

# focus



「煤氣公司送贈23萬隻低碳愛心糰」

將低碳飲食概念帶到社區



Towngas promotes a **low carbon diet** in the community –  
**delivering 230,000 low carbon rice dumplings to the needy**

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為慶祝一年一度的端午節及宣傳低碳飲食概念，煤氣公司今年舉辦別開生面的低碳糰 x Mocktail活動。煤氣溫馨義工隊聯同藝人陳法拉到訪天主教領島學校，教導近百名小學生包裹低碳糰，並以「Smile」為主題，讓同學發揮創意，親手設計有趣低碳糰，向年輕一代傳遞低碳飲食概念。

To celebrate the Dragon Boat Festival and promote the concept of a low carbon diet, Towngas held an interesting Low Carbon Rice Dumplings x Mocktail Workshop this year. Members of the Towngas Volunteer Service Team, joined by actress Fala Chen, visited Ling To Catholic Primary School, to pass on the skills of wrapping low carbon rice dumplings to nearly a hundred students. As well as spreading awareness of the benefits of a low carbon diet, the workshop encouraged the students to make full use of their creativity to decorate the dumplings with their own unique designs of happy smiling faces.



▲ 煤氣溫馨義工隊、藝人陳法拉及天主教領島學校學生聚首一堂包裹低碳糰，一同慶祝端午節。  
Members of the Towngas Volunteer Service Team, actress Fala Chen, and Ling To Catholic Primary School students wrapped low carbon rice dumplings together to celebrate the Dragon Boat Festival.



▲藝人陳法拉（左四）與煤氣烹飪中心導師梁嘉莉（右三）親自示範包裹三款原創低碳糰，包括南瓜甜糯米糰、「紫」醉「金」迷及健康米南瓜雞肉糰。她們還教導同學將「不時不食」、「就地取材」、「餐不過量」、「多菜少肉」四大低碳飲食原則應用於包糰這傳統活動。

Actress Fala Chen (4<sup>th</sup> from left) and Kaley Leung, Towngas Cooking Centre Home Economist (3<sup>rd</sup> from right), wrapped three original rice dumplings using low carbon ingredients: Sweet Pumpkin Rice Dumpling, Sweet Potato and Pumpkin Rice Dumpling, Pumpkin and Chicken Brown Rice Dumpling. They also advised the students to apply four low carbon dietary principles when making rice dumplings, namely: "use seasonal ingredients", "use locally produced ingredients", "use an adequate meal portion" and "use more vegetables and less meat".

煤氣公司一如往年，舉辦「萬糰同心為公益」活動，至今已經踏入第12年。今年我們與超過220位立法會及區議會議員、地區團體及56間中、小學和幼稚園合作，動員全港18區義工合力包裹23萬隻低碳愛心糰，贈予獨居長者及有需要人士。

煤氣公司義工隊於5月25日到訪天主教領島學校，教導該校同學包裹低碳五彩紅豆糰。是次活動除了傳授裹糰這傳統手藝外，更將低碳生活和環保概念薪火相傳。此外，煤氣烹飪中心導師及嘉賓更於台上即席示範包裹原創低碳糰，以及製作夏日低碳Mocktail，並聯同多位同學進行別具一格的低碳糰開心笑裝飾比賽，以各種繽紛裝飾為低碳糰加上開心笑臉，令場內充滿歡欣愉快的氣氛。

Towngas Rice Dumplings for The Community, an annual Towngas event, has entered its 12th year. This year, we teamed up with over 220 legislative councillors, and district councillors, and joined hands with many community organisations as well as 56 kindergartens, primary and secondary schools to mobilise volunteers from across Hong Kong's 18 districts to wrap 230,000 low carbon rice dumplings for the elderly living alone and other people in need.

Towngas volunteers visited Ling To Catholic Primary School on 25 May to show the students how to wrap low carbon rice dumplings with red beans. In addition to teaching the traditional skill of wrapping rice dumplings, the event shared the important concepts of low carbon living and environmental protection with the younger generation. Instructors from the Towngas Cooking Centre and guests demonstrated how to make original low carbon rice dumplings and a low carbon summer Mocktail. They also joined in a fun-filled dumpling decoration competition with the students. A sense of creativity and joy filled the room as the students decorated their dumplings with happy smiling faces.



◀煤氣溫馨義工隊耐心指導各參與的同學包裹低碳五彩紅豆糰。同學對首次包裹低碳食材感覺新鮮，而且十分投入。

Members of the Towngas Volunteer Service Team taught students how to make low carbon rice dumplings with red beans. The students were excited to make rice dumplings using low carbon ingredients for the first time.



## 執行董事暨營運總裁關育材獲頒授榮譽院士 Executive Director and COO James Kwan receives Honorary Fellowship



◀ 香港科技大學頒授大學榮譽院士予煤氣公司執行董事暨營運總裁關育材（右）。  
James Kwan, Towngas Executive Director and Chief Operating Officer (right) at the HKUST ceremony where he received an Honorary Fellowship.

煤氣公司執行董事暨營運總裁關育材月前獲香港科技大學頒授榮譽院士，以表揚其在工程界和對社會的貢獻。

關先生在煤氣公司貢獻良多，無論在技術、管理、環保和社會責任方面均帶領公司取得卓越成就。作為專業工程師，關先生在業界更舉足輕重，他在2004年至2005年出任香港工程師學會會長，期間於會內創立燃氣界別，他也是燃氣及能源分部的創辦人。他於2000／2001年度更成為首位擔任英國燃氣專業學會會長的華人，見證香港的燃氣工程標準已獲得國際認同。

In recognition of his contribution to the engineering sector and the community, the Hong Kong University of Science and Technology recently conferred an Honorary Fellowship on James Kwan, Towngas Executive Director and Chief Operating Officer.

Mr Kwan has made significant contributions to Towngas. Under his leadership, the Company has achieved excellence in technology, management, environmental protection and social responsibility. As an engineer, Mr Kwan also plays a pivotal role in the engineering profession, including serving as the President of The Hong Kong Institution of Engineers (HKIE) in 2004-2005. During his term, he founded the HKIE's Gas Discipline. He is also the founder of the Institution's Gas & Energy Division. In 2000/2001 Mr Kwan also became the first Chinese to be elected President of the UK-based Institution of Gas Engineers, an indication that gas projects in Hong Kong had achieved and maintained internationally recognised standards.

# TGC榮獲《讀者文摘》2011年「信譽品牌」白金獎

## TGC wins Platinum Award in Reader's Digest Trusted Brands

煤氣公司於2000年推出的自家爐具品牌— TGC，為客戶提供具創意及多元化的優質煤氣爐具，一直深受歡迎。今年，TGC更榮獲《讀者文摘》2011年「信譽品牌」白金獎（「廚房煮食爐具」類別—香港區獎項），為TGC的優質產品和服務予以肯定。

《讀者文摘》亞洲「信譽品牌」調查已舉辦了13年，「信譽品牌」白金獎更是《讀者文摘》調查所頒發的最高榮譽。TGC獲頒發「信譽品牌」白金獎，正代表TGC是消費者心目中具口碑及信心保證的信譽品牌，是廚房煮食爐具的首選。

TGC不斷研發更體貼客戶需要的爐具，並提供一站式的卓越銷售服務。最近推出了一系列配備全城首創的自動熄火時間功能的平面爐，令煮食更簡易。其中「蓮芯火」嵌入式平面爐；與舊型號煮食爐比較，其節能效益達兩成之高，而且配合密封爐頭設計及陶瓷玻璃面板，更方便清潔。

TGC會繼續努力，務求成為消費者心目中的永遠信譽品牌。



▲煤氣公司執行董事暨營運總裁關育材（左）從立法會議員梁家傑手上接過「信譽品牌」白金獎。

James Kwan, Towngas Executive Director and Chief Operating Officer (left) received the Platinum Trusted Brand Award from Alan Leong, Member of the Legislative Council.



▲ TGC嵌入式玻璃平面爐。  
TGC Glass-top Built-in Hob.



▲ 新TGC煮食爐已備有自動熄火時間功能。  
The new TGC cooking appliances are equipped with a timer function.

TGC, Towngas' in-house gas appliance brand, has been very popular since it was launched in 2000 to provide customers with a range of innovative, high-quality gas appliances. In the 2011 Reader's Digest Trusted Brands Survey, TGC won the Platinum Award in the "Kitchen Cooking Appliances in Hong Kong" category. The award recognises TGC for its high-quality products and services.

The Reader's Digest Asia Trusted Brands Survey has been conducted for 13 years, and the Platinum Award is its top honour. Winning the award was an indication that customers consider TGC the best choice for cooking appliances and view it as a highly trustworthy brand.

TGC continuously engages in research and development to offer new gas appliances tailored to customers' changing needs and provide excellent one-stop sales service. It recently launched Hong Kong's first series of built-in hobs with a timer function, to make cooking more convenient. Furthermore, the "Lotus Flame" built-in hob uses 20% less energy than old cooking appliances. With a sealed burner design and ceramic glass surface, the hob is also easier to clean.

TGC will continue its efforts to maintain its status as a brand customers trust.



# 「涼廚四寶」獲頒「2011香港工商業獎：機器及機械工具設計獎」

## “Blueflame Four Treasures” wins Machinery and Machine Tools Design Award at 2011 Hong Kong Awards for Industries



煤氣公司為餐飲業界研發的「涼廚四寶」獲頒「2011香港工商業獎：機器及機械工具設計獎」。「涼廚四寶」(包括炒鑊爐、平底爐、蒸爐及蒸櫃)既是中菜廚師常用的煮食爐具，也助業界改善能源和經濟效益，以及創建優質工作場所的「涼、快」好幫手。是次獲獎反映該設計在提升能源效益和優化工作環境範疇上的意念和技術，深受業界和社會認同。



The “Blueflame Four Treasures” appliances designed and developed by Towngas for the food and beverage industry won the Machinery and Machine Tools Design Award at the 2011 Hong Kong Awards for Industries. The line features the four most common appliances in commercial Chinese cooking: hotplates for woks, hotplates for pans, food steamers and steam cabinets. These thoughtfully designed appliances not only help the industry enhance energy efficiency and reduce costs, but also turn every commercial kitchen into a more comfortable and efficient workplace. We were honoured to receive the award, as it reflects industry and community recognition of the design concepts and technologies that were behind the successful development of these appliances.

# Towngas iPhone App獲頒發「十大我最喜愛香港Apps大賞」

## Towngas iPhone App named one of 10 favourite Hong Kong Apps

Towngas iPhone App自推出以來廣受歡迎，今年6月更獲「on.cc東方互動」頒發「十大我最喜愛香港Apps大賞」。是次比賽由不同界別人士提名他們心目中最喜愛的Apps，經專家評審後精選其中30個，再由全城App民投票選出。Towngas iPhone App從眾多Apps中脫穎而出，絕不簡單。

Towngas iPhone App讓用戶可隨時隨地瀏覽逾千款食譜及烹飪教學短片、使用多項煤氣網上服務、登入低碳Action!日誌，玩馬仔煮食遊戲，既實用又好玩，深受大眾喜愛。



◀ Towngas iPhone App互動好玩，用家更可吹動首頁的蓮芯火。  
The Towngas iPhone App is an interesting interactive application. Users can play the Lotus Flame on the splash screen.



◀ 煤氣公司企業傳訊經理－推廣盧嘉兒（右二）上台領獎。  
Towngas Corporate Communications Manager - Publicity, Edith Lo (2<sup>nd</sup> from right) received the award.

The Towngas iPhone App has received wide acclaim since its launch. In June, it was chosen as one of the recipients of My Top 10 Favorite Hong Kong Apps Awards. The competition, organised by on.cc, the portal of the Oriental Press Group, began with a nomination process involving individuals from different sectors. The nominated apps were then assessed by an expert panel, which selected 30 of them for a vote open to all apps users. Standing out among so many apps was no mean feat.

The Towngas iPhone App allows users to access over 1,000 recipes and cooking videos, use Towngas eServices, log in to the Low Carbon Action! Diary, and play MaggieMarket's cookery games anytime and anywhere. The App's range of interesting and useful functions has proven to be highly popular.

## 第43屆傑出推銷員獎 The 43<sup>rd</sup> Distinguished Salesperson Award

由香港管理專業協會及市場推銷研究社聯合主辦的傑出推銷員獎項計劃於1968年成立，至今已舉辦了43屆。傑出推銷員獎旨在對成功推銷員作出的貢獻給予充分認許，並協助提高推銷術的質素，建立市場推銷的形象，使推銷員成為享有聲譽的專業。

煤氣公司致力為客戶提供優質及專業的服務。煤氣公司客戶中心經理梁樂敏及謝月華憑藉他們殷勤及誠懇的服務態度，贏得評審團的一致肯定，獲選為第43屆傑出推銷員。

The Distinguished Salesperson Award Programme jointly run by the Hong Kong Management Association and the Sales and Marketing Executives Club was launched in 1968. The programme is now in its 43rd year. The award recognises successful salespersons for their achievements, and is also intended to help improve the quality of salesmanship and build up the image of selling and marketing as a prestigious profession.

Towngas is committed to providing quality and professional services to customers. Two managers of the Towngas Customer Centre, Stephaine Leung and Anna Tse, won the 43rd Distinguished Salesperson Award, with their attentive and sincere service attitudes earning the unanimous recognition of the panel of judges.



▲煤氣公司客戶中心經理梁樂敏（右）和謝月華獲選第43屆傑出推銷員。  
Managers of the Towngas Customer Centre Stephaine Leung (right) and Anna Tse won the 43<sup>rd</sup> Distinguished Salesperson Award.

## 煤氣龍舟隊節節勝利 Towngas Dragon Boat Team scores a string of victories

►煤氣龍舟隊勇奪大埔區龍舟競賽廠商盃冠軍後，與到場打氣的常務董事陳永堅和管理層一同合照。  
After winning the Industrial Race championship at the Tai Po District Dragon Boat Race, the Towngas Dragon Boat Team celebrated with Alfred Chan, Towngas Managing Director and senior management who had come to cheer them on.



煤氣龍舟隊本年度狀態大勇，在多項龍舟比賽中囊括獎項。本年度的首場賽事「港島龍獎會第十二屆龍舟比賽」於深水灣沙灘舉行，在到場同事的熱烈打氣下，龍舟隊勇奪男子組公開組銀賽冠軍。隨後出戰「東區龍舟競渡大賽」亦奪標而回，奪得商行賽金碟賽冠軍。煤氣龍舟隊越戰越勇，在緊接著之矚目大戰「大埔區龍舟競賽」，以及「2011香港國際龍舟邀請賽」中，分別勇奪廠商盃冠軍及商行錦標賽的季軍，成績實在令人鼓舞。

Towngas' Dragon Boat Team was particularly strong this year, winning prizes in many races. The first was the Hong Kong Island Paddle Club's 12th Deep Water Bay Dragon Boat Regatta. Urged on by the fervent cheering of colleagues, our dragon boat team crossed the finish line as the Men's Open Plate champion. The team moved on to take part in the Island East Dragon Boat Race, where it won another title: Gold Plate champion (corporate races). The greater the challenge, the stronger the team's performance was. At the ensuing Tai Po District Dragon Boat Race and 2011 Hong Kong International Dragon Boat Races, the team won the championship (Industrial Race) and the second runner-up (Inter-company Championship), respectively.

賽事名稱及地點	組別	賽事日期	獎項
港島龍獎會第十二屆龍舟比賽	男子公開賽	5月8日	銀賽冠軍
東區龍舟競渡大賽	男子中龍商行賽	6月5日	金碟賽冠軍
大埔區龍舟競賽	廠商盃	6月6日	冠軍
2011香港國際龍舟邀請賽	商行錦標賽	6月18日及6月19日	季軍





## 國際安全工作場所計劃 International Safe Workplace Programme



◀ 世界衛生組織社區安全推廣協進中心主席溫思朗教授（右）及職業安全健康局主席李啟明（左）頒發確認書給煤氣公司企業安全及風險管理經理鄭超靈。

Professor Leif Svanstrom (right), Chair of the WHO Collaborating Centre on Community Safety Promotion, and Lee Kai Ming (left), Chairman of the Occupational Safety and Health Council, presented the designation certificate to Victor Kwong, Towngas Corporate Health, Safety and Environment Manager.

煤氣公司為進一步提升安全文化及安全健康水平，參與了世界衛生組織安全社區框架下的「國際安全工作場所計劃」，並於5月30日成功認證為「國際安全工作場所」，成為全港首間認證為「國際安全工作場所」的公用機構。

煤氣公司將積極推廣「國際安全工作場所」計劃，並根據安全工作場所的組織架構、安全工作場所政策、安全計劃的推廣及實施、關注高風險的群組及環境、意外事故的記錄及分析、量度措施以評估政策、計劃及程序的成效，以及經驗交流及標準借鑒七項認證準則來舉辦更多職安健推廣計劃，持續改善安全健康的表現，進一步鞏固安全文化，邁向零意外目標。

To further nurture a safety culture and enhance its safety and health standards, Towngas joined the International Safe Workplace Programme under the framework of the World Health Organization (WHO) Safe Community initiative. The Company was designated an "International Safe Workplace" on 30 May, becoming the first utility in Hong Kong to earn this designation.

Towngas will actively promote the International Safe Workplace Programme, and will develop more programmes to promote occupational safety and health with reference to criteria set out in seven areas: the organisational structure of a safe workplace; the policy of a safe workplace; marketing and implementation of a safety plan; high-risk groups and environments; recording and analysis of accidents; evaluation measures for assessing the effectiveness of the policy, programme and process; and experience sharing and benchmarking. The Company will continuously pursue safety and health excellence, and further strengthen its safety culture in moving towards the target of zero accidents.



## 區議會聯絡小組周年晚宴

## Annual Dinners for District Council Focus Teams

煤氣公司每年也會舉辦三次區議會聯絡小組周年晚宴，分別在港島、九龍和新界區舉行，方便不同區議會的議員出席。煤氣公司執行董事暨營運總裁關育材在晚宴前向議員介紹煤氣公司過往一年的業務狀況、環保成就和地區工作，以加深彼此之間的了解。

Towngas organises Annual Dinners for its District Council Focus Teams in Hong Kong Island, Kowloon and the New Territories to make it convenient for councillors from different districts to attend. At each dinner, James Kwan, Towngas Executive Director and Chief Operating Officer outlined the Company's business performance, environmental achievements and community work over the year to enhance the councillors' understanding of Towngas and its many activities.



執行董事暨營運總裁關育材（右二）與區議會聯絡小組總監李漢雲（右三）與新界區區議員互相祝酒問好。  
James Kwan, Executive Director and Chief Operating Officer (2<sup>nd</sup> from right) and Lee Hon Wan, Head of District Council Focus Team (3<sup>rd</sup> from right) toasted to the New Territories District Councillors.



▲九龍區區議員聚首一堂，聆聽煤氣公司不同業務的發展路向。  
Kowloon District Councillors listened to the future development of Towngas' diversified business.



▲中西區區議會一眾議員與執行董事暨營運總裁關育材（右五）、企業人力資源總監鄭羅蕙芬（左四），以及煤氣公司區議會聯絡小組的同事在晚宴前留影。  
Central and Western District Councillors pictured with James Kwan, Executive Director and Chief Operating Officer (5<sup>th</sup> from right), Margaret Cheng, Head of Corporate Human Resources (4<sup>th</sup> from left) and Towngas DCFT members before dinner.



## TGC嵌入式平面爐加入自動熄火時間功能 TGC built-in hobs equipped with timer function

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TGC致力提升顧客的優質生活，自2000年成立以來一直為客戶提供具原創性及多元化的優質煤氣爐具，產品外型時尚，富有創意與實用並重。為了令顧客於繁忙的生活中都可以享受健康與美味的明火菜式，TGC不斷研發更體貼客戶需要的爐具。

TGC新推出的嵌入式平面爐系列，包括①密封爐頭，②極炎火爐頭，③內炎火爐頭，④蓮芯火爐頭均配備自動熄火時間功能，迎合不同用家需要。

Driven by its commitment to enhancing our customers' quality of life, TGC has offered quality gas appliances with an emphasis on diversity and originality since its launch in 2000. In addition to being both innovative and practical, the products are also designed with contemporary style and flair. TGC continuously engages in research and development to offer new appliances tailored to customers' changing needs, so they can enjoy healthy and tasty flame-cooked dishes despite their busy schedules.

The newly launched TGC series of built-in hobs offers a range of choices to meet the needs of different users – the range includes the ①Sealed Burner, ②Mega Flame Burner, ③Inner Flame Burner and ④Lotus Flame Burner. All are equipped with the timer function.

## 全新TGC煮食爐廣告 New commercial for TGC cooking appliances

煤氣公司一向以客為本，為提升顧客的優質生活更顯心思，TGC新推出的多款嵌入式平面爐均加入自動熄火時間功能，爐火會於預校時間自動熄火，令煮食更方便又安全，顧客可於煮食時騰出時間，為菜式加多點心思。

此外，為了令更多顧客認識TGC煮食爐的優點，以「TGC • 時刻多點心思」為主題的電視、電台及平面廣告於5月推出，鼓勵更多人用TGC煮食爐的自動熄火時間功能，以煮食向愛人表達心意。

Building on its customer-based tradition, Towngas has adopted another thoughtful approach to improving the quality of life. The new TGC built-in hobs are all equipped with a timer function, which can switch the flame off at a pre-set time. As the new function makes cooking easier and more convenient, customers have more time to try new recipes and be more creative in their cooking.

In May, Towngas launched a television, radio and print advertising campaign to publicise the merits of the new TGC cooking appliances, focusing on how the timer function can help people prepare heartwarming home-made meals for their loved ones.



## 榮獲壹週刊「社會企業責任嘉許狀」 Award the Commendation of Corporate Social Responsibility Excellence

今屆由壹週刊舉辦的《服務第壹大獎》另設特別嘉許狀——「社會企業責任嘉許狀」，表揚重視社會責任的企業。煤氣公司與東華三院合辦的社會企業「煮鑊易」脫穎而出，獲得此項殊榮。

煤氣烹飪中心為「煮鑊易」設計菜單，至今已設計近二百款菜式，東華三院參與的員工以弱能人士為主，負責切菜等簡單工作。近年多間鑊菜包公司加入競爭，作為社會企業的「煮鑊易」仍能在市場立足，足見其實力。不過，煤氣公司並非着眼於盈利，而是希望學員能不斷進步，自力更生。

Next Magazine created a new award, Commendation of Corporate Social Responsibility Excellence, this year in its annual Top Service Awards to commend social enterprises for their outstanding service quality. Cook Easy, a social enterprise jointly established by Towngas and the Tung Wah Group of Hospitals, was proud to be one of the three winners of this new award.

The Towngas Cooking Centre has created nearly 200 recipes for Cook Easy, a project that recognises the capacities of people with disabilities. Mentally handicapped people from the Tung Wah Group were employed to perform simpler tasks, such as cutting ingredients. With a number of "meal pack" providers entering the market in recent years, Cook Easy takes pride in being able to survive the increasing competition without compromising its mission. Towngas will continue to support this meaningful project to provide opportunities for the less privileged to achieve self-development and independence.



▲《壹週刊》社長楊懷康頒發「社會企業責任嘉許狀」予煤氣公司企業傳訊總監黃秀英（右）。  
Publisher of Next Magazine Yeung Wai Hong presented the Commendation of Corporate Social Responsibility Excellence award to Wong Sau Ying, Towngas Head of Corporate Communications (right).

## 煤氣公司獲頒「公益榮譽獎」 Receive President's Award from the Chest

煤氣公司多年來積極參與各類型公益活動，致力協助弱勢社群，並連續16年獲頒發「公益榮譽獎」。去年度公司合共捐出逾140萬元予公益金。

今年煤氣公司同時榮獲「僱員樂助計劃」中的「最高籌款獎」第一名及「十大最高籌款獎」第二名；「公益愛牙日」中的「最高籌款獎」第二名、公益行善「折」食日中的「最高籌款獎」第二名，以及「榮譽獎得獎機構」，成績斐然。

Towngas is committed to supporting the underprivileged and actively participates in a broad range of community activities and charity events. We have received the President's Award from The Community Chest of Hong Kong for 16 consecutive years. In 2010, our donations to the Chest exceeded \$1.4 million.

This year, Towngas was the Top Fund-raiser and 1st Runner Up in Top Ten Fund-raising Organisations in the Community Assistance Raised by Employees CARE Scheme; 1st Runner Up (Highest Donation) in Love Teeth Day; 1st Runner Up (Highest Donation) in Skip Lunch Day, and Platinum Donors.



◀煤氣公司首席財務總監暨公司秘書何漢明（左）接受香港公益金商業及僱員募捐計劃聯席主席詹伯樂頒發「公益榮譽獎」。  
John Ho, Towngas Chief Financial Officer and Company Secretary (left), received the President's Award from James Blake, Co-Chairman of the Corporate and Employee Contribution Programme of The Community Chest of Hong Kong.



# 支持公益綠識日

## Support The Community Chest Green Day

今年的公益綠「識」日於6月19日及20日舉行，活動目的是鼓勵市民多乘坐環保公共交通工具、節約資源，一起保護環境。煤氣公司向來積極鼓勵員工參與公益綠「識」日籌款活動，今次活動共有673位同事參加，連同公司贊助，合共籌得64,340元予公益金。

Towngas is an ardent supporter of The Community Chest Green Day, which appeals to the public to take greener forms of transportation, save energy, water and food, and make eco-friendly choices in daily life. On 19 and 20 June, 673 Towngas employees took part in this annual fund-raising event. The Company matched the amount, bringing the total donation to \$64,340.



## 贊助《走難家庭》舞台劇

## Sponsor Cantonese adaptation of The Skin of Our Teeth

煤氣公司連續第二年贊助誇啦啦藝術集匯舉辦的舞台劇。今年該劇團演出的舞台劇名為《走難家庭》，故事主題是歌頌人類面對逆境時迸發的創造力及生命力，由一眾年輕的90後學員擔綱演出，並於劇中加插雜技概念，實驗性十足。

《走難家庭》已於7月15至17日假西灣河文娛中心成功演出。透過演出這齣勵志劇，學員除了懂得積極面對逆境外，也提升自我價值及自信心。

Towngas threw its support behind The Absolutely Fabulous Theatre Connection for the second year by sponsoring the theatre company's Cantonese adaptation of The Skin of Our Teeth by Pulitzer Prize winner Thornton Wilder. The play celebrates the creativity and resourcefulness of mankind during times of adversity. With a cast comprising mostly young local actors in their teens, the performance incorporated acrobatics into the production's theatrical experiments.

The Skin of Our Teeth were performed at the Sai Wan Ho Civic Centre Theatre from 15 to 17 July. As well as being inspired and motivated by the play's positive messages, the young actors said acting on the stage helped them build up their self-confidence and enhanced their self-esteem.



# 舉辦「低碳新世代網上遊戲」頒獎典禮

## Prize presentation ceremony for “Low Carbon Generation Online Games”



去年9月至11月煤氣公司與香港教育城攜手推出「低碳新世代」網上遊戲，並舉辦「低碳達人大比拼」比賽。是次比賽反應非常熱烈，共獲得約500間中、小學校近5,000名學生踴躍參與。

今年7月15日，煤氣公司與香港教育城假Flame at Towngas Avenue餐廳舉辦「低碳新世代網上遊戲」頒獎典禮，以獎勵於5,000名參加者中脫穎而出的低碳新生代。

是次頒獎典禮共有40多位得獎老師及學生代表出席，一同分享實用的環保心得及互相鼓勵實踐低碳生活，宣揚環保信息。

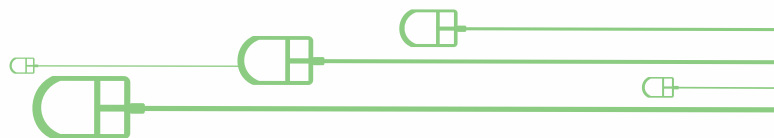
Between September and November 2010, Towngas joined hands with Hong Kong Education City to launch a set of “Low Carbon Generation” online games and a contest based on the games. The contest received an overwhelming response, as nearly 5,000 students from approximately 500 primary and secondary schools took part.

A prize presentation ceremony was held at the Flame at Towngas Avenue on 15 July to honour the young winners for their stellar performance in the games, which tested their knowledge of low-carbon living.

More than 40 teachers and students from the winning schools shared their practical experiences related to environmental protection at the ceremony, and encouraged each other to continue their commitment to low-carbon living.



▲ 煤氣公司企業傳訊總監黃秀英（後排左三）與各得獎學生合照。  
Wong Sau Ying, Towngas Head of Corporate Communications (back row, 3<sup>rd</sup> from left) took photos with the winning students.



▲ 得獎學生品嚐Towngas Avenue大廚即席示範的一系列低碳美食後，一致讚口不絕。  
The students savoured the low-carbon dishes cooked on site by the Towngas Avenue chef and gave the dishes the thumbs up.



## 贊助綠色力量推出《帝企鵝小南》故事書

## Sponsor publication of **Save Emperor Penguins** by Green Power

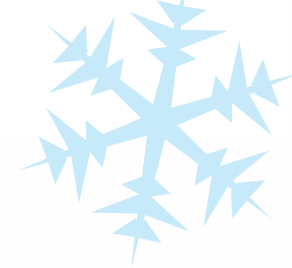


煤氣公司贊助綠色力量舉辦「世界環境日 • 齊來減碳」行動，並攜手推出故事書《帝企鵝小南》，以宣揚緩和全球暖化的信息。綠色力量7月中起免費派發帝企鵝故事書予全港小學生，煤氣公司的小伙子和天兒也在書中客串，介紹環保小貼士。

另外，全球暖化所引致的冰川溶化問題，令生活於南極的可愛帝企鵝生活受到威脅。為讓學生了解全球暖化影響，綠色力量舉辦帝企鵝邀請卡設計比賽，並將精選作品上載至<http://www.greenpower.org.hk/wed/e-card.html>，供大家免費下載及轉發給朋友，宣揚救救帝企鵝的信息！

Towngas not only sponsored Green Power's "World Environment Day • Let's Go Low Carbon" campaign but also joined hands with the green group to launch a storybook called Save Emperor Penguins, to promote awareness of the impact of global warming. Free copies of Save Emperor Penguins were distributed to all local primary students in July. The book features Towngas Boy and Tinny, who provide green tips to readers.

Global warming leading to the melting of glaciers pose threats to the famous Emperor Penguins living in the Antarctic. To enhance students' understanding of the impact of global warming, Green Power organised an Emperor Penguin e-invitation cards design competition for students. Selected entries are available for download and sharing with friends free of charge at <http://www.greenpower.org.hk/wed/e-card.html>. The campaign hopes to spread the message about saving Emperor Penguins to more and more people.



## 投入低碳生活轉用煤氣電子賬單 Save the Earth, Use eBilling service

為響應低碳生活及鼓勵客戶透過煤氣公司網上客戶中心登記電子賬單服務，煤氣公司於今個夏季舉辦「低碳Action!大抽獎」。由2011年5月1日至7月31日期間，煤氣客戶只要啟動電子賬單服務或成功報讀煤氣錶度數，即可自動參加幸運大抽獎，隨時贏走iPad2及其他豐富禮品！

客戶轉用煤氣電子賬單可減省耗用紙張及因郵遞所耗的能源，一年減碳316克。為保護地球出一分力，請即登記電子賬單服務。

To further promote low carbon living, Towngas launched a "Low Carbon Action! Lucky Draw!" campaign this summer to encourage customers to log on to our eService Centre and register for our eBilling service. Towngas customers who activated their eBilling account or reported their meter reading from 1 May to 31 July 2011 were automatically entered into the lucky draw for a chance to win an iPad2 or other fabulous prizes.

Each Towngas customer opting for eBilling helps reduce carbon emissions by 316g annually by saving paper and the energy needed for postage and delivery. Please help save the Earth now by registering for our eBilling service.



▲登記煤氣電子賬單服務可參與「低碳Action!大抽獎」，贏取iPad2及其他豐富禮品！Towngas customers who activated their eBilling service during the promotion period could win an iPad2 or other fabulous prizes.

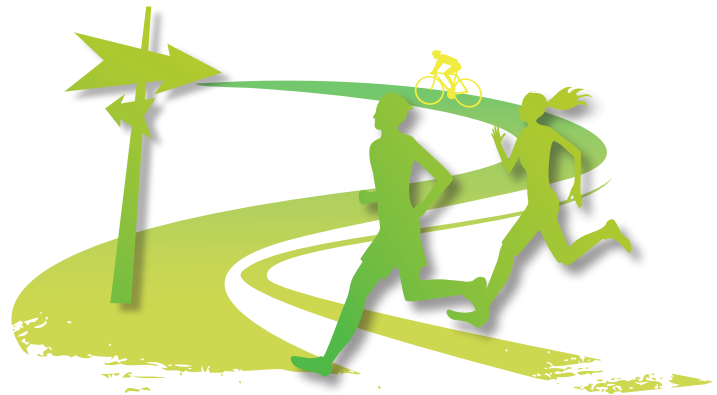
## 贊助地球之友「綠野先鋒植樹遠足挑戰賽」 Sponsor Friends of the Earth's "Tree Planting Challenge"

煤氣公司連續七年贊助由地球之友舉辦的「綠野先鋒植樹遠足挑戰賽」。今年的植樹地點位於大欖郊野公園的石龍拱，大會主題為「種出綠色大氣候」，希望喚醒各界關注氣候變化問題。

今年公司派出六支由不同部門及客戶組成的隊伍參加比賽，其中三隊更分別得到50苗組別的亞軍及30苗組別的亞軍和季軍。

Towngas sponsored the "Tree Planting Challenge" organised by Friends of the Earth for the seventh year in a row. To raise awareness of the impact of climate change, the event adopted the theme of "Plant a Wish for a Better Climate" this year. The planting took place at Shek Lung Kung in Tai Lam Country Park.

Six teams formed by Towngas staff from various departments were joined by our customers to take part in this year's competition. Three of our teams won in the Corporate Charity Team category, including 1st Runner Up in the 50 trees division, and 1st and 2nd Runners Up in the 30 trees division.



◀ 代表公司參賽的各支隊伍於起步前合照。  
The Towngas teams took group photos before setting off for the planting challenge.

## 連續十年減廢標誌 Ten consecutive years awarded the Wastewi\$e Label

減廢標誌是由政府發起的認可計劃，目的是鼓勵機構採取措施，減少企業在運作、製造產品及提供服務時所產生的廢物。煤氣公司於5月20日，獲環境保護運動委員會頒發「連續十年減廢標誌」證書，表揚煤氣公司於廢物管理方面的決心與堅持。

The Wastewi\$e Label is a recognition scheme established to encourage Hong Kong businesses or organizations in adopting measures to reduce the amount of waste generated within their establishments or generated through the services and products they provide. On 20 May, Towngas was awarded the Wastewi\$e Label for the tenth consecutive year by the Environmental Campaign Committee, in recognition of the Company's commitment to and unrelenting efforts in waste management.





# 明火煮食推介

## Flame Cooking Recipe

戀戀煮意  
**cook for love**

### 士多啤梨乳酪慕絲

### Strawberry yoghurt mousse



#### 材料 Ingredients

甜忌廉	500克	Non-dairy cream topping	500g
魚膠粉	10克	Gelatine powder	10g
水	15克	Water	15g
糖	150克	Sugar	150g
蛋黃	3隻	Egg yolks	3
原味乳酪	75克	Plain yoghurt	75g
士多啤梨果蓉	250克	Strawberry puree	250g

#### 做法 Method

1. 用攪拌器將甜忌廉攪至微企身，備用。
  2. 魚膠粉加水，以慢火煮溶；蛋黃及糖拌勻，備用。
  3. 將已煮溶的魚膠粉、已拌勻的蛋黃及糖，與原味乳酪一起拌勻，再加入士多啤梨果蓉。
  4. 最後加入甜忌廉，拌勻後雪藏至硬身，即製成乳酪慕絲。
1. Beat the non-dairy cream topping until stiff. Set aside.
  2. Add gelatine to water. Cook slowly over low heat until gelatine dissolves. In a bowl, mix egg yolk and sugar until pale. Set aside.
  3. Pour the gelatine solution and egg yolk mixture from step 2 into the plain yoghurt. Stir well. Add strawberry puree.
  4. Lastly stir in the whipped non-dairy cream topping. Refrigerate until set. This is the yoghurt mousse.



[www.facebook.com/CookingCentre](http://www.facebook.com/CookingCentre)

煤氣烹飪中心查詢電話 | **2576 1535**  
Towngas Cooking Centre

[www.towngascooking.com](http://www.towngascooking.com)

## 客戶禮讚 Compliments

憑著同事的優秀表現和以客為先的工作態度，今年1月至3月期間公司共接獲1,234封讚賞信，成績有目共睹，足以證明大家付出的努力，得到客戶的認同。

家住鯉景灣康東邨的一位獨居婆婆發現家裡漏煤氣，緊急事故運作組技術員陳偉傑接獲消息後上門檢查。礙於婆婆只懂說鄉下話，溝通一度成為難題，幸好陳偉傑靈活變通，立即請大廈保安員代為翻譯。經了解後發現外牆煤氣管道滲漏，他當機立斷截斷煤氣供應，並立即為婆婆換上新的喉管及重新接駁煤氣，令婆婆的煮食爐可恢復使用。東區區議員傅元章特別來信讚揚陳偉傑的高效率服務，及時為長者解決問題，而他的細心服務更令用戶和鄰居留下深刻印象。

在未來的日子煤氣公司會繼續秉承以客為先的服務態度，為客人提供優質及貼心的服務。

Our performance and customer-oriented attitude continue to win appreciation from customers. During the period from January to March, the Company received 1,234 letters complimenting our service. It is always a great encouragement to learn that our efforts have touched our customers' lives in a way that prompted them to take the time to write us.

An elderly woman living alone in Hong Tung Estate, Lei King Wan discovered a gas leak at home. Technician Chan Wai Kit of the Emergency Operation Section was called to the site for an inspection. He encountered difficulties in communicating with the elderly woman, who spoke a different dialect. Responding quickly and cleverly to the challenging situation, he asked the building's security officer to act as a translator. When he realised the leakage was from a gas pipeline on the outer wall, he immediately cut off the gas supply, replaced the pipeline and reconnected the gas supply to the flat, so that the customer could use her cooking appliances. Eastern District Councillor Fu Yuen Cheung sent us a letter to commend Chan Wai Kit for his high efficiency in solving a problem for the elderly customer. Chan's attentive service left a deep impression on the customer and her neighbours.

Towngas will continue to provide thoughtful, high-quality services to customers, based always on a customer-oriented attitude.



## 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組成，主要來自客戶服務部、客戶會計組及零售市務部等。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 customers to provide even better products and services.



▲ 客戶服務關注小組於今年7月到訪悅庭軒，向居民介紹煤氣公司的各項服務。

The Customer Focus Team visited Bel Air Heights in July this year.

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