

2008

Social and Environmental Report
社會及環境報告



香港電燈有限公司
The Hongkong Electric Co., Ltd.

Our way to a greener future
創建環保未來之道



At HK Electric, we integrate sustainable, harmonious and caring practices into our daily operations. The kite on the cover symbolises our commitment and determination to keep this principle flying high as we continue to partner with our stakeholders to provide steady support for a brighter and greener future.

港燈將可持續的營運方式，和諧與關愛的信念，融入日常營運中。報告封面的風箏，象徵港燈堅守這項承諾的決心。我們將繼續與持份者並肩攜手，共創更耀目及環保的未來。



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董事總經理致辭

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Message from the Managing Director

董事總經理致辭

Moving Confidently Towards a Greener Hong Kong

HK Electric is committed to sustainable, harmonious and caring practices in our daily operations for the benefit of the environment, our customers, employees, shareholders and the community.

We pursue sustainable initiatives that aim to protect the environment for our future generations; we conduct our business in harmonious ways that bring people and policies together for the greater good; and with caring as one of our core values, we engage in wide-ranging charitable and meaningful activities to support those in need.

This 2008 Social and Environmental Report gives an extensive account of our consistent, dedicated and goal-oriented efforts to protect and sustain the environment and care for our stakeholders including customers and the community.

We are pleased to have achieved all of our stringent emission caps for 2008. Our emission reduction programmes which include the retrofitting of more coal-fired units with Flue Gas Desulphurisation plants and Low Nitrogen Oxides systems progressed well, putting us firmly on track towards achieving the Government's 2010 emission reduction targets.

To get prepared for the challenges ahead, we reviewed and revised our Corporate Environmental Policy to address current environmental issues, and we embraced green procurement practices by establishing new Green Purchasing Guidelines. Signing the Carbon Reduction Charter and increasing our gas-fired generation capability are other

examples that demonstrate our determination to move with the times. Meanwhile we continued to look for opportunities to expand the use of renewable energy in power generation and promote energy efficiency in our operations and the community. The green initiatives at our newly built Marsh Road Station Building have become important design criteria for our future buildings.

Not only can our customers look to us for green leadership, they can also count on us to provide a reliable and stable power supply, as well as being a caring corporate citizen. Once again we are proud to have surpassed our pledged service standard by maintaining a power supply reliability rating of over 99.999% in 2008. This represents an unbroken record of 12 consecutive years since 1997.

Showing care and consideration, we always serve the community with our heart. In 2008, we continued to give our time, resources and money to benefit a wide range of community activities and charitable causes, while also looking after the wellbeing of our employees.

The new Scheme of Control Agreement with the Government has provided a long-term regulatory framework for the Company and stable returns for our shareholders. We will continue to play a strong leadership role in protecting the environment and providing clean, reliable electricity, while meeting the needs of our stakeholders as we make our way to a greener future.



信心滿載邁向更環保的香港

在港燈日常的營運中，我們將可持續的營運方式，揉合和諧與關愛的信念，在照顧客戶、員工、股東和社會大眾的同時，亦愛護環境。

我們推行保護環境的措施，為下一代締造更美好的生活；我們以和諧之道經營業務，務求與社會各界協作共融；我們亦體現公司「添關愛」的理念，參與各類慈善及有意義的活動，為有需要人士提供協助。

這份二零零八年《社會及環境報告》詳述我們在保護環境、服務客戶、關心社會等方面，持續努力的工作。

在二零零八年，我們完全符合政府嚴格的排放上限，而燃煤機組加裝煙氣脫硫裝置及低氮氧化物系統的工程，亦取得良好進展。因此，我們有信心達至政府訂定的二零一零年減排目標。

為迎接未來的挑戰，我們檢討及修訂了公司的環保政策，配合當前的環保議題，同時制訂全新的綠色採購指引，實踐環保採購措施。公司亦與時並進，簽署減碳約章和增加天然氣發電設施。此外，我們繼續探討更廣泛使用可再生能源發電的機會，並身體力行，在日常運作及社會上，推動能源效益。港燈新落成的馬師道電站融合多項環保設計，可為日後的港燈建築物作重要設計藍圖。

港燈不單以環保工作贏取客戶支持，我們可靠及穩定的供電，同樣值得客戶信賴。在二零零八年，我們的供電可靠度維持在超過百分之九十九點九九九的高水平，這紀錄自一九九七年開始連續保持十二年至今，能夠超越服務承諾，我們引以為榮。

港燈克盡企業公民責任，服務社會由心出發。在二零零八年，我們繼續積極參與各類社區及慈善活動，並致力為員工謀福祉。

與政府達成新的管制計劃協議，為公司提供一個長遠的規管架構，令股東享有穩定的回報。我們將繼續領導公司上下，致力保護環境、提供清潔而可靠的電力，及配合持份者的需要，邁向更環保的明天。

Tso Kai-sum
Managing Director
May 2009

曹榮森
董事總經理
二零零九年五月



HK Electric supports the wider application of renewable energy (RE) in Hong Kong by using RE technologies in its buildings whenever possible – such as installing solar panels and micro wind turbines at our Marsh Road Station Building, and installing solar heaters, solar street lights and micro wind turbines at Lamma Power Station.

一直以來，港燈支持在香港更廣泛地應用可再生能源，並在可能的情況下，在旗下建築物採用有關技術，例如在馬師道電站天台安裝太陽能板及小型風力發電機；在南丫發電廠安裝太陽能熱水器、太陽能街燈及小型風力發電機等。

Environment 環境 Policy and Commitment 政策與承諾



Unit L9 at Lamma Power Station is Hong Kong's first liquefied-natural-gas-fired generating unit.

南丫發電廠的第九號機組是全港首台以液化天然氣為燃料的發電機組。

Cleaner Air and Bluer Skies for All

We are pleased to have achieved all of our stringent emission caps for 2008 and are confident of meeting the Government's emission reduction targets in the future for sulphur dioxide [SO₂], nitrogen oxides [NO_x] and respirable suspended particulates [RSP]. These concerted efforts should help to gradually improve air quality in Hong Kong.

Environmental and Green Purchasing Policies

HK Electric conducts business in an environmentally responsible manner. We reviewed and revised our Corporate Environmental Policy at the end of 2008 to address current environmental issues and ensure commitment from all of our employees.

In addition, the Green Purchasing Guideline was introduced in July 2008 stipulating principles for the procurement of commodities and the selection of suppliers.

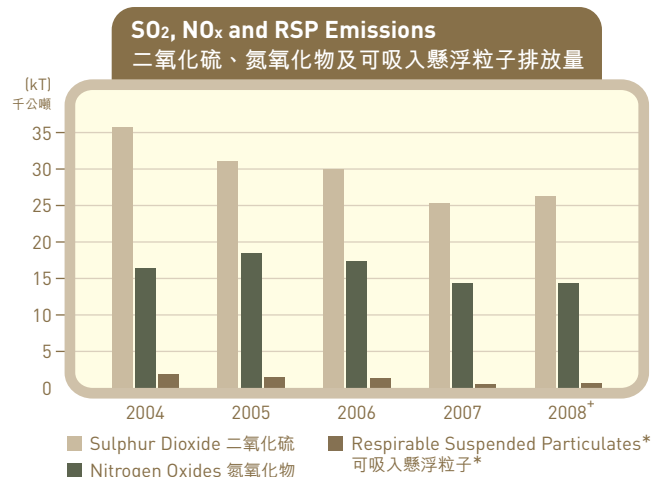
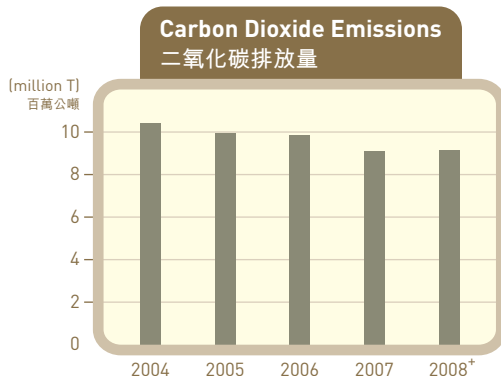
清新空氣 蔚藍晴空

在二零零八年，南丫發電廠的排放量完全符合排放上限，我們對於能夠達到政府的嚴格要求感到欣慰，同時亦有信心在未來兩年達至政府就二氧化硫、氮氧化物及可吸入懸浮粒子等的減排目標，協助逐步改善本港的空氣質素。

環保及綠色採購政策


港燈本著環保理念營運業務，於二零零八年底檢討及修訂公司的環保政策以配合當前的環保議題，並確保所有員工積極承擔。

另外，我們在同年七月引入綠色採購指引，作為採購貨品及甄選供應商的藍本。



* The figures for 2007 and 2008 refer to RSP while the figures for 2004 to 2006 refer to Particulates. 2007及2008年的數字是指「可吸入懸浮粒子」，而2004至2006年的數字為「粒狀物」。

* Due to extremely tight and volatile fuel supply market in 2008, less liquefied natural gas and good quality coal were used in 2008 than 2007 and resulted in a slight increase in emissions. 二零零八年世界能源市場十分緊張，供應不穩，導致港燈在天然氣及優質燃煤的使用量有所下降，二零零八年的排放量因而稍高於前年。



Among our many environmental initiatives, we are proud of our continuous efforts to save water resources by collecting rainwater and recycling wastewater at Lamma Power Station. In 2008, 138,000 cubic metres of water were recycled and reused.

節約用水是港燈眾多的環保措施之一。我們多年來於南丫發電廠推行雨水收集及廢水回收計劃，成績令人滿意。在二零零八年，循環再用的總雨水及廢水量達十三萬八千立方米。



Environment 環境 Initiatives 措施



Unit GT57 is successfully converted into gas-firing in 2008 and will reduce emissions from LPS from 2010 onwards.

GT57 機組在二零零八年改以天然氣推動，有助於二零一零年後減少南丫發電廠的排放。

Improving Air Quality through our Retrofit Programme

Our emission control programme progressed on schedule in 2008. The construction of Unit L5 Flue Gas Desulphurisation (FGD) plant made satisfactory progress with target commissioning by mid-2009, while the installation of similar plants at Unit L4 and Unit L2 has commenced and these will be put in use in early 2010.

In addition, we completed the engineering and fabrication work for Unit L5 Low Nitrogen Oxides (NO_x) System in the first half of 2008. Site installation work which began in October 2008 was completed in January 2009, resulting in a NO_x emission reduction of over 50% following commissioning. The retrofit work for Unit L4 Low NO_x System will commence in September 2009 for target commissioning by March 2010.

Our emission control programme is on schedule in 2008 with the retrofitting of Unit L5 FGD plant.

在二零零八年內電廠減排工作按計劃進行，第五號機組加裝煙氣脫硫裝置的工程進展順利。

加裝減排裝置 長遠改善空氣質素

電廠減排工程於二零零八年按計劃進行。為第五號機組加裝煙氣脫硫裝置的工程進展順利，預計今年年中可以投入服務；而第四及第二號機組的加裝工作亦已展開，並會於二零一零年初完成。

至於為第五號機組加裝低氮氧化物燃燒器的組件裝配工作，已於二零零八年上半年竣工，安裝工程於同年十月展開並於今年一月完成，成功將氮氧化物的排放量銳減超過五成。第四號機組亦將於今年九月加裝同類設施，預計明年三月投產。



Lamma Winds has generated more than 2.3 million units of green electricity, while displacing more than 2,000 metric tonnes of carbon dioxide emissions.

南丫風采發電站共產生超過二百三十萬度綠色電力，減少二氧化碳排放超過二千公噸。



Addressing Climate Change

As one of Hong Kong's major utility companies, HK Electric recognises its responsibility to contribute to global efforts to reduce Greenhouse Gas (GHG) emissions by switching to low carbon fuel, promoting energy efficiency and applying renewable energy. We made good progress in 2008.

Additional gas facility for cleaner power generation

We continue to make strides to power our grid with natural gas, one of the cleanest fuels available. Further to the commissioning of Hong Kong's first liquefied-natural-gas-fired generating unit (Unit L9) at Lamma Power Station in 2006, we successfully converted our GT57 from an oil-fired combined cycle unit to a gas-fired unit in February 2008. The addition of the gas-fired GT57 will allow HK Electric to increase the use of natural gas from 2010 onwards to help reduce emissions from Lamma Power Station.

Continuing to lead the way with wind power

HK Electric developed and is operating Hong Kong's first commercial scale wind power plant – Lamma Winds. Since its commissioning in February 2006 it has generated more than 2.3 million units of green electricity, while displacing more than 2,000 metric tonnes of carbon dioxide emissions.

回應氣候變化

全球致力減少溫室氣體排放，港燈作為本港的主要公用事業機構之一，責無旁貸。公司轉用低碳燃料，積極推廣能源效益及應用可再生能源，這些工作在二零零八年均取得良好進展。

增加天然氣發電設施 提供更潔淨電力

天然氣是現今最潔淨的燃料之一，我們繼續透過天然氣發電提升環保成效。繼全港首台以液化天然氣為發電燃料的第九號機組，在二零零六年於南丫發電廠投產後，我們於二零零八年二月成功將一台燃油機組改以燃氣推動。改裝後的 GT57 機組是廠內第二台聯合循環機組，使我們可以在二零一零年後增加天然氣發電，進一步減低南丫發電廠的排放。

風力發電 繼續領前

港燈率先興建及營運全港首個商用風力發電站 — 南丫風采發電站。風站自二零零六年二月投產至今，共產生超過二百三十萬度綠色電力，減少二氧化碳排放超過二千公噸。



Photo from Agriculture, Fisheries and Conservation Department.
相片由漁農自然護理署提供



As we explore the construction of a utility scale offshore wind farm on Hong Kong waters, field surveys are conducted to minimise the impact on marine mammals.

我們現正探討在本港水域興建一個大型離岸風場，並會進行實地勘察，研究計劃可能對海洋哺乳類動物的影響。

We are currently exploring a wider application of wind power by pursuing an Environmental Impact Assessment (EIA) study to gauge the development of a utility scale offshore wind farm on Hong Kong waters. Two potential sites have been shortlisted. Field surveys covering marine mammals, avifauna and the benthic zone commenced in August 2008 and will continue until June 2009.

One of the key considerations in the EIA study is to minimise disturbance to Finless Porpoises (a species regularly sighted in Hong Kong waters) during the construction phase. Upon completion of the study, one of the two sites will be selected for detailed engineering studies including site investigation and erecting a wind monitoring mast to measure offshore winds.

Constructing greener buildings by using renewable energy technologies

Thanks to a host of green and energy-saving initiatives integrated into its design, the recently commissioned Marsh Road Station Building was awarded the Government's energy efficiency registration certificates covering lighting, lift, air-conditioning and electrical installations.

A rooftop garden was built to bring room temperatures down thereby reducing the need for air-conditioning. Also two micro wind turbines and 16 solar photovoltaic panels were installed to provide emission-free electricity. These energy-saving measures and other initiatives will help reduce about 10% of the building's total electricity consumption.

我們正探討擴大使用風力發電的可行性，研究在香港水域興建一個大型離岸風力發電場。公司已選定兩個可行性較高的地點進行環境影響評估，並於二零零八年八月至今年六月期間，進行實地勘察，涵蓋海洋哺乳類動物、鳥類及海底帶等。

是項環境影響評估的其中一項主要考慮，是如何減低施工期間對江豚（經常出現於香港水域的品種）的影響。研究完成後，我們將在其中一個地點展開詳細勘察，包括實地勘測及豎立監測桿量度離岸風力等。

綠色建築揉合可再生能源科技

港燈在新落成的馬師道車站加入了不少環保及節能設施，令到車站在照明系統、升降機、空調及電力裝置等方面，都獲得政府頒授建築物能源效益註冊證書。

站內的空中花園有助降低室溫，節省空調的耗電量。此外，天台上安裝了兩台小型風力發電機組和十六塊太陽能光伏板，提供零排放的綠色電力。綜合站內多項節能措施，每年可節省總用電量約百分之十。

Also to conserve water resources, a rainwater collection tank was built for watering plants in the garden, while underground irrigation pipes were installed to reduce water evaporation.

Internally, an Energy Saving Task Group was set up in 2008 to see how energy-saving measures related to the HVAC systems, lifts, lighting, electrical installations, canteen and kitchen equipment, and housekeeping practices could be applied to other company premises.

大樓內亦屬行節省用水，天台設有水缸收集雨水，供灌溉園內樹木和草地之用；灌溉水管巧妙地藏於泥土內，減少水份蒸發。

港燈於二零零八年成立了一個節能專責小組，研究如何在公司的建築物內，全面應用與空調系統、升降機、照明系統、電力裝置、飯堂和廚房設備，以至庶務方面相關的節能措施。



The roof decking is made from recycled plastic and wood waste.
天台地台板以回收塑料和木屑合製而成。

Micro wind turbines "turn" winds into electricity.

小型風力發電機將風能轉化為電能。



Award-winning Marsh Road Station Building has integrated a host of green and energy-saving initiatives into its design.

馬師道車站加入了不少環保及節能設施，屢獲嘉許。



Solar lights demonstrate power generation from natural sources.

太陽能燈利用天然資源發電。



Louvred corridors facilitate natural ventilation to reduce dependence on air-conditioning.

大廈走廊廣設通風百葉窗，減少使用空調。



HK Electric Director of Engineering (Planning & Development), Mr. Wan Chi-tin (right), and the Secretary for the Environment, Mr. Edward Yau, at the signing ceremony of the Carbon Reduction Charter committing the Company to perform carbon audits and implement energy-saving measures in offices.

在「減碳約章」的簽署儀式上，港燈工程及發展董事尹志田（右），從環境局局長邱騰華手上接過減碳約章，承諾進行建築物碳審計和推行節能措施。

Signing the Carbon Reduction Charter

HK Electric joined “Green Hong Kong • Carbon Audit” and signed the Carbon Reduction Charter to reduce GHG emissions by carrying out carbon audits in specified office premises and implementing a wide range of energy-saving measures in our offices.

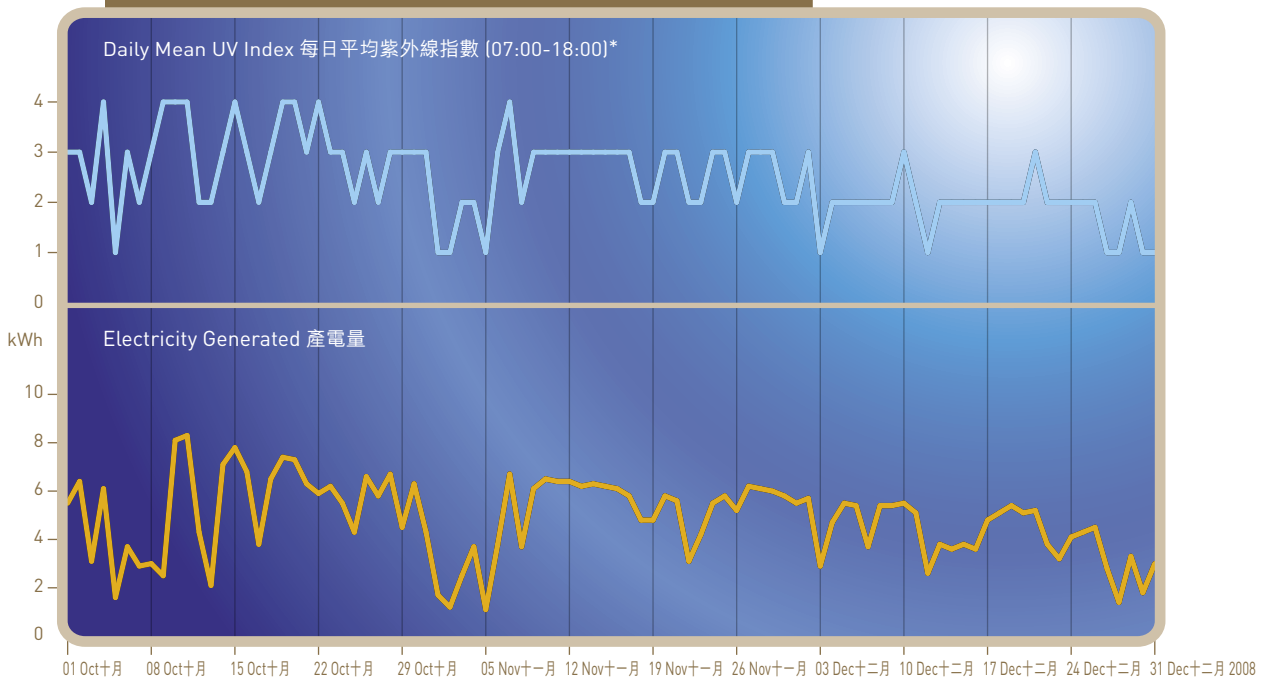
These efforts came on top of our energy conservation measures which won us the Energywise Labels under the 2008 Hong Kong Awards for Environmental Excellence, a new scheme organised by the Environmental Campaign Committee in collaboration with a number of organisations to encourage and recognise outstanding environmental efforts and performance in energy-saving.

簽署減碳約章

港燈參與「綠色香港•碳審計」活動並簽署減碳約章，為部分港燈建築物進行「碳審計」，並在辦公室推行多項節能措施，減少溫室氣體排放。

港燈憑著在節能方面的良好成績，獲頒二零零八年香港環保卓越計劃的節能標誌。這個計劃由環境保護運動委員會及多個團體合辦，旨在鼓勵及嘉許機構在節能、環保方面的出色表現。

Marsh Road Station Building Solar Panel Output and UV Index
馬師道車站太陽能板輸出與紫外線指數



*Source: Hong Kong Observatory
資料來源：香港天文台

In 2008, the “Class of Excellence” Energywi\$e Label was awarded for the very first time to a few Hong Kong companies including HK Electric’s Lamma Power Station. The award recognised our diligent efforts to implement energy-saving measures including the utilisation of renewable energy through solar street lights, solar water heaters and two grid-connected small wind turbines, retrofitting T5 lamps, de-lamping, using smart control timers for lighting, optimising air-conditioning settings, setting timer controls for exhaust systems, and promoting staff awareness of energy-saving.

Meanwhile, our Apleichau Industrial Estate Zone Substation was also awarded with a “Class of Good” Energywi\$e Label for taking measures to apply renewable energy and to save energy, resulting in at least a 2% annual energy-savings for the building.

As an industry leader, we also joined the Climate Change Business Forum and its Executive Committee to communicate the impacts of climate change and the policies and regulations addressing it, as well as to promote the best practices in GHG emission reduction within the business sector of Hong Kong.

在二零零八年，港燈成為少數獲頒「卓越級別」節能標誌的機構之一，確認公司努力不懈，除不斷加強員工的節能意識外，還在南丫發電廠推展多項節能措施，包括廣泛應用可再生能源、採用太陽能街燈和熱水器，及利用小型風車發電。照明系統亦講求節能，改用 T5 型光管、減少照明燈數量及加裝時間控制器等。另外又調校冷氣至適當溫度，預校抽風系統的開關時間。

同時，鴨脷洲工業邨分區電力站亦取得「良好級別」節能標誌，透過採用可再生能源發電和積極節能，電站的耗電量較前減少百分之二或以上。

身為業界的一份子，港燈參與氣候變化商界論壇的工作，並成為執行委員會成員，參與向業界傳遞有關氣候變化的影響及對策的訊息，並推廣有效減少溫室氣體排放的方法。



“Class of Good” Energywi\$e Label for Apleichau Industrial Estate Zone Substation.

鴨脷洲工業邨分區電力站獲頒「良好級別」節能標誌。

“Class of Excellence” Energywi\$e Label for Lamma Power Station.

南丫發電廠獲頒「卓越級別」節能標誌。



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People are now becoming more aware of the relationship between the environment and community health. In fact, we can all contribute to a greener Hong Kong – academics are researching in this area, while the Government is also reviewing our Air Quality Objectives with a view to developing a long-term air quality management strategy. HK Electric can contribute by using clean energy and reducing emissions in power generation.

現今社會更多人關注環境與健康的關係。其實，保護環境人人有責。學者透過研究，加深對兩者的認識；政府透過檢討空氣質素指標，制定長遠空氣質素管理策略；而港燈則可以透過使用潔淨能源，減少排放。

In addition, HK Electric has participated in the Carbon Disclosure Project (CDP) since 2005. Every year we disclose our GHG emission position and our efforts in mitigating climate change. All information can be accessed at CDP's website.

Effective Environmental Management Systems

Our Projects Division implemented an Integrated Management System (IMS) in September 2008 by upgrading the existing ISO 9001 Quality Management System, implementing a new ISO 14001 Environmental Management System and a new OHSAS 18001 Occupational Health & Safety Management System. We received the IMS certificate in January 2009.

In February 2008, HK Electric was proud to receive the ISO 14001 Certificate for its Environmental Management System at Lamma Power Station (LEMS). LEMS was first established in 2001 to help analyse, control and improve daily operational procedures, while enhancing the awareness, competency and participation of employees.

Turning food-waste into fertilising fluid

Each year, as part of our LEMS, we set environmental objectives and targets for continuous improvement, and devise management programmes to help us achieve them. As one of the initiatives, an organic waste eliminator was installed at Lamma Power Station in August 2008 to turn food-waste or any organic waste into fertilising fluid, instead of transferring it to a landfill as in the past. In the first four

此外，港燈自二零零五年起參與碳排放披露項目，公布溫室氣體排放資料，及如何協助緩解氣候變化。詳情可參閱碳排放披露項目網頁。

環境管理系統有效提升環保成效

年內，工程建設科透過提升現有的 ISO 9001 品質管理系統及制定全新的 ISO 14001 環境管理系統和 OHSAS 18001 職安健管理系統，建立了一套完善的綜合管理系統，並於二零零九年一月獲頒授有關證書。

南丫發電廠的環境管理系統達到國際標準，在二零零八年二月取得香港品質保證局頒授的 ISO 14001 環境管理系統認可證書。系統於二零零一年成立，用於分析、控制和改善日常運作程序，有效提升員工的環保意識及相關技能，及更積極投入工作。

有效處理廚餘廢物

南丫發電廠透過環境管理系統，訂立環保目標和指標，力臻完善。為減少電廠內製造的廚餘，我們於二零零八年八月推出試驗計劃，利用有機廢物分解器將廚餘或有機廢物轉化為肥料，減少將廚餘運往堆填區棄置的數量。措施推出首四個月，共處理廚餘四千九百七十公斤。由於成效顯著，我們將在今年內多購一台有機廢物分解器，預計全年可處理近四十公噸廚餘廢料。

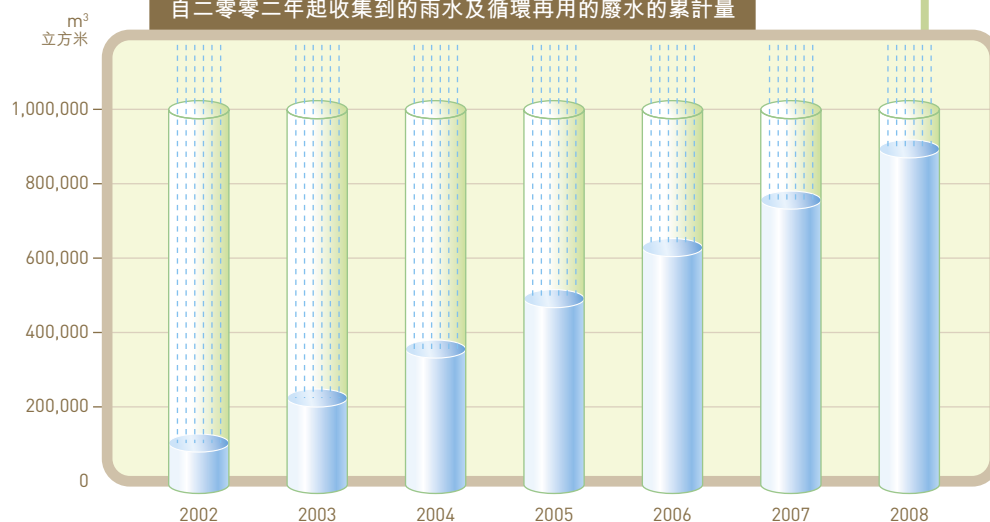


A new organic waste eliminator installed at Lamma Power Station in 2008 turns food-waste or any organic waste into fertilising fluid.

在二零零八年，南丫發電廠引入有機廢物分解器，將廚餘或有機廢物轉化為肥料。

Cumulative Amount of Collected Rainwater and Recycled Wastewater since 2002

自二零零二年起收集到的雨水及循環再用的廢水的累計量



months, we handled 4,970 kg of food waste in this way. In view of the success of this pilot project, we plan to purchase another organic waste eliminator in 2009 and process up to 40 tonnes of food-waste during the year.

Over the years, we have been saving water resources and reducing the discharge of wastewater by collecting rainwater and recycling wastewater for reuse. In 2008, the amount of collected rainwater and recycled wastewater reached 138,000 m³, and these conservation efforts have led to a total of 894,000 m³ reduction in the consumption of city water in the past seven years.

除減廢外，循環再用亦是港燈多年來環保工作的重點。我們收集雨水循環再用，減少廢水排放，節約用水。在二零零八年，收集到的雨水和循環再用的廢水達十三萬八千立方米。在過去七年，我們成功節省用水總量為八十九萬四千立方米。



“Class of Excellence” Wastewise Label for Lamma Power Station.
南丫發電廠獲頒「卓越級別」減廢標誌。



One of many safety training exercises, as rescue workers in full gear handle a chemical spillage incident.
電廠人員進行安全培訓演習，全副裝備的救援人員模擬處理化學品洩漏事件。

Ongoing training and emergency preparedness

HK Electric’s green leadership emphasises internal communication, training and involvement of employees at all levels.

As an ongoing effort, we train our employees to be more aware and competent in protecting the environment. We provide general awareness training for all levels of employees. We also deliver training tailored to various skills, such as operating and maintaining environmental control equipment and treatment plants, handling waste and auditing environmental management systems.

Our Generation team, for example, has been tested and drilled on their ability and effectiveness with emergency preparedness and response. They are well-trained in using the tools and response procedures required for handling emergency events, such as fires and spillages of oil, chemicals and other hazardous materials.

培訓環保知識 提升緊急應變能力

環保工作要上行下效，港燈重視與員工溝通，為他們提供培訓機會，鼓勵同事全情投入。

我們持續為各級員工提供基礎培訓，增強環保意識，另外又度身訂造課程，加深他們對操作及維修環境保護設備、處理廢物及審計環境管理系統等的認識。

除環保訓練外，港燈的發電科團隊進行定期演練，務求時刻保持最佳狀態，應付如火警、洩漏燃油、化學物品或有毒物質等緊急事故。



Whether through the HK Electric Clean Energy Fund or our Smart Power Campaign, we always reach out to young people to educate them about the importance of protecting the environment.

港燈透過不同活動，包括「港燈清新能源基金」和智「惜」用電計劃等，培育環保新一代。



Environment 環境 Education 教育



HK Electric General Manager (Projects), Dr. Tso Che-wah, helps students clear weeds during a visit to SKH Wing Chun Primary School.

港燈工程建設科總經理曹志華與聖公會榮真小學的學生一起在環保藝術廊內清理雜草。

De La Salle Secondary School, N.T. receives sponsorship from HK Electric Clean Energy Fund with a project harnessing solar, wind and water energy.
新界喇沙中學獲「港燈清新能源基金」資助，在校內推行以太陽能、風能和水力發電的可再生能源項目。



Promoting Renewable Energy and Sustainable Development

In 2008, we continued to promote renewable energy and sustainable development by organising, supporting and sponsoring various activities.

Green education through Clean Energy Fund

HK Electric has a long tradition of supporting and funding renewable energy applications in Hong Kong. We are also keen to promote green education in local schools. In 2006, the HK Electric Clean Energy Fund was established to support the study and development of renewable energy in local schools. Since its launch, more than HK\$3 million in sponsorship has been granted for 36 projects (17 from primary schools, 14 from secondary schools and 5 from tertiary institutes) ranging from the study and application of solar, wind and hydro power to wave energy. We are now inviting applications for the HK Electric Clean Energy Fund 2009/10 and will provide around HK\$1 million in sponsorship to successful applicants to help them implement green projects.

推廣可再生能源及可持續發展

在二零零八年，港燈舉辦、參與和贊助多項環保活動，重點在於推廣可再生能源及可持續發展生活。

港燈清新能源基金推動環保教育

港燈一直積極支持和贊助社會各界應用可再生能源，近年亦透過成立「港燈清新能源基金」，推動學界研究和應用可再生能源。基金自二零零六年成立，共撥款超過港幣三百萬元，資助三十六個環保教育項目在校園內開展（十七個來自小學、十四個來自中學及五個來自大專院校），包括應用太陽能、風能、水力能源及海浪能等。

二零零九/一零年度港燈清新能源基金現正接受申請，總資助金額約港幣一百萬元。

As part of the "Green Lamma Green" project, HK Electric and The Conservancy Association jointly launch three eco-trails to encourage the public to explore Lamma's ecological resources.

在「共創『綠』南丫」計劃下，港燈與長春社攜手開展了三條生態旅遊徑，鼓勵市民多認識南丫島的自然生態。



HK Electric continues to promote energy conservation and efficiency throughout Hong Kong.
港燈繼續推廣能源效益及節約能源。

Celebrating the success of Green Lamma Green

The three-year "Green Lamma Green" project created by HK Electric and The Conservancy Association concluded successfully in May 2008. Aimed at enhancing the greenery and natural environment of Lamma Island, as well as fostering its sustainable development, the project reaped enormous benefits for both the environment and the community on the island.

We developed three new eco-trails with 20 educational stands en route to encourage the public to explore and appreciate Lamma's ecological resources, and cultural and historical relics. An eco-tour map was published and we trained 60 eco-leaders (including Lamma residents, HK Electric volunteers and secondary school students) to introduce the many treasures of Lamma Island to the public. Monthly tours are conducted attracting hundreds of people who gain greater appreciation for Lamma's ecological resources and value.

To build on the success of Green Lamma Green, we are looking at plans to expand the project to Hong Kong Island.

Promoting Energy Efficiency and Conservation

We believe that everyone can help protect the environment by using electricity in an efficient and responsible manner. That is why we continued to put a lot of effort into promoting energy efficiency and conservation in 2008.

共創「綠」南丫計劃開花結果

由港燈與長春社攜手合辦，為保育南丫島的綠色自然生態，推動南丫島的可持續發展而設的「共創『綠』南丫」計劃，已於二零零八年五月圓滿結束。

計劃進行了三年，為南丫島的環境及社區帶來莫大裨益。我們開闢了三條生態旅遊徑，並於沿途豎立共二十個教育資訊牌，鼓勵公眾探索南丫島的豐富生態資源、文化和歷史遺跡。同時又印製《南丫島生態旅遊徑指南》及培訓六十名生態導賞員（包括南丫島居民、港燈義工和中學生），負責帶領每月的導賞團。活動吸引數以百計的市民參與，令他們對南丫島的生態資源和價值有更深的認識。

隨著「共創『綠』南丫」計劃圓滿結束，我們正計劃在香港島發展同類項目。

推廣能源效益及節約能源

我們相信只要能做到智「惜」用電，每個人都可為環保出一分力。因此，在二零零八年，港燈繼續大力推廣能源效益及節約能源的訊息。



A family team taking part in the Healthy Eating and Smart Cooking Competition.

有「營」有「惜」健康烹飪大賽，吸引不少家庭組隊參與。

Energy audits

Under the new Scheme of Control Agreement effective 1 January 2009, the Government encourages HK Electric to help its customers identify their energy efficiency opportunities through energy audits. Throughout 2008, we worked closely with the Government on the details for the energy audit programme and carried out energy audits on a pilot basis to ensure its smooth implementation in 2009. Our target is to complete 50 energy audits per year.

Going one step further, we established a loan fund of HK\$12.5 million per year to provide loans to our customers, over a 5-year period, to implement energy-saving initiatives identified in the energy audits. We also established an education fund of HK\$2.5 million per year for energy efficiency and promotion activities.

Smart Power Campaign with year-round activities

Into its fifth year, the Smart Power Campaign 2007/08 was launched in November 2007 to encourage the public to adopt sustainable practices in four major areas of their lives: clothing, food, accommodation and transport.

We reached out to the community by staging roving exhibitions in MTR stations. Some of the messages included going green with food by trying electric cooking; buying fewer clothes and recycling used outfits; choosing electrical appliances with energy-saving labels; and reducing one's carbon footprint by using public transport more or driving an electric or hybrid car.

能源審核

按二零零九年一月一日起生效的新管制計劃協議，政府鼓勵港燈為客戶進行能源審核，協助節省用電。在過去一年，我們與政府緊密合作，為能源審核訂出細節並進行試驗項目，確保計劃能在二零零九年順利展開，目標是每年完成五十項能源審核。

我們更進一步成立了一個為期五年的貸款基金，每年撥款港幣一千二百五十萬元，為已進行能源審核的客戶提供資助，協助他們落實能源審核所建議的節能措施。同時，港燈又成立另一個教育基金，每年撥款港幣二百五十萬元，資助及推廣與能源效益有關的活動。

智「惜」用電計劃推廣可持續生活

二零零七/零八年度的港燈智「惜」用電計劃於二零零七年十一月展開，鼓勵公眾人士在「衣、食、住、行」這四個生活範疇上，實踐可持續發展的環保生活。

我們在港鐵站舉辦巡迴展覽，鼓勵公眾全方位擁抱環保生活，例如少買衣服和支持舊衣回收、使用更節能環保的電能煮食爐具、選用具有能源效益標籤的電器、多乘搭公共交通工具或駕駛電動車及混合動力車等。



Go Green Fashion Design Competition – raising awareness of green issues by creating garments from recyclable materials.

「衣戀自然創意環保衣物設計比賽」吸引時裝設計師，以循環再用物料自創潮流服飾，提高環保意識。

An eco-leader introduces the rich ecological resources on Lamma Island at Lamma Power Station Open Day.

南丫發電廠開放日活動中，生態導賞員向學生介紹南丫島豐富的生態資源。

Some of the activities organised during the year included the “Go Green Fashion Design Competition” with over 200 young fashion designers using recycled items to create one-of-a-kind outfits; a unique cooking competition promoting healthy diets and the benefits of electric cooking; a series of radio programmes with green messages; and fun-packed, educational trips to Lamma Power Station and Lamma Winds for about 1,000 local students.

Our “Smart Power Campaign 2006/07” won the Silver Award at the 8th China Golden Awards for Excellence in Public Relations competition in 2008. The award recognised our efforts to arouse public interest in the importance of reliable power supply and energy conservation.

Supporting events for smart use of electricity

HK Electric believes it is very important to promote awareness on energy efficiency and conservation and to support community activities that encourage the smart use of electricity. The Lights Out Campaign organised by Friends of the Earth was one of those activities.

For one hour on 21 June 2008, we switched off the logo and decorative lights on six of our buildings, including our headquarters. We also encouraged seven other buildings in the Cheung Kong Group to do the same.

Similarly, we also supported Earth Hour 2009 organised by WWF and turned off our lights for one hour at 8:30pm on 28 March 2009.

Throughout the year, we sponsored various Government departments and green groups in promoting energy-saving and efficiency, such as the E&M Safety Carnival 2008 organised by the Electrical & Mechanical Services Department held at Victoria Park in November 2008.

其他活動包括「衣戀自然創意環保衣物設計比賽」，吸引逾二百位年輕時裝設計師參加，利用循環再用物料自創潮流服飾；有「營」有「惜」健康烹飪大賽重點推廣健康飲食和電能煮食的優點，並配合電台節目以收宣傳之效。另外教育與趣味並重的南丫發電廠及南丫風采發電站開放日活動，共吸引約一千名中小學生參與。

港燈智「惜」用電計劃於二零零六/零七年度的活動向公眾推廣珍惜可靠電力和節能訊息，於二零零八年取得第八屆中國最佳公共關係案例大賽銀獎。

響應環保團體 支持節能活動

港燈相信，提高公眾對能源效益的意識，及支持社會各界舉辦鼓勵節約用電的活動，至為重要。因此我們聯同長江集團支持地球之友舉辦的「夠照行動」，在二零零八年六月二十一日晚上，將港燈總部在內的六幢建築物的外牆公司標誌和燈飾，關掉一小時。長江集團另有七幢大廈參與。

港燈又支持世界自然基金會的「2009地球一小時」活動，在二零零九年三月二十八日晚上八時三十分，熄燈一小時，協力延緩氣候變化。



Hongkong Electric Centre switches off its exterior lights to support the Lights Out Campaign organised by Friends of the Earth on 21 June.

在六月二十一日晚上，港燈支持地球之友舉辦的「夠照行動」，港燈中心的外牆燈飾熄燈一小時。



E&M Safety Carnival: This creative model is made from reusable eco-friendly materials from Lamma Power Station. 港燈在「機電安全嘉年華」設攤位遊戲，展示採用電廠循環再用物料而成的賽車跑道，具創意又環保。



HK Electric won the Most Innovative Award with a creative and environmentally friendly racing car model made of reusable materials from Lamma Power Station and other substations. Our game booth attracted about 2,000 visitors during the two-day event.

另外，我們亦贊助其他政府部門和環保團體舉辦的活動，包括在二零零八年十一月假維多利亞公園舉行的「二零零八年機電安全嘉年華」。港燈的攤位設計極具環保特色，採用收集自發電廠和電站的棄置物料，建造一個賽車場模型，兩日共吸引約二千名人士參觀，並獲大會頒發「最佳創意大獎」。



About 30 volunteers and their families help collect more than 200 kg of coastal rubbish at Ngar Kau Wan on Lamma Island.
三十名港燈義工及家人到南丫島牙較灣清潔海灘，收集到的垃圾超過二百公斤。

Putting Money and Support Behind Many Environmental Activities

HK Electric continued to sponsor Green Power, a local environmental group, in supporting the global campaign of "Clean Up the World". In September 2008, HK Electric volunteers joined the 16th Clean Up the World in Hong Kong campaign to help clean barbecue sites at Aberdeen Country Park after the Mid-Autumn Festival. Volunteers also went to Stanley and Shek O beaches to appeal to the public to reduce barbecue waste and stop using disposable barbecue utensils.

The next month, we supported the Green Council in an international appeal to identify and clean up coastal rubbish. Twenty volunteers joined in this action at Ngar Kau Wan on Lamma Island where more than 200 kg of rubbish was collected, with data reported to the Council for further study and analysis.

During the year, we participated in a number of other green activities including The Conservancy Association's "Zero Hill Fire Campaign" on Lamma Island; the annual Green Carnival organised by the Green Council; and the removal of mikania, an exotic plant harmful to local species, at Mai Po Nature Reserve.



Volunteers pose with Lamma's beloved son, Chow Yun-fat, during The Conservancy Association's Zero Hill Fire Campaign activity.
港燈義工重陽節參與「重陽零山火」宣傳活動，在南丫島巧遇影星周潤發。

參與社區環保活動

港燈繼續贊助綠色力量支持「世界清潔日」，在二零零八年九月中秋節翌日，港燈義工隊參與第十六屆「世界清潔日在香港」活動，協助清潔香港仔郊野公園的燒烤場，並到赤柱和石澳海灘呼籲市民減少燒烤廢物和停止使用即棄燒烤用具。

同年十月，我們響應環保促進會發起的國際海岸清潔運動，二十名義工在南丫島牙較灣收集超過二百公斤垃圾，並協助提供相關資料供大會跟進研究。

其他獲港燈支持的活動包括長春社主辦的「南丫島零山火行動」、環保促進會每年一度的環保嘉年華及米埔自然保護區清除薇甘菊行動等。

Promoting Green Living through Electric Cooking

Electric cooking is not just safe and efficient; it also facilitates a greener and healthier cooking environment, makes cooking more interesting and fun, and can enhance the quality of life.

Our Electrical Appliances Display Centre in North Point features many types and brands of electrical appliances including induction cookers and steam cookers. Open daily, the Centre educates visitors about these cookers and also gives them a chance to test the performance while experiencing the benefits of electric cooking. Induction cookers are getting more popular, and steam cookers are also gaining fans because steaming is a very healthy cooking method.

To allow customers to experience the advantages of electric cooking, we regularly arranged road shows in 2008 with cooking demonstrations by professional chefs at shopping centres and department stores.

使用電廚具 環保生活添情趣

電能煮食既安全又具能源效益，同時亦令廚房的室溫降低，造就更環保而健康的環境，令下廚更添樂趣。

電磁煮食爐日趨普及，而健康的蒸煮方法亦令電蒸爐廣受歡迎。港燈位於北角的電器展覽中心展示多款不同形式和品牌的電器產品，包括電磁爐和電蒸爐等。中心每日開放，除介紹電能爐具的特色外，訪客更可即場試用，親身體驗電能煮食的優點。

除透過展覽中心推廣電能煮食，港燈亦到各大商場和百貨公司進行巡迴展覽及烹飪示範，邀請名廚烹調多款美妙菜式。

The benefits of electric cooking are on display at a carnival in Central and Western District. 公司參與中西區嘉年華，介紹電能煮食的優點。



Targets Achievement 2008 目標狀況

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。

status 狀況



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

將南丫發電廠的二氧化硫、氮氧化物、粒狀物及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.

就南丫發電廠第二號機組加裝煙氣脫硫裝置及第四/五號機組加裝低氮氧化物燃燒器的工程展開實地改裝工作。

status 狀況



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。



(1) The "Gold Wastewi\$e Logo" was renamed as "Class of Excellence Wastewi\$e Label". HK Electric obtained two "Class of Excellence" Wastewi\$e Labels in 2008.

(1) 「卓越明智減廢標誌」已易名為「卓越級別減廢標誌」。港燈於二零零八年獲頒兩個「卓越級別」標誌。



Achieved 達標



Dr. MAN Chi-sum
Chief Executive Officer, Green Power
綠色力量行政總幹事文志森博士

When I was young, green education was barely noticed in schools. But now, even kindergarten students will have a chance to learn about renewable energy through a tailor-made teaching kit. I believe that efforts to cultivate and gather “green power” from our younger generation will help us meet the rising environmental challenges. Green power starts with the young and I am pleased to have HK Electric as one of our partners for this valuable cause.

在我的童年時代，學校甚少環保教育，但時至今日，我們的幼稚園學生也有機會透過度身訂造的教材，學習可再生能源及環保知識。我相信我們需要致力培養下一代的環保意識，匯集他們的「綠色能量」，以迎接現今世界面對的各種環境挑戰。港燈在這方面與我們理念相同，是我們的良好伙伴。

HK Electric works with manufacturers to develop or improve electrical appliances. Recognising that many families lack space to dry clothes indoors, we co-developed a ceiling-mounted multifunctional dryer for installation in bathrooms. Not only does it dry and dehumidify, it also has space heating and air purification functions. Similarly, we teamed up with manufacturers to improve the product design of the steam oven.

港燈更與製造商合作研發，改良電器產品的設計和性能。例如，有見本港家庭缺乏乾衣的地方，我們與製造商合力研發在浴室天花安裝的多功能乾衣機，集乾衣、抽濕、保暖和空氣淨化功能於一身。此外，我們亦與生產商共同研究改良蒸汽焗爐的設計。



Targets Preview 2009 目標展望

To comply with relevant environmental legislation with zero prosecution.

遵守相關的環保法例，實現零檢控。

To control SO₂, NO_x & particulate emissions and effluent discharge from Lamma Power Station within licence requirements.

將南丫發電廠的二氧化硫、氮氧化物、粒狀物及污水排放控制在牌照規限之內。

To continue to participate in the Wastewi\$e and Energywi\$e schemes under the Hong Kong Awards for Environmental Excellence and to obtain at least one “Class of Excellence” Label for each scheme.

繼續參加「香港環保卓越計劃」的減廢及節能獎項計劃，每項計劃獲頒最少一個「卓越級別」標誌。

To commission the Low NO_x System and FGD Plant for Unit L5 at Lamma Power Station.

將南丫發電廠第五號機組低氮氧化物燃燒器及煙氣脫硫裝置投入服務。

To complete the site installation work for the Low NO_x System and FGD Plant for Unit L4 at Lamma Power Station.

完成南丫發電廠第四號機組低氮氧化物燃燒器及煙氣脫硫裝置的實地安裝工程。

To complete the site installation work for the FGD Plant for Unit L2 at Lamma Power Station.

完成南丫發電廠第二號機組煙氣脫硫裝置的實地安裝工程。

To complete the EIA study for the proposed offshore wind farm.

完成擬建離岸風力發電場的環境影響評估研究。

To award contracts for the Boiler Start-up Low Sulphur Fuel Conversion projects for Units L1 to L6 at Lamma Power Station.

為南丫發電廠第一至第六號機組的鍋爐啟動低硫燃料轉換工程簽訂合同。

To install one more food-waste eliminator at Lamma Power Station.

在南丫發電廠加裝一台有機廢物分解器。

To add environmentally friendly vehicles to the Company's fleet.

為公司的營運車隊添置新型環保車輛。

An aerial night photograph of a city grid, likely Hong Kong, showing light trails from traffic and buildings. The grid lines are clearly visible, and the lights create a vibrant pattern of red and yellow streaks against the dark background. The image is used as a background for the text.

For 119 years, HK Electric has been deeply committed to providing its customers with a highly reliable electricity supply and excellent customer services.

一百一十九年來，港燈竭誠為客戶提供高度可靠的供電和卓越的客戶服務。

Society 社會

Customers 客戶



HK Electric Customer Centre at North Point provides convenient and caring services to our customers.

位於北角的港燈客戶中心，為客戶提供方便、貼心的服務。

Achieving an Extraordinary Supply Reliability for 12 Consecutive Years

Ensuring supply reliability is crucial for Hong Kong's success as one of the world's key financial centres. HK Electric recognises its fundamental role in this endeavour. In 2008 we again maintained a supply reliability of over 99.999%, a record of 12 consecutive years since 1997, surpassing our pledged service standard.

Last year was an exciting time for Hong Kong as the city co-hosted the Beijing 2008 Olympics by staging the Equestrian Events for both the Olympics and the Paralympics. Our special task force worked closely with various Government departments to ensure 100% supply reliability for the strategic locations. We are proud to say the mission was accomplished successfully.

Tariff Reduction for All Customers

Last year, HK Electric announced a tariff reduction for all customers, which commenced on 1 January 2009 when the new Scheme of Control Agreement took effect. On average, domestic customers enjoy a tariff reduction of 6.4% while non-domestic customers have their tariff reduced by 5.8%. So a family using 500 units of electricity a month will have its tariff reduced by HK\$37.5, while a company using 1,700 units a month will have its tariff reduced by HK\$127.5.

連續十二年維持卓越可靠供電

穩定可靠的電力供應，對香港作為世界主要的金融中心地位至為重要，港燈深明在當中擔當重要的角色。在二零零八年，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十二年保持紀錄，超越我們的服務承諾。

香港協辦北京2008奧運及殘奧會的馬術項目，全城振奮。為此港燈成立特別工作小組與多個政府部門緊密合作，確保各主要場地供電百分百可靠。任務順利完成，我們深感欣慰。

調低所有客戶電費

隨著新的管制計劃協議於二零零九年一月一日生效，港燈將電費下調。在新收費下，住宅用戶與非住宅用戶的減幅，分別為平均百分之六點四和百分之五點八。以每月用電五百度的家庭為例，可節省約港幣三十七元；而每月用電一千七百度的非住宅客戶，每月電費減少約港幣一百二十七元。



Mr. Eddy HUI

Owner of Jade Life Jewellery Limited
玉來珠寶有限公司東主許華偉

I was impressed by the one-stop shop service provided by HK Electric's Enterprise Advisor service, which enabled me to deal with the application for power supply, energy efficiency and safety, power quality issues and account matters in one go. Thanks to HK Electric's efficient and hassle-free service, my new store in Central was ready for its grand opening despite a very tight schedule!

我十分欣賞港燈的『商企一站通』服務，由申請供電、能源效益、以至電能質量、電力安全及賬戶事宜等，提供一站式的貼身諮詢服務，為我們省卻不少煩惱。全靠港燈簡便快捷的服務，我的中環新舖可在短期內開張大吉！

Helping Ease Inflationary Pressures

In February 2008, the Government announced that an Electricity Charge Subsidy Scheme would be launched to ease the inflationary pressure faced by households. HK Electric offered its full support and worked closely with the Government on the implementation of the Scheme, which was launched successfully on 1 September 2008 and well received by the community. Under the Scheme, a monthly electricity charge subsidy of HK\$300 is allocated to each residential electricity account for 12 consecutive months. The subsidy can be used for paying electricity charges until 31 August 2014 or the closure of the account, whichever is earlier.



協助紓緩通脹壓力

二零零八年二月，政府宣佈推出電費補貼計劃，藉以紓緩通脹壓力。港燈全力配合政府落實細節安排，計劃於九月一日順利推出，並廣為市民受落。在計劃下，政府會連續十二個月向每個住宅用戶津貼港幣三百元，用作繳交電費，直至二零一四年八月三十一日或戶口結束為止（以較早者為準）。



A drama to promote the Government's Electricity Charge Subsidy Scheme to elderly participants at the "CAREnival for the Elderly".

「耆樂安居嘉年華」透過話劇向長者介紹政府推行的電費補貼計劃。

One-stop Tailor-made Advisory Service

In 2008, we introduced a new one-stop tailor-made "Enterprise Advisor" service at our Customer Centre to provide our commercial customers and their electrical contractors with advice on applications for new or additional supply, energy efficiency and safety, power quality issues and account matters. Our engineers also regularly conduct seminars and talks for community groups and housing estates, promoting the safe and efficient use of electricity.

一站式諮詢服務

港燈於二零零八年在客戶中心推出「商企一站通」服務，為商業客戶和他們的電業承辦商提供一站式的諮詢服務，範圍涵蓋新供電或增加供電的申請、能源效益和安全、電能質量及賬戶事項等。我們亦定期為社區團體及屋苑安排研討會和講座，向市民推廣安全及有效用電的訊息。

Reaching Out to Our Customers

Our Customer Liaison Group remained one of the major channels for keeping close contact with our customer representatives. We held regular meetings in 2008 to brief them on the latest developments of the Company and exchange views on our services. In September 2008, we organised a visit for members to take a closer look at the operations of our System Control Centre. They also learned more about the renewable energy projects implemented on school campuses that are funded by our Clean Energy Fund.

A news bulletin for customers, "HK Electric On-line", was introduced in June 2008 to feature the Company's latest developments. Published quarterly in the form of a bill insert, the bulletin features company updates, green initiatives and community work undertaken by HK Electric.

與客戶保持緊密聯繫

客戶聯絡小組繼續在促進港燈與客戶溝通方面擔任重要角色。過去一年，我們定期舉行會議，向小組成員匯報公司的最新發展，並就服務交換意見。在二零零八年九月，我們安排小組成員參觀系統控制中心，講解中心的運作，同時又介紹由「港燈清新能源基金」資助的可再生能源項目。

為令客戶更了解港燈的最新動向，我們在二零零八年六月推出「港燈在線」小冊子，每季連同賬單寄予客戶，介紹公司消息、環保活動和社區工作。



The Customer Liaison Group takes a close look at our System Control Centre.
客戶聯絡小組成員參觀港燈系統控制中心，了解運作情況。



"HK Electric On-line" is a new customer communication.
「港燈在線」每季連同賬單派發客戶，介紹公司最新動態。



The new "Enterprise Advisor" service caters for the needs of our commercial customers.
全新推出的「商企一站通」計劃，為商業客戶提供貼身服務。



HK Electric always responds to the needs of the community, from caring for the elderly to donating time, money and resources to charitable causes.

港燈照顧社會不同人士的需要，關心長者、贊助不同慈善活動，不遺餘力。

Society 社會

Community 社會大眾



Officiating at the launch of CAREnival for the Elderly are HK Electric Managing Director, Mr. Tso Kai-sum (third from left), Secretary for Labour and Welfare, Mr. Matthew Cheung (third from right), and the project partners.

主持耆樂安居開展儀式的嘉賓包括港燈董事總經理曹傑森(左三)、勞工及福利局局長張建宗(右三)及其他協辦機構代表。

Caring for Senior Citizens Every Day

Last year, HK Electric volunteers continued to extend the Company's care to the community, especially the elderly, by participating in 68 voluntary activities with a total of 3,800 service hours.

CAREnival for the Elderly

We partnered with the Hong Kong Society For The Aged, Aberdeen Kai-fong Welfare Association Social Service Centre and St. James' Settlement to organise a new community programme called "CAREnival for the Elderly" to benefit the Company's elderly customers who were enjoying its concessionary tariff.

Comprising three carnivals held in various districts, the event helped keep senior citizens abreast of the Government's new Electricity Charge Subsidy Scheme while educating them on the safe use of electricity, energy-saving and healthy living. At the same time a survey was conducted to identify those elderly who are hidden and vulnerable.

In 2008, HK Electric continued to partner with the Housing Authority to conduct monthly electrical inspections for elderly living alone in public housing estates. We inspected 70 households during the year.

關愛長者暖意不絕

港燈義工隊秉承「添關愛」的企業信念，在二零零八年，參與服務長者等有需要人士的活動共六十八項，服務時數達三千八百小時。

「耆樂安居嘉年華」

港燈伙拍耆康會、香港仔街坊福利會和聖雅各福群會，合辦「耆樂安居嘉年華」，為享用港燈電費優惠計劃的長者帶來歡樂。

嘉年華先後在三個不同地區舉行，透過娛樂及資訊並重的活動，向長者介紹政府推行的電費補貼計劃，並提供電力安全、節約能源和健康生活等資訊。我們同時進行了一項調查，了解「隱蔽長者」的需要。

在二零零八年，港燈繼續與香港房屋委員會合作，為共七十個公屋獨居長者戶，進行電力裝置檢查。

HK Electric Director of Operations, Mr. Yuen Sui-see (right), presents a souvenir to the Chairman of Central and Western District Council, Mr. Chan Tak-chor, at the last "CAREnival for the Elderly".

在中西區舉行的耆樂安居嘉年華中，港燈營運董事阮水師(右)致送紀念品予中西區區議會主席陳特楚。





Apart from sharing experiences, U3A leaders also strengthen their friendship and network at a special training camp. 第三齡學苑的學長參加訓練營，分享經驗之餘，亦增進彼此友誼和加強聯繫。

Promoting lifelong learning among retirees

Sponsored by HK Electric, the University of the Third Age (U3A) Network promotes lifelong learning and volunteerism by the elderly in Hong Kong. In 2008, the network added six new self-learning centres, bringing the total to 19 centres throughout the territory. Since its inception in 2006, U3A has run more than 550 courses benefiting over 8,000 students. The programme was named an outstanding partnership project under the Caring Company Scheme in February 2008.

A dedicated website, www.u3a.org.hk, was launched in March 2008 to further publicise the U3A programme and the various activities organised by individual centres. The website has also facilitated the sharing of information and resources among the U3A network.

鼓勵退休人士終生學習

由港燈贊助致力推動退休人士終生學習、服務社會的「香港第三齡學苑」網絡，年內再有六間自學中心加入成為網絡成員，令總數增至十九間。「香港第三齡學苑」自二零零六年創立至今，已開辦五百五十多項課程，逾八千名學員受惠。該項計劃於二零零八年二月獲頒商界展關懷最佳合作伙伴計劃獎。

學苑更於二零零八年三月，推出「香港第三齡學苑」網站 www.u3a.org.hk，推廣個別中心的課程和活動，並有利資訊交流和資源分享。



U3A students share beauty and skin care tips at a pre-Christmas workshop. 在聖誕工作坊中，第三齡學苑學員齊齊扮靚護膚。



The Outstanding Third Age Citizens Award recognises the achievements of local retirees. 傑出第三齡人士選舉表揚退休人士的傑出成就。



U3A programme is named an outstanding partnership programme. 「香港第三齡學苑」計劃獲頒最佳合作伙伴計劃獎。

To build on the success of the U3A programme, HK Electric joined hands with the Hong Kong Council of Social Service to launch the "Outstanding Third Age Citizens Award" in November 2008. Aimed at recognising the achievements of local retirees and inspiring others to continue contributing to society, the award was open to all citizens aged 50 or above in Hong Kong who had retired from their full-time employment or domestic responsibilities and had excelled in lifelong learning, followed a balanced way of life and performed community service.

Benefiting the Young

The popular "Cruise and Learn" programme continued in 2008 to benefit underprivileged children and their families. Four educational boat trips were organised to visit Lamma Power Station and cruise around Victoria Harbour. Participants were able to learn more about the power industry, environmental protection and get a glimpse of many historical and financial landmarks of Hong Kong.

We also continued to provide financial aid to 170 secondary school students, granting a total of HK\$340,000 in scholarships from the HK Electric Centenary Trust.



The HK Electric team powers their way in the Lamma International Dragon Boat Festival.

在南丫國際龍舟節賽事中，港燈健兒們奮力向前。

A Trusted Member of the Local Community

As a core member of the Lamma community, HK Electric continued to support a wide range of recreational and cultural projects organised by local groups, including the Lamma International Dragon Boat Festival 2008, Tin Hau Festival, Lunar New Year Carnival, and more.

We remained a platinum sponsor of Lamma Fun Day, and the performance by the HK Electric band at the party in Tai Wan To Beach helped to round out a wonderful day for all involved.

鑑於「香港第三齡學苑」計劃成功發展，港燈與社聯在二零零八年十一月攜手合辦「傑出第三齡人士選舉」，以表揚退休人士的傑出成就，啟發更多退休人士善用餘暇，服務社會。

是項選舉歡迎各界提名五十歲或以上已退休人士參加，候選人須在終生學習、實踐均衡而健康的生活模式及熱心參與社會服務等三大範疇，擁有傑出的表現和貢獻。

造福青少年

在二零零八年，備受歡迎的「維港燈影」活動繼續為基層家庭的青少年和家長帶來歡樂。我們去年共舉辦四次海上學習之旅，參加者先參觀南丫發電廠，增進對電力供應和環保的認識，然後暢遊維港，一覽多個歷史和金融地標的景致。

我們在二零零八年繼續透過「港燈百週年紀念基金」向一百七十名中學生提供經濟援助，資助金額共港幣三十四萬元。



HK Electric Deputy General Manager (Projects), Mr. Yee Tak-chow, captains the Cruise and Learn educational boat trip.

「維港燈影」海上學習之旅深受歡迎，客串船長的港燈工程建設科副總經理余德秋與到訪的青少年合照。

積極投入社區

作為南丫島社區的一分子，港燈全力響應由當地團體主辦的2008南丫國際龍舟節、天后誕、農曆新年嘉年華等康樂及文化活動。

「南丫同樂日」是島上一年一度的盛事，港燈一如以往成為活動的主要贊助商，而由義工組成的港燈樂隊更在大灣肚沙灘舉行的音樂會獻唱，場面熱鬧。

Beach party at Tai Wan To – highlights of the annual Lamma Fun Day.

大灣肚沙灘音樂會為「南丫同樂日」的精彩節目之一。



Bridging the gap with food: the “Cooking in Harmony” programme encourages culture sharing and interaction.

「食也融融—無疆界煮食大使計劃」，透過飲食文化交流，促進種族共融。



We also cared for ethnic groups in Hong Kong. In 2008, HK Electric teamed up with Christian Action, a local community group, to organise the “Cooking in Harmony” programme to help ethnic minorities and new arrivals from mainland China integrate better into the local community. The programme featured Chinese eating habits and local delicacies and equipped them with skills to improve their employment opportunities in the catering industry.

Our Home Management Centre and HK Electric volunteers also celebrated Chinese New Year with some minority groups, demonstrating how to cook festive dumplings and sharing local customs with them.

我們亦關顧在本港生活的其他族裔。在二零零八年，港燈與基督教勵行會合辦「食也融融—無疆界煮食大使計劃」，協助香港的少數族裔及內地來港新移民了解本地的生活和文化，令他們更能融入社區。活動亦介紹中國人的飲食習慣和香港的特色美食，有利他們尋找與飲食業相關的就業機會。

在農曆年間，港燈家政中心聯同義工隊，為少數族裔人士示範炮製賀年食品和介紹過年風俗，一起分享農曆新年的喜悅。



Mr. Timothy MA

Executive Director,
Senior Citizen Home Safety Association
長者安居服務協會總幹事馬錦華

HK Electric has a long tradition of extending care to the elderly. From electrical inspection to the making of festive delicacies or the establishment of a U3A network to encourage lifelong learning, HK Electric has demonstrated its commitment in utilising corporate resources to satisfy the needs of senior citizens. I hope HK Electric will continue with this mission of caring for the elderly in the years to come.

無論是為獨居長者提供家居電力檢查服務、在節日炮製美食，或透過成立「香港第三齡學苑」鼓勵退休人士終身學習，回饋社會，港燈都充份發揮企業專才，滿足社會上不同長者的需要。我期望港燈繼續以關懷長者為使命，使更多人士受惠。



HK Electric Managing Director, Mr. Tso Kai-sum (left), and Director of Engineering (Planning & Development), Mr. Wan Chi-tin, attend a special Economic Development Panel meeting of the Legislative Council on tariff reduction on 16 December 2008.

港燈董事總經理曹榮森(左)連同工程及發展董事尹志田，於二零零八年十二月十六日出席立法會經濟發展事務委員會討論電費的特別會議。

A group of Swiss students visit Lamma Power Station.
瑞士學生團參觀南丫發電廠。



Maintaining a Close Dialogue with Our Stakeholders

HK Electric continued to keep a close dialogue with its key stakeholders during the year, including the Government, Legislative Council, professional organisations and green groups. Our representatives attended meetings in the Legislative Council on major issues and the Company's environmental efforts.

During the year, we arranged about 70 corporate and school visits to Lamma Power Station and Lamma Winds. We also welcomed visitors from around the world, including delegates attending major conferences of the power industry in Hong Kong. In October 2008, over 70 delegates from the 17th Conference of the Electric Power Supply Industry visited the power station, while another delegation from the Thai Ministry of Energy visited in March 2008.

Participating in Charitable Activities

Over the years, HK Electric has demonstrated its quick actions in providing support when catastrophic events occur, such as the 2004 Tsunami and the devastating earthquake that rocked China in 2008.

與持份者保持緊密溝通

過去一年，港燈積極與各主要持份者保持緊密溝通，包括政府、立法會、專業機構及環保團體等，並出席立法會有關港燈環保措施和其他重要議題的會議。

我們亦安排電廠參觀活動，去年共有約七十個公司和學校團體，到訪南丫發電廠及南丫風采發電站。我們亦接待來自世界各地的同業參觀，當中泰國能源部代表團和第十七屆亞太電協大會的七十多位代表，分別於去年三月和十月底造訪南丫發電廠。

積極參與慈善活動

港燈積極響應世界各地賑災活動，包括二零零四年的南亞海嘯和去年發生的四川大地震，迅速向災民伸出援手。

HK Electric staff donated more than HK\$830,000 to Hong Kong Red Cross emergency relief efforts for Sichuan earthquake victims. The Company matched the amount, bringing the total to more than HK\$1,670,000. All donations will be used for rebuilding houses, township clinics and schools in Sichuan.

We also supported a number of sports-related causes including MTR HONG KONG Race Walking 2008 to help raise funds for disease prevention and health education, the "3rd Tour of Hong Kong Shanghai - HSBC Hong Kong Stage" for a WWF climate change education programme, as well as Oxfam Trailwalker and the Hong Kong Pedal Kart Grand Prix in 2008.

Our volunteers were busy in 2008 helping to raise funds through flag selling for four non-government organisations, including Chai Wan Baptist Church, Aberdeen Kai Fong Welfare Association, The New Life Psychiatric Rehabilitation Association and Green Power. Other fund raising activities included Walk for Millions, The Community Chest Green Day, iWalk for Senior Cyber Network and the Green Power Hike.

為協助四川大地震的災民，港燈員工發動募捐運動，共籌得善款超過港幣八十三萬元。公司更以一比一方式令善款總額倍增至超過港幣一百六十七萬元。所有善款已送交香港紅十字會，協助重建民房、鄉鎮衛生院和學校等公共設施。

此外，我們去年響應「港鐵競步賽2008」，為醫院管理局健康資訊天地籌款，用作預防疾病和健康教育。我們亦參與「第三屆環滬港國際自行車大賽—匯豐香港站」，為世界自然基金會的氣候變化教育項目籌募經費。在二零零八年，公司繼續支持樂施會毅行者和香港腳踏車格蘭披治大賽。

港燈的義工隊在二零零八年為多間社福機構及環保團體賣旗籌募經費，包括柴灣浸信會、香港仔街坊福利會、新生精神康復會和綠色力量。其他籌款活動還有百萬行、公益綠「識」日、老有網 iWalk 老友跑和綠色力量環島行等。

HK Electric Employee Relations Manager, Mr. Gleeson Lam (right), presents a donation of HK\$1,670,000 to the Hong Kong Red Cross to support Sichuan Earthquake victims.

港燈僱員關係經理林裔祥(右)代表公司將協助四川地震災民的善款，送交香港紅十字會。



We race in the Hong Kong Pedal Kart Grand Prix at Victoria Park in November.

港燈參加十一月假維多利亞公園舉行的香港腳踏車格蘭披治大賽。



Among our many charitable activities, we participate in the Walk for Millions.

公司參與眾多慈善活動，百萬行是其中之一。

Society 社會

Shareholders 股東



The HK Electric brand symbolises a strong financial position, prudent investment strategy and a stable return. 港燈的標誌象徵著穩健的財務狀況、審慎的投資策略和穩定的回報。

Sound Corporate Governance and Risk Management

HK Electric is committed to maintaining high standards of corporate governance with adequate policies and procedures in place to identify and manage risks. Our shareholders have benefited from our strong financial position and prudent investment profile with the Company shares being one of the best performing shares in the Hang Seng Index in 2008.

Stability and Long Term Investment

With the commencement of the new Scheme of Control Agreement for the next ten years (2009-2018), shareholders will benefit from a stable return and the assurance of a long term regulatory framework for the electricity business.

In an effort to enhance the value and long term growth of the Company, a HK\$12.3 billion 5-year Development Plan was approved by the Government in December 2008. The investment encompasses new and existing capital projects to maintain the provision of a highly reliable electricity supply and quality customer service, while improving on our environmental performance.

HK Electric – one of the best performing shares in the Hang Seng Index in 2008.

港燈股價在二零零八年表現出色。

優良企業管治及風險管理

港燈承諾維持高水平的企業管治，以最適切的政策和程序鑒別及管理風險。我們穩健的財務狀況和審慎的投資組合，為股東帶來理想回報，去年，港燈更成為恒生指數成份股中表現最出色的公司之一。

穩定而長遠的投資

為期十年的新管制計劃協議於二零零九年一月一日起正式生效。協議訂出未來十年電力市場的規管模式及穩定的回報水平，令股東受惠。

在二零零八年十二月，政府批准港燈的發展計劃，在五年間投資港幣一百二十三億元，用於新增及現有的設施，以維持高度可靠的電力供應、提供優質客戶服務和改善環保表現等。計劃將有助提升公司的價值和有利公司的長遠業務發展。





HK Electric understands the importance of providing a balanced work life for its employees, while maintaining a strong culture of health and safety.

港燈知道，均衡生活對員工的重要性，我們亦致力締造注重健康及安全的公司文化。



Society 社會 Employees 員工



Graduates from our training programme are honoured at a graduation ceremony.
港燈培訓計劃的畢業生在畢業典禮上接受嘉許。

Vigorous Staff Training and Development

In 2008, our staff underwent a total of 64,945 hours of training in areas including management, communication, safety, environmental awareness and computer skills.

We established a Coaching for Corporate Excellence Programme to better equip supervisory staff with the skills and knowledge to provide daily coaching to achieve excellence at work. We offered the training to 338 staff in 2008.

We also continued with our training programme for graduates. Among the 31 trainees and apprentices recruited in 2008, 14 entered our Graduate Trainee Programme and received comprehensive technical training, as well as operational and management training.

During the year, we invited successful CEOs and renowned speakers to share their life experiences to inspire our employees and widen their perspectives.

Promoting Employee Wellness

We launched an Employee Wellness Programme in early 2008 to promote a balanced work life with a focus on physical, intellectual, emotional and social wellness. We organised regular talks on such topics as creative memory, healthy diet, stress management, road to happiness, communication and crisis management.

We continued to provide healthy meals and a variety of menu choices with seasonal selections in our staff canteens, and we maintained very high standards of food hygiene and cleanliness. A canteen focus group monitors the food quality and solicits feedback for improvement.



Theme talk by renowned trainer Mr. Cheung Kin-ting.
張堅庭為港燈主持人名人講座。

培訓員工盡展所長

在二零零八年，港燈員工的培訓時數達六萬四千九百四十五小時，課程涵蓋管理、溝通技巧、安全、環保及電腦技能等。

我們為主管級人員舉辦了「提升指導技巧工作坊」，進一步提升有關員工的指導技巧和知識，締造卓越的團隊表現。年內共有三百三十八位主管級人員參與培訓課程。

此外，公司繼續為新入職畢業生提供培訓計劃，在二零零八年共招聘了三十一名見習生及學徒，當中十四名大學畢業見習生接受全面的技術、營運及管理培訓。

名人講座系列深受員工歡迎，有助擴闊視野。在過去一年，多位成功人士和名人嘉賓應邀出席講座，分享人生經驗及心得。

為員工謀福祉

在二零零八年初推行的「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、社交關係各方面的健康。我們在去年定期舉辦講座，主題包括創意記憶、健康飲食、壓力處理、快樂之道、溝通技巧，以及危機處理等。

港燈注重員工的健康，職員餐廳內提供多款營養餐單和時令選擇，食物衛生及清潔達到高水平。員工餐廳膳食關注小組繼續監察食物質素和收集同事的意見，確保食堂水準持續提升。

Committed to Health and Safety Performance

HK Electric is committed to protecting the health and safety of our employees, customers and contractors. In 2008, we reviewed and revised our Corporate Health & Safety Policy in line with international practices, focusing on employee wellness, individuals' responsibilities and the health and safety standards for our business partners.

While we strive to enhance site safety and prevent harm to people, there were eight occupational disabling injuries in 2008, most of which were minor. To ensure they do

職安健表現卓越

港燈承諾致力保障員工、客戶和承建商的健康及安全。在二零零八年，我們參考國際的準則，檢討公司的健康及安全政策，釐清職責，加強關注員工的身心健康，並要求業務伙伴的職安健標準與我們看齊。

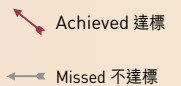
為確保職安健，我們努力加強地盤安全，避免意外發生。然而年內仍錄得八宗缺勤意外，雖然大部分屬輕傷，我們為此進行深入調查，查明導致意外的原因，並採取適當的補救和預防措施，避免同類意外再次發生。

Targets Achievement 2008 目標狀況

	status 狀況		status 狀況
QUALITY 品質			
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。	(1)	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 fulfil the following customer satisfaction indices pertaining to the activities of Projects Division: • Trenching Performance in Highways Department Audit Inspection (≥99.0% compliance); • Verbal Complaint Response Time (≤1.0 hours); • Written Complaint Response Time (≤7 working days) 達至以下與工程建設科工作有關的客戶滿意指標： • 路政署審核檢查的壕坑工程表現(符合率≥99.0%)； • 口頭投訴回應時間(≤1.0小時)； • 書面投訴回應時間(≤7個工作天)		To ensure healthy meal choices in the Company's canteens and to provide nutritional information/advice to the 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 fulfil the 18 service pledges for 2008 embracing supply reliability, speediness of provision of supply and other customer services including emergency services. (Details of the achievements can be found in our "2009 Customer Service Standards".) 達至二零零八年的十八項服務承諾，其中包括供電可靠度、處理有關供電及緊急召援等客戶服務的效率。(達標詳情見於「二零零九年優質服務標準」)		To launch an "Employee Wellness Programme" aiming to promote a balanced work-life and family-life for the 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。	
HEALTH & SAFETY 健康及安全			
To reduce the Disabling Injury Frequency Rate (DIFR) in 2008 as compared to 2007. 二零零八年的缺勤意外發生率低於二零零七年的水平。	(2)	COMMUNITY 社區	
To reduce the Disabling Injury Severity Rate (DISR) in 2008 as compared to 2007. 二零零八年的缺勤意外嚴重率低於二零零七年的水平。	(3)	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。	

(1) Only five new projects were added in 2008.
 (2) The DIFR for 2008 is 0.36 which is higher than the DIFR of 0.13 for 2007.
 (3) The DISR for 2008 is 13.0 which is higher than the DISR of 6.4 in 2007.

(1) 在二零零八年只有五個新增項目。
 (2) 二零零八年的缺勤意外發生率為0.36，較二零零七年的0.13為高。
 (3) 二零零八年的缺勤意外嚴重率為13.0，較二零零七年的6.4為高。





not recur, we made in-depth investigations to find out the root causes of the injuries and took remedial actions and preventive measures.

So far there have been no lost-workday accidents relating to natural gas activity since we began using natural gas to generate electricity at Lamma Power Station in 2006. We conduct regular refresher gas safety training courses for our employees and contractors.

With our outstanding safety record and extensive experience in the power industry, we were commissioned to provide training and share best practices with power companies in Macau and Mainland China.

配合南丫發電廠使用天然氣發電，我們為員工和承建商定期舉辦氣體安全進修課程，提供最新的安全資訊。自二零零六年以來，並無涉及任何與天然氣發電有關的缺勤意外。

港燈的傑出安全紀錄和豐富經驗，獲得業界認同，年內獲邀為澳門及內地的電力公司提供培訓，並分享經驗。



Eating right – staff enjoy healthy food choices at our canteens.
食得有「營」！職員餐廳為港燈員工提供各式健康餐單。



Targets Preview 2009 目標展望

QUALITY 品質

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

進一步拓展設備物主計劃，至少新增三個與發電有關的項目。

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

- Trenching Performance in Highways Department Audit Inspection ($\geq 98.5\%$ compliance);
- Verbal Complaint Response Time (≤ 1.0 hours);
- Written Complaint Response Time (≤ 7 working days)

達至以下與工程建設科工作有關的客戶滿意度指標：

- 路政署審核檢查的壕坑工程表現(符合率 $\geq 98.5\%$)；
- 口頭投訴回應時間(≤ 1.0 小時)；
- 書面投訴回應時間(≤ 7 個工作天)

To fulfil the 18 service pledges for 2009, embracing supply reliability, speediness of provision of supply and other customer services including emergency services. (Details can be found in our "2009 Customer Service Standards".)

達至二零零九年的十八項服務承諾，其中包括供電可靠度、處理有關供電及緊急召援等客戶服務的效率。

(詳情見於「二零零九年優質服務標準」)

HEALTH & SAFETY 健康及安全

To achieve a reduction in the Disabling Injury Frequency Rate (DIFR) as compared to 2008.

二零零九年的缺勤意外發生率低於二零零八年的水平。

To achieve a reduction in the Disabling Injury Severity Rate (DISR) as compared to 2008.

二零零九年的缺勤意外嚴重率低於二零零八年的水平。

COMMUNITY 社區

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 conduct energy efficiency talks at 12 schools.

於十二所學校舉辦能源效益講座。

We feel blessed to be able to join HK Electric as Graduate Trainees. The Company has devoted a lot of resources in running a dedicated training programme for us, deepening our knowledge and understanding in relevant fields, and allowing us to learn from our seniors from different departments.

Although a male-dominant engineering firm, the Company offers equal opportunity for both sexes and we are excited to learn, grow and contribute to the HK Electric family!

我們很高興有機會加入港燈工作，並參與公司為大學畢業生提供的培訓計劃。訓練課程全面深入，在增進專業知識之餘，前輩同事亦悉心教導，令我們獲益良多。縱使公司員工男多女少，但各人機會絕對均等，我們期待與港燈這個大家庭一起成長、進步，貢獻社會。



Ms. Carrie CHIK (left), Electrical Engineering Graduate Trainee, and Ms. Swing LAM, Civil Engineering Graduate Trainee
見習電機工程師戚嘉麗(左)及見習土木工程師林思穎

Awards/Recognition 2008 獎項/嘉許

Business Environment Council

2008 Hong Kong Awards for Industries:

- Environmental Performance Award

Environmental Campaign Committee, Environmental Protection Department, Advisory Council on the Environment, Business Environment Council and 7 other prestigious local organisations

2008 Hong Kong Awards for Environmental Excellence:

- Two Certificates of Merit under Sectoral Awards
- Two "Class of Excellence" Wastewi\$e Labels
- One "Class of Excellence" & one "Class of Good" Energywi\$e Labels
- One "Class of Excellence" IAQwi\$e Label

Prime Magazine

Prime Awards for Eco-Business 2008

Hong Kong Environmental Protection Association

Hong Kong Enterprise Environmental Achievement Award 2008

Federation of Hong Kong Industries and Hang Seng Bank

2008 Hang Seng Pearl River Delta Environmental Awards:

- Green Participant

Development Bureau

Considerate Contractors Site Award Scheme 2007:

- Three Certificates of Appreciation (for construction sites under HK Electric's supervision)

Asia Pacific Customer Service Consortium

2007 Customer Relationship Excellence Awards:

- Customer Services Manager of the Year 2007
- Customer Services Team Leader of the Year 2007 and also a Merit Award
- Customer Services Professional of the Year 2007 and also a Merit Award

China International Public Relations Association

The 8th China Golden Awards for Excellence in Public Relations:

- Silver Award, Community Relations (for Smart Power Campaign)
- Nomination Award, Environmental Protection (for "The Launch of Lamma Winds")

商界環保協會

「香港工商業獎 2008」:

- 「環保成就獎」

環境保護運動委員會、環境保護署、環境諮詢委員會、商界環保協會及七間本地知名機構

「香港環保卓越計劃 2008」:

- 兩項「界別卓越獎」優異獎
- 兩個「卓越級別」減廢標誌
- 一個「卓越級別」節能標誌及一個「良好級別」節能標誌
- 一個「卓越級別」清新室內空氣標誌

《盛世雜誌》

「盛世環保企業獎 2008」

香港環境保護協會

「香港企業環保成就獎 2008」

香港工業總會及恒生銀行

「2008 恒生珠三角環保大獎」:

- 「綠色計劃公司」

發展局

「公德地盤嘉許計劃 2007」:

- 三張嘉許證書 (港燈監督的建築地盤)

亞太顧客服務協會

「2007 亞太傑出顧客關係服務獎」:

- 2007 年度傑出顧客服務經理
- 2007 年度傑出顧客服務組長及優異獎
- 2007 年度傑出顧客服務專業人員及優異獎

中國國際公共關係協會

第八屆「中國最佳公共關係案例大賽」:

- 「社區關係」類別案例銀獎 (得獎項目: 智「惜」用電計劃)
- 「環境保護」類別案例提名獎 (得獎項目: 「南丫新風采·香港新一頁」)

MerComm, Inc.

2008 ARC Awards International:

- Silver Award and Honors Award, Cover Photo/Design (for 2007 Annual Report and 2007 Social & Environmental Report)
- Bronze Award and Honors Award, Interior Design (for 2007 Annual Report and 2007 Social & Environmental Report)
- Honors Award, Printing & Production (for 2007 Annual Report)

Hong Kong Council of Social Service

Caring Company Award and Outstanding Partnership Project Award (for U3A Network of Hong Kong)

The Community Chest of Hong Kong

The Community Chest's Awards 2007/08:

- President's Award
- Gold Award for Corporate & Employee Contribution Programme
- The 8th Top Fund-raiser for Employee Contribution Programme

Occupational Safety and Health Council, Labour Department and 11 other prestigious local organisations

The 7th Hong Kong Occupational Safety & Health Award:

- Gold Award of The Hong Kong Federation of Insurers Award for Excellence in OSH
- Silver Award of The OSH Annual Report Award
- Bronze Award of Safety Enhancement Program Award

Occupational Safety & Health Council and Labour Department

2008 Occupational Safety & Health Quiz:

- Champion and 2nd Runner-up of OSHC Cup, the Enterprise Group
- Highest Score Award, the Enterprise Group

Vocational Training Council

2007 Outstanding Apprentice Award (granted to an apprentice of Lamma Power Station)

Hong Kong Quality Assurance Agency

New/Upgraded Certification:

- One new ISO 14001:2004 Certificate for Lamma Power Station
- Six upgraded ISO 9001:2008 Certificates and one new PAS55-1:2004 Certificate for T&D Division
- One upgraded ISO 9001:2008 Certificate, one new ISO 14001:2004 Certificate, one new OHSAS18001:2007 Certificate and one new IMS Certificate for Projects Division

MerComm, Inc.

2008 ARC Awards International:

- 「封面圖片/設計」銀獎及榮譽獎(得獎報告:2007年年報及2007年社會及環境報告)
- 「內頁設計」銅獎及榮譽獎(得獎報告:2007年年報及2007年社會及環境報告)
- 「印刷/製作」榮譽獎(2007年年報)

香港社會服務聯會

「商界展關懷」標誌及傑出伙伴合作計劃獎(得獎項目:「香港第三齡學苑」網絡)

香港公益金

公益金二零零七/零八年度獎項:

- 「公益榮譽獎」
- 「商業及僱員募捐計劃」金獎
- 「僱員募捐計劃」十大籌款機構第八名

職業安全健康局、勞工處及十一間本地知名機構

第七屆「香港職業安全健康大獎」:

- 「香港保險業聯會職安健大獎」金獎
- 「職安健年報大獎」銀獎
- 「安全改善項目大獎」銅獎

職業安全健康局及勞工處

「職安健常識問答比賽2008」:

- 「企業機構組」杯賽冠軍及季軍
- 「企業機構組」最高積分獎

職業訓練局

「2007年度傑出學徒獎勵計劃」(得獎者為南丫發電廠一名學徒)

香港品質保證局

新增/升級版證書:

- 南丫發電廠新增一張 ISO 14001:2004 認可證書
- 輸配電科取得六張 ISO 9001:2008 升級版認可證書及新增一張 PAS55-1:2004 認可證書
- 工程建設科取得一張 ISO 9001:2008 升級版認可證書及新增一張 ISO 14001:2004 認可證書、一張 OHSAS18001:2007 認可證書及一張 IMS 認可證書

Summary of Statistics 統計數字概要

Environment 環境

	2008	2007	2006
Electricity Generated 發電量			
Total electricity generated [GWh] 總發電量(百萬度)	12,263	12,243	12,199
Fuel Consumed 消耗的燃料			
Coal [kT] 燃煤(千公噸)	3,747	3,646	4,088
Light gas oil [kT] 輕柴油(千公噸)	5	5	5
Heavy fuel oil [kT] 重燃油(千公噸)	6	4	6
Natural gas ⁽¹⁾ [kT] 天然氣 ⁽¹⁾ (千公噸)	260	279	98
Licence Compliance 符合牌照規定			
Percentage of compliance [%] 符合率(%)	100	100	100
Total Air Emissions⁽²⁾ 總排放量⁽²⁾			
SO ₂ [kT] 二氧化硫(千公噸)	26.2	25.3	30.0
NO _x [kT] 氮氧化物(千公噸)	14.4	14.3	17.3
RSP ⁽³⁾ [kT] 可吸入懸浮粒子 ⁽³⁾ (千公噸)	0.59	0.55	1.3
CO ₂ [million T] 二氧化碳(百萬公噸)	9.14	9.08	9.85
Ash/Gypsum 煤灰/石膏			
Ash produced [kT] 產生的煤灰(千公噸)	327	346	409
Ash sold for industrial uses [kT] 售作工業用途的煤灰(千公噸)	311	338	399
Gypsum sold for industrial uses [kT] 售作工業用途的石膏(千公噸)	77	68	67
Waste Oils 廢油			
Waste oil recycled [litres] 廢油循環再造總量(公升)	60,400	68,000	7,600
Waste oil for disposal [litres] 廢油回收處理總量(公升)	1,400	3,905	5,600
Water Consumption / Discharge 耗水量/廢水排放量			
Town water consumption [thousand m ³] 耗水量(千立方米)	1,507	1,395	1,515
Wastewater discharge [thousand m ³] 廢水排放量(千立方米)	249	373	421
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	3	1	1

(1) HK Electric's first liquefied-natural-gas-fuelled combined cycle generating unit started commercial load in October 2006.

(2) Due to extremely tight and volatile fuel supply market in 2008, less liquefied natural gas and good quality coal were used in 2008 than 2007 and resulted in a slight increase in emissions.

(3) The figures for 2007 and 2008 refer to RSP while the figure for 2006 refers to Particulates.

(4) From 2007 onwards, only reported cases caused by our employees are counted so as to reflect their performance more accurately.

Society 社會

	2008	2007	2006
QUALITY 品質			
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
Number of BSI PAS 55-1 Certificates BSI PAS 55-1 認可證書總數	1	0	0
HEALTH & SAFETY 健康及安全			
Number of fatalities 死亡宗數	0	0	0
Number of disabling injuries 缺勤意外數字	8	3	4
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)	0.36	0.13	0.17
Number of days lost/charged (number of employee-days) 損失/缺勤的天數(員工天數)	291	145	84
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)	13.0	6.4	3.6
Longest period without a lost-time injury (no. of days) 最長的無缺勤期(天數)	128	247	217
Number of reported traffic accidents ⁽⁴⁾ (no. of cases) 通報的交通意外宗數 ⁽⁴⁾ (個案數目)	14	12	28
Traffic Accident Frequency Rate (TAFR) ⁽⁴⁾ (no. of cases per million km travelled) 交通意外發生率 ⁽⁴⁾ (每行走百萬公里的個案數目)	5.7	4.7	11.9
Number of OHSAS18001 Certificates OHSAS18001 認可證書總數	2	1	1

(1) 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。

(2) 二零零八年世界能源市場十分緊張，供應不穩，導致港燈在天然氣及優質燃煤的使用量有所下降，二零零八年的排放量因而稍高於前年。

(3) 2007及2008年的數字是指「可吸入懸浮粒子」，而2006年的數字為「粒狀物」。

(4) 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 2008 Social and Environmental Report (herein referred to as "the Report"). The Report stated the social and environmental performance of HK Electric for the period from 1st January 2008 to 31st December 2008. The purpose of the verification exercise was to independently review the materiality, completeness, accuracy, consistency and reliability of the information presented in the Report.

Methodology

The verification procedure included reviewing relevant documentation, interviewing responsible personnel with accountability for preparing the Report and verifying 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.

Conclusion

As a result of the verification process, this is the opinion of the assessment team that the information presented in the Report provided a structured, balanced, reliable, consistent 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.

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」核實2008社會及環境報告（下稱報告）的全部內容。該報告載述港燈在2008年1月1日至2008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、一致性及可靠性上作出獨立的驗證。

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查證。並且審閱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

基於是次的核實結果，香港品質保證局的審核組確定此報告的結構完整、平衡、可靠、一致及準確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。

Signed on behalf of Hong Kong Quality Assurance Agency



Connie Sham
Senior Manager, Strategic Business
May 2009

沈小茵
香港品質保證局
高級策略業務經理
二零零九年五月

Share your ideas and opinions with us!

At HK Electric, we believe our performance in the vital areas of environmental protection and social responsibility is as important as our balance sheet. Consequently, we would very much like to hear your feedback on our performance in 2008.

To share your comments, please contact us at:
Environmental Affairs Department,
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，我們歡迎您就二零零八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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港燈

HK Electric