

HKEI’s Sustainability Report 2020 – 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: Our Business and Approach to Sustainability – HKEI in Brief
102-2	Activities, brands, products, and services	SR: Our Business and Approach to Sustainability – HKEI in Brief
102-3	Location of headquarters	INFO: Hong Kong.
102-4	Location of operations	INFO: Hong Kong.
102-5	Ownership and legal form	SR: Our Business and Approach to Sustainability – HKEI in Brief 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: Our Business and Approach to Sustainability – HKEI in Brief INFO: Please refer to Disclosure Item EU3.
102-7	Scale of the organization	SR: Our Business and Approach to Sustainability – HKEI in Brief; 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

<p>102-8</p>	<p>Information on employees and other workers</p>	<p>SR: Report Overview; Our Business and Approach to Sustainability – HKEI in Brief; Working with Partners – Building Strong Relations, Managing our Supply Chain</p> <p>INFO:</p> <table border="1"> <thead> <tr> <th rowspan="2">Age group</th> <th colspan="3">Employee category</th> <th rowspan="2">Group overall ratio (%)</th> </tr> <tr> <th>Senior staff ratio (%)</th> <th>General staff ratio (%)</th> <th>Workman ratio (%)</th> </tr> </thead> <tbody> <tr> <td>Age 30 or below</td> <td>0.3</td> <td>99.2</td> <td>0.6</td> <td>19.4</td> </tr> <tr> <td>Age 31-40</td> <td>1.8</td> <td>97.0</td> <td>1.3</td> <td>21.6</td> </tr> <tr> <td>Age 41-50</td> <td>7.3</td> <td>86.4</td> <td>6.3</td> <td>22.4</td> </tr> <tr> <td>Age 51 or above</td> <td>16.3</td> <td>65.7</td> <td>18.0</td> <td>36.6</td> </tr> <tr> <td>Group overall ratio (%)</td> <td>8.0</td> <td>83.6</td> <td>8.4</td> <td>100.0</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th rowspan="2">Gender group</th> <th colspan="3">Employee category</th> <th rowspan="2">Group overall ratio (%)</th> </tr> <tr> <th>Senior staff ratio (%)</th> <th>General staff ratio (%)</th> <th>Workman ratio (%)</th> </tr> </thead> <tbody> <tr> <td>Male</td> <td>8.7</td> <td>81.6</td> <td>9.6</td> <td>80.6</td> </tr> <tr> <td>Female</td> <td>5.0</td> <td>91.9</td> <td>3.1</td> <td>19.4</td> </tr> <tr> <td>Group overall ratio (%)</td> <td>8.0</td> <td>83.6</td> <td>8.4</td> <td>100.0</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th rowspan="2">Gender group</th> <th colspan="2">Employment contract</th> <th rowspan="2">Group overall ratio (%)</th> </tr> <tr> <th>Permanent ratio (%)</th> <th>Contract ratio (%)</th> </tr> </thead> <tbody> <tr> <td>Male</td> <td>93.4</td> <td>6.6</td> <td>80.6</td> </tr> <tr> <td>Female</td> <td>90.8</td> <td>9.2</td> <td>19.4</td> </tr> <tr> <td>Group overall ratio (%)</td> <td>92.9</td> <td>7.1</td> <td>100.0</td> </tr> </tbody> </table> <p>Notes: 1. We have around 1,800 employees in total. 2. Our operations are based in Hong Kong.</p>	Age group	Employee category			Group overall ratio (%)	Senior staff ratio (%)	General staff ratio (%)	Workman ratio (%)	Age 30 or below	0.3	99.2	0.6	19.4	Age 31-40	1.8	97.0	1.3	21.6	Age 41-50	7.3	86.4	6.3	22.4	Age 51 or above	16.3	65.7	18.0	36.6	Group overall ratio (%)	8.0	83.6	8.4	100.0	Gender group	Employee category			Group overall ratio (%)	Senior staff ratio (%)	General staff ratio (%)	Workman ratio (%)	Male	8.7	81.6	9.6	80.6	Female	5.0	91.9	3.1	19.4	Group overall ratio (%)	8.0	83.6	8.4	100.0	Gender group	Employment contract		Group overall ratio (%)	Permanent ratio (%)	Contract ratio (%)	Male	93.4	6.6	80.6	Female	90.8	9.2	19.4	Group overall ratio (%)	92.9	7.1	100.0
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<p>102-9</p>	<p>Supply chain</p>	<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>																																																																										
<p>102-10</p>	<p>Significant changes to the organization and its supply chain</p>	<p>SR: Sharing our Planet – Climate Action and Clean Air – Decarbonising Power Generation</p> <p>INFO: There were no movements in the Share Staped 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>																																																																										
<p>102-11</p>	<p>Precautionary Principle or approach</p>	<p>SR: Our Business and Approach to Sustainability – Sustainability Governance; Running a Sustainable Business – Sustainable Long-term Growth, Corporate Governance Practices, Sustainability Risks and Opportunities; Sharing our Planet – Management Approach</p>																																																																										
<p>102-12</p>	<p>External initiatives</p>	<p>INFO: BEC Low Carbon Charter; 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; 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:</p> <p>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); Asia Pacific Customer Service Consortium (APCSC); Hong Kong Customer Contact Association (HKCCA); Hong Kong Retail Management Association (HKRMA); The Institute of Purchasing & Supply of Hong Kong; Energy Procurement Supply Association (EPSA); 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 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="580 741 1187 887"> <thead> <tr> <th colspan="2">Electricity sent out (GWh)</th> </tr> </thead> <tbody> <tr> <td>Gas</td> <td>5,212</td> </tr> <tr> <td>Coal & oil</td> <td>5,278</td> </tr> <tr> <td>Renewable energy</td> <td>3.5</td> </tr> </tbody> </table> <p>Notes:</p> <p>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 the Feed-in-Tariff Scheme.</p> <p>The total electricity sent out was 10,494 GWh.</p>	Electricity sent out (GWh)		Gas	5,212	Coal & oil	5,278	Renewable energy	3.5														
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EU3	Number of residential, industrial, institutional and commercial customer accounts	<p>INFO:</p> <table border="1" data-bbox="580 1137 911 1317"> <thead> <tr> <th colspan="2">Customer accounts</th> </tr> </thead> <tbody> <tr> <td>Residential</td> <td>470,000</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>583,000</td> </tr> </tbody> </table> <p>Notes:</p> <p>1. Almost all points of connection were of distribution type.</p> <p>2. The number of customers who are also producers, i.e. customers who produce electricity to the grid, is insignificant as compared to the total number of customers.</p>	Customer accounts		Residential	470,000	Commercial	108,000	Industrial	5,000	Total	583,000												
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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="580 1514 1331 1800"> <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">38</td> <td>Transmission (275 kV & 132 kV)</td> <td>444</td> </tr> <tr> <td>Distribution (22 kV & 11 kV)</td> <td>4,000</td> </tr> <tr> <td>Underground</td> <td>6,600</td> <td>Low voltage</td> <td>2,194</td> </tr> <tr> <td>Total</td> <td></td> <td colspan="2">6,638</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	38	Transmission (275 kV & 132 kV)	444	Distribution (22 kV & 11 kV)	4,000	Underground	6,600	Low voltage	2,194	Total		6,638	
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EU5	Allocation of CO ₂ e emissions allowances or equivalent, broken down by carbon trading framework	INFO: Not applicable to Hong Kong.
STRATEGY		
102-14	Statement from senior decision-maker	SR: A Word from our CEO
102-15	Key impacts, risks, and opportunities	SR: Running a Sustainable Business – Corporate Governance Practices, Sustainability Risks and Opportunities
ETHICS AND INTEGRITY		
102-16	Values, principles, standards, and norms of behavior	WEB: Vision, Mission and Core Values ; Corporate Governance Policies SR: Our Business and Approach to Sustainability – HKEI in Brief, Sustainability Governance; Running a Sustainable Business – Corporate Governance Practices AR: Combined Corporate governance Report
102-17	Mechanisms for advice and concerns about ethics	WEB: Corporate Governance Policies SR: Running a Sustainable Business – Corporate Governance Practices AR: Combined Corporate Governance Report
GOVERNANCE		
102-18	Governance structure	WEB: About Us SR: Our Business and Approach to Sustainability – Sustainability Governance AR: Combined Corporate Governance Report
102-19	Delegating authority	SR: Our Business and Approach to Sustainability – Sustainability Governance INFO: The Sustainability Committee of the Company may delegate certain of its responsibilities to working teams with such powers as are necessary to discharge the responsibilities of the Committee, including without limitation the Sustainability Management Committee comprising the Chief Executive Officer, Operations Director, Chief Financial Officer, General Manager (Corporate Development), General Manager (Human Resources), General Manager (Public Affairs), Group Legal Counsel and Company Secretary and selected members of the Company's management, as appointed by the Chairman of the Committee from time to time.
102-20	Executive-level responsibility for economic, environmental, and social topics	SR: Our Business and Approach to Sustainability – Sustainability Governance 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
102-29	Identifying and managing economic, environmental, and social impacts	SR: Running a Sustainable Business – Sustainability Risks and Opportunities AR: Risk Management; Risk Factors
102-30	Effectiveness of risk management processes	AR: Combined Corporate Governance Report; Risk Management
102-32	Highest governance body's role in sustainability reporting	SR: Report Overview
STAKEHOLDER ENGAGEMENT		
102-40	List of stakeholder groups	SR: Running a Sustainable Business – Stakeholder Engagement
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: Running a Sustainable Business – Stakeholder Engagement
102-43	Approach to stakeholder engagement	SR: Our Business and Approach to Sustainability – Materiality; Running a Sustainable Business – Stakeholder Engagement; Serving Hong Kong – Serving our Customers – Excellent Service, Connecting with our Customers; Working with Partners – Building Strong Relations; Key Statistics and Targets – Summary of Statistics
102-44	Key topics and concerns raised	SR: A Word from our CEO; Our Business and Approach to Sustainability – Materiality; Running a Sustainable Business – Stakeholder Engagement
REPORTING PRACTICE		
102-45	Entities included in the consolidated financial statements	SR: Report Overview; Our Business and Approach to Sustainability – HKEI in Brief AR: Notes to the Financial Statements
102-46	Defining report content and topic Boundaries	SR: Report Overview; Our Business and Approach to Sustainability – Materiality; Running a Sustainable Business – Stakeholder Engagement; Working with Partners – Managing our Supply Chain INFO: Our material assessment and identified material sustainability issues are described in the Materiality Section. The following five material sustainability issues are identified as internal issues and we report the actions taken in our organisation to address these issues: <ul style="list-style-type: none">• Learning and development• Notice periods for employees regarding operational changes• Human rights training for security personnel• Employment practices• Innovation For the other material sustainability issues identified, we report our impact on the environment or stakeholders, and our actions taken correspondingly.

102-47	List of material topics	SR: Report Overview; Our Business and Approach to Sustainability – Materiality
102-48	Restatements of information	INFO: No re-statements.
102-49	Changes in reporting	INFO: No significant changes from the previous report.
102-50	Reporting period	SR: Report Overview
102-51	Date of most recent report	INFO: The most recent report was issued in April 2020 for the calendar year 2019.
102-52	Reporting cycle	INFO: Annual.
102-53	Contact point for questions regarding the report	INFO: Back Cover
102-54	Claims of reporting in accordance with the GRI Standards	SR: Report Overview
102-55	GRI content index	INFO: This GRI Content Index.
102-56	External assurance	SR: Report Overview; Verification Statement
Material Topics		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.)
GRI 201 (Ver. 2016): Economic Performance		
GRI 103 (Ver. 2016): Management Approach		SR: Our Business and Approach to Sustainability – Sustainability Governance; Running a Sustainable Business – Sustainable Long-term Growth, Corporate Governance Practices, Sustainability Risks and Opportunities AR: Chairman’s Statement; CEO’s Report INFO: Please also refer to General Disclosure Item 102-46 for the topic boundary.
201-1	Direct economic value generated and distributed	SR: Our Business and Approach to Sustainability – HKEI in Brief AR: Consolidated Statement of Profit or Loss; Consolidated Statement of Financial Position

<p>201-2</p>	<p>Financial implications and other risks and opportunities due to climate change</p>	<p>WEB: HK Electric's Response to the Long-term Decarbonisation Strategy Public Engagement; HK Electric Pledges Full Support for 2050 Carbon Neutrality Target</p> <p>SR: Running a Sustainable Business – Sustainable Long-term Growth, Corporate Governance Practices, Sustainability Risks and Opportunities; Sharing our Planet – Climate Action and Clean Air</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 damages to 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 operation of HK Electric would hinge on the Government's plan on decarbonisation & climate change mitigation and their policy decisions over the course of the coming decades, i.e. reaching carbon neutrality before 2050. With reference to the Council Report published by the Council for Sustainable Development in November 2020, the energy sector would have to determine suitable proposals to help achieving a more decarbonised HK particularly for the electricity generation sector. 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>
<p>201-3</p>	<p>Defined benefit plan obligations and other retirement plans</p>	<p>AR: Notes to the Financial Statements</p>
<p>201-4</p>	<p>Financial assistance received from government</p>	<p>AR: Notes to the Financial Statements</p>
<p>GRI 202 (Ver. 2016): Market Presence</p>		
<p>GRI 103 (Ver. 2016): Management Approach</p>		<p>SR: Running a Sustainable Business – Sustainable Long-term Growth, Corporate Governance Practices; Working with Partners – Management Approach, Building Strong Relations</p> <p>INFO: Please also refer to General Disclosure Item 102-46 for the topic boundary.</p>

202-1	Ratios of standard entry level wage by gender compared to local minimum wage	<p>INFO: All of our existing employees are compensated above the minimum wage rules. We regularly review the updates on the Minimum Wage Ordinance in Hong Kong to ensure full compliance.</p> <p>HK Electric’s Code of Practice for Suppliers covering the minimum wages requirement is included in the application for admission to the Recognized Tenderers Register (RTR) for compliance by suppliers/contractors. Bidders and Tenderers are also requested to follow the Code in our General Requirements for Contracts enclosed in every enquiry document.</p> <p>Note: Our operations are based in Hong Kong.</p>
202-2	Proportion of senior management hired from the local community	<p>INFO: 93% of senior management are hired from the local community.</p> <p>The definition of senior management refers to HK Electric’s Directors and General Managers.</p> <p>Note: Our operations are based in Hong Kong.</p>
GRI 203 (Ver. 2016): Indirect Economic Impacts		
<p>GRI 103 (Ver. 2016): Management Approach</p> <p>SR: Our Business and Approach to Sustainability – HKEI in Brief, Sustainable Development Goals; Running a Sustainable Business – Sustainable Long-term Growth, Corporate Governance Practices, Sustainability Risks and Opportunities; Sharing our Planet – Management Approach; Serving Hong Kong – Management Approach; Key Statistics and Targets – Status of Targets in 2020, 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: Our Business and Approach to Sustainability – HKEI in Brief, Sustainable Development Goals; Running a Sustainable Business – Sustainable Long-term Growth; Sharing our Planet – Climate Action and Clean Air; 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: Our Business and Approach to Sustainability – HKEI in Brief, Sustainable Development Goals; Running a Sustainable Business – Sustainable Long-term Growth; Sharing our Planet – Climate Action and Clean Air; Serving Hong Kong – Serving our Customers – Excellent Service; Serving Hong Kong – Smart Power Services; Working with Partners – Nurturing Talent, Health & Safety</p>
GRI 204 (Ver. 2016): Procurement Practices		
<p>GRI 103 (Ver. 2016): Management Approach</p> <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 95% were procured from “local suppliers” who are defined as companies in China including Hong Kong.</p>

GRI 205 (Ver. 2016): Anti-corruption		
GRI 103 (Ver. 2016): Management Approach		<p>WEB: Anti-Fraud and Anti-Bribery Policy; Code of Conduct</p> <p>SR: Running a Sustainable Business – Corporate Governance Practices</p> <p>INFO: We have established policies and procedures including the Code of Conduct, and Fraud Prevention and Awareness Policy to prevent and detect fraud.</p> <p>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 whistleblower hotline and email manned by the Head of Internal Audit, is available for both employees and external parties such as customers, suppliers and etc. to report any possible improprieties including corruption, unethical or unlawful or anti-competitive behavior. The whistle-blower hotline and email are stated in the Code of Conduct which is posted on the corporate website and our Intranet.</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	<p>INFO: All 13 business units were assessed for risks related to corruption.</p>
205-2	Communication and training about anti-corruption policies and procedures	<p>AR: Combined Corporate Governance Report</p> <p>INFO: We have communicated our anti-corruption policies and procedures to all our board members, employees and business partners.</p> <p>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 for admission to the Recognised Tenderers Register.</p> <p>~100% of employees have received training on anti-corruption. Any new joins will receive the training within their first 3 months of service</p>
205-3	Confirmed incidents of corruption and actions taken	<p>SR: Running a Sustainable Business – Corporate Governance Practices</p>
GRI 206 (Ver. 2016): Anti-competition behavior		
GRI 103 (Ver. 2016): Management Approach		<p>INFO: We have established a Competition Compliance Policy and relevant approach and framework to guide us making our own decisions independently.</p> <p>Please also refer to General Disclosure Item 102-46 for the topic boundary.</p>
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	<p>INFO: No relevant legal actions in 2020 were recorded.</p>

AVAILABILITY AND RELIABILITY	
<p>GRI 103 (Ver. 2016): Management Approach (to ensure short and long-term electricity availability and reliability)</p>	<p>SR: Our Business and Approach to Sustainability – Sustainability Governance, Sustainable Development Goals; Running a Sustainable Business – Sustainable Long-term Growth, Corporate Governance Practices, Sustainability Risks and Opportunities; Sharing our Planet – Climate Action and Clean Air; Serving Hong Kong – Reliable and Affordable Power – World-class Power System</p> <p>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.</p> <p>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.</p> <p>Under the 2019-2023 Development Plan, HK Electric is 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 and an old and less efficient converted gas-fired unit. These new gas generating units are to further improve air quality and help combat climate change.</p> <p>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.</p> <p>Health indexes of transmission and distribution equipment and apparatuses have been established to determine priority of maintenance.</p> <p>Please also refer to General Disclosure Item 102-46 for the topic boundary.</p>
<p>EU10</p> <p>Planned capacity against projected electricity demand over the long term, broken down by energy source and regulatory regime</p>	<p>WEB: Approved 2019-2023 Development Plan - Presentation</p> <p>SR: Our Business and Approach to Sustainability – Sustainable Development Goals; Serving Hong Kong – Reliable and Affordable Power – World-class Power System</p> <p>INFO: We are currently pursuing a coal-to-gas transition towards a cleaner and more decarbonised Hong Kong by building three highly efficient combined-cycle gas turbines using the cleanest fossil fuel, natural gas, to replace our ageing coal-fired generating units and an ageing converted gas-fired unit.</p> <p>The 2019-2023 Development Plan was approved by the Executive Council in July 2018. Under this plan, three new gas-fired combined-cycle units, L10 to L12, are planned to be commissioned by 2023. Three coal-fired units and one converted gas-fired unit are to be retired progressively during the period.</p> <p>By then, the total installed capacity of HK Electric will be lower than that of now.</p> <p>L10 was commissioned in February 2020. L11 and L12 are 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: Our Business and Approach to Sustainability – Sustainability Governance, Sustainable Development Goals; Running a Sustainable Business – Sustainable Long-term Growth, Corporate Governance Practices, Sustainability Risks and Opportunities; 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: Running a Sustainable Business – Innovation; Sharing our Planet – Climate Action and Clean Air – Strengthening Climate Resilience; Sharing our Planet – Responsible Resource Management; 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 2020.</p> <p>Please also refer to General Disclosure Item 102-46 for the topic boundary.</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" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th colspan="2" style="text-align: center;">Thermal efficiency (%)</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Gas</td> <td style="text-align: center;">45.8</td> </tr> <tr> <td style="text-align: center;">Coal & oil</td> <td style="text-align: center;">32.0</td> </tr> <tr> <td style="text-align: center;">Overall</td> <td style="text-align: center;">37.6</td> </tr> </tbody> </table>	Thermal efficiency (%)		Gas	45.8	Coal & oil	32.0	Overall	37.6
Thermal efficiency (%)										
Gas	45.8									
Coal & oil	32.0									
Overall	37.6									
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: 2.2% 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: Our Business and Approach to Sustainability – Sustainability Governance, Sustainable Development Goals; Running a Sustainable Business – Sustainable Long-term Growth, Corporate Governance Practices, Sustainability Risks and Opportunities; Sharing our Planet – Management Approach, Climate Action and Clean Air, Responsible Resource Management; Working with Partners – Management Approach, Managing our Supply Chain; Key Statistics and Targets – Status of Targets in 2020, 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 – Conserving our Water Resources, Managing our Waste Responsibly; 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 6.6% of the Station's total consumption of freshwater.</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: Energy of 1.75 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 Opportunities</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 – Conserving our Water Resources; Working with Partners – Managing our Supply Chain – Responsible Procurement; Key Statistics and Targets – Summary of Statistics, Looking Ahead</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 – Conserving our Water Resources</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 of our water treatment and discharge facilities.</p>
303-3	Water withdrawal	<p>SR: Sharing our Planet – Responsible Resource Management – Conserving our 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.</p> <p>The amount of plant effluent and rain water collected and recycled at Lamma Power Station represented 6.6% of the Station's total consumption of freshwater.</p>
303-4	Water discharge	<p>SR: Sharing our Planet – Responsible Resource Management – Conserving our 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 of our water treatment/ discharge facilities.</p> <p>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 – Conserving our 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 6.6% of the Station's freshwater 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; Our Business and Approach to Sustainability – HKEI in Brief; 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 – Climate Action and Clean Air</p>
305-6	Emissions of ozone-depleting substances (ODS)	<p>INFO: Amount of emission of ozone-depleting substances was 233.4 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	<p>SR: Sharing our Planet – Climate Action and Clean Air – Improving Local Air Quality; Key Statistics and Targets – Summary of Statistics</p>
GRI 306 (Ver. 2016): Effluents and Waste		
306-1	Water discharge by quality and destination	<p>SR: Key Statistics and Targets – Summary of Statistics</p> <p>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.</p>

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: Our Business and Approach to Sustainability – Sustainability Governance, Sustainable Development Goals; Running a Sustainable Business – Sustainable Long-term Growth, Corporate Governance Practices, Sustainability Risks and Opportunities
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 the Recognised Tenderers Register (RTR) for screening purpose. In 2020, 6 new RTR applications were processed and 18 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 402 (Ver. 2016): Labor/Management Relations; GRI 405 (Ver. 2016): Diversity and Equal Opportunities; GRI 406 (Ver. 2016): Non-discrimination)		WEB: Our People and Values ; Equal Opportunities SR: Our Business and Approach to Sustainability – Sustainability Governance; Running a Sustainable Business – Corporate Governance Practices, Sustainability Risks and Opportunities; Working with Partners – Management Approach, Building Strong Relations 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: Our Business and Approach to Sustainability – Sustainability Governance; Running a Sustainable Business – Sustainable Long-term Growth, Corporate Governance Practices, Sustainability Risks and Opportunities; Serving Hong Kong – Management Approach; Working with Partners – Management Approach, Building Strong Relations , Health & Safety; Key Statistics and Targets – Status of Targets in 2020, 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 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: Our Business and Approach to Sustainability – Sustainability Governance; Running a Sustainable Business – Sustainable Long-term Growth, Corporate Governance Practices, Sustainability Risks and Opportunities; 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>																																									
<p>GRI 401(Ver. 2016): Employment</p>																																											
<p>401-1</p>	<p>New employee hires and employee turnover</p>	<p>SR: Working with Partners – Building Strong Relations</p> <p>INFO:</p> <table border="1" data-bbox="582 1003 1361 1196"> <thead> <tr> <th></th> <th colspan="2">Gender group</th> <th colspan="2">Age group</th> <th>Overall</th> </tr> </thead> <tbody> <tr> <td rowspan="4">New hires rate (%)</td> <td rowspan="2">Male</td> <td rowspan="2">4.8</td> <td>Age 30 or below</td> <td>10.1</td> <td rowspan="4">5.2</td> </tr> <tr> <td>Age 31-40</td> <td>5.8</td> </tr> <tr> <td rowspan="2">Female</td> <td rowspan="2">6.7</td> <td>Age 41-50</td> <td>2.2</td> </tr> <tr> <td>Age 51 or above</td> <td>4.0</td> </tr> </tbody> </table> <p>Notes: 1. We have around 1,800 employees in total. 2. Our operations are based in Hong Kong.</p> <table border="1" data-bbox="582 1283 1361 1420"> <thead> <tr> <th></th> <th colspan="2">Gender group</th> <th colspan="2">Age group</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">9</td> <td>Age 30 or below</td> <td>2</td> </tr> <tr> <td>Age 31-40</td> <td>7</td> </tr> <tr> <td rowspan="2">Female</td> <td rowspan="2">6</td> <td>Age 41-50</td> <td>11</td> </tr> <tr> <td>Age 51 or above</td> <td>22</td> </tr> </tbody> </table>					Gender group		Age group		Overall	New hires rate (%)	Male	4.8	Age 30 or below	10.1	5.2	Age 31-40	5.8	Female	6.7	Age 41-50	2.2	Age 51 or above	4.0		Gender group		Age group		Average length of tenure of the employees leaving employment (Year)	Male	9	Age 30 or below	2	Age 31-40	7	Female	6	Age 41-50	11	Age 51 or above	22
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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="582 1675 1310 1883"> <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>20</td> <td>16</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>100%</td> <td>94%</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	20	16	Rate of return to work of employees who took maternity/parental leave	100%	100%	Rate of retention of employees who took maternity/parental leave	100%	94%																										
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<p>EU15</p>	<p>Percentage of employees eligible to retire in the next 5 and 10 years broken down by job category and by region</p>	<p>INFO:</p> <table border="1" data-bbox="584 219 1337 528"> <thead> <tr> <th></th> <th colspan="2">Employee type</th> <th>Overall</th> </tr> </thead> <tbody> <tr> <td rowspan="2">Retire in the next 5 years (%)</td> <td>Staff</td> <td>15.0</td> <td rowspan="2">17.0</td> </tr> <tr> <td>Workman</td> <td>39.0</td> </tr> <tr> <td rowspan="2">Retire in the next 10 years (%)</td> <td>Staff</td> <td>32.0</td> <td rowspan="2">35.2</td> </tr> <tr> <td>Workman</td> <td>70.1</td> </tr> </tbody> </table> <p>Notes: 1. We have around 1,800 employees in total. 2. Our operations are based in Hong Kong.</p>		Employee type		Overall	Retire in the next 5 years (%)	Staff	15.0	17.0	Workman	39.0	Retire in the next 10 years (%)	Staff	32.0	35.2	Workman	70.1
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<p>EU17</p>	<p>Days worked by contractor and subcontractor employees involved in construction, operation & maintenance activities</p>	<p>INFO: The total man-days worked by contractors were 541,000 of which 347,000 man-days were devoted to construction activities and 194,000 devoted to operation and maintenance activities.</p>																
<p>EU18</p>	<p>Percentage of contractor and subcontractor employees that have undergone relevant health and safety training</p>	<p>INFO: All relevant employees of our contractors working at our work sites have undergone relevant health and safety training.</p>																
<p>GRI 402 (Ver. 2016): Labor/Management Relations</p>																		
<p>402-1</p>	<p>Minimum notice periods regarding operational changes</p>	<p>INFO: In practice, ample time is given to employees for operational changes. Collective bargaining is not applicable (collective bargaining agreements are not required by law in Hong Kong).</p>																
<p>GRI 403 (Ver. 2018): Occupational Health and Safety</p>																		
<p>403-1</p>	<p>Occupational health and safety management system</p>	<p>SR: Working with Partners – Management Approach, Health & Safety, Managing our Supply Chain</p> <p>INFO: The Corporate Health & Safety Manual covers all Divisions/Departments of HK Electric and it defines HK Electric's 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.</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 support and nurture 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; furnish necessary information, instruction, training and supervision and provide a healthy and safe working environment; ensure commitments from all employees and all levels of management; require our business partners to meet the same health and safety standards. 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>																

<p>403-2</p>	<p>Hazard identification, risk assessment, and incident</p>	<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 furnish necessary information, instruction, training and supervision and provide a healthy and safe working environment. We promote employee wellness and raise health and 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 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 reports, phone, emails, 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>
<p>403-3</p>	<p>Occupational health services</p>	<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 is 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 with 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 subjects of which training is required 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>

<p>403-4</p>	<p>Worker participation consultation, and communication on occupational health and safety</p>	<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, 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 meetings 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 reporting 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 and Safety Committees. The Divisional/Departmental Health & Safety Committee should meet at least once every 3 months. Under the Divisional Health & Safety Committees, there are departmental Health & Safety Committees. Health & Safety Subcommittees were formed for staff/frontline employees/contractors.</p>
<p>403-5</p>	<p>Worker training on occupational health and safety</p>	<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 instructions as necessary to ensure, so far as is 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 work items, special hazard training and statutorily required training are provided.</p> <p>For example, Newcomers Induction Training, Plant Induction Training, Natural Gas Safety Training, Safe Use of Lifting Appliance & Lifting Gear Training, Lamma Power Station Fire Safety Awareness Training Course, Safety Rules Briefing, Training Course on Safety and Health in Use and Maintenance of Rechargeable Battery, Work Safe Behavior, Mandatory Basic Safety Training Course, Blue Card Shipboard Safety Training, Safety Training Course for Competent Persons / Certified Workers in Confined Spaces Operation, Marine Construction Safety Talk, Adult Cardio Pulmonary Resuscitation (CPR) Certificate Course, Road Safety Training Course, Health Talk on Manual Handling Operations and Prevention of Back Injuries, and Health Talk on Use of Computer etc.</p> <p>Please also refer to Disclosure Item 404-1 for the health and safety training hours for our employees.</p>

<p>403-6</p>	<p>Promotion of worker health</p>	<p>SR: Working with Partners – Building Strong Relations – Showing How We Care; Working with Partners – 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-Ups. Employees who do not meet 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 measures for the risks.</p> <p>To prevent significant negative occupational health and safety impacts, the following measures are taken:</p> <ul style="list-style-type: none"> - Formulate and implement Safety Management System (SMS) Audit Plan and Safety Promotion Plan; - Comply with Health & Safety 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 Health & Safety awareness of employees and contractor workers; - 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 HK Electric’s health and safety management system. 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>

<p>403-9</p>	<p>Work-related injuries</p>	<p>SR: Working with Partners – Health & Safety; Key Statistics and Targets – Summary of Statistics</p> <p>INFO: For our employees:</p> <table border="1"> <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>2</td> <td>3</td> </tr> <tr> <td>Lost Time Injury Frequency Rate (LTIFR) (per 200,000 employee-hours)</td> <td>0.07</td> <td>0.58</td> <td>0.17</td> </tr> <tr> <td>Numbers of days lost/charged (no. of employee-days)</td> <td>107</td> <td>241</td> <td>347.5</td> </tr> <tr> <td>Lost Time Injury Severity Rate (LTISR) (per 200,000 employee-hours)</td> <td>7.35</td> <td>69.33</td> <td>19.35</td> </tr> <tr> <td>Longest period without a lost time injury (no. of calendar days)</td> <td>321</td> <td>210</td> <td>165</td> </tr> <tr> <td>Number of reported traffic accidents (no. of cases)</td> <td>7</td> <td>0</td> <td>7</td> </tr> <tr> <td>Number of high-consequence work-related injuries</td> <td colspan="3">1</td> </tr> <tr> <td>Rate of high-consequence work-related injuries (per 200,000 employee-hours)</td> <td colspan="3">0.06</td> </tr> <tr> <td>The main types of work-related injury</td> <td colspan="3">Piping work, make-good work, struck by moving or falling object, slip, trip or fall on same level</td> </tr> <tr> <td>The number of employee-hours</td> <td colspan="3">3,591,261</td> </tr> </tbody> </table> <p>For contractor workers engaging in HK Electric's jobs:</p> <table border="1"> <tbody> <tr> <td>Number of fatalities</td> <td>0</td> </tr> <tr> <td>Number of lost time injuries</td> <td>6</td> </tr> <tr> <td>Lost Time Injury Frequency Rate (LTIFR) (per 200,000 contractor-hours)</td> <td>0.28</td> </tr> <tr> <td>Number of days lost/charged (no. of contractor-days)</td> <td>285</td> </tr> <tr> <td>Lost Time Injury Severity Rate (LTISR) (per 200,000 contractor-hours)</td> <td>13.17</td> </tr> <tr> <td>Number of high-consequence work-related injuries</td> <td>1</td> </tr> <tr> <td>Rate of high-consequence work-related injuries (per 200,000 contractor-hours)</td> <td>0.05</td> </tr> <tr> <td>The main types of work-related injury</td> <td>Traffic accident, accident of refrigeration/air-conditioning/ventilation (electrical control)/fire service fitting</td> </tr> <tr> <td>The number of contractor-hours</td> <td>4,326,612</td> </tr> </tbody> </table> <p>Notes: 1. Minor injuries not causing lost day were not included. 2. 'Days' referred to 'scheduled workdays'. 3. For lost time injuries in which disability continues beyond the closing date (31st December) of a specific year, days lost of the year were estimated on the basis of medical opinion with regard to probable ultimate disability. 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. 5. Our operations are based in Hong Kong</p>		Male	Female	Overall	Number of fatalities	0	0	0	Number of lost time injuries	1	2	3	Lost Time Injury Frequency Rate (LTIFR) (per 200,000 employee-hours)	0.07	0.58	0.17	Numbers of days lost/charged (no. of employee-days)	107	241	347.5	Lost Time Injury Severity Rate (LTISR) (per 200,000 employee-hours)	7.35	69.33	19.35	Longest period without a lost time injury (no. of calendar days)	321	210	165	Number of reported traffic accidents (no. of cases)	7	0	7	Number of high-consequence work-related injuries	1			Rate of high-consequence work-related injuries (per 200,000 employee-hours)	0.06			The main types of work-related injury	Piping work, make-good work, struck by moving or falling object, slip, trip or fall on same level			The number of employee-hours	3,591,261			Number of fatalities	0	Number of lost time injuries	6	Lost Time Injury Frequency Rate (LTIFR) (per 200,000 contractor-hours)	0.28	Number of days lost/charged (no. of contractor-days)	285	Lost Time Injury Severity Rate (LTISR) (per 200,000 contractor-hours)	13.17	Number of high-consequence work-related injuries	1	Rate of high-consequence work-related injuries (per 200,000 contractor-hours)	0.05	The main types of work-related injury	Traffic accident, accident of refrigeration/air-conditioning/ventilation (electrical control)/fire service fitting	The number of contractor-hours	4,326,612
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<p>403-10</p>	<p>Work-related ill health</p>	<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 2020, the sick leave rate of our employees was 3.4. (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 2020.</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: Running a Sustainable Business – Corporate Governance Practices; 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"> <thead> <tr> <th></th> <th colspan="2">Gender group</th> <th colspan="2">Employee category</th> <th>Overall average training hours</th> </tr> </thead> <tbody> <tr> <td rowspan="3">Average training hours</td> <td rowspan="2">Male</td> <td rowspan="2">19.2</td> <td>Senior staff</td> <td>15.9</td> <td rowspan="3">17.9</td> </tr> <tr> <td>General staff</td> <td>19.1</td> </tr> <tr> <td>Female</td> <td>12.2</td> <td>Workman</td> <td>7.8</td> </tr> <tr> <td>Total training hours</td> <td colspan="4" style="text-align: center;">~32,980</td> <td></td> </tr> </tbody> </table> <p>Remark: The training hour figures in the above table exclude those employees who left HK Electric in 2020. Total training hours of the employees who left HK Electric in 2020 = ~550</p> <p>The total health and safety training hours for employees was about 11,840 and 58.5% of our employees participated in health and safety training as at end 2020.</p>		Gender group		Employee category		Overall average training hours	Average training hours	Male	19.2	Senior staff	15.9	17.9	General staff	19.1	Female	12.2	Workman	7.8	Total training hours	~32,980				
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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</p> <p>AR: Boards of Directors and Management Team; Combined Corporate Governance Report</p> <p>INFO: Please refer to the General Disclosure Item 102-8.</p>																								
405-2	Ratio of basic salary and remuneration of women to men	<p>INFO: Senior staff: 93% General staff: 85% Workman: 60% Overall: 81%</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 408 (Ver. 2016): Child Labor		
408-1	Operations and suppliers at significant risk for incidents of child labor	<p>SR: Running a Sustainable Business – Corporate 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 were 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 the Recognised Tenderers Register (RTR) for screening purpose. In 2020, 6 new RTR applications were processed and 18 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: Running a Sustainable Business – Corporate 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 the Recognised Tenderers Register (RTR) for screening purpose. In 2020, 6 new RTR applications were processed and 18 existing suppliers were evaluated, and no suppliers having significant risk with incidents of forced or compulsory labour were identified.</p>
GRI 410 (Ver. 2016): Security Practices		
GRI 103 (Ver. 2016): Management Approach		<p>SR: Running a Sustainable Business – Corporate Governance Practices; Serving Hong Kong – Management Approach, Reliable and Affordable Power; Working with Partners – Managing our Supply Chain</p> <p>INFO: Please also refer to General Disclosure Item 102-46 for the topic boundary.</p>
410-1	Security personnel trained in human rights policies or procedures	<p>INFO: Our Physical Security Management System Manual stated that Fire and Security personnel must be provided with training on human rights, personal data privacy, etc.</p> <p>HK Electric's Code of Practice for Suppliers also cover human rights aspect.</p>
GRI 411 (Ver. 2016): Rights of Indigenous Peoples		
GRI 103 (Ver. 2016): Management Approach		<p>SR: Running a Sustainable Business – Corporate Governance Practices</p> <p>INFO: Please also refer to General Disclosure Item 102-46 for the topic boundary.</p>
411-1	Incidents of violations involving rights of indigenous peoples	<p>INFO: No case was recorded.</p>

GRI 412 (Ver. 2016): Human Rights Assessment		
GRI 103 (Ver. 2016): Management Approach		<p>SR: Running a Sustainable Business – Corporate Governance Practices</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: Our Business and Approach to Sustainability – Sustainability Governance, Sustainable Development Goals; Running a Sustainable Business – Sustainable Long-term Growth, Corporate Governance Practices, Sustainability Risks and Opportunities; Sharing our Planet – Management Approach; Serving Hong Kong – Management Approach; Working with Partners – Management Approach; Key Statistics and Targets – Status of Targets in 2020, 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: Sustainability 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 sustainability initiatives as described in this Report.</p>
EU22	Number of people physically or economically displaced and compensation, broken down by type of project	<p>INFO: No projects involved displacement of people or compensation.</p>
GRI 414 (Ver. 2016): Supplier Social Assessment		
414-1	New suppliers that were screened using social criteria	<p>INFO: All new suppliers as described in Disclosure Item 414-2.</p>
414-2	Negative social impacts in the supply chain and actions taken	<p>SR: Working with Partners – Managing our Supply Chain</p> <p>INFO: HK Electric's Code of Practice for Suppliers is included in the application for admission to the Recognised Tenderers Register (RTR) for screening purpose. In 2020, 6 new RTR applications were processed and 18 existing suppliers were evaluated, and no significant actual or potential negative social impacts were identified.</p>
GRI 416 (Ver. 2016): Customer Health and Safety		
416-1	Assessment of the health and safety impacts of product and service categories	<p>INFO: All of our significant product and service have undergone health and safety impact assessment for improvement.</p>
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	<p>SR: Running a Sustainable Business – Corporate Governance Practices</p>

EU25	Number of injuries and fatalities to the public involving company assets including legal judgments, settlements and pending legal cases of diseases	INFO: No case was recorded.
GRI 417 (Ver. 2016): Marketing and Labeling		
GRI 103 (Ver. 2016): Management Approach		WEB: Quality Policy ; Supply Rules ; Guide to Connection of Supply 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: Running a Sustainable Business – Corporate 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: Running a Sustainable Business – Corporate Governance Practices
GRI 418 (Ver. 2016): Customer Privacy		
GRI 103 (Ver. 2016): Management Approach		SR: Our Business and Approach to Sustainability – Sustainability Governance; Running a Sustainable Business – Sustainable Long-term Growth, Corporate Governance Practices, Sustainability Risks and Opportunities; Serving Hong Kong – Serving our Customers – Excellent Service INFO: Our Personal Data Privacy Policy and Privacy Management Programme ("PMP") framework are in place. A Customer Personal Data Protection Officer is assigned to implement PMP controls regarding protection of customer personal data. A data loss prevention tool has been implemented to detect any leakage of personal data including customer data timely. 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	INFO: No substantiated complaints regarding breaches of customer privacy or losses of customer data were recorded.
GRI 419 (Ver. 2016): Socioeconomic Compliance		
GRI 103 (Ver. 2016): Management Approach		SR: Our Business and Approach to Sustainability – Sustainability Governance; Running a Sustainable Business – Sustainable Long-term Growth, Corporate Governance Practices, Sustainability Risks and Opportunities; Serving Hong Kong – Management Approach; Working With Partners – Management Approach INFO: Please also refer to General Disclosure Item 102-46 for the topic boundary.
419-1	Non-compliance with laws and regulations in the social and economic area	SR: Running a Sustainable Business – Corporate Governance Practices

<p>TOPIC: DISASTER / EMERGENCY PLANNING AND RESPONSE</p>		
	<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: Our Business and Approach to Sustainability – Sustainability Governance; Running a Sustainable Business – Sustainable Long-term Growth, Corporate Governance Practices, Sustainability Risks and Opportunities; 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 a crisis, 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 a 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. The drill was conducted in November 2020.</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>
<p>TOPIC: ACCESS</p>		
	<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>
<p>EU26</p>	<p>Percentage of population unserved in licensed distribution or service areas</p>	<p>INFO: 0%</p>

<p>EU27</p>	<p>Number of residential disconnections for non-payment, broken down by duration of disconnection and by regulatory regime</p>	<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 583,000 accounts. In 2020, there were 497 residential accounts (0.1%) being disconnected due to non-payment while we have acceded to 1,128 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>
<p>EU28</p>	<p>Power outage frequency</p>	<p>INFO: SAIFI = 0.043</p>
<p>EU29</p>	<p>Average power outage duration</p>	<p>INFO: SAIDI = 0.005</p>
<p>EU30</p>	<p>Average plant availability factor by energy source and by regulatory regime</p>	<p>SR: Key Statistics and Targets – Summary of Statistics INFO: The plant availability broken down into gas and coal & oil are 88.2% and 90.1% respectively.</p>
<p>TOPIC: PROVISION OF INFORMATION</p>		
<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 SR: Serving Hong Kong – Serving our Customers – Excellent Service; Serving Hong Kong – Serving our Customers – Smart Power Services; Working with Partners – Health & Safety – Contingency Preparedness INFO: Please also refer to General Disclosure Item 102-46 for the topic boundary.</p>