



Towngas recognised by “Industry Cares” again with “Outstanding Caring Awards” & “The Most Innovative Award”

(28 September 2022) The Hong Kong and China Gas Company Limited (Towngas) is committed to promoting its environmental, social and governance (ESG) initiatives, with a particular focus on injecting innovation into the process of fulfilling its corporate social responsibility (CSR) and supporting people from different walks of life. With its consistently outstanding performance, Towngas was again awarded the “Outstanding Caring Awards” and “The Most Innovative Award” under the Enterprise Group by the Industry Cares Recognition Scheme 2022 on 27 September. The Industry Cares Recognition Scheme is organised by the Federation of Hong Kong Industries to recognise companies that bring good benefits to society and support more companies to implement CSR.

Towngas cares about the needs of the community and is dedicated to filling the social service gap and leveraging innovative technology to provide the most appropriate support to the beneficiaries. In 2021, Towngas launched the Easy Metering system for eligible visually impaired and wheelchair users, saving them the inconvenience of reporting their own meter readings. If any abnormalities are detected in the customers’ gas usage, the system will automatically cut off the gas supply and notify the maintenance team, which is more convenient and safer for taking care of the needs of the underprivileged.

As there were a number of cases where elderly people forgot to turn off their appliances, Towngas developed the first “smart controller” in Hong Kong, allowing users to preset the time to turn off the hobs and monitor their usage remotely through the mobile app. The system can also send instant notifications to users and Towngas through the app when abnormal gas consumption is detected, and automatically close the built-in valves to prevent gas leakage. The new appliance further enhances cooking safety, giving the elderly and their caregivers greater peace of mind.

In 2021, Towngas joined hands with the Hong Kong Sheng Kung Hui Welfare Council to introduce the “Chef Anchor 2.0” programme, which combined elements of occupational therapy with the professionalism of culinary instructors to integrate “procedural memory” into recipes. The programme allowed patients with subjective memory impairment to undergo cognitive training during the cooking process, with a new component of carer participation. The CUHK Jockey Club Institute of Ageing also confirmed that the programme effectively improved the physical, mental and social health of the elderly with subjective memory impairment.

In recent years, Hong Kong has been hard hit by COVID-19, and Towngas has been working tirelessly to support the most vulnerable groups amid the epidemic in various ways. The fifth wave of the epidemic was particularly severe, increasing the pressure on the grassroots in Hong Kong. Towngas reacted with the HK\$10-million Dining Coupon Scheme, giving away a set of dining coupons worth HK\$200 to every account holder under the Towngas Concession Scheme. Earlier in the year, the Company also allocated HK\$3 million to purchase anti-epidemic supplies for the families in need and promptly sent 20,000 soup packs, together with supermarket cash coupons, to over 10,000 grassroots households. The Company also prepared 1,000 “back-to-school gift packs” for children, including stationery and educational toys, in order to cater for their needs. Since 2019, Towngas has been directly supporting the catering industry and grassroots families through various programmes, including the Credit Period Extension Scheme for the Catering Industry, the Supporting F&B and the Economy campaign, the Food Packs for Families in Need programme, and the Unemployment Support Programme, etc.

Also earlier this year, Towngas received a request for gas supply at the Lok Ma Chau Loop makeshift hospital, and it took only four days for the Company to complete the construction of the 1.5 km-long gas pipelines for the hospital in the Lok Ma Chau Loop area, with no compensation, supplying gas for the patients under quarantine and the hospital staff.

Mr Isaac Yeung Chung-kwan, the Head of Corporate ESG / Head of Corporate Affairs of Towngas, remarked, “Towngas has been upholding the philosophy of ‘using resources derived from the community for the good of the community’. Through a variety of activities, we actively utilise our corporate and business strengths to respond to the needs of the society, especially those of the people who are often neglected, in the hope of spreading love and care to more people.”

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Press photos:

Photos 1 & 2:



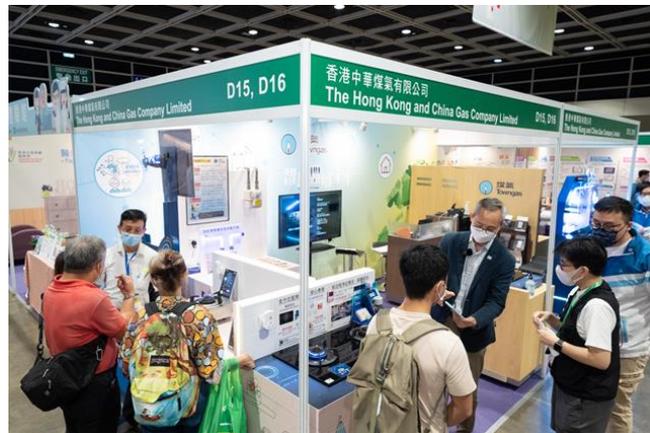
Towngas wins the “Outstanding Caring Awards” and “The Most Innovative Award” under the Enterprise Group from the Industry Cares Recognition Scheme 2022. Mr Ivan Lee Kwok-bun, Commissioner for Efficiency of Innovation, Technology and Industry Bureau (left in Photo 1, right in Photo 2), presents the trophies to Mr Isaac Yeung Chung-kwan, Head of Corporate ESG / Head of Corporate Affairs of Towngas.

Photos 3 & 4:



The Towngas Easy Metering social service helps install smart meters for eligible visually impaired and wheelchair users referred by social welfare organisations for free, promoting accessible meter reporting. The service receives an overwhelming response and universal acclaim.

Photos 5 & 6:



Towngas participates in the 7th Golden Age Expo and Summit (2022) in August, promoting the Easy Metering service and the smart controller among the public.

Photo 7:



Towngas launches the “Love on Delivery: Mid-Autumn Edition” programme with the Christian Family Service Centre (CFSC) this year, with a number of grassroots families benefitting from the HK\$300,000 worth of food and beverage vouchers. Mr Daniel Fung Man-kit, Head of Strategy & Innovation and Commercial – HK Utility of Towngas, visits the grassroots families in Kwun Tong and gives away the coupons.

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