

Awards Gallery

Awards are among the important benchmarks that reflect our high standards and outstanding achievements in 2010. For our efforts, we have been recognised in the following areas:

Corporate

International ARC Awards

- Annual Report 2009 – Grand and Gold Awards for Best Illustrations (Electricity Generator and Retailer), 2 Silver Awards & 2 Honours Awards
- Social and Environmental Report 2009 – 2 Bronze Awards

Hang Seng Corporate Sustainability Index

Caring Company Award • '5 Years Plus' logo

Community

Community Chest

- Corporate and Employee Contribution Programme 2009/10 Gold Award & 5th Top Fund-raiser Award • President's Award

9th China Golden Awards for Excellence in Public Relations

- Silver Award for U3A Programme
- Nomination Award for Green Lamma Green

Tree Planting Challenge 2010 (Friends of the Earth) • 2 Gold Awards

Web Care Award 2009 (Internet Professional Association) • Gold

Customers

Asia Pacific Customer Service Consortium Customer Relationship Excellence Awards

- Public Service of the Year (Public Utility) • 5 individual awards

Contact Centre Awards 2010

- Inbound Contact Centre of the Year (under 50 seats)
- 2 Bronze Awards and Merit

Environment

Hong Kong Awards for Environmental Excellence

- 2 Wastewi\$e Labels, 1 Energywi\$e Label, 1 IAQwi\$e Label in Excellence Class and 1 Certificate of Merit (Public Sector)

Prime Awards for Eco Business (Service Division) • Awards for Energy Efficiencies Service

Prime Awards for Eco Business 2010 (Prime Magazine) • Gold Award

Clean Air Charter Certification Scheme (HK General Chamber of Commerce)

Hong Kong Green Awards 2010 (Green Council)

- Green Office Management Award – Gold Award (Head Office) and Silver Award (Electric Tower)

Staff

Dragon Boat Race

- 1st runner-up at Yung Shue Wan and 2nd runner-up in Aberdeen

22nd Inter-Hong Lawn Bowls Tournament

- Championship

AES Table-Tennis Engineering Cup 2010

- Championship

Pedal 2010 • Overall First Runner-up, Champion in the Formula 2000 race division, and the Transport and Utilities Trophy

Inter-Hong Photo Contest 2010

- Achievement Award

HK Retail Management Association Mystery Shopper Programme (Jul to Sep 2010)

- Service Category Leader – Retail (Services) Category



Quality, Health & Safety

Occupational Safety & Health Quiz 2010

- Cup and Plate Championships & Plate 1st and 2nd runners-up

Award Scheme for Outstanding Employees in Occupational Safety and Health

- Meritorious Award in the Frontline Employee Group of the Enterprise/Organisation Category

Pneumoconiosis & Mesothelioma Quiz 2010

- Championship and 1st runner-up (Company Group)

OHSAS 18001:2007 Certificate

- Health & Safety Management System (Generation Division)

Considerate Contractors Site Award Scheme 2009 • 3 Certificates of Appreciation

9th Hong Kong Occupational & Safety

- Award Forum** • 2 Gold Awards in Safety Management System & Best Presentation, 2 Silver Awards in Safety Enhancement Programme & Social and Environmental Report

Occupational Health Award Competition (Labour Department and Occupational Safety and Health Council) • Gold Award

- ISO 9001:2008 Certificate** • Inspection and testing of fixed fire service installations at Lamna Power Station

Outside Hong Kong

NGN

- Annual Award (Institution of Gas Engineers and Managers)
- Annual Award (Institute of Occupational Safety and Health)

Jinwan Power Project

- Excellent Quality Power Project (Guangdong Province Electricity Trade Association)
- Enterprise Archives Management Class 2 (State Archives Administration)
- Accredited Enterprise in Environmental Protection 2009 (Guangdong Environmental Protection Bureau)
- Model Enterprise of Harmonious Labour Relations (Zhuhai Demonstration Centre of Harmonised Labour Relations)
- Excellent Enterprise (Association of Zhuhai Enterprises)

CitiPower and Powercor

- Best Sustainability Report Award (Energy Supply Association of Australia)
- 5 Australian Service Excellence Awards (Customer Service Institute of Australia) – Victorian Large Business, National Large Business, Victorian Service Excellence in a Service Desk, Victorian Customer Service Advocate of the Year and National Customer Service Advocate of the Year

ETSA Utilities

- Customer Service Institute Awards – State Award for South Australia for Customer Response in the Large Business Division