

CLP Internship Programme 2022

Project Focus - Business (12-month)

<b>Project Code</b>	BS_SAND_01	
<b>Project Detail</b>	<b>Internship Category</b>	Sandwich
	<b>Internship Period</b>	Oct 2022 to Oct 2023
	<b>Preferred Discipline</b>	<b>First Preference:</b> Marketing/Statistics/Business Administration <b>Other Preference:</b> Nil
	<b>Project Name</b>	Customer Insights and Analytics
	<b>Business Objective(s)</b>	<ul style="list-style-type: none"> <li>To enhance customer perception towards CLPP brand and improve customer experiences with CLPP services.</li> </ul>
	<b>Project Description</b>	<ul style="list-style-type: none"> <li>Assist in research and analysis in support of new initiatives and performance management</li> <li>Seek and analyse marketing activities of benchmarking companies both on and offline</li> <li>Prepare presentations for insights and performance reports.</li> <li>Consolidate customer feedback for advance analysis</li> <li>Maintain tracking report for internal control</li> </ul>
	<b>Required Skills</b>	<ul style="list-style-type: none"> <li>Analytical and problem-solving mindset</li> <li>Willing to learn with sense of curiosity</li> </ul>

CLP Internship Programme 2022

Project Focus - Business (12-month)

<b>Project Code</b>	BS_SAND_02	
<b>Project Detail</b>	<b>Internship Category</b>	Sandwich
	<b>Internship Period</b>	Jun 2022 to May 2023
	<b>Preferred Discipline</b>	<b>First Preference:</b> Business, Social Science, Communication <b>Other Preference:</b> Nil
	<b>Project Name</b>	Customer Data Analytic and Protection
	<b>Business Objective(s)</b>	<ul style="list-style-type: none"> <li>As part of the Data governance team to support customer data related operation and conduct analysis on customer data related processes</li> </ul>
	<b>Project Description</b>	<ul style="list-style-type: none"> <li>Perform data analytics to draw insight to ensure adequacy, accuracy and legitimacy of customer data.</li> <li>Implement procedures for data handling covering all legal, technical and customer service aspects.</li> <li>Resolve issues from business and functional areas and serve as a coordinator to escalate governance, data protection and data quality issues.</li> <li>Develop communication material to enhance data protection awareness.</li> </ul>
	<b>Required Skills</b>	<ul style="list-style-type: none"> <li>Data analytic skill</li> <li>Knowledge/experience of database management</li> <li>Knowledge of PDPO an advantage</li> </ul>

## CLP Internship Programme 2022

## Project Focus - Business (12-month)

<b>Project Code</b>	BS_SAND_03	
<b>Project Detail</b>	<b>Internship Category</b>	Sandwich
	<b>Internship Period</b>	Jun 2022 to May 2023
	<b>Preferred Discipline</b>	<b>First Preference:</b> Business Management <b>Other Preference:</b> Information Technology
	<b>Project Name</b>	CLP Smart Home Platform and Ecosystem Development
	<b>Business Objective(s)</b>	<ul style="list-style-type: none"> <li>• Develop a new platform to provide new services to engage customers and to serve emerging customer needs</li> <li>• Develop new business model to cater for different service nature and customer segments</li> </ul>
	<b>Project Description</b>	<p>The intern will join a project team to support business users in the following tasks:</p> <ul style="list-style-type: none"> <li>• Define customer needs &amp; preferences</li> <li>• Define new business models, new products and services to meet customer demand</li> <li>• Design new UX &amp; UI for a Smart Home App to enhance customer experience</li> <li>• Liaise with IT team to drive the development of the App</li> <li>• Liaise with external vendors or product suppliers on product sourcing, testing and integration if appropriate</li> <li>• Liaise with marketing team to drive promotion and implementation of the App.</li> </ul> <p>The intern will involve in all or part of the above key tasks depending on the project schedule at the time</p>
<b>Required Skills</b>	<ul style="list-style-type: none"> <li>• Business acumen</li> <li>• Customer centric with design thinking experience a plus</li> <li>• Smart IOT conversant for product trial and selection.</li> <li>• IT skills especially in App design &amp; IOT integration</li> <li>• Able to think from business users perspective to bridge user requirements with IT specifications</li> </ul>	

CLP Internship Programme 2022

Project Focus - Business (12-month)

<b>Project Code</b>	BS_SAND_04	
<b>Project Detail</b>	<b>Internship Category</b>	Sandwich
	<b>Internship Period</b>	Jun 2022 to May 2023
	<b>Preferred Discipline</b>	<b>First Preference:</b> Computer science / Project Management <b>Other Preference:</b> Business study
	<b>Project Name</b>	Digital Technology Solution
	<b>Business Objective(s)</b>	<ul style="list-style-type: none"> <li>• Support process review by coordinating with internal users, gathering user requirements, drafting documents for review</li> <li>• Conduct quality assurance according to established guidelines and procedures</li> <li>• Assist operational tasks such as system approval requests, user access right implementation etc</li> </ul>
	<b>Project Description</b>	<ul style="list-style-type: none"> <li>• The role provides a unique opportunity to be part of CLP's Digital transformation with exposure to our online channels, backend systems and automation tools.</li> <li>• Additionally, the role will provide insights into real world application of project management techniques as we design, develop and implement new digital capabilities.</li> </ul>
	<b>Required Skills</b>	<ul style="list-style-type: none"> <li>• Business case development</li> <li>• Process mapping / automation</li> </ul>

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Project Focus - Business (12-month)

<b>Project Code</b>	BS_SAND_05	
<b>Project Detail</b>	<b>Internship Category</b>	Sandwich
	<b>Internship Period</b>	Sep 2022 to Aug 2023
	<b>Preferred Discipline</b>	<p><b>First Preference</b> Syllabus covers digital, technology and business transformation</p> <p><b>Other Preference</b> Nil</p>
	<b>Project Name</b>	Customer journey optimization and project support for digital service platform
	<b>Business Objective(s)</b>	<ul style="list-style-type: none"> <li>• To nurture future generation for growing a passion in the digitalization of utilities business.</li> <li>• The programme targets to achieve a win situation for the intern for applying their knowledge acquired from their university, then taking practical business experience to complete the applicability of theories</li> </ul>
<b>Project Description</b>	<ul style="list-style-type: none"> <li>• End-to-end customer journey design and development with IT solution</li> <li>• <u>Customer journey</u></li> <li>• Perform journey analytics, demand management and customer insight for key customer journeys (e.g. move-in/out, customer onboarding and authentication, chatbot, bill viewing and payment)</li> <li>• <u>CLP Web and App</u></li> <li>• Multi-user (User, customer, staff) experience and operation process design of major digital initiatives (e.g. CLP App/Web of pre- and post-login portal)</li> <li>• Understands customer and business needs, collect and analyze both internal and external customer feedbacks, provide professional advice and determine priorities for changes as required</li> <li>• <u>Operational Efficiency</u></li> <li>• Back end operation process optimization. Provide input on maximizing efficiency through work simplification, streamlining and automation of workflow</li> <li>• Liaise &amp; cooperate with internal &amp; external stakeholders to identify improvement opportunities</li> <li>• Facilitate adoptions of digital &amp; automation solutions to enhance customer experience and operational efficiency</li> <li>• Handle user acceptance testing for system change or upgrade</li> <li>• Preparing test plan for project requirements</li> </ul>	

	<b>Required Skills</b>	<ul style="list-style-type: none"><li>• Problem solving skill</li><li>• Customer-centric mindset</li><li>• Project Management Experience</li><li>• Design thinking</li><li>• Agile Delivery</li><li>• Business management</li><li>• Customer journey improvement and Process optimization</li><li>• Shows care to customers through digital services</li></ul>
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CLP Internship Programme 2022

Project Focus - Business (12-month)

<b>Project Code</b>	BS_SAND_06	
<b>Project Detail</b>	<b>Internship Category</b>	Sandwich
	<b>Internship Period</b>	Jul 2022 to Jul 2023
	<b>Preferred Discipline</b>	<p><b>First Preference:</b> Business management and data analytics</p> <p><b>Other Preference:</b> Sales and marketing</p>
	<b>Project Name</b>	New AMI services initiatives and CLP Energy Saving Mission roll out
	<b>Business Objective(s)</b>	<ul style="list-style-type: none"> <li>• To source new smart gadgets or introduce new services to uplift satisfaction of smart meter customers and help them manage energy usage smartly</li> <li>• To arouse customer awareness of smart meter's benefits creatively and deepen customer engagement with SSR and AMI customers via various channels</li> </ul>
	<b>Project Description</b>	<ul style="list-style-type: none"> <li>• Assist to design and execute smart meter and Energy Saving Mission promotion programs to drive customer appreciation of smart meter services and manage their energy usage smartly through adoption of smart gadgets and CLP app.</li> <li>• Assist to roll out 2022 Energy Saving Missions in all aspects including support to customers communications and engagement, system development, frontline training, results tracking and analysis.</li> <li>• Work with internal and external business counterparts to make things happen in timely and efficient way</li> <li>• Source smart home products and develop innovative service to uplift customer satisfaction. Dig out customer insight for improvement</li> </ul>
<b>Required Skills</b>	<ul style="list-style-type: none"> <li>• Hands on experience of PowerPoint, Excel, some knowledge of data analytical tools and dashboard development.</li> <li>• Good communications skills</li> </ul>	

## CLP Internship Programme 2022

## Project Focus - Business (12-month)

<b>Project Code</b>	BS_SAND_07	
<b>Project Detail</b>	<b>Internship Category</b>	Sandwich
	<b>Internship Period</b>	Jun 2022 to May 2023
	<b>Preferred Discipline</b>	<b>First Preference:</b> Business Administration <b>Other Preference:</b> Mechanical Engineering
	<b>Project Name</b>	Development and Review of Fuel Procurement and Delivery Process
	<b>Business Objective(s)</b>	<ul style="list-style-type: none"> <li>• Enhance existing fuel procurement and delivery processes</li> <li>• Ensure the new IT system can support the enhanced processes and cater for new fuel procurement and management (e.g. LNG)</li> </ul>
	<b>Project Description</b>	<ul style="list-style-type: none"> <li>• Study and review existing fuel procurement and delivery processes</li> <li>• Develop new processes for managing the purchase and delivery of new fuels such as LNG</li> <li>• Conduct market study and monitor the fuel price trends for regular update/report</li> <li>• Support a new IT system development which would incorporate enhanced fuel management processes and new process for management of LNG contract and delivery starting from 2022</li> </ul>
	<b>Required Skills</b>	<ul style="list-style-type: none"> <li>• Good interpersonal skills</li> <li>• Critical and analytics mindset</li> <li>• Market research and statistical analysis skills</li> <li>• Microsoft Excel, PowerPoint, Word skills</li> <li>• Knowledge of macro programming is an advantage</li> </ul>



CLP Internship Programme 2022

Project Focus - Business (12-month)

<b>Project Code</b>	BS_SAND_08	
<b>Project Detail</b>	<b>Internship Category</b>	Sandwich
	<b>Internship Period</b>	Jun 2022 to May 2023
	<b>Preferred Discipline</b>	<b>First Preference:</b> Business, Procurement, Supply Chain <b>Other Preference:</b> Mechanical/Electrical Engineering
	<b>Project Name</b>	Category and Strategy development for Gas Turbine, Steam Turbine/Generator and Boiler for the new D units.
	<b>Business Objective(s)</b>	<ul style="list-style-type: none"> <li>• To assist implementing category strategies and perform market data research for the Gas Turbine, Steam Turbine/Generator and Boiler categories of the new D units.</li> <li>• To support purchasing activities for the category teams</li> </ul>
	<b>Project Description</b>	<ul style="list-style-type: none"> <li>• Conduct market data research, supply market research and analysis for the Gas Turbines, Steam Turbines /Generator, Boiler and auxiliaries categories</li> <li>• Support regular / standard purchase process via SAP/ERP system</li> <li>• Support contract management by producing category-based and supplier-based contract database</li> <li>• Coordinate arrangement of meetings with suppliers and stakeholders</li> </ul>
	<b>Required Skills</b>	<ul style="list-style-type: none"> <li>• Procurement knowledge</li> <li>• SAP/ERP systems knowledge</li> <li>• Market research skills</li> <li>• MS Office skills</li> </ul>

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Project Focus - Business (12-month)

<b>Project Code</b>	BS_SAND_09	
<b>Project Detail</b>	<b>Internship Category</b>	Sandwich
	<b>Internship Period</b>	Jun 2022 to May 2023
	<b>Preferred Discipline</b>	<b>First Preference:</b> Business, Procurement and/or Supply Chain <b>Other Preference:</b> Electrical/Mechanical Engineering
	<b>Project Name</b>	Category Management and Strategy Development for Electrical & Mechanical (E&M) Services + Control & Instrumentation (C&I)
	<b>Business Objective(s)</b>	<ul style="list-style-type: none"> <li>To support contract management process for NEC &amp; C&amp;I categories and provide necessary analysis for strategy development</li> </ul>
	<b>Project Description</b>	<ul style="list-style-type: none"> <li>The selected candidate will support the team in category management process with major work activities</li> <li>Conduct supplier / contractor performance analysis based on past Key Performance Indicators (KPIs) data</li> <li>Co-ordinate review process on KPI measurements with Contract Responsible Officers (CROs).</li> <li>Support on formulating strategies for New Engineering Contracts (NEC) implementation for 3 - 5 years' plan</li> <li>Support on the NEC project development and implementations if applicable</li> </ul>
<b>Required Skills</b>	<ul style="list-style-type: none"> <li>MS Office skills</li> <li>Data Analytics</li> <li>ERP system is an advantage</li> </ul>	

CLP Internship Programme 2022

Project Focus - Business (12-month)

<b>Project Code</b>	BS_SAND_10	
<b>Project Detail</b>	<b>Internship Category</b>	Sandwich
	<b>Internship Period</b>	Jun 2022 to May 2023
	<b>Preferred Discipline</b>	<b>First Preference:</b> Procurement/ Supply Chain <b>Other Preference:</b> Business
	<b>Project Name</b>	1. Procurement Improvement Initiatives; 2. C&P Capability Development
	<b>Business Objective(s)</b>	<ul style="list-style-type: none"> <li>Streamline Procurement Process, review process workflow and policy. Enhance risk management process to improve quality and efficiency. Revamp C&amp;P Website to update site structure, materials and contents.</li> <li>C&amp;P Capability Development program continues in 2022 to uplift the procurement knowledge for C&amp;P staff in supporting their professional development.</li> </ul>
	<b>Project Description</b>	<ul style="list-style-type: none"> <li>Support specific 2022 C&amp;P procurement improvement initiatives.</li> <li>Collaborate with internal C&amp;P teams, collect inputs and incorporate feedback to improve project deliverables.</li> <li>Provide project management support, prepare proposal presentations, project status reports, ensure projects are delivered on budget and in a timely manner.</li> <li>Plan and coordinate training implementation activities (appointment, venue, course materials set up, overall logistics).</li> <li>Support and help coordinate design thinking workshops.</li> </ul>
<b>Required Skills</b>	<ul style="list-style-type: none"> <li>Excellent analytical, critical thinking, and problem-solving skills</li> <li>Excellent Communication and presentation skills</li> <li>Highly motivated, results driven, able to work independently</li> <li>Excellent interpersonal skills</li> </ul>	

CLP Internship Programme 2022

Project Focus - Business (12-month)

<b>Project Code</b>	BS_SAND_11	
<b>Project Detail</b>	<b>Internship Category</b>	Sandwich
	<b>Internship Period</b>	Jun 2022 to May 2023
	<b>Preferred Discipline</b>	<p><b>First Preference:</b> Human Resources, Business Administration, Marketing, Journalism, Communication, Linguistics, etc</p> <p><b>Other Preference:</b> All other disciplines</p>
	<b>Project Name</b>	Organization & Talent development, Employee Branding and Internal Communication
	<b>Business Objective(s)</b>	<ul style="list-style-type: none"> <li>• Support the execution talent development initiatives and training to build a competent and committed workforce</li> <li>• Plan and execute employer branding and internal communication related activities to engage talents</li> </ul>
	<b>Project Description</b>	<p>The Sandwich intern will gain valuable experience in:</p> <ul style="list-style-type: none"> <li>• Supporting and working together with different levels of staff in CLP to manage company-wide projects, like staff communication session, talent development programmes and other cultural change initiatives.</li> <li>• Supporting initiatives related to Employer Branding, such as website content updates, University study award/Scholarship, etc.</li> <li>• Planning and organizing the corporate learning &amp; development programmes, e.g. soft skills, language, technical skills (IT, data analytics, etc.), leadership seminars, etc.Aiv)</li> <li>• Conducting research and analysis to support aforementioned initiatives.</li> </ul>
<b>Required Skills</b>	<ul style="list-style-type: none"> <li>• Proficient in Microsoft Excel and Powerpoint</li> <li>• Experienced in video shooting and editing is a plus</li> </ul>	

CLP Internship Programme 2022

Project Focus - Business (12-month)

<b>Project Code</b>	BS_SAND_12	
<b>Project Detail</b>	<b>Internship Category</b>	Sandwich
	<b>Internship Period</b>	Jan 2022 to Dec 2022
	<b>Preferred Discipline</b>	<b>First Preference:</b> Procurement <b>Other Preference:</b> Business / Finance
	<b>Project Name</b>	IT Procurement
	<b>Business Objective(s)</b>	<ul style="list-style-type: none"> <li>• Help to coordinate discrete parts of Strategic Procurement activities for IT Procurement, including Supply Chain analysis.</li> <li>• Help to conduct market research, data analysis, and report on, alternative options and risks in the IT Procurement Supply Chain.</li> </ul>
	<b>Project Description</b>	<ul style="list-style-type: none"> <li>• Analyse and understand current CLP spending to identify areas of focus.</li> <li>• Market research to determine alternative suppliers and products.</li> <li>• Apply models and frameworks to analyse the impact of alternatives.</li> <li>• Work with Internal and External stakeholders to analyse approach to alternative options and pain points.</li> </ul>
	<b>Required Skills</b>	<ul style="list-style-type: none"> <li>• Data Analysis</li> <li>• Basic Commercial Understanding</li> <li>• Common IT Software e.g. MS Office, Outlook</li> </ul>

## CLP Internship Programme 2022

## Project Focus - Business (12-month)

<b>Project Code</b>	BS_SAND_13	
<b>Project Detail</b>	<b>Internship Category</b>	Sandwich
	<b>Internship Period</b>	Jun 2022 to May 2023
	<b>Preferred Discipline</b>	<b>First Preference:</b> Business/Engineering <b>Other Preference:</b> Finance
	<b>Project Name</b>	Renewable Energy Business Development
	<b>Business Objective(s)</b>	<ul style="list-style-type: none"> <li>• Support reviewing potential project feasibility study</li> <li>• Support conducting due diligences of potential project investment</li> <li>• Support maintaining budget of the department</li> <li>• Support preparing regular reports for management</li> <li>• Support liaison with functional teams for project review</li> </ul>
	<b>Project Description</b>	<ul style="list-style-type: none"> <li>• Support reviewing potential project feasibility study</li> <li>• Support conducting due diligences of potential project investment</li> <li>• Support maintaining budget of the department</li> <li>• Support preparing regular reports for management</li> <li>• Support liaison with functional teams for project review</li> </ul>
	<b>Required Skills</b>	<ul style="list-style-type: none"> <li>• Strong presentation, interpersonal, communication skills</li> <li>• Proficient in both written and spoken English, Mandarin and Chinese</li> <li>• Excellent skill in MS office application</li> </ul>

CLP Internship Programme 2022

Project Focus - Business (12-month)

<b>Project Code</b>	BS_SAND_14	
<b>Project Detail</b>	<b>Internship Category</b>	Sandwich
	<b>Internship Period</b>	Jun 2022 to May 2023
	<b>Preferred Discipline</b>	<b>First Preference:</b> HR / Psychology <b>Other Preference:</b> Nil
	<b>Project Name</b>	Graduate Trainee Program Review
	<b>Business Objective(s)</b>	<ul style="list-style-type: none"> <li>• Increase the market competitiveness of our GT program;</li> <li>• Strengthen CLP's branding at campus;</li> <li>• Improve overall candidate experience and engagement during the whole recruitment, selection and on-boarding process;</li> </ul>
	<b>Project Description</b>	<ul style="list-style-type: none"> <li>• Review the end to end process including recruitment, selection, on-boarding, program design and training, and post program development; make suggestions and draft implementation plan.</li> </ul>
	<b>Required Skills</b>	Nil

CLP Internship Programme 2022

Project Focus - Business (12-month)

<b>Project Code</b>	BS_SAND_15	
<b>Project Detail</b>	<b>Internship Category</b>	Sandwich
	<b>Internship Period</b>	Jun 2022 to Jun 2023
	<b>Preferred Discipline</b>	<b>First Preference:</b> Business <b>Other Preference:</b> Nil
	<b>Project Name</b>	Smart Energy Connect
	<b>Business Objective(s)</b>	<ul style="list-style-type: none"> <li>• Smart Energy Connect (<a href="https://www.clpsec.com/">https://www.clpsec.com/</a>) is an offering from CLP Holdings.</li> <li>• We provide an end-to-end energy management solution for commercial customers in Hong Kong that help save money and reach sustainability goals.</li> </ul>
	<b>Project Description</b>	<ul style="list-style-type: none"> <li>• Source, screen and evaluate startups in the energy management space to determine if the startups fit with our strategy. Deep dive on commercial and technical analysis for selected startups.</li> <li>• Work closely with Product Managers to write and create product marketing material and liaise with Marketing team to finalise the content.</li> <li>• Support the Sourcing team on Design Research for 2022 with coordinating meetings with senior stakeholders from different industries, drawing insights and presenting opportunities.</li> </ul>
	<b>Required Skills</b>	<ul style="list-style-type: none"> <li>• Experience in technology - digital product management, Internet of Things (IoT) projects, data analysis would be preferable, but not necessary.</li> <li>• Fluency in Cantonese and Mandarin required.</li> </ul>