

CLP 2019 Sustainability Report Feedback Summary

CLP Group's 2019 Sustainability Report continues to build upon the materiality assessment results from the 2018 version. To gauge feedback on the material topics and overall disclosure quality, the Company engaged with a broad range of stakeholders when preparing the 2019 report by conducting focus group workshops and a number of individual interviews.

Since the launch of the report in early March 2020, most of the visitors to the report website came from Hong Kong, Australia and the United States. The most visited pages are under "Standard ESG Disclosures", while the "Responding to climate change" section has the highest visitor traffic among the four material topics.

Feedback Summary

The online feedback form collected positive comments on the 2019 Sustainability Report based on input from a variety of stakeholders, including investors, peer companies and customers. Most of the respondents read the report for the purpose of sustainability performance benchmarking. With the enhanced user interface design and infographics, the reading experience continued to be positive for readers.

Apart from the online feedback form, CLP also obtained valuable insights via direct engagement with sustainability experts, such as the Australasian Reporting Awards (ARA) and the World Business Council for Sustainable Development (WBCSD)'s Reporting Matters project. The 2019 Sustainability Report was commended for the following areas:

- Stakeholder engagement – Sufficient detail on the stakeholder engagement process including descriptions on the key concerns and engagement channels
- External environment – Identification of key external drivers and megatrends provides useful context for sustainability reporting
- Sustainability governance – Thorough discussion of the management approach for all material issues, and high-quality reporting against all GRI disclosures and ESG reporting
- Accessibility – Highly interactive report with a 'Build your own report' function as well as links to additional information from the GRI index and within the report

Moreover, CLP received several constructive comments on the Company's sustainability performance and reporting:

- Completeness – Add discussion of the upstream and downstream issues for each of the material topics, including analysis of the potential impacts at different stages of the value chain
- Balance – Outline the long-term challenges faced by the company for each of the material topics
- Navigation & flow – Provide detailed evidence on the material issues beyond climate change through outcome-driven case studies
- Targets & commitments – Set and disclose SMART targets covering a broader range of material issues to compare with previous years and demonstrate progress

CLP values all comments received on the Sustainability Report. The Company will take them into consideration when preparing the report in the future to ensure consistent quality of sustainability reporting.