

拓展業務

再創高峰

Reaching New Heights in Our Business

過去一年，香港經濟蓬勃，市面上出現一片繁榮興旺的景象。煤氣公司的香港核心業務和多元化業務發展理想，而內地的業務更加飛躍發展。我們致力履行公司使命及企業公民的責任，不斷提高安全和服務水平，在環保方面也作出極大貢獻；同時也積極參與社會服務，照顧不同社群的需要，備受讚賞。踏入新的一年，配合公司在香港和內地業務的宏圖大計，我們定下集團新的管理主題——「再創高峰」。憑著過往穩固的業務基礎上，我們滿懷信心地朝著新的目標邁進，與香港市民攜手建設更美好明天。

In 2007, we saw steady growth in Hong Kong's economy. It was also a fruitful year for Towngas, as we not only enjoyed an excellent performance in Hong Kong's core and diversified businesses, we also made rapid strides in our business development on the mainland. At the same time, we are committed to fulfilling our Towngas mission while also taking full responsibility as a good corporate citizen. We continue to raise safety and service standards and are committed to making a greater contribution to environmental protection. We are also active in the community, caring for people in need and earning critical acclaim from the public in the process. Reflecting these developments and to deal with many new challenges before us, we established a new management theme "Reaching New Heights" this year. Building on our solid business foundations, we are advancing towards our new goals with confidence, hand-in-hand with the people of Hong Kong to build a better future.



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經過140多年的發展，煤氣公司已由當年只是供應港島煤氣街燈用氣的小型公司，發展成為香港首屈一指的潔淨能源和優質服務供應商。

由70年代開始，煤氣公司在香港經歷了30年的高速發展，到90年代於內地燃氣市場奠立基礎，開拓多元化業務，煤氣公司在激烈的競爭中自強不息，把握社會發展轉變帶來的機遇，不斷創新。因此客戶數目和燃氣銷量節節上升，而各種多元化業務亦取得了豐碩的成果。

90年代初，煤氣公司在內地的發展仍在起步階段，透過早期成立合資公司汲取了經營內地城市燃氣的經驗；其後隨著西氣東輸工程展開，華東及華中天然氣供應在望，國家開放公用事業予外商投資，煤氣公司於是大舉進軍內地廣闊的燃氣市場。

對於一家大型企業而言，管理主題猶如煤氣街燈，有助凝聚全體員工的力量，發揮潛能，朝著既定的共同目標邁進。

2003年，煤氣公司以「一躍天際」為管理主題，寓意內地業務飛躍發展，猶如火箭猛力推進，一飛沖天。

在「一躍天際」的管理主題下，煤氣公司確立了維持香港核心業務、發展國內燃氣業務，以及開發多元化新業務的發展策略。經過這幾年的努力，「一躍天際」的目標亦逐一落實。

Over the past 140 years, Towngas has developed from a small company supplying gas to power street lamps on Hong Kong Island into the leading clean energy supplier and quality service provider in Hong Kong.

Since the 1970s, Towngas has seen 30 years of rapid advancement in Hong Kong. In the 1990s, the Company set up a gas business whilst also expanding into a number of diversified businesses in the mainland market.

Over the years, Towngas has made unceasing efforts to excel in a market where the competition is intense, seizing every business opportunity arising from developments in the country. As a result, we have enjoyed considerable growth in gas sales and the number of customers we serve. We have also achieved tremendous success in a number of diverse businesses.

In the early 1990s, our activities in mainland China were still in their preliminary stages. Gaining experience in the operation of city gas businesses on the mainland with a number of joint-ventures, together with the launching of the West-to-East Gas Transmission project which will supply natural gas to Eastern and Central China, as well as the open policy encouraging foreign investment in China's public utilities, we have actively extended our reach in the mainland market.

To a major enterprise, such as Towngas, it is important to have a corporate theme. It can, like a street lamp, light the way forward, clarifying our direction for the future, and uniting staff under a clear goal.

In 2003, the Towngas theme was "Going for Launch" reflecting the Company's mainland businesses which were soaring high, shooting like a rocket into the blue sky.

Under the "Going for Launch" theme, Towngas formulated a strategy to maintain the Hong Kong core business, develop the mainland gas business and open up new and diversified businesses. With our efforts over the years, these targets have now been realised, particularly in our China business.



● 煤氣公司除了維持香港的核心業務，亦積極拓展內地燃氣及水務的業務。 Apart from maintaining the core business in Hong Kong, Towngas has proactively developed gas and water businesses on the mainland.

近幾年，煤氣公司已由一家以香港為基地的單一業務公司，迅速發展成為一家業務範圍遍及全國的多元企業集團。至今，集團於內地17個省及兩個直轄市，共有94個燃氣、水務及相關業務之項目，為超過500萬用戶提供安全和優質的服務。

目前，煤氣公司以經營燃氣業務為主，要繼續發展，除了擴大現有業務市場外，公司還要努力拓展業務領域，才能持續發展，再創高峰。

因此，我們在今年定下新的管理主題「再創高峰」，以擴大業務領域，同時亦以集團業務高速增長為目標。

We have seen Towngas' rapid transformation from a Hong Kong based company specialising in a single business into a nation-wide and diversified business group. Today, our operations in mainland China consisted of a total of 94 gas, water and related joint venture projects across 17 provinces and two municipalities, provide safe and quality services to over 5 million customers.

At present, the gas business remains our core business. However, to reach ever higher business development goals, we are exploring new opportunities in addition to our existing markets.

As such, our new 2008 corporate theme "Reaching New Heights", reflects the growth of our business in the fast lane with the further development of new and diverse businesses.



我們現有的業務以供應潔淨能源予下游用戶為主。當今全球對潔淨能源的需求殷切，尤以內地為甚，故此煤氣公司將以煤層氣開採、甲烷液化及其他新興能源為集團新增的發展領域，並以我們全資擁有的易高環保投資有限公司在內地和香港開發這些新興能源項目。

Our major business is to provide clean energy to downstream users. To cope with the demand for clean energy from across the globe, and especially in mainland China, Towngas is developing new sources of energy such as coalbed methane and liquefied methane, ECO Environmental Investments Limited is taking charge of these new projects.

● 公司不斷開拓潔淨能源，圖為新界東北堆填區的沼氣應用項目。
The Company is committed towards the development of clean energy. This photo shows our Northeast New Territories Landfill Gas Utilisation project.



● 煤氣公司在拓展業務的同時，也不忘履行企業對社會的承諾。
While growing our businesses, Towngas continues to also care for our community.

煤氣公司在拓展業務的同時，也不忘履行企業對社會的承諾。我們致力保護環境，引進更潔淨的生產原料，並進一步應用堆填區沼氣，大幅減低二氧化碳的排放量，以改善香港空氣質素。另一方面，公司也十分關注弱勢社群的需要。我們為長者、殘疾人士和單親家庭提供煤氣費優惠及免費爐具維修服務；舉辦各項愛心送暖活動；以及支持社會企業，照顧不同社群需要。

While growing our business, Towngas remains committed to our community. Protecting our environment, we introduced cleaner natural gas as a feedstock, and are using more landfill gas as a gas production fuel. These measures are reducing the emission of carbon dioxide and improving air quality in Hong Kong.

We also care for the needy in our community. The elderly, the disabled and single-parent families benefit from our Concession Schemes which include discounted gas tariffs and free maintenance services. Additionally, we organise a variety of volunteer activities, supporting various social initiatives to show our care and concern for disadvantaged groups in Hong Kong.

今年，我們必定會再接再厲，尋找新的高機，成就新的事業，同時力盡企業公民責任，促進社會可持續發展。我們深信在「再創高峰」的共同目標下，煤氣公司雄厚的基礎將誘發業務再創高峰。

This year, we have set our goals to explore new business opportunities and achieve new business growth. At the same time, we continue to make every effort to ensure that our social responsibilities will work towards the sustainable development of the community.



煤氣公司燃點綠色未來 Towngas Ignites a Greener Future

2007年奪四獎 環保成就盡展現 Winner of Four Environmental Awards in 2007

煤氣公司一向深明環境保護及可持續發展的重要，故身體力行，多年來積極推動和參與不同範疇的環保工作，廣受社會各界認同。於2007年，公司繼續盡心盡力推動環保，再度囊括多個與環保相關的獎項，引證公司於環保工作上持續表現優秀，為香港的環境作出貢獻。

Towngas places every emphasis on environmental protection and sustainable development. We have put these concepts into practice over the years with a variety of initiatives and activities. The results have achieved broad recognition throughout Hong Kong. In 2007, we won several of Hong Kong's top environmental awards, reaffirming the excellence of our environmental performance and continued contribution towards a greener Hong Kong.

煤氣公司於2007年奪得的環保獎項包括 Environmental awards won by Towngas in 2007:

- 商界環保協會頒發的「2007香港工商業獎：環保成就大獎」
Business Environment Council's Hong Kong Awards for Industries: Environmental Performance Grand Award
- 商界環保協會頒發的「2007年香港環保產品獎」銅獎
Business Environment Council's Hong Kong Eco-Products Award 2007: Bronze Award
- 香港特許公認會計師公會(ACCA)頒發的「可持續發展報告嘉許獎」
Commendation in the ACCA Hong Kong Awards for Sustainability Reporting 2007
- 《壹周刊》頒發的「服務第壹大獎」之「2007年環保服務機構大獎」
Next Magazine's 2007 Eco-Service Enterprise Award

再度榮獲「香港工商業獎：環保成就大獎」

Yet Another "Hong Kong Awards for Industries: Environmental Performance Grand Award"

- 煤氣公司再度獲頒「2007香港工商業獎：環保成就大獎」。煤氣公司常務董事陳永堅(左)於2008年1月23日舉行的頒獎禮，從特首曾蔭權手上接過獎項。
Towngas Managing Director Alfred Chan (left) received the award from HKSAR Chief Executive Donald Tsang at a ceremony held on 23 January 2008.



煤氣公司繼2004年後再次榮獲商界環保協會頒發「2007香港工商業獎：環保成就大獎」，標誌著公司在環保方面精益求精，且有卓越的表現，亦代表全體同事全情投入環保工作所達致的成果。煤氣公司在37個角逐這項殊榮的機構中脫穎而出，肯定了公司在環境保護的承擔、在改善環境方面的表現，以及對環保法例的遵循等各方面均得到超卓成績。

Towngas once again gained the coveted "Hong Kong Awards for Industries: Environmental Performance Grand Award" last year, having landed the same award in 2004. Among the 37 organisations vying for the award in 2007, Towngas gained an edge on the back of our environmental commitments, skillful implementation of green measures, as well as our strict compliance with environmental regulations.

獲頒2007年香港環保產品獎 Hong Kong Eco-Products Award 2007

「2007年香港環保產品獎」由商界環保協會聯同香港中華總商會、香港中華廠商聯合會、香港工業總會及香港總商會攜手舉辦。該獎項表揚煤氣公司卓越的環保表現，包括公司在整個產品生命週期中力求減少對環境帶來的影響，致力向消費者推廣使用環保產品的好處，以及提高消費者及公眾對採購和使用環保產品及保護環境的意識。

The "Hong Kong Eco-Products Award 2007" was organised by the Business Environment Council in collaboration with the Chinese General Chamber of Commerce, the Chinese Manufacturers' Association of Hong Kong, the Federation of Hong Kong Industries and the Hong Kong General Chamber of Commerce. The award recognised our excellent environmental performance, our efforts to reduce environmental impact throughout our product life-cycle, as well as our initiatives to help educate the public with regard to the benefits of green purchasing and how using eco-friendly products can contribute to a better environment.



- 「2007年香港環保產品獎」頒獎典禮於2007年11月20日假外國記者會舉行。煤氣公司企業健康、安全及環保經理羅超堅(左)接受獎項。
The Hong Kong Eco-Products Award Presentation Ceremony 2007 was held at the Foreign Correspondents' Club on 20 November 2007. Towngas Corporate HSE Manager Victor Kwong (left) received the award.



奪得「2007年環保服務機構大獎」 2007 Eco-Service Enterprise Award

煤氣公司於去年6月28日榮獲《壹周刊》「服務第壹大獎」之「2007年環保服務機構大獎」，足證公司的環保政策及措施成效顯著，而在環境保護方面的努力得到社會廣泛認同。

On 28 June 2007, Towngas clinched Next Magazine's 2007 Eco-Service Enterprise Award, testifying to the effectiveness of our environmental initiatives as well as the public's recognition of our efforts in this direction.



● 煤氣公司環保工作委員會主席盧永強接受獎項。
Chairman of the Towngas Environmental Working Committee Lo Wing-keung received Next Magazine's 2007 Eco-Service Enterprise Award on behalf of the Company.

首份可持續發展報告 獲特許公認會計師公會嘉許 Our Inaugural Sustainability Report Earns ACCA Recognition

● 煤氣公司首份可持續發展報告。
Towngas' first award-winning Sustainability Report.



煤氣公司於去年10月出版了首份涵蓋本港及內地業務的《可持續發展報告2005/06》，內容大綱參考了全球報告倡議組織 (Global Reporting Initiative) 的可持續發展報告指南。報告內容除了與煤氣公司以往四份環保報告書一樣，匯報公司在健康、安全及環保方面的整體表現之外，亦刊載我們在社會承擔方面的成績和未來展望。由於報告內容詳盡，製作一絲不苟，公司於去年12月獲特許公認會計師公會 (ACCA) 頒發「可持續發展報告嘉許獎」，表揚該報告在「資料披露」及「未來目標制定」兩方面均表現出色。

In October 2007, Towngas published our first Sustainability Report. The Report covered all our businesses in Hong Kong and mainland China, and drew reference from Global Reporting Initiative (GRI) guidelines. In addition to providing details on health, safety and environmental performance as was the practice in our four previous environmental reports, the Sustainability Report also set out Towngas' social credentials, both current and aspirational. With its comprehensive content and excellent presentation, the Report won a commendation for its disclosure of key performance indicators and targets in the "ACCA Hong Kong Awards for Sustainability Reporting" in December 2007.

邁向更潔淨的生產過程 Towards a Cleaner Gas Production Process

煤氣公司一向致力保護環境，將環保概念融入公司的日常營運，使其業務更符合環保要求，以滿足香港市場對潔淨能源的需求。公司在各個業務層面上推行了一系列環保措施，致力提升環境質素。煤氣公司藉著這次得獎機會，與業界分享環保經驗，進一步推廣環保意識。

煤氣公司多年來不斷尋求潔淨且具經濟效益的生產原料，積極改善生產流程，以達至最佳環保效果。煤氣公司自70年代已率先使用石腦油代替煤和重油作生產煤氣的原料。為進一步令生產過程更潔淨，公司於2006年開始引進天然氣，與石腦油並用作煤氣生產原料，並採用堆填區沼氣作燃料，令煤氣生產過程更潔淨，有效減低溫室氣體的排放，為締造綠色香港作出貢獻。去年公司整體減少的二氧化碳排放量高達265,000公噸，相等於6,800,000棵樹種植10年時間。

Through cross-the-board environmental initiatives, Towngas translates environmental commitment into practice while working to meet Hong Kong's demand for clean energy. As an award winner, we are delighted to have the opportunity to share our environmental experience with other industry players and to help spread awareness of the need for environmental protection.

We are constantly on the lookout for clean and economically efficient fuels for the production of town gas and the resulting benefits to the local environment. Since the 1970s, we have pioneered the replacement of coal and heavy oil with naphtha for town gas production. To further minimise the environmental impact of our gas production process, we introduced natural gas as an additional feedstock to naphtha and are also using landfill gas as a production fuel. These measures reduce greenhouse gas emissions. Last year, we successfully achieved an overall reduction of up to 265,000 metric tonnes of carbon dioxide emissions, which is equivalent to planting 6,800,000 trees for ten years.



● (左起：) 常務董事陳永堅、特首曾蔭權、主席李兆基及前經濟發展及勞工局局長葉樹堂，主持於2006年11月16日舉行的天然氣啟動儀式。
(From left) Towngas Managing Director Alfred Chan, HKSAR Chief Executive Donald Tsang, Towngas Chairman Lee Shau-kee and HKSAR former Secretary for Economic Development and Labour Stephen Ip officiate at the commissioning ceremony for the Towngas Natural Gas on 16 November 2006.



新界東北堆填區沼氣應用項目正式啟用

Commissioning Ceremony for the Northeast New Territories Landfill Gas Utilisation



● (右起)煤氣公司常務董事陳永堅、環境局局長邱騰華及遠東環保垃圾堆填有限公司董事譚炳昌主持新界東北堆填區沼氣應用項目的啟用儀式。
(From right) Towngas Managing Director Alfred Chan, HKSAR Secretary for the Environment Edward Yau and Far East Landfill Technologies Limited Director James Tam officiated at the Commissioning Ceremony for the Northeast New Territories (NENT) Landfill Gas Utilisation project.

煤氣公司、環境保護署及遠東環保垃圾堆填有限公司，於今年1月25日為位於打鼓嶺的新界東北堆填區沼氣應用項目舉行啟用儀式。

新界東北堆填區沼氣應用項目為一項世界級綠色能源回收與再用計劃。煤氣公司興建了一條全長19公里的地下輸氣管道以及相關配套設施，將該堆填區的沼氣處理後，輸送到大埔煤氣廠作燃料之用。

使用堆填區沼氣既有助減少堆填區的溫室氣體排放，又可減少大埔煤氣廠使用石腦油。估計每年減少使用高達43,000公噸石腦油，同時減低排放高達135,000公噸的二氧化碳，即相等於種植3,400,000棵10年的樹木，為保護環境帶來實際裨益。

煤氣公司一向致力採用安全、可靠及潔淨的能源，早於1999年便率先利用大埔船灣堆填區的沼氣作生產燃料。公司現正積極尋找其他合適的堆填區，期望能擴大應用沼氣的環保計劃，進一步改善本港的空氣質素。

Towngas, the Environmental Protection Department and Far East Landfill Technologies Limited co-hosted the Commissioning Ceremony for the Northeast New Territories (NENT) Landfill Gas Utilisation project in Ta Kwu Ling on 25 January 2008.

The NENT Landfill Gas Utilisation is a world-class project for the recovery and reuse of green energy. Using a 19-km underground pipeline as well as associated treatment facilities built by Towngas, landfill gas from the Ta Kwu Ling Landfill is now being treated and used as a heating fuel for town gas production at our Tai Po Plant.

Using landfill gas brings tangible benefits to the environment as it reduces greenhouse gas emissions both from the landfill site and the reduced use of naphtha at the Tai Po Plant. The project is estimated to save 43,000 metric tonnes of naphtha in the production of town gas every year, while also reducing up to 135,000 metric tonnes of carbon dioxide emissions annually, an amount which is tantamount to planting 3,400,000 trees for ten years.



We have been working on introducing energy sources which are safe, reliable and environmentally-friendly. In 1999, we took the initiative to harness landfill gas released from the Shuen Wan Landfill in Tai Po and use it as a heating fuel in the town gas production process. Enhancing air quality for Hong Kong, we are now looking at Hong Kong's other landfill sites to further expand the use of landfill gas in our production process.



推出單親家庭煤氣費優惠計劃 Concession Scheme for Single-parent Families

近年香港的單親家庭數目日漸增多，不少單親家庭正肩負著沉重的經濟負擔。有見及此，煤氣公司於2008年1月推出「單親家庭煤氣費優惠計劃」，為領取綜援的單親家庭提供多項優惠，預計有近38,000個家庭受惠。這個優惠計劃由煤氣公司與香港社會服務聯會(社聯)合作推出，並獲得26間社會服務機構支持，安排轄下56間地區中心協助審核和申請工作。

煤氣公司於今年1月18日為此項計劃舉行開展禮，主禮嘉賓勞工及福利局常任秘書長鄧國威、社聯行政總裁方敏生、煤氣公司執行董事暨營運總裁關育材及參與社會服務機構的代表，一起將所屬機構的標誌張貼在現場的愛心樹上。

煤氣公司竭力實踐企業公民責任，對弱勢社群尤為關注。早於1995年推出「煤氣長者優惠計劃」，其後於2004年推出「殘疾人士煤氣費優惠計劃」，至今已約47,000個長者及殘疾人士的煤氣用戶已經享有煤氣費優惠，減輕其生活負擔。



● 首個成功申請「單親家庭煤氣費優惠計劃」的家庭用戶(右二)獲贈新年禮物籃。

"A special 'new-year' gift pack was presented to the first applicant (second from right) of the 'Towngas Concession Scheme for Single-parent Families.'"



單親家庭煤氣費優惠計劃優惠內容： Benefits of the Towngas Concession Scheme for Single-parent Families include:

- 每月首十度煤氣用量半價優惠
- 50% discount on the first 10 units of town gas used
- 豁免煤氣保養月費
- waiver of the monthly maintenance charge
- 豁免每月基本收費
- waiver of the monthly initial charge
- 豁免煤氣用戶按金
- exemption from a security deposit
- 免費煤氣爐具維修服務
- free appliance maintenance services

The number of single-parent families in Hong Kong is on the increase and many of these families are under substantial financial pressure in view of the current inflationary environment. Showing our care and support for this hard-pressed group, Towngas joined forces with the Hong Kong Council of Social Service (HKCSS) to launch the "Towngas Concession Scheme for Single-parent Families" in January 2008, for single-parent households who are receiving Comprehensive Social Security Assistance.

About 38,000 families are expected to benefit from this scheme. A total of 56 centres from 26 social service organisations have been invited to assist eligible families to apply for these concessions.

A kick-off ceremony was held on 18 January 2008. Permanent Secretary for Labour and Welfare Paul Tang, Towngas Executive Director and Chief Operating Officer James Kwan, and HKCSS Chief Executive Christine Fang were joined by representatives from the 26 participating organisations to attach paper hearts to an "Evergreen Tree", signifying their joint commitment to this new scheme.

Committed to discharging our corporate and social responsibilities, the well-being of the underprivileged is a major priority. With the launch of the "Towngas Elderly Concession Scheme" in 1995 and the "Towngas Concession Scheme for People with Disabilities" in 2004, we are proud to report that about 47,000 registered households have benefited from these initiatives.

煤氣親切服務大使 顧客投票給予肯定

Customers Vote for Towngas Most Caring Service Ambassadors

煤氣公司致力提升服務質素，為客戶提供親切、專業與高效率的服務，顧客一個滿意的笑容，就是對我們同事的一種肯定。為鼓勵前線僱員繼續發揮以客為尊的服務精神，公司於去年10月1日至12月31日舉辦「煤氣最親切服務大使選舉」，由顧客選出煤氣公司「最親切服務大使」，評分標準包括認真可靠、殷勤有禮、熱心助人、表現專業及細心周到。今次選舉活動反應踴躍，共收到30,452張選票，我們謹此感謝客戶的熱心支持。

我們今期特別訪問了其中三位得獎的最親切服務大使，讓他們分享有關提供「親切服務」的心得。

Towngas has a long standing tradition of service excellence to ensure that customers enjoy friendly, professional and highly efficient services. Perpetuating this tradition among our frontline staff, Towngas held the "Most Caring Service Ambassador Campaign" from 1 October to 31 December last year. During this time, customers could vote for their favourite Towngas customer service officers based on criteria such as reliability, courtesy, helpfulness, professionalism and thoughtfulness. With the enthusiastic support of customers, 30,452 votes were collected by the end of the campaign.

Three of the campaign's awardees shared their insight and experiences on "caring service" with FOCUS readers.



● 眾得獎之煤氣親切服務大使。
Awardees of Towngas Most Caring Service Ambassadors.

親切服務 印象難忘

客戶中心經理馬李笑琴，於煤氣公司工作了29年，究竟她認為甚麼是「親切服務」呢？馬太表示：「我們每天接觸顧客，一個關心的手勢、一個親切的笑容、一個專注的眼神，都是最基本不過的態度。煤氣公司的產品和服務種類繁多，所以一定要掌握不同爐具和服務的特點，方能滿足顧客的需求。」

馬太多年來憑著專業而真誠的服務態度，深得客戶的信任和稱許，最近獲客戶潘小姐投票支持參與「煤氣最親切服務大使選舉」。潘小姐的家居曾於兩年多前發生一次小型火警，當時在旺角客戶中心工作的馬太向她推介了煤氣公司的家居保險服務，令她非常滿意，並撰寫感謝信以作表揚。當潘小姐於去年得悉上述選舉後，專誠聯絡已調往元朗客戶中心的馬太為她安排定期安全檢查，隨即推薦馬太參與選舉。

Attentive and Thoughtful

Customer Centre Manager Tanner Ma has worked in Towngas for 29 years. She believes "a welcoming greeting, a friendly smile and reassuring eye contact are indispensable to good customer services". She also added that "familiarity with the different types of Towngas products and service initiatives available are equally important, as customers have diverse needs and they are constantly on the lookout for tailor-made services."

With convincing professionalism and a service-oriented attitude, Tanner has earned the trust of many customers, including Ms Poon. Ms Poon visited our Mongkok Customer Centre about two years ago and took out a home insurance policy with Towngas upon Tanner's recommendation. Ms Poon was grateful for the advice and wrote a letter of commendation in recognition of Tanner's excellent services. Having heard about the "Most Caring Service Ambassador Campaign" last year, Ms Poon arranged a regular safety inspection for her home through Tanner's assistance, and voted for Tanner as her Most Caring Service Ambassador.





做足功課 贏得客戶信任

技術員陳漢傑於煤氣公司工作了七年，曾於定期安全檢查組工作，現隸屬於住宅維修組，負責爐具維修。他表示：「與客戶保持良好的溝通，是十分重要的，例如出發前先致電客戶確認時間、入屋前詢問是否需要脫鞋、維修過程保持地方整潔等，不要急著解決問題，要首先了解客戶的需要。」

陳漢傑記得有位住在九龍塘又一村的客戶，住所設有地下花園，幾乎每個月都會安排維修保養，並指明要由陳漢傑負責。陳漢傑表示，隨著客戶要求不斷提高，使用的爐具品牌亦越來越多，他會做足準備，了解不同款式的爐具和配件的特色，方能有效解決客戶的問題。

Competence Wins Trust

Chan Hon-kit's seven-year stint at Towngas included three-years working in Regular Safety Inspection. He now works under the Residential Maintenance team. "Effective communication with customers is essential," Chan said. "This can be achieved through many ways, such as confirming the arrival time of the visit with customers before setting out, keeping their homes clean and tidy throughout the inspection or maintenance visit, and by always putting their needs first," he added.

In view of his tremendous reliability, Chan was chosen as the "designated" maintenance technician for a Kowloon Tong customer, who requested maintenance visits for the wide range of gas appliances in her mansion nearly every month. Well aware of customers' increasing demands for quality services and the periodic launch of new appliance models, Chan emphasises the importance of building up knowledge on all available models and their major features. Only by doing so can a frontline staff competently provide tailor-made solutions to customers.



專業知識 以客為尊

黃顯就於1982年加入煤氣公司維修部，並於2006年轉到零售市場部，負責產品推銷工作。他認為要滿足顧客的要求，就要站在顧客的立場，因應其需要而推介合適的產品或服務，絕不能因為佣金及產品價格等而影響服務的表現。另一樣不可少的，就是要充分掌握公司各產品及服務的特色及優點，方能為顧客提供適切的意見。

他分享了一次難忘的經歷：「在一次展覽會上，有一位客人對著一部乾衣機看得入神，我便上前了解他有何需要。原來他幾年前已經買了同一型號的乾衣機，認為價格合理，正考慮應否再買一部作替換。於是我仔細聆聽其實際需要，然後給予意見，協助他作出決定。我提供的意見，促使了客戶更有信心作出購買的決定，這份成功感實在難以言喻！」

Always Ready to Meet Customers' Needs

Wong Hin-chau joined Towngas' maintenance team in 1982 and was transferred to the Retail Marketing Department as a Product Sales Officer in 2006. Always putting himself in the customer's shoes, Wong will not compromise his service quality even when he could push for the sale of higher priced products which could give him a higher commission. Needless to say, his ability to offer professional advice to customers is also based on his familiarity with the full range of Towngas products and services.

Wong recounted one of his unforgettable experiences, "During a trade show, a customer was hesitating with regard to the purchase of a replacement for his existing gas dryer. I discussed options with him and helped him to arrive at a decision. It gave me great satisfaction to know that my advice had a direct role in boosting his confidence in our services when he bought the same gas dryer model as a replacement!"





獲得能源學會「國際白金組別」榮譽嘉許

Honourable Mention in “International Platinum Category” at EI Awards

能源學會(Energy Institute, 簡稱EI)為備受業內專業人士推崇的國際能源專業組織。煤氣公司在該學會舉辦的「2007年度能源學會大獎」(EI Awards 2007)中,榮獲「國際白金組別」榮譽嘉許,對煤氣公司在內地積極拓展燃氣業務的同時,不忘履行其社會責任予以肯定。白金組別的評審標準,包括公司項目對客戶的裨益、在構思及應用等層面是否富創意,以及能否在能源業界樹立新典範。

Towngas received an honourable mention in the prestigious EI Awards 2007 under the International Platinum Category. The international EI Awards event is hosted by the Energy Institute (EI), a leading chartered professional membership body for the energy sector. Towngas was recognised for our initiatives combining social responsibility with our rapid expansion into China's gas market. The honour provides testimony once again to our strengths and achievements in the areas of customer satisfaction, strategic innovation and leadership.



職安健表現 再獲表揚奪兩獎

Towngas Receives Two OSH Awards



● 勞工處處長謝潔貞(中)頒發「安全改善項目大獎」金獎予煤氣公司執行董事暨營運總裁關育材(右三)。

Commissioner for Labour Cherry Tse Ling Kit-ching (centre) presented the gold award in the “Safety Enhancement Programme Award” category to Towngas Executive Director and Chief Operating Officer James Kwan (third from right).

由職業安全健康局聯同政府部門和多間機構合辦的「第六屆香港職安健大獎」分享會及頒獎典禮於去年9月11日圓滿舉行。煤氣公司憑著「提升企業危機管理」及「健康、安全及環保報告」兩個項目,分別奪得「安全改善項目大獎」金獎及「職安健年報大獎」銀獎,顯示煤氣公司持續改善及推廣職安健的努力,再次獲得政府及社會各界認同。

今屆的比賽吸引了逾90間機構近200個項目參賽,評審團由多個政府部門及機構團體組成,包括勞工處、職業安全健康局、發展局、房屋署、香港保險業聯會、香港工會聯合會、香港中華廠商聯合會、香港中華總商會、香港建造商會、香港僱主聯合會、香港總商會、香港工程師學會及香港品質保證局。

The sharing session and award presentation ceremony for “The 6th Hong Kong Occupational Safety & Health (OSH) Award”, jointly organised by the Occupational Safety and Health Council and a number of government departments and organisations, were successfully held on 11 September 2007. Testifying to the strong government and public recognition of the continuous improvements in our occupational safety and health performance, we snatched the gold and silver awards with our “Enhancement of Corporate Emergency Management” programme and “Health, Safety and Environmental Summary Report” under the “Safety Enhancement Programme Award” and “OSH Annual Report Award” categories respectively.

The competition attracted nearly 200 entries from more than 90 organisations. The judging panel consisted of representatives from various government departments and organisations, including the Labour Department, the Occupational Safety and Health Council, the Development Bureau, the Housing Authority, the Hong Kong Federation of Insurers, the Hong Kong Federation of Trade Unions, the Chinese Manufacturers’ Association of Hong Kong, the Chinese General Chamber of Commerce, the Hong Kong Construction Association, the Employers’ Federation of Hong Kong, the Hong Kong General Chamber of Commerce, the Hong Kong Institution of Engineers and the Hong Kong Quality Assurance Agency.