

# Environmental, Social and Governance Report



This report provides an update of the environmental, social and governance (ESG) achievements and progress of Power Assets Holdings Limited (“Power Assets” or together with its subsidiaries, associates and joint ventures, the “Group”) during the year ended 31 December 2019. It is prepared based on the ESG Reporting Guide under Appendix 27 of the Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited.

It covers the key businesses of the Group, including the generation of thermal and renewable power, the transmission of electricity, oil and gas, as well as the distribution of electricity and gas in the United Kingdom, Hong Kong, Australia, New Zealand, Mainland China, Thailand, the Netherlands, Portugal, Canada, and the United States. The report summarises the key initiatives of our businesses and showcases how we deliver value to our stakeholders. The examples and initiatives selected have been presented in four chapters: environment, employment and labour practices, operating practices, and community investment.

UE is active in the community. Here, children complete a Power Kids' colouring wall.



WWU workers raise awareness of safe practices among local school children during Gas Safety Week.



## Our Approach to ESG

Our strong belief in responsible and sustainable growth is embedded in the way we run our operations. Providing reliable infrastructure services and impeccable customer experience top our ESG priorities. We aspire to strike a balance between managing key ESG risks and unlocking opportunities to create long-term value for our stakeholders and our business.

The Board oversees the overall direction of our ESG strategies and practices in this regard and we manage our ESG performance with transparency and accountability. We manage ESG challenges and opportunities at the Group as well as at the business levels in a way that best suits the nature, scale, and geography of the specific company concerned.

## Stakeholder Engagement and Materiality Assessment

As a business with diverse operations, we interact daily with a wide range of stakeholders, including employees, customers, suppliers, investors, regulators, non-governmental organisations and the community. We engage our stakeholders in on-going dialogues through various channels such as meetings, workshops, seminars, interviews and surveys. Listening to our stakeholders helps us identify their most pressing concerns, as well as their expectations on how we should address them. We have prioritised the material ESG issues based on inputs from our stakeholders in this report.

## Environment

We place great importance on our responsibility to the environment. Each of the Group's operating businesses strives to lower its environmental footprint continuously, through emissions reduction initiatives and the efficient use of resources.

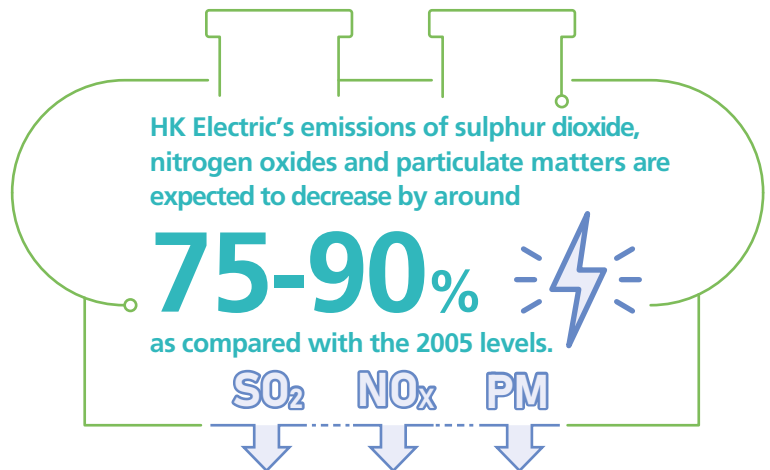
### Emissions

We have a range of rigorous measures in place to minimise emissions as well as waste discharge.

#### Air and Greenhouse Gas (GHG) Emissions

In order to reduce carbon dioxide and other atmospheric emissions generated by electricity generation and meet the ever-tightening emission allowances set out by the Hong Kong Special Administrative Region Government, HK Electric is steadily increasing its use of natural gas for generation. During the year under review it met stipulated emissions allowances in all categories, and worked with the government to agree new and more stringent emissions allowances which will apply from 2024 onwards.

In 2019, the company progressed with the construction of three new gas-fired generating units (L10, L11 & L12) equipped with Selective Catalytic Reduction systems to reduce nitrogen oxide emission levels. L10 was commissioned in February 2020. It is expected that in 2023, when all three new units are in operation, the proportion of gas-fired generation will rise to about 70% of the total output. Emissions of sulphur dioxide, nitrogen oxides and particulate matters are expected to decrease by around 75-90% from the 2005 levels.



Commissioned in February 2020, HK Electric's new unit, L10, is taking the company's gas-fired generation to about 50% of total output.

In Canada, Canadian Power's only coal-fired power station, Sheerness power plant, is currently undergoing coal-to-gas conversion and will ultimately become 100% capable of gas-firing prior to 2022.

Ownership of the Siping power plant in Mainland China was transferred to the mainland joint venture partner while the Group's operating rights of the Zhuhai power plant ended. These two developments will reduce the Group's carbon emissions significantly.



Another major source of the Group’s GHG emissions is fugitive emissions produced during gas distribution. In the UK, Wales & West Utilities and Northern Gas Networks (NGN) regularly replace old and leaking metallic gas pipes to prevent leakage. These new, durable pipes are capable of distributing any decarbonised gas, like biomethane and hydrogen. Moreover, gas pressure across the network is also managed carefully to avoid putting unnecessary strain on the pipes, thereby minimising leakage.

AVR-Afvalverwerking B.V. (AVR) in the Netherlands installed a carbon capture plant in Duiven that captures and reuses carbon emissions arising during power generation. The plant has captured and reused 10,000 tonnes of carbon emissions since its launch in August 2019.



WWU engineers working on a new cross-country pipeline, which will connect a new gas-fired power site to its network.



AVR’s pioneering CO<sub>2</sub> capture and liquefaction setup allows carbon emissions to be reused for greenhouse cultivation.

Australian Gas Networks (AGN) is presently running the Hydrogen Park SA (Hyp SA) project, which involves the construction of a 1.25-MW hydrogen electrolyser plant at the Tonsley Innovation District in South Australia. The plant is scheduled to be commissioned by mid-2020. The electrolyser will be used to understand and develop business models for the use of hydrogen to decarbonise gas supply.

**Waste**

We are extremely careful about managing waste generated from our operations, including the by-products of energy generation. Our collective efforts to reduce waste involve our employees, contractors, suppliers, regulators and other third parties. We advocate waste reduction at the source and encourage the reuse and recycling of waste for other projects.

HK Electric follows 4R-principles (reduce, reuse, recover and recycle) for more efficient use of resources and waste minimisation, and manages its wastes and effluents in a responsible manner. During the construction of the three gas-fired generating units (L10, L11 and L12), waste management plans have been formulated and implemented to enable recycling and reusing, and proper storage, collection, treatment and disposal of waste. Temporary wastewater storage and treatment facilities have been installed at site to recycle wastewater generated from bore piling work to reduce wastewater discharge. Furthermore, HK Electric has been collecting generation by-products including ash and gypsum for industrial use, such as manufacturing of cement. In 2019, about 230,000 tonnes of ash and 70,000 tonnes of gypsum were collected for reuse by third parties, compared to 237,000 tonnes and 69,000 tonnes respectively in 2018.

review meetings. Furthermore, spoil disposal to landfill has been incorporated as a key KPI for contractors and is measured and reported on a regular basis. Through effective execution and alignment amongst employees and contractors, NGN and its supply chain have effectively reduced excavation spoils disposal to landfill to only 744 tonnes in 2019, or 0.4% of total excavation spoils, comfortably achieving the annual target.

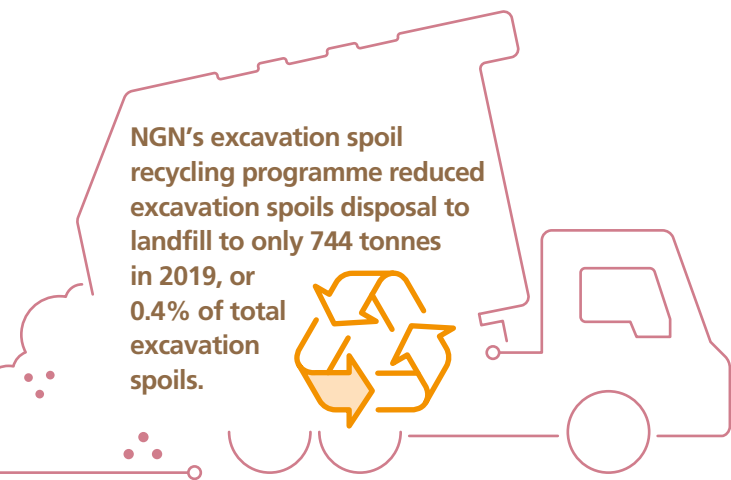
Our businesses also prioritise asbestos management as part of the waste management process in order to prevent hazards to the workforce. Asbestos review programmes were conducted for both Victoria Power Networks (VPN) and United Energy to improve internal processes of handling asbestos and their corresponding documentation. For example, asbestos registers for United Energy's distribution substations have been updated and made available via internal networks.

### Use of Resources

#### Energy

The Group endeavours to reduce its resource consumption by striving for optimal resource use across its operations.

A wide range of energy efficiency programmes have been launched by our operating companies to this end. NGN



NGN has implemented an excavation spoil recycling programme which aims to limit the amount of excavated spoil sent to landfill to no more than 13,000 tonnes each year – from between 170,000 and 180,000 tonnes generated excavation spoil annually. The programme raises awareness amongst employees and contractors about this target and educates them about methods to recycle spoil and the benefits of doing so. Each contractor in charge of mains replacement and reinstatement is required to provide monthly spoil disposal data specifying the amount of spoil sent to landfill. This data is subject to investigation and will be discussed during contract performance



NGN's offices at Thorpe Park in Leeds, West Yorkshire, are designed to enhance employee productivity and wellbeing.





EDL's Lucas Heights power station in Australia is the venture in the Group's strategy to invest in landfill gas generation businesses.

continues to undertake office and depot refurbishment programmes to incorporate energy saving measures such as lighting sensors, and energy-efficient monitors and refrigerators. One notable example is the design for the refurbishment of its head office in Leeds, UK, which aims to reduce the office's energy consumption by 28%. As a result of this ongoing drive, NGN's carbon emissions associated with gas and electricity usage decreased by 8% and 53% respectively in 2019 compared to the 2015 levels.

Under the new Scheme of Control Agreement that came into effect in January 2019, HK Electric has launched a number of services to promote energy efficiency in the community. Subsidies are provided to older buildings for energy efficiency improvement works while free energy audits are arranged to non-residential customers to help identify energy-saving opportunities at their premises.

The Group has been working to optimise energy mix and is committed to investing in sustainable energy as part of our long-term development strategy. Our renewable energy operations include the Iberwind wind energy business in Portugal, wind farms at Dali (Yunnan province) and Laoting (Hebei province) in Mainland China, and wind and solar power facilities in Australia and Hong Kong. In 2019, Iberwind generated around 1,892 GWh of renewable energy, compared to 1,783 GWh in 2018, while Dali Wind Farm and Laoting Wind Farm in China combined to generate around 216 GWh of sustainable energy in 2019. To expand the alternative energy portfolio beyond renewables, Energy Developments Pty Ltd (EDL) is installing a biodome to store landfill gas.



Iberwind's portfolio of wind farms in Portugal includes the Lomba da Seixa II wind farm, which has a capacity of 12 MW.



An aerial view of AEO's Elaine Terminal Station. The infrastructure connects the Elaine Wind Farm to the grid.

In addition, the Group supports the transmission of renewable energy. Australian Energy Operations (AEO) constructs, owns and operates reliable transmission links that transports clean, renewable power from windfarms to power grids. In 2019, AEO completed the construction of the transmission connection for the Moorabool Wind Farm and the Elaine Wind Farm through AEO's Elaine Terminal Station to the grid.

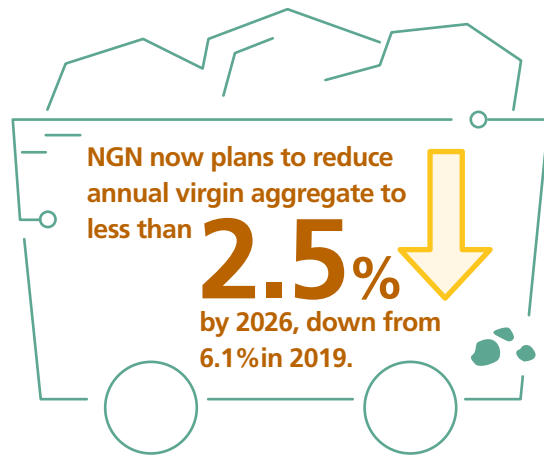
**Water**

Water is one of the key resources used for power generation. Our water saving measures focus on reuse and recycling. HK Electric has been conserving water and minimising its effluent discharge through collecting rain water and plant effluent for reuse at the Lamma Power Station. In 2019, approximately 121,000 m<sup>3</sup> of rain water and plant effluent were collected for reuse, comparable to 122,000 m<sup>3</sup> in 2018.

Jinwan power plant initiated a project to enable it to achieve a zero wastewater discharge target. Wastewater systems will be re-engineered to treat and recycle virtually all of the wastewater produced at the plant. This project commenced at the end of 2018 for completion by 2020.

**Materials**

NGN in the UK has promoted the use of recycled aggregates rather than virgin aggregates. A programme has been established to inform and advise employees and contractors on the usage of recycled aggregate, while tracking virgin aggregate use by the company and its contractors. The programme has been successful in reducing NGN's annual virgin aggregate use by 78% over the past five years. NGN now plans to reduce annual virgin aggregate to less than 2.5% by 2026, down from 6.1% in 2019.



Husky Midstream Limited Partnership in Canada has implemented a leading-edge spill response programme; including detailed geographic response plans, training a specialised spill response team, and acquisition of new spill containment and recovery equipment. A right of way environmental monitoring programme was developed to ensure reclamation of linear developments is maintained without impact to land use and natural habitats. Rigorous soil, air, and groundwater monitoring programmes are conducted at Husky Midstream facilities to protect vital air and watersheds for generations to come.

**Environment and Natural Resources**

The Group is mindful about the impact of its actions on the environment and carries out a range of initiatives at its sites to protect the same.

HK Electric launched a new campaign promoting e-Bill and Autopay options to increase the use of electronic bill payment and to reduce paper consumption. One-off monetary incentives were offered to encourage customers to switch to the two services during the promotion period.



A plastic waste pre-sorting and separation facility began operations at AVR's Rozenburg facility to increase the reuse of recyclable plastics, and sorted 19,000 tonnes of plastics for reuse.

## Regulatory Compliance

We regard compliance with laws and regulations as one of our top priorities and there are established policies and accountability mechanisms to ensure regulatory compliance in various aspects of our operations. The management is committed to staying abreast of the latest regulatory developments and to providing all necessary training for relevant personnel. We also dedicate extensive efforts to ensure there are effective monitoring and detection measures to track regulatory compliance. During the reporting period, we were not aware of any non-compliance with laws and regulations having a significant impact on the Group relating to air and GHG emissions, discharge into water and land, and generation of hazardous and non-hazardous wastes.

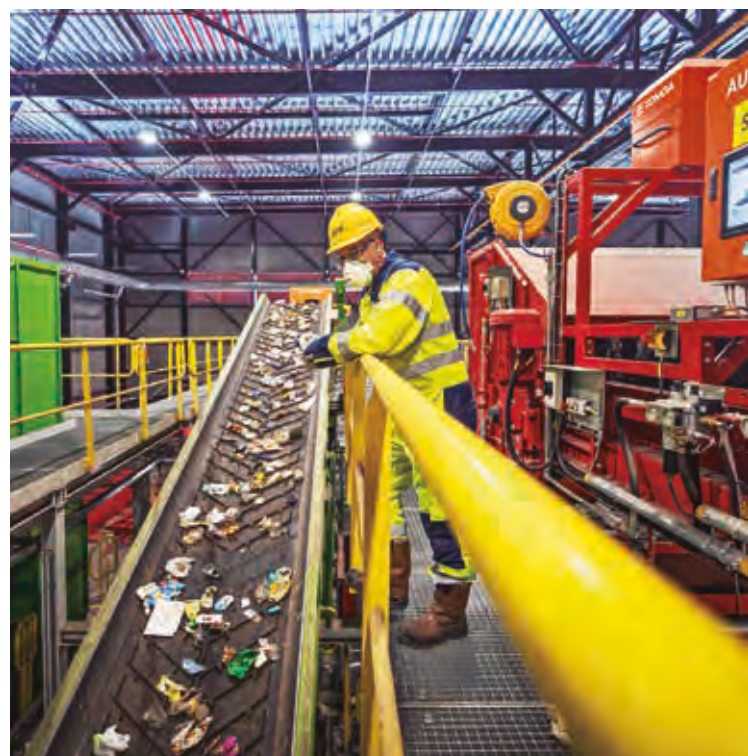
## Employment and Labour Practices

Our philosophy is that a happy and motivated workforce is the driving factor for sustained success. We give top priority to employee management. Not only are we dedicated to cultivating a healthy and safe working culture, we have also invested in securing and nurturing talent through training and development programmes that help our employees achieve their potential.

The Group's operating companies offer a supportive working environment for employees to achieve work-life balance. AGN, Dampier Bunbury Pipeline, Multinet Gas, EDL, United Energy, VPN and Wellington Electricity consider employees' requests for flexible working arrangements to allow them to balance personal needs with work commitments.

## Employment

Much of the Group's success is attributable to its highly qualified and dedicated team. Our businesses have been working actively to attract the best people and motivate them with a rewarding career, equipping them with the necessary skills and knowledge.



AVR's expanded plastics separation facility can process 430,000 tonnes of plastics a year.

HK Electric participated in the Career Fairs organised by various universities and government departments to promote the company and its trainee programmes. Recruitment talks were delivered after which a total of nine Graduate Trainees were recruited in 2019.

Our businesses recognise employees' contributions fairly and objectively by implementing equitable remuneration policies. Our remuneration mechanisms are reviewed and re-adjusted regularly to remain competitive. Our businesses in Mainland China, such as the Jinwan and Zhuhai power plants, are in compliance with all local standards with regard to working hours and rest periods.

We believe in the vast benefits and positivity that diversity brings to our culture. In HK Electric, a cross-generation communication workshop was held for 26 trainees, young engineers and professionals to equip participants with the skills needed to connect with people with diverse backgrounds.





An SAPN apprentice. The company aims to get more women into STEM careers.

SA Power Networks annually promotes an Apprentice Recruitment Campaign which encourages workforce diversity through the use of inclusive language and images.

We strictly enforce an anti-discrimination policy and have zero tolerance for harassment in any form. All employees, irrespective of race, gender or religious beliefs, receive equal opportunities and our recruitment and promotion processes are based purely on performance.

Employees have numerous channels to express their concerns and communicate with the management. We regularly conduct surveys and hold seminars, workshops and forums to collect views from our people with the aim of improving our operational practices. These events also help gather innovative ideas that can stimulate business growth.

## Development and Training

We invest heavily in training to keep our people abreast of the latest developments in the industry and to help enhance their knowledge and performance. Our training programmes are developed by the respective business units so as to be most relevant to their specific needs. EDL has created a training portal that can be accessed by all employees at their convenience, enabling consistent and efficient delivery of a range of training and development modules.

Subsidies are provided for eligible external training courses to encourage all employees to further refine their skills and abilities, and to help us achieve our goal of delivering excellent customer service. HK Electric implemented an education sponsorship programme to encourage employees to acquire job-related knowledge and enhance self-development by sponsoring them to undertake degree programmes. In 2019, 45 employees were granted the sponsorship.

In addition, 21 first-line leaders and nine mid-level leaders were selected for HK Electric's 1-year Young Talent Development Programme and the Leadership Development Programme respectively. These two programmes include talent development, leadership assessment and formulation of personal development plans with senior managers as mentors and programme supervisors. They facilitate employees' career development and have proven to be effective in talent retention.



The VPN's apprentice induction and training programme includes a tour of one of the substations.



HK Electric's Young Talent Development Programme is aimed at growing the company's future leaders.

## Health and Safety

The Group believes that the safety of its employees is paramount. Many of our businesses have safety management systems that are certified in accordance with local and international standards. Furthermore, occupational hazard controls are in place to safeguard our employees. At Zhuhai power plant, first aid lectures are delivered regularly to employees by the Red Cross Committee.

One of our priorities in promoting health and safety in the workplace is to encourage our employees to take ownership of improving safety awareness and practices. At Jinwan power plant, a Labour Health Management Standard and a Labour Protection Kit Management Standard were established according to the regulations and laws of the PRC. The two standards ensure that health, safety and labour protection procedures and guidelines are clearly communicated to the workforce.

We seek to protect the well-being of our staff by encouraging a healthy work-life balance. To ease work-related stress, we offer a range of generous paid-leave entitlements and flexible work arrangements. HK Electric continued to use "Drive your own purpose" as a theme for year 2019, aimed at motivating employees to take ownership of their own physical and emotional wellness. A wide range of initiatives including interest classes, seminars, health talks, training courses and fitness activities ran to help staff maintain work-life balance.

HK Electric's Runners' Club continued to motivate employees to exercise together. Members of the Club represented HK Electric at charity corporate races, and the company won a corporate team race at Green Run 2019 organised by the Green Council at the Science Park.

## Labour Standards

Stringent measures are in place to ensure adherence to international and local labour standards. Internal controls have been implemented to detect any use of child or forced labour in our operations along with procedures to respond to any unethical practices that may arise.

## Regulatory Compliance

As explained in previous sections, we recognise the importance of regulatory compliance and have preventive, monitoring and detection measures in place to ensure compliance with all relevant employment and labour laws and regulations. During the reporting period, we were not aware of any incidents of non-compliance with laws and regulations having a significant impact on the Group relating to employment and labour practices, and occupational health and safety, nor did we identify any incidents relating to the use of child or forced labour.



Regular fire drills take place at RPCL to enhance the plant's emergency preparedness.

## Operating Practices

The Group understands it is imperative to manage our relationships with our suppliers and customers in a responsible and sustainable manner. We are dedicated to delivering consistent and quality services to our customers and collaborating with our suppliers to create win-win outcomes. We actively seek customer feedback and adopt their suggestions wherever applicable, in order to upgrade our services and improve customer satisfaction.

## Supply Chain Management

We are well aware of the environmental and social impacts that may ensue along the supply chain, and are committed to minimising such risks in collaboration with our suppliers. ESG-related factors form an important part of the assessment process and have due weighting in our consideration of potential suppliers and contractors.

Regular monitoring, audits and evaluations are carried out to assess the performance of our suppliers. In addition, we work closely with our suppliers to ensure that our requirements and shared goals are understood. Through these regular conversations, we are able to maintain mutually beneficial relationships.

VPN implemented a contractor on-boarding software for more than 100 suppliers over the year. This software will support efficient and fully compliant field contractor engagement processes and enable daily reporting and live system monitoring of contractors' performance.



HK Electric is among the pioneering utilities in Hong Kong to establish standards for pursuing service excellence.



A conference for more than 120 UKPN contractors, ED1SON Alliance sub-contractors, and OEM (equipment) manufacturers helps share best practices.

A Supplier Health and Safety Engagement Day was held by UK Power Networks (UKPN) to share lessons learnt and to align on vision for health and safety at work. 80 suppliers attended the session and discussed the importance of health and safety.

## Product Responsibility

We take pride in providing reliable services. Throughout our businesses, we utilise complex monitoring systems that can detect potential disturbances in near real-time, allowing us to take appropriate measures in advance. Our systems also allow us to pinpoint disruptions in our processes, where we can take swift, precise actions to resolve the problem and restore services to our customers. These controls help us maintain high service quality and reliability. For instance, HK Electric has maintained a world-class supply reliability of over 99.999% since 1997.

HK Electric also launched the Strategic Asset Management & Operational Support Applications (SAMOSA) programme in 2019. SAMOSA will help improve and optimise end-to-end asset management processes from planning, acquisition to decommissioning.

## Customer Satisfaction

Regular communication with customers is essential to achieving high levels of customer satisfaction. We interact with our customers through various means including telephone, SMS and other modern technology platforms.



Additionally, our businesses conduct regular surveys to assess customer satisfaction with respect to different aspects of our services. Prompt follow up is ensured to address relevant issues. To continue improving customer service standards, many of the Group’s operating companies, for example VPN and HK Electric, follow the ISO 9001 quality standard to ensure that their products and services consistently meet customer requirements.



Exemplary customer service and support for the commercial sector is integral to SAPN’s core values.

### Customer Data Privacy

We believe that protecting customer data is critical to building a trusting relationship between our companies and our customers. Data privacy policies implemented at the business level guide how we collect and use personal information. Access to customer data is restricted to authorised personnel strictly on a need-to-know and need-to-use basis. Systems and controls are in place and updated as required to assist in the prevention and detection of customer data loss. We emphasise the importance of protecting customer data privacy to all our employees through internal communication and training.

We are committed to safeguarding customer privacy in compliance with the Personal Data (Privacy) Ordinance and other relevant codes of practice, guided by our Group Personal Data Privacy Policy. Our commitment to personal data privacy is set out in our Privacy Policy Statement, and guidelines are in place for employees on handling customer data where a Data Loss Prevention System has been implemented to guard against unauthorised use of confidential and sensitive personal information. HK Electric’s Customer Information System is ISO 27001 - compliant for information security

management and the company participated in Privacy Awareness Week 2019, hosting an in-house seminar to raise employees’ awareness about the importance of protecting personal data.

### Anti-corruption

Power Assets has high expectations of its staff’s integrity and honesty. Our management has zero-tolerance for corruption and fraud. Anti-bribery and anti-corruption standards have been incorporated in our policies and operating practices and these are communicated to our employees as well as external stakeholders. The Group has established a whistle-blowing mechanism to allow stakeholders to report suspected activities in a confidential manner. Reported cases are subject to independent investigations and proper follow up is ensured. Cases are reported by the Internal Audit Department to the Audit Committee and senior management.

### Regulatory Compliance

As explained in previous sections, we recognise the significance of regulatory compliance and have established respective preventive, monitoring and detection measures to ensure compliance with relevant laws and regulations relating to bribery, extortion, fraud and money laundering. We were not aware of any incidents of non-compliance with laws and regulations that have a significant impact on the Group concerning health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress during the year; nor were we aware of any breach of laws and regulations that have a significant impact on the Group relating to bribery, extortion, fraud and money laundering.



## Community Investment

Our philosophy is that running a successful business is about achieving economic viability and fulfilling social responsibility. Our businesses have made significant contributions to the socio-economic health of their communities by providing aid and education to the disadvantaged and taking on major roles in nurturing the youth and promoting healthy living.



HK Electric's U3A programme takes retirees on field trips to integrate lifelong learning with green education.

## Connecting Single Elders with Community

As a business that provides essential support to many communities, we believe that businesses should play their part in tackling societal challenges. In line with the United Nations Sustainable Development Goals, our community efforts assist those in need.

To address the needs of Hong Kong's ageing population, HK Electric continues to run the "CAREnJOY" programme to show care and concern to the single elderly. Under this programme, company volunteers team up with elderly ambassadors to visit senior citizens living on their own, encouraging them to stay socially active and seek help from the community when needed. In 2019, the programme reached out to more than 2,250 elderly through home visits and district-based gatherings promoting the safe use of electricity.

## Encouraging Lifelong Learning

In addition to providing care and support to the elderly, we also provide learning opportunities for active retirees to promote lifelong learning.

HK Electric continued to operate the U3A ("University of 3rd Age") Network in Hong Kong, providing learning opportunities for active retirees. In 2019, nearly 950 interest courses and more than 17,000 learning opportunities were organised by the 51 U3A centres supported by the HK Electric Centenary Trust. Following the success of the "Smart Power Ambassadors" training programme in 2018 to turn local retirees into green ambassadors in their community, a course featuring classroom training and facilities visit was arranged in 2019, covering topics such as smart cities, trees preservation, sustainable

consumption and the company's latest green developments and services. These ambassadors in turn share what they have learnt with fellow retirees to promote environmental protection.

## Youth Education

The Group believes that education is the foundation of a knowledge-based, inclusive society. Our businesses collaborate with various organisations to educate the youth on energy and cost saving practices.



UKPN shows young people how to save energy and money through the MyBnk Money Buzz programme.

UKPN worked with charity MyBnk to implement a new financial education programme, Money Buzz, which educates children on how they could save energy and money whilst helping the environment. This programme particularly targets children from lower income families whose energy costs are a significant proportion of household income. This programme was able to reach approximately 1,000 children across 17 schools in 2019.

HK Electric rolled out its Happy Green Campaign (rebranded from Smart Power Campaign) to promote energy efficiency and low-carbon lifestyle. A host of activities were organised throughout the year for students and members of the public along the theme of “smart power for smart city”.

Ratchaburi Power Company (RPCL) also actively supports youth education in local communities where it operates. RPCL was a key sponsor at 27 schools in Ratchaburi, Thailand, providing more than 1,000 students and teachers with financial support to carry out their studies and teaching.

## Environmental KPIs

	Unit	2019	2018
NOx emissions	tonne	<b>5,916</b>	6,951
SOx emissions	tonne	<b>1,217</b>	1,538
Particulate matter emissions	tonne	<b>140</b>	179
Total GHG emissions	tonne CO <sub>2</sub> e	<b>10,885,046</b>	12,642,974
Greenhouse gas emissions (Scope 1)	tonne CO <sub>2</sub> e	<b>9,681,775</b>	11,403,116
Greenhouse gas emissions (Scope 2)	tonne CO <sub>2</sub> e	<b>1,203,271</b>	1,239,858
Total hazardous waste produced	tonne	<b>67,518</b>	66,541
Total non-hazardous waste produced	tonne	<b>545,445</b>	705,422
Total energy consumption	'000 kWh	<b>35,290,198</b>	39,917,075
Total energy consumption intensity	kWh/revenue in HK\$	<b>1.36</b>	1.42
Total direct energy consumption	'000 kWh	<b>32,810,761</b>	37,384,686
Total direct energy consumption intensity	kWh/revenue in HK\$	<b>1.26</b>	1.33
Gasoline/Petrol	'000 kWh	<b>4,720</b>	5,072
Diesel	'000 kWh	<b>239,094</b>	231,489
Gas (exclude town gas and natural gas)	'000 kWh	<b>248</b>	307
Natural gas	'000 kWh	<b>11,489,233</b>	11,671,794
Other fuel	'000 kWh	<b>21,077,466</b>	25,476,024
Total indirect energy consumption	'000 kWh	<b>2,479,437</b>	2,532,389
Total indirect energy consumption intensity	kWh/revenue in HK\$	<b>0.10</b>	0.09
Electricity	'000 kWh	<b>2,479,437</b>	2,532,389
Water consumption	'000 m <sup>3</sup>	<b>5,530</b>	7,825
Water consumption intensity	m <sup>3</sup> /revenue in HK\$'000	<b>0.21</b>	0.28
Total paper used for finished products	tonne	<b>8.12</b>	8.38

Note: We have included the Group's share of the environmental KPIs in this report.