

**HKEI's Sustainability Report (SR) 2015 –
GRI G4 Content Index (with Electric Utilities Sector Disclosures)**

[Verified independently as “in accordance” with the “Core Option” of GRI’s G4 Sustainability Reporting Guidelines, and having addressed a significant number of other material disclosures required under the “Comprehensive Option”.]

General Standard Disclosures		Cross-Reference / Information (WEB – our website; SR – our Sustainability Report; AR – our Annual Report; INFO – direct / supplementary information; Figures may not add up to the total due to rounding.)	
STRATEGY AND ANALYSIS			EXTERNAL ASSURANCE
G4-1	Provide a statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and the organization’s strategy for addressing sustainability.	SR: A Word from Our CEO	✓
G4-2	Provide a description of key impacts, risks, and opportunities.	SR: Challenges and Strategies	✓
ORGANIZATIONAL PROFILE			EXTERNAL ASSURANCE
G4-3	Report the name of the organization.	SR: About Us and this Report	✓
G4-4	Report the primary brands, products, and services.	SR: About Us and this Report	✓
G4-5	Report the location of the organization’s headquarters.	INFO: Hong Kong.	✓
G4-6	Report the number of countries where the organization operates, and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report.	INFO: Hong Kong.	✓
G4-7	Report the nature of ownership and legal form.	SR: About Us and this Report INFO: Share stapled unit(s) jointly issued by HK Electric Investments (the "Trust") and HK Electric Investments Limited (the "Company") (collectively "HKEI") ("Share Stapled Unit(s)") are listed on the Main Board of The Stock Exchange of Hong Kong Limited (the Company and its subsidiaries, collectively the "Group"). The Trust is a listed business trust (the trustee manager of which is HK Electric Investments Manager Limited (the "Trustee-Manager")), and the Company is wholly owned by the Trust.	✓
G4-8	Report the markets served (including geographic breakdown, sectors served, and types of customers and beneficiaries).	SR: About Us and this Report INFO: Please refer to Sector Disclosure Item EU3.	✓

G4-9	Report the scale of the organization	<p>SR: About Us and this Report; Key Performance and Targets – Summary of Statistics</p> <p>AR: Consolidated Statement of Profit or Loss; Consolidated Statement of Financial Position; Consolidated Statement of Changes in Equity; Notes to the Financial Statements</p>	✓																																																																						
G4-10	Report the employee profile	<p>INFO:</p> <table border="1" data-bbox="619 376 1284 562"> <thead> <tr> <th>Age</th> <th>Senior staff (%)</th> <th>General staff (%)</th> <th>Workman (%)</th> <th>Total (%)</th> </tr> </thead> <tbody> <tr> <td>Age 30 or below</td> <td>0.0</td> <td>18.3</td> <td>0.7</td> <td>19.0</td> </tr> <tr> <td>Age 31-40</td> <td>0.1</td> <td>13.9</td> <td>1.4</td> <td>15.4</td> </tr> <tr> <td>Age 41-50</td> <td>2.1</td> <td>22.8</td> <td>2.4</td> <td>27.3</td> </tr> <tr> <td>Age 51 or above</td> <td>5.1</td> <td>23.2</td> <td>10.0</td> <td>38.3</td> </tr> <tr> <td>Total</td> <td>7.4</td> <td>78.2</td> <td>14.4</td> <td>100.0</td> </tr> </tbody> </table> <table border="1" data-bbox="619 577 1284 719"> <thead> <tr> <th>Gender</th> <th>Senior staff (%)</th> <th>General staff (%)</th> <th>Workman (%)</th> <th>Total (%)</th> </tr> </thead> <tbody> <tr> <td>Female</td> <td>0.7</td> <td>15.1</td> <td>1.1</td> <td>16.8</td> </tr> <tr> <td>Male</td> <td>6.7</td> <td>63.1</td> <td>13.4</td> <td>83.2</td> </tr> <tr> <td>Total</td> <td>7.4</td> <td>78.2</td> <td>14.4</td> <td>100.0</td> </tr> </tbody> </table> <table border="1" data-bbox="619 734 1284 869"> <thead> <tr> <th>Employment contract</th> <th>Senior staff (%)</th> <th>General staff (%)</th> <th>Workman (%)</th> <th>Total (%)</th> </tr> </thead> <tbody> <tr> <td>Permanent</td> <td>6.8</td> <td>70.8</td> <td>13.9</td> <td>91.5</td> </tr> <tr> <td>Contract</td> <td>0.6</td> <td>7.4</td> <td>0.6</td> <td>8.5</td> </tr> <tr> <td>Total</td> <td>7.4</td> <td>78.2</td> <td>14.4</td> <td>100.0</td> </tr> </tbody> </table> <p>Notes: 1. We have around 2,000 employees in total. 2. Our operations are based in Hong Kong.</p>	Age	Senior staff (%)	General staff (%)	Workman (%)	Total (%)	Age 30 or below	0.0	18.3	0.7	19.0	Age 31-40	0.1	13.9	1.4	15.4	Age 41-50	2.1	22.8	2.4	27.3	Age 51 or above	5.1	23.2	10.0	38.3	Total	7.4	78.2	14.4	100.0	Gender	Senior staff (%)	General staff (%)	Workman (%)	Total (%)	Female	0.7	15.1	1.1	16.8	Male	6.7	63.1	13.4	83.2	Total	7.4	78.2	14.4	100.0	Employment contract	Senior staff (%)	General staff (%)	Workman (%)	Total (%)	Permanent	6.8	70.8	13.9	91.5	Contract	0.6	7.4	0.6	8.5	Total	7.4	78.2	14.4	100.0	✓
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G4-11	Report the percentage of total employees covered by collective bargaining agreements.	<p>INFO:</p> <p>Not applicable (collective bargaining agreements are not required by law in Hong Kong).</p>	✓																																																																						
G4-12	Describe the organization’s supply chain.	<p>INFO:</p> <p>The core business of HK Electric is to supply electricity. Our supply chain includes the supply of fuels, goods and services in order to facilitate the supply of safe, reliable and clean electricity to our customers.</p> <table border="1" data-bbox="598 1263 1305 1563"> <thead> <tr> <th>Geographical location</th> <th>Number of major suppliers (Non-fuel goods and services)</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Hong Kong</td> <td>147</td> <td>80.3</td> </tr> <tr> <td>Japan</td> <td>25</td> <td>13.7</td> </tr> <tr> <td>UK</td> <td>5</td> <td>2.7</td> </tr> <tr> <td>Korea</td> <td>2</td> <td>1.1</td> </tr> <tr> <td>Australia</td> <td>2</td> <td>1.1</td> </tr> <tr> <td>China</td> <td>1</td> <td>0.5</td> </tr> <tr> <td>Continental Europe</td> <td>1</td> <td>0.5</td> </tr> <tr> <td>Total</td> <td>183</td> <td>100</td> </tr> </tbody> </table>	Geographical location	Number of major suppliers (Non-fuel goods and services)	%	Hong Kong	147	80.3	Japan	25	13.7	UK	5	2.7	Korea	2	1.1	Australia	2	1.1	China	1	0.5	Continental Europe	1	0.5	Total	183	100	✓																																											
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G4-13	Report any significant changes during the reporting period regarding the organization’s size, structure, ownership, or its supply chain.	<p>WEB: Announcement: Appointments of Directors and Alternate Director</p> <p>INFO:</p> <p>There were no movements in the Share Stapled Units, as well as in the share capital of the Trustee-Manager and the Company during 2015.</p>	✓																																																																						
G4-14	Report whether and how the precautionary approach or principle is addressed by the organization.	<p>SR: Challenges and Strategies; Sustainable Operations</p>	✓																																																																						

G4-15	List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	<p>INFO: The Manifesto on Energy Efficiency in Buildings; Conscientious Recycling Charter; the Clean Air Charter; Carbon Reduction Charter; Food Wise Charter; Energy Saving Charters; Greening Partner Charter; Occupational Safety Charter; and Workplace Hygiene Charter, etc.</p> <p>All the above charters and principles we subscribe to are voluntary.</p>	✓										
G4-16	List memberships of associations (such as industry associations) and national or international advocacy organizations.	<p>INFO: It is important for us to keep updated on developments in our industry, as well as provide thought leadership where appropriate, so we actively support and participate in various professional associations and organisations, including the Business Environment Council (BEC); the Climate Change Business Forum (CCBF); the Asia Pacific Customer Service Consortium (APCSC); the Hong Kong Call Centre Association (HKCCA); the Hong Kong Retail Management Association (HKRMA); the Hong Kong Federation of Restaurants and Related Trades (HKFORT); Institute of Dining Art (IDA); International Association of Gourmet Master Chefs & Hospitality Executives (IAGMC); the Asian Sub-Bituminous Coal Users' Group (ASBCUG); and Data Protection Officers' Club under the Office of the Privacy Commissioner for Personal Data (PCPD), Hong Kong.</p> <p>We also encourage our employees to contribute to their professional sectors. Some of them hold leading positions in major associations, such as The Hong Kong Institution of Engineers (HKIE) and American Society of Mechanical Engineers (ASME), Hong Kong Section.</p>	✓										
EU1	Installed capacity, broken down by primary energy source and by regulatory regime	<p>SR: Key Performance and Targets – Summary of Statistics</p>	✓										
EU2	Net energy output broken down by primary energy source and by regulatory regime	<p>INFO:</p> <table border="1" data-bbox="576 1048 928 1189"> <thead> <tr> <th colspan="2">Electricity sent out (GWh)</th> </tr> </thead> <tbody> <tr> <td>Gas</td> <td>3,885</td> </tr> <tr> <td>Coal & oil</td> <td>7,374</td> </tr> <tr> <td>Renewable energy</td> <td>2</td> </tr> </tbody> </table> <p>The total electricity sent out was 11,261 GWh.</p>	Electricity sent out (GWh)		Gas	3,885	Coal & oil	7,374	Renewable energy	2	✓		
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EU3	Number of residential, industrial, institutional and commercial customer accounts	<p>INFO:</p> <table border="1" data-bbox="576 1330 903 1507"> <thead> <tr> <th colspan="2">Customer accounts</th> </tr> </thead> <tbody> <tr> <td>Residential</td> <td>460,000</td> </tr> <tr> <td>Commercial</td> <td>107,000</td> </tr> <tr> <td>Industrial</td> <td>5,000</td> </tr> <tr> <td>Total</td> <td>572,000</td> </tr> </tbody> </table> <p>Almost all points of connection were of distribution type and no customers who were also electricity producers were recorded.</p>	Customer accounts		Residential	460,000	Commercial	107,000	Industrial	5,000	Total	572,000	✓
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EU4	Length of above and underground transmission and distribution lines by regulatory regime	<p>INFO:</p> <table border="1" data-bbox="576 147 1326 434"> <thead> <tr> <th colspan="4">Circuit length (km)</th> </tr> <tr> <th colspan="2">Above/Underground breakdown</th> <th colspan="2">Voltage breakdown</th> </tr> </thead> <tbody> <tr> <td>Above ground</td> <td>55</td> <td>Transmission (275kV & 132kV)</td> <td>459</td> </tr> <tr> <td rowspan="2">Underground</td> <td rowspan="2">6,145</td> <td>Distribution (22kV & 11kV)</td> <td>3,627</td> </tr> <tr> <td>Low voltage</td> <td>2,114</td> </tr> <tr> <td>Total</td> <td></td> <td colspan="2">6,200</td> </tr> </tbody> </table> <p>Note: Circuit length is distinct from conductor length in that one or more conductors may be employed to create a circuit. For instance, a 1 km long three-phase grounded LV interconnection between two points which is built with one conductor per phase plus one neutral conductor has a total of 4 km of conductor; however, it is only a 1 km long circuit. Multiple, independently-switched circuits (i.e. feeders) may be attached on the same structures or located in a common trench alignment along a route. In such instances, the length of each circuit will be compiled.</p>	Circuit length (km)				Above/Underground breakdown		Voltage breakdown		Above ground	55	Transmission (275kV & 132kV)	459	Underground	6,145	Distribution (22kV & 11kV)	3,627	Low voltage	2,114	Total		6,200		✓
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EU5	Allocation of CO ₂ e emissions allowances or equivalent, broken down by carbon trading framework	<p>INFO: Not applicable for Hong Kong.</p>	✓																						
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES			EXTERNAL ASSURANCE																						
G4-17	<p>a. List all entities included in the organization's consolidated financial statements or equivalent documents.</p> <p>b. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.</p>	<p>SR: About Us and this Report</p> <p>AR: Notes to the Financial Statements</p>	✓																						
G4-18	<p>a. Explain the process for defining the report content and the Aspect Boundaries.</p> <p>b. Explain how the organization has implemented the Reporting Principles for Defining Report Content.</p>	<p>WEB: Sustainability Report 2014</p> <p>SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement – Engaging with Stakeholders</p> <p>INFO: To collect views on our reporting from key stakeholders, we carry out specialised stakeholder engagement exercise regularly. Judging from HKEI's business nature, it is considered adequate to conduct such an exercise once every two years. Our latest specialised stakeholder engagement exercise was conducted in end 2014, in the form of questionnaire survey. For relevant details, please refer to our Sustainability Report 2014. In addition, we have also made reference to the feedback to our previous sustainability report during report preparation.</p>	✓																						
G4-19	List all the material Aspects identified in the process for defining report content.	<p>INFO: Please refer to the General Disclosure Item G4-18.</p>	✓																						
G4-20	For each material Aspect, report the Aspect Boundary within the organization.	<p>INFO: Please refer to the General Disclosure Item G4-18.</p>	✓																						
G4-21	For each material Aspect, report the Aspect Boundary outside the organization.	<p>INFO: Please refer to the General Disclosure Item G4-18.</p>	✓																						
G4-22	Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	<p>INFO: No re-statements.</p>	✓																						

G4-23	Report significant changes from previous reporting periods in the Scope and Aspect Boundaries.	INFO: No significant changes from the previous report.	✓
STAKEHOLDER ENGAGEMENT			EXTERNAL ASSURANCE
G4-24	Provide a list of stakeholder groups engaged by the organization.	SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement – Engaging with Stakeholders INFO: Please refer to the Table at the end of this Content Index.	✓
G4-25	Report the basis for identification and selection of stakeholders with whom to engage.	SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement – Engaging with Stakeholders INFO: Please refer to the Table at the end of this Content Index.	✓
G4-26	Report the organization’s approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement – Engaging with Stakeholders INFO: Please refer to the Table at the end of this Content Index. Following are examples of HK Electric’s engagement activities with various stakeholder groups in 2015: <ul style="list-style-type: none"> • Customer Liaison Group meetings (two meetings) • Safety Climate Index Survey for our employees • Safety, Health and Environment Day for our business partners • Stakeholder Liaison Group meeting for the offshore wind farm project (one meeting) • Home visits to Lamma villages (three rounds) • Joint Consultation (“JC”) meetings (20 meetings), a JC workshop and Annual JC Lunch with the JC members • Local communities events (throughout the year) • Corporate visits (> 240 visits) 	✓
G4-27	Report key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting. Report the stakeholder groups that raised each of the key topics and concerns.	SR: A Word from Our CEO; Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement – Engaging with Stakeholders	✓
REPORT PROFILE			EXTERNAL ASSURANCE
G4-28	Reporting period (such as fiscal or calendar year) for information provided.	SR: About Us and this Report	✓
G4-29	Date of most recent previous report (if any).	INFO: The most recent report was issued in March 2015 for the calendar year 2014.	✓
G4-30	Reporting cycle (such as annual, biennial).	INFO: Annual.	✓
G4-31	Provide the contact point for questions regarding the report or its contents.	INFO: Back Cover	✓

G4-32	<p>a. Report the ‘in accordance’ option the organization has chosen.</p> <p>b. Report the GRI Content Index for the chosen option.</p> <p>c. Report the reference to the External Assurance Report, if the report has been externally assured. GRI recommends the use of external assurance but it is not a requirement to be ‘in accordance’ with the Guidelines</p>	<p>SR: Verification Statement</p> <p>INFO: This GRI Content Index.</p>	✓
G4-33	<p>a. Report the organization’s policy and current practice with regard to seeking external assurance for the report.</p> <p>b. If not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided.</p> <p>c. Report the relationship between the organization and the assurance providers.</p> <p>d. Report whether the highest governance body or senior executives are involved in seeking assurance for the organization’s sustainability report.</p>	<p>SR: About Us and this Report; Verification Statement</p>	✓
GOVERNANCE			EXTERNAL ASSURANCE
G4-34	<p>Report the governance structure of the organization, including committees of the highest governance body. Identify any committees responsible for decision-making on economic, environmental and social impacts.</p>	<p>AR: Combined Corporate Governance Report</p>	
G4-38	<p>Report the composition of the highest governance body and its committees.</p>	<p>AR: Combined Corporate Governance Report; Board of Directors and Senior Management</p>	
G4-39	<p>Report whether the Chair of the highest governance body is also an executive officer (and, if so, his or her function within the organization’s management and the reasons for this arrangement).</p>	<p>INFO: The positions of the Chairman and the Chief Executive Officer of the Company are held by separate individuals. The Trustee-Manager does not appoint a Chief Executive Officer due to its specific and limited role to administer the Trust.</p>	
G4-40	<p>Report the nomination and selection processes for the highest governance body and its committees, and the criteria used for nominating and selecting highest governance body members.</p>	<p>AR: Combined Corporate Governance Report</p>	
G4-41	<p>Report processes for the highest governance body to ensure conflicts of interest are avoided and managed. Report whether conflicts of interest are disclosed to stakeholders.</p>	<p>AR: Combined Corporate Governance Report</p>	
G4-48	<p>Report the highest committee or position that formally reviews and approves the organization’s sustainability report and ensures that all material Aspects are covered.</p>	<p>SR: About Us and this Report</p>	✓

ETHICS AND INTEGRITY			EXTERNAL ASSURANCE
G4-56	Describe the organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	<p>WEB: Vision, Mission and Core Values; Code of Conduct</p> <p>SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement</p> <p>AR: Combined Corporate Governance Report</p>	✓
G4-57	Report the internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines.	WEB: Code of Conduct	✓
G4-58	Report the internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines.	WEB: Code of Conduct	✓
Specific Standard Disclosures		<p align="center">Cross-Reference / Information</p> <p align="center">(WEB – our website; SR – our Sustainability Report; AR – our Annual Report; INFO – direct / supplementary information; Figures may not add up to the total due to rounding.)</p>	
CATEGORY: ECONOMIC			
ASPECT: ECONOMIC PERFORMANCE			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	<p>SR: Challenges and Strategies; Sustainable Operations – Divider page; Accountability to Shareholders</p> <p>AR: Chairman's Statement; CEO's Report</p>	✓
G4-EC1	Direct economic value generated and distributed	AR: Consolidated Statement of Profit or Loss; Consolidated Statement of Financial Position	
G4-EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	<p>SR: Sustainable Operations – Tackling Climate Change; Accountability to Shareholders – Enhancing Shareholder's Value</p> <p>INFO: Risks due to physical changes associated with climate change: 1. Damages caused by extreme weather conditions will increase maintenance costs. 2. Increased fuel cost due to decreased plant efficiency under elevated ambient temperature. 3. Increased insurance premiums to cover the potential climate related damages on our plant facilities. 4. Fuel price may become unstable under the influence of adverse weather conditions and thus affect the cost.</p> <p>Potential competitive advantages created for the organisation by regulatory or other technology changes linked to climate change: Based on the current regulatory regime in Hong Kong, development of renewable energy is incentivised with an increased rate of return on asset, from 9.99% to 11%. No comprehensive estimation on financial impact brought by climate change to the company is available.</p>	✓
G4-EC3	Coverage of the organization's defined benefit plan obligations	AR: Notes to the Financial Statements	
G4-EC4	Financial assistance received from government	INFO: No significant financial assistance from the HKSAR Government.	✓

ASPECT: INDIRECT ECONOMIC IMPACTS			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement; Accountability to Shareholders – Enhancing Shareholder’s Value	✓
G4-EC7	Development and impact of infrastructure investments and services supported	SR: Sustainable Operations – Addressing Air Quality Concerns – Championing Electric Vehicles; Health and Safety – Caring Safety for Customers and the Community; Customer Care – Promoting Smart Use of Energy, Excelling in Customer Service; Accountability to Shareholders – Enhancing Shareholder’s Value	✓
G4-EC8	Significant indirect economic impacts, including the extent of impacts	SR: Sustainable Operations – Addressing Air Quality Concerns – Championing Electric Vehicles; Health and Safety – Caring Safety for Customers and the Community; Customer Care – Promoting Smart Use of Energy, Excelling in Customer Service; Accountability to Shareholders – Enhancing Shareholder’s Value	✓
ASPECT: PROCUREMENT PRACTICES			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	INFO: All local and foreign suppliers are treated equally and no preference is given in our purchase decision.	✓
G4-EC9	Proportion of spending on local suppliers at significant locations of operation	INFO: In 2015, about 41% of our non-fuel goods and services under major contracts were procured from local-based suppliers who are defined as companies in China including Hong Kong. Natural gas, limestone and ultra-low sulphur diesel are supplied by companies with bases in China or Hong Kong.	✓
ASPECT: AVAILABILITY AND RELIABILITY			EXTERNAL ASSURANCE
G4-DMA	Management approach to ensure short and long-term electricity availability and reliability	INFO: HK Electric has been adopting a diverse power portfolio to deliver cleaner, more efficient and reliable electricity to meet its customers’ demand on both long- and short-term bases. HK Electric will carry out regular review of its load forecast and planning criteria to suit the ever-changing socio-economic environment and to meet the tightening environmental requirements. All those forecast parameters will be subject to the Government’s scrutiny. To meet the increasing expectation from the public for more green electricity generation, HK Electric has continued to introduce renewable energy in recent years, including Lamma Winds and the thin film photovoltaic solar power system. To achieve the aim of plant and equipment maintenance, a comprehensive “Maintenance Regime” for generating plants has been established. Periodic maintenance shall be arranged to all the machineries in order to maintain its reliability. The frequency of the periodic maintenance is determined by the recommendations from 'Reliability-Centered Maintenance' study, plant ownership scheme, as well as the original equipment manufacturer. In between periodic maintenance, condition of the equipment shall be monitored to determine its “healthiness” in order to secure the availability of the plant.	✓

EU10	Planned capacity against projected electricity demand over the long term, broken down by energy source and regulatory regime	<p>WEB: Our 2014 – 2018 Development Plan; HK Electric Signs Agreement to Build a New Gas-fired Unit</p> <p>INFO: As some of the generating units will reach end of useful life and retire from 2017 onward, we have commenced the construction of a new gas-fired unit (L10) following formal approval by the government. The project is part of our Five-year Development Plan (2014-2018) and will enable us to increase the proportion of gas-fired generation to about 50% while maintaining reliability. The L10 unit will play an important role in reducing emissions and our carbon footprint when it is commissioned in 2020.</p>	✓
ASPECT: DEMAND-SIDE MANAGEMENT			EXTERNAL ASSURANCE
G4-DMA	Demand-side management programs including residential, commercial, institutional and industrial programs	<p>SR: Customer Care – Divider page, Promoting Smart Use of Energy; Community Involvement – Divider page; Community Involvement – Advocating a Green Lifestyle – Promoting Energy Efficiency</p>	✓
ASPECT: RESEARCH AND DEVELOPMENT			EXTERNAL ASSURANCE
G4-DMA	Research and development activity and expenditure aimed at providing reliable electricity and promoting sustainable development	<p>SR: Sustainable Operations – Addressing Air Quality Concerns – Championing Electric Vehicles; Customer Care – Ensuring a Reliable Electricity Supply</p> <p>INFO: We have undertaken an in-house study to review different NO_x removal technology for our new gas-fired generating unit and the adoption of Selective Catalytic Reduction system in conjunction with thermal decomposer for the Urea-to-Ammonia process was evaluated as the best practical solution taking consideration of its technical and environmental performance.</p> <p>Research and development activities are planned and managed by relevant business units. Most of the studies would involve in-house experts and hence would not significantly induce additional cost compared with our overall expenditure.</p>	✓
ASPECT: SYSTEM EFFICIENCY			EXTERNAL ASSURANCE
EU11	Average generation efficiency of thermal plants by energy source and by regulatory regime	<p>SR: Key Performance and Targets – Summary of Statistics</p>	✓
EU12	Transmission and distribution losses as a percentage of total energy	<p>SR: Key Performance and Targets – Summary of Statistics</p> <p>INFO: Transmission losses: 1.3% Distribution losses: 2.1% Note: Non-technical losses are assumed to be insignificant.</p>	✓
CATEGORY: ENVIRONMENTAL			
ASPECT: MATERIALS			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	<p>WEB: How We Care for our Environment</p> <p>SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement; Sustainable Operations – Divider page, Tackling Climate Change, Sustaining Natural Resources</p> <p>INFO: Environmental Management Systems conforming to ISO 14001</p>	✓

G4-EN1	Materials used by weight or volume	<p>SR: Key Performance and Targets – Summary of Statistics</p> <p>INFO: No materials are present in our final product as our product is electricity and no materials containing PCB are used.</p>	✓
G4-EN2	Percentage of materials used that are recycled input materials	<p>SR: Sustainable Operations – Sustaining Natural Resources – Living 4R Culture; Key Performance and Targets – Summary of Statistics</p> <p>INFO: The amount of used water and rain water collected and recycled at the Lamma Power Station represented 5% of the Station’s total water consumption.</p>	✓
ASPECT: ENERGY			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	<p>SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement; Sustainable Operations – Divider page, Tackling Climate Change</p> <p>INFO: Environmental Management Systems conforming to ISO 14001</p>	✓
G4-EN3	Energy consumption within the organization	<p>SR: Key Performance and Targets – Summary of Statistics</p>	✓
G4-EN5	Energy intensity	<p>INFO: 1.86 kWh per unit sold was needed to be consumed in the course of generation, transmission and distribution of electricity (excluding the energy sold).</p>	✓
G4-EN6	Reduction of energy consumption	<p>SR: Sustainable Operations – Tackling Climate Change – Endorsing Low-carbon Operations</p>	✓
ASPECT: WATER			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	<p>SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement; Sustainable Operations – Divider page, Sustaining Natural Resources</p> <p>INFO: Environmental Management Systems conforming to ISO 14001</p>	✓
G4-EN8	Total water withdrawal by source	<p>SR: Key Performance and Targets – Summary of Statistics</p>	✓
G4-EN9	Water sources significantly affected by withdrawal of water	<p>INFO: No water sources were significantly affected. Freshwater is provided by the Water Supplies Department of the HKSAR Government. Seawater is withdrawn for plant equipment cooling at Lamma Power Station and returned to the sea after proper treatment.</p>	✓
G4-EN10	Percentage and total volume of water recycled and reused	<p>SR: Sustainable Operations – Sustaining Natural Resources – Living 4R Culture; Key Performance and Targets – Summary of Statistics</p> <p>INFO: The amount of used water and rain water collected and recycled at the Lamma Power Station represented 5% of the Station’s total water consumption.</p>	✓

ASPECT: BIODIVERSITY			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	<p>SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement; Sustainable Operations – Divider page; Sustainable Operations – Sustaining Natural Resources – Biodiversity and Other Green Initiatives</p> <p>INFO: Environmental Management Systems conforming to ISO 14001</p>	✓
G4-EN11	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	<p>INFO: No lands owned, leased, managed in or adjacent to protected areas and areas of high biodiversity value outside protected area.</p>	✓
G4-EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	<p>INFO: No lands owned, leased, managed in or adjacent to protected areas and areas of high biodiversity value outside protected area.</p>	✓
G4-EN13	Habitats protected or restored	<p>INFO: No lands owned, leased, managed in or adjacent to protected areas and areas of high biodiversity value outside protected area.</p>	✓
EU13	Biodiversity of offset habitats compared to the biodiversity of the affected areas	<p>INFO: No lands owned, leased, managed in or adjacent to protected areas and areas of high biodiversity value outside protected area.</p>	✓
ASPECT: EMISSIONS			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	<p>SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement; Sustainable Operations – Divider page, Tackling Climate Change, Addressing Air Quality Concerns, Sustaining Natural Resources</p> <p>INFO: Environmental Management Systems conforming to ISO 14001</p>	✓
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	<p>SR: Key Performance and Targets – Summary of Statistics</p>	✓
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	<p>INFO: HK Electric is a vertically integrated power utility responsible for the generation, transmission, distribution and supply of electricity and our electricity consumption comes from our own generation. Hence, the Scope 2 emission is included in the Scope 1 emission which has been reported in Specific Disclosure Item G4-EN15 in accordance with the ISO 14064-1 requirements as verified by a qualified independent assessor.</p>	✓
G4-EN18	Greenhouse gas (GHG) emissions intensity	<p>SR: Key Performance and Targets – Summary of Statistics</p>	✓
G4-EN19	Reduction of greenhouse gas (GHG) emissions	<p>SR: Sustainable Operations – Tackling Climate Change; Sustainable Operations – Addressing Air Quality Concerns – Using Superior Fuel</p>	✓
G4-EN20	Emissions of ozone-depleting substances (ODS)	<p>INFO: Emission of ozone-depleting substances was 351.5 kg of R22. A programme for phasing out this HCFC refrigerant in our air-conditioning systems is in place.</p>	✓
G4-EN21	NO _x , SO _x , and other significant air emissions	<p>SR: Key Performance and Targets – Summary of Statistics</p>	✓

ASPECT: EFFLUENTS AND WASTE			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	<p>SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement; Sustainable Operations – Divider page; Sustainable Operations – Sustaining Natural Resources – Living 4R Culture</p> <p>INFO: Environmental Management Systems conforming to ISO 14001</p>	✓
G4-EN22	Total water discharge by quality and destination	<p>SR: Key Performance and Targets – Summary of Statistics</p> <p>INFO: The effluents after wastewater treatment for removal of oil, grease, suspended solids and heavy metals would be discharged to natural water body and was not used by other parties.</p>	✓
G4-EN23	Total weight of waste by type and disposal method	<p>SR: Sustainable Operations – Sustaining Natural Resources – Living 4R Culture; Key Performance and Targets – Summary of Statistics</p>	✓
G4-EN24	Total number and volume of significant spills	<p>INFO: No significant spills were recorded.</p>	✓
G4-EN26	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organization's discharges of water and runoff	<p>INFO: The effluents would be properly treated for removal of oil, grease, suspended solids and heavy metals before being discharged, and would not cause significant impact to the water bodies and related habitats.</p> <p>No discharges to water bodies and related habitats that are designated as protected areas.</p>	✓
ASPECT: PRODUCTS AND SERVICES			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	<p>SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement; Sustainable Operations</p> <p>INFO: Environmental Management Systems conforming to ISO 14001</p>	✓
G4-EN27	Extent of impact mitigation of environmental impacts of products and services	<p>INFO: The major environment impacts of our product are the carbon emissions and other air emissions from our power generation. The efforts we have taken and achievements we have made on addressing climate change and air emission mitigation have already been covered in Sustainable Operations chapter and other GRI indicators.</p>	✓
G4-EN28	Percentage of products sold and their packaging materials that are reclaimed by category	<p>INFO: There are no packaging materials due to the nature of our product (viz. electricity).</p>	✓
ASPECT: COMPLIANCE			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	<p>SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement</p> <p>INFO: Environmental Management Systems conforming to ISO 14001</p>	✓
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	<p>INFO: No relevant non-compliance was recorded.</p>	✓

ASPECT: TRANSPORT			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	<p>SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement</p> <p>INFO: Environmental Management Systems conforming to ISO 14001</p>	✓
G4-EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce	<p>SR: Sustainable Operations – Enhancing Supplier Partnership</p> <p>INFO: No significant environmental impacts are expected from the transportation of our products (viz. electricity) which is covered and well-controlled under our Environmental Management Systems.</p>	✓
ASPECT: OVERALL			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	<p>SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement</p> <p>INFO: Environmental Management Systems conforming to ISO 14001</p>	✓
G4-EN31	Total environmental protection expenditures and investments by type	<p>INFO: As stated in our environmental policy, we endeavor to integrate environmental considerations into all aspects of our business operation. For example, our generating plants are built, enhanced, maintained and operated in an environmentally friendly manner with quality fuel input in order to minimise impacts on the environment. Hence, no specific financial breakdown for environmental protection with high accuracy is available. However, financial data relevant to our environmental performance, such as fuel cost could be found in our Annual Report.</p>	
ASPECT: SUPPLIER ENVIRONMENTAL ASSESSMENT			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	<p>WEB: Enhancing Supplier Partnership</p> <p>SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement; Sustainable Operations – Divider page, Enhancing Supplier Partnership</p> <p>INFO: Environmental Management Systems conforming to ISO 14001</p> <p>In addition, major suppliers are required to follow an established procedure for admission to our Recognised Tenderers Register (“RTR”) in which our Code of Practice for Suppliers is included for their compliance. Review on suppliers in our RTR including environmental assessment is conducted on a periodic basis in which the suppliers are required to submit their CSR performance for evaluation.</p>	✓
G4-EN32	Percentage of new suppliers that were screened using environmental criteria	<p>INFO: All new suppliers as described in Specific Disclosure Item G4-EN33.</p>	✓
G4-EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken	<p>SR: Sustainable Operations – Enhancing Supplier Partnership</p> <p>INFO: HK Electric's Code of Practice for Suppliers is included in the application of Recognised Tenderers Register (“RTR”) for screening purpose. In 2015, RTR applications of 34 new and 19 existing suppliers were processed, and no significant actual and potential negative environmental impacts were identified.</p>	✓

ASPECT: ENVIRONMENTAL GRIEVANCE MECHANISMS				EXTERNAL ASSURANCE																																																					
G4-DMA	Generic Disclosures on Management Approach	<p>SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement; Sustainable Operations – Divider page</p> <p>INFO: Environmental Management Systems conforming to ISO 14001</p>		✓																																																					
G4-EN34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms	<p>INFO: In 2015, environmental grievances filed amounted to 30 cases of which 25 cases resolved and 5 cases addressed. All un-settled cases in 2014 were resolved in 2015.</p>		✓																																																					
CATEGORY: SOCIAL																																																									
SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK																																																									
ASPECT: EMPLOYMENT				EXTERNAL ASSURANCE																																																					
G4-DMA	Generic Disclosures on Management Approach	<p>WEB: CSR Policy; Our People and Values</p> <p>SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement; Health and Safety – Divider page; Employee Care – Divider page, Enhancing Employee Relations</p> <p>INFO: We strictly observe and are committed to abiding by relevant ordinances and statutory requirements, such as Employment Ordinance, ordinances implemented by Equal Opportunities Commission, Employees' Compensation Ordinance, Occupational Retirement Schemes Ordinance and Mandatory Provident Fund Schemes Ordinance.</p>		✓																																																					
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	<p>INFO:</p> <table border="1"> <thead> <tr> <th></th> <th>Overall</th> <th colspan="2">Gender breakdown</th> <th colspan="2">Age breakdown</th> </tr> </thead> <tbody> <tr> <td rowspan="4">New hires rate (%)</td> <td rowspan="4">8.8</td> <td rowspan="2">Male</td> <td rowspan="2">75.1</td> <td>Age 30 or below</td> <td>59.5</td> </tr> <tr> <td>Age 31-40</td> <td>23.7</td> </tr> <tr> <td rowspan="2">Female</td> <td rowspan="2">24.9</td> <td>Age 41-50</td> <td>9.2</td> </tr> <tr> <td>Age 51 or above</td> <td>7.5</td> </tr> <tr> <td rowspan="4">Voluntary turnover rate (Excluding retirement) (%)</td> <td rowspan="4">4.7</td> <td rowspan="2">Male</td> <td rowspan="2">68.1</td> <td>Age 30 or below</td> <td>39.6</td> </tr> <tr> <td>Age 31-40</td> <td>24.2</td> </tr> <tr> <td rowspan="2">Female</td> <td rowspan="2">31.9</td> <td>Age 41-50</td> <td>11.0</td> </tr> <tr> <td>Age 51 or above</td> <td>25.3</td> </tr> </tbody> </table> <p>Notes: 1. We have around 2,000 employees in total. 2. Our operations are based in Hong Kong.</p> <table border="1"> <thead> <tr> <th></th> <th colspan="2">Gender breakdown</th> <th colspan="2">Age breakdown</th> </tr> </thead> <tbody> <tr> <td rowspan="4">Average length of tenure of the employees leaving employment (Year)</td> <td rowspan="2">Male</td> <td rowspan="2">12</td> <td>Age 30 or below</td> <td>3</td> </tr> <tr> <td>Age 31-40</td> <td>4</td> </tr> <tr> <td rowspan="2">Female</td> <td rowspan="2">6</td> <td>Age 41-50</td> <td>15</td> </tr> <tr> <td>Age 51 or above</td> <td>24</td> </tr> </tbody> </table>			Overall	Gender breakdown		Age breakdown		New hires rate (%)	8.8	Male	75.1	Age 30 or below	59.5	Age 31-40	23.7	Female	24.9	Age 41-50	9.2	Age 51 or above	7.5	Voluntary turnover rate (Excluding retirement) (%)	4.7	Male	68.1	Age 30 or below	39.6	Age 31-40	24.2	Female	31.9	Age 41-50	11.0	Age 51 or above	25.3		Gender breakdown		Age breakdown		Average length of tenure of the employees leaving employment (Year)	Male	12	Age 30 or below	3	Age 31-40	4	Female	6	Age 41-50	15	Age 51 or above	24	✓	
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G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	<p>INFO: Performance bonus, year-end bonus, gratuity for contract employees, medical benefits, electricity allowance, Group Life and Personal Accident Insurance are not provided to temporary or part time employees.</p>		✓																																																					

G4-LA3	Return to work and retention rates after parental leave, by gender	<p>INFO:</p> <table border="1"> <thead> <tr> <th></th> <th>Male</th> <th>Female</th> </tr> </thead> <tbody> <tr> <td>Total no. of employees that were entitled to parental leave</td> <td>1637</td> <td>331</td> </tr> <tr> <td>Total no. of employees that took parental leave</td> <td>29</td> <td>8</td> </tr> <tr> <td>Rate of return to work of employees who took parental leave</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Rate of retention of employees who took parental leave</td> <td>100%</td> <td>75%</td> </tr> </tbody> </table>		Male	Female	Total no. of employees that were entitled to parental leave	1637	331	Total no. of employees that took parental leave	29	8	Rate of return to work of employees who took parental leave	100%	100%	Rate of retention of employees who took parental leave	100%	75%	✓	
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EU15	Percentage of employees eligible to retire in the next 5 and 10 years broken down by job category and by region	<p>INFO:</p> <table border="1"> <thead> <tr> <th></th> <th>Overall</th> <th colspan="2">Employee type breakdown</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Retire in the next 5 years (%)</td> <td rowspan="2">17.5</td> <td>Staff</td> <td>77.4</td> </tr> <tr> <td>Workman</td> <td>22.6</td> </tr> <tr> <td rowspan="2">Retire in the next 10 years (%)</td> <td rowspan="2">35.1</td> <td>Staff</td> <td>79.3</td> </tr> <tr> <td>Workman</td> <td>20.7</td> </tr> </tbody> </table> <p>Notes: 1. We have around 2,000 employees in total. 2. Our operations are based in Hong Kong.</p>		Overall	Employee type breakdown		Retire in the next 5 years (%)	17.5	Staff	77.4	Workman	22.6	Retire in the next 10 years (%)	35.1	Staff	79.3	Workman	20.7	✓
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EU17	Days worked by contractor and subcontractor employees involved in construction, operation & maintenance activities	<p>INFO:</p> <p>The total man-days worked by contractors were 214,000 of which 68,000 man-days devoted to construction activities and 146,000 devoted to operation and maintenance activities.</p>	✓																
EU18	Percentage of contractor and subcontractor employees that have undergone relevant health and safety training	<p>INFO:</p> <p>All employees of our contractors working at our work sites have undergone relevant health and safety training.</p>	✓																
ASPECT: OCCUPATIONAL HEALTH AND SAFETY			EXTERNAL ASSURANCE																
G4-DMA	Generic Disclosures on Management Approach	<p>SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement; Health and Safety – Divider page, Ensuring Safety at Work; Employee Care – Cultivating Employee Wellbeing</p> <p>INFO: Health and Safety Management Systems conforming to OHSAS 18001</p>	✓																
G4-LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs	<p>INFO: 100%</p> <p>Our Corporate Health & Safety Manual covers all Divisions / Departments in HK Electric and it defines our health and safety management system. It is enforced through the Health & Safety Board chaired by the Managing Director or his delegate, as well as the Health & Safety Committees / Sub-committees at various levels. Under the Health & Safety Board, there are four Divisional Health and Safety Committees. Under the Divisional Health and Safety Committees of Transmission & Distribution Division and Generation Division, there are departmental Health and Safety Committees. Health and Safety Subcommittees have been formed for staff / frontline employees / contractors.</p>	✓																

G4-LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities, by region and by gender	<p>SR: Health and Safety – Divider page; Key Performance and Targets – Summary of Statistics</p> <p>INFO:</p> <table border="1" data-bbox="576 230 1313 598"> <thead> <tr> <th></th> <th>Male</th> <th>Female</th> <th>Overall</th> </tr> </thead> <tbody> <tr> <td>Number of fatalities</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>Number of lost time injuries</td> <td>5</td> <td>0</td> <td>5</td> </tr> <tr> <td>Lost Time Injury Frequency Rate (LTIFR)</td> <td>0.30</td> <td>0</td> <td>0.25</td> </tr> <tr> <td>Numbers of days lost/charged</td> <td>362</td> <td>0</td> <td>362</td> </tr> <tr> <td>Lost Time Injury Severity Rate (LTISR)</td> <td>21.89</td> <td>0</td> <td>18.20</td> </tr> <tr> <td>Longest period without a lost time injury</td> <td>201</td> <td>365</td> <td>201</td> </tr> <tr> <td>Number of reported traffic accidents</td> <td>12</td> <td>0</td> <td>12</td> </tr> </tbody> </table> <p>For contractor workers engaging in HK Electric’s jobs:</p> <table border="1" data-bbox="576 678 1265 826"> <tbody> <tr> <td>No. of fatalities</td> <td>0</td> </tr> <tr> <td>No. of lost time injuries</td> <td>7</td> </tr> <tr> <td>Lost Time Injury Frequency Rate (LTIFR)</td> <td>0.82</td> </tr> <tr> <td>No. of days lost/charged</td> <td>251</td> </tr> <tr> <td>Lost Time Injury Severity Rate (LTISR)</td> <td>29.29</td> </tr> </tbody> </table> <p>Notes:</p> <ol style="list-style-type: none"> Minor injuries not causing lost day were not included. 'Days' referred to 'scheduled workdays'. Our operations are based in Hong Kong <p>In 2015, the sick leave rate of our employees was 5.5. (N.B. Sick leave rate is the workday loss due to sickness x 2,000 per total number of employee hours. Sick leave due to accident is not counted.) No cases of occupational diseases were reported in 2015.</p>		Male	Female	Overall	Number of fatalities	0	0	0	Number of lost time injuries	5	0	5	Lost Time Injury Frequency Rate (LTIFR)	0.30	0	0.25	Numbers of days lost/charged	362	0	362	Lost Time Injury Severity Rate (LTISR)	21.89	0	18.20	Longest period without a lost time injury	201	365	201	Number of reported traffic accidents	12	0	12	No. of fatalities	0	No. of lost time injuries	7	Lost Time Injury Frequency Rate (LTIFR)	0.82	No. of days lost/charged	251	Lost Time Injury Severity Rate (LTISR)	29.29	✓
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G4-LA7	Workers with high incidence or high risk of diseases related to their occupation	<p>INFO:</p> <p>No workmen with high incidence or high risk of diseases related to their occupation were identified.</p>	✓																																										
ASPECT: TRAINING AND EDUCATION		EXTERNAL ASSURANCE																																											
G4-DMA	Generic Disclosures on Management Approach	<p>WEB: Our People and Values; Learning & Development</p> <p>SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement; Employee Care – Divider page, Nurturing Talent</p>	✓																																										
G4-LA9	Average hours of training per year per employee by gender, and by employee category	<p>INFO:</p> <table border="1" data-bbox="576 1565 1318 1753"> <thead> <tr> <th rowspan="2">Average training hours</th> <th colspan="2">Gender breakdown</th> <th colspan="2">Employee type breakdown</th> <th rowspan="2">Overall</th> </tr> <tr> <th>Male</th> <th>Female</th> <th>Senior staff</th> <th>General staff</th> </tr> </thead> <tbody> <tr> <td rowspan="2"></td> <td>44.2</td> <td rowspan="2">29.9</td> <td>70.1</td> <td>43.7</td> <td rowspan="3">41.8</td> </tr> <tr> <td></td> <td>16.8</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Average training hours	Gender breakdown		Employee type breakdown		Overall	Male	Female	Senior staff	General staff		44.2	29.9	70.1	43.7	41.8		16.8						✓																			
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			16.8																																										
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	<p>WEB: Learning & Development</p> <p>SR: Employee Care – Nurturing Talent – Providing the Knowledge to Succeed</p>	✓																																										
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	<p>INFO:</p> <p>100%</p>																																											

ASPECT: DIVERSITY AND EQUAL OPPORTUNITY			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	<p>WEB: Equal Opportunities</p> <p>SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement; Employee Care – Divider page; Employee Care – Enhancing Employee Relations – Upholding Fair Rules</p> <p>INFO: We strictly observe and are committed to abiding by relevant ordinances and statutory requirements, such as the ordinances implemented by Equal Opportunities Commission.</p>	✓
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	<p>AR: Board of Directors and Senior Management; Combined Corporate Governance Report</p> <p>INFO: Please refer to the General Disclosure Item G4-10.</p>	✓
ASPECT: EQUAL REMUNERATION FOR WOMEN AND MEN			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	<p>WEB: Equal Opportunities</p> <p>SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement; Employee Care – Divider page; Employee Care – Enhancing Employee Relations – Upholding Fair Rules</p>	✓
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	<p>INFO: Senior staff: 89% General staff: 82% Workman: 51% Overall: 76%</p> <p>Note: Our operations are based in Hong Kong.</p>	✓
ASPECT: SUPPLIER ASSESSMENT FOR LABOR PRACTICES			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	<p>WEB: Enhancing Supplier Partnership</p> <p>SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement; Sustainable Operations – Divider page, Enhancing Supplier Partnership</p> <p>INFO: Major suppliers are required to follow an established procedure for admission to our Recognised Tenderers Register (“RTR”) in which our Code of Practice for Suppliers is included for their compliance. Review on suppliers in our RTR including labour practices assessment is conducted on a periodic basis in which the suppliers are required to submit their CSR performance for evaluation.</p>	✓
G4-LA14	Percentage of new suppliers that were screened using labor practices criteria	<p>INFO: All new suppliers as described in Specific Disclosure Item G4-LA15.</p>	✓

G4-LA15	Significant actual and potential negative impacts for labor practices in the supply chain and actions taken	<p>SR: Sustainable Operations – Enhancing Supplier Partnership</p> <p>INFO: HK Electric's Code of Practice for Suppliers is included in the application of Recognised Tenderers Register (“RTR”) for screening purpose. In 2015, RTR applications of 34 new and 19 existing suppliers were processed, and no significant actual and potential negative impacts for labour practices were identified.</p>	✓
ASPECT: LABOR PRACTICES GRIEVANCE MECHANISMS			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	<p>WEB: Code of Conduct</p> <p>INFO: Grievance mechanisms are put in place and we will take prompt actions confidentially and impartially to deal with any grievance. Employees can raise grievances via supervisors or Human Resources Division.</p>	✓
G4-LA16	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms	<p>INFO: No grievances were filed during the reporting period. One case filed in 2014 was resolved in 2015.</p>	
SUB-CATEGORY: HUMAN RIGHTS			
ASPECT: NON-DISCRIMINATION			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	<p>WEB: Equal Opportunities</p> <p>SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement; Employee Care – Enhancing Employee Relations – Upholding Fair Rules</p> <p>INFO: We strictly observe and are committed to abiding by relevant ordinances and statutory requirements, such as the ordinances implemented by Equal Opportunities Commission.</p>	✓
G4-HR3	Total number of incidents of discrimination and corrective actions taken	<p>INFO: No incidents of discrimination were recorded.</p>	
ASPECT: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	<p>WEB: Enhancing Supplier Partnership</p> <p>SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement; Sustainable Operations – Enhancing Supplier Partnership; Employee Care – Divider page; Employee Care – Enhancing Employee Relations – Ensuring All Voices are Heard</p> <p>INFO: Collective bargaining is not applicable (collective bargaining agreements are not required by law in Hong Kong).</p> <p>The company has a Joint Consultation Committees (“JC”) and its members were elected by employees to form the six JC panels.</p> <p>Major suppliers are required to follow an established procedure for admission to our Recognised Tenderers Register (“RTR”) in which our Code of Practice for Suppliers is included for their compliance. Review on suppliers in our RTR including human and labour rights assessment is conducted on a periodic basis in which the suppliers are required to submit their CSR performance for evaluation.</p>	✓

G4-HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights	<p>INFO: Collective bargaining is not applicable (collective bargaining agreements are not required by law in Hong Kong).</p> <p>No operations identified in which the right to exercise freedom of association may be violated or at significant risk.</p> <p>HK Electric's Code of Practice for Suppliers is included in the application of Recognised Tenderers Register ("RTR") for screening purpose. In 2015, RTR applications of 34 new and 19 existing suppliers were processed, and no suppliers in which the right to exercise freedom of association may be violated or at significant risk were identified.</p>	✓
ASPECT: CHILD LABOR		EXTERNAL ASSURANCE	
G4-DMA	Generic Disclosures on Management Approach	<p>WEB: Equal Opportunities; Enhancing Supplier Partnership</p> <p>SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement; Sustainable Operations – Enhancing Supplier Partnership</p> <p>INFO: We strictly observe and are committed to abiding by relevant ordinances and statutory requirements, such as the Employment Ordinance of Hong Kong.</p> <p>Major suppliers are required to follow an established procedure for admission to our Recognised Tenderers Register ("RTR") in which our Code of Practice for Suppliers is included for their compliance. Review on suppliers in our RTR including child labour assessment is conducted on a periodic basis in which the suppliers are required to submit their CSR performance for evaluation.</p>	✓
G4-HR5	Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor	<p>INFO: All recruitments through Human Resources Division are coupled with proper checking of the age of the employees to ensure full compliance with the Employment Ordinance of Hong Kong. In addition, no operations identified as having significant risk for incidents of child labour.</p> <p>HK Electric's Code of Practice for Suppliers is included in the application of Recognised Tenderers Register ("RTR") for screening purpose. In 2015, RTR applications of 34 new and 19 existing suppliers were processed, and no suppliers having significant risk for incidents of child labour were identified.</p>	✓
ASPECT: FORCED OR COMPULSORY LABOR		EXTERNAL ASSURANCE	
G4-DMA	Generic Disclosures on Management Approach	<p>WEB: Equal Opportunities; Enhancing Supplier Partnership</p> <p>SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement; Sustainable Operations – Enhancing Supplier Partnership</p> <p>INFO: We strictly observe and are committed to abiding by relevant ordinances and statutory requirements, such as the Employment Ordinance of Hong Kong.</p> <p>Major suppliers are required to follow an established procedure for admission to our Recognised Tenderers Register ("RTR") in which our Code of Practice for Suppliers is included for their compliance. Review on suppliers in our RTR including forced or compulsory labour assessment is conducted on a periodic basis in which the suppliers are required to submit their CSR performance for evaluation.</p>	✓

G4-HR6	Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor	<p>INFO: No operations identified as having significant risk for incidents of forced or compulsory labour.</p> <p>HK Electric's Code of Practice for Suppliers is included in the application of Recognised Tenderers Register ("RTR") for screening purpose. In 2015, RTR applications of 34 new and 19 existing suppliers were processed, and no suppliers having significant risk for incidents of forced or compulsory labour were identified.</p>	✓
ASPECT: ASSESSMENT			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	<p>SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement</p> <p>INFO: We support human rights consistent with the Universal Declaration of Human Rights.</p>	✓
G4-HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments	<p>INFO: 100% (including all 13 business units)</p>	
ASPECT: SUPPLIER HUMAN RIGHTS ASSESSMENT			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	<p>WEB: Enhancing Supplier Partnership</p> <p>SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement; Sustainable Operations – Enhancing Supplier Partnership</p> <p>INFO: Major suppliers are required to follow an established procedure for admission to our Recognised Tenderers Register ("RTR") in which our Code of Practice for Suppliers is included for their compliance. Review on suppliers in our RTR including human rights assessment is conducted on a periodic basis in which the suppliers are required to submit their CSR performance for evaluation.</p>	✓
G4-HR10	Percentage of new suppliers that were screened using human rights criteria	<p>INFO: 100%</p>	✓
G4-HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	<p>SR: Sustainable Operations – Enhancing Supplier Partnership</p> <p>INFO: HK Electric's Code of Practice for Suppliers is included in the application of Recognised Tenderers Register ("RTR") for screening purpose. In 2015, RTR applications of 34 new and 19 existing suppliers were processed and no significant actual and potential negative human rights impacts were identified.</p>	✓
ASPECT: HUMAN RIGHTS GRIEVANCE MECHANISMS			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	<p>WEB: Equal Opportunities; Code of Conduct</p> <p>INFO: We have clear and precise statement posted on our corporate website regarding equal opportunities.</p> <p>We support human rights consistent with the Universal Declaration of Human Rights. Also, grievance mechanisms are put in place that we will take prompt actions confidentially and impartially to deal with any grievance. Employees can raise grievances via supervisors or Human Resources Division.</p>	✓
G4-HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	<p>INFO: No grievances about human rights impacts were recorded.</p>	

SUB-CATEGORY: SOCIETY			
ASPECT: LOCAL COMMUNITIES			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement; Sustainable Operations – Divider page; Health and Safety – Divider page; Community Involvement – Divider page	✓
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	INFO: 100%	✓
G4-SO2	Operations with significant actual and potential negative impacts on local communities	INFO: No operations would cause significant actual and potential negative impacts on local communities as our operations are integrated with effective CSR initiatives as described in this Report.	✓
EU22	Number of people physically or economically displaced and compensation, broken down by type of project	INFO: No projects involved displacement of people or compensation.	✓
ASPECT: ANTI-CORRUPTION			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	<p>WEB: Code of Conduct</p> <p>SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement; Accountability to Shareholders – Divider page</p> <p>INFO: We prohibit any form of bribery or corruption. Accepting or offering advantages in any manner from or to clients, suppliers, or any person in connection with our business is prohibited. We also strictly prohibit any fraudulent activities, such as theft of company resources, use of misrepresentation, dishonesty or deceitful conduct. We will not condone, facilitate or support money laundering. We strictly observe the standards, rules or regulations in regard to this aspect, such as Prevention of Bribery Ordinance.</p> <p>Anti-bribery risk assessment is performed by business units twice a year and bribery / corruption statistics and incidents are reported by business units to Internal Audit Department quarterly.</p> <p>We have in place a Code of Conduct that prohibits any form of bribery or corruption. Regular training on anti-corruption is provided to employees either internally by the Human Resources Division or externally by bodies, such as ICAC or HK Police.</p> <p>A whistle-blower hotline / email manned by the Head of Internal Audit Department is available for employees and external parties, such as customers, suppliers to report any possible improprieties. Violation reporting guidelines and investigation procedures are in place.</p>	✓
G4-SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	INFO: 100% (including all 13 business units)	
G4-SO4	Communication and training on anti-corruption policies and procedures	INFO: 100%	✓
G4-SO5	Confirmed incidents of corruption and actions taken	INFO: No confirmed bribery / corruption incidents were recorded.	

ASPECT: COMPLIANCE			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	<p>WEB: Code of Conduct; Enhancing Supplier Partnership</p> <p>SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement; Sustainable Operations – Divider page; Health and Safety – Divider page; Community Involvement – Divider page; Accountability to Shareholders – Divider page</p> <p>INFO: We strictly observe and are committed to abiding by relevant ordinances and statutory requirements.</p>	✓
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	<p>INFO: No material non-compliance was recorded. However, we were fined HK\$15,000 for an accident happening at Lamma Power Station in October 2014.</p>	✓
ASPECT: SUPPLIER ASSESSMENT FOR IMPACTS ON SOCIETY			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	<p>WEB: Enhancing Supplier Partnership</p> <p>SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement; Sustainable Operations – Enhancing Supplier Partnership</p> <p>INFO: Major suppliers are required to follow an established procedure for admission to our Recognised Tenderers Register (“RTR”) in which our Code of Practice for Suppliers is included for their compliance. Review on suppliers in our RTR including impact on society assessment is conducted on a periodic basis in which the suppliers are required to submit their CSR performance for evaluation.</p>	✓
G4-SO9	Percentage of new suppliers that were screened using criteria for impacts on society	<p>INFO: All new suppliers as described in Specific Disclosure Item G4-SO10.</p>	✓
G4-SO10	Significant actual and potential negative impacts on society in the supply chain and actions taken	<p>SR: Sustainable Operations – Enhancing Supplier Partnership</p> <p>INFO: HK Electric’s Code of Practice for Suppliers is included in the application of Recognised Tenderers Register (“RTR”) for screening purpose. In 2015, RTR applications of 34 new and 19 existing suppliers were processed, and no suppliers having significant actual and potential negative impacts on society were identified.</p>	✓
ASPECT: GRIEVANCE MECHANISMS FOR IMPACTS ON SOCIETY			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	<p>INFO: Grievance mechanisms are put in place and we will take prompt actions confidentially and impartially to deal with any grievance. Employees can raise grievances via supervisors or Human Resources Division.</p> <p>For management approach on grievance related to environmental, labour practices and human rights, please refer to the Generic Disclosure on Management Approach for G4-EN34, G4-LA16 and G4-HR12 respectively.</p>	✓
G4-SO11	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	<p>INFO: Environmental, labour practices and human rights grievances are reported in G4-EN34, G4-LA16 and G4-HR12 respectively. However, overall statistics including other grievance are not available. We will review on the necessity of setting up a mechanism to collect relevant data in a few years.</p>	

ASPECT: DISASTER / EMERGENCY PLANNING AND RESPONSE			EXTERNAL ASSURANCE
G4-DMA	Contingency planning measures, disaster/emergency management plan and training programs, and recovery/restoration plans	<p>SR: Health and Safety</p> <p>INFO: Our Crisis Management Plan (“CMP”) is aimed at giving a broad outline at the macro level of HK Electric’s response to an emergency affecting several Divisions, which could cause potential damage to HK Electric’s long-term business plans. The plan covers all Divisions / Departments in HK Electric. In order to secure the best interests of HK Electric and restore good order as soon as possible in the event of crisis, a Crisis Management Team (“CMT”) may be formed on the direction of the Managing Director.</p> <p>At the micro level, individual Divisions / Departments prepare their own instructions to maintain the continuity of their business and have comprehensive contingency plans to deal with contingency.</p> <p>The CMP will be reviewed and revised as and when necessary. A drill to test the effectiveness of the formation of CMT has been staged once a year. The drill for 2015 was conducted in March.</p> <p>We have contingency plan for handling of power interruption. Contingency Plans for Significant Events are in place.</p> <p>Significant Events include:</p> <ul style="list-style-type: none"> • Earthquake • Failure of Main Energy Management System / Distribution Management System or System Control Centre becomes inoperative • Both System Control Centre and Remote System Control Centre are not available • System blackout • Extensive damage to generation facility • Extensive damage to transmission facility <p>We regularly conduct drills to ensure the effectiveness and robustness of these plans and procedures.</p>	✓
SUB-CATEGORY: PRODUCT RESPONSIBILITY			
ASPECT: CUSTOMER HEALTH AND SAFETY			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	<p>SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement; Health and Safety – Divider page, Caring Safety for Customers and the Community; Customer Care – Divider page</p> <p>INFO: Health and Safety Management Systems conforming to OHSAS 18001</p>	✓
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	<p>INFO: 100%</p>	✓
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes	<p>INFO: No relevant non-compliance was recorded.</p>	✓
EU25	Number of injuries and fatalities to the public involving company assets including legal judgments, settlements and pending legal cases of diseases	<p>INFO: Two minor injury cases were recorded and settled.</p>	✓
ASPECT: PRODUCT AND SERVICE LABELING			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	<p>WEB: Quality Policy; Supply Rules; Guide to Connection of Supply</p>	✓

G4-PR3	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements	INFO: Our product is electricity and the sustainability issues in our operations are covered in all sections of this Report and other GRI indicators.	✓
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	INFO: No relevant non-compliance was recorded.	✓
G4-PR5	Results of surveys measuring customer satisfaction	SR: Customer Care – Excelling in Customer Service – Having Close Dialogue with Customers; Key Performance and Targets – Summary of Statistics	✓
ASPECT: MARKETING COMMUNICATIONS			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	WEB: Privacy Policy Statement INFO: The marketing mechanism described in this indicator has little relevance to us as our product is electricity.	✓
G4-PR6	Sale of banned or disputed products	INFO: Electricity is our product and we comply with applicable laws and regulations.	✓
G4-PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes	INFO: No relevant non-compliance was recorded.	✓
ASPECT: CUSTOMER PRIVACY			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	WEB: Privacy Policy Statement ; Code of Conduct SR: Customer Care – Excelling in Customer Service – Setting New Standards in Customer Service INFO: We have published a Privacy Policy Statement on personal data privacy, which governs the handling of personal data and ensures compliance with the Personal Data (Privacy) Ordinance. The Policy complies with the regulatory requirements in direct marketing under the Personal Data (Privacy) Amendment Ordinance effective on 1/4/2013. Guideline on Handling Customer Personal Data and Standing Instruction for Handling of Customer's Personal Data are also put in place.	✓
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	INFO: No substantiated complaints regarding breaches of customer privacy and losses of customer data were recorded.	

ASPECT: COMPLIANCE			EXTERNAL ASSURANCE
G4-DMA	Generic Disclosures on Management Approach	<p>SR: Challenges and Strategies – Our Principal Strategies and Stakeholder Engagement; Health and Safety – Divider page; Customer Care – Divider page</p> <p>INFO: Health and Safety Management Systems conforming to OHSAS 18001</p> <p>Quality Management Systems conforming to ISO 9001</p>	✓
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	<p>INFO: No relevant non-compliance was recorded.</p>	✓
ASPECT: ACCESS			EXTERNAL ASSURANCE
G4-DMA	Programs, including those in partnership with government, to improve or maintain access to electricity and customer support services	<p>WEB: Concessionary Tariff Schemes</p> <p>SR: Customer Care – Excelling in Customer Service – Offering Affordable Energy</p> <p>INFO: We supply electricity to Hong Kong Island and Lamma Island which are generally highly urbanised areas and well-covered by our supply network.</p>	✓
EU26	Percentage of population unserved in licensed distribution or service areas	<p>INFO: 0%</p>	
EU27	Number of residential disconnections for non-payment, broken down by duration of disconnection and by regulatory regime	<p>INFO: Sufficient notice would be communicated to customers with ample time to settle the non-payment, before executing the disconnection. In fact, the no. of non-payment cases which lead to disconnection is very small as compared to the customer base of 572,000 accounts. In 2015, there were 968 no. of residential accounts (0.2%) being disconnected due to non-payment while we have acceded to 1,967 requests for payment deferral from residential customers. In accordance with our service pledge, supply will be re-connected on the same day as payment is received. In addition, we provide energy efficiency advice to customers, and are willing to listen to customers with difficulties in bill settlement to see what we can help.</p>	
EU28	Power outage frequency	<p>INFO: SAIFI = 0.058</p>	✓
EU29	Average power outage duration	<p>INFO: SAIDI = 0.01</p>	✓
EU30	Average plant availability factor by energy source and by regulatory regime	<p>SR: Key Performance and Targets – Summary of Statistics</p> <p>INFO: The plant availability broken down into gas and coal & oil are 86.8% and 85.2% respectively.</p>	✓
ASPECT: PROVISION OF INFORMATION			EXTERNAL ASSURANCE
G4-DMA	Practices to address language, cultural, low literacy and disability related barriers to accessing and safely using electricity and customer support services	<p>WEB: Concessionary Tariffs & Caring Services</p> <p>SR: Health and Safety – Caring Safety for Customers and the Community – Avoiding Supply Interruptions, Promoting Safe Use of Electricity; Customer Care – Excelling in Customer Service</p>	✓

Table for General Disclosure Items G4-24 and G4-25

Stakeholder groups	Why are their views important?	Common engagement channels
Customers	Electricity is a daily necessity for our customers.	
Shareholders	We are accountable to our shareholders.	
Employees	We have a responsibility to care for employees who devote much of their time to us, and depend on them for our success.	
Business partners	Having common CSR values is important in business relationships.	
Local communities	We care for the communities we serve.	
NGOs and professional institutions	They are our key CSR and industry partners.	
Education sector	We support green education particularly for students.	
Authorities and legislators	Authorities and legislators have a regulatory role in our utility business.	
Media	The media is an important partner in our communications with the public.	

Remarks	
	meeting / conversation / enquiry
	specific consultation committee / panel / team
	survey / suggestion scheme
	visit / talk / seminar / workshop
	publication / website / briefing
	advisory service / community programme