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● 煤氣公司常務董事陳永堅 (左) 從勞工及福利局局長張建宗 (右) 手中接過獎項。
Towngas Managing Director Alfred Chan (left) received the award from Secretary for Labour and Welfare Matthew Cheung (right).

煤氣公司榮獲 Towngas Honoured with "Gold Award of Safety Management System Award" 香港職業安全健康大獎「安全管理制度大獎金獎」

煤氣公司以安全為公司首要使命，一直積極優化安全管理系統，致力保障燃氣安全和員工的職業安全及健康。我們於 9 月 11 日舉辦的「第十四屆香港職業安全健康大獎」中奪得「安全管理制度大獎 (其他行業組) 金獎」及其他三個獎項，足證煤氣公司擁有完善的安全管理系統，以及優良的職安健文化，並因此獲得社會各界的認同。

Towngas always regards work safety as its top priority. We strive to secure the safety of gas supply as well as staff members' occupational safety and health by enhancing the safety management system. On 11 September, Towngas was honoured with "Gold Award of Safety Management System Award (Other Industries)" and the other three awards at the 14th Hong Kong Occupational Safety & Health Forum and Award Presentation Ceremony. This is a testimony of our flawless safety management system and excellent Occupational Safety and Health (OSH) culture.



● 煤氣公司常務董事陳永堅（左四）與出席同事分享得獎喜悅。
Towngas Managing Director Alfred Chan (4th from left) and colleagues sharing the joy at the award presentation ceremony.

除了勇奪「安全管理制度大獎（其他行業組）金獎」以外，煤氣公司分別連續六屆及五屆奪得「職安健年報大獎」及「安全表現大獎」，同時，煤氣公司旗下的卓裕工程有限公司亦獲頒「安全表現大獎」。

是次活動由職業安全健康局主辦，十多個政府部門及專業機構合辦，旨在表揚在推動職安健方面有傑出表現的機構。本年度的比賽競爭激烈，共有四百多個項目競逐 9 個大獎。

Other than winning the “Gold Award of Safety Management System Award (Other Industries)”, Towngas has also won the “OSH Annual Report Award” for six consecutive years and “Safety Performance Award” for five consecutive years. At the same time, U-Tech Engineering Company Limited (Towngas Group’s subsidiary company) has won the “Safety Performance Award” as well.

The event is hosted by the Occupational Safety and Health Council with support from more than 10 other government departments and professional organisations. The objective is to honour organisations that demonstrated outstanding performance in promoting OSH culture. Competition was stiff as there were more than 400 submissions competing nine awards.

榮獲第一屆「都市環保企業獎」 Honoured with the 1st “Metro Awards for Eco-Business”



由《都市日報》及《都市盛世》聯合主辦的第一屆「都市環保企業獎」於 8 月 14 日舉行嘉許禮，共有 15 家企業因在環保作出努力和取得成果而獲表揚。煤氣公司獲頒「都市環保企業獎—環保煤氣供應商」殊榮。

The Award Presentation Ceremony of the 1st “Metro Awards for Eco-Business” was held on 14 August. A total of 15 companies were presented with this Award by Metro Daily and MetroBox in recognition of their efforts and brilliant performance in environmental protection. Towngas received the “Metro Awards for Eco-Business – Eco Gas Supplier” recognition.

● 煤氣公司企業傳訊總監黃秀英（右）代表接受獎項。
Towngas Head of Corporate Communications Wong Sau-ying (right) at the award presentation ceremony.

常務董事陳永堅獲選為全球百大最佳行政總裁 Towngas Managing Director Alfred Chan named World’s 100 Best CEOs

繼今年 5 月獲頒「2015 年燃氣行業獎」之「最佳領袖」獎後，煤氣公司常務董事陳永堅最近又獲《哈佛商業評論》(Harvard Business Review) 選為全球百大最佳行政總裁之一，排名第 77 位，成為全球唯一入選的公用事業機構行政總裁，也是榜上三位華人商界領袖之一。

《哈佛商業評論》是全球極具影響力的權威商業雜誌，其公佈的全球最佳行政總裁排名除了以入選機構的股東回報和市值變化作評審準則外，同時評估公司在環保、社會責任和企業管治方面的表現，全球僅有 100 位卓越的商界領袖能獲此殊榮。

After receiving “Leadership Award” in “Gas Industry Award 2015” in May this year, Towngas Managing Director Alfred Chan reached Harvard Business Review’s list of the 100 Best-performing CEOs in the World with a ranking of 77th. On the list, he is the only CEO from a public utility company and one of the three Chinese CEOs.

The list of the World’s Best-performing CEOs by Harvard Business Review, one of the world’s most influential business magazines, is based on a company’s shareholder return and the change in market capitalisation. The performance on environmental protection, social responsibility and corporate governance are also taken into account. Only 100 outstanding business leaders across the globe are on the list.



「煤氣創新館」開幕日 The Opening of Towngas Hall of Innovation

煤氣公司位於北角總部大樓地下的「煤氣創新館」於 9 月 2 日正式開幕。設立創新展館的意念源自「第 11 屆常務董事大獎」的得獎建議，目的是展示煤氣僱員多年來的創新成果。常務董事陳永堅致辭時鼓勵僱員不斷創新，未來繼續豐富「煤氣創新館」的創新展品。「煤氣創新館」內共有 12 件展品，包括：無塵寶、熱發電模組、不圓度量度器、多功能機械人、自動截水裝置、管道切割工具、氣體質量流量計、立管檢查飛行器、聰明管、吊船穩定器、智能互動計量系統、永垂不朽及無花夾具。



● 煤氣公司行政委員會成員祝賀「煤氣創新館」正式開幕。
Towngas Executive Committee members at the grand opening of Towngas Hall of Innovation.

Located on the ground floor of Towngas North Point Headquarters, Towngas Hall of Innovation was officially opened on 2 September. The idea of setting up an innovation hall came from the winning proposal of the “11th Managing Director’s Award”. The Hall displays innovative tools developed by employees over the years. Speaking at the Opening Ceremony, Managing Director Alfred Chan encouraged the employees to keep on unleashing their creativity and adding more on the list of exhibits.

A total of 12 exhibits are displayed at the Hall, including Dustless Drilling Tool, Regeneration Electric Energy Module, Pipe Ovality Measuring Tool, The Laparobot, Aquashield, PE Cutter, MEMS Mass Flow Meter, Riser Inspection Quadcopter, Pipe Insertion Technology, Gondola Stabilization System, Interactive Metering System, Durable Gas Riser as well as Non-scratch Clamp.

「愛心月餅顯關懷」十五年 100,000 個愛心月餅關愛社群 Mooncakes Spread Love and Care to Community

煤氣公司每年邀請不同單位合辦及參與「愛心月餅顯關懷」活動，藉此將愛與關懷傳達至社會有需要人士。今年 9 月 13 日，煤氣公司與基督教香港信義會合辦「愛心月餅顯關懷」活動，煤氣義工與信義會葵青區的小朋友及家人，一同製作愛心綠茶月餅，讓參加者在體驗製作月餅的同時，了解彼此間互助、溝通的重要性，並預先慶祝中秋節的來臨。

煤氣公司執行董事暨公用業務營運總裁黃維義表示：「煤氣公司一直積極服務社會，關注弱勢社群。由 2001 年開始，每年均會籌辦『愛心月餅顯關懷』活動，藉此宣揚『關愛共融』的訊息。今年已是第 15 年，我們將會派發 10 萬個愛心月餅到港九新界各區，為有需要人士送上溫暖，至今累積所派發的月餅已達 172 萬個。」

Every year, Towngas invites various organisations to participate in the "Mooncakes for the Community" campaign – a channel to pass on the message of love and care towards the society. This year, Towngas joined hands with ELCHK in which families with children were invited to the event and made green tea mooncakes to pre-celebrate Mid-Autumn Festival with their families. Participating children experienced the culinary traditions of making mooncakes, where they got to understand the importance of family support and communication.

Peter Wong, Executive Director and Chief Operating Officer – Utilities Business of Towngas said, "Towngas has always been dedicated to serving the society and paying close attention to the social vulnerable groups. Since 2001, we have initiated the annual charity event, 'Mooncakes for the Community'. We are entering our 15th Anniversary this year and we embrace the same value for the whole time, which is to enhance love and harmony between family members. This year we are going to distribute 100,000 pieces of mooncakes across Hong Kong. Since 2001, we have already distributed 1.72 million pieces of mooncakes."



下載煤氣全新手機應用程式隨時贏取豐富獎品 Download Towngas's new mobile app to win fabulous prizes

煤氣公司推出全新手機應用程式，透過升級互動平台照顧不同用戶所需，提供一站式服務包括即時報讀煤氣錶度數、預約維修服務、精選明火食譜推介及低碳生活資訊等功能。

由 11 月 2 日起至 12 月 31 日期間，於 Goggle Play Store 或 App Store 下載煤氣公司全新手機應用程式「Towngas 煤氣公司」並登記簡單資料，凡第 1,000 名、第 2,000 名、第 10,000 名、第 20,000 名及第 30,000 名下載及成功登記用戶，即可獲得價值港幣 2,000 元之超市購物禮券！

配合全新手機應用程式，煤氣公司將自拍潮流與大自然融合，舉辦「攝出綠色生活 GREENFIE」大賽，邀請了香港地球之友為是次活動的綠色伙伴，方便擔擔任煤氣 Greenfie 大使，一同化身綠色潮人，與大自然拍出最型、最潮、最具創意的 Greenfie！參加是次比賽即有機會贏取冰島來回機票及住宿套票，請即掃描 QR code 了解詳情！

Towngas has launched a new mobile app to fit the needs of various users by offering a comprehensive range of services. With this enhanced interactive platform, users can report meter readings and make maintenance appointments, as well as access to featured flame cooking recipes and low carbon living tips.

From 2 November till 31 December, 2015, the 1,000th, 2,000th, 10,000th, 20,000th and 30,000th users who download Towngas's new mobile app "Towngas 煤氣公司" from Google Play Store or App Store, and complete a simple registration, will be awarded with supermarket shopping vouchers worth HK\$2,000!

Leveraging on the new mobile app, Towngas launches the creative selfie photo contest "Capturing Green Living GREENFIE" contest by inviting public take selfie in natural environment. Towngas also invites Friends of the Earth (HK) as the green partner of the GREENFIE Contest, while Akina Fong will act as Towngas Greenfie Ambassador, leading the public to take the most trendy and creative Greenfie. Participant of the contest has a chance to win a trip to Iceland. You can scan the QR code for more details now!



名氣通榮獲「卓越環·商合作夥伴」獎 Towngas Telecom won "Excellent ECO Partners" Award

7 月 30 日，名氣通電訊獲《資本雜誌》頒發「卓越環·商合作夥伴」獎，肯定了公司在實行節能減廢等綠色辦公室措施的努力。此外，煤氣公司企業安全及風險管理總監鄺超靈於頒獎禮上分享了名氣通在實踐環保創意及帶動可持續發展的經驗和心得，令在場人士對名氣通的環保、社會責任和業務加深了解。

In recognition of its efforts in the implementation of energy conservation and waste reduction measures to promote green office, Towngas Telecom won "Excellent ECO Partners" Award presented by CAPITAL on 30 July.

At the Award Presentation Ceremony, Towngas Head of Corporate Health, Safety and Environment Victor Kwong shared with the participants Towngas Telecom's experience and measures in applying innovative ideas for environmental protection and promoting sustainable development, so that they had a better understanding of the Company's environmental work, social responsibility and business development.



● 煤氣公司企業安全及風險管理總監鄺超靈（右）代表名氣通接受獎項。

Towngas Head of Corporate Health, Safety and Environment Victor Kwong (right) received the Award on behalf of Towngas Telecom.

定期安全檢查 20 周年 20 Years of Regular Safety Inspections

煤氣公司於 1995 年推出的定期安全檢查服務今年踏入 20 周年，經過年月的見證，以 18 個月為周期的定期安全檢查服務體現了創新力結合執行力的成果。透過全面推行定期安全檢查，煤氣公司成為本港唯一一家入屋為客戶檢查爐具的公用事業機構。技術員藉著上門檢查，直接向客戶講解安全使用煤氣爐具的方法，大大提高其安全意識。透過定期安全檢查，可在爐具出現問題前預先檢查及維修，減少發生意外的可能性。



為慶祝定期安全檢查服務推行 20 周年，煤氣公司在 11 月 8 日在錦田鄉村俱樂部舉行了「定期安全檢查服務 20 周年暨代理商（客戶服務課）環保同樂日」紀念活動，超過 1,000 名煤氣員工、承辦商及其家屬齊聚合照，排列出“RSI 20”的紀念圖案。同時，煤氣公司亦將環保理念融入到活動中，是次活動參加者的制服和紀念品均是由循環再造塑膠製造，或可多次重複使用，既實用，又環保。

Since 1995, we have carried out regular safety inspections for our customers. For the past 20 years, our regular safety inspections conducted in an 18-month cycle proved to be a great success, which was attributed to a blend of innovation and implementation. Towngas is the only public utility that provides safety inspection service on appliances in customers' premises in Hong Kong.

During the visits, our technicians can explain to the customers directly on safety tips for using gas appliances and carry out inspection and maintenance work on the appliance before a problem arises, minimising the possibility of accidents.

To celebrate the 20th anniversary of Regular Safety Inspections, Towngas organised the “20th Anniversary of RSI & Green Fun Fair for Agents” at Kam Tin Country Club on 8 November. More than 1000 Towngas staff, contractors and families gathered together to take photos by forming the special pattern of “RSI 20”. Besides, Towngas had incorporated environmental protection into the event. Uniforms and souvenirs for all participants were made by recycled plastic.



煤氣公司榮獲「HKMA/TVB 傑出市場策劃獎」 Towngas was honoured with “HKMA / TVB Awards for Marketing Excellence”

煤氣公司憑藉「Total Kitchen Solution」及「Cook For Love」市場推廣計劃，在眾多參賽作品中奪得「2015 HKMA/TVB 傑出市場策劃獎」，成為極少數一間公司同時以兩個推廣項目獲獎。

煤氣公司在 2013 年透過「業務對業務」（B2B）的 Total Kitchen Solution 推廣計劃，引入源自法國廚房爐具品牌 Scholtès，並選用 Mia Cucina 高級櫥櫃，一手包辦煤氣喉管、煤氣爐具、櫥櫃及廚房家電的設計及安裝，令整個廚房設計更渾然天成，為用戶提供優質的煮食體驗。同時更破天荒使用多媒體作宣傳以及於社交平台舉行「Cook for Love 行動」，鼓勵大家「我決定今晚返屋企食飯！」（多回家吃飯以表達對身邊人的愛）；而且亦以 O2O 模式鼓勵參與的客戶可到煤氣中心參加網上 Cook for Love 行動，客戶每參與一次，煤氣公司便會送出一份餸菜包予低收入家庭，將煤氣公司關愛精神融入港人的家庭生活。而「Cook for Love 行動」網上遊戲更得到近 160 萬人次響應！

With “Total Kitchen Solution” and “Cook For Love” campaigns, Towngas was honoured with “HKMA/TVB Awards for Marketing Excellence 2015” and became one of the very few companies which was awarded for two campaigns.

In 2013, we created a great campaign ‘Total Kitchen Solution’ by expanding our product portfolio with French up-market Scholtès appliances and premium Mia Cucina kitchen cabinets. It started providing gas plumbing, gas appliances, design and production of cabinets and other kitchen appliances to grow B2B demand. This one-stop solution enhances the quality of the overall design of kitchens and it offers a wonderful cooking experience for all users.

Besides, we created the ‘COOK FOR LOVE’ movement to call for a simple commitment – “我決定今晚返屋企食飯！” (encouraging more Hong Kongers to express their love to cook or dine more at home). Through our communications beyond our thematic TVC “Cook for Love”, from online to offline mass movement and engagement among adults and kids, as well as those in need via the efforts we made in our retail stores and with our partners through charitable causes, we lived up to Towngas mission to make Hong Kong a warmer city. We successfully garnered close to 1.6 million pledges to cook for love!



● 煤氣公司香港公用業務商務總監黃霖生（右）接受獎項。
Towngas Head of Commercial – Hong Kong Utilities Peter Wong (right) received the Award.

第四度榮獲「傑出綠色貢獻大獎—公共企業」 Winning “U Green Awards – Public Utilities” for the Fourth Time



● 煤氣公司企業安全及風險管理總監鄺超靈（右）接受獎項。
Towngas Head of Corporate Health, Safety and Environment Victor Kwong (right) received the Award.

8 月 21 日，煤氣公司第四度榮獲「U Magazine 傑出綠色貢獻大獎—公共企業」，更獲選為「卓越組別」，表揚公司多年來積極推動環保的決心。U Magazine 主辦的「傑出綠色貢獻大獎」，由多位專業評審以「環保推動與表現」、「環保計劃與行動」及「長遠發展環保承諾」三大範疇作為評審準則，希望藉此提倡各界承擔環保與社會的責任。

On 21 August, Towngas was presented with “U Green Awards – Public Utilities” for the fourth time, and we received the Award under the “Excellence” category to recognise our efforts and commitment in promoting environmental protection over the years.

Winners of U Magazine’s “U Green Awards” were selected by professionals in the related fields. Judging criteria include “environmental promotion and performance”, “environmental plans and actions” as well as “environmental commitment for long-term development” to encourage enterprises to fulfill their responsibility for the environment and the community.

第 47 屆「傑出推銷員獎」The 47th Distinguished Salesperson Award



高級營業代表陸保漢（左一）、助理戶外銷售經理陳漢強（左二）及高級營業代表徐國偉（右二）獲頒「傑出推銷員獎」。他們表示投身銷售行業近 20 年，隨着消費者對服務質素的要求日益提升，傳統推銷產品的手法已不合時宜，必須與時並進，在滿足客戶需要的同時，為他們帶來愉悅的客戶服務體驗。

Senior Sales representative Luk Bo-hon (1st from left), Assistant Outdoor Sales Manager Chan Hon Keung (2nd from left) and Senior Sales Representative Chui Kwok Wai (2nd from right) received “Distinguished Salesperson Award”. The three winners said that after working in the industry for over 20 years, traditional ways to sell products were outdated as consumers have higher expectation on service quality nowadays. We must keep abreast of times to satisfy customers’ needs and bring joyful customer service experience to them.

Mia Cucina 及 TGC 再度蟬聯「最佳廚房設計」及「最佳廚房爐具」大獎 Mia Cucina and TGC were once again Honoured with “Best Kitchen Design” and “Best Kitchen Appliance”

煤氣公司旗下櫥櫃品牌 Mia Cucina 及爐具品牌 TGC 連續第二年榮獲「GoHome Best Lifestyle Brands 2015」中的兩項大獎——「最佳廚房設計」及「最佳廚房爐具」，獎項由 GoHome.com.hk 用戶投票選出，顯示了 Mia Cucina 及 TGC 所提供的優質產品深受廣大市民肯定和信賴。

Towngas was honoured to receive 2 trophies under the “GoHome Awards 2015” for second consecutive year, including “Best Kitchen Design” for Mia Cucina kitchen cabinet and “Best Kitchen Appliance” for TGC appliance, the awards were publicly voted. These awards were a milestone to prove a high level of customer confidence in our brands.



煤氣公司高級零售市務及營業經理王佩兒在頒獎典禮上代表公司接受獎項。Towngas Senior Retail Marketing and Sales Manager Catherine Wong received the Awards at the presentation ceremony.

TGC 榮獲「香港白領最喜愛『煮食爐具』品牌大獎」 TGC received “Your Choice @ Focus”



煤氣公司市務傳訊經理陳家華（右）在頒獎典禮上接受獎項。Towngas Marketing Communications Manager Ivy Chan (right) received the Award at the Award Presentation Ceremony.

TGC 連續四年獲得「香港白領最喜愛『煮食爐具』品牌大獎」。煤氣公司研發具不同功能及設計的煮食爐具，包括有不同火力、爐頭數目和按鈕設計的嵌入式及座枱式煮食爐，而全線 TGC 嵌入式平面爐更設有預校熄火時間功能，以配合不同家庭的煮食習慣。是次獲獎代表香港白領對公司的認同，我們會繼續努力研發優質產品，為大家的生活打氣！

TGC was awarded “Your Choice @ Focus” for four consecutive years. Towngas has developed cooking appliances with different functions and designs, such as built-in hobs and table top cookers with different gas rates, number of burners as well as button design, and all TGC built-in hobs have timer function for families with different cooking habits. Our performance has been recognised by Hong Kong’s white collar, and we will make persistent efforts in developing quality products for you to Cook for Love!

法國 Disciples Escoffier 烹飪藝術文憑課程畢業典禮及慶祝晚宴

Graduation Ceremony of Disciples Escoffier Diploma in Culinary Arts Programme and Celebration Dinner

煤氣烹飪中心與法國廚師會（Disciples Escoffier）於去年起合辦全港首個法國烹飪藝術文憑課程，首屆學員經過九個月的特訓及烹飪考試後順利畢業，並獲法國教育部頒發「法國 Disciples Escoffier 烹飪藝術文憑證書」及「法國廚藝訓練第五級證書」，畢業學員可取得在法國當執業廚師或開設法國餐廳的資格。畢業典禮於 8 月 17 日舉行，同日晚上則舉辦法國傳統畢業慶祝晚宴，各學員親自下廚炮製十道來自百年歷史法國皇室御宴（Disciples Celebration Menu）的菜式，包括法國鵝肝、羊架、黑松露及多款法國傳統特色甜品。



Towngas Cooking Centre joined hands with the Institut Culinaire Disciples Escoffier to launch the first Disciples Escoffier Diploma in Culinary Arts Programme in Hong Kong last year. After 9 months of intensive training and an exit examination, the first batch of students finally earned the Disciples Escoffier Diploma in Culinary Arts and the Level 5 Certificate of Training in French Cuisine presented by the French Ministry of Education. Graduates are qualified for working as a professional chef in France or opening a French restaurant.

The Graduation Ceremony was held on 17 August, and a traditional French dinner for celebrating graduation was also held on the same day. Students had to cook 10 dishes from the 100-year-old Disciples Celebration Menu, including French foie gras, lamb rack, black truffle and a variety of French traditional desserts.

首次進軍「家電·家品·博覽」帶來最齊全 Jamie Oliver 產品系列 Participated in Home Delights Expo for the First Time and Featured The Most Jamie Oliver’s Collection

8 月 13 至 17 日，煤氣公司首次參加「家電·家品·博覽」，展出及售賣多款爐具及家居用品，並提供低至六折爐具優惠及多項會場禮遇。此外，煤氣公司攤位內發售著名英國廚師及烹飪推廣家 Jamie Oliver 產品系列，以及推出低至五折的家居用品優惠，吸引了不少市民查詢及選購。

For the first time, Towngas participated in Home Delights Expo which was held from 13 to 17 August. We displayed and sold a wide variety of appliances as well as household products, and provided up to 40% discount for the appliances plus a number of promotional offers. The product collection of renowned English chef and culinary arts promoter, Jamie Oliver, was also available at our booth. We offered up to 50% discount for household products and attracted lots of customers to make enquiries and purchases.



香港區及國際金茶王大賽 Hong Kong and International KamCha Competition



● 煤氣公司香港公用業務商務總監黃霖生（後排右七）出席「國際金茶王大賽」頒獎禮。Towngas Head of Commercial - Hong Kong Utilities Peter Wong (7th from right, back row) at the prize presentation ceremony.

煤氣公司今年再度贊助由香港咖啡紅茶協會主辦的「金茶王大賽」，主辦單位於8月5至9日以流動奶茶車走訪香港各區，由歷屆金茶王即席沖泡港式奶茶，宣揚本地奶茶文化。「國際金茶王大賽」於8月15日在美食博覽內舉行，參賽者為各地區的冠軍得主，一同爭奪「國際金茶王」的殊榮。

This year, Towngas once again sponsored "KamCha Competition" organised by Association of Coffee and Tea of Hong Kong (ACT). To promote the culture of local milk tea, the organiser visited different districts in Hong Kong with a mobile van from 5 to 9 August and invited the champions of previous competitions to make Hong Kong style milk tea. The "International KamCha Competition" was held at Food Expo on 15 August. Contestants were champions from different districts competing for the Top Honour.

港澳專業廚藝大賽 Hong Kong and Macau Professional Cooking Competition

由飲食業職工總會主辦、煤氣公司贊助的「第十屆港澳專業廚藝大賽」於6月3日圓滿結束，頒獎禮於8月20日於飲食業職工總會45周年會慶晚宴舉行。參賽者來自粵、港、澳不同地區，除了互相切磋廚藝外，亦促進彼此學習和交流，提升行業的質素及專業水平。

Organised by Eating Establishment Employees General Union (EEEGU) and sponsored by Towngas, "The 10th Hong Kong and Macau Professional Cooking Competition" came to an end on 3 June and the Award Presentation Ceremony was held on 20 August at EEGU's 45th Anniversary Dinner. Contestants from Guangdong province, Hong Kong and Macau shared experience to enhance the quality and professional standard of the industry.



● 煤氣公司業務發展及推廣經理譚家良（右三）與眾嘉賓主持「港澳專業廚藝大賽」揭幕儀式。Towngas Business Development and Promotion Manager Tam Ka Leung (3rd from right) together with the guests at the Opening Ceremony.

煤氣特許經銷商會議 Towngas Agent Conference

煤氣公司於8月20日在旺角朗豪酒店舉行特許經銷商會議，當日邀請近百人出席。會上除介紹公司於今年的推廣活動外，更邀得註冊營養師向來賓分享飲食心得。於2014年銷售業績突出的經銷商更獲頒發獎狀，以示表揚。

There are around hundred sales agents participating in our Towngas Agent Conference on 20 August. At the conference, we introduced our various promotion activities and invited a registered dietitian to share healthy diet tips with guests. 2014 outstanding sales agents were presented with certificates for recognition.



國際食品及飲料、酒店、餐廳及餐飲設備、供應及服務展覽會 HOFEX 2015



● 煤氣公司執行董事暨公用業務營運總裁黃維義（右二）、香港公用業務商務總監黃霖生（中）、市務及營業總經理黃維安（左三）與寶發實業有限公司董事孫楚強（右三）攝於展覽會。Towngas Executive Director and Chief Operating Officer - Utilities Business Peter Wong (2nd from right), Towngas Head of Commercial - Hong Kong Utilities Peter Wong (centre), Towngas General Manager - Marketing and Sales Duncan Wong (3rd from left) and Director of Pro-Fit Industrial Company Limited Alexis Suen (3rd from right).

兩年一度的HOFEX於今年5月6至9日舉行，煤氣公司一向重視與工商業客戶的夥伴關係，藉此匯集業界意見，緊貼市場需求及掌握市場脈搏。煤氣公司於是次展覽會與卓滙化工有限公司、寶發實業有限公司及耀記鋼鐵工程有限公司合作，配合他們設計的新產品，向業內人士展示多款先進、環保的自動化煤氣爐具和設備。

The biennial HOFEX was held from 6 to 9 May this year. Towngas always values good partnership with commercial and industrial customers. Through this exhibition, we can keep pace with market demand and have a deeper understanding of the market trend. This year, Towngas cooperated with Champion Chemicals Limited, Pro-Fit Industrial Company Limited and Yiu Kee Steel Works Company Limited to display a number of hi-tech, environmentally-friendly automatic gas appliances and equipment.

稻苗·煤氣－商用廚房消防及安全應用訓練課程 IDA·Towngas - Fire Protection and Safety Training Course for Commercial Kitchen

由稻苗學會與煤氣公司合辦、香港消防處協辦的「稻苗·煤氣－商用廚房消防及安全應用訓練課程2015」於6月4日假煤氣公司大樓舉行，業界反應十分踴躍，多間食肆安排員工參與。

課程針對商用廚房的實際需要，讓餐飲業從業員透過消防安全講座及專業的防火訓練，更了解防火安全的重要，從而減低工傷意外。30名學員完成當日課程，獲頒發「消防安全大使」證書。

"IDA·Towngas - Fire Protection and Safety Training Course for Commercial Kitchen 2015" was jointly organised by Institution of Dining Art and Towngas, supported by Hong Kong Fire Services Department. On 4 June, the course was successfully held at Towngas Headquarters and it generated overwhelming response from the industry.

The course aims at deepening understanding towards importance of fire protection and safety for catering industry practitioners through professional training, which helps reducing industrial accidents. 30 trainees completed the course on that day were awarded with the certificate of "Fire Safety Ambassador".



● 煤氣公司市務及營業總經理黃維安（前排右六）、銅鑼灣消防局局長兼港島東區消防安全大使名譽會長秘書張德華（前排左六）與眾講者及學員合照留念。Towngas General Manager - Marketing & Sales Duncan Wong (6th from right, front row), Station Commander, Tung Lo Wan Fire Station and Secretary of Hong Kong Eastern District Fire Safety Ambassador Honorary Presidents' Association Cheung Tak Wah (6th from left, front row) together with speakers and trainees.

贊助「美食之最大賞」 Sponsored Best of the Best Culinary Awards

由香港旅遊發展局主辦、煤氣公司贊助的香港餐飲業年度盛事「美食之最大賞」，決賽於6月23及24日順利舉行。煤氣公司連續多年支持這項比賽，並提供一系列高效節能及備有涼廚設計的爐具，讓參加者在舒適的環境下比賽，競逐四個組別九個「至高榮譽」。各得獎菜式及餐廳的資料將輯錄於《美食之最大賞》飲食指南內，方便旅客及老饕尋找香港精緻中菜美食，從而推動旅遊及飲食業的長遠發展。

Organised by Hong Kong Tourism Board and sponsored by Towngas, "Best of the Best Culinary Awards" is an annual grand event in the catering industry. This year, the final rounds were successfully held on 23 and 24 June. Towngas strongly supported this event and provided a series of efficient and energy-saving cooking appliances with cool-kitchen design to create a comfortable environment for the contestants to compete for 9 Gold with Distinction Awards in four categories. Information of the winning dishes and restaurants are covered in Best of the Best Culinary Guide for the convenience of tourists and gourmet lovers and to promote long-term development of tourism and catering industries.



● 香港旅遊發展局主席林建岳（右四）、煤氣公司執行董事暨公用業務營運總裁黃維義（左四）、煤氣公司工商事務及營業經理鄭曉光（右二）與眾嘉賓主持揭幕儀式。
Chairman of Hong Kong Tourism Board Peter Lam (4th from right), Towngas Executive Director and Chief Operating Officer - Utilities Business Peter Wong (4th from left), Towngas Commercial and Industrial Marketing and Sales Manager Don Cheng (2nd from right) together with officiating guests at the Opening Ceremony.

打氣熊廚房推廣活動 Towngas Teddies Kitchen Promotion Campaign



● 煤氣公司於暑假期間舉辦 TGC「打氣熊廚房」親子填色比賽，十組填色比賽勝出家庭獲邀出席「TGC 夏日親子Fun 入廚樂活動」暨填色比賽頒獎典禮。
During the summer holidays, we organised "Towngas Teddies Kitchen" Colouring Competition for family. Ten winning families were invited to take part in the event of "TGC Summer Family Cooking Fun" and the Colouring Competition Award Presentation Ceremony.

煤氣公司於8月推出簡單又好玩的「打氣熊廚房」網上遊戲，吸引近4,000人次參加，參加網上遊戲的總次數更高達12萬次。首十名於遊戲中單次獲最高分數的參加者，更可贏取全城熱賣韓國 La Rose 玫瑰萬用煲、人見人愛的多用途「打氣熊」公仔禮盒、煤氣乾衣機20周年紀念版「打氣熊」毛毯及\$100 Jamie Oliver 購物禮券。

Towngas launched "Towngas Teddies Kitchen" online game in August and attracted nearly 4,000 participants with a total entries of 120,000. The first ten participants who scored the highest points for a single game could get the most popular La Rose multi-purpose pot, a lovely "Towngas Teddies" gift box, TGC gas dryer 20th anniversary "Towngas Teddies" blanket and \$100 Jamie Oliver shopping voucher.

「乳健同行 2015」及「乳健任我行」活動 "Pink Walk for Breast Health 2015" & "Off Peak Pink Walk"



煤氣公司大力支持由香港乳癌基金會舉辦的年度籌款活動「乳健同行 2015」，活動於10月18日假山頂道花園舉行，籌得之善款將用作發展社區乳房保健中心之用。是次活動一共有51位煤氣公司職員及家屬參加，除了到場支持以外，煤氣公司亦支持及贊助全新「乳健任我行」活動，參加者只須於10月份完成3.5公里路程，然後於2015年10月31日或之前作簡單的網上登記，即可獲得港幣\$100煤氣爐具電子優惠卷。

為籌募更多善款，煤氣公司亦舉辦了名為「粉紅滋補煮意-美顏花膠」之慈善烹飪班，於10月20及27日教授烹調花膠及鮑魚的秘方，報讀課程的款項扣除材料成本後將捐贈香港乳癌基金會。

Towngas strongly supports the annual signature fundraising event "Pink Walk for Breast Health 2015" of Hong Kong Breast Cancer Foundation (HKBCF). The walk was held at the Peak on 18 October. All donations raised will be contributed to supporting services of HKBCF Community-based Breast Health Centers. A total of 51 Towngas staff and families joined the walk. Other than on-site participation, Towngas is also sponsoring and supporting the newly launched "Off Peak Pink Walk" this year. Walkers who complete 3.5km charity walk any time during October can register online to get a HK\$100 Towngas Appliance e-Coupon on or before 31 October.

To raise more donations and promote breast protection, Towngas had organised a series of activities including special charitable cooking classes called "Elaine Ma's Fund Raising Class-Braised Fish Maw" which are held on 20 and 27 October respectively. Cooking tips of fish maw and abalone will be introduced during the class. All proceeds after deducting food cost will go to HKBCF.

支持公益金便服日 Supporting Dress Casual Day

煤氣公司每年均參加公益金便服日籌款活動，所籌得的善款將全數撥捐公益金，資助轄下的社會福利機構，惠澤社群。今年公益金便服日於10月8日舉行，煤氣公司員工反應熱烈，連同公司贊助，合共籌得超過47,140元善款予公益金。

To help the needy, Towngas actively participates in the Community Chest's "Dress Casual Day" every year to raise money for charity purpose. This year, our employees showed enthusiastic support to the event held on 8 October. Together with company sponsorship, a total of HK\$47,140 was raised for the Community Chest.



綠廚 · 環保之旅分享會

Green Cooking and Eco Tour Seminar



7月31日，煤氣公司邀請了11個環保團體代表到北角大樓參觀，介紹煤氣餐飲爐具及工商業設備的環保節能新技術及發展。企業安全及風險管理總監鄺超靈向環保團體介紹公司的環保項目，而工商市務及營業部代表則帶同環保團體參觀「綠廚會客室」、煤氣製冷系統及多款工商業爐具，並互相交流企業環保營運新概念。

On 31 July, Towngas invited representatives from 11 green organisations to attend a seminar held at its North Point Headquarters. The seminar introduced new eco-friendly technology and development of gas appliances for catering industry and other commercial and industrial equipment.

In addition, Towngas Head of Corporate Health, Safety and Environment Victor Kwong shared our environmental projects and management with the guests. Our staff from Commercial and Industrial Marketing and Sales Department took the visitors to Towngas Green Kitchen and introduced a variety of efficient and energy-saving gas appliances such as gas cooling system as well as commercial and industrial equipment to the guests.

支持「香港無冷氣夜」

Support “Hong Kong No Air-Con Night”

為推動環保，煤氣公司今年再度贊助由環保觸覺於9月25日舉辦的「香港無冷氣夜」，呼籲公眾節約能源。香港每年夏季7月至8月間，冷氣的耗電量佔總用電量約六成，全年平均耗電量為約三成。是次活動旨在鼓勵市民關掉冷氣機，減少排放溫室氣體及熱氣，實踐低碳生活。

To promote environmental protection, Towngas again sponsored the “Hong Kong No Air-Con Night” organised by Green Sense on 25 September this year. In Hong Kong, the use of air conditioners already attributes about 60% of the total electricity usage every July and August and about 30% of consumption for the entire year. Calling upon the public to live a low-carbon life, the activity also encourages them to switch off air conditioners to reduce greenhouse gases and heat emissions.

「惜食有賞」計劃

“Cherish Food Reward Scheme”



為了鼓勵市民珍惜食物，煤氣公司與香港地球之友於10月16日「世界糧食日」攜手推出「惜食有賞」計劃，邀請全港食肆為「惜食」顧客提供優惠以作獎勵。連同名氣廊Flame餐廳，全港共有140家餐廳支持「惜食有賞」計劃，提供現金回贈、折扣、贈飲、免費甜品、禮物等不同優惠，獎勵「惜食」顧客。

To encourage Hong Kong people to cherish food, Towngas and Friends of the Earth (HK) jointly launched the “Cherish Food Reward Scheme” on 16 October, World Food Day, inviting local restaurants to offer rewards to customers who cherish food. The Scheme was supported by 140 local restaurants, including Towngas’ Flame restaurant, which offer cash rebates, discounts, free drinks, free desserts, gifts etc to customers who cherish food.

香港綠色日

Hong Kong Green Day

為響應6月5日聯合國世界環境日，煤氣公司今年繼續贊助及支持環保促進會的「香港綠色日」。今年活動包括參與在青衣城舉行的啟動禮，並為「校際親子識煮食烹飪大賽」提供比賽場地，從而推廣低碳飲食文化。

Towngas again participated in “Hong Kong Green Day” organised by the Green Council on 5 June, which aims to tie in with the World Environment Day launched by the United Nations. This year, Towngas continued to show support by attending the kick-off ceremony and offering venue for the competition to promote low-carbon diet.

紅酒燴牛腩

Stewed Beef Briskets in Red Wine Sauce

材料

牛腩 (切5厘米件)	1 千克
洋蔥 (切塊)	1 個
蒜茸	2 茶匙
紅酒	2 杯
牛肉清湯	2 杯
汁	1 茶匙
茄膏	1 湯匙
月桂葉	2 片
紅蘿蔔 (切塊)	300 克
鹽及胡椒粉	適量

Ingredients

Beef Briskets (cut into 5 cm chunks)	1 kg
Onion (cut into chunks)	1
Chopped garlic	2 tsp
Red wine	2 cups
Beef broth	2 cups
Worcestershire sauce	1 tsp
Tomato paste	1 Tbsp
Bay leaf	2
Carrot (sliced)	300 g
Salt and Pepper	to taste



做法

- 1 牛腩放大滾水內拖水，瀝乾，備用。
- 2 燒3湯匙油，爆香牛腩，放入洋蔥及蒜茸。
- 3 注入紅酒及牛肉清湯煮滾，噏汁、茄膏、月桂葉及調味，以慢火燉約2小時。
- 4 放入紅蘿蔔件，再煮30分鐘。
- 5 牛腩稔身後，便可與飯或意粉一起享用。

Method

- 1 Blanch beef brisket in boiling water, remove and drain.
- 2 Heat 3 Tbsp oil, saute brisket, add onion and chopped garlic.
- 3 Add red wine and beef broth, bring to the boil, add Worcestershire sauce, tomato paste, bay leaves and seasonings, simmer over gentle heat for approx. 2 hr.
- 4 Add carrot slices and cook for another 30 min.
- 5 When beef brisket is tender, serve with rice or pasta.

殷勤服務獲客戶嘉許 Attentive Service Gained Commendation

煤氣公司的前線僱員一直發揮「以客為尊」的精神，為客戶提供殷勤的服務。灣仔客戶中心的團隊：高級營業代表許翠霞與營業代表黎佩琮、徐國偉和許志偉正因為待客熱誠、服務周到而獲客戶讚賞。

6月1日，郭太蒞臨灣仔客戶中心，營業代表許志偉帶郭太參觀陳列室的爐具，詳細解釋不同爐具的功能並作出建議。郭太對家居用品也感興趣，於是另一名營業代表黎佩琮便立即為她講解並推介合適的產品，最後郭太買了兩個垃圾桶。由於垃圾桶體積頗大，許翠霞與另一名營業代表徐國偉主動協助郭太將垃圾桶送到她的車輛停泊的地方，郭太對他們細心熱誠的服務深表滿意，並加以讚揚。

Towngas frontline employees are always attentive to the needs of our customers. The team from Wanchai Customer Centre: Senior Sales Representative Heidi Hui together with Sales Representatives Yvonne Lai, Eric Tsui and Chris Hui is a good example. They were commended by a customer because of their sincere and caring service.

On 1 June, Mrs Kwok went to Wanchai Customer Centre to make enquiry about our appliances. Sales Representative Chris Hui introduced our products to Mrs Kwok and make suggestions. The customer was also interested in the household products. Immediately another Sales Representative Yvonne Lai recommended appropriate products for Mrs Kwok, and finally she bought two rubbish bins. Since the rubbish bins were quite big, Heidi Hui and another Sales Representative Eric Tsui proactively helped Mrs Kwok to transport the bins to the place where her car was parked. Mrs Kwok was very satisfied with their sincere and attentive service.



客戶服務關注小組 Customer Focus Team

煤氣客戶服務關注小組於1993年成立，是公司與客戶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場部等。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。

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.

● 客戶服務關注小組成員於10月3日拜訪將軍澳廣明苑。
Customer Focus Team met with residents at Tseung Kwan O Kwong Ming Court on 3 October.

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 Email: ccd@towngas.com

