

FOCUS 客戶通訊

香港中華煤氣有限公司
THE HONG KONG AND CHINA GAS COMPANY LIMITED

二零零七年十月 第二十九期
October 2007 VOLUME 29


**主要消息
Main News**

1

煤氣公司成為亞洲首家
獲頒 PAS 55-1:2004 資產
管理證書燃氣供應企業

First Gas Utility in Asia
to be Certified to
PAS 55-1:2004 Asset
Management Specification


**市場資訊
Marketing
Information**

6

煤氣烹飪中心成立30周年
Towngas Cooking Centre
30th Anniversary


**企業社會責任
Corporate Social
Responsibility**

9

煤氣公司獲頒
「公益榮譽獎」
Towngas Wins Community
Chest President's Award


**客戶讚揚
Compliments**

12

以誠待人 以客為尊
Quality Service Acclaimed
and Commended

煤氣公司成為亞洲首家獲頒 PAS 55-1:2004 資產管理證書燃氣供應企業 Towngas-First Gas Utility in Asia to be Certified to PAS 55-1:2004 Asset Management Specification



煤氣公司執行董事暨營運總裁關育材(中)在機電工程署署長何光偉(左)見證下接受 Det Norske Veritas 亞洲及澳大利亞地區總經理托馬斯(右)頒發 PAS 55-1:2004 資產管理證書。

Towngas Executive Director and Chief Operating Officer James Kwan (middle), received the PAS 55-1:2004 asset management certificate from DNV Industry Director of Operations, Asia & Australia, Thomas Vogth-Eriksen (right) under the witness of Director of Electrical and Mechanical Services Ho Kwong-wai (left).

煤氣公司為提升資產管理的表現及效益，在去年10月開始應用PAS 55-1:2004資產管理標準。經過兩個階段的認證工作，煤氣公司已正式成為亞洲首家獲頒PAS 55-1:2004資產管理證書的燃氣供應企業。頒授典禮於今年8月16日在煤氣大廈舉行，Det Norske Veritas 亞洲及澳大利亞地區總經理托馬斯遠道由上海來港主持頒授儀式，機電工程署署長何光偉亦撥冗出席及致辭，見證煤氣公司獲頒PAS 55-1:2004資產管理證書的重要時刻。

這項認證涵蓋多項資產，包括煤氣生產廠房、煤氣鼓、煤氣輸配系統、上給供氣分喉及煤氣錶。煤氣公司達到認證標準，證明公司能有效管理大型固定資產的運作，及應付有關風險，並且持續改進資產管理系統，以達到長遠的發展目標——為客戶提供安全可靠的煤氣，並提供親切、專業和高效率的服務，同時致力保護及改善環境。

In order to enhance our performance and efficiency in asset management, Towngas has adopted the PAS 55-1:2004 asset management specification since October last year. Having passed the two stages of accreditation, Towngas proudly became the first PAS 55-1:2004-certified gas utility in Asia. DNV Industry Director of Operations, Asia & Australia, Thomas Vogth-Eriksen, flew all the way from Shanghai to officiate at the presentation ceremony held at the Towngas headquarters on 16 August. Director of Electrical and Mechanical Services Ho Kwong-wai delivered a speech at the ceremony and witnessed this important milestone for Towngas.

The certification covers gas production plants, gas holders, transmission pipelines and distribution pipelines, service risers and gas meters. It is testimony to Towngas' ability to ensure effective management of, and contain relevant risks in, the operation of large-scale fixed assets, as well as our continuous pursuit of asset management system enhancement for the achievement of our long-term corporate goals, namely, to provide our customers with a safe, reliable supply of gas and the caring, competent and efficient service they expect, while working to preserve, protect and improve our environment.



萬糰同心為公益 共慶回歸十周年

Rice Dumplings for the Community A New Guinness Record to Mark the 10th Anniversary of the HKSAR



煤氣公司執行董事暨營運總裁關育材(右五)在立法會主席范徐麗泰(左三)、香港公益金董事林李婉冰(右六)、立法會議員梁家傑(右二)、立法會議員譚香文(右四)、立法會議員馮檢基(右三)、立法會議員梁國雄(右一)、愛心糰司令楊千嬅(左一)及愛心糰領袖查小欣(左二)的見證下，接受健力士世界紀錄有限公司代表Katie White(左四)頒發的證書，共證歷史時刻。
Towngas Executive Director and Chief Operating Officer James Kwan (5th from right) received the certificate from representative from Guinness World Records Katie White (4th from left) under the witness of President of the Legislative Council Hon Rita Fan (3rd from left), Board Member of The Community Chest Nina Lam (6th from right), Legislative Councillors Hon Alan Leong (2nd from right), Hon Mandy Tam (4th from right), Hon Frederick Fung (3rd from right) and Hon Leung Kwok-hung (1st from right), Caring Commander-in-Chief Miriam Yeung (1st from left) and Caring Leader Cha Siu-yan (2nd from left).

煤氣公司與公益金合辦「萬糰同心為公益」的籌款活動，已踏入第八年，適逢香港回歸十周年，活動特別加設以千人裹糰為題的「煤氣公益愛心裹糰日」，讓市民享受裹糰樂的同時，亦可為公益金籌募更多善款，共慶回歸。今年不但善款數目打破以往紀錄，糰子數量更成功締造一項新的健力士世界紀錄！

今年的「萬糰同心為公益」誓師大會於5月8日正式展開，一班年青歌手親身嘗試裹糰的樂趣，體驗民間習俗，更呼籲全城響應6月10日假九龍灣國際展覽中心舉行的「煤氣公益愛心裹糰日」。

6月10日的活動得到商業電台全力支持，一眾年青歌手向新一代推廣裹糰的傳統中國文化，並呼籲大家向有需要的社會人士獻上愛心與關懷。愛心糰領袖查小欣及愛心糰司令楊千嬅率領愛心糰隊長張敬軒、鄭融、衛詩、孫耀威，為善長打氣，氣氛熱鬧。

Towngas and the Community Chest jointly organised the Rice Dumplings for the Community event for the eighth consecutive year. A massive rice dumpling wrapping event with as many as 1,000 participants was held to mark the 10th anniversary of the HKSAR. The event not only broke the record in terms of the amount of money raised, it also succeeded in making an entry into the Guinness World Records!

The kick-off ceremony for this year's Rice Dumplings for the Community event was held on 8 May, when a host of popular Hong Kong artists and singers were invited to experience the fun of rice dumpling wrapping. In addition to taking part in this special cultural activity, they took the opportunity to promote the Guinness World Record-making Rice Dumplings for the Community Day to be held on 10 June.

The event had the full support from the Commercial Radio and the active participation from popular artists. Caring Leader Cha Siu-yan and Caring Commander-in-Chief Miriam Yeung led Caring Captains Hins Cheung, Stephanie Cheng, Jill Vidal and Eric Suen to keep the participants entertained.



煤氣公司執行董事暨營運總裁關育材(左)及立法會主席范徐麗泰(右)與長者義工分享裹糰心得。
Towngas Executive Director and Chief Operating Officer James Kwan (left) and President of the Legislative Council Hon Rita Fan (right) shared experience of wrapping rice dumplings with an elderly volunteer.



煤氣公司執行董事暨營運總裁關育材(右)、香港公益金董事余錦添(左)及愛心糰隊長鄭融在誓師大會上示範裹糰。
Towngas Executive Director and Chief Operating Officer James Kwan (right), Board Member of The Community Chest Yu Kam-yuen (left) and Caring Captain Stephanie Cheng, wrapped rice dumplings during the kick-off ceremony.



當日立法會主席范徐麗泰更親臨擔任主禮嘉賓，多位立法會議員包括梁家傑、譚香文、馮檢基及梁國雄等均有出席為參加者打氣。上千名學生、機構及團體代表、立法會議員以及熱心捐輸的市民濟濟一堂，合共包裹逾3萬4千多隻糰子，締造了一項健力士世界紀錄。完成創舉後，參加者更可以將所包裹的糰子帶回家與親友一同分享。

The Rice Dumplings for the Community Day was held on 10 June at Hong Kong International Trade & Exhibition Centre. The President of the Legislative Council, Hon Rita Fan, officiated at the record-breaking ceremony. Also present were Legislative Councillors Hon Mandy Tam, Hon Frederick Fung, Hon Alan Leong and Hon Leung Kwok-hung witnessing the record-breaking moment. Over 1,000 participants from schools, business sectors, voluntary groups, as well as Legislative Councillors and District Councillors participated in the event, resulting in the wrapping of more than 34,000 rice dumplings and the successful making of an entry into the Guinness World Records. Participants could also take the rice dumplings home to share with their friends and families.



「煤氣公益愛心裹糰日」吸引逾千人參與，場面熱鬧。

The "Rice Dumplings for the Community Day" saw the enthusiastic participation of 1,000 volunteers.

為支持善舉，參加者每裹一隻糰子，煤氣公司即捐出10元；連同市民捐款，整項活動為香港公益金籌得超過84萬元，善款數目是歷年之冠。

「煤氣萬糰同心為公益」是一項為期三個月的活動，早於今年4月，煤氣公司已贊助糰料予全港近百間中學，舉辦「裹糰工作坊」，讓學生在所屬學校學習裹糰，從而推廣裹糰傳統，同學在感受裹糰樂趣之餘，家長更可透過裹糰的過程拉近親子關係。

To show our support and care for the community, Towngas pledged to donate \$10 for each rice dumpling wrapped on the day. Together with public donations, we raised more than HK\$840,000 for the Community Chest, which was in itself a record-breaking number.

The entire Towngas Rice Dumplings for the Community campaign covered a period of three months, with the first "Rice Dumplings Workshop" held in April. Towngas sponsored ingredients to about 100 secondary schools and showed students how to wrap rice dumplings. Through the event, the tradition of wrapping rice dumplings passed from one generation to another.



為了慈善，外籍人士也來學習裹糰，體驗中國文化。
Expatriates gained a taste of traditional Chinese culture by joining the rice dumpling wrapping event.



煤氣公司贊助糰料予中學，讓學生透過「裹糰工作坊」，接觸中國文化。
Secondary school students learnt to wrap rice dumplings with Towngas-sponsored ingredients during the "Rice Dumplings Workshop".

除此之外，煤氣公司、立法會議員、區議會議員和地區義工合共包裹超過12萬隻「愛心糰子」，送予老人院、社區中心及獨居長者，為有需要人士奉上關懷與心意。

This year, Towngas joined hands with Legislative and District Councillors and volunteers to wrap more than 120,000 rice dumplings, with which they shared their love and care to those in elderly homes, community centers and live-alone seniors.



煤氣公司區議會聯絡小組總監李漢雲(左四)、企業融資及財務總監盧永強(右二)、零售市場經理王佩兒(右四)及技術訓練經理梁素謙(左一)出席「萬糰同心為公益」地區活動，與多位東區區議員一起裹糰，共襄善舉。
Towngas Head - District Council Focus Programme Lee Hon Wan (4th from left); Head - Corporate Finance and Treasury Lo Wing Keung (2nd from right); Retail Marketing Manager Catherine Wong (4th from right) and Technical Training Manager Leung Ping Him (1st from left), participated a local rice dumpling activity in Eastern District.

煤氣公司送出5,000張回歸盃門券 同慶香港回歸十周年

Towngas offered 5,000 free tickets for the HKSAR 10th Anniversary Reunification Cup



煤氣公司主席李兆基博士、非執行董事李家傑、非執行董事李家誠及香港足球總會會長霍震霆陪同政務司司長唐英年主持恒基回歸盃的揭幕禮，並與中國隊及世界足球明星隊合照。
Chairman of Towngas Dr Lee Shau-kee, Non-executive Director Lee Ka-kit, Non-executive Director Lee Ka-shing, President of the Hong Kong Football Association Timothy Fok and Chief Secretary for Administration Henry Tang officiated at the inauguration ceremony for the "Henderson Reunification Cup", and pictured with China Team and FIFA World Stars Team.

為慶祝香港回歸祖國十周年，李兆基金全力支持，並由香港特別行政區政府聯同香港足球總會，於今年7月1日舉辦「香港特別行政區十周年回歸盃」足球賽，並遠道請來國際級球隊來港比賽。

煤氣公司特別舉辦「香港特別行政區十周年回歸盃」幸運大抽獎，以答謝各界多年的支持，送出5,000張入場券，讓市民免費觀賞三場精彩賽事。市民只需填寫簡單的資料便可參加抽獎，而抽獎結果已於6月20日公布，共有2,500名市民獲得「香港特別行政區十周年回歸盃」入場券兩張，現場欣賞精彩賽事。

是次活動煤氣公司除了送出5,000張入場券外，每位入場人士更可獲贈太陽帽以作留念。經過三場激烈的比賽，結果香港明星足球隊和中國明星足球隊以3比3打成平手，而第二場比賽拜仁慕尼黑以2比1反勝聖保羅，奪得「李兆基盃」；尾場賽事中國隊則以2比0力挫世界足球明星隊，勇奪「恒基回歸盃」。

The HKSAR Government and the Hong Kong Football Association jointly organised the HKSAR 10th Anniversary Reunification Cup on 1st July to celebrate the 10th Anniversary of Hong Kong's reunification with China. International soccer teams were invited to perform three exciting matches for the citizens of Hong Kong.

As a token of thanks for the support extended to us over the years, Towngas held a lucky draw and gave away 5,000 tickets to the public for this spectacular football event and shared the joy of HKSAR 10th Anniversary. The lucky draw results were published on 20 June and 2,500 lucky winners were awarded two tickets each to take part in this exciting event.

Besides the free tickets, each participant was given a Towngas cap as souvenir on the event day. In the first match, the All Star Sports Association drew with China All Star Soccer Team by 3:3, while FC Bayern Munich defeated Sao Paulo FC by 2:1 in the second match. China Team defeated FIFA World Stars Team by 2:0 in the third match to win the Henderson Reunification Cup.



中國隊英姿颯颯，以2比0力挫世界足球明星隊。
China Team gained an upper hand in its match against FIFA World Stars, and won it by 2:0.



煤氣公司主席李兆基博士及香港足球總會會長霍震霆歡迎遠道從德國來港的拜仁慕尼黑球隊，並與門將簡尼握手。
Chairman of Towngas Dr Lee Shau-kee and President of the Hong Kong Football Association Timothy Fok welcomed German soccer team FC Bayern Munich, and shook hands with its goalkeeper Oliver Kahn.



煤氣公司「愛心月餅顯關懷」 十萬個健康月餅贈長者

Towngas Mooncakes for the Community 100,000 Mooncakes Made to Benefit More Elderly

煤氣公司秉承關愛社群的傳統，連續第七年舉辦「愛心月餅顯關懷」活動，今年更打破歷年紀錄，製作超過十萬個健康月餅，贈予長者及有需要人士，向他們送上中秋佳節的歡樂溫馨，促進社會和諧。

今年的「愛心月餅顯關懷」活動獲得超過四百位立法會議員及區議員的支持，他們聯同煤氣溫馨義工隊及各區熱心人士，將愛心月餅送往不同地區，贈予獨居長者和其他有需要人士，傳送節日的溫暖。煤氣溫馨義工隊更於9月15日及9月23日與區議員攜手合作，向油塘區和屯門區的長者派發月餅和禮物，並透過表演、遊戲等精彩節目，為長者送上節日的歡愉和親切的祝福。

煤氣公司執行董事暨營運總裁關育材表示：「『愛心月餅顯關懷』活動現已踏入第七年，自推行以來深受各界支持，更已成為公司的重點公益活動之一。我們今年送贈逾十萬個愛心月餅，數字為歷年之冠，令更多人士受惠，將關懷互助的訊息傳遍社會每一個角落。」

今年的「愛心月餅顯關懷」繼續獲蓮香餅家及奇華餅家鼎力支持，焗製特式的心型健康月餅，突顯我們對受惠者的關懷，令他們吃得健康。



煤氣溫馨義工隊於9月15日與觀塘區議員陳振彬、黎樹濠合辦中秋活動，與在場300位長者共慶中秋。
Towngas volunteers celebrated Mid-Autumn with 300 seniors at an event co-organised with Kwun Tong District Councillors Chan Chun-bun and Lai Shu-ho.

Towngas with its longstanding tradition of community care, organised the "Towngas Mooncakes for the Community" programme for the seventh straight year. The programme achieved a new record this year by making more than 100,000 healthy mooncakes for senior citizens and other needy persons, to bring them the joy and warmth of the Mid-Autumn Festival.

More than 400 Legislative Council and District Council members supported the campaign this year, joining hands with the Towngas Volunteer Service Team and other volunteers from across the territory to deliver the love-filled mooncakes to singleton elderly and others in need. Additionally, two district events were held in Yau Tong and Tuen Mun on 15 and 23 September respectively, where Towngas volunteers, along with several District Councillors, distributed mooncakes and gift packs, played games and provided entertainment to the elderly.

"Entering its seventh year, the 'Mooncakes for the Community' programme has seen considerable support from all walks of life since its launch, and is now one of our key community service initiatives. We are delighted to scale up the programme this year by making and distributing as many as 100,000 mooncakes, which is a record high in the programme's history," said James Kwan, Executive Director and Chief Operating Officer of Towngas.

Towngas is thankful to Lin Heung Bakery and Kee Wah Bakery for their continuous support for the programme. As in past years, the two bakeries have made heart-shaped mooncakes with healthy ingredients to show our thoughtfulness for the elderly.



煤氣客戶義工隊隊員表演精彩的功夫扇舞，獲得全場掌聲。

Towngas Customer Volunteers performed a spectacular Kung-Fu dance.



立法會議員馮檢基(中)與煤氣公司區議會聯絡小組成員(左起)李國偉、李漢雲、陳嘉寶、關錦城一起主持麗安邨的中秋月餅敬老活動。
(from left) Towngas Project Manager Lee Kwok-wai, Towngas Head-District Council Focus Programme Lee Hon-wan, Legislative Councillor Hon Frederick Fung, Towngas Public Affairs Manager Judy Chan and Towngas Senior Manager - Finance Frankie Kwan officiated a mooncake event held at Lai On Estate.



煤氣公司區議會聯絡小組總監李漢雲(左四)，出席立法會議員譚耀宗在福來邨舉辦的中秋月餅敬老活動。

Towngas Head-District Council Focus Programme Lee Hon-wan, Legislative Councillor Hon Tam Yiu-chung at Fok Loi Estate.



女童軍「煤氣烹飪大使」嘉許禮

Towngas Cooking Ambassadors Commendation Ceremony

由煤氣公司與香港女童軍總會合辦的「女童軍煤氣烹飪大使計劃」自2005年開展至今，已有200多位女童軍參加，並完成訓練。透過此計劃，女童軍不但學習到明火烹調及食物營養價值等知識，更可發揮她們對烹調美食的創意。

為嘉許各烹飪大使，香港女童軍總會與煤氣公司特別於本年6月30日舉行「煤氣烹飪大使嘉許禮」暨「2007身心健康與美暑期活動揭幕禮」，出席嘉賓包括煤氣公司執行董事暨營運總裁關育材、女童軍國際事務總監李吳麗明及女童軍煤氣榮譽烹飪大使陳苑淇。活動當日進行了一項支票頒贈儀式，由煤氣公司執行董事暨營運總裁關育材代表煤氣公司，將十萬元支票贈予香港女童軍總會。

今年女童軍獲得煤氣公司贊助暑期活動，舉辦了多項創新的興趣課程及訓練，包括烹飪班、社交禮儀及優質美食課程，更安排女童軍到煤氣公司參觀。

More than 200 members from The Hong Kong Girl Guides Association have completed their training as Towngas Cooking Ambassador since the Programme was first launched in 2005, through which participating members have embarked on a creative cooking journey in addition to learning the techniques of flame cooking and knowledge on food nutrition.

In recognition of the outstanding performance of the Towngas Cooking Ambassadors, a commendation ceremony was held on 30 June. Guests of honour attending the event included Towngas Executive Director and Chief Operating Officer James Kwan, The Hong Kong Girl Guides International Commissioner Mary Li and Honourary Cooking Ambassador Jolie Chan. A cheque presentation ceremony was also held, where The Hong Kong Girl Guides Association received a cheque of HK\$100,000 donated by Towngas.

Towngas sponsored the Girl Guides Summer Programme 2007 in which a number of interesting summer courses and training programme have been arranged, including cooking classes and courses like "Etiquettes and Fine Dining". Participating members from The Hong Kong Girl Guides Association will also have a chance to visit Towngas Headquarters.



煤氣公司執行董事暨營運總裁關育材(左三)、煤氣公司總經理—市務蕭錦誠(左二)及煤氣公司市場推廣經理李志恆(左一)與女童軍國際事務總監李吳麗明(右四)、女童軍煤氣榮譽烹飪大使陳苑淇(左四)及女童軍代表在嘉許禮上合照。
Towngas Executive Director and Chief Operating Officer James Kwan (3rd from left), Towngas General Manager - Marketing Philip Siu (second from left) and Towngas Market Promotion Manager Terence Lee (first from left) joined International Commissioner of the Hong Kong Girl Guides Association Mary Li (fourth from right) and Honourary Cooking Ambassador Jolie Chan (fourth from left) for a group photo at the commendation ceremony.

慶煤氣烹飪中心三十載 名廚會員開放日聚滿堂

Celebrating 30th Anniversary of Towngas Cooking Centre

為慶祝煤氣烹飪中心成立三十周年，中心於6月23日舉行了別開生面的「開放日」，邀請金咕及銀咕會員參加雞尾酒派對，與多位烹飪導師聚首一堂，分享入廚心得，並一同品嚐由名廚精心烹調的各款美食。

此外，在星級名廚烹飪示範環節中，煤氣烹飪中心請來人氣名廚周中師傅、著名意大利餐廳Gaia Ristorante主廚Paolo Monti及經典中菜「蛇王芬」主廚陸師傅即席示範，令烹飪示範室內座無虛席。

透過是次活動，會員除可大飽口福及獲贈一份特別紀念品外，還學到不少烹飪秘技，並享受一個休閒的下午。

Towngas Cooking Centre Open Day was held on 23 June to celebrate its 30th anniversary. Gold and silver members joined a party that was filled with fun and delicacies. Chef Chow Chung, Chef Paolo Monti of Gaia Ristorante and Chef Luk of Ser Wong Fun Restaurant also demonstrated the secrets for preparing their special dishes. All guests took home a free gift as a souvenir of this memorable gathering. Great food, great atmosphere, great event!



意大利餐廳Gaia Ristorante主廚Paolo Monti用心烹調美味佳餚。
Chef Paolo Monti of Gaia Ristorante prepared finely cooked dishes.



經典中菜「蛇王芬」主廚陸師傅即席示範，令參與者獲益良多。
Chef Luk of Ser Wong Fun Restaurant showed off his culinary skills.



人氣名廚周中師傅以明火烹調美食，火候十足。
Chef Chow Chung demonstrated the essence of flame cooking.



第五屆明火食神爭霸戰 The Fifth Flame Cooking Competition

由新城財經台主辦及煤氣公司呈獻之「第五屆明火食神爭霸戰」總決賽，已於8月1日假中華廚藝學院舉行。經過一輪激烈的比賽，再經大會嚴格評審後選出海鮮、雞、豬、辣、健康菜式及出前一丁六大組別的各優勝獎項。該烹飪比賽旨在鼓勵同業互相切磋廚藝，為業界帶來新的創意菜式，並為廚師定下日後互相交流的平台。



參賽廚師利用「中華名氣堂」的完善爐具設施，煮出鑊氣十足的小炒。
Chef created mouthwatering dishes at the all-in-one "Flame Cooking Demonstration Kitchen" during the competition.



煤氣公司工商市務經理黃維安(後排左三)、零售市務經理王佩兒(後排右三)及立法會議員張宇人(後排左四)聯同其他嘉賓出席「豬」菜式組別的開展儀式。

Towngas Commercial Marketing Manager Duncan Wong (back row, 3rd from left), Towngas Retail Marketing Manager Catherine Wong (back row, 3rd from right) and Legislative Councillor Hon Tommy Cheung (back row, 4th from left) pictured with other guests at the inauguration of the "pork" category competition.

The "Fifth Flame Cooking Competition" was held at the Chinese Cuisine Training Institute on 1 August. Organised by Metro Finance and presented by Towngas, the competition provided an opportunity for chefs to show off their culinary skills and learn from each other. After a whole day of intense competition, the judging panel selected the winners under six major categories, namely seafood, chicken, pork, spicy food, healthy dishes and Demae Itcho.

2007全港青年廚師中餐烹飪比賽

Hong Kong Young Chef Chinese Culinary Competition 2007

煤氣公司一直鼎力支持職業訓練局中華廚藝學院推動中菜飲食業發展的活動，並連續第三年贊助「全港青年廚師中餐烹飪比賽」。有別於其他比賽，該項烹飪比賽專為二十五歲或以下的香港青年廚師而設，目的是提高他們對中菜烹調的興趣，鼓勵他們增進職業技能，建立廚師參賽文化。

該烹飪比賽於8月8日在煤氣公司贊助的「中華名氣堂」舉行，分「海鮮組」及「家禽組」兩個組別進行比賽，今年更增設職業訓練局成立二十五周年最具創意大獎。

As a longstanding supporter of the Vocational Training Council's Chinese Cuisine Training Institute in its efforts to promote the development of Chinese cuisine in the catering sector, Towngas sponsored the "Hong Kong Young Chef Chinese Culinary Competition" for the third straight year. The competition is distinct from other contests, as it is tailor-made for younger chefs aged 25 or below to widen their exposure to Chinese culinary art, encourage continuous skill-honing, and nourish a culture of friendly competition among them.

The competition was held at Towngas-sponsored "Flame Cooking Demonstration Kitchen" on 8 August. Contestants competed under the "seafood" and "poultry" categories, as well as the newly added VTC 25th Anniversary Most Innovative Award.



煤氣公司工商市務經理黃維安(後排左四)聯同各支持機構主持敲鑼儀式，為比賽揭開序幕。

Towngas Commercial Marketing Manager Duncan Wong (back row, 4th from left) officiated at the gong-striking ceremony with other supporting organisations to mark the opening of the competition.

TGC 「超炎火」陶瓷玻璃嵌入式平面爐 "Super Flame" Ceramic Glass Built-in Hob

TGC最新推出「超炎火」陶瓷玻璃嵌入式平面爐 - TRJB72P-CB (雙爐頭) 及 TRJB33P-CB (三爐頭)。此款平面爐由日本廠房生產，火力特大，操作簡易。

全新「超炎火」平面爐爐頭備有無段式火力調節，無論慢火、猛火均可準確調校，控制火候倍感得心應手。

爐面選用德國名牌Schott優質陶瓷玻璃製造，時尚美觀，加上傳熱度特低，不用擔心烹調過程中被灼傷，使用時更放心。

TGC has just launched two new built-in hobs - the Super Flame Ceramic Glass Built-in Hob double burner TRJB72P-CB and the triple burner TRJB33P-CB, both manufactured in Japan with quality and convenience in mind for our customers.

These "Super Flame" hobs bring greater cooking power and effectiveness. Each model features an electronic ignition system, streamlined flame-adjuster knobs to give excellent boiling to simmering control, and flame failure devices. The aesthetic stove tops, made from Schott ceramic glass from Germany, blend in well with any contemporary kitchen and are heat-resistant so there is no danger of accidental burning.



TGC 全新無線遙控超薄型煤氣熱水爐 New TGC Wireless Remote Control Superslim Gas Water Heater

TGC剛推出首個具備無線遙控功能的即熱式恆溫煤氣熱水爐 TSTW128SFR及TSTW168SFR型號，熱水供應量分別為每分鐘12.8公升及16.8公升，每款型號均備有白色及銀色可供選擇。

全新的TGC無線遙控煤氣熱水爐採用RF無線通訊技術，以無線遙控器來操控熱水爐，通訊距離可達50米，即使有3道牆(牆厚10-15厘米)阻隔，通訊也不受影響。遙控器備有數碼式溫度及使用狀況顯示，控制水溫更為方便。



熱水爐設計纖巧，機身厚度只有78毫米，而安裝尺寸與其他超薄型煤氣熱水爐尺寸相同。此外，熱水爐採用電子安全監察系統，配以數碼式自動恆溫裝置，確保水溫穩定。

TGC has just launched its first instantaneous temperature-modulated gas water heater model with wireless remote control. Models TGC TSTW128SFR and TSTW168SFR are able to supply 12.8 and 16.8 litres of hot water per minute respectively and come in pure white or metallic silver.

These new TGC wireless remote control water heaters use RF wireless communication technology to control the water temperature which can be adjusted over a distance of 50m and wall thicknesses of up to 15 cm. Each control has a visual temperature digital display unit and active signal to show when the water heater is in use.

These water heaters are perfect for contemporary lifestyle homes being very unobtrusive at only 78mm deep and enabling easy selection of a preferred temperature literally at the touch of a button. Installation is also a dream - no new openings or flues are required so it's quick to replace an old superslim model for one of these fantastic newer versions.

TGC 全新「依時」系列煤氣煮食爐 New "Easy" Series Gas Hotplates

煤氣公司推出三款全新座檯式「依時」系列煮食爐 - 「智依時」煮飯寶 TRJH3RTM、「依時」煮飯寶 TRJH3RTX 及「依時」火霸王 TRJH2TX。三款爐具均在日本製造，更備有不銹鋼配銀色爐身、不銹鋼配白色爐身及白色搪瓷(「智依時」煮飯寶除外)供客戶選擇。

全新的「依時」系列煮食爐具備先進的時間控制功能，設有三小時自動響鬧及熄火安全裝置，既安全又可控制火候。

「智依時」煮飯寶 TRJH3RTM 及「依時」煮飯寶 TRJH3RTX 內置煮飯煲，只需二十分鐘，便可煮多至十五碗白飯，且飯味十足。「智依時」煮飯寶 TRJH3RTM 的智能爐頭同時備有調控煎炸溫度、沸水及蒸煮等功能，以及防燒焦及高溫熄火安全裝置。

Towngas has launched 3 new hotplate models - "Intelligent Timer Superbowl" TRJH3RTM, "Easy Superbowl" TRJH3RTX and "Easy Hot Shot" TRJH2TX. All three models are manufactured in Japan and come with a contemporary stainless steel surface and silver body, stainless steel surface and white body or in totally white enamel (except for the "Intelligent Timer Superbowl").

The new "Easy" series of cooking appliances have sophisticated timer and automatic pre-set burner switch-off functions. All models also include an innovative 3-hour alarm and automatic shut-off burning device for peace of mind.

As with all our Superbowl Series of appliances, the "Intelligent Timer Superbowl" TRJH3RTM and "Easy Superbowl" TRJH3RTX have a built-in rice cooking pot with programmable cooking for up to 15 bowls of plain rice in 20 minutes. The burner of "Intelligent Timer Superbowl" TRJH3RTM also provides a choice of programming for frying, boiling water and steaming.





煤氣公司獲頒「公益榮譽獎」

Towngas Wins Community Chest President's Award

煤氣公司積極參與各類型公益活動，致力協助弱勢社群，並於今年6月連續第十三年獲頒「公益榮譽獎」。

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；「公益行善折食日」中「最高參與率獎」及「最高籌款獎」第三名，成績斐然。

Towngas actively participates in a wide range of community services to help the less fortunate members of our community. In June, Towngas was honoured to receive the Community Chest President's Award for the 13th consecutive year.

Towngas also made the Highest Donation in the CARE Scheme and ranked 2nd among the Top-Fund-raising Organisations. We are also awarded Highest Participation Rate and 3rd Top-Fund-raiser at the Skip Lunch Day event.



煤氣公司執行董事陳達雄接受香港交易及結算所有限公司主席夏佳理頒發「公益榮譽獎」。
Towngas Executive Director Ronald Chan received the President's Award from the Hon Ronald Arculli, Chairman of Hong Kong Exchanges and Clearing Limited.



煤氣公司榮獲「環保服務機構大獎」

Towngas Wins Environmental Service Award

煤氣公司榮獲壹周刊頒發「環保服務機構大獎」，以表揚我們在環境保護方面的卓越表現。

主辦機構首先邀請「綠色力量」提名在環保工作上有出色表現的公司，再交由香港理工大學副校長呂新榮博士評審獲提名公司的環保政策。煤氣公司能夠成為獲獎機構之一，再次證明我們在環保工作的努力，得到社會廣泛認同。

煤氣公司今後將繼續致力保護環境，以更潔淨的方式生產煤氣。煤氣公司環保工作委員會主席盧永強表示：「煤氣公司一向重視環保工作，致力改善環境質素。去年，我們更引入天然氣，一來可減少排放二氧化碳，二來又可以減低成本，減少收取用戶的煤氣費。」

Towngas has won the Next Magazine's Environmental Service Award in recognition of our commitment and outstanding performance in environmental protection.

The selection process started with company nominations submitted by environmental group Green Power. The environmental policy of the nominated companies were then examined by Vice President of The Hong Kong Polytechnic University Dr Lui Sun-wing. The Environmental Service Award is yet another testimony to the general recognition given to our environmental initiatives by the community.

Towngas will remain committed to environmental protection for gas production in even cleaner ways. "We are wholly committed to environmental protection for improving our environment. With the introduction of natural gas last year, we are able to reduce carbon dioxide emission on the one hand and gas production cost on the other", says Lo Wing-keung, Chairman of Towngas Environmental Working Committee.



煤氣公司環保工作委員會主席盧永強從海洋公園主席盛智文手中接過獎座。
Chairman of Towngas Environmental Working Committee Lo Wing-keung received the award from Chairman of Ocean Park Hong Kong Dr Allan Zeman.



愛心湯贈長者 溫暖傳遍各區 Hot Soup for the Elderly



煤氣公司客戶服務—總經理黃霖生(右二)及採購經理林偉明(右一)與立法會議員李華明於7月14日到秀茂邨派發愛心湯予區內長者。

Towngas General Manager - Customer Service Peter Wong (2nd from right), Towngas Purchasing Manager Felix Lam (1st from right) and Legislative Councillor Hon Fred Li visited elderly citizens living in Sau Mau Ping and delivered hot soup to them on 14 July.

「煤氣溫馨義工隊」定期探望各區長者及送上愛心的關懷，於7月14日義工隊聯同立法會議員李華明到觀塘秀茂邨派發愛心湯及壽麵予區內長者，受惠長者均笑逐顏開。

此外，於6月30日，煤氣溫馨義工隊聯同立法會議員譚香文，在黃大仙鳳德邨社區中心舉辦了一次派發愛心湯活動暨健康講座，讓長者可得到既溫暖又健康的湯水外，亦可得到有關健康的資訊。

Towngas Volunteer Team visit elderly citizens living in different districts on a regular basis. On 14 July, Towngas Volunteers joined hands with Legislative Councillor Hon Fred Li brought smiles to the faces of many elderly citizens as they delivered hot soup and noodles to elderly living in Sau Mau Ping.

On 30 June, a health seminar was held at the community centre of Fung Tak Estate organised by Legislative Councillor Hon Mandy Tam, to deliver healthcare information to the elderly. The seminar was supplemented by hot soup sponsored by Towngas aiming to bring warmth and good health to the attendees.

於開幕典禮上，煤氣公司區議會聯絡小組總監李漢雲(左)、客戶會計經理林健民(右)接受立法會議員譚香文(中)頒贈紀念狀。

Head - Towngas District Council Focus Programme Lee Hon Wan (left) and Customer Accounts Manager Newman Lam, received a sonvenir from Legislative Councillor Hon Mandy Tam.



煤氣溫馨義工隊長者愛心剪髮服務

Free Haircut Service for the Elderly

煤氣溫馨義工隊於今年7月14日聯同香港民主民生協進會合辦長者剪髮服務，活動於石硤尾銘賢書院禮堂舉行，超過200名長者出席活動，場面熱鬧。

煤氣公司區議會聯絡小組總監李漢雲聯同立法會議員馮檢基出任主禮嘉賓，影藝名人梁舜燕、黃韻材及鍾叮噹等即席獻唱，為活動生色不少。

最近成立的煤氣愛心剪髮隊派出近20位義工為場內超過100名長者理髮。長者換上新髮型後，予人煥然一新的感覺，還大讚義工們的理髮技術具專業水準。

活動結束前，我們更為每位出席長者送上禮物包，以表達對他們的愛心和關懷。



立法會議員馮檢基(右四)、深水埗區議員王桂雲(右七)、煤氣公司區議會聯絡小組總監李漢雲(右六)及公共事務經理陳嘉寶(右三)一同來到理髮區為義工打氣，以示支持。

Legislative Councillor Hon Frederick Fung (4th from right), Shum Shui Po District Councillor Wong Kwai-wan (7th from right), Head - Towngas District Council Focus Programme Lee Hon Wan (6th from right) and Towngas Public Affairs Manager Judy Chan (3rd from right) showed their support to Towngas volunteers.

More than 200 elderly citizens happily gathered in the hall of Ming Yin College at Shek Kip Mei to receive free haircut service in an event jointly organised by Towngas Volunteer Service Team and Hong Kong Association for Democracy and People's Livelihood on 14 July.

Head - Towngas District Council Focus Programme Lee Hon Wan and Legislative Councillor Hon Frederick Fung officiated at the event. The elderly citizens thoroughly enjoyed the day as famous artists performed live to keep them entertained.

Also, they were very much lightened up as they participated in a series of games as well as lucky draw arranged by Towngas Volunteers. More than 100 elderly citizens had had their hair cut by our volunteer helpers, whose hairdressing skill had been highly commended.

Each elderly citizen received a gift pack before they returned home at the end of the event. As a matter of fact, they also received our love and care that came with the gift pack.



煤氣愛心剪髮隊義工用心為長者理髮，長者也對義工的剪髮技術甚有信心。

Towngas volunteers provided free haircut service for elderly citizens.

鐵板果汁銀雪魚 Fruity Cod Fillet



材料		Ingredients	
銀雪魚	3 塊	Black Cod fillet	3 pcs
雜果	1/2 杯	Fruit cocktail	1/2 cup
醃料		Marinade	
鹽	1/2 茶匙	Salt	1/2 tsp
糖	1 茶匙	Sugar	1 tsp
生抽	1 湯匙	Light soya sauce	1 Tbsp
米酒	1 湯匙	Rice wine	1 Tbsp
麻油及胡椒粉	少許	Sesame oil and pepper	a little
獻汁		Sauce	
鹽	1/4 茶匙	Salt	1/4 tsp
糖	1 湯匙	Sugar	1 Tbsp
粟粉	1 茶匙	Cornstarch	1 tsp
什果汁及水	1/2 杯	Juice from fruit cocktail and water	1/2 cup
檸檬汁	1 湯匙	Lemon juice	1 Tbsp
茄汁	2 湯匙	Tomato ketchup	2 Tbsp

做法

1. 銀雪魚沖淨及抹乾，拌入醃料待半小時。
2. 用鐵板燒2湯匙油，放下銀雪魚煎至兩面金黃色。
3. 獻汁煮滾，加雜果拌勻。
4. 淋於煎香銀雪魚上即可品嚐。

Method

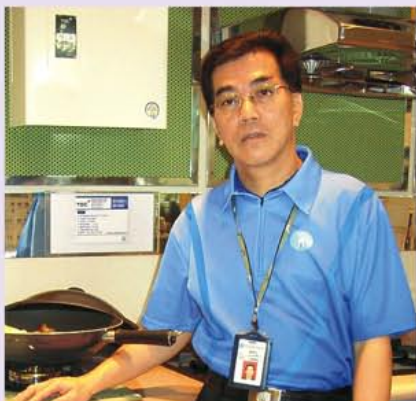
1. Clean and wipe dry black cod fillet, mix with marinade and leave aside for 1/2 hour.
2. Heat 2 Tbsp oil in a cast iron pan, fry black cod fillet on both sides until light golden brown in colour
3. Bring sauce to the boil, add fruit cocktail to mix.
4. Pour over black cod fillet to serve



客戶禮讚

Compliments

以誠待人 以客為尊 Quality Service Acclaimed and Commended



煤氣公司技術員廖福成在定期安全檢查時表現出色，得到客戶讚賞。

Towngas technician Liu Fuk-shing received customer commendations for his excellent performance during a regular safety inspection.

煤氣公司的員工一直本著以客為尊的精神，憑著專業及誠懇的服務態度，贏取不少客戶的讚賞。今年6月收到客戶張女士來函，表揚煤氣公司技術員廖福成在定期安全檢查時出色的表現。

客戶張女士為失聰人士，與中風的丈夫同住，由於聽力的阻礙，故一直害怕與陌生人溝通。我們的技術員廖福成憑著以誠待人的精神，認真地為張女士檢查煤氣裝備，並耐心向失聰的張女士反覆講解，協助張女士了解

家居煤氣裝備，令害怕與人溝通的張女士深感滿意。而且廖福成在檢查時能保持地方清潔，免卻客戶不少麻煩，對於要照顧中風丈夫的張女士而言，意義就更大了，故此張女士對煤氣公司的服務甚為欣賞，並特意來函表示讚賞。

Always putting customers first, the professionalism and dedications Towngas officers display keeps earning accolades from appreciative customers. In June this year, we received a letter from Ms Cheung, a satisfied Towngas customer who has written to commend the outstanding service delivered by Towngas technician Liu Fuk-shing during a routine gas-safety check.

Ms Cheung, a person with hearing impairment, lives with her husband, who suffers from strokes. Because of her hearing problem, Ms Cheung has always been reluctant to communicate with strangers. Yet, our technician Liu Fuk-shing not only inspected her gas appliance installations thoroughly, he also explained to her, with patience and sincerity, the important points on using domestic gas appliances. Irrespective of Ms Cheung's usual reluctance to communicate with strangers, she was impressed by the quality service our technician had delivered. Furthermore, Liu Fuk-shing had kept the place clean and tidy during and after the inspection, saving the client from the trouble of cleaning up, which was particularly important to Ms Cheung, who had to attend to her ailing husband. Thoroughly impressed and truly appreciative, Ms Cheung decided to write us a letter and show us her appreciations for our excellent service.



客戶服務關注小組 Customer Focus Team

客戶服務關注小組於1993年成立，為公司與客戶建立有效的溝通橋樑，確保服務能令客戶稱心滿意。小組由與客戶服務有關的部門管理人員組

成，平均每月最少探訪兩個公共屋邨或私人屋苑，並在探訪時講解煤氣服務、煤氣安全、繳費方法及煤氣爐具等方面的問題，同時聆聽客戶意見，務求進一步改善產品及服務質素。

客戶服務關注小組成員來自與客戶服務有關之部門，包括零售市場部、客戶服務部、客戶會計組和企業傳訊部。小組在會上解答用戶關注的事項和向用戶代表傳達有關煤氣的重要資訊。同時，小組會收集客戶對公司產品及服務的意見，以改善服務質素，進一步加強公司與客戶之間的聯繫，與各區的煤氣用戶建立良好的關係。

Since its inception in 1993, the Customer Focus Team has proved to be an effective communication channel between Towngas and its customers, helping ensure that our services meet customer expectations. Comprising managers from customer-related departments, the Team visits two public or private housing estates every month to discuss issues related to Towngas service, including gas safety, bill payments and gas appliances. The team also solicits comments from customers with a view to perfecting our products and services.

Every month, senior staff from Retail Marketing, Customer Service, Customer Accounts and Corporate Communications Departments visit different housing estates to listen to customers' views on our services and products.



客戶服務關注小組於今年4月探訪柴灣怡翠苑。
The Customer Focus Team visited Yee Tsui Court, Chai Wan in April this year.

如閣下所居住的屋邨或屋苑有意邀請客戶服務關注小組到訪，請與我們聯絡：

地址：香港北角渣華道363號15樓煤氣公司企業傳訊部
電話：2963 3483
傳真：2516 7368
電子郵遞：ccd@towngas.com

If you are interested in organising a visit by our Customer Focus Team to your housing estate or residential development, please contact us 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
Facsimile: 2516 7368
Email: ccd@towngas.com