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

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

2. Am I an eligible applicant?

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

(Note: Non-registered shareholders 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 Weekdays and Weekends. Visits are not offered on Hong Kong public holidays. We will try to accommodate your request subject to availability (e.g. visit date and type). Due to a limited application quota, **attendance and type of visit allocated will be balloted**. Please note that the Company reserves the right to defer scheduled Visits to other dates.

參觀活動何時舉行？

參觀活動將於指定的平日及週末進行；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）。鑑於名額有限，**我們將以抽籤方式決定可出席活動的資格及參觀形式**。請注意：公司保留將已安排的參觀活動作出延期的權利。

4. Is there any quota on the Visits?

Each shareholder account can only apply for 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 transferable.**

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?

Due to recent strong interest in the Visits from our shareholders, the 2027 Visit will be for **shareholders only**. Each shareholder account can invite **one guest aged 11 to 21** (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 Online Application (same as above).

我可否攜同其他親友參與活動？

鑑於近來股東踴躍報名參觀活動，2027 年度的參觀活動僅邀請**股東參與**。每個股東賬戶可攜同**一名 11 至 21 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網上申請所述的各種活動年齡限制要求（如上文）。

7. Are there any charges for participants?

Free of charge for shareholders and "Family Day Tour" guests aged 11 to 21.

參觀人士需否繳付費用？

股東及於「家庭日參觀」所攜同的 11 至 21 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 electronic form and we will make separate arrangements.

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。請在電子表格上之「特別協助」欄目中剔上「英語人士」，我們會另作安排。

B. Application and Programme Details 報名及活動詳情

9. How can I apply for the Visits? What documents should be provided when applying for the Visits?

STEP 1. Visiting CLP website or Scan the Online Application QR Code in the Notification Letter

To enhance the efficiency of the application process and promote environmental sustainability, applications for 2027 season will be submitted via an online platform. **Both registered and non-registered shareholders** can visit the **CLP website** (https://clp.to/shv-en) under "Shareholders' Visit Programme" in the "Investor Relations" section to complete the electronic form.

For registered shareholders, you will receive the notification letter with application details from the Company's Registrars, Computershare Hong Kong Investor Services Limited (Computershare) in late-October in 2026 (in general) but may be deferred under special circumstances. You can also scan the QR Code in the notification letter to submit online application.

STEP 2. Submit Online Application

For **registered shareholders**, please tick the box of "Registered Shareholder" in "Shareholder Type" field and enter the "**Shareholder Number**" that begins with the uppercase letter "C" followed by a 10-digit number. It is printed under the barcode at the top right corner of the notification letter (English version).

You may contact the Computershare on **(852) 2862 8628** or visit Computershare's office at 17M Floor, Hopewell Centre, 183 Queen's Road East, Wanchai, Hong Kong to enquire about your "Shareholder Number" for online application to the Visits.

For **non-registered shareholders**, please tick the box of "Non-registered Shareholder" in "Shareholder Type" field and **upload the proof of shareholder identity (e.g. recent bank statements/securities account statements (within one month) or Dividend Receipts (within the last two quarters) from brokers)** for verification purposes.

Applicants are required to agree to Personal Information Collection Statement (PICS) and certain terms and conditions. It is important that you read these PICS and terms and conditions carefully.

The step-by-step "**Online Application Guide**" is also available on the website or click here for details. If you have any enquiries on the application process, please contact us on (852) 2678 6978 from 10 a.m. to 5 p.m. (Monday to Friday, excluding Hong Kong public holidays) or email to shv@clp.com.hk .

Applicants must ensure that information provided is clear, adequate and correct. The application will not be processed if the required information is incomplete. Applicants will **receive an acknowledgement email with Application ID** from shv@clp.com.hk once the electronic form is submitted successfully. You can provide the Application ID for enquiry. Any duplicated application in the same programme year will be rejected.

STEP 3. Receiving the Confirmation Letter

Attendance and type of visit allocated will be balloted. Once the application is approved, the designated applicants will receive a **confirmation letter** with scheduled visit date, reference number by February 2027 in phases (in general) but may be deferred under special circumstances. Unsuccessful applications 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. 瀏覽中電網站或掃描通知函上之網上申請二維碼

為配合更快捷的申請流程及支持環保，2027 年度的參觀活動將透過網上平台遞交申請。**所有登記股東及非登記股東**均可登入**中電網站**（https://clp.to/shv-zh）「投資者關係」欄目的「股東參觀中電設施活動」，以填寫電子表格。

登記股東 — 一般將於 2026 年 10 月下旬收到由公司股份過戶處香港中央證券登記有限公司（中央證券）寄出附有申請資料的通知函，但因應特殊情況可能延後寄出。您亦可掃描通知函上的二維碼以遞交網上申請。

步驟 2. 遞交網上申請

登記股東 — 請在「股東類別」欄目中剔上「登記股東」並輸入「**股東編號**」，該編號為大楷「C」開頭及後隨的 10 位數字，並列印在通知函（英文版）右上角的條碼下方。

您亦可致電中央證券（**852**） **2862 8628** 或親臨香港灣仔皇后大道東 183 號合和中心 17M 樓，查詢閣下的「股東編號」以作參觀活動網上報名之用。

非登記股東 — 請在「股東類別」欄目中剔上「非登記股東」，並須**上載股東身份證明文件（例如：最近期（過去一個月內）的持股 / 證券戶口結單或（過去兩季）由經紀行發出的股息收據**，以作核實之用。

申請人必須仔細閱讀及同意《個人資料收集聲明》及相關條款與細則。

公司網站亦提供詳列步驟的**「網上申請指南」**，您亦可按此查閱詳情。如對申請程序有任何疑問，請於星期一至五（香港公眾假期除外）上午 10 時至下午 5 時，致電參觀活動熱線（852）2678 6978 或電郵至 shv@clp.com.hk 與我們聯絡。

申請人須提供清楚、足夠和正確的資料。如未能提供完整的所須資料，申請將不獲接納。當成功遞交電子表格後，申請人將**收到由 shv@clp.com.hk 發出的確認電郵通知，並附有申請編號**。查詢申請時，您可提供該申請編號。如有重複申請，我們將取消所有相關申請。

步驟 3. 收取確認函

我們會以**抽籤方式決定可出席活動的資格及參觀形式**。當申請已獲批准，獲出席名額的申請人一般而言將於 2027 年 2 月前分階段收到附有參觀日期、參考編號的**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。

10. Can I still register for the Programme online if I do not have an email account?

Applicants are required to provide a valid email address for receiving acknowledge email with Application ID once the online application is submitted. You may apply for one from a free email service provider.

如我沒有電郵賬戶，可以進行網上申請嗎？

申請人必須提供一個有效的電郵地址以便完成網上申請後收取確認申請通知和申請編號。您可於多個網絡平台上免費申請一個電郵賬戶。

11. Do I need to submit multiple online applications, if I am both a registered shareholder and a non-registered shareholder?

Shareholders only need to submit one application for either Registered Shareholder **or** Non-registered Shareholder and please submit the required documents based on the shareholder type (shareholder number **or** verification documents of shares). Any duplicated application in the same programme year will be rejected.

我同時為登記股東及非登記股東，需要遞交多個網上申請嗎？

股東只需以其中一個股東類別（登記股東 **或** 非登記股東）提交一份申請，並請根據該類別提交所須文件（股東編號 **或** 股份證明文件）。如有重複申請，我們將取消所有相關申請。

12. How would I know whether my application has been successfully submitted? What should I do if I have not received the notification?

Once the application is submitted successfully, a thank-you page will be displayed. Applicants will receive an email with the application ID from CLP (shv@clp.com.hk). Please ensure that your email inbox has sufficient storage space to receive emails. If the email is not received, please check your "Junk folder" or contact us. Please note that we deliver confirmation of application through electronic means only and **will not send the notification in printed form**.

我如何得知申請已成功提交？如沒有收到任何通知，我該怎麼辦？

當您成功提交申請後，網頁將會顯示感謝報名版面。您將會收到由 shv@clp.com.hk 發出附有申請編號的確認申請電郵通知。請確保電子郵箱有足夠的儲存空間，以收發電子郵件。如未收到電郵通知，可嘗試查閱「垃圾郵件」或聯絡我們。請注意，我們只以電子方式發出確認申請通知；並**不會以印刷本發送**。

13. What should I do if I do not receive the confirmation letter within the stated period or 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 an 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 should I bring or prepare on the day of my visit?

Visitors are required to present the confirmation letter with valid photo identification document for verification purposes on the visit day. Visitors are advised to bring their own drinks/water bottle to promote going green. Please wear appropriate clothing and bring along umbrellas if needed.

我在參觀時需要攜帶或準備甚麼？

參觀人士須於參觀當日出示確認函及附有相片的有效身份證明文件，以供核對。為響應環保，參觀人士請自攜飲料 / 自備水樽，並請穿著適當的衣物，及於有需要時帶備雨具。

15. Is there anything else should I pay attention to "Family Day" tour?

For guests aged between 11 and 21, the Parent Consent Form enclosed with the confirmation letter must be completed. Please submit the signed consent form at least **two weeks before** the visit day via (i) email to shv@clp.com.hk or (ii) 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 11 至 21 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）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。

16. Where is the assembly point? How do I reach CLP Headquarters?

Visitors are advised to assemble at **G/F lobby**, CLP Headquarters, 43 Shing Kai Road, Kai Tak, Kowloon, Hong Kong for 2027 season. Visitors can follow the instructions for the assembly point as shown in the confirmation letter.

Our assembly point can be reached by the following public transport services:

- **MTR – Sung Wong Toi Station provides quicker access (Exit D, approximately 20 minutes)**

Take Exit D, turn right and walk past Kai Yuet Court and Kai Tak Youth Sports Ground (located on the left). Cross the road and turn left to reach CLP Headquarters.

- **MTR – Kai Tak Station provides more covered walkways and is more suitable for those who live in the Kai Tak area or in the event of adverse weather on the day (Exit D, approximately 30 minutes)**

Walk along Kai Tak Station Square towards Kai Tak Stadium. Kai Tak Mall 1 and Kai Tak Arena will be on your left. Turn left onto the Kai Tak Sports Avenue leading towards Kai Tak Stadium and continue walking to Gate D of the stadium. Then turn right and proceed to the West Bridge (covered pedestrian footbridge). You will see CLP Headquarters on your right. Please use the nearby stairs or escalators to descend to ground level and proceed to CLP Headquarters (lobby).

- **Bus – CLP Headquarters Stop, The HK Society for the Blind Stop, China Gas Company Stop**

Available bus routes include: 5D, 608, A25, 11K, 11B, 21, 3B, 5C, 61X, 85A, 85S, 85X, 891, 106 and 12A

- **Ferry – Kowloon City Ferry Pier (from North Point) (approximately 20 minutes)**

Ferry service between North Point Ferry Pier and Kowloon City Ferry Pier takes an approximated journey time of 14 minutes. Walk from the pier along San Ma Tau Street until To Kwa Wan Road, continue walking past Shing Kai Road Garden along Shing Kai Road to reach CLP Headquarters.

No parking is available. Visitors may use the Stadium Carpark or Arena Carpark which are located within Kai Tak Sports Park. Please note that during major events, parking may be restricted. Visitors may visit the Transport Department's Hong Kong eMobility website (https://www.hkemobility.gov.hk/en) or other mobile applications to obtain the latest public transportation information.

集合地點在哪？如何到達中電總部？

出席 2027 年度活動的參觀人士請於香港九龍啟德承啟道 43 號中電總部**地下大堂**集合。參觀人士可參考確認函的指示到達集合地點。

參觀人士可乘搭以下公共交通工具抵達集合地點：

- **港鐵 — 宋皇臺站，較快捷的路線（D 出口，步行約 20 分鐘）**

從 D 出口離開後右轉，沿地面經啟悅苑、啟德青年運動場（位於您的左邊），經過馬路後轉左直行至中電總部。

- **港鐵 — 啟德站，提供較多有蓋行人通道，適合鄰近啟德或天氣不穩定時（D 出口，步行約 30 分鐘）**

沿啟德車站廣場直行（往啟德主場館方向），啟德零售館 1 及啟德體藝館位於您的左邊，轉左到啟德體藝大道前往啟德主場館，步行至啟德主場館 D 閘轉右到西橋（有蓋行人天橋）。中電總部位於您的右側，請使用鄰近的樓梯或扶手電梯前往地面，到達中電總部大堂。

- **巴士 — 中電總部站、香港盲人輔導會站、中華煤氣公司站**

巴士路線包括：5D、608、A25、11K、11B、21、3B、5C、61X、85A、85S、85X、891、106 及 12A

- **渡輪 — 九龍城渡輪碼頭（由北角出發）（步行約 20 分鐘）**

渡輪航線往返北角渡輪碼頭及九龍城渡輪碼頭，每程約 14 分鐘。 由碼頭經新碼頭街，沿土瓜灣道，途徑承啟道公園，然後往承啟道方向到達中電總部。

不設泊車車位，參觀人士可使用啟德體育園內的主場館停車場或體藝館停車場。請注意，大型活動舉行期間，泊車安排可能會受到限制。參觀人士亦可瀏覽運輸署香港出行易網站（https://www.hkemobility.gov.hk/tc）或其他流動應用程式，以獲取最新的公共交通資訊。

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

17. 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 and cancel the visit, etc.), please contact us at (852) 2678 6978 or email to shv@clp.com.hk **at least 7 working days** prior to the scheduled visit. Please note that we will try to reschedule your visit, but we cannot guarantee to accommodate your request fully.

If you do not submit a request to reschedule your visit or inform us of your absence **at least 7 working days** prior to the scheduled visit, your application for the following season will not be processed. 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、股東姓名和取消參觀活動等），請於參觀日期前 **7 個工作日**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。

如您未能在參觀日期前 **7 個工作日**向本公司作出更改要求或缺席，下年度參觀活動的報名名額將會取消。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

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

If the Tropical Cyclone Warning Signal No. 8 or above or Black Rainstorm Warning Signal is **still hoisted** or about **to be hoisted at or after 7 a.m. on the scheduled visit day**, 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**於已安排的參觀活動當日早上 7 時或之後發出並仍然生效**，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. Others 其他

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

- Attendance is not transferable.
- "Family Day" guest must be aged between 11 and 21 with the consent of his/her parent or guardian. He/she must be accompanied by the shareholder at all times.
- All applications are subject to CLP's approval. Due to a limited application quota, attendance and type of visit allocated will be balloted.
- The application will not be accepted if the required information is incomplete.
- Applicants will receive an acknowledgement email with Application ID from shv@clp.com.hk once the electronic form is submitted successfully.
- Once the application is approved, the designated applicants will receive a confirmation letter with scheduled visit date and reference number.
- Visits are available on the select weekdays and weekends (Family Day tour) generally.
- 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.
- To reduce the risk of infection, please maintain good personal and environmental hygiene.
- Do not smoke, eat (except the luncheon provided by the Company) during the Visits. Please keep the venue clean and do not litter or spit.
- Please wear appropriate clothing.
- If the visitor's behavior causes nuisance to others or fails to comply with these guidelines, CLP staff have the right to ask the relevant person to leave.
- To ensure the safety of our staff and visitors, the Visits will be cancelled under extreme weather.
- To protect personal privacy, please refrain from taking any unauthorized photography, video and audio recordings of tour guides, other staff or visitors during the tour.
- By joining the Visit, visitors agree to the Company to take photos or videos which may 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。
- 參加「家庭日」的青少年必須年滿 11 至 21 歲及經家長或監護人同意，並由股東於整個參觀期間陪同出席。
- 所有申請均須經中電批核。鑑於名額有限，我們將以抽籤方式決定可出席活動的資格及參觀形式。
- 如未能提供完整的所須資料，申請將不獲接納。
- 當成功遞交電子表格後，申請人將收到由 shv@clp.com.hk 發出的確認電郵通知，並附有申請編號。
- 當申請已獲批准，獲出席名額的申請人將收到附有參觀日期及參考編號的確認函。
- 參觀活動一般會安排在指定的平日及週末 (「家庭日」) 進行。
- 活動行程如有更改，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。
- 為減少感染風險，請時刻保持良好的個人及環境衛生。
- 參觀期間切勿吸煙、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。
- 請穿著適當的衣物。
- 參觀期間，如參觀人士的行為對他人造成滋擾或違反本守則，中電職員有權要求相關人士離開。
- 為保障員工及參觀人士的安全，在惡劣天氣下，參觀活動將會取消。
- 為保障個人私隱，在參觀期間，如未經同意，請避免對導賞員、其他工作人員或參觀人士進行攝影、錄影或錄音。
- 參觀人士參與本參觀活動時，即表示同意公司進行拍照及錄影，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。