

## 煤氣公司150周年誌慶酒會

## Towngas 150th Anniversary Cocktail Reception

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煤氣公司主席李兆基博士(左二)、常務董事陳永堅(左一)、執行董事暨營運總裁關育材(右一)及政務司司長林鄭月娥一同擔任煤氣公司150周年誌慶酒會的主禮嘉賓。

Towngas Chairman Dr Lee Shau Kee (second from left), Managing Director Alfred Chan (first from left), Executive Director and Chief Operating Officer James Kwan (first from right) as well as Carrie Lam, Chief Secretary for Administration officiated at Towngas' 150th Anniversary cocktail reception.

10月15日，煤氣公司舉行150周年慶祝酒會，政務司司長林鄭月娥蒞臨主禮，並聯同煤氣公司主席李兆基、常務董事陳永堅，以及執行董事暨營運總裁關育材主持慶祝儀式。政商名人濟濟一堂，共同慶賀煤氣公司在香港服務150周年。

公司主席李兆基在酒會上說：「煤氣公司成立於1862年，開業資本只是35,000英鎊，設有一間煤氣廠，以及24公里長的煤氣管道和500支煤氣街燈。」煤氣公司扎根香港，緊貼香港的發展，至今香港的煤氣管網已達3,500公里，供應覆蓋率超過86%，客戶達176萬戶，亦為香港工商業界提供經濟和環保的能源。

On 15 October, Towngas celebrated its 150th Anniversary at a grand cocktail reception. Guest of Honour Carrie Lam, Chief Secretary for Administration, together with Towngas Chairman Dr Lee Shau Kee, Managing Director Alfred Chan, Executive Director and Chief Operating Officer James Kwan officiated at the ceremony.

Towngas Chairman Dr Lee Shau Kee said, "Towngas was established in 1862 with a capital of £35,000, a single gasworks, 24km of gas mains and 500 gas-powered street lamps." With some 3,500 km of pipeline and a total of 1.76 million customers, Towngas currently provide service to over 86 percent of Hong Kong's homes. We also provide economical and environmentally-friendly energy to our commercial customers.



煤氣公司主席李兆基博士(左五)、常務董事陳永堅(左一)、獨立非執行董事梁希文(左二)、非執行董事林高演(右三)、非執行董事李家傑(左三)、獨立非執行董事李國寶(右四)、獨立非執行董事潘宗光(左四)、非執行董事李家誠(右二)、執行董事暨營運總裁關育材(右一)及政務司司長林鄭月娥一同參與祝酒儀式，恭賀煤氣公司成立150周年。

Towngas Chairman Dr Lee Shau Kee (fifth from left), Managing Director Alfred Chan (first from left), Independent Non-executive Director Leung Hay Man (second from left), Non-executive Director Colin Lam (third from right), Non-executive Director Lee Ka Kit (third from left), Independent Non-executive Director Dr Li Kwok Po (fourth from right), Independent Non-executive Director Professor Poon Chung Kwong (fourth from left), Non-executive Director Lee Ka Shing (second from right), Executive Director and Chief Operating Officer James Kwan (first from right) as well as Carrie Lam, Chief Secretary for Administration participated in the toasting ceremony and congratulated Towngas' 150th Anniversary.



政務司司長林鄭月娥讚揚煤氣公司在社會企業責任方面的表現，提供各種煤氣費優惠計劃給予弱勢社群，以減輕他們的生活負擔。她特別提到早年出任社會福利署署長時，有感很多長者搬入公屋單位時面對財政壓力，因而與煤氣公司商討，煤氣公司隨即免費送出煮食爐及為長者安裝，因而令她留下深刻印象。

Carrie Lam, Chief Secretary for Administration spoke highly of Towngas' performance in the areas of corporate social responsibility. She highlighted Towngas' different concession schemes that help alleviate the burden of needy families. Mrs Lam mentioned when she was the Director of Social Welfare, she was especially impressed by Towngas' caring service and prompt action. She recalled that in those days, many elderly people faced financial pressures when they moved into public housing units and Towngas responded in a speedy manner to offer the elderly with cooking appliances for free.



行政會議成員羅范椒芬(中)、煤氣公司非執行董事李家傑(左)、以及恆基兆業執行董事孫國林在酒會上留影。

Executive Councillor Fanny Law (middle), Non-executive Director Lee Ka Kit (left) and Henderson Executive Director Suen Kwok Lam at ceremony.



煤氣公司執行董事暨營運總裁關育材(右一)與立法會議員涂謹申(左二)和前立法會議員李華明(左一)暢談甚歡。

Towngas Executive Director and Chief Operating Officer James Kwan (first from right), LegCo Member James To (second from left) and former LegCo Member Fred Li (first from left) at ceremony.



煤氣公司常務董事陳永堅(右)歡迎立法會議員林健峰出席誌慶酒會。

LegCo Member Jeffrey Lam welcomed by Towngas Managing Director Alfred Chan (right).

## 煤氣公司150周年藝術氣蓋展覽 150個煤氣藝術氣蓋登陸全港

### Towngas Launches Hong Kong's First Pit Cover Art Exhibition Debut of 150 Pit Cover Art Masterpieces across Hong Kong



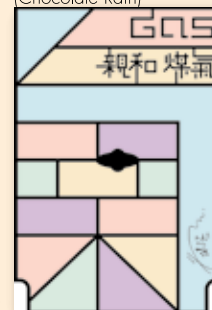
公司執行董事暨營運總裁關育材(左三)與眾嘉賓主持開幕禮。  
Towngas Executive Director and Chief Operating Officer James Kwan (third from left) together with guests officiated the opening ceremony.

煤氣公司為慶祝成立150周年於10月在將軍澳新都城中心隆重舉行全港首個煤氣藝術氣蓋展覽。煤氣公司執行董事暨營運總裁關育材、藝術井蓋大師Remo Camerota、人氣插畫師Prudence (Chocolate Rain)、Graphic Airlines (阿肥及阿達)及藝術氣蓋大使薛凱琪親臨現場，啟動巨型煤氣藝術氣蓋，為150周年x藝術「蓋」覽揭開序幕，並象徵150個煤氣藝術氣蓋正式登陸本港。其後，大會更現場公佈「Street Art『蓋』念大募集」煤氣蓋設計比賽的得獎結果及舉行頒獎典禮。

Towngas staged Hong Kong's first pit cover art exhibition in Metro City Plaza II in October. At the kick-off ceremony, Towngas Executive Director and Chief Operating Officer James Kwan, joined by world-famous pit cover artist Remo Camerota, talk-of-the-town illustrators Prudence (Chocolate Rain) and Graphic Airlines, and pit cover art ambassador Fiona Sit, jointly unveil the monumental pit cover art piece to symbolise the official debut of 150 artistic pit covers throughout Hong Kong. The ceremony was followed by an award presentation to the winners of the "Towngas Street Art x Pit Cover Design Contest".



Chocolate Rain作品  
Design by Prudence  
(Chocolate Rain)



靳埭強作品  
Design by Kan Tai Keung



又一山人作品  
Design by  
Anothermountain



Graphic Airlines作品  
Design by Graphic Airlines



馬仔作品  
Design by MaggieMarket



麥家碧作品  
Design by Alice Mak



小克作品  
Design by Siu Hak



藝術氣蓋大師Remo Camerota主持親子工作坊，講述藝術氣蓋的歷史、發展及特色，更會指導參加者設計及拍攝煤氣藝術氣蓋的技巧。  
Pit cover artist Remo Camerota shared the history, unique features and know-hows of pit cover art design and photography techniques during the workshops.



煤氣公司執行董事暨營運總裁關育材表示：「煤氣公司今年成立150周年，秉承創新精神，為全港市民帶來源源不絕的驚喜，今天的藝術氣蓋展覽正是其中之一。現時我們的煤氣網絡遍佈全港九新界，今天以前大家也許未曾注意這些細小的煤氣蓋，也不知道它們的真正用處。故此，我們希望透過是次活動，讓大家認識煤氣蓋。」

Executive Director and Chief Operating Officer of Towngas, James Kwan said, "This year marks Towngas' 150th anniversary. This pit cover art exhibition is yet another example of the innovative spirit that has characterised our activities over the past 150 years. Our Towngas network is vast and its pit covers can be found all over Hong Kong. Over the years, most of us will not even have noticed these covers nor been aware of their use. This exhibition aims to give pit covers the recognition they deserve."



▲煤氣公司150周年展覽亦陳列一系列公司的經典產品，與廣大市民重溫昔日溫馨時刻。  
Towngas showcased series of classic products which could recall the warmth memory with Hong Kong residents.



◀展覽中首度展出多個城市的藝術井蓋，展現當地的風土人情及特色，讓市民親身感受各地的井蓋藝術文化。  
The exhibition, first time in Hong Kong, brought in a wide variety of art pit covers from different cities which featuring their local uniqueness.

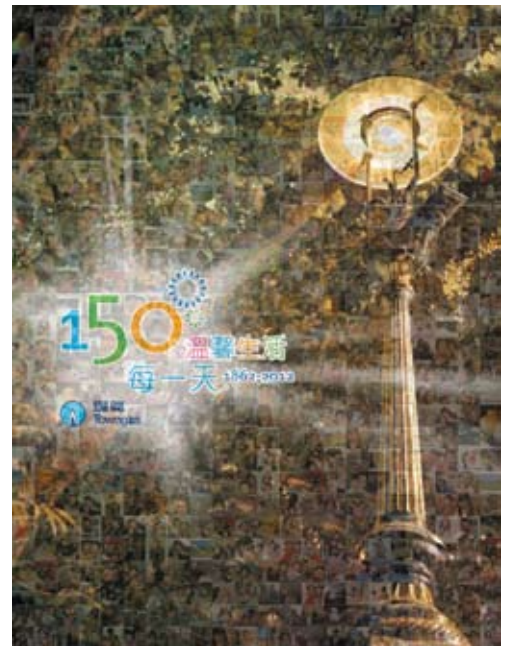
## 上載溫馨生活照片 拼貼巨型Mosaic海報

### Share Your Warmest Moments

為慶祝150周年，早前煤氣公司邀請全港市民，提交以「溫馨生活每一天」為主題的照片，分享生活中竹子溫馨時刻。煤氣公司更選出數百幅溫馨照片，拼貼成一幅巨型Mosaic海報，於10月舉行的150周年展覽展出。

Celebrating our 150th Anniversary, Towngas invited the public to share the warm moments in daily lives.

We selected about a few hundreds photos of warm and happy moments and produced a huge decorative collage for display at our 150th Anniversary exhibition, which held in October.



Go Snap!  
氣蓋趣拍大賽

全港Go Hunt! 氣蓋大搜尋  
參加Go Snap! 氣蓋趣拍大賽

Go Hunt! Go Snap! Pit Cover Photo Contest

150個煤氣藝術氣蓋已於10月登陸全港，為今年最矚目的街頭藝術裝置。市民可透過煤氣公司150周年網站及Towngas150手機應用程式，搜尋150個煤氣藝術氣蓋地點，並挑選最愛的藝術氣蓋設計，發揮個人創意，以手機或相機拍下照片，上載至煤氣公司150周年網站，贏取海外旅遊機會及其他豐富獎品。

150 pit covers, decorated with colourful graphics and patterns and constituting the year's most eye-catching street art, were installed throughout Hong Kong in October. Encouraging the people of Hong Kong to have fun searching for these decorated pit covers and give play to their own creativity, Towngas organised the "Go Snap! Pit Cover Photo Contest". Participants would make use of our website and Towngas150 App to search the pit covers and submit creative photos to win a number of fabulous prizes including the grand prize of an overseas trip.

GO

中環

馬頭角

## 煤氣公司150歲「月」有情迎中秋

### Towngas "Mooncakes for the Community" initiative

中秋佳節前夕，煤氣公司於尖沙咀中港城名氣廊舉辦「煤氣公司150歲『月』有情迎中秋」活動，邀請了鄰舍輔導會的數十名長者出席，煤氣公司企業傳訊總監黃秀英、鄰舍輔導會服務督導主任李天娟及關愛長老錢嘉樂更親臨現場擔任主禮嘉賓，為每年一度的「愛心月餅顯關懷」揭開序幕。

在活動當日，數十名長者在煤氣烹飪中心導師的指導下，與煤氣義工合力製作「愛心月餅」，並享受名氣廊為他們預備的美味下午茶，場面充滿歡樂氣氛。

秉承傳統，煤氣公司今年亦邀請區議員及慈善團體參與「愛心月餅顯關懷」活動，聯同各區義工將健康愛心月餅贈予弱勢社群及長者，以示關懷，今年共送出愛心月餅達21萬個。

On the eve of the Mid-Autumn Festival, we celebrated both the festival and our 150th anniversary together with senior citizens from the Neighbourhood Advice-Action Council (NAAC) at Flame in Towngas Avenue. Wong Sau Ying, Head of Corporate Communications at Towngas, Lee Tin Yan, NAAC's Service Supervisor and artiste Chin Kar Lok officiated at the kick-off ceremony to launch Towngas's annual "Mooncakes for the Community" charity event.

Guided by instructors from the Towngas Cooking Centre, the senior citizens, joined by Towngas volunteers, learned the skills of making heart-shaped mooncakes and enjoyed the delicious afternoon tea at Towngas Avenue.

As in the past, we invited district councillors and community groups to join in our "Mooncakes for the Community" initiative this year. Together with Towngas volunteers, a total of 210,000 healthy, heart-shaped mooncakes were prepared and distributed to the disadvantaged and elderly in our community.



錢嘉樂化身「關愛長者」，與一眾公公婆婆大玩超級無敵拳鬥人共渡一個歡樂的下午。  
Chin Kar Lok, entertains the elderly guests during the fun-filled and cheerful afternoon.



煤氣烹飪中心導師指導嘉賓以及鄰舍輔導會長者製作月餅。  
Towngas Cooking Centre instructor taught officiating guests and the elderly of NAAC to make mooncakes.



煤氣公司企業傳訊總監黃秀英(前排左)、關愛長老錢嘉樂(前排右)及煤氣義工與鄰舍輔導會長者成功製作愛心月餅。  
Towngas Head of Corporate Communications Wong Sau Ying (left in first row), well-known artiste Chin Kar Lok (right in first row) and Towngas volunteers together with elderly from the NAAC made heart-shaped mooncakes.



150周年限量版「懷舊月餅禮盒」  
150th Anniversary "Retro Mooncake Collector's Box Set"

## 煤氣公司150周年隆重呈獻 限量版「懷舊月餅禮盒」

### 150th Anniversary "Retro Mooncake Collector's Box Set"

煤氣公司今年踏入150周年，特別推出限量版懷舊月餅禮盒，內有六款口味，除了傳統的蛋黃白蓮蓉月，並有多款參照源自蘇州的蘇式月餅，選用原輔材料講究，餡料肥而不膩，將原有的酥皮換成港人鍾愛的廣式餅皮，成為嶄新的月餅配搭，別有一番滋味。除了餡料獨特外，禮盒包裝亦以煤氣懷舊的宣傳海報點題，與大家一同穿梭時空回到過去；每款月餅亦印有不同的經典煤氣產品，饒富歷史意義，極具收藏及紀念價值。

To mark its 150th anniversary this year, Towngas is launching an exclusive limited edition of "Retro Mooncake Collector's Box Set". Filled with six delicate mooncake flavours including the classic white lotus seed paste, Towngas has created new indulgent flavours based on

Suzhou-style mooncakes from the Suzhou region. With specially selected ingredients and not overly sweet fillings, Towngas has reinvented the Suzhou-style by replacing its layers of flaky dough with the popular thin Cantonese-style mooncake crust, giving a whole new dimension of flavour to mooncake. Besides the novelty flavours, the packaging of the box set is uniquely designed to elicit warm memories of the past using Towngas vintage-style posters. Each mooncake is also imprinted with one of the early Towngas products, making the set highly collectible with historic and commemorative value.

## 首次參加香港工展會

### Our first presence at Hong Kong Brands and Products Expo

在2012年12月15日至2013年1月7日期間，一年一度的香港工展會即將於維多利亞公園舉行。今次是第47屆工展會，亦是煤氣公司首次參與此項盛會。屆時公司不僅會展銷最新爐具和家品，更會陳列部分早期產品，例如煤氣燈、風扇及爐具等，以介紹煤氣公司150年的歷史演變。另外，煤氣公司亦有派出員工參與此屆工展小姐的選舉活動。

有關工展會活動詳情，請瀏覽[www.towngas.com](http://www.towngas.com)。

The 47th Hong Kong Brands and Products Expo is being held at Victoria Park from 15 December 2012 to 7 January 2013, and Towngas will be participating in this annual event for the first time. We will showcase our wide range of gas appliances, together with a collection of Towngas products from the past. This will include gas lamp, fan and stoves, demonstrating our growth and evolution over the past 150 years. Our colleague will also be participating in the event's "Miss Exhibition Pageant". For details of the expo, please visit our website [www.towngas.com](http://www.towngas.com).



展位編號 : 4A 06-20  
Booth No. : 4A 06-20

## 「全城喜氣CityWOW」

### CityWOW Coupon Campaign

煤氣公司聯同廣大的煤氣商業用戶攜手推出「全城喜氣CityWOW」慶祝推廣活動。煤氣公司與超過1,500個商舖，當中包括星級餐廳食肆、零售商及服務供應商，由快餐店至茶餐廳，中式酒樓、日歐美亞等食肆，以及美髮桑拿乾衣，特色商舖以至普羅大眾熟悉的品牌，為煤氣客戶提供著數優惠，齊來「全城喜氣」！

此外，「全城喜氣CityWOW」在不同的平台銷售8,000多張「特選超級著數 Super Jetso」優惠券，為客戶帶來更大驚喜。

Business customers are joining Towngas to present the "CityWOW" campaign. Over 1,500 restaurants – from fast food, Asian delights, international cuisine to fine dining, retail shops and service providers, some of whom are among the city's most well known household brands, are offering unprecedented bargains to Towngas customer. The aim is to work together to "CityWOW" Hong Kong!

Moreover, more than 8,000 Super Jetso coupons and attractive special deals were offered on multiple platforms to bring exciting offer to Towngas customers.



## 榮獲《資本壹週》傑出上市企業大獎2012

### Wins the Excellence in Listed Enterprise Awards 2012 from Capital Weekly

煤氣公司連續兩年獲《資本壹週》頒發「傑出上市企業大獎2012」，肯定了公司的卓越企業管治及成功的業務策略得到各界認同。

煤氣公司成立至今150年，一直致力為香港市民提供安全可靠的煤氣和全面的優質服務。同時，公司亦積極拓展內地市場，項目超過150個，遍布全國22個省級地區，業務範圍包括城市燃氣項目、新興環保能源、水務，以至電訊基建等。展望未來，煤氣公司會繼續努力，不斷提升業績表現外，也致力履行企業社會責任及保護環境，為公司的客戶、股東及社區帶來更大的回報。

Towngas has been granted Capital Weekly's "The Excellence of Listed Enterprise Awards 2012" for the second consecutive years, recognizing Towngas' performance in corporate governance and successful business strategy.

Towngas is always committed to providing safe and reliable gas and a full range of quality services for the people of Hong Kong over the past 150 years. Towngas is also actively developing the mainland market with more than 150 projects in 22 provinces across the country. The businesses include city gas projects, eco-friendly energy, water projects, and telecommunications infrastructure. Looking forward, Towngas will not only strive to improve our performance, but also commit to corporate social responsibility and environment protection, bringing a greater return to our customers, shareholders and the community.



立法會議員湯家驊(左)頒發「傑出上市企業大獎2012」予煤氣公司首席財務總監暨公司秘書何漢明。Legislative Councillor Ronny Tong (left) presented the "Excellence in Listed Enterprise Awards 2012" to Towngas Chief Financial Officer and Company Secretary John Ho.

## 煤氣公司入選恒生可持續發展企業指數系列成份股

### Towngas included in Hang Seng Corporate Sustainability Index

煤氣公司及其附屬公司港華燃氣以卓越的企業可持續發展表現，獲選為恒生可持續發展企業指數系列成份股，反映煤氣公司及港華燃氣在環境保護、社會公益、企業管治及工作間實務等範疇均有卓越成績。恒生可持續發展企業指數系列是本港第一個以企業可持續發展水平為指標之指數系列。煤氣公司及港華燃氣名列該指數系列名單，標誌著業界認同集團積極履行企業社會責任、實踐可持續發展之優秀表現。

Towngas and its subsidiary, Towngas China, have been selected as constituents of the Hang Seng Corporate Sustainability Index for their excellent records of corporate sustainability. The Index, the first of its kind in Hong Kong tracks the performance of companies in corporate sustainability. The inclusion of Towngas and Towngas China testifies to the group's commitment to fulfilling its corporate social responsibility and our proven track record in environmental protection, community involvement, corporate governance and workplace practice.





## 榮獲2012香港工商業獎：消費產品設計獎

Honoured the 2012 Hong Kong Awards for Industries:  
Consumer Product Design Category



煤氣公司獲頒「2012香港工商業獎：消費產品設計獎」，執行董事暨營運總裁關育材(前排中間)與產品研發團隊合照。

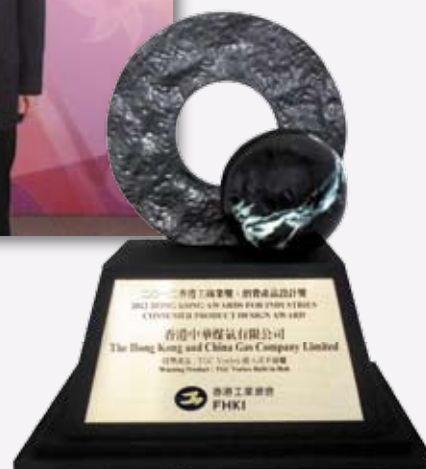
Towngas was honoured the "2012 Hong Kong Awards for Industries: Consumer Product Design Category". Towngas Executive Director and Chief Operating Officer James Kwan (front row, middle) picturing with the product development team in the award presentation ceremony.

為配合煤氣公司150周年而推出的TGC Perfecto Series「型格系列」的Vortex嵌入式平面爐，獲頒「2012香港工商業獎：消費產品設計獎」。這款TGC Vortex嵌入式平面爐不但外型優雅，更具有多功能、安全易用及節能高效等多項優點，全面優化廚房環境，因此獲得業界嘉許，頒發「消費產品設計獎」。

此外，公司憑著三款不同類型的產品，於10年內第三度在香港工商業獎中獲獎，可見公司針對不同消費市場的產品，均得到業界肯定。獎項對公司的開發團隊及前線銷售員工帶來重大鼓舞，推動我們繼續為家居設計多元化的爐具產品。

To celebrate Towngas' 150th Anniversary, 150th Special Edition - TGC Perfecto Series, including Vortex Built-in Hob was launched and honoured the "2012 Hong Kong Awards for Industries: Consumer Product Design Category". This TGC Vortex Built-in Hob not only looks elegant, but also embraces the advantages of multifunctional, safety and ease-of-use, as well as energy efficient that fully optimised kitchen environment.

Our continuous efforts in developing products for different consumer markets received industry recognition when we were the third time awarded the Hong Kong Awards for Industries in ten years. It is a significant encouragement to our product development team and frontline staff for developing a wide range of new home design products in future.



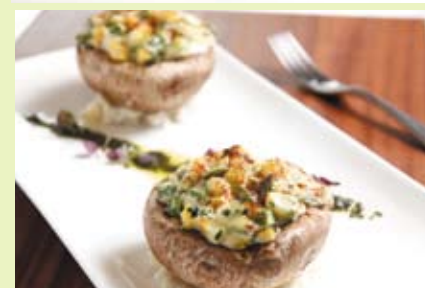
## green monday 綠色生活 由明火素食開始 Start Going Green with our Green Menu

名氣廊對提倡健康飲食的概念不遺餘力，推出一系列低碳菜式，深受客戶歡迎。為進一步提倡綠色生活，名氣廊與Green Monday合作推動綠色飲食，讓你輕鬆展開綠色生活。其實只要每周素食一天，便可改善健康，減少碳足跡和延緩地球暖化。

尖沙咀及銅鑼灣分店，現每天均有供應無綠不歡星期一素食餐單，喜愛素食、支持環保的你實不容錯過。

Flame at Towngas Avenue has been supporting eco-friendliness and encouraging healthy meal by launching the low carbon menu. The mission of going green is being taken one step further now. Partnering with Green Monday, we are launching a 'Green Monday Vegetarian Menu' to further encourage a healthier and more environmentally-friendly way of living by changing eating habit. Simply by going meatless once a week, we can improve our health, reduce carbon footprint and help slow down global warming.

Green Monday Vegetarian Menu is now available at Flame in Tsim Sha Tsui and Causeway Bay everyday. Go green and have a green diet now.



## 榮獲2012香港白領最喜愛品牌大獎

### Received Hong Kong White Collars' Most Favourite Brand Awards 2012



煤氣公司高級零售市務經理王佩兒(左)接受獎項。

Towngas Senior Retail Marketing Manager Catherine Wong (left) received the award.

TGC榮獲由Focus Media Hong Kong 頒發的「Your Choice @ Focus — 香港白領最喜愛品牌大獎2012」中獲選為香港白領最喜愛的「廚房煮食爐具」，頒獎典禮於9月7日舉行。是次活動由白領人士投選心水品牌，提供一個最齊備及具公信力的品牌指南，並表揚一眾帶給白領人士最優質產品及卓越服務的品牌。透過為期三個星期的網上公開投票活動，市民從100個品牌中選出25個心目中的最喜愛品牌。

Towngas TGC brand won the "Kitchen Appliance" category in the "Your Choice@Focus - Hong Kong White Collars' Most Favourite Brand Awards 2012". Organised by Focus Media Hong Kong, the awards followed a three-week online voting campaign in which white-collar workers chose their favourite brands in different product and service categories. Of the 100 shortlisted brands, 25 brands were chosen as the final winners in their respective categories. The prize presentation ceremony was held on 7 September.

## 連續九年獲取Q嘜優質服務認證 Gains Q-Mark License for Ninth Year Running

自「Q嘜優質服務」認證計劃推出至今，煤氣公司已連續第九年獲頒發該計劃之准用證，以表揚公司的零售、安裝及客戶服務均達到卓越水平。另外，我們今年更參加了由香港優質標誌局舉辦的首屆「Q嘜優質生活嘉年華」，現場設置展銷攤位，推廣爐具產品，配合公司150年慶祝活動。

Towngas was delighted to receive the "Q-Mark License" under the "The Hong Kong Q-Mark Service Scheme" for the ninth year straight. Reflecting our outstanding performance in retail sales, installation and customer service, we have received this award every year since the scheme was launched. The presentation ceremony was held in conjunction with the launch of the Hong Kong Q-Mark Council's first-ever "Q-Mark Quality Life Carnival". Participating in this event, Towngas booth not only promoted our wide range of quality gas appliances, we also took the opportunity to celebrate our 150th anniversary with everyone who attended the carnival.



香港優質標誌局主席丁煒章頒發「Q嘜優質服務」准用證予煤氣公司高級零售市務經理王佩兒(右)。

Bernie Ting, Chairman of the Hong Kong Q-Mark Council, presented the "Q-Mark License" to Towngas Senior Retail Marketing Manager Catherine Wong (right).

## Perfect 150 壓軸優惠 Grand Offers

為慶祝150周年，由即日起至2013年2月28日，煤氣公司為客戶推出「Perfect 150」壓軸優惠。顧客於推廣期內選購指定煮食爐具、熱水爐或抽油煙機，即可獲\$150換購券享受購物飲食消閒優惠，更額外享有現金折扣或Flame at Towngas Avenue餐飲禮券。請即前往煤氣客戶中心或名氣廊選購。

有關詳情及其他優惠，請瀏覽[www.towngasappliance.com](http://www.towngasappliance.com)。

To celebrate our 150th anniversary, Towngas has launched "Perfect 150" grand offers. From now until 28 February 2013, customers can receive \$150 redemption coupon to enjoy shopping and dining privileges upon purchase of selected cooking appliances, water heaters or rangehoods; cash discount or dining coupons at Towngas Avenue are additionally offered. Just visit any Towngas Customer Centre or Towngas Avenue and see these delights for yourself.

Please visit [www.towngasappliance.com](http://www.towngasappliance.com) for more details and other promotions.



## 榮獲「2011-12最佳企業義工計劃比賽」亞軍 Honoured in 2011-12 Best Corporate Volunteer Service Project Competition

10月26日，社會福利署推廣義工服務督導委員會舉行「2011-12最佳企業義工計劃比賽」頒獎典禮，煤氣公司在入圍的28隊中脫穎而出，以「Cook for Love 溫馨家庭煮義計劃」榮獲亞軍。

煤氣公司於2011年9月推出的創意義工活動－「溫馨家庭煮『義』計劃」，首次以家庭為單位招募義工，鼓勵員工帶同家人組成義工家庭，參與為期16個月的義工項目。煤氣公司透過與社會福利署合作，幫助來自深水埗區的低收入單親家庭，與煤氣義工家庭配對，通過群體合作遊戲、運動攀爬，以及其他富趣味性的團隊活動，協助參加者改善溝通技巧，學習在生活上彼此欣賞與支持，從而在家庭營造溫馨和諧的氣氛。



煤氣公司執行董事暨營運總裁關育材(左五)與「Cook for Love 溫馨家庭煮義計劃」的義工拍照留念。

Group photo of Towngas Executive Director and Chief Operating Officer James Kwan (fifth from left) and "Cook for Love" volunteers.

The Steering Committee on the Promotion of Volunteer Service of Social Welfare Department held an award presentation ceremony on 26 October. Out of 28 projects, Towngas' "Cook for Love" was awarded the 1st runner-up in the 2011-12 Best Corporate Volunteer Service Project Competition.

Towngas rolled out this creative "Cook for Love" project in September 2011, recruiting both colleagues and their family members as volunteers for the first time. It is a 16-month partnership project co-organised with Social Welfare Department, with an objective of providing assistance to low income single-parent families in Shamshuipo. Participants will learn how to improve their communication skills and support each other in families through group games, sports and other interesting activities.

## 再度榮獲香港職業安全健康大獎 Winning the 11th Hong Kong Occupational Safety & Health Award

今年，煤氣公司於「第十一屆香港職業安全健康大獎」中囊括「安全文化大獎—金獎」、「安全表現大獎」，以及「職安健年報大獎—金獎」，充分表現煤氣公司穩健的職安健文化和完善的安全管理系統，獲得各界認同。

「香港職安健大獎」旨在表揚在推行職業安全及健康方面有傑出成就的機構，並藉此促進業界交流，學習職安健最佳的實務及策略。本年度共有超過360個小組競逐九個類別的獎項，競爭激烈。

Towngas won Safety Culture Gold Award, Safety Performance Award and OSH Annual Report Gold Award in the "11th Hong Kong Occupational Safety & Health Award". Such excellent performance fully demonstrated our Occupational Safety & Health (OSH) culture and safety management system are well recognized by the community.

The "Hong Kong Occupational Safety & Health Award" aims to recognize organizations with outstanding achievements in the field of OSH and to allow the winning entries to share their valuable experience. This year, over 360 teams competed for the awards in nine categories.



職業安全健康局主席黃天祥(左三)頒發「安全文化大獎—金獎」予煤氣公司企業人力資源總監鄺羅蕙芬(左二)。

The Chairman of Occupational Safety and Health Council Ir Conrad Wong Tin-cheung (third from left) presented the Safety Culture Gold Award to Towngas Head of Corporate Human Resources Margaret Cheng (second from left).

## 全力贊助「救世軍定向日」 Sponsoring The Salvation Army O! Day

煤氣公司今年全力贊助「救世軍定向日」，攜手扶助弱勢社群。「救世軍定向日」自2003年首辦以來，已成為全城其中一項大型城市定向籌款比賽，今年煤氣公司與救世軍合作，邀請全港市民參與，在港九兩區追縱救世軍與煤氣服務香港市民的古今足跡。

Sponsoring The Salvation Army O! Day this year, Towngas is joining hands with the Salvation Army to raise funds for their community service activities for the disadvantaged in Hong Kong.

Since its inception in 2003, The Salvation Army O! Day has become one of the biggest city orienteering competitions and fundraising events in Hong Kong. This year, Towngas and the Salvation Army are working together to visit the Army's service landmarks and Towngas footprints across Hong Kong Island and Kowloon in the call for players to compete in the championship.



參加者於中山紀念公園出發。  
Participants set off at Sun Yat Sen Memorial Park.



於起步禮上，各參賽者一同做健身操為出發作好預備。  
All participants do exercises to get prepared for the game.



今年增設「親子定向追蹤」，鼓勵父母與子女一同參與。  
The new Family Adventure encouraged parents and children to join the event.



中環都爹利街煤氣燈也是今年賽事的「控制點」之一。  
Gas lamp at Duddell Street, Central is one of the check points.



## 支持公益便服日

### In support of Dress Casual Day

為了支持公益金，煤氣公司每年都會參加公益便服日籌款活動，所籌得之善款，將全數撥捐公益金資助的社會福利機構，惠澤社群。

今年公益便服日於9月28日舉行，煤氣公司員工反應熱烈，連同企業贊助，合共為公益金籌得超過港幣44,190元善款。

To render help to the needy, Towngas participates in the Community Chest's "Dress Casual Day" every year to raise money for charity purpose.

Towngas staff show enthusiastic support for this year's "Dress Casual Day" which was held on 28 September. More than HK\$44,190 including contribution from our staff together with the Company's sponsorship was raised for the Community Chest.

## 香港無冷氣夜2012

### Green Sense's No Air-Con Night 2012

煤氣公司今年再度參與環保觸覺的「香港無冷氣夜」，於9月27日呼籲市民在家中關掉冷氣。是次活動旨在讓公眾明白節約能源的重要性，鼓勵市民身體力行減少溫室氣體排放，以行動實踐綠色生活。香港每年夏季7月至8月期間，冷氣的耗電量佔總用電量約六成，而全年平均耗電量亦達三至四成。

Towngas participated once again in the "No Air-Con Night" event on 27 September, organised by Green Sense, to encourage the public to turn off their air-conditioners at home. This annual event, which is currently in its third year, aims to promote energy saving habits, enabling all of us to adopt a greener lifestyle and thus help to reduce greenhouse gas emissions. On average, air-conditioners in Hong Kong account for around 60% of the total electricity used in July and August, and for about 30-40% of consumption for the entire year.



煤氣公司企業安全及風險管理總監鄺超靈(右二)與其他參與機構代表主持活動開幕儀式。  
Towngas Head of Corporate Health, Safety & Environment Victor Kwong (second from right) with representatives from other supporting organisations at the kick-off ceremony.

## 「第綠梯隊」回顧暨迎新聚會

### Review cum Orientation meeting of "Green Leaders Bloc"

由煤氣公司全力贊助的第一屆長春社第綠梯隊環保領袖訓練計劃已經圓滿結束，於8月4日，長春社代表及約40位學員出席於煤氣公司北角總部大樓進行的回顧及迎新活動。在過去一年的訓練活動中，各位學員進行了不同類型的環保倡導活動實踐環保理念，例如低碳裝修，低碳飲食等活動，增加了他們對環保工作方面的經驗及了解。

新一屆的訓練活動又即將開始，希望新一屆學員更積極投入環保活動。煤氣公司今年繼續贊助是次活動，以培育新一代綠色領袖。

Towngas sponsored the Conservancy Association's first "Green Leaders Bloc" leadership training scheme, and was pleased by its success. On 4 August, the Association held a review-cum-orientation day with the more than 40 participants at the Towngas headquarters in North Point. During the one-year training, the trainees took part in green initiatives such as low-carbon renovation and low-carbon diet, to put green ideas into practice. They were all grateful for the opportunity to gain valuable knowledge and hands-on experience in environmental protection.

Now in its second year, the scheme has recruited a new batch of trainees and Towngas continued to support this meaningfully training initiative to foster the next generation of green leaders.

## 環保生態協會環保生態貢獻大獎

### Receives Eco Excellence Awards

煤氣公司於10月獲環保生態協會頒發首屆「環保生態貢獻大獎」。該獎項評核範疇通過企業對環境保護或生態保育的理念及承諾、企業的綠色策略及計劃如何有效達致環境及經濟共贏局面、企業參與的綠化地球的相關行動，以及未來企業發展步伐如何配合環境保護和生態保育等各方面的評估，經過多月之審核而嚴選10個最有代表性的行業及對環保及生態貢獻不遺餘力的企業。煤氣公司獲頒「環保生態貢獻大獎」——環保能源供應商(天然氣)類別。



煤氣公司企業安全及風險管理總監鄺超靈(左)代表公司接受獎項。

Towngas Head of Corporate Health, Safety & Environment Victor Kwong (left) received the award on behalf of the company.

The Eco Association presented their first "Eco Excellence Awards" on 27 October and Towngas was named as one of the award's winners. Corporate winners were chosen for their performance in the four areas: their vision and commitment to environmental protection and eco-conservation; the effectiveness of their green strategies and plans both environmentally and economically; actions taken to green the earth; and the company's pace and alignment with their goals in environmental protection and eco-conservation. After months of adjudications, the association selected the ten most representative sectors and most eco-friendly companies. Towngas won the award in the "Green Energy Supplier (Natural Gas)" category.



長春社第綠梯隊學員。  
The trainees of the "Green Leaders Bloc".

# 咖喱雜菌炒烏冬

## Stir Fried Udon with Curry and Assorted Mushrooms



### 材料

金菇	100克
秀珍菇	80克
鮮冬菇	3隻
烏冬(熟)	1包
白豆腐乾	1/2片
咖喱粉	1湯匙
薑蓉	2茶匙
油	2茶匙

### Ingredients

Enoki mushrooms / golden mushrooms	100 g
Oyster mushrooms	80 g
Fresh mushrooms	3 pcs
Udon (cooked)	1 packet
White beancurd pressed	1/2 slice
Curry powder	1 tbsp
Ginger, grated	2 tsp
Oil	2 tsp

### 調味

水 1湯匙  
鹽 1茶匙  
糖 1/2茶匙

### 營養小貼士

菇菌含有高纖維素，屬超低脂肪食物，同時亦含有多醣體物資，有調節免疫力的功效。

### Seasonings

Soya sauce 1 tbsp  
Salt 1 tsp  
Sugar 1 tsp

### Health Tips

Mushroom is rich in fiber and contains extremely low fat content. It also contains polysaccharide and can regulate human immunity.

### 做法

1. 將雜菌洗淨。
2. 冬菇、秀珍菇飛水，瀝乾。將白豆腐乾切條。
3. 燒熱鑊，下油，爆香薑蓉。轉至慢火，放入咖喱粉拌勻。
4. 加入雜菌、烏冬及調味料炒勻即可。

### Method

1. Wash all mushrooms.
2. Blanch fresh mushrooms and oyster mushrooms. Drain. Cut white beancurd pressed into strips.
3. Heat wok. Add oil and sauté ginger. Use low heat and add curry powder. Mix well.
4. Add all mushrooms, udon and seasonings. Mix well.



羅振聲的專業認真備受讚賞。

Law Chun Sing provided professional and dedicated service.

公司自1994年開始記錄客戶的讚賞信，當年一年只收到59封信，現今已逾5,600封，即平均每日接獲超過15封讚賞信，增幅近100倍。

2012年5月至9月期間，公司共接獲2,527封讚賞信，可見同事的優秀表現，獲得客戶的肯定，令人感到鼓舞。

今年5月，我們收到信和物業管理公司來信，表揚工商事務部高級估價員羅振聲同事工作表現出色。羅振聲於今年五月收到通知，觀塘裕民坊的大廈有一道佈滿煤氣管道的矮牆需要拆卸，於是他與信和物業管理公司、市區重建局及機電工程署等政府部門展開多次會議面談，詳細了解工程後，便設計了拆卸及重建的工作流程，並提供專業意見及報價，令工程得以順利展開。信和物業管理公司稱讚羅振聲同事工作專業有效率，於是來信表揚。

## 優質服務 贏取讚賞 Quality Service Wins Compliments



We have been keeping a record of the number of compliment letters we receive every year since 1994. In 1994, we received 59 letters; today, this figure has grown almost a hundredfold to over 5,600. This means that on average, we now receive more than 15 compliment letters a day.

In the five months from May to September this year, we have received 2,527 compliment letters. These included a letter from Sino Estates Management Limited, expressing their appreciation for the outstanding service provided by Law Chun Sing, senior sales surveyor in our Commercial and Industrial Marketing Department who has demonstrated professionalism and efficiency.

In May, Law learned about the planned demolition of a low wall bearing a number of gas pipes at a mansion in Yue Man Square, Kwun Tong. After several meetings with Sino Estates Management, the Urban Renewal Authority and the government's Electrical and Mechanical Services Department, he gained a thorough understanding of the works required and designed the workflow for the demolition and rebuilding work required. He provided professional advice and price costings, helping the job to move ahead smoothly.

## 客戶服務關注小組

**煤**氣公司客戶服務關注小組於1993年成立，是公司與客戶間有效溝通的重要橋樑，有助我們確保所提供的服務能令客戶稱心滿意。

小組的成員主要來自公司的客戶服務部、客戶會計組及零售市務部等。小組每月平均到訪兩個公共屋邨或私人屋苑，向居民傳達有關煤氣服務、安全須知、繳費方法及煤氣爐具等重要資訊。小組亦會收集客戶對公司產品及服務的意見，從而改善服務質素，進一步加強煤氣公司與客戶之間的聯繫，與各區用戶建立良好關係。

## Customer Focus Team

Since its inception in 1993, the Customer Focus Team has proven to be an effective communication channel between Towngas and our customers, helping to ensure that our services fully meet customer expectations.

Consisting of senior staff from Customer Services, Customer Accounts and Retail Marketing, the team visits two public housing estates or private residential developments every month to discuss issues related to Towngas services, such as gas safety, bill payment and gas appliances. The team also solicits comments and views from customers so as to provide even better products and services.



客戶服務關注小組於9月到訪士瓜灣傲雲峰。  
Our customer focus team visits Sky Tower, To Kwa Wan in September.

如閣下所居住的公共屋邨或私人屋苑有意安排客戶服務關注小組到訪，請與企業傳訊部聯絡：

地址：香港北角渣華道363號15樓香港中華煤氣有限公司企業傳訊部  
電話：2963 3483 傳真：2516 7368 電郵：ccd@towngas.com

If you are interested in arranging a visit from our Customer Focus Team to your housing estate or residential development, please contact our Corporate Communications Department at:

Address: Corporate Communications Department, The Hong Kong and China Gas Company Limited, 15/F, 363 Java Road, North Point, Hong Kong  
Telephone: 2963 3483 Fax: 2516 7368 E-mail: ccd@towngas.com