

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 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 Weekdays. 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日期進行；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 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 2026 Visit will be for **shareholders only**. No guest of shareholder(s) will be permitted to join.

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，2026 年度活動僅邀請股東參與。股東的親友未能參與活動。

7. 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。

B. Application Details 報名詳情

8. 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 2025 (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 mail to the Company's Office. 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 10 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 is 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 visit date, reference number in late-December 2025 in phases and by no later than 1 February 2026 (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 2025 年 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 或郵寄方式遞交證明文件（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）到公司辦事處，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送出報名表格。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 10 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 2025 年 12 月下旬起並不遲於 2026 年 2 月 1 日分階段收到附有參觀日期、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。

9. 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 assistance.
- (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。
- (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。

10. 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。

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

11. 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

12. 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

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

- Attendance is not transferable.
- Due to a limited application quota, attendance and type of visit allocated will be balloted.
- 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.

- When having respiratory symptoms, including fever, cough and/or sore throat, please seek medical advice promptly and avoid attending the Visits. We will try to reschedule your visit.
- If you feel unwell or need assistance during the Visits, please notify CLP staff immediately.
- To reduce the risk of infection, please maintain good personal and environmental hygiene.
- 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。
- 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。
- 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。
- 當出現呼吸道感染病徵，包括發燒、咳嗽及／或喉嚨疼痛，請盡早求醫並避免出席參觀活動。我們會盡量重新安排參觀日期。
- 參觀期間如感到不適或需要協助，請立即通知中電職員。
- 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。