

客戶通訊 FOCUS

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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

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Harvard Business Review
The Best-Performing CEOs
in the World 2018





常務董事陳永堅連續4年榮登《哈佛商業評 Towngas Managing Director Alfred Chan ranked among world's 100 best-performing CEOs for



陳永堅除了在中華煤氣集團推動G = i x i (企業增長 = 創新力 x 執行力)的管理概念，也獲邀為不同企業和機構闡釋其管理心得，最近出席香港社會服務聯會的總裁對談午餐會，廣受社福界的CEO歡迎。

Aside from pioneering the management ethos of G = i x i at Towngas, Chan has also been invited by corporations and organisations to share his management philosophy. The sharing session at The Hong Kong Council of Social Service pictured above was well received by CEOs in the social service sector.



煤氣公司在陳永堅(左二)帶領下致力推動環保，剛舉辦了首屆全港中小學VR遊戲設計比賽，政務司司長張建宗(中)出席主禮。

Under the leadership of Chan, (2nd from left), Towngas strives to promote environmental protection, and has recently held the first Green Flames – VR Games Design Competition, which was officiated by Matthew Cheung, Chief Secretary for Administration (middle).



陳永堅對同事也非常關顧，在夏天親自到地盤探訪和派發消暑飲品。

Chan hands out thirst-quenching drinks at site visits during summer, a gesture that shows his care for his staff.

煤氣公司常務董事陳永堅第四次榮登《哈佛商業評論》全球最佳CEO榜，排名第58位，是香港唯一入選的公用事業行政總裁。該機構通過衡量企業在財務指標，以及非財務方面的績效，計算整體股東回報率及市值增長，亦包括在環境、社會與管治方面的貢獻。綜合整體財務排名與兩項環境、社會與管治方面的排名，最後選出全球CEO 100強。

作為煤氣公司首位華人掌舵人，同為集團百多年歷史以來在任最長的常務董事，過往20多年陳永堅帶領煤氣公司，從單一燃氣供應，發展成為亞洲地區最具規模的跨行業集團之一，至今於內地26個省、直轄市和自治區經營超過250個項目，業務涵蓋水務、新能源、電訊、製造業、零售業、分布式能源等，成功將安全、服務和創新做到最好，成為行業中的佼佼者。

Towngas Managing Director Alfred Chan has been ranked among the list of Best-Performing CEOs in the World by *Harvard Business Review* (HBR) for the fourth consecutive year. Coming in at 58th, Chan is the only public utilities CEO on the list. HBR assesses companies based on their financial indices and non-financial performance, taking into account total shareholder return, market capitalisation growth, as well as environmental, social, and governance (ESG) contributions in their selection of the top100.

As the first Chinese person to helm Towngas, as well as the longest-serving Managing Director in the Group's over 100 years of history, Chan has led Towngas in its transformation from a single-business gas service provider to one of the most sizeable cross-sector corporations in the Asia region in the past two decades. To date, the Group has operated over 250 projects across 26 mainland Chinese provinces, municipalities and autonomous regions, spanning waterworks, new energy, telecommunications, manufacturing, retail, distributed energy and other areas, and is an industry leader epitomising safety, service and innovation.

論》全球百大最佳行政總裁

four consecutive years

中華煤氣集團在內地的業務蓬勃發展，無論是最近簽訂的大灣區首個水務項目，或是位處常州市的全國首個城市燃氣地下鹽穴儲氣庫，也充分反映陳永堅洞悉先機和高瞻遠矚的領導才能。

Towngas' operations in Mainland China have achieved significant growth. From the first Greater Bay Area waterworks project confirmed recently to the country's first underground salt-cavern city-gas storage unit in Changzhou, Chan's vision for opportunities are evident in the numerous undertakings of the Group.

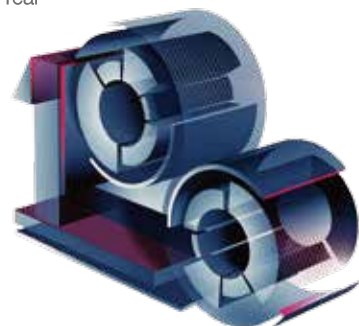


陳永堅還提出 $G = i \times i$ (企業增長 = 創新力 x 執行力)，為集團注入源源不絕的動力。此外，在他的領導之下，集團以環保開創可持續發展未來為目標。除獲得香港及內地多項企業社會責任獎項外，為那打素醫院提供堆填區沼氣的「轉廢為能」發電項目，近日更獲美國能源工程師協會(AEE)頒發2018年度亞太區「區域能源項目獎」。煤氣公司同時為首家在香港發行綠色債券的能源供應企業。

陳永堅連續四年獲得「全球最佳CEO」的殊榮，反映中華煤氣集團的管治和發展在其領導下，必將繼往開來，再創輝煌！

Chan also pioneered the formula of Growth = innovation x implementation ($G = i \times i$), which has continuously fuelled the Company's growth. Under his leadership, Towngas has set its sights on environmental innovation for a sustainable future. In addition to obtaining multiple corporate social responsibility awards in Hong Kong and the mainland, Towngas has also recently received the Pacific Rim Regional Energy Project of the Year Award from The Association of Energy Engineer (AEE) for the power-generating system which turns landfill gas into energy, built for Alice Ho Miu Ling Nethersole Hospital. Towngas is also the first energy provider to issue green bonds in Hong Kong.

Being ranked amongst the world's best-performing CEOs for four consecutive years underscores Mr Chan's success in governing Towngas Group. Under his leadership, the Group shall scale new heights, as its past serves as a beacon for its future.





煤氣集團榮獲

「第十七屆香港職業安全健康大獎」七大獎項

Towngas receives seven awards at the 17th Hong Kong Occupational Safety and Health Award Forum



9月5日，煤氣公司於「第十七屆香港職業安全健康大獎」頒獎禮中，勇奪三項金獎及四項安全表現大獎，足證煤氣集團全面的安全管理系統，優良的安全文化，以及傑出的安全表現，獲得社會及各界認同。

本年度職安健大獎競爭激烈，共有超過四百多個參賽項目競逐九個類別的獎項，煤氣公司榮獲以下七大獎項：

比賽類別	獎項
安全文化大獎	金獎 — 煤氣溫馨職安健文化
宣傳推廣大獎	金獎 — 職安健 3 6 5
職安健年報大獎	金獎
安全表現大獎	香港中華煤氣有限公司
安全表現大獎	香港中華煤氣有限公司 — 燃氣生產課
安全表現大獎	卓裕工程有限公司
安全表現大獎	名氣通電訊有限公司

展望未來，我們將繼往開來在管理層的全力支持和同事上下一心的參與下，繼續優化公司安全文化，達致持續改善，進一步提升職安健水平，邁向「零」事故目標。

On 5 September, Towngas received three Gold Awards and four Safety Performance Awards, demonstrating community and cross-industry recognition of Towngas' comprehensive safety management system, and excellent safety culture and performance.

Over 400 nominees competed for awards in nine categories this year. Towngas won the following seven awards:



Category	Award / Winner
Safety Culture Award	Gold Award — Towngas Caring & OSH Culture
Safety Promotion Award	Gold Award — OSH 365
OSH Annual Report Award	Gold Award — The Hong Kong and China Gas Co Ltd
Safety Performance Award	The Hong Kong and China Gas Co Ltd
Safety Performance Award	The Hong Kong and China Gas Co Ltd — Gas Production Stream
Safety Performance Award	U-Tech Engineering Co Ltd
Safety Performance Award	Towngas Telecommunications Co Ltd

Going forward, we shall endeavour to enhance company safety culture with the support of the management team and the participation of the rest of the staff, in order to further enhance occupational safety and health and move closer to our goal of zero incidents.

煤氣公司奪「卓越上市公司」大獎 Towngas receives Distinguished Listed Companies Award



煤氣公司於無綫財經資訊台首次舉辦的《2018卓越上市公司巡禮》頒獎典禮中，先拔頭籌獲頒「卓越上市公司」獎項，足證集團在多個領域均具備卓越實力，成功取得社會各界的肯定。

煤氣公司執行董事暨公用業務營運總裁黃維義於頒獎禮上表示：「獲頒這大獎象徵著煤氣公司一直能夠全面照顧到不同持分者的需要，亦反映公眾以至媒體充分肯定集團的卓越管治與社會貢獻。展望將來，煤氣公司會繼續投放資源發展綠色能源項目，並會積極拓展粵港澳大灣區內的業務版圖。」

At the very first 2018 Listed Companies Distinguished Awards ceremony organised by TVB Finance & Information Channel, Towngas received the Distinguished Listed Companies Award in recognition of the Group's solid performance across multiple realms.

"Winning this award demonstrates Towngas' continuous success in catering to the needs of various stakeholders. It also reflects the public and the media's recognition of the Group's governance excellence as well as contributions to society. Going forward, Towngas will continue to invest resources into green energy projects, and strive to expand our business in the Guangdong-Hong Kong-Macao Greater Bay Area," said Mr. Peter Wong, Towngas Executive Director and Chief Operating Officer – Utilities Business, at the award ceremony.

「傑出上市企業大獎2018」 The Listed Enterprise Excellence Awards

煤氣公司於11月29日獲《資本壹週》頒發「傑出上市企業大獎—業績表現大獎」，足證煤氣公司的業務策略和優秀業績獲各界認同。「傑出上市企業大獎2018」旨在表揚業績增長迅速、具效力的企業管治及策略的上市企業，並期望通過是次活動，讓公眾及投資者清楚了解得獎企業於過往一年的傑出表現。

Towngas was honoured with The Listed Enterprise Excellence Awards by Capital Weekly in recognition of our outstanding performance in development strategy and various business aspects. Capital Weekly organised the awards to recognise outstanding listed companies with rapid business growth, and excellent corporate governance and strategy. This is also an opportunity for investors and the public to gain a thorough understanding of the performance of enterprises.



煤氣公司總經理 - 企業財資及投資者關係盧永強(左)代表公司接受《資本壹週》2018傑出上市企業大獎。

Towngas General Manager - Corporate Treasury & Investor Relations Lo Wing-keung (left) received the Listed Enterprise Excellence Awards by Capital Weekly.



煤氣公司提供「轉數快」繳費服務 Towngas offers FPS bill payment service

金管局於9月下旬正式開通快速支付系統「轉數快」，為個人及企業提供即時轉賬、收賬及付款服務。煤氣公司成為本港首批採用「轉數快」二維碼繳費的公用事業機構。客戶只需透過銀行的手機應用程式掃描煤氣賬單上的二維碼，便能輕鬆完成賬單繳費。

Hong Kong Monetary Authority officially launched the Faster Payment System (FPS) in late September, providing instant funds transfer, receipt and payment services for both personal and corporate users. Towngas is one of the first public utilities to offer bill payment service via FPS. Customers can login their mobile banking app and scan the QR code on their Towngas bill for easy bill payment.



煤氣公司榮獲「上市公司卓越大獎2018」 Towngas honoured with Listed Company Awards of Excellence

11月5日，香港中華煤氣及港華燃氣獲《信報財經新聞》頒發「上市公司卓越大獎2018」，足證集團在企業管治和業務表現獲業界廣泛認同。

「上市公司卓越大獎2018」由《信報財經新聞》主辦，目的是選出業績表現出眾、備受市場認可之企業，獎項通過專業甄選過程，先按照皮爾托斯基分數、相對恆生指數同期表現、專業評股人建議的次數，以及盈利年均增長率這四大重要原則，篩選出候選名單，再由基金經理、資深股評人及分析師組成的評審委員會評核，最後由德勤會計師行審核數據，結果具公信力。

On 5 November, Towngas and Towngas China were honoured to receive the Listed Company Awards of Excellence by Hong Kong Economic Journal (HKEJ) in recognition of our outstanding performance in corporate governance and different business aspects.

The Listed Company Awards of Excellence was organised by HKEJ to recognise outstanding enterprises, especially in terms of business performance. Candidates were assessed according to the following criteria: Piotroski F-score, performance relative to Hang Seng Index, stock analysts' recommendation, and annual revenue growth. The results were further reviewed and assessed by an evaluation committee of professionals including fund managers, industry investment analysts and stock analysts. All data used during the assessment was verified and audited by Deloitte.



香港工業總會副主席楊傑(左)頒發「上市公司卓越大獎」予煤氣公司首席財務總裁暨公司秘書何漢明。

Deputy Chairman of Federation of Hong Kong Industries Jack Yeung (left) presented The Listed Company Awards of Excellence to Towngas Chief Financial Officer and Company Secretary John Ho.

煤氣公司榮獲「可持續發展及企業社會責任報告獎」 Towngas honoured with Sustainability and Social Responsibility Reporting Award

最佳企業管治大獎



煤氣公司首席財務總裁暨公司秘書何漢明(右一)代表公司領獎。
Towngas Chief Financial Officer and Company Secretary John Ho (1st from right) received the award.

11月29日，煤氣公司於第19屆「最佳企業管治大獎」頒獎典禮，獲香港會計師公會頒發「可持續發展及企業社會責任報告獎」，足證集團的可持續發展報告不但符合國際標準，亦清晰地表達我們的可持續發展政策及實務。

「最佳企業管治大獎2018」由香港會計師公會主辦，得獎者均經過嚴格遴選及評審。大會於初步甄選階段共審閱約700份年報及450份可持續發展報告，然後對表現出色機構的披露及實務進行深入評估，最後得出各評選組別的入圍名單。

On 29 November, Towngas was honoured with the Sustainability and Social Responsibility Reporting Award at the 19th Best Corporate Governance Awards (BCGA) organised by Hong Kong Institute of Certified Public Accountants.

The 2018 BCGA winners were selected through a rigorous review and judging process. A total of around 700 annual reports and 450 sustainability reports were put through an initial screening process, followed an by in-depth review of the disclosures and practices of the best candidates, to draw up shortlists for the different categories.

煤氣公司獲頒「工業獻愛心—至尊關懷大獎」 Towngas receives Grand Caring Award



政務司司長張建宗(左)與工總主席郭振華(右)頒發「至尊關懷大獎」予煤氣公司執行董事暨公用業務營運總裁黃維義。
Chief Secretary for Administration Matthew Cheung (left) and Chairman of FHKI Jimmy Kwok (right) presented the Grand Caring Award to Towngas Executive Director and Chief Operating Officer – Utilities Business Peter Wong.



9月18日，煤氣公司獲香港工業總會頒發第六屆「工業獻愛心—至尊關懷大獎」及「最具創意大獎」，以表揚我們除了實現商業效益外，更關注環境保護、促進與各持份者的關係、以及締造共享價值等各方面取得優秀成績。公司多年來致力履行社會責任，除了為客戶提供源源不絕的煤氣供應，亦關心香港、照顧社區，在推動環境可持續發展方面不遺餘力。在公司內部，我們不斷優化家庭友善政策，為僱員及家屬注入正能量，提升身心健康。而與雅麗氏何妙齡那打素醫院合作推出的熱電聯供系統，不但實踐了「轉廢為能」的環保概念，其創意也為我們贏得了「最具創意大獎」。為回應香港認知障礙症患者日益增多，煤氣公司推出一項創新的義工計劃「煮播」，希望延緩患者的退化速度，有助政府推動居家安老的政策。

On 18 September, Towngas was awarded The Grand Caring Award and The Most Innovative Award in the sixth Industry Cares Recognition Scheme awards organised by the Federation of Hong Kong Industries (FHKI). The awards recognised Towngas' excellence in promoting environmental protection, enhancing stakeholder relationship, and creating shared values, in addition to realising business benefits. Throughout the years, Towngas has strived to fulfil its corporate social responsibility; in addition to providing stable gas supply for consumers, the Group has spared no effort in caring for Hong Kong and the community, as well as promoting sustainable environmental development. Internally, Towngas has continued to enhance its family-friendly policies, with the goal of fostering positivity amongst staff and their family, as well as improving their mental and physical health.

Towngas has also collaborated with Alice Ho Miu Ling Nethersole Hospital to launch the Combined Heat and Power Generating System, and implement the environmentally friendly concept of turning waste into energy, for which it won The Most Innovative Award. In response to the increasing number of patients suffering from cognitive impairment in Hong Kong, Towngas also launched the innovative Chef Anchor volunteering programme, with the aim of delaying patients' rate of deterioration, thereby contributing to the implementation of the Government's elderly housing policies.





煤氣公司榮獲「最佳企業義工計劃比賽」亞軍 Towngas honoured as first runner-up in the Best Corporate Volunteer Service Project Competition



社會福利署署長葉文娟(左五)頒發獎項予煤氣溫馨義工隊代表。

Carol Yip, Director of Social Welfare (5th from left) presented the award to representatives of Towngas Volunteer Service Team.



10月11日，煤氣公司獲社會福利署推廣義工服務督導委員會頒發「2016-18最佳企業義工計劃比賽」亞軍，表揚公司在推廣義工服務的貢獻。

是次比賽以「創新・遠見・持續」為題，鼓勵企業義工隊利用專長，策劃創新及持續性的義工服務計劃。煤氣公司的溫馨義工隊為回應香港認知障礙症患者日益增多，推出一項創新的義工計劃「煮播」。義工以一對一的方式跟進患者學習程序記憶

法的煮食過程，希望延緩患者的退化速度，有助政府推動居家安老的政策。

On 11 October, Towngas was awarded by the Social Welfare Department's Steering Committee on Promotion of Volunteer Service as first runner-up in the Best Corporate Volunteer Service Project Competition 2016-18, in recognition of Towngas' efforts in promoting volunteering.

With the theme of 'Innovation, Vision, Sustainability', the competition encourages corporate volunteering teams to apply their skills to plan innovative and sustainable volunteering programmes. In response to the increasing number of patients suffering from cognitive impairment in Hong Kong, Towngas also launched the innovative Chef Anchor volunteering programme, with the aim of delaying patients' rate of deterioration, thereby contributing to the implementation of the Government's elderly housing policies.



煤氣公司榮獲「企業社會責任大獎」 Towngas receives Corporate Social Responsibility Awards

8月17日，公司於《南華傳媒》及《資本雜誌》舉辦的「企業社會責任大獎2018」中，榮獲「企業社會責任大獎」，肯定了我們上下一心，多年來致力履行社會責任的努力。

煤氣公司助理總經理—企業事務陳嘉寶代表公司接受獎項，並分享煤氣公司關顧弱勢社群和推動環境可持續發展方面的工作及成果，以及介紹全港首個針對輕度認知障礙的煮食程序記憶學習計劃—「煮播」義工活動。

On 17 August, Towngas was recognised by *Capital Magazine* at the Corporate Social Responsibility Awards 2018 for embodying the principles of corporate social responsibility in its business philosophy and operations.

Judy Chan, Towngas Assistant General Manager - Corporate Affairs received the award on behalf of Towngas and shared the company's CSR vision and plans, which include the launch of Chef Anchor, Hong Kong's first cognitive-training cooking programme.



煤氣公司「轉廢為能」項目榮獲國際能源大獎 Towngas honoured with Association of Energy Engineer (AEE) Award



煤氣公司總經理—市務及營業黃維安(右五)、助理總經理-工商市務及營業鄭曉光(左四)、機電工程署署長薛永恒(右三)、以及醫院管理局高級經理源柏傑(左五)與美國能源工程師協會(AEE)主席Clint Christenson(右二)合照留念。

Duncan Wong (5th from right), Towngas General Manager — Marketing and Sales, Don Cheng (4th from left), Assistant General Manager — Commercial and Industrial Marketing and Sales, Alfred Sit (3rd from right), Director of Electrical and Mechanical Services Department, Yuen Pak Leung (5th from left), Senior Manager of Hospital Authority pictured with Clint Christenson, President of the Association of Energy Engineer (AEE) (2nd from right).

煤氣公司在雅麗氏何妙齡那打素醫院成功建立由沼氣推動的熱電聯供發電系統，獲美國能源工程師協會(AEE)頒發2018年度亞太區「區域能源項目獎」，以表彰環太平洋地區的創新能源項目。這也是公司首個「轉廢為能」項目榮獲國際能源大獎。該項目2016年開始應用，營運至今不僅幫助那打素醫院節約能源成本，更減少二氧化碳排放量，改善空氣質素，亦提升公司綠色環境能源供應商的形象。

煤氣公司會把握合適的機會，視乎客戶的需要，為他們提供更多「轉廢為能」的項目。我們正與醫管局計劃將熱電聯供系統應用在北區醫院，預計2021年落成。

The landfill gas-powered Combined Heat and Power (CHP) Generating System launched by Towngas at Alice Ho Miu Ling Nethersole Hospital has been honoured with the Association of Energy Engineer (AEE)'s Pacific Rim Regional Energy Project of the Year Award 2018, which recognises innovative energy projects in the Pacific Rim area. As Towngas' first waste-to-energy project to have received an international energy award, the system has not only helped the hospital cut down on energy costs, but also reduced carbon dioxide emissions and improved air quality since its launch in 2016, while enhancing Towngas' image as a green environmental energy supplier.

Towngas is always looking for opportunities to provide more waste-to-energy projects to clients to suit their needs. We are currently planning the application of the CHP Generating System for North District Hospital with the Hospital Authority, which is expected to be completed by 2021.



環境局局長黃錦星(左五)、醫院管理局行政總監梁栢賢醫生(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)與眾主禮嘉賓合照於那打素醫院熱電聯供系統啟用禮上。

At the CHP system launching ceremony: The Secretary for the Environment Wong Kam-sing (5th from left), Chief Executive of Hospital Authority Leung Pak-yin (6th from left), Hospital Chief Executive of Nethersole Hospital Man Chi-yin (5th from right), Towngas Managing Director Alfred Chan (2nd from left), Towngas Executive Director and Chief Operating Officer Peter Wong (4th from right) and Towngas Head of Commercial-Hong Kong Utilities Peter Wong (1st from left).



農莊採摘新鮮蔬菜 即時烹調分享

We Can Cook — Farm to Table



煤氣公司、香港聖公會福利協會(協會)及稻苗學會合辦，全港首個集商界、大廚、社福界的 young old 烹飪課程「We Can Cook」已第二年舉辦，共 24 節烹飪課程，對象為 50 歲以上的 young old，由專業廚師教授環球有營及健康美饌，至今逾500位學員參與。

11月12日，煤氣公司於農莊舉辦 Farm to Table 活動，香港特區政府行政會議成員及安老事務委員會主席林正財醫生率領 60 多位 young old 及星級大廚，體驗從田間採摘新鮮有機蔬菜及即時烹調分享。大會更邀請多間參與食肆，在現場設置美食攤位，由「We Can Cook」學員協助專業大廚，即席烹調美食。

Towngas, Hong Kong Sheng Kung Hui Welfare Council Limited and Institute of Dining Art have held the We Can Cook culinary course for the 'young old' for the second year. Co-hosted by representatives from the business, culinary and social welfare sector, the course comprises 24 cooking classes targeted at the young old of over 50 years of age. Over 500 people have taken part in the classes taught by professional chefs to learn to make nutritious and healthy international dishes.

On 12 November, at Towngas' Farm to Table event, HKSAR Executive Council Member and Chairman of the Elderly Commission Dr Lam Ching-choi led over 60 young-old participants and renowned chefs to experience fresh organic vegetables picked from the fields and cooked at the venue. Graduates of the We Can Cook class also helped professional chefs from participating restaurants prepare delicious bites at food stalls.



林正財醫生表示：「近年越來越多高學歷及經濟條件較佳人士踏入退休年齡，他們追求創新高質的生活品味。而『We Can Cook』是一個商界與社福界合作的典範，將長者中心的活動提升到另一個層次。」

「We Can Cook」烹飪課程是全港首個為新一代退休人士而設的烹飪課程，由一班專業廚師擔任「星級導師」，教授年輕長者學員烹飪秘訣。煤氣公司提供設施齊全和舒適的教學場地供學員上課，享受更全面學習體驗。透過活動，學員更可擴大社交圈子，令他們有信心在家庭崗位上成為「有型、有營」掌門人，重建他們在家中的角色。

Dr Lam remarked, "In recent years, more and more people are retiring with a higher level of education and a better financial situation. They look for an innovative and quality way of life. We Can Cook is a good example of cooperation between the business and social welfare sectors which takes elderly care to another level."

The We Can Cook course is Hong Kong's first culinary course targeted at the latest generation of retirees, which allows the young old to learn from professional chefs. Towngas offers a comfortable and fully equipped venue for participants to enjoy a comprehensive learning experience. The in-class activities help participants to expand their social circles and become nutritionally savvy members of the family, thereby re-establishing their new role and responsibilities after retirement.



煤氣·耀能 From Farm to Fork 嘉年 Towngas and SAHK From Farm to Fork Carnival



為擴闊殘疾人士工作類別的選擇，提升他們獲公開就業的機會，香港耀能協會(協會)開辦LOHAS花店，為殘疾學員提供花藝製作、無農藥種植及店舖營運等的工作訓練。煤氣公司捐贈港幣20萬元贊助協會購置種植設備，並邀請協會十位殘疾學員大使到煤氣溫馨義工隊的農田學習播種、插秧、翻土及收割，再把耕作技術應用於協會中心天台花園，種植無農藥蔬果售予區內街坊，促進殘疾人士就業之餘，亦推動傷健共融。

11月17日，煤氣公司和協會舉辦From Farm to Fork嘉年華暨低碳廚藝大比拼，十位大使學有所成，將天台花園新鮮採摘的食材送到餐桌上，由協會主席彭徐美雲、煤氣公司執行董事暨公用業務營運總裁黃維義、社會福利署九龍城及油尖旺區福利專員關淑儀聯同學員及家長，即席作廚藝比拼，並邀請了勞工及福利局副局長徐英偉擔任「食神評判」。

煤氣公司執行董事暨公用業務營運總裁黃維義說：「煤氣公司作為關愛共融的企業，除了積極與社福機構合作舉辦活動外，我們更以身作則聘請殘疾人士，相信殘障人士擁有獨特的工作能力，只要有適合的工作崗位，一樣可以一展抱負。」

活動當日，煤氣溫馨義工隊派出30多位義工，設置嘉年華會攤位，招待近100位參與學員及家人。



To expand the career options of people with disabilities and increase their chances in the job market, SAHK launched the LOHAS Florists programme to provide disabled students with training in the areas of flower art, pesticide-free farming, shop operation and more. Towngas donated HK\$200,000 to sponsor SAHK's farming equipment purchases, and invited 10 of the service users to Towngas Volunteer Service Team's farm to learn about sowing, transplanting, ploughing and harvesting. The students can apply the skills they learned at the association's rooftop flower beds, and grow pesticide-free vegetables and fruits, which they can then sell to members of the local community, in a bid to promote employment of the disabled as well as inclusion of persons with disabilities.



On 17 November, Towngas and SAHK held a low-carbon cooking competition at the From Farm to Fork Carnival, cooked with ingredients grown from SAHK's flower beds. SAHK Chairperson Josephine Pang, Towngas Executive Director and Chief Operating Officer – Utilities Business Peter Wong, and District Social Welfare Officer (Kowloon City/Yau Tsim Mong) Nancy Kwan took part in the cooking competition along with the students and their family, while Under Secretary for Labour and Welfare Caspar Tsui served as the judge.



Peter Wong remarked, "As a caring and inclusive corporation, Towngas not only takes the initiative to host activities with social welfare organisations, but also sets an example by recruiting disabled persons. We believe that the disabled have their unique abilities, which they can apply to help them excel at suitable positions."

Over 30 members of the Towngas Volunteer Service Team took part in setting up carnival stalls and hosting about 100 participating service users and their family.





煤氣公司舉辦首屆「全港中小學VR Towngas launches the first VR Games



小學組冠軍：油麻地天主教小學

Primary School Division Champion:
Yaumatei Catholic Primary School



初中組冠軍：宣道會陳朱素華紀念中學

Junior Secondary Division Champion:
Christian Alliance SW Chan Memorial College



高中組冠軍：佛教善德英文中學

Senior Secondary Division Champion:
Buddhist Sin Tak College

煤氣公司與香港教育城於今年3月合辦首屆「綠火焰計劃」—全港中小學VR (Virtual Reality虛擬實景) 遊戲設計比賽，希望將環保元素融入教育活動，同時協助推動STEM教育，發掘學生潛能。是次比賽反應熱烈，多達83隊來自43間中、小學參與是次比賽，當中包括全日制學校和特殊學校。為了讓公眾見證同學們的努力和成果，公司於9月7日至9日在馬鞍山新港城中心舉辦「煤氣綠火焰VR嘉年華」，向公眾展示各得獎作品及提供试玩，並舉辦不同環保工作坊和表演，與眾同樂。我們邀請了政務司司長張建宗於9月9日蒞臨擔任主禮和頒獎嘉賓。

Towngas and HKedCity launched the Green Flames – VR (virtual reality) Games Design Competition in March this year, with a view to incorporating environmental protection elements into educational activities, while helping to promote STEM education and discover students' potential. The popular competition saw 83 teams from 43 primary and secondary schools take part, including whole-day and special-needs schools. To share the students' efforts and achievements with the public, Towngas held the Towngas Green Flames Fun Fair at Sunshine City, Ma On Shan from 7 to 9 September, where the public could see and experience the winning projects, as well as enjoy various environmentally themed workshops and performances. Chief Secretary for Administration Matthew Cheung officiated at the ceremony on 9 September, and presented awards to the winners.

遊戲設計比賽」 Design Competition



政務司司長張建宗參觀「煤氣綠火焰VR嘉年華」，並了解一眾VR遊戲內容和設計理念。
Matthew Cheung, the Chief Secretary for Administration, visited the Towngas Green Flame VR Fun Fair.



「煤氣綠火焰VR嘉年華」活動以環保為主題，整個展覽廳配色上以天藍和草綠為主調，地板亦用上青草、破冰、沙漠和海洋等視覺設計，傳遞地球暖化、沙漠化等環境問題的信息，呼籲大家關注環保課題。場內亦展出「轉廢為寶」時裝設計比賽中的得獎作品；以及利用回收的廢棄煤氣管和物料製作而成的樂器，從而鼓勵減少廢物，善用資源。同時，大會亦舉辦多個環保工作坊，例如：「升級再造(Upcycling)」工作坊、菜姨姨講故事、VR體驗工作坊等，向公眾傳遞環保信息。

The environmentally themed event featured shades of sky blue and grass green, with visual elements of grass, fragmented ice, deserts and oceans on the floor to highlight environmental problems such as global warming and desertification in order to raise awareness. The winning projects of the Upcycling Fashion Design Competition and musical instruments made from waste gas pipes and materials were also exhibited to encourage waste reduction and the effective use of resources. Environmentally themed activities such as the upcycling and VR experience workshops and Story Telling with Auntie Choi served to communicate messages on environmental protection to the public.



現場市民大玩VR遊戲，手舞足蹈顯得相當投入。
The public enjoyed the VR games at the fair.



大會利用3D畫展示氣候變化為地球帶來的災害，吸引眾多市民拍照。
3D pictures are used to show the disastrous impact of climate change.



香港總商會率團參觀煤氣公司 The Hong Kong General Chamber of Commerce visits Towngas

10月11日，香港總商會人力資員委員會率團到訪煤氣公司，了解公司作為燃氣行業的先驅，在招聘及人才培訓方面的心得、以及如何推動創新文化，鼓勵僱員發揮創意思維。企業人力資源總監范潔儀及中華煤氣工程學院院長杜永明分享公司人才培訓的經驗，以及介紹各種學徒訓練計劃。嘉賓更參觀了調度中心、客戶熱線中心、工程技術訓練中心及煤氣創新館。他們對於公司積極推動創新文化的成果留下深刻印象。

On 11 October, the Manpower Committee of the Hong Kong General Chamber of Commerce visited Towngas for a study on our experience, as a leader in the gas industry, in recruitment, training as well as promoting innovation and encouraging creativity amongst staff. Towngas Head of Corporate Human Resources Kit Fan and Principal of Towngas Engineering Academy James To shared their experience in nurturing talent and introduced Towngas' apprenticeship programmes. The guests also visited the Grid Control Centre, Customer Service Hotline Centre, Towngas Technical Training Centre, and Towngas Hall of Innovation, which demonstrated the company's innovative culture.



香港管理專業協會代表團到訪北角總部大樓 Representatives from The Hong Kong Management Association visit Towngas headquarters

煤氣公司於2017年榮獲香港管理專業協會頒發「香港可持續發展獎2016/17」大機構組別的卓越獎及最具創意獎，以表揚公司在經濟、社會及環境三方面的表現和成效。

為推動可持續發展的最佳實踐，主辦單位於9月19日安排25名會員到訪北角總部大樓，了解公司如何推廣環保及以創新科研推動可持續發展。是次參觀除了向業界分享煤氣公司的綠色文化和創新應用外，會員亦

參觀調度中心、綠色廚房和煤氣創新館，加深他們對公司內綠色設施的認識。

Towngas received the Certificate of Excellence and Special Recognition for Creative Sustainability idea in the Large Organisation Category of the Hong Kong Sustainability Award 2016/17 held by The Hong Kong Management Association, demonstrating the company's performance in and contribution to the economy, society and environment.

In order to promote best practices in sustainable development, the Association sent a team of 25 members to Towngas' headquarters in North Point on 19 September to learn how to promote environmental protection and sustainable development through innovative technology and research. In addition to sharing Towngas' green culture and applications of innovation with the industry, the members also gained a better understanding of the Company's green facilities with visits to the Grid Control Centre, the Green Kitchen and the Towngas Hall of Innovation.



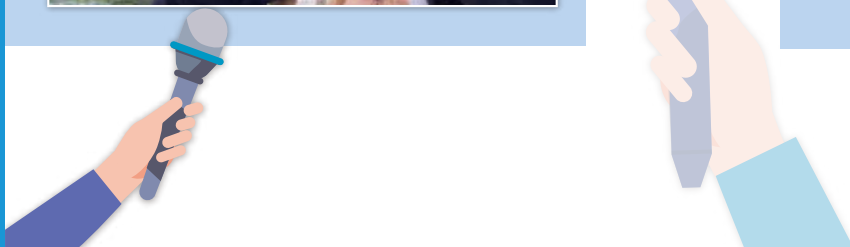
《無綫新聞》到大灣區採訪煤氣暑期實習生 TVB News interviews Towngas summer interns at Greater Bay Area

煤氣公司支持政府今年初推出的暑期實習先導計劃，提供17個在內地實習的名額予本港大學生。8月6日，《無綫新聞》走訪集團位於中山的業務，訪問參與暑期實習先導計劃的學生及企業人力資源部代表。

就讀科大電子及計算機工程學系3年級生朱揚方獲派到深圳及中山的港華燃氣廠房負責風險管理工作，而港大機械工程系3年級生馮焯迪，主要工作為搜集大灣區燃氣市場資料，分析客戶的購買數據。他們表示大灣區未來能提供較多的工作機會，是次計劃能令他們做好備，為未來工作鋪路。煤氣公司助理總經理——企業人力資源蕭育創認為這計劃不僅讓大學生早些了解在國內的工作情況及風土民情，若他們將來有興趣加入公司，對我們培養人才有一定幫助。

In support of the Government's Pilot Scheme on Corporate Summer Internship on the Mainland and Overseas, Towngas provided 17 internship openings in mainland China to local university students. On 6 August, the TVB News team paid a visit to Towngas' operations in Zhongshan, and interviewed the students participating in the scheme as well as Towngas' corporate human resources representative.

Roy Chu, third-year student in the Department of Electronic & Computer Engineering of the Hong Kong University of Science and Technology, was assigned to the risk management team of Towngas China operations in Shenzhen and Zhongshan, while Weidi Fung, a third-year student in the Department of Mechanical Engineering of the University of Hong Kong, was tasked with researching the gas market of the Greater Bay Area and analysing client purchase data. They feel that the Greater Bay Area will offer more job opportunities going forward, and that this scheme helps them prepare for their careers. Sidney Siu, Towngas Assistant General Manager - Human Resources, opined that the scheme not only allows university students to gain an early understanding of what it is like to work in the mainland and familiarise themselves with the culture, but also helps Towngas nurture new talents, should the students decide to join the Company in the future.

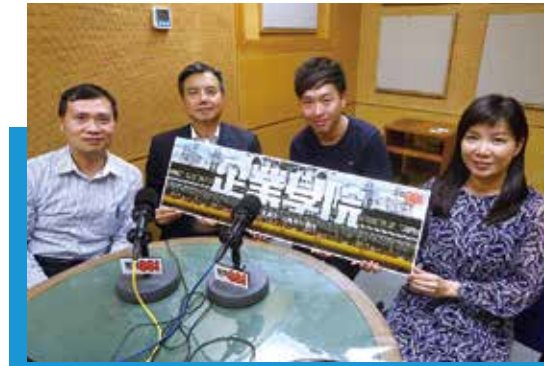




商台節目《企業學院》介紹中華煤氣工程學院 Commercial Radio programme *Enterprise Academy* introduces Towngas Engineering Academy

煤氣公司與雷霆881商業一台合作，由6月25日至29日推出名為《企業學院》的節目，詳細介紹中華煤氣工程學院的歷史，以及由學徒分享煤氣學徒訓練計劃的培訓情況及經驗，讓有志投身煤氣工程行業的人士掌握市場實況。此外，煤氣見習行政人員畢業生亦分享他們的成功之道。公眾透過這個節目能深入了解公司全面及有系統的專業培訓，並體會公司提供各種培訓渠道和機會，讓員工從不同的發展方向步向成功。

Towngas collaborated with CR1 FM 88.1 to launch the *Enterprise Academy* radio show which ran from 25 to 29 June. The show introduced the history of the Towngas Engineering Academy, and invited students from the Towngas Apprenticeship Training Scheme to share their training and experience with those who are interested in joining the gas industry. In addition, Towngas' graduate trainees also shared their success stories. The show provided an opportunity for the public to gain a deeper understanding of the Company's comprehensive and systematic professional training, and how it offers different channels and opportunities for staff to develop in their respective capacities.



Now TV 財經台《樓市每日睇》介紹 煤氣公司北角總部大樓

Now TV's Business News Channel *Property Daily* show features Towngas' headquarters in North Point



煤氣公司座落北角近25年的總部大樓因善用科技和鼓勵持份者執行環保措施，成為全港首座獲得香港綠色建築議會「綠建環評既有建築1.2版」鉑金級認證的非住宅建築物。

8月30日，Now TV財經台《樓市每日睇》內「都會藍圖」環

節介紹了公司推動節能減排，以及在既有建築物改為環保綠化主導的大廈的經驗。煤氣公司助理總經理—物業及項目管理盧鑑明講述了總部辦公大樓的環保改善設施，例如位於天台的中央水冷式無油磁浮冷凍機組和天台有機農莊，用來分析大廈電力分布及使用量的雲端能源管理平台，以及其他環保或節能設施。

Towngas' headquarters of 25 years in North Point is the first non-residential building in Hong Kong to achieve BEAM Plus Final Platinum rating (Existing Buildings V1.2) from The Hong Kong Green Building Council for its efficient use of technology and implementation of environmentally friendly measures.

On 30 August, Now TV's Business News Channel's *Property Daily* programme introduced Towngas' energy-saving and emission-reducing initiatives, as well as its experience transforming an existing building into an environmentally oriented one. Nelson Lo, Towngas Assistant General Manager - Property and Projects Management, introduced the headquarters' environmentally friendly improvements, such as the central water-cooled oil-free magnetic bearing chiller, roof-top organic farm, and cloud-based energy management platform used to analyse the building's electricity distribution and usage, among others.

卓越同行職安健大獎暨「零傷亡願景」香港啟動禮 OSH Excellence Award and ISSA Vision Zero Campaign Hong Kong launch ceremony



政務司司長張建宗(右一)頒發「卓越同行職安健大獎」予總經理 — 企業健安環與保安鄺超靈(中)。

Chief Secretary for Administration Matthew Cheung (right) presenting the OSH Excellence Award to Towngas General Manager – Corporate Health, Safety, Environment & Security Victor Kwong (middle).

10月25日，職業安全健康局舉辦「職業安全健康局三十周年—卓越同行職安健大獎頒獎禮暨全球『零傷亡願景』運動香港啟動禮」，嘉許多年來積極實踐職安健的優秀企業，總經理—企業健安環及保安鄺超靈出席頒獎禮並代表煤氣公司接受獎項。活動當日亦舉行「全球『零傷亡願景』運動香港啟動禮」，承諾為香港創造健康安全的工作環境。鄺先生在動禮後的論壇上發表演說，分享煤氣公司在安全、衛生和福祉三個層面和「七大黃金準則」以預防與工作相關的事故、傷害和職業病。

On 25 October, the Occupational Safety and Health Council (OSHC) held the OSH Excellence Award Presentation in celebration of their 30th anniversary and in recognition of corporations' efforts to implement occupational safety measures. Towngas General Manager – Corporate Health, Safety, Environment & Security Victor Kwong attended to accept the award on behalf of Towngas. The International Social Security Association Vision Zero Campaign – Hong Kong Launch was also held on the same day, with different organisations pledging to create a healthy and safe working environment for all Hongkongers. In his speech, Mr Kwong shared Towngas' seven golden rules encompassing the aspects of safety, health and well-being which serve to prevent work-related incidents, injuries and occupational diseases.

韓國LG化學到訪大埔煤氣生產廠房 Korea's LG Chem visits Tai Po Gas Production Plant

10月22日，韓國LG化學一行十人到訪大埔煤氣廠房，互相交流生產安全心得。LG化學自1947年成立，在世界各主要地區建立了生產、銷售和研發的全球化網絡，向全球提供高性能塑料、偏光板、汽車電池等。是次參觀令韓國LG化學了解煤氣的生產及製程安全的管理，也增加他們對公司企業安全管理及安全文化的認識。交流會上，大家互相分享及討論在安全管理上的經驗，氣氛熱烈。

On 22 October, a group of 10 members from Korean company LG Chem paid a visit to Towngas' Tai Po Gas Production Plant for an exchange on production safety. Established in 1947, LG Chem has developed an international network in production, sales and research, and provides high-performance plastics, polarisers and car batteries to customers around the world. During their visit, LG Chem's team learned about gas production and process safety management, and furthered their understanding of corporate safety management as well as safety culture. The visitors as well as Towngas colleagues enjoyed a lively discussion as they shared their experience in safety management.





寶馬山煤氣隧道消防演習

Emergency drill at Braemar Hill Towngas Tunnel

9月10日，煤氣公司與香港消防處在寶馬山煤氣管道隧道進行年度事故搶救演習。這次演習模擬隧道中發生煤氣洩漏事故，當中涉及多名工作人員被困於隧道內等待救援。香港消防處派出約50名消防員到場參加演習，除了消防煙帽隊隊員使用多款呼吸器材進行演習外，更派出呼吸器櫃(BA Pod)到場增援。是次演習成功為長途拯救工作進行針對性訓練，讓雙方應對隧道事故的拯救及協調工作有更具體的了解。

On 10 September, Towngas and the Hong Kong Fire Services Department (FSD) conducted the annual emergency rescue drill at Braemar Hill Towngas Tunnel. This year's drill simulated a scenario where a gas leak occurred in the tunnel, with workers trapped and awaiting rescue. A team of 50 firefighters participated, and the Breathing Apparatus (BA) Team carried out rescue operations using breathing apparatus and a BA pod. This drill provided targeted practice on remote rescue work, offering a chance for both Towngas and FSD to gain a better understanding of rescue and coordination work in response to tunnel-related incidents.



馬頭角煤氣生產廠房消防演習

Emergency drill at Ma Tau Kok Gas Production Plant



11月22日，煤氣公司與香港消防處於馬頭角煤氣生產廠房聯合舉辦消防演習，模擬石腦油缸的油管發生洩漏引致火警，及油缸區範圍內有人員於事故期間失蹤。是次演習得到機電工程署、香港警務處、九龍城區防火委員會、九龍城民政事務署及當區區議員，以及附近物業管理公司的支持及配合，從而加強各方人員處理緊急事故的溝通及應變能力。

On 22 November, Towngas and the Hong Kong Fire Services Department conducted an emergency drill at Ma Tau Kok Gas Production Plant, simulating a fire resulting from a naphtha tank pipe leak, during which individuals were found missing. With the help and support of the Electrical and Mechanical Services Department, Hong Kong Police Force, District Fire Safety Committee (Kowloon City District), Kowloon City District Office, district councillors and property management companies in the area, the drill served to strengthen the communication and response of relevant parties in the event of an emergency.



國際廚藝學院新校舍開幕

Grand opening of the International Culinary Institute

職業訓練局旗下的國際廚藝學院薄扶林新校舍於10月26日舉行開幕典禮，煤氣公司常務董事陳永堅、執行董事暨公用業務營運總裁黃維義及商務總監—香港公用業務黃霖生獲邀出席，行政長官林鄭月娥擔任主禮嘉賓。

位於國際廚藝學院二樓的「名氣匯」為煤氣公司贊助樓層，公司一向致力支持業界培育本地廚藝專才及提供各式支援和協助，同時鼓勵業內人士終身學習，提升專業水平。

國際廚藝學院薄扶林校舍，內裏配置不同教學及訓練設施，包括多國菜系訓練廚房、多用途廚房、訓練餐室、餐飲及會議培訓工作室、感官科學實驗室、研習酒窖等，並提供不同地區的多國菜的廚藝課程，包括歐洲、地中海、南美洲、中東以至亞洲菜等，還設有葡萄酒課程。

The opening ceremony for the new campus of Vocational Training Council (VTC)'s International Culinary Institute in Pokfulam took place on 26 October. Towngas Managing Director Alfred Chan, Executive Director and Chief Operating Officer – Utilities Business Peter Wong, and Head of Commercial – Hong Kong Utilities Peter Wong attended the ceremony, which the Chief Executive Carrie Lam officiated.

The Hall of Gastronomy on the second floor of the institute is sponsored by Towngas in a bid to continue its efforts to support and nurture local culinary experts as well as encourage life-long learning among industry professionals and elevate industry standards.

The Institute's Pokfulam campus is equipped with diverse teaching and training facilities, including kitchens for international cuisines, multi-purpose kitchens, training dining rooms, catering and convention training studios, sensor and science labs, and cellars for wine research and study. It also offers cooking classes in European, Mediterranean, South American, Middle Eastern and Asian cuisine, as well as wine courses.



行政長官林鄭月娥(右六)、職業訓練局主席鍾志平博士(右五)、煤氣公司常務董事陳永堅(左六)、執行董事暨公用業務營運總裁黃維義(左四)及商務總監—香港公用業務黃霖生(左三)與多位主禮嘉賓於矗立煤氣燈的校園公園內合照留念，一同見證國際廚藝學院的開幕。

Chief Executive Carrie Lam (6th from right), VTC Chairman Dr Roy Chung (5th from right), Towngas Managing Director Alfred Chan (6th from left), Executive Director and Chief Operating Officer – Utilities Business Peter Wong (4th from left), and Towngas Head of Commercial – Hong Kong Utilities Peter Wong (3rd from left), pictured in front of the gas lamps in the campus park at the opening ceremony of the International Culinary Institute.



煤氣公司常務董事陳永堅(左)接受職業訓練局主席鍾志平博士頒發的感謝狀。

Towngas Managing Director Alfred Chan (left) accepts appreciation plaque from VTC Chairman Dr Roy Chung.



煤氣公司獲嘉許為「QF星級之友」 Towngas named QF Star Partner

由教育局及資歷架構秘書處聯合舉辦的「資歷架構夥伴嘉許典禮」於5月14日舉行，藉此感謝各行業持分者對落實推行資歷架構的支持和參與。煤氣公司獲嘉許為「QF星級之友」（公營機構及政府部門）以感謝公司過去兩年對資歷架構在餐飲業不同商會及團體的支持，例如贊助稻苗學會設立的「煤氣飲食業管理課程獎學金」。

Co-organised by the Education Bureau and the Qualifications Framework Secretariat, the Qualifications Framework Partnerships Commendation Ceremony was held on 14 May to recognise the support and participation of stakeholders from various industries in the implementation of the Qualifications Framework. Towngas was named a QF Star Partner in the Public Organisations and Government Departments Category in recognition of its support for the framework over the past two years with catering associations and organisations, such as sponsoring the Towngas Scholarship for the Programme of Management for the Catering Industry offered by the Institution of Dining Art.



「QF星級之友」大合照
Group photo of QF Star Partners

2018全港青年廚師中餐烹飪比賽 Young Chef Chinese Culinary Competition 2018



各參賽者與嘉賓大合照
Group photo of all participants and guests



中華廚藝學院訓練委員會顧問陳榮燦(右九)、香港餐務管理協會會長楊位醒(右十)、煤氣公司助理總經理—工商市務及營業鄭曉光(左六)與主辦機構顧問及贊助商代表主持決賽啟動儀式。

Chinese Culinary Institute Training Board Advisor Chan Wing-chan (9th from right), The Association for Hong Kong Catering Services Management Limited President Yeung Wai-sing (10th from right), and Towngas Assistant General Manager – Commercial and Industrial Marketing and Sales Don Cheng (6th from left) with organising consultants and sponsors at the competition kick-off ceremony.

由煤氣公司全力贊助及中華廚藝學院主辦，兩年一度的「全港青年廚師中餐烹飪比賽」分別於5月9日及10日舉行了青少年組和公開組初賽。是次比賽匯聚一眾有志投身飲食行業的年青人，讓青年廚師交流廚藝，提高技巧，鼓勵他們創作新菜式及推動餐飲業發展。各組冠軍於5月30日進行總決賽，經過激烈比拼後總冠軍順利誕生。

Sponsored by Towngas and organised by the Chinese Culinary Institute (CCI), the preliminary rounds in the Youth and Open categories of the biennial Young Chef Chinese Culinary Competition were held on 9 and 10 May respectively. The competition provided a platform for members of the younger generation looking to join the catering industry to learn from each other and enhance their skills, with the aim of encouraging them to create new recipes and promote the development of the industry. The finals were held on 30 May, where a winner was announced after intense competition.

香港區及國際金茶王大賽2018 HK & International KamCha Competition 2018

煤氣公司再度鼎力贊助及支持由香港咖啡紅茶協會主辦的「金茶王大賽」。這項一年一度的國際性賽事以「香濃幼滑邁向國際·情懷不變穩步往前」為主題，適逢今年是金茶王大賽十周年，特設「十周年盃」。雲集各地區比賽勝出的代表於8月16日及18日在會展美食博覽舉辦的「香港國際茶展」中施展沖泡奶茶的超群技巧，爭奪「國際金茶王」的殊榮，讓更多中外人士認識港式奶茶文化，推廣至世界各地。

Towngas continues its full support for the KamCha competition organised by the Association of Coffee & Tea of Hong Kong. Under the theme of 'Rich and smooth, far and wide, a classic marches steadily forward', the annual international competition celebrates its 10th year with the 10th-anniversary trophy. Winners from respective areas around the world gathered at the Food Expo held at Hong Kong Convention and Exhibition Centre on 16 and 18 August to demonstrate their superb milk tea-making skills at the Hong Kong International Tea Fair in a bid to be crowned International KamCha King and to promote the culture of milk tea locally and abroad.



香港咖啡紅茶協會主席黃家和(右七)、前行政長官夫人兼齊惜福發起人梁唐書儀(左六)、香港貿易發展局助理總裁張淑芬(左五)、商務及經濟發展局副局長陳百里博士(左一)、煤氣公司總經理—市務及營業黃維安(左四)及眾嘉賓為比賽揭開序幕。

Association of Coffee & Tea of Hong Kong Chairman Simon Wong (7th from right), wife of former Chief Executive and Founder & Patron of Food For Good Regina Leung (6th from left), HKTDC Assistant Executive Director Sophia Chong (5th from left), Under Secretary for Commerce and Economic Development Bureau Dr Bernard Chan (left), and Towngas General Manager - Marketing and Sales Duncan Wong (4th from left) and other guests at the competition kick-off.

《金漆招牌4》新書發佈會 Book launch: *Prestigious Brands 4*



煤氣公司商務總監—香港公用業務黃霖生(中)、總經理—市務及營業黃維安(左一)和助理總經理—工商市務及營業鄭曉光(右二)與香港立法會飲食界議員張宇人(左二)合照。

Towngas Head of Commercial – Hong Kong Utilities Peter Wong (middle), General Manager – Marketing and Sales Duncan Wong (left), and Assistant General Manager – Commercial and Industrial Marketing and Sales Don Cheng (2nd from right) with Legislative Council Member – Functional Constituency (Catering) Tommy Cheung (2nd from left).

香港立法會飲食界議員張宇人於7月18日舉行《金漆招牌4》新書發佈會，邀請了煤氣公司商務總監—香港公用業務黃霖生及多位飲食界代表出席。書中輯錄多篇由張先生主持、煤氣公司贊助之電台節目《金漆招牌》的訪問，分享多個餐廳及飲食集團的創業心得及管理理念。

Legislative Council Member – Functional Constituency (Catering) Tommy Cheung held the book launch of *Prestigious Brands 4* on 18 July and invited Towngas Head of Commercial – Hong Kong Utilities Peter Wong and representatives from the catering industry to attend. His new book features interviews with founders and managers of catering enterprises from the radio programme *Prestigious Brands*, which he hosted and Towngas sponsored.



煤氣公司呈獻：名廚盛宴

Towngas Presents: Chef's Feast



富臨飯店阿一鮑魚副行政總廚黃隆滔師傅(左)
六國酒店中菜行政總廚馬榮德師傅(中)
胡同行政總廚周世韜師傅(右)
Forum Restaurant Deputy Executive Chef Wong Lung-to (left)
Gloucester Luk Kwok, Executive Chef (Chinese Cuisine)
Ma Wing-tak (middle)
Hutong Executive Chef Chau Sai-to (right)



麗新餐飲管理有限公司唐人館香港行政總廚
歐國強師傅
Lai Sun F&B Management Group
China Tang Hong Kong Executive Chef
Au Kwok-keung



百樂潮州酒家行政總廚許美德師傅
Pak Loh Chiu Chow Restaurant
Executive Chef Hui Mei-tak



煤氣公司助理總經理－工商市務及營業鄭曉光(左)
卅二公館－集團中菜行政總廚李文星師傅(右)
Towngas Assistant General Manager – Commercial and
Industrial Marketing and Sales Don Cheng (left)
Mott 32 – Group Chinese Executive Chef Lee Man-sing (right)

香港怡東酒店中菜行政總廚
黃永強師傅

The Excelsior, Hong Kong –
Chinese Executive Chef
Wong Wing-keung

彩福婚宴集團董事長
何志強

Choi Fook Wedding
Banquet Group
Managing Director
Ho Chi-keung



為推廣明火烹調，煤氣公司於2018拍攝一系列全薪明火煮食示範短片—「煤氣公司呈獻：名廚盛宴」，並邀請了八位星級名廚參與拍攝，透過星級名廚在短片中分享他們豐富的廚藝經驗及專業的烹調示範，觀眾可以輕易掌握烹飪要訣、食材搭配與醬料選用，以及火候控制，從而炮製出色香味俱全的中菜佳餚。短片已陸續上載到煤氣公司網站及社交媒體平台，相關專訪亦刊登於U Magazine。

To promote flame cooking, Towngas has made a new series of flame cooking videos in 2018 entitled *Towngas Presents: Chef's Feast* starring eight renowned chefs sharing their rich culinary experience and professional techniques to help the audience pick up tips on cooking, ingredient and sauce pairing, as well as flame control to create delicious Chinese cuisine. The series is now available on Towngas' website and social media channels, and published in *U Magazine*.

TGC ♥ Hello Kitty 限量版煤氣爐具系列 Limited-edition TGC ♥ Hello Kitty gas appliance series



煤氣公司旗下的優質爐具品牌TGC今年再度聯乘HELLO KITTY，獨家推出香港首個限量版TGC ♥ HELLO KITTY煤氣恆溫熱水爐及TGC ♥ HELLO KITTY煤氣乾衣機，連同自上年起熱賣的TGC ♥ HELLO KITTY嵌入式平面爐，三大夢幻爐具用品為客戶創造甜蜜舒適家居。

煤氣公司更前所未有推出全港首間「TGC ♥ HELLO KITTY萌の部屋」，由8月28日至9月9日開放，率先讓KITTY粉絲感受擁有HELLO KITTY家居的夢想。「TGC ♥ HELLO KITTY萌の部屋」除了是全港首間真實安裝多款TGC ♥ HELLO KITTY煤氣爐具的家居，讓用家親身體驗；室內更以HELLO KITTY為設計主題，大玩蝴蝶結元素，採用粉紅色主調，打造令人少女心爆發的家！網上登記預約參觀反應非常熱烈，所有名額於數小時旋即爆滿！

Towngas' high-quality appliances brand TGC has collaborated with Hello Kitty to present Hong Kong's first limited-edition TGC ♥ Hello Kitty Temperature-modulated Gas Water Heater and TGC ♥ Hello Kitty Gas Dryer. Together with the incredibly popular TGC ♥ Hello Kitty Built-in Hob from last year, these adorable appliances make for perfect additions to a sweet, cosy home.

Towngas also presented Hong Kong's first TGC ♥ Hello Kitty Adorable House for fans to experience a Hello Kitty-themed home from 28 August to 9 September. As the first home in Hong Kong to have multiple functional Hello Kitty-themed gas appliances installed for guests to experience using first-hand, the flat is decorated in shades of pink and adorned with bow motifs. Response to online reservation was overwhelming, with visits booked out within a mere few hours.

TGC ♥ Hello Kitty 限量版煤氣爐具系列 產品短片 一點玩都咁開心

No more dull moments with TGC ♥ Hello Kitty at home

為配合TGC ♥ HELLO KITTY限量版煤氣爐具系列的推廣，煤氣公司8月推出全新產品短片—「TGC ♥ Hello Kitty: 點玩都咁開心」，介紹TGC ♥ HELLO KITTY熱水爐、乾衣機及煮食爐，讓客戶每個生活細節都有HELLO KITTY常伴左右，日日留在家都不會悶，點玩都咁開心！

A new product video entitled "No More Dull Moments with TGC ♥ Hello Kitty at home" was launched to promote the new TGC ♥ Hello Kitty appliance series in August. With this series of adorable appliances, every moment can be spent with Hello Kitty — there is never a dull moment at home!





Mia Cucina 戶外廣告牌 吸引目標客戶群

Mia Cucina promotion billboards attract target audience

Mia Cucina 的一站式廚房設計服務，備受各地產商及品味人士推崇。為進一步增加品牌知名度及接觸潛在顧客，Mia Cucina 在8月份於西區海底隧道兩旁推出系列式的戶外廣告，令經過現場的人士對其高級、優質與別具新意的一站式優質廚房設計服務有更多的認識。

Mia Cucina offers one-stop kitchen solutions with ingenious kitchen design and high-performance appliances for property developers and consumers seeking quality products. To further enhance the brand and product awareness, Mia Cucina products were featured on prominent outdoor billboards outside the Western Harbour Tunnel in August to call attention to the Total Kitchen Solution service.



Hello Kitty 煤氣恆溫熱水爐 寵愛暖 Love Love 沐浴時光

More fun and warmth with

TGC ♥ Hello Kitty Temperature-modulated Gas Water Heater



今個冬天有萌爆Hello Kitty陪你暖Love Love沖涼，沐浴瞬間變成得意樂事，天氣再冷也不怕！Hello Kitty煤氣恆溫熱水爐無間斷供應熱水，一年四季水溫同樣貼心舒適，令您愛上超治癒的沐浴時光。

In the midst of cold winter, Hello Kitty gas water heater will bring warmth and fun to all families. Decorated with adorable bow motifs, the TGC ♥ Hello Kitty Temperature-modulated Gas Water Heater provides instantaneous hot water, making bathing a much more enjoyable experience throughout the year.

名氣廊 Flame 明火烹調美學精選晚餐 Flame Signature Set Dinner

游龍戲綠 (西洋菜濃魚湯伴大蝦)

中式西洋菜湯是家庭的常見湯水，相信大家都一定試過，但西式煮法的西洋菜濃湯你可能未有品嚐過。名氣廊Flame大廚將西洋菜攪碎與濃湯結合，讓西洋菜的香氣層次提升，菜香撲鼻，入口幼滑細膩，帶來嗅覺和味覺的全新體驗。

西洋菜是高纖食材，營養價值高，含有豐富葉酸和維他命，更具高抗氧化性，實為健康人士必食之選。

入木三燻 (燻焗三文魚柳伴黑松露薯蓉)

名氣廊Flame嚴選優質三文魚，魚肉脂肪分布均勻，入口即溶，加上採用柏木來煙燻，讓每一口魚肉增添一份獨特的煙燻柏木香味，令人一試難忘。

最後奉上甜品「冰川花園」雜莓冰粉配沖繩黑糖漿或「不亦樂乎」薑汁梳乎厘，確實是味蕾極致的享受。

Watercress Velouté with Prawn

Chinese-style watercress soup is a classic that many might have tried, but Western-style watercress soup is less common in Hong Kong. The chefs of Flame restaurant blended watercress with consommé to enhance its fragrance and created a soup with a smooth and delicate texture for a new sensory experience.

High in fibre and nutritional value, watercress is packed with folic acid, vitamins and antioxidants, making it a perfect choice for health-conscious diners.

Cedar Plank Smoked Salmon Fillet

Quality salmon with evenly distributed fat and smoked with cedar makes for a melt-in-your-mouth treat that is accompanied by a unique smoky flavour with every bite.

The menu concludes with a Ginger Soufflé, or Iced Pudding with Forest Berries and Okinawa Brown Syrup to round up a fine meal.



Mia Cucina 亮相生活品味節目《港生活·港享受》 Mia Cucina premiers on lifestyle show *Dolce Vita*



無綫電視明珠台生活品味節目《港生活·港享受》介紹全新 Mia Cucina 廚房設計，包括智能廚房設備，貼心便利的廚櫃配件及以室內水耕種植系統為主題的綠色廚房。主持蘇頌輝及陳雅思到北角煤氣客戶中心介紹 Mia Cucina 廚房特色，並以 Mia Cucina 煮食爐具製作美食，享受溫馨入廚樂。

Mia Cucina kitchens were featured on TVB Pearl's lifestyle show *Dolce Vita*. Hosts Desmond So and Bonnie Chan presented the smart equipment, convenient accessories and indoor gardening systems, and cooked up delicious dishes by using Mia Cucina appliances in the green kitchen.



TGC 及 Mia Cucina 榮獲「REA 大中華獎 2018」 TGC and Mia Cucina receive REA Greater China Awards



9月13日，煤氣公司爐具品牌 TGC 及高級品牌 Mia Cucina 於「REA 大中華獎2018」頒獎禮上，榮獲「最佳廚房爐具」及「最佳廚房設計」兩項殊榮，足證 TGC 及 Mia Cucina 提供優質產品外，其優質產品和服務已深受廣大市民肯定和信賴。

On 13 September, Towngas' appliances brand TGC and premium kitchen brand Mia Cucina received the Best Kitchen Appliance and Best Kitchen Design awards respectively at the REA Greater China Awards 2018. The recognition proves the high quality of the brands' products and the public's trust in Towngas' products and services.

名氣廊 Flame米芝蓮星級盛宴 Epicurean Dinner by Michelin-starred and Great Chefs at Flame at Towngas Avenue

煤氣烹飪中心聯同雲集全球頂級名廚的法國廚師會 (Disciples Escoffier)，攜手邀請知名糕餅師Chef Eric Perez和獲獎名廚Chef Jean-Francois Berard於11月5日在Flame at Towngas Avenue舉辦Chef's Table。

Chef Eric Perez從小時已對糕點帶著濃厚興趣並立志成為餅師，他曾兩度在“Coup de Monde de Patisserie”得到亞軍殊榮。Chef Eric獲*Pastry Art and Design Magazine*選出為美國十大餅師之一，並在超過15個國家巡迴烹飪示範，成為亞洲之星。

Chef Jean-Francois Berard對自己出生的城市法國Toulon，有著無限的感情，他的烹調風格崇尚傳統。2006年，他與父親Rene Berard一起工作時，已獲取米芝蓮第一星。往後的日子，Chef Jean-Francois Berard走遍世界各地，而且熱愛食材，廚房內種了來自世界各地的罕見香草、番茄等。

Towngas Cooking Centre and Disciples Escoffier, a French association comprising distinguished chefs from around the world, joined hands to invite renowned pastry chef Eric Perez and award-winning chef Jean-François Bérard for the Epicurean Dinner at Flame at Towngas Avenue.

Interested in pastries since young, Perez has twice won the award of first runner-up at the Coup de Monde de Patisserie competition. He is also amongst the Pastry Art and Design Magazine's list of United States' ten best pastry chefs, and has toured over 15 countries for culinary demonstrations.

Deeply attached to his hometown of Toulon, Bérard's cooking style reflects his love for tradition. He was awarded his first Michelin star in 2006, when he was still working with his father René Bérard. Since then, Jean has travelled around the world, and brought back rare herbs and tomatoes, which he now grows in his kitchen.



煤氣烹飪中心殿堂級名廚登場 Master Chefs at Towngas Cooking Centre

煤氣烹飪中心推出「殿堂級名廚」課堂，誠邀殿堂級中西名廚教你炮製各款經典菜式，包括城中名廚周中師傅、米芝蓮星級中廚歐國強師傅、聯邦酒樓集團行政總廚劉振權師傅，以及多位來自世界各地精於中、意及法菜的「米芝蓮星級大廚」，向學員傳授必勝廚藝。

Towngas Cooking Centre launched the Master Chefs programme. Taught by renowned Western and Chinese chefs including Chinese master chef Chow Chung, Michelin starred Chinese chef Albert Au, Federal Restaurants Group Executive Chef Edwin Lau, as well as Michelin-starred chefs specialising in international cuisine, the classes offer a wealth of culinary knowledge for the most discerning students.



Francfranc 烘焙甜品課程 Francfranc Cooking Party

煤氣烹飪中心首次與Francfranc品牌合作，舉辦一系列烘焙甜品課程，藉此機會，「閨密」相聚又可自己動手製作派對美食，享受歡樂時刻。

報讀Francfranc烘焙課程的學員可獲一系列禮品包括14厘米粉紅色花碟乙隻、購物折扣優惠券乙張、食譜、證書及即影即有相片乙張。

Towngas Cooking Centre has collaborated with lifestyle brand Francfranc for the first time to host a series of pastry classes, offering a perfect chance for baking lovers to try their hand at making beautiful pastries and to receive gifts including a 14cm pink floral plate, discount coupon, recipe, certificate and instant photo.





煤氣「煮播」計劃首推認知訓練食譜及 成立首支企業義工隊

Towngas' Chef Anchor programme launches cognitive training cookbook and establishes corporate volunteer team



香港中文大學醫學院內科及藥物治療學系研究助理教授及臨床心理學家黃沛霖博士(左二)、煤氣公司總經理一企業事務楊松坤(右一)，以及香港聖公會福利協會助理總幹事岑家雄(左一)與新成立的煮播義工隊合照留念。

Dr Adrian Wong, Research Assistant Professor and Registered Clinical Psychologist (DCP, HKPS), Department of Medicine and Therapeutics, Faculty of Medicine, CUHK (2nd from left), Isaac Yeung, Towngas General Manager – Corporate Affairs (1st from right) and Joe Sham, Assistant Director of Welfare Council (1st from left) pictured with the newly formed corporate volunteer team.



煤氣義工協助參加者使用我「析」煮食譜烹製美食。

Towngas volunteer assisting participant to use the specially designed cookbook in class.



煤氣煮播義工探訪曾參與計劃的長者，透過遊戲和觀察，記錄長者的反應和進度，再交給社工跟進。

Towngas volunteers pay home visits to programme elderly participants.



出席「煤氣『煮播』義工隊」成立典禮暨我「析」煮食譜推介會的嘉賓及參加者合照留念。

Officiating guests and participants at the Chef Anchor Volunteer Team and cookbook launch ceremony.

煤氣公司與香港聖公會福利協會攜手推出的「煮播」計劃，過去共有約150位患輕度認知障礙症的長者參加。今年計劃再進一步，於9月7日宣布成立全港首支專門探訪認知障礙症患者的「煤氣『煮播』義工隊」，跟進曾參與計劃的長者，並透過遊戲和觀察，記錄他們的反應和進度，再交給社工跟進。

此外，「煮播」計劃更推出全港首本認知訓練食譜—《我「析」煮》，食譜附有多款佳餚的烹調方法外，還提供實用溝通小貼士，並教授程序記憶訓練方法，幫助病人家屬及義工更好地照顧患病長者，從而舒緩他們在生活上承受的壓力。

公司期望『煮播』計劃能發揮企業所長，讓患輕度認知障礙症者能以煮食這日常生活行為作切入點，學習煮食程序記憶法，重拾煮食信心，令他們與家人享受明火煮食的樂趣。

About 150 elderly people afflicted with Mild Cognitive Impairment (MCI) have participated in the Chef Anchor programme since its launch last year by Towngas and Hong Kong Sheng Kung Hui Welfare Council Limited. To further enhance the programme, the Towngas Chef Anchor Volunteer Team was formed on 7 September as Hong Kong's first volunteer team to specialise in visits to MCI patients. Through games and observation, the team track the reactions and progress of the elderly who took part in the Chef Anchor programme, and report their findings to social workers for any necessary follow-up.

In addition, the programme has also launched Hong Kong's first cognitive training cookbook, entitled *I Can Cook*. In addition to recipes, the book features practical tips for communicating with patients with MCI and procedural memory training methods, with the aim of helping family members and volunteers take better care of the patients and alleviating the pressure they may face in their daily lives.

The Chef Anchor programme aims to make the most of corporate resources to help MCI patients regain confidence using procedural memory training, so that they can enjoy everyday activities such as open-flame cooking with their family.

捐贈智能爐具予香港理工大學 Donation of smart appliances to Hong Kong Polytechnic University

隨著香港政府推動智慧城市，煤氣公司亦不斷研發智能爐具。公司獲香港理工大學推行的「賽馬會智齡匯」計劃邀請，於10月27日出席開幕典禮，並於該計劃旗下設有智齡科技的「示範院舍」，展示公司設有智能裝置的爐具。

煤氣公司為支持「賽馬會智齡匯」計劃，捐贈TGC智能煮食爐及熱水爐，安裝於智齡家居示範單位內，展示公司產品設計的智能裝置，並讓公眾了解公司與時並進，在產品設計方面幫助長者提升生活質素。

Towngas was invited to take part in the opening ceremony of the Jockey Club Smart Ageing Hub at Hong Kong Polytechnic University on 27 October and exhibit intelligent appliances at the mock-up home equipped with gerontechnology, in a project aimed at raising public awareness and enhancing the standards of elderly care.

In support of the project, Towngas has donated TGC intelligent cooking appliances and water heaters to be installed in the smart home mock-up, featuring intelligent devices that help the public understand Towngas' latest endeavours to enhance the elderly's quality of life through innovative design.



「未來生活展」 The Future of Living Expo

煤氣公司參與信興集團65周年「未來生活展」，展示了煤氣公司對企業社會責任的承諾和在環境保護方面的貢獻。

自2013年起，信興集團參與煤氣公司推動的捐贈計劃，為合資格的長者及殘疾人士護理院舍贈送和安裝電動智能廁板及浴室寶，藉此改善受惠者的生活質素，至今已為不同機構安裝超過330個電動智能廁板及浴室寶。

此外，煤氣公司更和信興集團合作，提出可持續發展的能源解決方案，包括堆填區沼氣熱泵系統及氣體吸收式製冷機等。

Towngas took part in Shun Hing Group's The Future of Living Expo, which demonstrates Towngas' commitment to corporate social responsibility and contribution to environmental protection.

Since 2013, Shun Hing Group has supported Towngas' donation programme, which aims to improve the quality of life of the elderly and the disabled. To date, over 330 electronic toilet washlets and thermo ventilators have been installed in a number of NGOs through the programme.

Towngas and Shun Hing Group have also collaborated on the development of sustainable energy solutions, including a landfill gas heat pump and a gas absorption chiller.





衛生署嘉許煤氣公司積極支持器官捐贈

Department of Health acknowledges Towngas' support for organ donation

政府在2016年成立了器官捐贈推廣委員會，並推出《器官捐贈推廣約章》，邀請企業及機構參與。煤氣公司率先響應，成為合作夥伴並簽署約章，並於企業內舉辦講座、拍攝宣傳短片播放於Facebook及YouTube等，更於全港煤氣客戶中心、餐廳及烹飪中心張貼海報及派發小冊子，解釋香港現時器官捐贈的情況，鼓勵員工及公眾支持及參與器官捐贈。

今年11月10日器官捐贈日暨中央器官捐贈登記名冊成立十周年紀念，衛生署舉辦嘉許禮，頒發嘉許狀予表現卓越的約章夥伴。煤氣公司企業人力資源總監范潔儀代表公司領獎，並在台上分享公司推動員工參與器官捐贈的經驗。

The Government established the Committee on Promotion of Organ Donation in 2016 and introduced the Organ Donation Promotion Charter. Towngas was amongst the first corporations to sign the charter, after which it has held talks and made promotional videos on Facebook and YouTube to explain the current organ donation situation in Hong Kong, putting up posters and leaflets at its customer centres, restaurant and cooking centre in addition to encouraging staff and the public to support organ donation.

This year's Organ Donation Day on 10 November marks the 10th anniversary of the establishment of the Centralised Organ Donation Register. The Department of Health held a ceremony to give out certificates of commendation. Kit Fan, Towngas' Head of Corporate Human Resources, accepted the certificate and shared Towngas' experience in inspiring staff to take part in the promotion of organ donation.



煤氣公司支持「公益金便服日」

Towngas supports Community Chest Dress Casual Day



「公益金便服日」於10月11日舉行，今次活動煤氣公司同事捐款連同公司贊助，共籌得港幣33,730元予公益金。

善款將經公益金全數撥捐予超過160間社福機構，惠澤逾200萬名有需要人士，資助六項主要服務，包括兒童及青年服務、安老服務、家庭及兒童福利服務、醫療及保健服務、復康及善導服務以及社區發展等，惠澤社群。

On 11 October, Towngas raised HK\$33,730 for The Community Chest of Hong Kong by adding to staff donations, in support of Community Chest Dress Casual Day.

The funds raised will go towards over 160 social service organisations to aid over 2 million people in need in six core areas, including help for children and adolescents, elderly services, family and children welfare, medical and health services, rehabilitation and crime prevention, as well as community development.

公益金迎金禧 分「金」同味

The Community Chest of Hong Kong shares 'hearts of gold' in celebration of golden jubilee

煤氣公司紮根香港156年，一直積極履行企業公民責任，回饋社會，與公益金致力為本港有需要人士帶來幸福和希望，目標一致。

煤氣公司多年來支持公益金各項籌款活動，包括「僱員樂助計劃」、「折」食日、綠「識」日、「愛牙日」、「便服日」等，均有賴同事踴躍參與，而公司亦會等額配對同事的善款，共襄善舉。連同公司每年舉辦的「萬糴同心為公益」活動，煤氣公司去年為公益金共籌得港幣1,459,736元。

今年香港公益金慶祝成立50週年，答謝企業多年來的支持，免費派發朱古力金幣予公司每位同事，分「金」同味。

In its 156 years of history, Towngas has always strived to fulfil its corporate social responsibility and give back to the community. This goal echoes with the aim of The Community Chest of Hong Kong, which is dedicated to caring for and bringing hope to those in need.

As a long-time supporter, Towngas has taken part in many of the Community Chest's fundraising initiatives, including the CARE Scheme, Skip Lunch Day, Green Day, Love Teeth Day, and Dress Casual Day. Thanks to our staff's eager participation, Towngas has been able to match the donations collected and, along with the funds raised at the annual Rice Dumplings for the Community event, has contributed HK\$1,459,736 to the Community Chest last year.

In celebration of its 50th anniversary and in recognition of Towngas' support, the Community Chest has shared chocolate gold coins with all of our staff to thank them for their 'hearts of gold'.



「公益綠識日」2018 Community Chest Green Day 2018



香港公益金每年舉辦「公益綠識日」，為資助之「醫療及保健服務」籌款，同時希望鼓勵參加者實踐綠色生活，多乘搭公共交通工具，參加者可獲「公益綠識日」紀念車票，於8月26日及27日兩天無限次免費乘搭港鐵。

今年的「公益綠識日」活動中，煤氣公司同事捐款港幣32,995元，連同公司贊助，合共籌得港幣61,240元予公益金。

The Community Chest of Hong Kong's annual Green Day raises funds for medical and health services, and encourages participants to adopt a green lifestyle by promoting the use of public transport. This year's donors received Community Chest Green Day Commemorative Tickets, entitling them to unlimited travel on the MTR on 26 and 27 August.

Towngas' staff donated HK\$32,995 this year and, together with company sponsorship, raised a total of HK\$61,240 for the Community Chest on Green Day 2018.



煤氣公司中秋送關懷活動

Towngas Mid-Autumn community care activities



煤氣公司自2001年起，每年舉辦「愛心月餅顯關懷」活動，聯同慈善團體、社區組織及議員，派發心型健康月餅予社會上有需要人士，多年來已累計派發月餅數目逾230萬個，希望藉著傳統佳節傳送愛與關懷。

9月15日，煤氣公司溫馨義工隊與商業電台馬路的事義工隊首度合作，到訪救世軍油麻地長者社區服務中心，以及上門探訪區內弱勢社群，將愛心月餅送予區內獨居長者。



9月22日，煤氣公司贊助700個愛心月餅，支持九龍樂善堂每年的「樂善之友 — 樂善共迎中秋日」社區探訪活動，並招募30多位義工連同家人，參與送贈月餅及禮物福袋的社區探訪，關懷弱勢社群。

Since 2001, Towngas has organised the annual Mooncakes for the Community event to distribute healthy heart-shaped mooncakes to the needy, in cooperation with charitable and community organisations as well as district councillors. Over the years, over 2.3 million mooncakes have been distributed to share warmth and love with the community during this festive season.



On 15 September, the Towngas Volunteer Service Team collaborated for the first time with Commercial Radio's Road Co-op Volunteer Team for a visit to The Salvation Army Yaumatei Multi-Service Centre for Senior Citizens and house visits to the disadvantaged in the area, to distribute mooncakes to elderly singletons.

On 22 September, Towngas sponsored 700 mooncakes for The Lok Sin Tong Benevolent Society, Kowloon's annual LST Buddy Volunteer Program community visit. Over 30 volunteers and their family members took part in distributing mooncakes and gift packs to share their love with those in need.



「食德有營過中秋」2018

Mooncake Recycling Programme for Mid-Autumn Festival 2018



環境局局長黃錦星(左七)、煤氣公司代表及藝人一同出席發布會活動。

Secretary for the Environment Wong Kam-sing (7th from left), Towngas representative and supporting artists at the press conference.

近年惜食意識於香港遍地開花，但每逢中秋節仍有大量食物被浪費。煤氣公司今年繼續支持食德好主辦「食德有營過中秋」活動，鼓勵同事參與，減少浪費，營造惜食社會。煤氣公司及其他參予企業的代表於8月23日應邀出席發布會，接受環境局局長黃錦星嘉許，表揚他們向公眾大力推廣綠色節日文化，適度送禮，長遠達至源頭減廢的努力。

In recent years, Hongkongers have become increasingly aware of the importance of reducing food wastage, but a lot of food still goes to waste during festive seasons like Mid-Autumn Festival. This year, Towngas has once again supported Food Grace's Mooncake Recycling Programme for Mid-Autumn Festival, encouraging staff to take part in curbing food wastage and fostering community awareness. At the press conference held on 23 August, Secretary for the Environment Wong Kam-sing acknowledged the efforts of participating corporations who strived to promote environmentally-friendly ways of celebrating festivals and cutting down on overly elaborate gifting, with the aim of tackling the waste problem at its source in the long run.



煤氣公司總經理——企業健安環及保安鄺超靈(右)接受主辦單位的嘉許狀。

Towngas General Manager – Corporate HSE & Security Victor Kwong (right) received a souvenir at the kick-off ceremony.

「香港無冷氣夜」2018

Hong Kong No Air Con Night 2018

香港碳排放的主要來源是發電。發電過程中，需要燃燒化石燃料，因而釋放出大量溫室氣體，加劇全球暖化。據政府機電工程署統計，香港全年平均有超過三成用電量是消耗於使用冷氣，在夏季時更高達六成，可見減少及明智使用冷氣對減少碳排放尤其重要。

煤氣公司今年繼續參與「香港無冷氣夜」活動，於10月5日晚上7時至翌日早上7時關掉冷氣，同心為地球降降溫。活動啟動禮於中西區海濱長廊舉行，企業健安環及保安部總經理鄺超靈出席並接受嘉許，表揚煤氣公司在活動中的支持和參與。

Electricity generation is the main source of Hong Kong's carbon emission. Fossil fuels are burned in the process of generating electricity, which releases a great deal of greenhouse gases that aggravate the problem of global warming. The Electrical and Mechanical Services Department estimates that air conditioning accounts for over 30% of Hong Kong's electricity consumption, and as much as 60% in summer, which underscores the important role played by the reduced and measured use of air conditioning in reducing carbon emission.

Towngas continued to support Hong Kong No Air Con Night this year, turning off the air conditioning in its offices from 7pm on 5 October to 7am the next day in a bid to help cool the planet. The event's launching ceremony took place at the Central and Western District Promenade. Towngas General Manager – Corporate HSE & Security Victor Kwong attended the ceremony, during which the Group's support and participation in the activity was acknowledged.





「減碳足跡環保日」 Carbon Footprint Reduction Day

為喚醒公眾對濫用抹手紙的關注和提倡多用手巾，煤氣公司贊助於7月28日假九龍公園舉辦的「減碳足跡環保日」。主辦機構獅子山青年商會早前舉行「我承諾 救救地球」手巾設計比賽，收到超過200份參賽作品，其中的冠軍設計被採用為是次打破世界記錄活動之手巾。活動當日，義工和參加者合力把超過1,200條手巾摺成手巾花，再在地上砌出「用手巾」字樣，打破健力士世界紀錄。

To raise public awareness of the problem of paper towel wastage and promote the use of handkerchiefs, Towngas sponsored the Carbon Footprint Reduction Day event held on 28 July at Kowloon Park. Junior Chamber International Lion Rock, the event organiser, held the 'I Pledge to Save the Earth' handkerchief design competition earlier and received over 200 entries. The winning design was used in this world record-breaking event, where volunteers and participants made flowers out of 1,200 handkerchiefs and used them to form the Chinese words for 'use handkerchiefs', which broke a Guinness world record.



義工們用手巾花在地上砌出「用手巾」字樣，打破健力士世界紀錄。

Volunteers made flowers out of 1,200 handkerchiefs and used them to form the Chinese words for 'use handkerchiefs', which broke a Guinness world record.

環保園之旅 EcoPark Tour



煤氣公司環保工作委員會安排員工參觀廢電器電子產品處理及回收設施 WEEE-Park。

Towngas' Environmental Working Committee organised a visit to the WEEE-Park for staff.

煤氣公司環保工作委員會於10月20日舉行環保園之旅活動，帶領員工及家屬參觀位於屯門龍鼓灘環保園內三個不同的廢品回收商。

是次參觀包括園內的廢電器電子產品處理及回收設施WEEE-Park，利用廢食油、隔油池廢物回收並轉化為生物柴油的科技公司和廢木材回收公司。各回收商分別向參加者講解不同廢料的回收過程及相關環保措施。參加者在參觀的同時，亦了解到香港的廢品回收狀況，可謂獲益良多。

Towngas' Environmental Working Committee organised the EcoPark Tour on 20 October and paid a visit to three recycling businesses at the EcoPark in Lung Kwu Tan, Tuen Mun with Towngas staff and their family.

The tour included visits to the waste electrical and electronic equipment processing and recycling facilities (WEEE-Park), a technology company that recycles waste cooking oil and grease-trap waste into biodiesel, as well as a waste wood recycling company. Representatives from the businesses explained the recycling processes of different types of waste and relevant environmental-protection facilities, which provided participants with an understanding of Hong Kong's recycling situation.

煤氣公司帶領Facebook粉絲親近大自然 Towngas leads Facebook fans to get close to nature

暢遊海下灣

煤氣公司於11月3日安排約20位Facebook專頁粉絲，參觀賽馬會匯豐世界自然(香港)基金會海下灣海洋生物中心，認識微生物的物種並了解收集物種數據的過程，他們更獲安排乘坐玻璃底船，探索海下灣海岸公園的海岸環境及生態。



Hoi Ha Wan Marine Park visit

On 3 November, Towngas took about 20 of our Facebook fans for a visit to the Jockey Club HSBC WWF Hong Kong Hoi Ha Marine Life Centre, where they learned about different species of microbes and the data collection process, and explored the coastal environment and ecology.



體驗有機耕種

為推廣有機耕種，讓更多人投入綠色生活，煤氣公司在7月29日安排十多位Facebook專頁粉絲，到訪元朗錦田低碳農莊，親身體驗有機耕種的樂趣。當日煤氣公司義工首先細心講解農田的各項工作，並為參加者進行示範，然後由參加者親自參與除草、收割及播種等工作。



Organic farming experience

On 29 July, Towngas took over a dozen of our Facebook fans for a visit to a low-carbon farm in Kam Tin, Yuen Long for a first-hand experience of organic farming. Towngas volunteers explained and demonstrated various farming tasks to participants before they tried weeding, harvesting and sowing.



煤氣公司支持「環保海鮮週」 Towngas supports Sustainable Seafood Week



煤氣公司一向致力推動可持續發展，鼓勵大眾珍惜地球資源，我們全力支持由世界自然基金會舉行之「環保海鮮週」活動，呼籲市民保護海洋資源並選擇環保海鮮，市民更可下載《海鮮選擇指引》，了解更多選擇環保海鮮的原則及知識。除了為活動宣傳以外，煤氣公司更身體力行，為公司大型宴會制定餐單時參考《海鮮選擇指引》，希望更多市民加入我們的行列。

Towngas has always strived to promote sustainable development and encourage the public to treasure the planet's resources and work for our future generations. Thus, we are happy to have offered our support to the Sustainable Seafood Week organised by WWF. Aside from calling on the public to protect our ocean's resources and opt for sustainable seafood, the event also offered the Seafood Guide leaflet for downloading to help the public gain a better understanding of the principles and knowledge behind sustainable seafood selection and play a part in protecting the environment. In addition to helping to promote the event, Towngas also set an example by referencing the Seafood Guide in planning menus for its large-scale banquets, with the hope of inspiring more people to join us in eating sustainably.



虛擬助理 讓網上查詢更輕鬆 Virtual assistant makes online inquiry simpler

為提升客戶服務體驗，煤氣公司推出全新「虛擬助理」服務，助客戶快捷進行網上查詢。客戶只需登入 www.towngas.com 主頁，然後選取「虛擬助理」，Tinny 會即時為客戶解答家居客戶的一般查詢，如「開設煤氣賬戶手續」、「煤氣費計算方法」或「如何預約爐具維修服務」等常見問題。

To enhance the customer service experience, Towngas has launched a new "Virtual Assistant" service in order to response to customers online enquiries immediately. Customers only need to login to Towngas' website www.towngas.com, then click "Virtual Assistant" to start searching for various Towngas services, and our "Virtual Assistant" Tinny will answer enquiries related to residential matters instantaneously. For example, procedures of opening a new Towngas account, methods of calculating gas bill or how to book maintenance service and so on.



使用「虛擬助理」三部曲

- 第一步：**到 Towngas 主頁按「虛擬助理」鍵
- 第二步：**細心閱讀重要提示，然後按「確認」鍵
- 第三步：**在問題欄輸入關鍵字或按「主目錄」搜尋相關資料，Tinny 將即時為你解答問題

Three steps approach for using "Virtual Assistant"

- Step 1:** Go to the Towngas homepage and press the "Virtual Assistant" button.
- Step 2:** Read the important tips carefully and press the "Confirm" button.
- Step 3:** Enter keywords in the question field or search for related enquiries by "Home Directory". Tinny will response to your enquiries immediately.

煤氣愛心義賣行動 Towngas plush toy charity sale



煤氣公司一直致力回饋社會，關愛社群。我們特別舉辦「煤氣愛心義賣行動」，由10月至12月期間，於每月推出不同造型的公仔*進行義賣，每個售價為港幣20元，所有收益將全數撥捐兒童癌病基金。如有興趣支持活動，請親臨任何一間煤氣客戶中心購買。

* 數量有限，售完即止



As part of its dedicated efforts in giving back to the community, Towngas is offering plush toys* for sale from October to December, with proceeds going to Children's Cancer Foundation. Priced at HK\$20, a different plush toy is available every month, so be sure to drop by a Towngas customer centre near you to collect all three!

* Available while stocks last



蘋果雪梨雪耳湯

Apple, Pear and White Fungus Soup

材料 | Ingredients

雪梨	3個
Pears	3 pieces
蘋果	3個
Apples	3 pieces
馬蹄	12個
Water Chestnuts	12 pieces
雪耳	1/2兩
White Fungus	19 g
瘦肉	150克
Lean Pork	150 g
陳皮	1/4個
Dried Tangerine Peel	1/4 piece

做法 | Method

1. 雪耳洗淨，浸1小時，剪碎；陳皮浸軟，去瓤。
Wash white fungus and soak for 1 hour. Cut into small pieces. Soak and clean dried tangerine peel.
2. 馬蹄去皮，洗淨；雪梨、蘋果洗淨，去心，連皮切大塊。
Peel and wash water chestnuts. Wash and core pears and apples. Cut into large pieces with peel on.
3. 瘦肉洗淨。
Wash lean pork.
4. 水10碗連同陳皮煮滾。
Bring 10 bowls of water to boil together with dried tangerine peel.
5. 放入其餘材料煮至再滾，改慢火煮1 1/2小時，下鹽調味即成。
Put in the remaining ingredients and bring to boil again. Reduce to low heat and cook for 1 1/2 hours. Season with salt and serve.



優質服務 贏取讚賞

Quality service earns appreciation

今年6月，住宅維修服務組接獲一位80歲長者張伯伯來信讚揚我們的團隊鍾振榮、江榮華及許偉業。原因是張伯伯家中的煤氣錶因操作問題需要更換，由於煤氣錶位於廚櫃內底部，而張伯伯是一位坐輪椅的長者，每次需要俯身方能讀取度數，對他極為不便，故特別要求更換一個大數字的煤氣錶，方便閱讀。

團隊了解事件後，經多方面嘗試尋找解決方案。最終在煤氣錶的讀數顯示器上裝置一個放大鏡，再根據張伯伯閱讀位置，準確調較角度，讓張伯伯只需安坐於輪椅上，不用俯身便可清晰閱讀煤氣錶度數。張伯伯對煤氣僱員體貼的服務態度及一絲不苟的安裝技巧深受感動，特此來信表揚。

This June, the Residential Maintenance Services section received a letter from 80-year-old Mr Cheung commending our staff members Chung Chun-wing, Kong Wing-wah and Hui Wai-yip. Mr Cheung's gas meter was malfunctioning and needed replacing. As an elderly wheelchair user, Mr Cheung has always found it difficult to bend down to take readings from his existing gas meter, which is installed at the bottom of his kitchen cabinet. So he asked the team whether they could install a meter with bigger digits that he could see from a distance.

The team tried out several solutions after learning about the problem Mr Cheung was faced with, and decided on adding a magnifying glass to the meter display. The angle was adjusted to fit Mr Cheung's line of vision, so he would not have to bend forward to get his readings. Impressed by the team's care for the elderly, detailed-mindedness and skilful technique, Mr Cheung expressed his appreciation through penning a letter.



客戶服務關注小組 Customer Focus Team



客戶服務關注小組成員於11月29日拜訪慈雲山鳳德邨。

Members of the Customer Focus Team visited Tsz Wan Shan Fung Tak Estate on 29 November.

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，至今我們到訪了621個公共屋邨和私人屋苑。

小組的成員主要來自公司的客戶服務課、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。

Established in 1993, the Customer Focus Team is an important channel of communication between Towngas and its customers. To date, the team has visited 621 public and private housing estates, which helps us ensure that the service we provide is to the satisfaction of customers.

The team is made up of members from Towngas' Customer Services, Customer Accounts and Retail Marketing teams. It visits two public or private housing estates every month on average to communicate important information to residents on topics such as customer service, safety tips, payment methods and gas appliances, and also collects customer feedback on Towngas' products and services so that we can enhance service quality and customer communication, and foster a healthy relationship with customers in various districts.

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。

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.

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