

29 March 2022

CLP Power Creates Smart Digital System to Help the Hong Kong Community Anti-Coronavirus Link Fight COVID-19

CLP Power Hong Kong Limited (CLP Power) employees have drawn on their design thinking skills and digital expertise to develop a digital solutions management system for the Hong Kong Community Anti-Coronavirus Link (HKCACL), allowing it to better manage volunteer data and inventory, matches service and supply requests, and supports the operation of the call centre as it battles against the fifth wave of the pandemic.

The project team led by CLP Senior Customer Solutions Manager Mr Alex Man took just two weeks to design, test, and launch the system. The HKCACL has recruited more than 5,000 volunteers during the latest wave of COVID-19 and has to handle a host of labour-intensive tasks including volunteer registration and public enquiries. It is vital to match services and deliveries effectively.

Mr Man said: “We applied our design thinking skills to address the pain points that the HKCACL faced, and made reference to the company’s internal operations when we designed and developed the system. The HKCACL can now run its volunteer services more effectively with this one-stop digital platform.” The project team also devised a tracking system for the HKCACL’s call centre, enabling staff to conduct analysis and keep track of the status of the cases.

CLP Power Chief Corporate Development Officer Ms Quince Chong applauded the project team for using innovation and digital technology to design, demonstrating CLP’s core value of caring for people, and put the system into operation in the space of a fortnight.

“Under the severe COVID-19 situation, we need to be agile and act quickly to address the community’s needs,” she said. “I am glad that this system has helped the HKCACL streamline its administrative works so as to allocate resources more effectively, allowing it to extend its support to more people in need.”

In addition, CLP Power Managing Director Mr T K Chiang, Chief Corporate Development Officer Ms Quince Chong and more than 50 CLP volunteers joined HKCACL in packing 13,650 goody bags filled with anti-virus supplies for five public hospitals in the New Territories West Cluster. CLP Holdings has also donated HK\$2

million to HKCAACL recently to buy 10,000 sets of personal protective equipment for volunteers carrying out anti-infection work in the community.

About CLP Power Hong Kong Limited

CLP Power Hong Kong Limited (“CLP Power”) is the Hong Kong utility subsidiary wholly owned by CLP Holdings Limited, a company listed on the Hong Kong Stock Exchange and one of the largest investor-owned power businesses in Asia. CLP Power operates a vertically integrated electricity supply business in Hong Kong, and provides a highly reliable supply of electricity and excellent customer services to six million people in its supply area. In 2021, CLP celebrated the 120th anniversary of its founding in Hong Kong with a commitment to continue to move forward with the community based on a shared vision of a better tomorrow.

Photo captions:

Photo 1/Photo 2



CLP Power Senior Customer Solutions Manager Mr Alex Man (right) demonstrates the digital solutions management system to Chief Convenor of the Hong Kong Community Anti-Coronavirus Link Dr Bunny Chan (centre), CLP Power Managing Director Mr T K Chiang (2nd right), and Chief Corporate Development Officer Ms Quince Chong (2nd left).

Photo 3



CLP Power Managing Director Mr T K Chiang (front row, 2nd right), Chief Corporate Development Officer Ms Quince Chong (2nd row, centre), and CLP volunteers help pack 13,650 goody bags filled with anti-virus supplies for five public hospitals in the New Territories West Cluster.

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