

# Key Statistics and Targets

## Status of Targets in 2020

| Environment  | Status                     |
|--|----------------------------|
| Collect at least 100,000 m <sup>3</sup> of plant effluent and rain water for reuse at LPS in 2020  | Achieved                   |
| Plant diverse species of native trees or shrubs at LPS in 2020 to support biodiversity   | Achieved                   |
| Reduce food waste at the canteen of LPS in 2020 as compared to 2019  | Achieved                   |
| Reduce vehicle fleet's fuel usage in 2020 as compared to 2019  | Achieved                   |
| Increase EV mileage in 2020 as compared to 2019  | Achieved                   |
| Obtain at least one WastewiSe Certificate and one EnergywiSe Certificate under the Hong Kong Green Organisation Certification Scheme in 2020   | Achieved                   |
| Commission three new gas-fired generating units, L10, L11 and L12, at LPS in 2020, 2022 and 2023, respectively   | In progress <sup>[1]</sup> |
| Reduce CO <sub>2</sub> e per unit of electricity sold to not higher than 0.6 kg/kWh in 2023 from 0.93 kg/kWh in 2005 (just before natural gas was introduced to LPS)   | In progress                |
| Reduce total electricity consumption, water consumption, paper consumption and waste generation of our key office premises including Hongkong Electric Centre, Electric Tower, Electric Centre and seven main buildings at LPS by 5%, 1%, 10% and 10% respectively in 2024 as compared to the baseline figures in 2019 | In progress                |
| Reduce production of ash and gypsum at LPS by 30% in 2024 as compared to the baseline figures in 2019  | Achieved <sup>[2]</sup>    |
| Health & Safety  | Status                     |
| Achieve a reduction in the Lost Time Injury Frequency Rate (LTIFR) in 2020 as compared to the average over the previous three years  | Missed <sup>[3]</sup>      |
| Achieve a reduction in the Lost Time Injury Severity Rate (LTISR) in 2020 as compared to the average over the previous three years   | Missed <sup>[3]</sup>      |
| Obtain at least three Excellent Class Indoor Air Quality (IAQ) Certificates under the Government's IAQ Certification Scheme in 2020  | Achieved                   |
| Organise a series of health talks, physical exercises and interest classes to enable our employees to maintain a healthy and balanced lifestyle in 2020  | Achieved                   |
| Partners & Community   | Status                     |
| Fulfil all our customer service pledges, embracing supply reliability, speediness of provision of supply and other customer services, including emergency services, in 2020  | Achieved                   |
| Complete 200 audits for Smart Power Energy Audit in 2020, particularly for NGOs, schools and SMEs  | Achieved                   |
| Confirm energy efficiency enhancement project subsidies for 100 buildings in 2020, including residential buildings, commercial buildings, NGO premises and schools   | Achieved                   |
| Launch a promotion programme on electronic billing/autopay in 2020 to encourage more customers to go green   | Achieved                   |
| Further expand the Plant Ownership Programme at LPS by adding at least one new project in 2020 to enhance plant reliability and availability and to facilitate development of young engineers  | Achieved                   |
| Launch a new GHKG eco-heritage route in the Eastern District in 2020   | Achieved                   |
| Engage 20,000 fans via our Facebook pages in 2020  | Achieved                   |
| Enhance the necessary electricity infrastructure for the MTR Shatin to Central Link (North South line [Hong Kong Section]) by 2020 to support economic and social development of local communities   | Achieved                   |
| Develop and implement a fraud management framework and facilitate divisions/departments to perform fraud-risk assessments in 2020 to identify assets or areas that are prone to fraud risks and enhance employee awareness of fraud risks  | In progress <sup>[4]</sup> |

Notes:

[1] New gas-fired generating unit L10 was successfully commissioned in February 2020, while the construction works for L11 and L12 are in full swing. Please refer to the chapter on [Sharing our Planet](#) for more information.

[2] This target for 2024 has already been achieved in 2020. A more aggressive target has been set.

[3] Please refer to the chapter on [Working with Partners](#).

[4] Relevant policies and reporting procedures on anti-fraud and anti-bribery have been developed. Fraud risk assessment will be conducted in 2021.



## Summary of Statistics

| Environment   | 2020   | 2019    | 2018   |
|---|--------|---------|--------|
| <b>Fuel Consumed (TJ)<sup>[1]</sup></b>                                 |        |         |        |
| Gas   | 40,981 | 27,568  | 30,011 |
| Coal & oil <sup>[2]</sup>   | 59,472 | 82,996  | 80,405 |
| <b>Licence Compliance</b>   |        |         |        |
| Percentage of Compliance (%)  | 100    | 100     | 100    |
| <b>Air Emissions</b>  |        |         |        |
| SO <sub>2</sub> (kT) <sup>[1]</sup>                                     | 1.08   | 1.94    | 2.87   |
| NO <sub>x</sub> (kT) <sup>[1]</sup>                                     | 5.41   | 7.59    | 7.79   |
| RSP (kT) <sup>[1]</sup>   | 0.13   | 0.18    | 0.20   |
| CO <sub>2</sub> (million T) <sup>[1]</sup>                              | 7.16   | 8.48    | 8.37   |
| CO <sub>2</sub> e (million T) <sup>[3]</sup>                            | 7.19   | 8.51    | 8.41   |
| CO <sub>2</sub> e per unit of electricity sold (kg/kWh) <sup>[3]</sup>  | 0.71   | 0.81    | 0.80   |
| <b>Material Non-Hazardous Wastes (kT)<sup>[1, 4]</sup></b>              |        |         |        |
| Ash produced  | 153    | 230     | 235    |
| Ash collected for industrial uses                                       | 154    | 230     | 237    |
| Gypsum produced/collected for industrial uses                           | 39     | 70      | 69     |
| <b>Material Hazardous Wastes<sup>[5]</sup></b>                          |        |         |        |
| Waste oil collected for recycle (litre)                                 | 0      | 2,000   | 3,000  |
| Waste oil collected for disposal (litre)                                | 82,700 | 132,087 | 88,687 |
| Other material hazardous wastes recorded in volume for recycle (litre)  | 0      | 0       | 0      |
| Other material hazardous wastes recorded in volume for disposal (litre) | 19,800 | 0       | 3,400  |
| Other material hazardous wastes recorded in weight for recycle (kg)     | 0      | 0       | 850    |
| Other material hazardous wastes recorded in weight for disposal (kg)    | 53,248 | 23,694  | 17,459 |
| <b>Water Consumption/Discharge<sup>[1]</sup></b>                        |        |         |        |
| Sea water withdrawal & discharge (million m <sup>3</sup> )              | 1,738  | 1,930   | 2,031  |
| Town water consumption (million m <sup>3</sup> ) <sup>[6]</sup>         | 1.87   | 2.35    | 2.19   |
| Wastewater discharge (million m <sup>3</sup> )                          | 0.25   | 0.26    | 0.15   |
| <b>Noise Abatement Notice</b>   |        |         |        |
| Number of notices received  | 0      | 0       | 0      |
| <b>Certificate Accreditation</b>  |        |         |        |
| Number of ISO 14001 certificates  | 3      | 3       | 3      |
| Number of ISO 50001 certificates  | 1      | 1       | 1      |

Notes:

- [1] The figures are for power generation only.  
 [2] Fuel oil is mainly used for starting and flame stabilisation of coal-fired units and hence, specific breakdown for fuel oil is not given.  
 [3] The methodology used for calculation is drawn from Revised 1996 IPCC Guidelines for National Greenhouse Gas Inventories, taking into account greenhouse gas emissions generated from the processes of power generation, transmission and distribution.  
 [4] For construction waste generated from our major construction projects, please refer to the chapter on [Sharing our Planet](#).  
 [5] HK Electric's material hazardous wastes are those wastes required to be managed under the mandatory trip ticket systems. These wastes were collected and treated by licensed waste collectors and facilities.

| Operations   | 2020     | 2019    | 2018    |
|--|----------|---------|---------|
| <b>Customer Service</b>  |          |         |         |
| Number of customers (thousands)  | 583      | 581     | 579     |
| Average rating of customer satisfaction level (5-point scale)                      | 4.7      | 4.6     | 4.6     |
| Number of pledged service standards  | 18       | 18      | 18      |
| Percentage achieved (%)  | 100      | 100     | 100     |
| <b>Installed Capacity (MW)<sup>[1, 7]</sup></b>                                    |          |         |         |
| Gas  | 1,060    | 680     | 680     |
| Coal & oil <sup>[2]</sup>  | 2,555    | 2,555   | 2,555   |
| Renewable energy   | 1.8      | 1.8     | 1.8     |
| <b>Performance</b>   |          |         |         |
| Electricity sold (millions of kWh)   | 10,134   | 10,519  | 10,537  |
| Plant availability (%)   | 89.5     | 90.9    | 90.7    |
| Thermal efficiency (%)   | 37.6     | 35.5    | 35.6    |
| Transmission and distribution losses (%)   | 3.4      | 3.4     | 3.4     |
| <b>Electricity Supply Reliability</b>  |          |         |         |
| Supply reliability rating (%)  | >99.9999 | >99.999 | >99.999 |
| Unplanned customer minutes lost (minutes)  | 0.3      | 0.6     | 0.6     |
| <b>Certificate Accreditation</b>   |          |         |         |
| Number of ISO 9001 certificates  | 8        | 8       | 8       |
| Number of ISO 27001 certificates   | 1        | 1       | 1       |
| Number of ISO 55001 certificates   | 2        | 2       | 2       |
| <b>Health &amp; Safety</b>   |          |         |         |
| Number of fatalities   | 0        | 0       | 0       |
| Number of lost time injuries   | 3        | 1       | 1       |
| Lost Time Injury Frequency Rate (LTIFR) (per 200,000 employee-hours)               | 0.17     | 0.05    | 0.05    |
| Number of days lost/charged (no. of employee-days) <sup>[8]</sup>                  | 348      | 19      | 1       |
| Lost Time Injury Severity Rate (LTISR) (per 200,000 employee-hours) <sup>[8]</sup> | 19.35    | 1.02    | 0.05    |
| Longest period without a lost time injury (no. of days)                            | 165      | 213     | 315     |
| Number of reported traffic accidents (no. of cases)                                | 7        | 6       | 7       |
| Traffic Accident Frequency Rate (TAFR) (no. of cases per million km travelled)     | 3.8      | 3.4     | 3.8     |
| Number of ISO 45001 / OHSAS 18001 certificates                                     | 3/0      | 3/0     | 1/2     |

- [6] Town water is provided by the Water Supplies Department of the HKSAR Government.  
 [7] To achieve Hong Kong's fuel mix target of around 50% gas generation in 2020, HK Electric not only had to build a new gas-fired unit L10, but also defer the retirement of an old gas-fired unit GT57. Instead of the original schedule of 2020, GT57 will now retire in 2022 when another new gas-fired unit L11 comes into operation. This is an interim measure to achieve government objective. The installed capacity in 2020 without GT57 would otherwise be 3,272 MW.  
 [8] For lost time injuries in which disability continues beyond the closing date (31<sup>st</sup> December) of a specific year, days lost of the year were estimated on the basis of medical opinion with regard to probable ultimate disability.  
 [9] For economic/financial data, please refer to our [Annual Report](#).

## Looking Ahead

As a power utility, we play a crucial role in supporting Hong Kong's economic and social development. As a responsible business, we have a duty of care for the environment, the community, our employees and other stakeholders. To realise these commitments, we regularly review our performance and set specific goals for the future.

Outlined below are the targets we set in the areas of Environment, Health & Safety, and Partners & Community for 2021 and beyond. Specific targets corresponding to the United Nations' Sustainable Development Goals that are material to our business can be found in the chapter on [Our Business and Approach to Sustainability](#).

### Environment

- ▶ Collect at least 100,000 m<sup>3</sup> of plant effluent and rain water for reuse at LPS in 2021
- ▶ Plant diverse species of native trees or shrubs at LPS in 2021 to support biodiversity
- ▶ Reduce food waste at the canteen of LPS in 2021 as compared to 2020
- ▶ Reduce vehicle fleet's fuel usage in 2021 as compared to 2020
- ▶ Increase EV mileage in 2021 as compared to 2020
- ▶ Obtain at least one Wastewi\$e Certificate and one Energywi\$e Certificate under the Hong Kong Green Organisation Certification Scheme in 2021
- ▶ Commission two new gas-fired generating units, L11 and L12, at LPS by 2022 and 2023, respectively
- ▶ Reduce CO<sub>2</sub>e per unit of electricity sold to not higher than 0.6 kg/kWh in 2023 from 0.93 kg/kWh in 2005 (just before natural gas was introduced to LPS)
- ▶ Reduce total electricity consumption, water consumption, paper consumption and waste generation of our key office premises including Hongkong Electric Centre, Electric Tower, Electric Centre and seven main buildings at LPS by 5%, 1%, 10% and 10% respectively in 2024 as compared to the baseline figures in 2019
- ▶ Reduce production of ash and gypsum at LPS by 37% in 2024 as compared to the baseline figures in 2019

### Health & Safety

- ▶ Achieve a reduction in the Lost Time Injury Frequency Rate (LTIFR) in 2021 as compared to the average over the previous three years
- ▶ Achieve a reduction in the Lost Time Injury Severity Rate (LTISR) in 2021 as compared to the average over the previous three years
- ▶ Obtain at least three Excellent Class Indoor Air Quality (IAQ) Certificates under the Government's IAQ Certification Scheme in 2021
- ▶ Organise a series of health talks and interest classes through online platform to enable our employees to maintain a healthy and balanced lifestyle in 2021

### Partners & Community

- ▶ Fulfil all our customer service pledges, embracing supply reliability, speediness of provision of supply and other customer services, including emergency services, in 2021
- ▶ Complete at least 200 audits for Smart Power Energy Audit in 2021, particularly for NGOs, schools and SMEs
- ▶ Confirm energy efficiency enhancement project subsidies for at least 100 buildings in 2021, including residential buildings, commercial buildings, NGO premises and schools
- ▶ Launch a promotion programme on electronic billing/electronic payment in 2021 to encourage more customers to go green
- ▶ Further expand the Plant Ownership Programme at LPS by adding at least one new project in 2021 to enhance plant reliability and availability, and to facilitate development of young engineers
- ▶ Support 8,500 senior citizens through various community programmes in 2021
- ▶ Engage 26,000 fans via our corporate and campaign Facebook pages in 2021
- ▶ Develop and implement a fraud management framework and facilitate divisions/departments to perform fraud-risk assessments in 2021 to identify assets or areas that are prone to fraud risks and enhance employee awareness of fraud risks