

01 企業新聞
Corporate News

煤氣公司奪得「第十三屆香港職業安全健康大獎」十項大獎
Towngas Won 10 Awards in the "13th Hong Kong Occupational Safety & Health Award"

06 市務資訊
Marketing Information

煤氣烹飪中心推出法國烹飪藝術文憑課程
Towngas Cooking Centre presents Escoffier Diploma in Culinary Arts

08 企業社會責任
Corporate Social Responsibility

2014企業義務工作嘉許禮
2014 Corporate Volunteering Award Presentation Ceremony

09 環保空間
Environment

「第綠梯隊」回顧暨迎新聚會
Green Leaders Bloc Programme Review and Orientation

12 客戶禮讚
Compliments

優質服務 贏得讚賞
Quality Service Wins Compliments

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Towngas Won 10 Awards in the "13th Hong Kong Occupational Safety & Health Award"



煤氣公司奪得「第十三屆香港職業安全健康大獎」十個獎項，表現卓越。
Towngas won 10 awards in the "13th Hong Kong Occupational Safety & Health Award" for its excellent performance.

煤氣公司一直以安全為首要重任，憑着卓越表現，在9月5日舉辦的「第十三屆香港職業安全健康大獎」中共奪得十個獎項，成為是次活動中奪得最多金獎的機構，足證煤氣公司優良的職安健文化和完善的安全管理系統，得到各界認同及肯定。

Towngas always regards work safety as its top priority. Achieving outstanding safety performance, Towngas won 10 awards in the "13th Hong Kong Occupational Safety & Health Award" on 5 September, which made Towngas the company with most Gold awards in this year's event. The numerous awards demonstrated that Towngas has gained public recognition for its excellent occupational safety and health (OSH) culture and flawless safety management system.



煤氣公司企業傳訊總監黃秀英(右)代表公司接受「職安健年報大獎—金獎」。
Towngas Head of Corporate Communications Wong Sau-ying (right) received "OSH Annual Report Award – Gold award" on behalf of the Company.

公司連續五年獲得「職安健年報大獎—金獎」。此獎項旨在表揚機構在年報內能適當地發佈關於其職安健表現及社區發展活動的資訊，並表揚機構能適時、準確及清晰地編制詳盡的年報，使股東、持分者、僱員及其他關注其職安健表現和社區發展活動的人士，得以了解該機構的最新發展。

煤氣公司於第三年舉辦的「安全文化大獎」中二度獲得金獎，我們的「全方位立管檢修計劃」於「安全改善項目大獎」中亦獲得銀獎。此外，客戶維修服務部在舞台上演繹「全方位立管檢修計劃」表現出色，使煤氣公司成為首家機構囊括所有四項演繹類別獎項，包括「最佳視覺效果獎」、「最佳劇本獎」、「最佳演員獎」及「最佳演繹獎」的金獎，當中更包括「最佳演員獎」的金、銀獎。

Towngas has won "OSH Annual Report Award – Gold award" for five consecutive years. The aim of OSH Annual Report Award is to recognise the organisations that publish information on their OSH performances and community development programmes in the annual reports properly, and the organisations that prepare detailed annual reports in a timely, accurate and clear way, so that shareholders, stakeholders, employees and other people who are concerned about their OSH performances and community development programmes can get updated information.

Towngas was honoured with Gold award in "Safety Culture Award" for the second time in three years since the Award was introduced. Our "360° Total Riser Solution" also won Silver award in "Safety Enhancement Programme Award". In addition, the impressive on-stage performance of "360° Total Riser Solution" by our Customer Maintenance Services team has made Towngas the first company winning all four Gold awards in the performance awards, including "Best Visual Effects Award", "Best Screenplay Award", "Best Performer Award" as well as Gold award in "Best Performance Award". And we won both Gold and Silver awards in "Best Performer Award".

「香港職業安全健康大獎」是由職業安全健康局，聯同多個政府部門、工會、商會及組織合辦的全港跨行業獎項，旨在表揚在職業安全方面有傑出表現的機構。本年度比賽競爭激烈，共有121家機構提交超過300個參賽項目，競逐九個類別的獎項及四個演繹獎。

The event is organised by the Occupational Safety and Health Council in collaboration with several government departments, labour unions, chambers of commerce and professional institutions. The objective is to honour the organisations with prominent performance in occupational safety. This year's competition was stiff as there were more than 300 submissions from 121 organisations, competing for awards of nine categories and four performance awards.



煤氣公司企業安全及風險管理總監鄭超靈(左)接受「安全文化大獎—金獎」。
Towngas Head of Corporate Health, Safety and Environment Victor Kwong (left) received "Safety Culture Award – Gold award".

榮獲「傑出家庭友善僱主」獎項

Received “Distinguished Family-Friendly Employer Award”



煤氣公司企業人力資源總監范潔儀(右)接受由政務司司長林鄭月娥頒發的「傑出家庭友善僱主」獎項。

Towngas Head of Corporate Human Resources Fan Kityee (right) received the Award from Chief Secretary for Administration Carrie Lam.

煤氣公司今年再度獲家庭議會頒發「傑出家庭友善僱主」獎項，以表揚我們在推行家庭友善僱傭政策及措施表現傑出，並積極推廣家庭核心價值的努力和成績。

今年的選舉有逾1,800家來自不同界別的公司和機構參加，經嚴格評選後，煤氣公司成為34家獲得「傑出家庭友善僱主」獎項(企業組)的公司之一。

Towngas was again honoured with the “Distinguished Family-Friendly Employer Award” (Corporations Category) by Family Council in recognition of our remarkable performance in implementing family-friendly employment policies and measures, as well as its continual dedication to raise awareness of family core values.

More than 1,800 companies and organisations from different sectors took part in this year’s event. Towngas was among the 34 companies which won the “Distinguished Family-Friendly Employer Award” (Corporations Category).

煤氣公司及港華燃氣2014年中期業績證券分析員發佈會

Towngas and Towngas China’s 2014 Interim Results Analysts Briefing



煤氣公司常務董事陳永堅詳述2014年上半年業績及未來發展策略。

Towngas Managing Director Alfred Chan gave a detailed account of the results for the first half of 2014 and our future business strategy.

煤氣公司及港華燃氣於8月公佈2014年中期業績，並在8月25日舉行聯合證券分析員發佈會，有60多名證券分析員出席。發佈會由煤氣公司常務董事陳永堅、執行董事暨公用業務營運總裁黃維義，以及首席財務總裁暨公司秘書何漢明主持。會上管理層詳述兩家公司2014年上半年業績及業務展望。其後，各證券分析員就香港和內地的城市燃氣業務及新能源投資等議題踴躍提問。是次發佈會達到雙向溝通的目的，使證券分析員更清楚兩家公司的發展現況及未來策略，有助投資者作出投資決定。

Towngas and Towngas China announced 2014 interim results in August and a joint analysts briefing was held on 25 August. More than 60 securities analysts attended the briefing which was hosted by Towngas Managing Director Alfred Chan, Executive Director and Chief Operating Officer – Utilities Business Peter Wong, together with Chief Financial Officer and Company Secretary John Ho. The Management gave a detailed account of the two companies’ results for the first half of 2014 and their business prospects. Securities analysts were eager to ask questions on our city-gas business in Hong Kong and mainland China as well as the new energy investments. The briefing has achieved the goal of mutual communication, providing an opportunity for securities analysts to have a clear picture of the two companies’ present situation and future business strategy that can help the investors to make investment decisions.

煤氣明火美食烹飪邀請賽2014

Towngas Flame Cooking Invitational Contest 2014



煤氣公司商務總監—香港公用業務黃霖生(左二)和高級零售市務及營業經理王佩兒(右一)與四位評判：周中(左一)、馮美基(左三)、余健志(右三)及尹達剛(右二)一同為明火美食烹飪邀請賽主持開幕儀式。

Towngas Head of Commercial - HK utilities Peter Wong (2nd from left) and Senior Retail Marketing and Sales Manager Catherine Wong (1st from right) together with judges at the opening ceremony.



沙田區議員龐愛蘭(後排左一)以「蒸蒸日上之愛•為生活•打氣」贏得冠軍。

The championship went to Shatin District Councillor Pong Oi-lan (1st from left, back row).

煤氣公司第三次舉辦的明火美食烹飪邀請賽剛於9月21日圓滿結束。我們於2008年舉辦第一次比賽後，得到各位區議員和民政事務處的熱烈支持，因此我們在2012年再度舉辦明火美食烹飪比賽。兩年後，我們換了一個設備更齊全的新煤氣烹飪中心，與各位參賽者一同享受明火烹飪的樂趣。

經過三場既開心，又激烈的初賽後，我們集合最後23強，競逐終極廚神的寶座。今年的比賽分別設有冠、亞、季軍、最具創意獎、最佳明火烹調獎、最具賣相獎、明火低碳健康獎，以及最貼題獎共8個大獎。

Flame Cooking Invitational Contest, held by Towngas for the third time, was successfully completed on 21 September 2014. Since its debut in 2008, Flame Cooking Invitational Contest got enthusiastic support from district councillors and District Office. Therefore, we organised the Contest again in 2012. Two years later in 2014, we shared the joy of flame cooking with the participants once again in the new Towngas Cooking Centre which is equipped with more up-to-date appliances and facilities.

After three exciting heats, 23 winning teams of these heats competed for the honour of becoming "Master Chef". This year, the participants competed for a total of eight awards, including champion, 1st runner-up, 2nd runner-up, the most creative dish, the best flame cooking dish, the most appealing dish, flame cooking low carbon healthy dish, as well as the dish with the most felicitous title.



東區區議員鄭志成(左)及梁國鴻(右)以「愛您想•煮出愛」贏得亞軍。

The 1st runner-up are Eastern District Councillors Cheng Chising (left) and Leung Kwokhung (right).



元朗區議員劉桂容(右)以「菊花石斑龍吐珠」贏得季軍。

Yuen Long District Councillor Lau Kwai-yung (right) was the 2nd runner-up.

煤氣「關愛共融慶中秋」

Towngas Mooncake Community Event



煤氣公司執行董事暨公用業務營運總裁黃維義(前排中間)帶領煤氣溫馨義工隊向在場百多位長者送上愛心月餅，共慶團圓。
Towngas Executive Director and Chief Operating Officer Peter Wong (centre, front row) together with Towngas volunteers distributed mooncakes to elderly participants.

中秋前夕，煤氣公司與香港基督教服務處在石硤尾白田社區會堂共同舉辦「煤氣關愛共融慶中秋」活動。「煤氣愛心大使」余詩曼聯同煤氣溫馨義工隊與長者一同製作健康愛心月餅，並與一眾長者大玩遊戲，帶領長者練習「大笑瑜伽」。煤氣公司更邀請藝人方伊琪獻唱多首經典金曲，與百多名長者一同度過一個愉快溫馨的下午。

煤氣公司今年亦邀請超過500位立法會議員、區議員及地區團體參與「愛心月餅顯關懷」活動，聯同一眾義工前往各地區，將26萬個愛心月餅贈予弱勢社群及長者，溫暖社區。

During Mid-Autumn Festival, we organised "Towngas Mooncake Community Event" in collaboration with Hong Kong Christian Service at Pak Tin Community Hall in Shek Kip Mei. Charmaine Shek, the Ambassador for the event, joined Towngas Volunteer Service Team to make mooncakes and play games with the elderly. We had a pleasant and warm afternoon celebrating the festival with more than 100 elderly.

This year, Towngas invited over 500 Legislative and District councillors, together with local organisations to participate in the "Mooncakes for the Community" campaign to distribute 260,000 mooncakes to the needy and elderly in different districts to bring warmth and joy to the community.



嘉賓及義工與長者一同分享做月餅的樂趣。
Guests and volunteer shared fun with elderly at making mooncakes together.



煤氣公司的區議會聯絡小組在中秋節與區議員和立法會議員合作，將愛心月餅送贈給社會上的有需要人士。
Towngas joined hands with Legislative and District Councillors to distribute mooncakes to the community.

煤氣烹飪中心推出法國烹飪藝術文憑課程

Towngas Cooking Centre presents Escoffier Diploma in Culinary Arts

煤氣烹飪中心與法國廚師會攜手合作，推出香港首個法國烹飪藝術文憑課程，並於9月1日在煤氣烹飪中心舉行由法國廚師會國際主席兼法國巴黎文華東方酒店行政總廚Thierry Marx及法國廚師會亞洲區主席Robert Fontana主持的課程簡介會及烹飪示範。

法國烹飪藝術文憑課程集理論與實踐於一身，從教授最基本的法國廚藝技巧開始，由淺入深，並以法國飲食界殿堂級大師Auguste Escoffier所編寫的「法菜烹飪聖經」- Le Guide Culinaire作為教材。

課程分初、中及高級三個級別，專為不同程度人士而設。由於反應熱烈，10月開課的初級文憑課程名額已滿。

Towngas Cooking Centre offered Hong Kong's first course in traditional French cooking – Escoffier Diploma in Culinary Arts in cooperation with Disciples Escoffier, a French association that brings together the distinguished chefs across the globe. On 1 September, Thierry Marx, Chairman of Disciples Escoffier International and Executive Chef for Mandarin Oriental Paris, together with Robert Fontana, Chairman of Disciples Escoffier Asia gave a presentation of this Escoffier programme and a cooking demonstration at Towngas Cooking Centre.

The Escoffier programme integrates theory with practice. Starting from the basic French culinary techniques, the course enables students to master the art of French cuisine step by step with the use of "Le Guide Culinaire", a French cuisine cooking "Bible" which was written by Master of French Gastronomy Auguste Escoffier as the teaching materials.

The course is offered in three levels from the beginner through advanced level. Registration for the October Beginner level course has been full due to overwhelming response.



煤氣公司總經理—市務及營業黃維安(左)、高級零售市務及營業經理王佩兒(右)與法國廚師會代表於課程簡介會上合照留念。

Towngas General Manager – Marketing and Sales Duncan Wong (left), Senior Retail Marketing and Sales Manager Catherine Wong (right) and the representatives from Disciples Escoffier.



星級烹飪課程代言人梁祖堯全神貫注，欣賞法國廚師會國際主席兼法國巴黎文華東方酒店行政總廚Thierry Marx的精湛刀法。

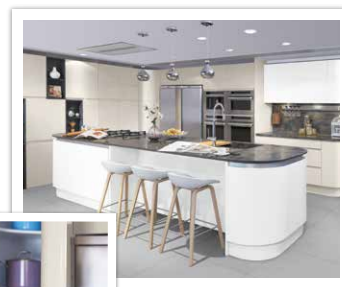
Joey Leung, star ambassador for this Culinary Arts course, was impressed by Thierry Marx's perfect knife skill.

弧形門板櫥櫃展現線條美

Curva Series Kitchen Cabinets

Mia Cucina最近於尖沙咀陳列室展示Curva系列弧形門板櫥櫃。這款在歐洲流行的設計除了利用曲線增加美感外，亦可避免碰撞尖角的危險，兼具實用與美觀的優點。整塊弧形門板由歐洲原裝進口，配合特設櫃體格式，便可設計出獨特而有線條美的櫥櫃，創造富於時尚美感的廚房。

Mia Cucina's Curva series kitchen cabinets featuring curved door panels have been showcased at the showroom in Tsim Sha Tsui recently. The design, which is popular in Europe, is both beautiful and functional. It can not only enhance the beauty of the product with curved lines, but also avoid the risk of hitting sharp angles. All curved door panels are imported from Europe to ensure they have the highest quality. The curved door panels are used in specially designed formats to create a unique kitchen cabinet design for a stylish kitchen showing the beauty of curved lines.



香港味之年賞2014

Taste of Hong Kong Awards 2014

全港首屆「香港味之年賞2014」由新城財經台主辦，並由香港餐飲聯業協會、稻苗學會、現代管理(飲食)專業協會、香港餐務管理協會、香港飲食業聯合總會等攜手合作，為本地食肆制定嚴謹的評級標準，而煤氣公司為是項活動的贊助商之一。

是項活動的顧問團主要由本港飲食業界人士組成，以監察評選過程是否公平公正。評選過程先由專業食評人提名食肆，再由市民擔任神秘食客，經過兩輪試食後得出評選結果。獲嘉許食肆的資料將收錄於《香港味之年賞》一書中，藉以推廣本地飲食文化，促進飲食業界發展。

The first "Taste of Hong Kong Awards" was launched in Hong Kong this year. The event was organised by Metro Finance FM104, with five organisations from the catering industry including Hong Kong Federation of Restaurants & Related Trades, Institution of Dining Art, Association of Restaurant Managers, the Association for Hong Kong Catering Services Management Ltd and Hong Kong Catering Industry Association joining hands to formulate strict rating criteria for local restaurants. Towngas was one of the sponsors for the event.

A consulting panel for the event was formed to ensure the selection process was fair. Members of the panel were mainly from local catering industry. The selection involved professional food critics and a group of local citizens chosen by the consulting panel as "Secret Customers". These "Secret Customers" tasted the food at the restaurants nominated by professional food critics and wrote reviews on the food. The selection was completed after two rounds of food tasting. The information of the restaurants selected will be included in the book "Taste of Hong Kong Awards" to promote local food culture and the development of local catering industry.



煤氣公司總經理——市務及營業黃維安(左二)與顧問團成員及嘉賓主持切餅儀式。
Towngas General Manager – Marketing and Sales Duncan Wong (second from left) at the cake cutting ceremony with other consulting panel members and guests.

TGC連續三年榮獲香港白領最喜愛「煮食爐具」品牌大獎

TGC presented with Hong Kong White Collars Most Favourite "Kitchen Appliance" Brand Awards

由Focus Media Hong Kong 主辦的「Your Choice @ Focus香港白領最喜愛品牌大獎2014」已於9月18日舉行頒獎典禮，TGC連續三年獲得Your Choice @ Focus香港白領最喜愛「煮食爐具」品牌大獎。

煤氣公司一直用心研發各款優質煮食爐具，包括嵌入式和座枱式煮食爐，並備有不同火力、爐頭數目和按鈕設計可供選擇。所有TGC嵌入式平面爐更設有預設熄火時間功能，以配合不同家庭的煮食需要。

For the third year in a row, TGC was presented with Your Choice @ Focus-Hong Kong White Collars Most Favourite "Kitchen Appliances" Brand Awards by Focus Media Hong Kong.

Towngas has made great effort in developing a wide variety of quality cooking appliances including built-in hobs and table top cookers. Products of different flame levels, number of burners and button designs are provided for customers' choices. All TGC built-in hobs have a timer function to meet the cooking needs of different families.



煤氣公司高級零售市務及營業經理王佩兒(右)在頒獎典禮上接受獎項。
Towngas Senior Retail Marketing and Sales Manager Catherine Wong (right) received the Award at the prize presentation ceremony.

2014企業義務工作嘉許禮

2014 Corporate Volunteering Award Presentation Ceremony

煤氣公司一直鼓勵及支持僱員參與義務工作。煤氣溫馨義工隊於去年推出嶄新的「煤氣有機農耕樂」項目，並在10月24日舉行的「2014企業義務工作嘉許禮」上，獲頒「企業義工計劃比賽」優異獎。

社會福利署推廣義工服務督導委員會定期舉辦「企業義工計劃比賽」，鼓勵企業推廣義工服務，透過發揮企業自身專長，幫助有需要的弱勢社群。

此外，煤氣溫馨義工隊在嘉許禮上也獲頒「2013年10,000小時義工服務獎」，以表揚義工隊在推行及參與義務工作所付出的努力。

Towngas always encourages and supports its staff to participate in voluntary work. Launching a new voluntary programme called "Towngas Organic Farming Fun" last year, Towngas Volunteer Service Team was presented with "the Best Corporate Volunteer Service Project Competition"- Merit Award at the "2014 Corporate Volunteering Award Presentation Ceremony" held on 24 October.

To encourage and motivate corporations to serve the needy in the community with their expertise through volunteering, the Steering Committee on Promotion of Volunteer Service, Social Welfare Department organised the Competition regularly.

In addition, Towngas Volunteer Service Team also received "2013 Volunteers with Service Hours Exceeding 10,000 Award" at the award presentation ceremony in recognition of our commitment to voluntary services.



煤氣溫馨義工隊主席林可寧(左四)率領義工隊代表接受獎項。

Towngas Volunteer Service Team Chairman Lam Ho Ling (4th from left) received the award together with fellow volunteers.

築福香港 Bless Hong Kong

「築福香港」主題活動由特區政府扶貧委員會轄下的社會參與專責小組舉辦。煤氣公司贊助由香港餐務管理協會舉辦的「築福香港—飲食派對」活動，於各區酒樓食肆招待基層家庭和弱勢社群，包括長者、傷健和有特殊教育需要的人士，免費於食肆品嚐點心、玩遊戲、領取福袋等，向有需要的人送上關懷和愛心。

其中由嘉年華酒家集團主辦、香港餐務管理協會協辦的「飲食派對」，於5月15日招待了近120名長者享用美食。

"Bless Hong Kong" Campaign was organised by the Societal Engagement Task Force of the Commission on Poverty, the Government of the HKSAR. Towngas sponsored one of the Campaign's programme "Bless Hong Kong – Dining Party" held by the Association for Hong Kong Catering Services Management Ltd. We arranged low income families and the underprivileged including the elderly, the handicapped and the people with special needs to enjoy tasty dim sum for free, play games and get gift packs at restaurants in different districts to express our love and care to the needy.

One of the "Dining Party" which was held by Carnival Restaurant Group and co-organised by the Association for Hong Kong Catering Services Management Ltd provided gourmet for about 120 elderly on 15 May.



煤氣公司業務發展及推廣經理譚家良(左三)、扶貧委員會社會參與專責小組副主席紀文鳳(左十)和眾會董及嘉賓在「築福香港—飲食派對」活動合照留念。

Towngas Business Development and Promotion Manager Sammy Tam (3rd from left), Vice-chairperson of the Societal Engagement Task Force of the Commission on Poverty Leonie Ki (10th from left) and the guests at "Bless Hong Kong – Dining Party".

「第綠梯隊」回顧暨迎新聚會

Green Leaders Bloc Programme Review and Orientation



煤氣公司企業安全及風險管理總監鄺超靈(前排右四)和企業傳訊總監黃秀英(前排右五)與「第綠梯隊」學員合照。

Towngas Head of Corporate Health, Safety and Environment Victor Kwong (fourth from right, front row), Head of Corporate Communications Wong Sau-ying (fifth from right, front row) and the students of "Green Leaders Bloc".

煤氣公司今年再次贊助由長春社舉辦的「第綠梯隊」計劃，希望透過一連串的領袖訓練，使熱心環保的年青人提高低碳意識及加強組織能力，成為新一代綠色領袖。7月26日，公司為新一屆的「第綠梯隊」舉行了回顧暨迎新聚會，共有42名新舊學員參加。企業安全及風險管理總監鄺超靈和企業傳訊總監黃秀英出席是次聚會，除了與學員交流及分享經驗外，也頒發獎項予表現優秀的學員。

Towngas once again sponsored the Conservancy Association's "Green Leaders Bloc" training programme in order to enhance the environmental awareness and organisation skills of the young people who are keen to protect the environment through a series of green leadership training.

On 26 July, we organised the "Green Leaders Bloc Programme Review and Orientation" and 42 new and old students took part in the event. Towngas Head of Corporate Health, Safety and Environment Victor Kwong and Head of Corporate Communications Wong Sau-ying also attended the gathering to share with the students their experiences and present the awards to the outstanding students.

索氣大作戰

The Airmazing Race

煤氣公司今年首次贊助由健康空氣行動舉辦的「索氣大作戰」。這項以空氣污染為主題的比賽，旨在讓參加者寓學習於遊戲，認識空氣污染及城市規劃問題。

今年「索氣大作戰」於7月5日舉行，主題為「另類城市體驗」。參賽者以隊際形式，在2小時內探索中環的街道及公共空間，並完成不同的有趣任務，得分最高的隊伍獲勝。

健康空氣行動是香港一個獨立的非牟利組織，旨在教育公眾認識空氣污染對健康的影響，從而凝聚關注空氣污染的聲音，爭取改善空氣質素。「索氣大作戰」是該組織的年度活動，今年第四度舉辦。

Towngas, for the first time, sponsored "The Airmazing Race" organised by Clean Air Network. The event is a competition with the theme of air pollution. Participants will have a deeper understanding of the problem through fun games.

"The Airmazing Race 2014" was held on 5 July. With the additional theme of "Walkability" this year, participating teams had to explore the streets and public spaces in Central and complete a variety of interesting tasks within 2 hours. The team that finished the race with the most points won.

Clean Air Network, an independent non-profit organisation in Hong Kong, aims at educating the public to realize the impact of air pollution to our health and joining hands to strive for air quality improvement. "The Airmazing Race", which comes to its fourth year, is an annual event of the organisation.



煤氣公司代表頒發獎項予「索氣大作戰」的優勝隊伍。

Representative from Towngas presented the prize to the winning team.

中秋天然皂工作坊

Mid-Autumn Workshop on Making Natural Soap

煤氣公司於9月6日在北角總部警zone舉辦「中秋天然皂工作坊」，特別邀請Low Carbon Action! Facebook「粉絲」參加，一起慶祝中秋。經過Run2Tree導師的講解，參加者不但認識許多剩餘食材，更利用剩餘食材製作多款天然手工皂。

On 6 September, we organised a "Mid-Autumn Workshop on Making Natural Soap" at our North Point Headquarters for Low Carbon Action! Facebook Fans to celebrate Mid-Autumn Festival. The participants got to know a wide variety of remaining ingredients and the method to make natural handmade soap using the remaining ingredients thanks to the detailed explanation and guidance of Run2Tree instructor.



支持「食德好」月餅回收運動

Supported Food Grace's Mooncake Recycling Scheme

煤氣公司支持「食德好」月餅回收行動，鼓勵僱員將過剩的月餅捐贈予有需要的人，為支持源頭減廢出一分力。9月7日，煤氣客戶義工隊更連同「食德好」前往新界大埔林村探訪非資助院舍「富嘉扶智院」，與一眾院友慶祝中秋。

Towngas supported Food Grace's Mooncake Recycling Scheme to encourage the donation of excessive mooncakes to the needy and promote waste reduction from the source. On 7 September, Towngas Customer Volunteer Team together with Food Grace visited "Fuka Home for the Disabled" which is located in Lam Tsuen, Tai Po to show our care for the underprivileged.

塑膠回收伙伴計劃

Plastic Recycling Partnership Scheme

煤氣公司去年參加由仁愛堂環保園塑膠資源再生中心主辦的「塑出環保、膠給仁愛堂」塑膠回收伙伴計劃，榮獲大會頒發的「商業機構及商場組別」金獎，以嘉許公司在過去一年塑膠回收總重量達到指定目標。頒獎典禮於7月18日假九龍塘香港生產力促進局生產力大樓舉行。

是次計劃共有超過850家來自不同行業的公私營機構參加，主辦單位希望透過此計劃推動市民一起參與塑膠回收，並教育公眾「乾淨回收」的重要性。

仁愛堂環保園塑膠資源再生中心是全港唯一進行本地廢棄塑膠回收及資源再生的機構。廢棄塑膠經過處理便可再生成有用的塑膠原料，減輕堆填區的負荷。

Last year, Towngas took part in the "Plastic Recycling Partnership Scheme" organised by Yan Oi Tong EcoPark Plastic Resources Recycling Centre. We were presented with Gold award in the category of "Business Organisation and Shopping Mall" for our efforts to support the Scheme and meet the target of plastic recycling for the past year. The award presentation ceremony was held at the Hong Kong Productivity Council in Kowloon Tong on 18 July.

More than 850 companies and organisations from different sectors participated in this Scheme which aims to encourage the public to recycle plastic and educate them the importance of "Clean Recycling".

Yan Oi Tong EcoPark Plastic Resources Recycling Centre is the only organisation specialized in recycling local waste plastic and reusing resources in Hong Kong. After treatment, the waste plastic can be turned into useful raw material, which can reduce the burden of the landfills.

冬菇滑雞飯

Rice with Chicken and Mushrooms



做法

1. 洗雞後切成件，加入調味，備用。
2. 浸軟冬菇切粗條，拌入調味；薑片切絲。
3. 沖洗米，放瓦鍋內，加水，大火燒滾後改中火；待火漸收乾，將雞件、冬菇及薑絲鋪飯面，繼續煮至飯熟。
4. 飯熟後，熄火待約5分鐘。
5. 豉油汁於煲內加熱，煮滾後即離火，倒入飯內，便可享用。

Method

1. Wash chicken and cut into pieces. Season. Set aside.
2. Soak mushrooms, shred thickly. Season. Shred ginger.
3. Rinse rice well, put in clay pot, add water. Bring to a boil over high heat, then lower the heat to medium. When water has almost absorbed, arrange chicken pieces, mushrooms and shredded ginger on top of rice. Continue to cook until rice is done.
4. After rice is done, turn off the heat and leave covered for 5 minutes.
5. Heat soya sauce for serving. Remove from heat immediately after boiling. Serve rice with sauce.

材料

米	300 克
水	2 杯
雞	1/2 隻 (約 500 克)
冬菇	6 隻
薑	4 片

調味

雞用：

鹽	1/2 茶匙
糖	1/2 茶匙
生粉	2 茶匙
生抽	1 湯匙
薑汁酒	1/2 湯匙
油	1 湯匙
胡椒粉	適量
麻油	1/2 茶匙

冬菇用：

糖	1/2 茶匙
油	1 茶匙

豉油汁：

生抽	3 湯匙
老抽	1 湯匙
糖	1 茶匙
水	4 湯匙

Ingredients

Rice	300 g
Water	2 cups
Chicken	Half (approximately 500 g)
Dried mushrooms	6 pcs
Ginger	4 slices

Seasonings

For chicken:

Salt	1/2 tsp
Sugar	1/2 tsp
Cornstarch	2 tsp
Light soya sauce	1 Tbsp
Ginger wine	1/2 Tbsp
Oil	1 Tbsp
White pepper	to taste
Sesame oil	1/2 tsp

For dried mushrooms:

Sugar	1/2 tsp
Oil	1 tsp

Soya sauce for serving:

Light soya sauce	3 Tbsp
Dark soya sauce	1 Tbsp
Sugar	1 tsp
Water	4 Tbsp

優質服務 贏得讚賞

Quality Service Wins Compliments



憑藉以客為尊的服務態度，煤氣僱員獲得客戶來信讚賞。在2014年4月至6月期間，煤氣公司共接獲1,402封客戶讚賞信，其中一封來自客戶姚太。

姚太來信讚揚零售市務部負責Mia Cucina產品及服務的僱員嚴煥山和他的同事楊偉倫、麥擎志和盧有強。原來姚太在2012年找嚴煥山裝修廚房，感到十分滿意，因此這次要求他再次幫忙跟進有關工作。姚太覺得他態度積極，對他的專業精神和領導才能高度讚揚，並表示煤氣公司有賴前線優秀僱員得以維持良好聲譽和客戶信心。

由此可見，前線僱員積極的工作態度的確能夠給予客戶信心，也能令客戶在繁忙的工作中提筆寫信以表揚僱員卓越的表現，充分顯示優質客戶服務的重要性。

With every customer in mind, Towngas staff offers the best service and receives compliments from our customers. Between April and June in 2014, Towngas received 1,402 compliment letters and one of them came from Mrs Yao.

In her letter, Mrs Yao commended Retail Marketing staff Ben Yim, who was responsible for Mia Cucina products and services, and his colleagues Alan Yeung, Mak King Chi, Lo Yau Keung. In 2012, Ben helped Mrs Yao with the renovation of her kitchen and she was very satisfied with his service. Therefore, this time Mrs Yao asked Ben to help again with the follow-up work. Our customer thought that Ben was very helpful. His professional service attitude and leadership deserved high acclaim. Mrs Yao also thought that Towngas' maintenance of good reputation and customers' confidence depended on outstanding frontline staff.

Good service attitude of frontline staff can really enhance customers' confidence, and drives our busy customers to write letters to praise Towngas staff for their remarkable performance. This can clearly show the importance of quality customer service.



(由左至右) 麥擎志、嚴煥山、楊偉倫、盧有強
(From left to right) Mak King Chi, Ben Yim, Alan Yeung, Lo Yau Keung

客戶服務關注小組 Customer Focus Team

煤氣公司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。

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10月16日在沙田駿景園舉辦煤氣安全講座。

Towngas Customer Focus Team visited Royal Ascot at Shatin on 16 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 E-mail: ccd@towngas.com