

FOCUS

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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「撐飲食· 振經濟」計劃



煤氣公司「撐飲食·振經濟」計劃

TOWNGAS "SUPPORTING F&B AND
THE ECONOMY" CAMPAIGN





煤氣公司常務董事陳永堅 (右六)、執行董事暨公用業務營運總裁黃維義 (右七)、首席財務總裁暨公司秘書何漢明 (右一) 與出席啟動禮的飲食業聯會代表及嘉賓大合照。
Alfred Chan (6th from right), Towngas Managing Director, Peter Wong (7th from right), Executive Director and Chief Operating Officer – Utilities Business, John Ho (1st from right), Chief Financial Officer & Company Secretary, pictured with representatives of major catering associations and guests at the ceremony.

「撐飲食· 煤氣公司 振經濟」計劃

助香港跨越疫境

TOWNGAS "SUPPORTING F&B AND THE ECONOMY" CAMPAIGN

TO HELP HONG KONG OVERCOME PANDEMIC HURDLES

因應香港政府開始放寬因新型冠狀病毒蔓延而限制市民聚集的規定，煤氣公司於5月5日立即宣布推出新一輪跨越困境行動，名為「撐飲食·振經濟」計劃，合共三項舉措，從多方面為市民、餐飲業和社會經濟復興帶來正面影響。計劃啟動禮於5月18日舉行，行政會議成員兼立法會議員張宇人與餐飲業界代表均有出席，以示支持。

In response to the Hong Kong Government's easing of the city's anti-novel coronavirus social distancing measures, Towngas was quick to announce the launch of its latest round of measures to help affected parties overcome imminent hurdles. Titled "Supporting F&B and the Economy", the campaign encompasses three measures to bring about all-round positive impact on the public, the catering industry and economic revival. The launch ceremony took place on 18 May and was attended by Tommy Cheung, Member of the Executive Council and Legislative Council, as well as representatives from the catering industry.

特別為中小型食肆推出的廚房設備租購計劃，降低創業入場門檻和紓緩資金周轉困難，以便有意投身餐飲業的人士和團體開業。經批核後，合資格申請者可獲得高達港幣50萬元18個月免息分期優惠，用以購置爐具、抽氣設備、鋼具、雪櫃等廚房設備及設施，預計涉及金額達數千萬港元。

煤氣公司同時推出嶄新的會員積分計劃及網上換購平台—「好氣Fun」，煤氣公司客戶登記，即可獲贈港幣50元餐飲現金券一張，於近千家食肆盡享美食，希望藉此刺激外出用膳消費，帶動經濟復甦。

Especially tailored for small and medium-sized eateries, the kitchen equipment rental and purchase scheme facilitates individuals and organisations looking to join the catering industry by lowering the start-up investment cost and addressing potential cash flow difficulties. Qualifying applicants can enjoy the offer of an 18-month interest-free purchase amount of up to HK\$500,000 to be used towards purchasing kitchen equipment and facilities such as stoves, ventilation systems, steelware, and refrigerators, with an estimated tens of thousands of Hong Kong Dollars involved.

At the same time, Towngas also launched its brand-new loyalty programme and online shopping platform entitled "Towngas Fun". Towngas customers will instantly receive a food and beverage e-coupon valued at HK\$50 upon registration to be used at any of the 1,000 participating eateries, with the aim of stimulating dining out and fuelling economic recovery.





◀ 煤氣公司首席財務總裁暨公司秘書何漢明(右四)代表公司頒贈紀念座予各支持機構。

John Ho (4th from right), Towngas Chief Financial Officer & Company Secretary, presented souvenirs to supporting organisations.



第三項舉措是為參與計劃的食肆而設。食肆負責人在眾安銀行開設戶口，即受眾安銀行餐飲業抗疫保障金的保障，倘其食肆不幸因疫情影響暫時休業，可獲最高港幣50,000元的疫情保障，讓商戶安心抗疫。

煤氣公司常務董事陳永堅在啟動禮上表示：「煤氣公司歷來重視企業社會責任，責無旁貸積極協助餐飲業合作夥伴度過難關。我們希望透過『撐飲食·振經濟』計劃，給消費和投資注入動力，重振香港的經濟活力。」

行政會議成員兼立法會議員張宇人致辭時高度讚揚煤氣公司：「煤氣公司一直與餐飲業並肩同行，在困難時期伸出援手。今次計劃是一項適時支援，對業界來說是一支強心針。」

The third measure provides a safety net for participating eateries: Eatery owners who open an account at ZA Bank will be covered by the ZA F&B Relief Fund, and will enjoy protection of up to HK\$50,000 in the unfortunate event that the eatery is subject to temporary closure as a result of the novel coronavirus.

Alfred Chan, Towngas Managing Director, remarked, "Towngas has always placed heavy emphasis on shouldering our corporate social responsibility. As such, we have taken proactive action to help our catering industry partners weather these difficult times. Through the 'Supporting F&B and the Economy' campaign, we hope to inject momentum into spending and investment in order to revive Hong Kong's economy."

Tommy Cheung, Member of the Executive Council and Legislative Council, commended Towngas: "Towngas has always been a steadfast partner of the catering industry, ready to lend a helping hand at times of difficulty. The campaign is a timely shot in the arm for our industry members."



煤氣公司常務董事陳永堅說，希望『撐飲食·振經濟』計劃能從多方面為市民、餐飲業和社會經濟復興帶來正面影響，重振香港的經濟活力。

Alfred Chan, Towngas Managing Director, hopes that the "Supporting F&B and the Economy" campaign can bring about positive influence on the public, catering industry and socioeconomic recovery, with the aim of reviving the Hong Kong economy.



行政會議成員兼立法會議員張宇人高度讚揚煤氣公司，一直與餐飲業並肩同行。

Tommy Cheung, member of the Executive Council and Legislative Council, commended Towngas for being a steadfast partner of the catering industry.



「好氣 Fun」 正式登場

OFFICIAL LAUNCH OF

TOWNGAS FUN



好氣 Fun
TOWNGAS

會員網上換購平台



煤氣公司最新推出的會員計劃及網上換購平台「好氣Fun」，結合了會員計劃及網上換購服務，全方位照顧會員的衣、食、住、行所需。會員可透過繳付煤氣費用及於煤氣公司各零售點的消費賺取積分，以換購超值商品和優惠。「好氣Fun」亦貫徹「家」的概念，特設家庭賬戶功能，讓家人可以互相轉贈積分，更快累積足夠積分換領超筍優惠。

現只需開立「好氣Fun」家庭賬戶即可免費換領\$50餐飲現金券。在眾安銀行新開戶，更可獲贈額外六張\$50餐飲現金券。

Towngas has newly launched a membership programme cum online redemption platform, Towngas Fun, to cater for members' daily needs. Through paying their gas bill and spending at Towngas' retail stores, members can earn points to redeem value-for-money products and offers. Towngas Fun also cares for the whole family by offering a points sharing function among members of the same household, making it easier to accumulate enough points to enjoy superb deals.

Create a Towngas Fun household account now to receive HK\$50 dining coupon, and receive six more if you open a new account with ZA Bank!



煤氣公司「好氣Fun」已於Google Play及App Store上線，市民可隨時下載應用程式。詳情請瀏覽網站(www.towngasfun.com)。

The Towngas Fun app is now available for download on Google Play and App Store. Please visit www.towngasfun.com for details.





抗疫日常

絕不鬆懈

DAILY ANTI-VIRUS EFFORTS



新型冠狀病毒令煤氣公司同事的工作及日常生活受到影響，但各同事仍然抱著專業態度，緊守崗位，於疫情下繼續為香港市民提供親切、高效率、高質素的服務。

近期為支持餐飲業界渡過困景，煤氣公司特為全港食肆噴塗納米光觸媒長效消毒劑（下稱光觸媒），以加強餐廳的防疫效能。同時，公司於本年4月向各同事及承辦商員工送上光觸媒一支，可噴塗於家中傢具及門柄等經常觸及的位置，以達至長效消毒的效果，希望能於此關鍵時刻與同事共同抗疫。

The novel coronavirus has affected the work and daily lives of Towngas staff. Despite the hurdles, our colleagues have remained committed to the Company's ethos and continued to offer professional, hospitable, efficient quality service to Hong Kong's public in the face of the pandemic.

As part of our support to the ailing catering industry, Towngas has recently offered to apply nano photocatalytic long-acting disinfectant spray of all Hong Kong eateries to help protect them from the virus. In April, the Company also offered a bottle of anti-disinfectant spray each to members of our internal and vendor staff. The spray can be applied to frequently contacted areas such as furniture and door handles for long-lasting disinfection. At these critical times, we hope to fight the virus together with our teammates.

抗疫日記：採購 DAILY ANTI-VIRUS EFFORTS: PROCUREMENT

成立「防護物資採購應變小組」 Establishing the Protective Equipment Procurement Response Team



- 於2020年初，有鑑於新型冠狀病毒疫情發展愈趨嚴重，並有擴散跡象，公司隨即成立「防護物資採購應變小組」，全面統籌及規劃防護物資的採購及分發安排。

In early 2020, with the increasing severity of the novel coronavirus pandemic which showed signs of spreading, Towngas swiftly set up the Protective Equipment Procurement Response Team to coordinate and plan the relevant procurement and distribution.

分秒必爭 全球搜購防疫物資 Racing against time in global search for supplies

- 疫情初期，在保障員工及承辦商的大前提下，小組率先聯絡本地及海外合作伙伴，在短時間內搜購必要的防疫物資，亦以最短時間從日本採購大批外科口罩，供公司同事使用。



With the protection of our staff and vendors as our priority, at the early stages of the pandemic, the Team initiated contact with local and overseas partners to source for necessary protective supplies within a short time period. Large numbers of surgical masks were also purchased from Japan at the earliest opportunity for staff use.

- 「防護物資採購應變小組」無間斷從全球不同地方，如日本、土耳其、印度及美國等，搜羅各種防護物資，當中包括外科口罩、酒精搓手液、消毒紙巾、全身防護衣、防護眼罩、防護面罩、醫用手套及鞋套等。同時，小組緊密檢視存倉量，以確保有穩定供應。過去半年，有賴小組的努力，從未出現缺貨情況。



The Team continued to procure everything from surgical masks, hand sanitiser, disinfectant wipes, protective coveralls, protective goggles, face shields, medical gloves to shoe covers from all around the world, including Japan, Turkey, India and the United States. Meanwhile, the Team also closely monitored existing stock to ensure stable supply. Thanks to the Team's dedicated efforts, there has been no supply shortage in the past six months.

上下一心 全方位抗疫 United in our all-round anti-virus efforts

- 疫情初期，全球對於酒精搓手液需求急速增長，小組利用「自家制」方式製作小型酒精搓手液瓶，給予客戶中心的前線同事使用。為加強前線同事的防護，他們均獲配備外科口罩、防護眼罩、頭套及鞋套，並按實際需要分發N95或N99醫用防護口罩。

In the early stages of the pandemic, as global demand for hand sanitiser soared, the Team produced small bottles of homemade hand sanitiser for the use of our frontline Customer Centre staff. Frontline staff was issued surgical masks, protective goggles, as well as head and shoe covers to enhance their safety. N95 and N99 masks were also distributed when necessary.



- 我們對於各種防護物資的質量要求，毫不鬆懈。煤氣公司已向員工及承辦商派發超過70萬隻外科口罩，前線同事更獲分發每天兩隻外科口罩。為求外科口罩供應穩定，公司已向本地個別供應商簽訂短期合作協議，以確保公司員工得到充分保護。

Committed to quality even when it comes to protective equipment, Towngas has distributed over 700,000 surgical masks to our staff and vendors, while frontline staff received two masks per day. To ensure stable supply and fully protect our staff, the Company has signed short-term agreements with local surgical mask providers.





▲ 煤氣公司常務董事陳永堅（左）與總經理－企業可持續發展鄺超靈對今次獲獎深感鼓舞。
Alfred Chan (left), Towngas Managing Director, and Victor Kwong, Towngas General Manager – Corporate Sustainability, were delighted in seeing Towngas awarded.

「香港環境卓越大獎」煤氣公司再度奪金

TOWNGAS RECEIVES GOLD AWARD IN HONG KONG AWARDS FOR ENVIRONMENTAL EXCELLENCE

環境運動委員會與環境保護署聯同九個業界機構舉辦2019年「香港環境卓越大獎」，煤氣公司獲頒公共及社區服務界別的金獎，這是煤氣公司迄今第四次獲獎，亦是繼2011年之後再度奪金，足證公司努力實現可持續發展的目標，所取得的成績廣受認同。

今年有來自15個界別、2,500多個機構競逐獎項，競爭激烈。多個政府部門、商會及專業團體的代表組成了評審團，不但聽取參賽者的匯報，而且深入各機構實地考察，整個過程非常嚴謹。

The Environmental Campaign Committee and Environmental Protection Department joined hands with nine organisations in presenting the Hong Kong Awards for Environmental Excellence 2019. Towngas received the Gold Award in the Public and Community Services sector. Marking the fourth time that the Company is recognised at the Awards and the second time it has received the Gold Award since 2011, the honor underscores the wide recognition of the Company's efforts towards achieving its sustainable development goals.

Over 2,500 organisations from 15 sectors took part in the fierce competition for the awards this year, for which representatives from government departments, chambers of commerce and professional associations formed a judging panel. In addition to the participants' presentations, the panel also conducted in-depth on-site surveys at the respective organisations to understand the operations and effectiveness of their environmental protection projects as a stringent selection process.



▲ 煤氣公司在新界東南堆填區的沼氣應用項目，是全亞洲同類型規模最大的項目。
The South East New Territories Landfill Gas Utilisation Project is one of the largest scale of its kind in Asia.



▲ 煤氣公司常務董事陳永堅發表獲獎感言。
Alfred Chan, Towngas Managing Director, delivered a speech after receiving the award.

煤氣公司常務董事陳永堅對今次獲獎深感鼓舞：「煤氣公司以可持續發展為目標，引入先進技術利用廢棄物，既能『轉廢為寶』，又可節能減排，從而達致『商社共生』之目的。」公司未來會持續投入資源，研發出更多創新的環保技術，為客戶供應安全可靠能源的同時，也為保護環境及可持續發展而履行我們的企業社會責任。

Alfred Chan, Towngas Managing Director, expressed his delight in seeing Towngas awarded. "With sustainability as its goal, Towngas has introduced state-of-the-art technology to utilise waste and transform it into treasure, which serves to conserve energy and reduce emissions as part of our effort to foster a symbiotic relationship between our business growth and social good." Towngas will continue to invest resources in the research and development of more innovative green technology. In addition to providing safe and reliable energy to users, the Company aims to shoulder its corporate social responsibility in protecting environment and building a sustainable future.



▲ 與醫院管理局合作於雅麗氏何妙齡那打素醫院安裝熱電聯供系統。系統由經處理的堆填區沼氣推動，同時供應電力、蒸氣及熱水予各項醫院設施。

Collaborating with the Hospital Authority to install the Combined Heat and Power System at the Alice Ho Miu Ling Nethersole Hospital. Treated landfill gas is used to generate electricity and supply steam and hot water at the same time for various hospital facilities.



▲ 煤氣公司把煤氣管道工程所產生的廢舊聚乙烯管及配件升級再造，成為太陽能水耕種植系統，並把系統捐贈予學校。

Towngas donated the solar powered hydroponics systems upcycled from scrap PE pipes and fittings produced during gas pipeline works to schools.

連續十一年膺《星島日報》 「優秀售後服務」大獎

SING TAO DAILY HONOURS TOWNGAS WITH 11TH CONSECUTIVE AFTER-SALES SERVICES AWARD

煤氣公司不單為港人提供穩定的煤氣供應，更竭力為客戶提供優質和體貼周到的服務，出色非凡的成就獲得市民的肯定，亦連續11年獲得《星島日報》「優秀售後服務」大獎，足證煤氣公司管理層及員工的合作無間和努力，得獎乃實至名歸。

一直秉持「以客為尊」、「追求創新」的宗旨，煤氣公司善用科技，用以提升服務品質。2018年起推出嶄新的網上查詢服務，利用人工智能「虛擬助理Tinny」，即時為客戶解答一般查詢，截至今年1月，Tinny已經為接近六萬名訪客解答各項的查詢。近年更引入AR（虛擬實景）技術，打造360度網上互動購物體驗，用戶可瀏覽煤氣爐具網站，隨時參觀煤氣客戶中心，在足不出戶的情況下享受購物的樂趣。



In addition to providing Hongkongers with a stable gas supply, Towngas also strives to offer quality and thoughtful services. Its extraordinary achievements have enjoyed support from the public and earned it the Sing Tao Service Awards – After-sales Services Award, which underscores the joint efforts of the Company's management and staff.

Through placing the customer first and pursuing innovation, Towngas has effectively applied technology towards enhancing the quality of our services. In 2018, Towngas launched an online enquiry service

through our virtual assistant, Tinny, who is capable of providing real-time customer assistance on general enquiries through artificial intelligence. As at January 2020, Tinny has served nearly 60,000 customers. In recent years, Towngas has also introduced augmented reality (AR) technology to offer a 360-degree interactive online shopping experience. Users can browse the Towngas appliances website and visit Towngas Customer Centre at any time and enjoy the fun of shopping from the comfort of their homes.



▲ 煤氣公司推出虛擬助理 Tinny，利用人工智能為家居客戶解決疑難。
Towngas launched an online enquiry service through our virtual assistant, Tinny, who is capable of providing real-time customer assistance on general enquiries through artificial intelligence.

《東周刊》「香港服務大獎」 EAST WEEK HONG KONG SERVICE AWARDS



煤氣公司最近榮獲《東周刊》頒發之「香港服務大獎 — 公共能源」，足以證明我們的優質服務獲廣泛認同。

「香港服務大獎2020」的主題為「堅守信念 服務為先」，旨在嘉許在受社會運動及新冠肺炎疫情影響下，仍然用心為顧客提供優質服務及產品的企業及品牌，表揚他們的卓越成就。獎項由公眾投票，以及專業評審的評分決定，極具公信力。

煤氣公司與時並進，積極應用新科技，不斷提升服務和安全水平，2018年推出智能報錶系統，客戶只需在煤氣錶上安裝智能讀錶器，並在煤氣錶附近開啓個人智能裝置上的智能報錶流動應用程式，便可透過藍牙與智能讀錶器連接獲取煤氣錶度數，通過互聯網把數據傳送到煤氣公司，簡化報錶程序。

Towngas was recently awarded the Hong Kong Service Awards – Public Utilities by *East Week* for its widely recognised quality service.

Themed "unwavering faith, prioritised service", the Awards aim to recognise enterprises and brands that excelled in offering dedicated, quality service and products to customers even in the face of the social movement and the novel coronavirus epidemic. The Awards are determined through a combination of public votes and professional judging, which highlights their credibility.

Through evolving with the times and applying new technology, Towngas has continuously enhanced its service and safety. In 2018, the smart metering system was launched to enable customers to report their meter reading through simply installing a smart metering app on their mobile device. When the device is near a gas meter that has a smart metering component installed, it forms a Bluetooth connection with the smart metering component to acquire the meter reading data and send it to Towngas via the internet, thereby simplifying the meter reading process.



▲ 煤氣公司於2018年推出的全新智能煤氣錶，使報錶更方便，賬單更準確。

In 2018, the smart metering system was launched to enable customers to report their meter reading through simply installing a smart metering app on their mobile device.

名氣通 X 恒基地產打造 5G 科技智慧商場 TGT X HENDERSON CREATE 5G SMART SHOPPING MALL

名氣通與恒基兆業地產合作推出智慧商場及住宅，於將軍澳的MCP新都城中心二期及三期，以及馬鞍山的MOSTown新港城中心，率先啟動5G流動通訊應用服務，增設「5G共享系統」，為客戶打造全方位無間斷使用網絡及通訊設備的智慧商場及住宅。

「5G共享系統」是一個電訊商中立的系統，由名氣通統一提供和管理，各家流動電訊商只需與名氣通合作，就能以共用基礎設施提供服務，這可減少流動電訊商重複建設系統的龐大支出，又能讓其客戶享用5G的服務。

Towngas Telecom (TGT) joined Henderson Land Development Company Limited in launching a smart shopping mall and residential project. The 5G Sharing

System was launched in MCP Metro City Plaza Phase 2 and 3 in Tseung Kwan O as well as MOSTown in Ma On Shan, it provides customers with a smart shopping mall and residence equipped with all-round uninterrupted network and communication facilities.

The 5G Sharing System is a carrier-neutral system centrally provided and managed by TGT. By working with TGT, different mobile network service providers can share in the use of the infrastructure, thereby circumventing the immense costs resulting from redundant infrastructure construction while still being able to offer access to 5G services for their customers.



煤氣公司再獲國際安全工作場所認證 TOWNGAS RECEIVES INTERNATIONAL SAFE WORKPLACE ACCREDITATION ONCE MORE

由職安局舉辦的「國際安全工作場所確認計劃」，旨在推動機構積極實踐安全健康計劃，強化工作安全文化，確保員工能在一個安全及健康的環境下工作。

煤氣公司參加上述計劃的持續認證程序，為公司的安全工作場所政策、安全計劃推廣與實施等七大範疇進行審核。經評審後，公司在致力提供安全及健康工作環境的職安健管理上符合國際認證要求，並再獲頒發「國際安全工作場所」認證。

Hosted by Occupational Safety and Health Council, the International Safe Workplace Programme (ISWP) aims to encourage organisations to implement safety and health programmes and strengthen their occupational safety and health (OSH) culture to ensure that their staff can work in a safe and healthy environment.

Towngas took part in the continuous accreditation as a part of its audit on the Company's seven core OSH aspects, including safe workplace policy as well as safety programme promotion and implementation. Once again Towngas has been awarded the International Safe Workplace accreditation.



煤氣公司年報與環境、社會及管治報告

TOWNGAS ANNUAL REPORT AND ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

煤氣公司的2019年年報和環境、社會及管治報告（簡稱ESG報告，前稱可持續發展報告）已於4月出版。公司透過出版年報和ESG報告與各持分者保持溝通，讓公司的服務得以與時並進。

年報就過去一年的經營狀況、財務表現等方面作出回顧，並展望業務的未來發展。ESG報告則披露集團履行環境、社會責任的舉措和成效，向公眾展示公司對促進可持續發展的決心。

展望將來，集團將繼續聚焦於創新，以推動業務發展和環境、社會及管治表現，制定未來目標和行動，以監察公司的表現及實現長遠的可持續發展，信守對持分者的承諾。

The Hong Kong and China Gas Company Limited published its 2019 Annual Report and Environmental, Social and Governance Report (ESG Report, formerly titled Sustainability Report) in April. Through the publication of its Annual Report and ESG Report, Towngas aims to maintain continued communication with its stakeholders as a part of its efforts to continuously improve its services.

The Annual Report provides a review of Towngas' operational and financial performance in the past year as well as an outlook of its future business developments. The ESG Report discloses the effectiveness of the Group's environmental and social responsibility measures while reiterating the Company's commitment to the promotion of sustainable development.

Going forward, the Group will continue to focus on innovation as a way to grow its business and enhance its ESG performance. The Company will formulate its future goals and actions in order to monitor its performance and realise long-term sustainable development while upholding its promise to stakeholders.





煤氣烹飪中心連續第三年榮獲 「星級廚藝烹飪學校大獎」

TOWNGAS COOKING CENTRE RECEIVES STAR COOKING SCHOOL AWARD FOR THIRD CONSECUTIVE YEAR

煤氣烹飪中心連續第三年獲得由《明報周刊》頒發【星級廚藝烹飪學校大獎】，足證煤氣烹飪中心在香港專業廚藝課程的領導地位。

煤氣烹飪中心成立40多年來，一直秉承將明火煮食的理念薪火相傳，定期推出多元化烹飪課程，廣受客戶歡迎。近年更與法國廚師會合作推出法國Disciples Escoffier 專業烹飪文憑課程，成功將烹飪學習體驗提升至更專業的水平。

Towngas Cooking Centre was awarded the Elite Awards 2019-Star Cooking School Award by *Ming Pao Weekly* for the third consecutive year, underscoring the Centre's status as a leader in Hong Kong's professional culinary training arena.

Since its establishment over 40 years ago, Towngas Cooking Centre has remained committed to its mission of upholding the tradition of flame cooking. It regularly hosts a diverse array of cooking classes that are popular with customers. Towngas Cooking Centre has been collaborating with Disciples Escoffier to launch a professional cooking diploma programme. This programme successfully elevates culinary learning experience to an even more professional level.



▲ 煤氣公司總經理 - 零售市務及營業王佩兒代表公司領取獎項。

Catherine Wong, Towngas General Manager - Retail Marketing & Sales received the Award.

TGC及SIMPA登陸網上裝修平台

TGC AND SIMPA JOIN ONLINE RENOVATION PLATFORM

由2020年3月底起，TGC及SIMPA煤氣爐具與本地人氣網上裝修平台「裝修佬」首度合作，並正式進駐旗下網店「裝修MALL」，期望接觸更多目標客戶，拓展更多銷售渠道。首個重點推廣的產品為TGC煤氣乾衣機，並推出網上專欄及相關宣傳短片，獲得客戶留言讚賞。

Starting from the end of March, gas appliance brands TGC and SIMPA collaborated for the first time with local online renovation platform HKDecoMan by joining its online store, with the hope of broadening access to the brands' target audience and increasing the number of their sales channels. The first promotional product was TGC Gas Dryer, with the accompanying online articles and videos receiving positive comments from customers.



TGC 20週年呈獻 最強爐具榜

TGC 20TH ANNIVERSARY BEST OF THE BEST GAS APPLIANCE AWARDS

為慶祝成立20週年，煤氣公司旗下之優質爐具品牌TGC隆重推出週年獻禮活動——「最強爐具榜」，榜單分四大類：入廚篇、沖涼篇、乾衣篇和萌爆篇，並由專業團隊嚴選八大人氣熱賣爐具，包括煮食爐、熱水爐、抽油煙機及乾衣機，應有盡有，助你更輕易選購優質爐具產品，享受舒適愜意的家居生活。

為配合是次推廣，公司一連八個星期推出Facebook有獎遊戲，並送出爐具榜內其中五件人氣爐具，活動反應熱烈，參與人次接近1000名，深受客戶支持。

In celebration of its 20th anniversary, quality gas appliance brand TGC launched the Best of the Best Gas Appliance Awards, encompassing four key categories: Kitchen, Bathroom, Clothes Drying and Sweet Home. A professional team of judges selected eight of TGC's most popular appliances, including stoves, water heaters, range hoods and dryers. The wide range of quality appliances offers our customers plenty of choices to perfect their comfortable home.

In support of this promotion, a prized quiz was launched on Facebook for eight consecutive weeks, five out of eight items on the Award List were awarded to the winners. Nearly 1,000 people took part in the game, reflecting customers' support for the brand.



三大日本製煮食皇牌 夏日家添新煮意

FINESSE YOUR COOKING WITH JAPANESE INTELLIGENCE

煤氣公司推出「夏の煮食祭」第二浪——「真夏の火祭り」限時優惠，精選TGC三大日本製造的皇牌煮食平面爐——極炎火、內炎火及超勁火。三種火型各具特色，完美配合不同的煮食習慣，加上全新引入的日本製陶瓷燒烤網，助你在炎炎夏日激發煮食新靈感。即日起至2020年9月15日或之前購買TGC極炎火、內炎火及超勁火嵌入式平面爐即時減\$300，同時加配任何一款TGC抽油煙機更勁減\$800。在推廣期間購買任何煮食爐，另加\$100即可換購九十金網陶瓷燒烤網乙個（原價\$248）。數量有限，換完即止。

Towngas presents the "Summer Cooking Festival Phase 2 – Summer Flame Festival" featuring three top Japan-made built-in hobs – Mega Flame, Turbo Flame and Inner Flame. Between now and 15 September 2020, you can save up to \$300 on your purchase of TGC Mega Flame, Turbo Flame or Inner Flame; a further \$800 off on TGC range hoods with a purchase of any TGC hobs as well. During the promotion period, with purchase of any gas cooking appliances, customers can redeem a newly-launched Japan-made ceramic grill at \$100 (original price \$248), while stocks last.





初夏の米祭り 兩大煮飯好幫手 EARLY SUMMER RICE FESTIVAL FEATURING TWO RICE-COOKING UTENSILS

為慶祝TGC 20週年，煤氣公司推出「夏の煮食祭」第一浪－「初夏の米り」限時優惠，精選兩大煮飯好幫手，讓您輕鬆炮製飯味香濃的軟綿米飯。

TGC煮飯寶系列獨有內置自動煮飯爐頭，飯熟時爐火會自動熄滅，最快18分鐘便能煮出粒粒飯香分明、香甜軟滑的米飯，更可煮出米飯以外的多國菜式。另一全新登場的明火煮飯神器－林內明火煮飯鍋RTR300D更只需以中火煮約8分鐘，再焗15分鐘即可煮出軟綿煙韌的米飯，遠勝一般連焗需時差不多45分鐘的電飯煲。

為配合推廣，煤氣公司更首度與90後YouTuber家姐Agnes合作，聯同大廚級人馬黃亞保師傅，一同示範上述兩大煮飯好幫手，推廣明火煮飯，歡迎瀏覽收看。

In celebration of TGC's 20th anniversary, Towngas launched the first phase of the Summer Cooking Festival – Early Summer Rice Festival, with limited-time offers.

The TGC Superbowl series is equipped with an exclusive built-in automatic rice-cooking hob, which switches off when the rice is thoroughly cooked.

Aside from delicately cooked rice in as fast as 18 minutes, it can also be used to prepare various types of cuisine. Another brand-new cookware is the Rinnai open-flame rice-cooking pot RTR300D, which prepares soft and chewy rice with just eight minutes of cooking over medium flame and 15 minutes of flameless steaming thereafter, much less than the 45-minute average for electronic rice cookers.

As part of the promotion, Towngas also joined hands with post-90s generation YouTuber Agnes and Celebrity Chef Paul Wong to demonstrate how best to make use of these handy utensils for flame cooking.



「TGC 煮飯寶 X 游媽－火上加『游』」 TGC SUPERBOWL X YAU MA MA

為配合「初夏の米祭り」的推廣，煤氣公司再度與親子烹飪比賽冠軍游媽媽攜手合作，推出全新一輯煮食示範短片－「TGC煮飯寶 X 游媽－火上加『游』」，發揮創意利用TGC煮飯寶煮出多國菜式和甜品。

TGC煮飯寶系列座枱煮食爐設計貼心，滿足多種煮食需要，配合其智能爐頭更可同時提供煎炸、沸水及蒸煮的功能，只要加添創意，即可煮出中、西、亞洲風味等多國菜式。

As a part of the Early Summer Rice Festival promotion, Towngas collaborated once again with parent-child TV cooking competition winner Yau Ma Ma to launch the latest series of demonstration videos.

With boundless creativity, the TGC Superbowl appliances were used to make a wide array of cuisine as well as desserts.

The TGC Superbowl series is carefully designed to accommodate multi-faceted cooking needs. When paired with its multiple cooking functions, the series features readily frying, boiling and steaming functions for you to expand your repertoire to include Chinese, Western and Asian dishes.



全新網上煮食平台「明火煮飯好生活」 "ENJOY GREAT LIFE WITH FLAME-COOKED RICE" MINI-SITE

煤氣公司優質爐具品牌TGC成立20週年，特別推出全新煮飯網站 - 「明火煮飯好生活」，傳承明火煮食的奧妙與優點。網站揭開了明火靚飯背後的秘密，教授明火煮飯的入門技巧，更會為大家一一解答對明火煮食和開放式廚房的誤解。此外，為方便繁忙的都市人，網站內特設「一煲搞掂懶人食譜」，介紹簡單方便的菜式，明火煮食從此變得輕鬆快捷。

In celebration of its 20th anniversary, Towngas' quality appliance brand TGC has launched its brand-new culinary-themed mini-site titled Enjoy Great Life with Flame-Cooked Rice. In a bid to share the key to and strength of flame cooking, the site features secrets behind cooking delicious rice as well as tips for beginners, while addressing misconceptions about flame cooking and open kitchens. In addition, to cater for busy city-dwellers, the site offers recipes to one-pot wonders for lazy cooks, introducing simple and easy meals to make flame cooking relax and fun.



煤氣烹飪中心多元創新教學模式 TOWNGAS COOKING CENTRE: DIVERSE AND INNOVATIVE TEACHING METHODS

為照顧於疫情期間未能親身到煤氣烹飪中心上課的學員，烹飪中心開創多元及創新的教學模式，除了提供傳統的實體班教學外，還實行了網上直播教學，學員可在授課期間即時向導師提出問題，與導師互動交流，更可在兩星期內不限次數回看教學視頻，協助提升烹飪技巧。此外，烹飪中心還會安排課堂所需的食材，以專遞送到學員的住所，無需四出搜羅，輕鬆方便。

To cater for those who are unable to attend classes in person, in addition to the usual face-to-face classes, Towngas Cooking Centre also held live-broadcast classes online so that participants can ask questions and interact with the instructors. The class recordings are also available for unlimited playback during the two weeks after class, which helps participants enhance their skills. The cooking centre also delivered the necessary ingredients to participants' homes to spare them from shopping around for groceries.





多元創新教學模式

- 01 實體班
- 02 網上直播教學+食譜
- 03 網上直播教學+食譜+實習菜式材料專遞到府上

INNOVATION



MIA CUCINA 全新門板更換服務 MIA CUCINA NEW PANEL REPLACEMENT SERVICE

Mia Cucina擁有多年廚櫃項目經驗，提供一站式廚房設計服務，更推出廚櫃全新門板更換服務，只需簡單工序，便可以將廚櫃「大變身」，即時為廚房增添新鮮感。

客戶只需保留原有基本櫃身，Mia Cucina團隊便會因應要求而更換全新門板，令廚櫃煥然一新。於進行工程前，Mia Cucina團隊會上門度尺及視察原有廚櫃損耗情況，再根據客戶要求而更換合適的全新門板。

Mia Cucina provides one-stop kitchen design services with years of experience in relevant

projects. The Brand also launched panel replacement service to offer a refreshing new look for the kitchen through several procedures. Customers can have new panels installed after the Mia Cucina team inspects the condition of the existing cabinets.



廚櫃門板更換服務
家添設計新鮮感



Mia Cucina
AFFILIATE BY TOWNGAS

MIA CUCINA 採取多重衛生措施齊心抗疫 MIA CUCINA APPLIED ANTI-VIRAL HYGIENE MEASURES

疫情下，Mia Cucina 專業團隊加強一系列衛生防疫措施，以保障客戶健康。

In the face of the pandemic, the Mia Cucina team has stepped up anti-virus measures to safeguard the customers' health.

- 1 使用納米光觸媒長效消毒劑加強廚櫃陳列室的清潔及消毒工作。
Strengthening the cleaning and disinfection of the kitchen cabinet showrooms through applying nano-photocatalytic long-acting disinfectant.
- 2 送貨員工入屋前，先仔細消毒包裝紙箱，避免將細菌帶入室內。
Thoroughly disinfecting delivery boxes before entering the customers' homes to eliminate pathogens.
- 3 完工後會整理清潔廚櫃，期間更會特別使用消毒噴霧，將所有廚櫃及檯面殺菌消毒。
Applying disinfectant spray to all cabinet and worktop surfaces as part of post-installation cleaning.
- 4 提供意大利進口的FENIX 納米技術啞光材質物料，表面塗層有效預防細菌滋生。
Providing Italian FENIX nano-technology matte material that effectively prevents the growth of microbes.

Mia Cucina
AFFILIATE BY TOWNGAS

齊心抗疫
謹守專業廚櫃服務
採取多重衛生措施



現凡選購Mia Cucina廚櫃產品，即可以優惠價\$2,660(建議零售價\$2,800)換購英國BioSure專利水生活氧水消毒噴霧乙枝；消毒噴霧用途相當廣泛，包括廚櫃、衣物、食材、玩具或一般傢具等。

Customers purchasing Mia Cucina kitchen cabinets can opt for a bottle of the United Kingdom-patented BioSure ozone spray at the discounted price of \$2,660 (suggested retail price \$2,800), which can be applied to cabinets, clothing, food, toys and furniture.



名氣廊 FLAME 節日套餐 FLAME AT TOWNGAS AVENUE FESTIVE MENU

名氣廊Flame在剛過去的父親節推出晚市套餐75折優惠，其中「Fun享晚餐」菜式非常豐富：頭盤、明火燒烤拼盤、意粉及燴飯多款選擇自由配搭，適合四人分享。烤肉拼盤包括肉眼扒、羊扒、德國芝士鮮肉腸等，套餐更奉送西班牙紅酒特飲、甜品拼盆及精選葡萄酒乙支，一家人開開心心以美酒佳餚歡度父親節。另每位爸爸亦獲贈以回收咖啡渣製成的「環保咖啡杯」，別具意義。

在疫情影響下，於較早前的復活節及母親節期間，名氣廊Flame除了推出堂食優惠，顧客外賣都可享非常吸引的買一送一餐飲優惠，衷心希望每位客人在家也可以與家人一起分享特別日子的喜悅。

Flame at Towngas Avenue launched a 25% discount offer on their Father's Day Sharing Dinner Menu, which includes appetiser, open-flame barbecue platter, pasta, risotto and more for four to share. The platter includes rib-eye steak, lamb chop, kasekainer sausage and more, while the set comes with a complimentary sangaria, dessert platter and a bottle of wine. This is a great choice for families looking to celebrate Father's Day with great food and drink, with the addition of an environmentally friendly coffee mug made from recycled coffee grounds offered as a gift for every father.

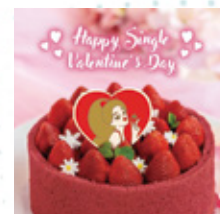
In the face of the epidemic, Flame at Towngas Avenue launched dine-in offers during Easter and Mother's Day. Customers opting for take-out were also able to take advantage of the attractive buy-one-get-one-free offer, as it was our hope that every customer can celebrate these special occasions at home with their families.



煤氣烹飪中心節日特色烹飪班 TOWNGAS COOKING CENTRE FESTIVE COOKING CLASSES

煤氣烹飪中心定期舉辦不同的特色課程，以滿足客戶對烹飪的熱情。今年父親節舉辦「父親節足球巧克力蛋糕班」，讓子女為敬愛的父親獻上獨一無二的禮物。早前推出的母親節「保鮮花球製作+藍莓雪芳蛋糕烹飪班」，以及與Plastic Thing聯乘，推出情人節/白色情人節烹飪班，教授製作「士多啤梨忌廉啫喱海綿蛋糕」及「伯爵茶日式布丁燒」，同樣反應熱烈，深受歡迎。

Towngas Cooking Centre regularly hosts themed cooking classes for those with a passion for the culinary arts. In celebration of this year's Father's Day, a Soccer Chocolate Cake workshop was held for children to prepare their very own present for their beloved dads. Previously, a class was also organised to create preserved flowers and blueberry chiffon cakes in celebration of Mother's Day. In collaboration with Plastic Thing, a Valentine's Day and White Valentine's Day cooking class was also arranged to create strawberry cream jelly sponge cake and earl grey Japanese pudding cake. The classes were hugely popular and saw enthusiastic attendance.





家餸愛 · 添溫馨計劃

“FOOD PACKS FOR FAMILIES IN NEED”

餸包傳暖意 網上見關懷

SHARING LOVE EVEN WHEN APART

新型冠狀肺炎病毒影響下，本港經濟大受打擊，整體失業率上升，基層家庭的生活更百上加斤，捉襟見肘。

煤氣公司聯同基督教家庭服務中心，於5月19日推出全新的「家餸愛 添溫馨」計劃，每星期為居住於九龍東和九龍西的1000戶基層家庭和環境狹窄的劏房戶送贈兩次新鮮餸菜包，為期30個星期，支援家庭日常生活所需，直接減輕他們的經濟壓力。

Hong Kong's economy has suffered as a result of the novel coronavirus, with a rise in the overall unemployment rate. The situation is particularly dire for underprivileged families.

On 19 May, Towngas joined hands with Christian Family Service Centre to launch the Food Packs for Families in Need programme. This initiative provides fresh meal packs for a thousand underprivileged families and sub-divided flat tenants in East and West Kowloon twice a week for a duration of 30 weeks to provide direct relief on their economic pressure.



親子篇

小朋友吃得開心，家長看見放心。

Family Time

It gives parents great relief to see their children enjoying meals.



資訊篇

資訊篇

網上提供不同信息，
為緊張疫情降溫。

Sharing Tips

Information shared online
helps alleviate stress
caused by the pandemic.



我們除了為受惠者提供新鮮餸菜外，也希望他們感受到關懷和溫暖。因此，這計劃設立了專用Facebook群組，以受惠家庭為主要群組成員。雖然在疫情下未可聚集和見面，但可以透過Facebook群組加強溝通，互相勉勵，並且建立一個互助網絡。社工會分享正向心理，以及促進家庭關係等信息，從中可接觸有需要的家庭，了解他們近況和最迫切的生活所需，盡快提供協助。

煤氣公司溫馨義工隊也會在Facebook提供有關抗疫、家居安全、環保等的資訊；名副其實成為VOL—網上義工(Volunteer Online)，希望在這抗疫階段也能為受助者提供義工服務，保持身心愉快。

In addition to providing fresh food for the beneficiaries, the initiative also aims to care for them. Thus, a dedicated Facebook group was established for the programme, which incorporates members of the beneficiary families. The group helps to enhance communication and encourage its members, thereby forming a mutually helpful network during the pandemic. Social workers are also able to share messages promoting positive thinking and family relationship improvement and develop a better understanding of their current situation and most pressing needs in order to offer timely help via this channel.

Through this Facebook group, the Towngas Volunteer Service Team (TVST) has provided information on anti-pandemic measures, home safety, and environmental protection. By extending their services online, the TVST serves to safeguard the physical and emotional health of the beneficiaries.

美味篇

美味篇

每月上載餸菜相片，
爭奪網上廚神美譽。

Cooking Fun

Participants upload photos
of lovely meals every
month. Who's the best cook
of them all?



香港共享價值 2020 案例比賽 HKSGV 2020 CASE COMPETITION



▲ 大會評判：和富社會企業會長李宗德博士（左一）、煤氣公司總經理－企業可持續發展鄭超靈（右二）及煤氣公司助理總經理－企業事務陳嘉寶（右一）與來自香港大學的冠軍隊伍合照。
Judges Dr Joseph Lee (1st from left), President of Wofoo Social Enterprises, Victor Kwong (2nd from right), Towngas General Manager – Corporate Sustainability, and Judy Chan (1st from right), Towngas Assistant General Manager – Corporate Affairs, in a photo with champion team from University of Hong Kong.

自2017年以來，香港共享價值每年舉辦案例比賽，通過指導大專學生就不同企業的案例提出實質的業務改進建議和計劃，從而向他們介紹創造共享價值的概念。煤氣公司首次贊助於今年一月至五月舉行之香港共享價值2020案例比賽，與新世界旗下初創企業「G For Good」及南豐紗廠成為是次比賽的案例。

雖然新型冠狀病毒疫情嚴重，但學生反應依然非常熱烈，一共招募了475名大專學生參與，比過往每年200人的參與數字為高。今年的活動大多透過網上會議進行，以電子材料作輔助，確保參加者保持社交距離及保障公共衛生安全。比賽於5月23日在荃灣南豐紗廠舉行總決賽，參加了煤氣公司案例的決賽團隊，須策劃為期一年的教育計劃以提高公眾對清潔能源的理解。

Since 2017, Hong Kong Shared Good Values (HKSGV) hosted a case competition to introduce creating shared value (CSV) concepts to tertiary students through creating business improvement proposals in response to real-life work situations (cases) at different corporations. Towngas sponsored the programme for the first time and between January and May 2020, HKSGV collaborated with three case partners: Towngas, G For Good under New World Development, The Mills under Nan Fung Group, to organise the annual HKSGV 2020 Case Competition.

Despite the coronavirus outbreak, the programme recruited a record-breaking number of 475 participants. Most events this year were redesigned into e-materials and online meetings so that participating parties could take part while maintaining social distance. The competition drew to an end at its Grand Finals on 23 May at The Mills in Tsuen Wan, where the finalist teams of Towngas' case have to design a proposal to raise public understanding of clean energy through a one-year education programme.

2020 Case Competition Grand Finals
23 May 2020
9AM-1PM
Pitching & Award Ceremony at The Annex!

2020/21 年度「商界展關懷」標誌 2020/21 CARING COMPANY LOGO

煤氣公司及旗下名氣通同獲香港社會服務聯會頒發2020/21年度「商界展關懷」標誌，彰顯集團於過去一年對社會的關懷及企業公民責任的傑出表現。

煤氣公司早於2002年至今每年均獲頒「商界展關懷」標誌，而名氣通自2011年起則連續九年獲頒「商界展關懷」標誌。煤氣公司更由2016年起便獲「無障礙友善企業」嘉許，表揚公司積極支持並建立無障礙的環境及文化。公司於北角大樓16樓的客戶服務熱線中心內，備有適合需要輪椅使用者的辦公設備，包括可按鈕調校高度的辦公桌，以及可自行調節位置的電腦屏幕，讓有需要的同事在一個無障礙的環境工作。

Towngas has been awarded the Caring Company logo since 2020/21 and its subsidiary Towngas Telecom (TGT) has also been awarded the Caring Company logo for nine consecutive years by The Hong Kong Council of Social Service, underscoring the Group's excellence in caring for society and shouldering its corporate social responsibility in the past year.

In addition to being a recipient of the Caring Company logo every year since 2002, Towngas has also been recognised as a Barrier-Free Company since 2016 for its efforts in supporting and establishing a barrier-free environment and corporate culture. At the Customer Service Hotline Centre on the 16th floor of Towngas' headquarters in North Point, office facilities catering for wheelchair users are available to offer a barrier-free working environment for staff in need, such as desks that can be height-adjusted through the press of a button and fully adjustable computer monitors.



煤氣公司支持「後 50 實習生計劃」 TOWNGAS SUPPORTS POST-50 INTERNSHIP PROGRAMME



僱員再培訓局在2019年推出首個「後50實習生計劃」，協助已退休的「後50」透過參與短期實習，裝備工作技能和調整心態，再次在職場上發揮所長。煤氣公司全力支持這計劃並於2019及2020年合共提供6個實習機會。

首屆參與的實習生表示透過此計劃成功將興趣發展成事業，學習到更多工作技巧外，亦能訓練更好的時間管理。今年煤氣公司提供銷售支援助理，助理技術主任，市場支援助理，宣傳推廣助理等職位，希望實習生能以煤氣公司為平台，一展所長。

The Post-50 Internship Programme was launched by the Employee Retraining Board (ERB) in 2019 to help "post-50" retirees equip themselves with new skills and perspectives through short-term internships. In support of the scheme, Towngas provided a total of 6 internship opportunities in 2019 and 2020.

The first batch of Towngas post-50 interns expressed their happiness in turning their interest into career, and their time management could be enhanced in addition to the work skills. This year, Towngas offers positions like Indirect Sales Support, Assistant Technical Officer, Marketing Support and Membership Promoter, hoping to provide a platform for post-50 to unleash their potentials.





煤氣萬糰同心為公益 關懷社區 惠澤社群 20載

TOWNGAS RICE DUMPLINGS FOR

THE COMMUNITY CELEBRATES

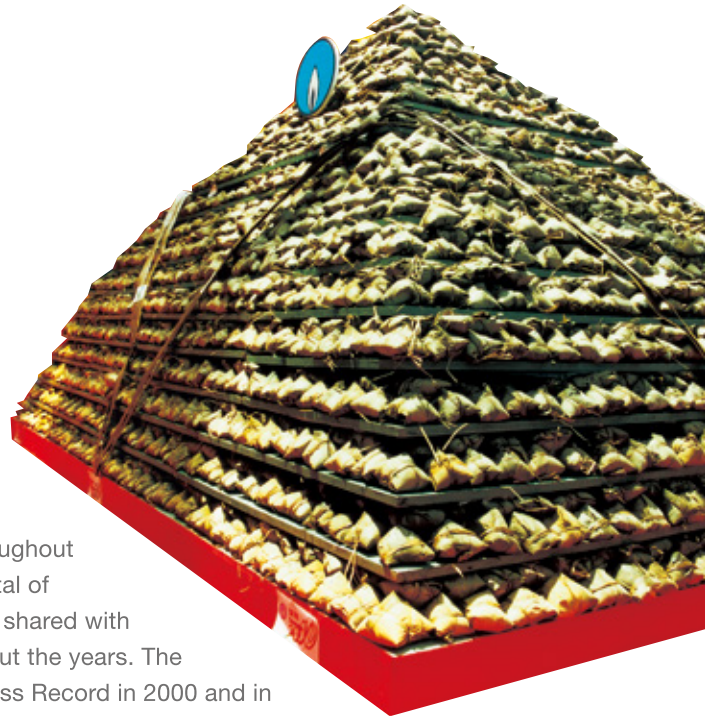
20TH ANNIVERSARY

煤氣公司自2000年開始舉辦「煤氣萬糰同心為公益」活動，今年已是連續第二十年，在地區派發超過15萬隻愛心糰，多年來累計送贈逾400萬隻，傳送愛與關懷予社區上有需要人士及弱勢社群。萬糰同心為公益於2000年創造健力士包糰世界紀錄，以及於2007年創千人裹糰世界紀錄。

今年，煤氣公司再接再厲，邀請全港區議員及慈善機構，在地區免費派發愛心糰予有需要家庭，分享節日喜悅。不少慈善機構及社區組織，動員各區義工親手包裹愛心糰，送給獨居長者及低收入家庭，讓有需要人士能度過一個開心端午節。

This year marks the 20th anniversary of the Towngas Rice Dumplings for the Community since year 2000. Over 150,000 rice dumplings are distributed to various neighbourhoods throughout the city, with a cumulative total of over 4 million rice dumplings shared with the underprivileged throughout the years. The programme has set a Guinness Record in 2000 and in 2007, another world record of 1,000 people wrapping rice dumplings together.

This year, Towngas continued the tradition and invited district councillors and various charity organisations to help with the distribution of free rice dumplings to families in need. Volunteers were mobilised to help wrap dumplings to be sent to elderly singletons and low-income families so that they too can feel the festive joy.







煤氣公司獲頒「公益榮譽獎」 THE COMMUNITY CHEST PLATINUM AWARD

煤氣公司連續多年獲公益金頒發「公益榮譽獎」，以表揚我們熱心公益，持續為社會作出貢獻。由於同事踴躍捐款，公司與同事於去年合共捐出逾114萬元予公益金，獲公益金頒發「十大最高籌款機構」第三名，以及於「僱員樂助計劃」中高踞公司及機構組「最高籌款獎」榜首。公司亦大力支持多項籌款活動，因此獲頒「公益綠識日」及「公益行善『折』食日」中「最高籌款獎第二名」，以及「公益愛牙日」中「最高籌款獎第三名」。

The Community Chest has recognised Towngas' commitment to public welfare and continuous contribution to society with the Platinum Award for the Corporate and Employee Contribution Programme for multiple consecutive years. Thanks to the enthusiastic support of its staff, Towngas donated over \$1.14 million to The Community Chest last year, making it the Third Top Fund-Raiser in the Employee Contribution Programme. In terms of the Community Assistance Raised by Employees (CARE) Scheme, Towngas received the Highest Donation Award in the Companies & Organisations category of the Employee Contribution Programme. The Company has lent its generous support to a vast array of other fundraising programmes, which earned it the awards for Second Highest Donation for Green Day, Third Highest Donation for Love Teeth Day, and Second Highest Donation for Skip Lunch Day of the Employee Contribution Programme.



支持公益金綠色低碳日 COMMUNITY CHEST GREEN LOW CARBON DAY

今年的公益綠識日已改名為綠色低碳日，並已於6月28日及29日舉行，籌得的善款全數用於資助公益金會員機構提供食物回收及援助計劃、推動地區資源再分配、社區花園及環保農莊等項目，培養大眾可持續發展概念，同時幫助有需要人士。

煤氣公司上下一心，積極支持並鼓勵同事捐款購買綠色低碳日紀念車票，免費乘搭港鐵。同事捐款連同公司贊助，合共籌得59,760元予公益金。

The Community Chest Green Day has changed its name to Green Low Carbon Day this year. The event was held on 28 and 29 June, with all proceeds used to fund the efforts of Community Chest member associations in providing food recycling and aid programmes, promoting redistribution of local resources, supporting community parks and green farms, and more. In addition to instilling an awareness of sustainable development in the public, the initiative also serves to help those in need.

With the concerted support of its staff who were encouraged to purchase Green Low Carbon Day tickets that offered free MTR rides, Towngas raised \$59,760 for The Community Chest through both donations and Company sponsorship.



關懷長者 安老院舍設備送贈計劃 EQUIPMENT DONATION FOR THE ELDERLY

煤氣公司一直關懷弱勢社群，自2013年起推出「煤氣公司智能廁板送贈計劃」，為合資格安老院舍、殘疾人士院舍安裝電動智能廁板，提升使用者照顧自己的能力，也減輕了院舍護理員的工作負擔。

計劃由煤氣公司常務董事陳永堅發起，每年更舉辦「永堅園美食車MAD DOG溫馨暖意慈善活動」，由常務董事陳永堅帶領同事炮製美食，以籌募善款。

除電動智能廁板外，計劃更為本地護理安老院舍安裝浴室暖風機，讓長者在冬天如廁及洗澡時仍可保持溫暖。2020年，煤氣公司更進一步，在新冠肺炎肆虐下，從日本進口空氣清新機，為院舍提高室內空氣質素，確保環境衛生。

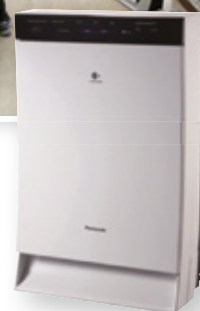
計劃開展至今已籌得超過二百萬元善款，為逾126間社福機構贈送及安裝電動智能廁板近270套、安裝浴室暖風機319部，以及贈送20部空氣清新機。

As part of Towngas' commitment to caring for the underprivileged and helping those in need, the Company launched the Washlets for the Elderly programme in 2013. Towngas has installed electrical washlets for qualifying elderly and disabled persons homes and with a view to enhance the users' self-care ability and reduce the workload for the staff at the care homes.

Initiated by Towngas Managing Director Alfred Chan, the programme is funded by donations from the annual Mad Dog Café event, where Mr Chan leads a team of colleagues to prepare delicious food to raise funds for a good cause.

In addition to electrical washlets, the programme has expanded to include the installation of bathroom thermo ventilators at nursing homes to keep the elderly warm when they use the bathroom in winter. In 2020, Towngas further expanded the initiative by importing air purifiers from Japan to enhance the quality of the indoor air at elderly homes with the aim of improving hygiene in the face of the novel coronavirus epidemic.

The programme has raised over two million Hong Kong dollars since its launch to fund the purchase and installation of about 270 electrical washlets, 319 bathroom thermo ventilators, and 20 air purifiers at over 126 charitable organisations.



「煮播」項目廣受歡迎 CHEF ANCHOR ENJOYS COMMUNITY SUPPORT

煤氣公司創新的義工計劃「煮播」是商社合作之跨專業協作項目，早前榮獲「賽馬會齡活城市『全城·長者友善』計劃」頒發「齡活創意大獎」。5月1日，香港電台節目「智齡新時代」播出得獎訪問，帶出商社合作的好處。

此外，「煮播」計劃的義工同事與參加者於2月亦獲邀接受商業電台主持朱薰的訪問，分享參與計劃的感受，以及與長者相處的點滴。

Towngas' innovative Chef Anchor volunteer campaign, a cross-profession collaboration between the Company and the community, was awarded the Age-Friendly Innovation Award under the Jockey Club Age-Friendly City Partnership Scheme earlier. On 1 May, an elderly-themed RTHK radio programme aired the related interview to discuss the benefits of corporate-social collaboration.

In addition, Towngas volunteers and participants in the Chef Anchor project also shared their thoughts in this February on the campaign as well as their experience of spending time with the elderly at an interview with Commercial Radio host Josephine Ng.





「創新展活力・ 環保樂共融」美化社區計劃

REVITALISING GAS GOVERNORS TO PROMOTE SUSTAINABLE LIVING AND INCLUSIVE SOCIETY

煤氣公司一直致力關懷社區，積極回饋社會、連結社區。早前就實踐內部創新比賽「常務董事大獎」的得獎提案－「美化資產融入社區」舉辦名為「創新展活力・環保樂共融」美化社區計劃，將藝術元素加入煤氣調壓站，為社區增添活力和環保氣息。

美化社區計劃分為兩個階段，共將23個分別位於全港不同地區的煤氣調壓站改頭換面。

第一階段邀請了嘉諾撒聖瑪利書院的學生參與繪畫創作比賽，同學們在小小的畫紙上發揮想像力，並透過絢麗色彩呈現創意和表現環保意識，為位於油尖旺區學校門外的煤氣調壓站添上美麗外衣，令社區加添色彩。

Committed to caring for the community and giving back to society, Towngas implemented the winning proposal from the Managing Director's Award to decorate gas governors throughout the city with artwork in order to communicate the message of environmental protection to the community in a fun way.

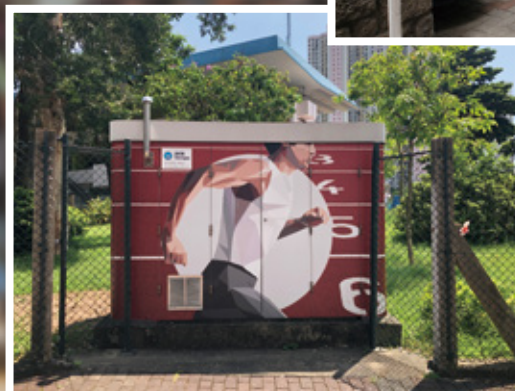
The campaign was carried out in two phases, decorating a total of 23 gas governors across the city.

Students from St. Mary's Canossian College took part in the first phase through drawing competitions. The students expressed their boundless creativity by creating colourful environmentally themed drawings that were used to decorate the gas governor at their school entrance which is located at Yau Tsim Mong district.



第二階段跟THEi產品設計團隊合作，4位來自產品設計學系的同學經資深導師指導下，先走訪港九新界了解不同社區的特色，再將考察得來的素材以色彩斑斕的設計呈現於設計上。街上途人在欣賞美化了的調壓站同時，亦可站在調壓站中間正前方，跟統一的圓形外框融合成煤氣標誌。這個別出心裁的設計令街道上的調壓站與路人產生互動，充分表現出「融入社區」的本意。

Four students majoring in product design from THEi took part in the second phase with guidance from experienced teachers. They toured the city to get a sense of the essence of respective neighbourhoods, then expressed their findings through vibrant designs on the gas governors. When pedestrians stand in front of the gas governors to take in the illustrations, their silhouette will be imposed onto the circular design to form the outline of the Towngas logo. This thoughtful design encourages interaction between members of the community and the structures to foster harmony.



新一代環保教室 參觀沼氣應用廠房 INNOVATIVE GREEN EDUCATION: VISIT TO LANDFILL GAS UTILISATION PLANT

煤氣公司去年與聖雅各福群會展開合作，舉辦「綠火焰計劃—綠『適』家園」項目，透過將廢物升級再造，製作實用的小型家具，改善基層學童的居住空間之餘，並傳遞公司「轉廢為寶」的概念。

計劃於今年1月18日舉辦參觀活動，安排來自中華基督教會基全小學及天主教伍華小學的學生前往新界東南堆填區，參觀堆填區的教育資源中心，認識沼氣應用廠房的運作流程，以及香港的廢物處理情況。此外，學童亦有機會透過VR（虛擬實境）遊戲，體驗如何於日常生活中實踐「源頭減廢，轉廢為能」，減低對環境造成的污染。

Last year, Towngas launched a collaboration with St. James' Settlement to host the Green Flame Project – Upcycling for a Greener Home. Through upcycling waste into practical small home accessories, the project helped improve the living environment of underprivileged children as well as advocate the principle of turning waste into treasure.

As part of this project, students from The Church of Christ in China Kei Tsun Primary School and Ng Wah Catholic Primary School took part in a visit to the South East New Territories (SENT) Landfill on 18 January. At the Landfill's education resources centre, the students got to learn about the landfill utilisation process as well as how Hong Kong's waste is handled. By trying their hand at Towngas' virtual reality (VR) game, they also got a first-hand experience of everyday ways to reduce waste at its source and transform waste into energy in order to reduce environmental pollutions.



「地球一小時」熄燈行動 EARTH HOUR

全球陷入新型冠狀病毒肺炎疫情中，除了要關注人類的健康外，也要同時關注地球的健康。世界自然基金會發起的全球「地球一小時」熄燈行動，今年3月28日舉行，希望透過此活動呼籲大眾和社會各界及企業立即行動，改變日常生活方式及營商模式。煤氣公司今年再次支持及參與該活動，並於當晚8時30分至9時30分於北角煤氣大樓、大埔及馬頭角煤氣廠實踐低碳生活模式，一齊改變生活。

In the face of the global novel coronavirus pandemic, more efforts need to be invested into caring for not only the health of people but also that of our planet. The Earth Hour event organised by World Wide Fund for Nature (WWF) was held on 28 March this year, with the aim of calling for immediate action from the public, different sectors of society and corporations to change their daily lives and mode of operation. Towngas continued its support and participation in this event, joining WWF from 8:30pm to 9:30pm in turning off unnecessary lighting and implementing low-carbon action at its headquarters in North Point and gas production plants in Tai Po and Ma Tau Kok as part of its effort to promote lifestyle change.





鮮蓮冬瓜雞湯

Winter Melon with Chicken and Lotus Leaf Soup



材料 | Ingredients

蓮葉	1 小塊	Lotus leaf	1 small pc
冬瓜	600 克	Winter melon	600 g
光雞	1/2 隻	Dressed chicken	1/2 pc
瘦肉	160 克	Lean pork	160 g
蓮子 (乾)	40 克	Lotus seed (dried)	40 g
生熟薏米	2 湯匙	Pearl barley	2 Tbsp
薑	2 片	Ginger	2 slices
水	12 杯	Water	12 cups
鹽	適量	Salt	to taste

做法 | Method

- 蓮葉洗淨，放滾水內拖水半分鐘，取出。光雞及瘦肉洗淨，拖水 2-3 分鐘，取出沖淨。
Rinse and blanch lotus leaf in boiling water for 1/2 minute, remove. Blanch chicken and lean pork in boiling water for 2-3 minutes, remove and rinse.
- 冬瓜去籽切大件，蓮子及生熟薏米沖淨。
Peel and cut winter melon into large pcs, rinse lotus seeds and pearl barley.
- 將水煮滾，加光雞、瘦肉、薑、蓮葉及生熟薏米燙滾，改用中火煲 1 小時。
Bring 12 cups water to the boil, lower chicken, lean pork, ginger, lotus leaf and pearl barley and boil over a medium-low heat for 1 hour.
- 加入冬瓜及蓮子續煲 30-40 分鐘至透身。拌入適量鹽調味。
Add winter melon and lotus seeds, continue to boil for 30-40 minutes until tender. Season with salt to taste.

優質服務 贏取讚賞 QUALITY SERVICE EARNS APPRECIATION

社福機構齊惜福位於黃大仙東頭邨的社區廚房，每日生產過千熱食飯盒，派發給有需要人士和長者，為基層送上點點關懷，並肩抗疫。較早前，廚房的炒爐出現運作問題，若不及時更換零件，飯盒生產工作便會陷入停頓。幸而得到煤氣公司團隊的幫忙和贊助，在短短數天，免費幫助齊惜福更換炒爐製風機，令派飯服務不會因此而暫停。齊惜福感謝煤氣公司的善舉，因而送上感謝狀，又稱讚高級維修技術員馮卓業和維修技術員陳志成的工作效率，使社區廚房的運作不受影響。

NGO Food For Good produces over 1,000 hot lunches a day for the elderly and those in need at its community kitchen in Tung Tau Estate, Wong Tai Sin. Recently, this has become a means for them to care for the underprivileged in the face of the epidemic. The kitchen had some problems with its stir-fry stove earlier, which called for urgent parts replacement that otherwise would have caused lunch box production to come to a stop. With the help and sponsorship of the Towngas team, the stove's air blower was replaced free of charge within a matter of days, allowing the food distribution service to continue without interruption. Grateful for Towngas' generosity, Food For Good presented the team with a certificate of appreciation, and expressed their gratitude particularly for Fung Cheuk-yip, Senior Service Technician, and Chan Chi-sing, Service Technician, who worked with great efficiency to help the kitchen continue its operation despite the issues.



客戶服務關注小組 CUSTOMER FOCUS TEAM

煤氣客戶服務關注小組於1993年成立，是公司與客戶有效溝通的重要橋樑，有助我們確保所提供的服務能令客戶稱心滿意，至今我們到訪了649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 649 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.



▲ 1月9日，煤氣客戶服務關注小組到訪觀塘順天邨長者鄰舍中心。

Towngas Customer Focus Team visited Shun Tin Estate at Kwun Tong on 9 January 2020.

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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