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23萬愛心月餅贈弱勢社群

Towngas Celebrates Mid-Autumn Festival with Hong Kong Community **230,000 Mooncakes** Distributed to The Less Fortunate



▲ 煤氣公司聯同多位東區區議員於中秋節期間向在場600位長者送上愛心月餅及關懷，共慶團圓。
Towngas joined hands with District Councillors in Eastern District to celebrate Mid-Autumn Festival with 600 elderly.

煤 氣公司今年的月餅送贈活動更上一層樓，打破歷年紀錄送出23萬個月餅，除了透過立法會議員及區議員協助送到各公共屋邨，為獨居長者平添佳節暖意，亦透過多個慈善機構送到區內弱勢社群手上，包括弱能人士，低收入家庭及單親家庭等，讓有需要人士享受到中秋慶團圓的喜樂，體現社會共融的精神。

This year, Towngas achieved a new high, breaking last year's record with the distribution of more than 230,000 mooncakes in total. Many of these mooncakes were distributed with the help of Legislative Council members and District Council members, to the elderly living alone in public housing estates. The remaining mooncakes were distributed to the less fortunate, including elderly singletons, people with disabilities, low income families and single parent families, with the help and support of various non-profit making organisations. This act of love helps to spread care and warmth, enabling everyone in the community to enjoy a happy Mid-Autumn Festival.





▲ 煤氣公司執行董事暨營運總裁關育材與煤氣公司義工向長者獻上祝福及關懷。
Towngas Executive Director and Chief Operating Officer James Kwan, together with Towngas volunteers send their regards to senior participant at the event.

煤 氣公司執行董事暨營運總裁關育材太平紳士表示：「煤氣公司『愛心月餅顯關懷』活動，讓企業與社區距離拉近，發揮互助精神，今年已是第十年舉辦同類活動，與地區人士一起派發月餅，關懷弱勢社群。」

煤氣公司於9月11日在北角陳樹渠社區會堂舉辦大型中秋聯歡活動，由立法會主席曾鈺成太平紳士、煤氣公司執行董事暨營運總裁關育材太平紳士帶領多位東區區議員及煤氣公司義工，送上月餅予現場600位長者。

自2001年起，煤氣公司每年均舉辦「愛心月餅顯關懷」活動，至今已累計送出80萬個愛心月餅。

童心共融賀中秋

煤氣公司同日亦與中港城聯手舉辦「童心共融賀中秋」活動，多位南亞裔小朋友及香港小朋友互相送上為對方親手製作的燈籠及月餅，寄寓愛心傳遞無分國界。

“The campaign brings both Towngas and the community together. With help from the different districts, this is the tenth consecutive year that Towngas has organised this meaningful event, distributing mooncakes to spread the message of love and care to those in need”, commented Jame Kwan, Executive Director and Chief Operating Officer of Towngas.

On 11 September 2010, Towngas also hosted a large-scale mooncake celebration at the Chan Shu Kui Community Hall in North Point. At this special event, the Towngas volunteer team hand-in-hand with team members from the Eastern District Council, led by the Hon Jasper Tsang Yok-sing, President of the Legislative Council and James Kwan, Executive Director and Chief Operating Officer of Towngas, presented mooncakes to over 600 elderly guests.

A total of 800,000 mooncakes have been sent out to all districts of Hong Kong since the programme first initiated in 2001.

Love from Kids Mid-Autumn Festival

On the same day, Towngas also joined hands with China Hong Kong City to organise the “Love from Kids Mid-Autumn Festival Celebration” event. Children both from Hong Kong and South East Asia presented handmade lanterns and mooncakes to each other to spread this message of love and care across the district and beyond.



▲ 南亞裔及香港小朋友將親手製作的中秋燈籠及心型愛心月餅互相送贈，寄寓愛心傳遞無分國界。
Children from Southern Asia and Hong Kong have exchanged hand-made lanterns and heart-shaped mooncakes to each other, spreading love and care with their attentive thoughts.



▲ 煤氣烹飪中心導師Pauline及煤氣義工悉心教導南亞裔小朋友製作月餅，宣揚中國傳統節日文化。
Towngas Cooking Center instructor Pauline and Towngas Volunteer guided children from Southern Asia attentively to make traditional Chinese mooncakes.

榮獲「2010年香港職業安全健康大獎」

Towngas won "2010 Hong Kong Occupational Safety & Health Award"

煤氣公司一直致力為客戶提供安全可靠的煤氣，不斷提升安全表現，並應用創新科技為僱員提供安全健康的工作環境。我們在實踐職安健的表現得到各界的認同，在今天的「香港職業安全健康大獎」中奪得三大獎項。

本年度共有超過340個小組競逐八個組別的獎項。由煤氣僱員自行研發的立管檢查機械人，榮獲「安全改善項目大獎—金獎」及「最佳演繹大獎—銀獎」。立管檢查機械人裝設數碼鏡頭及氣體探測儀，不但可提高檢查的成效，更可減少技術員在高空工作的風險，保障技術員、客戶及公眾的安全及健康。此外，我們的《可持續發展報告》奪得「職安健年報大獎—金獎」。

「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。



▲ 行政會議成員鄭耀棠頒發「安全改善項目大獎—金獎」予煤氣公司執行董事暨營運總裁關育材(右)。
Cheng Yiu-tong, member of the Executive Council presented "Safety Enhancement Program Award-Gold Award" to Towngas Executive Director and Chief Operating Officer James Kwan (right).

At Towngas, safety is our top priority. We are dedicated to providing customers with a safe and reliable gas supply, enhancing safety performance, and applying innovative technology to improve occupational safety. Our continuous efforts have paid off. We were honoured with "2010 Hong Kong Occupational Safety & Health Award" in recognition of our safety performance.

This year, over 340 teams competed for the awards in 8 categories. The Riser Inspection Robot, developed by Towngas staff, was awarded "Safety Enhancement Program Award-Gold Award" and "Best Presentation Award-Silver Award". Equipped with digital camera and gas detector, Riser Inspection Robot can enhance efficiency of the inspection and reduce the risk of working overhead, protecting the safety and health of technicians, customers and the public. In addition, our "Sustainable Development Report" was also awarded "OSH Annual Report-Gold Award".

"Hong Kong Occupational Safety & Health Award" extends across different industries in Hong Kong with an objective to recognise the achievements of the organisations with outstanding performance in occupational safety. It is co-organised by Occupational Safety & Health Council, government departments, trade unions, chambers of commerce and trade organisations.



◀ 由煤氣僱員自行研發的立管檢查機械人獲得今年「香港職業安全健康大獎」中兩個獎項。
The Riser Inspection Robot, developed by Towngas staff, was awarded two awards at this year's Hong Kong Occupational Safety and Health Award.



▲ 在今年的「香港職業安全健康大獎」中，立管檢查機械人奪得「最佳演繹大獎—銀獎」。
Towngas' Riser Inspection Robot was awarded the "Best Presentation Award-Silver Award" in "2010 Hong Kong Occupational Safety & Health Award".

Towngas Avenue尖沙咀新店隆重開業

Towngas Avenue opens new branch



◀ (左起) 煤氣公司新能源業務總監蕭錦誠、信和置業有限公司執行董事楊光、煤氣公司執行董事暨營運總裁關育材、前經濟發展及勞工事務局局长葉樹堃及煤氣公司企業人力資源總監鄭羅蕙芬向出席嘉賓祝酒。

(from Left) At the opening ceremony are: Towngas Head - New Energy Philip Siu; Sino Land Co. Ltd. Executive Director Sunny Yueng, Towngas Executive Director and Chief Operating Officer James Kwan; former Secretary for Economic Development and Labour Stephen Ip and Towngas Head - Corporate Human Resources Margaret Cheng.

煤 氣公司屬下Towngas Avenue尖沙咀中港城新店，於今年9月16日正式開業。秉承締造優質生活的理念，新店內Flame餐廳繼續為顧客呈獻匯聚西方廚藝精髓的明火佳餚美饌，而全新開業之櫥櫃品牌Mia Cucina為煤氣公司的嶄新元素，為顧客提供一系列歐洲時尚設計櫥櫃，標誌著Towngas Avenue創意業務發展的另一重要里程碑。

Towngas Avenue celebrated the official opening of its new branch at China Hong Kong City, Tsim Sha Tsui. In line with the company's principle of 'bringing a high quality of life to customers', the new branch of Flame at Towngas Avenue serves the finest flame cooking cuisine, while *Mia Cucina*, Towngas' own new brand of kitchen design service, will make its stylish debut. The launch of *Mia Cucina* marks yet another milestone in Towngas' retail business development.



Flame餐廳呈獻明火佳餚美饌

尖沙咀Flame餐廳將繼續為顧客帶來兩大「招牌菜」：意粉及燒烤扒類美食。自家製意粉採用意大利入口的最頂級有機麵粉和雞蛋製成；燒烤扒類最能體現出明火煮食的優點。餐廳菜式以意大利及地中海菜為主，搜羅世界各地的上乘食材，由專業廚師以明火烹調，更供應來自世界各地的美酒，代表著Flame餐廳對美食的堅持和熱誠。Flame餐廳戶外平台眺望維港，顧客可以近距離欣賞西九和中環的迷人日落景致。

此外，尖沙咀Flame餐廳亦積極支持煤氣公司回饋社會的企業公民責任，首次舉辦「燃點明Teen」計劃，旨在引領一些曾經迷失方向的青少年重拾自我，讓他們有機會學習飲食業的專業知識，發揮個人潛能，從而建立正面積極的人生觀。計劃得到多位飲食界專才，以及香港青年協會、協青社、香港大學專業進修學院及中華廚藝學院等多個機構支持，為學員提供度身設計課程，教授有關食物衛生、調酒、餐飲成本管理以及情緒管理等知識，務求讓學員掌握理論及工作經驗。入選學員現正在尖沙咀Flame餐廳接受為期一年的實習，由經驗豐富的主廚負責指導，接受正統的廚藝訓練，向晉身成為專業廚師之青雲路出發。

Flame serves up flame cooking cuisine

Flame at Tsim Sha Tsui continues to feature its two 'signature' dishes of homemade pasta and hot-off-the-grill meats. *Flame's* homemade pasta is made with high quality organic flour and eggs from Italy, while its grilled dishes deliciously illustrate the advantages of flame cooking. *Flame* specialises in Italian and Mediterranean cuisines, priding itself on its professional chefs, flame cooking cuisine, fine wine and fresh ingredients from around the world. It is the perfect destination for those passionate about good food. Overlooking Victoria Harbour, the outdoor patio of *Flame* Tsim Sha Tsui offers customers breathtaking views of the sun as it sets over Western Kowloon and Central.

Flame also participates in 'Igniting Bright Future', a key initiative of Towngas' corporate social responsibility strategy. The initiative provides socio-economically challenged youth with the opportunity to receive a proper catering education, so as to help them realise their full potential and gain a positive outlook on life. The initiative enjoys the support of local famous chefs as well as the Hong Kong Federation of Youth Groups, Youth Outreach, HKU School of Professional and Continuing Education and the Chinese Cuisine Training Institute. Trainees undergo a one-year internship at *Flame* under the guidance of experienced chefs. A comprehensive training programme and mentored work experience will set them on the right track to become a professional chef.



▲ 尖沙咀Flame餐廳露台享有維港廣闊海景，讓顧客可近距離欣賞西九和中環的迷人日落景致。

Flame features a magnificent view of the Victoria Harbour.



▲ 各主禮嘉賓對「燃點明Teen」計劃學員製作的美食讚不絕口。
The dishes made by the trainees from 'Igniting Bright Future' programme won the praise of the officiating guests.



Mia Cucina櫥櫃品牌開創個人化服務

隨著Towngas Avenue尖沙咀新店之Mia Cucina櫥櫃陳列室開業，代表煤氣公司正式在港開展櫥櫃零售業務。新櫥櫃品牌以意大利文Mia Cucina命名，即英文“My Kitchen”，寓意產品設計「以人為本」。Mia Cucina的櫥櫃設計均按照顧客的烹調習慣而度身訂造，結合歐洲時尚設計與烹飪名家的創意靈感，而且符合人體工學的原理，同時採用名貴的意大利進口物料，締造現代家居的理想廚房。Mia Cucina櫥櫃更融入環保元素，本地生產的櫃身可以減低二氧化碳排放量，實踐煤氣公司的綠色使命。



Mia Cucina debuts bespoke kitchen design service

The name *Mia Cucina*, which in Italian means “My Kitchen”, was selected to represent the new service's focus on creating unique, one-of-a-kind kitchens for different customers. *Mia Cucina*'s kitchen cabinet designs are tailored and customised according to the cooking habits and preferences of each individual customer. *Mia Cucina*'s kitchen solutions feature contemporary, sleek and sophisticated European design and are constructed using first-class, imported European materials. In addition, *Mia Cucina* has also incorporated green elements into its kitchen design service. For example, locally manufactured cabinets help reduce carbon dioxide emissions, advancing Towngas' green mission.

◀ Mia Cucina 的櫥櫃盡顯歐陸式廚房的格調。
Mia Cucina's European-style kitchen for stylish flame cooking.

萬糰同心為公益 聯合各界力量裹糰21萬創新高

Towngas Rice Dumplings for the Community – 210,000 Rice Dumplings were packed for the Needy

煤氣公司連續第十一年舉辦「萬糰同心為公益」活動，今年打破過往紀錄，與超過 220位立法會議員、區議會議員及地區團體合作，招募港九新界各地區義工包裹逾21萬隻低碳愛心糰，贈予獨居長者及其他有需要人士以表關懷。

Towngas organised the annual “Towngas Rice Dumplings for the Community” campaign for the eleventh year running. This year, Towngas joined with 220 Legislative Councillors, District Council members and local organisations to mobilise volunteers to wrap over 210,000 low carbon rice dumplings, which were then distributed to the elderly and others in need to show our solicitude for the community.



▲ 煤氣公司與香港盲人輔導會合辦「關愛共融低碳愛心糰活動」，合共包裹200隻「愛心糰」，贈予視障學員及有需要人士。
Towngas co-organised an event with The Hong Kong Society for the Blind to wrap 200 rice dumplings for the visually impaired and the needy.

6月9日，煤氣公司與香港盲人輔導會合辦「關愛共融低碳愛心糰」活動，邀請30位盲人輔導會的視障朋友與煤氣公司溫馨義工隊同心聯手包裹低碳糰，藉此與視障朋友共同推廣裹糰的傳統習俗，另一方面傳遞和諧共融的信息，令社會各界更關注視障人士的需要。

On 9 June, Towngas co-organised an event with The Hong Kong Society for the Blind to wrap rice dumplings for the community. We invited 30 visually impaired trainees to wrap low carbon rice dumplings with Towngas volunteers to promote this festive tradition and enhance social awareness on the needs of the visually impaired.

今年煤氣公司更特別創作低碳糰食譜，於活動當日煤氣公司一眾義工及視障人士均採用了低碳糰料裹糰，希望與市民共度佳節，享用美味又健康糰子的同時，亦可向市民推廣低碳飲食，鼓勵大家實踐低碳生活。

Specially designed low carbon rice dumplings recipes are featured for this year's event. Towngas volunteers and the visually impaired use low carbon ingredients for the rice dumplings to promote low carbon living and celebrate the festival in an environmentally-friendly way.



▲ 煤氣義工耐心地向視障人士示範裹糰技巧。
Towngas volunteer taught the visually impaired the techniques of wrapping rice dumplings with patience.

▲ 視障人士克服困難包出一隻又一隻愛心糰子，煤氣義工也分享到她的喜悅。
Towngas volunteer shared the joy of the visually impaired when she was succeeded in wrapping the rice dumplings.



◀ 煤氣公司執行董事暨營運總裁關育材（中）、香港盲人輔導會行政總裁譚靜儀（右二），以及著名藝人官恩娜（左一）亦親身到場，為視障人士及煤氣義工打氣。
Towngas Executive Director and Chief Operating Officer James Kwan (Centre), The Hong Kong Society for the Blind's Chief Executive Maureen Tam (2nd from right), and renowned artist Ella Koon (1st from left) attended the activity to show their support for the participants.

Towngas至「營」低碳粳設計比賽 Low Carbon Rice Dumpling Recipe Design Competition

為配合低碳生活的主題，煤氣公司早前與《U Magazine》合辦「Towngas至『營』低碳粳設計比賽」，鼓勵市民構思創新、有營養又環保的粳子食譜。不少參賽食譜意念新穎，又合乎低碳原則。

To encourage culinary creativity and promote low carbon concepts, Towngas has joined hands with "U Magazine" to organise the "Low Carbon Rice Dumpling Recipe Design Competition". Many of the recipes were very creative and fully conformed to the low carbon principles.

此外，煤氣公司於6月5日「世界環境日」，邀請煤氣烹飪中心導師黃倩霞聯同美少女廚神阮小儀出席端午粳製作示範班，並頒發獎項予「低碳粳設計比賽」的優勝者。二人即席示範裹粳，並分享低碳煮食的心得。她們風趣幽默，不時惹來哄堂大笑，為大家增添節日的歡樂。

Furthermore, we held a Low Carbon Rice Dumpling Cooking Demonstration Class at Towngas Cooking Centre on 5 June, the "World Environment Day". The Instructor of the Towngas Cooking Centre Pauline Wong and famous artist Kitty Yuen demonstrated how to wrap the low carbon rice dumplings and presented prizes to the winners of the Recipe Design Competition. Their humour brought the participants lots of festive joy.



▲ 各得獎者在活動當日大顯身手，示範包裹得獎作品。

The winners of the "Low Carbon Rice Dumpling Recipe Design Competition" showed the participants how to wrap their winning rice dumplings at the Cooking Demonstration Class.



▲ 冠軍作品：「紫」醉「金」迷低碳粳 - 用料天然，紫色與金黃色的配搭，鮮豔奪目。

亞軍作品：健康米南瓜鮮雞肉粳 - 選用本地雞肉為材料，加上新鮮的南瓜。

季軍作品：珍珠筍栗子粳 - 採用栗子作為餡料，配以新鮮的珍珠筍。

The features of the winning rice dumplings:

Champion: makes use of natural ingredients to create a colourful combination of purple and golden.

First runner-up: selects all fresh ingredients including locally produced chicken and fresh pumpkin.

Second runner-up: chooses chestnut and baby corn as ingredients to make it a healthy rice dumpling with fresh taste.



在6月期間，煤氣公司區議會聯絡小組的多位成員，分別到港九各區參加由立法會議員及區議員舉辦的裹粳活動，身體力行，為長者及弱勢社群表達關懷。

In June, members of the Towngas District Council Focus Teams took part in a number of rice dumplings wrapping activities organised by Legislative Councillors and District Councillors to express our care for the elderly and the underprivileged.

公司再度榮獲公益金獎項 Towngas received Community Chest's Awards

煤氣公司一直積極支持公益金舉辦的各項慈善活動，以協助社會上有需要的人。2009年，煤氣公司在多項籌款活動中，合共為公益金籌得1,293,070元，成為十大最高籌款機構第二名、僱員樂助計劃最高籌款公司及機構第一名，以及「公益榮譽獎」得獎機構之一。

於5月25日舉行的「2009/10年度商業及僱員募捐計劃支票遞交儀式及頒獎典禮」上，煤氣公司更榮獲「公益行善『折』食日」、「公益綠『識』日」及「公益愛牙日」多個籌款活動中的獎項，成績斐然。

Towngas has consistently been supportive of the charity programmes organised by the Community Chest in order to help the needy in the community. In 2009, Towngas donated a total of \$1,293,070 for the Community Chest in several fund-raising activities.

At the "Corporate and Employee Contribution Programme 2009/10 Cheque and Prize Presentation Ceremony" held on 25 May, Towngas was honoured with The Highest Donation Award under Care Scheme, 2nd Top Fund-Raiser and also one of the Platinum Donors. In addition, Towngas was awarded a few other prizes in Chest Green Day, Skip Lunch Day as well as Love Teeth Day fund-raising programmes.



▲ 煤氣公司首席財務總監暨公司秘書何漢明(左)代表煤氣公司遞交1,293,070元的支票予公益金。
Towngas Chief Financial Officer and Company Secretary John Ho (left) presented a cheque of \$1,293,070 to the Community Chest on behalf of the Company.



◀ 煤氣公司企業行政經理司徒世健(左)代表煤氣公司接受「公益綠『識』日」的「最高籌款獎」第二名獎項。Towngas Corporate Administration Manager Michael Seztó (left) received the "Highest Donation Award"-Second Ranking for "Chest Green Day" on behalf of the Company.



◀ 煤氣公司客戶服務總經理黃霖生(左)代表煤氣公司接受兩個獎項：公益行善「折」食日的「最高參與率獎」及「最高籌款獎」第二名。
Towngas Customer Service General Manager Peter Wong (left) received two awards: the "Highest Participation Rate Award" and "Highest Donation Award"-Second Ranking for "Skip Lunch Day" on behalf of the Company.

區議會聯絡小組周年晚宴 District Council Focus Team Annual Dinners

煤氣公司區議會聯絡小組於2000年成立，由煤氣公司40多位經理組成，負責全港18區的聯絡工作。小組成立以來，一直與區議員和地區人士緊密聯繫和合作，以了解市民的需要，並積極參與和舉辦各項慈善公益活動，如家居安全或環保活動，以及為弱勢社群提供多項愛心關懷服務等，致力回饋社會，幫助社區各個階層有需要的人。

In 2000, we set up Towngas District Council Focus Teams to strengthen the ties between the Company and the community. Comprising more than 40 Towngas managers, District Council Focus Teams liaise with the 18 districts throughout Hong Kong. The Teams maintain close links with district councillors and local representatives to understand the needs of the general public, and actively participate in a variety of charity programmes such as household safety and environmental protection campaigns, as well as community services for the less fortunate to show our love and care for the community and provide support to those in need.



▲ 中西區區議會代表及多位議員攝於港島區晚宴上。
Districts Councillors and guests from Central and Western Districts pictured at the dinner.

▶ 煤氣公司聯絡小組成員歡迎各位嘉賓出席晚宴。
Guests are welcomed by Towngas District Council Focus Team members.



煤氣公司再度獲頒「Q嘜優質服務」認證 Towngas was again granted "Q-Mark Service Certificate"

自「Q嘜優質服務」認證計劃推出至今，煤氣公司已連續七年獲頒發該計劃的准用證，以表揚公司於零售、安裝及客戶服務均達到卓越水平。同時，位於荃灣的煤氣客戶中心亦獲頒「Q嘜優質顧客服務大獎」。

Since the debut of the "Q-Mark Service Scheme", Towngas was granted the Certificate for the Scheme for 7 consecutive years in recognition of the Company's high service standard in retail sales, installation and customer service. In addition, the customer centre in Tsuen Wan was honoured "Q-Mark Mystery Shopper Award".



煤氣公司客戶服務總經理黃霖生(左)代表煤氣公司接受「Q嘜優質服務」准用證。Peter Wong, Towngas General Manager - Customer Service (left), received "Q-Mark Service Certificate" on behalf of the Company.

煤氣公司榮獲「香港家庭最愛品牌大賞09-10」 Towngas was awarded "The Best for home 09-10"

煤氣公司最近獲《Take Me Home》頒發「香港家庭最愛品牌大賞09-10之最佳能源機構」及「香港家庭最愛綠色品牌大賞09-10之百分百綠色品牌榮譽大獎」，以表揚煤氣公司致力供應潔淨能源及推廣高效能的環保爐具，讓市民實踐低碳生活。

Recently Towngas has been awarded "The Best for home 09-10 Best Energy Company" Award as well as "100% Green Award" presented by "Take Me Home". These awards recognise our efforts in providing clean energy and promoting highly-efficient eco-friendly appliances that can help the public realise low carbon living.

煤氣公司零售市務經理王佩兒(左)接受由《Take Me Home》頒發的獎項。Catherine Wong, Towngas Retail Marketing Manager (left), received the award from "Take Me Home".



TGC高效能「蓮芯火」嵌入式平面爐 TGC – Newly Launched "Lotus Flame" Built-in Hob

The Green Choice
TGC

新研製的高效能「蓮芯火」爐頭，能源效益節省高達20%*。雙層火力強勁集中，最高可達5.3千瓦，下層火力可獨立調校，以配合不同烹調需要。「蓮芯火」嵌入式平面爐更配備全城首創的預校熄火時間功能及易潔密封爐頭，令煮食更簡易，爐火會於預校時間自動熄火；密封爐頭設計配陶瓷玻璃面板，更方便清潔，食物汁液亦不易溢進爐頭內。

由2010年11月16日至2011年2月15日，凡選購TGC「蓮芯火」或其他指定型號嵌入式平面爐，可享\$400現金折扣優惠及\$200「綠多賞」現金券。

Innovative "Lotus Flame" built-in hob is specially designed to save more than 20% cooking energy*. Its double-layer flame is powerful with gas rating up to 5.3kW while the lower-level flame can be independently adjusted for simmering or different cooking needs. This "Lotus Flame" built-in hob provides a first-in-town timer function and easy-to-clean sealed burner which facilitate easy cooking. Its timer function can automatically switch off flame at the pre-set cooking time duration. Furthermore, its burners are sealed to avoid food spills and facilitate easy cleaning together with the ceramic glass surface.

From 16 November 2010 to 15 February 2011, any purchase of Lotus Flame built-in hob or selected models of built-in hob will enjoy \$400 discount and \$200 "Green Dollars".



* 跟舊型號煮食爐比較

* when comparing to old models of Towngas appliance

「CookEasy煮餸易」獲「社會企業服務大獎」 CookEasy was granted "Social Enterprise Service Award"



▲ 煤氣公司零售市務經理王佩兒（左）及東華三院賽馬會復康中心副院長翁文智（中）代表領獎。
Towngas Retail Marketing Manager Catherine Wong (left) and Fanny Ong of Tung Wah Group (centre) received the award.

由 煤氣公司和東華三院合作成立的「CookEasy煮餸易」社會企業，於6月獲壹傳媒頒發「社會企業服務大獎」。

「CookEasy煮餸易」的菜單由煤氣烹飪中心精心設計，為繁忙的都市人預備新鮮而健康的餸菜包，並提供送遞服務，有關工作主要由弱能人士負責。這項服務計劃不但為弱能人士提供職業訓練及就業機會，讓他們通過實際工作建立自信及自立能力，協助他們融入社會；同時方便上班一族在家中烹調餸菜，與家人共享新鮮又富於營養的美食，促進家庭和諧。「CookEasy煮餸易」是次獲獎，足證這項計劃成效卓著。煤氣公司在日後將繼續推動社會企業的發展，為社會作出貢獻。

The social enterprise "CookEasy", launched by Towngas in collaboration with Tung Wah Group of Hospitals, was granted the "Social Enterprise Service Award" by Next Media in June.

"CookEasy" recipes are specially designed by Towngas Cooking Centre and it provides meal packaging and delivery services by mentally handicapped. This programme aims to offer occupational training and job opportunities for the mentally handicapped to help them blend with the society by enhancing their confidence and self-independence, and at the same time, enable customers to cook at home and share the fresh and nutritious meal with their beloved family. This "Social Enterprise Service Award" recognises CookEasy's achievements in fulfilling its missions. In the years to come, Towngas will continue to promote the development of social enterprise and make contributions to the society.



贊助樂施會「樂施米義賣大行動2010」 Supporting Oxfam Charity Rice Sale 2010

煤 氣公司多年來均支持樂施會舉辦的「樂施米義賣大行動」，活動中所籌得的款項，將用於內地的扶貧及救災工作。

在「樂施米義賣大行動2010」的活動中，兩位樂施大使森美及吳雨霏聯同逾3,000位義工宣揚扶貧信息，並義賣12噸白米以資助內地的扶貧發展及救災項目。森美和吳雨霏於5月15日在銅鑼灣Towngas Avenue與樂施米包內米粒數量競猜遊戲的3位得獎者吃了一餐「安樂茶飯」。兩位樂施大使更首度合作，在Towngas Avenue 總廚的協助下，採用低碳食材，配合明火烹調，煮了一道「低碳野菌粟米炒飯」。

The "Oxfam Rice Sale" is one of the meaningful charity activities which Towngas provided continuous support.

This year, Oxfam Ambassadors, Sammy Leung and Kary Ng, together with more than 3,000 volunteers, take part in the charity rice sale to raise fund for the development of projects both for poverty alleviation and disaster relief across Mainland China.

On 15 May, Sammy and Kary had "a meal of ease and happiness" with the 3 winners who participated in the Oxfam rice guessing game at the Towngas Avenue in Causeway Bay. Under the guidance of our Towngas Avenue Head Chef, Sammy and Kary used simple ingredients to cook a low carbon dish of fried rice with fungi and corn.



▲ 樂施大使森美和吳雨霏於銅鑼灣Towngas Avenue首度合作炮製美食。
Oxfam Ambassadors Sammy and Kary demonstrated a dish together at Towngas Avenue.

贊助「命中煮定」舞台劇 Sponsor a drama – “The Kitchen”

煤氣公司今年與誇啦啦藝術集匯合作，贊助名為「命中煮定」的舞台劇。早前，我們邀請誇啦啦藝術集匯一行約二十多名學員到公司參觀，並安排他們在煤氣烹飪中心參加蛋糕製作班，學習烹飪技巧，增加對烹飪的認識，有助舞台劇的演出。

「命中煮定」舞台劇已於8月6日至8日假西灣河文娛中心演出。透過是次活動，可讓學員提高烹飪技巧及學習英語的興趣，更重要的是，他們的自我價值及自信心亦有所提高。

Towngas joined hands with The Absolutely Fabulous Theatre Connection Co. Ltd. this year as a sponsor of a drama called “The Kitchen”. We invited more than 20 members from this arts group to visit the Company and took part in a cooking class at Towngas Cooking Centre so that they can have more knowledge on cooking, which may help them to perform the drama.

“The Kitchen” was played in Sai Wan Ho Civic Centre from 6 to 8 August. The performance was a great experience for the members – they enhanced cooking techniques as well as the interest in learning English, and more important, raised their self-esteem and self-confidence.



支持公益服飾日 In support of “Dress Special Day”

為了支持公益金，煤氣公司每年都會參加公益服飾日籌款活動，而所籌得之善款，將全數撥捐公益金資助的148家社會福利機構，惠澤社群。

今年的公益服飾日已於9月28日舉行，煤氣公司員工反應熱烈，連同企業贊助，合共為公益金籌得超過49,830元善款。

To render help to the needy, Towngas participates in the Community Chest’s “Dress Special Day” every year to raise money for charity purpose.

Towngas staff show enthusiastic support for this year’s “Dress Special Day” which was held on 28 Sept. More than \$49,830 including contribution from our staff together with the Company’s sponsorship was raised for the Community Chest.



「包山嘉年華」 工商機構攀爬接力賽 Bun Tower Climbing Relay Race at the “Bun Carnival”

長洲每年一度的搶包山活動於5月16日舉行。煤氣公司一向鼓勵僱員參加康體活動，他們組成8人隊伍參加了首次舉辦的「包山嘉年華」工商機構攀爬接力賽。各隊員均表示比賽別開生面，氣氛熱鬧。

The annual Cheung Chau Bun Scrambling Competition was held on 16 May. This year, the organiser held the Bun Tower Climbing Relay Race for Commercial and Industrial Organisations at the “Bun Carnival” for the first time. A team with eight Towngas staff was formed to take part in the race. All the team members enjoyed the fun and excitement this entirely new event brought to them.



▲ 煤氣公司僱員組成攀爬隊伍，參加工商機構接力賽。
The Towngas team participated in the Bun Tower Climbing Relay Race for Commercial and Industrial Organisations at the “Bun Carnival”.

「低碳・好生活」攝影比賽 Towngas Low Carbon Living Photo Contest

低碳Action!

為了進一步推廣低碳生活，煤氣公司在8月舉辦「低碳・好生活」攝影比賽，鼓勵市民拍攝表達創新低碳生活意念的相片，藉此提高大眾的環保低碳意識，共同實踐低碳生活。

比賽分兩個組別：「低碳伴我遊組」和「低碳樂悠遊組」。「低碳伴我遊組」參賽者須以煤氣公司低碳形象大使「煤氣小伙子」及/或「天兒」布偶為相片構圖主體，表達如何推廣低碳生活。「低碳樂悠遊組」參賽者可自由發揮，以表達創新低碳生活方式為相片主題。評審團將按創意、表達低碳訊息的能力、感染他人加入低碳行列的程度、攝影技巧，以及構圖為評選準則。獎品包括蘋果iPad、Olympus E-PL1相機、Towngas Avenue現金券、低碳生態攝影講座和導賞團。

"Towngas Low Carbon Living Photo Contest" is held in August to enhance the public's awareness on low carbon lifestyle. We invite the public to submit photos showing creative ways that can help to reduce carbon emission.

The Contest consists of 2 categories: "Low Carbon Lifestyle Tour" and "Fun for All - Our Low Carbon Lifestyle". Contestants for the former need to demonstrate their low carbon lifestyle initiatives in creative ways using Towngas Low Carbon Ambassador puppets – Towngas Boy and/or Tinny in the photos, while contestants for the latter can make use of freestyle photo composition demonstrating creative ways to achieve low carbon living.

Judging criteria include creativity, practicality (adequately addressing the issue of Low Carbon Living), inspirational (motivating others to reduce their carbon footprint), skillful technique and aesthetic composition. Prizes include Apple iPad, Olympus E-PL1 digital camera, Towngas Avenue cash coupon, as well as low carbon photographic eco tour.



最讚低碳
生活影像獎



最讚低碳
生活影像獎

歡迎到各煤氣客戶中心、名氣廊及煤氣烹飪中心以慈善價港幣30元選購低碳Icons煤氣小伙子或天兒，相關收益將撥捐香港地球之友，以支持環保教育活動，亦可帶同兩個低碳Icons到處拍攝，透過鏡頭表達出心目中的低碳生活。

Purchase our Iconic Low Carbon Towngas Boy or Tinny for just HK\$30 from any Towngas Customer Centre, Towngas Avenue and Towngas Cooking Centre and create the ideal low carbon image through your camera lens. All proceeds from these sales will be donated to Friends of the Earth (HK) to support environmental activities.

低碳樂悠
遊組大獎



低碳伴我
遊組大獎



「校園低碳大行動 — 學生低碳生活大賽」頒獎典禮

“School Carbon Off Action” Competition Prize Presentation Ceremony

煤 氣公司積極推行「低碳Action!」

活動，鼓勵市民從生活細節入手，實踐低碳生活。

去年底，公司贊助了綠色力量舉辦的「校園低碳大行動 — 學生低碳生活大賽」，鼓勵中、小學生加入減碳行列。活動反應十分踴躍，共有66所學校逾8,808名學生參加。在比賽期間的短短兩星期內，他們共減碳達69.96噸，相等於5,830棵樹一年吸收的二氧化碳量，成績令人鼓舞。按此計算，如果每天維持低碳生活，一年就可減少近2,000噸二氧化碳，實有助改善環境。

「校園低碳大行動」是為中、小學生度身訂造，圍繞生活中數個範疇，鼓勵學生以行動實踐低碳生活。為鼓勵學生有計劃地實踐低碳行動，大會更特別製作了《低碳手冊》配合「學生低碳生活大賽」，讓學生就生活不同範疇記錄每天的碳排放量，藉以明白日常生活細節會為全球環境帶來影響，認識到減緩全球暖化是每個人的責任。

Towngas encourages the general public to realise low carbon living in their daily activities through the Company's “Low Carbon Action!” campaign. Last year, we sponsored Green Power's “School Carbon Off Action” Competition to spread the message to primary and secondary schools. The event was a great success. Within two weeks of the Competition, 8,808 students from 66 schools reduced carbon emissions by 69.96 tonnes, equivalent to the carbon dioxide inhaled by 5,830 trees in a year. Based on the calculations above, some 2,000 tonnes of carbon dioxide can be reduced annually if we realise low carbon living every day. This is really an effective way to improve the environment.

Tailored for primary and secondary

school students, the “School Carbon Off Action” Competition encourages them to realise low carbon living in several areas of their daily activities. By recording their daily carbon emissions in the “Low Carbon Handbook”, the students understand that every activity can affect the environment, and that everyone has the responsibility to alleviate global warming.



▲ 煤氣公司環保工作委員會主席盧永強（右）及綠色力量行政總幹事文志森（左）一起頒發獎項予兩位低碳小戰士。
Lo Wing Keung (right), Chairman of Towngas Environmental Protection Committee, and Man Chi Sum (left), Chief Executive Officer of Green Power, officiated at the “School Carbon Off Action” Competition Prize Presentation Ceremony.

煤氣客戶中心提高環保效益

Enhance environmental efficiency at Towngas Customer Centres

煤 氣公司致力履行綠色企業責任，為進一步提高環保效益，將環保概念實踐於業務當中。位於九龍灣德福廣場及尖沙咀漆咸道南的兩家客戶中心，以及尖沙咀名氣廊兩間新店Flame餐廳及Mia Cucina，現已採用環保照明方案，將傳統燈泡轉為高效能慳電膽及LED射燈。慳電膽光線柔和和不刺眼又可減低用电量，而LED射燈則可有效地讓光線聚焦，兩者均比傳統鎢絲燈及石英燈產生較少熱能，有助減少室內冷氣用电量，更可为僱員締造舒適的工作環境。

As a responsible company, Towngas maintains its commitment for the environment. To further enhance environmental efficiency, we introduce the green concept into our business. Two customer centres located in Kowloon Bay and Tsimshatsui, as well as two new shops at Towngas Avenue Tsim Sha Tsui (Flame restaurant and Mia Cucina) adopt the green lighting solution to replace traditional light bulbs with compact fluorescent light bulbs and LED spotlight. Compact fluorescent light bulbs can produce soft light and save energy, while LED spotlight can focus the light effectively. Both of them produce less heat than traditional light bulbs and quartz halogen bulbs, which can save the energy for air-conditioning and create a comfortable working environment for our staff.



煤氣低碳生活網站榮獲國際獎項 Towngas low carbon living website was honoured International Award

煤 氣公司推出的低碳生活網站 (www.towngas.com/lowcarbonliving/)於6月榮獲「The 16th Annual Communicator Award of Excellence Winners」中能源網站組別的The Award of Excellence。

The Communicator Awards是一國際性獎項，由視覺藝術國際學院(International Academy of the Visual Arts)認可和評核，旨在表揚傳播業界中具卓越創意的項目。

Towngas low carbon living website (www.towngas.com/lowcarbonliving/) was honoured "The Award of Excellence" in the energy website category of "The 16th Annual Communicator Award of Excellence Winners" in June.

"The Communicator Awards" is an international award assessed and approved by International Academy of the Visual Arts to commend creative projects in the communication industry.



贊助「綠野先鋒」植樹比賽 Sponsor Friends of the Earth's "Tree Planting Challenge"

煤 氣公司第六年贊助由香港地球之友主辦的「綠野先鋒」植樹比賽。今年活動於4月25日假城門郊野公園舉行，目標是種植10,000棵樹。煤氣公司派出六支由不同部門的僱員及承辦商組成的隊伍參加挑戰賽，以實際行動減少碳排放，減緩全球暖化。

Towngas has been a sponsor of the "Tree Planting Challenge" organised by Friends of the Earth for the sixth consecutive year. The event, which aimed at planting 10,000 trees, was held in Shing Mun Country Park on 25 April 2010. We showed our support by forming six teams which consisted of Towngas staff from different departments and contractors to participate in this event with an objective to reduce carbon emissions and slow down global warming.



▲代表煤氣公司的多位健兒於起步前合照。
Towngas teams took part in the "Tree Planting Challenge".

少用冷氣，香港更美—「香港無冷氣夜」 Less Air-con for a More Beautiful Hong Kong

煤 氣公司全力支持本港綠色團體環保觸覺舉辦的「香港無冷氣夜」活動，呼籲市民齊來響應，於9月29日當晚7時至翌晨7時關掉冷氣機，以減少溫室氣體排放，節約能源。以每部一匹冷氣機每小時約消耗0.8至1度電，以當晚關掉冷氣10小時計算，可以減少排放二氧化碳約8.4公斤。

Doing our bit to prevent climate change, Towngas supported the "Hong Kong No Air-con Night" event organised by Hong Kong Green Sense. The appeal is calling on all Hong Kong's citizens to turn their air conditioners off from 7 pm on 29 September to 7am the next morning to save energy and reduce the emission of greenhouse gases. Each air conditioner consumes 0.8 to 1 kWh of electricity per hour (depending on its energy efficiency) and emits 8.4kg of carbon dioxide (for 10 hours of use per night).



明火煮食推介

Flame Cooking Recipe



紅炆冰豆腐

Braised Iced Tofu with Pork



材料 Ingredients

豆腐	200克	Tofu	200g
五花腩	400克	Pork belly	400g
冬菇	4隻	Chinese mushroom	4
蠔菇	80克	Abalone mushroom	80g
薑	2片	Ginger	2 slices
蔥，切段	1條	Spring Onion, sectioned	1 stalk

醃料 Marinade

生抽及老抽	各1/2湯匙	Light and dark soya sauce	each 1/2 tbsp
生粉	1/2湯匙	Cornstarch	1/2 tbsp

獻汁 Sauce

水	2-3杯	Water	2-3 cups
雞粉	1茶匙	Chicken powder	1 tsp
生抽及老抽	各1/2湯匙	Light and dark soya sauce	each 1/2 tbsp
蠔油	1湯匙	Oyster sauce	1 tbsp
糖	1 1/2茶匙	Sugar	1 1/2 tsp

埋獻 Thickening

生粉	1茶匙	Cornstarch	1 tsp
水	1湯匙	Water	1 tbsp

做法 Method

1. 豆腐原件放冰箱內，雪兩日至冰硬。把冬菇及蠔菇切半。
2. 五花腩切4厘米件，拌入醃料。
3. 燒2湯匙油，爆炒五花腩至微黃，續加入薑蔥、冬菇及蠔菇，注入獻汁，加蓋，慢火炆約1小時。
4. 把冰硬豆腐解凍，迫出水份，切件。
5. 豆腐加入五花腩內，續炆約20分鐘，埋獻，便可上碟。

1. Freeze tofu for 2 days. Cut mushrooms in halves.
2. Cut pork belly into 4 cm cubes, mix with marinade.
3. Heat 2 tbsp oil, lightly brown pork belly, add ginger, spring onion and mushrooms, pour in sauce, cover and simmer for 1 hr.
4. Thaw tofu, squeeze out water, cut into large cubes.
5. Add tofu to pork, simmer for another 20 min. Stir in thickening, cook and serve.



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客戶禮讚 Compliments

煤 氣僱員態度親切誠懇，時刻體現「以客為尊」的精神，全心全意提供專業、妥善的服務，令客戶稱心滿意。公司接獲不少客戶的來函，對提供優質服務的僱員予以嘉許。我們最近便收到客戶楊先生的讚許信，表揚維修技術員曾伍奎和郭慶豪熱心為客戶服務。

來自麗港城的楊先生家中的熱水爐漏水，維修技術員曾伍奎檢查後發現該熱水爐的問題較為複雜，他暫時無法解決。但是曾伍奎並沒有放棄，他致電同事郭慶豪幫忙，請他立即到來為楊先生解決問題。郭慶豪向客戶詳細解說問題的成因及解決方法後，楊先生便根據郭慶豪的建議，即時作出決定。楊先生讚揚曾伍奎和郭慶豪待客熱誠，以專業知識和高效率的服務，盡心盡力為客戶解決問題，令他無須費神再作安排，節省了不少時間。

客戶的讚賞成為我們不斷努力的動力，鼓勵我們繼續追求卓越，精益求精！

Customers' total satisfaction comes from our courteous and friendly attitude, as well as the professional and efficient service we provide. We often receive compliment letters from customers to commend our staff for providing quality service. Recently, we received a letter from a Towngas customer Mr Yeung, who commended two technicians, Tsang Ng Fui and Kwok Hing Ho, for serving the customers warmheartedly.

Mr Yeung from Laguna City discovered the problem of water leakage in his water heater. After inspection, our technician Tsang Ng Fui found out that the problem was quite complicated and nothing could be done for the time being. But he did not give up. He asked senior services technician Kwok Hing Ho to come immediately. Kwok Hing Ho carried out an inspection and gave a detailed explanation of the cause and solution to the problem. Mr Yeung could make a decision at once according to Kwok's advice. Mr Yeung commended Tsang Ng Fui and Kwok Hing Ho for their warm and sincere attitude. With professional knowledge and efficient service, the two technicians tried their utmost to help him, so that he could save a lot of time and energy.

Customers' commendation is the driving force of our continuous efforts in raising service standard, encouraging us to strive for excellence!



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、客戶會計組及零售事務部等。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 customer to provide even better product and services.



▲ 客戶服務關注小組今年8月14日探訪帝庭豪園進行第418次探訪。
The Customer Focus Team reached out to Majestic Park on 14 August, marking 418th visit.

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