



2016 | ANNUAL REPORT

Energy for Brighter Tomorrows

The world will remember 2016 as a year of uncertainty and change. But for CLP – with a history of over 115 years – such changes are not unique to 2016. Over the years, we have faced periods of tremendous upheaval and transformation together with the communities in which we operate. Our business continues to thrive largely because we are able to adapt and keep pace with changing times. Standing still simply has no place in our strategy.

As with other sectors, the energy industry is being reshaped by mega forces such as climate change and digital innovation. Our goal is to harness these changes in the way we conduct business – how we play different roles across the electricity value chain and serve over 5 million customers in the Asia-Pacific region with safe and reliable electricity services at a reasonable cost. Transforming ourselves into a utility of the future so that we can provide energy services for brighter tomorrows is a central theme of this Annual Report.

This is our sixth integrated annual report and continuous improvement is our motto. While we have streamlined the chapters and adopted new design elements to make the report more accessible, an equal weight has been given to ensuring our high standards of disclosure and transparency have not been compromised. Sections that have been displaced are made available in our Sustainability Report or as supplementary information published on our website under the 2016 Annual Report section.

CLP is an early adopter of the Stock Exchange of Hong Kong's Environmental, Social and Governance (ESG) Reporting Guide. This year, we not only disclose ESG information that falls under the "comply or explain" provisions, but also include items under the recommended category. Moreover, we have added a new Manufactured Capital chapter to report how we make use of physical manufactured capital to generate electricity and provide services to our customers. The safety and environmental data in this report, unless otherwise stated, cover companies, assets and projects in which CLP has operational control or full authority to implement its operating policies.

As in previous years, an online Snapshot has been included to offer a concise yet informative overview of our business. For stakeholders who are interested in CLP's social and environmental performance, our online Sustainability Report provides a fuller picture of our sustainability principles, strategies and efforts. In this report, we use the symbols  and  to guide you to the relevant sections of the [Sustainability Report](#) or our [website](#).

We invite you to give us feedback through our feedback form or online channel. We also make use of the opportunity to support worthy causes in markets where we operate. More details can be found on the inside back cover.



A Snapshot of
2016 Annual Report