

*Painting a
Greener Hong Kong*
畫出更綠的香港

2009
Social and
Environmental Report
社會及環境報告

 港燈
HK Electric

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



Contents 目錄

- 02 Message from the Managing Director
董事總經理致辭



ENVIRONMENT 環境

- 05 Policy and Commitment
政策與承諾
- 06 Initiatives
措施
- 12 Education
教育



SOCIETY 社會

- 19 Customers
客戶
- 22 Community
社會大眾
- 27 Shareholders
股東
- 28 Employees
員工
- 31 Summary of Statistics
統計數字概要
- 32 Awards/Recognition 2009
2009 獎項 / 嘉許
- 34 Targets Achievement 2009
2009 目標狀況
- 35 Targets Preview 2010
2010 目標展望
- 36 Verification Statement
核實聲明
- 37 Reference to GRI
「全球報告倡議組織」參照
- 37 Feedback Invitation
誠邀回應



Our cover symbolises the gift of nature passing from one generation to another as illustrated in the free-flowing style of water colour painting. HK Electric is always mindful of its responsibility to future generations and is committed to sustainable, harmonious and caring practices in all of our operations.

報告封面的水彩畫，意境猶如行雲流水，象徵大自然的恩賜生生不息，代代相傳。港燈時刻緊記對下一代肩負重任，將可持續發展的營運方式、和諧與關愛的信念，融入於日常業務的每一環節。



Message from the Managing Director

董事總經理致辭

Fulfilling our Commitment to a Greener Hong Kong

As the old saying goes, "Actions speak louder than words." This 2009 Social and Environmental Report gives a broad summary of the extensive actions HK Electric is taking on a daily basis and the concrete achievements in protecting and sustaining the environment, as well as caring for our customers, the community and other stakeholders.

For a start, we are committed to fully supporting the Government's Air Quality Objectives Review and the proposed initiatives for improving Hong Kong's air quality. We continue to increase the use of natural gas for power generation and to retrofit coal-fired units with emission reduction facilities. Considerable progress has been made, with expected reductions in emissions of sulphur dioxide, nitrogen oxides and respirable suspended particulates by 40% to 70% in 2010 as compared with 2005.

We are ever mindful of the threats of climate change and are contributing efforts to reduce Greenhouse Gas emissions. These include developing a utility scale offshore wind farm in Hong Kong waters, adopting more emission-free renewable energy technologies in our premises, working closely with the Government to encourage wider use of electric vehicles.

Meanwhile, we continue to promote renewable energy, sustainable development and energy conservation to the public through a number of initiatives. The HK Electric Clean Energy Fund sponsors local schools to develop renewable energy; the "Green Hong Kong Green" programme is developing eco-heritage trails on Hong Kong Island; our Smart Power Campaign encourages people to conserve energy; we champion the benefits of green electric cooking; and we continuously participate in many environmental activities like "Earth Hour 2009" and "Clean Up the World in Hong Kong".

As we strive to provide cleaner energy for our customers, we also make supply reliability a priority. For a record of 13 consecutive years, we have maintained

supply reliability of over 99.999%. We even reached or exceeded 99.9999% during one-third of the year.

In line with our core value of caring, HK Electric engaged in wide-ranging charitable and meaningful activities in 2009 to support those in need. The elderly have a special place in our heart and we continued to serve them through a new elderly care programme launched in September 2009. We also sponsored programmes for young people and supported various activities for the community on Lamma Island.

We kept close contact with key stakeholders throughout the year. Our shareholders continued to benefit from the long-term regulatory framework agreed with the Government under the new Scheme of Control Agreement, which commenced on 1st January 2009. Our employees received over 70,000 hours of training and were looked after on all aspects of health and safety.

All in all, we are proud of our concrete actions and achievements in 2009. We will continue to act for the betterment of Hong Kong and paint a greener and sustainable future for all.





以堅實成果 構建更綠香港

古語有云：「知是行之始，行是知之成」。港燈的環保工作於二零零九年取得良好成績，我們竭力實踐承諾，在保護環境的大前題下為客戶提供電力服務，用心服務客戶、關心社會及其他不同持份者。這份二零零九年《社會及環境報告》總結有關工作及成績，見證港燈言出必行。

首先，我們全力支持政府的空氣質素指標檢討及相關改善本地空氣質素的建議。港燈逐步增加天然氣發電的比例，並為燃煤機組加裝減排設施，這方面的工作進展順利，我們預期在二零一零年，二氧化硫、氮氧化物及可吸入懸浮粒子等排放量，會較二零零五年減少四至七成不等。

我們關注氣候變化為人類帶來的威脅，所以積極減少溫室氣體排放，

研究增加可再生能源應用，當中包括計劃在香港水域興建一個離岸風力發電場，並會在港燈的建築物採用更多零排放的可再生能源科技。此外，我們又配合政府鼓勵市民更廣泛使用電動車。

港燈又繼續透過不同活動，向公眾推廣可再生能源、可持續發展及節約能源等訊息，包括以「港燈清新能源基金」資助本地學界開展可再生能源項目；舉辦「探遊綠港島」開發港島生態文物徑；而智「惜」用電計劃則提倡節能文化。我們又積極參與「2009地球一小時」和「世界清潔日在香港」等環保活動，及推廣電能煮食的環保優點。

我們致力為客戶以更清潔能源發電的同時，亦視可靠供電為首要任務。過去十三年來，我們將供電可靠度維持在超過百分之九十九點九九的高水平，事實上，二零零九年內有三分一

時間，供電可靠度達到甚至超越百分之九十九點九九九的驕人紀錄。

港燈體現「添關愛」信念，投入慈善活動義不容辭。我們特別心繫長者，於去年九月推出一個全新的「安居樂社群」計劃，關顧隱蔽長者。此外，我們亦資助裨益青少年的項目，以及支持一連串南丫島的社區活動。

在過去一年，我們與各主要持份者保持緊密聯繫。港燈與政府簽訂的新管制計劃協議於二零零九年一月一日起生效，協議所訂的長期規管架構，令股東受惠。公司對員工的照顧無微不至，全面關心員工的身心健康以至工作安全，全年為員工提供的培訓時數超過七萬小時。

總括而言，在二零零九年，港燈在環保及社區工作上取得堅實的成果，令我們引以為傲。我們將繼續為締造更美好的香港而努力，構建更綠的未來。

Tso Kai-sum
Managing Director
May 2010

曹樂森
董事總經理
二零一零年五月



Through a number of environmental initiatives and policies, HK Electric strives to improve the air quality and sustainability in Hong Kong. In 2009, we made good progress in emission control as well as widening the application of renewable energy, while continuing with effective environmental management and green education for the public.

一直以來，港燈致力推行不同的環保措施和政策，藉以改善香港的空氣質素和推動可持續發展。在二零零九年，我們在減少電廠排放和擴大使用可再生能源方面取得良好進展，另外公司亦會繼續推行環境管理措施，並加強公眾教育，提升市民的環保意識。



ENVIRONMENT 環境

Policy and Commitment 政策與承諾

Emission Control Programme Bears Fruit

HK Electric is more committed than ever before to providing reliable power supply with cleaner fuels which reduce emissions. Our positive environmental results in 2009 testify to this commitment.

The two-phase emission control programme at Lamma Power Station was successfully completed in March 2010. Now six out of our eight coal-fired generating units are equipped with Flue Gas Desulphurisation Plants, five of which also have Low Nitrogen Oxides Burner Systems which help reduce emissions significantly.

Responding to the government initiative to improve local air quality with more natural gas for power generation, HK Electric will further increase our gas-fired generation to 30% of our total output in 2010.

With these commitments, we are confident of meeting all of the Government's emission reduction targets in 2010. We will continue to fully support the Air Quality Objectives Review and the proposed initiatives for improving Hong Kong's air quality.

In view of the global call for commitment and actions in reducing Greenhouse Gas emissions, HK Electric will continue to explore the wider application of renewable energy in Hong Kong – with our offshore wind farm plan and the installation of a solar power system at Lamma Power Station.

In support of the government policy on electric vehicles (EVs), HK Electric has set up charging stations in major public carparks on Hong Kong Island, while the Company has also purchased ten EVs for operational purposes.

加裝減排設施見成果

港燈竭盡所能，為客戶提供充足可靠的電力供應之餘，又致力以更潔淨的能源發電，減低排放。我們在二零零九年的環保表現，見證了這個承諾。

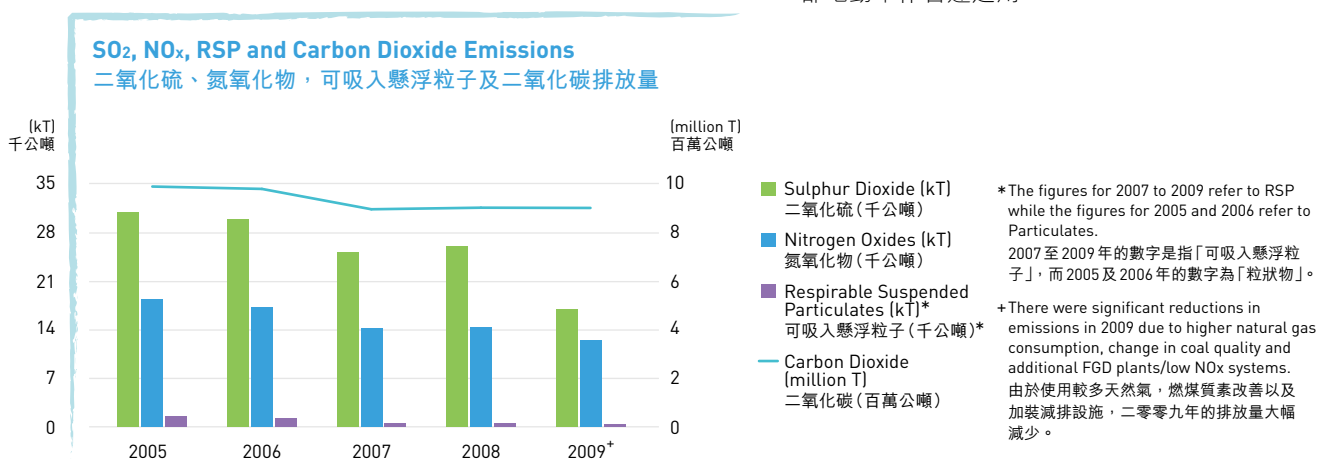
在二零一零年三月，南丫發電廠減排計劃圓滿結束。計劃分兩階段進行，目前廠內八台燃煤機組，當中有六台已加裝煙氣脫硫裝置，而五台機組亦設低氮氧化物燃燒器。這些減排裝置有效將電廠的排放大幅減低。

另外，港燈回應政府增加天然氣發電以改善空氣質素的建議，我們將於二零一零年，把天然氣發電比例提升至百分之三十。

堅守這些承諾，我們有信心達至政府訂定的二零一零年減排目標，並全力支持政府的空氣質素指標檢討及改善本港空氣質素的各項建議。

回應全球呼籲合力減少溫室氣體排放，港燈會繼續研究在港更廣泛應用可再生能源，包括計劃興建一個離岸風場，並在南丫發電廠內裝設一個太陽能發電系統。

為支持政府鼓勵使用電動車，港燈在港島多個主要公共停車場，設立電動車充電站，並已採購十部電動車作營運之用。



 ENVIRONMENT 環境

Initiatives 措施



HK Electric gradually increases gas-fired power generation to reduce emissions.

港燈將逐步增加天然氣發電比例以減少電廠排放。

Reducing Emissions

HK Electric successfully completed the first-phase of our emission control programme at Lamma Power Station in mid-2009 with the commissioning of Unit L5 Low Nitrogen Oxides Burner System (LNB) and Flue Gas Desulphurisation Plant (FGD). This, together with increased gas-fired power generation, contributed to a significant reduction in sulphur dioxide (SO₂), nitrogen oxides (NO_x) and respirable suspended particulates (RSP) emissions of 35%, 13% and 34% respectively in 2009 as compared with the year before. With the completion of the second-phase of the emission control programme with Unit L4 LNB and FGD and Unit L2 FGD being put into service in March 2010 and more gas to be used, we will be able to reduce emissions of SO₂, NO_x and RSP by 40% to 70% in 2010 as compared with 2005.

Increasing Use of Natural Gas

We continue to increase using natural gas and anticipate 30% of total electricity generation from gas in 2010. Our gas-fired GT57 combined cycle unit (converted from oil firing in 2008) started to operate as a base load unit from January 2010 with additional natural gas supply secured from the Shenzhen LNG Terminal.

Supporting Carbon Reduction Charter and More

To further our commitment to the "Carbon Reduction Charter", we continue to conduct regular carbon audits of our office buildings and to implement energy-saving and Greenhouse Gas (GHG) emission reduction initiatives. We successfully reduced the carbon footprint of our Kennedy Road Head Office by 12.5% in 2008, thanks to all of the energy-saving measures observed and practised by our employees.

減少電廠排放

二零零九年七月，我們成功完成南丫發電廠加裝減排設施的首階段工程，第五號機組的低氮氧化物燃燒器和煙氣脫硫裝置順利投產，配合增加天然氣發電，電廠的各類排放大減。二氧化硫、氮氧化物及可吸入懸浮粒子的二零零九年排放量，較前年分別減少百分之三十五、百分之十三和百分之三十四。第二階段工程包括為第二及第四號機組加裝煙氣脫硫裝置，以及為第四號機組安裝低氮氧化物燃燒器，都已於二零一零年三月完成。配合使用更多天然氣發電，今年的二氧化硫、氮氧化物及可吸入懸浮粒子的排放量，與二零零五年比較，會減少四至七成不等。

增加使用天然氣

我們正逐步增加天然氣發電量，預計於二零一零年將達總發電量的三成。作為配套措施，GT57聯合循環機組（在二零零八年改以天然氣為燃料）已於今年一月開始以基本負荷形式運行，我們亦已增購天然氣，經深圳液化天然氣接收站供電廠使用。

支持減碳約章

為進一步實踐「減碳約章」的承諾，我們持續為港燈建築物進行「碳審計」，並實施多項節能及溫室氣體減排措施。以堅尼地道港燈中心為例，在二零零八年的「碳足印」，比前一年減少百分之十二點五，效果顯著。



An artist's impression of the new offshore wind farm by HK Electric.
港燈的離岸風場計劃的模擬圖。

We continue to support the Climate Change Business Forum (CCBF) and help promote best practices in GHG emission reduction among the city's business sector. Last year, we assisted in revising the CCBF's Guidebook, "The Hong Kong Business Guide to Emission Reduction", and conducted a number of in-house briefing sessions for our employees.

An online carbon calculator on our website encourages individuals to lead a low carbon lifestyle. Last year, we also supported The Hong Kong Green Building Council to promote the application of BEAM, a green standard for the design and construction of buildings in Hong Kong.

Supporting Sustainable Development with More RE

Exploring and using more renewable energy (RE) is one of the ways to reduce carbon emissions and support sustainable development. Since commissioning Hong Kong's first commercial scale wind turbine in 2006, HK Electric has taken another step forward to develop an offshore wind farm of about 100 MW in Hong Kong waters.

An Environmental Impact Assessment Report was submitted to the Government in November 2009 for approval in the second quarter of 2010. Over the past year, we have solicited views from major stakeholders including fishermen groups, green groups, district councillors, government departments, academics and industry practitioners. Statutory applications are underway to set up a wind monitoring station to measure the offshore wind potential targeting to commission the wind farm in 2015.

港燈積極投入氣候變化商界論壇的工作，向業界推廣有效減少溫室氣體排放的措施。在二零零九年，我們協助修訂《香港商業減碳指南》，並為港燈員工舉辦一連串簡報會，推廣減碳訊息。

港燈在公司網站設置網上碳排放計算機，鼓勵公眾實踐低碳生活。去年，港燈全力支持香港綠色建築議會推動 BEAM 綠色建築標準。

善用可再生能源，支持可持續發展

探討和使用更多可再生能源是減少碳排放和支持可持續發展的方法之一。港燈繼於二零零六年建立首個具商業規模的風力發電站後，現更進一步計劃在本港水域興建一個容量約一百兆瓦的離岸風力發電場。

計劃的環境影響評估報告已於二零零九年十一月提交政府，預計於今年第二季獲得通過。在過去一年，我們就計劃向多個主要持份者，包括漁業團體、環保組織、區議員、政府部門、學者及業界收集意見。在二零一零年下半年，我們將全力投入，為建立風力監測站進行準備工作。若項目順利推展，可望於二零一五年落成投產。





Ten new EVs are added to HK Electric's operating fleet. 港燈為營運車隊添置十部電動車。

HK Electric is also enthusiastically broadening the use of emission-free RE technologies at our premises. A large-scale 550kW Thin Film Photovoltaic (TFPV) system is being built at Lamma Power Station as the biggest system harnessing solar energy in Hong Kong. A total of 5,500 TFPV panels will be installed on the roofs of the power station buildings. When commissioned by mid-2010, the system is expected to produce approximately 620,000 kWh of green electricity annually, offsetting 520 tonnes of carbon dioxide emissions.

Electric Vehicle Charging Stations

HK Electric is supporting several initiatives to reduce vehicle emissions, a major source of the city's pollution. We are a major proponent of the use of electric vehicles (EVs) in recognition of their higher energy efficiency, environmental-friendliness and substantial fuel cost savings. Up to April 2010, we have added ten EVs to our operating fleet.

In support of government policy to promote greater use of EVs, we have set up EV charging stations in Hong Kong. The first one opened at the Peak Galleria in December 2009 followed by six more in early 2010, conveniently located in major car parks in Cyberport, Pacific Place, Cityplaza, Oi Tung Estate, Tin Hau and Star Ferry.

Designed to ensure user-friendliness and themed on "Friends of Nature", the charging facilities are easy to operate taking six to eight hours to fully charge an EV. Charging is free initially to encourage drivers to get familiarised with the procedures. A payment system using the Octopus Card will be introduced later.

Last year, HK Electric converted a hybrid vehicle into a plug-in hybrid electric vehicle (PHEV) in May, making it the first of its kind on the streets in Hong Kong. The PHEV can be charged via an ordinary domestic socket in just about five hours allowing it to travel for about 30km.

港燈又積極增加應用可再生能源技術，在南丫發電廠裝設一個全港最大規模的太陽能發電系統，發電容量達五百五十千瓦，預計於年中完成。該系統將鋪設在電廠樓宇的天台上，由五千五百塊太陽能薄膜光伏板組成，每年可產生六十二萬度電，減少五百二十公噸二氧化碳排放。

電動車充電站

汽車排放是城市污染的一大源頭，港燈支持改善路邊空氣質素的措施，提倡使用電動車。電動車輛能源效益高、既環保又可節省燃料開支，值得支持。直至二零一零年四月，港燈已購入十部電動車作公司日常營運之用。

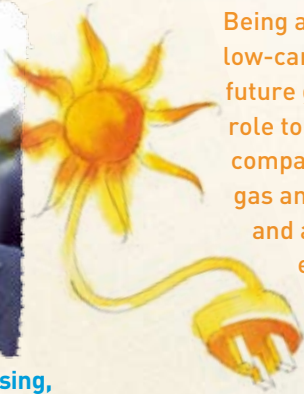
為配合政府推動使用電動車，我們在港島設立電動車充電站，首個充電站已於去年十二月在山頂廣場啟用，其餘六個均設於港島主要地區的停車場，包括數碼港、金鐘太古廣場、太古城中心、筲箕灣愛東邨、天后及中環天星碼頭，方便駕駛人士使用。

充電站的設計以「大自然之友」為主題，設施簡單易用，整個充電過程約需六至八個小時，推廣期間歡迎駕駛者免費使用，其後可使用八達通卡繳費。

港燈在去年五月，將車隊內一輛混能車改裝為插電式混能車，令它成為首部在本港街道行駛的插電式混能車。插電式混能車可使用一般家用插頭充電，每次約需五小時，充電後可行走約三十公里。



Professor LAM Kwan-sing, Paul, JP,
Chairman of Advisory Council
on the Environment
環境諮詢委員會主席
林群聲教授



Being a world-class city, Hong Kong should migrate to a low-carbon city for the sustainable well-being of our future generations. The power sector has an important role to play in this regard. On the supply side, power companies should strive to increase the use of natural gas and explore wider application of renewable energy; and at the same time endeavour to promote the efficient use of energy and low-carbon living to the public on the demand side.

作為世界級城市，香港須朝低碳城市方向邁進，為下一代締造可持續發展的未來，而電力行業所擔當的角色尤為重要。在電力供應方面，電力公司應增加使用天然氣發電及尋求更廣泛使用可再生能源；同時在電力需求管理方面，積極向公眾推廣能源效益及低碳生活。

Cleaner Start-up Fuel in LPS

In order to improve the air quality and meet updated government regulations, HK Electric is in the process of switching the start-up fuel of six coal-fired generating units at Lamma Power Station from heavy fuel oil to ultra low sulphur diesel (ULSD). The fuel oil system conversion work will be done in phases from 2009 to 2012. By early 2013, all the coal-fired units will adopt ULSD as the boiler start-up fuel.

At Lamma Power Station, all onsite diesel-driven equipment and vehicles including those of contractors are fuelled with ULSD to reduce emissions. We were able to cut the annual fuel consumption of these vehicles by about 22,800 litres in 2009. Another new environmental initiative began in September 2009 to test E5 and E20 bio-diesel blends in our vehicles. The initial trial is running satisfactorily so a wider use of this environmentally-friendly fuel is being considered.

電廠鍋爐採用更潔淨起動燃料

為改善空氣質素和配合最新的政府規例，南丫發電廠六個燃煤機組的鍋爐，將以超低硫柴油取代重油作為起動燃料。燃油系統轉換工程分階段於二零零九年至二零一二年間進行。至二零一三年初，所有燃煤機組將一律以超低硫柴油起動。

另外，所有在南丫發電廠內使用的柴油設備及車輛，無論屬港燈或承建商擁有，均須使用超低硫柴油以減少排放。在二零零九年，我們共減少使用柴油約二萬二千八百公升。此外，我們在去年九月引入另一項環保措施，在部分電廠車輛試用E5和E20等生化柴油作燃料，初步效果令人滿意，我們將考慮進一步擴大使用這種環保燃料。



Director of Engineering (Planning and Development), Mr. Wan Chi-tin demonstrates the use of the charging facilities.

工程及發展董事尹志田示範使用充電設施。

Separating food waste is another step in caring for the environment.

每餐用膳後將廚餘分類，愛護環境踏出第一步。



The organic waste eliminator can process up to 100 kg of food waste everyday.

南丫發電廠的「廚餘處理器」每日可處理多達 100 公斤的廚餘。



Promoting 4R Practices to Eliminate Waste

As part of our ongoing efforts in waste management, we installed another organic waste eliminator at Lamma Power Station in August 2009. Instead of transferring food waste to landfills with other solid wastes, the eliminators turn food waste into fertilising fluid for irrigating plants in our power station. We handled over 20 tonnes of food waste in 2009.

Since 2004, we have been supporting the Computer Recycling Programme (CRP) organised by the Environmental Protection Department and a number of charitable organisations. The CRP collects used computers and computer parts for recycling or for refurbishment to donate to the needy. By end 2009, we had donated 2,178 computers and 2,237 accessories under this programme.

In recognition of our persistent commitment to environmental protection and waste reduction, the Environmental Campaign Committee awarded us with two "Class of Excellence" Wastewi\$e Labels for our Transmission and Distribution, and Generation Divisions.

As a way of reducing paper, ink and toner consumption, we installed new software in all of our standard personal computers in April 2010 that helps identify and eliminate unwanted pages before the files are sent for printing.

實踐 4R 減廢有道

港燈持續推行廢物管理措施，於二零零九年八月在南丫發電廠引入第二部「廚餘處理器」，將廚餘轉化為液體肥料作灌溉用途。去年共處理超過二十公噸由電廠食堂產生的廚餘。

自二零零四年起，港燈一直支持由環保署及多個慈善機構合辦的「電腦回收計劃」，將收集到的舊電腦和電腦配件，進行翻新或循環再用。至二零零九年底，我們透過計劃共捐贈了二千一百七十八部電腦和二千二百三十七件配件予有需要人士。

港燈竭力實踐環保和減廢的承諾，獲環境保護運動委員會頒授兩項「卓越級別」減廢標誌，嘉許輸配電科和發電科對環保所作的貢獻。

我們於二零一零年四月為所有電腦安裝軟件程式，讓員工在列印文件前選擇和刪除不需要的頁面，減少紙張、油墨和碳粉的使用量。

Staff take part in "Lamma Environmental Week" to enhance environmental awareness.

「南丫環保推廣週」有助提升員工環保意識。



Environmental Management Systems

In 2009, we continued to maintain and improve our Environmental Management Systems in line with the latest ISO requirements and satisfactorily passed the surveillance visits by external auditors. These systems help analyse, control and improve daily operational procedures, while enhancing the awareness, competency and participation of our employees.

Strengthening Employees' Environmental Awareness

To enhance the environmental awareness of employees working at Lamma Power Station, we organised a "Lamma Environmental Week" in August 2009 for staff to familiarise themselves with compliance of statutory environmental requirements.

Over 300 maintenance staff of the Generation Division attended the "Integrated Safety & Environmental Awareness Training Course" in 2009. It combined environmental awareness training, accident/incident case-study analysis and a briefing on the winter overhaul programme.

Being able to respond to emergencies is crucial in our business. Each year we conduct various drills to test our emergency preparedness and response and 2009 was no exception. In addition to training for emergency events such as fires and oil spillages, we also stressed the importance of environmental awareness.

環境管理系統

二零零九年，我們一如既往落實和改善環境管理系統，以符合最新的 ISO 要求，並順利通過外部審計。環境管理系統有助分析、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術，及令他們更積極投入。

加強員工的環保意識

為進一步提升南丫發電廠員工的環保意識，我們於二零零九年八月舉辦「南丫環保推廣週」，讓同事對環保法例有更深入的了解和認識。

在去年，超過三百位發電科維修部員工參與「綜合安全及環保意識培訓課程」，內容包括環保意識培訓、意外/事故個案分析，以及冬季檢修計劃簡報會。

能夠時刻準備就緒應付緊急事故，對港燈的業務尤為重要。因此，我們每年均進行各項演練，務求時刻保持最佳狀態。除了應付如火警或洩漏燃油等緊急事故的訓練外，同時著重於環保意識的重要性。

ENVIRONMENT 環境

Education 教育



To encourage the public to explore and learn more about the valuable resources on Hong Kong Island, we are working together with The Conservancy Association on a three-year project, "Green Hong Kong Green".

港燈與長春社合作推出為期三年的「探遊綠港島」計劃，促進市民對自然生態及文物古蹟的認識。

Promoting RE and Sustainable Development

Harnessing solar energy to power an organic farm of Chinese herbs and installing 120 micro wind turbines to power a rooftop irrigation system were just two of twelve exciting ideas that won a sponsorship from the HK Electric Clean Energy Fund in 2009.

The Fund has been supporting and encouraging local schools to study and develop renewable energy (RE) applications since 2006. An experience sharing seminar was conducted in April 2009 which was attended by over 70 school representatives. Up to 2009, over HK\$4 million has been granted to 48 RE projects undertaken by 43 local schools and tertiary institutes benefiting thousands of students, teachers and their local communities.

Building on the positive results of the three-year "Green Lamma Green" programme, HK Electric and The Conservancy Association jointly launched a new three-year campaign in September 2009

推廣可再生能源及可持續發展

「港燈清新能源基金」去年共資助十二個環保項目，其中不乏創意之作，包括利用太陽能推動有機耕種中藥園；安裝一百二十個小型風力發電機組，為天台灑水系統提供電力。

基金自二零零六年成立以來，一直支持及鼓勵學界學習和開展可再生能源應用項目。二零零九年四月舉辦的經驗分享會，共有超過七十位學校代表參加。直至二零零九年，基金共撥款超過港幣四百萬元，合共資助了四十三間中、小學及大專院校，在校園內落實四十八個可再生能源計劃，為數以千計的師生以至學校附近的社區帶來裨益。

General Manager [Corporate Development], Mr. Yee Tak-chow (first from right, back row) visits Baptist Lui Ming Choi Primary School.

集團發展總經理余德秋（後排右一）早前到訪浸信會呂明才小學。



called "Green Hong Kong Green". We will perform tree caring work, develop new eco-heritage routes, publish eco-tour maps and train a team of voluntary eco-leaders to conduct tours of these new routes for the public.

As part of the project, we organised the "My Favourite Eco-Heritage Hotspots on Hong Kong Island" competition inviting the public to nominate valuable ecological or heritage sites inside three designated country parks on Hong Kong Island. Winning entries may be incorporated into the new eco-heritage trails, which will be developed by 2012.

Meanwhile, we continued to organise eco-tours under the "Green Lamma Green" programme in 2009. Over 600 people participated in 29 eco-tours to learn about the ecology and history of Lamma Island. In addition to educating the public about the environment, the eco-tours have drawn more visitors to the island.

Promoting Energy Efficiency and Conservation

The Smart Power Campaign 2009 was launched in early March 2009 to encourage the public to conserve energy on a daily basis and to nurture an energy-saving culture. A series of activities to engage the community was conducted throughout the year, including roving exhibitions in MTR stations, radio programmes, as well as open days at Lamma Power Station and Lamma Winds, attracting a total of more than 30,000 participants.

為期三年的「共創『綠』南丫」計劃，由港燈和長春社合辦，取得圓滿結果。去年九月，我們再次攜手合作推出「探遊綠港島」，於未來三年在港島區進行護林工作，並開發生態旅遊徑、印製地圖和訓練導賞員，以便日後舉辦生態導賞團，供廣大市民參與。

計劃開展的頭炮活動是「我最喜愛生態文物熱點大搜查」比賽，鼓勵市民在龍虎山、大潭及香港仔郊野公園內或其他臨近區域，提名最喜愛的自然生態及文物古蹟熱點參賽，獲選熱點將有機會納入在二零一二年開發的旅遊徑上。

我們在二零零九年共舉辦了二十九團「共創『綠』南丫」生態遊，吸引超過六百人參加，認識南丫島的自然生態和歷史。活動除了達到環保教育的目標，更令到更多遊人到南丫島旅遊。

推廣能源效益及節約能源

二零零九智「惜」用電計劃在去年三月初推出，鼓勵公眾將節約能源融入生活和培育節能文化。我們在年內舉辦了一連串社區活動，包括港鐵站巡迴展覽、電台節目、南丫發電廠暨風采發電站開放日，全年活動共有超過三萬人參與。

Wong Cho-lam and Vincy are appointed Smart Power Campaign Ambassadors by Managing Director, Mr. Tso Kai-sum.

董事總經理曹榮森委任王祖藍及泳兒為智「惜」用電大使。





Our game booth at the E&M Safety Carnival incorporates the messages of the seven essential things to do on energy saving, making it fun to learn to be green.

港燈在「機電安全嘉年華」設置的攤位遊戲，以「節能七件事」為主題，趣味與教育並重，向市民推廣節能訊息。

Other Smart Power activities included a Chinese short essay competition about energy saving which garnered 15,000 entries. To reach out to students in primary and secondary schools, we conducted 13 school talks for over 3,500 students.

Using electricity in an efficient and responsible manner is beneficial to the environment. We have been helping our customers identify their energy efficiency opportunities through energy audits and in 2009, we carried out 63 energy audits, including ten for non-government organisations in a joint effort with the Government and the social services sector.

In addition, we established a loan fund of HK\$12.5 million to provide interest-free loans to our audited customers to implement the proposed energy-saving initiatives. We also established an education fund of HK\$2.5 million to promote energy efficiency and conservation.

In 2009, HK Electric continued to support community activities that encourage the smart use of electricity. We participated in WWF's "Earth Hour 2009" by switching off the external lighting at our buildings for one hour on 28 March. Similarly, we switched off external lighting for two hours in the evening of 21 June in support of "Dim It 6.21" organised by Friends of the Earth. We also signed a "Dim It" Charter to highlight proper lighting use so as to save energy and eliminate over-illumination.

Once again HK Electric supported the Government's efforts to promote energy efficiency by participating in the E&M Safety Carnival held at Victoria Park in October 2009. We came second in the "Most Creative Game Booth Award" with a basketball-shooting game that attracted about 2,000 visitors.

其中一項名為「改變世界的節能戰士」短文比賽，獲得公眾熱烈反應，參賽作品多達一萬五千份。此外，我們舉辦了十三個學校節能講座，向超過三千五百名中、小學生灌輸節能環保知識。

注意能源效益，善用電力，有助環保。港燈為客戶提供能源審核服務，尋找節能的機會。在過去一年，共為六十三間機構完成能源審核，其中包括十個非牟利組織。

我們更成立了一個貸款基金，為進行能源審核的客戶提供免息貸款，協助他們落實節能措施，基金款額達港幣一千二百五十萬元。同時，港燈成立另一個教育基金，每年撥款港幣二百五十萬元，推廣能源效益和節能。

二零零九年，港燈支持多項鼓勵醒目用電的社區活動。我們響應世界自然基金會對抗氣候變化的呼籲，參與「2009地球一小時」活動，在二零零九年三月二十八日晚上，關掉公司多幢建築物的外牆照明及燈飾一小時。同時，我們亦支持地球之友舉辦的「夠照熄燈」行動，在六月二十一日晚上關上外牆燈飾兩小時，藉以提高公眾對光污染的認識。我們更簽署了地球之友發起的「夠照熄燈」約章，承諾善用燈光，避免滋擾。

港燈支持政府推動能源效益的活動，參與在二零零九年十月假維多利亞公園舉行的「機電安全嘉年華」，我們的「節能七件事」攤位遊戲共吸引二千多位市民參與，攤位並獲得大會頒發「最有創意攤位大獎」亞軍。



Volunteers clean up loads of rubbish at Tung O Beach.
港燈義工參與「南丫東澳沙灘清潔行動」，「收穫」甚豐。

Getting Out the Energy Conservation Message

HK Electric continually promotes energy efficiency and conservation to our customers and the public through a variety of channels such as seminars, ambassador visits and energy surveys. We also provide interactive programmes on energy efficiency on our website through “Electricity@Home” and “Electricity@Office”. Customers can conduct virtual energy surveys of their homes and offices to estimate monthly and annual power consumption, enabling them to select more energy-efficient equipment.

Long-time Supporter of Many Environmental Activities

For the 14th year in a row, HK Electric supported Green Power’s “Clean Up the World in Hong Kong” campaign in October 2009 to remind the public to reduce waste when celebrating the Mid-Autumn Festival and to make it a low-carbon festival. Our volunteers were also out in force after the festival to clean up trash left behind at Chung Hom Kok beach and Aberdeen Country Park.

Throughout the year we supported many other green activities aimed at improving and protecting nature. These included sponsorships and volunteer services for the 16th Green Power Hike, “Green Carnival” organised by the Green Council, “Lamma Tung O Beach Clean-up Action” organised by International Coastal Clean-up Action, The Conservancy Association’s “Walk for the Environment 2009”, the “No Hill Fires in Ching Ming and Chung Yeung 2009” Campaigns, and Friends of the Earth’s “Tree Planting Challenge”.

宣揚節能訊息

港燈透過研討會、探訪、能源審計等，向客戶及公眾推廣能源效益和節能的訊息。我們的網站設有「家居用電錦囊」和「辦公室用電錦囊」，以互動的形式讓客戶進行模擬用電測量，評估每月及每年的用電量，並幫助他們選擇更具能源效益的設備。

支持環保活動從不間斷

港燈連續十四年支持由綠色力量舉辦的「世界清潔日在香港」活動，提醒市民在慶祝中秋的同時，亦應該盡量減少廢物，合力締造低碳節日。在二零零九年十月中秋節翌日，港燈義工隊參與相關活動，到春坎角沙灘和香港仔郊野公園協助清理市民燒烤後遺留下來的垃圾。

在去年，我們一如既往支持多項改善及保護自然環境的活動，其中包括贊助第十六屆「綠色力量環島行」並提供義工服務；參與環保促進會每年一度的「環保嘉年華」；國際海岸清潔行動發起的「南丫東澳沙灘清潔行動」；長春社主辦的「南丫島零山火行動」及地球之友的「綠野先鋒」大型植樹活動等。



From left: Mr. Tien, Mr. Tang and Mr. Yuen cook three dishes using electric cooking equipment.

左起：田北俊、唐英年聯同阮水師主持港燈攤位開幕儀式，一起炮製三款美食。

Cooking Green, Living Green

Electric cooking offers many advantages, such as safety, efficiency and a greener, healthier cooking environment. HK Electric has been promoting these and other benefits to the catering, hotel and elderly service industries for years. We not only introduce energy efficient electric cooking equipment, but also help install water-heating systems such as heat pumps.

Last year, our efforts were recognised with the "Capital Outstanding Green Performance Award – Green Electric Cooking". The award acknowledges the achievements of Hong Kong corporations on green management and serves as a benchmark for other corporations. We shared our awarded products, services and strategies with other companies at a Capital Green Solutions Seminar in December 2009.

Once again, HK Electric participated in HOFEX 2009, an Asian international exhibition of the catering and hospitality industries. The theme of our booth was "Electric Kitchens – Your Partner for Success". A 5-star environmental kitchen was set up at the venue officiated by Chief Secretary of the HKSAR, Mr. Henry Tang, Chairman of Hong Kong Tourism Board, Mr. James Tien, and our Director of Operations, Mr. Yuen Sui-see. They showed off their culinary talents preparing three Chinese dishes in honour of the Hong Kong 2009 East Asian Games.

In another example of our interaction with the catering industry, we held the "New Technology & Environmental Advancement for Catering Industry Seminar" in February 2009. We provided updated information on green kitchens and the latest environmental technology to more than 100 industry professionals.

環保煮食締造環保生活

電能煮食既安全又具能源效益，同時令廚房的室溫降低，造就更環保而健康的煮食環境。多年來，港燈向餐飲業界、酒店、安老院等推廣電能煮食的種種優點，我們不但為業界介紹具能源效益的電能設備，並協助客戶安裝電熱泵熱水系統。

去年，我們榮獲資本雜誌頒發「資本傑出環保表現大獎 – 環保電能煮食」。獎項的目的是表揚香港企業在環保管理方面的成就，並為其他企業樹立榜樣。在二零零九年十二月舉行的「綠色效能研討會」，我們與業界分享得獎產品、服務和策略。

港燈在去年的 HOFEX 2009 亞洲國際食品餐飲展上，以「商電廚具•環保節能好拍檔」為題，展出五星級環保商用廚房。主持開幕禮的政務司司長唐英年及香港旅遊發展局主席田北俊，聯同港燈營運董事阮水師，完成三款為東亞運動健兒炮製的菜式 – 「紅酒之都羣龍匯」、「遨遊維港樂逍遙」及「白玉香江耀客途」。

為加強與餐飲業界的溝通，港燈於二零零九年二月舉辦「餐飲業環保科技新趨勢」研討會，向過百位業界代表介紹環保廚房的最新發展。



Ms. WONG Kit-lin, Linly
Headmistress of Baptist Lui
Ming Choi Primary School
浸信會呂明才小學
黃潔蓮校長

School is a place where students learn. On our school campus, a garden powered by solar energy and sponsored by the HK Electric Clean Energy Fund provides the best learning ground in green education for our students. Both students and their parents come here to grow vegetables and fruits, while enjoying the harvest afterwards. I am happy that around 2,000 students have benefited from the project by acting and eating green.



學校是學生接受教育的地方，而我們透過「港燈清新能源基金」的贊助，在校園內設立一個由太陽能灌溉的種植園地。這個綠色基地，讓學生及家長有機會一起耕種蔬果，待收成後再分享豐盈果實！我很高興，計劃至今已有約二千人受惠。

Our Home Management Centre Club joined in efforts to promote electric cooking and engage people who are interested in the culinary arts through a wide variety of activities and themed cooking workshops. We promoted electric cooking and modern living to more than 8,500 students in 2009 through 230 cooking classes and 300 special-interest classes.

In March 2009, the Home Management Centre took part in the Hong Kong Flower Show at Victoria Park and gave six electric cooking demonstrations – using edible flowers and herbs as the main ingredients to match the theme.

The Centre also held a “Healthy Eating at Christmas Cooking Contest” organised by Yan Chai Hospital. They formed teams to prepare healthy dishes and found that electric cooking was safe, clean and efficient.

港燈家政天地亦協力推廣電能煮食，為喜愛入廚的人士舉辦各式各樣的活動和專題烹飪工作坊。港燈家政中心於二零零九年共舉辦二百三十個烹飪課程和三百個興趣班，向超過八千五百名會員推廣電能煮食和時尚家居生活。

二零零九年三月，家政中心參與了於維多利亞公園舉行的「香港花卉展覽」，作一連六場電能煮食示範，為觀眾烹調多道以花草植物入饌的菜式，包括以玫瑰花、菊花、蓮葉、香草及糖桂花等為材料的美食。

中心又為仁濟醫院提供場地贊助，舉辦「有營聖誕」烹飪比賽。參賽人士組成隊伍，烹調以聖誕為主題的健康美食，他們都親身體驗到電能煮食的特色 – 安全清潔，又具能源效益。



Home Management Centre instructor demonstrates electric cooking at the Hong Kong Flower Show.

港燈家政中心導師於花卉展示範電能煮食。

Whether we are providing a reliable electricity supply, upholding our service pledges, caring for the community and our employees, or managing risk for our shareholders, HK Electric builds on 120 years of history and success to ensure the very best.

港燈屹立香港一百二十年，根基穩固而表現卓越，無論在提供可靠供電、信守服務承諾、關愛社群和員工、為股東管理風險等不同範疇上，我們都竭盡所能，力臻完善。



 SOCIETY 社會

Customers 客戶



Customer Services Manager explains the sophisticated customer information system to colleagues.

客戶服務經理正教授同事如何操作新客戶資訊系統。

Extending Our Record of Extraordinary Supply Reliability

HK Electric is proud to have maintained a supply reliability of over 99.999% in 2009, a record uninterrupted for 13 consecutive years since 1997. This extraordinary record and the world-class service behind it help support Hong Kong's position as one of the world's key financial centres.

New Customer Information System Launched

At HK Electric, customers are always our top priority and customer service comes first. In August 2009, we further demonstrated this by launching a new customer information system – HECIS – to provide more personalised services to our 560,000 customers. The system not only manages all electricity accounts, but also supports the new call centre system and the 24-hour Account-by-Phone Service.

Among the new service enhancements are access to images of bills/letters, consolidated customer contact history, better presentation of multiple accounts on the Account-on-Line Service and more detailed payment information. Moreover, HECIS has a higher capacity, which will allow for future enhancements as we remain customer-focused and continue to enhance customer satisfaction.

延續卓越可靠供電紀錄

港燈在二零零九年繼續將供電可靠度維持於超過百分之九十九點九九九的高水平，能夠自一九九七年起連續十三年保持紀錄，令我們引以為榮。這卓越表現和世界級服務有助香港保持其國際主要金融中心的地位。

推出全新客戶資訊系統

港燈處處以客為先，為進一步提供最貼心的服務予五十六萬客戶，我們在二零零九年八月推出全新客戶資訊系統 – HECIS。它不但能處理所有電力賬戶，同時支援客戶服務熱線及二十四小時「客戶通」自動電話系統服務。

HECIS 提供的優化服務包括讓客戶服務代表即時在用戶介面上瀏覽電費單、各種信件檔案及客戶的查詢記錄；至於擁有多個賬戶的客戶，更可透過港燈網站的「網上通」服務，查閱名下各賬戶的繳費資料。

HECIS 的應用為港燈客戶服務的未來發展奠下良好的基石，更確保我們以客為本，繼續為客戶提供緊貼時代步伐的服務。



Mr. Jacky SAJNANI
Member, HK Electric Customer
Liaison Group
印度裔港燈客戶聯絡小組成員
Jacky SAJNANI



It was a nice surprise to see HK Electric's customer service pamphlets written in Urdu, my mother language. This gives me a better understanding of the customer services provided by the Company, as well as a feeling of being respected and cared for in the community.

當我第一次看到以我的母語——烏都語編寫的港燈客戶服務小冊子時，感覺十分親切又喜出望外。這些小冊子讓我更加了解港燈的客戶服務，亦使我感到備受關懷和尊重，對香港有著多一份認同。



Reaching Out to Local Minority Groups

To facilitate a better understanding of our services among local ethnic minorities, we have published two customer service pamphlets in Indonesian, Tagalog and Urdu. One pamphlet introduces our services while the other promotes the smart use of electricity. Both are freely available at our Customer Centre in North Point and the Central Pay-in Centre.

“Enterprise Advisor” Service Tailored to Commercial Customers

Introduced in 2008, our “Enterprise Advisor” service continued to provide our commercial customers with a one-stop tailor-made service at our Customer Centre. During the year, more than 1,300 commercial customers and their electrical contractors were provided with professional and timely advice on matters critical to their business operations, such as the applications for new or additional supply, energy efficiency and safety, power quality issues, and account matters. Our engineers also regularly conducted seminars and talks for community groups and in housing estates, promoting the safe and efficient use of electricity.

照顧少數族裔人士的需要

配合香港多元化社會發展，港燈特別印製兩款以印尼語、塔加拉族語（菲律賓語）及烏都語（印度及巴基斯坦的共通語言）編寫的單張，加強居港少數族裔人士對港燈服務的認識。其中一款單張簡介申請供電、轉名及電力裝置檢查等服務的手續及程序；另一款單張則向少數族裔人士推廣醒目用電的訊息。單張可於港燈客戶中心及中區繳費處免費索閱。

「商企一站通」為商業客戶提供貼身服務

港燈於二零零八年於客戶中心推出「商企一站通」，為商業客戶提供一站式諮詢服務。在過去一年，為超過一千三百位商業客戶及他們的電機承建商就其業務提供適時而專業的意見，例如新供電或增加供電的申請、能源效益及安全、電力質素及賬戶事項等。此外，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。



Putting customers first, HK Electric provides important service information in minority languages.

港燈以客為先，以多種少數族裔語言，編製服務單張。

Engaging Our Customers Through Different Channels

One of the major channels used by HK Electric to keep our customers abreast of the Company's latest developments and achievements is the Customer Liaison Group (CLG). To ensure effective customer representation in the Group, 13 new members from various sectors were invited to join from January 2010 for two years. An orientation was arranged in December to familiarise them with both Company and CLG operations.

In June 2009, we published 2009 Customer Service Standards "Caring – The Way We Serve" detailing our customer service performance in 2008 and the goals for 2009. It covered our record supply reliability, our success in delivering our 18 pledged service standards, and the introduction of a number of new customer service initiatives.

We also continued to distribute "HK Electric On-line", a quarterly bill insert featuring regular updates, green initiatives and community work undertaken by HK Electric.

To help corporate customers better understand power quality issues and the ways they can safeguard the power supply for their important services, we organised regular seminars and guided tours of our Power Quality Centre.

與客戶保持緊密聯繫

客戶聯絡小組是港燈與客戶保持溝通及讓客戶了解公司最新發展和業務表現的重要渠道之一。為確保小組成員的代表性，小組由二零一零年一月開始新增了十三位來自不同界別的新成員，任期兩年。公司並於去年十二月舉辦迎新茶聚，讓新加入的成員熟悉公司和客戶聯絡小組的運作。

港燈在二零零九年六月印製「2009 優質服務標準」書冊，匯報在二零零八年各項客戶服務項目的成績，以及二零零九年的目標。書冊以「關愛為重•待客之道」為主題，詳述我們供電可靠度的卓越紀錄；成功實踐十八項服務承諾；並介紹新推的客戶服務。

同時，我們繼續印製「港燈在線」單張，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。

我們定期舉辦研討會和電能質量中心導覽團，讓企業用戶深入了解電能質量問題，及各種確保電力供應的措施，防患於未然。

Customer Liaison Group members get a close-up view of the green rooftop garden at the Marsh Road Station Building.
客戶聯絡小組成員參觀馬師道車站大樓天台花園。



 SOCIETY 社會

Community 社會大眾

Ambassadors pledge to help hidden elders in need.

「唔怕麻煩人」大使關懷獨居及隱蔽長者，鼓勵他們走入社群。



Volunteering for the Needy

HK Electric's volunteer services during the year continued to focus on three main areas – the elderly, the youth and the environment. Our team of volunteers contributed a total of 4,120 service hours for various causes and the total number of volunteers continued to rise to more than 860 by end of 2009.

The Volunteers Team celebrated its 5th Anniversary on 23 June 2009 with an award presentation for outstanding volunteers who have contributed their free time to help the community. Over 14,000 hours of service have been devoted to voluntary work during the past five years through home visits, flag days, cleaning beaches and tidying households of the elderly. The Volunteers Team Working Party established in 2008 continues to meet regularly to review performance and recommend ways to encourage even greater participation among staff.

Providing Ongoing Care for Senior Citizens

Following the success of "CAREnival for the Elderly", HK Electric launched a new elderly care programme in September 2009 to continue serving the elderly. It was co-organised with The Hong Kong Society for the Aged, Aberdeen Kai-fong Welfare Association Social Service Centre and St. James' Settlement.

The new programme aims to encourage elders to seek help when needed while bringing them closer to the community and to the social service network in their neighbourhoods. We have held three carnivals for 900 single elders and arranged home visits for 284 others.

為有需要人士提供義工服務

港燈義工隊秉承「添關愛」的企業信念，在二零零九年繼續參與服務長者、青少年和保護環境的活動，年內總服務時數達四千一百二十小時。義工隊成員的數目不斷上升，至二零零九年底人數突破八百六十名。

二零零九年六月二十三日，義工隊慶祝成立五週年並舉行頒獎典禮，嘉許表現出色的義工，為服務社會而貢獻餘暇。在過去五年，義工隊的成員積極參與家訪、賣旗、清潔沙灘、為長者清理家居等各類服務，總計服務時數超過一萬四千小時。於二零零八年成立的義工隊工作小組於年內繼續舉行定期會議，檢討表現和提出建議，鼓勵員工更多參與義工活動，將關愛延展至社群。

關愛長者不遺餘力

二零零八年「耆樂安居嘉年華」社區關懷活動的成績有目共睹，港燈於去年再接再厲，夥拍香港耆康老人福利會、香港仔街坊福利會社會服務中心及聖雅各福群會，開展全新的「安居樂社群」活動，繼續照顧獨居長者的需要。

「安居樂社群」旨在拉近長者和社區的距離，鼓勵獨居及隱蔽長者要「唔怕麻煩人」，並多認識區內的長者服務，加強睦鄰關係。公司在去年舉辦了三個嘉年華會，共有九百名獨居長者參與，同時又為另外二百八十四位獨居長者進行家訪。



A group of elderly performs at the U3A Fun Day.
長者們於 U3A 同樂日表演。

A special booklet on elderly services was published and a series of radio programmes on RTHK 5 was broadcast to broaden the reach of our caring messages.

Promoting lifelong learning and volunteerism among retirees in Hong Kong is the goal of the University of the Third Age Network (U3A) funded by the HK Electric Centenary Trust.

To further recognise the achievements and contributions of third age citizens to society, HK Electric and the Hong Kong Council of Social Service jointly organised the "Outstanding Third Age Citizens Award" – the first of its kind in Hong Kong to honour the outstanding achievements of local retirees in pursuing lifelong learning, healthy living and community work. Twelve retirees were selected from more than 110 nominees by a distinguished panel of adjudicators who presented the awards at a ceremony held on 29 March 2009.

Apart from the awards presentation, the U3A network continued to expand in 2009. Six other organisations were selected to run U3A courses in 2009/10, bringing the network to 25 self-learning centres. Since its inception in 2006, U3A has run more than 700 courses benefiting over 10,500 students covering such wide-ranging topics as first aid at home, financial management and digital photo editing.

In addition, training camps and a wide range of sharing sessions were organised during the year, some of which were hosted by winners of the "Outstanding Third Age Citizens Award".

為進一步向長者宣揚關愛訊息，公司特別印製了「港島區長者服務指南」，並透過香港電台第五台一連串節目，鼓勵獨居長者融入社群。

由「港燈百週年紀念基金」贊助的「香港第三齡學苑」網絡，旨在鼓勵退休人士終生學習、服務社會。

為了表揚退休人士的傑出成就和對社會的貢獻，港燈與香港社會服務聯合會合辦全港首個「傑出第三齡人士選舉」，嘉許在終生學習、均衡生活和服務社會等三方面均表現出色的第三齡人士。首屆選舉合共有一百一十位人士獲得提名，最後選出十二位退休人士並在二零零九年三月二十九日舉行的頒獎禮上獲得嘉許。

「香港第三齡學苑」網絡在去年繼續擴展，再有六間機構加入開辦二零零九/一零年度的課程，令網絡的自務學習中心增至二十五間，遍佈港九新界。計劃自二零零六年開展以來，已舉辦超過七百項課程，內容涵蓋家居急救、財務管理以至數碼相片編輯等，受惠學員逾一萬零五百名。

此外，港燈在年內為學員舉辦不同的培訓營和各式各樣的分享會，當中更邀得傑出第三齡人士分享他們的成功故事。



Mr. YIP Pang-wai

U3A self-learning programme,
Caritas District Elderly Centre,
Yuen Long

香港第三齡學苑 —
明愛 長者社 中心
葉鵬威

Senior citizens are valuable resources in society. U3A offers a great opportunity for retirees like me to lead an active life after retirement. Apart from sharing what I know, I learn something new everyday. I am honoured to be a member of U3A and I feel gratified to share my computer knowledge and other green messages with my pals in U3A classes.

長者是社會的珍貴資源，「香港第三齡學苑」為我們這些退休人士提供一個退而不休的好機會，除可以發揮所長，還可繼續自助學習，助己助人。我很高興能加入成為第三齡學苑的一份子，在過去四年我得到極大的滿足感，因為透過在學苑舉辦不同課程，我將自己在電腦及環保等方面的知識，與其他長者分享。



The U3A Fun Day, an annual highlight for U3A students to showcase their talents and promote U3A, was successfully held on 6 December at Morse Park. Over 300 people took part in a range of fun activities, performances and handicraft workshops, which were all designed and coordinated by retirees.

Meanwhile, as part of our ongoing partnership with the Housing Authority, we continued to conduct monthly electrical inspections for the elderly living alone to ensure safety by replacing any sub-standard plugs and adaptors.

學苑每年均舉辦同樂日，讓學員一展所長，並向退休人士推廣網絡。去年假摩士公園舉行的同樂日，有超過三百名人士參與。當日一連串的精彩活動、表演節目，以至手工藝工作坊，均由退休人士負責構思及統籌。

另外，港燈繼續與香港房屋委員會合作，每月為獨居長者進行電力裝置檢查，並替他們更換不合規格的插頭或萬能蘇，確保家居安全。

A group of students enjoys a visit to our wind station as part of the new Corporate Sustainability for Schools programme.

在 CS4 Schools 計劃下，學生到訪風站。





HK Electric's Captain and crew pose with teenagers before an educational "Cruise and Learn" boat trip.

小朋友與港燈船長及港燈義工隊船員在「維港燈影」出發前大合照。

Reaching Out to the Young

HK Electric became one of the corporate partners of Corporate Sustainability for Schools (CS4S), a programme launched by the Business Environment Council in October 2009 to promote sustainable development in the education sector. Under the programme, HK Electric will organise visits to our company facilities for students and teachers while also sharing experiences with them about best practices on corporate social responsibility. It is anticipated that over 50,000 teachers and students will benefit from the CS4S programme in the next two years.

Our popular community programme for the youth, "Cruise and Learn", continued to serve underprivileged children in 2009 with educational boat trips. Three trips were organised for about 280 children from St. James Settlement, Hong Kong Christian Service and the YMCA. They visited Lamma Power Station and cruised around Victoria Harbour, gaining a greater understanding of the power behind Hong Kong and the major landmarks on both sides of our harbour.

The HK Electric Centenary Trust continued to provide financial aid to secondary school students by donating HK\$340,000 in scholarships to 170 students in 2009.

Supporting the Local Community & Various Charities

Extending our care to the Lamma community, we sponsored a major renovation project of the Northern Lamma School to improve its computer facilities and staff room. We also provided sponsorships for local and international dragon boat races, as well as Lamma Fun Day 2009 held on the island.

為青少年謀福祉

港燈在二零零九年成為「CS4 Schools 學校商界跨接計劃」的企業夥伴。該項計劃在去年十月成立，由商界環保協會主辦，目的是向學界宣揚可持續發展的概念。港燈將為學校安排參觀及與師生分享公司在履行企業社會責任的經驗。計劃由二零零九年至二零一一年進行，預計會有逾五萬名師生受惠。

備受歡迎的「維港燈影」活動在二零零九年繼續為基層家庭的青少年帶來歡樂。我們去年共舉辦三次海上學習之旅，接待來自聖雅各福群會、香港基督教服務處及香港中華基督教青年會約二百八十名青少年。他們先參觀南丫發電廠，增進對香港電力供應的了解，然後暢遊維港，一覽多個地標的景緻。

「港燈百週年紀念基金」繼續為中學生提供經濟援助，在二零零九年，共撥款港幣三十四萬元資助一百七十名學生。

支持社區及慈善活動

港燈將關愛延展至南丫社群，在二零零九年，我們資助南丫北段公立小學一項重要的翻新工程，改善電腦設施和教員室環境；同時又贊助島上舉行的本地及國際龍舟賽事，以及南丫同樂日。



General Manager (Generation), Mr. Francis Cheng (first from left) explains the operation of Lamma Power Station to Secretary for the Environment, Mr. Edward Yau (centre) and other government officials.

發電科總經理鄭祖瀛(左一)向環境局局長邱騰華(中)等政府官員，講解電廠運作。

In celebration of the 60th anniversary of the founding of the People's Republic of China, we took part in the Islands District Sea and Street Parade and also provided complimentary trips for Lamma residents to join in the celebration.

Our Home Management Centre partnered with the Hong Kong Breast Cancer Foundation and conducted a fund-raising workshop in March 2009, which included a health talk and a cooking class.

As part of our continuing efforts to improve the care and comfort of the needy, we have donated almost 400 electric water heaters to the needy since 2003.

Throughout 2009, we supported a number of charitable causes including raising funds for typhoon disaster relief in Taiwan, MTR HONG KONG Race Walking 2009, the WWF's "4th Tour of Hong Kong Shanghai HSBC Hong Kong Stage – Corporate Challenge 2008", Oxfam Trailwalker, Hong Kong Pedal Kart Grand Prix, Walk for Millions, The Community Chest Green Day, Green Power Hike, and flag selling for non-government organisations.

Meeting with Our Key Stakeholders

We continued to maintain a close dialogue with our key stakeholders in 2009, including the Government, Legislative and District Councils, professional organisations, green groups and social service agencies. Our representatives attended meetings in the Legislative Council on major issues such as the tariff freeze for 2010 and the Government's Air Quality Objectives Review. We were also invited to a number of district council meetings to introduce our work on various fronts.

During the year, we arranged 56 corporate and school visits to enhance public understanding of the operations at Lamma Power Station and Lamma Winds, as well as our green initiatives at Marsh Road Station Building.

為慶祝中華人民共和國成立六十週年，港燈派船參與「離島區歡慶中華人民共和國六十週年海陸巡遊大匯演」，並免費接載南丫島的居民共慶盛事。

去年三月，港燈家政中心舉辦了與一個結合健康講座與美食製作的籌款工作坊 – 「愛乳美一日談」，是次活動的所有收益撥捐予「香港乳癌基金會」。

港燈「電熱水爐餽贈計劃」自二零零三年推出至今，共捐贈接近四百個電熱水爐，為有需要的人士送上源源不絕的暖意。

港燈積極響應多項慈善活動，發揮添關愛精神。在二零零九年，我們除了為台灣風災災民籌款，亦參與「港鐵競步賽2009」；世界自然基金會舉辦的「第四屆環滬港國際自行車大賽 – 滙豐香港站」；樂施會毅行者活動；香港腳踏車格蘭披治大賽；公益金百萬行；公益綠「色」日；綠色力量環島行；並為多間社福機構賣旗籌募經費。

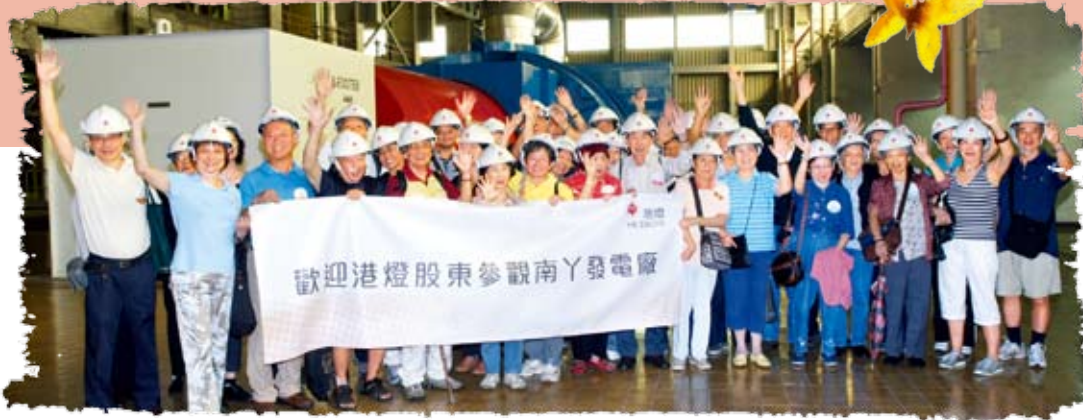
與持份者保持緊密溝通

過去一年，港燈積極與各持份者保持緊密溝通，包括政府、立法會、區議會、專業機構、環保團體及社會服務機構等，並出席立法會有關二零一零年凍結電費及政府空氣質素指標檢討的會議。我們亦應邀參加多個區議會會議，介紹不同範疇的工作。

去年共有五十六間公司和學校團體，到訪南丫發電廠及南丫風采發電站。部分團體又到港燈馬師道電站，參觀該處的環保設施。

 SOCIETY 社會

Shareholders 股東



A group of shareholders tours around the turbine hall of Lamma Power Station.

港燈股東於南丫發電廠汽輪機房合照。

Sound Corporate Governance

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 continue to benefit from our strong financial position and prudent investment profile.

Shareholders Visit Programme Well Received

The response to our monthly shareholders' visit programme, launched in October 2009, has been overwhelming. Over 1,000 shareholders have shown interest in visiting Lamma Power Station and so far about 560 shareholders and friends have participated. In addition to viewing the station's major facilities, they also enjoyed lunch in the station.

Stable Return for Shareholders

HK Electric's annual results for 2009 were its first under the new Scheme of Control Agreement (SCA), which commenced on 1st January 2009 and runs until 2018 with provision for a five-year extension. We were pleased to be able to meet or outperform all the operational and environmental requirements under the new SCA for the year. The SCA provides for a rate of permitted return on average net fixed assets of 9.99% with the return for RE assets set at 11%. Shareholders can benefit from the certainty and stability of this long term regulatory framework.

While our local earnings in 2009 were trimmed by the lower rate of permitted return under the new SCA, the impact was substantially offset by the increased earnings from business operations outside Hong Kong, thanks to the inclusion of earnings from our Mainland power station projects, the increased interest in Northern Gas Networks in the U.K. and higher revenue from our Australian network operations.

優良企業管治

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，繼續為股東帶來理想回報。

股東支持參觀電廠活動

為加強股東對港燈的認識，我們在二零零九年十月推出股東參觀南丫發電廠活動，獲股東踴躍支持，有千多位股東報名參加。活動至今共招待了約五百六十位股東及親友，他們除了參觀電廠主要設施外，更在廠內享用午膳。

為股東提供穩定回報

港燈發表在新管制計劃協議下的首份業績報告。我們很高興在二零零九年成功達至甚至超越新協議下營運及環境表現的要求。該協議為期十年，於二零零九年一月一日起生效，至二零一八年屆滿，之後可續期五年。

根據協議，港燈的准許利潤水平訂為公司固定資產平均淨值的百分之九點九九，而投資在可再生能源的准許回報則訂為百分之十一。這個明確的機制及穩定的長遠規管架構，有利保障股東的權益。

雖然二零零九年公司的本地盈利因應准許利潤下調而減少，但港燈在香港以外的業務表現理想，大幅抵銷了香港業務溢利下降的影響。香港以外業務溢利增加，主要是由於計入中國內地電廠項目的溢利、增持英國 Northern Gas Networks 的權益，以及澳洲業務收入增加所致。

 SOCIETY 社會

Employees 員工



The Tug-of-War at the Family Day gathering.

在家庭同樂日的競技賽中，
港燈員工盡顯團隊精神。

Taking Employee Wellness Seriously

HK Electric continued to look after the physical, intellectual, emotional and social wellness of staff as part of our Employee Wellness Programme launched in 2008. One aspect of this is to promote a healthy diet, so we improved our canteen services and subsidised healthy meals. A canteen focus group monitors the food quality and solicits feedback for improvement.

As a precaution to the spread of the H1N1 virus, we provided an annual flu vaccination to employees free of charge. We also continued to maintain high cleaning standards to provide a comfortable, hygienic and safe working environment in all of our building facilities.

We helped manage stress and build camaraderie among staff by organising various recreational activities in 2009, including a cycling eco-tour to Nam Sang Wai, a tour to Noah's Ark Park, the HK Electric Cup 2009 cum Family Day, and regular theme talks on diverse topics of interest.

Training and Developing Leaders

In 2009, based on our training theme on "Leading for Corporate Excellence", we arranged a series of talks on personal effectiveness, managing others and service excellence for senior staff, which was then cascaded down to all supervisory and professional staff. Over 500 people attended the different forums to enhance their leadership skills.

Former Commissioner of Police, Mr. Dick Lee, says a leader should lead with a heart.

前警務處處長李明達鼓勵領導者居高懷仁。

以員工福祉為重

「關愛樂盈營」計劃自二零零八年推行以來，一直照顧員工在體能、情緒、智能及社交關係的需要。推廣健康飲食是重要一環，因此我們致力改善員工餐廳的服務並資助營養餐服務。員工餐廳膳食關注小組負責監察食物質素和收集員工意見，確保食堂水準持續提升。

為防範人類豬流感（H1N1甲型流感），我們為員工提供免費的預防疫苗注射，同時公司又致力保持工作間清潔，為員工提供一個潔淨、舒適、衛生而安全的工作環境。

港燈為員工提供康樂活動，協助同事處理壓力及建立團隊精神。二零零九年的活動包括南生圍生態單車遊、挪亞方舟生命之旅、活力國際家庭同樂日，以及多個有益身心的員工講座。

培育領袖人才

在二零零九年，我們推出以「提升領袖才能•追求卓越表現」為主題的培訓，舉辦多個有關提升管理人員的工作能力及管治能力的課堂。繼管理級人員接受培訓後，公司將培訓延展至各級同事，超過五百名員工參與。





Mr. Vincent NG,
Employee participated in
the Company's Weight
Management Programme
參與體重管理計劃的僱員
吳清華

Everyone knows that being overweight is not good for health but controlling weight really needs determination and support. Thanks to the Company's encouragement and support with a tailor-made Weight Management Programme for me, I have achieved a significant reduction in body weight in a controlled manner. Not only am I slimmer and healthier now, I feel more energised at work. I feel blessed to be working in such a caring Company.



眾所週知身體過重不利健康，但控制體重亦絕非易事。在公司與同事們的鼓勵和支持下，我下定決心參與公司為我度身訂造的體重管理計劃，最終成功減磅。現在我的體重不單較前輕三十多磅，亦比以往更健康，工作起來更有活力。我真的要感謝港燈這個關愛盈盈的大家庭。

Altogether, our staff underwent a total of over 70,000 hours of training last year, covering management, communication, safety, environmental awareness, computers and technical skills.

We continued to offer training programmes for university graduates, technician trainees and craft apprentices. Apart from grooming future leaders and managers for our business, these programmes help develop young people for the benefit of the community at large.

Achieving Optimum Health and Safety Performance

We are proud of our outstanding health and safety records as we continue to enhance our systems to further protect our employees, customers and contractors. In 2009, we conducted a Safety Climate Index survey to provide information on the previously immeasurable elements of the safety system, specifically on human factors. Although the survey revealed our employees believe we have a satisfactory safety culture, recommendations were formulated for further improvements.

去年員工接受培訓的時數合共超過七萬小時，課程涵蓋管理、溝通技巧、安全知識、環保意識、電腦及專業技能等。

新入職的大學畢業生、見習技術員和技工學徒，都獲公司提供完備的培訓計劃。這些計劃旨在培育公司未來的接班人，並協助年青人成為社會未來的棟樑。

職安健表現卓越

港燈對於在職安健方面的出色表現引以為傲，並會不斷努力強化系統，為員工、客戶和承建商提供進一步的保障。我們在二零零九年進行了「安全氣候指數調查」，為安全系統提供多項包括與人為因素有關的寶貴資料。雖然結果顯示員工深信港燈擁有良好的安全文化，但為了精益求精，我們亦制訂了改進措施的建議。



A challenging but fun team-building exercise for trainees during one of the training programmes. 見習生參與充滿挑戰性的外展訓練活動。



Joint safety inspections are conducted regularly in Lamma Power Station.

電廠員工及承建商定期進行安全檢查。

Following the outbreak of H1N1 last year, the Company's Influenza Pandemic Prevention Committee formulated a series of precautionary measures. The Committee monitored the rapidly changing conditions closely and adjusted the strategies whenever necessary. Seven revisions of the Influenza Pandemic Contingency Plan were issued during the year.

To satisfy statutory requirements, a Safety Case Study was performed on the natural gas safety management system at Lamma Power Station by an external safety consultant. Results showed that the system was effectively implemented and maintained to control Occupational Health & Safety (OH&S) risks from gas operations and activities. Since the introduction of natural gas in 2006, there have not been any accidents due to operation or maintenance of our gas plants.

As part of our continuing efforts to ensure a safe working environment for employees and contractors, our OH&S inspection programmes were further enhanced in 2009 to include regular joint safety inspections between Health & Safety Representatives and our safety professionals. Also, we invited the management of major contractors to attend the joint safety inspections.

Another ISO Certificate for Quality

HK Electric was awarded with an additional ISO 9001:2008 Certificate, representing another milestone in our journey to improve work quality. The certificate covers the provision of accredited environmental water testing and pulverized fuel ash testing services by the Chemistry Section of Lamma Power Station.

因應去年 H1N1 甲型流感爆發，公司的「預防流感大流行委員會」制定一系列預防措施，並密切注視事態發展，按情況調整策略。在過去一年，流感應變計劃共作出七次修訂。

為符合法例要求，我們聘請獨立安全顧問為南丫發電廠的天然氣安全管理系統進行安全個案研究，結果顯示系統的實施和運行成效顯著，能妥善控制天然氣運作的職安健潛在風險。自二零零六年引入天然氣以來，港燈的天然氣發電機組並無涉及任何與運作和維修有關的意外事故。

港燈致力為員工和承建商締造安全的工作環境，在二零零九年加強了職安健檢察計劃，由健康及安全代表聯同專業人員進行定期安全檢查。我們亦邀請主要承建商的管理人員參與有關活動。

再獲優質嘉許

港燈成功取得另一張 ISO 9001:2008 證書，為提升工作質量奠下新里程碑。該證書涵蓋南丫發電廠化學組多項與環保有關的認可測試服務，包括水質和粉煤灰的化學分析。



Summary of Statistics 統計數字概要

Environment 環境

	2009	2008	2007
Electricity Generated 發電量			
Total electricity generated [GWh] 總發電量(百萬度)	12,312	12,263	12,243
Fuel Consumed 消耗的燃料			
Coal [kT] 燃煤(千公噸)	3,583	3,747	3,646
Light gas oil [kT] 輕柴油(千公噸)	16	5	5
Heavy fuel oil [kT] 重燃油(千公噸)	8	6	4
Natural gas [kT] 天然氣(千公噸)	316	260	279
Licence Compliance 符合牌照規定			
Percentage of compliance [%] 符合率(%)	100	100	100
Total Air Emissions⁽¹⁾ 總排放量⁽¹⁾			
SO ₂ [kT] 二氧化硫(千公噸)	17.0	26.2	25.3
NO _x [kT] 氮氧化物(千公噸)	12.5	14.4	14.3
RSP [kT] 可吸入懸浮粒子(千公噸)	0.39	0.59	0.55
CO ₂ [million T] 二氧化碳(百萬公噸)	9.13	9.14	9.08
Ash/Gypsum 煤灰/石膏			
Ash produced [kT] 產生的煤灰(千公噸)	271	327	346
Ash sold for industrial uses [kT] 售作工業用途的煤灰(千公噸)	268	311	338
Gypsum sold for industrial uses [kT] 售作工業用途的石膏(千公噸)	69	77	68
Waste Oils 廢油			
Waste oil recycled [litres] 廢油循環再造總量(公升)	155,200	60,400	68,000
Waste oil for disposal [litres] 廢油回收處理總量(公升)	9,600	1,400	3,905
Water Consumption/Discharge 耗水量/廢水排放量			
Town water consumption [thousand m ³] 耗水量(千立方米)	1,714	1,507	1,395
Wastewater discharge [thousand m ³] 廢水排放量(千立方米)	231	249	373
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 ISO14001 Certificates ISO 14001 認可證書總數	3	3	1

(1) There were significant reductions in emissions in 2009 due to higher natural gas consumption, change in coal quality and additional FGD plants/low NO_x systems.

Society 社會

	2009	2008	2007
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)	4.4	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 ISO9001 Certificates ISO 9001 認可證書總數	10	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	1	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	2	8	3
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)	0.09	0.36	0.13
Number of days lost/charged (number of employee-days) 損失/缺勤的天數(員工天數)	85	291	145
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)	3.8	13.0	6.4
Longest period without a lost-time injury (no. of days) 最長的無缺勤期(天數)	298	128	247
Number of reported traffic accidents (no. of cases) 通報的交通事故宗數(個案數目)	8	14	12
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)	3.3	5.7	4.7
Number of OHSAS18001 Certificates OHSAS18001 認可證書總數	2	2	1

(1) 由於使用較多天然氣，燃煤質素改善以及加裝減排設施，二零零九年的排放量大幅減少。

Awards/Recognition 2009 獎項/嘉許

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

2009 Hong Kong Awards for Environmental Excellence:

- One Certificate of Merit under Sectoral Awards – Public Sector
- Two “Class of Excellence” Wastewater Labels
- One “Class of Excellence” & one “Class of Good” Energy Labels
- One “Class of Excellence” IAQ Label

Prime Magazine

Prime Awards for Eco-Business 2009

Capital Magazine

Capital Outstanding Green Excellence Awards 2009:

- Capital Outstanding Green Corporation Award
- Capital Outstanding Green Performance Award – Green Electric Cooking

Development Bureau

Considerate Contractors Site Award Scheme 2008:

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

Federation of Hong Kong Industries and Hang Seng Bank

2009 Hang Seng Pearl River Delta Environmental Awards:

- Green Medalist

The Holmes Report

Asia-Pacific Superior Achievement in Branding and Reputation Award (SABRE):

- Corporate Social Responsibility for U3A Network – Enriching the Lives of Hong Kong’s Retired Citizens

Asia Pacific Customer Service Consortium (APCSC)

2008 Customer Relationship Excellence Awards:

- Public Service of the Year (Public Utility)
- Customer Services Team Leader of the Year (Contact Centre)
- Customer Services Professional of the Year (Contact Centre) and also 3 Merit Awards

The Community Chest of Hong Kong

The Community Chest’s Awards 2008/09:

- Silver Award for Corporate & Employee Contribution Programme
- 7th Top Fund-raiser for Employee Contribution Programme

MerComm, Inc.

2009 ARC Awards International:

- Bronze Award – “Overall Annual Report” for 2008 Annual Report
- Three Bronze Awards – “Cover Photo/Design”, “Printing and Production”, and “Photograph” for 2008 Social and Environmental Report

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 2009」

- 一項「界別卓越獎」優異獎 – 公共機構
- 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 2009」

《資本雜誌》

「資本傑出環保大獎 2009」

- 「資本傑出環保企業大獎」
- 「資本傑出環保表現大獎 – 環保電能煮食」

發展局

「公德地盤嘉許計劃 2008」

- 三張嘉許證書 (港燈監督的建築地盤)

香港工業總會及恆生銀行

「2009 恆生珠三角環保大獎」

- 「綠色獎章公司」

《霍爾姆斯導報》

Asia-Pacific Superior Achievement in Branding and Reputation Award (SABRE):

- 「香港第三齡學苑」計劃獲企業社會責任組別獎項 – 為香港的退休人士帶來更豐盛的生活

亞太顧客服務協會

「2008 亞太傑出顧客關係服務獎」

- 「最佳公共服務獎 (公共事業)」
- 「傑出顧客服務組長 (客戶熱線中心)」
- 「傑出顧客服務專業人員 (客戶熱線中心)」及三項優異獎

香港公益金

公益金二零零八 / 零九年度獎項：

- 「商業及僱員募捐計劃」銀獎
- 「僱員募捐計劃」十大籌款機構第七名

MerComm, Inc.











2009 ARC Awards International:

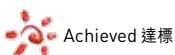
- 「整體年報大獎」銅獎 (得獎作品 – 2008 年年報)
- 「封面圖片 / 設計」、「印刷 / 製作」及「圖片製作」三項銅獎 (得獎作品 – 2008 年社會及環境報告)

<p>Vocational Training Council</p> <p>2008 Outstanding Apprentices Award (granted to an apprentice of Lamma Power Station)</p>	<p>職業訓練局</p> <p>「2008 年度傑出學徒獎」 (得獎者為南丫發電廠一名學徒)</p>
<p>Hong Kong Council of Social Service</p> <p>Caring Company Award</p>	<p>香港社會服務聯會</p> <p>「商界展關懷標誌」</p>
<p>Internet Professional Association (iProA)</p> <p>Web Care Award 2008:</p> <ul style="list-style-type: none"> • Gold Award 	<p>Internet Professional Association (iProA)</p> <p>「無障礙網站 2008」:</p> <ul style="list-style-type: none"> • 金獎
<p>Occupational Safety & Health Council and Labour Department</p> <p>The 8th Hong Kong Occupational Safety & Health Award:</p> <ul style="list-style-type: none"> • Safety Management System Award – Gold Award • OSH Annual Report Award – Gold Award 	<p>職業安全健康局及勞工處</p> <p>第八屆「香港職業安全康健大獎」</p> <ul style="list-style-type: none"> • 「安全管理制度大獎」金獎 • 「職安健年報大獎」金獎
<p>Occupational Safety & Health Council and Labour Department</p> <p>2009 Occupational Safety & Health Quiz:</p> <p>Enterprise Group</p> <ul style="list-style-type: none"> • Cup Championship • Cup – 2nd runner-up • Plate Championship • Highest Score Award 	<p>職業安全健康局及勞工處</p> <p>「職安健常識問答比賽 2009」</p> <p>「企業機構組」</p> <ul style="list-style-type: none"> • 杯賽冠軍 • 杯賽季軍 • 碟賽冠軍 • 最高績分獎
<p>Occupational Safety & Health Council and Labour Department</p> <p>Award Scheme for the Outstanding Employees in Occupational Safety & Health:</p> <ul style="list-style-type: none"> • Bronze Award in the Frontline Employee Group of the Enterprise/ Organisation Category • Meritorious Award in the Management Group of the Enterprise/ Organisation Category 	<p>職業安全健康局及勞工處</p> <p>「全港傑出職安健員工嘉許計劃」</p> <ul style="list-style-type: none"> • 「機構 / 企業組 – 前線員工組別」銅獎 • 「機構 / 企業組 – 管理層組別」優異獎
<p>Administration of Work Safety of Guangdong Province, Occupational Safety & Health Council, Macau Labour Affairs Bureau</p> <p>The 5th Regional Safety Quiz:</p> <p>1st runner-up of the Enterprise Group</p>	<p>廣東省安全生產監督管理局和 澳門勞工事務局</p> <p>第五屆「粵港澳安全知識競賽」 企業組亞軍</p>
<p>Companhia de Electricidade de Macau</p> <p>2008 CEM Health & Safety Excellence Award</p>	<p>澳門電力股份有限公司</p> <p>2008 年「澳電健康與安全傑出表現大獎」</p>
<p>Electrical and Mechanical Services Department</p> <p>Registered Electrical Workers Safety Competition 2009:</p> <p>Merit Prize</p>	<p>機電工程署</p> <p>2009 年「註冊電業工程人員工作安全比賽」 優異獎</p>

Targets Achievement 2009 目標狀況

Environment 環境

	status 狀況
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 SO ₂ , 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的規限之內。	
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. 為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。	



Achieved 達標

Society 社會

	status 狀況
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: <ul style="list-style-type: none"> • 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有關的客戶滿意度指標： <ul style="list-style-type: none"> • 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，其中包括供電可靠性、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. 於十二間學校舉辦能源效益講座。	

Targets Preview 2010 目標展望

Environment 環境

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的規限之內。

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 L4 at Lamma Power Station.

將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投入服務。

To commission the FGD Plant for Unit L2 at Lamma Power Station.

將南丫發電廠第二號機組煙氣脫硫裝置投入服務。

To complete the Boiler Start-up Low Sulphur Fuel Conversion projects for Units L2, L4 and L5 at Lamma Power Station.

完成南丫發電廠第二/四/五號機組的鍋爐啟動低硫燃料轉換工程。

To install a 550kW Thin Film Photovoltaic system at Lamma Power Station.

在南丫發電廠安裝一個容量達五百五十千瓦的太陽能發電系統。

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。

To conduct at least 50 energy audits each year for HK Electric's non-domestic customers to help them identify energy-saving opportunities.

每年為港燈的非住宅客戶進行最少五十次能源審核，協助他們尋求節約能源可行之法。

Society 社會



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 2010, embracing supply reliability, speediness of provision of supply and other customer services including emergency services. (Details can be found in our "2010 Customer Service Standards".)

達至二零一零年的十八項服務承諾，其中包括供電可靠性、處理有關供電及緊急召援等客戶服務的效率。(詳情見於「二零一零年優質服務標準」)

HEALTH & SAFETY 健康及安全

To achieve a reduction in the Disabling Injury Frequency Rate (DIFR) as compared to 2009.

二零一零年的缺勤意外發生率低於二零零九年的水平。

To achieve a reduction in the Disabling Injury Severity Rate (DISR) as compared to 2009.

二零一零年的缺勤意外嚴重率低於二零零九年的水平。

COMMUNITY 社區

Total service hours rendered by HK Electric volunteers to reach over 3,500.

港燈義工隊服務時數超過三千五百小時。

To conduct 12 low-carbon school talks.

為學校舉辦十二個低碳講座。

Verification Statement 核實聲明



Scope and Objective

Hong Kong Quality Assurance Agency (hereinafter referred to as "HKQAA") was commissioned by The Hongkong Electric Company Limited (hereinafter referred to as "HK Electric") to conduct an independent verification of the 2009 Social and Environmental Report (hereinafter referred to as "the Report"). The Report stated the social and environmental performance of HK Electric for the period from 1st January 2009 to 31st December 2009. 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 of 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

This is the opinion of HKQAA that the information presented in the Report provided a structured, balanced, reliable, consistent and accurate representation of HK Electric's social and environmental performance. 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 confirmed to be 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. We were impressed by the diligence of HK Electric in its collation and analysis of the required information gathered for the Report.

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2009社會及環境報告(下稱報告)的全部內容。該報告載述港燈在2009年1月1日至2009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

香港品質保證局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。港燈對報告中所收集的資料，亦作出嚴謹的整理和分析，我們對此感到非常滿意。

Signed on behalf of Hong Kong Quality Assurance Agency

Connie Sham
Senior Manager,
Strategic Business
May 2010

沈小茵
香港品質保證局
高級策略業務經理
二零一零年五月

Reference to GRI 「全球報告倡議組織」參照

Page 頁數	Contents	目錄	Relevant GRI Standard Disclosures Items 相關的 GRI 標準披露項目
02	Message from the Managing Director	董事總經理致辭	1.1, 2.2, 3.1
ENVIRONMENT		環境	
05	Policy and Commitment	政策與承諾	1.2, EN6, EN18, EN20, EN26
06	Initiatives	措施	1.2, 4.12, 4.14, EN6, EN18, EN22, EN26, EU21, S01
12	Education	教育	4.14, 4.16, EC8, EU7, EU8
SOCIETY		社會	
19	Customers	客戶	2.2, 2.5, 4.14, 4.16, EU3, EU6, EU23, EU24, PR1
22	Community	社會大眾	4.14, 4.16, EC8, EU19
27	Shareholders	股東	1.2, 4.14, 4.16
28	Employees	員工	4.14, LA8, LA11, EU14, EU16
31	Summary of Statistics	統計數字概要	EN3, EN8, EN16, EN18, EN20, EN21, EN22, EN28, EU2, LA7, PR5
32	Awards / Recognition 2009	2009 獎項 / 嘉許	2.10
34	Targets Achievement 2009	2009 目標狀況	1.2
35	Targets Preview 2010	2010 目標展望	1.2
36	Verification Statement	核實聲明	3.13
37	Reference to GRI	「全球報告倡議組織」參照	3.12
37	Feedback Invitation	誠邀回應	2.1, 2.4, 3.4

Note: The reference table was prepared by BMT Asia Pacific Ltd.
 註：上列參照表由 BMT Asia Pacific Ltd. 編寫

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 2009.

To share your comments, please contact us at:
 Environmental Affairs Department,
 Corporate Development 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，我們歡迎您就二零零九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：
 香港堅尼地道44號
 香港電燈有限公司
 集團發展科
 環境事務部

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