



CORPORATE/ COMMUNITY

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Sowers Action Challenging 12 Hours Charity Marathon 2011

- Golden Foot Team Award

Caring Company Award: “10 consecutive years” Caring Company Logo

Caring Company Award: Caring Company Logo

Mobile Apps for Life Contest 2011

- Bronze Prize

The Community Chest 2011/12

- President’s Award
- Gold Award (Corporate & Employee Contribution Programme)
- 8th Top Fund-raiser Award
- Outstanding Walking Teams

2011 Vision Awards Annual Report Competition

- Sustainability Report 2011 – Gold



ARC 2012 Awards International

- Annual Report 2011 – Cover Photo/Design: Silver
- Annual Report 2011 – Printing & Production: Bronze
- Annual Report 2011 – Interior Design: Honours
- Sustainability Report 2011 – Summary Annual Review: Bronze
- Sustainability Report 2011 – Written Text: Honours

Hong Kong Red Cross

- Annual Big Donors – Red Award

Galaxy Awards 2012

- Design – Corporate Publications – Asia/Pacific: Bronze
- Design – Photography: Bronze
- Annual Report – Sustainability Report :Bronze

Best Corporate Volunteer Service Project Competition 2011-2012

- Second runner-up



Top 100 Hong Kong Listed Companies Selection Event Year 2012

- Top 100 Comprehensive Strength Companies – Main List

CUSTOMERS

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HKRMA Mystery Shoppers Programme (Nov 2011 to Jan 2012)

- Service Category Leader – Retail (Services) Category
- 2012 Best SME's Partner Award



2011 Asia Pacific Customer Relationship Excellence Awards

Corporate Category

- Public Service of the Year

Individual Category

- Customer Service Manager of the Year (Public Utility – Contact Centre)
- Customer Service Team Leader of the Year (Public Utility – Contact Centre)
- Customer Service Professional of the Year (Public Utility – Contact Centre)
- Merit – Customer Service Team Leader of the Year (Contact Centre)
- Four Merits – Customer Service Professional of the Year (Contact Centre)



HKRMA Mystery Shoppers Programme (Jul 2012 to Sep 2012)

- Service Category Leader – Retail (Services) Category

Hong Kong Call Centre Association Awards 2012

- Mystery Caller Assessment Award – Gold Award
- Inbound Contact Centre of the Year (Below 50 Seats) – Gold Award

Best Practice Awards 2012

- Best Practice Award in the Customer Experience Management Category

HKRMA Mystery Shoppers Programme

- 2012 Service Retailer of the Year – Retail (Services) Category

VTC 30th Anniversary Award – Strategic Partner Award

ENVIRONMENT

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Hang Seng Pearl River Delta Environmental Awards 2010/11

- Silver Award

IAQ Certification Scheme – Indoor Air Quality Certificate

- Good Class (Electric Centre 9/F)
- Excellent Class (Electric Tower – Areas equipped with MVAC system of the whole building)

Hong Kong Awards for Environmental Excellence 2011

- Carbon "Less" 7% Certificate
- Carbon "Less" 15% Certificate
- Carbon "Less" 20% Certificate
- Sectoral Award – Public Organisation and Utilities: Silver Award

Hong Kong Awards for Environmental Excellence – Wastewi\$e Label

- Class of Excellence (3 awards)

Prime Awards For ECO-Business

- Platinum Award

Hong Kong-BEAM ECO Building

- Platinum Standard (Lamma East Store Building)

Green Enterprise Award 2012

Hong Kong Awards for Environmental Excellence – EnergyWi\$e Label

- Class of Good

Hong Kong Green Awards 2012

- Green Management Award (Corporate) – Gold
- Corporate Green Governance Award – Environmental Monitoring and Reporting

QUALITY, HEALTH & SAFETY

Occupational Health Award 2011/12 Forum and Award Presentation Ceremony

- Certificate of International Safe Workplace Programme



2012 International Safety Award

- Merit

Occupational, Health and Safety Innovative Invention Contest

- Safe & Environmentally Friendly Rubbish-bin: Champion
- Powerful but Safe Handle: 1st runner-up



The Hong Kong Quality Assurance Agency

- Publicly Available Specification 55

Hong Kong Outstanding Occupational Safety & Health Employees Award Scheme 2012

- Frontline Employee Group of the Enterprise/Organisation Category: Gold Award
- Corporate Group – Management Group: Silver Award

The 11th Hong Kong Occupational Safety & Health Award

- Best Presentation Award – Safety Enhancement Programme: Gold
- Best Presentation Award- Safety Culture Award: Silver
- Safety Management System Award – Other Industries: Silver
- Safety Enhancement Program Award: Silver
- Safety Culture Award: Bronze
- Safety Promotion Award: Merit
- 2 Safety Performance Awards – Other Industries
- Sustainability Report 2011 – OSH Annual Report Award: Silver



Occupational Health and Safety Quiz 2012

- Enterprise Section – 2nd runner-up in the Cup Final
- Enterprise Section – 1st runner-up in Plate Final
- Enterprise Section – 2nd runner-up in Plate Final
- The Highest Score Award in Enterprise Section



The E&M Safety Campaign 2012

- Champion of Accumulative Scores Awards in Collaborating Organisations Division in Online Quiz

Considerate Contractors Site Award Scheme 2011

- 2 Certificates of Appreciation
- Outstanding Environment Management & Performance Award – Silver Award
- Outstanding Environment Management & Performance Award – Merit Award

STAFF

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AES Engineering Cup Table-Tennis Tournament 2012

- 2nd Runner-up

Speak Out for Engineering Presentation Competition

- 1st Runner-up

2011 Outstanding Apprentice and Trainee Award Scheme

- Certificate of Merit

24th Inter-Hong Lawn Bowls Tournament

- Champion

Aberdeen Dragon Boat Race

- 2nd Runner-up of Medium-sized Friendship Race



Lamma Dragon Boat Race

- Champion of Sun Tat Sea Food Cup



Present Around the World 2012

- Champion of Industrial Section

OVERSEAS

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UKPN

- Utility of the Year (UK Utility Industry Achievement Awards)
- Team of the Year (UK Utility Industry Achievement Awards)

Northern Gas

- Finalist in "Huawei Customer Focus award" at the UK's National Business Awards 2012

WWU

- Gas Industry Customer Services Awards 2012
- Customer Care Award (UK Utility Industry Achievement Awards)
- Supply Chain Excellence (UK Utility Industry Achievement Awards)

SA Power Networks

- Civil Contractors Federation (CCF) annual Earth Awards

CitiPower & Powercor

Australian Service Excellence Awards:

- Best of the Best Customer Service Organisation
- National Large Business of the Year
- Victorian Large Business of the Year
- Highly Commended Victorian Customer Charter



Zhuhai Power Plant

- China Electricity Council Enterprise Credit Evaluation "AAA" Award
- Gaolan Harbour 2011 Enterprise Safety Production Management Award
- China Electricity Industry Plant Management Association Award (2nd class)



WELL

- IET Award for the best paper at the 2012 Electricity Engineers Association (EEA) conference (Geoff Douch, Asset and Planning Manager)



RPCL

- Occupational, Health and Safety Assessment 18001 Certification