expectations and excel in quality through continual improvement.
- 1.3 To accomplish this, we strive to integrate quality considerations into all aspects of our business activities to achieve total customer satisfaction.

2. Approach

In addition, we will:

- Stress on problem prevention rather than rectification;
- Utilise innovative technologies conscientiously to improve the cost-effectiveness of our operations;
- Promote a quality culture, enhance team spirit and empower employees to act;
- Encourage all employees and contractors to pursue excellence in providing services for the benefits of all stakeholders;
- Review and enhance our quality systems to meet ever-rising international standards and industry best practices.

- E N D -