



Powering Possibilities

Sustainability Report 2023

Powering Possibilities

As we prepare to move towards a clean energy revolution by charting out a pathway for carbon transition, it is imperative that we do so in an inclusive manner. To significantly reduce carbon emissions, investments in Renewable Energy have gained momentum globally, and Pakistan has also factored in the increase of our reliance on clean sources of energy. Climate action risks being overshadowed by times of economic uncertainty and high inflation, particularly at the magnitude it is unfolding in the environment we operate in. In times like these it is even more critical to stay focused on meeting climate goals.

With events of nature becoming increasingly unpredictable we remain certain that building resilience, clean energy solutions and emission reductions will not only mitigate the economic impact of rising frequency of natural events but is also the only long-term solution that will put us back on a path to recovery. In this journey

we must continue to ensure that all members of the society are included, and all sectors of the business along with the Government come together to take positive action.

As a modern utility, our Investment Plan 2030 submitted to NEPRA reflects our ambitions to be more: more carbon conscious, more efficient and more customer centric. Our ambitions have translated into targets for the next seven years including increasing our Renewable Energy share to 30%, reducing power outages by 30% and increasing our customer base by 30%.

As we pursue this journey, we are even more confident that embedding sustainability in the business is essential not optional. Investment in the right opportunities at the right time can power the possibilities for a just energy transition and a better tomorrow for all.

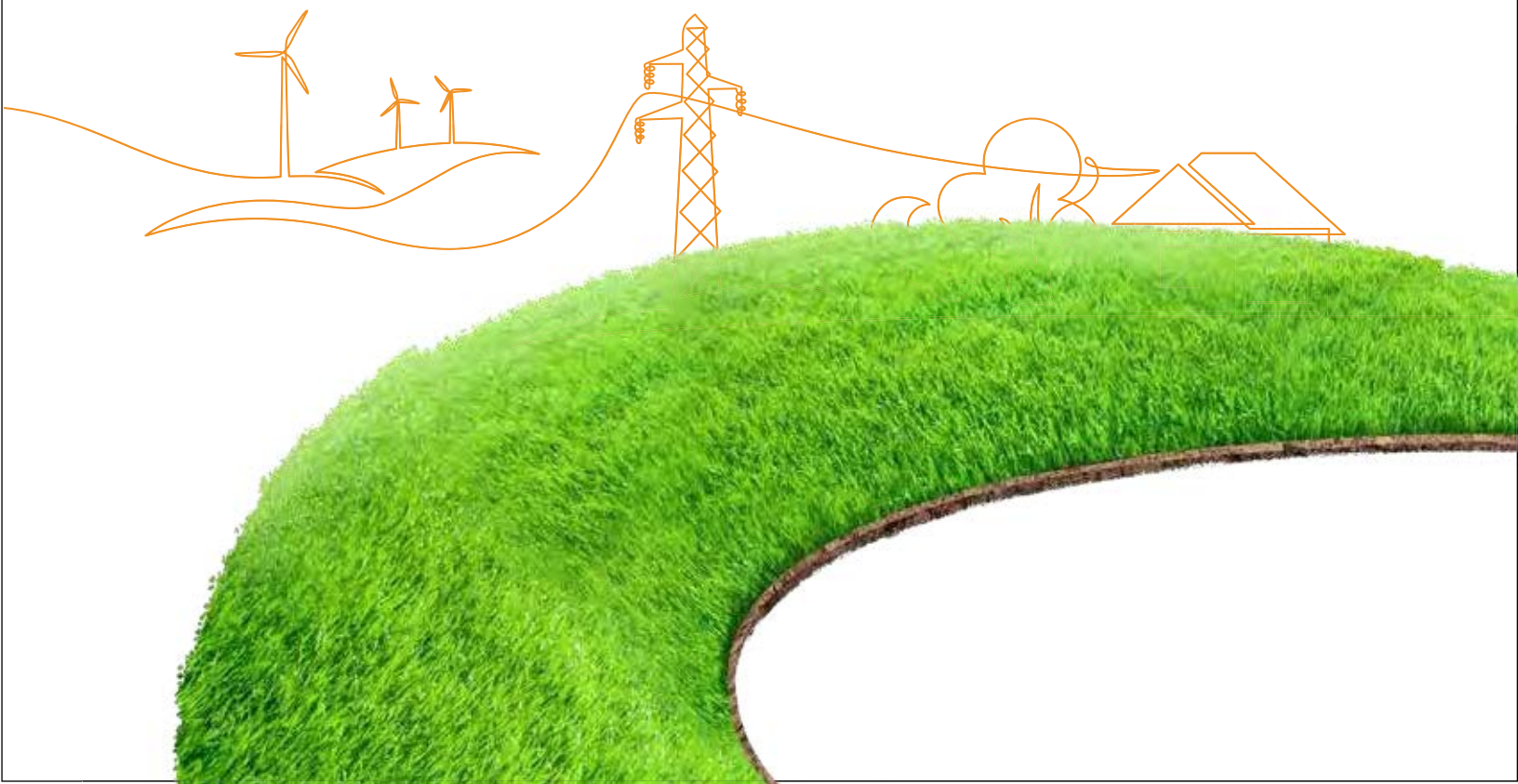
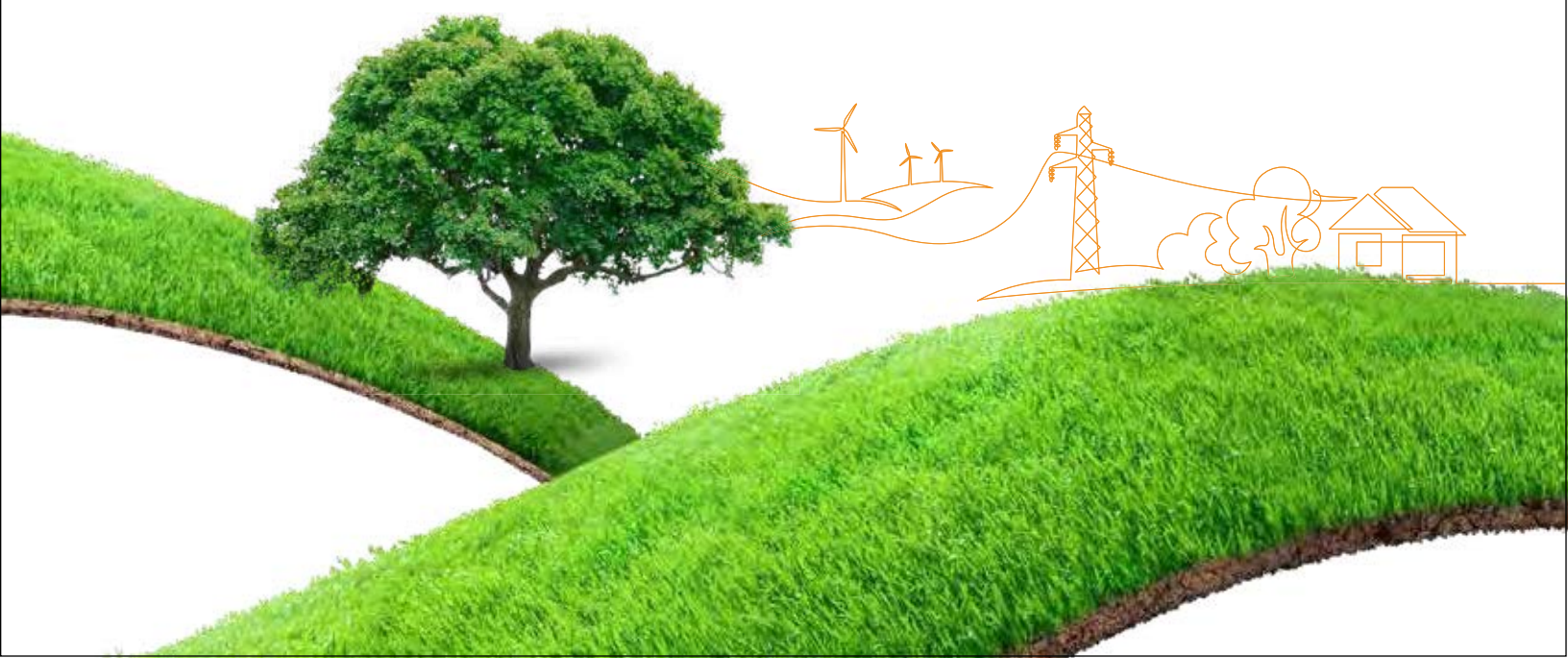


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About the Report

Welcome to KE's 2023 Sustainability Report. This report reflects our ongoing commitment to transparency, responsible practices, and our dedication towards building a sustainable energy future. It outlines our strategic approach to addressing key Environmental, Social, and Governance (ESG) issues that are central to our operations. By sharing our achievements, challenges, and goals, we aim to engage stakeholders in an informed dialogue about our contributions to a more sustainable world.

Report Scope and Boundary

In preparing this report, we have highlighted our commitment to the Sustainable Development Goals (SDGs) and considered Global Reporting Initiative (GRI) Standards 2021. Included in the report is the GRI index which we have developed with reference to GRI 2021. The report covers KE's core business and enabling functions including plants, grids, distribution network, corporate offices, and regional offices. It includes a range of topics, from our environmental impact and energy efficiency efforts to our community engagement initiatives and workforce development programs.

The report contains information about KE's operations from the Company's Fiscal Year 2023, from July 01, 2022 to June 30, 2023 and includes both quantitative data and qualitative insights. Our aim is to provide a balanced view of our achievements, challenges, and opportunities during this time.

Report Content

This report reflects KE's journey towards becoming a sustainable organisation. It captures KE's endeavour to extensively engage with stakeholders, deeply assess our materiality and better align all verticals to an overarching Sustainability vision. The report illustrates the on-going efforts of the organisation in setting targets and developing and executing interventions that ensure progress towards the company's sustainable future. It concludes with a consolidation of all our ESG commitments and performance against GRI Standards. This report supplements our corporate annual report which details KE's governance structure, operations, financial position, and financial performance during the reporting period.

Methodology and Data Quality

Data has been contributed by multiple departments of KE including Generation, Transmission, Distribution, Strategy, Corporate Affairs, Risk Management, Supply Chain, Corporate Health, Safety, Environment & Quality (CHSEQ), Finance, Human Resources, Customer Care, Marketing and Communications, with some assistance from external consultants, where required. Data presented is recorded as actual, where possible. However, if data is unavailable, estimations are used and disclosed as such.

Assurance

This report has undergone an independent assurance process conducted by BDO Ebrahim & Co.

We thank you for your interest in KE's sustainability journey. By working together, we believe we can power a brighter, more sustainable future for generations to come.



Chairman's & CEO's Message

Empower. Innovate. Sustain.

The beginning of this fiscal year reinforced the fact that the time for climate action is now. Pakistan witnessed unprecedented floods that affected one-third of the country, exposing the vulnerability to climate change which is eroding our development gains. As the severity and occurrence of disasters is expedited due to climate change, institutional reforms and investments must go beyond business as usual to build systemic resilience. These events have further substantiated our belief at KE that sustainability is not an option but a necessity.

The energy sector faces its own trilemma - Sustainability, particularly Climate Change, Affordability and Energy Security - to achieve sustainable goals and striking the right balance between these elements is imperative for the effective functioning of the energy ecosystem. As we navigate through these difficult times, the responsibility we have towards our customers, shareholders, the environment, and the communities we serve, drives our actions. This report highlights our progress, challenges, and our ambitious vision for a sustainable future.

This year, KE embarked on a comprehensive sustainability roadmap that includes adopting cleaner technologies, promoting energy conservation initiatives, empowering local suppliers, enhancing employee diversity, and keeping 'Safety First' as our main priority. We foresee that by 2030, our customer base will expand to about 5 million with a forecasted demand of approximately 5,000 MW of electricity. To enable access to affordable energy for all, we have crafted an extensive Investment plan of PKR 484 billion in Transmission and Distribution along with a power addition plan to diversify our energy portfolio by increasing renewable energy share to 30% by 2030. As we plan ahead, we recognise the crucial role our employees play as they are the backbone of the company and make our accomplishments possible. We continue to invest in their well-being, focusing on their development while inculcating a culture of diversity and inclusion in the organisation.

Our dedication to sustainability goes beyond operational efficiency and we firmly believe in giving back to the communities we serve. We are proud to have introduced Power Sector's first Innovation Challenge which was an endeavour to embrace innovation as a strategic priority by providing a platform to entrepreneurs and academia for problem-solving through inventive means. Our Global award-winning Roshni Baji Programme which drives safety awareness in communities, has entered its third year with the same vigour and continues to be a shining example of how empowering women is critical to

bringing actual change. At KE, we believe that indigenisation and localisation is the future of building sustainable supply chains and fuels industrial and economic growth. The national power sector holds immense potential due to its extensive value chain. There is a need to shift towards renewables, indigenous projects for novel technology adoptions, and indigenisation for the growth of local industries. By embracing these initiatives, Pakistan can pave the way for sustainable economic growth, energy self-sufficiency, reduced environmental impact and enhance national resilience. This conviction was furthered through the National Policy Dialogue on 'Localisation for Growth.'

Additionally, as part of our business imperative, we continued to invest in social development programs, supporting education, healthcare, and community empowerment initiatives. This year has also been economically challenging and energy tariff hikes have put a strain on customers ability to pay, therefore, we contributed to the Electricity Bill Support Fund - An initiative led by renowned NGOs which is designed to assist low-income households who are struggling to pay their electricity bills.

While we enter the new era of open market, we look forward to capturing the numerous possibilities that lay ahead to empower our people, innovate in our operations, and sustain our business to achieve our vision of delivering safe, clean, and affordable power for all.

We would like to express our gratitude to our customers, regulators, government bodies, employees and our esteemed shareholders for their trust, support, and constructive feedback. Your engagement has been vital in driving our sustainability agenda and ensuring our efforts align with the needs and expectations of the communities we serve.

Mark Skelton

Mark Gerard Skelton
Chairman, KE

Syed Moonis Abdullah Alvi

Syed Moonis Abdullah Alvi
Chief Executive Officer, KE



About KE

Our Business Model

Diversified Infrastructure

Generation

KE Own (Net): **7,093** GWh
External Sources: **11,263** GWh*
Total: **18,357** GWh*

*This includes 107 GWh power import from KE net metering consumers

Transmission

Length of Transmission lines
220 kV - 363.7 km
132 kV - 838 km
66 kV - 152.6 km

71 Grid Stations

Distribution

Total No. of **11 kV** Feeders
2,068

Distribution lines
400 kV - 19,370 km
11 kV - 10,891 km

T&D reduced to **15.27%**

People Capital

10,264 Employees

Over **50%** of the workforce is
Millennials and Gen Z

Average training on hours for
male and female employees:
7.5 hours and **7.1** hours

19% Female Workforce holding
lead positions

16% New Hires
were Females

48,906 HSEQ Training
Man-hours

71,484 Management Safety
Audits (MSAs) carried out
across the company

Social Capital

50 Roshni Bajis reaching
200,000 Households

9.2 Million people made aware
on Energy Conservation

57,000 Children reached
through School Safety
Campaign

Intellectual Capital

77 Customer Care
touch points (Including
Facilitation Centers,
Mobile Centers and
Experience Centers)

KE Live App
771,390 Accounts
KE Whatsapp
585,000 Subscribers

Under the **7/11+** Challenge,
top **10** high impact projects
were acknowledged by
NEPRA

Our Value Creation Model

Vision

To restore and maintain pride in KE, Karachi and Pakistan.

Mission

Brightening lives by building the capacity to deliver uninterrupted, safe and affordable power to Karachiites.

Core Values

At K-Electric, our employees are the key driver of our success. This ethos is reflected in our values – CARES – which define our corporate culture.

Customer
entric

We aim to satisfy our customers and all our stakeholders by anticipating their needs and delivering the best possible solutions and services.

Accountable

We take ownership, initiative & responsibility for all our actions and we are honest and fair in all our dealings.

Respectful

We respect each other in all aspects and support our communities for societal and environmental well-being.

Energised

We are energised to inspire and empower our people to add real value for all stakeholders.

Safe

We ensure that safety remains our top priority in all our operations and behaviours.

Our Accomplishments



HSE EXCELLENCE AWARDS 2022 by NEPRA

PIDG SAFETY AWARD 2022 by GuarantCo. Ltd.

PROS TO KNOW AWARD by SDC Supply Chain

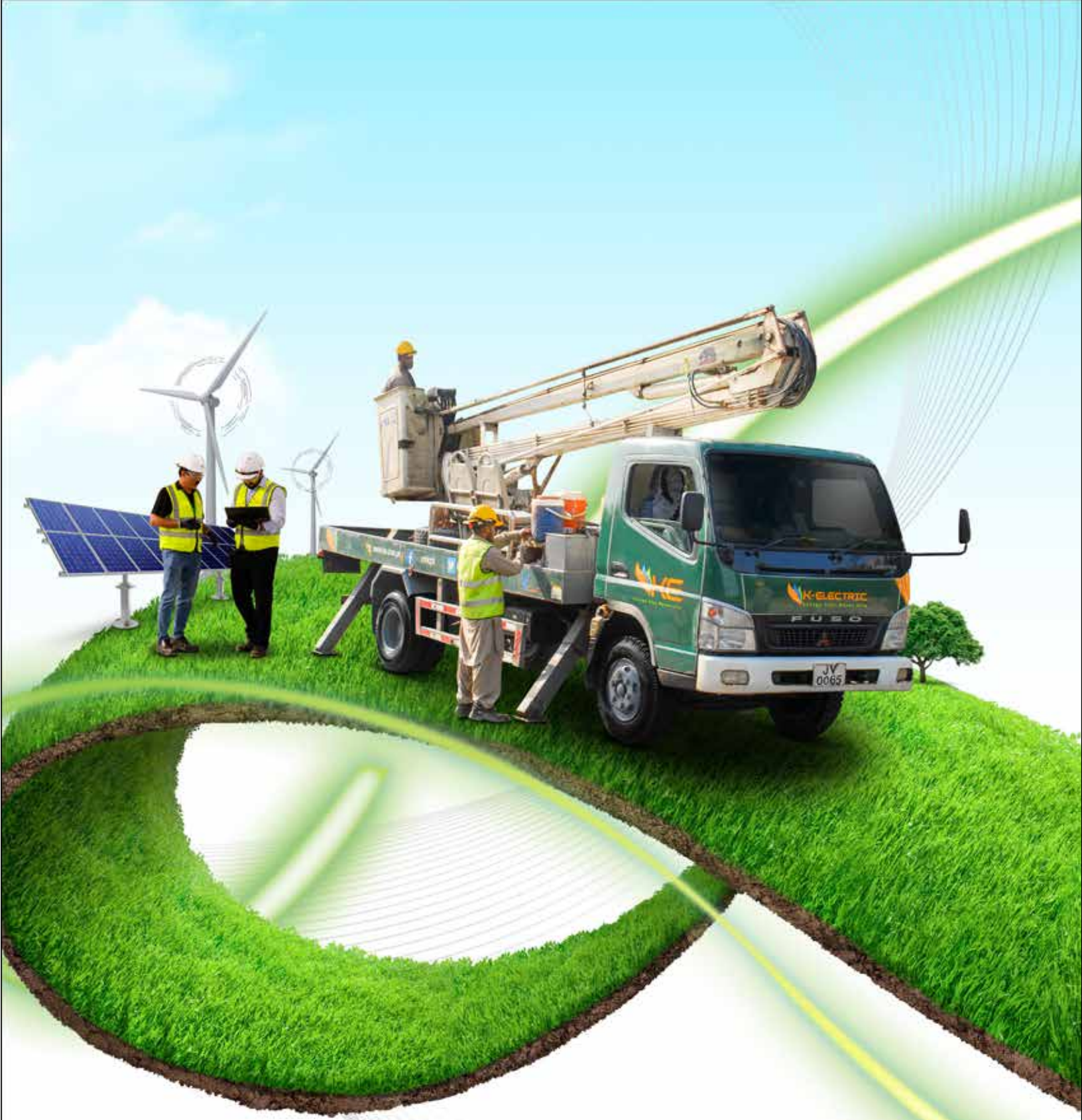
DIAMOND EMPLOYERS RECOGNITION AWARD by Employer's Federation Pakistan and International Labour Organization

SILVER AWARD at NEPRA CSR Awards Ceremony

COMMUNITY IMPACT AWARD at 12th CSR Summit, registered with the IPO, Government of Pakistan and held by the Professional's Network.

GOLD AWARD FOR BEST ANNUAL REPORT by South Asian Federation of Accountants in Khatmandu Nepal

EMPLOYER OF CHOICE GENDER DIVERSITY AWARDS 2022 by Centre of Excellence in Responsible Business



Embedding Sustainability

As pioneers in the energy sector, we recognise our pivotal role in shaping a sustainable energy future and the responsibility we bear towards our stakeholders, the environment, and society at large. However, we endeavour to inculcate it further into our culture, operational and governance mechanisms, ultimately leading to business decisions that can create more shared value. We are also solidifying our commitment to ESG principles by consolidating and formally embedding them in our actions and strategies, ensuring that we operate with integrity, transparency, and a forward-looking perspective.

Our commitment to UN Sustainable Development Goals (SDGs)

As we consolidate our ESG approach in 2023, we continue to align ourselves with the Sustainable Development Goals (SDGs) and our actions are guided by a steadfast commitment to aligning our operations with the SDGs to drive positive impact across multiple dimensions.

Going forward, as a company we will sharpen our focus on SDG 7 (Ensure access to affordable, reliable, sustainable and modern energy for all) while we continue to work and contribute to other SDGs. SDG 7 is also our guiding principle behind our investment plan 2030.



Our Sustainability Priorities

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Good Health and Well-Being

Learn More:
Enriching People's Lives (Promotion of Health, Health and Safety of Employees, Engaging with Community)

KE Business Action

- Communities in Karachi provided with the facility of Health Camps
- Provision of in-house medical consultations and check ups, including information dissemination for employees
- BMI and Steps challenges to lower BMI through diet and workout plans for employees
- Pregnancy Wellness Programme for new mothers (MAMA Programme)
- Mandatory sensitisation for managers and employees with regards to Pregnancy Wellness
- Bi-Annual Hygiene Examination of employees and workplaces

Impact

- Over **5,000** patients facilitated through KE Health Camps
- **26** employees including women and their respective line managers facilitated through the MAMA Programme
- **97%** compliance in Hygiene Examinations of employees

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Quality Education

Learn More:
Enriching People's Lives (People Management, Public Safety)

KE Business Action

- Employee upskilling through trainings
- KE DNA – Distribution Network Academy: provides in depth and immersive learning experiences to ensure quality and reliability benchmarks are understood and implemented across the Distribution network
- Development and deployment of quality webinars to sensitise employees across various issues and interventions
- Roshni Baji programme cohorts received various empowering trainings
- School Saftey Programme

Impact

- Average training on hours for male and female employees: **7.5** hours and **7.1** hours
- **57,000** children reached through School Safety Campaign
- **50** Roshni Bajis received Financial Literacy Training

Our Sustainability Priorities



Gender Equality

Learn More:
Enriching People's Lives (People Management,
Engaging with the Community)

KE Business Action

- Workshop organised for Women in Leadership with Centre of Excellence in Responsible Business (CERB)
- Disclosed gender pay gap job level wise
- Disclosed new hires by gender
- Continued efforts to increase participation of women in KE's workforce
- Roshni Baji programme continues to educate women in communities on safety
- Returnship programme to help women return to work under a mentorship programme

Impact

- **16%** of the New Hires were females
- **11** Roshni Bajis from Cohort 2 were hired as MDMOs
- **12** females working currently under Returnship Programme
- **50** Roshni Bajis reached 200,000 households



Clean Water & Sanitation

Learn More:
Preserving Natural Resources (Managing Our
Resources)

KE Business Action

- Domestic wastewater is treated and reused for horticulture while wastewater from various locations is discharged into the sewer system

Impact

- Reduction in Extracted use by **24,680 m³**
- Reduction in Tanker Water use by **7,657 m³**



Clean Energy

Learn More:
Preserving Natural Resources
(Empowering Our Customers for a Greener Future)

KE Business Action

- Net metering: In FY 23 we have commissioned 4,514 cases
- Contribution to Akhuwat Foundation's Solar MicroFinance Fund

Impact

- PV injection of **102 MW** added to the system
- **66** Beneficiaries under Solar MicroFinance Fund with **27%** beneficiaries being females



Economic Growth

Learn More:
Enriching People's Lives (People Management)
Annual Report

KE Business Action

- KE contributes significantly to economic growth of its community by developing and upskilling talent through its many training initiatives
- KE has 8 worker unions, determined as a Collective Bargaining Association (CBA)
- Increased access to electricity through installation of New connections
- Growth in active Customer base compared to FY 22

Impact

- **164,500** New Connection cases with **459 MW** commissioned
- Growth in active Customer Base from **3.4** million (FY 22) to **3.55** million (FY 23)
- All of KE regular workers are covered under CBA



Industry, Innovation, Infrastructure

Learn More:
Conducting Responsible Business (Inculcating
Operational Efficiency, Fostering Innovation)
Enriching People's Lives (Localisation and
Supplier Management) Annual Report

KE Business Action

- Through the 7/11+ Innovation Challenge we collaborated with problem solvers to encourage innovation in the power sector
- Under Operational Excellence (OPEX) programme, we have carried out a number of impact creating projects including paper-less billing, faster customer complaint resolution and optimising of fleet utilisation
- Efforts in localisation of our supplies

Impact

- **10** teams selected from 300 applications showcased innovations for energy security and sustainable future
- **150,000** total customers converted to paperless billing
- Savings of over PKR **100** million through fleet optimisation
- Hosting of National Policy Dialogue on 'Localisation for Growth' to place emphasis on need for indigenisation and sourcing locally

Our Sustainability Priorities

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Reduced Inequalities

Learn More:
Enriching People's Lives (People Management)

KE Business Action

- KE promotes inclusion of people with diverse abilities by adopting an approach that identifies and hires people with any speech, hearing or visual impairments, providing necessary facilities where needed to encourage inclusivity
- In our remuneration strategy we aim to eliminate the gender gap

Impact

- Eliminated the gender gap for approximately **90%** of the women in the organisation with a commitment to make it 100% by FY 24

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Sustainable Cities and Communities

Learn More:
Conducting Responsible Business (Standing Firm During Economic Instability)
Enriching People's Lives: (Engaging with the Community)

KE Business Action

- Invested in restoring rain drainage and seaside boundary wall infrastructure that was aging and in danger of causing damage at Korangi Power Complex (KPC)
- Collaborate with diverse stakeholders to address the city's challenges

Impact

- Invested an estimated PKR **150** million in rehabilitation works
- Held an Urban Resilience conference with Institute of Business Administration, Karachi

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Responsible Consumption

Learn More:
Enriching People's Lives (Health and Safety of Employees)
Preserving Natural Resources (Managing Our Resources)
Empowering Customers for a Greener Future)

KE Business Action

- Our energy conservation campaign, #farqpartahai, was a communications initiative that aimed at informing customers how consumption of electricity can be made more responsible which will benefit them
- Reduction in our bill size from A4 to A5
- The Process Safety Management system (PSM) introduced through DuPont gap analysis of KE Health, Safety and Environment (HSE) Management system ensures safety of our workers and allows us to produce responsibly

Impact

- Potential savings: over **4,000** trees, **94,000** kg of waste and **200** million liters of water annually from bill size reduction
- HSEQ Training Man-Hours **48,906**

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Climate Action

Learn More:
Preserving Natural Resources (Managing Our Resources)

KE Business Action

- Investments to reduce GHG emissions
- Enhanced Generation Efficiency

Impact

- **100,000** mangroves planted
- **23%** reduction in GHG Emissions compared to FY 22

Note:
Method of calculation for both FY 22 and FY 23 remained the same for Carbon Emissions.

Our Materiality Process

In FY 23, we worked with Centre of Excellence in Responsible Business (CERB) – An initiative of Pakistan Business Council (PBC) – to carry out an extensive exercise to benchmark KE against other power utilities across the world and examined best practices in the field of ESG. We also developed a materiality matrix through an exhaustive process reflecting all the significant material topics relevant to KE. This involved two primary steps, first of which was a three-month stakeholder engagement through which data was collected and second was the assessment and analysis of the data gathered in step one.

Stakeholder Engagement

Our Approach

Our mission of delivering uninterrupted, safe and affordable power to our city requires us to deeply engage with our stakeholders and enables us to conduct business sustainably and responsibly. Stakeholders are identified and mapped based on how they impact KE's functioning, their willingness to engage with KE and how KE impacts them. While stakeholders are consistently engaged with throughout the year, we undertook a rigorous exercise in FY 23 to elicit feedback from various groups relevant to KE, through a mix of surveys, focus groups and in-depth interviews.

This thorough process allowed KE's top management to gain insights into what each group considered material with regards to KE's impact and understand their perspective regarding our performance.

Our Stakeholders



Materiality Assessment

Our Approach

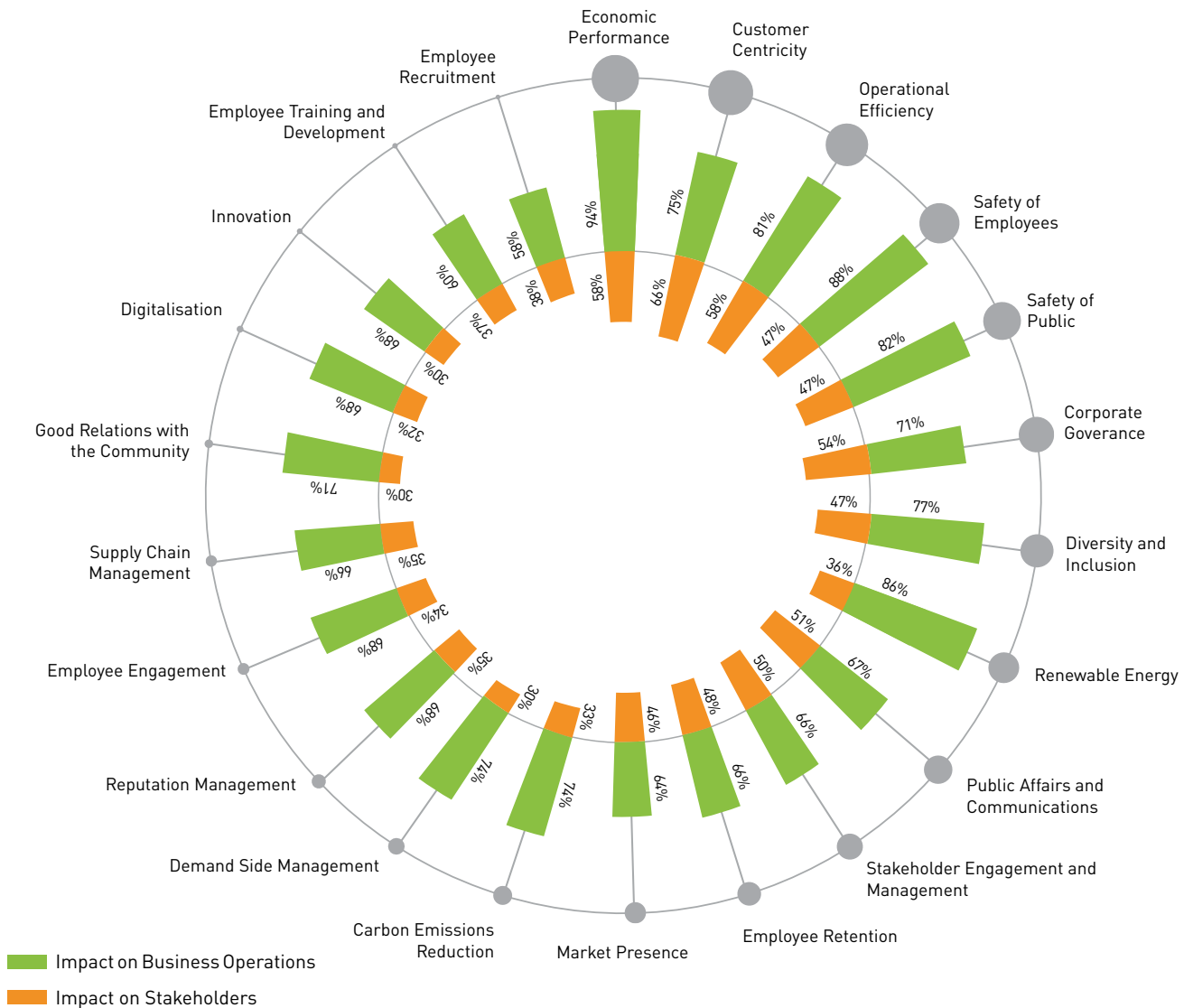
Prior to engaging with our stakeholders, a benchmarking study allowed us to examine and generate a list of topics considered impactful by best-in-class organisations of the electrical utility sector across the Middle East, Asia and the US. This list of material topics served as the larger universe of areas that we can aspire to incorporate as we continue on our journey of becoming a more sustainable organisation.

The stakeholder analysis generated several themes that were consolidated to yield the top 22 topics considered most significant to KE by our stakeholders overall. These topics were then ranked in importance of how impactful each is for our Business Operations.

The results are captured in a materiality matrix which illustrates the top 22 material topics for KE and their impact as per the viewpoint of the stakeholders and that of business operations.

Materiality Matrix

The materiality assessment and the consequent matrix has enabled us to prioritise our goals, which will lead to bridging any policies and procedural gaps, devising appropriate business performance targets, and planning and implementing initiatives against goals that are aligned with the organisation's sustainability vision.

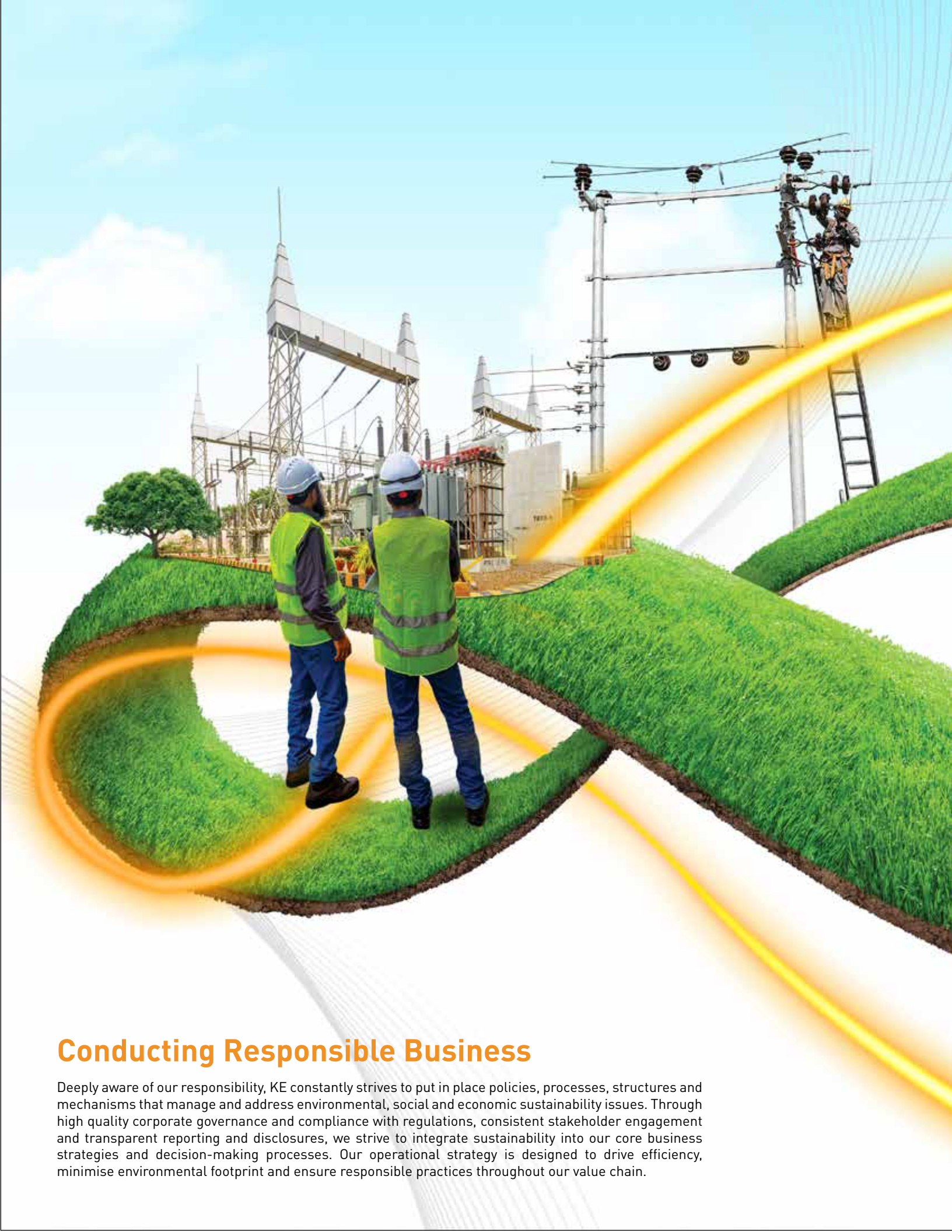


ESG Roadmap

As a result of our materiality assessment, we have now crafted our Sustainability vision for the company:

Deliver uninterrupted, safe and affordable power to all our customers while reducing our carbon emissions, increasing our clean energy mix, building a diverse, inclusive, and engaged workforce, and creating a fair and inclusive environment for the community's well-being.

Based on insights gained from the materiality process, we have now planned to develop a sustainability policy encompassing material topics. This will then translate into a comprehensive ESG ambition and roadmap, complementing our Investment Plan 2030 filed with NEPRA.



Conducting Responsible Business

Deeply aware of our responsibility, KE constantly strives to put in place policies, processes, structures and mechanisms that manage and address environmental, social and economic sustainability issues. Through high quality corporate governance and compliance with regulations, consistent stakeholder engagement and transparent reporting and disclosures, we strive to integrate sustainability into our core business strategies and decision-making processes. Our operational strategy is designed to drive efficiency, minimise environmental footprint and ensure responsible practices throughout our value chain.

Our Governance Structure

Governance is a key component in ensuring that we continue to operate as a responsible entity and it provides the basis for building trust with all our stakeholders. Our governance structure reflects our purpose, enables our strategy, and supports our commitments. As such, a Sustainability Council has been proposed to serve as a critical body within KE, responsible for driving ESG initiatives and strategies. The council shall ensure that all operations align with the policy of the organisation and that interventions are developed and implemented to achieve the set targets.

The council will constitute of senior management from all our verticals ensuring representation across the organisation and will be co-chaired by the Chief Executive Officer (CEO) and the Chief Marketing and Communications Officer (CMCO) who also steers sustainability at KE. The CEO and CMCO shall be responsible for ensuring that the sustainability performance is reviewed by the Board of Directors.



Managing our Risks and Opportunities

Identifying and proactively managing our key risks is essential for us to sustainably conduct our business operations. Our Enterprise Risk Management (ERM) methodology looks at organisation wide risks from all angles, identifies key risk owners and champions and works towards developing appropriate response strategies that can mitigate these risks. Risk assessments along with the recommended strategies are governed and represented to the Board of KE by the Board's Audit Committee.

Our risk management incorporates the 3 Lines of Defense Model (3LoD) to ensure that all risks are managed through the ERM function.

Standing Firm During Challenging Times

During this reporting period, the company's financial performance has been significantly impacted by the ongoing economic crisis in the country. Factors such as inflation, an increase in the policy rate, and a contraction in economic activity have exerted considerable influence on our operations and overall profitability. The organisation experienced a 7.3% decline in units sent-out, resulting in a reduction in the Company's gross profitability by PKR 15.72 billion.

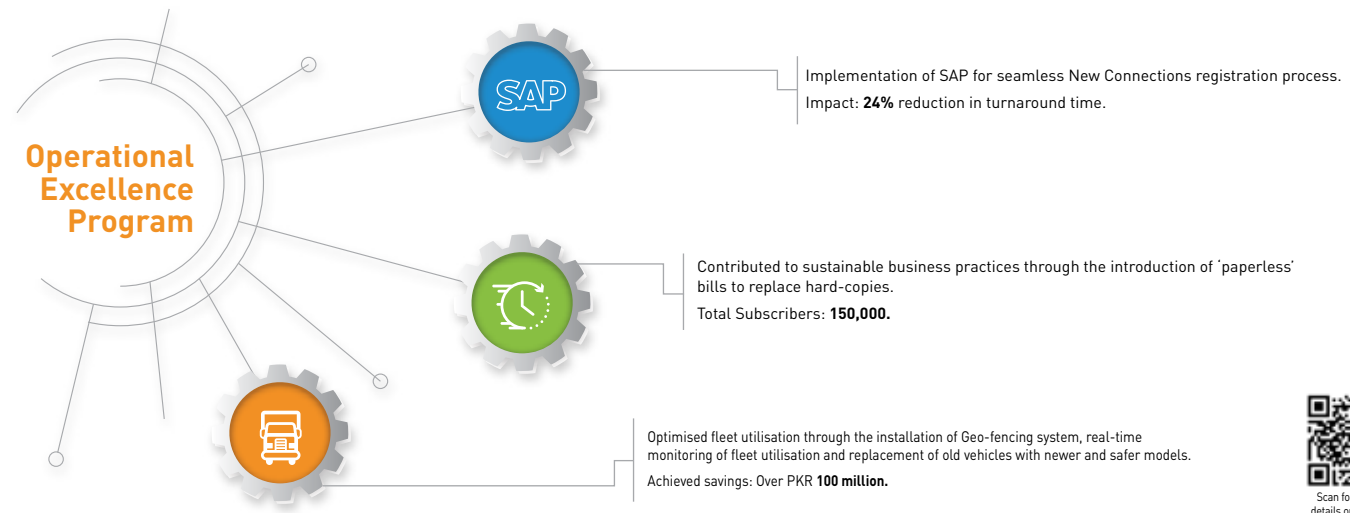
Despite these formidable challenges, we persevered with our investments in infrastructure and rehabilitation projects, all while ensuring equitable value creation for our diverse stakeholders. We allocated approximately PKR 150 million to rehabilitation initiatives focused on rainwater drainage and the reconstruction of the seaside boundary wall at our Korangi Power Complex (KPC). These actions were undertaken specifically to ensure that the neighboring community is not affected by heavy rain, as blockages in the drainage system can lead to floods. Additionally, strengthening our boundary wall was a preventive measure aimed at protecting the fishermen and their boats from any damage that can result from being exposed to seawater.

Looking ahead, we remain steadfast in our commitment to overcoming these challenges and concentrating on optimising our operations.



Inculcating Operational Efficiency

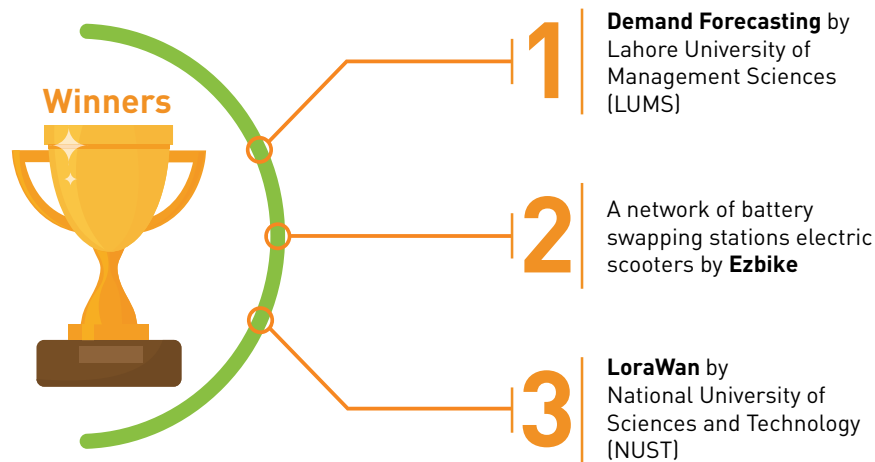
In FY 21, we initiated our Operational Excellence Programme to achieve our goals of operational efficiency, cost leadership, employee experience and customer centricity. Interventions were developed by our employees through a collaborative company-wide effort of brainstorming for ideas, culminating in several projects.



Fostering Innovation

In FY 22, we first collaborated with these forward thinkers in diverse areas such as affordable and clean energy, sustainable cities, climate change, and customer experience. The programme received an overwhelming response, with over 300 applications, leading to shortlisting of 10 projects that had the most relevancy to SDG 7, SDG 11 and the power sector. From these, the top three most promising projects were selected as the winners that provided solutions for demand forecasting, e-mobility and real-time customer energy consumption data.

These innovators and researchers were granted the ultimate opportunity to bring their prototypes to life and embark on a rewarding journey alongside K-Electric.



The top 10 teams showcased their revolutionary products to distribution companies across Pakistan at the NEPRA Head Quarters in Islamabad, where they were recognised by the regulator for their remarkable achievements. This collaborative effort has strengthened KE's position as a pioneer in the energy sector and cultivated relationships with universities and startups. By identifying game-changing trends, KE is striving towards a self-sustainable future for both the power sector and academia by fostering an innovative culture.



Communicating with Our Stakeholders

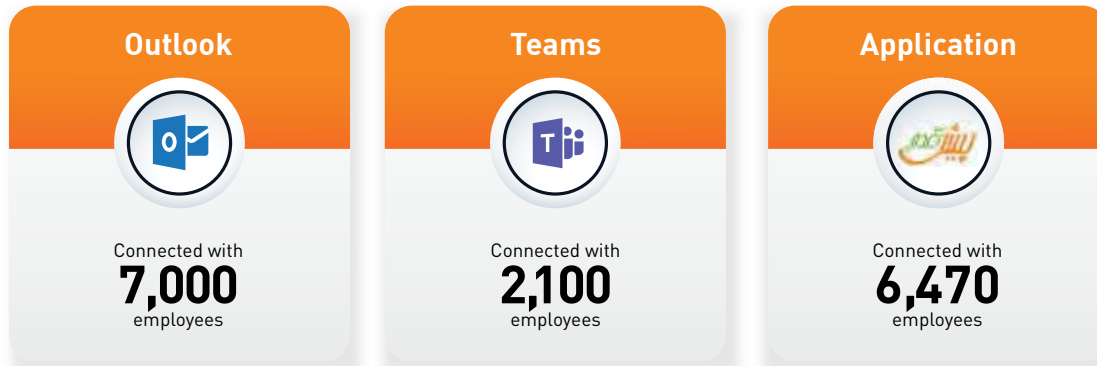
Internal Stakeholders

Through our internal communication platform, PaishQadam, we successfully kept our employees engaged on business updates, safety messaging, and changing regulations along with plans for the future, all underpinned by our value system that emulates customer centricity.

To accomplish this information transfer with our employees, our internal communications strategy uses a multi-channel approach that fosters both top-down communication as well as interactive two-way dialogue. Apart from our ongoing information dissemination using the PaishQadam platform, we also held 42 internal webinars.



The PaishQadam platform operates through three different channels:



External Stakeholders

In today's world, the pace at which we receive information is not just a convenience, it is an expectation and our stakeholders, more than ever, base their trust on the immediacy and accuracy of the information they receive. Therefore, we have implemented rigorous processes and systems to keep our stakeholders informed. Utilising modern technology, we ensure that every update and announcement is timely and accurate.

Our commitment is unwavering: to provide consistent and reliable information, recognising its importance in today's fast-paced environment.



Critical communication initiatives undertaken by KE include:

- Providing timely updates about global fuel trends affecting electricity costs, power supply status, change in tariff, maintenance schedule, and bill due dates
- Highlighting the benefit of KE's investment plan 2030 and a forward-leaning commitment to renewable energy initiatives under our vision
- Bridging connections between academia, think tanks, and industry through series of seminars and research endeavours centered on the energy sector
- Disseminating awareness about energy conservation to reduce electricity bills and decrease carbon footprint
- Communicating the implications of climate change and emphasising the collective responsibility to act towards mitigation and adaptation measures
- Upholding community safety by broadcasting vital advisories, particularly during rain and heatwave periods
- Advancing gender-balanced approach by showcasing KE's D&I initiatives such as Roshni Baji and Returnship Programme

Hosted **5** events for external stakeholders:

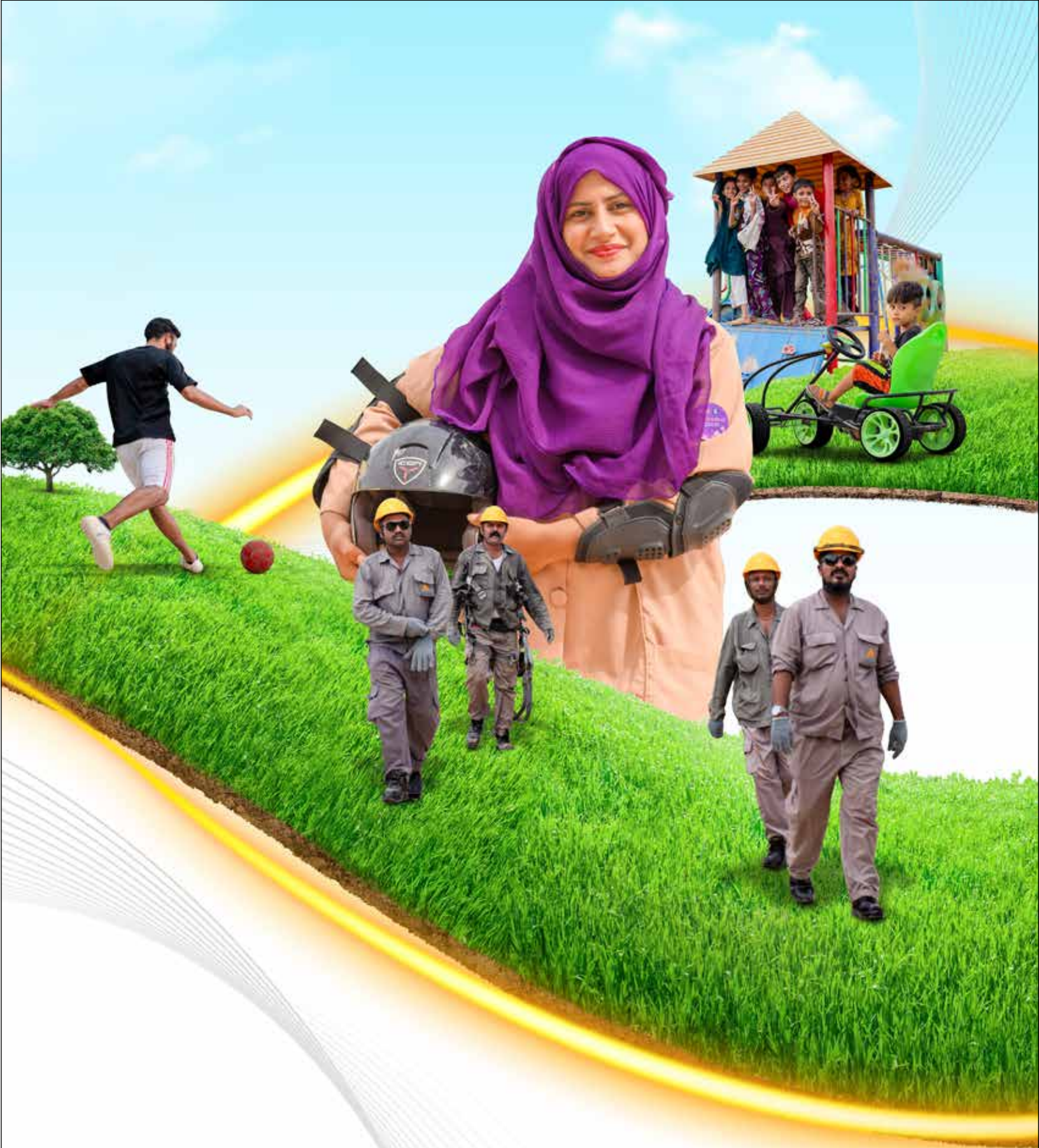
1. Urban Resilience Roundtable with IBA
2. Business Talks Sustainable with UNGCP
3. National Policy Dialogue: Localisation for Growth
4. Breaking Boundaries
5. Innovation Challenge

Social Media Followers:

Facebook **514K**
Twitter **171K**
LinkedIn **206K**
Instagram **22.8K**

Participated in multiple external events related to the energy sector including webinars, forums and conferences.





Enriching People's Lives

Our success is driven by our people. The well-being, development, and empowerment of our employees, as well as the communities we operate in is an integral element of our sustainable practices. KE's People Strategy underscores our dedication to fostering a diverse, inclusive, and thriving workforce.

People Management

With over 10,000 employees spanning various roles and positions, KE stands as one of Pakistan's largest employers, resulting in a substantial social influence that ripples through our workforce, collaborators, and the broader community. Consequently, the organisation prioritises a steadfast work environment grounded in inclusivity and ethical standards. We endeavour to maintain comprehensive policies concerning recruitment, staff retention, advancement, and employee well-being into our business strategies.

Workforce Representation

Total number of employees by gender and level*			
Job Levels	Female	Male	Grand Total
Chief Executive Officer		1	1
Group Head	1	9	10
Director	4	32	36
Deputy Director	1	52	53
General Manager	11	136	147
Deputy General Manager	17	280	297
Manager	50	505	555
Deputy Manager	75	663	738
Assistant Manager	67	595	662
Senior Officer	45	1,339	1,384
Officer	63	1,510	1,573
Junior Officer	52	1,197	1,249
Returnship	12		12
Non-Management	4	3,351	3,355
Non-Management Trainee		36	36
Trainee	34	110	144
Advisor/Consultant	1	12	12
Grand Total	437	9,827	10,264
Total Percentage	4%	96%	

Total number of employees by employment contract* by gender			
Employee Category	Female	Male	Grand Total
Management	375	6,191	6,566
Non-Management	4	2,977	2,981
Management Trainee	16	26	42
Total	395	9,194	9,589
KE Contract	26	515	541
Apprentice Trainee	1	82	83
Finance Trainee	15	36	51
Total	42	633	675
Grand Total	437	9,827	10,264

*Note: Regular & Contract

Workforce Representation

Total age wise breakdown employees*	
Age Bracket	Overall
Below 30 Years	1,767
30-40 Years	3,340
41-50 Years	3,148
Above 50 Years	2,009
Total	10,264

Maternity & Paternity leave availed		
	Maternity	Paternity
No. of Employees eligible for leaves	178	7,498
No. of Employees availed leaves	36	626
No. that returned to work from leaves	29	626
No. of still employed 12 months after return to work	29	591
No. of availed leaves (days)	3,550	3,980

Total number of new hires by age level			
Row Labels	Female	Male	Grand Total
Below 30 Years	28	136	164
30-40 Years	15	77	92
41-50 Years	2	17	19
Above 50 Years		8	8
Total	45	238	283

*Note: Regular & Contract

Workforce Representation

Total number of new hires by job level			
Row Labels	Female	Male	Grand Total
Group Head		2	2
Director		1	1
Deputy Director		2	2
General Manager		2	2
Deputy General Manager		4	4
Manager	5	13	18
Deputy Manager	1	26	27
Assistant Manager	7	39	46
Senior Officer	6	41	47
Officer	8	56	64
Junior Officer	1	39	40
Returnship	7		7
Trainee	10	12	22
Advisor/ Consultant		1	1
Total	45	238	283

Total number of regular staff by gender			
Row Labels	Female	Male	Grand Total
Chief Executive Officer		1	1
Group Head	1	8	9
Director	4	32	36
Deputy Director	1	52	53
General Manager	11	136	147
Total	17	229	246
Deputy General Manager	17	280	297
Manager	50	505	555
Deputy Manager	75	663	738
Assistant Manager	67	593	660
Total	209	2,041	2,250
Senior Officer	41	1,241	1,282
Officer	62	1,495	1,557
Junior Officer	46	1,185	1,231
Non-Management	4	2,977	2,281
Management Trainee	16	26	42
Total	169	6,924	7,093
Grand Total	395	9,194	9,589

Workforce Representation

Total number and rate of employee turnover during the reporting period, by age group and gender			
Age Bracket	Management Staff Voluntary Exits	Management Staff	Voluntary Turnover
Below 30 Years	202	1,361	15%
30-40 Years	310	2,834	11%
41-50 Years	60	1,569	4%
Above 50 Years	16	802	2%
Total	588	6,566	9%
Total Female Employees	99	375	26%
Total Male Employees	489	6,191	8%

Total number for probationary employees by gender			
Row Labels	Female	Male	Grand Total
Group Head		2	2
Director		1	1
Deputy Director		1	1
General Manager		2	2
Deputy General Manager		4	4
Manager	3	10	13
Deputy Manager		21	21
Assistant Manager	4	30	34
Senior Officer	6	30	36
Officer	8	48	56
Junior Officer	1	32	33
Returnship	3		3
Trainee	10	12	22
Advisor/ Consultant		1	1
Grand Total	35	194	229

Diversity, Equity and Inclusion (DEI)

At KE, we understand that a diverse workforce brings together a variety of skills and experiences and enhances our ability to tackle complex challenges. Women in Pakistan have been underrepresented in technical and leadership roles and promoting gender diversity can help break barriers, create equal opportunities, and tap into a larger talent pool.

Our Diversity and Inclusion (D&I) strategy is encompassed within a comprehensive policy document titled "Gender Equality and Diversity." This document outlines the guidelines for fostering diversity and inclusion in talent acquisition, promoting equitable recruitment practices, ensuring fair compensation, supporting talent and leadership development, and enhancing employee engagement. We are also committed to include people with different abilities to enable a diverse workforce that is better equipped to anticipate and respond to our challenges, enhancing the organisation's overall resilience.



We consistently strive to overcome gender-related cultural and safety challenges by providing assistance in childcare, offering parental leave options, facilitating safe transportation arrangements, and enabling flexible work schedules. To further our goal for a gender balanced workforce and inclusive leadership, we also provide mandatory gender sensitisation training (Better Together) which has now become an e-module to cover all our employees, incentivise referrals of women for open positions, and offer wellness support training for managers overseeing female employees who are expecting.

Gender Based Pay Gap (Female: Male)

Walking the talk through multiple interventions and by applying the gender lens to our remuneration strategy we have made significant strides in eliminating the gender gap for approximately 90% of the women in the organisation with a commitment to make it 100% by FY 24.

Job Level	2023		2022	
	FEMALE	MALE	FEMALE	MALE
Director	1.06	1	1	1
Deputy Director	1.03	1	1	1
General Manager	1.11	1	1	1
Deputy General Manager	1.09	1	1	1
Manager	1.09	1	1	1
Deputy Manager	1.02	1	1	1
Assistant Manager	1.03	1	0.9	1
Senior Officer	0.92	1	0.9	1
Officer	1.00	1	0.9	1
Junior Officer	1.13	1	1	1
Non-Management	1.20	1	1.1	1

New Hires by Gender

At KE, we have embraced essential policies and industry-leading practices aimed not only at attracting female talent to the organization but also at nurturing a pool of leaders and managers prepared for diverse, cross-functional roles. While women constitute 4% of our workforce, 16% of our new hires were female in FY 23 against 12% in FY 22. Last year, we also introduced our Returnship Programme that creates opportunities for experienced women professionals who have been on a break of at least one year.

Breaking Boundaries

In line with our support for SDG 5 and to uplift women in leadership positions, we organised a two-day workshop for women in leadership. The participants included those representing senior positions in leading organisations across various sectors in Pakistan and our own KE employees.

The workshop helped participants understand the unique challenges of women in leadership, and how to develop a high-performing team through shared values and clearly-defined outcomes. The workshop also delved into introspective exercises for self-mastery. A panel discussion with women in authoritative roles from leading firms also took place, where they shared their journey, tying into the theme of effective leadership.



Learning and Development

Training and development plays a crucial role in the success and sustainability of KE. Our technical and rapidly evolving sector demands a consistent upskilling of our workforce which we support through instructor led trainings and e-modules as part of our development programmes.



• Instructor led Trainings

- A one-day workshop to cover 100% of KE's Non-Management Staff (NMS) over a period of years, FY 22 to FY 24. The intervention aims to develop participants on self-awareness and maximise their own inspiration in line with KE's values and vision.

Participants trained till FY 23: **2,166**

- Trainings for our officers are designed specifically to hone their communication and negotiation skills.

Participants trained till FY 23: **2,313**

- Specially curated behavioral and functional training programs, KE Master Trainers, are mapped according to required competencies. They are delivered through carefully selected internal trainers who are subject matter experts and by training their colleagues they enable a culture of continuous learning and personal development.

Participants till FY 23: **17** master trainers delivered **31** learning interventions to **1,683** of their colleagues.



• E Modules

Through our online AZM Learning, three e-modules have been developed to enable a culture of dynamic learning-on-the-go. These are expected to cover 100% of the population through both the e-learning platform as well as blended learning planned interventions. The e-modules include:

- Behavioral Interviewing Skills,
- Better Together (Workplace and Gender Sensitization),
- Giving & Receiving Feedback.

Collectively, an Assistant or Deputy Manager at KE spent 20,600 hours in FY 23 on training. The number was 19,588 hours for Managers and Deputy General Managers, and 6,024 hours for General Managers and more senior designations. In line with our commitment to gender equality, KE records similar information disaggregated by gender as well, which demonstrates that female employees spent an average of 7.1 hours undertaking employee training and development, which is similar to the average for male employees at 7.5 hours.

KE DNA – Distribution Network Academy

KE DNA was formed with the objective of providing high quality technical and professional skills to field staff to enhance the quality of their workmanship. Through skillfully designed courses we ensure quality and reliability benchmarks are understood and implemented across the Distribution network.



Our Apprenticeship Programme prepares apprentices to serve the communities we operate in by developing and maintaining a talent pipeline for distribution operations, proactively. Additionally, the programme also focused on honing their interpersonal skills. These include English composition skills, relationship management, energy conservation, business ethics, time management and work-life balance. Since its inception in 2017, 473 apprentices have graduated with 204 finding jobs. Out of these, 165 are employed at KE. Looking ahead, the programme also aims to have 20% female representation for FY 24, illustrating our commitment to not only increasing provision of opportunity to women but providing a long-lasting positive impact on our communities by uplifting women through our Training and Development on STEM.

Worker's Rights

KE believes in promoting a congenial work environment and right of association whereby worker representatives participate in various decision-making committees, forums and unions. KE has 8 worker unions, determined as a Collective Bargaining Association (CBA) and all of KE regular workers are covered under CBA. In addition to compliance with human and labor rights and benefits under the local laws, we also provide competitive market-based remuneration, additional benefits including medical facility for self and dependents, welfare facilities, and more.



Grievance Mechanism

We are committed to responsible business practices, stakeholder engagement and continuous improvement through a well-structured and transparent grievance mechanism. This mechanism serves as a valuable tool for promptly addressing concerns, and building trust. At KE, we provide the following platforms to our employees (both management and non-management staff):

- 1. Awaz Channel:** Awaz offers multiple avenues for employees to raise their grievances. It includes an online portal, email employee: advocacy@ke.com.pk, physical drop boxes at KE locations, walk-in support, and postal communication. This comprehensive channel covers a wide range of issues, including those related to work, discrimination, harassment, administration and health & safety.
- 2. Anti-Harassment Committee:** To connect with Anti-Harassment Committee directly regarding sexual and gender-related grievances, employees can use the dedicated email address: anti.harassment@ke.com.pk.
- 3. Speak Up:** Employees, customers, vendor and any other stakeholder can report theft, fraud, irregularities or any witnessed malpractice with appropriate details and mentioning their correct particulars when reporting such incidents to speakup@ke.com.pk with the assurance of anonymity.

Promotion of Health

Our team of professional family and general physicians are committed to providing consultations to more than 10,000 employees and approximately 28,000 dependents, who have access to in-house pharmacy, laboratory and panel consultant facilities, specialist referrals and hospital care. KE has also partnered with Digital Teleclinic Services to facilitate remotely located employees and their families. We also provide outpatient services and medical emergency support at our Generation Power Complexes.

KE's Vitality Programme initiatives include:

- BMI and Steps Challenges that aim to lower BMI through diet and workout plan. **420** employees, including **61** females participated in different physical challenges
- Pregnancy Wellness Programme for new mothers, with mandatory sensitisation trainings for employees and managers (MAMA), facilitating around **26** employees including females and their respective line managers
- Annual awareness and screening drives, vaccination programmes
- One-on-one consultation data for chronic disease prevention. Officers **312** and NMS **457**
- Industrial Health Unit (IHU) of Healthcare for work related incidents
- Bi-Annual Hygiene Examination of employees and workplaces with **97%** compliance



Health and Safety of Employees

The Process Safety Management system (PSM) was introduced through DuPont Gap Analysis of KE Health, Safety and Environment (HSE) Management System. This step was taken after the Safety Management System in place at KE since 2010 went through a review in 2021. Thereafter, a three year PSM action plan (FY 23 to FY 25) was developed to augment the existing HSE System in KE and so far 60% of the action plan has been completed.

Our Processes

- Annual Audits conducted to monitor compliance with national safety regulations and laws, company safety policies, departmental procedures, and best safety practices.
- Health and Hygiene regularly monitored across all business units (BUs). In FY 23, two cycles of "Hygiene card examination" were carried out, where 100% NMS staff were examined for all contagious diseases and general health condition as per legal requirement.
- Behavioral observations recorded and shared with staff, acknowledging good habits and recommending improvements where required.
- Monthly and annual HSEQ Rewards Mechanism based on best safety performance. Total 194 staff were rewarded in different categories of Safety Employee of Month, Safety Team of Month, Best Near-Miss Report, Safety Promotional Activity and Best Safety Suggestion.
- Multiple technical and HSEQ trainings planned and conducted.
- Results of training pre and post assessments recorded to assess competency levels of participants.



Quality Management System (QMS)

KE embarked on the journey of Quality Management System in FY 23 which resulted in a QMS policy being developed. Further, we conducted a Quality Perception survey to benchmark the current stage of QMS in the organisation, followed by establishing Quality Governance Structure. Our focus is to improve customer satisfaction, reduce cost of poor quality, and thoughtful selection of QMS ingredients which will lead to long term success.

Safety Highlights



Customer Centricity

With a firm belief in the value of transparent communication, we provide multiple avenues for customers to connect and engage with us. Digitising our customer touch points has resulted in increased customer convenience.

As part of our strategy to keep enhancing our customers experience and bring maximum features on our digital platforms, we introduced new features for KE WhatsApp and KE Live App:

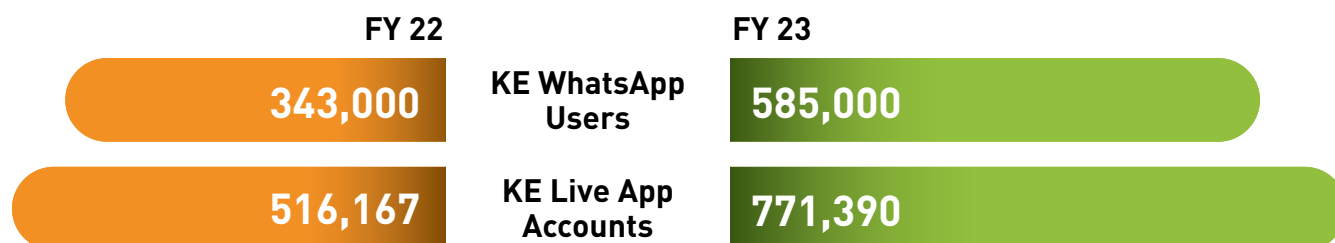
1. WhatsApp for Business*:

- **Find-Us** allows customers to find KE branches in Karachi or to see which branch is nearest to them
- **E-bill Subscription** lets customers receive their bills electronically, instead of waiting for a physical bill

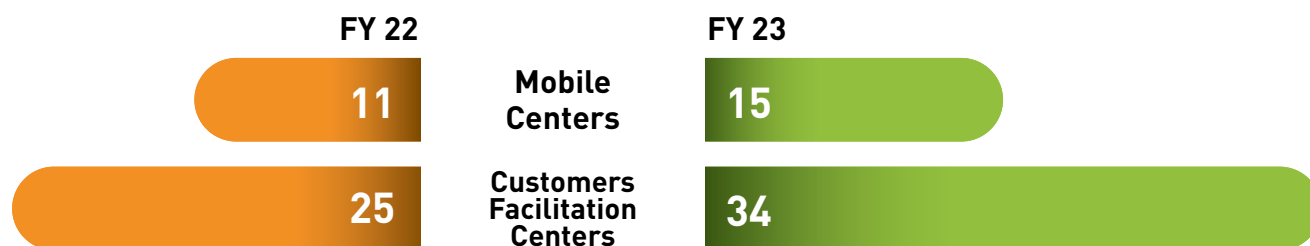
2. KE Live App*:

- **Ease of login:** This feature makes it easier for customers to log in to the app by eliminating the need to remember a username and password. Customers can now log in using their fingerprint recognition
- **E-bill subscription:** This feature allows customers to receive their electricity bills electronically, instead of waiting for a physical bill

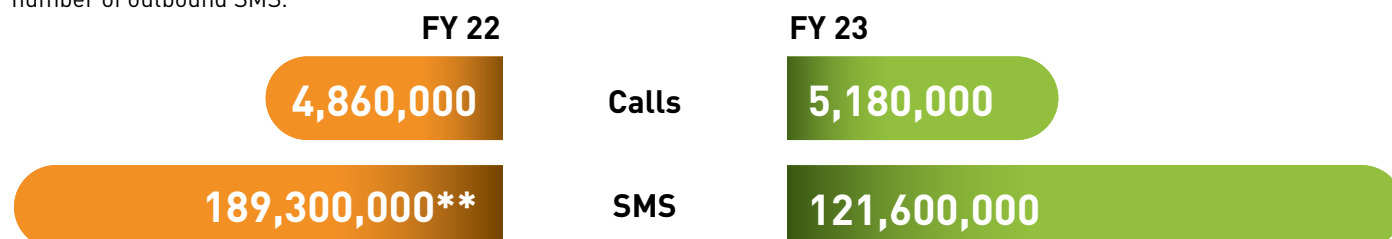
We were also able to increase our KE Whatsapp Subscribers this year by 71% compared to last year and for KE Live App we saw an increment by almost 50% in 2023 versus 2022:



This year we added 4 Mobile Centers and 9 Customer Facilitation Centers taking the total customer service centers to 49 compared to 36 in FY 22:



While our customer base grew by approximately 160,000 we managed to maintain our call per customer ratio and reduce the number of outbound SMS.



*Note: See back page for full menu

**Note: This disclosure has been updated following the publication of SR 22

Collaborative Partnership with “Purple Tuesday”

KE collaborated with the renowned “Purple Tuesday” initiative, a global movement committed to improving customer experiences for individuals with disabilities and their families. Through this partnership, we have enriched the accessibility of five Customer Experience Centers (CECs) by incorporating features like wheelchairs and ramps. This underscores our unwavering commitment to fostering an inclusive environment.

Enhancing Customer Experience through Partnerships

At KE, our prime focus has always been to provide customers with convenience at all levels. This includes a wholesome digital bill payment experience for our customers. To elevate the digital journey we partner with various leading banks, fintech and other lead organisations in the payment industry to provide multiple digital payment options and soft relief to cater to our customers in these challenging times. In FY 22, we launched numerous cashback campaigns, installment schemes and discounts in the last year. Around 58,000 customers have been facilitated with discounts estimated to PKR 40 million.



Customer Facilitation Camps

In addition to formal centers, we also set up pop up camps in communities, particularly Mohalla spaces and parks to facilitate customers in the residence as part of door-step convenience. A total of 248 such camps were established that provided easy monthly instalments for bill payments to around 2,000 customers per camp. Furthermore, recognising the challenge our low-income customers face with regards to access to banks, we also set up a total of 19 bank booths in several locations across KE.



Localisation and Supplier Management

KE places a strong emphasis on building sustainable value creation through extensive supplier relationship management. We have embarked on a journey of redefining our supplier selection criteria in line with conscious sourcing for reduced environmental impact and being more inclusive of worker well-being. This is to ensure that we work with suppliers that share similar values and ambition to operate as responsible entities for a greener future.

As part of our commitment to sustainable and responsible sourcing, coupled with our priority to build a resilient economy led us to pioneer the Localisation initiative. This project embraces the development of local products which have been traditionally imported and will be instrumental in creating movement within the industrial sector to further enhance local skills and capability while boosting domestic economic activity.



By choosing to develop local manufacturers, we aim to not only contribute to economic growth, but also reduce the carbon footprint associated with shipping of imports.

To further augment this objective, KE jointly hosted a National Policy Dialogue in 2023 addressing our urgent need to explore options for indigenisation and sourcing materials from local avenues for Pakistan to build a resilient economy. The dialogue was attended by private stakeholders, leading local manufactures and notable government figures.



Engaging with Our Community

Our ties with the community are deep-rooted since the nature of our business is geared towards providing an essential service to our customers. We have always strived to develop strong relationships with our communities through initiatives that are designed to address the pressing demand of the people in a given area.

During the period of FY 23, the company conducted activities related to safety, flood relief, social welfare and implementation of various community-based initiatives whilst concurrently partnering with organisations on sustainability and inclusivity.



Flood Relief Efforts

In 2022 the unprecedented floods witnessed by Pakistan resulted in 20.6 million people requiring humanitarian assistance. In line with our unwavering commitment towards the communities we serve, we provided relief in areas of Sindh and Balochistan which were severely affected by flood. The company's management and employees raised PKR 5.7 million benefiting 1,600 families. To strengthen and support our CSR partners efforts in serving our country, KE also established a Tele Health clinic in collaboration with Educast to facilitate 36,000 flood-affectedees via tele consultation call centers; donated medical supplies worth PKR 3.9 Million to various NGOs including Educast, ChildLife, LRBT and NOWPDP as well as donating panaflex as raw material for tents.

Electricity Bill Support

KE contributed to the Electricity Bill Fund established by Saylani Welfare International Trust (SWIT) to support low-income families struggling to meet their monthly expenses. KE's contribution was specifically in lieu of electricity bills of beneficiaries identified by Saylani as per their criteria. We also facilitated Saylani in their fund-raising efforts for this novel welfare initiative.

Public Safety

School Safety Campaign

Women and children tend to be more susceptible to electrical hazards due to their limited awareness. To address this challenge, we launched a School Safety Campaign that focused on inculcating safety awareness and behaviour through numerous engaging activities with the children.

The programme reached more than 57,000 children between ages of 8 and 16 in seventeen hazard prone areas of Karachi and involved games, book readings, storytelling, drawing activities and various quizzes with prize distributions, achieving our objective of ensuring they understand and practice safe behaviours. The success of this programme is attributed to the teachers of the schools we collaborated with, our in-house Public Safety champions, Roshni Bajis, and our esteemed implementation partners.



Urban Resilience Conference

KE partnered with the Institute of Business Administration (IBA), Karachi, to host the 'Karachi Urban Resilience Roundtable' conference, aimed at convening diverse stakeholders to address the city's challenges and develop real-time solutions. The event brought together the Commissioner of Karachi, UN Development Programme, urban planners, and senior personnel from the Karachi Water Supply and Sewerage Services Improvement Project (KWSSIP) to recognise the need for transformative urban planning and climate-resilient infrastructure.

During the conference, KE's Chief Strategy Officer presented the company's vision to introduce over 1,000 MW of renewable energy (solar and wind) in our fuel mix by 2030 to address the global challenge of energy crisis. Further, our Chief Strategy Officer stressed the importance of creating plans that offer citizens opportunities for a better quality of life. This collaborative effort aims to reimagine city governance and address urban challenges, fostering innovative solutions for a sustainable and resilient Karachi.

Other Community Initiatives



5,000 Patients
Received Free
Healthcare through
16 Health Camps



40,000 People
Reached for Climate
Related Safety
Messages through
Religious Networks



56 Frontline
Workers Trained
on Monsoon
Safety, First Aid,
and Emergency
Response



250 Employees
Engaged for Blood
Donation Drive






550 Safety Gears
Distributed to
Frontline Workers

Driving Safety through Roshni Bajis

Our flagship program on community safety awareness reflects our passion and commitment to build a Safety First culture internally and externally. The female led program also intersects with our People priorities and adds value to both community participants and the programme drivers – our Roshni Bajis.

The Programme, now in its 3rd year, welcomed 50 New Roshni Bajis in February 2023. This unique and multi-dimensional initiative not only continues to bridge the gap between KE and the community by building awareness on electrical safety hazards exacerbated by climate change, aid in removal of kundas (hooks), encouraging conversion to legal electrical connections that are safer, but also creates training, development and economic opportunities for women who are at the heart of the programme.

Programme Highlights

	FY 23	FY 21 - 23
 Roshni Bajis	50	150
 Total Households Reached	200,000	663,675
 Roshni Bajis Employed	30	53



Scan for further details on our Roshni Bajis Programme



The six-month intervention comprises of training on common electrical hazards and safety tips especially during rains. The program includes training on communication skills, data gathering as well as digital and financial literacy awareness followed by field work. Acknowledging that safety and mobility are the two biggest barriers for women looking to join the formal workforce, the programme includes motorbike and self-defense training. The 50 Roshni Bajis have already reached out to 200,000 households. The program's final leg, a formal training at Hunar Foundation to become Certified Electricians will commence in July 2023.

2nd cohort update: In July 2022, the 60 Roshni Bajis who were inducted in FY 22 successfully completed the program reaching 363,000 households. Of these Roshni Bajis, 11 have already been offered permanent roles in KE as Meter Data Maintenance Officers (MDMOs) for their exceptional performance exhibited during the course of this program.

The program focuses on safety awareness among women and children in vulnerable communities where risk of incident is highest, therefore playing a vital role of imparting critical safety measures and life-saving tips.



Preserving Natural Resources

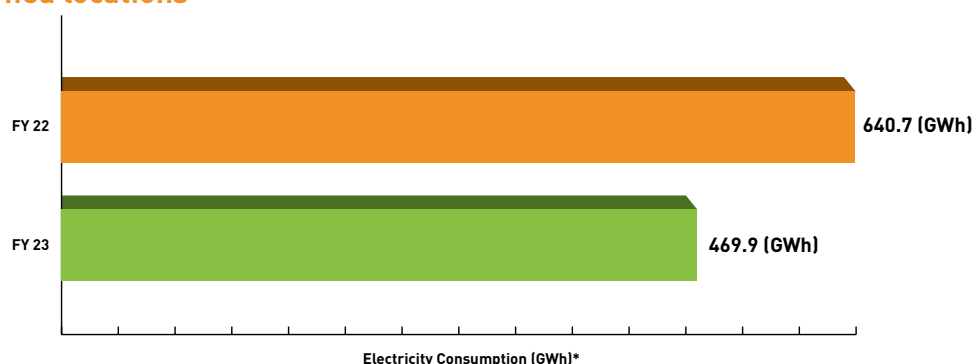
At KE, we are committed to leading the way towards a cleaner and more sustainable energy landscape. Our environmental strategy is rooted in the understanding that managing our operations responsibly can drive positive change for our planet and the communities we serve. We aim to extend our strategy to consciously setting targets for reducing carbon emissions in our existing operations. Furthermore, we also strive to be conscious in our resource management with a focus on 5 R (refuse, reuse, reduce, recover, recycle).

Managing Our Resources

Electricity Consumed at KE Owned locations

Electricity used in offices and Integrated Business Centre comes from two sources: grid electricity and installed solar panels at different locations within KE.

As a result of energy conservation efforts at our various locations, we have been able to achieve a reduction of 27% in our electricity consumption for FY 23 compared to FY 22.



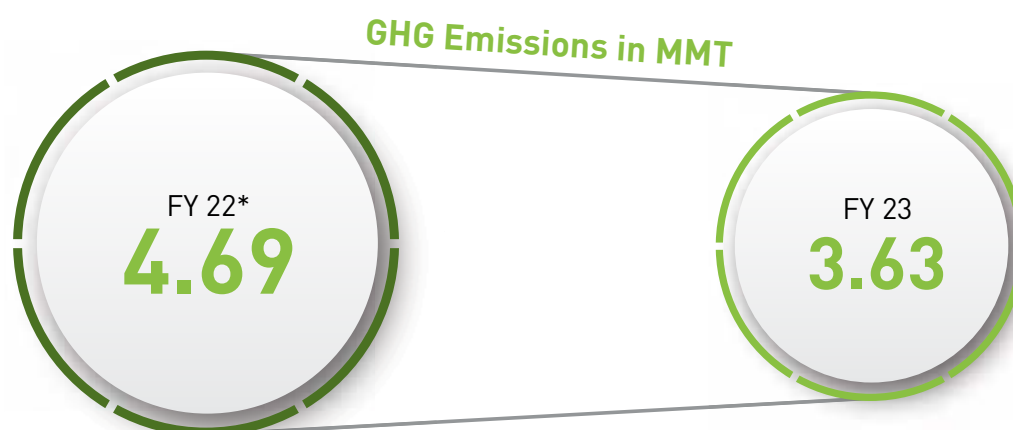
Fuel consumption

Our focus remains dedicated to enhancing operational efficiencies. Initiatives within our fleet operations have revolved around optimising fuel and fleet usage, which has led to a reduction of 76,339 liters of fuel and 318 metric tons of carbon emissions from FY 22 alone. By improving fuel efficiency and adopting fleet optimisation practices, KE is actively progressing towards operations that demonstrate a steadfast commitment to reducing our carbon footprint for a more environmentally friendly future.

Activity	Fuel	Units	FY22	FY23
Generation Plant	HFO	Tons	694,711	483,284
	Gas	SCF	44,528,260,000	39,400,630,000
	Diesel	Liters	62,854,000	8,442,000
Vehicular fleet*	Diesel	Liters	4,345,654	3,954,000
	Diesel Petrol	Liters	-	4,670
	Hi-Octane	Liters	-	34,270
	Petrol	Liters	3,001,175	3,277,551

Emissions Intensity Reduction and GHG Emissions Reduction

In FY 23, our interventions led to a reduction of 83 gCO₂/kWh (from 595 to 512 gCO₂/kWh) in emissions intensity. We recognise that our primary source of emissions is electricity generation, and we have established a goal to increase the share of renewables to 30% by 2030. In the coming year, we intend to regularly monitor our emissions on a quarterly basis. Our objective is not only to sustain energy intensity at a minimum of 512 gCO₂/kWh but also to continuously work towards further reductions.



*Note: This disclosure has been updated following the publication of SR 22

Water Stewardship

At KE, Generation is the main operation that uses significant water. We ensure that our other operations are efficiently managing their water usage and aim to reduce our consumption to reduce the burden on a resource that is becoming increasingly scarce.

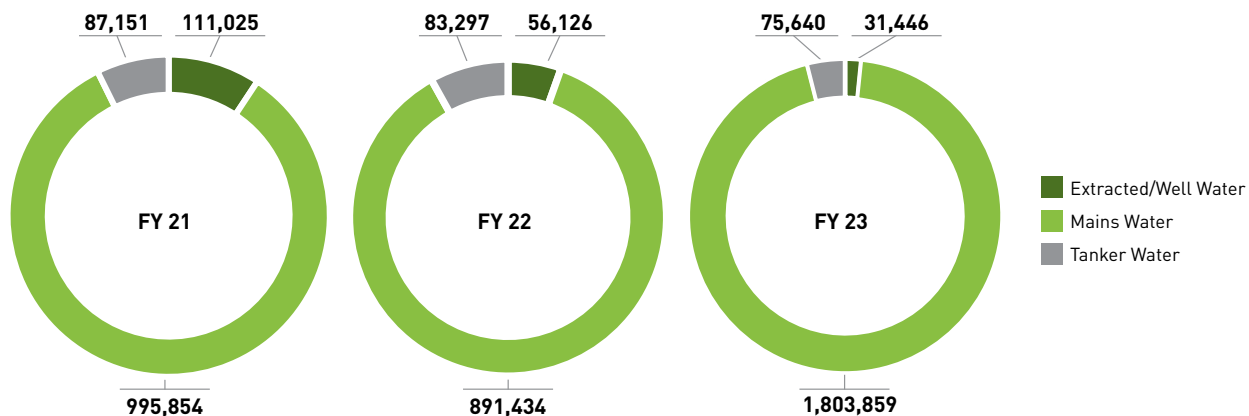
Water flow meters at key locations in our plants allow us to monitor and efficiently manage any leakages and routine water audits keep usage within control.

Striving to conserve our resources, interventions introduced by our teams in FY 23 resulted in a decline in extracted and tanker water consumption by approximately 44% and 9% respectively compared to FY 22.

However, during the project implementation phase, followed by testing and commissioning of BQPS III Units 1 and 2 this year, we saw an estimated increase of 102% in the consumption of mains line water usage compared to FY 22.

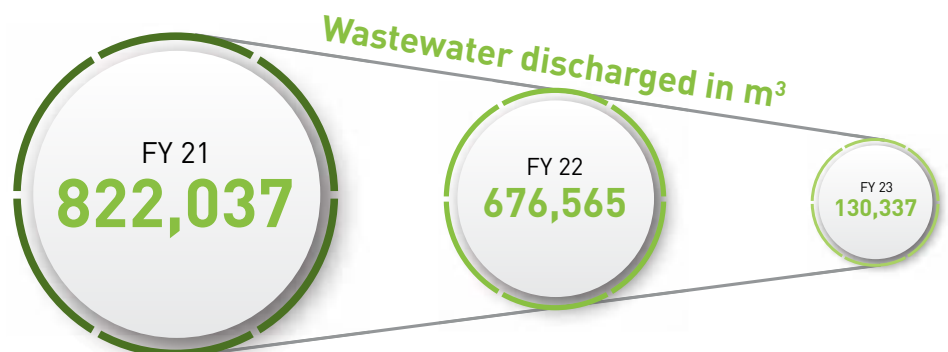


Water Consumption in m³



Effluents Management

Cooling water used for our larger power plants is discharged with parameters that are compliant with the Environmental Quality Standards and monitored by certified laboratories. Domestic wastewater is treated and reused for horticulture while wastewater from various locations is discharged into the sewer system.



Waste Management

After the revision and implementation of our Corporate Waste Management Procedure, improved information on waste contractors, introduction of clear role definitions, and centralised internal environmental audits in FY 23, we successfully addressed the hazardous waste backlog that had accumulated on our sites for various reasons.

This resulted in a significant decline in our hazardous solid waste which was 9 tonnes while non-hazardous solid waste was 2,090 tonnes, both of which were disposed in the current year at EPA approved sites in a safe manner. Furthermore, repurposed a total of 43,027 kilograms of scrap materials, effectively preventing them from ending up in landfills.

Reduction in Billing Statement Size

Furthering our commitment to reduce our carbon footprint, we also reduced our bill size from A4 to A5. This single intervention alone has had a significant environmental impact with the potential of saving over 4,000 trees, 94,000 kg of waste and 200 million liters of water annually.

Managing our Inventory

Adopting circular economy principles in our Inventory Management practices has empowered our teams to implement responsible waste disposal practices. The containment pit at our scrapyards in Baldia serves as a prime example of how oil spills and contamination can be readily prevented, thereby contributing to both environmental protection and regulatory compliance.

Additionally, in 2023, our teams were able to enhance our operational efficiency through the consolidation of Warehouses with reduction of stores by 35% and vertical height utilisation strategy, maximising our warehousing potential while minimising environmental footprint.



Biodiversity

In line with our decarbonisation efforts, we planted 100,000 mangroves and will continue our plantation drives. While mangroves are significant for providing a unique ecosystem for various aquatic and avian species, they are critical for shoreline cities as they also strengthen the resilience on the coastal belts.



Empowering Customers for a Greener Future

Net Metering

Distributed solar generation has multiple benefits including significant reduction of emissions. During FY 23, 4,514 customers successfully joined this program, in line with NEPRA's Net Metering guidelines. This is the highest ever induction in a single year reflecting our commitment as well as a growing consciousness among our customers with the total quantum of PV injected in KE system being 202 MW.

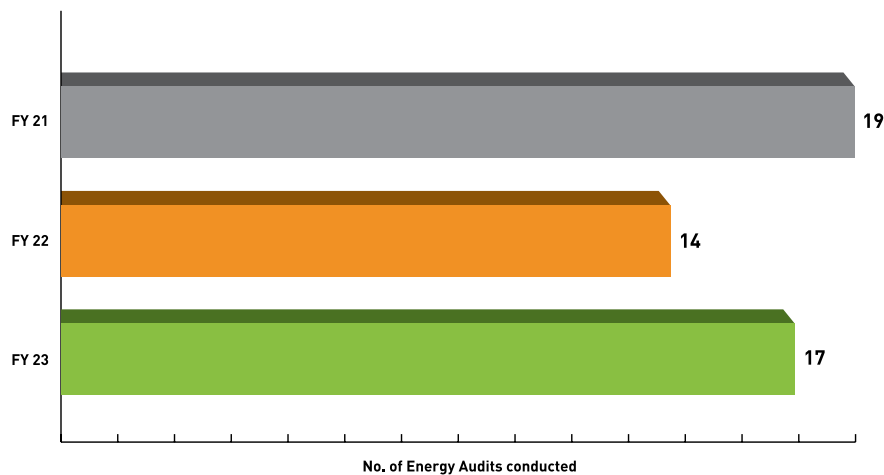
Solar MicroFinance Facility

Last year, we partnered with NEPRA under its CSR drive "Power with Prosperity" along with other energy companies to co-create a Solar Microfinance Facility Program with Akhuwat Foundation as the implementing partner. This initiative increased accessibility of clean and affordable power for low-income groups and KE's contribution directly benefitted 66 small business owners and residential customers to date, with 27% beneficiaries being females.



Energy Audits

KE offers services to conduct energy audits for its larger customers enabling them to discover strategies for reducing energy consumption. Energy audits conducted by KE for this year which can help our customers reduce their carbon footprint by 4,385 CO₂ MT/annum in 2023.



Power Factor Improvement Programme

In FY 23, our Power Factor Improvement Programme yielded a projected reduction of 75,423 MT CO₂/annum at the customer end.

Details	FY 23	FY22	FY21
Number of Surveys Conducted	1,454	1,170	847
Savings in electricity – MVA of Apparent Power	85.5	52.1	49.4
Carbon Footprint reduction of MT CO ₂ /annum	75,423	45,875	43,717

Energy Conservation Awareness

With the rise in energy crisis globally, there is a need to ensure that our energy consumption is made more efficient and optimised at all levels. This intervention sought to manage our customer demand with the goal of creating awareness about smart energy consumption and driving behavioural change that could translate to significant savings for the customer and influence lower energy consumption.

Reaching 9.2 million people, this was a bilingual multi-channel campaign, run with the support of multiple collaborations and 13 partner organisations.

GLOBAL RISE IN ENERGY PRICES MAKES ENERGY CONSERVATION A NATIONAL & PERSONAL RESPONSIBILITY

ENERGY SAVING TIPS

- Set AC at 26°C
- Shift to LEDs
- Shift to Energy Star appliances
- Limit usage during peak hours (6:30pm-10:30pm)
- Use maximum daylight
- Unplug appliances on standby

#FarqPartaHai

بجلی کی قیمت میں مالی سطح پر اضافہ ہو رہا ہے اس لیے
بجلی کی بچت ہم سب کی
قومی اور ذاتی ذمہ داری ہے

**بجلی بچانے
کے طریقے**

- AC کو 26°C پر رکھیں
- LED لائٹس استعمال کریں
- انرجی اسٹار آلات استعمال کریں
- پیک آؤر میں ہماری بجلی والے آلات کا استعمال نہ کریں (6:30 بجے تا 10:30 بجے)
- زیادہ سے زیادہ دن کی روشنی کا استعمال کریں
- غیر زیر استعمال آلات کا پلگ اکال دیں

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 Pakistan

INDEPENDENT AUDITOR REPORT ON THE SUSTAINABILITY REPORT

To the Board of Director of K - Electric Limited

We have been engaged to perform limited assurance engagement on the sustainability report of K - Electric Limited (the "Company") for the year ended on June 30, 2023.

Management's Responsibility on the Sustainability Report

The Management of the Company is responsible for the preparation of sustainability report with reference to the GRI sustainability reporting standards (GRI Standards) issued in 2021 by Global Reporting Initiative (GRI).

The Management is responsible for that part of the internal control that they consider necessary in order to enable the preparation of sustainability report that is free from material misstatement whether due to fraud or unintentional behavior or event.

The Management is also responsible for the definition of the objectives regarding the sustainability performance and the report of the achieved results as well as for the identification of the stakeholders and significant matters to report.

Auditor's Independence and Quality Control

We have complied with the independence and other ethical requirements of the International Ethics Standards Board of Accountants' International Code of Ethics for Professional Accountants (including International Independence Standards) (IESBA Code), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

The firm applies the International Ethics Standards Board for Accountants' Code of Ethics for Professional Accountants as adopted by the Institute of Chartered Accountants of Pakistan (the Code) and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Auditor's Responsibility

It is our responsibility to express an opinion, on the basis of procedures performed, a conclusion about the compliance of the sustainability report with the requirement of GRI Standards (With Reference to only). We conducted our work in accordance with the principle included in International Standard on Assurance Engagement 3000" (ISAE 3000 Revised), issued by International Audit and Assurance Standards Board (IAASB) for limited assurance engagements. This standard requires the planning and execution of procedures in order to obtain limited assurance that sustainability report is free from material misstatement.

Therefore, the extend of work performed in our examination was lower than that required for a full examination in accordance with ISAE 3000 Revised ("reasonable assurance engagement") and hence it does not provide assurance that we have become aware of all significant matters and event that would have been identified during the reasonable assurance engagement.

In particular, we have performed the following procedures:

- ### Limitations

- Aspect of the reports other those mentioned above
- Data and information outside the defined reporting period
- Technical information which required an expert for its verification
- The Company's statement that describe expression of interest, brief, aspiration, expectation, aim or future intention and national or global social - economic and environmental aspects.
- Data and information on economic and financial performance of the Company, which, we are informed, are from the company's financial records,
- Information for which independence evidences were not available, the management of the Company has provided a written representation regarding the authentication of that information.

Based on our limited assurance engagement, nothing has come to our attention that causes us to believe that the report is not fairly presented, in all material respects, with reference to the framework adopted by the Company in line with the sustainability reporting guidelines of Global Reporting Initiatives and supported by Company's internally defined procedures.

BDO EBRAHIM & CO.
CHARTERED ACCOUNTANTS

GRI Index

"Statement of use"	K-Electric has reported the information cited in this GRI content index for the period July 2022 to June 2023 with reference to the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021

GRI Standard	Disclosure	KE (Information from verticals)
GRI 2: General Disclosures 2021	2-1 Organizational details	Annual Report
	2-2 Entities included in the organization's sustainability reporting	Annual Report
	2-3 Reporting period, frequency and contact point	About the Report
	2-4 Restatements of information	Information with regards to GRI 305 and outbound SMS has been corrected for FY22 in this report.
	2-5 External assurance	About the Report
	2-6 Activities, value chain and other business relationships	Annual Report
	2-7 Employees	Enriching People's Lives (People Management)
	2-8 Workers who are not employees	GRI 401-1
	2-9 Governance structure and composition	Annual Report
	2-10 Nomination and selection of the highest governance body	Annual Report
	2-11 Chair of the highest governance body	Annual Report
	2-12 Role of the highest governance body in overseeing the management of impacts	Annual Report
	2-13 Delegation of responsibility for managing impacts	Annual Report
	2-14 Role of the highest governance body in sustainability reporting	Conducting Responsible Business
	2-15 Conflicts of interest	Annual Report
	2-16 Communication of critical concerns	Conducting Responsible Business (Communicating with Our Stakeholders) Enriching People's Lives (Good Relations with Community, Public Safety) Annual Report
	2-17 Collective knowledge of the highest governance body	Annual Report
	2-18 Evaluation of the performance of the highest governance body	Annual Report
	2-19 Remuneration policies	Combination of fixed and variable pay plans, differentiated by business and talent profiles, plus benefits, differentiated on job level basis.
	2-20 Process to determine remuneration	Process is based on a performance differentiated model considering KE's a. Market positioning b. Differentiated approach c. Inflationary factors. These are determined through Mercer's Total Remuneration Survey, stakeholder engagement including leadership and HR business partners and approval by Board HR Committee. Annual appraisals conducted on progress against objectives defined at the beginning of the year and increments awarded based on performance and market competitiveness.

GRI Standard		Disclosure	KE (Information from verticals)
GRI 2: General Disclosures 2021	2-22	Statement on sustainable development strategy	Chairman and CEO Message, Embedding Sustainability (ESG Road Map)
	2-23	Policy commitments	Chairman and CEO Message, Embedding Sustainability (ESG Road Map)
	2-24	Embedding policy commitments	Chairman and CEO Message, Embedding Sustainability (ESG Road Map)
	2-25	Processes to remediate negative impacts	Chairman and CEO Message, Annual Report
	2-26	Mechanisms for seeking advice and raising concerns	Conducting Responsible Business (Managing our Risks and Opportunities), Enriching People's Lives (Grievance Mechanism), Annual report
	2-27	Compliance with laws and regulations	Annual Report
	2-28	Membership associations	Pakistan Institute of Corporate Governance (PICG) Pakistan Business Council (PBC): Management Association of Pakistan (MAP) Overseas Investors Chamber of Commerce and Industry (OICCI) Karachi Chamber of Commerce and Industry(KCCI)
	2-29	Approach to stakeholder engagement	About KE, Embedding Sustainability (Stakeholder Engagement), Conducting Responsible Business (Communicating with Our Stakeholders), Enriching People's Lives
	2-30	Collective bargaining agreements	Enriching People's Lives (Worker's Rights)
GRI 3: Material Topics 2021	3-1	Process to determine material topics	Embedding Sustainability (Materiality Assessment)
	3-2	List of material topics	Embedding Sustainability (Materiality Assessment)
	3-3	Management of material topics	Embedding Sustainability (Materiality Assessment)
GRI 201: Economic	201-1	Direct economic value generated and distributed	Annual Report
GRI 202: Market Presence 2016	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Compliant with minimum wage
GRI 203: Indirect Economic Impacts 2016	203-1	Infrastructure investments and services supported	<p>Rain Nala Rehabilitation Project Rehabilitation and clean up of 223 meters long Korangi Power Complex (KPC) Rain NALA concrete structure, used to drain rain water from neighborhood PAF community and plant. Blockage of this could cause flooding during heavy rain in PAF community and stop the plant operation. Total cost PKR 18.62 million.</p> <p>KPC Outfall Seaside Boundary Wall Rehabilitations South- East end of KPC Boundary wall is exposed to sea water and to strengthen soil metal sheets are inserted in soil to construct a new boundary wall. Sheets have deteriorated and become damaged due to aging and sea environment sheets weakening the boundary wall weaken which could fall in sea and possibly damage fisherman boats and fisherman working on boats. This project was executed to strength soil and plant boundary wall and safeguard neighborhood community. Total cost PKR 131.49t million.</p>

GRI Standard		Disclosure	KE (Information from verticals)
	203-2	Significant indirect economic impacts	Enriching People's Lives (People Management, Promotion of Health, Driving Safety through Roshni Bajis) Preserving Natural Resources (Empowering Consumers for a Greener Future)
GRI 201: Economic	204-1	Proportion of spending on local suppliers	1. Number of 'Tier 1' suppliers = 825 2. Number of 'Non-Tier 1' suppliers = 0 3. Number of local suppliers = 715 4. Number of foreign suppliers = 110 5. Procurement spend on local suppliers = PKR 38,135,926,707 6. Procurement spend on foreign suppliers PKR = 4,147,842,042 7. Total number of suppliers = 825 8. Total procurement spend = PKR 42,283,768,749
	205-2	Communication and training about anti-corruption policies and procedures	Annual Report
GRI 206: Anti-competitive Behavior 2016	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Since KE's distribution license granted exclusivity right to distribute electricity in the service territory, thus, no such case pertinent to anti-competitive behavior, anti-trust, and monopoly practices was filed against KE during the fiscal year 2023.
GRI 207: Tax 2019	207-1	Approach to tax	The Income Tax Ordinance 2001, Income Tax Rules 2002, Sales Tax Act 1990, Provincial Law and various SROs/ Circulars/ notifications issued from FBR , SRB and other regulatory bodies are followed and implemented in the company.
GRI 2: General Disclosures 2021	207-2	Tax governance, control, and risk management	The Chief Financial Officer and Director Taxation reviews, supervises and approves for decision making for implementing and abiding all tax matters. Strict compliance is adopted by management in matters relating to tax and regulatory compliance.
	207-3	Stakeholder engagement and management of concerns related to tax	Annual Report
GRI 302: Energy 2016	302-2	Energy consumption outside of the organisation	Preserving Natural Resources (Managing Our Resources) Annual Report
	302-3	Energy intensity	512 gCO ₂ /kWh (2023)
	302-4	Reduction of energy consumption	KE Consumption (excluding Auxiliary) 28,530,530 kWh (2023)

GRI Standard		Disclosure	KE (Information from verticals)
GRI 303: Water and Effluents 2018	303-1	Interactions with water as a shared resource	Water conservation practices in offices are ensured as per Corporate Resource Conservation Procedure
	303-2	Management of water discharge-related impacts	Preserving Natural Resources (Managing our Resources)
	303-3	Water withdrawal	Preserving Natural Resources (Managing our Resources)
	303-4	Water discharge	Preserving Natural Resources (Managing our Resources)
	303-5	Water consumption	Preserving Natural Resources (Managing our Resources)
GRI 304: Biodiversity 2016	304-2	Significant impacts of activities, products and services on biodiversity	Habitats and Species in Bin Qasim area were studied, identified as Modified and Natural Ecosystems and do not fall under Critical Habitats
GRI 304: Biodiversity 2016	305-1	Direct (Scope 1) GHG emissions	Preserving Natural Resources (Managing our Resources)
	305-2	Energy indirect (Scope 2) GHG emissions	Preserving Natural Resources (Managing our Resources)
	305-4	GHG emissions intensity	Preserving Natural Resources (Managing our Resources)
	305-5	Reduction of GHG emissions	Preserving Natural Resources (Managing our Resources)
	305-6	Emissions of ozone-depleting substances (ODS)	Emissions due to use of refrigerants: 2,692 metric tonnes CO ₂
GRI 304: Biodiversity 2016	305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	With regards to significant air emissions from power generation, total flue gas flow, SOx, NOx, CO, Heavy Metals (biennially) and PM10 are monitored monthly from each stack for oil fired power plants, while total flue gas flow, NOx and CO are monitored quarterly from each stack for all gas fired power plants to check compliance with the SEQS..
GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts	Preserving Natural Resources (Managing our Resources)
	306-3	Waste generated	KE Waste Management Procedure - waste generated is itemised and segregated into categories listed below and quantities are not currently measured: Fibre, Organic, Plastic, Metal, Glass, Construction and Demolition, Hazardous, Universal Waste, Composite & Miscellaneous Materials
	306-4	Waste diverted from disposal	Preserving Natural Resources (Managing our Resources)

GRI Standard	Disclosure	KE (Information from verticals)
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	Enriching People's Lives (People Management)
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Car Benefits Car or Car Allowance in lieu of car - Manager & Above Fuel Allowance - Deputy Manger & Above Buy Back Option - Manager & Above Commute to Work Allowance - Female Employees Employees Outpatient - All Regular Employees Inpatient - All Regular Employees Childcare Assistance - All Female Employees Group Life Insurance - All Regular Employees Health Insurance - All Regular Employees Disability and Invalidity coverage - All Regular Employees Health Insurance - All Regular Employees Health Insurance - All Regular Employees Additional Benefits Provident Fund - All Regular Employees Smart Phone Device Allowance - Assistant Manager & Above Laptop - Assistant Manager & Above Leaves Mechanism Annual Leave - All Regular Employees Pilgrimage Leave - All Regular Employees Special Medical Leave - All Regular Employees Sectional Leave - All Regular Non Muslim Employees Paternity Leave - All Regular Employees Maternity Leave (childbirth/stillbirth + miscarriage) - All Regular Employees Divorce Leaves - All Regular Employees Bereavement Leave - All Regular Employees Disability leaves - All Regular Employees Leaves Mechanism Retirement Benefits - Provident Fund Pilgrimage Leave - Gratuity
	401-3 Parental leave	No. of Employees availed leaves vs eligible: Maternity 36 vs 178 / Paternity 626 vs 7,498 No. that returned to work from leave: Maternity 29 / Paternity 626 No. still employed 12 months after return to work: Maternity 29 / Paternity 591 No. of availed leaves (days): Maternity 3,550 / Paternity 3,980
GRI 402: Labor/ Management Relations 2016	402-1 Minimum notice periods regarding operational changes	a. A minimum of 4 weeks' notice is provided. b. Referendum proceedings in process for consultations and negotiation.

GRI Standard		Disclosure	KE (Information from verticals)
GRI 403: Occupational Health and Safety 2018	403-1	Occupational health and safety management system	Safety Management System since 2010 DuPont Process Safety Management System (PSM) (in process) Legal requirements: 1. NEPRA Power Safety Code 2. Building Code of Pakistan (Fire Safety Provisions) 3. Sindh Factories Act 4. National & Provincial Environmental Regulations Standards/ Guidelines followed: a) ISO 45001:2018 - Occupational Health and Safety Management System (OH&SMS) b) ISO 14001:2015 (Environmental Management System) c) ISO 9001:2008 (Quality Management System) d) ISO 50001 (Energy Management System) d) NFPA Codes and Standards HSEQ Management System
	403-2	Hazard identification, risk assessment, and incident investigation	Identification processes: 1. Workplace Tool Box Talks (TBT) 2. On-Site Risk Assessment through Tool Box Risk Identification Card (TRIC)
	403-3	Occupational health services	KE-SP-013 - Occupational Health & Hygiene Management System/ Procedure
	403-4	Worker participation, consultation, and communication on occupational health and safety	KE-SP-004 - PSM 03 - Integrated Organization Structure for Safety Procedure. HSE communications is carried out through different HSEQ Committees Different Committees are in place, involving field staff right upto top Leadershipn (detailes mentioned in PSM No. 3 mentioned above)
GRI 403: Occupational Health and Safety 2018	403-5	Worker training on occupational health and safety	PSM 09: Training & Development SOP Regular HSEQ Trainings conducted - employees trained on subjects ranging from PSM elements, basic safety, environmental awareness, fire safety, first aid & CPR, Quality Assurance, HSE procedures etc. Trainings hours: Enriching People's Lives
	403-6	Promotion of worker health	Enriching People's Lives
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Enriching People's Lives
	403-8	Workers covered by an occupational health and safety management system	Sind Factories Act KE Employees - 10278

GRI Standard		Disclosure	KE (Information from verticals)
GRI 403: Occupational Health and Safety 2018	403-9	Work-related injuries	KE Employees: Zero Fatal incident in FY 23 01 LWI Incident (01 Injury) in FY 23 57 Recordable Incidents (59 Injuries) in FY 23 Total 22.65 Million Manhours Worked in FY 23 Non KE employees: 01 Fatality of PQC Staff in FY 23 06 LWI Incidents (8 Injuries) in FY 23 47 Recordable Incidents (51 Injuries) in FY 23 Types of injuries (KE and Non KE employees): 1. Lost Workday Injury (LWI) 2. Restricted Work Case (RWC) 3. Medical Treatment Case (MTC) 4. First Aid Case (FAC) Total 18.87 Million Manhours worked in FY 23 All workers are covered Maintenance of recordings of incidents data is manually, not digital 04 incidents (06 Injuries) due to mob attacks/ violence 104 incidents (110 Injuries) Total lost working days due to injuries = 40 Days Total lost working hours due to injuries = 320 Hours
	403-10	Work-related ill health	GRI 403-9
GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	Enriching People's Lives (People Management)
	404-2	Programs for upgrading employee skills and transition assistance programs	Enriching People's Lives (People Management)
	404-3	Percentage of employees receiving regular performance and career development reviews	Refer to GRI 2-20 for process
GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	Enriching People's Lives (People Management), Annual Report
	405-2	Ratio of basic salary and remuneration of women to men	Enriching People's Lives (People Management)
GRI 408: Child Labor 2016	408-1	Operations and suppliers at significant risk for incidents of child labor	No worker under 18 years of age is associated with operations of the Company. It is part of our approved Talent Acquisition policy to not hire any individual under 18 years of age
GRI 409: Forced or Compulsory Labor 2016	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Approved policies and procedures are formulated keeping in view the legal rights of the workers expressed in statutory laws. Duty rosters exists explicitly mentioning the shift timings including break intervals
GRI 413: Local Communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	Enriching People's Lives (Engaging with the Community)
	413-2	Operations with significant actual and potential negative impacts on local communities	Enriching People's Lives (Engaging with the Community)
GRI 416: Customer Health and Safety 2016	416-1	Assessment of the health and safety impacts of product and service categories	02 (Non-Fatal) accidents due to company owned equipment and facilities

GRI Standard		Disclosure	KE (Information from verticals)
	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	During FY 23, no non-compliance has been reported throughout the organisation
GRI 417: Marketing and Labeling 2016	417-1	Requirements for product and service information and labeling	Conducting Responsible Business (Communicating with our Stakeholders), Enriching People's Lives (Customer Centricity, Public Safety)
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	No breach of consumer privacy
G4 Sector Disclosures: The Electric Utilities Sector Disclosures	EU 1: Installed capacity		Gross installed capacity (MW) / Primary Fuel 1,875 MW Natural Gas 942 MW RLNG
	EU 2: Net energy		In GWh: Natural Gas 352 RLNG 4,969 HFO 1,744 HSD 28
	EU 3: Number of residential, industrial, institutional and commercial customer accounts		Consumer Category Count Domestic = 3,001,648 Commercial = 519,001 Industrial = 23,618 Agriculture = 2,096 Bulk Supply = 196 Public Lighting = 185 General Services = 19,057
	EU 4: Length of above and underground transmission and distribution lines by regulatory regime		Transmission network is covering 220kV, 132kV & 66kV voltage levels. Whereas 500kV level is in pipeline. Transmission Circuit Length by Voltage: 220kV : 321.1 (OH) & 42.6 (UG) 132kV : 652.3 (OH) & 185.7 (UG) 66kV : 151.8 (OH) & 0.80 (UG)
Availability and Reliability (Economic Disclosure)	EU10: Planned capacity against projected electricity demand over the long term, broken down by energy source and regulatory regime		Annual Report Plan to induct IPPs/Additional Supply by 2030: Hydel 82 MW Solar 868 MW Wind 332 MW Base Load 990 MW
Demand-Side Management (Economic Disclosure)	Demand-side management programmes including residential, commercial, institutional and industrial programmes		Conducting Responsible Business (Communications - External Stakeholders)

GRI Standard	Disclosure	KE (Information from verticals)
Research and Development (Economic Disclosure)	Research and development activity and expenditure aimed at providing reliable electricity and promoting sustainable development	About KE (Our Business Model) Transmission initiatives: Cooling fan system for transformers is shifted from manual mode to auto mode thereby conserving energy. Building Management System (BMS) is in progress at grids to control heating and ventilation. PV installation at grid stations to supply power to auxiliary equipment of grids displacing the need to produce energy required by grids through other resources. Change in maintenance management strategies by opting RTV coated insulators installation. Pilot project for conversion of conventional grid into unmanned grid is in pipeline.
System Efficiency (Economic Disclosure)	EU11: Average generation efficiency off thermal plants by energy source and by regulatory regime	Net Plant Efficiency (%) - LHV Bin Qasim Power Station-I - 32.41% Korangi Combined Cycle Power Plant CCPP - 34.83% Gas Engine Power Plant at Korangi Town - 34.18% Gas Engine Power Plant at Site - 37.05% Bin Qasim Power Station-II - 44.83% Bin Qasim Power Station-III - 57.92%
	EU12: Transmission and Distribution losses and a percentage of total energy	15.27% T&D losses for FY 23
Biodiversity (Environmental Disclosure)	G4-EN12: Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	GRI - 304
	EU13: Biodiversity of offset habitats compared to the biodiversity of the affected areas	GRI - 304
Emissions (Environmental Disclosure)	G4-EN15: Direct greenhouse gas (GHG) Emissions (Scope 1)	GRI - 305
	G4-EN16: Energy indirect GHG Emissions (Scope 2)	GRI - 305
	NOx, SOx and other significant air emissions	GRI - 305
Effluents and Waste (Environmental Disclosure)	Programmes and processes to ensure the availability of a skilled workforce	Enriching People's Lives Trainings being conducted as per Annual Training Plans for all BUs Trainings are planned & conducted based on Annual Personal Learning Development Plan (PLDP) carried out for all Bus
	Policies and requirements regarding health and safety of employees of contractors and subcontractors	KE-SP-057 Personal Protective Equipment SOP
	EU18: Percentage of contractor and subcontractor employees that have undergone relevant health and safety training	23,128 staff trained in FY 23
Occupational Health and Safety (Social Disclosure)	G4-LA6: Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of work related fatalities, by region and by gender	47 Recordable Incidents (51 Injuries) in FY 23 31 Cases of NMS Reported during Hygiene Examination (Scabies and Fungal Infection) Refer to GRI disclosure 403-9
	EU12: Transmission and Distribution losses and a percentage of total energy	15.27% T&D losses for FY 23

GRI Standard	Disclosure	KE (Information from verticals)
Freedom of Association and Collective Bargaining (Social Disclosure)	No indicators given for this Aspect	Enriching People's Lives (Worker's Rights)
Disaster/ Emergency Planning and Response (Social Disclosure)	Contingency planning measures, disaster/ emergency management plan and training programs, and recovery/restoration plans	Consolidated Business Continuity Plan (BCP) for KE & BU wise Emergency Response Plan (ERPs) in place. Mock Drills are conducted on regular basis. KE has a comprehensive mechanism in place that ensures analysis of any breakdowns and documentation of actions taken and reported to NEPRA. Our monitoring systems keep us informed of any potential discrepancies in supply and allow us to be proactive and ready in our responses.
Customer Health and Safety (Social Disclosure)	EU25: Number of injuries and fatalities to the public involving company assets including legal judgements, settlements and pending legal cases of diseases	02 incidents (Non-Fatal) Nil legal cases in FY 23
Access (Social Disclosure)	EU26: Percentage of population unserved in licensed distribution	99.3% of villages in KE area electrified
	EU27: Number of residential disconnection for non-payment, broken down by duration of disconnection and by regulatory regime	71.34 Sq Km of 200 No-Mains Scheme (Estimation of FY 24) 36,000 estimated consumers will be catered registered under these 200 No-Mains Scheme
	EU28: Power outage frequency	Annual Report (SAIFI)
	EU29: Average power outage duration	Annual Report (SAIDI)
	EU30: Average plant availability factor by energy source and by regulatory regime	Availability Factor % Bin Qasim TPS-I: 89.02% Bin Qasim TPS-II: 91.79% Bin Qasim TPS-III: Unit 1- 99.8% Unit 2- 86.0% Korangi Town GTPS-II: 98.4% Site GTPS-II: 98.46% Korangi CCPP: 97.9%
Provision of Information (Social Disclosure)	Practices to address language, cultural, low literacy and disability related barriers to access and safely use electricity and customer support services	KE's Response Centre Helpline 118 offers multiple language options for consumers calling in. Our social media platforms also communicate in both english and urdu. Enriching People's Lives (Public Safety)



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Online Payments



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Power Updates



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KE Live



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