

減碳100萬噸 邁向綠色未來

A Green Campaign to pledge to reduce Carbon Emission by One Million Tonnes

煤氣公司的「低碳 Action!」於 2009 年 10 月 10 日正式展開，邀請了政府官員、環保團體領袖及約 200 名學童一起參與，齊心推動香港環保工作，邁向綠色未來。計劃以一年內「減碳 100 萬噸」作為目標，並會透過互聯網及 Facebook 與市民分享環保訊息。

Towngas kicked-off its “Low Carbon Action” campaign with an opening ceremony held on 10 October 2009, attended by government officials, green group leaders and over 200 local primary students. The campaign aims to inspire and propel the city into a greener future. Events and schemes are set to continue throughout the coming year and the environmental message will be spread through the web and even Facebook, all in an attempt to achieve the ultimate goal of reducing carbon emission by one million tonnes!



企業新聞

Corporate News

減碳100萬噸 邁向綠色未來
A Green Campaign to pledge
to reduce Carbon Emission by
One Million Tonnes

01



市務資訊

Marketing Information

樂富客戶中心榮獲「Q嘜優質顧客服務大獎」
Lok Fu Customer Centre
wins Q-Mark Mystery
Shopper Awards

10



企業社會責任

Corporate Social Responsibility

煤氣公司榮獲「2008 年度最高服務時數獎冠軍」
Towngas volunteers won Highest Service Hour Award

12



Environment

2009 健康安全環保日
Health, Safety and Environment Day
2009

14



客戶禮讚

Compliments

優質服務 贏取讚賞
Quality Service Earns Compliments

16



Mixed Sources

Product group from the Ferns vegetable family, certified as organic and recycled wood or less.
www.eco.org Cert no. 005-005-037331
© 1996 Forest Stewardship Council



推行「低碳Action!」

Launch of “Low Carbon Action!”

「低碳Action!」正式揭幕

出席煤氣公司「低碳 Action!」揭幕儀式的嘉賓包括環境局局長邱騰華、煤氣公司常務董事陳永堅、綠色力量行政總幹事文志森、香港地球之友總幹事劉祉鋒及長春社副總監黃子勁。活動鼓勵社區同心協力，共同減碳，為綠色未來踏出重要的第一步。

煤氣公司常務董事陳永堅表示：「煤氣公司推行多項環保項目，如引進天然氣作生產原料，採用堆填區沼氣作再生能源等，過去數年間已減少 17% 的碳排量。未來一年，我們將繼續努力，落實各項節能減碳措施，進一步減少 11 萬噸以上的碳排量。我們也會走進社區，鼓勵全民合力減碳 100 萬噸！」



◆ 煤氣低碳Action於港鐵站及互聯網中有廣泛宣傳。
Towngas Low Carbon Action promotions at MTR stations and on internet.

The Launch of “Low Carbon Action!”

Towngas' new initiative “Low Carbon Action!” was unveiled at a ceremony attended by Secretary for the Environment Edward Yau, Towngas Managing Director Alfred Chan, Green Power Chief Executive Officer Man Chi Sum, Director of Friends of the Earth (HK) Edwin Lau and the Conservancy Association Acting Chief Executive Rico Wong. The campaign marks the beginning of a milestone in working towards a low carbon future by inspiring the community to participate and make a difference.

Towngas Managing Director Alfred Chan said “The introduction of natural gas as a feedstock for town gas production and utilisation of landfill gas have resulted in a 17% reduction in carbon emissions. In 2010, we will continue our effort in implementing various energy saving and carbon reduction measures to further reduce carbon emissions by over 110,000 tonnes. Together as a community, we are set to reach a challenging target to reduce carbon emissions by one million tonnes!”



團結就是力量

「低碳 Action!」啟動儀式上，嘉賓及學生一同誓師承諾奉行低碳生活。大會更介紹了許多簡易低碳小貼士，例如只要減少進食一包薯片，能減碳 160 克等，教導學生輕鬆減碳。嘉賓更在會上進行了別開生面的三輪躺臥式單車接力賽，推廣具創意的低碳生活貼士。



◆ 學生參與單車接力賽推廣低碳生活。
Young participant at the low carbon bike relay.

A United Front

Attendees and students at the ceremony pledged to lead a low carbon life. Easy-to-follow green tips are introduced to the participants. For example, eating less one packet of potato crisps can reduce carbon emission by 160g! During the ceremony, a special low carbon bike relay was held to promote the environmental tips.



◆ 煤氣公司介紹一系列低碳生活貼士，與市民一起減碳100萬噸。
Easy-to-follow green tips to reduce carbon emission.



「低碳 Action!」網站

為了宣揚低碳訊息，煤氣公司在 Facebook 開設了名為“Towngas Low Carbon Action”的專頁，並建立「低碳 Action!」網站 (www.towngas.com/lowcarbonaction)，提供形形色色的低碳生活貼士，讓市民可從生活細節著手，輕鬆減碳一百萬噸。

另外，煤氣公司明白到環境保育的重要，並希望新一代能學習到能源與環保的概念，特別與香港教育城有限公司攜手推出初中及小學教材套——「低碳新世代」及網上遊戲，以提高學生的環保及節約能源意識，成為「低碳新世代」的先驅者。



◆ 適合中、小學的「低碳新世代」教材。
“Low Carbon Generation Materials” for primary and secondary schools.

為環境作出貢獻

啟動禮是整個「低碳 Action!」運動的起步，多項推廣節能減碳措施的活動現亦已陸續推出。煤氣公司於 2009 年 11 月贊助由長春社舉辦的教育活動，透過拼貼畫比賽，令學生進一步認識樹木對環境的重要性。其他的贊助活動還包括綠色力量主辦的「校園低碳大行動」。這個活動鼓勵中、小學生實踐低碳生活，並記錄個人每天的碳排放量，讓他們透過身體力行，從日常生活的每個細節做起，對環境作出貢獻。



◆ 參賽的小朋友一起展示他們的拼貼畫作品。
Children participants picture with their masterpieces.

“Low Carbon Action!” Website

To reach out to the community, Towngas launched the page of “Low Carbon Action!” in facebook and the official website of “Low Carbon Action!” at www.towngas.com/lowcarbonaction. The site offers energy saving lifestyle tips to enhance awareness and aiming to reduce carbon emissions by one million tonnes together.

Towngas takes environmental responsibility seriously, seek to promote awareness of environment and help the new generations to comprehend the relationship between energy and environment. Towngas joins hands with Hong Kong Education City, published the “Low Carbon Generation Materials”, including teaching packs and online games, in order to help the students to learn the environmental issue easily.

Making a Difference

The launch of the campaign is just the beginning. Towngas is also sponsoring an educational programme for students. The programme organised by the Conservancy Association includes a drawing competition that aims to enhance students’ understanding of the importance of trees to the environment. Towngas also sponsored a “School Carbon Off Action”, organised by Green Power to encourage primary and secondary school students to practise low carbon living and record daily carbon emissions, showing them just how easy it can be for one to make a difference.

歡迎大家登入煤氣公司「低碳 Action!」網站 www.towngas.com/lowcarbonaction，登記承諾減碳，為緩和全球暖化出一分力。

You are welcome to join our low carbon initiatives. Make your pledge at our “Low Carbon Action!” website www.towngas.com/lowcarbonaction and help to relieve global warming.



電子賬單服務 Towngas E-billing service

煤氣公司為客戶推出電子賬單服務，減省耗用紙張。由現在至2010年2月期間，每位用戶成功登記煤氣電子賬單服務，煤氣公司會捐出港幣六元，支持香港地球之友的植樹計劃（捐款總額上限為港幣30萬元）。轉用電子賬單，可減省耗用的紙張及因郵遞所耗的能源，一年可減碳316克。

登記電子賬單服務，即可隨時隨地享用更多網上服務的便利，包括：

- 同時管理多個煤氣賬戶
- 網上繳交煤氣費
- 網上查閱煤氣用量及繳費紀錄
- 更改賬戶資料
- 報讀煤氣錶度數
- 預約維修
- 獲取煤氣公司的最新資訊及優惠詳情

請即登入 www.towngas.com/eService 登記電子賬單服務，享用更環保便捷的網上服務。



請即轉用電子賬單
www.towngas.com/eService



名氣廊“幸福低碳餐” Towngas Avenue “Low Carbon Menu”

民以食為天，要實踐低碳生活，亦應由飲食著手。有見及此，煤氣公司屬下的 Towngas Avenue 名氣廊於2009年12月1日至2010年3月31日特別推出「幸福低碳餐」，以優質低碳食材炮製美饌，讓大家享受美食之餘，亦可身體力行投入「低碳 Action!」的生活方式，為地球出一分力。



低碳食譜有四大原則，就是「就地取材」，在鄰近地區輸入食材以減少運送過程中產生的碳排放量；「多菜少肉」，以蔬果為主食，減少進食牛、羊等畜牧產品，減少飼養過程中的碳排放量；「不時不食」，確保農作物完全成熟；「餐不過量」，避免浪費食物，以減少不必要的碳排放量。名氣廊按此四大原則搜羅時令新鮮食材，並以低碳潔淨的明火烹調，讓市民享受美食的同時，輕鬆減碳，為環保出一分力。

Towngas has recently launched its eBilling service. Customers can receive eBills at their designated email address, saving paper while enjoying greater convenience. Join our eBilling service any time from now until the end of February 2010, and we will donate HK\$6 to Friends of the Earth (Hong Kong)'s Tree Planting Programme (maximum donation: HK\$300,000). You can reduce carbon emissions by 316g annually when using eBilling service for a year with the reduced use of paper as well as the savings in energy with regard to postage.

Signing up now for eBilling service will not only help save our planet, you will also gain a host of added online benefits:

- managing multiple gas accounts
- settling payments online
- keeping track of your gas consumption and payment history
- managing account settings
- reporting meter readings
- booking maintenance appointments
- staying posted on Towngas' latest news and offers

Enjoy maximum convenience via our eService, please visit www.towngas.com/eService. So go green with us and sign up now!

Towngas Avenue, the restaurant and retail outlet by Towngas, has specially launched a “Low Carbon Menu” from now until end of March 2010 to green up this winter with warm and heartfelt dishes made of finest low carbon mileage ingredients where public can enjoy and help reduce ecological impact on Earth.



Low carbon menu refers to making choices of using “locally produced ingredients” in order to minimise greenhouse gas emissions released during the food transportation. It promotes the use of “more vegetables and less meat” to avoid the use of red meat such as beef and lamb which enormously output more greenhouse gas during the breeding process. The use of “seasonably available ingredients” is another key element to low carbon cooking for further ensuring the food source from growers or farmers are the most freshest and nutritious. “Right meal portion” reduces the energy being exhausted for producing the food as well as the amount of food waste sent to landfill. The above four elements are principles followed by Towngas Avenue while making the “Low Carbon Menu” where Towngas also used flame cooking to further reduce carbon emissions in order to create a better environment for future generations.



煤氣公司零排放 低碳綠色聖誕

Towngas brings a zero emission green Christmas to Hong Kong

為配合「低碳 Action!」環保活動，鼓勵全港市民攜手減碳一百萬噸，煤氣公司於今年聖誕，舉辦「低碳 Action!」環保聖誕展覽，呈獻以人力發電的環保聖誕大型燈飾，務求讓全港市民有機會身體力行，過一個零排放低碳綠色聖誕。

有環保組織調查發現，每年聖誕節期間維港兩岸大廈，單是聖誕燈飾已使用了逾 8 萬 5 千個燈泡，以每個燈泡 25W (瓦特) 及每晚開啟 6 小時計算，估計聖誕節期間排出逾 404 噸二氧化碳，容量相等於 1600 架雙層巴士的碳排放量。

Towngas launched the “Low Carbon Action!” Green Christmas Exhibition with a specially designed Human-Powered Low Carbon Christmas Lighting, leading a zero emission green Christmas for Hong Kong. A survey conducted by green association in 2008 revealed that during the festive season of Christmas, commercial buildings along the Victoria Harbour used up to over 85,000 light bulbs for Christmas lighting. Assuming each light bulb contributes to 25W of energy, for a duration of 6 hours every night, carbon emission during Christmas was estimated to be as high as 404 tonnes, equivalent to the carbon emission of 1,600 double-decker buses.

有見及此，煤氣公司於這個普天同慶的節日，在新世界中心正門外築起全港首個以踏單車發電的大型低碳聖誕燈飾，邀請市民親身參與，透過太陽能及踏單車啟動聖誕燈飾，讓光芒閃耀尖東夜空。

在 11 月 24 日舉行的亮燈儀式上，煤氣公司請來行政會議非官守議員召集人梁振英、煤氣公司執行董事暨營運總裁關育材、香港地球之友總幹事劉祉鋒、僑樂房產服務集團有限公司董事兼署理總經理杜志文聯同煤氣低碳聖誕大使蔡卓妍 (阿 Sa) 主持踏單車亮燈儀式，與全港市民一同迎接低碳聖誕。除這個饒富意義的環保燈飾外，現場亦豎立了幾棵用近 6000 隻回收光碟製成的環保聖誕樹，以及用回收車胎製成的特色聖誕裝置。



◆ 各主禮嘉賓身體力行，一起以行動支持零排放低碳綠色聖誕。
Official guests demonstrate how to generate environmental Christmas lighting by cycling.



◆ 煤氣低碳聖誕大使蔡卓妍唱出煤氣全新主題曲“幸福空氣”。

Towngas Low Carbon Christmas Ambassador Charlene Choi performed the Towngas theme song “Bliss Air”.

To make this Christmas special, Towngas has set up Hong Kong's first Low Carbon Human-powered Christmas lighting at New World Center in Tsim Sha Tsui. With participation of the general public, this unique environmental Christmas lighting will be able to generate dazzling light through solar power and human power by cycling.

A lighting ceremony of this low carbon Christmas decoration was held on 24 Nov and officiated by Non-official Member of the Executive Council Convenor Leung Chun Ying, Towngas Executive Director and Chief Operating Officer James Kwan, Director of Friends of the Earth (HK) Edwin Lau, Director & Acting General Manager, KLPS Group Ltd, Raymond To, and famous artist and Towngas Low Carbon Christmas Ambassador Charlene Choi (Ah Sa). Apart from the green Christmas lighting, Towngas also displays Christmas trees produced from 6,000 reused CDs. Other low carbon elements include a splendid Christmas ornament made out of reused tires with low carbon living tips.



區議會明火美食烹飪比賽總決賽

Final Contest of Towngas Flame Cooking Challenge



各參賽者在比賽後一起合照。

All participants took a group photo after the cooking contest.

去年首次舉辦的區議會明火美食烹飪比賽得到各區的議員和民政事務專員鼎力支持，分別聯同港島、新界西、離島、新界東和九龍的區議會舉行了四場區議會明火美食烹飪邀請賽。煤氣公司於今年10月25日再次雲集各區的得獎廚神，舉辦終極明火美食烹飪比賽總決賽，讓各議員和民政事務專員比拼廚藝和分享入廚心得，同時亦將明火煮食的樂趣推廣到各個社區。

是次比賽合共有15支隊伍參加，分別競逐冠、亞、季軍、最有創意菜式、最佳明火烹調演繹菜式及最有創意菜式六個大獎。比賽當日，各參賽隊伍都施展渾身解數，以新鮮和健康的食材，炮製出他們最擅長的菜式，競逐終極的“議員廚神”。

Last year's debut of “Towngas Flame Cooking Challenge” received immense support from district councillors and district officers, with four separate events held in cooperation with the district councils of Hong Kong Island, New Territories West & Islands District, New Territories East and Kowloon. On 25 October 2009, Towngas staged the final contest where the winners of the district round events competed with each other and shared their culinary experience, promoting the fun of flame cooking to the entire community.

A total of 15 teams competed in the final contest. Contestants excelled themselves in the challenge to snap up one of top three honours. Other awards included the most presentable award, best flame cooking award, and most creative award. Contestants used fresh and healthy ingredients to create dishes worthy of the top chef honours.



煤氣公司執行董事暨營運總裁關育材（右五）、煤氣公司區議會聯絡小組總監李漢雲（左六）、葉樹堃太平紳士（右四）、北區區議會主席蘇西智（右一）、東區區議會副主席鍾樹根（右三）、觀塘區議會副主席蘇麗珍（右二）、西貢區議會副主席溫悅球（左四）、深水埗區議會副主席譚國儒（左五）、深水埗民政事務專員陳穎韶（左三）、油尖旺民政事務助理專員盧巧慧（左二）及中西區民政事務助理專員余知行（左一），為區議會明火美食烹飪比賽總決賽主持開幕儀式。

Officiating at the opening ceremony of the final contest of Towngas Flame Cooking Challenge were Towngas Executive Director & Chief Operating Officer James Kwan (5th from right), Towngas Head - District Council Focus Programme Lee Hon Wan (6th from left), Stephen Ip, JP (4th from right), Chairman of North District Council So Sai-chi (1st from right), Vice Chairman of Eastern District Council Christopher Chung (3rd from right), Vice Chairlady of Kwun Tong District Council So Lai-chun (2nd from right), Vice Chairman of Sai Kung District Council Wan Yuet-kau (4th from left), Vice Chairman of Sham Shui Po District Council Tam Kwok-kiu (5th from left), Sham Shui Po District Officer May Chan (3rd from left), Yau Tsim Mong Assistant District Officer Alison Lo (2nd from left) and Central & Western Assistant District Officer Tim Yu (1st from left).



為隆重其事，煤氣公司邀請到前經濟發展及勞工局局長葉樹堃、著名美食專家（梁琨寧）、飲食創作人余健志及煤氣公司企業傳訊總監黃秀英擔任是次比賽的評判。評判風趣幽默的評語和專業中肯的評選，令現場加添不少歡樂氣氛。

Our judges were Stephen Ip, former Secretary for Economic Development and Labour, Wong Sau Ying, Towngas Head of Corporate Communications, and two gourmets - Doreen Leung and Jacky Yu. Their humorous comments and professional ratings created a vibrant atmosphere.



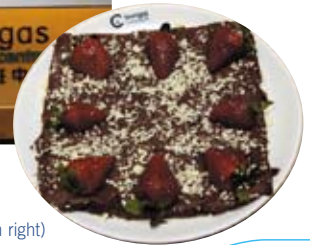
沙田區余秀珠議員（中）以「明火四極一甜酸苦辣」奪得冠軍。

Sha Tin District Councillor Yu Sau-chu (centre) notched up the championship.



中西區盧懿行議員（右一）和李嬌以「Brownies with White Chocolate Cream」奪得亞軍。

Central & Western District Councillor Lo Yee-hang (1st from right) and her teammate Ms Lee won the first runner-up with their "Brownies with White Chocolate Cream".



西貢區范國威議員和莊雅舒以「藍蘋果煎鵝肝」奪得季軍。

The second runner-up went to Sai Kung District Councillor Gary Fan and his teammate Chong Nga-shu.



深水埗區黎慧蘭議員和譚國僑議員以「同「深」環保創新天」獲得最有創意菜式獎。

Sham Shui Po District Councillors Lai Wai-lan and Tam Kwok-kiu won the most creative award.



東區黃月梅議員和鄭志成議員以「良朋共聚」獲得最佳明火烹調演繹菜式獎。

The best flame cooking award was given to Eastern District Councillors Wong Yuet-mui and Cheng Chi-sing.



沙田區龐愛蘭議員以「緊扣健康」獲得最上鏡菜式獎。

Sha Tin District Councillor Scarlett Pong was winner of the most presentable award.





煤氣公司企業義工隊 十全十美十週年

Towngas Volunteer Service Team celebrates 10 years of service



煤氣公司一向積極參與社會公益活動，其企業義工隊「煤氣溫馨義工隊」亦昂然踏入 10 週年，並於 11 月 7 日假慈雲山中央遊樂場舉行「十全十美十週年」慶祝活動。

為響應每年 11 月份的長者日，煤氣公司邀請社會福利署署長聶德權親臨主禮，更邀請電視藝人黎耀祥，與現場 200 多位長者拍照及玩遊戲，而煤氣義工更為每位長者送上愛心湯及禮物包，以表關懷。

「煤氣溫馨義工隊」自 1999 年成立後，義工服務範圍不斷擴大，現有隊員 900 人，10 年間累積服務時數超過 200,000 小時。於 2004 年及 2006 年，煤氣公司進一步成立「煤氣客戶義工隊」及「煤氣愛心剪髮隊」，三支義工隊伍成員總數迄今達 1,063 人。

On 7 November 2009, Towngas held its 10th anniversary celebrations for its Volunteer Service Team at Tsz Wan Shan.

In celebration of the annual Senior Citizens' Day, Towngas invited Director of Social Welfare Patrick Nip to officiate the ceremony, with more than 200 senior citizens and television artiste Wayne Lai to join the "10 Years of Service" event. Towngas volunteers also handed out gift packs and soup packs to the elderly.

Boasting a long tradition of caring for the community as part of its corporate social responsibility, Towngas established its corporate volunteer team in 1999. Since then, the Towngas Volunteer Service Team has dedicated more than 200,000 hours of voluntary service to the community and current membership stands at around 900 members. In 2004 and 2006 respectively, Towngas established the Towngas Customer Volunteer Team and the Towngas Hair-cutting Team, taking its overall number of volunteers to 1,063 to date.



◆ 早於70年代，煤氣義工經常到兒童院探訪，與小朋友玩遊戲。
Towngas volunteers visited children homes and brought them joy and laughter as early as the 70s.





煤氣公司常務董事陳永堅表示：「煤氣溫馨義工隊孜孜不倦地服務長者及弱勢社群，我以我們的義工隊為傲，而我們在內地的合資公司也有七成以上成立了義工隊，秉承這種社會服務精神。去年四川發生八級強烈地震後，集團聯同僱員和承辦商合共籌得捐款約 1,600 萬港元，我們更聯同公司在內地合資企業組成 150 人義工隊，親身將救援物資送到受災地區，發揮我們作為企業公民的應有責任。」

煤氣公司亦在是次活動中頒發「十分支持大獎」給美心西餅、蓮香老餅家及美健康與關懷服務中心，多謝這些機構長期支持煤氣公司的公益活動。



◆ 煤氣公司常務董事陳永堅(左五)、執行董事暨營運總裁關育材(左三)及各位主禮嘉賓主持開幕儀式。
Towngas Managing Director Alfred Chan (5th from left), Executive Director and Chief Operating Officer James Kwan (3rd from left) with other guests at opening ceremony.



“The Towngas Volunteer Service Team has worked persistently and altruistically in serving the elderly and underprivileged in our community, and I am really proud of them. That same spirit has been replicated in the Mainland, where more than 70% of our joint venture companies have formed their own volunteer teams to serve local communities. Last year after the earthquake in Sichuan, Towngas immediately mobilised employees and contractors across the Group to pool resources to support the quake survivors. We raised approximately HK\$16 million and formed a team of 150 people to coordinate and deliver relief supplies to the quake-hit regions fully demonstrating our commitment to carrying out our corporate social responsibility,” said Towngas Managing Director Alfred Chan.

Towngas also presented awards to Maxim's Cake Shop, Lin Heung Bakery and Health Beauty Health and Care Services Centre to acknowledge their long-standing and ongoing support to the Company's social service initiatives.

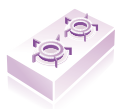


◆ 獲嘉許「十全十美」服務大獎的義工與主禮嘉賓合照。
Pictured with all officiating guests are “Top Service Award” volunteers.

◆ 藝人黎耀祥到台下與長者打成一片。
Artiste Wayne Lai is very popular among the attendees.

煤氣溫馨義工隊十年服務統計 Towngas Voluntary Service Summary 1999-2009

煤氣溫馨義工隊服務總時數	Total Service Hour	209,755 小時 hours
愛心糰	Rice Dumpling	935,000 隻 pcs
愛心月餅	Mooncake	570,400 個 pcs
愛心湯	Warm Soup	151,479 壺 bottles
免費長者理髮	Elderly Hair-cutting	9,876 人 persons
免費長者攝影	Elderly Photography	1,300 人 persons
為長者測試平安鐘	Inspection of Safety Link	22,694 單位 units
兒童英語學習坊	Cooking For Fun English Class	2,300 人 persons



樂富客戶中心榮獲「Q嘜優質顧客服務大獎」 Lok Fu Customer Centre wins Q-Mark Mystery Shopper Awards



◆ 零售市務經理王佩兒從優質標誌局主席孫啟烈手上接過獎項。

Towngas Retail Marketing Manager Catherine Wong received the award from Hong Kong Q-Mark Council Chairman Cliff Sun.

公司除了連續六年獲香港優質標誌局頒發「Q嘜優質服務」證書外，今年更奪得「Q嘜優質顧客服務大獎」。為強調消費者對企業的重要性，香港優質標誌局自去年開始，在Q嘜審查機制內引入神秘顧客調查，並在今年首次設立「Q嘜優質顧客服務大獎」，頒發獎項予獲得最高分數的服務認證機構分店，以表揚其以客為尊的優秀服務精神；而今次獲得嘉許的分店為樂富煤氣客戶中心。

To promote the importance of customer service, the Hong Kong Q-Mark Council introduced the Secret Customer Investigation process in last year's Q-Mark assessment mechanism. Adding further incentives, the Council launched the Q-Mark Mystery Shopper Awards this year. The awards were presented to branches of Q-Mark Service Licencees which obtained the highest score in the assessment. Towngas is pleased to announce its Lok Fu Customer Centre is awarded the Q-Mark Mystery Shopper Awards, complementing the company's status as a holder of the Certificate of the Hong Kong Q-Mark Service Scheme for six consecutive years.

全新「蘇 Good」互動平台“SO WHAT” Launch of Online Platform “SO WHAT”

為加強推廣明火煮食的優點並引發全城效應，煤氣烹飪中心網站最近推出全新面貌的「蘇 Good」互動平台 - “SO WHAT”，讓客戶與阿蘇交流煮食心得，以及鼓勵更多年青人成為明火煮食的一份子，一起領會箇中樂趣。

透過 www.towngascooking.com/sogood 互動平台，市民可於“SO WHAT” Tube 內的 Video Section 及“SO WHAT”發表區內的 Chat Room 與阿蘇交流及分享煮食心得和樂趣。

Towngas Cooking Centre recently launched a brand new online platform “SO WHAT”, to promote the joy and benefits of flame cooking. It enables our customers to share culinary experiences with Suzi Wong, Hong Kong's celebrity culinary expert, and encourages more young people to learn and enjoy the joy of flame cooking.

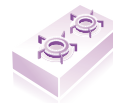
Interested public are welcome to visit www.towngascooking.com/sogood and share their cooking experiences at “SO WHAT” Tube (Video Section) and “SO WHAT” Chat Room.



傑出企業形象大獎 2009 TVB Weekly Outstanding Award 2009

《TVB 周刊》於本年 8 月首度舉辦「傑出企業形象大獎 2009」，旨在表揚一眾具創意、經營出色的企業對香港所作的支持及貢獻，經甄選後，煤氣公司為獲獎企業之一。該獎項的評審團為各界專業人士，他們以企業市場計劃的定位及周全度、員工團隊管理、產品能否因時並進、服務質素及信譽等各方面作為考慮，共甄選出 50 家傑出企業。

Towngas is one of 50 enterprises presented with the inaugural TVB Weekly Outstanding Award. TVB Weekly set up the award scheme in August this year, to recognise the outstanding support and innovations that enterprises have contributed to Hong Kong. The panel of judges consist of professionals from different sectors, and enterprises are assessed in accordance with strict criteria that cover marketing plans, internal management, product advancements, service quality and brand reputation.



我的低碳明火煮食之道 My Low Carbon Flame Cooking Tips

煤氣公司與本地著名漫畫家馬仔合作推出《我的低碳明火煮食之道》，透過生動有趣的筆觸，推廣明火煮食的好處及分享明火煮食的樂趣，歡迎市民到各煤氣客戶中心免費索取或瀏覽 www.towngasappliance.com。

Towngas invited local famous cartoonist Maggie (Ma Chai) to publish the brand new comic book, named “My Low Carbon Cooking Tips”. It promotes the great way of flame cooking and shares the joy of flame cooking. The comic book is now available on www.towngasappliance.com and at all Towngas customer centres!



全新 TGC -「超勁火」陶瓷玻璃嵌入式 平面爐系列（升級版）

TGC – Newly Launched “Turbo Flame” Built-in Hob Series (Upgraded Version)

TGC 最新推出「超勁火」陶瓷玻璃面嵌入式平面爐系列。

「超勁火」雙環爐頭，火力強勁，最高可達 5.8 千瓦；火力以無段式調校，控制火候得心應手；更可獨立調校細芯火，以配合不同烹調需要。

爐面選用日本高級陶瓷玻璃配上時尚點子圖案，更具型格，加上易潔塗層，清潔更簡單方便；並提供黑色或銀色鋁合金框架選擇，方便配襯。同時備有電子連續點火系統、旋鈕式火力調控及防漏熄火安全裝置，安全可靠、方便易用。



TGC's newly launched “Turbo Flame” built-in hob series.

Turbo Flame Series has powerful burner with a maximum gas rating of 5.8kW, it is highly efficient and facilitates precise flame control from powerful flame to independent simmer flame to suit different cooking needs.

Aesthetic stove top made with Japanese ceramic glass with stylish dot pattern and new easy-to-clean coating. The hob blends well into any contemporary kitchen. It is stylish and durable. A choice of silver or black aluminium frame is available so as to suit different kitchen decors. The hobs also feature continuous electronic ignition system, streamlined flame-adjuster knobs and flame-failure device.

全新尖沙咀客戶中心登場 Opening of Brand New Tsim Sha Tsui Customer Centre

為顧客提供更便捷的購物體驗，煤氣公司已於尖沙咀百樂酒店增設客戶服務中心。該中心位於尖沙咀漆咸道南 61-65 號百樂酒店地下 3 號舖，並由 12 月 22 日起投入服務。

營業時間：星期一至星期六 - 上午 10 時至晚上 8 時

星期日及公眾假期（農曆新年假期除外）- 上午 11 時至晚上 8 時

In order to provide convenient shopping experience to our customers, a new customer center at Shop 3, G/F Park Hotel, 61-65 Chatham Road South, Tsim Sha Tsui is now in service starting from 22 December.

Business hours: Mondays to Saturdays - from 10:00am to 8:00pm

Sundays and Public Holidays (except Lunar New Year Holidays) - from 11:00am to 8:00pm





煤氣公司榮獲

「2008 年度最高服務時數獎冠軍」

Towngas volunteers won Highest Service Hour Award

煤氣公司一直積極參與義務工作，其企業義工隊定期舉辦各類型的義工活動，服務社群，回饋社會。在 2009 年 12 月 5 日舉行的「香港義工嘉許典禮」上，煤氣公司榮獲社會福利署頒發「2008 年度最高服務時數獎（私人團體 - 最積極動員客戶參與獎）冠軍」，並由行政長官夫人 / 義工總領袖曾鮑笑薇頒發獎項，表揚煤氣公司參與義務工作的熱誠及貢獻。能夠連續兩年獲此殊榮，煤氣公司感到十分榮幸；我們將再接再厲，秉承服務社群的優良傳統，繼續支持和推動義務工作，為社會締造和諧氣氛。

Towngas employees actively participate in volunteer services as our Volunteer Team organises meaningful social services on a regular basis. On 5 December 2009, Towngas received the Champion of Highest Service Hour Award 2008 (Private Organisation – Best Customer Participation) from the Social Welfare Department, in recognition of the our volunteer service participation. The Ceremony was officiated by Selina Tsang, wife of Chief Executive and Volunteer-in-Chief. Towngas is proud to have won this award in two consecutive years and we pledge to support and promote volunteer services in the future to help to create a harmonious society.



◆ 煤氣公司企業人力資源總監鄭羅蕙芬（左四）及零售市務經理王佩兒（左六）率領煤氣溫馨義工隊接受獎項。
Towngas Volunteer Team, led by Head of Corporate Human Resources Margaret Cheng (4th from left), and Retail Marketing Manager Catherine Wong (6th from left) at the award presentation ceremony.



◆（後排左起）立法會議員余若薇、陳淑莊及煤氣公司公共事務經理陳嘉寶與華富邨的長者共度中秋佳節。
(Back row standing from left) Legislative Councillors Hon Audrey Eu and Hon Tanya Chan together with Towngas Public Affairs Manager Judy Chan celebrates Mid-Autumn Festival with seniors at Wah Fu Estate.



◆（左起）易高業務財務總監林健民、煤氣公司區議會聯絡小組總監李漢雲聯同立法會議員李華明向長者獻上關懷及送贈愛心月餅。
(From left) Eco Vice-President-Regional Finance Newman Lam, Towngas Head-District Council Focus Programme Lee Hon Wan and Legislative Councillor Hon Fred Li distribute mooncakes and show their care to elderly.

愛心月餅顯關懷活動 Mooncakes for the Community

煤氣公司今年舉辦的「愛心月餅顯關懷」活動，打破歷年紀錄，獲得超過 500 位立法會議員、區議員及地區團體支持，合力送出超過 17 萬個月餅予長者及弱勢家庭，把源源不絕的愛心傳遍港九新界各區。煤氣公司有感社會上弱勢社群受經濟下滑影響，今年更增撥超過百分之十資源，贊助各區月餅送贈活動。

於 9 月 19 日，煤氣溫馨義工隊到訪屯門良景邨，為近 300 位長者舉行中秋聯歡活動。當日除了送贈健康月餅，亦透過表演及遊戲等精彩活動，與長者們歡度節日。

Towngas distributed a record 170,000 healthy mooncakes during this year's Mid-Autumn Festival with the support of over 500 legislative councillors, district councillors and charitable organisations, to help spread love and care throughout Hong Kong. The mooncakes were mainly distributed to elderly people and underprivileged families, which were vulnerable to the economic recession and therefore Towngas has increased resources for the event by more than 10% this year.

Towngas volunteers distributed specially baked healthy mooncakes and gift packs to 300 seniors at a Mid-Autumn Festival activity at Leung King Estate in Tuen Mun on 19 September. They also played games with the elderly and provided entertainment to ensure the participants enjoyed a fun-filled afternoon.



機電安全嘉年華 E&M Safety Carnival



◆ 煤氣公司執行董事暨營運總裁關育材（左七）與各參與機構代表於嘉年華會啟動儀式中合照。

Towngas Executive Director and Chief Operating Officer James Kwan (7th from left) photographed with representatives of other participating organisations at the opening ceremony of the carnival.

煤氣公司今年再度參與機電工程署舉辦的「機電安全嘉年華 2009」，向大眾宣傳機電及氣體安全訊息。機電安全嘉年華於 10 月 17 至 18 日在銅鑼灣維多利亞公園舉行。當日節目包括攤位遊戲，吉祥物巡遊等，活動吸引逾萬人到場參加，場面非常熱鬧。

煤氣公司在機電安全嘉年華設置攤位遊戲，宣傳安全使用煤氣貼士。當日我們更贏得最佳攤位設計大獎 2009 季軍，以及網上問答比賽 2009 合辦機構組最多參與次數獎殿軍及最高累積積分獎殿軍。

Towngas has once again supported the E&M Safety Campaign organised by the Electrical and Mechanical Services Department to promote high standards of public safety in electrical, mechanical and gas applications. The E&M Safety Carnival was held at Victoria Park in Causeway Bay on both 17 and 18 October, and was the highlight of the E&M Safety Campaign 2009. The Carnival featured educational game booths, Mascots on Parade, etc, and attracted an enthusiastic crowd of over 10,000 people.

Towngas set up a game booth at the carnival to promote tips on gas safety. We also won the second runner-up of the Best Booth Design Award. In the on-line quiz competition 2009, Towngas won the third runner-up in the Accumulative Scores Award and Highest Participation Award in the Collaborating Organisations Division.

大學畢業生實習計劃 Internship Programme for University Graduates

為響應政府推行的大學畢業生實習計劃，煤氣公司招聘了 19 位大學畢業生，並於 10 月 5 日正式上任，作為期六個月的在職培訓。

迎新日除介紹煤氣公司的資料外，還安排他們參觀調度中心、客戶服務熱線中心和大埔生產廠等，以加強他們對公司的認識。另外，他們會參與不同的培訓，例如環保及安全、產品知識等，以了解公司在環保和氣體安全方面的政策，並協助宣揚有關訊息。

在培訓期間他們有機會參與和策劃煤氣「低 碳 Action!」開幕典禮及香港美酒佳餚巡禮等活動，讓他們多方面接觸不同的工作種類，增加識見。

In response to the Graduate Assistance Programme for University Graduates launched by the Hong Kong government, Towngas recruited 19 university graduates to receive 6 months of on-the-job training. The graduates began their internships on 5 October.

To strengthen their knowledge of the company, they attended an Orientation Day on their first day of work. The graduates were not only given an overview of the company, but were also taken to visit the Grid Control Centre, Customer Service Hotline, Tai Po Plant and other Towngas facilities. In addition, they will receive training on different topics including safety and environmental protection, product knowledge and other related subjects. It will help the trainees to assist in promoting awareness of the key messages to others.

To further broaden their views and to improve interpersonal skills, the graduates were exposed to different areas of work. For instance, they will participate in the planning of and preparation for various events such as the “Low Carbon Action!” opening ceremony and Hong Kong Wine and Dine Festival.



◆ 19位大學畢業生協助宣傳煤氣公司低碳環保訊息。
The 19 university graduates help to promote Towngas Low Carbon Action Campaign.



2009 健康安全環保日

Health, Safety and Environment Day 2009



要不斷提升健康、安全及環保管理表現，建立及提升同事與承建商的健安環意識至為重要。2009年11月7日煤氣公司於慈雲山中央遊樂場舉辦了健康安全環保日，約有1,500人出席活動。

開幕儀式除了消防處的精彩醒獅表演外，還有穿著整齊制服的香港警察樂隊的風笛隊表演。消防處、警務處、勞工處、環保署、職安局、基督教聯合醫院物理治療部、公司的承建商及各部門的8個健安環委員會共設計了約40個以健安環為題的攤位遊戲。另外，消防處、警務處及環保署同時派出展覽車，宣傳健安環資訊。

To continue improving its performance in the management of occupational health, safety and environmental protection, Towngas has kept up its work on enhancing the awareness of its employees and contractors in these areas. On 7 November 2009, Towngas organised a Health, Safety and Environment Day in Tsz Wan Shan Central Playground, attended by about 1,500 people.

In the opening ceremony, aside from the excellent lion dance performed by the Fire Services Department, the Pipe Band of the Police Band was also one of the performance teams. About 40 game booths, with the theme of environmental protection and occupational health and safety, were set up by the Fire Services Department, Hong Kong Police Force, Labour Department, Environmental Protection Department, Occupational Safety and Health Council, physiotherapy department of United Christian Hospital, contractors of Towngas, and eight Committee of Health, Safety and Environment Committees formed by various departments of Towngas. Exhibition vans were also sent out by the Hong Kong Police Force and Environmental Protection Department to provide information about occupational health, safety, and environment protection.



◆ 煤氣公司常務董事陳永堅（左七）和執行董事暨營運總裁關育材（左五）聯同各嘉賓進行開幕儀式。

Towngas Managing Director Alfred Chan (7th from left), Executive Director and Chief Operating Officer James Kwan (5th from left), and other guests officiated at the opening ceremony.

「綠色香港・碳審計」周年慶典

“Green Hong Kong • Carbon Audit” Anniversary



◆ 環境局局長邱騰華及環境保護署署長王倩儀（前排左起第八及第九位）與各參與「綠色香港・碳審計」的企業代表合照。

Edward Yau, Secretary for Environment and Anissa Wong, Permanent Secretary for Environment (front row, 8th and 9th from left) photographed with representatives of the participating corporations.

2008年7月，環境保護署推出本港首份的建築物「碳審計」指引，煤氣公司率先支持，與37個團體及商業機構，成為首批的「碳審計・綠色機構」。短短一年間，參與機構增加至今年的107家，見證了各行業對環保的關注，並以身作則，行出一步，為環保出一分力。

In July last year, the Environmental Protection Department launched Hong Kong's first set of Carbon Audit Guidelines for buildings. Towngas was among the first to offer support by signing up as a “Carbon Audit • Green Partner”, along with 37 other organisations and businesses. In over a year, the number of participating organisations has increased to 107, demonstrating the effort made by an array of industries to contribute to the environment.

明火煮食推介

Flame Cooking Recipe

紅酒燴牛腩 Stewed Beef Brisket in Red Wine Sauce



材料 Ingredients

牛腩 (切成 5 厘米件)	1 千克	Beef brisket (cut into 5 cm chunks)	1 kg
洋葱 (切塊)	1 個	Onion (cut into chunks)	1 pc
蒜茸	2 茶匙	Chopped garlic	2 tsp
紅酒	2 杯	Red wine	2 cups
牛肉清湯	2 杯	Beef broth	2 cups
喼汁	1 茶匙	Worcestershire sauce	1 tsp
茄膏	1 湯匙	Tomato paste	1 tbsp
月桂葉	2 片	Bay leaf	2 pcs
紅蘿蔔 (切塊)	300 克	Carrot (sliced)	300 g
鹽及胡椒粉	適量	Salt and Pepper	to taste

做法 Method

1. 牛腩放大滾水內拖水，瀝乾，備用。
 2. 燒 3 湯匙油，爆香牛腩，放入洋葱及蒜茸。
 3. 注入紅酒及牛肉清湯煮滾，喼汁、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。
1. Blanch beef brisket in boiling water, remove and drain.
 2. Heat 3 tbsp oil, sauté brisket, add onion and chopped garlic.
 3. Add red wine and beef broth, bring to boil, add Worcestershire sauce, tomato paste, bay leaves and seasonings, simmer over gentle heat for approx. 2 hrs.
 4. Add carrot slices and cook for another 30 mins.
 5. When beef brisket is tender, serve with rice or pasta.



客戶禮讚 Compliments

今年 6 月至 9 月，公司收到 1833 封客戶答謝信，可見我們的優質服務獲得顧客的認同和肯定。以下是其中兩位獲讚賞的員工個案。

我們收到屯門李桂芳議員辦事處來信，表揚燃氣供應策劃部李世榮在處理嘉和里煤氣管道工程時，充分發揮專業的團隊精神，使工程得以順利進行。李議員在信中更提到煤氣公司的同事在安全設施上做得妥當，例如在工地外圍加上欄杆，防止意外發生，以及妥當地處理噪音問題，減少工程對村民構成的滋擾。

客戶何小姐得悉親臨石梨邨商場展銷中心購買 SIMPA 雙頭煮食爐可獲得 200 元優惠，但她衡量了價錢及時間的因素後，嘗試到樂富中心查詢上述優惠。零售市場部司徒金鳳熱誠有禮地為何小姐介紹產品，並翻查電腦資料，成功為她以優惠價購買爐具。何小姐讚揚司徒金鳳工作態度誠懇友善，更靈活地解決她的問題，省卻了不少寶貴時間。

Between June and September this year, Towngas received 1,833 thank you letters from customers in recognition of its quality service. The following are two examples:

We received a letter from the Office of Tuen Mun District Councillor Li Kwai Fong, acclaiming our colleague from Gas Supply Planning Department, Edward Lee's professionalism and excellent team work in the gas pipeline construction at Kar Wo Lei. The letter said Towngas employees have taken appropriate safety measures, such as erecting railings around the construction area to avoid accidents, and have taken steps to mitigate the project's noise impact on residents.

One of our customers, Miss Ho, learnt that in order to receive a discount of HK\$200 on SIMPA double burners, she was required to visit the trade show at Shek Lei Shopping Centre to purchase the product in person. However, after considering the factors of price and time, she decided to visit the Lok Fu customer centre to enquire about the offer. Fion Szeto, a member of our team from Retail Marketing, politely and enthusiastically gave Miss Ho a detailed overview of the product and, after some research efforts, helped her purchase the product at a discounted price. Miss Ho praised Fion for her nice manner and for her flexible and helpful service, which saved her a lot of time.



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，是公司與客戶建立有效溝通的重要橋樑，確保服務令客戶稱心滿意。

小組由公司與客戶服務有關的部門管理人員組成，主要來自客戶服務部、客戶會計組及零售市場部等。小組平均每月到訪兩個公共屋邨或私人屋苑，在探訪期間傳達有關煤氣服務、煤氣使用安全須知、繳費方法及產品介紹等各項重要資訊。小組亦會收集及解答客戶對公司產品及服務意見，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 buildings 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 to provide even better products and services.



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 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