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CLP Power Spreads Festive Joy to Elderly People by Teaching Them How to Use Smartphones and Avoid Online Scams

Smartphones are increasingly essential for convenient modern living, but many elderly people struggle to use them. CLP Power Hong Kong Limited (CLP Power), in partnership with Pok Oi Hospital, organised a series of workshops to show elderly people how to make the most of their smartphones while avoiding falling victim to online scams, CLP volunteers also played energy-saving games with the elderly people, allowing them to learn about low-carbon living in a programme called **Sharing the Festive Joy – Fun4Infinity**.

A large-scale practical activity was held on 16 September. CLP Power Managing Director Mr Joseph Law, Secretary for Home and Youth Affairs Miss Alice Mak, Pok Oi Hospital Chairman Dr Chan Shou-ming, together with the management of CLP Power and CLP volunteers, accompanied over 150 elderly people at the Xiqu Centre for a performance of Chinese Opera. CLP volunteers helped the elderly people use mobile apps to read the opera house programme, facilitated them to order food by using QR code, played online lantern riddle games and energy-saving games and celebrate Mid-autumn Festival.

CLP Power and Pok Oi Hospital hosted 14 digital technology workshops with practical activities in its three elderly centres in Yuen Long and Sham Shui Po, sharing useful tips with the elderly people on how to use mobile apps for daily activities such as taking photos, having video chats, using communication tools and finding out transport information online. The workshops included anti-fraud information to show elderly people how to handle suspicious messages and protect themselves from online scams. More than 100 CLP volunteers helped elderly people complete tasks in the community, consolidating their knowledge and giving them the confidence to put it to practical use.

CLP Power Managing Director Mr Joseph Law said, “With the rapid development of information technology, we hope that through the **Sharing the Festive Joy – Fun4Infinity** programme, elderly people can experience the convenience of new technology while increasing their awareness of fraud so that they can use smartphones with peace of mind. These activities add new elements to traditional celebrations, allow elderly people to gain knowledge on digital world, as well as

electrical home safety and energy saving tips while enjoying a Mid-Autumn Festival with CLP volunteers.”

Secretary for Home and Youth Affairs Miss Alice Mak said technology development brings us convenience in our daily life, but it also creates challenges to the elderly. CLP Power's **Sharing the Festive Joy - Fun4Infinity** programme organises digital technology workshops which enables the elderly to experience the convenience brought by the technology and to integrate into digital community. This not only gives them confidence in applying digital technology but makes their daily lives more interesting. She also commended CLP volunteers for making the workshops a success by helping elderly people learn new skills and patiently answering their questions.

Pok Oi Hospital Chairman Dr Chan Shou-ming said he was delighted to work with CLP Power on the initiative. “CLP Power’s **Sharing the Festive Joy – Fun4Infinity** programme truly address the needs of elderly people,” he said. “Elderly participants felt the love and care of the CLP volunteers. Many of them hope more workshops can be organised so they can avoid being on the wrong side of the digital divide and enjoy the convenience of modern technology.”

One of the participants, Ms Chi described the activities as very practical and benefited her a lot. It also gave her a sense of accomplishment as she set foot in the Xiqu Centre for the first time and used the QR code to read the programme booklet for the first time. She thanked CLP Power volunteers for their support. “I used to get a lot of messages from people I didn’t know,” she explained. “I was confused and didn’t know how to deal with them. CLP volunteers taught us how to identify and deal with them through games. Now, I know how to delete and block suspicious messages, which is very useful.”

CLP Power has launched a wide range of initiatives to support elderly people over the years, including the CLP Hotmeal Canteen and community programmes such as Sharing the Festive Joy and Power Connect. The CLP Volunteer Team also works closely with elderly and underprivileged people. The **Sharing the Festive Joy** programme has been held in a variety of formats in response to social needs. Since its launch in 2014, CLP Power has teamed up with a range of NGO partners to celebrate festivals and share energy-saving tips with nearly 20,000 elderly people and people in need.

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 service to more than six million people in its supply area.

Photo captions:

Photo 1



CLP Power Managing Director Mr Joseph Law says the **Sharing the Festive Joy – Fun4Infinity** programme helps elderly people experience the convenience of new technology while increasing their awareness of fraud so they can use their smartphones with peace of mind.

Photo 2



Secretary for Home and Youth Affairs Miss Alice Mak says CLP Power's **Sharing the Festive Joy – Fun4Infinity** programme gives elderly people confidence to use digital technology in their daily lives.

Photo 3



CLP Power Managing Director Mr Joseph Law (second from right), Secretary for Home and Youth Affairs Miss Alice Mak (third from left), Pok Oi Hospital Chairman Dr Chan Shou-ming (second from left), Pok Oi Hospital Chief Executive Officer Mr Vincent Tang (first from right), and CLP Power Chief Corporate Development Officer Ms Quince Chong (first from left) hang blessing messages on a wishing tree.

Photo 4



CLP Power Managing Director Mr Joseph Law, Secretary for Home and Youth Affairs Miss Alice Mak, and Pok Oi Hospital Chairman Dr Chan Shou-ming pose a photo with CLP Power management, actors of the Chinese Opera, Magic Tea House 2.0 – Dreams of the Future and the elderly guests. The elderly guests light up the venue with the torches on their mobile phones to celebrate the Mid-Autumn Festival.

Photo 5



CLP Power Managing Director Mr Joseph Law (first from left) and Secretary for Home and Youth Affairs Miss Alice Mak (second from left) prepare digital lanterns for elderly guests, Ms Chi (second from right) and Ms Leung (first from right). They apply their digital skills to read energy saving tips on the digital lanterns and take a selfie with guests.

Photo 6 and 7



CLP volunteers assist elderly guests order food and play online games using mobile apps.

Photo 8 and 9



Participant Ms Chi thanks CLP volunteers for showing her how to use her smartphone and how to deal with suspicious messages, giving her more confidence in accessing digital technology.

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