



Report from the Board of Examiners

HK Electric is the wholly owned and sole operating subsidiary of HK Electric Investments which jointly issued shares that are listed on the Main Board of the Hong Kong Stock Exchange. Incorporated in 1889, HK Electric is one of the world's longest established privately owned utility companies, providing a highly reliable electricity supply achieving over 99.999% rating since 1997 to Hong Kong Island, Apleichau and Lamma Island. As a vertically integrated power company, HK Electric serves 570,000 plus customers by generating, transmitting, distributing and supplying electricity everyday covering skyscrapers in the central business district, a world financial and trading center, with 62,000+ lifts and 8,700+ escalators.

As the sole provider of electricity in Hong Kong Island, HK Electric views risk management as of vital importance. As a result, a Risk Management Committee chaired by the Managing Director is established to oversee the Group's risk profile and manage top corporate risks. Senior management constantly plans ahead for future challenges and opportunities with vigilance to regulatory requirements, stakeholder expectations, future development of the electricity market, fuel supply and the prevailing socio-economic environment. Key compliance processes, measures, and goals are clearly identified and strictly monitored. The company strives for creating and sustaining a successful organization through achieving its mission, creating a culture that drives customer experiences and engagement, and creating an environment for innovation and succession planning.

HK Electric adopts a comprehensive and coherent approach in building an effective and supportive workforce environment for both existing and new employees, with an emphasis on safety by instituting a robust Safety Rules Authorization System, and extension of company benefits to employees' spouse and children. In terms of staff development, a 4-Level Leadership Competency Framework (Level 1: Emerging Leader; Level 2: First-line Leader; Level 3: Mid-level Leader and Level 4: Senior Executive) is in place to close the gaps of leadership development needs at different staff levels and facilitate the succession planning process. The company also actively promotes and drives continuous development and self-learning via multiple platforms and tools including the HK Electric Institute (HKEI) and the "Sharpen the Saw" endeavor.

評審委員會報告

港燈於1889年開始營運，為港燈電力投資的全資擁有及獨資經營附屬公司，於香港聯合交易所主板上市，是全球歷史最悠久的私有公用事業公司之一。港燈為香港島、鴨脷洲及南丫島供應電力，自1997年起，供電可靠度達至超過99.999%的世界級水平。作為垂直整合電力公司，港燈服務逾570,000名客戶，每天發電、輸配和供應電力，範圍覆蓋商業中心地區的摩天大樓、世界金融及貿易中心，以及超過62,000部升降機和多於8,700條自動扶手電梯。

作為香港島唯一電力供應商，港燈視風險管理為至關重要的任務。風險管理委員會主席由董事總經理擔任，此委員會成立目的為監督集團的風險狀況及管理公司最高風險。高級管理層不斷為未來的挑戰和機會提前計劃，對監管要求、持份者的期望、電力市場的未來發展、燃料供應，以及目前社會經濟環境保持警惕，預先妥善部署。港燈明確界定並嚴格監管主要的合規流程、措施和目標。公司致力通過實踐使命，創造及維持一個成功的機構、提升客戶體驗和參與文化，建立一個有利於創新和繼任計劃的工作環境。

港燈採取全面一致的方法，為現有和新加入的員工提供一個有效率和關愛的工作環境，著重職場安全，故制定完善的安全規章授權系統(Safety Rules Authorization System)，以及將公司福利擴大至員工配偶和子女。在員工發展方面，公司劃分四層領導才能框架(第一層：萌新領袖；第二層：前線領袖；第三層：中層領袖；第四層：高級行政人員)，以拉近不同職級的領導發展需求差距，促進繼任計劃的進程。港燈亦透過多個平台和工具，包括港燈工程學院(HKEI)及「持續學習」(「Sharpen the Saw」)計劃，積極推廣和推動自學及持續發展。

Grand Award – The Hongkong Electric Co., Ltd. 大獎 – 香港電燈有限公司

Top notched product results in comparison with electricity suppliers of other cities and counterparts are demonstrated by excellent supply reliability with affordable tariff. This is achievable due to the HK Electric's innovative projects implemented in the areas of reliability and efficiency. As a result of the company's effort in new technology application, capacity management, cable maintenance, innovative projects, 4R culture and quality management systems, all targets under the Scheme of Control Agreement ('SCA') respectively on emission, reliability, customer service and energy efficiency have been met or surpassed in the period of 2014 to 2016. Outstanding customer service is evidenced by meeting all its 18 pledges (6 more than counterparts) and its service offerings to catering industry, SMEs, hawker stalls and property owners with EV charging facility needs. The company also holds an excellent track record in its safety performance, with Lost Time Injury rates far below the Occupational Injury Rates of Hong Kong from 2013 to 2016.

To conclude, HK Electric demonstrates effective and systematic approaches responsive to the overall requirements of the Criteria. The company has adopted and well-deployed a fact-based approach without significant gaps in any areas, and it integrates directly with the company's current and future organizational needs. It is able to sustain and perform over an extended period due to its strong senior leadership, nurturing staff culture, and excellent operation performance. Their ability to set high operational and safety standards clearly demonstrated the accomplishment of HK Electric's Mission.

與其他城市 and 同業的電力供應商相比，港燈供電可靠穩定且電價實惠，加上公司推出多項創新項目以提升供電可靠度和效率，為客戶提供頂尖產品和服務。公司致力在應用創新科技、電量管理、電纜維修、創新項目、4R文化和質量管理體系方面等工作不遺餘力，根據管制計劃協議（「SCA」），港燈在2014年至2016年期間實現或超越發電、供電可靠性、客戶服務和能源效率等所有目標。港燈實現所有18項承諾（較同業公司多出6項）及向飲食業、中小企、小販攤位和業主提供電動車充電服務，展現出傑出的客戶服務。公司在安全表現方面擁有良好的記錄，在2013至2016年間，失時工傷率遠低於香港職業傷亡率。

整體而言，港燈以高效和有系統的管理方法滿足整體的評審要求。公司因應實際情況採用並實施管理方法，大大拉近各個範疇和部門的距離，並且直接與公司目前和未來的需求相結合。透過公司經驗豐富的高層領導、培養員工文化和卓越的營運業績，現有的管理方法能夠長期實施且得以維持。公司之所以能在營運和安全兩方面訂下高標準，正反映出港燈能實踐使命的成果。