

2007

Social and Environmental Report

社會及環境報告



A Blossoming Partnership

夥伴同心 携步向前

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Partnership. It is the one word that fundamentally describes HK Electric's approach to its day-to-day business and its commitment to the welfare of its customers, community, shareholders and staff. That is why we have chosen it as the theme for the 2007 Social and Environmental Report.

We believe it is essential to maintain a close partnership with all of our stakeholders by reaching out to them, engaging with them, and promoting an exchange of views. In 2007, we continued to do this through various channels such as meetings, enquiry services, visits, seminars, community activities, reports and websites.

To further enhance communication and engagement with our stakeholders, we have extended the scope of this Report. Now it not only includes environmental but also social initiatives, as well as new social targets to gauge our progress in these important areas.

「夥伴同心」是港燈日常營運背後的理念，亦是我們努力謀求客戶、社會大眾、股東及員工福祉的原動力。所以我們決定以此作為二零零七年《社會及環境報告》的主題。

我們務求與所有持份者保持密切連繫，透過主動接觸、坦誠溝通，促進彼此交流。二零零七年，雙方通過會面、查詢服務、探訪、研討會、社區活動、報告、網站等各種途徑，繼續維持緊密聯繫。

為進一步加強與持份者的溝通和接觸，我們亦加強了這份報告的內容，除了原有環保的章節外，更加入公司於社區方面的主要工作及目標。

Message from the Managing Director

董事總經理致辭



Life-long partners growing together

Electricity is vital to modern life. That is why HK Electric is keenly aware of its profound responsibilities to our many life-long partners – our customers, community, shareholders and staff – to provide a highly reliable supply of electricity and to care for the environment. This 2007 Social and Environmental Report highlights key initiatives that make both possible.

In 2007, we continued to provide electricity for our 561,000 customers while maintaining a power supply reliability rating of 99.999%. This marked the 11th successive year, an unbroken record since 1997.

While supply reliability is crucial, we also believe it is important to produce electricity in an environmentally friendly manner. In 2007 we saw significant reductions in emissions as compared to 2006, thanks to our use of liquefied natural gas for power generation.

The year also showed consistent strides towards meeting the emission reduction targets for 2010 laid down by the Government. We began to retrofit more coal-fired units with Flue Gas Desulphurisation (FGD) plants, which will bring the total number of FGD plants to six by 2010. With the success of Lamma Winds, we have undertaken a feasibility study to develop a 100 MW offshore wind farm on Hong Kong waters.

The longstanding partnership we have forged with the community continues to get closer on many levels. Whether we are planting seedlings for Lamma Island or supporting elderly services or caring for the underprivileged, our commitment to the community is stronger than ever.

Our shareholders will be pleased to know that we successfully concluded negotiations with the Government leading to the signing of a new Scheme of Control Agreement. The new agreement effectively balances the needs of our customers for a reliable and quality electricity supply at reasonable prices while providing our shareholders with the certainty and stability of a long term regulatory framework.

Last but not least, our 1,900-strong staff are our close and valued partners whose dedication and commitment we highly treasure. While they continue to help us realise many of our green and social initiatives, management continues to look after their welfare and provide them with a safe and pleasant working environment.

Our ultimate goal is to produce cleaner, more efficient electricity that is sustainable and environmentally friendly. That can only be achieved with our partners by our side.



夥伴同心 携步向前

電力是現代生活不可或缺的重要一環。港燈深明責任重大，要為香港提供高度可靠的電力服務，同時愛護環境，照顧客戶、社會大眾、股東及員工的利益。這份二零零七年《社會及環境報告》就臚列港燈在達致上述目標的各項主要工作。

年內，我們繼續為五十六萬多住宅及商業客戶，提供可靠程度達到百分之九十九點九九九的電力服務；這個紀錄從一九九七年保持至今，十一年來從未間斷。

供電可靠程度固然重要，但生產電力亦要顧及環保需要。在二零零七年，港燈南丫發電廠的液化天然氣機組全面投入運作，電廠的各項主要排放均較前年顯著減少。

我們亦穩步邁向達致政府為電廠制訂的二零一零年減排目標。為燃煤發電機組加裝煙氣脫硫裝置的工程順利進行，務求在二零一零年將安裝脫硫裝置的燃煤機組總數增至六台。此外，隨著南丫風采發電站成功投產，港燈正探討興建一個一百兆瓦離岸風場的可行性。

過去一年，我們繼續積極參與各式社區活動，不論種植樹苗，綠化南丫或推動服務長者及關愛弱勢社群，我們加強與不同階層人士的緊密聯繫，對服務社會的承擔有增無減。

我們於二零零八年年初與政府簽署新管制計劃協議，新協議有效平衡客戶及股東的利益，一方面令客戶可以合理價格享有可靠及優質的供電，同時一個明確及穩定的長遠規管架構亦可以保障股東的權益，相信他們亦對此感到欣慰。

談到合作夥伴，當然不得不提港燈一千九百多位員工。他們默默耕耘，為優質服務作承擔，同時亦熱心參與各項社區及環保活動，是公司珍惜的緊密夥伴。管理層將繼續為員工謀求福祉，並為他們提供安全及良好的工作環境。

展望將來，港燈期望繼續以可持續發展及符合環保的方式，為香港提供更潔淨及高效率的供電服務。我們相信只要夥伴同心，携步向前，這項目標定能達到。

Tso Kai-sum
Managing Director
May 2008

曹榮森
董事總經理
二零零八年五月

HK Electric – A Trusted Partner for 118 Years 港燈 – 118 年來的可靠夥伴

Founded in 1889, The Hongkong Electric Company Limited is one of the world's longest-established power companies. We have been providing families and businesses with a safe, reliable and affordable electricity supply for 118 years. Along the way we have built a reputation with our stakeholders and shown our commitment to protecting the environment.

香港電燈有限公司成立於一八八九年，是目前世界上歷史最悠久的電力公司之一。

一百一十八年來，我們一直為本地家庭與工商機構提供安全、可靠及可負擔的電力服務，在持份者心中確立卓越的信譽，與此同時，我們亦致力保護環境。

Our Vision 企業抱負

To excel in the energy business in Hong Kong and key international markets

● 致力在本港及海外主要市場成為傑出的能源企業

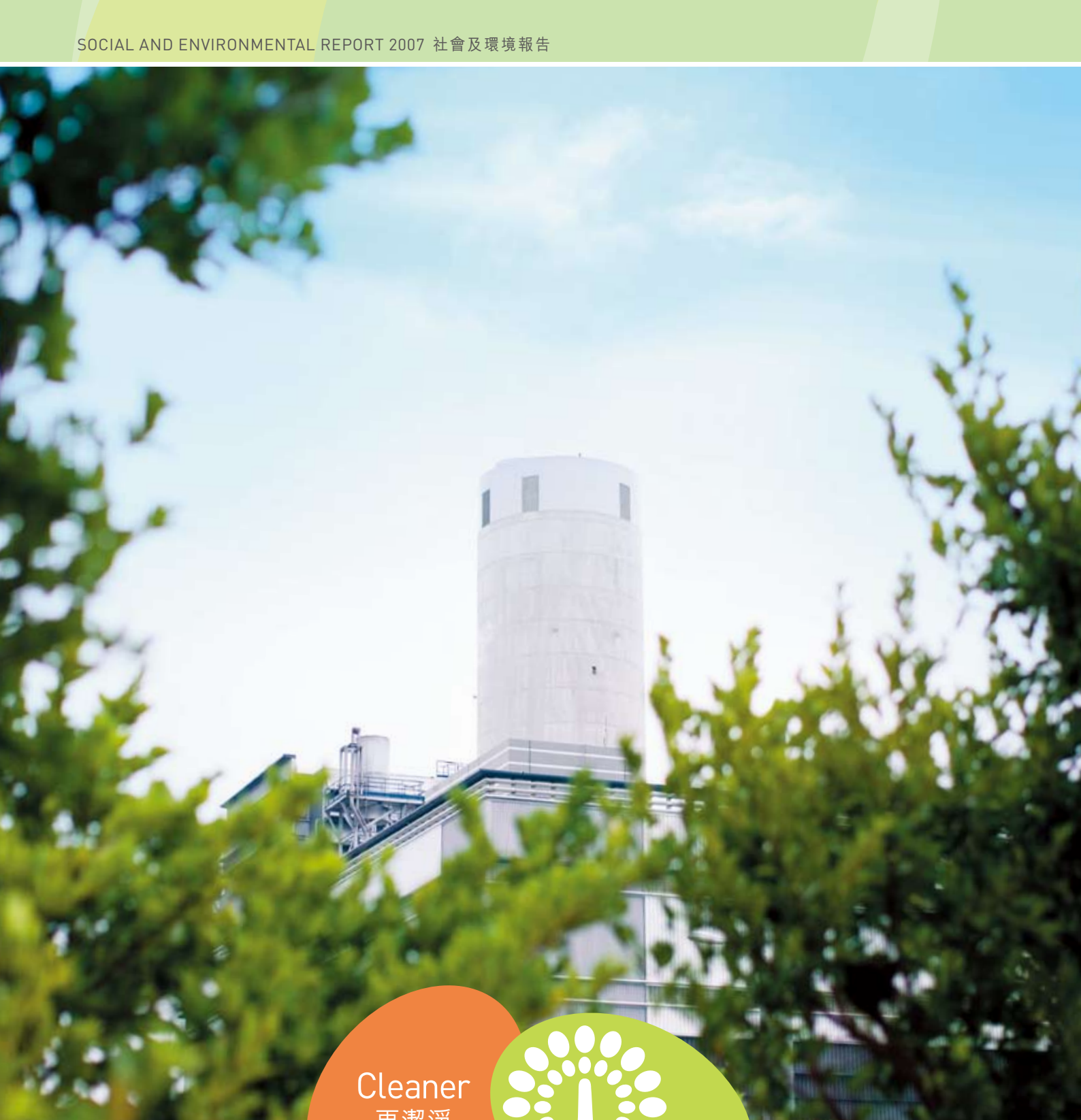
Our Mission 使命

- To enhance shareholders' value ● 為股東提升價值
- To deliver excellent customer services and supply reliability ● 為客戶提供優質服務及極可靠供電
- To nurture a harmonious, efficient and committed workforce ● 為公司培養一支融洽、高效率及積極投入的團隊
- To care for the community which we serve ● 為社群延續關懷

Our Core Values 信念

- Pursuit of Excellence ● 求卓越
- Integrity ● 持誠信
- Respect & Trust ● 互敬重
- Caring ● 添關愛





Cleaner
更潔淨



We are committed to **reducing**
SO₂, NO_x and RSP emissions to meet
the Government's 2010 emission reduction targets.

我們致力減低二氧化硫、氮氧化物及可吸入懸浮粒子的
排放量，配合政府訂定的二零一零年減排目標。

Environment 環境

Policy and Commitment 政策與承諾

At HK Electric, environmental considerations are at the heart of our daily operations. By thinking green, we act green.

港燈日常業務處處以保護環境為先；擁抱綠色理念，坐言起行。

Vigorous efforts to protect the environment and clean the air

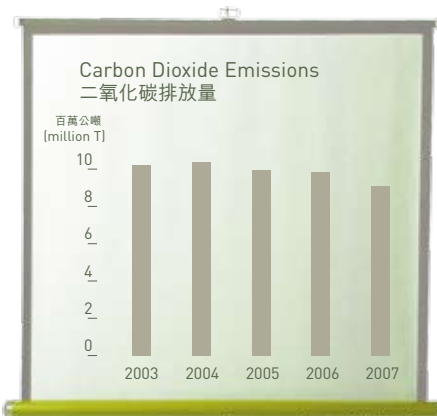
HK Electric continuously invests in environmental protection and is devoted to its ongoing commitment to environmental responsibility. We begin with our Environmental Policy, which focuses our daily efforts on protecting the environment and supporting sustainable development.

Some key ways we accomplish this include integrating environmental considerations into all aspects of our business activities; enhancing the environmental awareness and responsibility of our employees, contractors and suppliers; and communicating with the community on green issues while supporting meaningful environmental programmes and activities.

As one of Hong Kong's major utility companies, we share the Government's clean air objectives and strive to work closely with the administration to improve air quality. One of the top priorities has been our ongoing commitment to meet the Government's emission reduction targets for 2010 for three major air emissions: sulphur dioxide (SO₂), nitrogen oxides (NO_x) and respirable suspended particulates (RSP).

In this regard, we saw significant reductions in emissions last year. SO₂, NO_x, and RSP were reduced by 16%, 17% and 36% respectively. Also, carbon dioxide emissions were reduced by 7.8%.

These charts show our continuous progress to reduce major air emissions.
圖表顯示我們正致力減低各主要的排放量。

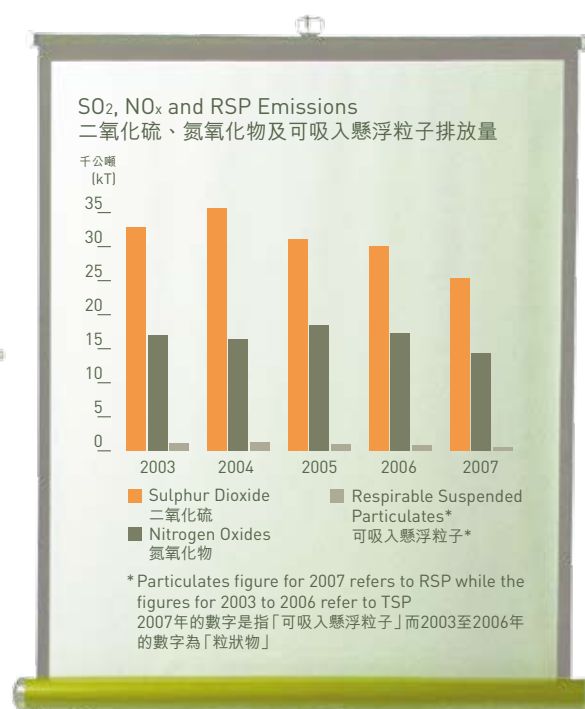


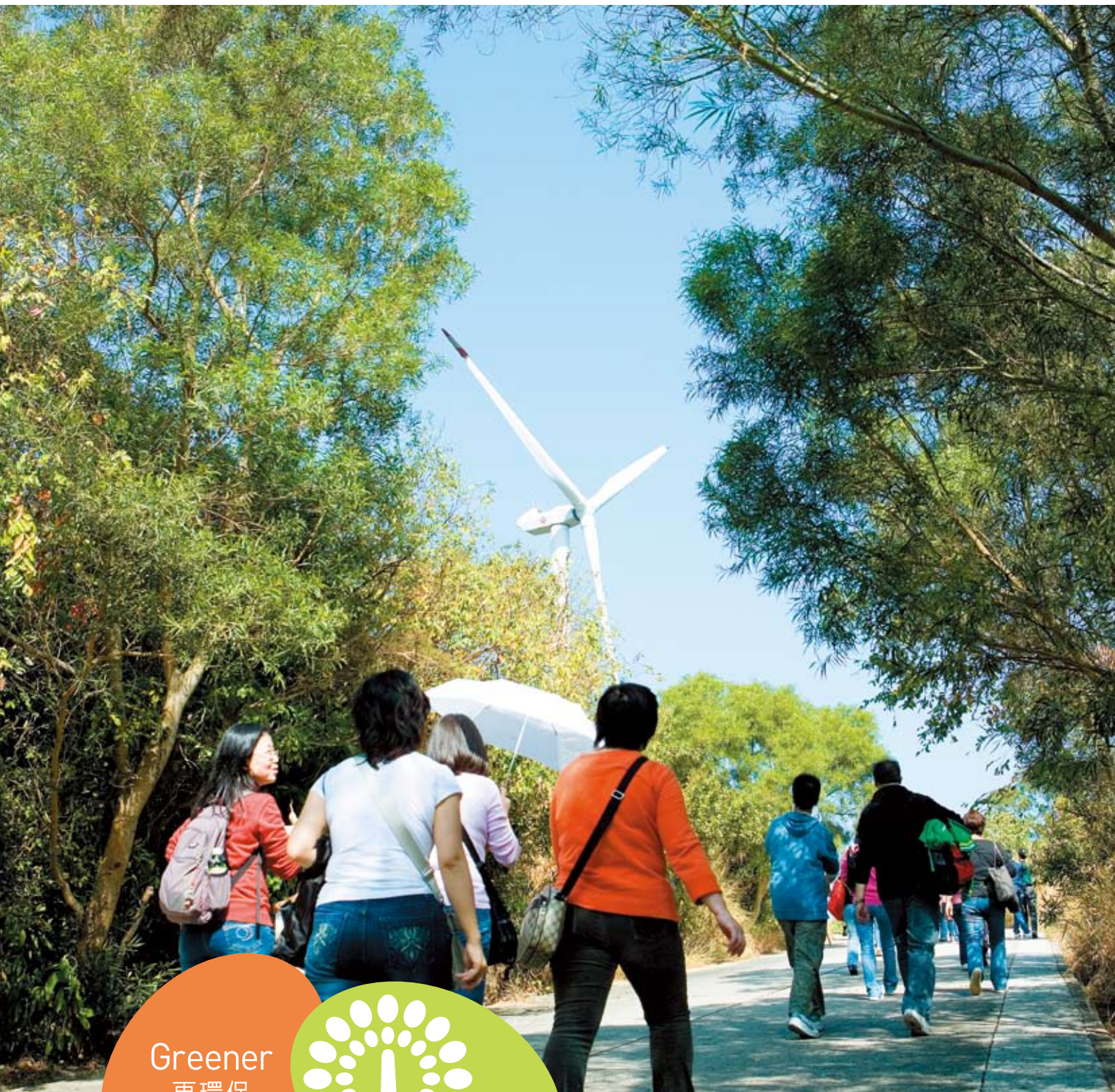
致力保護環境及改善空氣質素

港燈持續投資，全力實踐對環境保護的承諾。我們制訂環保政策，由日常工作做起，並支持可持續發展。主要策略包括將環保考慮納入公司所有業務範圍內，同時加強員工、承辦商及供應商等對環保意識及責任的認識。另外，我們與社區保持良好溝通，支持具環保意義的計劃與活動。

身為本港的主要公用事業機構之一，我們支持政府的清新空氣政策，並致力透過雙方的緊密合作，改善香港的空氣質素。其中一個優先項目是配合政府為電廠訂定的二零一零年減排目標，減少二氧化硫、氮氧化物及可吸入懸浮粒子等排放。

二零零七年，減排工作進展良好，南丫發電廠年內的排放量減幅顯著，二氧化硫、氮氧化物及可吸入懸浮粒子分別較前年減少百分之十六、百分之十七及百分之三十六不等；至於二氧化碳的排放量則下降百分之七點八。





Greener
更環保



環境
environment

Lamma Winds has generated **1.7 million kWh** of “green” electricity and reduced more than 1,400 tonnes of CO₂ emissions since its commissioning in February 2006.

自二零零六年二月投產以來，南丫風采發電站共產生超過一百七十萬度環保電力，二氧化碳排放量減少超過一千四百公噸。

Environmental Initiatives 環保措施

Big or small, we believe that anything we do to help protect the environment is worthwhile and has a positive impact.

我們相信，只要是為環保出力，不論事無大小也是值得，亦能帶來效益。

Gas-fired power generation going strong

Our reductions in emissions have been attributed largely to the commissioning of Unit L9 at Lamma Power Station, which was used as a base-load machine and accounted for 17% of the total output in 2007.

L9 is Hong Kong's first generating unit fuelled by liquefied natural gas (LNG), one of the cleanest fuels available today. It emits measurably less carbon dioxide and NO_x than coal-fired generation units, while SO₂ and RSP emissions are almost zero.

But L9 is not just about fuel. It is a gas-fired combined cycle unit which utilises exhaust heat from a state-of-the-art combustion gas turbine to further generate electricity from a steam turbine in the triple pressure level bottoming cycle. Being one of the most efficient generating units in Hong Kong with an operation efficiency of over 55% at base load, it helped increase the overall thermal efficiency of Lamma Power Station by 2.6% as compared to 2006.

We will be using more gas for power generation in the future, and the conversion of GT57 from an oil-fired combined cycle unit to a gas-fired unit was completed and will be put into operation as soon as more gas is secured.

採用更多天然氣發電

南丫發電廠第九號機組投產，並以基本負載形式運行，在二零零七年佔港燈總發電量百分之十七。引入天然氣發電，令電廠排放量下降。

第九號機組是全港首台以液化天然氣為燃料的發電機組，而液化天然氣是目前最潔淨的能源之一。天然氣發電所產生的二氧化碳與氮氧化物遠較其他化石燃料為少，二氧化硫和可吸入懸浮粒子的排放更近乎零。

除了採用潔淨的液化天然氣作燃料，第九號機組更採用聯合循環設計，利用先進的燃氣輪機所產生的餘熱，再經由三壓式蒸氣循環系統推動發電機運作。第九號機組是目前全港最具效益的發電機組之一，其基本運作效率更超過百分之五十五，進一步提升南丫發電廠的整體發電效率，二零零七年較前年增加百分之二點六。

在未來的日子，我們將採用更多天然氣發電。將 GT57 機組由燃油聯合循環設計改為燃氣機組的工程已經完成，公司會待取得更多天然氣供應後，安排機組投入服務。

Unit L9, Hong Kong's first generating unit fuelled by LNG, has helped reduce emissions significantly.

L9 是全港首台以液化天然氣為燃料的發電機組，大幅度減低電廠排放。





Professor Lam Kin-che
Chairman of Advisory Council on the Environment
環境諮詢委員會主席林健枝教授

To improve the air quality in Hong Kong and the Pearl River Delta area, Hong Kong must strive to reduce emissions. With the stringent emission reduction targets laid down by the Government for local power companies in 2010, I believe HK Electric will do its best in putting the clean air objectives into practice.

為了改善香港及珠三角的空氣質素，香港應努力不懈地減排。政府已為本港電廠訂定相當嚴謹的二零一零年減排目標，我期望港燈積極配合政府政策，悉力做好各項規劃中的減排項目，協助改善香港的空氣質素。

Retrofitting FGD plants for cleaner air

HK Electric is an enthusiastic supporter of the Government's "Action Blue Sky Campaign" aimed at improving the territory's air quality. To help make this a reality, we believe it is important and most effective to reduce emissions at source.

Back in 1993, HK Electric was the first utility in South East Asia to install Flue Gas Desulphurisation (FGD) plants to remove over 90% of SO₂ in the flue gas. We also adopted Low Nitrogen Oxides (NO_x) Burner systems for coal-fired boilers to reduce NO_x in the flue gas by two-thirds.

Our emission reduction programme to retrofit FGD plants and Low NO_x Burners to our older coal-fired units progressed well during 2007. Civil construction work for L4 and L5 FGD retrofit work commenced while an environmental permit for L2 FGD retrofit work was issued during the year.



Good progress reported in GT57 gas conversion (left) and retrofitting FGD plants (right).

改裝 GT57 聯合循環機組配合天然氣使用 (左) 及加裝煙氣脫硫裝置 (右) 的工程進展順利。

加裝煙氣脫硫裝置潔淨空氣

港燈積極支持政府為改善香港空氣質素而展開的「藍天行動」，為此，我們相信最重要及有效的方法是從源頭減排。

早於一九九三年，我們率先成為東南亞地區首家安裝煙氣脫硫裝置的電廠。脫硫裝置能有效將煙氣中超過百分之九十的二氧化硫清除。另外，我們亦已為燃煤鍋爐安裝低氮氧化物燃燒器系統，將煙氣中氮氧化物含量減少三分之二。

在二零零七年，加裝煙氣脫硫裝置與低氮氧化物燃燒器的減排工程進展良好。加裝第四號及第五號煙氣脫硫裝置的土木工程已經展開，而為第二號機組加裝煙氣脫硫裝置的環境許可證亦於年內獲發。



When the new FGD plants and Low NO_x Burners for L5 and L4 come on stream in 2009 and 2010 respectively, they will further reduce SO₂ and NO_x emissions from Lamma Power Station. This, together with the retrofit for L2, will firmly put us on track to meet the stringent emission caps for 2010.

We expect that by the end of 2010, over 95% of the electricity we generate will either be by gas or coal-fired units fitted with FGD plants and Low NO_x Burners, delivering on our promise to produce electricity while caring for the environment.

Finding success with Renewable Energy

Perhaps one of the most exciting areas in power generation today involves Renewable Energy (RE).

HK Electric was among the first companies in Hong Kong to support the development and application of RE with the launch of Lamma Winds at Tai Ling on Lamma Island, Hong Kong's first wind power station.

Since its commissioning in February 2006, Lamma Winds has generated more than 1.7 million kWh of green electricity, reducing over 600 tonnes of coal consumption and more than 1,400 tonnes of carbon dioxide emissions.

第五號及第四號機組的減排措施預計於二零零九年與二零一零年間完成，屆時南丫發電廠的二氧化硫與氮氧化物的排放量將可望進一步減低。再加上第二號機組的加裝工程，我們可望穩步邁向達致上述的減排目標。

預計至二零一零年底，南丫發電廠百分之九十五以上的發電量將由燃氣機組及配備煙氣脫硫裝置與低氮氧化物燃燒器的燃煤機組提供，實踐港燈的承諾，為客戶提供可靠穩定又兼顧環保的電力。

探索大規模應用可再生能源

可再生能源的應用可謂當今電力行業中最熱門課題之一。

港燈是首批支持可再生能源在港應用及發展的機構之一，並率先於南丫島大嶺設立全港首個風力發電站——南丫風采發電站。風站於二零零六年二月投入服務至今，共產生超過一百七十萬度綠色電力。替代燃煤發電而減少用煤逾六百公噸，因此減少二氧化碳排放超過一千四百公噸。

On 02/10/2007, a maximum of about 16,000 kWh of electricity was generated with an average wind speed of 16 m/s. But on a calm day it could be zero. The intermittent nature of wind energy means its supply cannot be guaranteed.

在二零零七年十月二日，風站錄得單日最高產電量約一萬六千度。但在無風的日子，風站產電等於零。可見風能的特色是時強時弱，欠缺穩定性。

Lamma Winds electricity generation and wind speed
「南丫風采發電站」的產電量與風速之對比

Daily Average Wind Speed 每日平均風速

m/s

20
15
10
5
0

[02/10/2007]

Daily Electricity Generated 每日產電量

kWh

15000
10000
5000
0

Jan

Feb

Mar

Apr

May

Jun

Jul

Aug

Sep

Oct

Nov

Dec

2007



HK Electric is conducting a feasibility study to develop a 100 MW wind farm on Hong Kong waters.
港燈正研究在香港水域興建一個一百兆瓦離岸風力發電場的可行性。

Though small in scale, the success of Lamma Winds has been exciting and has encouraged us to expand the use of wind power in Hong Kong. In 2006, we embarked on a feasibility study to explore the possible development of a 100 MW wind farm on Hong Kong's territorial waters.

The proposed offshore wind farm would comprise over 30 sets of 3 MW wind turbines and is expected to produce about 175 GWh of electricity per year, which is adequate to meet the annual consumption for 50,000 families in Hong Kong.

A site selection study is being conducted to identify a preferred site to facilitate a more detailed Environmental Impact Assessment study, and we expect these studies to be completed and submitted to the Government in 2009.

While Lamma Winds and the proposed wind farm are major undertakings to benefit the environment, there are many other initiatives HK Electric pursues on a daily basis to protect and enhance the environment.

雖然南丫風采發電站的規模細小，但成績卻令人欣喜，亦鼓勵我們進一步研究更大規模應用風力發電。二零零六年，我們開展了在香港水域興建一個一百兆瓦風力發電場的可行性研究。構思中的離岸風力發電場將設置超過三十組發電功率為三兆瓦的風機，預料每年生產約達一億七千五百萬度電力，足夠五萬個香港家庭一年的用電量。

離岸風力發電場的選址研究仍在進行，以便推展下一階段的环境影響評估研究。預計兩項研究將於二零零九年完成並向政府提交報告。

除了南丫風采發電站與研究中的離岸風場兩個項目外，港燈在日常業務中亦推行多項行之有效的措施，保護與改善環境。



Director and General Manager (Engineering), Mr. Francis Lee, receives the Green Innovative Practice Grand Award from Permanent Secretary for the Environment, Ms. Anissa Wong.
董事兼工程總經理李蘭意從環境局常任秘書長王倩儀手上接過環保實踐創意榮譽金獎。

“Renewable Energy is the most environmentally friendly way to generate electricity. Regrettably, the constraints and challenges of developing it on a wide scale in Hong Kong cannot be easily surmounted in the near future. To effectively reduce emissions in the short term – whether sulphur dioxide, nitrogen oxides, particulates or carbon dioxide – more natural gas should be used to generate electricity. I hope HK Electric will increase its share of gas-fired generation and reduce the use of coal over time.

可再生能源是最環保的發電方法，可惜的是目前在香港大規模發展仍存在一定的困難及挑戰。要在短期內有效減低本港的排放，最切實可行的做法是擴大使用天然氣發電，以大大減少二氧化硫、氮氧化物、粒狀物及二氧化碳的排放。我期望港燈逐漸增加天然氣發電的比例，及相應減少燃煤發電。”



Ms. Lister Cheung
Chief Executive of The
Conservancy Association
長春社總監張麗萍

Using environmentally friendly technology

One of our pioneering initiatives involves using environmentally friendly oil-free technology in our transmission and distribution network. We use vacuum, air or gas instead of conventional oil insulated equipment, reducing potential fire hazards and enhancing the safety of our supply. To date, all high voltage switchgear and over 94% of the transformers in the 3,600-plus substations are oil-free.

We were excited to receive the Green Innovative Practice Grand Award for this initiative in the 2006 Hong Kong Eco-Business Awards presentation ceremony on 19 November 2007, organised by the Environmental Protection Department (EPD) in collaboration with a number of organisations. Two other green initiatives – using micro-excavation techniques to locate faults in underground cables, and the smart use of wastewater/rainwater at Lamma Power Station – received Certificates of Merit in the Green Innovative Practice Award category.

利用科技推動環保

港燈在輸配電系統中廣泛應用無油設備，以真空、空氣或氣體取代傳統絕緣油作為供電設備的絕緣體。這項具前瞻性的措施有助減低火警風險，提高供電安全。至今，無油設備已在港燈三千六百多個輸配電站內應用，所有高壓開關裝置與超過百分之九十四的變壓器，全屬無油設備。

我們很高興憑著這個環保項目，在二零零七年十一月十九日舉行的2006香港環保企業獎頒獎典禮上，獲頒「環保實踐創意榮譽金獎」的殊榮。有關獎項由環保署及多個團體合辦，旨在表揚本地機構在環境管理方面的卓越承諾與成就。

在同一頒獎典禮上，港燈採用的先進電纜故障定位技術及在南丫發電廠內推行的雨水收集及廢水回收計劃，同時榮獲「環保實踐創意獎」組別的優異獎。

Environmentally friendly oil-free technology is adopted in our transmission and distribution network, including Tamar Station.

安全可靠的無油設備廣泛應用於輸配電網絡，包括添馬電站。





Recycling reusable resources company-wide

Our Transmission and Distribution Division and Generation Division are perennially demonstrating important ways in which we “reduce, reuse, recycle and recover” to help safeguard the environment.

In 2007, the Divisions were honoured to receive our first two Wastewi\$e Gold Logos from the EPD in a scheme which aims to encourage businesses to reduce waste. Since joining the scheme in 2006, we have reduced more than 110 tonnes of solid waste. In 2007, we reused about 127,000 m³ of rainwater and wastewater. Since 2002, we have reused about 500,000 tonnes of ash in land reclamation and formation at the Lamma Power Station Extension site.

As a new initiative for 2007, we joined the EPD’s Rechargeable Battery Recycling Programme to collect and recycle used Lithium-ion, Nickel Metal Hydride and Nickel-Cadmium rechargeable batteries.

Integrating sustainable green initiatives into Marsh Road Station Building

Energy efficiency is always a goal in our buildings and we begin at the design stage. As such, we integrated a series of green initiatives into the design of our new Marsh Road Station Building targeted for commissioning in 2008, so it is not only environmentally friendly but also blends in with its surroundings.

全方位回收及再用資源

港燈輸配電科與發電科在日常業務中，不斷透過「減少、再用、再造及回收」資源，落實保護環境。

二零零七年，我們榮獲環保署頒發「卓越明智減廢」標誌。這項明智減廢計劃目的在於鼓勵企業減少廢物量。港燈自二零零六年加入計劃以來，已減少超過一百一十公噸固體廢物。在二零零七年，我們收集雨水及廢水循環再用，總數約十二萬七千立方米。另外，由二零零二年至今，我們已將約五十萬公噸煤灰回收作南丫發電廠擴建部分填海工程之用。

為進一步推動環保，我們於二零零七年參與環保署舉辦的「充電池回收計劃」，將鋰離子、鎳氫、鎳鎘充電池加以回收，循環再用。

馬師道車站多角度環保

港燈的設施向來講求能源效益，並將此融入於建築物的設計中。馬師道車站將於二零零八年投入服務，樓宇設計揉合多項綠色元素，不單合乎環保原則，亦與四周環境自然融合。

馬師道車站的屋宇設備，包括照明設施、升降機、空調裝置及電力裝置，均符合政府的建築能源守則。另外，車站的天台設置小型風力發電機組與太陽能光伏板，利用可再生能源產生電力供車站使用。

The building services systems at Marsh Road Station Building, including lighting, lift, air-conditioning and electrical installation were all designed in compliance with the Government's Code of Practice for Energy Efficiency.

The use of RE is an important green feature of the building, with micro wind turbines and solar photovoltaic panels to be installed on the roof. The electricity generated will be used by the building.

Water conservation is another important concern of ours. At Marsh Road Station Building, rainwater will be collected for watering the roof garden where extensive greenery has been planted. This not only provides a more aesthetic appearance, but also helps regulate the interior temperature and save energy on air-conditioning. On a macro scale, the greening of roofs helps minimise the heat island effect which causes an urban area to be significantly warmer than its surroundings.

With all these efforts, the Marsh Road Station Building was named an "Energy Efficient Building" with certificates awarded by the Electrical and Mechanical Services Department (EMSD) in July 2007.

港燈在多個營運範疇上注重節約用水，馬師道車站亦無例外。車站將會收集雨水，用作灌溉天台花園，除可美化環境，亦有助調節室溫，減少使用空調，節約能源。從宏觀角度而言，天台綠化對減低「熱島效應」有正面作用。

綜合各項環保設計，馬師道車站於二零零七年七月獲得機電工程署頒發「建築物能源效益註冊計劃證書」。





Smarter
更惜電



環境
environment

A record number of over **25,000** people took part in the Smart Power Campaign 2006/07, becoming wiser in saving energy.

港燈智「惜」用電計劃推廣節能訊息，2006/07 年度活動獲得破紀錄超過二萬五千人參與。

Education 教育

Generating awareness in the community about energy conservation and other green issues is a very important part of our Environmental Policy.

推動社會關注節約能源及其他環保課題，是我們的環保政策中非常重要的一環。

Taking a smart approach to sustainability and energy conservation

Reaching out to the community – young and old, individuals and families, students and business leaders – and spreading the message of thinking and acting green is a key strategy of HK Electric, and in 2007 we continued to do this in many ways.

Now in its fifth year, the Smart Power Campaign 2007/08 was launched in November 2007 to promote sustainability and energy conservation. The yearly campaign encourages the public to adopt sustainable practices in major aspects of their lives, such as clothing, food, accommodation and transport. A series of fun-packed activities has been arranged, including radio programmes, roadshows, an electric cooking competition, and open days for students at Lamma Power Station and Lamma Winds.

Earlier in the year, the Smart Power Campaign 2006/07 concluded successfully with a record number of over 25,000 people taking part in a host of activities which aimed at boosting the public's appreciation of a reliable power supply.

支持可持續發展與節約能源

港燈一直與社會各界保持緊密接觸，不論長幼、個人及家庭、莘莘學子以至商界領袖，並向他們推廣在生活中實踐環保之道。在二零零七年，有關工作持續進行。

二零零七／零八年度的智「惜」用電計劃於二零零七年十一月展開，推廣可持續發展和節約能源的訊息，鼓勵公眾人士在「衣食住行」上，實踐可持續發展的環保生活習慣。智「惜」用電計劃已踏入第五年，年內推出電台節目、巡迴展覽、電能烹飪比賽，以及南丫發電廠與南丫風采發電站開放日等活動。

至於較早前完滿結束的二零零六／零七年度智「惜」用電計劃，以珍惜可靠電力為主題，年內活動共吸引超過二萬五千人參加，創下歷來紀錄。



Smart Power Campaign 2007/08 encourages a comprehensive green lifestyle.

港燈智「惜」用電計劃2007/08鼓勵從「衣食住行」等方面去實踐環保生活。

Educating the next generation of energy conservationists

To foster green education in schools, the HK Electric Clean Energy Fund was launched for a second year in 2007, sponsoring over HK\$1 million for 12 projects from seven primary schools, four secondary schools and one university.

Most of the projects involve the application of wind and solar energy on campus including the setting up of meteorological stations, eco-zones or roof gardens. Others demonstrate more creative applications of RE by combining it with the study of arts and conservation. The projects are expected to be completed by July 2008.

Since its inception in February 2006, the Fund has granted more than HK\$2 million to encourage young students to explore and learn more about RE.

To further enhance awareness of RE among youngsters, we joined forces with Green Power to produce an education kit on RE for kindergarten teachers and pre-schoolers. It is the first education tool developed in Hong Kong for kindergarten students on this subject.

To tie in with the launch of the teaching kit in May 2007, we arranged for around 100 kindergarten teachers to visit Lamma Winds so they could get first-hand information and experience on the application of wind energy in Hong Kong.

Since 2005, we have participated in the School-Business Partnership Programme, organised by the Education Bureau. It fosters closer ties between businesses and schools so students can have a better knowledge of the business world and career opportunities to help them meet future challenges.

Under the Programme in 2007, corporate visits were conducted for 270 secondary school students to Lamma Winds. We also continued our sponsorship of Baptist University's Renewable Energy Information Centre, which promotes the benefits of green energy to university students.



Green education efforts included sponsoring the production of the first education kit on RE for kindergarten kids and continuing HK Electric Clean Energy Fund for a second year.

推動綠色教育包括贊助出版全港首套供學前兒童使用的可再生能源教材套，及第二年推出「港燈清新能源基金」。



● 培育節能下一代

為促進學界在環保教育方面的發展，「港燈清新能源基金」在二零零七年再度撥出超過港幣一百萬元，資助七所小學、四所中學及一所大學推行共十二項可再生能源項目。

資助項目以在校園內應用風力及太陽能發電為主，其中包括設立氣象站、生態區或天台花園等項目。另有研究將可再生能源應用與藝術和節能結合，創意可嘉。各項目預計於二零零八年七月完成。

「港燈清新能源基金」自二零零六年二月創立以來，已撥出超過港幣二百萬元，推動學界學習及應用可再生能源。

為進一步加強年青一代對可再生能源的認識，我們亦與綠色力量合作，創製全港第一套專為幼稚園老師及學前兒童而設的可再生能源教材套。

為配合教材套於二零零七年五月推出，我們安排了約一百名幼稚園教師參觀南丫風采發電站，好讓他們親身體驗風能在港的應用情況。

自二零零五年起，我們一直參與教育局主辦的「商校合作計劃」，計劃旨在促進商界與學界合作，加強學生認識商界及掌握就業資訊，為迎接未來的挑戰作好準備。在二零零七年，我們為二百七十間中學安排參觀南丫風采發電站。我們亦繼續贊助香港浸會大學的可再生能源資訊中心，向學生推廣環保能源的知識。



**Students from Lions Clubs International
Ho Tak Sum Primary School**

Beneficiary of HK Electric Clean Energy Fund
獲「港燈清新能源基金」資助學校 — 獅子會何德心小學學生

“ We developed a solar power project on our campus with the support of the HK Electric Clean Energy Fund. We were thrilled and inspired by the first-hand experience we got from the solar-powered irrigation system, mosquito repellent lamps and street lamps. We not only learned about the benefits and limitations of Renewable Energy but also now treasure the use of energy more.

我們利用「港燈清新能源基金」設立太陽能光伏板，為校內的灑水系統、滅蚊燈及路燈等設施提供電力。能夠親身體驗可再生能源的應用，同學都感到雀躍及認為經驗具啟發性。我們不單可以認識可再生能源的優點及限制，同時亦學會更懂得珍惜能源。”

Helping our customers become more energy efficient

HK Electric also reaches out to its customers through a variety of channels to promote energy efficiency and the smart use of electricity. These include sponsoring the annual symposium on energy efficiency and safety by the EMSD, conducting energy efficiency seminars and talks for residential estates, students and interest groups, carrying out energy surveys for customers, as well as organising ambassador visits to corporate customers offering them technical advice on energy efficiency and load management.

In addition, we have implemented two interactive programme modules on energy efficiency on our website – “Electricity@Home” and “Electricity@Office”. They supply a rich library of energy efficiency tips on various electrical equipment and enable our customers to conduct a virtual energy survey of their homes and offices to manage electricity consumption more efficiently.

As an electricity supplier, we are well aware of the green merits of electric cooking: quiet, emission-free and highly efficient. This is increasingly recognised by the catering industry, as evidenced by the overwhelming response we received at the biennial HOFEX 2007, an international exhibition of the catering and hospitality industries in May 2007.



General Manager (Projects), Dr. Tso Che-wah, receives the Prime Award for Eco-Business 2007 from the former Secretary for the Environment, Transport and Works, Dr. Sarah Liao.

工程建設科總經理曹志華博士從前任環境、運輸及工務局局長廖秀冬博士手上接過「盛世環保企業獎2007」。

向客戶推廣能源效益

港燈透過不同渠道，向客戶推廣能源效益及智「惜」用電。年內我們贊助機電工程署主辦的能源效益與安全論壇；為各屋苑、學生及團體舉辦能源效益研討會及講座；為客戶進行用電測量；安排親善大使造訪企業客戶，就能源效益與負荷管理提供專業技術意見等。

除上述服務外，我們亦於網站推出「家居用電錦囊」與「辦公室用電錦囊」兩項有關能源效益的互動程式單元，提供與各式電器有關的節能貼士外，亦讓客戶就家居或辦公室用電情況進行模擬用電測量，有助用電管理。

港燈作為供電商，深明電能煮食的優點，包括寧靜、零排放及高效能等。事實上，這種環保煮食方法已日漸得到飲食業界的認同，以港燈參加於二零零七年五月舉行的國際餐飲業展覽 HOFEX 2007 獲得業界的踴躍反應可見一斑。

電能煮食不但受到飲食業界青睞，亦能吸引愛好廚藝的人士。港燈繼於二零零六年七月開設商用電廚具中心後，亦於二零零七年九月於港燈家政中心內新設實習烹飪教室。

實習烹飪教室面積達一千五百平方呎，備有先進時尚的電能煮食設備及寬敞舒適的環境，讓公眾學習並全面體驗電能煮食的優點與樂趣。

不論是推廣電能煮食，將資源循環再用，或減少電廠排放，港燈將繼續竭盡所能，讓公眾享用優質電能生活的同時，亦致力保護環境。

Environmental Awards/Recognition received in 2007 二零零七年環保獎項／嘉許

- Prime Award for Eco-Business 2007 under Corporate Companies Category [organised by the Prime Magazine]
「盛世環保企業獎2007」企業組〔《盛世雜誌》主辦〕
- 2006 Hong Kong Eco-Business Awards: Grand Award and 2 Certificates of Merit under Green Innovative Practice Award Category [co-organised by Environmental Protection Department, Environmental Campaign Committee, Chinese General Chamber of Commerce, Hong Kong General Chamber of Commerce and Hong Kong Productivity Council]
「2006 香港環保企業獎」環保實踐創意獎榮譽金獎及兩項優異獎〔環境保護署、環境保護運動委員會、香港中華總商會、香港總商會、香港生產力促進局合辦〕



(From left) Chairman of Hong Kong Tourism Board, Mr. James Tien, the former Secretary for Economic Development and Labour, Mr. Stephen Ip and Managing Director, Mr. Tso Kai-sum, put on a special electric cooking demonstration at HOFEX 2007.

(左起) 香港旅遊發展局主席田北俊、前任經濟發展及勞工局局長葉澍堃及港燈董事總經理曹榮森在國際餐飲業展覽上嘗試電能煮食。

Electric cooking not only appeals to catering professionals, but also to food lovers. Following the opening of the Electric Commercial Kitchen Centre in July 2006, we celebrated the launch of the new cookery room for practice classes at our Home Management Centre in September 2007.

Modern and stylish, the 1,500-square-foot classroom provides a spacious and comfortable environment for the public to learn and fully experience the benefits and fun of electric cooking.

Whether we are promoting the advantages of electric cooking, recycling reusable resources, or reducing major air emissions, HK Electric is continuously striving to make a difference in the environment and in people's lives.

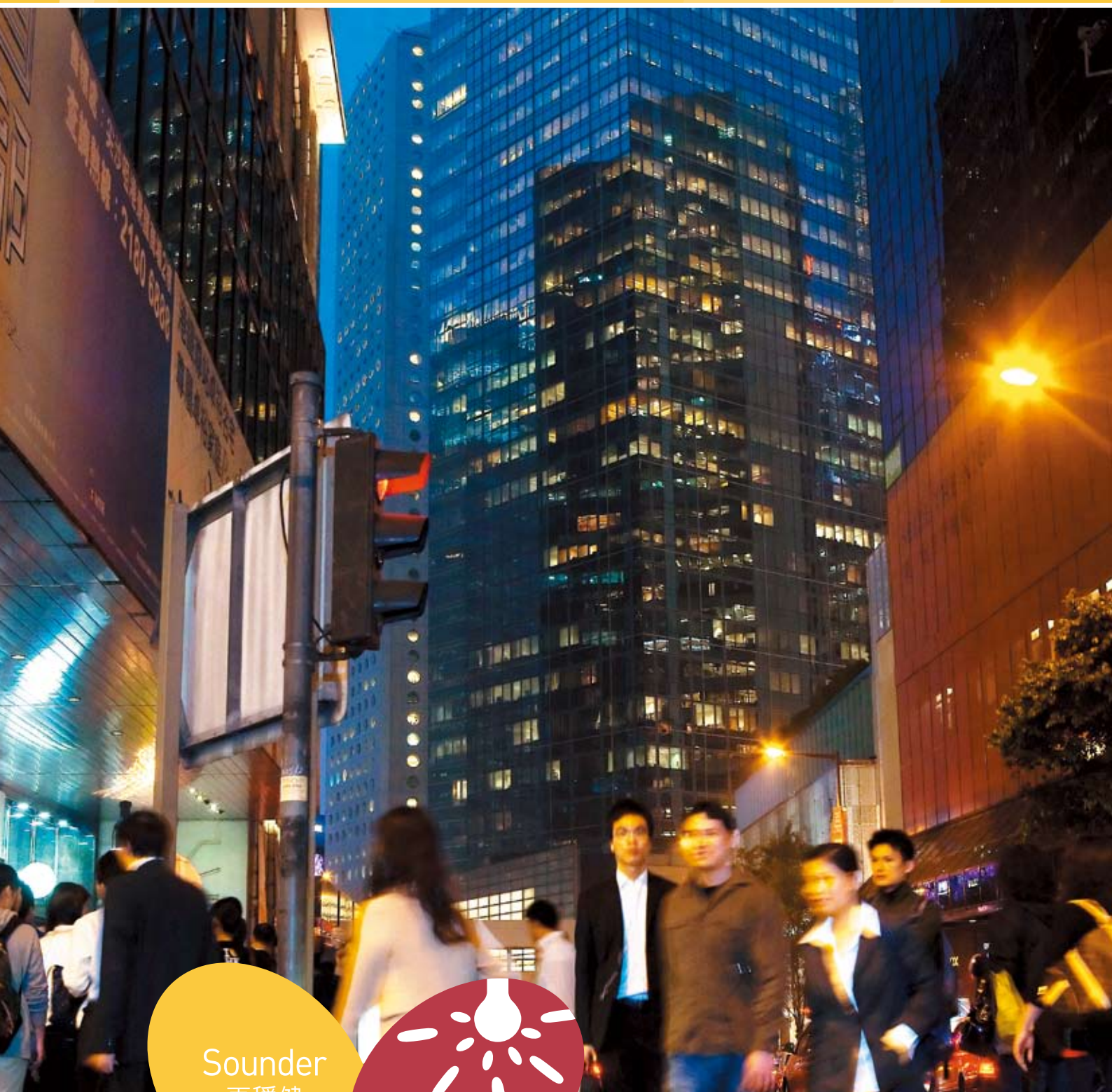


Electric cooking classes conducted at our Home Management Centre.

港燈家政中心內的新實習烹飪教室環境寬敞。

- Excellent Class Indoor Air Quality Certificate (for Hongkong Electric Centre) [presented by Environmental Protection Department]
「卓越級」室內空氣質素檢定證書(港燈中心)[環境保護署主辦]
- 2 Wastewi\$e Gold Logo Awards (for Generation, Transmission and Distribution Activities) [organised by Environmental Protection Department]
兩項「卓越明智減廢」標誌(發電及輸配電業務)[環境保護署主辦]
- 4 Energy Efficiency Certificates (for Marsh Road Station Building) [presented by Electrical and Mechanical Services Department]
四份能源效益證書(馬師道電站)[機電工程署主辦]

- Champion in HKIE Environmental Paper Award 2007 (for the paper "Wastewater Minimization, Recovery & Rainwater Recovery in Lamma Power Station") [organised by the Hong Kong Institution of Engineers]
香港工程師學會2007年度最佳環保論文大獎(論文題目:「南丫發電廠之雨水收集、廢水減少及回收措施」)[香港工程師學會主辦]
- Considerate Contractors Site Award Scheme 2006: Bronze Award and Merit Certificate in Outstanding Environmental Management & Performance Grand Awards, and 3 Merit Certificates in Considerate Contractors Site Awards (for construction sites under HK Electric's supervisions) [organised by the former Environment, Transport and Works Bureau]
公德地盤嘉許計劃傑出環境管理大獎銅獎及優異獎暨公德地盤獎三項優異獎(港燈轄下地盤)[前環境、運輸及工務局主辦]



Sounder
更穩健



In 2007, we achieved **99.999%** supply reliability for the 11th successive year!

二零零七年，我們的供電可靠程度連續第十一年維持在百分之九十九點九九九的高水平。

Society 社會

Customers 客戶

We are committed to providing our customers with a highly reliable electricity supply and excellent customer services.

我們承諾為客戶提供高度可靠的供電與卓越的客戶服務。



● Maintaining reliability and service excellence

For 118 years, we have been privileged to grow with Hong Kong, helping to bring convenience, modernity and prosperity to the people and businesses of the city. The partnerships we have formed are integral to our day-to-day operation and our long-term goal of service excellence.

In 2007, we again maintained a power supply reliability of over 99.999%, a record of 11 consecutive years since 1997. A safe and reliable electricity supply helps businesses and homes run smoothly and efficiently. Also during the year, we significantly reduced the average duration of unplanned interruptions experienced by customers from about five minutes to less than one minute.

Our high reliability rating and performance can be attributed to the 18 pledged Customer Service Standards that govern both our emergency services and our daily contacts with customers. In 2007, we achieved or even surpassed our pledged standards. For example, the average customer waiting time for telephone enquiries was only 8.6 seconds, while the average arrival time in urban areas in response to emergency calls was just 19 minutes.

● 維持可靠供電與超卓服務

一百一十八年以來，港燈與香港同步成長，為市民及各行各業帶來便捷及現代化的生活，促進社會繁榮。我們與客戶多年來建立夥伴關係，是公司的日常運作以及提供卓越服務不可或缺的要素。

二零零七年，我們將供電可靠度維持在超過百分之九十九點九九九的高水平，由一九九七年至今連續十一年保持紀錄。安全可靠的供電令住宅及商業客戶的生活運作暢順，年內我們將非預先通知的電力中斷時間由大約五分鐘減至一分鐘以內。

港燈有此供電可靠程度及表現，實有賴一套優質客戶服務標準。我們成功達致甚至超越所有十八項服務標準，涵蓋的範疇包括緊急服務及日常與客戶的接觸等。在二零零七年，客戶電話查詢平均等候時間僅為八點六秒，而回應市區內緊急召援平均到達現場時間亦僅為十九分鐘。



Aiming at new and better ways to serve customers

Every year we look for new and better ways to serve our customers. In March 2007, we introduced a new SMS billing service allowing customers to receive their bills through mobile phones. They can also receive SMS e-alert notifications of inspection results and confirmation of connection of electricity supply directly from HK Electric immediately after inspections are carried out.

We also cared for those customers with special needs, launching a new SMS enquiry service for the hearing impaired. Now they can make enquiries and send service requests via SMS to our SMS Enquiry Service hotline. To benefit all customers, we made settling bills easier by introducing bill payment services at Circle-K convenience stores in addition to post offices and 7-Eleven outlets.

為客戶提供更新更佳服務

我們每年都務求以更新、更佳的方式提供服務。二零零七年三月，我們推出一項全新的短訊賬單服務，方便客戶利用手機接收賬單，或透過手機短訊提示，即時收到驗線結果及電力接駁確認通知。

我們亦照顧有特殊需要的客戶，年內為有聽力障礙的客戶推出短訊查詢服務，他們可發短訊查詢公司資料或安排其他服務。此外，繳費服務亦由郵政局及7-11便利店，擴展至OK便利店，令客戶更感方便。



Our new SMS billing and enquiry service.
推出全新短訊賬單及查詢服務。



“It is admirable to note that HK Electric has maintained a rating of over 99.999% in terms of supply reliability for more than 10 years – something that we customers should all treasure in view of the importance of electricity in our lives. The Company also has placed a strong focus on customer services, fulfilling and even surpassing all the commitments pledged. I think this could not have been done without the devotion and effort of the Company and its staff.

過去超過十年，港燈的供電可靠程度保持在99.999%的優異水平，成績斐然。電力對現代生活十分重要，我們作為客戶，應對可靠的電力加以珍惜。在客戶服務方面，港燈一直以客為本，成功達致甚或超越所有承諾的服務標準，相信公司及員工都為此付出不少努力。”



Mr. Larry Kwok

Chairman of Customer Liaison Group
港燈客戶聯絡小組主席郭琳廣

Through our Power Quality Centre (PQC), we provided useful advice to our customers on power quality issues. In 2007, the PQC was further equipped with a display module of the power quality monitoring system so visitors could better appreciate how we monitored power quality. Also, customers who have sensitive and mission-critical equipment could get a clearer picture of how equipment might be impacted by power quality and ways to protect critical power supply.

Apart from our daily contact with customers, we held regular meetings in 2007 with our Customer Liaison Group. Effective communication was enhanced through visits to our Electric Commercial Kitchen Centre and Home Management Centre.

港燈繼續透過電能質量中心為不同企業、機構及專業團體提供優質的專業諮詢服務。年內我們加設電能質量監察系統的展示裝置，令訪客進一步認識港燈在電能質量監控方面的工作。同時，客戶可掌握更多有關電能質量及保障重要和敏感設施的方法。

過去一年，我們除透過日常工作與客戶保持聯繫外，更定期舉行客戶聯絡小組會議，加強溝通。其他活動包括參觀港燈家政中心及商用電廚具中心等。

New display module installed at our Power Quality Centre.
電能質量中心的最新展示裝置。

We reach out to customers through our Customer Liaison Group.
我們透過客戶聯絡小組，與客戶保持聯繫。





Stronger
更緊密

社會
society

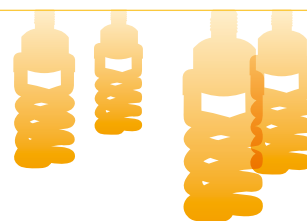
2007 was another meaningful and fruitful year as we performed over **3,700** hours of voluntary service.

二零零七年，港燈義工度過饒有意義又充實的一年。
義工服務時數超逾三千七百小時。

Community 社會大眾

We do everything we can to serve and partner with the community, from cleaning beaches to providing student scholarships to caring for the elderly.

我們致力服務社群，並與社區團體合作，參與不同類型的服務，不論是協助清理沙灘、為學界設立獎學金，或是關懷長者，我們都竭盡所能。



Responding to the community through volunteering and giving

As a responsible corporate citizen, community service is an important part of HK Electric's corporate culture. We are involved in a host of activities serving different sectors of the community, teaming up with a variety of organisations and supporting a number of worthy causes.

In 2007, the HK Electric Volunteers, a team of over 750 staff who happily give their time to help others, contributed over 3,700 service hours of voluntary service to support 54 community and environmental events. As a company, we participated in various fundraising activities such as Walk for Millions, Dress Special Day, Trailwalker, Pedal Kart Race and flag-selling for social service agencies.

回饋社會 服務社群

作為負責任的企業公民，社會服務是港燈企業文化中的重要一環。我們積極參與各項社區活動，亦與不同機構合作，熱心支持公益事務。

港燈義工隊由超過七百五十位員工組成。在二零零七年，義工參與的社區及環保活動共達五十四項，服務時數逾三千七百小時。另外，公司亦支持多個籌款活動，包括公益金百萬行、公益服飾日、樂施毅行者、慈善腳踏車大賽及賣旗日等。



Active participation in many charitable events and volunteering activities.
公司上下積極參與慈善籌款項目及義工活動。

Lending support to many green initiatives

In partnership with the Conservancy Association (CA), the three-year long “Green Lamma Green” project entered into its final stage enhancing the greenery and promoting eco-tourism and sustainable development on Lamma Island. To date, more than 2,000 seedlings have been planted along the Family Trail on Lamma.

In February 2007, we organised a tree caring day with our Volunteers as “tree doctors” and performed “check-ups” on the seedlings. This followed our support of another environmental campaign by Green Power, which encouraged the public to “waste less” and “save the environment more” during major festivals such as Chinese New Year and Mid-Autumn Festival.

Other green initiatives supported in 2007 included the “No Hill Fires on Lamma Island Campaign” organised by CA as well as the removal of a harmful weed-like plant called mikania at Mai Po Nature Reserve organised by the World Wide Fund for Nature.

參與環保活動

港燈與長春社合辦為期三年的「共創『綠』南丫」計劃，年內已進入最後階段。計劃旨在綠化南丫島，並推廣島上的生態旅遊及可持續發展。至今已在南丫島家樂徑種植超過二千株樹苗。

在該計劃下，我們在二零零七年二月舉行「護林日」，由港燈義工擔任「樹醫生」為樹苗「驗身」。早前，我們又支持由綠色力量舉辦的減廢活動，呼籲公眾在農曆新年與中秋節等主要節日，減少浪費，提升環保意識。

年內港燈又贊助多項活動，包括長春社主辦的「無山火重陽節」及世界自然基金會在米埔自然保護區消除有害植物薇甘菊的活動等。

13 social
service agencies
社會服務機構

300
courses
課程

Volunteering for a greener Hong Kong.
港燈義工積極投入環保活動。



Serving young and old alike

HK Electric has a tradition of serving the elderly. An example is our sponsorship of the University of the Third Age (U3A) Network, which promotes active ageing and life-long learning. In its second year of operation, U3A has expanded to cover 13 social service agencies in Hong Kong, with more than 300 courses organised for over 5,000 elderly students.

Students also benefited through sharing sessions conducted by HK Electric staff on a wide range of subjects including accounting, digital photography and electric cooking. In order to facilitate the development of U3A in Hong Kong, a conference was co-organised in September 2007 by HK Electric and the Hong Kong Council of Social Service with speakers from Mainland China, Hong Kong and the United Kingdom to give their views on life-long learning. Also that month, we were invited to share our success story at the Corporate Social Responsibility Hong Kong Conference 2007.

支持長幼

港燈對服務長者不遺餘力，近年更贊助成立「香港第三齡學苑」，推動退休人士終身學習，積極參與社會。第三齡學苑計劃踏入第二年，學苑網絡已擴展至十三家社會服務機構，先後為超過五千名長者學員開辦三百多項課程。

港燈又舉辦工作坊，安排員工與長者學員分享在會計、數碼攝影、電能煮食等方面的經驗及心得。為促進第三齡學苑的本地發展，港燈與香港社會服務聯會在二零零七年九月合辦一個大型研討會，邀請來自中國內地、香港、英國等地講者，就終身學習分享意見。同月，港燈亦參加「企業社會責任香港論壇二零零七」，分享第三齡學苑計劃的成功經驗。



5,000
elderly students
長者學員



HK Electric promotes active ageing and life-long learning for the elderly.
「香港第三齡學苑」計劃推動退休人士終身學習和積極參與社會。



Ms. Yu Lai-fun
Islands District Council Member
離島區議員余麗芬

“HK Electric has been a good corporate neighbour of the Lamma community for over 20 years since the Lamma Power Station became operational. Through the Company's efforts in establishing and improving community facilities, and the support of its volunteers in greenery activities, we feel its presence on the island.

港燈在南丫發電廠投產二十多年來，致力協助建設社區，改善設施，加上港燈義工積極投入推動島上的綠化活動，是我們的好鄰居。”

Focusing on the less privileged, we launched the “Cruise and Learn” programme in 2007 which aimed at increasing young people's knowledge of Hong Kong and their sense of belonging. The programme features boat trips on one of our ferries, cruising around Victoria Harbour and visiting Lamma Power Station. Some of our senior management team captained the cruises last year, which benefited more than 600 underprivileged teenagers and their parents.

With our close ties to the Lamma Island community, we continued to take part in a wide range of activities on the island in 2007, including Lamma Fun Day in November with a performance by the HK Electric Band and a game booth themed on the use of natural gas for power generation. We also conducted over 100 guided tours for Government officials, environmental groups, professional organisations and students during the year.

為加強青少年對香港的認識和歸屬感，我們在二零零七年推出「維港燈影」海上學習之旅，利用公司船隊安排海上旅程及參觀南丫發電廠。公司管理人員更充當船長沿途講解，年內共接待逾六百名來自基層的青少年及其家屬。

我們與南丫島社區關係密切，在二零零七年繼續參與多項島上活動。在十一月舉行的「南丫同樂日」中，港燈樂隊參與沙灘音樂會表演，我們亦於會場擺設以天然氣為題的攤位遊戲，吸引途人參與。年內到訪南丫發電廠的團體眾多，分別來自不同的政府部門、環保組織、專業團體及學界等，參觀數目多達一百次。



Director of Engineering (Planning and Development), Mr. Wan Chi-tin, is the captain of the first harbour cruise.
「維港燈影」海上學習之旅首航，由工程及發展董事尹志田出任船長。

Shareholders 股東

Our shareholders value our reputation as one of Hong Kong's most efficient, reliable and caring companies, in addition to providing them with a stable return on their investment.

港燈是一間運作效率高、可信賴且關懷社會的公用事業，同時以為投資者提供穩定回報而見稱。

Focusing on the future with new SCA

In January 2008, we concluded negotiations with the Hong Kong Government and signed a new Scheme of Control Agreement (SCA) that will provide the regulatory framework for the electricity business until 2018. The new agreement effectively balances the needs of our customers for a reliable and quality electricity supply at reasonable prices while providing our shareholders with the certainty and stability of a long term regulatory framework. Additionally there will be benefits to the environment with cleaner air and greater focus on renewable energy.

With the recent uncertainties surrounding Hong Kong's electricity industry behind us, we can focus on the future and continue contributing to the city's economic development through supply reliability, excellent customer service, improved environmental performance, and the use of renewable energy.

To further enhance shareholder value, HK Electric is committed to sound corporate governance practices, which we recognise as fundamental to the smooth, effective and transparent operation of the company and our ability to attract investment. We place great emphasis on employees' ethical standards and integrity in all aspects of our operations.

In 2007, we strengthened ties with our shareholders and other stakeholders through meetings and visits. Other channels of communication include the annual general meeting, the annual and interim reports, notices and our website.

Our shareholders will be pleased to know that the company's productivity has been increasing over time. The number of units of electricity sold per employee rose to 5.86 million in 2007, compared with 3.89 million in 1998.

Chairman of HK Electric, Mr. Canning Fok (centre), Managing Director, Mr. Tso Kai-sum (left) and the Secretary for the Environment, Mr. Edward Yau at the signing ceremony of the new Scheme of Control Agreement.

港燈集團主席霍建寧(中)、董事總經理曹榮森(左)及環境局局長邱騰華攝於新管制計劃協議簽署儀式上。

簽署新協議專注未來

二零零八年一月，我們與政府簽訂新的管制計劃協議，為電力市場提供一個規管架構，有效至二零一八年。新協議有效平衡客戶的需要及股東的利益：客戶可在合理價格下得到可靠及優質的電力供應，而一個明確的機制及穩定的長遠規管架構，可以令股東的權益得到保障。新協議亦有助保護環境及改善空氣質素，鼓勵使用可再生能源。

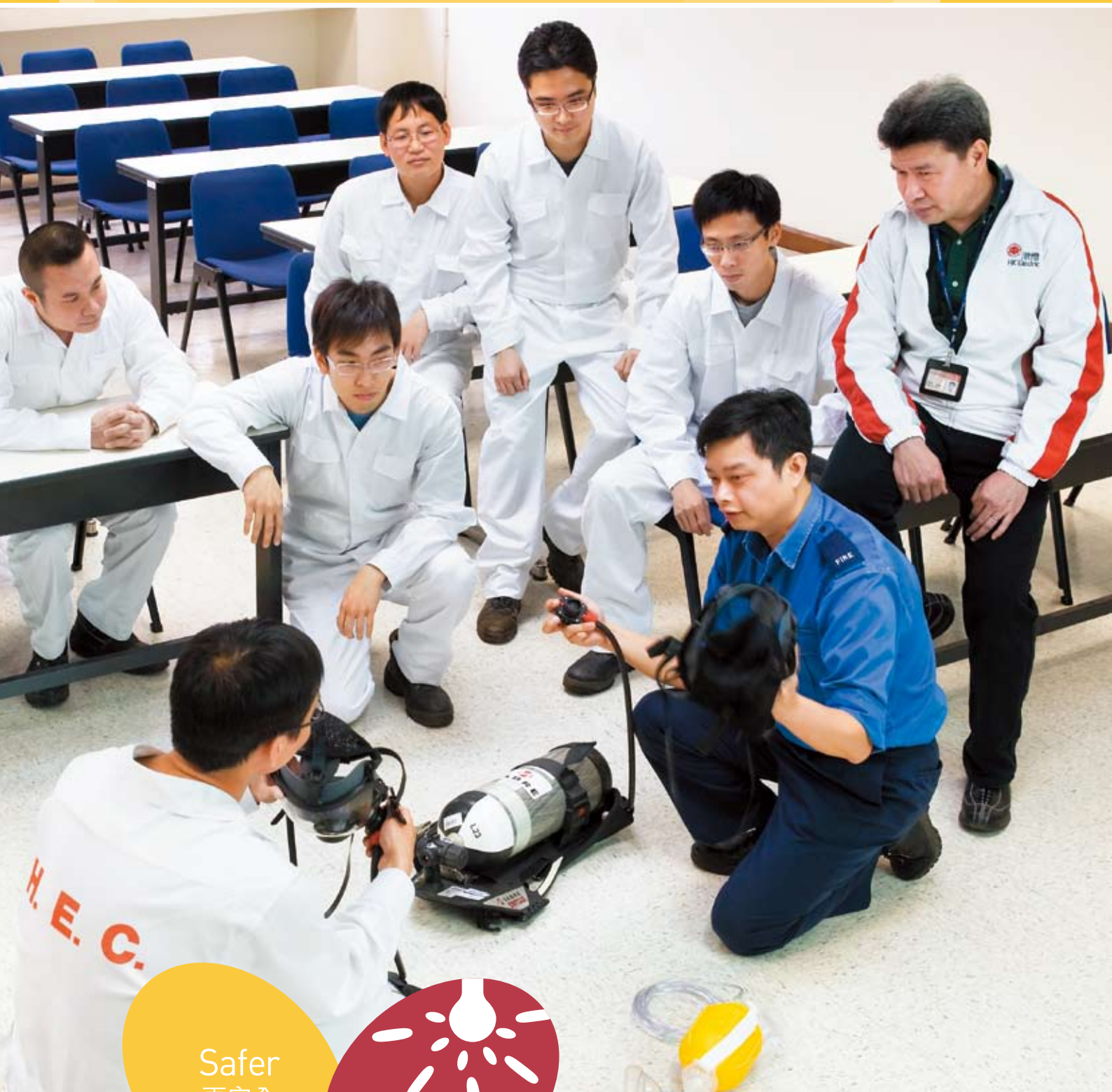
隨着近年有關電力行業的不明朗因素得以消除，我們可以專注未來，透過提供可靠的電力供應、優質的客戶服務，以及進一步提升環保表現與可再生能源的應用，繼續為推動香港的經濟發展作出貢獻。

為進一步提升股東的投資價值，港燈致力維持完善的企業管治守則。公司深明守則對維持暢順、有效兼具透明度的運作至為重要，同時可吸引投資。我們亦十分重視員工在各方面的操守。

二零零七年，我們為股東及其他持份者安排會面及參觀活動，加強聯繫，亦透過股東週年大會、年報及中期報告、通告及港燈網站等保持溝通。

港燈多年來不斷提升生產力，二零零七年，平均每名僱員售電量為五百八十六萬度，較一九九八年的三百八十九萬度為高，相信股東對此感到滿意。





Safer
更安全

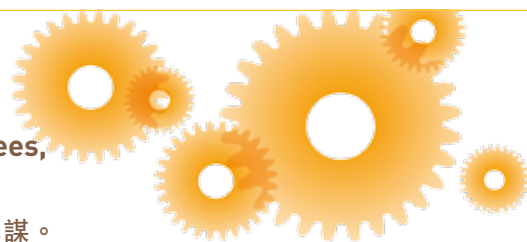
社會
society

A total of **66,286** man-hours of training
were offered to our staff.
我們為員工提供培訓時數達到六萬六千二百八十六小時。

Employees 員工

When it comes to the health, safety and wellbeing of our employees, we are a responsible and caring employer in every way.

港燈是一個負責任的僱主，十分關愛員工，為他們的安全及身心健康籌謀。



● Launching Employee Wellness Programme

Nurturing a harmonious, efficient and committed workforce is one of the missions of HK Electric. Our goal is to provide a healthy, safe and caring workplace for our 1,900-strong dedicated staff. To that end, we launched an Employee Wellness Programme in early 2008 to promote a balanced work life. The programme focuses on physical, intellectual, emotional and social wellness, and 35 staff have been appointed as Employee Wellness Ambassadors to lead the activities and encourage participation.

Prior to this, a complementary wellness programme kicked off by the Transmission and Distribution (T&D) Division was well received by staff. Everyone participated in a 3-minute exercise regimen during the daily safety briefing before work. Health talks and training courses were also organised to boost health and awareness.

● Strengthening our safety culture day by day

Ensuring a safe workplace, supplying safety gear, fostering a safety culture through training and seminars are things we do for our employees. Our structure and approach to Health and Safety Management is company-wide and cover all aspects of our operations.

Keeping safety standards high means being vigilant every day. We organise regular practice drills, road shows, exhibitions, and safety training courses and seminars for both our staff and contractors.

A variety of promotional programmes was organised throughout the year. While the T&D EHS Month in May 2007 was themed on "EHS for T&D Electrical Work", a Safety Day was held at the Lamma Power Station construction site, where 200 contractor employees participated. We awarded 14 Appreciation Certificates to staff for their outstanding EHS performance.

● 推出「關愛樂盈營」計劃

建立一支融洽、高效率及積極投入的團隊，是港燈的使命之一。我們的目標是為一千九百多名盡忠職守的員工，提供一個健康、安全及備受關懷的工作環境。為此，我們在二零零八年年初推行「關愛樂盈營」計劃，致力推廣均衡生活，提倡員工在健康、思維、情緒、社交關係各方面的康健，並委任三十五名員工成為「關愛樂盈營大使」，負責領導活動及鼓勵同事參與。

輸配電科在早前推出同類計劃，鼓勵員工在每天工作前做運動三分鐘，計劃大受歡迎。此外，公司亦為員工安排健康講座與培訓課程，提醒同事注意健康。

● 安全文化日益加強

職安健管理在公司全方位及系統地推行，為同事提供齊全的安全裝備及培育安全文化，確保工作間安全。

要將安全標準維持於高水平，必須經常保持警覺。我們定期為員工及承辦商安排演習、展覽、安全培訓課程及研討會。

年內公司亦舉辦了多項推廣活動，包括在二零零七年五月，輸配電科舉行「環境、健康及安全月」，推廣電力工作的職安健和環保文化。另外，我們亦於南丫發電廠舉行安全日，招待二百名承辦商僱員。我們亦頒發了十四張獎狀給予職安健表現優異的員工。

Employee Wellness Programme promotes a balanced work life.
「關愛樂盈營」計劃推廣均衡生活。



“I am proud to be a member of the corporate volunteer team and I will join in the service whenever I can. I feel so blessed to be able to serve the community and the service has also enriched my life through meeting people from all walks of life.

我很高興能夠成為港燈義工隊的一分子，亦會把握每個服務社群的機會。我深切體會施比受更有福，義工服務亦可讓我有機會接觸社會不同階層的人士，豐富我的人生。”



Mr. Vicent Ang
HK Electric Volunteer
港燈義工隊隊員洪偉善

T&D has implemented an Integrated Management System which has been effective in enhancing the environmental performance, quality, health and safety of our power transmission and distribution activities. In so doing, we have strictly followed the requirements of ISO9001, ISO14001 and OHSAS18001. We were granted a new OHSAS18001 certificate in December 2007 with more stringent requirements, one of the very few companies in Hong Kong to be certified to the new OHSAS18001:2007 standard.

Meanwhile, the Safety Management System of the Generation Division also achieved good performance last year, in spite of our relatively new experience in gas-fired power generation. External audits on the System and our natural gas facilities by the Government's Electrical and Mechanical Services Department and an independent consultant found no non-conformity.

輸配電科已實行綜合管理系統，有效提升業務範疇內環保、品質、健康及安全等水平。就此我們嚴格遵照 ISO9001、ISO14001與 OHSAS18001 的標準；更於二零零七年十二月獲發更嚴格的新 OHSAS18001資格，成為香港少數獲最新 OHSAS18001:2007 認可證書的機構之一。

另一方面，雖然公司在燃氣發電方面經驗相對較淺，但發電科的安全管理系統去年仍不乏理想表現。由機電工程署與獨立顧問進行的外部審計，確認港燈的安全管理系統及天然氣設施均無任何失誤。



Fire drills are conducted regularly as part of HK Electric's safety programme. 為保安全，港燈定期舉行火警演習。



Social Awards/Recognition received in 2007

二零零七年社會獎項／嘉許

- 2007 Hong Kong Occupational Safety & Health Award Forum: Gold Award in Safety Technological Achievement and Bronze Award in Safety Management System Award [co-organised by Occupational Safety and Health Council, Labour Department and 11 other prestigious local organisations]
2007年香港職業安全健康大獎分享會：「安全科技成就大獎」金獎及「安全管理制度大獎」銅獎〔職業安全健康局、勞工處及本地另外十一家著名機構合辦〕
- Champion, 1st Runner-up and 2nd Runner-up in the Cup Final of 2007 Occupational Safety and Health Quiz [co-organised by Occupational Safety and Health Council and Labour Department]
職安健常識問答比賽2007盃賽冠軍、亞軍、季軍〔職業安全健康局與勞工處合辦〕

Nurturing career prospects and safeguarding health

Staff training is a very important aspect of HK Electric's human resources policy. In 2007, our staff underwent 66,286 hours of training in areas including safety, environmental awareness and computer skills.

We operate a Graduate Trainee Programme for fresh university graduates covering such areas as project design, tender evaluation, operations and maintenance in connection with the generation, transmission and distribution of electricity. After completing the training, Graduate Trainees will take up assistant engineer positions and advance their careers as professional engineers. In 2007, 19 Graduate Trainees participated in the Programme. Of them, 16 were from the civil, electrical, electronic and mechanical engineering disciplines.

We also provide training programmes for technician trainees and craft apprentices.

To encourage our staff to stay healthy and productive, we organised regular sports competitions, fitness training and health talks in 2007. Staff can take yoga and tai chi during lunch or after work. In addition, we set up a focus group to ensure that our canteens provide healthy food and a variety of menu choices. We also offered useful and seasonal health food tips.

We have arranged a comprehensive biennial medical check-up plan for employees aged 45 and above and an annual flu vaccination for both employees and their dependants.

- 1st runner-up (Enterprise Group) in the 4th Regional Safety Quiz between Guangdong, Macau and Hong Kong
二零零七第四屆粵港澳安全知識企業組競賽亞軍
- New OHSAS 18001:2007 certificate (for Transmission and Distribution Safety Management System)
新 OHSAS 18001:2007 認可證書 (輸配電安全管理系統)
- Caring Company Award [organised by Hong Kong Council of Social Service]
商界展關懷標誌 [香港社會服務聯會主辦]

開創前途 保障健康

員工培訓是港燈的人事策略重要的一環。二零零七年，港燈員工接受包括安全、環保意識及電腦技能等方面的培訓，時數共達六萬六千二百八十六小時。

我們多年來為新入職的大學畢業生提供全面培訓，包括項目設計及管理、標書審核、發電及輸配電有關的管理及維修專業知識等。完成訓練課程後，學員會被派到不同的部門工作，盡展所長。在二零零七年，參與有關培訓的人數為十九人，當中十六位是來自工程學系的畢業生。

此外，我們亦提供培訓課程予見習技術員及技工學徒。

為鼓勵員工保持健康的體魄和維持生產力，我們在二零零七年定期舉辦各式體育活動、體能訓練與健康講座。員工可參與午間或工餘時間舉辦的瑜伽或太極課程。此外，我們亦成立一個員工餐廳膳食關注小組，確保食堂提供健康餐單及不同款式食物以供選擇，亦為同事提供季節性的健康飲食貼士作參考。

公司為四十五歲及以上員工安排兩年一次的全面身體檢查，並每年為員工及家屬安排接受預防流感疫苗注射。



We encourage our staff to stay healthy with regular exercises.
我們鼓勵員工多做運動，注意健康。

2007 Targets Achievement

目標狀況

ENVIRONMENTAL 環境



ENVIRONMENT 環境

TARGETS 目標

STATUS 狀況

● Achieved 達標

To comply with relevant environmental legislation with zero prosecution or abatement notice.

遵守相關的環保法例，實現零檢控或消滅通知。

To control SO₂, NO_x and particulate emissions from Lamma Power Station within licence limits.

將南丫發電廠的二氧化硫、氮氧化物及粒狀物排放量控制在牌照的規限之內。

To control effluent discharge from Lamma Power Station within licence limits.

將南丫發電廠的污水排放控制在牌照的規限之內。

To award contract for the design and engineering work for the L4/5 Low NO_x System Retrofit Project.

為 L4/5 低氮氧化物燃燒器加裝工程訂立設計及工程合約。

To complete the modification work for the GT57 Gas Conversion project.

完成改裝 GT57 為燃氣機組的工作。

To continue to participate in the Wastewi\$e scheme organised by the Environmental Protection Department and to obtain Gold Wastewi\$e Logo Ranking.

繼續參與環境保護署舉辦的明智減廢計劃，並獲得「卓越明智減廢」標誌。

To obtain the Electrical and Mechanical Services Department Energy Efficiency Registration for Marsh Road Station Building.

為馬師道電站取得機電工程署的能源效益註冊。

To add new environmentally friendly vehicles to HK Electric's fleet.

為港燈的營運車隊添置新型環保車輛。

To launch a centralised Environmental Enquiry Management System for the whole Company.

在公司推行一套有關環境事務查詢的中央管理系統。

SOCIAL 社會



QUALITY 品質

TARGETS 目標

STATUS 狀況

● Achieved 達標

To further expand the plant ownership programme with at least six newly added projects pertaining to power generation activities.

進一步拓展設備物主計劃，至少新增六個與發電有關的項目。

To enhance the following customer satisfaction indices pertaining to the activities of Projects Division: 提高以下與工程建設科工作有關的客戶滿意度指標：

- Trenching Performance in Highways Department Audit Inspection (≥ 99.1% compliance); 路政署審核檢查的壕坑工程表現 (符合率 ≥ 99.1%) ;
- Verbal Complaint Response Time (≤ 1.0 hours); 口頭投訴回應時間 (≤ 1.0 小時) ;
- Written Complaint Response Time (≤ 7 working days) 書面投訴回應時間 (≤ 7 個工作天)

Electricity Supply 電力供應

Reliability Rating of Electricity Supply (Better than 99.998%).

電力供應可靠程度 (超過 99.998%)。

Average Notification Period before Planned Suspension of Electricity (7 days in advance).

預先通知暫停供電平均通知時間 (7 天前)。

Average Time for Supply Restoration after Interruption of Supply (Within 2 hours).

電力中斷後平均恢復電力時間 (兩小時內)。

Site Investigation for Power Quality Enquiries (Within 3 working days).

電能質量查詢的現場調查 (3 個工作天內)。

Connection of Supply 電力接駁

Not Requiring Inspection (Within the next working day).

毋須驗線 (下一個工作天內)。

Meter Installation after Satisfactory Inspection (Immediate).

驗線合格後安裝電表 (即時)。

Provide Inspection Appointment for Customer Installation (Within 2 working days in a 1.5-hour time band).

接駁電力驗線的預約服務 (兩個工作天內的 1.5 小時時段)。

Reconnection of Supply after Payment of Outstanding Charges (Same day as payment is received).

清繳逾期電費後重新接駁電力 (收到繳費後當日)。



HEALTH & SAFETY 健康及安全

TARGETS 目標

STATUS 狀況

● Achieved 達標

Electricity Accounts & Meters 電力賬戶及電表

Closure of Electricity Account at the Request of the Customer (Within 2 working days).

因應客戶要求終止電力賬戶（兩個工作天內）。



Deposit Refund by Cheque after Full Authorisation by the Customer and Closure of Account (Within 5 working days).

客戶辦妥所有授權手續及取消賬戶後，以支票退回按金（5個工作天內）。



Special Request on Meter Reading (Within the next working day)

申請提供特別讀表服務（下一個工作天內）。



Processing of Concessionary Tariff Application upon Confirmation from the Assessment Centre (Within 2 working days).

收到審核中心確認後，處理有關電費優惠計劃的申請（兩個工作天內）。



Meter Testing (Accuracy traceable to international standards via HOKLAS accredited Standards Laboratory).

電表測試（標準實驗室的計量準確程度獲「香港實驗所認可計劃」認可，追溯至國際標準）。



Customer Enquiries 客戶查詢

Average Waiting Time for Counter Services at Customer Centre (Less than 3.5 minutes).

客戶中心櫃位服務平均等候時間（少於3.5分鐘）。



Average Waiting Time for Telephone Enquiry Services by Customer Services Representatives (Less than 9 seconds).

由客戶服務代表接聽電話查詢平均等候時間（少於9秒）。



Reply to Written Enquiries on Customer Accounts (Within 7 working days after receipt).

回覆有關賬戶的書面查詢（接獲查詢後7個工作天內）。



Site Investigation for Electricity Consumption Enquiries (Within 3 working days).

耗電量查詢的現場調查（3個工作天內）。



Emergency Services 緊急召援

Average Waiting Time for Telephone Calls to Customers Emergency Services Centre (Less than 9 seconds).

致電客戶緊急服務中心平均等候時間（少於9秒）。



Average Arrival Time to Scene in Urban Areas in Response to Emergency Calls (Less than 28 minutes).

回應市區內緊急召援之平均到達現場時間（少於28分鐘）。



TARGETS 目標

STATUS 狀況

● Achieved 達標

To reduce the Disabling Injury Frequency Rate (DIFR) in 2007 as compared to 2006.

將二零零七年的缺勤意外發生率降低至低於二零零六年的水平。



To reduce the Disabling Injury Severity Rate (DISR) in 2007 as compared to 2006.

將二零零七年的缺勤意外嚴重率降低至低於二零零六年的水平。



* Missed: Although the number of disabling injuries dropped in 2007 as compared to 2006, the total number of days charged was higher in 2007, resulting in a higher DISR.
不達標：雖然二零零七年缺勤意外數字低於二零零六年，但由於缺勤天數較高，以致缺勤意外嚴重率亦較高。

2008 Targets Preview

目標展望

ENVIRONMENTAL 環境



ENVIRONMENT 環境

TARGETS 目標

To comply with relevant environmental legislation with zero prosecution or abatement notice.

遵守相關的環保法例，實現零檢控或消減通知。

To control SO₂, NO_x and particulate emissions from Lamma Power Station within licence limits.

將南丫發電廠的二氧化硫、氮氧化物及粒狀物排放量控制在牌照的規限之內。

To control effluent discharge from Lamma Power Station within licence limits.

將南丫發電廠的污水排放控制在牌照的規限之內。

To achieve certification to ISO 14001:2004 for Lamma Environmental Management System.

為南丫環境管理系統取得 ISO 14001:2004 認可證書。

To continue to participate in the Wastewi\$e scheme organised by the Environmental Protection Department and to obtain Gold Wastewi\$e Logo Ranking.

繼續參加環境保護署舉辦的明智減廢計劃，並獲得「卓越明智減廢」標誌。

To start the site modification work for the L2 FGD and L4/5 Low NO_x System Retrofit Projects.

展開 L2 煙氣脫硫裝置及 L4/5 低氮氧化物燃燒器加裝工程的改裝工作。

To recommission the GT57 Combined Cycle Unit after its conversion to gas firing.

GT57 聯合循環機組轉為燃氣機組後重新測試及為投入服務作準備。

To commission the micro wind turbine and PV solar panel installations for Marsh Road Station Building and the micro wind turbine installations for Lamma Power Station.

將馬師道電站小型風力發電機與太陽能發電裝置，以及南丫發電廠小型風力發電機投入服務。

SOCIAL 社會



QUALITY 品質

TARGETS 目標

To further expand the plant ownership programme with at least six newly added projects pertaining to power generation activities.

進一步拓展設備物主計劃，至少新增六個與發電有關的項目。

To fulfil the following customer satisfaction indices pertaining to the activities of Projects Division:

實現以下與工程建設科工作有關的客戶滿意度指標：

- Trenching Performance in Highways Department Audit Inspection ($\geq 99.0\%$ compliance);
路政署審核檢查的壕坑工程表現 (符合率 $\geq 99.0\%$) ;
- Verbal Complaint Response Time (≤ 1.0 hours);
口頭投訴回應時間 (≤ 1.0 小時) ;
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預先通知暫停供電平均通知時間 (7 天前)。

Average Time for Supply Restoration after Interruption of Supply (Within 2 hours).

電力中斷後平均恢復電力時間 (兩小時內)。

Site Investigation for Power Quality Enquiries (Within 3 working days).

電能質量查詢的現場調查 (3 個工作天內)。

Connection of Supply 電力接駁

Not Requiring Inspection (Within the next working day).

毋須驗線 (下一個工作天內)。

Meter Installation after Satisfactory Inspection (Immediate).

驗線合格後安裝電表 (即時)。

Provide Inspection Appointment for Customer Installation (Within 2 working days in a 1.5-hour time band).

接駁電力驗線的預約服務 (兩個工作天內的 1.5 小時時段)。

Reconnection of Supply after Payment of Outstanding Charges (Same day as payment is received).

清繳逾期電費後重新接駁電力 (收到繳費後當日)。

TARGETS 目標**Electricity Accounts & Meters 電力賬戶及電表**

Closure of Electricity Account at the Request of the Customer (Within 2 working days).

因應客戶要求終止電力賬戶（兩個工作天內）。

Deposit Refund by Cheque after Full Authorisation by the Customer and Closure of Account (Within 5 working days).

客戶辦妥所有授權手續及取消賬戶後，以支票退回按金（5個工作天內）。

Special Request on Meter Reading (Within the next working day).

申請提供特別讀表服務（下一個工作天內）。

Processing of Concessionary Tariff Application upon Confirmation from the Assessment Centre (Within 2 working days).

收到審核中心確認後，處理有關電費優惠計劃的申請（兩個工作天內）。

Meter Testing (Accuracy traceable to international standards via HOKLAS accredited Standards Laboratory).

電表測試（標準實驗室的計量準確程度獲「香港實驗所認可計劃」認可，追溯至國際標準）。

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Average Waiting Time for Counter Services at Customer Centre (Less than 3.5 minutes).

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Average Waiting Time for Telephone Enquiry Services by Customer Services Representatives (Less than 9 seconds).

由客戶服務代表接聽電話查詢平均等候時間（少於9秒）。

Reply to Written Enquiries on Customer Accounts (Within 7 working days after receipt).

回覆有關賬戶的書面查詢（接獲查詢後7個工作天內）。

Site Investigation for Electricity Consumption Enquiries (Within 3 working days).

耗電量查詢的現場調查（3個工作天內）。

Emergency Services 緊急召援

Average Waiting Time for Telephone Calls to Customers Emergency Services Centre (Less than 9 seconds).

致電客戶緊急服務中心平均等候時間（少於9秒）。

Average Arrival Time to Scene in Urban Areas in Response to Emergency Calls (Less than 28 minutes).

回應市區內緊急召援之平均到達現場時間（少於28分鐘）。

**HEALTH & SAFETY 健康及安全****TARGETS 目標**

To reduce the Disabling Injury Frequency Rate (DIFR) in 2008 as compared to 2007.

將二零零八年的缺勤意外發生率降低至低於二零零七年的水平。

To reduce the Disabling Injury Severity Rate (DISR) in 2008 as compared to 2007.

將二零零八年的缺勤意外嚴重率降低至低於二零零七年的水平。

To maintain a clean, comfortable and hygienic working environment, with a high cleaning standard set for the Company premises including the entire air-duct system.

保持工作環境潔淨、舒適、衛生，而公司範圍以及整個空調氣槽系統亦保持高潔淨水平。

To ensure healthy meal choices in the Company's canteens and to provide nutritional information/advice to employees via the Canteen Focus Group.

確保公司食堂有健康餐單可供選擇，並通過員工餐廳膳食關注小組為員工提供營養資訊或意見。

To launch an "Employee Wellness Programme" aiming to promote a balanced work-life and family-life for employees.

推出「關愛樂盈營」計劃，向員工推廣工作與生活的平衡，並鼓勵員工注重家庭生活。

**COMMUNITY 社區****TARGETS 目標**

To provide training opportunities for 720 elderly students through the U3A project.

通過「香港第三齡學苑」計劃為七百二十名長者學員提供培訓機會。

Total service hours rendered by HK Electric Volunteers to reach over 3,000.

港燈義工隊服務時數超過三千小時。

To encourage more employees and their families to participate in the Walk for Millions. Both numbers and donations should exceed those in 2007.

鼓勵更多員工及家人參加百萬行。參加人數與捐款數字均應較二零零七年為高。

Summary of Statistics 統計數字概要

ENVIRONMENTAL 環境



ENVIRONMENT | 環境

	2007	2006	2005
Electricity Generated 發電量			
Total electricity generated [GWh] 總發電量 [百萬度]	12,243	12,199	12,198
Fuel Consumed 消耗的燃料			
Coal [kT] 燃煤 [千公噸]	3,646	4,088	4,327
Light gas oil [kT] 輕柴油 [千公噸]	5	5	5
Heavy fuel oil [kT] 重燃油 [千公噸]	4	6	5
Natural gas* [kT] 天然氣* [千公噸]	279	98	-
Licence Compliance 符合牌照規定			
No. of Licence Limit Exceedance 超出牌照規限的數目	0	0	0
Percentage of compliance [%] 符合率 [%]	100	100	100
Total Air Emissions 總排氣量			
SO ₂ [kT] 二氧化硫 [千公噸]	25.3	30.0	31.0
NO _x [kT] 氮氧化物 [千公噸]	14.3	17.3	18.5
RSP# [kT] 可吸入懸浮粒子# [千公噸]	0.55	1.3	1.5
CO ₂ [million T] 二氧化碳 [百萬公噸]	9.08	9.85	9.94

	2007	2006	2005
Ash / Gypsum 煤灰 / 石膏			
Ash produced [kT] 產生的煤灰 [千公噸]	346	409	437
Ash sold for industrial uses [kT] 售作工業用途的煤灰 [千公噸]	338	399	419
Gypsum sold for industrial uses [kT] 售作工業用途的石膏 [千公噸]	68	67	76
Waste Oils 廢油			
Waste oil recycled [litres] 廢油循環再造總量 [公升]	68,000	7,600	12,400
Waste oil for disposal [litres] 廢油回收處理總量 [公升]	3,905	5,600	3,550
Water Consumption / Discharge 耗水量 / 廢水排放量			
Town water consumption [thousand m ³] 耗水量 [千立方米]	1,395	1,515	1,477
Wastewater discharge [thousand m ³] 廢水排放量 [千立方米]	373	421	284
Noise Abatement Notice 消除噪音通知書			
Number of Notices received 所收通知書數目	0	0	0
Certificate Accreditation 認可證書			
Number of ISO 14001 Certificates ISO 14001認可證書總數	1	1	1

* HK Electric's first liquefied natural gas-fuelled combined cycle generating unit started commercial load in October 2006.
港燈首台以液化天然氣為燃料的聯合循環發電機組於二零零六年十月正式投入商業運行。

The figure for 2007 refers to RSP while the figures for 2006 and 2005 refer to Particulates.
2007年的數字是指「可吸入懸浮粒子」，而2006及2005年的數字為「粒狀物」。

SOCIAL 社會



QUALITY 品質

	2007	2006	2005
Customer Satisfaction Indices 客戶滿意指標			
Average rating of satisfaction level (maximum mark for each index is 5.0) 滿意度平均評分 (每個指數最高為 5 分)	4.5	4.5	4.5
Performance Pledges 服務承諾			
Number of performance pledges 服務承諾總數	18	18	18
Percentage achieved [%] 達標率 [%]	100	100	100
Reliability 可靠程度			
Electricity supply reliability [%] 電力供應可靠程度 [%]	>99.999	>99.999	>99.999
Certificate Accreditation 認可證書			
Number of ISO 9001 Certificates ISO 9001 認可證書總數	9	9	9
Number of HOKLAS Certificates 香港實驗所認可計劃認可證書總數	3	3	3



HEALTH & SAFETY 健康及安全

	2007	2006	2005
Number of fatalities 死亡宗數	0	0	0
Number of disabling injuries 缺勤意外數字	3	4	9
Disabling Injury Frequency Rate (DIFR) (per 200,000 employee-hours worked) 缺勤意外發生率 (每 20 萬個工作小時)	0.13	0.17	0.38
Number of days lost/charged (number of employee-days) 損失 / 缺勤的天數 (員工天數)	145	84	221
Disabling Injury Severity Rate (DISR) (per 200,000 employee-hours worked) 缺勤意外嚴重率 (每 20 萬個工作小時)	6.4	3.6	9.3
Longest period without a lost-time injury (no. of days) 最長的無缺勤期 (天數)	247	217	98
Number of reported traffic accidents^ (no. of cases) 通報的交通事故宗數 ^ (個案數目)	12	28	25
Traffic Accident Frequency Rate (TAFR)^ (no. of cases per million km travelled) 交通意外發生率 ^ (每行走百萬公里的個案數目)	4.7	11.9	10.6
Number of OHSAS18001 Certificates OHSAS18001 認可證書總數	1	1	1

^ From 2007 onwards, only reported cases caused by our employees are counted so as to reflect their performance more accurately.
由 2007 年起，統計數字只包括因員工引致的通報個案，以更準確反映他們的表現。

Verification Statement 核實聲明

Scope and objective

Hong Kong Quality Assurance Agency (HKQAA) was commissioned by The Hongkong Electric Company Limited (HK Electric) to conduct an independent verification of the 2007 Social and Environmental Report (herein referred to as “the Report”). The Report described the social and environmental performance of HK Electric for the period from 1st January to 31st December 2007. The objective of the verification was to provide an independent opinion on the materiality, completeness, accuracy and reliability of the information presented in the Report.

The scope of the verification included all reporting contents presented.

The verification scope included:

- Assess whether the information presented is accurate and represents HK Electric’s performance;
- Verify the reliability of data and information management mechanism for gathering, collating, analyzing and presenting the data in the Report;
- Assess the overall reasonableness and balance of reporting with regard to the information presented;
- Identify the relevant areas for future improvement.

Verification methodology

Our verification procedure included review of relevant documentation, interview with representatives of HK Electric with accountability for preparing the Report and analysis of selected sample of data and information consolidated in the Report. The sample data were verified for accuracy through examination of supporting information and crosschecking with third party information available.

Our opinion

It is HKQAA’s opinion that the information presented in the Report provided a structured, balanced and accurate representation of HK Electric’s performance in the context of social and environmental aspects. The Report was a fair and honest representation of HK Electric’s initiatives, targets, progress and performance on its social and environmental achievements. All selected data examined during our verification were accurate and consistent with the supporting information reviewed. The information provided in the Report was reliable in the presentation of HK Electric’s commitments, initiatives, performance and achievements for the reporting period.

Signed for and on behalf of HKQAA



Connie Sham
Lead Verifier

核實的範圍及目的

香港電燈有限公司（下稱港燈）已委任獨立核實機構「香港品質保證局」審核2007社會及環境報告（下稱報告）的全部內容。該報告載述港燈在2007年1月1日至2007年12月31日在社會及環境方面的表現。核實工作的目的是對報告所記載之內容在相關性、完整性、準確性及可靠性上作出獨立的查核意見。

核實的範圍涵蓋了該份報告之全部內容。

核實的範圍包括：

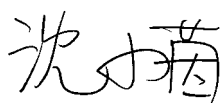
- 評核報告所載內容及資料的準確性及代表性。
- 評核資料及數據管理機制是否能可靠地收集、核對、分析及於報告中闡述。
- 評核於報告內所記載的表現是否合理及平衡。
- 為將來編製報告提供改進建議。

核實方法

本局的核實程序包括審閱相關之文件、與負責編製報告的代表面談及選取具有代表性的資料和數據進行審核。查閱及測試報告內容及數據的補充資料，確保報告準確無誤，部份數據更透過第三方進行覆核。

核實意見

我們認為此報告的結構完整、平衡、可靠及清晰地反映港燈在社會及環境方面的表現。此報告公平和如實地載述了港燈各項與社會及環境有關的措施、目標、進度、成效及表現。在該次核實過程中所查閱的內容和數據與其補充資料一致，準確無誤。此報告所載的內容能可靠地反映港燈於報告年度所闡述的承諾及推行的措施及其表現和成果。



沈小茵

香港品質保證局審核組長

Share your ideas and opinions with us!

At HK Electric, we believe our performance record in the vital areas of environmental protection and social responsibility are every bit as important as our balance sheet. Consequently, we would very much like to hear your feedback on our performance in 2007.

To share your comments, please contact us at:
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Projects Division
The Hongkong Electric Co., Ltd.,
44 Kennedy Road,
Hong Kong

Fax: (852) 2537 1013
Email: mail@hec.com.hk
Website: www.heh.com

請與我們分享您的想法及觀點！

港燈相信，環保及社會責任方面的表現與業績同樣重要。因此，我們歡迎您就二零零七年我們在上述兩方面的表現發表意見。

如有任何意見，請與我們聯絡：

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