

-  Corporate Highlight
煤氣焦點
-  Towngas Express
煤氣速遞
-  Marketing Information
市場資訊
-  Corporate Social Responsibility
企業社會責任
-  Environment
環保空間
-  Flame Cooking Recipe
明火煮食推介
-  Compliments
客戶禮讚

focus

客戶通訊

Newsletter of The Hong Kong and China Gas Company Limited (Towngas) 香港中華煤氣有限公司(煤氣公司)客戶通訊

主辦機構 **HKPC**

合辦機構



公民教育委員會

Committee on the Promotion of Civic Education



贊助機構

「第七屆香港傑出企業公民獎」

2016 - 12 - 15





時任勞工及福利局局長張建宗（前排左二）與煤氣公司常務董事陳永堅（後排左二）、煤氣溫馨義工隊主席林可寧（後排左三）及其他金獎機構代表合照。

Matthew Cheung (2nd from left, front row), the then Secretary for Labour and Welfare pictured with Alfred Chan (2nd from left, back row), Managing Director of Towngas, Lam Ho Ling (3rd from left, back row), Chairman of Towngas Volunteer Service Team, and representatives from other Gold Award receiving companies.

煤氣公司連奪「第七屆香港傑出企業公民獎」三獎項

Towngas received three accolades at the "7th Hong Kong Outstanding Corporate Citizenship Awards"

煤氣公司多年來致力履行社會責任，在公司內不斷優化家庭友善僱傭政策；在社區積極推動環保及社會公益活動。去年12月15日，煤氣公司榮獲由香港生產力促進局主辦的「第七屆香港傑出企業公民獎」企業組別金獎、義工隊組別金獎及在回饋社會範疇獲得特別嘉許，以表揚煤氣公司積極履行社會責任，在關愛社區、促進經濟、社會、環境的可持續發展的努力得到廣泛認同。

煤氣公司推動環保不遺餘力，早在2003年起推行「舊爐具回收計劃」，為客戶安裝新爐具後免費回收舊爐具，並將零件分拆供循環再造，為客戶、承辦商和環境創造三贏方案。從2006年至今，煤氣公司利用堆填區沼氣和天然氣生產煤氣所減少的碳排放量超過80萬噸，相等於種了3,500萬棵樹。關顧弱勢社群方面，我們自2000年至今每年舉辦「萬糴同心為公益」活動，送贈愛心糴

予長者或有需要家庭，截至2016年共送出2,745,000隻愛心糴。

此外，煤氣公司亦獲頒義工隊組別金獎。煤氣溫馨義工隊成立於1999年，一直致力推動義工活動並不斷提供多元化和創意服務，至今累積服務時數逾690,000小時。煤氣公司除了推出優惠計劃照顧弱勢社群外，亦與地區團體合作，在社區送贈愛心湯、愛心月餅及愛心糴予長者或有需要家庭。為推動傷健共融的精神，煤氣公司去年舉辦了聾健雙親節烹飪比賽及弱能人士運動會，讓社會大眾認識殘疾人士的潛能。

展望將來，煤氣公司會繼續履行社會責任，將企業公民理念融入營運策略和管理措施中，並推廣至員工及其家屬、客戶、以至社會大眾；在不斷提升營運水平的同時，積極服務社群，以促進香港社會的可持續發展。

Over the years, Towngas is committed to fulfilling social responsibility. Apart from family-friendly employment policies within the Company, we actively promote environmentally-friendly and charity programmes in the community. On 15 December 2016, Towngas was honoured with Gold Award in "Enterprise" category, Gold Award in "Volunteer Team" category and Special Commendation for Community Care at the "7th Hong Kong Outstanding Corporate Citizenship Awards" organised by the Hong Kong Productivity Council in recognition of our commitments to fulfill social responsibility. Our efforts in community care and sustainable development of the economy, society and environment have been widely recognised.

Towngas spares no effort in promoting environmental protection. In 2003, we launched the "Used Gas Appliance Recycling



時任勞工及福利局局長張建宗（前排左二）與煤氣公司企業事務總監楊松坤（後排左二）及其他在回饋社會範疇獲得特別嘉許的機構代表合照。

Group photo of Matthew Cheung (2nd from left, front row), the then Secretary for Labour and Welfare, Isaac Yeung (2nd from left, back row), Towngas Head of Corporate Affairs, and representatives from other Special Commendation for Community Care receiving companies.

Programme", creating a win-win-win solution for our customers, our contractors and the environment. Under this programme, when new gas appliances are installed in customer premises, we offer free removal of the old appliances which are disassembled for recycling. Since 2006, the reduction of carbon emission through the utilisation of landfill gas and natural gas for gas production amounts to over 800,000 tons, equivalent to the planting of 35 million trees. We also care for the underprivileged in the community. "Towngas Rice Dumplings for the Community" Campaign has been organised annually since 2000 to distribute rice dumplings to elderly and needy families. Up to 2016, a total of 2,745,000 rice dumplings were distributed.

Towngas won Gold Award in "Volunteer Team" category for our efforts in serving the community. Established in 1999, the Towngas Volunteer Service Team has continuously promoted volunteer service and offered a variety of innovative services, with an accumulated total of over 690,000 service hours by 2016. In addition to the concession schemes for the disadvantaged groups in society, we have also distributed hot soup, mooncakes and rice dumplings to elderly and needy families in collaboration with district organisations. To promote the

spirit of social integration, Towngas also held "Social Harmony - Cooking Contest" for the hearing impaired as well as the Games for the Disabled last year so that the public can get to know the potentials of the disabled.

Looking ahead, Towngas will continue to integrate the concept of corporate citizenship into the Company's operation strategy and management measures. We will also promote

the concept of sustainable development to our employees and their families, customers as well as the public towards a sustainable development of Hong Kong society.



煤氣公司常務董事陳永堅（左五）與公司同事合照，分享得獎喜悅。

Towngas Managing Director Alfred Chan (5th from left) took photo and shared the happiness with staff.

煤氣公司與那打素醫院合作 熱電聯供系統轉廢為能

Towngas joins hands with Nethersole Hospital to turn waste into energy using the CHP Generating System

環境局局長黃錦星(左五)、醫院管理局行政總裁梁栢賢醫生(左六)、雅麗氏何妙齡那打素醫院及大埔醫院醫院行政總監文志賢醫生(右五)、煤氣公司常務董事陳永堅(左二)、執行董事暨公用業務營運總裁黃維義(右四)、以及商務總監—香港公用業務黃霖生(左一)與眾主禮嘉賓合照留念。

Group photo of Secretary for the Environment Wong Kam Sing (5th from left), Chief Executive of Hospital Authority Dr Leung Pak Yin (6th from left), Hospital Chief Executive of Alice Ho Miu Ling Nethersole Hospital and Tai Po Hospital Dr Man Chi Yin (5th from right), Towngas Managing Director Alfred Chan (2nd from left), Towngas Executive Director and Chief Operating Officer - Utilities Business Peter WY Wong (4th from right), Towngas Head of Commercial - Hong Kong Utilities Peter LS Wong (1st from left) and other officiating guests.



煤氣公司常務董事陳永堅(右一)向環境局局長黃錦星(左一)、醫院管理局行政總裁梁栢賢醫生(右二)、機電工程署署長陳帆(左二)介紹熱電聯供系統的運作。

Towngas Managing Director Alfred Chan (1st from right) explained the operation of the CHP Generating System to Secretary for the Environment Wong Kam Sing (1st from left), Chief Executive of Hospital Authority Leung Pak Yin (2nd from right) and Director of Electrical and Mechanical Services Frank Chan (2nd from left).

由煤氣公司與雅麗氏何妙齡那打素醫院合作推出全港首個供公立醫院使用的熱電聯供系統於2017年1月24日舉行啟用禮，日後那打素醫院將利用堆填區沼氣發電，不僅轉廢為能，同時供應電力、蒸氣及熱水予醫院內部分設施，亦可減少碳排放與節省能源開支。

熱電聯供系統能源中心自2015年8月開始興建，至去年11月落成並正式投產使用。使用熱電聯供系統後，醫院內的煤氣使用量預計可下降大約四分之一；而每年二氧化碳排放量亦能減少約2,000噸，相等於每年種植了86,620棵樹，佔醫院整體排放量的12%，有助改善空氣質素，締造綠色環境，共同實踐「轉廢為能」的環保概念。

In collaboration with Alice Ho Miu Ling Nethersole Hospital (Nethersole Hospital), Towngas introduced the Hong Kong's first Combined Heat and Power Generating System (CHP Generating System) provided for public hospitals. The launching ceremony of this System was held on 24 January 2017. With the CHP Generating System, Nethersole Hospital will utilise landfill gas to generate electricity, which can not only turn waste into energy, but also provide electricity, steam and hot water for the facilities of the Hospital.

Furthermore, carbon emission and energy cost can also be reduced.

The CHP Generating System Energy Centre has been built since August 2015 and the project was completed and commissioned in November 2016. It is expected that gas consumption of Nethersole Hospital can be decreased by about 25% with the application

of the CHP Generating System, and the annual carbon emissions will also be reduced by about 2,000 tons, equivalent to the planting of 86,620 trees every year, which accounts for 12% of the Hospital's total emissions. This project can help improve air quality to create a greener environment and realise the green concept of "turning waste into energy".



煤氣公司執行董事暨公用業務營運總裁黃維義(右)與工商事務及營業經理鄭曉光視察熱電聯供系統的運作。

Peter WY Wong, Executive Director and Chief Operating Officer - Utilities Business of Towngas (right) and Don Cheng, Commercial and Industrial Marketing and Sales Manager inspected the operation of the CHP Generating System.

煤氣公司再奪《JobMarket 求職廣場》 「卓越僱主大獎」

Winning “Employer of Choice Award” Again



星島新聞集團《求職廣場有限公司》出版人及行政總裁陳筱芬博士(左)頒發「卓越僱主大獎」予煤氣公司企業人力資源總監范潔儀。

Fanny Chan (left), Publisher and Chief Executive Officer of Job Marketing Publishing Limited presented the “Employer of Choice Award” to Towngas Head of Corporate Human Resources Kit Fan.



由《JobMarket 求職廣場》舉辦的「卓越僱主大獎 2016」頒獎禮於 2017 年 1 月 20 日舉行。煤氣公司再度榮獲「卓越僱主大獎」及今年新增的「卓越僱員培訓及提升大獎」。

「卓越僱主大獎」旨在表揚人力資源專業人士和企業在人力資源管理方面作出的貢獻，藉此讓業界分享企業的致勝方案和經驗。

煤氣公司致力推行家庭友善政策，以配合僱員的需要。我們除了定期舉辦家庭活動，讓有孩子的僱員享受天倫之樂外，逢星期

六也會舉辦有機農莊活動，僱員可與家人一起參與有機耕種，他們種植的農作物亦會捐贈給不同機構作慈善用途，一舉三得。

另外，煤氣公司關顧僱員的需要，在總部大樓內提供不同的設施和服務以方便僱員，如設立母親護理室，為餵哺母乳的僱員提供潔淨及寧靜的私人空間以準備和妥善儲存母乳。煤氣公司亦設立僱員診所，讓身體不適的僱員可向醫生求診，不但可免舟車勞頓，而且費用全免，僱員治療長期疾病的藥費也獲豁免。



時任署理勞工及福利局局長蕭偉強(右二)頒發「卓越僱員培訓及提升大獎」予煤氣公司企業人力資源總監范潔儀。

The then Acting Secretary for Labour and Welfare Stephen Sui (2nd from right) presented the “Learning and Development Award” to Towngas Head of Corporate Human Resources Kit Fan.

Towngas won “Employer of Choice Award” and “Learning and Development Award” at the award presentation ceremony of “Employer of Choice Award 2016” organised by JobMarket on 20 January, 2017.

The “Employer of Choice Award” commends human resources professionals and organisations for their outstanding

achievements in human resources management, and enables them to share successful initiatives and experiences.

Towngas adopts family-friendly policies to cater for the needs of our employees. We arrange regular family activities for employees with kids, and organise organic farming activities every Saturday for our employees to enjoy the fun of farming with their families, and help the needy by donating the produce

to different organisations for charity purpose. Furthermore, Towngas offers a variety of facilities and services at its headquarters for the convenience of our employees as the Company cares for them. For instance, we set up the Mother Care Room to provide a clean and quiet place for breastfeeding employees to prepare and store breast milk. We also set up a clinic providing free medical service for employees. Drugs for the treatment of chronic illness are also provided for free.



煤氣公司獲頒「傑出上市企業大獎 2016」

Honoured with "The Listed Enterprise Excellence Awards 2016"

《資本壹週》為了表揚業績增長迅速、具有有效的企業管治及策略、致力推廣企業活動的上市企業，去年舉辦第七屆「傑出上市企業大獎 2016」。煤氣公司繼 2011 年、2012 年及 2015 年後，去年 11 月 25 日再度獲頒此獎項，足證煤氣公司的優良企業管治和業務策略得到各界認同。

「傑出上市企業大獎 2016」旨在表揚業績增長迅速、經濟貢獻深遠的上市企業，並期望通過是次活動，讓公眾及投資者清楚了解得獎企業的傑出表現。

Capital Weekly organised "The Listed Enterprise Excellence Awards 2016" in recognition of outstanding listed companies. Following the awards received in 2011, 2012 and 2015, Towngas was honoured with "The Listed Enterprise Excellence Awards" on 25 November 2016 again, a testimony to our outstanding performance in terms of corporate governance and business strategy.

The objective of the Awards is to recognise listed companies with significant business growth and economic contribution. Through this event, the general public and investors can get a thorough understanding of the remarkable performance of the award-winning companies.



立法會議員陳振英 (右) 頒發獎項予煤氣公司首席財務總監暨公司秘書何漢明。

Legislative Councillor Chan Chun Ying (right) presented the award to Towngas Chief Financial Officer and Company Secretary John Ho.

煤氣公司榮獲「年度上市企業 2016」

Honoured with the "Listed Enterprises of the Year 2016"

去年 11 月 17 日，煤氣公司獲《彭博商業周刊/中文版》在「年度上市企業 2016」頒獎典禮中頒發「年度上市企業 2016」及「最佳企業社會責任獎」，足證煤氣公司在各個業務範疇上表現出眾，獲業界廣泛認同。

《彭博商業周刊/中文版》作為區內具有影響力的財經雜誌，去年首度舉辦「年度上市企業 2016」，旨在表揚表現出色的上市企業，並肯定其為經濟穩定作出的貢獻。評審準則包括公司業績、企業管治、投資者關係、企業策略、企業社會責任、領導力、盈利表現、股本回報、創新商業模式及風險管理多個範疇。

展望將來，煤氣公司會繼續維持良好的企業管治，照顧持分者的需要，並積極履行社會責任，致力回饋社會。

On 17 November 2016, Towngas was honoured to receive the "Listed Enterprises of the Year 2016" and "Best CSR Award" by Bloomberg Businessweek/Chinese Edition as recognition for our outstanding performance in different business aspects.

As a widely-respected and influential financial magazine, Bloomberg Businessweek/Chinese Edition organised the "Listed Enterprises Award" for the first time in 2016 to recognise outstanding listed companies for their contribution to the stability and prosperity of Hong Kong's economy. Judging criteria include company performance, corporate governance, investor relations, development strategy, corporate social responsibility, leadership, profitability, return on equity, innovations and risk management.

In future, Towngas will continue to implement good corporate governance, cater for the needs of stakeholders and participate in CSR activities to build a harmonious society.



香港上市公司商會總幹事黃明偉 (右) 頒發「年度上市企業 2016」予煤氣公司企業投資及投資者關係總監盧永強。

CEO of The Chamber of Hong Kong Listed Companies Mike Wong (right) presented the "Listed Enterprises of the Year 2016" to Towngas Head of Corporate Investment and Investor Relation Lo Wing Keung.

香港中華煤氣能工巧匠決賽 2016

Towngas Skilled Craftsman Competition 2016



(左至右) 煤氣公司商務總監—香港公用業務黃霖生、企業人力資源總監范潔儀、執行董事暨公用業務營運總裁黃維義，以及工程總監—香港公用業務敖少興為活動揭幕。

(From left to right) Towngas Head of Commercial - Hong Kong Utilities Peter LS Wong, Head of Corporate Human Resources Kit Fan, Executive Director and Chief Operating Officer - Utilities Business Peter WY Wong and Head of Engineering - Hong Kong Utilities Simon Ngo hosted the opening ceremony.

為了彰顯燃氣工程服務中的「能工巧匠」精神，煤氣公司於 2016 年開始建立及推廣「能工巧匠」的企業文化，期望前線人員能進一步提升對安裝美觀的意識、工作態度及要求，以及自我形象和自豪感。

這次比賽有六組參賽者需要接受地管接駁或地管接駁立管的考驗，而另外六組燃氣應用的參賽者則需要完成煤氣錶、戶內管及爐具安裝或立管安裝的工作。

經過緊張的比賽，煤氣行政委員會成員以「能工巧匠」特質的四大條件、兩大要求及六大安裝工藝美觀標準作評分準則，對參賽者的作品進行評審，在答問環節後，從 12 組共 24 位參賽者中選出六組共 12 位能工巧匠，其中 1 組更獲得年度大獎的殊榮。

To highlight the ethos of "Skilled Craftsman" when rendering engineering service, Towngas began to build and promote "Skilled Craftsman" corporate culture in 2016, encouraging frontline employees to further strengthen their aesthetic sense during installation process, work attitude and requirement, as well as self-image and sense of pride in their work.

A total of 12 teams took part in this competition. Half of them had to connect ground pipes or connect ground pipes to risers, while the other 6 teams had to complete the installation of gas meters, indoor pipes, gas appliances or risers.

After the intense competition, Towngas Executive Committee members assessed the



煤氣公司常務董事陳永堅在比賽結束後，與參賽者分享感受。

Towngas Managing Director Alfred Chan shared his observations with participants after the competition.



參賽者對自己的工藝水平及參賽作品充滿信心。

The participants were very confident of their craftsmanship and entries.

entries of the participants in accordance with 4 conditions, 2 requirements and 6 major aesthetic standards of the installation process for a "Skilled Craftsman". After the Q&A session, 12 participants from 6 teams were selected as the Skilled Craftsmen, and one of the teams was presented with Grand Award of the Year.

氣體技術員學徒接受政府新聞處訪問

Gas Technician Apprentice Interviewed by Information Services Department

政府近年積極推廣職業教育，與職業訓練局和業界攜手推出「職學計劃」，結合專業培訓課程和在職訓練，為年輕人提供多元發展機會，也協助部分行業解決人手短缺的問題。

煤氣公司氣體技術員學徒羅永樂早前接受政府新聞處訪問，講述他參加機電業及建造業職學計劃的原因，以及在燃氣行業的出路。有關的訪問內容「職學計劃培育專才」已於2017年1月8日上載於香港政府新聞網 http://www.news.gov.hk/tc/categories/school_work/html/2017/01/20170105_163329.shtml?pickList=feature。

In recent years, the Government has been actively promoted on-the-job training. In cooperation with Vocational Training Council and the industries, the Government introduced the "Earn & Learn Scheme", which provides young people with

professional courses and on-the-job training for career development opportunities, and at the same time, helps train talent for the industries which suffer from labour shortage.

Law Wing San, Towngas' gas technician apprentice, has been interviewed by Information Services Department recently to tell the reason why he joined the Scheme and the career prospect in gas industry. The interview has already been uploaded on news.gov.hk (http://www.news.gov.hk/en/categories/school_work/html/2017/01/20170105_163329.shtml?pickList=feature) on 8 January 2017.

工商市務及營業部接受無綫電視 J5 台《創科導航》訪問

Commercial and Industrial Marketing and Sales Department interviewed by TVB



煤氣公司工商市務及營業經理鄭曉光接受無綫電視節目訪問。

Towngas Commercial and Industrial Marketing and Sales Manager Don Cheng was interviewed by TVB.

煤氣公司工商市務及營業經理鄭曉光早前接受無綫電視 J5 台《創科導航》訪問，介紹公司如何利用創新科技，為飲食業界研發和引入一系列具備自動功能的煤氣工商業爐具，解決業界面對人手不足及減少廚房從業員的勞損問題。該節目已於2017年1月11日晚上7時30分於J5台播出。

主持親身體驗自動拋鏟煤氣炒爐的烹調效果。

The host tried the Auto-Tossing Gas Wok Range to experience its cooking effect.

Towngas Commercial and Industrial Marketing and Sales Manager Don Cheng has been interviewed by "Innovation GPS" on J5, TVB recently to talk about how Towngas used innovative technology to develop and introduce a series of commercial and industrial automated gas appliances for the catering industry to solve the problem of labour shortage and relieve physical strain of kitchen staff. The programme was broadcast at 7:30pm on 11 January 2017 on TVB J5.



節目訪問自動化爐具的用戶，了解採用自動化爐具的好處。

User of the automated gas appliances was also interviewed on the programme to talk about the benefits of the appliances.



警方爆炸品處理課參與大埔廠炸彈恐嚇及疏散演習

Bomb Intimidation and Evacuation Drill at Tai Po Plant



煤氣公司每年舉行炸彈恐嚇及疏散演習，以提高僱員對炸彈恐嚇或發現可疑物品的應對能力。2017年1月10日的演習得到大埔警區的參與，演習中保安組人員接到炸彈恐嚇報告後，便啟動應對程序，並聯同大埔廠的人員進行搜查。發現可疑物品後，警方爆炸品處理課接報到場，並使用機械人拆彈。

To strengthen the employees' capabilities to cope with bomb intimidation or suspicious items, Towngas organises bomb intimidation and evacuation drill annually, and the police in Tai Po District took part in the drill on 10 January 2017. During the drill, our security team followed emergency procedure to handle the incident after receiving report on bomb intimidation, and worked with staff members of Tai Po Plant to make a search. After discovering suspicious items, we called the Explosive Ordnance Disposal Bureau and they used a robot to disassemble the bomb.

貨車尾板加裝安全設備

Safety Devices for Tail Lifts

近年貨車尾板夾傷跟車工人的致命意外頻生，煤氣公司有見及此，於去年5月起在20輛公司貨車的尾板設備上加裝六項安全裝置，以提升職業安全水平，加裝工作於去年12月9日完成。

In recent years, fatal accidents relating to tail lifts have taken place frequently. In view of the situation, Towngas has installed 6 safety devices on tail lifts for its 20 trucks since May 2016. These devices can enhance occupational safety and the installation work was completed on 9 December 2016.

該六項安全裝置為：

The 6 safety devices are:



1. 雙手控制裝置

Two-hand controlled device

2. 觸覺式感應停止運作裝置

Cease operation device with tactile sensor

3. 腳部防夾裝置

Anti-pinch device



4. 尾板閃燈

Tail lift flash light



5. 尾板蜂鳴器

Tail lift buzzer



6. 俯視監察鏡頭及顯示屏

High angle monitoring lens and display

工展會煤氣攤位推廣品牌及產品

Brand and Products Promotion at The Hong Kong Brands and Products Expo

煤氣公司一直為大家的生活打氣。第51屆工展會已於2017年1月2日圓滿結束。今年，煤氣公司推出多款煤氣爐具及精美家居用品優惠回饋市民，讓大家享受優質生活。

煤氣公司展位今年以「夢想的家」為設計意念，寓意香港人都渴望擁有舒適溫暖的家，公司設計了一間滿載溫暖的小屋，採用的色調和設計令人感覺清新及環保，並以「愛·為生活打氣」為題，傳達對家人的關愛，希望為社會發放更多正能量。

Towngas is committed to promoting quality living for busy Hong Kong people. At the 51st Hong Kong Brands and Products Expo, which was successfully concluded on 2 January 2017, Towngas offered fabulous offers on gas appliances and household products for customers.

With "Dream Home" as the design concept of the booth this year to symbolise that Hong Kong people hope to have a warm and comfortable home, Towngas made a small house full of warmth, with colourful designs creating fresh and environmentally-friendly atmosphere. We continue to promote "Cook for Love" to convey the message of love and care for our family, and bring more positive energy for the community.



工展會工作團隊緊密合作，發揮團隊精神，再創銷售佳績。
Our sales team at the Expo worked closely together to achieve great success.



本地漁農美食迎春嘉年華 2017

Farmfest 2017

由煤氣公司贊助的「本地漁農美食迎春嘉年華 2017」於2016年12月30日至2017年1月2日在旺角花墟公園舉行。此活動致力推廣本地有機及漁農食品，並提倡健康飲食文化。

煤氣公司在嘉年華設有爐具銷售攤位，除了提供多款煤氣爐具以低至六折優惠價發售外，亦以低至八五折優惠價發售多款精美家居用品，如Ling Lee無添加產品及Blanc綠色廚房用具；「石瓷燒」、Dr. Green明火專用廚具及友余紫砂湯煲則低至八折發售。同場更舉行「煤氣校園明火低碳烹飪比賽」，分別由煤氣公司零售業務發展經理簡蕙芸及煤氣烹飪中心導師梁嘉莉擔任其中的評判，進一步推廣健康的食材與烹調文化。

Farmfest 2017, sponsored by Towngas, was held in Fa Hui Park, Mong Kok from 30 December 2016 to 2 January 2017. The event promotes local organic food as well as agriculture and fisheries food, and advocates healthy eating culture.

Towngas set up a booth selling gas appliances at Farmfest. We offered up to 40% discount for a variety of gas appliances, and 15% discount for household products, including Ling Lee no added products and Blanc green kitchenware. As for Ceramic Baking-tech Series, Dr. Green flame cooking ware and TME purple clay pot, customers can enjoy 20% discount. We also held the "Towngas Flame Low Carbon Cooking Competition

for Students" with Towngas Retail Business Development Manager Vivien Kan and Towngas Cooking Centre instructor Kaley Leung as judges to further promote healthy cooking habits.

漁農自然護理署署長兼兩統處處長梁肇輝博士於開幕禮上致送紀念品予煤氣公司高級零售市場及營業經理王佩兒。

Dr Leung Siu Fai, Director of Agriculture, Fisheries and Conservation and Fish/Vegetable Marketing Organisation presented a souvenir to Catherine Wong, Towngas Senior Retail Marketing and Sales Manager at the Opening Ceremony.



食物及衛生局局長高永文(左二)到煤氣公司的銷售攤位購買Ling Lee無添加產品。

Secretary for Food and Health Ko Wing Man (2nd from left) purchased Ling Lee no added products at Towngas booth.

法國烹飪藝術文憑課程 第七屆及第八屆火速爆滿

7th & 8th Intakes for Disciples Escoffier Diploma in Culinary Arts are Fully Enrolled



煤氣烹飪中心與法國廚師會合辦法國烹飪藝術文憑課程簡介會，出席嘉賓包括煤氣公司高級零售市場及營業經理王佩兒（左一）、法國廚師會亞洲區主席 Robert Fontana（左二）、法國廚師會香港區主席 Vincent Leroux（右二）及法國烹飪藝術文憑課程的首屆星級畢業生梁祖堯（右一）。

Towngas Cooking Centre co-organised a course briefing session of Disciples Escoffier Diploma in Culinary Arts with Disciples Escoffier. The guests include Towngas Senior Retail Marketing and Sales Manager Catherine Wong (1st from left), Chairman of the Board of Disciples Escoffier Internationals Asia Robert Fontana (2nd from left), Director of Institut Culinaire Disciples Escoffier Vincent Leroux (2nd from right) and the celebrity graduate of the 1st Disciples Escoffier Diploma in Culinary Arts Joey Leung (1st from right).

煤氣烹飪中心於2014年與法國廚師會合作，引入全港首個法國烹飪藝術文憑課程，提供優質明火烹飪體驗及廚藝訓練，使烹飪提升至更專業的層次及水準。課程推出後大受歡迎，我們於2016年12月7日在煤氣烹飪中心宣布招收第七屆及第八屆學員，並由法國廚師會香港區主席兼課程總監 Vincent Leroux 及星級畢業生梁祖堯主持課程簡介會，更即場示範多款精緻法國米芝蓮節慶菜式。課程於2016年底已經額滿，現時有輪候者報讀第九屆課程。

In 2014, Towngas Cooking Centre launched Disciples Escoffier Diploma in Culinary Arts in Hong Kong in cooperation with Disciples Escoffier to offer professional training on French culinary techniques. The courses have gained overwhelming response. On 7 December 2016, we announced at Towngas Cooking Centre that we would take new students for the 7th and 8th courses, and a course briefing session, hosted by Vincent Leroux, Director of Institut Culinaire Disciples Escoffier and the celebrity graduate Joey Leung, was held together with a cooking demonstration featuring French Michelin festive dish. The course was full in December 2016 and some applicants on the waiting list have already enrolled in the 9th course.

Vincent Leroux 及梁祖堯示範一道法國米芝蓮節慶菜式，它是當年名廚專為法國皇室貴族烹調的松露鴨肝釀全雞。

Vincent Leroux and Joey Leung gave a demonstration on a French Michelin festive dish, truffle duck liver stuffed whole chicken, a dish specially cooked for French royal family by master chef.



過去兩年，法國廚師會培育了近50位專業廚藝高手。於早前舉辦的簡介會上，邀請一眾畢業生介紹課程內容及即場示範。

For the past 2 years, Disciples Escoffier has provided professional training for about 50 students. At the course briefing session, graduates are invited to introduce the course and perform demonstrations.



TGC 煤氣乾衣機 TGC Gas Dryer

TGC 煤氣智能乾衣機自推出至今深受客戶歡迎，其內置的自動柔順程式令衣物柔軟順滑，在乾衣時產生的高溫能消毒殺菌，是守護家人健康的不二之選。

凡於2017年4月15日前選購TGC煤氣乾衣機，可享多重優惠*：

優惠1：首次體驗價 \$2,800*

優惠2：減免排濕喉安裝費用 \$260

優惠3：獲贈 Vossen 毛巾乙條（建議零售價：\$488）或 Kanga Care 環保尿布褲連片芯乙套（建議零售價：\$430）

* 只限首次購買乾衣機客戶及同時購買其他爐具

Since its launch, TGC gas dryer has been very popular in the market. It has built-in automatic programme that makes clothes soft and smooth. The heat produced during drying can disinfect and sterilise clothes. TGC gas dryer is the right choice to safeguard your family's health.

From now until 15 April 2017, purchase TGC gas dryer and enjoy the following offers*:

Offer 1: First trial offer \$2,800*

Offer 2: Free installation humidity duct (Valued at \$260)

Offer 3: Vossen towel (1 piece) (Suggested retail price: \$488) or Kanga Care Cloth diaper with soaker (1 set) (Suggested retail price: \$430)

* Only valid for first-time buyers of gas dryer and purchase other appliance at the same time.



韓式燒烤架
Korean Grill Pan



紫砂湯煲 (3公升)
Purple Clay Pot (3 litres)

紫砂湯煲 (6公升)
Purple Clay Pot (6 litres)

新年明火新煮意 Flame Cooking Series for Chinese New Year

煤氣客戶中心最近推出數款明火專用的鍋具，更能帶出食物的味道和營養。韓國製造的韓式燒烤架，表面凹凸坑紋設計能避免食物黏底及隔開多餘油分，而且容易清洗，在家中隨時都可享受韓式燒烤的滋味！

不銹鋼多用途蒸鍋，適合蒸、燉、煮多種烹飪方式，30分鐘便可炮製兩鎰一湯，省時方便。紫砂湯煲含豐富礦物質，天然遠紅外線於烹調時穿透食物，內外同時加熱帶出食物原味，紫砂氣孔亦有助延長食物保鮮時間。

另外，意大利製造的噴噴易廚油消去油污力特強，且不傷皮膚，最適合用於清潔廚房。

客戶可於指定煤氣客戶中心、煤氣烹飪中心、名氣廊及 www.towngasshop.com 以優惠價選購。

Towngas Customer Centre has recently introduced a number of Flame Cooking Utensils which can fully bring out the taste and nutrition of food. Korean Grill Pan has curved surface in arch shape surface that is non-stick and easy to clean as it can reduce oil during cooking, customers can enjoy the taste of Korean grill at any time at home! Stainless Steel Multi-Steamer is suitable for various cooking methods like steaming, stewing and boiling. It can save cooking time, and within 30 minutes, a meal of 2 dishes and 1 soup can be ready. Purple Clay Pot contains plenty of minerals, and when cooking with the pot, natural far-infrared goes through the food, which can completely bring out the taste of the food with the heat stored both inside and outside. The Purple Clay pores also help extend the food preservation time.

In addition, F.O.G. Liquidator has super power in removing oil and dirt. It is especially useful in the kitchen and does no harm to your skin.

Customers can purchase these products at special price at designated Towngas Customer



不銹鋼多用途蒸鍋
Stainless Steel Multi-Steamer



噴噴易廚油消
F.O.G. Liquidator

食物安全管理證書課程 Certificate in Food Safety Management

煤氣公司一直致力推動飲食業專業化，我們贊助由職業訓練局轄下的匯縱專業發展中心及香港餐務管理協會合辦的「食物安全管理證書課程」，已於去年 11 月 29 日假匯縱專業發展中心舉行。課程教授學員食物安全管理系統的知識，提高他們對食物安全標準的理解及認識，加強食肆對食物安全管理的意識，有助飲食業發展走向專業化，提升餐飲業界專業管理水平。

In order to promote the development of professionalism in the catering industry, Towngas sponsored a professional course "Certificate in Food Safety Management" on 29 November 2016. Through this course, co-organised by Integrated Vocational Development Centre and The Association



煤氣公司業務發展及推廣經理譚家良 (前排左五) 與合辦單位代表及眾學員合照留念。

Group photo of Towngas Business Development and Promotion Manager Tam Ka Leung (5th from left, front row), representatives from the organisers and the students.

for Hong Kong Catering Services Management Ltd, students learn the implementation of food safety management system and knowledge on food safety standard, while restaurants can enhance

awareness of food safety management which helps facilitate the development of professionalism in the catering industry and boost professional management standard of the industry.

香港飲食年鑑發布會 Hong Kong Catering Year Book Press Conference

煤氣公司贊助兩年一度出版的飲食業界資訊指南《香港飲食年鑑》，發布會於去年 11 月 22 日順利舉行，煤氣公司與多位飲食業代表獲邀出席，並獲頒發「餐飲職業人傑出貢獻獎」及「推動綠色餐飲發展企業獎」，以表揚對飲食業發展的支持及貢獻。

《香港飲食年鑑》自 1990 年印刷初版至今，記錄多個業內精英的故事，分享他們投身飲食業的心得及經驗，弘揚香港飲食文化。是次出版更輯錄煤氣公司代表的專訪及公司與業界的活動資訊，介紹多款新研發的工商業爐具，如高效靜音炒爐及自動化爐具，積極打造清涼綠色廚房。

Towngas sponsored a biennial catering guidebook, *Hong Kong Catering Year Book*, and the press conference was held on 22 November 2016. Representatives from Towngas and the catering industry were invited to participate and presented with Catering Professionals "Outstanding Contribution Award for Catering Professionals" and "Corporate

Award on Green Catering Development" in recognition of our support and contribution to the development of the catering industry.

Since its debut in 1990, *Hong Kong Catering Year Book* has published success stories of the professionals in the industry and served as an effective channel to promote Hong Kong's gourmet culture. In this new issue, the *Year Book* also featured stories of Towngas

representative, Towngas' participation in the industry's activities, and introduced a number of our newly-developed commercial and industrial appliances like high efficient low noise wok range and automated gas appliances to create a cool and green kitchen.



煤氣公司業務發展及推廣經理譚家良 (右二) 與眾餐飲業代表接受香港立法會體育、演藝、文化及出版界議員馬逢國 (左四) 頒發獎項。

Towngas Business Development and Promotion Manager Tam Ka Leung (2nd from right) and representatives from the catering industry received the awards presented by Legislative Councillor (Sports, Performing Arts, Culture and Publication) Ma Fung Kwok (4th from left).

煤氣星級會客室 匯集業界寶貴意見 Towngas VIP Chatroom

煤氣公司致力打造溝通平台與餐飲業緊密聯繫，支持不同類型的活動之餘，更透過「煤氣星級會客室」，專訪多位業內合作夥伴，除了交換意見，也了解業界所需，以幫助食肆拓展業務。

最近，煤氣公司邀請了正斗粥麵專家集團主席何冠明，以及百樂潮州酒家行政總廚許美德接受訪問，分享他們對明火烹調的經驗與心得，如何憑藉明火火力猛、鑊氣足的好處，以突顯食材的味道。他們亦道出在現今飲食業競爭激烈的情況下能站穩陣腳的成功因素，當中提供優質服務及堅持正宗口味尤其重要，以傳承中國飲食文化。

Towngas puts a lot of effort into building closer ties with the catering industry. We not only support different kinds of activities organised by the industry, but also interview business partners in "Towngas VIP Chatroom" to exchange views and understand their needs so that we can help the restaurants develop their business.

Recently, Towngas has invited Stephen Ho, Chairman of Tasty Group and Hui Mei Tak, Executive Head Chef of Pak Loh Chiu Chow Restaurant to have interviews with us. They told us how they have made use of the benefits of flame cooking to bring out the taste of ingredients. They also shared with us the secrets to be successful under intense business competition. Both of them thought that quality service and traditional taste of the dishes were especially important.



百樂潮州酒家行政總廚許美德
Hui Mei Tak, Executive Head Chef of Pak Loh Chiu Chow Restaurant



正斗粥麵專家集團主席何冠明 (左) 及煤氣公司業務發展及推廣經理譚家良

Stephen Ho (left), Chairman of Tasty Group and Towngas Business Development and Promotion Manager Tam Ka Leung

飲食業籃球友誼賽 2016 Catering Industry Basketball Match 2016

由香港餐務管理協會主辦的「飲食業籃球友誼賽 2016」於去年 11 月 30 日假大埔逸瓏灣籃球場舉行，煤氣公司獲邀派隊參賽。煤氣公司代表與一眾飲食界同業在公餘時間切磋球技，不單培養團隊合作精神，更提供了愉快輕鬆的交流平台，讓大家增進溝通，繼續攜手推動餐飲業的發展。

The "Catering Industry Basketball Match 2016", organised by The Association for Hong Kong Catering Services Management Ltd, was held at the basketball court of Mayfair By The Sea in Tai Po on 30 November 2016 and Towngas was invited to participate in the match. Playing basketball enabled us to have fun and do exercise together in spare time, and to develop team spirit. Furthermore, it provided an opportunity for us to foster communication in a relaxing atmosphere.



煤氣公司業務發展及推廣經理譚家良 (前排左六) 與主辦單位代表交換錦旗為比賽揭開序幕。
Towngas Business Development and Promotion Manager Tam Ka Leung (6th from left, front row) exchanged pennants with representative from the organiser before the match.

煤氣義工隊再度獲獎

Towngas Volunteer Team won the Champion of the “Highest Service Hour Award” Again



行政長官夫人梁唐青儀(中)頒發冠軍獎項予煤氣溫馨義工隊代表。

Mrs Regina Leung (centre), spouse of the Chief Executive of the HKSAR, presented the champion award to TVST team members.

煤氣溫馨義工隊於社會福利署在去年 12 月 3 日舉行的「2016 香港義工嘉許典禮」上連續九年榮獲「最高服務時數獎 (私人團體 - 最積極動員客戶參與獎) 冠軍」以及「最高服務時數獎 (私人團體 - 組別一) 優異獎」, 充分肯定了公司義工隊對社區的貢獻和義工所付出的努力。

自 1999 年成立以來, 煤氣溫馨義工隊不斷推出創新、多元化的義工服務, 回饋社會。截至 2016 年底, 煤氣溫馨義工隊服務時數已累積超過 697,000 小時。

Towngas Volunteer Service Team (TVST) won the Champion of the “Highest Service Hour Award (Private Organisations – Best Customers Participation)” for 9 consecutive years at the 2016 Hong Kong Volunteer Award Presentation Ceremony held by Social Welfare Department on 3 December 2016. The team also won the Merit Award of the “Highest Service Hour Award (Private Organisations – Category 1)”, fully manifesting the team’s efforts and contributions to the community.

Since its establishment in 1999, TVST has constantly introduced a variety of innovative services to help the needy. Up to the end of 2016, total service hours of TVST exceeded 697,000 hours.

公司獲頒「2015 年 10,000 小時義工服務獎」

Received “2015 Volunteers with Service Hours Exceeding 10,000 Award”

去年 10 月 7 日, 煤氣溫馨義工隊獲社會福利署推廣義工服務督導委員會頒發「10,000 小時義工服務獎」, 以表揚公司積極投入社會服務, 關懷弱勢社群。

煤氣公司在香港的社會服務對象包括長者、低收入家庭、新移民家庭及殘疾人士等弱勢社群。2016 年, 煤氣溫馨義工隊全年義工服務時數達 75,588 小時, 成績令人鼓舞。

On 7 October 2016, Towngas Volunteer Service Team received “Volunteers with Service Hours exceeding 10,000 Award” from the Steering Committee of the Promotion of Volunteer Services, Social Welfare Department to recognise our commitment to social services and care for the underprivileged.

Our service programmes cover underprivileged groups such as the elderly, low income families, new immigrant families and people with disabilities. In 2016, Towngas Volunteer Service Team contributed a total of 75,588 hours of service to the community.



2016 年煤氣溫馨義工隊社會服務統計表 2016 Statistics on Social Services by Towngas Volunteer Service Team

煤氣溫馨義工隊社會服務種類 Types of Social Services	累計至 2016 年 Cumulative to 2016
愛心糰 Rice dumpling	2,745,000
愛心月餅 Mooncake	1,820,930
愛心湯 Hot soup	470,648
長者理髮受惠人數 Hair cutting services for the elderly	14,007
長者攝影受惠人數 Photo - taking for the elderly	2,200
安裝安全扶手 Installation of safety handrails	942
為長者測試平安鐘 Check-up service for elderly Personal Emergency Link	55,382
Cooking For Fun 兒童英語學習坊受惠人數 Cooking For Fun English Learning Classes	5,114
Farming For Fun 有機農耕樂受惠人數 Farming For Fun Organic Farming	9,200

統計數字由活動開始舉辦的年份計算。

Statistics are cumulative figures since the inception of the programmes.

好友運動會宣揚傷健共融

“Games of Friendship”
to bring the message of Social Integration



時任勞工及福利局副局長蕭偉強 (前排右二) 與煤氣公司執行董事暨公用業務營運總裁黃維義 (前排右一)、耀能協會服務使用者和煤氣義工一同拍攝溫馨愛心大合照。
Group photo of Stephen Sui, the then Under Secretary for Labour and Welfare, Peter Wong, Executive Director and Chief Operating Officer - Utilities Business of Towngas pictured with all participants and volunteers.

2016 年為「煤氣溫馨共融年」，煤氣公司與香港耀能協會於去年 12 月 10 日聯合舉辦「煤氣溫馨滿冬日 • 耀能好友運動會 2016」，推廣共融信息，並邀得時任署理勞工及福利局副局長蕭偉強、煤氣公司執行董事暨公用業務營運總裁黃維義擔任主禮嘉賓。

超過 60 位煤氣義工與協會職員合作籌辦是次運動會，並吸引 300 多位殘疾人士參加。活動中，協會服務使用者突破身體上的障礙，透過競技展現個人潛能；嘉賓和義工亦全情投入，體現傷健共融的精神。

煤氣公司執行董事暨公用業務營運總裁黃維義表示：「煤氣公司和香港耀能協會的

合作源於 2015 年的包糰活動，我們很欣賞協會幫助弱能人士的理念，所以香港中華煤氣慈善基金捐贈了港幣十萬元，支持協會購買運動治療用品，協助學員展現運動方面的才能。希望我們日後能有更多合作，推動傷健共融，令社會更溫馨和諧。」



煤氣公司執行董事暨公用業務營運總裁黃維義 (右) 代表公司捐贈港幣十萬元予香港耀能協會主席梁乃江教授，支持協會購買運動治療用品。

Towngas Executive Director and Chief Operating Officer - Public Utilities Peter Wong presented a cheque to Professor Leung Nai Kong, Chairperson of SAHK to support the organisation to purchase sports therapy supplies for their service users.

Peter Wong, Executive Director and Chief Operating Officer - Utilities Business of Towngas said, “The cooperation between Towngas and SAHK dated back to 2015 when we joined hands for the Rice Dumplings Wrapping event. Towngas shares SAHK’s mission of helping the disabled and donates HK\$100,000 from Towngas Charity Fund for the Association to purchase sports therapy supplies to help the service users develop their talents in sports. I wish the two organisations will have more chances for collaboration in the future to promote social integration so that our society will be more harmonious.”



運動會設計了不同形式的遊戲，充分體現傷健共融的精神，參與者都樂在其中。

Participants had fun with a variety of games at the Sports Day which embodied the spirit of social integration.



寒冬送暖愛心湯行動

“Soup to Warm the Heart” Campaign

煤氣公司聯同社會福利署及六家長者地區中心，於2016年12月10日合辦愛心湯行動，約600位義工將愛心「靚湯」和福袋贈予600位獨居和體弱長者，希望能在寒冬為長者送上祝福和關懷。

是次活動已舉辦十周年，去年特別定名為「寒冬送暖情十載愛心湯行動」，開展禮於煤氣公司北角總部舉行，由勞工及福利局副秘書長（福利）陳羿、社會福利署東區及灣仔區福利專員葉巧瑜，以及煤氣公司執行董事暨公用業務營運總裁黃維義擔任主禮嘉賓。

煤氣公司執行董事暨公用業務營運總裁黃維義表示：「煤氣愛心湯送暖行動早於1999年開始舉辦，希望能讓長者感受社區的關懷，亦提醒社區人士多關注身邊長者的身心健康及需要。煤氣公司從生活小處為切入点，推出多項服務，回饋長者：除了愛心湯，每逢佳節，煤氣溫馨義工隊會舉辦聯歡活動，向長者送上應節食品。此外，我們亦安排免費攝影、理髮、安裝安全扶手等義工服務，以表關懷。」

煤氣公司自1999年起，於全港各區舉辦送湯活動，截至2016年底共累積送出超過470,000壺「愛心湯」。

Collaborating with Social Welfare Department and 6 district elderly community centres, Towngas organised “Soup to Warm the Heart” Campaign on 10 December 2016. About 600 volunteers took part in the Campaign, distributing hot soup and goody bags to 600 elderly to show our love and care for them.

The Campaign has come to its 10th year and the opening ceremony was held at Towngas' headquarters in North Point with Donald Chen, Deputy Secretary for Labour and Welfare (Welfare) 2, Hannah Yip, District Social Welfare Officer (Eastern and Wan Chai), Social Welfare Department;



煤氣溫馨義工隊預備了600壺熱湯及福袋，送予東區和灣仔區長者，希望能在寒冬送上祝福和關懷。

Towngas Volunteer Service Team had prepared 600 servings of hot soup and goody bags as gifts for the elderly living in Eastern District and Wan Chai District to bring them warmth in the cold season.

and Peter Wong, Executive Director and Chief Operating Officer—Utilities Business of Towngas as officiating guests.

Peter Wong, Executive Director and Chief Operating Officer—Utilities Business of Towngas said, “Our ‘Soup to Warm the Heart’ Campaign, launched in 1999, aims to bring warmth to the elderly, and raise public awareness with regard to the health and needs of senior citizens. In addition to this soup delivery campaign, we also hold

celebration gatherings during various festivals to bring them festive food and holiday cheer. Further initiatives include photo-taking service, hair-cutting service, as well as the installation of safety handrails to show that we care for them.”

Up to December 2016, more than 470,000 servings of soup have been distributed in the community.

煤氣公司執行董事暨公用業務營運總裁黃維義（右）帶同熱湯和福袋，探訪91歲古伯伯，與他閒談生活趣事，場面溫馨。

Peter Wong, Executive Director and Chief Operating Officer—Utilities Business of Towngas visited 91-year-old Uncle Ku. They had a joyful time together.



支持創新銀髮計劃

「We Can Cook」

Support “We Can Cook” Programme for the Elderly



煤氣公司企業事務總監楊松坤（中）、香港聖公會福利協會助理總幹事岑家雄（左）及稻苗學會主席邱金榮擔任分享會嘉賓。

The guests at the sharing session included Isaac Yeung (centre), Head of Corporate Affairs of Towngas, Sham Ka Hung (left), Assistant Director of the Hong Kong Sheng Kung Hui Welfare Council and Kelvin Yau, Chairman of Institution of Dining Art.

煤氣公司與香港聖公會福利協會屬下彩齡學院及稻苗學院三方破天荒合辦創新的「We Can Cook」計劃，由一班專業廚師義工教授烹飪秘訣以烹調多國菜式，並且讓學員在設備齊全的煤氣烹飪中心上課，為長者帶來不平凡的學習體驗。煤氣公司除了贊助教學場地，還派出烹飪導師從旁協助。我們希望藉著這項計劃推廣健康飲食，同時讓銀髮族輕鬆享受入廚樂。

「We Can Cook」計劃於2016年7月開始，為期一年，共舉辦12節烹飪課，預計服務240位長者。「We Can Cook」計劃的分享會於去年11月24日在煤氣烹飪中心舉行。

Towngas introduced an innovative “We Can Cook” programme for the elderly together with Vitalia Academy For Life Long Learning of Hong Kong Sheng Kung Hui Welfare Council and Institution of Dining Art. Students of the programme can learn from professional chef volunteers the secrets of preparing cuisine of different countries at the well-equipped Towngas Cooking Centre. Towngas not only sponsored the venue, but also have cooking instructors to help with the lessons. With this programme, we aim to promote healthy eating and enable the elderly to enjoy the fun of cooking.

美式意大利餐廳 Marco's Oyster Bar and Grill 的意大利籍經理 Garofalo Antonio 毫無保留公開煮食秘方，為近30位長者學員即場示範烹調黑醋汁露筍煙鴨胸意大利飯。

Garofalo Antonio, the Manager of Marco's Oyster Bar and Grill, gave a demonstration of the secret for cooking Italian rice with smoked duck breast and asparagus in black vinegar for 30 elderly students.



廚師義工示範製作椰子雞煲、清酒煮花甲、泰式椰汁西米糕，以及三色藜麥牛油果紙米卷等各式特色菜式。完成後大家即場試食，更大讚美味無窮！

Chef volunteers demonstrated the method of making chicken pot with coconut, clam in sake, Thai sago coconut milk cake, as well as three-coloured quinoa and avocado paper rolls.

The one-year “We Can Cook” programme started in July 2016 and it is expected that this programme will benefit 240 elderly. “We Can Cook” sharing session was held at Towngas Cooking Centre on 24 November 2016.

盲人觀星傷健營 2016

Stargaze Camp for All and the Blind 2016



煤氣公司企業事務總監楊松坤 (左) 出席開幕典禮。
Isaac Yeung (left), Towngas Head of Corporate Affairs attended the opening ceremony.

盲人觀星傷健營 2016 於去年 11 月 5 日及 6 日假萬宜水庫西壩及創興水上活動中心舉行，參加人數達 2,200 人。活動主題是匯聚傷殘及健全人士一同共享星空，鼓勵傷殘人士突破自己，亦鼓勵傷健共融。

煤氣溫馨義工隊再度支持此項盛事，與兩家社福機構包括香港失明人協進會、香港聾人福利促進會一起參加。煤氣義工與視障人士、聽障人士共 69 人參加兩天一夜的野外體驗，挑戰自己。

Stargaze Camp for All and the Blind 2016 was held at the West Dam of the High Island Reservoir and Chong Hing Water Sports Centre from 5 to 6 November 2016. A total of 2,200 persons took part in this activity. The Camp gathered together the disabled and able-bodied persons to share the joy of stargazing in order to encourage disabled persons to have breakthrough in their lives, and promote social integration in the community.

Towngas Volunteer Service Team once again gave its support by participating in the event with 2 social welfare organisations - The Hong Kong Blind Union and The Hong Kong Society for the Deaf. Towngas volunteers together with the visually impaired and persons with hearing impairment, a group of 69 persons, took the challenge of a two-day outdoor camp.



公益愛牙日 Love Teeth Day

煤氣公司一向支持公益金每年的籌款活動，最近的「公益愛牙日」於 2016 年 12 月 7 日舉行，所籌得的善款將全數撥捐公益金旗下會員機構，為有需要人士加強口腔護理服務。今次活動有 713 位同事參與，共籌得港幣 55,880 元善款，連同公司的等額配對，共捐贈港幣 111,760 元予公益金。

Towngas has always been supportive of The Community Chest's annual fundraising event. The recent "Love Teeth Day" was held on 7 December 2016. A total of 713 employees took part in this activity and donated HK \$55,880. Together with the matching contribution from the Company, the total donation amounted to HK \$111,760. All the money raised will be donated to member organisations of The Community Chest to enhance oral care services for the needy.

乳健同行 2016

Pink Walk for Breast Health 2016



煤氣公司企業事務總監楊松坤 (後排左四) 率領同事一起共襄善舉。
Isaac Yeung (4th from left, back row), Head of Corporate Affairs of Towngas led his colleagues to join the Walk.

煤氣公司繼續支持由香港乳癌基金會舉辦的年度籌款活動「乳健同行 2016」，為發展乳癌基金會九龍中心籌募善款。活動於 2016 年 10 月 10 日假山頂道花園舉行，共有 20 位僱員及其家屬參加。

Towngas continued to show support for the annual fundraising event "Pink Walk for Breast Health 2016" organised by Hong Kong Breast Cancer Foundation (HKBCF). The event was held at the Peak on 10 October 2016. A total of 20 Towngas employees and their families joined the Walk to raise money for HKBCF's new centre in Kowloon.

公益金便服日 Dress Casual Day

煤氣公司每年均響應「公益金便服日」籌款活動，所籌得的善款全數撥捐公益金轄下的社會福利機構，惠澤社群。2016 年公益金便服日於 10 月 6 日舉行，僱員捐款連同公司的贊助，合共籌得港幣 32,990 元善款。

Towngas participates in "Dress Casual Day" every year. The money raised from the event is allocated in full to the charity organisations funded by The Community Chest. Last year, the event was held on 6 October. Donations from Towngas employees together with company sponsorship totalled HK \$32,990.



煤氣客戶義工隊

Towngas Customer Volunteer Team

煤氣義工隊現有隊員超過 800 人，當中除了包括煤氣僱員更有客戶義工，當中更有不少影視紅星，每到中秋或農曆新年等傳統節日，他們都走到社區，為長者獻唱金曲，與長者玩遊戲，為社區帶來歡樂。

《煤氣客戶通訊》將逐一訪問我們的客戶義工和藝人義工，與讀者分享他們當義工的心得和體驗。今期首先介紹的，是煤氣客戶義工隊隊長李兆麒。

At present, Towngas Volunteer Service Team (TVST) has more than 800 members, including Towngas employees, customer

volunteers, and star volunteers of well-known TV stars. During Mid-Autumn Festival, Lunar New Year and other traditional Chinese festivals, these star volunteers will bring happiness to the community by singing classic oldies for the elderly and playing games with them.

FOCUS will interview Towngas Customer and Star Volunteers in the coming issues to share with readers their experiences to be a volunteer. In this issue, we talk with Towngas Customer Volunteer Team Leader, Jackie Li.



煤氣客戶義工隊隊長李兆麒。
Jackie Li, Towngas Customer Volunteer Team Leader.

問：李先生，你是煤氣公司前僱員，退休後仍然積極參與煤氣溫馨義工隊的活動，請你與大家分享籌辦義工活動的經驗。

答：我相信我是為煤氣公司招募同事籌辦義工活動的第一人。

早於七十年代初，煤氣康體會代表公司探訪大口環「根德公爵夫人兒童醫院」的病童。我準備了禮物並邀請多位同事同行。我們為病童表演歌舞，和他們聊天。看見病童身體有不同的缺陷，心中很是難過，自此每逢節日便招募同事探訪兒童院和長者中心。當時並沒有「做義工」的概念，只覺得每次探訪活動後都好像做了一件好事吧了。

四十多年來，一直得到數十位同事支持，他們犧牲在假期與家人相聚和休息的時間，不論是哪類型的義工活動，都和我一起去參加。我退休前，他們都表示希望我可以繼續領導他們參與義工活動，而公司的「溫馨義工隊督導委員會」也邀請我繼續協助籌辦義工活動。這是我選擇在退休後繼續為公司做義工的原動力。

問：為什麼有邀請明星義工的構思？你擔當什麼角色？

答：十多年前，在公司的敬老綜合表演活動中認識了當年無綫電視的藝員鍾叮噹。她參加了數次煤氣的長者義工活動後，覺得極有意義，於是先後介紹了多位專業人士和藝員如梁舜燕、梁天、黃韻材、梁淑莊等給我認識和參與演出。經過多年的交往，我也認識了很多影視藝員。由於要協調藝員的工作時間和義工活動的表演安排，我便成為煤氣公司義工隊和藝員的「中間人」。

李兆麒（左）多年來積極參與義工隊活動，於義工隊嘉許禮中，獲煤氣公司常務董事陳永堅頒發最高服務時數獎。

Jackie Li (left) was honoured with Highest Service Hour Award by Towngas Managing Director Alfred Chan.



問：明星義工隊未來有什麼新的動向或發展？

答：雖說「煤氣溫馨義工隊」的長者活動服務遍及港九新界 18 區，然而適合演出的場地不多，每年可服務的次數亦有限。為顧及現有藝員的表演機會，將來有需要時才會考慮邀請更多藝員參加。

藉此機會我要感謝各位藝員和專業人士的無私奉獻，十多年來從不計較酬勞義務為長者活動表演。

Q: Mr Li, you are a retired employee of Towngas, Please share with us your experience in organising volunteer activities.

A: In early 1970's, Sports and Recreation Club represented the Company to visit sick children in The Duchess of Kent Children's Hospital at Sandy Bay. I brought presents and invited colleagues to go with me. We sang and danced for the sick children and chatted with them. From then on, we visit children's homes and centers for the elderly during festivals. At that time, I did not have the concept of "volunteering". I just felt like doing a good act after every visit.

For the past 40 years, I got full support from colleagues in organising voluntary work. Before I retired, my teammates wished I could continue leading them to take part in volunteer activities and because of TVST's invitation, I continue to participate in volunteer work at Towngas after retirement.



李兆麒（前排左一）與明星義工合作無間。
Jackie Li (1st from left, front row) pictured with star volunteers.

長者活動中，李兆麒與電視紅星梁舜燕合唱，令現場氣氛升溫。

Jackie Li partnered with Lily Leung to perform a stage performance during an elderly event.



Q: Why do you have the idea to invite artists to join our volunteer activities?

A: More than 10 years ago, I met Lisa Chung, an artist of TVB at that time, at one of the Company's volunteer activities for the elderly. She thought that it was meaningful to take part in these volunteer activities. So she introduced several professionals and artists including Lily Leung, Leung Tin, Wong Wan Choi and Julia Leung to me for the performance. Over the years, as I had to coordinate the attendance of the artists and the performance arrangements of the volunteer activities, I became the "middleman" of the Company's Volunteer Service Team and the artists.

Q: Do you have any future plans of recruiting more star volunteers?

A: Although TVST's volunteer activities for the elderly were organised in 18 districts throughout Hong Kong, not many venues are suitable for performance, and the number of service every year is limited, we will only consider inviting more artists when necessary.

I would like to take this opportunity to thank all the artists and professionals who participated in our volunteer activities for their selfless devotion. For the past 10 years, they gave performances not for money, but for showing their love and care for the elderly.

地球 • 敢「動」日 Green WALK Hong Kong

由世界綠色組織主辦的「地球 • 敢『動』日」啟動儀式於 2016 年 11 月 5 日在中環遮打花園舉行。活動鼓勵市民大眾用步行代替短途交通工具，希望由此培養步行的習慣，把香港塑造成一個「適步城市」。環境局局長黃錦星、煤氣公司企業安全及風險管理總監鄭超靈，以及企業事務總監楊松坤獲邀為主禮嘉賓。

除了啟動禮外，活動還包括綠色市集、攤位遊戲、環保工作坊等，更在全港設立 30 個不同的「遊點」，聯同商戶為參加者提供趣味工作坊、神秘禮物及優惠等，讓一家大小拿著地圖遊走香港，寓步行於娛樂。舉辦機構亦推出「Green WALK HK」手機應用程式，除了記錄用戶每天及每次的步數，更可將步數轉換為所燃燒的卡路里，並顯示減碳排放量，讓市民定下目標，持之以恆，以步行實踐綠色生活。

The Launching Ceremony of “Green WALK Hong Kong” organised by World Green Organisation (WGO) was held at Chater Garden in Central on 5 November 2016. The event encouraged people to walk instead of using vehicles for a short ride. The organiser aimed to cultivate the public’s walking habit to transform Hong Kong into a “Walkable City”. Secretary for the Environment Wong Kam Sing, Towngas Head of Corporate Health, Safety and Environment Victor Kwong, and Towngas Head of Corporate Affairs Isaac Yeung were invited as officiating guests.



環境局局長黃錦星（中）、煤氣公司企業安全及風險管理總監鄭超靈（左三）、煤氣公司企業事務總監楊松坤（右三）與煤氣公司參加者合照。

Group photo of Secretary for the Environment Wong Kam Sing (centre), Towngas Head of Corporate Health, Safety and Environment Victor Kwong (3rd from left), Towngas Head of Corporate Affairs Isaac Yeung (3rd from right) and the participants from Towngas.

In addition to the Ceremony, the event also included green market, booth games and environmental workshops. Moreover, a total of 30 checkpoints were set up at different places all over the city to provide workshops for fun, secret gifts and special offers. The whole family could walk around the city with a map and explore new parts of Hong Kong. WGO also introduced the “Green WALK HK” mobile app to record number of steps walked daily and each time, amount of calories burnt, as well as the carbon emissions reduced so that we can set our goal to realise green lifestyle by walking.

榮獲「環球愛心企業」標誌和「綠色辦公室」標誌 Awarded “Better World Company” Label and “Green Office” Label



煤氣公司助理環境經理郭翰俊代表公司領取「環球愛心企業」標誌及「綠色辦公室」標誌。

Bernard Kwok, Assistant Environmental Manager of Towngas received “Better World Company” Label and “Green Office” Label on behalf of the Company.

「聯合國可持續發展目標」之一是要確保環境的可持續性。世界綠色組織為了提高各界對全球環境問題的關注，於 2013 年推出「綠色辦公室獎勵計劃」，在九個不同範疇推動辦公室在日常營運中注重環保。符合要求的機構可獲授予聯合國可持續發展目標的「環球愛心企業」標誌和世界綠色組織的「綠色辦公室」標誌。

「綠色辦公室獎勵計劃」頒獎典禮於 2016 年 11 月 11 日舉行，煤氣公司積極改善辦公室的環境，連續四年獲此殊榮。

One of the United Nations Sustainable Development Goals (UNSDG) is to ensure the sustainability of the environment. With the aim of raising awareness of the world’s environmental problem, World Green Organisation (WGO) launched the “Green Office Awards Labelling Scheme” (GOALS) in 2013 to promote green office in 9 areas of operation. The qualified companies will be awarded UNSDG’s “Better World Company” Label and WGO’s “Green Office” Label.

The Award Presentation Ceremony of GOALS was held on 11 November 2016. Towngas was awarded these labels for 4 consecutive years in recognition of our achievement in improving the office environment.

參加「國際環保博覽」 Participated in Eco Expo Asia

由香港貿易發展局主辦的「第 11 屆國際環保博覽」，於 2016 年 10 月 26 至 29 日在香港亞洲國際博覽館舉行。博覽展出全球最新的環保技術及產品，為業界提供資訊交流的平台，探討各地區之間環保工作的合作潛力。

本屆博覽聚焦環保技術及創新智慧產品，以「環保方案—應對氣候變化」為主題，吸引來自 19 個國家及地區、超過 320 家參展商參加。

煤氣公司於展館內設置攤位及放置展板，向與會者及公眾人士介紹公司環境保護及節能減排的概況。開幕當天，環境局局長黃錦星及嘉賓參觀煤氣公司攤位，企業安全及風險管理總監鄭超靈與大家分享公司的環保管理理念及發展。

Organised by the Hong Kong Trade Development Council, the 11th Eco Expo Asia was held from 26 to 29 October 2016 at AsiaWorld-Expo. The fair is a platform for sharing information and showcasing the world’s latest innovative green technologies and products.

The Fair with the theme “Green Solutions for a Changing Climate” provided an introduction of the eco industry from across the globe, and a display of various projects, technology, and new concepts of environmental protection. The fair attracted more than 320 exhibitors from 19 countries and regions.

Towngas took part in the fair and displayed exhibition panels information on our environmental policies and achievements in reducing energy consumption and carbon emission. On the first day of the fair, Secretary for the Environment Wong Kam Sing and the guests visited Towngas’ booth and Towngas Head of Corporate Health, Safety and Environment Victor Kwong talked with them about our concept of environmental management and the development of the related work.



獲頒「低碳關懷 ESG 標籤」 Received the CarbonCare® ESG Label

2016 年，煤氣公司繼續參與由低碳亞洲有限公司與低碳想創坊舉辦的「低碳關懷標籤」計劃。該計劃旨在積極減碳，促進可持續發展。

「低碳關懷標籤」頒獎典禮於 2016 年 12 月 14 日舉行，同場亦舉行以「綠色金融 X 氣候創新」為題的論壇，參加者可就綠色融資及應對氣候變化的創新構思提出專業意見。

去年共有 39 家企業參加此計劃，煤氣公司獲頒「低碳關懷 ESG 標籤」，以表揚我們高品質的報告及良好的可持續發展表現。自 2007 年，煤氣公司已根據全球報告倡議組織的指引撰寫可持續發展報告，並為報告取得第三方認證。

In 2016, Towngas continued to join the CarbonCare® Label Scheme co-organised

by Carbon Care Asia Limited and CarbonCare InnoLab. The Scheme aims to reduce carbon emission and promote sustainable development.

At the Award Presentation Ceremony on 14 December 2016, a forum about “Green Finance x Climate Innovation” was also held to collect professional opinion on Green financing and creative ideas to solve the problem of climate change.

Last year, a total of 39 companies joined the Scheme and Towngas was awarded the CarbonCare® ESG Label to recognise our achievement in producing quality reports and excellent performance in sustainable development. Since 2007, Towngas has published Sustainability Report in accordance with the Global Reporting Initiative Guideline and the Report was verified by a third party.



食德好 X 煤氣公司「惜食藝遊」閉幕禮暨環保藝墟

Food Grace x Towngas "Green Fiesta" Closing Ceremony and Art Bazaar

煤氣公司贊助食德好開展為期半年的「惜食藝遊 2016」活動，透過藝術和設計將環保融入生活，長遠推動香港市民一起以創意實踐源頭減廢，緩和廚餘對環境的影響。

是次活動的閉幕禮、展覽及藝墟於 2017 年 1 月 14 日在葵青劇院廣場舉行，除了向公眾展示同學的設計成果，也鼓勵公眾在日常生活中珍惜食物和善用資源。活動當日主辦機構邀請了環境局局長黃錦星擔任主禮嘉賓及演講嘉賓，鼓勵年輕一代為保護環境作出更大貢獻。

Towngas sponsored Food Grace to launch a green programme "Green Fiesta 2016" which lasted for 6 months. The programme aimed at encouraging Hong Kong people to reduce waste at source with creative ideas and alleviate the impact of food waste to the environment.

The Closing Ceremony, Exhibition together with Art Bazaar was held at the Plaza of Kwai

Tsing Theatre on 14 January 2017 to show the public the students' designs and encourage the public to cherish food and make the best use of resources in their daily lives. Secretary for the Environment Wong Kam Sing was invited as the officiating guest and speaker of the event. He encouraged the younger generation to make greater contribution to environmental protection.



環境局局長黃錦星（後排左七）、煤氣公司企業事務總監楊松坤（後排左八）與一眾嘉賓及得獎同學合照留念。

Group photo of Secretary for the Environment Wong Kam Sing (7th from left, back row), Towngas Head of Corporate Affairs Isaac Yeung (8th from left, back row), the guests and the winners.

推廣智能環保概念

Sharing Experience on Smart Environment

由香港生產力促進局及智慧城市聯盟舉辦探討推廣智能環保概念的會議於去年 11 月 11 日假香港生產力促進局舉行，讓各界人士就建設智慧環境交換意見及分享經驗。煤氣公司作為一家負責任的能源供應商，一直推動可持續發展，積極研究在各層面推行更多環保項目，以建設更美好的生活環境。

煤氣公司工商事務及營業經理鄭曉光獲邀在是次會議擔任講者，跟與會者分享公司在工商市場推行的環保項目，例如全港首個為醫院度身訂造的熱電聯供系統，以沼氣作為再生能源發電，並利用發電產生的餘熱生產蒸氣及熱水予醫院內部分設施，可減少碳排放及節省能源開支。

Co-organised by Hong Kong Productivity Council (HKPC) and Smart City Consortium (SCC), the "Smart Environment Conference" was held at HKPC on 11 November 2016 for

exchanging views and sharing experiences on building Smart Environment. As a socially responsible energy provider, Towngas has always played an active role in fostering sustainable development and looked into the possibility of implementing more environmental projects in different areas so that we can have a better living environment.

Towngas Commercial and Industrial Marketing and Sales Manager Don Cheng was invited as the speaker at the conference, and he shared with the participants Towngas' environmental projects for the commercial and industrial market. For instance, we introduced the Combined Heat and Power Generating

System, the first of its kind in Hong Kong provided for hospitals, to utilise landfill gas as a renewable energy to generate electricity, and provide steam and hot water produced from the residual heat of the generator for the facilities in the hospital. This could reduce carbon emission and energy cost as well.



香港生產力促進局代表致送紀念品予煤氣公司工商事務及營業經理鄭曉光（右）。

Representative from HKPC presented a souvenir to Towngas Commercial and Industrial Marketing and Sales Manager Don Cheng (right).

2016 健康安全環保月開幕典禮暨職安健講座

HSE Month 2016

Opening Ceremony and OSH Talk



煤氣公司每年均舉辦健安環月，透過不同類型的活動向僱員灌輸健安環知識，從而提升健安環表現，鞏固健安環文化。2016 年健安環月的主題為「齊來推動健安環文化」，開幕典禮暨職安健講座於去年 11 月 16 日於公司北角總部舉行，吸引超過 140 位僱員出席。煤氣公司邀請了職業安全健康局總幹事游雯出席開幕儀式，並頒發國際安全工作場所認證續期證書。接著是健安環獎項頒獎儀式，以表揚過去一年在健安環有傑出表現的部門及承辦商。

開幕典禮最後一個環節是職安健講座，主題為「前瞻方向推動安全動機及安全行為，實現職安健持續進步」，我們邀請到心理學家黃子健博士擔任講者，為參加者介紹心理學在職安健管理上的應用。

Towngas organises Health, Safety and Environment (HSE) Month every year to inculcate HSE knowledge in our employees through a variety of activities so as to enhance HSE performance and reinforce HSE culture. The theme of HSE Month 2016 was "Promote HSE Culture Together". The Opening Ceremony and Occupational Safety and Health (OSH) Talk, which attracted more than 140 employees, was held at Towngas headquarters in North Point on 16 November 2016. The Company invited Bonnie Yau, Executive Director of Occupational Safety & Health Council to attend the Ceremony and present Renewal Certificate of International Safe Workplace Certification to us. The HSE Award Presentation Ceremony

was also held to recognise departments and contractors that had remarkable performance for the past year.

The last part of the Opening Ceremony was the OSH Talk about "Looking Ahead to the Direction for Promoting Safety Motives and Safety Behavior to Achieve Continuous OSH Improvement". We invited a psychologist Dr. Wong Chi Kin as the speaker to introduce the application of psychology in OSH management.

「惜碳惜煮」微電影比賽頒獎禮

Low Carbon Cooking Micro Film Competition Award Presentation Ceremony



煤氣公司企業安全及風險管理總監鄭超靈與在場同學分享如何實踐低碳健康生活。

Towngas Head of Corporate Health, Safety and Environment Victor Kwong shared with the students the ways to fulfill low carbon healthy living.

由煤氣公司及商界環保協會主辦的「惜碳惜煮」微電影比賽於 2017 年 1 月 14 日舉行評審暨頒獎典禮。活動當日主辦機構邀請了煤氣公司企業安全及風險管理總監鄭超靈、商界環保協會行政總裁顧志翔、綠惜地球創辦人及總幹事劉祉鋒，以及資深廣告媒體製作人葉美華擔任比賽評審，從入圍影片挑選具創意及切合主題的作品，並於頒獎禮致辭及發表評語。

「惜碳惜煮」微電影比賽在 2016 年 10 月開始，期望結合低碳煮食及微電影元素，讓同學發揮創意，創作能夠把環境保護及健康煮食的信息帶給觀眾的微電影。我們安排學校代表於賽前接受「專業微電影拍攝技巧」及「星級廚藝」訓練。

The judging and Award Presentation Ceremony of Low Carbon Cooking Micro Film Competition organised by Towngas and Business Environment Council was held on 14 January 2017. Victor Kwong, Head of Corporate Health, Safety and Environment of Towngas, Adam Koo, Chief Executive Officer of Business Environment Council, Edwin Lau, Founder and Executive Director of The Green



評判團與得獎者合照留念。

Group photo of panel of judges and the winners.

Earth, as well as Sandy Yip, an advertising media producer were invited as judges to select the creative micro films that comply with the theme of the Competition as well as deliver speeches and gave comments at the Ceremony.

The Competition, commenced in October 2016, provided an opportunity for the students

to unleash their creativity and bring the message of environmental protection and low carbon healthy cooking in the micro film they produced. We arranged representatives from the schools to receive training on "Professional Micro Film Shooting Techniques" and "Secrets of the Culinary Art" before the Competition began.

香港無冷氣夜 2016

Hong Kong No Air Con Night 2016

由環保觸覺舉辦的年度活動「香港無冷氣夜」於 2016 年 10 月 7 日晚上 7 時至翌日早上 7 時舉行，邀請各大機構及市民於當晚不使用冷氣，以行動實踐節能減碳。煤氣公司連續七年贊助「香港無冷氣夜」活動，並透過電郵發放活動信息，呼籲僱員在日常生活中善用資源，實踐綠色生活。

The annual event "Hong Kong No Air Con Night" organised by Green Sense was held on 7 October 2016. The organiser invited Hong Kong's companies, organisations and citizens to turn their air conditioners off from 7pm on that day to 7am the next morning to save energy and reduce carbon emission. Towngas sponsored this event for 7 consecutive years, and appealed to our employees through emails to realise green living by making the best use of resources in our daily lives.



全力支持長春社「生態捍衛戰」

Support "Eco-Rangers" organised by The Conservancy Association



為喚起市民對生態環境問題的關注，煤氣公司贊助長春社舉辦「生態捍衛戰」活動，鼓勵大眾身體力行，實踐環保。活動於去年 10 月 30 日在大欖郊野公園牛寮舉行，參賽者化身成戰隊 Eco-Rangers，以野外定向的方式追蹤環保公敵怪獸，並拆解謎題，以行動支持捍衛生態資源。

煤氣公司亦派出隊伍參賽，並勇奪企業組冠軍。是次活動不但加強了同事的團隊合作精神，更提升他們對保護環境的意識。

Towngas sponsored "Eco-Rangers" orienteering event organised at Ngau Lui of Tai Lam Country Park by The Conservancy Association on 30 October 2016 to encourage the public to take actions for environmental protection. Participants became Eco-Rangers to complete different tasks such as solving quizzes at checkpoints to fight against Environmental Monsters and protect natural resources.

Towngas Team won the Champion of the Corporate Team category. We were delighted that the event enhanced not only the team spirit among colleagues but also their awareness towards environmental protection.

Green Cooking Tips

環保煮食貼士

At Towngas, we focus on environmental protection, particularly reducing greenhouse gas emissions. These are some green cooking tips that will help you maximise energy efficiency when using town gas, while at the same time reducing your energy costs.

煤氣公司一向致力保護環境，減少溫室氣體排放。我們特別介紹多項環保煮食貼士，讓客戶在使用煤氣時能提高能源效益，共同為環保出一分力，同時節省燃料開支。



GENERAL 一般煮食



-10%
carbon emission
碳排放

Cover your cookware with a tight-fitting lid while cooking
煮食時，使用大小適中的蓋子把煮食器具蓋好

Your energy cost and carbon emission may be reduced by up to 10%, as residual heat is retained for longer.

可節省能源開支及減少碳排放達10%，也可令煮食時的餘熱留得更久。

溫馨提示 Extra Tip:
To keep vegetables crisp and fresh, add some sugar before cooking
烹煮蔬菜前加入一些糖，可保持蔬菜鮮甜

-25%
carbon emission
碳排放



STEAMING AND SIMMERING 蒸、燉

When steaming, switch power to low as soon as the water boils

蒸煮食物時，當水溫到達沸點時調低火力

Your energy cost and carbon emission may be reduced by up to 25%.

調低火力可節省能源支出及減少碳排放達25%。

煤氣公司於 Facebook 設立專頁分享環保信息，並舉辦有獎問答遊戲及工作坊等。欲了解各項精彩活動的詳情，請密切留意「Towngas Low Carbon Action!」專頁。

Join us on Facebook! We have set up a "Towngas Low Carbon Action!" fanpage to share information on environmental protection, organise quizzes and hold workshops to promote low carbon living. For more information on upcoming events, please visit our fanpage.



Towngas Low Carbon Action!



酸甜醬汁蝦

FRIED PRAWNS WITH
SWEET-SOUR PASTE

◆ 材料 Ingredients

大蝦	1 斤 (600 克)
Fresh prawns	600g
蔥	1 條
Spring onion	1 sprig
薑	2 片
Ginger	2 slices

◆ 醃料 Marinades

味椒鹽	1 茶匙
Spiced salt	1 tsp
胡椒粉	少許
Pepper	pinch
麻油	少許
Sesame oil	drops

◆ 調味 Seasonings

酸甜醬	1/4 量杯
Sweet-sour paste	1/4 cup
辣椒汁	1 茶匙
Red chili sauce	1 tsp
醬油	1 湯匙
Soy sauce	1 tbsp
清水	2 湯匙
Water	2 tbsp

◆ 做法

- 蝦剪去鬚腳，取去黑腸，以清水洗淨，用布吸乾水份，加入醃料拌勻片刻備用。
- 燒熱油，將蝦傾入，以半煎炸式煎至兩面呈金黃色，將油舀出，加入薑和蔥絲，下調味料，煮片刻，將蝦兜炒，使調味料全沾在蝦身上即成。

◆ Method

- Shear the palpus and claws and remove the intestines off the prawns. Wash and wipe dry with clean cloth. Add the marinades and mix well. Set aside.
- Heat oil, put in the shrimps and fry until they are golden brown on both sides. Pour off the oil. Add the ginger, spring onion and seasonings to the wok and cook for a while. Stir well to let the shrimps be coated with seasonings evenly. Dish up and serve.



香港銅鑼灣波斯富街99號利舞臺9A
9A, Lee Theatre, 99 Percival Street,
Causeway Bay, Hong Kong



Towngas Cooking Centre

www.towngascooking.com

專業服務增強客戶信心

Professional Service Reinforce Customer's Confidence

煤氣僱員盡心提供親切妥善的服務，深受客戶稱許。去年，煤氣公司共接獲 6,189 封讚賞信，推動我們不斷努力，為客戶帶來更佳的服务體驗。

我們收到客戶黃女士的來信，感謝客戶服務主任梁淑儀為她解決問題。

黃女士家中的煮食爐壞了，最初不想致電客戶服務熱線求助，因她認為公用事業機構的熱線等候時間長，服務又差。但是為了解決問題，只好致電熱線，來電由梁淑儀接聽。她了解黃女士的情況後，提出解決方法，並且建議客戶可以更換爐具。她耐心地講解不同型號爐具的分別，然後推介最適合客戶使用的爐具。最後黃女士購買爐具，梁淑儀馬上為客戶安排安裝服務。



黃女士認為梁淑儀態度誠懇，做事盡責，全心全意為客戶解決問題。她在信中表示，梁淑儀提供專業服務，令她恢復對公用事業機構客戶服務的信心，如此優秀人才實在是煤氣公司的寶貴資產。

Towngas employees always win acclaim as they are dedicated to providing friendly and competent service. In 2016, Towngas received 6,189 compliment letters, encouraging us to make greater efforts to bring better service experience for our customers.

Our customer Ms Wong sent us a letter to thank Customer Service Officer Tanny Leung for helping her solve the problem.

Ms Wong found her cooking appliance not working one evening. At first she did not want to call our hotline as she thought that hotline service of utilities companies was bad and the waiting time was very long. But finally she made a call. Leung answered the call and suggested replacing the old appliance. Finally, Ms Wong purchased a new appliance after adopting Leung's recommendation and Leung arranged the installation service immediately.

Ms Wong thought that Leung was sincere and responsible, trying her utmost to help her solving the problem. She said in the letter that Leung who provided professional service restored her confidence in the service of utilities companies. Staff like Leung were indeed valuable assets to Towngas.

客戶服務關注小組

Customer Focus Team

煤氣客戶服務關注小組於 1993 年成立，是公司與客戶有效溝通的重要橋樑，有助我們確保所提供的服務能令客戶稱心滿意，至今我們進行了 574 次拜訪活動。

小組的成員主要來自公司的客戶服務部、客戶會計組及零售市務部等。小組每月平均到訪兩個公共屋邨或私人屋苑，向居民傳達有關煤氣服務、安全須知、繳費方法及煤氣爐具等重要資訊。小組亦會收集客戶對公司產品及服務的意見，從而改善服務質素，進一步加強煤氣公司與客戶之間的聯繫，與各區用戶建立良好關係。



客戶服務關注小組成員於 2016 年 11 月 26 日拜訪沙田禾峯邨。

Members of the Customer Focus Team visited Wo Che Estate in Shatin on 26 November 2016.

Since its inception in 1993, the Customer Focus Team has proven to be an effective communication channel with customers, helping to ensure that our services fully meet their expectations. Until now, the Team has made 574 visits.

Consisting of senior staff from Customer Services, Customer Accounts and Retail Marketing, the Team visits two public housing estates or private residential developments every month to discuss issues related to Towngas services, such as gas safety, bill payment and gas appliances. The Team also solicits comments and views from customers so as to provide even better products and services.

If you are interested in arranging a visit from our Customer Focus Team to your housing estate or residential development, please contact our Corporate Affairs Department at:

Address: The Hong Kong and China Gas Company Limited, 15/F, 363 Java Road North Point, Hong Kong

Telephone: 2880 6988

Fax: 2516 7368

Email: ccd@towngas.com

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，請與企業事務部聯絡：

地址：香港北角渣華道 363 號
香港中華煤氣有限公司 15 樓

電話：2880 6988

傳真：2516 7368

電郵：ccd@towngas.com

