

TELECOMS

3 UK - IT'S ALL ABOUT THE SERVICE

3 UK's award-winning service is keeping customers happy. The Best Customer Service – Network category at the prestigious 2016 Mobile News Awards went to 3 UK, based on mystery calls to customer support teams who were rated on their manner, understanding, knowledge, helpfulness, clarity and overall performance. This was reflected in 3 UK being rated “the least complained about” UK network operator, with the regulator, Ofcom, receiving only three complaints per 100,000 customers in the last three months of 2015 – less than one-third of the industry average of 10 complaints.

ALL YOUR DEVICES, ONE FANTASTIC ACCOUNT

“SmartShare” is Hutch Sri Lanka's innovative solution that enables accessibility of data through one shared mobile data account. The hassle of managing and monitoring data consumption for multiple devices has now disappeared for all Hutch Sri Lanka's subscribers.

INFRASTRUCTURE

Powering profits from wind

Cheung Kong Infrastructure and Power Assets have completed the acquisition of Iberwind - Desenvolvimento e Projectos, S.A., a wind energy company in Portugal. Post-acquisition, Iberwind owns and operates 31 wind farms totalling more than 300 wind turbines with a total capacity of about 700 MW, about 15 per cent of Portugal's wind power production.



NORTHERN GAS NETWORKS: CONSIDERATE

Considerate Constructor Scheme Awards ceremonies in April saw Northern Gas Networks' (NGN) projects from Scotland to Yorkshire recognised for being considerate towards local neighbourhoods and the public, the workforce and the environment. The Church Fenton site won a Gold medal on the basis of strong community work, including communication through house visits and public meetings, and NGN's sponsorship of the local cricket and football clubs, Scouts and Brownies. The Westgate project in Huddersfield also won Gold and many other projects won Silver and Bronze awards – no mean feat.

PORTS

Hutchison Ports: Millions and millions

Big accomplishments merit a big celebration! Over 350 government officials, customers, partners and stakeholders celebrated Hutchison Port Holdings Trust's Hong Kong facilities reaching a cumulative throughput of 200 million TEUs. In Hong Kong's local dialect: 恭喜! Gung Hei!



GOODWILL FROM MINISTER GOODWILL

A huge new ambient-temperature food examination facility was opened at Port of Felixstowe by UK Transport Minister, Robert Goodwill MP. The facility covers 3,045 square metres with an additional 840 square metres of office space and meeting rooms and the provision of new offices for the Suffolk Coastal Port Health Authority.

CORPORATE

THANKS TO CKHH VOLUNTEERS!

The CK Hutchison Volunteer Team headed for the countryside of Hong Kong to celebrate a year's service to their community. About 600 volunteers helped over 1,300 beneficiaries through 3,045 hours of service last year. From elderly persons suffering chronic disease to orphans, CKHH volunteers were there to lend a hand.

TELECOMS

OVER THE TOP AWARD WINNING!

Hutchison Global Communications (HGC) has won the Company of the Year for Innovation and OTT Leadership – Asia in the IAIR AWARDS® 2016. The awarded project – HGC Application and Content Provider solution – helps Over-the-top service providers to expand service coverage and attract a global audience.



YOUNG, HIP, VIETNAMESE AND MOBILE

Free SIM cards were given away to young people in the new Vietnamobile shop in downtown Hanoi. This strategic location, next to a high school, is indicative of Vietnamobile's focus on the youth of this nation.





ENERGY

Edam East Lloyd Thermal steaming ahead!

In April, Husky Energy commenced production at its Edam East Lloyd Thermal Project in Saskatchewan, the first of three new thermal developments scheduled to come online in 2016. First oil at the 10,000 barrels per day development was achieved about seven weeks after the start-up of steaming operations.

TELECOMS

SHARING IS CARING

Hutchison 3 Indonesia celebrated its ninth year of operation by conducting charitable activities for communities surrounding the company and across the country. In all, 750 employees took part, raising funds for deaf persons, orphanages, youth rehabilitation, school renovations and other charities.



RETAIL

BIGGER THAN THE PHILIPPINES, GERMANY, FRANCE: ASW'S LOYALTY PROGRAMME

ASW Group has reached a new milestone of recruiting its 100 millionth loyalty member, signed up earlier at Superdrug's Lakeside store in the United Kingdom. ASW keeps recruiting loyal customers to the programme, and has passed 110 million by the end of June 2016.

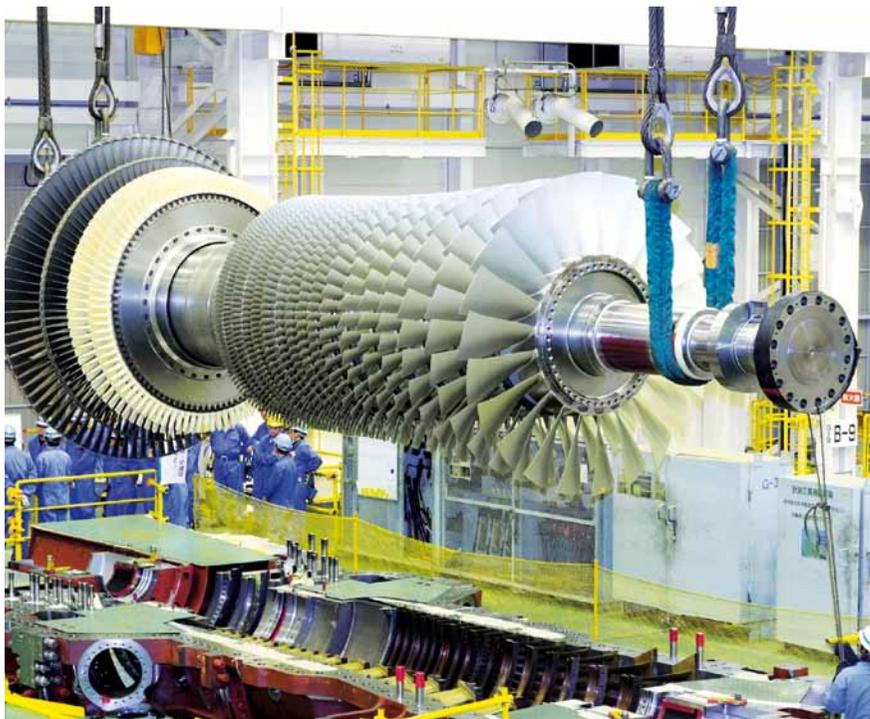


PROJECT LOL

Project LOL brought lots of love and laughs to the community via "Elderly Day 2016", held in April. Over 1,300 volunteers from ASW's six retail and manufacturing businesses in Hong Kong and 35 of its business partners brought joy to more than 1,750 elderly people living alone in the city.

Fired-up about new Hong Kong power plant

In January 2016, HK Electric commissioned the construction of a new gas-fired generating unit which will replace retiring units and meet stringent emission requirements set by the government. Commissioning in 2020, the new unit will maintain power supply reliability and reduce carbon dioxide and other emissions. It also lends to the government's target of increasing the proportion of natural gas generation to 50 per cent by 2020 to clean Hong Kong's air.



A BEACON OF LIGHT IN THE UNDERGROUND

UK Power Networks Services has won the prestigious Beacon Award for high standards that demonstrate a proactive safety culture above and beyond normal site requirements. The London Underground Northern Line Extension to Battersea saw an upgrade of London's venerable metro's electrical system with over one million working hours without a single lost-time incident!



CUTTING-EDGE CRANES AROUND THE WORLD

Hutchison Port Holdings is always upgrading! Shanghai Mingdong Container Terminals installed six electric Rubber-Tyred Gantry Cranes (eRTGCs) and two new quay cranes (QCs), while Hutchison Ajman International Terminals installed three hybrid RTGCs, the first ever in Ajman Port. South Asia Pakistan Terminals in Karachi has four new QCs and six new one-over-six RTGCs with remote control operating systems. And Hongkong International Terminals in Hong Kong installed two new barge QCs, to replace jib cranes, driving a 30-40 per cent increase in productivity.



ENVIRONZ RESCUES ASTROLABE REEF FROM DISASTER

New Zealand was devastated when the MV Rena, a Greek tanker, ran aground on the pristine Astrolabe reef. EnviroNZ, known to most locals for Kerbside recycling, took on the ginormous task of removing and recycling 144 containers (6,500 tonnes of material) with government and volunteer citizen partners. Scrap steel, 400 tonnes of wood and even 150 tonnes of butter were recycled. The reef and nearby beaches are now recovering, thanks to EnviroNZ and their partners.

PARK'N FLY MAKES A WISH

When children fly, parents park. Park'N Fly made it a little easier for needy families benefiting from the Make-a-Wish Foundation programme which provides children who have life-threatening medical conditions with a chance to travel to their dream destinations. A total of 632 days of free parking were provided to 79 families while they accompanied their children, courtesy of Park'N Fly.



RETAIL

ASW: Ringing in 175 years

There's a bell that's been ringing for 175 years at Oxford University, the result of an innovation in battery making. Likewise, A S Watson Group (ASW) keeps on going – and growing around the world. Hong Kong's Chief Secretary, Mrs Carrie Lam, GBS, JP, joined ASW executives, staff and business partners for a celebration of the largest international health and beauty retailer in Asia and Europe, with over 12,400 stores operating in 25 markets.

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INFRASTRUCTURE

BRINGING ENERGY TO ELDERLY LIVES

The U3A Network of Hong Kong (U3A) recently celebrated its 10th anniversary. Founded by HK Electric and the Hong Kong Council of Social Service in 2006, U3A has organised more than 4,600 courses to provide more than 70,000 learning opportunities for local retirees. Forty-eight self-learning centres throughout Hong Kong encourage retirees to take an active role in community affairs.



UK POWER NETWORKS — BEST EMPLOYER

Send your CV in! UK Power Networks is the only power company to get on the *Sunday Times* Top 25 Best Big Companies to Work For list. The firm also won Utility of the Year 2015 for reducing the number and duration of power interruptions, improving customer service and communications, as well as delivering low-carbon, affordable and secure electricity supplies. Congratulations!



OTHERS

NASDAQ Listed! Chi-Med is on the board!

In March, London-listed Hutchison China MediTech (Chi-Med) completed an Initial Public Offering on the NASDAQ Global Select Market in the US, raising over USD110 million. The listing will support Chi-Med's efforts to become a global force in the discovery, development and commercialisation of targeted therapies for oncology and immunological diseases.

FREE TALK, DANISH STYLE

3 Denmark has launched Wi-Fi calling for all customers with a Free Talk subscription. Customers will be able to make Wi-Fi calls in rural areas and deep inside modern houses and office buildings where insulation often makes a clear cellular signal tough to get. Customers with iPhones 5C or newer, and those with iOS 9 installed, will be the first to get on board.



TELECOMS

3 MACAU'S 4G IS EVERYWHERE!

Indoors or outdoors in Macau, you can be sure 3 Macau has you covered. Its new 4G LTE network covers over 95 per cent of the outdoor areas of the Chinese Special Administrative Region. Those subscribing to the 4G network will enjoy a bigger data entitlement to go with their improved coverage. It's never a gamble with 3 Macau.



3 HONG KONG ALL NIGHT LONG

The innovative "Night Fever" Unlimited Data Pack offers unlimited 4G data at speeds not less than 1Mbps from 11 pm to 7 am every day. Hong Kong is famous for heavy video usage at all hours and 3 Hong Kong is now with them all night long.

