

29 March 2023

CLP Power is Named Top Winner for the First Time in Hong Kong Most Innovative Knowledge Enterprise Award

CLP Power Hong Kong Limited (CLP Power) is committed to promoting knowledge management and encourages employees to embrace innovative technologies to improve the company's operational performance. At the presentation ceremony of Hong Kong Most Innovative Knowledge Enterprise (MIKE) Award 2022 yesterday (28 March), CLP Power received the highest honour of being the Top Winner for the first time. Combined with the Global MIKE Award 2022 it won earlier in Bangkok, Thailand, the awards recognise CLP Power's outstanding performance and innovative practices in knowledge management.

CLP Power Chief Operating Officer Mr Paul Tomlinson said the company was delighted to receive the awards. He said CLP Power appreciated the judges' comments and would continue to improve its knowledge management, striving to achieve world-class standards.

"We are committed to providing safe, highly reliable and stable power supply to our customers, and place great emphasis on talent development and knowledge transfer," he said. "We set up our own training school in 1966 to develop systematic knowledge management in the company. In recent years, CLP Power has transformed to become a Utility of the Future."

"We are promoting an innovation culture and adopting advanced technologies for staff training, providing a wide range of activities, videos, and apps that allow employees to learn anytime anywhere. The company also provides training to keep employees up to date with cutting-edge technologies, and to improve our service quality and operational performance."

The judges praised CLP Power's performance, saying: "CLP Power has a holistic approach to information management and knowledge management. It implements knowledge management strategies to empower their staff for innovation and engage customers in the process. It also promotes an innovation culture to improve its services and safety."

CLP Power has invested considerable resources in promoting knowledge management since it upgraded its training school into the CLP Power Learning Institute in 2019, using engaging and interactive ways to train employees including using Virtual Reality (VR) and gamification tools for training. Employees can practise their cable jointing techniques using a tablet app, making it accessible and interesting to young employees and saving cable materials.

The institute also provides training in design thinking and coding, strengthening employees' industrial knowledge and encouraging them to think innovatively and use technologies to improve operational performance. The team at the CLP Power Learning Institute converted a truck into a multi-purpose Mobile Safety Training Workshop to deliver safety training to staff in different locations, including how to conduct rescues in confined spaces and the safe use of tailgate operation for frontline engineering staff.

The MIKE Award provides an international benchmark to assess best knowledge management and innovation practices. It began with the Most Admired Knowledge Enterprise (MAKE) Award established by research firm Teleos. The Global MIKE Study Group comprises experts from around the world who assess the effectiveness of knowledge management and innovation in different organisations. CLP Power has received the Global and Hong Kong MIKE Award for five consecutive years since 2018.

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 more than six million people in its supply area.

Photo captions:

Photo 1



CLP Power Chief Operating Officer Mr Paul Tomlinson (third from right) and CLP Power Learning Institute Associate Director Mr Y.F. Lau (third from left) receive the Top Winner prize in the Hong Kong Most Innovative Knowledge Enterprise Award 2022.

Photo 2



CLP Power Learning Institute Associate Director Mr Y.F. Lau introduces the company's diverse methods to promote knowledge management and encourage a culture of innovation.

Photo 3



CLP Power is named Top Winner of the Hong Kong Most Innovative Knowledge Enterprise Award for the first time. It received the Global Most Innovative Knowledge Enterprise Award earlier.

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