

# CLP welcomes your views...

Send us your feedback and receive **four carbon credits**\*!



## Feedback on 2018 Annual Report

The Annual Report is a key document in communicating with our shareholders and other stakeholders.

1. To enhance the quality of our annual reporting, please let us have your views by circling the appropriate number below.

Page		Is the report easy to understand?				Does the report provide helpful information?			
		strongly disagree			strongly agree	strongly disagree			strongly agree
<b>A Snapshot of CLP in 2018</b>									
2	About CLP Group	1	2	3	4	1	2	3	4
3	Financial Highlights	1	2	3	4	1	2	3	4
4	Building a Utility of the Future	1	2	3	4	1	2	3	4
6	How CLP Creates Value for Stakeholders	1	2	3	4	1	2	3	4
8	Our Portfolio	1	2	3	4	1	2	3	4
14	<b>Chairman's Statement</b>	1	2	3	4	1	2	3	4
18	<b>CEO's Strategic Review</b>	1	2	3	4	1	2	3	4
23	<b>Shareholder Value</b>	1	2	3	4	1	2	3	4
30	<b>Financial Review</b>	1	2	3	4	1	2	3	4
<b>Business Performance and Outlook</b>									
40	Hong Kong	1	2	3	4	1	2	3	4
47	Mainland China	1	2	3	4	1	2	3	4
54	India	1	2	3	4	1	2	3	4
60	Southeast Asia and Taiwan	1	2	3	4	1	2	3	4
62	Australia	1	2	3	4	1	2	3	4
<b>Capitals</b>									
70	Financial Capital	1	2	3	4	1	2	3	4
75	Manufactured Capital	1	2	3	4	1	2	3	4
78	Intellectual Capital	1	2	3	4	1	2	3	4
81	Human Capital	1	2	3	4	1	2	3	4
88	Social and Relationship Capital	1	2	3	4	1	2	3	4
93	Natural Capital	1	2	3	4	1	2	3	4
<b>Governance</b>									
98	Board of Directors	1	2	3	4	1	2	3	4
104	Senior Management	1	2	3	4	1	2	3	4
106	Corporate Governance Report	1	2	3	4	1	2	3	4
133	Risk Management Report	1	2	3	4	1	2	3	4
144	Audit & Risk Committee Report	1	2	3	4	1	2	3	4
151	Sustainability Committee Report	1	2	3	4	1	2	3	4
155	Nomination Committee Report	1	2	3	4	1	2	3	4
159	Human Resources & Remuneration Committee Report	1	2	3	4	1	2	3	4
175	Directors' Report	1	2	3	4	1	2	3	4
<b>Financials</b>									
197	Approaching Our Financial Statements	1	2	3	4	1	2	3	4
198	Accounting Mini-series	1	2	3	4	1	2	3	4
201	Independent Auditor's Report	1	2	3	4	1	2	3	4
210	Financial Statements	1	2	3	4	1	2	3	4
286	Five-year Summaries	1	2	3	4	1	2	3	4
<b>A Snapshot of 2018 Annual Report (Online Version)</b>		1	2	3	4	1	2	3	4

2. Your overall rating of this Annual Report is? (Please "✓" the appropriate circle)

Poor

Fair

Good


Very Good

Excellent

3. Was there any additional information you expected to receive in the Annual Report? Please specify.

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4. Are there any questions that you would like to be addressed in next year's Annual Report or answered on the "[Frequently Asked Questions](#)" section of the Company's website? If so, please ask. 

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5. Please feel free to add any other comments or suggestions you may have.

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### \*Carbon Credits

As a token of our appreciation, each stakeholder who sends us feedback on or before 30 June 2019 will receive **four carbon credits**, which can be used to offset your carbon footprint. For example, this amount of carbon credits is sufficient to offset emissions generated by:

- a family of four taking an economy return flight from Hong Kong to Tokyo (average duration of four hours per flight); or
- a passenger taking an economy return flight from Hong Kong to New York (average duration of 15 hours per flight).

#### About CLP Carbon Credits

CLP Carbon Credits is a carbon credits e-commerce platform through which customers located anywhere in the world can calculate their carbon emissions, purchase carbon credits online from CLP and obtain an e-certificate in recognition of their move. These carbon credits represent the carbon emissions avoided by generating electricity from CLP India's wind farms. The avoided emissions can be allocated to any individual or business through the purchase of a carbon credit and CLP completing a voluntary retirement of that credit on their behalf. Learn more at [www.clpcarboncredits.com](http://www.clpcarboncredits.com). 

If you would like to receive the carbon credits e-certificate, please "✓" the appropriate box and provide your contact information.

Yes, I would like to receive the carbon credits e-certificate

No, thanks

Name : \_\_\_\_\_

Email address : \_\_\_\_\_

#### Please send your feedback to CLP Holdings Limited by:

- POST – please cut and stick the freepost label below on an envelope and mail to:  
CLP Holdings' Registrars, Computershare Hong Kong Investor Services Limited
- FAX at (852) 2678 8390
- E-MAIL at [cosec@clp.com.hk](mailto:cosec@clp.com.hk)

#### PERSONAL INFORMATION COLLECTION STATEMENT

"Personal Data" in this statement has the same meaning as "personal data" in the Personal Data (Privacy) Ordinance, Cap 486 (PDPO), which will include your name, email address and your opinion.

The Personal Data provided in this form may be used in connection with our management of your request, inquiry, comments and suggestions or conducting and publishing statistical and data analysis. Your supply of Personal Data is on a voluntary basis. However, we may not be able to follow up your request or inquiry unless you provide us with your Personal Data.

Your Personal Data will be transferred to CLP Holdings' Registrars if necessary for any of the above purposes. CLP will disclose the Personal Data when required to do so by law and may also disclose such Personal Data in response to requests from law enforcement agencies or regulatory authorities.

Your Personal Data will be retained for such period as may be necessary for the above purposes and its directly related purpose(s).

You have the right to request access to, the correction and/or erasure of your Personal Data in accordance with, where applicable, the provisions of the PDPO, and any other data protection law as applicable. Any such request for access to, the correction and/or erasure of your Personal Data, as well as withdrawal of consent, where applicable, should be in writing by either of the following means:

By mail to: Personal Data Privacy Officer  
Computershare Hong Kong Investor Services Limited  
17M Floor, Hopewell Centre, 183 Queen's Road East, Wanchai, Hong Kong

By e-mail to: [hkinfo@computershare.com.hk](mailto:hkinfo@computershare.com.hk)

You can find out more about CLP's policies on privacy and personal data protection by accessing our privacy policy statement available on the CLP website at <https://www.clpgroup.com/en/Pages/Privacy.aspx>.

#### MAILING LABEL

Please cut out the mailing label and stick it on an envelope when returning your feedback to us.

**No postage is necessary if posted in Hong Kong.**



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