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客戶通訊

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



永堅園 MAD DOG 溫馨暖意慈善活動 Mad Dog Café Charity Programme



一年一度的「永堅園 MAD DOG 溫馨暖意慈善活動」於3月1日舉行，是煤氣公司常務董事陳永堅發起的一項公司內部籌款活動，由陳先生帶領常務董事辦公室人員炮製美食，為「煤氣公司智能廁板送贈計劃」籌募善款。陳先生會就同事所捐善款作等額配對捐款，而公司再就善款總數等額配對捐款。今年，我們透過活動籌得合共港幣 332,472 元善款，為本地護理院舍安裝電動智能廁板，惠及有需要人士。今年活動加入新項目—「慈善健康果汁活動」，讓同事體驗以「人力發動的單車攪拌機」炮製健康果汁。

自 2013 年至今，煤氣公司已為東華三院、聖雅各福群會、耆康會、仁濟醫院等慈善機構的 49 所安老院舍安裝超過 180 塊電動智能廁板。「煤氣公司智能廁板送贈計劃」將推展至長者日間中心及殘疾人士院舍，讓更多有需要人士受惠。

The annual Mad Dog Café charity programme was held on 1 March this year. The Internal fund-raising event was initiated by Towngas Managing Director Alfred Chan, who together with our colleagues from the Managing Director Office prepared tasty food to raise funds for Towngas Toilet Washlets for the Elderly programme. Furthermore, Mr Chan made matching contributions based on the amount our employees donated, and the Company also made matching contributions based on the final amount donated. This year, over HK\$332,472 was raised through our Mad Dog Café charity programme.

The event also featured a "Healthy Juice for Charity" exhibit whereby employees had a chance to make a glass of healthy juice using a mixer powered by a bicycle.

Since 2013, Towngas has installed over 180 electrical toilet washlets in 49 elderly hostels of the Tung Wah Group of Hospitals, St. James' Settlement, The Hong Kong Society for the Aged, and Yan Chai Hospital etc. The programme will be expanded to day care centres for the elderly and residential care homes for people with disabilities to help more people with special needs.



● 別開生面的人力單車果汁攪拌機。
The unique bicycle juice mixer.

● 來自東華三院及仁濟醫院護老院的長者及代表出席 Mad Dog Café 慈善活動。
Elderly and representatives from Tung Wah Group of Hospitals and Yan Chai Hospital elderly care centres at Mad Dog Café charity programme.



卓越貢獻

常務董事**陳永堅**獲頒
「香港工程界翹楚」榮譽

REMARKABLE ACHIEVEMENTS

Towngas Managing Director Alfred Chan awarded HKIE's Hall of Fame Honour

- 煤氣公司常務董事陳永堅（左）在頒獎典禮上接受發展局局長陳茂波頒發榮譽。
Towngas Managing Director Alfred Chan (left) received the honour from Paul Chan, Secretary for Development at the Award Presentation Ceremony.

煤氣公司常務董事陳永堅獲香港工程師學會頒發「香港工程界翹楚」榮譽，表揚他對學會、工程界及社會的卓越貢獻。

陳先生現為英國機械工程師學會、英國燃氣專業學會、英國能源學會及香港工程師學會的資深會員。繼去年獲《哈佛商業評論》選為全球百大最佳行政總裁之一，陳先生再獲頒「香港工程界翹楚」榮譽，足證他無論在工程或行政管理事務均有超卓表現，成就斐然。

Towngas Managing Director Alfred Chan was awarded the Hall of Fame Honour by The Hong Kong Institution of Engineers (HKIE) for his outstanding contributions to the institution, the engineering profession and the community.

Mr Chan is a Fellow of the HKIE, Fellow of the Institution of Mechanical Engineers, Fellow of the Institution of Gas Engineers and Managers (IGEM) as well as Fellow of the Energy Institute of the UK. After being selected as one of the World's 100 Best-Performing CEOs by the Harvard Business Review (HBR), Mr Chan becomes one of the HKIE's Hall of Fame Inductees, demonstrating his remarkable achievements in both engineering and general management.

傑出上市企業大獎 2015

The Excellence of Listed Enterprise Awards 2015

煤氣公司獲《資本壹週》頒發「傑出上市企業大獎 2015」，證明我們在多方面的成就和貢獻得到各界認同。作為香港歷史最悠久的公用事業機構，煤氣公司服務市民超過 150 年，在拓展業務的同時，主動承擔企業社會責任，積極參與各類公益活動，努力保護環境及關顧弱勢社群，務求與社會共享豐碩成果。

Towngas was awarded The Excellence of Listed Enterprise Awards 2015 by Capital Weekly, highlighting the public's recognition for Towngas' achievements and contributions to society at large.

As the oldest public utility in Hong Kong, Towngas has served Hong Kong people for over 150 years. While striving to expand our business, the company is committed to corporate social responsibility, playing an active role in community services, environmental protection and lending a helping hand to the underprivileged.



- 煤氣公司首席財務總裁暨公司秘書何漢明（左）代表接受「傑出上市企業大獎」。
John Ho (left), Towngas Chief Financial Officer and Company Secretary received The Excellence of Listed Enterprise Award.

致力提高 客戶服務質素

Strive to enhance customer service

2016 煤氣 Towngas 服務承諾

煤氣公司與全體員工共同承諾：提升服務水平及服務質素，為下屆全港客戶提供優質服務。詳情請瀏覽：www.towngas.com/hk/servicepledge

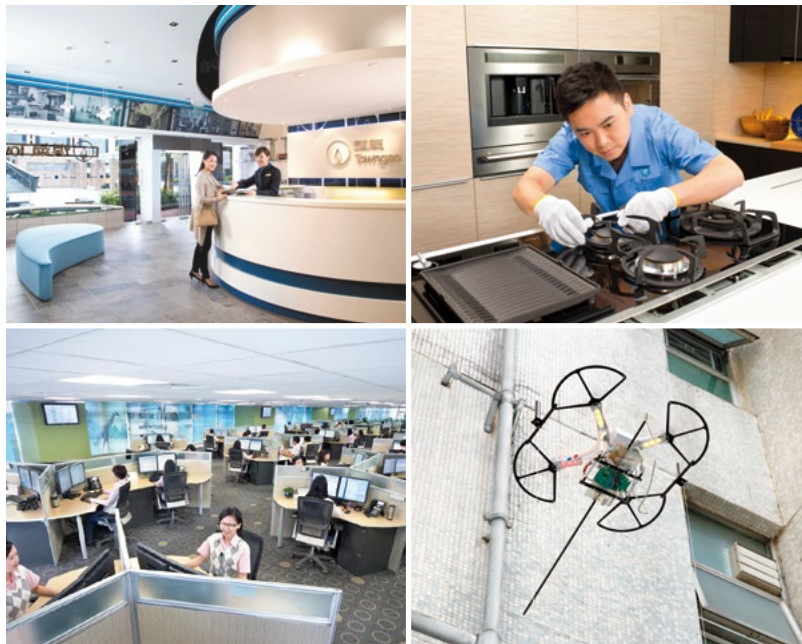
- 可靠程度**
 - 服務時間：提供24小時緊急服務
 - 服務標準：12小時內
- 安全程度**
 - 安全檢查：提供定期安全檢查服務
- 服務效率**
 - 服務時間：提供24小時緊急服務
 - 服務標準：12小時內
- 服務質素**
 - 服務標準：12小時內
 - 服務時間：提供24小時緊急服務

服務優質 以客為尊

煤氣公司不斷提高服務水平，讓客戶享用優質服務。由1995年開始，公司每年公布「煤氣服務承諾」，藉此鼓勵僱員達到工作目標。服務承諾於每年1月生效，成績會在翌年1月公布，有助我們進一步改善服務。

公司深明為客戶提供安全可靠的煤氣服務十分重要，故此我們早於1995年起，推出每18個月為周期的定期安全檢查服務，至今踏入20周年。我們與時並進，研發各種工具，例如立管檢查飛行器協助檢查，大大提高工作效率。

此外，煤氣公司一直為客戶提供親切友善的服務。2015年，公司的熱線中心首次參加由香港客戶中心協會主辦的「2015年度神秘客戶評審大獎」，並勇奪「金獎」，而客戶服務熱線同事更榮獲「2015年度最佳呼入客戶中心小組組長」金獎，足證外界對煤氣公司的客戶服務人員及優質服務的肯定。



詳情請瀏覽
Please scan for more details:

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Towngas strives to enhance its service continuously to offer high-quality services for our customers. Since 1995, we have announced Towngas annual Service Pledge to encourage our employees to meet service targets. The Service Pledge is effective from January every year and the results are published in January the following year, helping us to further improve our services.

Towngas realises the importance of providing safe and reliable gas services to customers. Since 1995, we have carried out an 18-month cycle regular safety inspections for 20 years. To improve working efficiency, we developed different innovative tools such as the quadcopter to facilitate gas risers inspections.

In addition, Towngas is committed to providing our customers with friendly and competent service. In 2015, Towngas Customer Service Hotline Centre participated in Mystery Caller Assessment Award organised by Hong Kong Call Centre Association for the first time and won the Golden Award. Our customer service hotline staff was awarded the Golden Award of 2015 Inbound Contact Centre Team Leader of the Year. These achievements are testaments to the excellent of our staff and services.

榮獲『卓越僱主大獎』及『卓越社會責任企業大獎』 Winning Employer of Choice Award and CSR Award



● 星島新聞集團行政總裁蕭世和（右）頒發「卓越僱主大獎」予煤氣公司企業人力資源總監范潔儀。
Siu Sai-wo (right), Chief Executive Officer of Sing Tao News Corporation Limited presented Employer of Choice Award to Fan Kit-ye, Towngas Head of Corporate Human Resources.



● 勞工及福利局局長張建宗（左二）頒發「卓越社會責任企業大獎」予煤氣公司代表。
Matthew Cheung (second from left), Secretary for Labour and Welfare presented CSR Award to Towngas representatives.

1月22日，煤氣公司於 JobMarket 求職廣場舉辦的「卓越僱主大獎 2015」中，獲頒「卓越僱主大獎」及「卓越社會責任企業大獎」。

煤氣公司除了重視僱員的培訓及發展外，更積極在公司推廣溫馨文化，關顧僱員的健康、安全，以及於工作及生活中的平衡。公司也致力推行家庭友善措施，近年我們接納僱員建議，為剛為人母的同事設置母親護理室，深得同事歡迎。

此外，煤氣公司積極履行企業社會責任，推出一系列的關懷行動，不僅向弱勢社群伸出援手，更可讓僱員身體力行，親身感受到我們推行的「溫馨文化」。

Towngas won both the Employer of Choice Award and the Corporate Social Responsibility (CSR) Award at the Employer of Choice Award 2015 organised by JobMarket on 22 January.

In addition to training and development of our employees, Towngas focuses on promoting a 'Wenxin' culture within the Company which shows our care for the employees' health, safety and work-life balance. We also carry out family-friendly measures for our employees. Recently we have adopted employee's suggestion to set up a Mother Care room for female colleagues having newborn babies.

Moreover, Towngas is committed to fulfilling corporate social responsibility. We have implemented a series of charity programmes not only to help the underprivileged, but also provide opportunities for employees to experience our 'Wenxin' culture through different activities.

榮獲『上市公司年度大獎』

Receiving the Outstanding Listed Company Award



煤氣公司連續第三年獲香港股票分析師協會頒發「上市公司年度大獎」，以表揚我們過去一年在投資者關係管理及公司透明度上的突出表現。是次得獎的上市公司共有 19 家，全部由資深的股票分析師選出，在業界極具公信力。煤氣公司能夠連續第三年得獎，足以證明市場及投資界均對公司的業務發展策略及企業管治工作予以肯定，表現優秀。

For the third consecutive year, Towngas received the Outstanding Listed Company Award presented by Hong Kong Institute of Financial Analysts and Professional Commentators in recognition of our extraordinary performance in investor relations management and transparency over the past year. A total of 19 listed companies, which earn high reputation in the industries, were selected by experienced financial analysts and professional commentators. This award clearly demonstrated that our excellent business development strategy and corporate governance are recognised by both the markets and the investment community.

第八度榮獲「星鑽服務品牌選舉 2015」最佳售後服務大獎

Winning our 8th Excellent After-sales Services Award at the Sing Tao Excellent Services Brand Awards 2015



今年，煤氣公司連續第八年榮獲由《星島日報》頒發「星鑽服務品牌選舉 2015」最佳售後服務大獎，足證社會各界均認同煤氣公司專業超卓的服務。我們將繼續提升服務水平，全面照顧客戶需要，達致「以客為尊」的服務宗旨。

This year, Towngas received the Excellent After-sales Services Award at the Sing Tao Excellent Services Brand Awards presented by Sing Tao Daily for the eighth year running. This reflects well on our professional service, which have won public's recognition.

最新報讀煤氣錶方法

New Ways to Report Meter Readings

為了準確記錄客戶的煤氣用量，我們提供方便而簡單的方法，讓客戶報讀煤氣錶度數。客戶可透過下列方法報讀煤氣錶度數：

新

- 只需掃描煤氣單上的報錶二維碼，客戶號碼便會即時顯示於網頁上，輸入煤氣錶度數後，按遞交即可。
- 下載「煤氣公司 Towngas」智能手機應用程式，報讀煤氣錶度數及選用報錶提示，簡易又方便。
- 登入網上客戶中心 (www.towngas.com/eService) 於網上報讀煤氣錶度數。
- 致電 24 小時報錶熱線 2880 5522。本熱線設有語言識別功能，可選擇輸入或讀出資料。

To ensure an accurate gas consumption record, we provide our customers with convenient and easy ways to report their meter readings:

Customers can report meter reading in the following ways:

New

- Simply scan the QR code on your gas bill and your Towngas account number will be displayed automatically. Key in the meter reading and press submit.
- Download the "Towngas" smartphone app, you can report meter reading and receive self-reading reminder in an easy and convenient way.
- Visit our eService Centre (www.towngas.com/eService) and report your meter reading online.
- Call our 24-hour Self-reading Hotline at 2880 5522 which is equipped with a voice recognition function. You can either key in the data or read it out over the phone.



我經常忘記報錶，怎麼辦？

我們提供報錶提示服務，於每月指定日期提示客戶報錶，可透過下列方法申請此快捷方便的服務，費用全免：

- 下載煤氣公司手機程式 (Towngas App)，開啟報錶提示服務，或
- 登入網上客戶中心 www.towngas.com/eService 登記電郵提示，或
- 致電 2880 6988 登記來電提示。

How can I remember to report meter reading?

Our Self-reading Reminder Service will remind you to report your meter reading on the specified date of each month. This service is free of charge and the registration methods as below:

- Download the "Towngas" smartphone app to switch on the Self-reading Reminder, or
- Register online at www.towngas.com/eService to receive e-mail reminder, or
- Register the phone reminder service via 2880 6988.



立即報錶



Report Now

電子支票 繳交煤氣費 e-Cheque For Gas Bill Payment

我們現提供電子支票繳費服務，客戶可將「電子支票」（支票抬頭寫上「香港中華煤氣有限公司」）連同電子支票相關資料及煤氣客戶號碼傳送至指定電郵地址 e-Cheque@towngas.com。

We accept payment by e-Cheque now. The e-Cheque should be payable to "The Hong Kong and China Gas Company Limited" and send to our designated email address: e-Cheque@towngas.com. Remember to include the e-Cheque information and Towngas account number in the email.

詳情請瀏覽
Please scan for more details



中文



ENG



「攝出綠色生活 GREENFIE」大賽 Capturing Green Living GREENFIE Contest

煤氣公司將自拍潮流與大自然融合，舉辦「攝出綠色生活 GREENFIE」大賽，鼓勵市民以大自然為自拍題材，藉以喚醒大眾保護環境。是次活動除了邀請香港地球之友作為活動的綠色伙伴外，也邀請了前電視新聞記者及主播方健儀擔任煤氣 Greenfie 大使，一同化身綠色潮人，在大自然拍出最型、最潮、最具創意的 Greenfie。此外，我們邀請了本地插畫家小克繪畫以煤氣小伙子 & 天兒 x 聾貓為主角的網上漫畫。

是次活動得到市民熱烈支持，我們收集到很多出色的作品，由評判選出各個獎項得主，冠軍可贏得冰島攝影之旅來回機票及住宿旅遊套票。

Towngas launched the creative selfie photo contest - Capturing Green Living GREENFIE contest by inviting the public to take selfie in natural environment in order to raise awareness on environmental protection. Towngas also invited Friends of the Earth (HK) as the green partner of the GREENFIE Contest, while former TV news reporter and anchor Akina Fong acted as Towngas Greenfie Ambassador, leading the public to take the most trendy and creative Greenfie. Besides, we also invited a local illustrator Siu Hak to create online comics featuring Towngas Boy & Tinny x Panda-a-Parda.

The Contest got enthusiastic support from the public with lots of outstanding and creative works. After rounds of judging, the winners are selected and the prize for the champion was Iceland Travelling Tour Package including flights and accommodation.



煤氣街燈帶您進入時光隧道 漫步浪漫國度

Gas Lamps Take You into a Time Tunnel



煤氣公司與信和置業攜手合作，於灣仔利東街（又名囍帖街），締造了一條遠離城市繁囂、活化香港古蹟的步行街。整條街道安裝了15盞全港最高的煤氣街燈，除了擺放具有文化氣息的銅像，更配合歐陸花園的設計，令人猶如置身浪漫國度中。

煤氣公司153年來與香港一起成長，我們會繼續發揮香港人的拼搏精神，提供更多創新服務，研發更多優質產品，為大家生活打打氣。步行街現已對外開放，隨時歡迎到來參觀，細味昔日情懷，留下美好的生活片段。

Towngas joined hands with Sino Land to create a pedestrian street in Lee Tung Street (Wedding Card Street) in Wanchai that enables us to stay away from hustle and bustle of the city and help revitalising the monuments of Hong Kong. The pedestrian street has installed 15 gas lamps which are the highest in Hong Kong. Statues creating artistic atmosphere with European garden design make the pedestrian street a romantic place within the city.

For the past 153 years, Towngas has been growing with Hong Kong. We will continue to uphold the spirit of Hong Kong to work hard for the best, offering more innovative services and developing more high-quality products to enhance the quality of life. The pedestrian street is now open to the public.

業務伙伴專訪及影片製作 Business partners interviews and video production



● 叙福樓集團執行董事黃傑龍對煤氣高效靜音炒爐的效果十分滿意。
Simon Wong, Executive Director of Lucky House Group was satisfied with our High Efficient Low Noise Wok Range.

煤氣公司竭誠為工商業客戶提供安全可靠的優質服務。近年，我們積極開拓更多互動平台，與業界保持緊密聯繫，了解市場動態。工商市務及營業部業務發展及推廣組於 2016 年將拍攝一系列工商業專訪影片，走訪不同客戶，讓他們分享營運企業的寶貴經驗及煤氣產品應用方案，大談成功之道、經營理念及營商心得，並展示業界採用的煤氣工商業爐具、燃氣設備及相關應用系統。

自去年 12 月起，我們有幸邀請到叙福樓集團執行董事黃傑龍、金仔米線執行董事邱金榮、飲食新世代集團市場推廣經理王秀婷作為嘉賓，分享他們的營商管理之道，亦就最近新引入的煤氣爐具提供寶貴意見。

Towngas is committed to providing safe and reliable service to its commercial and industrial (C & I) customers. Recently, we have actively developed more interactive platforms to maintain close ties with the industry and have gained a better understanding of the market. In 2016, Business Promotion Team of Commercial and Industrial Marketing and Sales Department will produce a series of videos featuring C & I customers on their experiences in business operation and gas applications, as well as their ways to success, business philosophy and best practices for business growth. Moreover, we will display the gas appliances, equipment and related applications used by the industries.

Since December 2015, we have invited Executive Director of Lucky House Group, Simon Wong, Executive Director of Golden Traditional Noodle, Kelvin Yau, as well as Chief Marketing Officer of Foodies Management Limited, Peony Wong, as the guests of our videos. They shared with us their ways of business operation and management, and provided valuable advice on our new gas appliances.

綠廚 · 環保之旅 Green Kitchen Visit



● 翠華集團管理層李遠康（左五）及何庭枝（右六）、煤氣公司市務及營業總經理黃維安（左六）及工商市務及營業經理鄭曉光（右五）與集團代表合照留念。
Lee Yuen-hong (fifth from left) and Ho Ting-chi (sixth from right), management of Tsui Wah Group, Towngas General Manager - Marketing and Sales Duncan Wong (sixth from left) and C&I Marketing and Sales Manager Don Cheng (fifth from right) together with representatives from the Group.

位於北角煤氣展覽館的「綠廚會客室」，展示多款高效節能的煤氣工商業爐具及設備，為業界建立一個互動交流平台，同時讓我們了解並針對業界所需，提供技術支援及合適的環保營運方案，協助工商業伙伴應對瞬息萬變的營商環境。

2015 年，公司於「綠廚會客室」為不同集團及商會舉辦超過 50 次參觀活動，接待近 400 名訪客。我們詳盡講解產品功能及進行示範，讓業內人士深入了解明火烹飪的好處，有助節省能源、減低經營成本、保障員工職業安全、提高營運效益及生產力，並可提升競爭優勢。

Located at the Towngas Exhibition Hall in North Point, Towngas Green Kitchen displays a variety of industrial and commercial gas appliances and equipment. It serves as an interactive communication platform for the industry, and at the same time, enables us to understand the needs of the industry so that we can offer technical support and appropriate green operation solutions to help our business partners cope with the ever-changing business environment.

In 2015, the Company organised more than 50 Towngas Green Kitchen visits for various groups and trade associations and received nearly 400 guests. We explained to our visitors the features of the products and gave demonstrations so that they could have a deeper understanding of the benefits of flame cooking - to save energy, reduce operational cost, safeguard employees' occupational safety and health, raise operational efficiency and productivity, and also enhance competitive advantage.

香港餐飲聯業協會週年晚會

Hong Kong Federation of Restaurants & Related Trades Annual Dinner



- 煤氣公司常務董事陳永堅（右六）、香港公用業務商務總監黃霖生（右一）、市務及營業總經理黃維安（左三）及工商市務及營業經理鄭曉光（左一）與眾參展商、商會代表及嘉賓合照留念。

Towngas Managing Director Alfred Chan (sixth from right), Head of Commercial - Hong Kong Utilities Peter Wong (first from right), General Manager - Marketing and Sales Duncan Wong (third from left) and C&I Marketing and Sales Manager Don Cheng (first from left) together with the exhibitors, representatives from catering industry associations and guests at the annual dinner.

煤氣公司於 2015 年 12 月 3 日贊助香港餐飲聯業協會 16 週年晚會，當晚各界友好匯聚，就業界的事務互相交流。

主辦機構更首度於週年晚會增設「香港餐飲聯業展」，邀請一眾飲食界及聯業代表透過不同攤位專區，展示及介紹業內最新產品及市場資訊，讓業內人士體驗各類型餐飲服務及產品，互相切磋交流，迎接更多新機遇。

On 3 December 2015, Towngas sponsored the Hong Kong Federation of Restaurants & Related Trades 16th Annual Dinner which was a gathering for trade business partners from different sectors to share their views related to the catering industry. For the first time, the organiser staged the Hong Kong Restaurants & Related Trades Exhibition and invited representatives from the catering industry and related trades to exhibit and introduce the latest catering products and service, as well as update market information. It gives visitors a great opportunity to exchange their views with exhibitors, so as to explore more potential business.

本地 Farmfest 地 2016 漁農美食迎春嘉年華



由煤氣公司與漁農自然護理署及其他機構合辦的「本地漁農美食迎春嘉年華 2016」於 1 月 7 至 10 日在旺角花墟公園舉行，活動旨在推廣本地有機及漁農食品。

煤氣公司首次於攤位以明火示範烹飪，並介紹各款煮食用具的特點，同場更舉行「煤氣校園明火烹飪比賽」，由煤氣烹飪中心導師梁嘉莉擔任評判，進一步推廣健康食材與烹調文化。

Farmfest 2016, co-organised by Towngas, the Agriculture, Fisheries and Conservation Department and other organisations, was held in Fa Hui Park, Mong Kok from 7 to 10 January.

Towngas demonstrated flame cooking at its booth for the first time, and introduced the features of a variety of cooking appliances. We also held the Towngas Flame Cooking Competition for Students with Towngas Cooking Centre instructor Kaley Leung as the judge to further promote healthy ingredients and cooking culture.

● 政務司司長林鄭月娥（左四）、食物及衛生局局長高永文（左二）、立法會飲食界議員張宇人（右三）、立法會漁農界議員何俊賢（右二）及煤氣公司高級零售市務及營業經理王佩兒（右一）與嘉賓合照留念。

Chief Secretary for Administration Carrie Lam (fourth from left), Secretary for Food and Health Ko Wing-man (second from left), Legislative Councillor Tommy Cheung (third from right), Legislative Councillor Steven Ho (second from right) and Towngas Senior Retail Marketing & Sales Manager Catherine Wong (first from right) at the Farmfest 2016.

榮獲工展會「攤位設計比賽」季軍

Winning 2nd runner-up of **Booth Design Competition** at The Hong Kong Brands and Products Expo

第 50 屆工展會於 1 月 4 日圓滿結束。今年，煤氣公司攤位展銷再創佳績！公司破天荒於工展會首日以超抵價 999 元推出 SIMPA SRJH62 日本座枱煮食爐回饋客戶，爐具迅即售罄。煤氣公司攤位更榮獲工展會「攤位設計比賽」季軍。今年煤氣公司的攤位以「城堡」為設計意念，寓意凝聚一家人的愛，這股愛的力量，堅固如城堡一樣，為家人抵擋風雨，既安全又溫暖幸福。

The 50th Hong Kong Brands and Products Expo was brought to a successful close on 4 January. Our sales at Towngas booth recorded excellent sales again this year. It was the first time the Company sold SIMPA SRJH62 (made in Japan) Table Top Cooker at the lowest price \$999 on the first day at the Expo. Customers responded enthusiastically to this special offer and the appliances were quickly sold out. Towngas' booth won 2nd runner-up at the Booth Design Competition. The design concept of our booth was "Castle" – implying that our love for the family was as strong as a castle that could resist wind and rain, and provided safety and warmth for us.



打氣熊新年祝賀短片 Teddies CNY Video

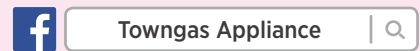


復活節烹飪示範短片 Easter Cooking Video



配合大眾喜歡使用社交媒體的趨勢，煤氣公司在不同節日分別推出了不同的網絡短片，包括打氣熊新年祝賀短片、梁祖堯節日美食烹飪示範短片，並邀請粉絲參與網上遊戲，反應熱烈。

In order to catch up the growing trend of social media, Towngas has made various online videos and posted them in Facebook during different festivals including Towngas Teddies' CNY Greetings Video and Joey Leung's Festive Cooking Videos. Customers are also invited to participate in Facebook games which receive positive feedback.



Where food lovers meet
flame cooking!

童樂派對

Fun Kid's Party



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觀看短片 Watch Video

支持「公益愛牙日」 Support Love Teeth Day

「公益愛牙日」已於 2015 年 12 月 2 日舉行。是次活動共有 737 位同事參加，籌得 61,048 元，連同公司的等額捐款，合共向公益金捐款 122,096 元。

Love Teeth Day was held on 2 December 2015. A total of 737 employees took part in this activity and donated \$61,048. Together with the matching contribution from the Company, the total donation to the Community Chest amounted to \$122,096.



連續八年榮獲

「最高服務時數獎」冠軍 (私人團體 – 最積極動員客戶參與獎)

Eight consecutive years of winning Champion of the **Highest Service Hour Award** (Private Organisations – Best Customers Participation)



● 行政長官夫人梁唐青儀 (中) 頒發冠軍獎項予煤氣溫馨義工隊代表。
Mrs Regina Leung (centre), spouse of the Chief Executive of the Hong Kong SAR presented the award to representatives of the Towngas Volunteer Service Team.

2015 年 12 月 5 日，煤氣溫馨義工隊於社會福利署舉辦的「2015 香港義工嘉許典禮」上再度榮獲最高服務時數獎 (私人團體 – 最積極動員客戶參與獎) 冠軍，以及最高服務時數獎 (私人團體 – 組別一) 優異獎。煤氣公司一直克盡企業社會責任，是次獲獎再次肯定義工隊在社會服務方面的努力，為社區作出貢獻。

At the 2015 Hong Kong Volunteer Award Presentation Ceremony held by the Social Welfare Department on 5 December 2015, Towngas Volunteer Service Team won the Champion of the Highest Service Hour Award (Private Organisations – Best Customers Participation), marking the company earned eighth consecutive year. The team also won the Merit Award of the Highest Service Hour Award (Private Organisations – Category 1). Towngas dedicated to fulfilling its corporate social responsibility and these awards once again recognise the volunteer team's efforts and contributions to the community.

香港綠色建築議會認證計劃頒獎典禮暨「和綠共進」發布儀式

HKGBC Recognition Scheme Award Presentation cum Green Tenancy Driver Training Toolkit Launching Ceremony

由香港綠色建築議會主辦的「香港綠色建築議會認證計劃頒獎典禮暨『和綠共進』發布儀式」於2月17日圓滿舉行。

議會於頒獎典禮上向煤氣公司及其他獲得「綠材環評」標籤的公司頒發感謝狀，以表揚各機構對綠色建築的貢獻，而煤氣公司以遠大直燃型吸收式冷熱水機組獲評為「綠材環評」標籤認證中冷水機組「銀評級」。認證標籤可為業界及市民提供一個實用與認受性兼備的準則，易於挑選更安全、高效率及具持續性的建築產品。

煤氣公司直燃型吸收式冷熱水機組，使用環保潔淨的煤氣或再生能源作為燃料，為商業大廈或中央空調系統提供冷水、採暖熱水與衛生熱水，並利用餘熱大幅提高製冷與製熱效率。本港主題樂園及不少工程項目皆已採用此機組以助提高效率，節省成本，既可減廢，亦能創造綠色商機。

The Hong Kong Green Building Council (HKGBC) held the Recognition Scheme Award Presentation cum Green Tenancy Driver Training Toolkit Launching Ceremony on 17 February.

Appreciation certificates were presented to Towngas and other companies awarded with the HKGBC Green Product Accreditation and Standards (HK G-PASS) for their contribution towards green building. Furthermore, we were awarded Silver rating in Chiller category with Broad Direct-Fired Absorption Chiller/Heater. HK G-PASS provides a practical and recognised standard for industry practitioners as well as end users to compare the greenness of different construction materials and helps them to select safer, more efficient and sustainable building products.

Utilising clean town gas or renewable energy as a fuel, our Direct-Fired Absorption Chiller/Heater can provide chilling, heating and hot water for commercial buildings or central air conditioning system, as well as raise cooling and heating efficiency substantially with the use of waste heat. The Absorption Chiller/Heaters have been used in the theme park and many projects in Hong Kong to enhance efficiency, save cost, reduce waste and create green business opportunities.



● 環境局副局長陸恭蕙（前排左四）、香港綠色建築議會主席張孝威（前排左三）與煤氣公司工商市務及營業經理鄭曉光（後排右四）、主辦機構代表及其他得獎企業代表合照留念。

Under Secretary for the Environment Christine Loh (fourth from left, front row), Chairman of the HKGBC Cheung Hau-wai (third from left, front row), together with Towngas C & I Marketing and Sales Manager Don Cheng (fourth from right, back row) as well as representatives from the organiser and other winning companies at the Ceremony.



● 「鉑金級」認證
BEAM Plus Platinum Rating

北角總部大樓獲頒「鉑金級」認證 North Point Headquarters attained BEAM Plus Platinum Rating

煤氣公司北角總部大樓於去年12月獲香港綠色建築議會頒發「鉑金級」認證，是香港首座非住宅大廈獲得此殊榮。為了達到最新訂立的綠色建築認證一線建環評（既有建築）1.2版的要求，公司在大樓進行了各項機電系統升級工程，以提高能源效率、減少用水和提高室內環境質素。同時，公司亦訂立不同的環保工作計劃及持續改善目標，以達到可持續發展的要求，例如安裝電錶以監察不同系統用電情況，利用所得資料加以分析，從而制定改善計劃。除了能源使用外，公司亦就室內環境、用水及採購等範疇制定持續改善計劃，令北角總部大樓可持續改善，為僱員提供舒適、健康及安全的工作環境。

In December 2015, Towngas North Point headquarters attained BEAM Plus Platinum Rating. It was the first non-residential building in Hong Kong that was awarded this rating.

In order to meet the new requirements of Green Building Assessment - BEAM Plus (Existing Building) v1.2, we have carried out electromechanical systems upgrade projects at our headquarters to enhance energy efficiency, reduce water usage and improve indoor environment quality. Furthermore, we worked out different environmental plans as well as targets for continuous improvement to satisfy the requirement of sustainable development. For instance, we installed the meter to monitor power usage of different systems, and formulated the improvement plan according to analysis of the data collected. In addition to energy usage, the Company also mapped out sustainable improvement plan in indoor environment, water usage and purchasing. All these measures enabled North Point headquarters to make improvement continuously, providing a comfortable, healthy and safe working environment for our employees.

第一屆 「企業可持續發展大獎」 The 1st Sustainable Business Award

世界綠色組織於去年12月18日舉行第一屆「企業可持續發展大獎」頒獎典禮。公司通過四大項目的專業評審，包括工作環境質素、環境保護措施、營運實踐及社會投資，獲頒「企業可持續發展大獎」，肯定了公司於推動環保及可持續發展方面表現卓越。

The First Sustainable Business Award Presentation Ceremony was held by the World Green Organisation on 18 December 2015. We satisfied the judges in four areas, including quality of working environment, environmental protection, operating practices and community investment. Towngas was honoured with this award that recognises our remarkable performance in promoting environmental protection and sustainable development.

● 發展局局長陳茂波頒發獎項予煤氣公司企業安全及風險管理總監鄺超靈（左）。
Secretary for Development Paul Chan presented the award to Towngas Head of Corporate Health, Safety and Environment Victor Kwong (left).



奪得「職業健康大獎 2015 工作壓力管理大獎」銅獎 Winning Work Stress Management Best Practices Award - Bronze Award

由職業安全健康局、勞工處、肺塵埃沉着病補償基金委員會及職業性失聰補償管理局合辦的「職業健康大獎 2015 分享會暨頒獎典禮」於去年 12 月 15 日舉行。公司以「工作壓力全踢走繽紛生活同享受」為題，競逐「工作壓力管理大獎」並奪得銅獎。煤氣公司助理安全及風險管理經理馮兆恒於頒獎典禮上分享工作壓力管理的經驗。

Occupational Health Award 2015 Forum and Award Presentation Ceremony was held on 15 December 2015. This Award was jointly organised by Occupational Safety and Health Council, Labour Department, Pneumoconiosis Compensation Fund Board and Occupational Deafness Compensation Board. With “Get rid of Work Stress to Enjoy a Colourful Life” as the theme, we compete for Work Stress Management Best Practices Award and won Bronze Award. Towngas Assistant Health, Safety and Environment Manager Patrick Fung shared his experience of work stress management at the award presentation ceremony.



● 煤氣公司助理安全及風險管理經理馮兆恒（右）從香港建造業總工會理事長周聯僑手上接過獎項。
Towngas Assistant Health, Safety and Environment Manager Patrick Fung (right) received the award from Chairman of Hong Kong Construction Industry Employees General Union Chow Luen-kiu.



生態捍衛戰 2015 Eco-Rangers 2015

● Towngas 2015GT 隊以出色的表現贏得三人組別冠軍。
Towngas 2015GT team is the champion in trio category.



煤氣公司贊助及支持由長春社於去年 12 月 13 日在香港仔郊野公園舉行的首屆「Eco-Rangers 生態捍衛戰 2015」慈善野外定向比賽。是次活動以「打怪獸」的方式來喚起市民關注生態保育，並為長春社的環境項目籌募經費。

公司派出七位同事組隊參賽，其中 Towngas 2015GT 隊三位隊員不負眾望，不但在比賽限時內完成各項綠色任務，更以最佳成績贏得三人組別冠軍，而另外四位參賽同事亦順利完成比賽。

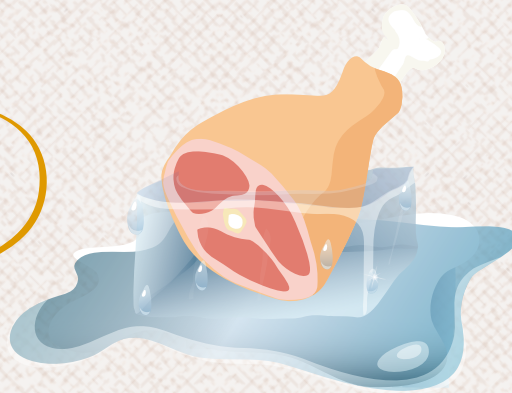
Towngas sponsored and supported the Conservancy Association's new orienteering competition for charity, Eco-Rangers, which was held in Aberdeen Country Park on 13 December 2015. Through an interesting way - to conquer the "Environmental Monsters", the activity enhanced public awareness on ecological conservation, and raised fund for the Association's environmental projects.

A total of 7 Towngas employees participated in the competition, and 3 of them from Towngas 2015GT team won champion in trio category, and the other 4 employees also completed their tasks successfully.

Green Cooking Tips

環保煮食貼士

-25%
碳排放
carbon emission



**煮食前先把冷藏食物
完全解凍**

**Defrost your food
before cooking it**

可節省能源開支及減少碳排放高達 25%，也可減少煮食時間達 20%。
Your energy cost and carbon emission may be reduced by up to 25%, and cooking times shortened by up to 20%.

溫馨提示 Extra Tip:

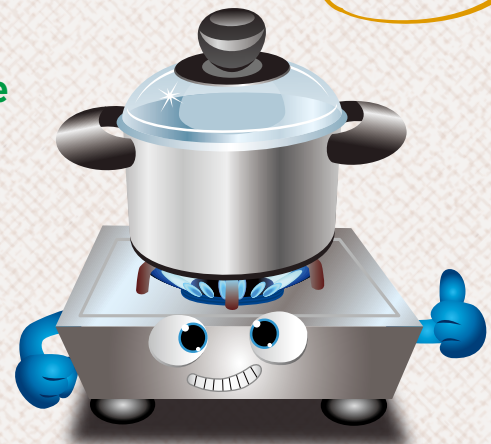
你可於煮食前一天先要把要解凍的食物由冰箱的冷凍室（溫度低於 0°C）移到冷藏室（溫度低於 5°C）
Place the frozen food needed to defrost from freezer unit to refrigerator unit the day before you cook it

**選擇大小適中的煮食器具，
並確保煮食器具的底部能夠完全
把爐火覆蓋**

**Use cookware that is the
appropriate size for your stove
top, so that the flame is
completely covered**

可節省能源開支及減少碳排放高達 30%。
Your energy cost and carbon emission may be reduced by up to 30%.

-30%
碳排放
carbon emission



+7%
碳排放
carbon emission

若爐頭沾有大量污垢
If a burner is extremely dirty

定期清潔爐頭

Keep your cooking burner clean

沾有大量污垢的爐頭可能會增加能源開支及碳排放達 7%，也會加長煮食時間高達 30%。
An extremely dirty burner may lead to additional energy cost and carbon emission of up to 7%, and cooking times that are potentially 30% longer.

溫馨提示 Extra Tip:

火焰顏色變黃顯示
爐頭有污垢

A yellow flame is usually
a sign of a dirty burner



明火麒麟雞飯 Flame Cooking Chicken and Mushroom Hot Pot Rice

材料

光雞	1/2 隻
冬菇	6 隻
臘腸 (切片)	2 條
蔥 (切粒)	1 棵
米	320 克
水	420 毫升

Ingredients

Chicken	1/2 piece
Chinese dried mushroom	6 pieces
Chinese preserved sausage (sliced)	1 pair
Spring onion (diced)	1 stalk
Rice	320 g
Water	420 ml

調味

鹽	1/2 茶匙
生粉	1 湯匙
薑汁酒	1/2 湯匙
糖	1/2 茶匙
生抽	1/2 湯匙
油	1 湯匙

Seasonings

Salt	1/2 tsp
Cornstarch	1 Tbsp
Ginger wine	1/2 Tbsp
Sugar	1/2 tsp
Light soya sauce	1/2 Tbsp
Oil	1 Tbsp

豉油汁

糖	1 茶匙
老抽	1 湯匙
生抽	1 湯匙
水	1 湯匙

Soya sauce

Sugar	1 tsp
Dark soya sauce	1 Tbsp
Light soya sauce	1 Tbsp
Water	1 Tbsp



Jamie Oliver 煮飯鍋 \$318 Jamie Oliver Rice Cooker \$318

由即日起至 4 月 30 日可享 85 折優惠，於各煤氣客戶中心、煤氣烹飪中心、名氣廊及 www.towngasshop.com 有售。

15% discount from now until 30 April 2016. Available at all Towngas Customer Centres, Towngas Cooking Centre, Towngas Avenue and www.towngasshop.com.

做法

- 1 洗淨光雞，弄乾水份及斬件；調味，醃 15 分鐘。
- 2 洗淨米，瀝乾水份後注入 420 毫升水，以大火燒滾後改用中火煮飯。
- 3 待飯快將收乾水時，相間排上雞件，冬菇及臘腸，加蓋續煮至飯熟，飯熟後，焗 10 分鐘，拌入已煮好的豉油汁。

Method

- 1 Wash chicken, pat dry and cut into pieces. Marinate with seasonings for 15 minutes.
- 2 Rinse rice, drain excess water. Add 420ml water, bring to the boil on a high heat. Then lower the heat continue cooking on a medium heat.
- 3 When the water is nearly all absorbed, arrange chicken, mushrooms and Chinese preserved sausages on top of the rice. Continue to cook until rice is cooked. Leave rice covered for another 10 minutes. Serve with cooked soya sauce.

食譜由煤氣烹飪中心提供。

Recipe provided by Towngas Cooking Centre.

客戶的讚賞 推動我們精益求精

Customers' Compliment is the driving force of Service Excellence

煤氣公司一直堅守承諾，提供親切、專業和高效率的服務，因此贏得客戶讚賞。我們在 2015 年共收到 6,360 封客戶讚賞信，比 2014 年多出 466 封，成績令人鼓舞！

公司一向注重「三禮」精神，就是要有「禮貌、禮儀和禮讓」。在我們接獲的讚賞信中，客戶經常稱讚煤氣僱員「親切」、「有禮」、「耐心」和「熱誠」，同事的優秀表現充分體現了公司的「三禮」文化。此外，「做事細心」、「態度認真」，也是令客戶稱心滿意的原因。客戶的讚賞推動我們不斷努力，精益求精。在未來的日子，我們會繼續為客戶提供貼心而周到的服務。

Towngas remains committed to providing friendly, professional and efficient service. Our high-quality service has won repeated acclaims and we receive appreciation letters from our customers every day. In 2015, we received a total of 6,360 compliment letters, 466 more than in 2014.

The Company places a strong emphasis on courtesy, which includes three elements - politeness, etiquette and caring. In the compliment letters from our customers, Towngas employees are always praised for being "friendly", "polite", "patient" and "sincere". The excellent performance of our employees reflects positively on the Company's courtesy culture. In addition to politeness, our employees' attentiveness and diligence have also enhanced customers' satisfaction. Customers' compliments are the driving force of service excellence. In the years to come, we will make persistent efforts to keep offering customers with caring and competent services.



聯絡
Contact

如閣下所居住的公共屋邨或私人屋苑有意安排客戶服務關注小組到訪，請與企業事務部聯絡：

地址：香港北角渣華道 363 號 15 樓香港中華煤氣有限公司企業事務部

電話：2963 3483

傳真：2516 7368

電郵：ccd@towngas.com

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

Address: Corporate Affairs Department, The Hong Kong and China Gas Company Limited, 15/f, 363 Java Road North Point, Hong Kong

Telephone: 2963 3483

Fax: 2616 7368

Email: ccd@towngas.com

客戶服務關注小組 Customer Focus Team

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

小組的成員主要來自公司的客戶服務部、客戶會計組及零售市場部等。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。

Since its inception in 1993, the Customer focus Team has proven to be an effective communication channel between Towngas and our customers, helping to ensure that our services fully meet customer expectations.

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

