

ENERGY FOR BRIGHTER TOMORROWS

CLP.CONNECT

#008



Fit for Work Fit for Life
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Fit for Work Fit for Life



Dear colleagues,

During the Easter holidays, I went trekking with my wife and our son in Nepal. We were in the beautiful area of Langtang in the north of Kathmandu, where we explored the breathtaking Himalayas and the Tibetan-influenced culture. It was a wonderful vacation and quality time with my family and a very active and healthy break.

A year ago I had a very different Easter break. I was in the US and had one of those holidays where you enjoy too much good food and vow to lose weight afterwards. This had happened to me many times before – I usually managed to shed some weight, but then put it right back on. So last year, I decided to do it differently.



I wanted to make sustainable changes to my lifestyle that would enable me to maintain a certain level of fitness for the rest of my life. I realised that, like other things in life, once you break down a big objective into a series of small steps, it is not as daunting. Therefore, to start off, I made a number of small changes that centre on the six pillars of health.

Six Pillars of Health

1. **Joint mobility:** Stretch to improve your flexibility
2. **Locomotion:** Run, walk, cycle or swim to strengthen your heart
3. **Sleeping:** Sleep seven to eight hours every night
4. **Diet:** Eat a balanced and calorie-controlled diet
5. **Breathing:** Breathe deeply from your diaphragm
6. **Hydration:** Drink plenty of water regularly during the day

We are all busy and it's hard to find time to exercise. In my case, I have always been active but I used to work out at the end of the day – it was always rushed, and I never allowed enough time to stretch. So one of the first changes I made was to get up an hour earlier to exercise. This was a manageable change and allowed me to discipline myself more easily to include stretching, which is very important for joint mobility. I run on a treadmill and go to the gym two to three times a week for strength training, which is a key part of an overall fitness programme.

I used to just run to burn calories. But once I learned more about the scientific principles of how our body works, I began to understand that it's very important to have a balanced and diversified training regime – not unlike running a business!

One happy consequence of more exercise is that my health has improved a lot. In the past year I have avoided colds and flu and not felt sick at all. I have more energy, sleep better, can concentrate for longer which helps me make better decisions.



At the same time, I made simple changes to my diet such as switching from granola to muesli, which has a lot less sugar, and coffee to water, which helps me stay well hydrated. My next objective is to get into yoga to practise deep breathing, which should help deal with stress too.

Through these small changes, I have been able to sustain a much healthier lifestyle (and lost 42 pounds along the way). I now have a much better appreciation and understanding of what being healthy means. It has taken a year, but it is an investment for the rest of my life.



I recently read about a 90-year-old cyclist who was stripped of his world sprinting record after failing a doping test. The funny part is regulators found that the probable cause of his violation was not performance-enhancing drugs, but meat contaminated with a banned substance. This is not only a great dinner party tale, but the fact that someone was able to do something so physically demanding in his 90s is simply inspirational.

As you get older, you start to really appreciate how important it is to stay in good shape, so that you can continue to enjoy activities that require a higher level of fitness. In Langtang, there were times when we experienced four seasons in a day. Had I not been keeping an eye on my health in the past year, I probably would not have been able to climb those mountains in such extreme weather conditions.

Staying fit will allow you to keep on doing things with your next generation too. My children are in their 20s now. The next phase of my life will hopefully see grandchildren. I certainly would like to remain as active as I can to enjoy time with them.

At CLP, we have a number of family friendly policies, which you can read more in this issue of CLP.CONNECT. I urge everyone to live a healthy and happy life by making a commitment to enhance your lifestyle.

“No matter how healthy or fit you are, there are always things you can do to continue improve your health. These can all be done with modest changes and it’s never too late to start today.”

Stay well and happy reading!



Richard Lancaster

Chief Executive Officer



Family Ties

Families mean the world to us. They are the people we love most in life and the ones we turn to in times of trouble and times of celebration. They are the reason we get up and go to work every morning – and while some manage to keep their family and working lives separate, many others work alongside close relatives.

We have couples who work together at CLP India, twin brothers in EnergyAustralia, a father and son at CLP Power in Hong Kong, and sisters in Mainland China. Here, they share their stories and describe what it's like to live and work with their nearest and dearest.

Loving Colleagues – India

It is a moving story of marital devotion. Ekta Tripathi relocated more than 1,000 km from the Paguthan Plant in Gujarat to the Jhajjar Power Plant in Haryana to be alongside her husband Ajai Shukla.

The couple used to work for different companies in the same state and struggled to spend quality time together even before Ajai took up his CLP India job in Haryana. That was when Ekta, who worked in the Performance and Efficiency Department in Paguthan, decided to apply for a move.

CLP India understands the importance of keeping families together and approved the transfer. "We work different shifts so we still need to make time for each other, but it's much better than the old days because we at least live together," says Ekta. "I feel good that he's around."

Living together has made life happier for Ekta and Ajai in every respect and the couple are now expecting their first child. "Ajai calls me to remind me to take my medicines and eat regularly. He keeps a better track of my routine than I do," Ekta laughs.



Ekta Tripathi & Ajai Shukla



Arpit Mishra & Priyanka Vashisht

The Jhajjar plant has seen more than one fruitful union. Priyanka Vashisht and Arpit Mishra, met at Jhajjar Power Plant in 2017 and married this year. Priyanka, originally from Delhi, started work in the planning department in 2016 and met Arpit, from Nagpur, when he joined CLP India's mechanical team at the plant one year later.

"As newcomer, I was unaware of a lot of things, but Priyanka had my back all through those early days," says Arpit. "Later, we began meeting outside the office too."

Romance blossomed and the couple say working together has only served to strengthen their relationship. "On her bad days, I am her best friend who reassures her" he says. "On days when I need advice, he is a mentor who guides me", she adds.

Priyanka says with a smile: "Before we got married, we were a little nervous of making our relationship public, but I still remember our colleagues telling us that getting married is one of the best decisions we will ever make."

Seeing Double – Australia

Colleagues of Drew and Samuel Foster are used to seeing double when the identical twin brothers come to work at EnergyAustralia.

Drew works in the People and Culture team, while Samuel handles customer complaints and the pair are used to causing confusion among their fellow workers.

Samuel joined EnergyAustralia in 2017, and his twin brother Drew did so a year later. One day, one of Drew's managers bumped into Samuel and asked him what he was doing in the office when he was supposed to be working offsite.

The manager was dumbfounded when Samuel told him: "I don't know you. I'm Drew's twin brother."

The twins share the same mannerisms and voice which can make the confusion greater. "Sometimes I will call a manager about an HR issue and Sam will call the same manager about a complaint, and they say 'Which one of you is this?'," laughs Drew.

The mix-ups are always taken in good humour, however, and the twins never regret working so closely to each other. "Just bumping into each other or sharing a laugh or having lunch together is something we both enjoy," Samuel says. "It's a lot of fun."



Fatherly Guidance – Hong Kong

Working in the same company has strengthened the bond between Ma On Tat, a senior technician at Castle Peak Power Station, and his son Eric.

Ma On Tat has worked with CLP for 34 years and was joined by Eric two years ago when his son was appointed a community relations assistant.



Eric suffers from Mucopolysaccharidosis (MPS), a rare genetic disease which leaves him with blurry vision, stunted growth, and stiff joints. Ma On Tat's stable working hours at CLP allow him to accompany Eric for regular hospital visits.

Eric's condition has never stopped him from pursuing his dreams. As an undergraduate, he was awarded the CLP Centenary Scholarship in 2013 in recognition of his

outstanding academic performance and extra-curricular activities.

“The scholarship encouraged me a lot,” says Eric. “After I graduated, I wrote to CLP to apply for a job. I was told at my job interview there was no discrimination or privilege at the company.”

Eric appreciates the support of his coworkers. “They know that I am not able to move fast, so they would give me tasks that require more accuracy than speed,” he says. “They are also willing to give me assignments a bit earlier and allow me more time to finish them,” he says.

CLP provides Eric with suitable furniture and equipment, including a projector connected to his work monitor to help him read small words.

Eric’s father says he hopes his son’s success will inspire more employers to hire disabled people. He feels closer to his son since they began working in the same company. “It’s good to share stories about work when we’re at home together,” he smiles.

Sister Act – Mainland China

Lin Zhiju followed in her sister’s footsteps five years after Lin Qingqiu began working for CLP and told her it was a place where she could achieve her ambitions and have a fulfilling career.

The older of the two sisters began working for CLP Guangxi in 2007 and says: “Having a blood relative working in the same company with you is a good thing.”



Lin Qingqiu first worked in the operations department and later switched to the business department, while Lin Zhiju joined the company as a draftsman and four years later became a laboratory technician.

Today, they work 150 km apart – the older sister in Nanning and the younger sister in the Fangchenggang power plant. “We still support and encourage each other,” said Lin Qingqiu. “Having a sister working in the same company makes it feel even more like a family.”



Employees Step Up their Fitness Levels in Exercise Challenge



More than 650 EnergyAustralia employees have taken part in a 50-day Stepathlon challenge, a fun contest aimed at bringing out the everyday athlete in employees and improving their health and well-being.

Teams have been formed at locations across EnergyAustralia including the Yallourn, Mount Piper, and Hallett power stations, the customer care centre at Geelong, sites across Melbourne and, in some instances, with our community and sponsorship partners too. The EnergyAustralia teams compete against each other and in a wider corporate challenge involving companies including Citipower, Powercor & United Energy, City of Belmont, GreenCap, and TasNetworks.

Individuals track their daily steps using Stepathlon mobile phone apps, wearable devices, or pedometers. They can also participate in a diverse range of alternative activities such as gym workouts, surfing, horse riding and yoga. The activity levels of participants are tracked on a leader board.



EnergyAustralia Managing Director Catherine Tanna has joined in the challenge which began on 14 March and ended in early May, walking to work whenever she can.

"Being more active improves your general wellbeing and alertness," she says. "This is a great initiative by employees and I am 100 per cent in."

Stepathlon is one of a host of initiatives by EnergyAustralia to promote health and wellness in the workplace. At Yallourn, a weekly 30-minute, equipment-free lunchtime workout run by exercise specialists gives employees the chance to enjoy a sociable break in their working day. The sessions demonstrate how exercise can be enjoyed by anyone at any time without the need to go to a gym.



Stepathlon entry fees for all EnergyAustralia participants – including employees and contractors – are sponsored by the company's Spark community, an employee-driven well-being programme. Prizes have been awarded for a range of team achievements including the number of

steps walked, the biggest steady change, the most sites involved in a team, the most business units in a team, and the most united team.

Stepathlon founder Shane Bilsborough says increased physical activity also brings around safety benefits as regular exercise leads to improved reflexes and alertness.

"We have also found there are other knock-on benefits from improving your activity levels, not just for work but also for better relationships and more interaction with your family and friends," he says.

Testimony from Peter Findlay - A Participant with a Replacement Knee

Walking with a bionic knee has its challenges, but nothing that cannot be overcome. So rather than worrying about using up all my walking time on my bionic knee, I consider the health implications of not walking much at all. It's a balance as with most things. Should I run, jog or hop, it can accelerate the wear and thus reduce the life of the joint. If I however save the joint and not exercise at all, I am sure my health would deteriorate and my knee would still be working long after I am gone.



My suggestion is, when you are having a lazy moment and thinking up reasons why you may not exercise today, think of the reasons why you should make the effort. Having a positive mind helps being motivated to exercise, and exercising assists in having a positive attitude. They go hand in hand. And if you are really struggling for motivation, think of all those who cannot even exercise due to their health or extreme physical condition, and consider yourself lucky to be healthy enough to have the ability to choose whether you exercise or not.

The only time the word “never” is allowed in my vocabulary is when I say, “I will never give in”. My motto is “Live every day to the full, as you never know when you will be asked to leave”.

Peter Findlay is Unit Controller at Yallourn Power Station and a member of Team Soles at the Stepathlon challenge.



Supportive Spouses are the Power behind a Happy Workforce

Living apart from loved ones can be a tremendous emotional strain. Due to the remote location of Guangxi Fangchenggang Power Station, it is a hardship that employees at the plant are accustomed to, with many of them living far from their hometowns and families.

Coping with separation is made easier by a supportive spouse and a strong family network. Fangchenggang held a campaign to recognise the spouses who give support and ease the burden on its valued employees.

Ten best spouses were chosen by a workforce vote based on submissions by employees. Here are three of the heartwarming stories from the campaign:

Labour of Love

Gansu native Ran Sheng met and married local girl Deng Wenhui after moving hundreds of miles from his hometown to work at Fangchenggang. Their happiness seemed complete when Wenhui became pregnant.

However, not long after, Sheng's father fell seriously ill and the couple dashed back to Sheng's hometown to care for him. As his father's illness continued, Sheng found himself torn between his filial duties and the need to return to work for a critical stage of the plant's Phase II commissioning.



Despite being heavily pregnant, Wenhui told her husband to return to Guangxi while she cared for her father-in-law, nursing him until he was discharged from hospital. After returning to Guangxi and giving birth to their baby, Wenhui became the primary caretaker of the child, as Sheng was often away from home due to work. Wenhui was voted as one of the “Best Spouses” for her strong support for her husband.

Lessons in Caring

Teacher Ji Yamei, selected as the “Most Popular Spouse”, twice gave up her job to follow her childhood sweetheart husband Suo Huaichao as his work took him to different locations across China.

A respected teacher in their hometown in northern China, Yamei first gave up her job to follow her husband when he took up a job at the Fangchenggang power plant. There, she quickly landed a job with the Fangchenggang Municipal Education Bureau.



Just as she settled into her new career, however, Huaichao was transferred to CLP’s office in Nanning. Yamei then gave up her job for a second time and moved with her husband to Nanning and became a full-time housewife.

Yamei maintains a strong interest in education, however, working as a CLP volunteer and travelling regularly to remote villages on cultural knowledge-sharing missions as a member of a volunteer organisation in Nanning.

A Devoted Stepmother

Divorcee Wang Shirong struggled to care for his eight-year-old son as a single father while holding down a full-time job at the Fangchenggang power plant.

His burden was eased when he married Ruan Haiyan, who became a devoted stepmother to his son, taking care of her stepson's daily life and supervising his school works while Shirong worked regularly away from home. Haiyan cared for her parents-in-law when they both fell ill and were hospitalised. She took care of the elderly so carefully that even the doctors called her "good wife". Haiyan's love and care has created a warm and supportive family life for Shirong and his son, and made her one of the "Best Spouses".





Smart Solutions to Hong Kong's Ageing Issue



Over the next two decades, the number of people aged 65 and above in Hong Kong is projected to more than double. As the elderly services sector grapples with the challenges of surging demand and limited resources and manpower, smart technology is offering ingenious solutions.

With about 1.16 million elderly people in Hong Kong, CLP Power recognises the pressing need for gerontechnology – technology aimed at benefitting the elderly – and has taken an active role in connecting elderly home operators to smart innovations to improve their quality of life.

"We can use gerontechnology to help elderly homes to address issues like manpower shortages and improve their operation efficiency, in turn helping them reduce operating costs," says CLP Power Corporate Customer Experience Director Dr Anthony Lo.

A Smart Elderly Home Experience Day was recently organised by CLP Power to showcase a range of innovative smart technology and energy saving solutions, providing a platform for partnerships between elderly home operators, and smart product and service providers/ vendors. CLP Power supplies electricity to some 600 elderly homes.



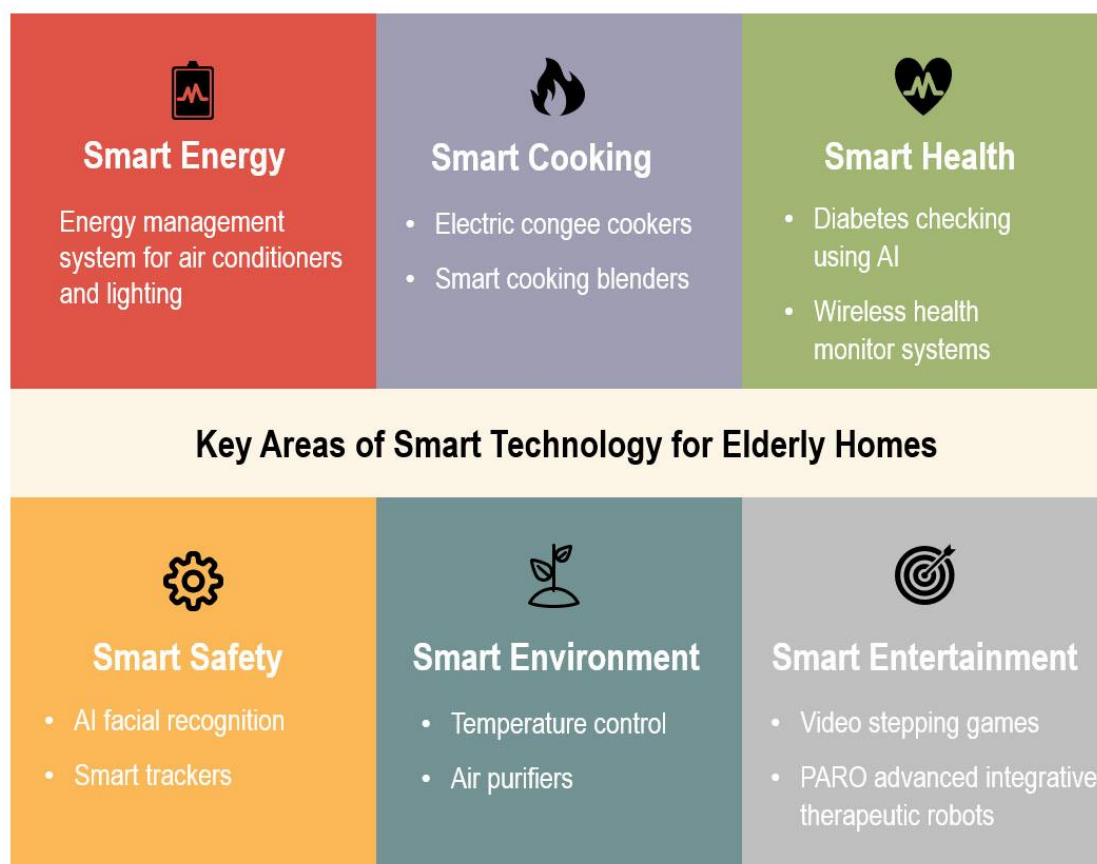
The event acted as a bridge between elderly home operators, which know the sector but not the intricacies of smart technology, and start-up tech companies, which have the technical expertise but lack in-depth knowledge of elderly care.

Between them, they explored six key areas where technology can help the elderly home sector: energy management, cooking, health monitoring, security, environment, and entertainment. A survey conducted at the event found the areas elderly home operators were most interested in were health monitoring and energy management.

CLP Power has identified smart solutions and products in the six areas and offered them in comprehensive all-in-one packages to elderly home operators. The basic package includes an electric congee cooker, an energy monitoring system, fall detection and temperature control systems and a virtual tour video to help ease the workload of frontline employees in elderly homes. An advanced package includes high-end technology such as facial recognition systems and diabetes checking by artificial intelligence (AI).

As well as providing solutions to address the sector's pain points, CLP Power offers financial support for elderly home operators through initiatives such as the CLP Eco Building Fund and the CLP Electrical Equipment Upgrade Scheme.

"As an energy provider, we promote the use of energy efficient services and products to provide a safe and comfortable environment for senior citizens," Anthony says.





Keeping Working Parents Connected



Returning to work after an extended period of parental leave can be a daunting prospect. EnergyAustralia has tried to ease the transition back into working life for its employees with the “Keeping You Connected” programme.

With a belief that the opportunity to stay in touch with what’s happening at work while on parental leave helps make the transition back into work a more positive experience for returning parents, EnergyAustralia launched the programme in 2016.

“Keeping You Connected” prepares employees and their leaders with a toolkit of information that guides them through the policies, processes and benefits that apply to employees taking parental leave. It even includes a jumpsuit for the new addition to an employee’s family.

Also through the programme, employees are given the opportunity to stay up to date with company news online if they wish as a way of staying connected so they don’t feel too out-of-the-loop when they return to work.

To further ease the transition back to work, employees returning from more than six months’ parental leave where they have been the primary carer for their child have four weeks to adjust before resuming their full working week. During those first four weeks of returning to work eligible parents are entitled to have an extra paid day away from the workplace.

Working parents are just some of the beneficiaries of EnergyAustralia’s commitment to flexible working. A key area of focus for its Diversity and Inclusion Council, flexible working is about empowering employees to work in a way that suits their unique circumstances and by removing any barriers to help them be the best they can be at work and at home.

“Our aim is to have a culture at EnergyAustralia where we say ‘yes’ to flexibility and give people permission and support to balance their work and careers with other things they love, care about and need,” says Taryn Wishart, Brand Leader of EnergyAustralia.

“We believe flexible working gives employees a meaningful level of control over when, where and how they work. This impacts positively on staff engagement, productivity, efficiency and quality.”

While by no means restricted to working parents, they’re certainly one group to benefit.

The ability to work from home or vary your hours around school drop-offs and pick-ups can be an enormous help. Just ask any working parents...





A Family Friendly Organisation

A family friendly workplace helps us to attract and retain a diverse, inclusive and sustainable workforce.

Our group policy is to help employees maintain work-life balance through reasonable contractual working hours and vacation entitlements, monitoring overtime to ensure it is not excessive, and introducing flexible working hours where practicable.

As we operate in a culturally diverse region, our family-friendly policies need to reflect relevant local legislation (which can be very different), local market practice and local cultural considerations. We are also guided by relevant international standards.



In Hong Kong we take a holistic approach, ensuring that our family friendly policies support all major life events including buying a first home, starting a family, sickness and retirement.

This year we introduced a significant family-friendly innovation, which is a Home Loan scheme to assist first time buyers. This recognises that buying a home in Hong Kong is difficult for many people. The take-up

rate has been encouraging, and it is very rewarding to see relatively junior members of staff receive what could be a life changing benefit for them.

Reasonable contractual working hours are a foundation of family friendly policies. The maximum contractual working hours for Hong Kong staff were recently reduced from 45 to 42.5 per week.

Our standard annual leave entitlements are very competitive and an important contributor to maintaining work-life balance. We also have a range of additional entitlements that allow colleagues to take time off when

starting a family. In recent years we have enhanced a number of these benefits, including increasing the amount of paid Maternity, Paternity and Marriage Leave. We have also introduced Adoption Leave as a new benefit.

Flexible working arrangements also help colleagues balance their work and family commitments, although the 24/7 nature of our business and our responsibility to customers means that flexibility needs to be balanced with operational needs.

Our flexible working hours policy means start and finish times can be varied around commitments such as school hours. For significant one-off events requiring absence from work, our Unpaid Leave Policy gives a period of up to 3 months additional leave for colleagues who have exhausted their annual leave entitlement.

We have also recently introduced the option of part-time working with pro rata pay and benefits. This is an important innovation, as traditionally part-time work has been poorly paid with fewer benefits. As the majority of part-time workers in the wider Hong Kong economy are female, this has contributed to gender pay equity problems in Hong Kong. Our policy will allow staff at all levels to develop their careers while balancing this with their family commitments.



It is important that flexible working arrangements are sustainable. For example there are conflicting views on work-from-home. Some large organisations, including some technology companies, have withdrawn or modified their work-from-home policies. Common concerns were a negative impact on productivity, and that work-from-home was inhibiting the close collaboration needed to support rapid innovation. Work-from-home also raises safety and insurance issues, and is not an appropriate child-care solution.

Periods of sickness can be stressful for families. Our comprehensive medical benefits programme is an important source of reassurance at these times, and also provides the security of coverage for eligible family members. Our paid sick leave policy is also generous, and means colleagues should not face financial pressure to return to work before they are well.

Our family-friendly benefits also emphasise the importance of long-term financial security, and the relationship this has to individual and family well-being. In recent years we have made major innovations in our pension

fund. As a result we have significantly increased the level of both company and employee contributions in order to ensure that adequate levels of savings are being created to support a comfortable retirement.



Historic E-Race is a Victory Lap for Green Motoring Movement



Photo by Craft-Bamboo Racing

When his Smart Charge-sponsored racing car glided noiselessly across the finishing line of the 2019 Hong Kong E-Prix to the delight of a cheering home crowd, Darryl O'Young wrote his name into the city's sporting history.

With the full support of Smart Charge, O'Young became the first Hong Kong athlete to compete in an international car race in the city, finishing sixth in the 1.86 km street circuit for the territory's inaugural Jaguar I-PACE eTROPHY Series race, a support race of Hong Kong E-Prix.



Photo by Craft-Bamboo Racing

The thrilling race in March came three years after the Federation Internationale de l'Automobile (FIA) decided to add Hong Kong to its race calendar amid the booming popularity of electric vehicles (EVs) in the city.

As one of the leading EV charging solutions providers in Hong Kong, Smart Charge, a joint-venture between CLP Holdings and HKT Limited, has been supporting the Hong Kong E-Prix since then.

Over the past few years, as Formula E gains traction in Hong Kong, Smart Charge has also been expanding its network of EV charging infrastructure to cover key residential and commercial buildings in the New Territories, Kowloon, and Hong Kong Island.

Combining unique technology and customer know-how, Smart Charge has been winning business through offering a one-stop solution that addresses the entire value chain of EV charging – from engaging with property developers, building management offices (BMO) and Incorporated Owners' Committees (IOC) for pre-installing electrical infrastructure in residential and office car parks, to charger installation, maintenance and 24/7 customer support. The number of private and public EV charging sites has grown to almost 30 over the past 30 months with many more in the construction pipeline.

Smart Charge is dedicated to expanding its reach and supporting the continuing growth of EVs in Hong Kong, as the city aspires to transform into a smart city. At a recent FIA Smart Cities Forum, Smart Charge Director of Engineering and Technical Services Ron Chung described how disruptive technologies will reshape urban mobility.



Photo by Hong Kong Automobile Association

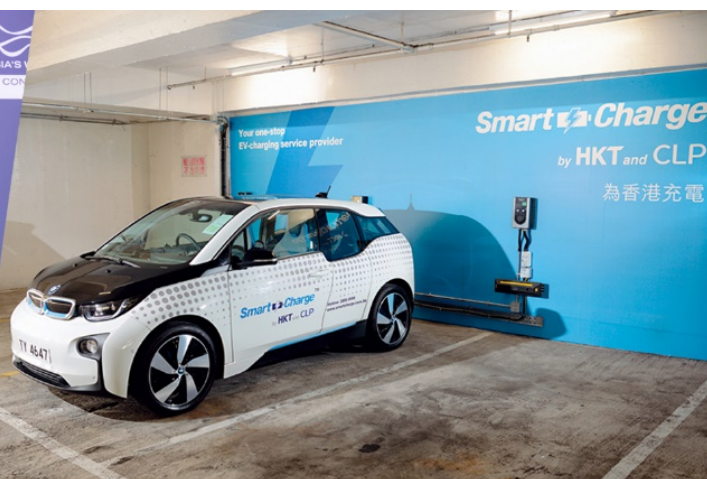


Photo by Smart Charge (HK) Limited

“Reshaping urban mobility will require new transport modes, infrastructure, and commercial solutions, incubated from an ecosystem of diverse stakeholders including the Government, the industry, users, and the community,” says Ron.

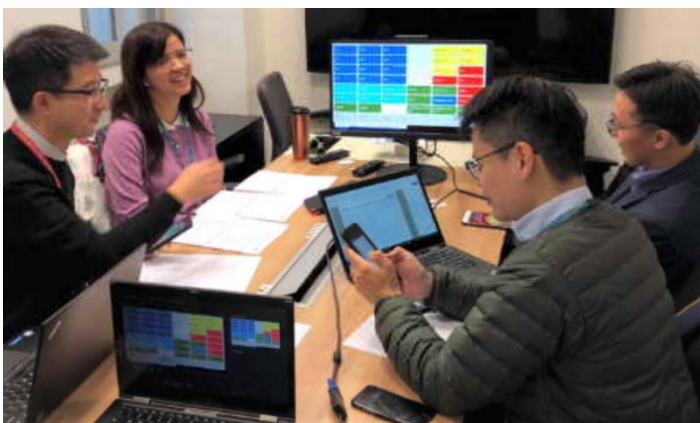
“We look to the Government to set the scene and send the right signals for the private sector. The private sector flourishes with certainty and consistency in policy. For our part, we are ready to contribute by providing a hassle-free service to EV drivers with a focus on home-charging.”



Driving a People-Centric Culture through Design Thinking

In an age of rapid technological development and changing customer needs, the most successful companies are those that build a culture of people centricity, innovation and agility around whatever they do, both externally and internally.

To achieve that, CLP has launched Design Thinking – a popular methodology adopted by a growing number of multinational companies to build improved products and services.



“Design Thinking is a human-centred, problem-solving methodology that focuses on the needs of users, enabling organisations to create better products, services and processes that solve users’ pain points,” says Lena Low, Senior Director for Customer and Business Development at CLP Power and the mastermind of CLP’s Design Thinking programme.

“Design Thinking is applicable to any industry, including utilities like us, as innovation becomes increasingly critical to our business.”

The Design Thinking process used by CLP comprises four stages: frame, empathise, ideate, and test. A problem is defined during the frame stage, which sets out clear parameters to enable teams to focus on the challenges faced by the business and users. The project then moves on to the empathise stage, where project teams speak with users to understand their feedback and identify pain points. In the ideate stage, teams generate and co-create solutions with the users’ needs in mind. Finally, prototypes are created, and solutions are tested by users to see if they can actually solve their problems. This process will be repeated until the solution is finetuned to serve its purposes.



Senior Maintenance Manager at the Generation Business Group (GBG) Jimmy Chan says he was impressed after participating in a six-week pilot course. “Design Thinking will help us achieve better outcomes in our projects, and I definitely recommend the training to members of my team and other colleagues,” he remarks.

In his Design Thinking course, Jimmy worked with five colleagues from the GBG, the Power Systems Business Group and Finance to build an enhanced plant digitalisation tool to facilitate equipment operations and inspections. During the six full days of intensive classes and meetings over six weeks, Jimmy’s team completed the project after multiple rounds of brainstorming, user research, ideas generation, and testing.



At the end of the course, Jimmy's team completed a prototype solution that uses aerial drones and navigational software to inform users about potential hidden hazards and enable response teams to locate possible issues and incidents.

"The training was very hands-on and is designed for us to quickly put theories into

practice," Jimmy says. His most memorable experience was during the ideate stage, when his group members were required to share their ideas with two teammates. As team members tried to articulate each other's ideas, they brought new perspectives and critiques that helped optimise solutions and resolve issues.

During 2019 and 2020, more than 3,600 CLP employees will join 80 Design Thinking courses organised by the CLP Power Learning Institute in partnership with consultant Accenture. The training classes are customised into different levels ranging from elementary to advanced. The basic exposure training is a three-hour introductory course open to most employees. For those who have been nominated to participate in innovation projects, a three-day induction training is available. Employees who are to lead innovation projects will have the opportunity to join a six-week advanced in-depth training to be trained as design thinking coaches.

A badging system will be designed and implemented by the Human Resources Department, offering employees a graded pathway as their Design Thinking experience and expertise grow.

This badging system offers five levels of accreditation for employees who have successfully completed required classes and projects. The five levels are: Apprentice, Practitioner, Assistant Coach, Coach, and Fellow. Employees who earn the Fellow badge will be qualified to assess participants and accredit badges, assist fellow colleagues to expand the application of design thinking in day-to-day operations and help the company drive the design thinking programme to the next level.

Design Thinking is being adopted by a growing number of companies in Hong Kong and the Greater China region, including Cathay Pacific, Li & Fung. and Lane Crawford, says Accenture Director of Digital Transformation Derek Seto.

“Brands and companies now recognise the importance of user experience to build better products and services that differentiate them from their competitors,” Derek says. “Businesses are shifting away from a traditional product-centric approach, and Design Thinking is a tool that enables companies put customers at the centre of what they do.”

Encouraged by the excellent response of CLP colleagues who completed the pilot training programmes, Lena says the adoption of Design Thinking methods will help CLP innovate customer-centric products and services, improve employee experience, solve problems, as well as create more streamlined business processes that will drive efficiencies and productivity.





Company News

CLP Power Named Hong Kong's Most Attractive Employer for Third Time

CLP Power has once again been voted Hong Kong's Most Attractive Employer in the Randstad Employer Brand Awards, becoming the first company from the city to win the award three times since its launch in Hong Kong six years ago. The award was based on a public survey of 75 of Hong Kong's largest companies conducted by international human resources services firm Randstad. CLP Power previously won the honour in 2016 and 2018.



CLP Holdings 2019 AGM

CLP Holdings is the first Hong Kong-listed company to host a hybrid Annual General Meeting (AGM) to include a live webcast, enabling about 1,900 shareholders to participate in person or online. CLP Holdings Chairman Sir Michael Kadoorie acknowledged the Group's robust financial performance in 2018, and mentioned how the business has been evolving to adapt to the ever-changing power industry. Sir Michael received a memento from a shareholder at the end of the AGM.

CLP Sweeps BDO ESG Awards

CLP Holdings has topped Hong Kong's large-cap companies in the BDO ESG Awards 2019, sweeping the ESG Report of the Year, Best in ESG and Best in Reporting awards in the Large Market Capitalisation category. The awards, which recognise Hong Kong-listed companies for positive environmental, social and governance (ESG) impact, attracted entries from more than 60 companies. The contest was organised by BDO, one of the world's five largest accountancy networks, and co-organised by South China Morning Post.



CLP and OSEG partner on investments in energy technologies in Israel

CLP Innovation Ventures (Israel) Limited, a wholly-owned subsidiary of CLP Holdings, and Other Sources Energy Group Limited (OSEG) have formed a joint venture to explore investment opportunities in the next-generation energy technologies and innovations in Israel. As the pace of decarbonisation continues to pick up globally, the joint venture aims to connect the best

entrepreneurs from Israel with energy users in Asia Pacific and further afield to improve services through innovations in energy technologies, in order to meet the evolving needs of our customers.

CLP Holdings' Directors Visit Yangjiang Nuclear Power Station

In March, Directors of the Board of CLP Holdings, Mr Vernon Moore, Mr Nicholas Allen and Ms May Tan, visited Yangjiang Nuclear Power Station, in the company of Managing Director – China Mr SH Chan, Acting Senior Director – Nuclear Mr Roger Chen and Deputy Company Secretary Mr Michael Ling, to learn



more about the operation and emergency preparedness of the plant. The delegation took a tour of the plant's key facilities, including the Emergency Management Building, Control Room of Unit 5 and Reactor Pressure Vessel of Unit 6.



Power Utilities Collaborate to Support Greater Bay Area Development

In March, a signing ceremony of the Strategic Cooperation Framework Agreement for Power Utilities Supporting the Development of the Guangdong-Hong Kong-Macao Greater Bay Area was held in Beijing. CLP Holdings and 11 other power companies that joined the strategic cooperation reached a framework agreement

with China Southern Power Grid Corporation to jointly assist the Greater Bay Area in building a low-carbon, secure and efficient energy system.

CLP to host Free Electrons Hong Kong Module in June

CLP and nine other leading global utilities are jointly running Free Electrons, a global incubator for 15 industry changing start-ups that were selected as the 2019 finalists and meet in 4 cities around the world. CLP will in June host the upcoming Module 2 with "growth" as its theme. Utilities and start-ups will discuss proof of concept results and more contracts will be signed.



During the earlier kick-off session in Dublin, CLP experts explored the potential of applying the start-ups' innovative solutions to our business. Next, the teams gathered in Columbus, Ohio, to sign the first pilot agreements in May.

The collaboration with start-ups allows CLP to drive next generation ideas for implementation in our operations or provide new services to our 2.5 million customers.

We look forward to welcoming them to our home!



The Shared Point

CLP is a big family and we operate in countries across Asia Pacific. Our employees come from different cultural and ethnic backgrounds. Understanding your dreams and aspirations cements the bonds between us. We sincerely invite you to share your interesting stories and tell us about the things that touch your heart on this platform.

- > 1. Finding a Fitness Plan to Suit my Lifestyle
- > 2. International Women's Day: A Wonderful Day Well Spent with Friends

Finding a Fitness Plan to Suit my Lifestyle

by Debmalaya Sen, Manager - New Energy, CLP India

"Being healthy is the feeling of being able to fit into a favorite suit which you had almost lost hope of wearing again."

What does the word "healthy" mean to you? It's a very subjective term. To some it means living on a healthy diet, to some it means having ripped abs, and to some it means regular morning jogs. But in summary, it means a way to respect and appreciate the body which God has given to us.

For me, the thought of living more healthily has often pushed me to joining a gym but then it often ended up as a short-term stimulus. Excuses for missing a workout or not going to a workout were many, while moments of motivation were few. This all led to gaining excessive weight each time I would miss a workout and compensate for all the junk food that I avoided during the workout periods.

Last year in September I again got motivated to join workouts, when I found I could not fit in to one of my favorite suits. This time around, things somehow turned out differently.

I joined CrossFit. This has a group exercise format for training and thus the motivation was more appealing. On the first day of my training we had a “legs” day. I was very energetic during the session only to realise the effects the next day. I could hardly walk, and my legs were hurting like hell. So, after that, I didn’t go to CrossFit classes for the next week. The familiar situation of me cancelling my workout plan was creeping in, but this time I somehow overcame that and went back to the classes. Believe me, it has been six months since then and I can count the number of classes I have missed in this whole period.

It is a lovely feeling when you see yourself being able to fit into clothes which you had given up hope of wearing again. It feels good when you don’t need to be careful while being photographed and control your breath to tuck your tummy in while pictures are taken. Suddenly, you become disciplined to follow a healthy diet and even the most delicious pastries or chocolates no longer tempt you enough to cheat on your diet.

I am not totally fit today, but I am much more confident about my body. Progress is being made, and that gives me a great sense of pride. I now have a record of doing 300 burpees and 500 mountain climbers with topping the group by doing the highest number of burpees in three minutes (51 to be precise). That is quite a transformation and it motivates me even more to go a step further. You feel so good about yourself that the old life no longer tempts you. Life has become so much more disciplined for me and so have my food habits.



I often tell my friends if a foodie like me can do this, anyone can. It's all about believing in yourself and taking one step at a time. One of the most important things on this journey is patience, which you will require plenty of. It's about being brave and consistent for the first few weeks, which can be very challenging and give you enough reason to quit. But there is the trick: Stay in there, and you will never, ever want to go back.

That's what staying healthy means to me. What is your story of getting fit?

International Women's Day: A Wonderful Day Well Spent with Friends

by Priyanka Mishra, Deputy Manager – Technical Support, CLP India



This year at Jhajjar Power Limited (JPL) we celebrated Women's Day in a rather different way. Management arranged a one-day outing for all female employees at Pratapgarh Farms, so that on 8 March this year only "manpower" was at work at JPL.

It was indeed a unique experience in the charming ethnic village set against a backdrop of lush green fields and whispering winds. Its mud huts, serene pond, jumping sprinklers, lively cattle barns full of goats, sheep, cows, buffaloes, camels, and poultry farms full of ducks, fowl, and chickens gently captured us in a world of co-existence with nature. The music of tinkling bells in the necklaces worn by the cows, the fresh air, and the weaver bird watching us out of its magnificent nest combined to provide a real rural ambience.

We all enjoyed ourselves a lot and it really helped all of us to strengthen our bonds and to know each other in a better way. It refreshed our minds, and we recollected our childhood memories.

It was indeed a day which will remain in our hearts forever and it has given us a wonderful lifelong memory of a day totally dedicated to us and full of happiness.



A day well spent

A day full of happiness

A day which knew our best side

A day wrapped in a cocoon of love

Woven with the silk of smiling faces

Is what I call a day well spent



In the Frame

Memories are for sharing – so share your favourite photographs with the CLP family. Send us your pictures of special moments with colleagues and friends and we will feature them in this section of the newsletter. You will receive a souvenir from us when your picture is published. Here is our latest selection.



On the Ball ... Look at the sheer joy on these faces. Parents and kids enjoyed playing football together at a training course for the CEO Cup Fun Day.



Party Time ... As part of our goal of making CLP a fun place to work, we threw a party for our colleagues and their families in the Sham Shui Po office, giving the children a glimpse into their parents' working environment. We were delighted to see all their happy faces.



Getting Closer to Nature ... When you live in the concrete jungle of Hong Kong, it's important to get away once in a while and immerse yourself in nature. Here our colleagues organise a "trust fall" as part of an Eco Tour at Tree Top Cottage in Tai Po, a day we all enjoyed tremendously.



Marathon Man ... I took part in the IDBI Federal New Delhi Marathon with my colleague Ramendra Malthiyar. This is one of the most famous marathons in India, attracting over 16,000 participants. I completed the full marathon in less than four hours, while Ramendra completed the half marathon in close to two hours. We were both tremendously proud to be among the first few hundred finishers in our respective categories.



Searching for Google... Forty colleagues from different departments joined an InnoTour at the Google Hong Kong office to learn more about digitalisation in the city along with its challenges and opportunities. The unique office design has "wowed" our colleagues.



Artistic Streak ... I could not be happier to share my son's artwork with CLP.CONNECT readers. He painted it while he was in class VI and I hope you can all give him a well-deserved round of applause.