CLP 中電

Together for Sustainability, Powering Tomorrow



2024

Sustainability Report

Stock Code: 00002

Community

Highlights

Stakeholders' areas of interest

- Providing access to reasonably priced energy
- Community investment
- Promoting nuclear safety and clean energy
- Safety around CLP's network *(online only)*

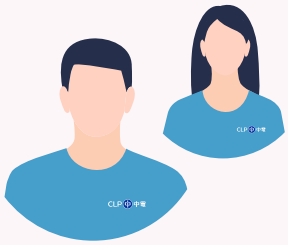
Relevant material topics

- Community stewardship

Outcomes for stakeholders

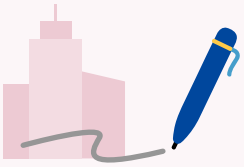
Launched a series of community activities to celebrate the

30th anniversary of the CLP Volunteer Team and the 10th anniversary of Sharing the Festive Joy Programme





Approximately A$1.5 million invested in grassroots programmes by EnergyAustralia since 2016, through the Community Grants programme



CLP Power signed a Memorandum of Understanding (MoU) with the **Hong Kong Polytechnic University** to cultivate electrical engineering talents



Series of community support programmes launched by CLP Power in 2024 with an allocation of

over HK$200 million under CLP Community Energy Saving Fund

CLP is dedicated to fostering strong community relationships and contributing to social sustainability. it engages with local communities through various initiatives that enhance community wellbeing and promote environmental conservation, education and art and culture. CLP values transparency and collaboration and works closely and openly with stakeholders to address community needs and concerns. By investing in community programmes and partnerships, CLP is creating positive social impacts and driving long-term sustainable growth.

Providing access to reasonably priced energy

SASB reference: IF-EU-240a.3

CLP has put various subsidy schemes and hardship programmes in place in Hong Kong and Australia to relieve those in need and safeguard their access to electricity, along with special arrangements to help customers facing financial difficulties to avoid disconnection.

Hong Kong

CLP Power is committed to maintaining electricity tariffs at reasonable levels while ensuring power supply reliability. CLP Power's tariff adjustments have been relatively stable over the years, an outcome achieved by adopting prudent cost management measures, embracing a diversified fuel mix, and utilising innovative technologies. Having a stable fuel supply and utilising nuclear power have been important factors in mitigating the impact of market volatility. CLP Power will continue to apply prudent cost controls, maintain a diversified fuel mix strategy, and enhance its operational efficiency in order to manage electricity tariffs effectively while meeting the Government's environmental policy objectives.

CLP Power allocated over HK$200 million from the CLP Community Energy Saving Fund in 2024 for a series of programmes to support the underprivileged households and promote energy conservation. HK$50 million was allocated to the CLP Electricity Subsidies for the Underprivileged Families Programme, to provide electricity subsidies of HK$600 to 50,000 single elderly people and elderly couples aged 65 or above, low-income families and people with disabilities, as well as electricity subsidies of HK$1,000 to 20,000 tenants of subdivided units.

In addition, CLP Power allocated HK$3 million to support the Hong Kong SAR Government's pilot programme to equip Community Living Rooms with energy-efficient electrical appliances and educational resources relating to energy saving and conservation to help tenants of subdivided units. CLP Power continued to carry out rewiring works for the installation of individual electricity meters for tenants of subdivided units. Also, families living in transitional housing received subsidies of HK$2,000 each for purchasing energy-efficient electrical appliances to improve their home energy efficiency.

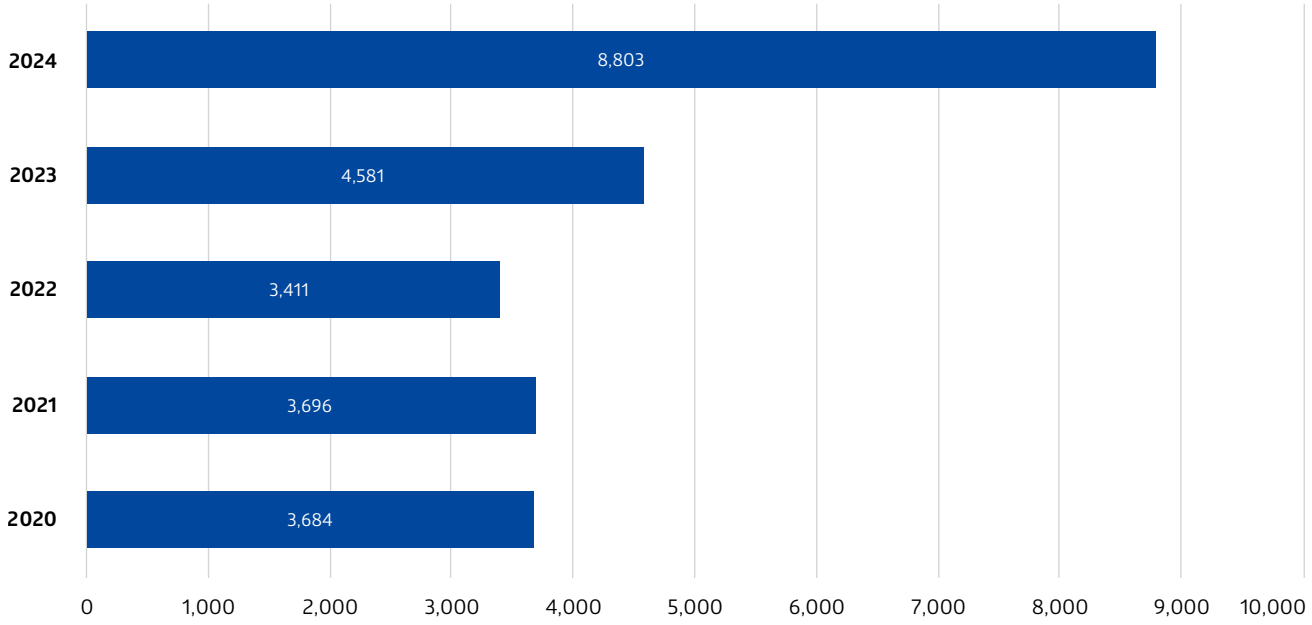
CLP Power has also introduced the Home Electrical Safety Enhancement for the Underprivileged Programme. This programme is enhancing home safety for underprivileged families including low-income households, people with disabilities, elderly households and ethnic minorities by providing them with free electrical inspections and repairs by qualified electricians.



CLP Power announced contributions of over HK$200 million in community support for 2024 programmes.

Disconnections by CLP Power

Digital metering system allows remote connection and disconnection. The total number of disconnections for residential customers in Hong Kong was increased to 8,803 in 2024.



Australia

Believing that all customers should have fair and equal access to its products and services, EnergyAustralia has published an Energy Charter outlining its commitment to working with customers to improve their energy affordability, energy efficiency and providing support to those in vulnerable circumstances.

Download the latest EnergyAustralia's Energy Charter disclosure

The rising cost of living continues to present challenges for many Australians. To support households facing short-term financial difficulties, EnergyAustralia has continued to offer payment plans and payment extensions, as well as information on available government assistance. The EnergyAssist hardship programme offers support to customers experiencing financial hardship through tailored solutions that include customised payment plans, payment matching, debt waivers and energy-efficiency education. These measures are also helping customers make better decisions about their energy consumption practices.

EnergyAustralia also partners with various organisations to directly assist customers facing financial hardship and help them improve their energy efficiency:

- Member of the One Stop One Story Hub Partnership, which supports people facing family and domestic violence or financial hardship by helping them navigate support programmes and reduce the need for multiple interactions.
- Partnered with Uniting Energy Audits to provide customers with energy-efficiency information via a home or phone audit, thus helping them to reduce their energy consumption and bills.
- Partnered with The Good Guys to assist with the delivery of new appliances and the removal of old ones.

EnergyAustralia's business customers can also access support through the Rapid Business Assist programme, launched in 2020 to support small to medium enterprises facing financial uncertainty. In consultation with these customers, the Company develops customised payment schedules, provides advice on reducing energy consumption and offers guidance on accessing government energy-relief subsidies.

Read more on EnergyAustralia's Hardship Policy

Community investment

GRI reference: 201-1, 203-1, 203-2, 413-1

CLP Power launched a series of community support programmes in 2024, described in the following case study section.

Beneficiaries (number)	2024	2023	2022	2021	2020
Direct beneficiaries (number)	**1,270,000+**	626,000+	1,305,000+	1,580,000+	918,000+
Organisations benefitted (number)[1]	**323**	291	280	232	263

1 Includes professional bodies, academic institutes, NGOs and community groups.

Beneficiaries by theme

Of the more than 1,270,000 beneficiaries in 2024, 48.3% benefitted from CLP's Community Wellbeing programmes. The main contributor was the CLP Retail and Catering Coupons Programme which aims to encourage local consumption.



In 2024, we met the target of 16,000 hours for the Group's volunteering services, with a slight decrease of service hour when compared with 2023. A remarkable increase of service hours in Hong Kong was contributed by the initiatives launched to celebrate the 30th anniversary of CLP Volunteer Team and the 10th anniversary of Sharing the Festive Joy Programme. The increase was offset by a decrease in Mainland China, where the Rural Vitalisation Programme focused on facility improvement works in the local communities.

EnergyAustralia's refreshed approach to volunteering saw an increased take up of volunteer leave, with teams and individuals supporting organisations to deliver food relief, support women and children escaping family violence, plant trees and donate life-saving blood and plasma. Close to 500 additional hours were volunteered in our local communities in 2024 versus 2023.

Workplace Giving donations were slightly down, however there is a planned refresh of the programme in 2025 aimed to increase participation and total donations and better align partnerships with our purpose.

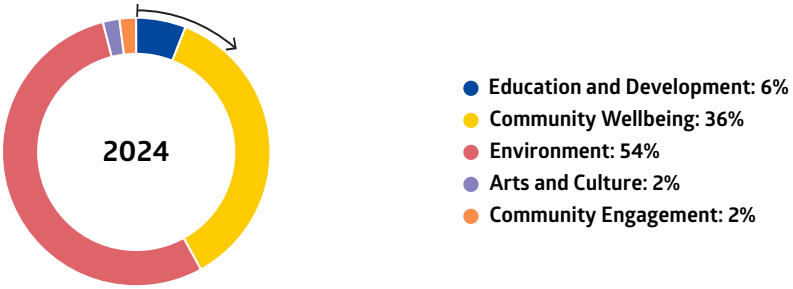
The amount donated by CLP for charitable and other community purposes decreased to HK$6.91 million. Community spending by theme and geography is summarised in the charts on the next page.

	2024	2023	2022	2021	2020
Amount donated for charitable and other purposes (HK$M)[1]	**6.91**	9.18	10.02	15.09	27.00
Volunteer hours (hours)[1]	**16,498**	16,701	19,329	16,541	10,973
Programmes implemented (number)	**514**	458	481	443	468

1 Numbers have been subject to rounding.

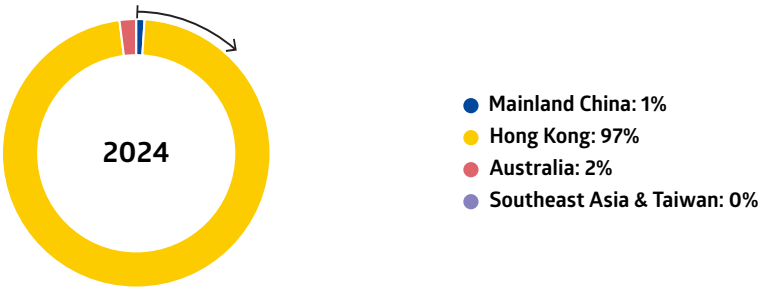
Community spending by theme

The largest percentage of community spending was directed to environment initiatives (54%), followed by community wellbeing initiatives (36%).



Community spending by region

The largest percentage of community spending was directed to Hong Kong (97%).



Case Study

A$1.5 million contributed to local non-profit initiatives by EnergyAustralia since 2016

Since 2016, EnergyAustralia has invested approximately A$1.5 million in grassroots programmes through its Community Grants programme. These contributions have supported local organisations working to make a tangible difference in education, sustainability and building resilient communities in the areas around EnergyAustralia's operations.

In 2024, EnergyAustralia implemented changes to the focus areas and application forms of the Community Grants programme, resulting in an increase in the number of applications by local organisations.

EnergyAustralia's Social Performance Lead, Jade Torcasio, said: "At EnergyAustralia, we recognise that many communities are facing increased challenges, particularly with the rising cost of living. We are seeing that reflected in the number of applications.

"Our operations plants are not just located in these communities — they are part of them. The Community Grants programme is one way we can support local organisations that are working to help people navigate these challenges. By backing initiatives focused on education, sustainability and resilience, we aim to strengthen our local communities and help shape a sustainable future for everyone."

EnergyAustralia awarded a total of 34 community grants across five regions through the programme in 2024.

Find out more about EnergyAustralia's Community Grant Programme

Find out more on local community initiatives at EnergyAustralia

Case Study

A partnership with Morwell Neighbourhood House that is tackling food insecurity in the Latrobe Valley

Morwell Neighbourhood House has been a partner in EnergyAustralia's Workplace Giving programme since 2021. Employees donations are matched by the business and go towards funding 'The People's Kitchen', an initiative that engages businesses and volunteers from the local community in producing healthy pre-cooked meals for people facing food insecurity.

EnergyAustralia was a founding partner of this programme. Today, the volunteering sessions are booked out months in advance. Each session produces around 150 meals for the Morwell Neighbourhood House Foodbank, accessible by the community.

Tracie Lund, manager of Morwell Neighbourhood House, said that the rising cost of living had seen a significant increase in people needing their assistance. "The need is growing each year. This year we have seen 700 more people than in 2023," she said.

Food security is a significant concern for the region. According to Foodbank Victoria, 21 percent of parents in the region rely on low-cost, unhealthy foods to avoid food insecurity, compared with 13 percent of Victorians. People living in regional areas are also 33 percent more likely to face food insecurity than their metropolitan-based counterparts.

In the three years of the partnership, EnergyAustralia has donated over A$80,000 to The People's Kitchen through workplace-giving donations and 117 volunteers from across the business have helped prepare almost 3,000 meals. These efforts in collaboration with volunteers from other businesses and community groups have seen The People's Kitchen distribute over 14,000 meals since 2021.



EnergyAustralia volunteers enjoying their work at The People's Kitchen.

Case Study

Summer delights at CLP Pulse promote arts and culture alongside green living

CLP Pulse staged a month-long summer programme of arts and green living activities called 'Discover the Summer Delights at CLP Pulse'. It included activities that enabled the community and tourists to learn the unique stories behind the historic CLP clock tower building and the Kowloon neighbourhoods around it.

For the event, CLP Pulse teamed up with local historians and artists to organise a wide range of activities, including a heritage talk on the histories of Kowloon Tong and Ho Man Tin, workshops on subjects ranging from miniature art techniques to upcycling and sustainability tips and a harp performance. Many of these activities and workshops gave participants the opportunity to unleash their creativity and explore the concept of decarbonisation for a sustainable future. During the summer holiday period, the programmes attracted over 8,300 visitors to CLP Pulse.



The handrails at the main entrance of CLP Pulse were decorated with 'yarn-bombing', making the site a colourful photo spot for visitors.



The summer programme featured workshops that gave participants the opportunity to unleash their creativity and explore the concept of decarbonisation.

Case Study

Connecting the elderly with society as a celebration of the 30th anniversary of the CLP Volunteer Team

The year 2024 marked the 30th anniversary of the CLP Volunteer Team and the 10th anniversary of the CLP Sharing the Festive Joy programme. The CLP Volunteer Team was founded in 1994 by a group of frontline employees who volunteered their power expertise to carry out rewiring services for vulnerable elderly people. It has since grown to more than 1,800 members, including retirees and employees' family members and friends, and become one of the largest corporate volunteer teams in Hong Kong.

To celebrate this milestone, CLP Power teamed up with the Tung Wah Group of Hospitals and the Salvation Army to launch the **Be Your Peer Community Power Journey** programme. The programme recruited and trained 20 elderly people as docents, who guided community tours for around 100 guests around the Kowloon Walled City Park and explained its history. They also visited CLP Pulse to learn about the development of power in Hong Kong and the importance of energy conservation and decarbonisation. At the celebration luncheon of the 30th anniversary of the CLP Volunteer Team, a graduation ceremony was held for the elderly docents in recognition of their efforts.



The Be Your Peer Community Power Journey programme tapped the unique skills of elderly docents, enabling them to continue making contributions to the community.

The CLP Sharing the Festive Joy programme also celebrated its 10th anniversary this year. CLP Power collaborated with Fusion HUB, St James' Settlement, Yan Chai Hospital and Hong Kong Sheng Kung Hui Welfare Council in organising nearly 20 upcycling workshops. Over 180 CLP volunteers worked alongside more than 600 elderly people to create unique eco-friendly bags, wallets and cushion covers from nearly 1,000 unused garments donated by CLP colleagues. The programme, which gave the elderly participants the chance to utilise their past sewing experience, was valuable in emphasising the importance of sustainability and waste reduction at source.

To celebrate Senior Citizens Day, CLP Power partnered with NGO partners and Youth College (International) to host an upcycled fashion show at a celebration luncheon in November. Eight design students from Youth College (International) created outfits inspired by trends from the 1960s to the 1990s. They also worked with 16 elderly participants to transform recycled clothing into 12 innovative fashion pieces, which were presented on the runway by CLP volunteers and elderly models.





The Sharing the Festive Joy programme got elderly participants involved in transforming old clothes into fashionable and practical items, while also learning about the importance of waste reduction at source.

CLP Power has three Hotmeal Canteens in Sham Shui Po, Kwun Tong and Kwai Tsing districts, which provide nutritious hot meals for people in need as well as offer a place for them to meet, socialise and connect with the community. CLP volunteers visited the Canteens regularly to help serve meals, as well as to organise thematic activities to promote physical and mental health, such as games and art workshops.





CLP volunteers visited the CLP Hotmeal Canteens regularly.

Case Study

Providing opportunities for young people and nurturing the generation of the future

In the face of the challenges encountered by fresh graduates and career starters, CLP Power is dedicated to addressing the working needs of local youth and collaborating with various partners to boost the opportunities available for young people.

In 2024, CLP Power was presented with an Outstanding Rehabilitation Partners Award by the Correctional Services Department (CSD) in recognition of its contributions in providing rehabilitation opportunities to young people in custody and helping to build a more inclusive and harmonious society. CLP Power continued to collaborate with CSD in the year, delivering three career talks for 85 young inmates that included useful information about continuing their studies and exploring pathways in engineering.



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CLP Power also supported the Hong Kong SAR Government's Strive and Rise Programme 2023/24 by nominating 11 mentors, including graduate trainees, young engineers and representatives from various business units to participate in a one-year mentorship programme in which they paired one-on-one with underprivileged junior form students. Throughout the year, the mentors accompanied the students in a wide range of activities, including 20 visits to CLP facilities such as the CLP E-Playground, the CLP Power Academy and the CLP Low Carbon Energy Education Centre, and provided them with valuable life and study advice. Our efforts have been recognised with CLP being awarded the Supporting Organisation Award for the second consecutive year.

Further, CLP Power supported the Hong Kong Federation of Youth Groups for the CLP Energy for Brighter Tomorrows Award by providing scholarships for 20 young people with outstanding achievements in battling adversity. Ten CLP Power colleagues acted as mentors for the students. Since its launch in 2018, a total of 120 students have been awarded scholarships.

CLP Power signed a Memorandum of Understanding (MoU) with the Hong Kong Polytechnic University in 2024 to cultivate electrical engineering talents in Hong Kong and the Greater Bay Area. Under the MoU, CLP Power will jointly develop innovative digital training and learning materials utilising advanced technologies, including the metaverse, immersive virtual environments, virtual reality and augmented reality. Students from the Department of Electrical and Electronic Engineering at the University will also have opportunities to experience the real-life working environment of the power industry.

CLP Power is committed to promoting a low-carbon and energy-saving lifestyle through the use of innovative tools and public education programmes. A newly launched board game titled "Low-Carbon City Planner" with a coding element has been sent to all kindergartens and primary schools in Hong Kong, teaching young children about energy saving, low carbon living and waste reduction at source in an interactive way. Its official launch, officiated by Under Secretary for Education Mr Jeff Sze and Ms Quince Chong, our Chief Corporate Development Officer, was held in September 2024 and attended by nearly 70 guests, including members of the CLP Education Fund Advisory Committee, CLP Local Community Advisory Committee, NGO partners, school principals and teachers. A demonstration of the board game was made to the public at the Hong Kong Book Fair, where nearly 40,000 visitors visited CLP's booth to learn about energy saving and the power journey through exhibits such as the board game, mini games and a

new cartoon video on the Power Kid Channel. With support from CLP graduate trainees and young engineers, kindergarten visits continued that involved talks given to young kids about the power generation journey, the safe use of electricity, the work life of engineers and tips for energy-saving. To date, this initiative has reached over 56,000 children at more than 750 kindergartens.



The CLP booth at the annual HK Book Fair attracted nearly 40,000 visitors.

Since its launch in 2016, the "Engineer in School Programme" has motivated secondary school students to save energy and explore careers in power engineering. CLP engineers have engaged with more than 71,000 students from 190 schools through school talks and workshops, STEM workshops and visits to the Power Quality Workshop, CLP E-Playground, the InnoPower Hall and the Low Carbon Education Centre.

Under the CLP Empowering Youth for a Sustainable Future Programme, CLP Power organised the Energy-Saving and Low-Carbon Innovation for Tomorrows Competition in partnership with the Institution of Engineering and Technology (IET) Hong Kong. Funded by the CLP Community Energy Saving Fund, the competition attracted entries from more than 90 teams from higher educational institutions, who were challenged to improve the lives of disadvantaged people and the community at large by designing practical solutions to encourage energy saving and low carbon living. 20 teams were selected as finalists and received funding from CLP Power to create prototypes of their proposed solutions. Feedback and advice on the prototypes were provided by professional engineers and representatives from the social welfare sector to help the students turn their ideas into reality. A total of 8 teams with outstanding performance were awarded and received a total cash prize of HK$110,000.



Finalists of the CLP Energy-Saving and Low-Carbon Innovation for Tomorrows Competition outline their research findings and prototype solutions to officiating guests.

Case Study

Enabling growth and engagement through Continued Community Support

As part of its commitment to community stewardship, CLP Power has rolled out a range of targeted initiatives to address the needs of different communities in Hong Kong.

CLP Power allocated HK$5.7 million from its Community Energy Saving Fund in 2024 to launch the E-Learning Assistance Programme. The programme provided new iPads to support the e-learning needs to 2,000 primary, secondary and tertiary students from low-income families.



CLP Power distributed e-learning devices to 2,000 underprivileged students to support their e-learning needs.

CLP Power continued its Community Beautification Project, designed to connect people with their communities by decorating substations with murals promoting energy conservation, carbon reduction and green living. In 2024, CLP Power teamed up with the HKCT Institute of Higher Education (HKCT) to beautify six substations in two phases.

The first phase involved a CLP Substation Mural Painting Competition, in which HKCT students and alumni were invited to design murals for three substations in the Kowloon City, Tsuen Wan and Wong Tai Sin districts. The competition ran from June to September, with the winning entries then painted on the substation walls. The second phase was the Peer-to-Peer Coaching Programme, in which HKCT students are working with students from Catholic Ming Yuen Secondary School, Tsang Pik Shan (Sung Lan) Secondary School and Yuen Long Merchants Association Secondary School to beautify substations in Sai Kung, Shatin and Yuen Long districts respectively. The Peer-to-Peer Coaching Programme was kicked off on 4 November, at ceremony where awards were also presented to the winners of the Substation Mural Painting Competition.



CLP volunteers, HKCT students and local residents worked together to paint the wall of the substation.



Winners of the CLP Substation Mural Painting Competition share with the audience how they incorporated local landmarks, cultural characteristics and low-carbon messages into their designs.

Promoting nuclear safety and clean energy

GRI reference: 306-3 (2016), 306-1, 306-2, 306-3

The International Nuclear and Radiological Event Scale (INES) is a scale developed by the International Atomic Energy Agency (IAEA) and the Organisation for Economic Co-operation and Development (OECD) to improve public understanding and awareness of the nature and significance of safety aspects of incidents and communicate the safety significance of nuclear and radiological events consistently. Any event occurring in a nuclear power station that qualifies for the INES scale is considered as a Licensing Operational Event (LOE). In 2024, Daya Bay Nuclear Power Station continued to operate smoothly, with no LOE occurrences.

To ensure the provision of low-carbon and cost-competitive energy to Hong Kong, Daya Bay Nuclear Power Station is continuing to provide an additional 10% of electricity output to Hong Kong from 2024 to 2028, in addition to the 70% of its electricity already committed to Hong Kong. This arrangement is helping to minimise carbon dioxide emissions in the city and keep the tariff stable.

CLP is committed to promoting education about nuclear and low-carbon energy. In 2017, it sponsored City University of Hong Kong in setting up the CLP Power Low Carbon Energy Education Centre. Since then, the centre has served as an important platform for engaging with and educating the public about the benefits of low-carbon energy sources, including nuclear energy and how they help address the challenge of climate change. The centre includes five themed zones that introduce various types of low-carbon energy, namely wind, solar, hydro, gas and nuclear through interactive exhibits and tools. Guided tours and various low-carbon themed workshops are offered to visitors free of charge. In 2024, more than 9,500 visitors visited the centre, including students, teachers, professional groups and the general public.

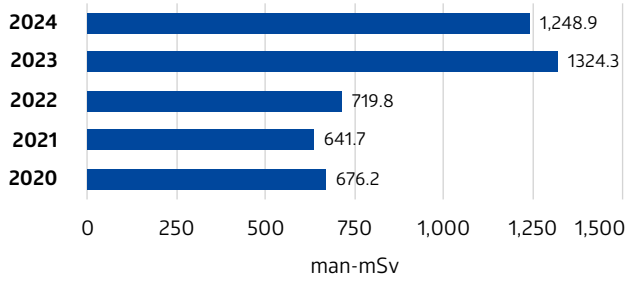
The average radiation dose rate for workers in 2024 was less than 0.4 mSv per person per year. By comparison, the background radiation dose rate from the natural environment in Hong Kong is 2.4 mSv per person per year.

The charts on the right and below show the amounts of spent nuclear fuel and low- to intermediate-level radioactive nuclear waste from Daya Bay in recent years. The amounts of both types of waste are related to the number of planned refuelling outages in each year.

In 2024, Daya Bay carried out a 30-year planned outage and the total quantity of spent nuclear fuel generated reflected this event.

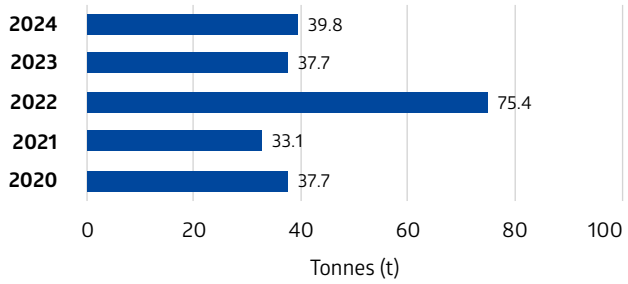
Collective radiation dosage for workers

The collective radiation dosage for the year was 1248.9 man-mSv, similar with the 2023 level, as there was a 30-year planned refuelling outage of a longer duration.



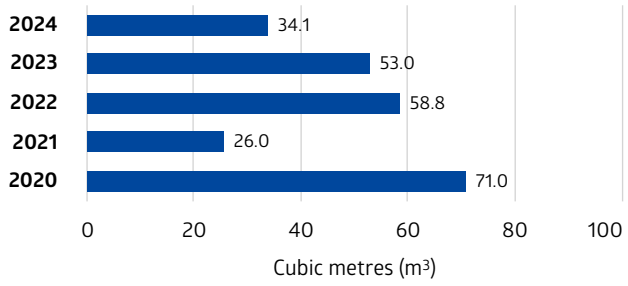
Spent nuclear fuel

The amount of spent nuclear fuel in 2024 was at an expected level, given that there was only one planned refuelling outage, same as the previous year.



Solid radioactive nuclear waste

There was a decrease in low- to intermediate-level nuclear waste in 2024, as compared with 2023, due to a stringent management of nuclear waste although there was a 30-year planned refuelling outage of a longer duration.



Case Study

Supporting nuclear energy education for all

CLP Power is committed to supporting the development of a lower carbon city. To mark the 30th anniversary of the import of nuclear energy from the Daya Bay Nuclear Power Station into Hong Kong, CLP Power launched several initiatives to enhance public understanding of nuclear energy, including many aimed at young people.

In partnership with the Nuclear Division of the Hong Kong Institution of Engineers, CLP Power has developed a series of animated videos aimed at enhancing public understanding of nuclear energy. The series of four videos, available on CLP's YouTube channel, covers the topics of nuclear power generation, radiation in daily life, the role of nuclear power in addressing climate change and nuclear safety. The videos present complex scientific concepts in a simple and engaging way, making them accessible to a broad audience, especially students.

CLP Power and Daya Bay Nuclear Power Operations and Management Co., Ltd. (DNMC) have also supported the Mainland China study tours organised by the Education Bureau of the Hong Kong SAR Government. These tours are part of the Citizenship and Social Development subject in the school curriculum and aim to deepen students' understanding of national development. Starting from the 2024/2025 school year, they include visits to the Daya Bay Nuclear Power Station, where students learn about the importance of nuclear energy for achieving decarbonisation goals and contributing to sustainable development. The first group of over 150 senior secondary students, teachers and principal visited the power station on 7 November 2024. During their visit, they explored the Daya Bay Nuclear Power Science and Technology Museum and learned about nuclear safety and the development of the nation's nuclear industry.

The CLP Power Low Carbon Energy Education Centre (LCEEC), established by CLP Power and City University of Hong Kong, held its second "Low-Carbon Invention Competition" in the year to raise students' awareness of decarbonisation and energy-saving in response to climate change. Over 600 students from 54 schools participated, creating everyday inventions and transforming them into 3D models using 3D drawing software. This year, to mark the 30th anniversary of CLP Power's nuclear energy imports from Daya Bay Nuclear Power Station, nuclear energy was included as a scoring criterion. Many winning entries creatively integrated nuclear power principles into their inventions, showcasing the students' understanding of nuclear energy.



More than 600 students across 54 schools joined the Low-Carbon Invention Competition to unleash their creativity by designing low-carbon inventions for everyday life.



Students visited the Daya Bay Nuclear Power Science and Technology Museum, learning about China's nuclear energy development.