

Frequently Asked Questions for Shareholders' Visit Programme

股東參觀活動常見問題

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A. General Information 基本資料

1. What is the Shareholders' Visit Programme ("the Visits")?

Shareholders' Visit Programme is one of the communication channels with our shareholders. It consists of the following:

- Introduction of CLP
- Visiting CLP Facilities in Hong Kong
- Meeting with CLP Directors and Management
- An "Electricity themed" Activity (Saturday Half-day Tour only)

什麼是股東參觀中電設施活動 (「參觀活動」) ?

股東參觀中電設施活動是我們與股東溝通的渠道之一。參觀活動包括以下內容：

- 公司簡介
- 參觀香港的中電設施
- 與中電管理層會面交流
- 以電力為主題的活動 (只限於週末半日參觀)

2. Am I an eligible applicant?

All registered and non-registered shareholders of CLP Holdings Limited (the "Company") are eligible to apply the Visits.

(Note: Non-registered shareholder means such person or company whose CLP Holdings shares are held in The Central Clearing and Settlement System (CCASS), bank, broker, custodian or nominee.)

我是否合資格的申請人？

所有中電控股有限公司(「公司」)登記股東及非登記股東均可報名參加參觀活動。(註：非登記股東指其中電控股股份存放於中央結算及交收系統、銀行、股票經紀、託管人或代理人的人士或公司。)

3. When are the Visits?

The Visits will be conducted on selected Tuesdays, Wednesdays, Thursdays and Saturdays. Visits are not offered on Mondays, Fridays or Hong Kong public holidays. We will try to accommodate your request subject to availability (e.g. visit date and type). In the event of oversubscription, places will be allocated by **drawing lots**. Please note that the Company reserves the right to defer the Visits to other dates.

參觀活動何時舉行？

參觀活動將於指定的週二、三、四及週末進行；週一、五及香港公眾假期不設參觀活動。我們會因應您的要求盡量作出安排（如：參觀日期及類別），若人數過多，將以**抽籤方式**處理。請注意：公司保留將參觀活動作出延期的權利。

4. Is there any quota on the Visits?

Each shareholder account can only select one type of visit and attend once each year.

參觀活動有否限額？

每個股東賬戶每年只可報名參加其中一項活動類型一次。

5. Can I transfer my attendance to others?

Only shareholders of CLP Holdings Limited are invited to attend the Visits. **Attendance is not transferrable.**

我可否轉讓活動名額予他人？

參觀活動只邀請中電控股有限公司股東參與，**股東不得授權或轉讓予他人出席。**

6. Can I invite any guests?

(1) Each shareholder account can invite **one guest aged 18 or above** (fees apply) to the Visits.

(2) Each shareholder account can invite **one additional guest aged 12 to 17** (free of charge) to “**Family Day Tour**”.

Please note that guests must be accompanied by the shareholder. Visitors must strictly follow the age requirement for the specific programme chosen as shown on the enrollment form (same as above).

我可否攜同其他親友參與活動？

(1) 每個股東賬戶可攜同**一名 18 歲或以上的親友**（須付費）參與參觀活動。

(2) 每個股東賬戶可額外攜同**一名 12 至 17 歲的親友**（免費）參與「**家庭日參觀**」。請注意：親友必須由股東陪同出席。參觀人士必須嚴格遵守報名表格上所述的各種活動年齡限制要求（如上文）。

7. Are there any charges for participants?

- (1) A fee of **HKD200** (subject to revision) will be charged for guests aged 18 or above. Guest payment is donated to charity and **non-refundable**.
- (2) **Free of charge** for shareholders and “Family Day Tour” guests aged 12 to 17.

參觀人士需否繳付費用？

- (1) 股東所攜同的 18 歲或以上的親友須支付 **200 港元** (公司有權作出調整) 。所收取之費用均悉數撥捐慈善用途，**不予退回**。
- (2) 股東及於「家庭日參觀」所攜同的 12 至 17 歲親友均**費用全免**。

8. What language will be used in the Visits?

Visits will be conducted in Cantonese. English guided tours are also available upon request. Please tick the box of “English Speaker” in “Special Assistance” field on the enrollment form and we will make separate arrangement.

參觀活動以什麼語言進行？

參觀活動將以廣東話進行。如有需要，我們也會因應要求作英語導賞。請在報名表格上之「特別協助」欄目中剔上「英語人士」，我們會另作安排。

9. Where is the assembly point?

CLP Sham Shui Po Centre, 215 Fuk Wa Street, Sham Shui Po, Kowloon, Hong Kong.

集合地點在哪？

中電深水埗中心，香港九龍深水埗福華街 215 號。



10. How to get to the assembly point?

Transportation options:

- MTR – Sham Shui Po Station, turn left onto Fuk Wa Street from Exit D2 of Sham Shui Po MTR Station and walk to CLP Sham Shui Po Centre in about 5 – 10 minutes. Use the lift at Exit B1 of Sham Shui Po MTR Station if necessary (Go straight and turn left onto Fuk Wa Street).
- Bus, available stops at Yee Kok Court, Kiu Kiang Street, Kowloon Technical School or Yen Chow Street.

Please note that parking service is not available.

如何前往集合地點？

交通選擇：

- 港鐵—深水埗站，從港鐵深水埗站 D2 出口左轉至福華街。然後，直行至中電深水埗中心，約 5 至 10 分鐘。如需使用升降機，請使用港鐵深水埗站 B1 出口（前行至福華街並左轉）。
 - 巴士，請於怡閣苑站、九江街站、九龍工業學校站或欽州街站下車。
- 請注意：我們不提供泊車服務。

B. Application Details 報名詳情

11. How can I join the Visits? What document should be provided for applying the Visits?

STEP 1. Receiving the Invitation Letter with Enrollment Form

For **registered shareholders**, you will receive the invitation letter with enrollment form from CLP Holdings' Registrars, Computershare Hong Kong Investor Services Limited in late-October (in general) but may be deferred under special circumstances.

For **non-registered shareholders**, please provide proof of shareholder identity (e.g. recent bank statements or (last quarters) Dividend Receipts from brokers) via email to shv@clp.com.hk or fax to (852) 5808 0906. We will either email or mail the enrollment form to you upon receipt of the valid supplementary information. If you have any enquiries on the application process, please contact us on (852) 2678 6978 from 9 a.m. to 5 p.m. (Monday to Friday, excluding Hong Kong public holidays) or email to shv@clp.com.hk.

STEP 2. Submitting the Completed Enrollment Form by Post

For both registered shareholders and non-registered shareholders, please submit the completed enrollment form **by post**, to the Company's Registrars (using the prepaid mailing label) before the deadline.

Applicants have to ensure that information provided are clear, adequate and correct. Incomplete application will not be processed and will be returned. Additional processing time may also be required, and the application result will be affected. Multiple applications are not necessary, any repeated application via different methods would only be considered as single application.

STEP 3. Receiving the Confirmation Letter

Once the enrollment form is submitted successfully and the application is approved, the designated applicant will receive a confirmation letter with scheduled visit date, reference number, guest payment and parent/guardian consent form (if applicable) from January in phases (in general) but may be deferred under special circumstances. Unsuccessful application will not be notified.

我如何報名參加參觀活動？需要遞交什麼文件？

步驟 1. 收取邀請函及報名表格

登記股東 — 一般而言，將於 10 月下旬收到由本公司股份過戶處香港中央證券登記有限公司寄出的邀請函及報名表格，但因應特殊情況可能延後寄出。

非登記股東 — 請以電郵 shv@clp.com.hk 或傳真 (852) 5808 0906 遞交證明文件 (如：最近期的持股戶口結單或 (過去一季) 由經紀行發出的股息收據)，以核實股東身份。當收到有效證明文件後，我們將以電郵或郵寄方式寄出報名表格。如對報名程序有任何疑問，請於星期一至五(香港公眾假期除外)上午 9 時至下午 5 時，致電 (852) 2678 6978 或透過電郵 shv@clp.com.hk 與我們聯絡。

步驟 2. 郵寄方式遞交填妥的報名表格

登記股東及非登記股東均請以**郵寄方式**，將填妥及簽署的報名表格 (使用表格上已預付郵費的郵寄標籤)，於截止日期前寄回本公司股份過戶處。

申請人須提供清楚、足夠和正確的資料，否則將無法處理並退回報名表格，亦將影響報名的處理時間和結果。無需重覆申請，任何重覆申請 (不論以何種方式遞交) 只會當一次計算。

步驟 3. 收取確認函

成功遞交報名表格及經審批後，申請人一般而言將於 1 月份起分階段收到附有參觀日期、編號、親友繳費細則及「家長或監護人同意書」(如適用) 的確認函，但因應特殊情況可能延後寄出。不獲接納之申請不作另行通知。

12. What should I do if I do not receive the enrollment form?

- (1) For **registered shareholders**, if you do not receive the enrollment form within the stated period, please contact Computershare Hong Kong Investor Services Limited at (852) 2862 8628 for verification.
- (2) For **non-registered shareholders**, please contact us at (852) 2678 6978 or email: shv@clp.com.hk for assistance.

如收不到報名表格，我該怎麼辦？

- (1) **登記股東** — 若在所述期間仍未收到報名表格，請致電 (852) 2862 8628 與香港中央證券登記有限公司聯絡及核對股東賬戶。
- (2) **非登記股東** — 請致電(852)2678 6978 或電郵至 shv@clp.com.hk 與我們聯絡。

13. What should I do if I do not receive the confirmation letter within the stated period or I lost the confirmation letter?

If you do not receive the confirmation letter, please contact us at (852) 2678 6978 or email us at shv@clp.com.hk for verification. We will reissue and mail a letter to your registered address again if you are eligible applicant. If you have lost the confirmation letter with your visitation details, please contact us for assistance through the above method.

如仍未於所述期間收取確認函或遺失了確認函，我該怎麼辦？

如仍未收取確認函，請盡快致電 (852) 2678 6978 或電郵至 shv@clp.com.hk 與我們聯絡，以作查核；經查核後為合資格申請人，我們會重新發出確認函並郵寄到您的登記地址。如遺失了載有個人參觀資料的確認函，請循以上方式向我們尋求協助。

14. What is the guest payment method?

Please submit a crossed cheque at least **two weeks** before the visit day by post, the details will be provided on the confirmation letter. Receipt will be issued on the visit day. Please note that we may need to postpone your visit date should we not receive your cheque within the stated payment period. Guest payment is donated to charity and **non-refundable**.

如何繳交親友費用？

請於參觀日**兩星期前**以郵寄方式繳交劃線支票以支付費用，詳細資料將載於確認函上。收據將於參觀活動當天派發。

請注意：如未能於指定期間內繳交付款支票，已安排之參觀日期或需延後。所收取之費用均悉數撥捐慈善用途，**不予退回**。

15. Are there anything else should I pay attention to “Family Day Tour”?

For guests aged between 12 and 17, the Parent Consent Form enclosed with the confirmation letter must be completed. Please submit the completed consent form at least **two weeks** before the visit day via (i) email to shv@clp.com.hk or (ii) fax to (852) 5808 0906 or (iii) by post, the details will be provided on the confirmation letter. Please note that the guest must be accompanied by the shareholder at all times.

參與「家庭日參觀」需要注意什麼事項？

攜同年齡介乎 12 至 17 歲的親友，其家長／監護人必須填寫及簽署隨確認函附上的「家長或監護人同意書」。請於參觀日**兩星期前**將填簽妥當的同意書 (i) 電郵至 shv@clp.com.hk ; 或 (ii) 傳真至 (852) 5808 0906 ; 或 (iii) 以郵寄方式遞交，詳細資料將載於確認函上。請注意：親友必須由股東全程陪同出席。

C. Cancellation of a scheduled tour and Rescheduling 取消及更改已安排的參觀活動

16. Can I cancel or reschedule my visit after my enrollment is confirmed?

If you are unable to attend the visit or any information needs to be amended (e.g. the number of participants, name of shareholder or guest and visit date, etc.), please contact us at (852) 2678 6978 or email to shv@clp.com.hk as soon as possible. Please note that we will try to reschedule your visit, but we cannot guarantee to accommodate your request fully. If you are absent or cancel the visit, the prepaid guest payment will not be refunded. In case of dispute, the Company reserves the right of final decision.

已安排的參觀活動可否取消或更改？

如您未能出席參觀活動或需更改任何資料 (如：出席人數、股東或親友姓名和參觀日期等)，請盡快致電查詢熱線 (852) 2678 6978 或透過電郵 shv@clp.com.hk 與我們聯絡。請注意：我們會盡量重新安排參觀日期，但我們不確保能完全符合您的更改要求。如您缺席或取消參觀活動，所繳付的親友費用將不予退回。如有任何爭議，公司保留最終決定權。

D. Inclement Weather Arrangement 惡劣天氣活動安排

17. Under what inclement weather conditions will the Visits be cancelled or suspended?

If Tropical Cyclone Warning Signal No. 8 or above or Black Rainstorm Warning Signal is **issued and still in force 2 hours before the scheduled gathering time of the visit**, the Visits will be cancelled. We will contact you for the rearrangement in due course. Please note that the Company will decide to continue or suspend the Visits depending on the weather or the actual situation of the visiting venue.

在什麼惡劣天氣情況下，參觀活動將會取消或暫停？

如 8 號或以上颱風訊號或黑色暴雨警告訊號於參觀活動集合時間 2 小時前發出並仍然生效，參觀活動將會取消。我們將另行聯絡參觀人士有關活動的新安排。請注意：公司會視乎天氣或參觀地點的實際情況決定繼續或暫停參觀活動。

E. Personal Hygiene and Safety 個人衛生及安全

18. Will there be any safety or special measures adopted by CLP during visit in light of the public health situation (“COVID-19”)?

- All visitors are required to undergo **compulsory body temperature screening/checks** before entering CLP premises. Visitors with a body temperature above the reference range quoted by the Department of Health, exhibiting symptoms related to COVID-19 or are apparently unwell will be denied entry to the CLP premises or will be requested to leave the CLP premises.
- All visitors must wear a surgical mask and clean the hands using hand sanitizer when entering the CLP premises. Keep vigilant and maintain good personal hygiene. Perform hand hygiene after touching commonly shared items and after visit.
- All visitors **must wear a surgical mask** at all time during the event.
- All visitors must complete and submit a health and travel **declaration form** and the Company will refuse entry to the CLP premises if the required declaration cannot be provided. The declaration form will be sent to your registered address by post. **Please note that visitors will be barred from the CLP Premises if they (a) have been in close contact during the 21 days prior to the Visits with anyone known or suspected to have become infected with COVID-19, or (b) have themselves, or been in close contact with persons who have, returned to Hong Kong during the 21 days prior to the Visits, or (c) are themselves, or are residing with anyone who is, subject to compulsory quarantine (at home or otherwise).**
- When having respiratory symptoms, including fever, cough and/or sore throat, wear a surgical mask, refrain from attending the Visits, avoid going to crowded places and seek medical advice promptly. We will try to reschedule your visit.
- Maintain social distancing between individuals as far as practicable during the Visits.

鑑於當前的公共衛生情況（新型冠狀病毒疫症，「新冠病毒」），行程中有否實施相關安全或特別措施？

- 進入中電場所前，所有參觀人士必須進行**強制體溫檢查／量度**。參觀人士若體溫超過衛生署所提供的參考範圍、或出現新冠病毒徵狀、或明顯不適，將被拒絕進入中電場所，或被要求離開中電場所。
- 進入中電場所前，所有參觀人士必須戴上外科口罩及使用酒精搓手液潔淨雙手，並時刻保持警惕及良好的個人衛生。在觸摸共用物品及參觀完畢後，須清潔雙

- 手。
- 所有參觀人士在活動進行期間**必須時刻佩戴外科口罩**。
 - 所有參觀人士必須填寫及提交健康和旅遊**申報表**，無法提供相關申報表的參觀人士將被拒絕進入中電場所。健康和旅遊申報表將會郵寄到您的登記地址。**務請注意**，以下參觀人士將被禁止進入中電場所：**(a)**在參觀活動舉行前 **21** 天內，曾與任何確診或懷疑已感染新冠病毒的人士有密切接觸，或 **(b)** 在參觀活動舉行前 **21** 天內，從外地返港，或與該等從外地返港人士有密切接觸，或 **(c)** 本身須接受強制隔離 (不論在家中或其他地方)，或與該等須接受強制隔離人士同住。
 - 當出現呼吸道感染病徵，包括發燒、咳嗽及／或喉嚨疼痛，應戴上外科口罩，不應出席參觀活動，避免前往人多擠迫的地方，並盡早求醫，我們會盡量重新安排參觀日期。
 - 參觀期間盡量與他人保持適當的社交距離。

F. Others 其他

19. Are there any important rules?/ Terms and Conditions

- Attendance is not transferrable.
- Guest payment is non-refundable.
- Guest must be accompanied by the shareholder at all times.
- In the event of oversubscription, places will be allocated by drawing lots.
- The itinerary of Visits is subject to change without prior notice.
- Visitors must follow the instructions of CLP staff and stay within the designated area for visit.
- Visitors are responsible for their personal belongings during the tour.
- Visitors are advised to determine their own level of participation according to their physical condition on the day of visit.
- If you feel unwell or need assistance during the Visits, please notify CLP staff immediately.
- Do not smoke or eat (except the refreshment provide by the Company) during the Visits. Please keep the venue clean and do not litter or spit.
- If the visitor's behavior causes nuisance to others, CLP staff has the right to ask the relevant person to leave.
- The Company might take photos or videos which will be used for internal and external marketing purposes.
- The Company reserves the right, with advance notice given, to cancel any scheduled tour.
- The above Rules are subject to review and may be changed as and when required.
- In case of dispute, the Company reserves the right of final decision.

有否其他重要須知？／條款及細則

- 股東不得授權或轉讓予他人出席。
- 攜同親友之繳付費用不可退回。
- 親友必須由股東全程陪同出席。
- 若報名人數過多，將以抽籤方式處理。
- 活動行程如有任何更改，恕不另行通知。
- 參觀人士必須遵從中電職員指示，在指定範圍內進行參觀。
- 參觀期間，參觀人士應自行保管個人財物。
- 參觀人士需留意當日的身體狀況，自行決定是否參與當日的參觀活動。
- 參觀期間如感到不適或需要協助，請立即通知中電職員。
- 參觀期間切勿吸煙或進食（公司提供的飲食除外）。請保持場內整潔，切勿亂拋垃圾或隨地吐痰。
- 參觀期間，如參觀人士的行為對他人造成滋擾，中電職員有權要求相關人士離開。
- 公司有機會拍照及錄影參觀活動，以作內部用途或對外推廣活動之用。
- 公司保留取消已安排之參觀活動的權利，並會預先通知有關參觀人士。
- 如有需要，上述守則會予以檢討並作出變更。
- 如有任何爭議，公司保留最終決定權。