

HKEI's Sustainability Report 2019 – GRI Content Index

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

GRI 102 (Ver. 2016): General 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.)																																																																		
ORGANIZATIONAL PROFILE																																																																				
102-1	Name of the organization	SR: Sustainability at HKEI – Our Business																																																																		
102-2	Activities, brands, products, and services	SR: Sustainability at HKEI – Our Business																																																																		
102-3	Location of headquarters	INFO: Hong Kong.																																																																		
102-4	Location of operations	INFO: Hong Kong.																																																																		
102-5	Ownership and legal form	SR: Sustainability at HKEI – Our Business 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.																																																																		
102-6	Markets served	SR: Sustainability at HKEI – Our Business INFO: Please refer to Disclosure Item EU3.																																																																		
102-7	Scale of the organization	SR: Sustainability at HKEI – Our Business; Key Statistics and Targets – Summary of Statistics AR: Consolidated Statement of Profit or Loss; Consolidated Statement of Financial Position; Consolidated Statement of Changes in Equity; Notes to the Financial Statements																																																																		
102-8	Information on employees and other workers	<p>SR: Report Overview; Sustainability at HKEI – Our Business; Working with Partners – Building Strong Relations with Employees; Managing our Supply Chain</p> <p>INFO:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-bottom: 5px;"> <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 style="text-align: center;">0.0</td> <td style="text-align: center;">19.8</td> <td style="text-align: center;">0.1</td> <td style="text-align: center;">19.9</td> </tr> <tr> <td>Age 31-40</td> <td style="text-align: center;">0.2</td> <td style="text-align: center;">19.4</td> <td style="text-align: center;">0.3</td> <td style="text-align: center;">20.0</td> </tr> <tr> <td>Age 41-50</td> <td style="text-align: center;">2.3</td> <td style="text-align: center;">19.5</td> <td style="text-align: center;">2.0</td> <td style="text-align: center;">23.8</td> </tr> <tr> <td>Age 51 or above</td> <td style="text-align: center;">5.4</td> <td style="text-align: center;">23.4</td> <td style="text-align: center;">7.6</td> <td style="text-align: center;">36.3</td> </tr> <tr> <td>Total</td> <td style="text-align: center;">7.9</td> <td style="text-align: center;">82.1</td> <td style="text-align: center;">10.0</td> <td style="text-align: center;">100.0</td> </tr> </tbody> </table> <table border="1" style="width: 100%; border-collapse: collapse; margin-bottom: 5px;"> <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 style="text-align: center;">0.9</td> <td style="text-align: center;">17.0</td> <td style="text-align: center;">0.7</td> <td style="text-align: center;">18.5</td> </tr> <tr> <td>Male</td> <td style="text-align: center;">7.0</td> <td style="text-align: center;">65.2</td> <td style="text-align: center;">9.3</td> <td style="text-align: center;">81.5</td> </tr> <tr> <td>Total</td> <td style="text-align: center;">7.9</td> <td style="text-align: center;">82.1</td> <td style="text-align: center;">10.0</td> <td style="text-align: center;">100.0</td> </tr> </tbody> </table> <table border="1" style="width: 100%; border-collapse: collapse; margin-bottom: 5px;"> <thead> <tr> <th>Employment type</th> <th>Male (%)</th> <th>Female (%)</th> <th>Total (%)</th> </tr> </thead> <tbody> <tr> <td>Permanent</td> <td style="text-align: center;">76.3</td> <td style="text-align: center;">17.2</td> <td style="text-align: center;">93.5</td> </tr> <tr> <td>Contract</td> <td style="text-align: center;">5.1</td> <td style="text-align: center;">1.4</td> <td style="text-align: center;">6.5</td> </tr> <tr> <td>Total</td> <td style="text-align: center;">81.5</td> <td style="text-align: center;">18.5</td> <td style="text-align: center;">100.0</td> </tr> </tbody> </table> <p>Notes: 1. We have around 1,900 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	19.8	0.1	19.9	Age 31-40	0.2	19.4	0.3	20.0	Age 41-50	2.3	19.5	2.0	23.8	Age 51 or above	5.4	23.4	7.6	36.3	Total	7.9	82.1	10.0	100.0	Gender	Senior staff (%)	General staff (%)	Workman (%)	Total (%)	Female	0.9	17.0	0.7	18.5	Male	7.0	65.2	9.3	81.5	Total	7.9	82.1	10.0	100.0	Employment type	Male (%)	Female (%)	Total (%)	Permanent	76.3	17.2	93.5	Contract	5.1	1.4	6.5	Total	81.5	18.5	100.0
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102-9	Supply chain	<p>SR: Working with Partners – Managing our Supply Chain – Responsible Procurement</p> <p>INFO: 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>								
102-10	Significant changes to the organization and its supply chain	<p>SR: Sharing our Planet – Taking Action on Climate Change – Transitioning from Coal to Gas</p> <p>INFO: There were no movements in the Share Stapled Units, as well as in the share capital of the Trustee-Manager and the Company during the year.</p> <p>No significant changes in our operations and our supply chain that caused significant economic, environmental, and social impacts were recorded.</p>								
102-11	Precautionary Principle or approach	<p>SR: Sustainability at HKEI – Sustainability Governance – Challenges and Strategies; Sharing our Planet – Management Approach</p>								
102-12	External initiatives	<p>INFO: Low Carbon Charter; The Manifesto on Energy Efficiency in Buildings; Green Event Pledge; Carbon Reduction Charter; Food Wise Charter; Energy Saving Charters; 4Ts (Target, Timeline, Transparency and Together) Charter; Charter on External Lighting; Occupational Safety Charter; Workplace Hygiene Charter; Charter on Preferential Appointment of OSH Star Enterprise; Joyful@Healthy Workplace Charter, Sustainable Procurement Charter, Good Employer Charter, etc.</p> <p>All the above charters and principles we subscribe to are voluntary.</p>								
102-13	Membership of associations	<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 Asia Pacific Customer Service Consortium (APCSC); Hong Kong Institute of Marketing; the Hong Kong Call Centre Association (HKCCA); the Hong Kong Retail Management Association (HKRMA); the Hong Kong Federation of Restaurants and Related Trades (HKFORT); The Institute of Dining Art (IDA); The Institute of Purchasing & Supply of Hong Kong; 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), American Society of Mechanical Engineers (ASME), Hong Kong Section and The Institution of Engineering and Technology Hong Kong (IET Hong Kong).</p>								
EU1	Installed capacity, broken down by primary energy source and by regulatory regime	<p>SR: Key Statistics 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 1682 1179 1823"> <thead> <tr> <th colspan="2">Electricity sent out (GWh)</th> </tr> </thead> <tbody> <tr> <td>Gas</td> <td>3,287</td> </tr> <tr> <td>Coal & oil</td> <td>7,601</td> </tr> <tr> <td>Renewable energy</td> <td>2</td> </tr> </tbody> </table> <p>Notes: 1. Electricity sent out refers to the electricity sent out from our grid, which includes the sent out from our power plants and RE systems, and also from our customers' RE systems under Feed-in Tariff. 2. Electricity sent out from customers' RE systems under Feed-in Tariff is insignificant compared with the total sent out.</p> <p>The total electricity sent out was 10,890 GWh.</p>	Electricity sent out (GWh)		Gas	3,287	Coal & oil	7,601	Renewable energy	2
Electricity sent out (GWh)										
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EU3	Number of residential, industrial, institutional and commercial customer accounts	<p>INFO:</p> <table border="1" data-bbox="576 152 906 327"> <thead> <tr> <th colspan="2">Customer accounts</th> </tr> </thead> <tbody> <tr> <td>Residential</td> <td>468,000</td> </tr> <tr> <td>Commercial</td> <td>108,000</td> </tr> <tr> <td>Industrial</td> <td>5,000</td> </tr> <tr> <td>Total</td> <td>581,000</td> </tr> </tbody> </table> <p>Almost all points of connection were of distribution type. The number of customers who are also producers, i.e. customers who produce electricity to the grid, is insignificant compared to the total number of customers.</p>	Customer accounts		Residential	468,000	Commercial	108,000	Industrial	5,000	Total	581,000												
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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="576 526 1326 813"> <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 rowspan="2">Above ground</td> <td rowspan="2">37</td> <td>Transmission (275 kV & 132 kV)</td> <td>441</td> </tr> <tr> <td>Distribution (22 kV & 11 kV)</td> <td>3,918</td> </tr> <tr> <td>Underground</td> <td>6,499</td> <td>Low voltage</td> <td>2,176</td> </tr> <tr> <td>Total</td> <td></td> <td colspan="2">6,536</td> </tr> </tbody> </table> <p>Note: Circuit length is different from conductor length in that one or more conductors may be employed to form 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, e.g. feeders, may be attached on the same structures or located in a common trench along a route. In such instances, the length of each circuit will be counted.</p> <p>The length of underground circuit included the length of submarine circuit.</p>	Circuit length (km)				Above/Underground breakdown		Voltage breakdown		Above ground	37	Transmission (275 kV & 132 kV)	441	Distribution (22 kV & 11 kV)	3,918	Underground	6,499	Low voltage	2,176	Total		6,536	
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EU5	Allocation of CO ₂ e emissions allowances or equivalent, broken down by carbon trading framework	<p>INFO: Not applicable to Hong Kong.</p>																						
STRATEGY																								
102-14	Statement from senior decision-maker	SR: A Word from our CEO																						
102-15	Key impacts, risks, and opportunities	SR: Sustainability at HKEI – Sustainability Governance – Challenges and Strategies																						
ETHICS AND INTEGRITY																								
102-16	Values, principles, standards, and norms of behavior	<p>WEB: Vision, Mission and Core Values; Code of Conduct</p> <p>SR: Sustainability at HKEI – Sustainability Governance</p> <p>AR: Combined Corporate governance Report</p>																						
102-17	Mechanisms for advice and concerns about ethics	<p>WEB: Code of Conduct</p> <p>SR: Sustainability at HKEI – Sustainability Governance – Governance Practices</p> <p>AR: Combined Corporate Governance Report</p>																						
GOVERNANCE																								
102-18	Governance structure	AR: Combined Corporate Governance Report																						

102-22	Composition of the highest governance body and its committees	AR: Combined Corporate Governance Report; Boards of Directors and Management Team
102-23	Chair of the highest governance body	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.
102-24	Nominating and selecting the highest governance body	AR: Combined Corporate Governance Report
102-25	Conflicts of interest	AR: Combined Corporate Governance Report
102-32	Highest governance body's role in sustainability reporting	SR: Report Overview
STAKEHOLDER ENGAGEMENT		
102-40	List of stakeholder groups	SR: Sustainability at HKEI – Stakeholder Engagement INFO: Please refer to “Table for General Disclosure Items 102-40, 102-42 and 102-43” at the end of this Content Index.
102-41	Collective bargaining agreements	INFO: Not applicable, collective bargaining agreements are not required by law in Hong Kong.
102-42	Identifying and selecting stakeholders	SR: Sustainability at HKEI – Stakeholder Engagement INFO: Please refer to “Table for General Disclosure Items 102-40, 102-42 and 102-43” at the end of this Content Index.
102-43	Approach to stakeholder engagement	SR: Sustainability at HKEI – Stakeholder Engagement; Serving Hong Kong – Serving our Customers – Excellent Service, Connecting with our Customers; Working with Partners – Building Strong Relations with Employees; Key Statistics and Targets – Summary of Statistics INFO: Please refer to “Table for General Disclosure Items 102-40, 102-42 and 102-43” at the end of this Content Index. Following are examples of HK Electric's engagement activities with various stakeholder groups in 2019: <ul style="list-style-type: none"> • A Customer Liaison Group meeting • Safety, Health and Environment Day for our business partners • Home visits to Lamma villages (three rounds) • Joint Consultation (JC) meetings (20 meetings) • Focus group meetings with employees (16 meetings) • Local community events (throughout the year) • Corporate visits (about 260 visits)
102-44	Key topics and concerns raised	SR: A Word from our CEO; Sustainability at HKEI – Stakeholder Engagement INFO: Please refer to “Table for General Disclosure Items 102-44, 102-46 and 102-47” at the end of this Content Index.
REPORTING PRACTICE		
102-45	Entities included in the consolidated financial statements	SR: Report Overview; Sustainability at HKEI – Our Business AR: Notes to the Financial Statements

102-46	Defining report content and topic Boundaries	<p>SR: Report Overview; Sustainability at HKEI – Sustainable Development Goals, Stakeholder Engagement; Working with Partners – Managing our Supply Chain</p> <p>INFO: Please refer to “Table for General Disclosure Items 102-44, 102-46 and 102-47” at the end of this Content Index.</p>
102-47	List of material topics	<p>SR: Report Overview; Sustainability at HKEI – Stakeholder Engagement</p> <p>INFO: Please refer to “Table for General Disclosure Items 102-44, 102-46 and 102-47” at the end of this Content Index.</p>
102-48	Restatements of information	<p>INFO: No re-statements.</p>
102-49	Changes in reporting	<p>INFO: No significant changes from the previous report.</p>
102-50	Reporting period	<p>SR: Report Overview</p>
102-51	Date of most recent report	<p>INFO: The most recent report was issued in April 2019 for the calendar year 2018.</p>
102-52	Reporting cycle	<p>INFO: Annual.</p>
102-53	Contact point for questions regarding the report	<p>INFO: Back Cover</p>
102-54	Claims of reporting in accordance with the GRI Standards	<p>SR: Report Overview</p>
102-55	GRI content index	<p>INFO: This GRI Content Index.</p>
102-56	External assurance	<p>SR: Report Overview; Verification Statement</p>
Material Topics		<p align="center">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.)</p>
GRI 201 (Ver. 2016): Economic Performance		
GRI 103 (Ver. 2016): Management Approach		<p>SR: Sustainability at HKEI – Sustainability Governance</p> <p>AR: Chairman’s Statement; CEO’s Report</p> <p>INFO: Please also refer to General Disclosure Item 102-46 for the topic boundary.</p>

201-1	Direct economic value generated and distributed	<p>SR: Sustainability at HKEI – Our Business</p> <p>AR: Consolidated Statement of Profit or Loss; Consolidated Statement of Financial Position</p>
201-2	Financial implications and other risks and opportunities due to climate change	<p>WEB: HK Electric’s Response to the Long-term Decarbonisation Strategy Public Engagement</p> <p>SR: Sustainability at HKEI – Sustainability Governance – Governance Practices; Sharing our Planet – Taking Action on Climate Change</p> <p>INFO: Risks due to physical changes associated with climate change on our operations includes:</p> <ol style="list-style-type: none"> 1. Extreme weather conditions could cause extensive damage in generation or network facilities and lead to a prolonged and extensive power outage. The loss of cash flow resulting from supply interruption, and the cost of recovery from damages to network and generation assets could be considerable. 2. Increased fuel cost due to decreased plant efficiency under elevated ambient temperature. 3. Fuel price may become unstable under the influence of adverse weather conditions and hence affect the cost. <p>We make strategic investment to maintain our world-class supply reliability, enhance the integrity of our assets and reduce air emissions for better ambient air quality. All these contribute to addressing the risk of climate change or the relevant impact on our operations.</p> <p>The future business of HK Electric would hinge on the Government’s plan on decarbonisation and climate change mitigation, and their associated policy decisions in the coming decade. With reference to HK Electric’s response submitted for the Hong Kong’s Long-term Decarbonisation Strategy Public Engagement in September 2019, the energy sector would have to determine suitable proposals to help achieving a more decarbonised Hong Kong. After all, uncertainties associated with the Government’s long-term plan on decarbonisation would introduce the following risks to HK Electric:</p> <ul style="list-style-type: none"> • Unpreparedness of risks associated with the Government’s long-term plan on decarbonisation or climate change mitigation could result in significant impact on HK Electric’s long-term business development. • Any significant changes to the existing plan of HK’s decarbonisation / climate change mitigation would adversely impact HK Electric’s operation, earning and business strategies. <p>HK Electric will continuously engage with the Government and stakeholders to solicit their views to make sensible and advance adjustments to our business strategies as necessary.</p>
201-3	Defined benefit plan obligations and other retirement plans	<p>AR: Notes to the Financial Statements</p>
201-4	Financial assistance received from government	<p>INFO: No material financial assistance from the HKSAR Government.</p>
GRI 203 (Ver. 2016): Indirect Economic Impacts		
GRI 103 (Ver. 2016): Management Approach		<p>SR: Sustainability at HKEI – Sustainability Governance; Sustainability at HKEI – Sustainable Development Goals; Sharing our Planet – Management Approach; Serving Hong Kong – Management Approach; Key Statistics and Targets – Status of Targets in 2019, Looking Ahead</p> <p>INFO: Please also refer to General Disclosure Item 102-46 for the topic boundary.</p>

203-1	Infrastructure investments and services supported	<p>SR: Sustainability at HKEI – Sustainability Governance – Governance Practices; Sustainability at HKEI – Sustainable Development Goals; Sharing our Planet – Improving Air Quality – Drive EVs · Charge Easy; Serving Hong Kong – Serving our Customers – Excellent Service; Serving Hong Kong – Smart Power Services; Working with Partners – Health & Safety</p>
203-2	Significant indirect economic impacts	<p>SR: Sustainability at HKEI – Sustainability Governance – Governance Practices; Sustainability at HKEI – Sustainable Development Goals; Sharing our Planet – Improving Air Quality – Drive EVs · Charge Easy; Serving Hong Kong – Serving our Customers – Excellent Service; Serving Hong Kong – Smart Power Services; Working with Partners – Health & Safety</p>
GRI 204 (Ver. 2016): Procurement Practices		
GRI 103 (Ver. 2016): Management Approach		<p>WEB: Code of Conduct</p> <p>INFO: All local and foreign suppliers are treated equally and no preference is given in our purchase decision.</p> <p>Please also refer to General Disclosure Item 102-46 for the topic boundary.</p>
204-1	Proportion of spending on local suppliers	<p>INFO: Natural gas, limestone and ultra-low sulphur diesel are supplied by companies with bases in China or Hong Kong while coals are sourced mainly from Indonesia and Russia.</p> <p>For other goods and services, about 70% were procured from “local suppliers” who are defined as companies in China including Hong Kong and Macau.</p>
GRI 205 (Ver. 2016): Anti-corruption		
GRI 103 (Ver. 2016): Management Approach		<p>WEB: Code of Conduct</p> <p>SR: Sustainability at HKEI – Sustainability Governance</p> <p>INFO: We prohibit any form of bribery/corruption, fraud or money laundering, and do not tolerate anyone committing fraud or breaking the law. Accepting or offering advantages in any manner from or to clients, suppliers, or any person in connection with the Company’s 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. 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>A Fraud Awareness & Prevention Policy is in place to ensure adequate deterrent measures are taken to minimise exposure to fraud risk and to promote a fraud-free culture within the Group.</p> <p>A Fraud and Whistle-Blowing Reporting and Investigation Procedure is developed to supplement the Code of Conduct on the process workflow of investigation, investigation protocols, roles and responsibilities in handling violations of the Code and ethical allegations. Head of Internal Audit is the central point of all reporting and investigation of violations of the Code.</p> <p>A whistleblower hotline, connected directly to the Head of Internal Audit, is set up to centrally receive from employees and external parties all reports of possible improprieties, actual or alleged violations, including fraud, bribery and illegal acts. Any employee who is in breach of the Code of Conduct is subject to disciplinary actions, including summary dismissal.</p> <p>Please also refer to General Disclosure Item 102-46 for the topic boundary.</p>

205-1	Operations assessed for risks related to corruption	INFO: All 13 business units were accessed for risks related to corruption.
205-2	Communication and training about anti-corruption policies and procedures	INFO: We have communicated our anti-corruption policies and procedures to all our board members, employees and business partners. In particular, HK Electric's anti-corruption policies and procedures were communicated to all contractors and suppliers via the Conditions of Tendering/Bidding in the enquiry document and the Code of Practice for Suppliers in the application of Recognised Tenderers Register. All our board members and employees have received training on anti-corruption.
205-3	Confirmed incidents of corruption and actions taken	SR: Sustainability at HKEI – Sustainability Governance
GRI 206 (Ver. 2016): Anti-competition behavior		
GRI 103 (Ver. 2016): Management Approach		INFO: We have established a Competition Compliance Policy and relevant approach and framework to guide us making our own decisions independently.
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	INFO: No relevant legal actions in 2019 were recorded.
AVAILABILITY AND RELIABILITY		
GRI 103 (Ver. 2016): Management Approach (to ensure short and long-term electricity availability and reliability)		SR: Sustainability at HKEI – Sustainability Governance; Sustainability at HKEI – Sustainable Development Goals; Sharing our Planet – Taking Action on Climate Change; Serving Hong Kong – Reliable and Affordable Power – World-class Power System INFO: HK Electric has been adopting a diverse power portfolio to deliver cleaner, more efficient and reliable electricity supply to meet our customers' demand on both long and short-term bases. HK Electric will carry out regular review of our load forecast and planning criteria to suit the ever-changing socio-economic environment and to meet the tightening environmental requirements. All these forecast parameters will be subject to Government's scrutiny. Under the 2019-2023 Development Plan, HK Electric are investing HK\$16.2 billion in projects related to power generation, which accounts for 61% of the total investment. A large part of it is set aside to build the new gas-fired units and associated facilities required to replace the retiring coal-fired units. These new gas generating units are to further improve air quality and help combat climate change. To ensure reliability, a comprehensive Maintenance Regime for generating plants has been established. Periodic maintenance is arranged for all the machineries in order to maintain its reliability. The frequency of the periodic maintenance is determined by the recommendations from the original equipment manufacturer, 'Reliability-Centered Maintenance' study and plant ownership scheme. In between periodic maintenance, condition of the equipment is monitored to determine its "healthiness" in order to secure the availability of the plant. Health indexes of transmission and distribution equipment and apparatuses are being established to determine priority of maintenance. Please also refer to General Disclosure Item 102-46 for the topic boundary.

EU10	Planned capacity against projected electricity demand over the long term, broken down by energy source and regulatory regime	<p>WEB: Approved 2019-2023 Development Plan - Presentation</p> <p>SR: Sustainability at HKEI – Sustainable Development Goals; Serving Hong Kong – Reliable and Affordable Power – World-class Power System</p> <p>INFO: The 2019-2023 Development Plan was approved by the Executive Council in July 2018. Under this plan, five coal-fired units and one converted gas-fired unit is to be retired progressively. As a replacement, three new gas-fired combined-cycle units, L10 to L12, are planned to be commissioned by 2023. By then, the total installed capacity of HK Electric will be lower than that of now.</p> <p>L10 was synchronised in October 2019 and commissioned in February 2020. Construction of L11 and L12 is on schedule, planned for commissioning in 2022 and 2023 respectively.</p>								
DEMAND-SIDE MANAGEMENT										
<p>GRI 103 (Ver. 2016): Management Approach (and description on demand-side management programs including residential, commercial, institutional and industrial programs)</p>		<p>SR: Sustainability at HKEI – Sustainable Development Goals; Sharing our Planet – Education and Awareness – Happy Green Campaign; Serving Hong Kong – Management Approach, Smart Power Services</p> <p>INFO: Please also refer to General Disclosure Item 102-46 for the topic boundary.</p>								
RESEARCH AND DEVELOPMENT										
<p>GRI 103 (Ver. 2016): Management Approach (and description on research and development activity and expenditure aimed at providing reliable electricity and promoting sustainable development)</p>		<p>SR: Sustainability at HKEI – Innovation; Sharing our Planet – Taking Action on Climate Change – Building Climate Resilience; Sharing our Planet – Responsible Resource Management – Energy Saving; Serving Hong Kong – Serving our Customers – Excellent Service</p> <p>INFO: We continue to keep track of the latest technology development related to our business. Research and development activities are carried out by relevant business units.</p> <p>Most of these studies would involve in-house experts whilst some projects would be done in collaboration with local universities. There were no significant additional costs compared with our overall expenditure in 2019.</p>								
SYSTEM EFFICIENCY										
EU11	Average generation efficiency of thermal plants by energy source and by regulatory regime	<p>SR: Key Statistics and Targets – Summary of Statistics</p> <p>INFO:</p> <table border="1" data-bbox="576 1346 1182 1491"> <thead> <tr> <th colspan="2">Thermal efficiency (%)</th> </tr> </thead> <tbody> <tr> <td>Gas</td> <td>42.8</td> </tr> <tr> <td>Coal & oil</td> <td>33.0</td> </tr> <tr> <td>Overall</td> <td>35.5</td> </tr> </tbody> </table>	Thermal efficiency (%)		Gas	42.8	Coal & oil	33.0	Overall	35.5
Thermal efficiency (%)										
Gas	42.8									
Coal & oil	33.0									
Overall	35.5									
EU12	Transmission and distribution losses as a percentage of total energy	<p>SR: Key Statistics 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>								
GRI 300: Environmental										
<p>GRI 103 (Ver. 2016): Management Approach</p>		<p>WEB: How We Care for our Environment; Enhancing Supplier Partnership</p> <p>SR: Sustainability at HKEI – Sustainability Governance – Challenges and Strategies; Sustainability at HKEI – Sustainable Development Goals; Sharing our Planet – Management Approach; Working with Partners – Management Approach, Managing our Supply Chain; Key Statistics and Targets – Status of Targets in 2019, Looking Ahead</p> <p>INFO: Please also refer to General Disclosure Item 102-46 for the topic boundary.</p>								

GRI 301 (Ver. 2016): Materials		
301-1	Materials used by weight or volume	<p>SR: Key Statistics 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 polychlorinated biphenyl are used.</p>
301-2	Recycled input materials used	<p>SR: Sharing our Planet – Responsible Resource Management – Water Resources, Waste Management; Key Statistics and Targets – Summary of Statistics</p> <p>INFO: The amount of plant effluent and rain water collected and recycled at Lamma Power Station represented 5.1% of the Station’s total consumption of town water.</p>
301-3	Reclaimed products and their packaging materials	<p>INFO: There are no reclaimed products and packaging materials due to the nature of our product, viz. electricity.</p>
GRI 302 (Ver. 2016): Energy		
302-1	Energy consumption within the organization	<p>SR: Key Statistics and Targets – Summary of Statistics</p>
302-3	Energy intensity	<p>INFO: 1.92 kWh per unit sold was needed to be consumed by HK Electric in the course of generation, transmission and distribution of electricity, excluding the energy sold.</p>
302-4	Reduction of energy consumption	<p>SR: Sharing our Planet – Responsible Resource Management – Energy Saving</p>
GRI 303 (Ver. 2018): Water and Effluents		
303-1	Interactions with water as a shared resource	<p>SR: Sharing our Planet – Responsible Resource Management – Water Resources; Key Statistics and Targets – Summary of Statistics</p> <p>INFO: Freshwater is provided by the Water Supplies Department of the HKSAR Government. Seawater is withdrawn for cooling of plant equipment at Lamma Power Station and returned to the sea after proper treatment. All our discharge complies with legislative requirements. No water sources were significantly affected.</p>
303-2	Management of water discharge-related impacts	<p>SR: Sharing our Planet – Responsible Resource Management – Water Resources; Key Statistics and Targets – Summary of Statistics</p> <p>INFO: Our water discharge is governed by licenses granted by Environmental Protection Department (EPD) under Water Pollution Control Ordinance (WPCO). EPD would carry out regular inspections on our water treatment/ discharge facilities.</p>
303-3	Water withdrawal	<p>SR: Sharing our Planet – Responsible Resource Management – Water Resources; Key Statistics and Targets – Summary of Statistics</p> <p>INFO: Town water is provided by the Water Supplies Department of the HKSAR Government. Seawater is withdrawn for cooling of plant equipment at Lamma Power Station and returned to the sea after proper treatment.</p> <p>The amount of plant effluent and rain water collected and recycled at Lamma Power Station represented 5.1% of the Station’s total consumption of town water.</p>

303-4	Water discharge	<p>SR: Sharing our Planet – Responsible Resource Management – Water Resources; Key Statistics and Targets – Summary of Statistics</p> <p>NFO: The wastewater after treatment for removal of oil, grease, suspended solids and heavy metals was discharged to natural water body and was not used by other parties.</p> <p>No significant impact on the water bodies and related habitats is caused.</p> <p>No discharges to water bodies and related habitats that are designated as protected areas.</p>
303-5	Water consumption	<p>SR: Sharing our Planet – Responsible Resource Management – Water Resources; Key Statistics and Targets – Summary of Statistics</p> <p>INFO: The amount of plant effluent and rain water collected and recycled at Lamma Power Station represented 5.1% of the Station’s total water consumption.</p>
GRI 304 (Ver. 2016): Biodiversity		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	<p>INFO: No land was owned, leased, managed in or adjacent to, protected areas and areas of high biodiversity value outside protected area.</p>
304-2	Significant impacts of activities, products, and services on biodiversity	<p>INFO: No land was owned, leased, managed in or adjacent to, protected areas and areas of high biodiversity value outside protected area.</p>
304-3	Habitats protected or restored	<p>INFO: No land was 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 land was owned, leased, managed in or adjacent to, protected areas and areas of high biodiversity value outside protected area.</p>
GRI 305 (Ver. 2016): Emissions		
305-1	Direct (Scope 1) GHG emissions	<p>SR: Report Overview; Sustainability at HKEI – Our Business; Key Statistics and Targets – Summary of Statistics</p>
305-2	Energy indirect (Scope 2) GHG emissions	<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 Disclosure Item 305-1 in accordance with the ISO 14064-1 requirements as verified by a qualified independent assessor.</p>
305-4	GHG emissions intensity	<p>SR: Key Statistics and Targets – Summary of Statistics</p>
305-5	Reduction of GHG emissions	<p>SR: Sharing our Planet – Taking Action on Climate Change</p>
305-6	Emissions of ozone-depleting substances (ODS)	<p>INFO: Amount of emission of ozone-depleting substances was 305.7 kg of R22. A programme for phasing out this HCFC refrigerant in our air-conditioning systems is in place.</p>

305-7	Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions	SR: Sharing our Planet – Improving Air Quality – Emissions from LPS; Key Statistics and Targets – Summary of Statistics
GRI 306 (Ver. 2016): Effluents and Waste		
306-1	Water discharge by quality and destination	SR: Key Statistics and Targets – Summary of Statistics INFO: The wastewater after treatment for removal of oil, grease, suspended solids and heavy metals was discharged to natural water body and was not used by other parties.
306-2	Waste by type and disposal method	SR: Sharing our Planet – Responsible Resource Management – Waste Management; Key Statistics and Targets – Summary of Statistics
306-3	Significant spills	INFO: No significant spills were recorded.
306-5	Water bodies affected by water discharges and/or runoff	INFO: The effluent was properly treated for removal of oil, grease, suspended solids and heavy metals before being discharged, and would not cause significant impact on the water bodies and related habitats. No discharges to water bodies and related habitats that are designated as protected areas.
GRI 307 (Ver. 2016): Environmental Compliance		
307-1	Non-compliance with environmental laws and regulations	SR: Sustainability at HKEI – Sustainability Governance – Governance Practices
GRI 308 (Ver. 2016): Supplier Environmental Assessment		
308-1	New suppliers that were screened using environmental criteria	INFO: All new suppliers as described in Disclosure Item 308-2.
308-2	Negative environmental impacts in the supply chain and actions taken	SR: Working with Partners – Managing our Supply Chain – Responsible Procurement INFO: HK Electric's Code of Practice for Suppliers is included in the application for admission to Recognised Tenderers Register (RTR) for screening purpose. In 2019, 11 new RTR applications were processed and 42 existing suppliers were evaluated, and no significant actual or potential negative environmental impacts were identified.
GRI 400: Social		
GRI 103 (Ver. 2016): Management Approach (for GRI 401 (Ver. 2016): Employment; GRI 405 (Ver. 2016): Diversity and Equal Opportunities; GRI 406 (Ver. 2016): Non-discrimination)		WEB: CSR Policy ; Our People and Values ; Equal Opportunities SR: Sustainability at HKEI – Sustainability Governance; Working with Partners – Management Approach, Building Strong Relations with Employees INFO: Please also refer to General Disclosure Item 102-46 for the topic boundary.
GRI 103 (Ver. 2016): Management Approach (for GRI 403 (Ver. 2018): Occupational Health and Safety; GRI 416 (Ver. 2016): Customer Health and Safety)		SR: Sustainability at HKEI – Sustainability Governance; Serving Hong Kong – Management Approach; Working with Partners – Management Approach, Showing that We Care, Health & Safety; Key Statistics and Targets – Status of Targets in 2019, Looking Ahead INFO: Please also refer to General Disclosure Item 102-46 for the topic boundary.

<p>GRI 103 (Ver. 2016): Management Approach (for GRI 407 (Ver. 2016): Freedom of Association and Collective Bargaining; GRI 408 (Ver. 2016): Child Labor; GRI 409 (Ver. 2016): Forced or Compulsory Labor; GRI 414 (Ver. 2016): Supplier Social Assessment)</p>		<p>WEB: Equal Opportunities; Enhancing Supplier Partnership</p> <p>SR: Sustainability at HKEI – Sustainability Governance; Working with Partners – Management Approach, Managing our Supply Chain</p> <p>INFO: Collective bargaining is not applicable (collective bargaining agreements are not required by law in 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 of suppliers in our RTR including labour relations and relevant compliance is conducted on a periodic basis during which the suppliers are required to submit their CSR performance for evaluation.</p> <p>Please also refer to General Disclosure Item 102-46 for the topic boundary.</p>																																													
<p>GRI 103 (Ver. 2016): Management Approach (for other topics under GRI 400: Social)</p>		<p>INFO: Please refer to the corresponding disclosure items.</p>																																													
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<p>401-1</p>	<p>New employee hires and employee turnover</p>	<p>SR: Working with Partners – Building Strong Relations with Employees</p> <p>INFO:</p> <table border="1" data-bbox="576 882 1315 1070"> <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="2">8.9</td> <td>Male</td> <td>6.1</td> <td>Age 30 or below</td> <td>5.4</td> </tr> <tr> <td></td> <td></td> <td>Age 31-40</td> <td>2.0</td> </tr> <tr> <td rowspan="2">Female</td> <td rowspan="2">2.7</td> <td></td> <td>Age 41-50</td> <td>0.7</td> </tr> <tr> <td></td> <td>Age 51 or above</td> <td>0.7</td> </tr> </tbody> </table> <p>Notes: 1. We have around 1,900 employees in total. 2. Our operations are based in Hong Kong.</p> <table border="1" data-bbox="576 1160 1315 1319"> <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>2</td> </tr> <tr> <td>Age 31-40</td> <td>6</td> </tr> <tr> <td rowspan="2">Female</td> <td rowspan="2">7</td> <td>Age 41-50</td> <td>10</td> </tr> <tr> <td>Age 51 or above</td> <td>32</td> </tr> </tbody> </table>					Overall	Gender breakdown		Age breakdown		New hires rate (%)	8.9	Male	6.1	Age 30 or below	5.4			Age 31-40	2.0	Female	2.7		Age 41-50	0.7		Age 51 or above	0.7		Gender breakdown		Age breakdown		Average length of tenure of the employees leaving employment (Year)	Male	12	Age 30 or below	2	Age 31-40	6	Female	7	Age 41-50	10	Age 51 or above	32
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<p>401-2</p>	<p>Benefits provided to full-time employees that are not provided to temporary or part-time employees</p>	<p>INFO: Performance bonus, year-end bonus, gratuity for contract employees, medical benefits, electricity allowance, travel allowance, Group Life and Personal Accident Insurance are not provided to temporary or part-time employees.</p>																																													
<p>401-3</p>	<p>Parental leave</p>	<p>INFO:</p> <table border="1" data-bbox="576 1581 1302 1812"> <thead> <tr> <th></th> <th>Male</th> <th>Female</th> </tr> </thead> <tbody> <tr> <td>Total no. of employees that took maternity/parental leave</td> <td>32</td> <td>20</td> </tr> <tr> <td>Rate of return to work of employees who took maternity/parental leave</td> <td>100%</td> <td>100%</td> </tr> <tr> <td>Rate of retention of employees who took maternity/parental leave</td> <td>97%</td> <td>95%</td> </tr> </tbody> </table> <p>Note: All eligible employees were entitled to maternity/parental leave.</p>					Male	Female	Total no. of employees that took maternity/parental leave	32	20	Rate of return to work of employees who took maternity/parental leave	100%	100%	Rate of retention of employees who took maternity/parental leave	97%	95%																														
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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" data-bbox="576 152 1442 439"> <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">17.9</td> <td>Staff</td> <td>14.3</td> </tr> <tr> <td>Workman</td> <td>3.6</td> </tr> <tr> <td rowspan="2">Retire in the next 10 years (%)</td> <td rowspan="2">36.3</td> <td>Staff</td> <td>29.8</td> </tr> <tr> <td>Workman</td> <td>6.5</td> </tr> </tbody> </table> <p>Notes: 1. We have around 1,900 employees in total. 2. Our operations are based in Hong Kong.</p>		Overall	Employee type breakdown		Retire in the next 5 years (%)	17.9	Staff	14.3	Workman	3.6	Retire in the next 10 years (%)	36.3	Staff	29.8	Workman	6.5
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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 543,000 of which 368,000 man-days were devoted to construction activities and 174,000 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 relevant employees of our contractors working at our work sites have undergone relevant health and safety training.</p>																
GRI 403 (Ver. 2018): Occupational Health and Safety																		
403-1	Occupational health and safety management system	<p>SR: Working with Partners – Management Approach, Health & Safety, Managing our Supply Chain</p> <p>INFO:</p> <p>The Corporate Health & Safety Manual covers all Divisions/Departments of HK Electric and it defines the health and safety management system of the company. 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.</p> <p>Under the Health & Safety Policy, HK Electric is committed to protecting the health and safety of our employees, customers, contractors and the public by conducting our business in a safe and socially responsible manner. We aim to excel in occupational health and safety performance and achieve an accident-free operation. To accomplish this, we will comply fully with all applicable laws and regulations and strive to integrate health and safety considerations into all aspects of our business activities. In addition, we cultivate a culture that promotes employee wellness and raises health and safety awareness; adopt and maintain management systems designed to eliminate health and safety hazards and support continuous performance improvement; provide necessary information, instruction, training and supervision to our employees and also a healthy and safe working environment to them; ensure commitments from all employees and all levels of management; require our business partners to meet the same health and safety standards as ours. An Alcohol and Drugs Policy is established to ensure a safe and healthy workplace which is free from the effects of alcohol and drugs.</p>																

403-2	Hazard identification, risk assessment, and incident	<p>SR: Working with Partners – Health & Safety, Managing our Supply Chain</p> <p>INFO: Our Health & Safety Policy is in place and we adopt and maintain management systems designed to eliminate health and safety hazards and support continuous performance improvement. We also provide necessary information, instruction, training and supervision to our employees and also a healthy and safe working environment to them. We promote employee wellness and raise health and safety awareness through promotion activities. In order to heighten safety awareness of working personnel, safety briefings and pre-job risk assessments are conducted prior to work and when there are changes to the working environment or work procedures.</p> <p>The control of the risk from a hazardous substance/environment, like any other risk, is best tackled from a risk management perspective. The risk management process includes all factors related to an activity involving potential hazards, to make a judgement about the associated risks and implement appropriate controls. Existing substances/materials/work process/plants are regularly reviewed by the Division/Department Head or his/her specifically designated deputy whenever it is known that there is possible hazard.</p> <p>Employees are encouraged to report any work-related hazards and hazardous situations to their supervisors, safety professionals, Section/Department Heads or even senior management through any means including verbal report, phone, email, messages, mobile apps, etc. Their reports will be followed up immediately by appropriate persons. These measures help to lower overall risk and reduce accidents.</p> <p>To protect employees against reprisals, a whistleblower hotline connected directly to the Head of Internal Audit is in place to receive any reports of possible work-related hazards and hazardous situations from employees and external parties.</p> <p>In general, we investigate work-related incidents by gathering information through exploring all reasonable enquiries; analysing the information by identifying the sequence of events and conditions that led to the incidents, immediate causes, underlying causes and root causes; identifying the risk control measures; and formulating and implementing action plans.</p>
403-3	Occupational health services	<p>SR: Working with Partners – Health & Safety</p> <p>INFO: Depending on the operational nature, Divisions/Departments have developed their training plans/schedules. The Division/Department Head is responsible for provision of information, training and knowledge as necessary to ensure, so far as is reasonably practicable, the safety and health at work of employees of the Division/Department. Division/Department Heads regularly review the adequacy of the training program. Induction training/orientation sessions are given to all new recruits. Effectiveness of the training is evaluated and training records are maintained.</p> <p>Moreover, we have developed, implemented and maintained a hazard control program as well as a personal protective equipment (PPE) program. An approved equipment guide is in place to ensure proper equipment items are provided to employees. Where special safety and health hazards are present, the Division/Department Heads will arrange to provide adequate and suitable training for employees to cope with such hazards. The training shall include providing them information about the safety and health hazards, the safety precautions and the proper use of the protective equipment. Refresher courses shall also be conducted regularly. Legal requirements on provisions of training to employees and the appointment of competent persons to carry out certain tasks are defined in the Factories and Industrial Undertakings Ordinance, Occupational Safety and Health Ordinance and its subsidiary regulations. The Division/Department Heads must identify the area of training and appoint competent persons to satisfy the legal requirements. In addition, The Division/Department Heads also regularly review the adequacy of the divisional/departmental safety promotion and education programmes and draw up an annual programme for implementation.</p>

403-4	Worker participation consultation, and communication on occupational health and safety	<p>SR: Working with Partners – Health & Safety</p> <p>INFO: At HK Electric, different Health & Safety Committees at various levels have been established. The committee members review the circumstances surrounding work-related injuries, work-related illnesses and work related dangerous occurrences; advise the management the review results and make recommendations for improvement; advise the management any proposed change to the workplace, or plant or substances used in the workplace, that affects, or may affect, the health and safety of persons in the workplace; They organise/assist health and safety promotional activities, review the adequacy of health and safety communication and publicity in the workplace; and report/feedback the comments/suggestions of the employee group he or she represents on health and safety aspects.</p> <p>Communication meeting and sessions are organised. Relevant information is circulated via emails and posted on the notice boards. To facilitate employees to obtain the Health & Safety Information, a “Health & Safety Information” corner is set up on Corporate Intranet Portal.</p> <p>The Health & Safety Board, chaired by the Managing Director or his delegate, oversees health and safety matters. At least half of the members of the Board are responsible for advising on relevant matters raised by the employees through Committees and Sub-Committees. The Board shall meet at least once every 3 months. Under the Health & Safety Board, there are four Divisional Health & Safety Committees. The Divisional/Departmental Health & Safety Committee should meet at least once every three months. Under the Divisional Health & Safety Committees, there are departmental Health & Safety Committees. Health & Safety Subcommittees were formed for staff/frontline employees/contractors.</p>
403-5	Worker training on occupational health and safety	<p>SR: Working with Partners – Health & Safety; Key Statistics and Targets – Summary of Statistics</p> <p>INFO: We provide various occupational health and safety training to employees. The Division/Department Head is responsible for provision of information, training and knowledge as necessary to ensure, so far as reasonably practicable, the safety and health at work of employees of the Division/Department. He/she shall identify and regularly review the training needs of the employees under his/her control in consideration of their operational activities. Induction training for new recruits and for new works, special hazard training and statutorily required training are provided.</p> <p>For example, Newcomers Induction Training, Natural Gas Safety Training, Demonstration on Use of Life Jackets, Safety Briefing for Safe Handling of Chemicals, Environmental Awareness Training, Safety Rules briefing training for Competent Person, Mandatory Basic Safety Training (Full) Course, Safety Training Course for Competent Persons in Confined Spaces Operation (Competent Person Full Course), Adult Cardio Pulmonary Resuscitation Certificate Course, Road Safety Training Course, Training Course on Safe Use and Inspection of Lifting Appliances and Lifting Gear, Training for Work Safe Behaviour, Manual Handling Operations and Prevention of Back Injuries, and Health Talks etc.</p> <p>Please also refer to Disclosure Item 404-1 for the health and safety training hours for our employees.</p>
403-6	Promotion of worker health	<p>SR: Working with Partners – Showing that We Care, Health & Safety</p> <p>INFO: Our employees are covered by Hospitalisation and Outpatient schemes and they can access the information of the schemes via corporate intranet and hotline provided by service providers.</p> <p>Female employees with one year's service or more are eligible for an annual gynaecological examination subject to a maximum claim amount. Meanwhile, employees aged 45 or above with one year's service or more are eligible for Biennial Medical Check-Up. Employees not meeting the requirements may join the Medical Check-up plan on a self-financed basis at preferential rates.</p> <p>Injection of Quadrivalent Vaccine is arranged for registered employees at 4 office locations and at designated clinics on an annual basis.</p> <p>Meanwhile, we provide lactation rooms in our workplaces for breastfeeding mothers.</p>

<p>403-7</p>	<p>Prevention and mitigation of OHS impacts directly linked by business relationships</p>	<p>SR: Working with Partners – Management Approach, Health & Safety</p> <p>INFO: We adopt an Enterprise Risk Management Framework to deal with top strategic corporate risks. Health & Safety is considered to be one of our strategic corporate risks. Our Enterprise Risk Management Framework includes detailed mitigation actions for the risks.</p> <p>To prevent significant negative occupational health and safety impacts, the following actions are taken:</p> <ul style="list-style-type: none"> - Formulate and implement Safety Management System (SMS) Audit Plan and Safety Promotion Plan; - Comply with H&S regulations by implementing and updating various guidelines, standards and instructions and conducting compliance reviews regularly; - Inform employees of existing and emerging legal and other obligations that apply to their job responsibilities; - Bring in independence & expertise by calling in external auditors for SMS Audits; - Ensure that all employees of contractors are properly briefed, adequately trained, and provided with adequate safety information and PPE; - Implement Competent Person system for contractors working on or near our facilities - Organise regular safety sharing meetings among contractors, and invite Labour Department and other safety organizations to promote H&S awareness; - Eliminate hazards caused by material issues by identifying these issues and compiling a guideline for selecting proper materials; - Integrate hazard identification & risk assessment early during the design of work procedures & work processes, and introduction of new apparatus & tools; and - Review the existing substances/materials/work process/plant whenever it is known that there is possible hazard.
<p>403-8</p>	<p>Workers covered by an occupational health and safety management system</p>	<p>SR: Working with Partners – Management Approach, Health & Safety</p> <p>INFO: The Corporate Health & Safety Manual covers all Divisions/Departments of HK Electric and it defines the health and safety management system of the company. Our Safety Management Systems (SMS) conform to the ISO 45001 standards for all major operations.</p> <p>All our employees and those contractor personnel working for us are represented in the relevant committees.</p>

403-9	Work-related injuries	<p>SR: Working with Partners – Health & Safety; Key Statistics and Targets – Summary of Statistics</p> <p>INFO: For our employees:</p> <table border="1" data-bbox="576 241 1489 813"> <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>1</td> <td>0</td> <td>1</td> </tr> <tr> <td>Lost Time Injury Frequency Rate (LTIFR) (per 200,000 employee-hours)</td> <td>0.07</td> <td>0</td> <td>0.05</td> </tr> <tr> <td>Numbers of days lost/charged (no. of employee-days)</td> <td>19</td> <td>0</td> <td>19</td> </tr> <tr> <td>Lost Time Injury Severity Rate (LTISR) (per 200,000 employee-hours)</td> <td>1.26</td> <td>0</td> <td>1.02</td> </tr> <tr> <td>Longest period without a lost time injury (no. of calendar days)</td> <td>213</td> <td>365</td> <td>213</td> </tr> <tr> <td>Number of reported traffic accidents (no. of cases)</td> <td>6</td> <td>0</td> <td>6</td> </tr> <tr> <td>Number of high-consequence work-related injuries</td> <td colspan="2">0</td> <td></td> </tr> <tr> <td>Rate of high-consequence work-related injuries (per 200,000 employee-hours)</td> <td colspan="2">0</td> <td></td> </tr> <tr> <td>The main types of work-related injury</td> <td colspan="2">Hit by moving object</td> <td></td> </tr> <tr> <td>The number of employee-hours</td> <td colspan="2">3,715,041</td> <td></td> </tr> </tbody> </table> <p>For contractor workers engaging in HK Electric’s jobs:</p> <table border="1" data-bbox="576 857 1350 1229"> <tbody> <tr> <td>Number of fatalities</td> <td>0</td> </tr> <tr> <td>Number of lost time injuries</td> <td>13</td> </tr> <tr> <td>Lost Time Injury Frequency Rate (LTIFR) (per 200,000 contractor-hours)</td> <td>0.6</td> </tr> <tr> <td>Number of days lost/charged (no. of contractor-days)</td> <td>1,421.5</td> </tr> <tr> <td>Lost Time Injury Severity Rate (LTISR) (per 200,000 contractor-hours)</td> <td>65.48</td> </tr> <tr> <td>Number of high-consequence work-related injuries</td> <td>4</td> </tr> <tr> <td>Rate of high-consequence work-related injuries (per 200,000 contractor-hours)</td> <td>0.18</td> </tr> <tr> <td>The main types of work-related injury</td> <td>Trip and fall</td> </tr> <tr> <td>The number of contractor-hours</td> <td>4,341,459</td> </tr> </tbody> </table> <p>Notes:</p> <ol style="list-style-type: none"> 1. Minor injuries not causing lost day were not included. 2. 'Days' referred to 'scheduled workdays'. 3. Our operations are based in Hong Kong 4. “High-consequence work-related injuries” refer to work-related injury that results in a fatality or in an injury from which the worker cannot, does not, or is not expected to recover fully to pre-injury health status within 6 months. 		Male	Female	Overall	Number of fatalities	0	0	0	Number of lost time injuries	1	0	1	Lost Time Injury Frequency Rate (LTIFR) (per 200,000 employee-hours)	0.07	0	0.05	Numbers of days lost/charged (no. of employee-days)	19	0	19	Lost Time Injury Severity Rate (LTISR) (per 200,000 employee-hours)	1.26	0	1.02	Longest period without a lost time injury (no. of calendar days)	213	365	213	Number of reported traffic accidents (no. of cases)	6	0	6	Number of high-consequence work-related injuries	0			Rate of high-consequence work-related injuries (per 200,000 employee-hours)	0			The main types of work-related injury	Hit by moving object			The number of employee-hours	3,715,041			Number of fatalities	0	Number of lost time injuries	13	Lost Time Injury Frequency Rate (LTIFR) (per 200,000 contractor-hours)	0.6	Number of days lost/charged (no. of contractor-days)	1,421.5	Lost Time Injury Severity Rate (LTISR) (per 200,000 contractor-hours)	65.48	Number of high-consequence work-related injuries	4	Rate of high-consequence work-related injuries (per 200,000 contractor-hours)	0.18	The main types of work-related injury	Trip and fall	The number of contractor-hours	4,341,459
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403-10	Work-related ill health	<p>SR: Working with Partners – Health & Safety; Key Statistics and Targets – Summary of Statistics</p> <p>INFO: No employees with high incidence or high risk of diseases related to their occupation were identified.</p> <p>In 2019, the sick leave rate of our employees was 3.7. (N.B. Sick leave rate is the workday lost due to sickness x 2,000 per total number of employee hours. Sick leave due to work-related accidents is not counted.) No cases of occupational diseases were reported in 2019.</p>																																																																		
GRI 404 (Ver. 2016): Training and Education																																																																				
GRI 103 (Ver. 2016): Management Approach 2016		<p>WEB: Our People and Values; Learning & Development</p> <p>SR: Sustainability at HKEI – Sustainability Governance; Working with Partners – Management Approach, Nurturing Talent</p> <p>INFO: Please also refer to General Disclosure Item 102-46 for the topic boundary.</p>																																																																		

404-1	Average hours of training per year per employee	<p>SR: Working with Partners – Nurturing Talent – Opportunities for Growth</p> <p>INFO:</p> <table border="1" data-bbox="576 203 1477 495"> <thead> <tr> <th></th> <th colspan="2">Gender breakdown</th> <th colspan="2">Employee category breakdown</th> <th>Overall average training hours</th> </tr> </thead> <tbody> <tr> <td rowspan="3">Average training hours</td> <td>Male</td> <td>32.2</td> <td>Senior staff</td> <td>29.6</td> <td rowspan="3">31.0</td> </tr> <tr> <td rowspan="2">Female</td> <td rowspan="2">26.0</td> <td>General staff</td> <td>33.1</td> </tr> <tr> <td>Workman</td> <td>14.6</td> </tr> <tr> <td>Total training hours</td> <td colspan="5">58,695</td> </tr> </tbody> </table> <p>Remark: The training hour figures in the above table exclude those employees who left the company in 2019. Total training hours of the employees who left the company in 2019 = 1,544</p> <p>The total health and safety training hours for employees was 17,047 and 64.6% of our employees participated in health and safety training as at end 2019.</p>		Gender breakdown		Employee category breakdown		Overall average training hours	Average training hours	Male	32.2	Senior staff	29.6	31.0	Female	26.0	General staff	33.1	Workman	14.6	Total training hours	58,695				
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404-2	Programs for upgrading employee skills and transition assistance programs	<p>WEB: Learning & Development</p> <p>SR: Working with Partners – Nurturing Talent – Opportunities for Growth</p>																								
404-3	Percentage of employees receiving regular performance and career development reviews	<p>INFO: 100%</p>																								
GRI 405 (Ver. 2016): Diversity and Equal Opportunity																										
405-1	Diversity of governance bodies and employees	<p>SR: Working with Partners – Building Strong Relations with Employees</p> <p>AR: Boards of Directors and Management Team; Combined Corporate Governance Report</p>																								
405-2	Ratio of basic salary and remuneration of women to men	<p>INFO: Senior staff: 92% General staff: 83% Workman: 61% Overall: 80%</p> <p>Note: Our operations are based in Hong Kong.</p>																								
GRI 406 (Ver. 2016): Non-discrimination																										
406-1	Incidents of discrimination and corrective actions taken	<p>INFO: No incidents of discrimination were recorded.</p>																								
GRI 407 (Ver. 2016): Freedom of Association and Collective Bargaining																										
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	<p>SR: Working with Partners – Managing our Supply Chain – Responsible Procurement</p> <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. We have dialogue with the Trade Union through written communication or telephone calls whenever required. Meeting with employees participating in the Union is conducted on an as-needed basis and two hoc meetings with some of their representatives were held during the year.</p> <p>HK Electric's Code of Practice for Suppliers is included in the application for admission to Recognised Tenderers Register (RTR) for screening purpose. In 2019, 11 new RTR applications were processed and 42 existing suppliers were evaluated, and no suppliers in which the right to exercise freedom of association may be violated or at significant risk were identified.</p>																								

GRI 408 (Ver. 2016): Child Labor		
408-1	Operations and suppliers at significant risk for incidents of child labor	<p>SR: Sustainability at HKEI – Sustainability Governance – Governance Practices</p> <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 with incidents of child labour.</p> <p>HK Electric's Code of Practice for Suppliers is included in the application for admission to Recognised Tenderers Register (RTR) for screening purpose. In 2019, 11 new RTR applications were processed and 42 existing suppliers were evaluated, and no suppliers having significant risk with incidents of child labour were identified.</p>
GRI 409 (Ver. 2016): Forced or Compulsory Labor		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	<p>SR: Sustainability at HKEI – Sustainability Governance – Governance Practices</p> <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 for admission to Recognised Tenderers Register (RTR) for screening purpose. In 2019, 11 new RTR applications were processed and 42 existing suppliers were evaluated, and no suppliers having significant risk with incidents of forced or compulsory labour were identified.</p>
GRI 412 (Ver. 2016): Human Rights Assessment		
GRI 103 (Ver. 2016): Management Approach		<p>SR: Sustainability at HKEI – Sustainability Governance</p> <p>INFO: We support human rights consistent with the Universal Declaration of Human Rights.</p> <p>Please also refer to General Disclosure Item 102-46 for the topic boundary.</p>
412-1	Operations that have been subject to human rights reviews or impact assessments	<p>INFO: All 13 business units were subjected to human rights reviews and impact assessments.</p>
GRI 413 (Ver. 2016): Local Communities		
GRI 103 (Ver. 2016): Management Approach		<p>SR: Sustainability at HKEI – Sustainability Governance; Sharing our Planet – Management Approach; Serving Hong Kong – Management Approach; Working with Partners – Management Approach; Key Statistics and Targets – Status of Targets in 2019, Looking Ahead</p> <p>INFO: Our Public Affairs Department arranges annual meeting with a number of business units for reviewing their work on communication with stakeholders.</p> <p>Please also refer to General Disclosure Item 102-46 for the topic boundary.</p>
413-1	Operations with local community engagement, impact assessments, and development programs	<p>INFO: CSR considerations as described in this report are integrated in all our operations.</p>
413-2	Operations with significant actual and potential negative impacts on local communities	<p>INFO: No operations would cause significant actual or potential negative impacts on local communities as our operations are integrated with effective CSR initiatives as described in this Report.</p>

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.
GRI 414 (Ver. 2016): Supplier Social Assessment		
414-1	New suppliers that were screened using social criteria	INFO: All new suppliers as described in Disclosure Item 414-2.
414-2	Negative social impacts in the supply chain and actions taken	SR: Working with Partners – Managing our Supply Chain INFO: HK Electric's Code of Practice for Suppliers is included in the application for admission to Recognised Tenderers Register (RTR) for screening purpose. In 2019, 11 new RTR applications were processed and 42 existing suppliers were evaluated, and no significant actual or potential negative social impacts were identified.
GRI 416 (Ver. 2016): Customer Health and Safety		
416-1	Assessment of the health and safety impacts of product and service categories	INFO: All of our significant product and service have undergone health and safety impact assessment for improvement.
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	SR: Sustainability at HKEI – Sustainability Governance – Governance Practices
EU25	Number of injuries and fatalities to the public involving company assets including legal judgments, settlements and pending legal cases of diseases	INFO: One minor injury case was recorded and settled.
GRI 417 (Ver. 2016): Marketing and Labeling		
GRI 103 (Ver. 2016): Management Approach		WEB: Quality Policy ; Supply Rules ; Guide to Connection of Supply ; Privacy Policy SR: Serving Hong Kong – Serving our Customers – Excellent Service INFO: Please also refer to General Disclosure Item 102-46 for the topic boundary.
417-1	Requirements for product and service information and labeling	SR: Sustainability at HKEI – Sustainability Governance – Governance Practices; Serving Hong Kong – Serving our Customers – Excellent Service INFO: Our product is electricity and the sustainability issues in our operations are covered in all sections of this Report and other GRI disclosures. The marketing mechanism described in this disclosure has little relevance to us as our product is electricity.
417-2	Incidents of non-compliance concerning product and service information and labeling	SR: Sustainability at HKEI – Sustainability Governance – Governance Practices
GRI 418 (Ver. 2016): Customer Privacy		
GRI 103 (Ver. 2016): Management Approach		WEB: Privacy Policy ; Code of Conduct SR: Sustainability at HKEI – Sustainability Governance – Governance Practices; Serving Hong Kong – Serving our Customers – Excellent 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. Guideline on Handling Customer Personal Data is also in place. Please also refer to General Disclosure Item 102-46 for the topic boundary.

418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	<p>INFO: No substantiated complaints regarding breaches of customer privacy or losses of customer data were recorded.</p>
GRI 419 (Ver. 2016): Socioeconomic Compliance		
GRI 103 (Ver. 2016): Management Approach		<p>SR: Sustainability at HKEI – Sustainability Governance; Serving Hong Kong – Management Approach; Working With Partners – Management Approach</p> <p>INFO: Please also refer to General Disclosure Item 102-46 for the topic boundary.</p>
419-1	Non-compliance with laws and regulations in the social and economic area	<p>SR: Sustainability at HKEI – Sustainability Governance – Governance Practices</p>
TOPIC: DISASTER / EMERGENCY PLANNING AND RESPONSE		
<p>GRI 103 (Ver. 2016): Management Approach (and description on contingency planning measures, disaster/emergency management plan and training programs, and recovery/restoration plans)</p>		<p>SR: Sustainability at HKEI – Sustainability Governance; Working with Partners – Health & Safety – Contingency Preparedness</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 of 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 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 scheduled for 2019 was postponed to 2020, due to the busy erection and commissioning activities related to the erection and commissioning of a new gas-fired unit L10.</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> <p>Please also refer to General Disclosure Item 102-46 for the topic boundary.</p>

TOPIC: ACCESS		
<p>GRI 103 (Ver. 2016): Management Approach and description on programs, including those in partnership with government, to improve or maintain access to electricity and customer support services</p>		<p>WEB: Concessionary Tariff Schemes; Caring Services; Smart Power Care Fund; Relief Measures</p> <p>SR: Serving Hong Kong – Management Approach; Serving Hong Kong – Reliable and Affordable Power – Alleviating Economic Hardship; Serving Hong Kong – Smart Power Services</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> <p>Please also refer to General Disclosure Item 102-46 for the topic boundary.</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 581,000 accounts. In 2019, there were 945 residential accounts (0.2%) being disconnected due to non-payment while we have acceded to 1,404 accounts 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 = 0.066</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 Statistics and Targets – Summary of Statistics</p> <p>INFO: The plant availability broken down into gas and coal & oil are 90.7% and 91.0% respectively.</p>
TOPIC: PROVISION OF INFORMATION		
<p>GRI 103 (Ver. 2016): Management Approach and description on practices to address language, cultural, low literacy and disability related barriers to accessing and safely using electricity and customer support services</p>		<p>WEB: Caring Services; Smart Power Care Fund</p> <p>SR: Serving Hong Kong – Serving our Customers – Excellent Service; Serving Hong Kong – Serving our Customers – Smart Power Services; Serving Hong Kong – Caring for the Community – Caring for an Ageing Population; Working with Partners – Health & Safety – Contingency Preparedness</p> <p>INFO: Please also refer to General Disclosure Item 102-46 for the topic boundary.</p>

Table for General Disclosure Items 102-40, 102-42 and 102-43

Stakeholder groups	Why are their views important?	Common engagement channels
Customers	Electricity is a daily necessity for our customers.	1, 2, 3, 4, 5, 6, 7
Shareholders	We are accountable to our shareholders.	1, 2, 6, 7
Employees	We have a responsibility to care for our employees who devote much of their time to us and we depend on them for our success.	1, 2, 3, 4, 5, 6, 7
Business partners	Having common CSR values is important in business relationships.	1, 2, 5, 6, 7
Local communities	We care for the communities we serve.	1, 2, 3, 4, 6, 7
NGOs and professional institutions	They are our key CSR and industry partners.	1, 2, 3, 4, 6, 7
Education sector	We support green education particularly for students.	1, 2, 3, 4, 5, 6, 7
Authorities and legislators	Authorities and legislators have a regulatory role in our utility business.	1, 2, 4, 6, 7
Media	The media is an important partner in our communications with the public.	1, 6, 7

Remarks	
1	Meetings, conversations and enquiries
2	Visits, talks, seminars, workshops and exhibitions
3	Advisory services and community programmes
4	Consultation panels, focus groups and liaison teams
5	Surveys and suggestion schemes
6	Mobile apps, intranet, website, YouTube channel and Facebook pages
7	News, reports and other publications

Table for General Disclosure Items 102-44, 102-46 and 102-47

A specialised stakeholder engagement exercise was conducted in end 2018. Questionnaires were issued to a number of representatives of the key stakeholder groups to collect their views on HKEI's sustainability reporting. After a review in end 2019, it is considered that the findings are still relevant for 2019.

Making reference to the GRI Standards, a total of 35 relevant sustainability topics have been identified by HKEI based on their relevance to its business. Material sustainability topics are defined as those with rounded overall rating above "6". After conducting the materiality assessment, 30 out of the 35 relevant sustainability topics identified were found material. The remaining 5 topics which are not material are shaded in the table below.

	Sustainability Topic	Stakeholders' Rating (0-5 scale)	HKEI's Rating (0-5 scale)	Overall Rating (0-10 scale)
1	Corporate governance	4.2	5	9
2	Compliance*	4.3	5	9
3	Stakeholder engagement	4.1	4	8
4	Innovation**	4.0	5	9
5	Economic performance*	4.3	5	9
6	Market presence - contribution to local economic development* (in particular local hiring)	4.0	2	6
7	Indirect economic impacts* (including energy infrastructure investments and affordable energy)	4.2	3	7
8	Procurement practices* (in particular proportion of spending on local suppliers)	3.8	3	7
9	Anti-corruption*	4.3	5	9
10	Anti-competition behaviour*	4.2	4	8
11	Operation performance* (including supply reliability and generation efficiency)	4.5	5	9
12	Sustainable use of resources and materials*	4.2	5	9
13	Energy consumption and saving*	4.3	5	9
14	Water resources conservation*	4.2	5	9
15	Biodiversity conservation*	4.0	4	8
16	Climate change, clean energy and emissions*	4.2	5	9
17	Effluent and waste management*	4.2	5	9
18	Employment practices**	4.0	4	8
19	Employee consultation and communication practices for significant operational changes**	4.1	2	6
20	Occupational health and safety*	4.3	5	9
21	Training and development**	4.2	4	8
22	Non-discrimination, diversity and equal opportunity*	4.1	4	8
23	Freedom of association and collective bargaining*	3.8	3	7
24	Child and compulsory labour*	3.8	3	7
25	Security practices with due respect for human rights*	4.1	2	6
26	Rights of indigenous peoples*	3.8	2	6
27	Human rights assessment*	3.9	3	7
28	Contribution to and impact on local communities*	4.4	4	8
29	Supplier CSR assessment*	4.1	3	7
30	Participation in public policy development* (including political contributions)	3.9	2	6
31	Customer health and safety*	4.2	5	9
32	Customer services* (including access to electricity and emergency services)	4.3	5	9
33	Product and services information and labelling, and marketing communications*	4.1	4	8
34	Customer privacy*	4.3	5	9
35	Emergency preparedness*	4.4	5	9

Topic boundary:

*Inside and outside organisation; **Inside organisation only