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Towngas Honoured at MAKE Awards Ceremony



香港理工大學校長唐偉章教授頒發「香港最受推崇知識型機構大獎」至高獎項予煤氣公司商務總監—香港公用業務黃霖生(右)。
President of The Hong Kong Polytechnic University Professor Timothy Tong presented the "Hong Kong MAKE Award" to Towngas Head of Commercial – Hong Kong Utilities Peter Wong (right).

由香港理工大學知識管理及創新研究中心舉辦的「香港最受推崇知識型機構大獎2013」頒獎禮於2月21日假生產力促進局大樓會議廳圓滿舉行。煤氣公司憑著多年知識管理經驗，榮獲「香港最受推崇知識型機構大獎」至高獎項及「最佳知識分享文化獎」。煤氣公司自1992年開始推行知識管理措施，把擁有的專業知識及所建立的企業管理文化、管治系統和道德政策等，推展至內地百多家合資公司。知識管理和智力資本推動煤氣公司在香港、內地以至亞洲發展出更多元化業務。

The "Hong Kong Most Admired Knowledge Enterprise (MAKE) Award 2013" ceremony took place on 21 February at Hong Kong Productivity Council (HKPC) conference hall. At the ceremony, which was organised by the Knowledge Management and Innovation Research Centre of The Hong Kong Polytechnic University, Towngas was named the top winner of the "Hong Kong MAKE Award" as well as the "Best in Knowledge Culture Award". These accolades recognise the Company's many years of experience in knowledge management.

Since 1992, we have been implementing knowledge management initiatives by sharing our expertise, corporate culture, management systems and code of conduct practices with over 100 joint venture companies. Our strong performance in knowledge management and intellectual capital has allowed Towngas to develop a diverse business spanning Hong Kong, mainland China and beyond.



煤氣公司執行董事暨公用業務營運總裁黃維義(前排右二)到韓國領取「亞洲區最受推崇知識型機構大獎2013」。

Towngas Executive Director and Chief Operating Officer - Utilities Business Peter Wong (first row, second from right) accepted the "Asian MAKE Award 2013" in Korea.

此外，煤氣公司與亞洲區其他20間知名機構，包括韓國的三星及日本的豐田，於去年10月在韓國舉行的頒獎禮中，獲頒「亞洲區最受推崇知識型機構大獎2013」。此獎項的設立旨在表揚機構有效利用知識管理及創新文化，達致創造並提升品質及服務質素，使持分者得益。

Towngas also received the "Asian MAKE Award 2013" at a ceremony held in Korea in October 2013. The Company was one of the 20 renowned Asian businesses that won, alongside Samsung from Korea and Toyota from Japan. The aim of the award is to recognise organisations that make good use of knowledge management and encourage an innovative culture. This helps enhance the quality of products and services, which is beneficial to the Company's stakeholders.



煤氣公司企業資訊科技部總監暨持續革新辦公室主席孫淑貞在「香港最受推崇知識型機構大獎2013」頒獎禮上分享公司的知識管理、智力資本及創新文化。

Towngas Head of Corporate Information Technology and Chairman of Continuing Transformation Office Susanna Shen discussed the Company's knowledge management, intellectual capital and innovative culture at the "Hong Kong MAKE Award 2013" ceremony.



生產力促進局總裁麥鄧碧儀頒發「最佳知識分享文化獎」予煤氣公司商務總監—香港公用業務黃霖生。Executive Director of HKPC Agnes Mak presented the "Best in Knowledge Culture Award" to Towngas Head of Commercial – Hong Kong Utilities Peter Wong.

煤氣公司榮獲「香港無煙領先企業大獎2013」金獎

Towngas Won "Hong Kong Smoke-free Leading Company Awards 2013" Gold Award



食物及衛生局局長高永文醫生(左)及香港吸煙與健康委員會主席劉文文(右)頒發「香港無煙領先企業大獎2013」金獎予煤氣公司企業人力資源總監范潔儀。

Secretary for Food and Health Dr. Ko Wing-man (left) and the Chairman of Hong Kong Council on Smoking and Health Lisa Lau (right) presented the Gold Award at the "Hong Kong Smoke-free Leading Company Awards 2013" to Towngas Head of Corporate Human Resources Kit Fan.

煤氣公司榮獲由香港吸煙與健康委員會與香港電台第一台合辦的「香港無煙領先企業大獎2013」金獎。是次活動旨在鼓勵及表揚企業制定及執行持續的無煙政策，並將無煙文化推廣予員工、客戶及社會大眾。煤氣公司早於1999年已實施無煙工作間，多年來持續推廣無煙企業的信息，並於2013年「健康生活每一天」主題活動中，落實全方位推廣無煙生活，包括舉辦戒煙講座、戒煙輔導等，鼓勵同事過健康生活，以及向市民傳遞無煙信息。

Towngas was awarded the Gold Award at the "Hong Kong Smoke-free Leading Company Awards 2013", which was jointly organised by Hong Kong Council on Smoking and Health and Radio 1 of RTHK. The award recognises the efforts of corporations to develop and implement a sustainable smoke-free policy, as well as promoting a smoke-free message to their employees, customers, the general public and other stakeholders. Towngas became a smoke-free workplace in 1999 and the Company has been promoting the smoke-free message ever since. In 2013, Towngas launched a wellness campaign entitled "Healthy Living Every Day" which aimed to promote smoke-free living as well as encouraged colleagues to embrace a healthy lifestyle and to spread the smoke-free message to the public. There were activities arranged such as seminars and counselling to help people stop smoking.

亞洲週刊
YAZHOU ZHOUKAN

煤氣公司再度入選「2013全球華商1000排行榜」

Towngas Featured in "Global Chinese Business 1000"

煤氣公司再度入選由《亞洲週刊》舉辦的「2013全球華商1000排行榜」，名列第38位。今年共有138間香港企業入選，煤氣公司排名第八位，是本港公用事業中排名最高。而在石油及能源組別中，則排名第五位。

全球華商1000排行榜是依據2013年8月底，香港華商企業股票市值所得的結果而排序。2013年香港十大華商總市值超過2860億美元，比2012年同期2457億美元總市值，增加了百分之十六。

Towngas was once again listed by Yazhou Zhoukan in its "2013 Global Chinese Business 1000", ranking at number 38. Among the 138 Hong Kong companies which featured on the list, Towngas came eighth which is the highest ranking of any local public utility. Towngas also ranked fifth in the Oil and Energy category.

The ranking of the companies was decided according to their stock market value at the end of August 2013. In 2013, the market capitalisation of the top 10 Chinese businesses was over US\$286 billion. This was a 16% increase on 2012 when the market capitalisation was US\$245.7 billion.

煤氣公司榮獲「香港股票分析師協會上市公司年度大獎」

Towngas Won Inaugural HKIFAPC Award



金融服務界立法會議員張華峰頒發「香港股票分析師協會上市公司年度大獎」予煤氣公司首席財務總裁暨公司秘書何漢明(右)。

Legislative Council Member - Financial Services Functional Constituency Christopher Cheung presented the "HKIFAPC Outstanding Listed Company Award" to Towngas Chief Financial Officer and Company Secretary John Ho (right).

煤氣公司獲頒發由香港股票分析師協會今年創辦的「香港股票分析師協會上市公司年度大獎」，以表揚公司過去一年在投資者關係及提升透明度上的突出表現。該獎項的設立旨在促進各上市公司的營運表現，加強金融市場透明度，並鞏固香港的國際金融中心地位，同時亦希望為投資者建立一套客觀指標作參考。

Towngas has been awarded the "Hong Kong Institute of Financial Analysts and Professional Commentators Limited (HKIFAPC) Outstanding Listed Company Award", which was launched this year by the HKIFAPC. The award recognises the efforts of Towngas to enhance the transparency between the Company and its investors. It also aims to facilitate the operational performance of listed companies by enhancing transparency within the financial market and strengthening Hong Kong's position as an international financial centre, whilst hoping to build a uniform set of standards which investors can refer to.

煤氣公司榮獲「香港上市公司100強」

Towngas Featured in "Hong Kong Listed Companies Top 100"



煤氣公司企業投資及投資者關係總監盧永強(右)領取獎項。

Towngas Head of Corporate Investment & Investor Relations Lo Wing-keung (right) received the award.

煤氣公司今年再度入選由騰訊網與財華社主辦的「香港上市公司100強」，這是內地和香港聯合首個專注於香港上市公司的排名評選，深受專業機構及市場認同。是次評審準則乃根據公司市值、營業額、淨利潤、股本回報率，以及股息回報率五大財務指標排行加權計算最終排名，是次入選足證煤氣公司擁有優良的業績和綜合營運實力。

Towngas has once again appeared in the "Hong Kong Listed Companies Top 100", which is jointly organised by Tencent Holdings and Finet Group. This is the only ranking jointly organised by companies in China and Hong Kong to focus solely on Hong Kong listed companies. It is recognised both by professional organisations and the market. The ranking is determined by the weighted composite scores of five criteria: market capitalisation, revenue, net profit, return on equity and dividend yield. Featuring in this list demonstrates that Towngas is a company which performs excellently across the board.



煤氣公司執行董事暨公用業務營運總裁、港華燃氣執行董事暨行政總裁黃維義(中)領取獎項。
Towngas Executive Director and Chief Operating Officer - Utilities Business and Towngas China Executive Director and Chief Executive Officer Peter Wong (centre) received the award.

2013香港公司管治卓越獎

Success for Towngas at Corporate Governance Excellence Awards

港華集團榮獲由香港上市公司商會與香港浸會大學公司管治與金融政策研究中心合辦的「2013香港公司管治卓越獎」，頒獎禮於去年12月12日圓滿舉行。「香港公司管治卓越獎」自2007年起舉辦，旨在表揚及嘉許在股東權利、誠信、董事會獨立性及領導力，以及社會責任等各方面表現出色的上市公司。憑著在公司管治各方面的優秀表現，港華集團在「恒生綜合指數成份股公司」類別奪得公司管治卓越獎。

Towngas was honoured in the "Hong Kong Corporate Governance Excellence Awards 2013", at a presentation ceremony held on 12 December last year. As a result of the company's excellent performance in the area of corporate governance, Towngas was the winner in the category of Hang Seng Composite Index Constituent Companies. The awards are co-organised by The Chamber of Hong Kong Listed Companies and the Centre for Corporate Governance and Financial Policy of Hong Kong Baptist University. They were first launched in 2007 as a way of acknowledging those companies which have showed outstanding commitment to areas of business such as shareholder rights, board independence and leadership, integrity and corporate social responsibility.

煤氣公司接受《財經透視》及《時事追擊》訪問

Towngas Interviewed by Finance Magazine and News Magazine

煤氣公司早前接受無線電視翡翠台《財經透視》及亞洲電視本港台《時事追擊》訪問，講解公司如何利用自行研發的立管機械人和多功能機械人Laparobot，協助處理高空檢查立管工作，以及精簡路面開挖工程，減少對公眾及環境造成的滋擾和節省成本。

煤氣公司會繼續推廣創意文化，鼓勵同事提出方案，以改善工作流程，提升服務和產品的質素。

Towngas was interviewed by Finance Magazine of TVB Jade and News Magazine of ATV Home about the Company's riser robot and multi-function "Laparobot". The robots were developed in-house as tools to assist with the inspection of risers and to simplify excavation work with the aim of reducing public nuisance and lowering costs.

Towngas continues to promote an innovative culture and encourages staff to come up with ideas which might improve procedures and enhance the quality of both products and services.



圖為多功能機械人Laparobot。
The multi-function Laparobot.



技術員利用立管機械人檢查立管。
Technician did the riser inspection with the help of riser robot.

煤氣公司榮獲「良好工作場所整理比賽2013」兩項大獎 Victory for Towngas in the “Good Housekeeping Competition 2013”



煤氣公司榮獲「良好工作場所整理金獎」—其他行業組別外，又以話劇形式贏得「良好工作場所整理最佳演繹獎」銅獎。
Towngas won the “Good Housekeeping Gold Award” – Other Industries and the “Good Housekeeping Best Presentation Award” – Bronze.

煤氣公司深明工作場所整理是機構改善工作環境的安全健康狀況的基礎，今年首次參加由職業安全健康局舉辦的「良好工作場所整理比賽」，並憑著實踐整理、存放、清潔、標準、修養及安全六大原則，在芸芸實力強勁的參賽對手中脫穎而出，奪得「良好工作場所整理金獎」—其他行業組別，以及「良好工作場所整理最佳演繹獎」銅獎。

This was Towngas' first entry in the “Good Housekeeping Competition”, organised by the Occupational Safety and Health Council. Towngas understands that keeping the workplace clean is vital to ensuring high health and safety standards. By demonstrating the six workplace safety principles: organisation, neatness, cleanliness, standardisation, discipline and safety. Towngas stood out from its competitors and won the “Good Housekeeping Gold Award” – Other Industries, as well as the “Good Housekeeping Best Presentation Award” – Bronze.

優質服務日2013 Quality Day 2013

煤氣公司一年一度的「優質服務日2013」剛於去年12月16日於灣仔會議展覽中心順利舉行，共有四百多位嘉賓及同事出席。今年很榮幸邀請了麥當勞香港董事總經理暨台灣區域主管黎韋詩蒞臨擔任演講嘉賓，分享麥當勞如何培育員工，並把歡樂透過企業社會責任活動延伸到社會。

Towngas' “Quality Day 2013” was held at the Hong Kong Convention and Exhibition Centre on 16 December last year. Over 400 people participated in the event and Towngas was very pleased to have Randy Lai, Managing Director (Hong Kong) & Regional Manager (Taiwan), McDonald's Restaurants (Hong Kong) Limited as the visiting speaker. She discussed the methods used by McDonald's to train their staff and explained how the Company contributes to society through CSR events.



煤氣公司常務董事陳永堅與麥當勞香港董事總經理暨台灣區域主管黎韋詩在優質服務日會場上合照。
Towngas Managing Director Alfred Chan and Managing Director (Hong Kong) & Regional Manager (Taiwan), McDonald's Restaurants (Hong Kong) Limited Randy Lai look part in “Quality Day 2013”.



煤氣公司展銷攤位獲頒工展會「攤位設計比賽」季軍，參與的同事在攤位外合照留念。

Towngas was awarded the second runner-up in the "Booth Design Competition". Towngas colleagues took photo outside the booth.



工展會展銷創佳績

Great Sales Success at HKBPE

煤氣公司今年再度在第48屆工展會中擺設展銷攤位，並推出多項煤氣爐具優惠回饋市民，使爐具和家品的銷售打破去年紀錄，再創佳績。

此外，煤氣公司以「低碳能源 清新空氣」為攤位設計主題，將攤位打造成「綠色溫室」，獲大會頒發工展會「環保攤位設計大獎」和「攤位設計比賽」季軍。

Following the success of last year, Towngas returned to set up a sales booth at the 48th Hong Kong Brands and Products Expo (HKBPE), offering the public discounts on various appliances. Once again, the booth was well-received and sales of appliances and household products broke last year's record.

The booth had a "Green up your life" theme and was constructed to resemble a greenhouse. Its outstanding design was awarded the "Environmental Booth Design Award" and came second runner-up in the "Booth Design Competition Award".

本地漁農美食迎春嘉年華2014

Farmfest 2014

煤氣公司連續第七年參與「本地漁農美食迎春嘉年華」，致力推廣本地有機及漁農食品，提倡健康飲食文化。嘉年華於今年1月10日至12日在旺角花墟公園舉行。煤氣公司在場內設有銷售攤位，以優惠價發售多款煤氣爐具及家居用品。此外，今年更舉辦中、小學組的「煤氣校園明火烹飪比賽」，鼓勵使用本地食材及推廣低碳烹調文化。

For the seventh consecutive year, Towngas participated in Farmfest 2014, an initiative designed to promote local organic agriculture, fisheries and healthy eating. The event was held in Fa Hui Park, Mong Kok from the 10 to 12 January and Towngas had a booth selling various appliances and offering discounts on certain household products. In addition, a Towngas Flame Cooking Competition was held for primary and secondary students, with the aim of promoting the use of local ingredients and low carbon cooking.



漁農自然護理署署長黃志光於開幕禮上致送紀念品予煤氣公司高級零售市務及營業經理王佩兒。

Director of Agriculture, Fisheries and Conservation Wong Chikong presented a souvenir to Towngas Senior Retail Marketing and Sales Manager Catherine Wong during the opening ceremony.



煤氣校園明火烹飪比賽宣傳海報
Poster of Towngas Flame Cooking Competition

名氣廊Flame派對外賣美食

Flame at Towngas Avenue Takeaway Party Food Offers

煤氣公司名氣廊Flame為美食愛好者搜羅世界美食，嚴選新鮮食材，炮製多款派對外賣美食，讓客人安坐家中也可以品嚐明火煮食帶來的特色佳餚。派對外賣美食餐單除了有餐前小吃、烤肉、凍頭盆、各式熱盤及甜品外，更特別準備了多款小件裝的新穎菜式，如派對一口小食「煙三文魚忌廉芝士意式香草包」、「茄汁燴肉丸」及「迷你鮮果撻」等小吃，省卻分配食物的麻煩，令舉辦派對更加輕鬆自在。煤氣烹飪中心及名氣廊Flame會員更可尊享85折優惠。

除親臨名氣廊Flame外，客戶亦可登上www.towngasavenue.com/takeawayfood訂購外賣美食！

Flame at Towngas Avenue offers a delicious selection of takeaway food from around the world made with the finest fresh ingredients, which allows customers to enjoy special dishes cooked by Flame in the comfort of their own home. The takeaway menu includes tapas, barbecued meat, cold appetizers, hot dishes and a range of desserts. If you are entertaining at home, there are also specially prepared party treats on offer such as Focaccia with Smoked Salmon and Cream, braised meatballs in tomato sauce and mini fruit tarts. Save time in the kitchen and make your party more relaxed and enjoyable! Members of Towngas Cooking Centre and Flame at Towngas Avenue can have a 15% discount.

You can now order takeaway cuisine by placing order in Flame at Towngas Avenue or via www.towngasavenue.com/takeawayfood.



Happy Birthday



名氣廊Flame生日禮遇

Flame at Towngas Avenue Offers Birthday Treat

名氣廊Flame特別為愛好美食的Towngas Avenue Facebook fans預備生日驚喜！由3月1日至5月31日期間，會員只需在生日當天到名氣廊Flame享用晚餐，即享75折優惠！想與親朋好友慶祝難忘生日，請即致電2367 2713尖沙咀店或2367 2710銅鑼灣店訂座。

有關名氣廊Flame生日禮遇的條款及細則，請瀏覽www.towngasavenue.com。

Flame at Towngas Avenue is delighted to offer a birthday treat for Towngas Avenue Facebook fans who like dining out. From 1 March to 31 May, members celebrating their birthday can enjoy 25% off a dinner at Flame at Towngas Avenue! If you would like to enjoy a memorable birthday with your family and friends at Flame, please call Tsim Sha Tsui branch at 2367 2713 or Causeway Bay branch at 2367 2710 to reserve a table.

For terms and conditions relating to the birthday offer, please visit www.towngasavenue.com.

引入Scholtès爐具品牌 突顯「迎海·星灣」氣派 Double Cove Starview Introduces Premium Scholtès Appliances

由恒基兆業地產有限公司、新世界發展有限公司及培新集團合作發展的「迎海」二期「迎海·星灣」，首度為大部份標準住宅單位引入來自法國品牌Scholtès煤氣煮食爐、洗衣乾衣機等廚房設備，務求將法式的烹調品味及專業享受帶給住戶。

「迎海·星灣」樓盤介紹會設於尖沙咀煤氣公司名氣廊，除了展示Scholtès廚房設備外，更邀請了法籍米芝蓮星級大廚Jeremy Biasiol於活動上以Scholtès爐具即席烹調佳餚美饌，盡現法式風味。



For the first time, Double Cove Starview, the second phase of Double Cove developed by Henderson Land Development Company Limited, New World Development Company Limited and Peterson Group, has introduced gas hobs and other appliances designed by French brand Scholtès. The kitchen equipment has been introduced in most of the standard flats, allowing residents to cook French-style professional food at home.

A Double Cove Starview presentation was set up at Towngas Avenue in Tsim Sha Tsui. There was a display of Scholtès kitchen equipment and French Michelin-star chef Jeremy Biasiol delighted attendees with an on-site cooking demonstration using Scholtès appliances.

恒基兆業地產有限公司營業(一)部總經理林達民介紹Scholtès爐具品牌；法籍米芝蓮星級大廚Jeremy Biasiol即席示範烹調佳餚美饌。

Henderson Land Development Company Limited General Manager of Sales (1) Department, Thomas Lam introduced the Scholtès appliances whilst French Michelin-star chef Jeremy Biasiol cooked up delicious French food.

The Green Choice
TGC
煤氣乾衣機

購買TGC煤氣乾衣機
送優惠總值達\$1,200

優惠期至2014年5月15日

*包括\$400現金折扣、\$200萬寧現金券及免費\$230排濕喉

煤氣乾衣機優惠 Promotional Offer on Gas Dryers

由即日起至2014年5月15日，顧客凡於推廣期內購買TGC煤氣乾衣機，可享現金折扣、萬寧現金券及排濕喉費用減免，優惠總值達港幣\$1,200。此外，煤氣公司更推出三款「超值三件爐具套餐」以供客人選擇。

From now until 15 May 2014, customers can enjoy cash discounts, Mannings coupons and a free humidity duct upon purchasing a TGC gas dryer. The special offers are worth over HK\$1,200 in total. Additionally, Towngas has introduced three different "Appliance Value Packages" to customers.

2013年最高服務時數獎（私人團體-最積極動員客戶參與獎）冠軍 Champion in Highest Service Hour Award 2013 (Private Organisations – Best Customer Participation)



勞工及福利局局長張建宗(中)頒發2013年最高服務時數獎(私人團體-最積極動員客戶參與獎)冠軍予煤氣溫馨義工隊代表。

Secretary for Labour and Welfare Matthew Cheung (centre) presented the Champion award of Highest Service Hour Award 2013 (Private Organisations - Best Customer Participation) to representatives of the Towngas Volunteer Service Team.

2013年12月7日，煤氣溫馨義工隊於社會福利署舉辦的「2013香港義工嘉許禮」上再度榮獲2013年最高服務時數獎（私人團體-最積極動員客戶參與獎）冠軍，以及2013年最高服務時數獎（私人團體-組別一）優異獎。是次獲獎再次表揚義工隊在社會服務方面的努力，煤氣公司憑藉各同事對公益的熱情和付出，為社區作出貢獻，履行企業社會責任。

On 7 December 2013, the Towngas Volunteer Service Team was again awarded the Champion in Highest Service Hour Award 2013 (Private Organisations – Best Customer Participation) and the Merit in Highest Service Hour Award (Private Organisations – Category 1) at the “Hong Kong Volunteer Award Presentation Ceremony 2013” organised by the Social Welfare Department. The awards aim to recognise the efforts of volunteer team within social services. Towngas takes its corporate social responsibility seriously and the Company sees charity work as a valuable way to contribute to society.

2013年社企摯友 Friends of Social Enterprise Award 2013

煤氣公司憑藉對社企「CookEasy 煮餸易」提供的大力支援，今年再度獲選為「2013年社企摯友」。「2013年社企摯友嘉許計劃」旨在透過表揚為社企提供各種支援的人士及機構，藉此加強社會各界對社企的認識，並促進跨界別支援社企。這計劃的評審準則包括支援性質、支援是否可持續發展、創新精神、示範效應、受惠者人數，以及伙伴合作的裨益。

Towngas was awarded the “Friends of Social Enterprise Award 2013” with its strong support for social enterprise, CookEasy. The “Friends of Social Enterprise Award Scheme” recognises individuals and organisations for their support of social enterprises. It also helps enhance public awareness of social enterprises and encourages cross-sectoral support. Assessment criteria for the scheme include the nature, sustainability of the support, innovation, exemplary effect, number of beneficiaries and benefits to the nominee.



煤氣公司企業傳訊經理—公共事務陳嘉寶(右五)領取「2013年社企摯友」。
Towngas Corporate Communications Manager Judy Chan (fifth from right) received the “Friends of Social Enterprise Award 2013”.

公益愛牙日 Love Teeth Day

煤氣公司積極參與各類公益活動。今年的「公益愛牙日」共得到922位同事支持，共籌得港幣69,974元，連同公司贊助，合共捐款港幣139,948元予公益金。

Towngas always plays an active role in a variety of charity events and is proud to announce that Love Teeth Day raised HK\$69,974 from the support of 922 staff members. Combined with corporate sponsorship, a total of HK\$139,948 was donated to The Community Chest.

公益愛牙日
Love Teeth Day

04.12.2013
星期三 WED

全城參與愛牙日
Care for those in need
Join our Love Teeth Day

為公益金資助的需要人士加強口腔護理服務
Help The Community Chest enhance Oral Health Services for the Needy

凡捐滿港幣100元或以上者，將會獲贈由香港口腔護理委員會「愛牙日禮券」一張。愛牙禮券可在捐滿時於指定地點上贖取。請即來捐「公益愛牙日」。

By donating HK\$100 or above, you will receive a "Love Teeth Day Pack" of oral care products. Scan and take care of your teeth whilst showing your care to those in need. Do sign up for a meaningful cause.

查詢詳情，請致電
For enquiries, please call
2599 6111

www.communitychest.org

香港衛生署
Department of Health

香港牙醫學會
Hong Kong Dental Association

工展顯關懷

Towngas Volunteer at HKBPE

煤氣義工隊與救世軍和香港家庭福利會合作，動員約200名義工，分別在去年12月14日和28日帶領分別來自東涌、大窩口和深水埗的300個單親家庭前往工展會購物。每個受惠家庭獲工展會資助港幣500元在會場購物，受惠人士選購產品後，由義工代為結帳。各受惠者和協辦機構非常感謝煤氣義工隊的協助和關懷，有些家庭更是首次參觀工展會，他們顯得特別興奮和喜悅。

In cooperation with the Salvation Army and Hong Kong Family Welfare Society, Towngas Volunteer Service Teams organised a shopping day for 300 single parent families at the Hong Kong Brands and Products Expo (HKBPE) on 14 and 28 December 2013. About 200 Towngas volunteers accompanied these family members went shopping and helped settle their bills by using the HK\$500 for each family sponsored by HKBPE. Both organiser and participating families expressed their heartfelt appreciation to our volunteers for their assistance and kindness in making a memorable experience for the participants.



煤氣公司義工隊與受惠家庭於工展會合照留念。
Towngas Volunteer Service Teams took a photo with the families at HKBPE.



煤氣公司常務董事陳永堅(左七)和立法會議員陳婉嫻(右六)等嘉賓親臨現場，與長者打成一片。
Towngas Managing Director Alfred Chan (seventh from left), Legislative Council Member Chan Yuen Han (sixth from right) and other honourable guests shared a happy afternoon with the elderly at the event.



煤氣公司常務董事陳永堅和義工隊隊員送贈禮物給長者以表心意。
Towngas Managing Director Alfred Chan and members of Towngas Volunteer Service Team presented gifts to the elderly.

愛心義剪大行動2013

Hair cutting for the Elderly 2013

為響應一年一度的國際長者日，煤氣公司及工聯會於去年11月17日合辦「愛心義剪大行動2013」，動員過百名義工為在場約800名長者剪髮，藉此向大眾宣揚關愛長者的信息。

活動當日除了有抽獎和遊戲環節外，大會又安排演藝紅星唱歌表演，讓長者度過一個愉快的下午。

To celebrate the annual International Senior Citizen's Day, Towngas worked with the Hong Kong Federation of Trade Unions to organise an event "Hair Cutting for the Elderly 2013" on 17 November. Over hundred volunteers joined in and offered free haircuts to 800 senior citizens in an effort to promote care and support for the elderly.



煤氣公司義工悉心為長者剪髮。
Towngas volunteers provided exclusive haircuts for the elderly.

In addition to prize draws and games, Towngas also invited artists to perform a variety of classic old songs and everyone had a great afternoon.

煤氣溫馨暖意助社群 Towngas Mad Dog Café



煤氣公司常務董事陳永堅(後排右五)聯同當天擔任大廚的同事，以及贊助全場飲品的麥當勞McCafé的義工隊成員，齊為善事展露燦爛的笑容！

Big smile for charity: Towngas Managing Director Alfred Chan (back row, fifth from right), together with all the "Towngas chefs", as well as volunteers from McCafé who sponsored the drinks on that day.



常務董事陳永堅(右五)和執行董事暨公用業務營運總裁黃維義(右二)走進廚房，為忙於預備豐富美食的同事打氣。

Managing Director Alfred Chan (fifth from right) and Executive Director and Chief Operating Officer - Utilities Business Peter Wong (second from right) cheered staff on as they busily prepared the food.



常務董事陳永堅親力親為，製作熱騰騰的熱狗給同事享用。

Managing Director Alfred Chan made hot dogs for the staff.

煤氣公司常務董事辦公室自2009年開始，每年自行製作特色美食給同事，藉此鼓勵同事捐助弱勢社群。本年2月21日，煤氣公司常務董事辦公室再接再厲，推出全新的常務董事套餐(熱狗 + 沙翁 + McCafé飲品)，各部門同事均踴躍參與捐款。

同事於是次活動中每捐出100元即可獲贈常務董事套餐一份，而同事每捐出一元，常務董事陳永堅也等額配對，公司再等額配對。今年的籌款數字為歷屆之冠，合共籌得約20萬元，善款將用以為有需要的老人院舍安裝電動智能廁板，改善長者的生活質素。

煤氣公司一直關心長者的需要，除不時送贈老火湯、糰子和月餅給長者外，去年開始向不同的老人院舍瞭解他們最適切的需要，發現電動智能廁板，最能協助院舍職員照顧長者。煤氣公司因此由去年10月開始已陸續為六間老人院舍安裝，深受照顧者和長者歡迎。

Since 2009, Towngas Managing Director Office (MD Office) has been making special cuisine for staff to raise money for charity. On 21 February, MD Office continued their charitable efforts by launching the "Mad Dog Package", which included a hot dog, a doughnut and McCafé drink. Any staff with over \$100 donation could get a "Mad Dog Package" and for each dollar spent by the staff, Towngas Managing Director Alfred Chan donated another dollar and the overall donations were then matched by the Company. Towngas colleagues actively participated in this event and had raised around \$200,000 which was the highest amount ever donated. The money will go towards installing electric toilet seats in elderly care homes which we hope will make life easier for the elderly and the nursing staff who look after them.

In addition to delivering soup, rice dumplings and mooncakes from time to time to the elderly, Towngas staff visited different elderly homes last year to better understand their needs. It is found that electric toilet seats would help the nursing staff to take better care of the elderly. Since October last year, Towngas has installed electric toilet seats in six elderly homes and they have been well-received by both the elderly and the nursing staff.



常務董事陳永堅和太太，與是次捐款的受惠機構華三院代表(左一及二)和聖亞各福群會代表(右一及二)對當天的美食也讚不絕口。

Managing Director Alfred Chan, his wife, and the representatives of the two beneficiaries - Tung Wah Group of Hospitals (first and second from left) and St. James Settlement (first and second from right), put their thumbs up for the delicious food.

2013健康安全及環保月 HSE Month 2013

去年11月至12月期間，煤氣公司舉辦了「2013健康安全及環保月」，包括一系列企業參觀及交流活動、健康安全及環保日、健安環專業講座及職安健展覽等，讓僱員了解公司對健康、安全與環保的重視與關懷。

Towngas organised Health, Safety and Environmental (HSE) Month 2013 from November to December last year. During that month, a series of corporate visits and experience sharing, HSE Day, HSE seminars and exhibition were held to enhance staff's awareness on HSE issues.



煤氣公司常務董事陳永堅(左四)、執行董事暨公用業務營運總裁黃維義(右四)、首席財務總裁暨公司秘書何漢明(左二)，以及其他嘉賓為「2013健康安全及環保日」主持開幕儀式。

Towngas Managing Director Alfred Chan (fourth from left), Executive Director and Chief Operating Officer - Utilities Business Peter Wong (fourth from right), Chief Financial Officer and Company Secretary John Ho (second from left) and other honourable guests officiated at the opening ceremony of HSE Day 2013.



煤氣公司獲頒「低碳關懷標籤」

Towngas Received "CarbonCare® Label"

煤氣公司積極響應紓緩全球暖化及氣候變化的危機，為表揚我們推動低碳及可持續發展的努力，低碳亞洲董事會成員莊陳友(左)及歐洲聯盟(歐盟)駐香港及澳門辦事處主任彭家傑(Vincent Piket)(右)頒發「低碳關懷標籤」予煤氣公司企業安全及風險管理總監鄺超靈。

Towngas is actively involved in the fight against global warming and climate change. Chairman of Carbon Care Asia Chong Chan-yau (left), and Head of European Union Office to Hong Kong & Macau Vincent Piket (right) presented the "CarbonCare® Label" to Towngas Head of Health, Safety and Environmental Victor Kwong.

煤氣公司榮獲「綠色中國·2013傑出環境保護企業獎」

Towngas Won "Green China 2013 Environmental Achievement Award – Distinguished Enterprises Category"

連續舉辦了三年的「綠色中國·2013環保成就獎」已於去年11月21日圓滿舉行，煤氣公司再度榮獲「傑出環境保護企業獎」。煤氣公司向來十分注重環保，在生產、服務等方面均以環保為基礎，致力於為客戶提供清潔的能源。此外，煤氣公司還策劃各類環保方案，推動各項措施，例如引入天然氣、採用沼氣，令生產更加潔淨。

The "Green China 2013 Environmental Achievement Award" were held on 21 November 2013 for the third consecutive year. Towngas was once again honoured the award under the Distinguished Enterprises Category. The Company places great emphasis on environmental issues and, whether it is in the production of gas or the provision of services, Towngas always considers the environment first and strives to provide clean energy to customers. Furthermore, the Company introduces natural gas and landfill gas in order to achieve a cleaner production process.



全國人大代表、香港科技大學副校長黃玉山(左)和全國政協委員、香港文匯報董事長、社長王樹成(右)頒發獎座予煤氣公司企業傳訊經理一推廣盧嘉兒。

Deputy of National People's Congress and Vice-president of The Hong Kong University of Science and Technology Professor Wong Yuk-shan (left) and Member of the National Committee of Chinese People's Political Consultative Conference, Chairman and General Director of Wen Wei Po Wang Shu-cheng (right) presented the trophy to Towngas Corporate Communications Manager - Publicity Edith Lo.



世界自然基金會 「步走大自然@米埔2013」

WWF's "Walk for Nature @ Mai Po 2013"

「步走大自然@米埔2013」步行籌款活動於去年11月10日完滿舉行。煤氣公司執行董事暨公用業務營運總裁黃維義(後排右四)與30多名僱員及家屬身體力行參與活動，一同享受和探索米埔自然美景。

The fundraising event, "Walk for Nature @ Mai Po 2013", went ahead on 10 November last year with great success. Towngas Executive Director and Chief Operating Officer - Utilities Business Peter Wong (back row, fourth from right) together with more than 30 Towngas staff and their families joined the walk which celebrated the natural beauty of Mai Po.

地球之友「水樂行2013」

Friends of the Earth's "Water Challenge 2013"

煤氣公司派出十多位同事組成企業慈善團隊於去年12月15日參與由地球之友舉辦的「水樂行2013」。是次遠足競賽行山樂活動所籌得的善款將用於拓展珍惜水資源的公眾教育，以及保育東江水源。

Towngas sent a team of about 10 staff to take part in the Friends of the Earth (HK)'s fun hiking for water conservation activity named "Water Challenge 2013" on 15 December last year. The funds raised by the event will be used to educate the public on conserving water resources as well as the preservation of Dongjiang water.



綠色力量「第二十一屆綠色力量環島行」

Green Power's "The 21st Green Power Hike"

煤氣公司派出四支隊伍參加於1月25日舉行的「第二十一屆綠色力量環島行」工商機構社團團體盃賽項目。參賽的僱員均樂在其中，既可享受行山的樂趣，又可增強保護生態的意識。

On 25 January, Towngas sent four teams to participate in the Corporate/Organisation Cup at "The 21st Green Power Hike". Everyone involved had a great time because not only did they have fun, they also improved their knowledge of ecological protection issues.

材料

牛仔骨	400 克
蜜糖	3 湯匙
菠蘿	2 片
青、紅椒各	1/2 個
蒜茸	2 茶匙

醃料

梳打粉	1/4 茶匙
水	1 湯匙
生抽	1 湯匙
糖	1/2 茶匙
生粉	1 茶匙
麻油及胡椒粉	少許

芡汁

水	3 湯匙
生粉	1 平茶匙
生抽	1 茶匙

Ingredients

Beef short-ribs	400 g
Honey	3 Tbsp
Pineapple	2 slices
Green and red pepper	each 1/2
Chopped garlic	2 tsp

Marinades

Cooking soda	1/4 tsp
Water	1 Tbsp
Light soya sauce	1 Tbsp
Sugar	1/2 tsp
Cornstarch	1 tsp
Sesame oil and pepper	a little

Sauce

Water	3 Tbsp
Cornstarch	1 level tsp
Light soya sauce	1 tsp

蜜糖菠蘿牛仔骨

Beef Short-ribs with Honey and Pineapple



做法

1. 牛仔骨切件，拌入醃料待1/2小時。
2. 菠蘿切件，青紅椒切欖角形。
3. 燒3湯匙油，放下牛仔骨以中火煎至九成熟，取出。
4. 剩1湯匙油，爆香配料，把牛仔骨回鑊與獻汁一起兜勻。
5. 最後淋入蜜糖兜炒即成。

Method

1. Cut beef short-ribs into even pieces, mix with marinade and set aside for half an hour.
2. Cut pineapple into chunks. Cut green and red pepper into diamond shape.
3. Heat 3 Tbsp of oil, fry beef short-ribs until 90% cooked, remove.
4. Heat 1 Tbsp of oil, saute vegetables, return beef to wok and cook well with sauce.
5. Lastly, stir in honey to mix. Dish and serve.

專業誠懇服務 贏得客戶讚賞

Praise from Customers for Our Professional and Reliable Services

煤氣公司了解客戶需要，致力提供優質及妥善的服務。憑藉僱員專業而誠懇的服務態度，公司去年共接獲5,655封客戶讚賞信，足證公司的優質服務深得客戶認同和肯定。

煤氣公司最近收到李先生的讚賞信，讚揚緊急服務主任王兆東和緊急維修師傅張國安提供既細心又專業的服務。李先生剛誕下女兒，有一天突然在使用熱水爐時發出巨響，並傳出煤氣味，李先生馬上致電煤氣公司要求上門幫助。緊急服務主任王兆東和緊急維修師傅張國安向李先生解釋情況及檢查爐具。維修完畢後，他們又耐心教導正確使用煤氣爐具的方法，以及更換爐具內的電芯。李先生指煤氣公司的專業及敬業的服務精神，令顧客非常放心。

We understand the needs of our customers and aim to provide them with a comprehensive service of the highest quality. Thanks to the efficient and genuine approach of our staff, we received 5,655 customer compliment letters last year, demonstrating a wide appreciation for our services.

The Company recently received a compliment letter from Mr. Lee who wished to say thank you for the thoughtful and professional emergency services provided by Emergency Operations Controller Wong Siu-tung and Emergency Service Technician Cheung Kwok-on. Mr. Lee had a new born daughter, one day whilst using the heater, he suddenly heard a loud noise and smelled gas. He immediately called Towngas for on-site assistance. Wong Siu-tung and Cheung Kwok-on explained the situation to Mr. Lee and checked the appliances. After fixing the problem they also changed the batteries and patiently taught Mr. Lee how to use the appliance in the correct way. Mr. Lee praised Towngas for a professional and dedicated services, which allows customers to rest assured that they are in safe hands.



緊急服務主任王兆東
Emergency Operations Controller Wong Siu-tung



緊急維修師傅張國安
Emergency Service Technician Cheung Kwok-on

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.



煤氣客戶服務關注小組於3月在鯉魚涌社區會堂舉辦煤氣安全講座。
The Customer Focus Team held a safety talk in Quarry Bay Community Hall in March.

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