

客戶通訊 FOCUS

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

CORPORATE HIGHLIGHTS
煤氣焦點



TOWNGAS EXPRESS
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ENVIRONMENT
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明火煮食推介



COMPLIMENTS
客戶禮讚



2019

2015 ★ 2016 ★ 2017 ★ 2018

連續5年

榮登《哈佛商業評論》
全球最佳CEO榜

LISTED AMONG HARVARD BUSINESS REVIEW
100 BEST-PERFORMING
CEOS IN THE WORLD
FOR 5TH CONSECUTIVE YEAR



常務董事陳永堅屢創高峰

連續五年榮登《哈佛商業評論》全球最佳 CEO 榜

Towngas Managing Director amongst Harvard Business Review Best-Performing CEO List for fifth consecutive year



▲ 在「中銀香港企業環保領先大獎」中，煤氣公司連下兩城。

Towngas received two accolades at BOCHK Corporate Environmental Leadership Award.

▲ 煤氣公司常務董事陳永堅於集團蘇州工業園區有機廢棄物處理廠啟動儀式致辭。

Alfred Chan, Towngas Managing Director delivered a speech at the opening ceremony of the Suzhou Industrial Park Food Waste Treatment Plant.

煤氣公司常務董事、港華燃氣董事會主席陳永堅連續五年榮登「《哈佛商業評論》全球最佳CEO榜」，今年排名較去年躍升30位，也是香港唯一入選的公用事業行政總裁。

《哈佛商業評論》排名是通過衡量企業財務指標及非財務方面的績效，計算整體股東回報率及市值增長，同時兼顧環境、社會與管治方面的貢獻。綜合整體財務排名與兩項ESG排名，最後選出全球CEO100強。今年ESG的佔比為30%，反映該報告較以往更著重企業社會責任。而煤氣公司在金融及企業社會責任方面，排名皆大幅上升。

陳永堅於1997年出任煤氣公司常務董事，20多年來，帶領煤氣集團由一家在香港經營管道燃氣業務的公司，發展成為具世界級水準的清潔能源及公用事業公司；從一家燃氣銷售商，轉型成為清潔能源供應商及服務商，為社會提供先進的能源服務。

Alfred Chan Wing-kin, Managing Director of Towngas and Chairman of Towngas China, was among Harvard Business Review's list of The Best-Performing CEOs in the World for the fifth consecutive year. Mr Chan's ranking jumped 30 places this year, and he is Hong Kong's only public utility CEO on the list.

Harvard Business Review calculates the overall shareholder return and market capital growth through assessing corporations' financial indices as well as non-financial performance, while weighing their contributions to the environmental, social and governance (ESG) fields. From these figures, an overall financial ranking and two ESG rankings are derived, which determine the top 100 top-performing CEOs in the world. The weight of ESG rankings have been increased to 30% this year, reflecting a greater emphasis on corporate social responsibility (CSR). Towngas' rankings for both the financial and CSR aspects have increased.

Mr Chan became Towngas' Managing Director in 1997. For the past 20 odd years, he has led the Group to expand from a piped gas business into a world-class clean energy and public utility group, and transform from a gas distributor into a clean energy supplier and service provider to offer state-of-the-art energy services to our society.



▲ 煤氣公司常務董事陳永堅帶領同事舉辦 Mad Dog 籌款活動。
Mad Dog fund-raising programme led by Alfred Chan, Towngas Managing Director.

▼ 集團第二屆健安環萬里行。
Towngas Group's 2nd HSE Walk.



作為公用事業的掌舵人，陳永堅深耕細作，煤氣集團現時在內地26個省、直轄市和自治區已經經營超過260個項目，業務範圍覆蓋天然氣上、中、下游，城市水務，新興環保能源，電訊，資訊科技，工程服務，製造業，零售業及其他相關生活服務，實現了多元化可持續發展。

陳永堅將燃氣安全及服務視為重中之重，多年來致力於提升燃氣行業安全水準，為客戶打造優質服務。近年來，在他的倡導下，「三禮」文化及「能工巧匠」文化成為了企業文化的重要組成部分，協助提升服務品質，在安全、技術層面精益求精。

同時，集團注重持續發展，勇於肩負企業社會責任，並創立多項公益品牌活動，深受社會各界認同。陳永堅還提出 $G=i \times i$ (企業增長=創新力 \times 執行力)的企業理念，高瞻遠矚，為集團注入創新與發展的活力。

陳永堅連續五年獲得「全球最佳CEO」稱號，集團上下感到非常鼓舞。在他的卓越領導下，集團必將繼續創造佳績，引領行業邁步發展！

Having deepened and broadened the scope of its business with Mr Chan at its helm, Towngas Group currently operates over 260 projects in 26 provinces, municipalities and autonomous regions in mainland China, ranging from upstream, midstream and downstream gas operations, urban water services, emerging green energy, telecommunications, information technology, construction, manufacturing, retail and other everyday services, thereby realising diverse and sustainable development.

Mr Chan regards gas safety and service as Towngas' highest priority, investing a great deal of effort into enhancing the safety standards of the gas industry and providing quality service to customers. In recent years, his advocacy of the Three Courtesies and MasterCraft cultures have resulted in these values forming an integral part of Towngas' corporate culture and helped staff enhance their quality of service and strive for excellence in the aspects of safety and technique.

At the same time, the Group places heavy emphasis on sustainable development and corporate social responsibility. Having launched numerous activities with charitable organisations, Towngas' efforts are recognised across the different sectors of society. Mr Chan has also proposed the formula of $G = i \times i$ (Growth = innovation \times implementation), a visionary principle which has injected the Group with creativity and energy for development.

The Towngas team is very excited about Mr Chan's being listed as one of The Best-Performing CEOs in the World for five consecutive years. Under his excellent leadership, the Group shall continue to strive for extraordinary performance as a leader of the industry.

► 陳永堅身體力行，參予公司的義工活動。
Alfred Chan puts words into action by joining voluntary work.





煤氣公司榮獲香港可持續發展獎

Towngas receives Hong Kong Sustainability Award



▲ 煤氣公司總經理 – 企業可持續發展鄺超靈代表公司領取獎項。
Victor Kwong, General Manager - Corporate Sustainability, accepting the award on behalf of the Company.

由香港管理專業協會舉辦的「香港可持續發展獎」2018/19，於11月11日舉行頒獎典禮，煤氣公司獲頒「香港可持續發展獎」，引證公司在經濟、社會、環境等範疇的卓越表現。此外，公司管理層的承諾、持份者的參與度、實施創新方案，以及可持續發展措施對社會帶來的影響等，也是評審的主要元素。

香港管理專業協會舉辦「香港可持續發展獎」，目的是喚起商界關注可持續發展的重要性、表揚對可持續發展作出重大承諾並在業務上獲得佳績的機構，以及為機構提供交流可持續發展最佳實例的平台。

Organised by the Hong Kong Management Association, the ceremony for the Hong Kong Sustainability Award 2018/19 was held on 11 November, at which Towngas was recognised for its exceptional performance in the economic, social and environmental arenas. The award takes into account the level of commitment amongst corporations' management teams, stakeholder engagement, implementation of innovative proposals, and the impact of corporations' sustainability measures on society.

The award aims at raising the business sector's awareness of the importance of sustainable development and recognising corporations demonstrating excellence in terms of sustainable development, while providing a platform for industry members to exchange views on the relevant best practices.



▲ 「煮播」計劃為煤氣公司眾多社會服務之一，旨在延緩輕度認知障礙症患者的病情，為社區老齡化出一分力。
One of Towngas' many CSR programmes is "Chef Anchor" cooking class, aiming to alleviate Mild Cognitive Impairment symptoms and support ageing in the society.



▲ 煤氣公司印製環保煮食小冊子鼓勵公眾奉行環保、健康飲食習慣。
Towngas Green Cooking Tips were published to engage customers to practice low carbon and healthy cooking.

《福布斯》全球最佳僱主 2000 Global 2000 - *Forbes* World's Best Employers

美國商業雜誌《福布斯》最近選出全球2000最佳僱主榜，煤氣公司位列199，與其他兩家香港企業，食品製造商萬洲國際(第25)及香港交易所(第103)，一同名列前200位。

排名結果引證煤氣公司在推行家庭友善僱傭政策及措施表現傑出，並積極推廣公司注重社會企業責任的形象。煤氣公司深明僱員追求工作與生活平衡，除優化政策外，更額外投放資源舉辦以家庭為單位的多元化活動，讓僱員及其家人共享天倫之樂，藉此加強彼此的溝通和凝聚力，提升員工士氣，增進僱傭關係，促進社會和諧。

Forbes magazine recently published their list of the World's Best Employers, on which Towngas placed 199 out of a total of 2,000. Food manufacturer WH Group (ranked 25) and Hong Kong Exchanges and Clearing Limited (ranked 103) are also among the top 200.

The recognition demonstrates Towngas' exceptional performance in promoting family-friendly employment policies and measures, as well as the emphasis it places on corporate social responsibility. Towngas understands staff member's preference for work-life balance; in addition to improving company policies, the Company has also invested resources into a diverse range of family-friendly activities that both enhance communication and cohesion and improve the employer-employee relationship, ultimately contributing towards a harmonious society.





「同一屋簷下 溫馨暖萬家」 煤氣溫馨義工隊服務香港 20 載

Towngas Volunteer Service Team
bringing warmth to Hong Kong homes for 20 years

煤氣公司多年來積極參與公益活動，其溫馨義工隊早於1999年已正式成立。適逢義工隊今年成立20周年，8月14日特別舉辦感謝午宴暨「同一屋簷下 溫馨暖萬家」義工服務展覽，邀請行政會議成員林正財醫生、18區區議會正、副主席、社福機構代表和合作夥伴，以及受惠人士合共300多人，共同見證煤氣公司在社會上致力推行的各項關懷社群項目。

Towngas is committed to supporting charity activities, having established the Towngas Volunteer Service Team (TVST) since 1999. Celebrating the team's 20th anniversary, Towngas organised the "Bringing warmth to Hong Kong Homes" luncheon and exhibition on 14 August, during which over 300 guests including Executive Council Member Dr Lam Ching-choi, Chairmen and Vice-chairmen of 18 District Councils, representatives and partners of social welfare organisations, as well as beneficiaries witnessed the various community care projects supported by Towngas.



▲ 煤氣公司常務董事陳永堅（左）和行政會議成員林正財醫生（右）在「長者愛心剪髮」的展覽位置一同合照留念。

Alfred Chan (left), Towngas Managing Director and Dr Lam Ching-choi (right), Executive Council Member, in a photo before the exhibition on Haircuts for the Elderly.



◀ 煤氣公司常務董事陳永堅（前排左四）、行政會議成員林正財醫生（前排左五）與社福機構代表合照。

Alfred Chan (4th from left, front row), Towngas Managing Director, Dr Lam Ching-choi (5th from left, front row), Executive Council Member, in a photo with representatives from social welfare organisations.



◀ 各區議會一直與煤氣公司合作推動義工活動，當天區議會正、副主席也來同慶 20 周年。

Members of Towngas District Council Focus Team and officiating guests pictured together with the Chairmen and Vice-chairmen of various District Councils.

煤氣公司將場地悉心布置為一個溫馨家庭，希望帶出「同一屋檐下 溫馨暖萬家」為主題的義工服務展覽，將煤氣公司在社會上重點提供的社區關懷項目逐一展示，包括愛心湯送暖、萬糰同心為公益、愛心月餅顯關懷、長者愛心剪髮、免費測試平安鐘、安裝扶手設施、電動智能廁板及暖風機捐贈計劃等，讓參與活動的嘉賓可全面了解煤氣溫馨義工隊的各项活動。此外，煤氣公司在感謝午宴中頒發了溫馨夥伴予明星義工、客戶義工，以及溫馨同行十載及二十載的義工，表揚及感謝他們積極參與義工服務，把溫暖和愛心傳遍社區。

煤氣公司常務董事陳永堅回顧義工服務的演變表示：「煤氣公司的義工活動能夠深入人心，在社區服務打下堅實基礎，締造了一個溫馨關懷的企業形象，全因公司在推動義工活動敢於創新，針對當下的社會問題，並配合業務發展，令公司及社會創造共同價值。」

Towngas decorated the venue into a loving home, with the aim of bringing out the volunteer service exhibition theme of "Bringing warmth to Hong Kong homes". The exhibition features Towngas' key community care projects including Soup to Warm the Heart, Rice Dumplings for the Community, Mooncakes for the Community, Haircuts for the Elderly, free checks for Personal Emergency Link Service, installing handrails, as well as electrical washlet and bathroom ventilator donations, providing attendees with a glimpse of TVST's scope of service. At the event, Towngas presented the Warm Partners Award to our celebrity and customer volunteers, as well as members celebrating their 10th or 20th year at TVST, in recognition of their service which spread warmth and love to the rest of the community.

Alfred Chan, Towngas Managing Director, looked back on the development of the team and remarked, "Well known among the public, Towngas' volunteering activities have laid a solid foundation in the field of community service and created a caring corporate image. The reason behind this is the Company's willingness to embrace innovation in promoting volunteering work which target current social issues and are in line with our business development, thereby creating shared value between the Company and society as a whole."



▲ 當天會場布置成一個溫馨家居，展覽了溫馨義工隊的活動，讓出席嘉賓更瞭解我們的服務。
Towngas decorated the venue into a loving home and showcased the services provided by our volunteer team.



煤氣義工隊過往與不同社福機構合作，服務有需要人士。當天很多服務使用者也有前來和我們慶祝 20 歲生日。
TVST collaborates with various social welfare organisations to help those in need. Many beneficiaries joined us in celebrating our 20th anniversary.

煤氣公司贊助聯合國 「氣候變化融資及可持續投資 2019」國際會議 Towngas sponsors UN Climate Finance and Sustainable Investing Conference 2019



▲ 煤氣公司首席財務總裁暨公司秘書何漢明 (左一) 與世界綠色組織創辦人及行政總裁余遠騫博士 (右四), 以及 UNESCAP 發展融資及宏觀經濟發展部主管 Dr Tientip Subhanij (右五) 主持會議開幕儀式。

John Ho (1st from left), Towngas Chief Financial Officer and Company Secretary, with Dr William Yu (4th from right), WGO Founder and CEO, and Dr Tientip Subhanij (5th from right), Chief of Financing for Development Section, Macroeconomic Policy and Financing for Development Division of the UNESCAP, at the opening ceremony.

氣候變化帶來全球性且史無前例的影響！由聯合國亞洲及太平洋經濟社會委員會(UNESCAP)與世界綠色組織(WGO)共同主辦之聯合國「氣候變化融資及可持續投資2019」國際會議，於10月17至18日假亞洲協會香港中心舉行，是香港首個由環保組織與聯合國合辦，以氣候變化融資及可持續投資為主題的大型會議，吸引逾400名與會者參加。

作為香港領先的綠色能源供應商，煤氣公司不單贊助活動舉行，公司的首席財務總裁暨公司秘書何漢明及新興能源業務營運總裁蕭錦誠，獲邀擔任主講嘉賓，分享公司綠色投資與創新的最新方向。

Climate change has brought about unprecedented impact around the world. On 17 and 18 October, the UN Climate Finance and Sustainable Investing Conference 2019 co-organised by United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP) and World Green Organisation (WGO) was held at Asia Society Hong Kong Center. This was the first large-scale conference co-organised by United Nations and an environmental organisation in Hong Kong on the topics of climate change financing and sustainable investment, with over 400 guests in attendance.

As Hong Kong's leading green energy provider, Towngas sponsored the event and shared our latest green investment and innovation developments, with John Ho, Chief Financial Officer and Company Secretary, and Philip Siu, Chief Operating Officer - New Energy Business, invited as speakers.



▲ 煤氣公司首席財務總裁暨公司秘書何漢明為首日會議的主講嘉賓。

John Ho, Towngas Chief Financial Officer and Company Secretary, speaking at the first day of the Conference.



▲ 煤氣公司新興能源業務營運總裁蕭錦誠介紹公司綠色能源的研究與發展。

Philip Siu, Towngas Chief Operating Officer - New Energy Business, introducing Towngas' green energy research and development.



「第十八屆香港職業安全健康大獎」 The 18th Hong Kong Occupational Safety and Health Award



◀ 煤氣集團旗下的公司代表領取「安全表現大獎」：名氣通電訊有限公司 (左三); 卓誠工程有限公司 (右五); 易高一香港石油氣加氣站 (右四)。
Representatives from Towngas Group companies receiving Safety Performance Awards: Towngas Telecommunications Company Limited (3rd from left), P-Tech Engineering Company Limited (5th from right), ECO - Hong Kong LPG filling station (4th from right).

9月23日，煤氣集團於「第十八屆香港職業安全健康大獎」頒獎典禮中獲頒多個獎項，成績輝煌。「香港職業安全健康大獎」由職業安全健康局聯同政府部門、相關機構、工會及商會舉辦，旨在表揚各機構在推行職業安全及健康方面的傑出表現，為業界提供平台互相學習，就職安健最佳實務策略進行交流，提高機構的生產力，以及提升機構在顧客、股東、供應商及業界心目中的企業形象。

On 23 September, Towngas received multiple accolades at the 18th Hong Kong Occupational Safety and Health Award ceremony. Held by the Occupational Safety & Health Council along with relevant government departments, organisations, unions and chambers of commerce, the awards aim to recognise organisations demonstrating excellence in the arena of occupational health and safety (OSH). The event provides a platform for industry members to learn from each other and communicate best strategic practices to enhance productivity and corporate image from the perspective of clients, suppliers and the industry as a whole.



煤氣集團以安全為首，職安健工作上不遺餘力。我們透過不同類型活動，積極推廣企業職安健文化，竭力保持卓越的職安健表現。我們於「第十八屆香港職業安全健康大獎」中以「智慧職安健倉庫」榮獲「職安健改善項目大獎—銀獎」及多個「安全表現大獎」，獲頒「安全表現大獎」的包括煤氣公司燃氣生產課、集團旗下的名氣通電訊有限公司、易高一香港石油氣加氣站，以及卓誠工程有限公司。

Prioritising safety, Towngas places great importance on OSH. Through a wide array of activities, we promote the OSH culture throughout our Company, and strive for excellence in our OSH performance. At the 18th Hong Kong Occupational Safety and Health Award ceremony, our Smart OSH Store was given the OSH Enhancement Program Award – Silver, while our Gas Production Stream, Towngas Telecommunications Company Limited, ECO - Hong Kong LPG filling station, and P-Tech Engineering Company Limited received Safety Performance Awards.

比賽類別 Category	獎項 Award
職安健改善項目大獎 OSH Enhancement Program Award	銀獎 – 智慧職安健倉庫 Silver - Smart OSH Store
安全表現大獎 Safety Performance Award	香港中華煤氣有限公司 – 燃氣生產課 The Hong Kong and China Gas Company Limited - Gas Production Stream
安全表現大獎 Safety Performance Award	名氣通電訊有限公司 Towngas Telecommunications Company Limited
安全表現大獎 Safety Performance Award	易高 – 香港石油氣加氣站 ECO - Hong Kong LPG filling station
安全表現大獎 Safety Performance Award	卓誠工程有限公司 P-Tech Engineering Company Limited

職安健改善項目大獎 銀獎 – 智慧職安健倉庫

OSH Enhancement Program Award – Silver: Smart OSH Store



▲ 煤氣公司總經理—企業物料供應及行政李健明 (左三) 帶領同事獲頒職安健改善項目大獎—銀獎。
Felix Lee, Towngas General Manager - Corporate Supplies and Administration (3rd from left) and his team, receiving the award on behalf of Towngas.

煤氣公司憑著「智慧職安健倉庫」項目，獲頒職安健改善項目大獎銀獎。智慧職安健倉庫的三項創新應用項目包括：真空管吊具以吸力提起重物，代替人手，減輕筋骨勞傷及患上相關職業病的風險；貨物升降台，讓重物高度維持在腰間水平，減少提舉幅度；自動導引車(AGV)，讓貨架根據自動化系統移動到指定位置供提取，減少步行時間。同時，電子化系統提供燈號及確認指示減少人為失誤。智慧職安健倉庫有效減少工作相關風險，提升倉庫的安全表現及員工滿意度。

Towngas won Silver Award of OSH Enhancement Program Award for its "Smart OSH Warehouse" project with three innovative applications. Manual handling work is replaced by a Vacuum Lifter, which applies suction force to lift up heavy goods and reduces the risk of musculoskeletal disorder and related occupational hazards. An Elevating Platform keeps the goods to be lifted at waist level, so the lifting distance can be minimised to reduce the risk of manual handling operation. Lastly, an Automated Guided Vehicle (AGV) - an intelligent and automatic system, directs the goods shelf to designated location for goods picking in order to minimise walking time in the warehouse. Furthermore, AGV provides light-aided displays and confirmation buttons to reduce human errors. "Smart OSH Warehouse" reduces work related risks and enhances the safety level of warehouse effectively, and at the same time, job satisfaction of colleagues could be improved.



▲ 獲獎代表一同在會場內合照。
Representatives from the winning teams at the ceremony.



寶馬山煤氣管道消防演習

Emergency drill at Braemar Hill Towngas Tunnel

8月23日，煤氣公司聯合消防處，在寶馬山煤氣管道隧道舉行一年一度的事故搶救演習，模擬隧道中發生煤氣洩漏事故，有數名工作人員在隧道深處未能及時逃生，等待救援。消防處派出多名煙帽隊員，進入管道內進行搶救工作，呼吸器櫃車亦到場增援。歷時超過兩個多小時後演習圓滿結束，各方均一致同意這次演習達到良好的訓練效果。

On 23 August, Towngas and the Hong Kong Fire Services Department conducted the annual emergency rescue drill at Braemar Hill Towngas Tunnel. This year's drill simulated a scenario where a gas leak occurred in the tunnel, with workers trapped and awaiting rescue. Multiple Breathing Apparatus (BA) Teams entered the tunnel to carry out rescue operations and a BA pod was also sent to the scene. The drill took over two hours, and all relevant parties agreed that it served the purpose of providing effective training.



惡劣天氣安全培訓

Adverse weather safety training

颱風、暴雨或持續炎熱等天氣，可能為同事帶來工作間的危害，若缺乏措施應對惡劣天氣，將導致意外事故發生。有見及此，煤氣公司在8月29日舉辦「惡劣天氣預警工作安全培訓」，邀請香港天文台科學主任沈志泰，詳細講解香港天文台的天氣預警工作，並教導同事如何利用天文台提供的各項服務，預測惡劣天氣。

此外，公司企業可持續發展部的代表就各種惡劣天氣帶來的職安健危害，向同事講解相關的應對及預防措施，包括颱風前後的檢查、預防中暑五步曲及個人防護裝備選擇等等。同事透過訓練，做好風險控制，能有效預防意外事故。

Typhoon, heavy rain and extended periods of high temperature may present risks to our colleagues at work. The lack of measures against adverse weather could cause accidents and other hazards. With this in mind, on 29 August, Towngas organised a training session on work safety during adverse weather warnings. William Shum, Scientific Officer of the Hong Kong Observatory (HKO), was invited to explain the HKO's work on issuing adverse weather warnings, and shared ways to make use of HKO's various services to anticipate adverse weather.

In addition, our Corporate Sustainability Department representative explained the relevant measures and preventive steps to take against OSH hazards brought about by adverse weather, including pre-and post-typhoon checks, five steps to prevent heat stroke, and personal protective gear selection. Our colleagues will apply the relevant measures in their work so that they can effectively control risks and prevent accidents.



超過 100 位同事參與安全培訓。

Over 100 colleagues took part in the safety training.

首家香港公用事業獲國際認證機構BSI 認可達到 ISO 20400 可持續採購指引標準 Hong Kong's first public utility to be verified by BSI in complying with ISO 20400 Sustainable Procurement guidance standard

煤氣公司在今年7月份通過由國際認證機構「英國標準協會 (BSI)」根據ISO 20400 可持續採購指引標準進行評估後，成為首家通過審核的香港公用事業機構。由此證明公司在整個供應鏈採購中納入了可持續性考慮，在制訂、實施及評估可持續採購政策中提倡可持續採購原則，所有供應商均享有平等機會，以公平及均一的標準對待所有供應商，買賣雙方積極建立長久互信關係，鼓勵供應商精益求精及支持環保的採購方案。

In July 2019, Towngas was verified by international accreditation organisation British Standards Institution (BSI) in complying with ISO 20400 Sustainable Procurement guidance standard after assessment and verification, which proves that Towngas applies sustainable considerations in the entire purchasing operations and supply chain. Towngas also established key principles for responsible supply chain management, including but not limited to offering equal opportunities to all suppliers; treating suppliers equally and fairly; promoting strong buyer-seller relationships; encouraging suppliers in contributing to continuous improvement; and supporting green procurement practices.



▲ 英國標準協會香港區總經理李志行 (左) 頒發 ISO 20400 證書予煤氣公司總經理—企業物料供應及行政李健明。

Enoch Lee, General Manager, British Standards Institution (BSI) Hong Kong (left) presented the ISO 20400 certificate to Felix Lee, Towngas General Manager - Corporate Supplies & Administration.

名氣通出席「RTIA 零售創新峰會 2019」 TGT attends "RTIA Innovation Summit 2019"

7月26日，名氣通出席了由香港零售科技商會主辦的「RTIA零售創新峰會2019」展覽活動，展示了網絡保安及雲端備份服務。此外，名氣通技術產品經理余彩雲，獲邀就「網絡攻擊花樣多，如何有效地保護訊息資產及減低損失」發表了主題演講。現場氣氛熱烈，零售業界向名氣通的銷售團隊了解網絡保安及備份服務。

On 26 July, TGT joined "RTIA Innovation Summit 2019", which was organised by Hong Kong Retail Technology Industry Association. TGT showcased the cyber security and cloud backup solution. Besides, TGT Technical Product Manager Raymond Yue shared a speech on a topic of "How to effectively mitigate the Risk of Cyber Attacks? Best Practice and Case Sharing". Retail companies showed interests with TGT's cyber security and cloud backup solutions.





都市傑出服務大獎 - 傑出爐具服務大獎 Metro Awards for Service Excellence

煤氣公司優質爐具品牌TGC最近在「都市傑出服務大獎2019」的頒獎典禮上，獲《都市日報》頒發「傑出爐具服務大獎」。舉辦該獎項的目的，是為了表揚一眾為顧客提供最全面、最傑出產品及服務的企業，並將他們獨有品牌理念傳達至香港大眾市民。

煤氣公司一直致力為顧客供應安全可靠的能源及優質創新的爐具產品，配合公司銷售人員對產品的專業知識、親切高效率的服務及24小時客戶服務熱線等的六星級服務，絕對能全面滿足顧客的要求。

Towngas' quality appliance brand, TGC, received 'Metro Awards for Service Excellence 2019' from Metro Daily. The awards aim to recognise corporations that offer comprehensive service and products of superb quality, and communicate their brand ethos to the Hong Kong public.

Towngas has always strived to provide safe and reliable energy as well as quality and innovative appliances for our customers. Coupled with six-star service including our salespeople's professional knowledge and efficient support as well as our 24-hour customer service hotline, we pride ourselves in catering for our customers' every need.



▲ 煤氣公司總經理 - 零售市場及營業王佩兒代表公司接受獎項。

Catherine Wong, Towngas General Manager - Retail Marketing & Sales, accepted the award on behalf of Towngas.



TGC 及 Mia Cucina 榮獲大獎 TGC and Mia Cucina received Awards

煤氣公司爐具品牌TGC及高級品牌Mia Cucina於「Squarefoot Best of the Best 大獎 2019」頒獎禮上，分別榮獲「最佳廚房爐具」及「最佳廚房設計」兩項殊榮。此榮譽引證了煤氣公司的產品和服務已深受廣大市民肯定和信賴。

Towngas is honoured to announce that TGC and Mia Cucina received 'Best Kitchen Appliance' and 'Best Kitchen Design' awards in Squarefoot Best of the Best Awards 2019. The awards are a recognition of the premium products and services offered by the brands and proof of our customers' high level of confidence in Towngas.



第十一屆國際及大灣區金茶王大賽 11th International and Greater Bay Area KamCha Milk Tea Competition

由香港咖啡紅茶協會主辦的一年一度國際性賽事「金茶王大賽」，適逢慶祝國慶70周年，煤氣公司冠名贊助今年新增的《大灣區金茶王大賽2019(港式奶茶)》，期望藉港式奶茶文化與祖國及大灣區各城市作緊密連繫。

本屆賽事香港區的啟動禮及決賽於7月20日假荷里活廣場展開，而於8月15日及17日，各地區比賽勝出的代表雲集在會展美食博覽內的「香港國際茶展」爭奪「國際金茶王」的至高殊榮，將這香港的非物質文化遺產發揚光大。

The annual International KamCha Milk Tea Competition is organised by the Association of Coffee and Tea of Hong Kong. This year, to celebrate the 70th anniversary of the People's Republic of China, Towngas title-sponsored the new Greater Bay Area KamCha Milk Tea Competition 2019 (Hong Kong-Style Milk Tea).

The launch ceremony and finals of this year's Hong Kong-area competition took place on 20 July at Plaza Hollywood. On 15 and 17 August, winners from the respective areas competed at the Food Expo's HKTDC Hong Kong International Tea Fair, which took place at Hong Kong Convention and Exhibition Centre, for the title of International Champion for Hong Kong-Style Milk Tea. The event provided not only an opportunity for milk tea experts to get together for an exchange of ideas and skills, but also for promoting Hong Kong-Style milk tea as an intangible cultural heritage.



▲ 香港咖啡紅茶協會主席黃家和(右)致送感謝狀予煤氣公司執行董事暨公用業務營運總裁黃維義。

Simon Wong (right), Chairman, Association of Coffee and Tea of Hong Kong, presenting a certificate of appreciation to Peter Wong, Towngas Executive Director and Chief Operating Officer - Utilities Business.

2019 龍皇盃高爾夫球慈善賽 2019 Dragon King Cup Charity Golf Tournament

由煤氣公司及龍皇集團控股有限公司主辦的「2019龍皇盃高爾夫球慈善賽」於6月21日假粉嶺香港高爾夫球會舉行，是次慈善賽主要目的是宣揚健康正面信息，同時為肢體傷殘的高爾夫球學員籌款。活動所籌得善款將會捐予香港障健全高爾夫球協會及房角石協會兩家慈善機構。

煤氣公司代表獲邀出席開球禮，為活動揭開序幕。是次慈善球賽提供極佳平台，讓一眾飲食界同業切磋球技，從而促進及加強商會間的交流。參加者在行善之餘，亦可藉此機會全心享受運動樂趣，同時增進友誼。

Co-organised by Towngas and Dragon King Group Holdings Limited, the 2019 Dragon King Cup Charity Golf Tournament took place at the Hong Kong Golf Club in Fanling on 21 June. With the aim of promoting health and positivity, the tournament raised funds for golf learners with physical disabilities through donations to Hong Kong Impaired Golfers Association (HKIGA) and Cornerstone Association.

Towngas' representatives were invited to take part in the kick-off ceremony. The tournament provided an ideal platform for members of the catering industry to test out their skills and learn from each other, thereby enhancing communication among the various catering associations. Participants enjoyed the sport and bonding while contributing to charity.





粵港澳專業廚藝大賽 2019

Guangdong, Hong Kong & Macau Professional Culinary Competition 2019

由飲食業職工總會主辦、煤氣公司贊助的「第十四屆粵港澳專業廚藝大賽」於6月25日圓滿結束。比賽廣邀粵、港、澳不同地區的廚師參賽，各參加者設計的精品佳餚盡顯心思及功架，推陳出新，發揮無限創意。透過比賽，各地的飲食從業員能彼此交流及觀摩，以凝聚飲食業界力量，提升中菜的水準及推動粵港澳飲食文化。

Organised by Eating Establishment Employees General Union and sponsored by Towngas, the 14th Guangdong, Hong Kong & Macau Professional Culinary Competition was held on 25 June. Chefs from various areas of Guangdong, Hong Kong and Macau were invited to participate in a showdown featuring their culinary skills. Through the event, members of the catering industry were able to exchange with and learn from each other, thereby pooling their strengths to enhance the quality of Chinese cuisine and promote the culinary cultures of Guangdong, Hong Kong and Macau.



▲ 勞工及福利局副局長徐英偉(右六)、工聯會理事長黃國(左六)、飲食業職工總會主席郭宏興(左五)及煤氣公司總經理-工商市務及營業鄭曉光(右二)與嘉賓進行剪綵儀式。

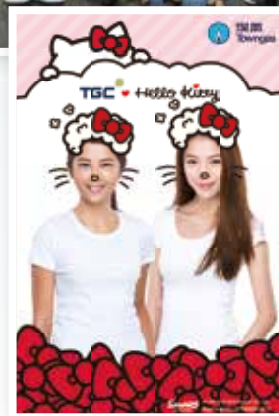
Caspar Tsui (6th from right), Under Secretary for Labour and Welfare, Wong Kwok (6th from left), Chairman of the Hong Kong Federation of Trade Unions, Kwok Wang-hing (5th from left), Chairman of Eating Establishment Employees General Union, Don Cheng (2nd from right), Towngas General Manager - Commercial and Industrial Marketing and Sales, at the opening ceremony with guests.

家電家品博覽 2019

Home Delights Expo 2019

一年一度的「家電家品博覽2019」已於8月15日起至19日一連五日在灣仔會展舉行。今年煤氣公司連續第五年參與，展覽攤位以「環保生活每一天」的綠色設計為主調，給人耳目一新的清新感覺。除了煤氣爐具及時尚家居用品的獨家優惠，今年更特設TGC♥HELLO KITTY超萌AR照相館活動，入場人士可免費與友人一起化身萌爆HELLO KITTY拍照，更可即場列印相片珍藏，現場反應非常熱烈，爐具及家居用品銷售更錄得雙位數字增幅！

For the fifth consecutive year, Towngas participated in Home Delights Expo 2019 at Hong Kong Convention and Exhibition Centre from 15 to 19 August 2019. Under the theme of Go Green Every Day, Towngas' exhibition booth took on a refreshing green design. Aside from continuing to offer exclusive specials on fabulous appliances and merchandise, Towngas introduced the TGC ♥ HELLO KITTY AR photo booth, which was popular among attendees, who took photos with adorable Hello Kitty photo filters and AR decorations and got their personalised prints. Coupled with a remarkable double-digit growth in sales performance, the event was a great success for Towngas.



煮出趣味 食出得意滋味 TGC ♥ HELLO KITTY 嵌入式平面爐 Add to the joy of cooking with the exclusive TGC♥Hello Kitty built-in hob

有得意萌爆的HELLO KITTY陪伴入廚，自然增添無限烹飪樂趣，輕鬆煮出得意拿手菜式，不論大人小孩，甚至連寵物均爭相走進廚房，家添明火煮食之樂，家添更多溫馨滋味。TGC ♥ HELLO KITTY嵌入式平面爐為全港首個品牌，結合HELLO KITTY頭像及其標誌性蝴蝶結圖案，印於強化玻璃爐面上，更備有櫻花粉紅或時尚灰黑兩款顏色選擇，滿足甜美活潑或是型格低調的喜好，瞬間打造夢幻廚房。

Enjoy the company of adorable Hello Kitty in your kitchen and have a lovely time creating your favourite dishes! The whole family can experience the joy of cooking together with the TGC ♥ Hello Kitty built-in hob. As the first Hong Kong hob brand to incorporate the Hello Kitty image and signature bow into its design, TGC offers the hob in both cherry-blossom pink and grey-black to go with your dream kitchen style, be it sweet or minimalistic.



TGC 超薄煤氣恆溫熱水爐 設計時尚纖巧 Sleek and modern TGC Temperature-Modulated Superslim Gas Water Heater

TGC超薄煤氣恆溫熱水爐ST12HD，採用獨有專利設計，打破傳統的牆孔安裝限制，完美配合不同浴室的安裝要求，讓你在更寬敞的環境下盡情享受沐浴樂趣，優惠期間更可享高達\$1,400優惠，可謂超薄煤氣熱水爐的入門首選。

革新設計的TGC超薄煤氣恆溫熱水爐ST12HD，機身厚度只有78毫米，外型時尚纖巧，令浴室瞬間寬敞明亮；配以低至攝氏35°C貼心水溫調節功能，兼備自動恆溫及數碼式溫度顯示，操作更簡易。

Featuring a patented cutting-edge design, TGC's Temperature-Modulated Superslim Gas Water Heater ST12HD fits many different wall openings perfectly, making bathing an even more enjoyable experience in a spacious environment. With discounts of up to HK\$1,400 during the promotion period, it's an ideal choice for those in search of a slim water heater.

With its sleek and stylish design, the depth of TGC's Temperature-Modulated Superslim Gas Water Heater ST12HD is a mere 78mm, taking up minimal space to help make bathrooms look brighter. Offering constant temperatures from 35°C upwards and an adjustable digital display panel, you can enjoy instantaneous hot water, making bathing a pleasure to look forward to after a long day's work.





「惜食小舌頭」比賽 Zero Food Waste Cooking competition

由煤氣公司全力支持及新城知訊台和OpenRice主辦「惜食小舌頭」比賽，安排由煤氣公司合作伙伴包括領展、Green Common、雲來軒、MangoTree，為20位參賽者進行有關烹飪技巧、食物拍攝、環保惜食知識等特訓。經選拔後，其中十位優秀學員於銅鑼灣煤氣烹飪中心進行「惜食小舌頭」總決賽。大會邀請到一眾對飲食甚有研究及心得的評審，包括：煤氣公司零售事務及營業總經理王佩兒、新城知訊台執行總監程凱欣、新城知訊台節目主持啤梨（葉文輝）、OpenRice常務董事黃鳳鳴及大廚張錦祥Ricky出席，為一眾小廚神打氣。



Co-organised by Metro Broadcast and OpenRice and supported by Towngas, the Zero Food Waste Cooking competition offered intensive training to 20 participants on the topics of culinary skills, food photography, environmental protection and food waste reduction provided by Towngas' partners including Link Reit, Green Common, Cloudland Chinese Cuisine and Mango Tree. After a round of selection, 10 of the best performing participants took part in the final round of competition at the Towngas Cooking Centre in Causeway Bay. The judging panel included culinary lovers such as Catherine Wong, Towngas General Manager - Retail Marketing & Sales, Karen Ching, Metro Broadcast Radio Executive Director, Barry Ip Man-fai, Metro show host, Jan Wong, Managing Director, Openrice Limited, and chef Ricky Cheung, who encouraged the budding chefs.

三間全新煤氣客戶中心隆重開幕 Grand Opening of Three Towngas Customer Centres

為帶來更舒適的一站式購物體驗，煤氣公司的將軍澳及天水圍分店已分別於8月及10月遷至新址，而位於葵芳新都會廣場的新店亦於10月上旬正式開業。三間新店的位置便利，裝修明亮簡約，店內陳列多款煮食爐、乾衣機、熱水爐、抽油煙機等優質煤氣爐具及多元化的家居生活用品，讓客戶享受一站式的購物樂趣，為顧客帶來六星級的貼心服務。

To bring you a more convenient and comfortable shopping environment, Tseung Kwan O and Tin Shui Wai Towngas Customer Centres have been relocated in August and October respectively, while the new Kwai Fong Customer Centre at Metroplaza has opened in early October. The three centres are easily accessible as well as bright and modern, displaying a full range of gas appliances including hobs, dryers, water heaters, range hoods and household gadgets. We will continue providing six-star service to our customers at the new locations.



將軍澳 Tseung Kwan O

新界將軍澳新都城中心二期1樓1166號舖
Shop 1166, Level 1, MCP Central, Tseung Kwan O, New Territories

葵芳 Kwai Fong

新界葵芳興芳路223號新都會廣場5樓569號商舖
Shop 569, Level 5, Metroplaza, 223 Hing Fong Road, Kwai Fong, New Territories

天水圍 Tin Shui Wai

新界天水圍天耀邨天耀廣場地庫1樓LG23 - LG24號舖
Shops LG23 and LG24, Lower Ground Floor 1, Tin Yiu Plaza, Tin Yiu Estate, Tin Shui Wai, New Territories



法國 Disciples Escoffier 專業烹飪文憑名人學員登場 Disciples Escoffier professional diploma attracts celebrity apprentice

城中女神苟芸慧最近報讀煤氣烹飪中心Disciples Escoffier『法國糕餅烹飪藝術文憑課程』，展開專業訓練，除了學習烹飪增值自己，也希望為丈夫親手製作甜品。課堂主要由同一位導師作針對性培訓，苟姑娘覺得學習形式很適合自己，而且課程要求認真嚴謹，更難得有機會跟名廚學習。

煤氣烹飪中心法國Disciples Escoffier專業烹飪文憑課程非常受客戶歡迎，今年收生錄得雙位數字增長。除吸引專業人士報讀外，今年的名人學員有來自娛樂圈及網絡烹飪紅人(KOL)追捧，可見這課程越來越受各方關注及歡迎。

Celebrity Christine Kuo recently enrolled in Towngas Cooking Centre's Disciples Escoffier Diploma in Pastry for professional training. In addition to enhancing her culinary skills, she also hopes to make desserts for her husband. As the course offers targeted training provided by a single teacher, Kuo feels that it suits her needs and offers stricter standards and the valuable chance to learn from a renowned chef.

The ever-popular Disciples Escoffier Diploma in Pastry offered by Towngas Cooking Centre recorded double-digit growth in the number of students enrolled this year, with professionals as well as celebrities and online cooking KOLs attending, which goes to show its reputation.



Disciples Escoffier 法式專業滋味 Disciples Escoffier Professional French Pastries

煤氣烹飪中心Patisserie by Disciples Escoffier由法國Disciples Escoffier糕餅課程專業導師Maxime Michelot設計及監製，各式法式糕餅保證全人手限量製作。蛋糕均用上各種技巧例如朱古力tempering、蛋糕上釉、滾邊等，這些都是在文憑課程中都能學到的。最受歡迎的檸檬撻用上烤得香脆的甜餅底，中間是檸檬柚子酪餡，面層再鋪上棉花糖蛋白霜。香蕉焦糖撻同樣是人氣之選，軟朱古力忌廉作餡，還有一層mascarpone mousse，加上焦糖香蕉及核桃碎，味道香濃且極富層次。芒果椰子斑蘭蛋糕也值得一試，清甜的芒果粒配椰子奶慕斯與白朱古力，香甜幼滑，還有斑蘭蛋糕的獨特香氣，味道融和。現體驗價每件\$35，更有買3送1優惠，不容錯過。



Designed and supervised by Disciples Escoffier Pastry Master Teacher Maxime Michelot, Towngas Cooking Centre's Patisserie by Disciples Escoffier creates limited pieces of handmade French pastries that employ techniques such as tempering, glazing, and edging, which are taught in the diploma course. The ever-popular lemon tart comprises a crumbly base and a lemon-yuzu yoghurt filling, topped with marshmallow meringue. The Midnight is also a crowd favourite, with soft chocolate cream as a filling and a layer of mascarpone mousse as well as caramelised banana and walnut pieces. The Sunshine is also worth a try: sweet mango, coconut milk mousse and white chocolate pair harmoniously with the unique fragrance of pandan to offer a smooth and sweet indulgence. Experience them for HK\$35 each and don't miss the buy three get one free offer!



名氣廊 Flame「Fun」享晚餐 Fun Sharing menu of Flame at Towngas Avenue

名氣廊Flame坐擁璀璨的維港海景，最適合與家人好友共享佳餚。名氣廊Flame最近推出的「FUN」享晚餐，可供四人分享，多款美食包括頭盤、沙律、明火燒烤拼盤、意粉、燴飯及甜品隨意配搭。明火燒烤拼盤包括肉眼扒、羊扒、德國芝士鮮肉腸，而海鮮拼盤就有大蝦、三文魚、魷魚等，非常豐富。此外，焗火焰雪山及甜品拼盤同樣吸引。凡惠顧「FUN」享晚餐送一瓶Sangria西班牙白酒，最適合與三五知己開心歡聚，品嚐一頓美味兼可欣賞醉人維港夜景的晚宴。

Surrounded by the dazzling views of Victoria Harbour, Flame at Towngas Avenue is the ideal place to enjoy a dinner with your loved ones. Recently, the restaurant launched the Fun Sharing menu for four which includes a choice of appetisers, salads, open-flame barbecued platters, pastas, risottos and desserts. The barbecue platter includes rib-eye steak, lamb chop and Kasekrainer sausage, while the seafood platter includes king prawns, salmon, calamari and more. Desserts such as the Flambe Mont Blanc and platters are equally enticing. What's more, a free bottle of Sangria is offered for every table opting for the menu for four to make your visit a perfect night with drinks, food and views.



「FUN」享晚餐推廣
價：HK\$1,198 (4位用)

Fun Sharing Menu
promotional price:
HK\$1,198 for four



名氣廊 Flame「高 EQ 兒童之育成」下午茶講座 "Raising a Child with High EQ" Afternoon Tea Seminar at Flame at Towngas Avenue

由名氣廊Flame與麥明詩媽媽-麥何小娟合作的「高EQ兒童之育成」講座及下午茶活動，於8月24日圓滿結束。麥太本身為教育碩士，在香港、澳洲及美國擁有職業治療師資格。活動當天向出席家長分享如何培育子女及有效地灌輸正能量的心得，從而培養具上進心和抗逆力的子女。在場各位家長跟麥太學到很有用的技巧，以及享受餐廳精緻美味的英式下午茶點，渡過一個悠閒的周末。

Co-organised by Flame at Towngas Avenue and Silvia Mak Ho Siu-kuen, mother of celebrity Louisa Mak Ming-sze, the talk entitled Raising a Child with High EQ and an afternoon tea session thereafter took place on 24 August. As a Master in Education herself, Mak is an occupational therapist qualified in Hong Kong, Australia and the United States. At the event, Mak shared with the parents in attendance her tips on raising a child and effectively instilling positivity in order to foster children who are motivated and tenacious. The parents learned many useful skills from Mak and enjoyed an exquisite afternoon tea session, making for a relaxing weekend.





《建造業義工嘉許獎》－「最積極參與機構」 Construction Industry Volunteer Award – Most Supportive Organisation



建造業議會於2016年9月推出建造業運動及義工計劃，目的是在建造業從業員當中提倡健康的生活方式和關懷文化。煤氣公司已連續第二年奪得《建造業義工嘉許獎》-「最積極參與機構」的榮譽，充份反應我們活動的多元化，以及深受各界認同。

本年7月14日，煤氣公司的義工隊除了出席頒獎典禮外，大會還邀請了我們的常務董事陳永堅，就「義務工作對企業發展的重要性」這題目，與參加者分享煤氣公司的心路歷程。

煤氣公司溫馨義工隊今年剛好成立二十年，期間服務不斷推陳出新，就社會上弱勢社群的問題迅速作出回應。義工隊歷來獲獎無數，足以反映我們推動義務工作的方向正確，深受各界認同，達到助人自助的目的。

Established by the Construction Industry Council in September 2016, the Construction Industry Sports & Volunteering Programme aims to promote a healthy lifestyle and caring culture amongst industry members. Towngas has received the Construction Industry Volunteer Award - Most Supportive Organisation for two consecutive years, reflecting that our diverse activities are well received amongst different sectors of society.

On 14 July, the Towngas Volunteer Service Team attended the award ceremony. Our Managing Director, Alfred Chan, was also invited to share Towngas' experience on the importance of volunteer work in the context of corporate development.

This year marks the 20th anniversary of the Towngas Volunteer Service Team. Throughout the years, the team has continued to enhance their services in order to provide timely response to the issues faced by disadvantaged groups of our community. The numerous awards received by the team is evident of the positive direction of our volunteer work, which has attained its goal of helping others to help themselves.



「能工巧匠義工隊」挑戰民生無小事 MasterCraft Volunteer Team contributes to Big Little Things



煤氣公司「溫馨義工隊」一直在社區舉辦不同義工活動，例如送贈應節食物，服務認知障礙症患者等有需要的弱勢社群。有見愈來愈多居住在劏房戶的市民需要一些家居改善的協助，我們迅即成立「能工巧匠義工隊」，希望利用創意和專業技能為受助人改善家居環境。

「能工巧匠義工隊」在九月獲團結香港基金邀請，參加名為「民生無小事」的挑戰。煤氣公司常務董事陳永堅身體力行，帶領義工同事親身參與，加深同事對扶貧的認識。

The Towngas Volunteer Service Team is committed to organising activities in our community, including providing festive gifts to those in need and serving disadvantaged groups such as those afflicted with cognitive impairment. With the increasing number of sub-divided flat tenants requiring home improvement help, we have established the MasterCraft Volunteer Team, with a view to use our creativity and professional skills to help enhance people's living environment.

Upon the invitation of Our Hong Kong Foundation, the MasterCraft Volunteer Team took part in the Big Little Things challenge, in which our Managing Director Alfred Chan led volunteers in activities that deepened their understanding of the importance of poverty alleviation.



「能工巧匠義工隊」連續兩星期走訪一位年屆90高齡的劏房戶，發揮創意和能工巧匠的手藝，幫助他改善洗手間的設施，解決如廁的問題。該名長者對我們的改裝感到非常滿意，讓他可安全放心上洗手間，不會再害怕滑倒的問題。

For two consecutive weeks, the MasterCraft Volunteer Team visited a 90-year-old man who resides in a sub-divided flat to apply their innovation and craft in enhancing his washroom facilities. The beneficiary was very pleased with our modifications, which allow him to use the washroom without fear of slipping and falling.



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▲ 綠火焰計劃—綠「適」家園，幫助基層家庭改善居住環境。

Green Flame Project – Upcycling for a Greener Home, helping underprivileged households improve their living environment.

煤氣公司 X 聖雅各福群會 綠火焰計劃—綠「適」家園 Towngas X St. James' Settlement Green Flame Project – Upcycling for a Greener Home

香港雖然是一個現代化的國際城市，但還有不少基層家庭在非常狹窄的居住環境生活。有見及此，煤氣公司與聖雅各福群會合作，首次舉辦綠火焰計劃—綠「適」家園企業社會責任項目，透過廢物升級再造，與基層學童一起製作小型傢俱，善用其居住空間之餘，亦為環保出一分力，向學童灌輸「轉廢為寶」的概念，以行動實踐「能工巧匠」的精神。

10月26日，集團派出「能工巧匠」義工隊參與項目，20多名義工走進社區，以一對一的方式，與逾20位來自中華基督教會基全小學及天主教伍華小學的小四至小六學童配對，一同動手將廢物改造成各款小型傢俱，包括木層架、床邊掛袋及木牆身組合，在製作過程中教授學童「能工巧匠」的工藝標準，增加他們家裡的收納空間，打造溫暖的安樂窩。

Concerned with the cramped living conditions of the underprivileged due to Hong Kong's land supply shortage, Towngas collaborated with St. James' Settlement to instill the principle of turning waste into treasure in school children, and created practical home accessories by upcycling, thereby enhancing their living space and contributing to environmental protection.

On 26 October, over 20 members of our MasterCraft Volunteer Team took part in the event. Lending their strengths to the community, the volunteers partnered one on one with students in Primary 4 to Primary 6 from The Church of Christ in China Kei Tsun Primary School and Ng Wah Catholic Primary School to create small accessories such as wooden shelves, bedside pouches, and wooden wall units through upcycling. Not only were the students able to increase storage space in their home for a more comfortable living environment, Towngas volunteers were able to share their MasterCraft standards and values with the children.

「能工巧匠」義工隊還帶同福袋赴學童住處進行家訪，進一步了解他們的生活環境和需要。公司將尋求更多商界、學界及社福界三方的合作機會，以行動實踐「轉廢為寶」，推廣「環保生活每一天」的理念，同時回饋社會。

Towngas volunteers also paid visits to the children in their homes to get a sense of their living environment. Through this collaboration between the commercial, education and social service fields, Towngas hopes that concrete action can be taken to transform waste into treasure as a part of our concerted efforts in environmental protection and giving back to society.



煤氣義工與學童一同發揮創意，製作別具特色的小型傢俱，增加家裡的收納空間。
Volunteer and school kid putting their heads together to create unique home accessories that will increase the storage capacity of her home.



學童夥拍煤氣義工，利用循環再用的舊衣物製作成收納袋，學習「轉廢為寶」。
School kid team up with volunteer as they transformed waste into treasure by upcycling materials from old clothes into a storage pouch.



煤氣義工透過家訪，了解學童家庭的居住環境，製作符合其需要的傢俱配件。
Through home visits, volunteers are able to get a sense of the students' household needs in order to design suitable home accessories.



因應不同基層擠迫戶的家居環境，煤氣義工運用工程技能和知識，製作例如木層架、床邊掛袋、木牆身組合等配件。
Towngas volunteers used their technical skills and know-how to create accessories such as wooden shelves, bedside pouches and wall shelving to suite the various needs of the respective cramped households.





煤氣公司愛心月餅盡顯關愛共融 Towngas Mooncakes for the Community



▲ 煤氣義工參與「樂善之友—樂善共迎中秋日」探訪長者及派發福袋活動。

Towngas volunteers joined an elderly visit programme held by Lok Sin Tong to celebrate Mid-Autumn Festival.

今年已是煤氣公司第19年舉辦「愛心月餅顯關懷」活動，藉著中秋佳節，在社區送贈130,000個愛心月餅，透過與社福機構合作，關懷獨居長者及有需要家庭，藉此推廣「關愛共融」信息。自2001年起，多年來累計送贈愛心月餅數目超過243萬個。

9月7日，煤氣公司Facebook專頁的粉絲到聖公會西環長者綜合服務中心探訪患有認知障礙症的長者，預祝中秋節。當日粉絲們跟一眾老友記玩遊戲，送上節慶禮物及月餅，並獻上真摯的問候，將愛心傳到社區。

This year marks the 19th year of the "Mooncakes for the Community" campaign and Towngas partnered with NGOs and distributed 130,000 mooncakes in the community. Since 2001, Towngas aims to spread the spirit of care and love during the Mid-Autumn Festival by sharing mooncakes with elderly and needy families. A total of more than 2.43 million mooncakes were distributed across Hong Kong.

On 7 September, Towngas Facebook fans visited Sheng Kung Hui Western District Elderly Community Centre and shared a fun-filled gathering with elderly with Mild Cognitive Impairment. Volunteers offered gifts, mooncakes and good wishes to the elderly.



◀ 煤氣義工派發愛心月餅給長者。

Towngas volunteers shared mooncakes to elderly and offered their good wishes.

▶ 煤氣公司Facebook專頁的粉絲參加長者中心的活動，一同慶祝中秋佳節。

Towngas Facebook fans joined voluntary work at an elderly centre.



「團圓無距離」月餅傳愛心 "Heartwarming Reunion" Mooncake Design and Cooking Competition



▲ 參賽者即場以明火烹調月餅餡料。
Participants preparing mooncake ingredients using open-flame appliances.

▲ 評判團成員煤氣公司零售市務及營業總經理王佩兒（後排左三）、煤氣烹飪中心課程總監黃倩霞（後排右四）及名氣廊 Flame 餐廳主廚張經緯（後排右五）與各參賽者合照。

Judges Catherine Wong (3rd from left, second row), Towngas General Manager – Retail Marketing and Sales, Pauline Wong (4th from right, second row), Centre Manager of Towngas Cooking Centre and Nelson Cheung (5th from right, second row), Head Chef of Flame at Towngas Avenue in a photo with the participants.

9月11日，煤氣公司舉辦主題為「團圓無距離」的月餅設計及烹飪比賽，希望參賽者可以透過自己構思及製作的月餅，於中秋佳節將溫暖和愛心傳遞給更多人。八位在初選中勝出的參賽者齊集名氣廊Flame餐廳，即場以巧手妙思製作出獨一無二的月餅。

不少參賽作品採用大膽創新的材料，例如鐵觀音栗子月餅、珍珠奶茶月餅、楊枝甘露月餅和紅菜頭棗仁月餅等，充分發揮創意。冠軍月餅「明明白白我的心」使用的材料包括糖漿凝固的圓球外殼，以及椰汁冰皮和奶皇餡料；其特色在於食用前可輕敲外層球型的透明糖殼，再連同內裡的冰皮奶皇月餅一同食用，寓意打破人與人之間的距離，彼此放下成見，互相包容。

On 11 September, Towngas hosts "Heartwarming Reunion" Mooncake Design and Cooking Competition to encourage participants to express their love and care to people around them, as well as spread heartwarming blessings to everyone. With their skilled hands and creativity, a total of eight finalists handmade unique mooncakes at Flame at Towngas Avenue.

Many participants added innovative ingredients to the recipe, creating flavours such as chestnut and Tieguanyin, bubble milk tea, mango pomelo sago as well as beetroot and dates. The winning entry, entitled You Read My Heart, is made with a sugar globe, coconut milk snow skin and egg custard filling, it offers an element of excitement as the sugar globe needs to be broken before one can savour the mooncake, which also signifies the festival's role in breaking the ice among people.



冠軍作品「明明白白我的心」
Winning entry: "You Read My Heart"



亞軍作品「黃金定栗」
First runner-up:
"The Golden Moon"



季軍作品「珍珠奶茶冰皮月餅」
Second runner-up:
"Snowy Mooncake - Pearl Milk Tea"



《資本雜誌》企業社會責任大獎 2019 Capital Magazine Corporate Social Responsibility Awards 2019

8月29日，煤氣公司於《資本雜誌》及《資本壹週》舉辦之「企業社會責任大獎2019」中，榮獲「企業社會責任大獎」，肯定了集團過去持續推行企業社會責任的努力，為締造和諧社區出一分力。

於11月份出版的《資本雜誌》專題訪問中，煤氣公司總經理 – 企業事務楊松坤分享公司在企業社會責任方面的資源投入和優秀案例。

On 29 August, Towngas was honoured at the Corporate Social Responsibility Awards 2019, co-organised by Capital Magazine and Capital Weekly in recognition of the Group's sustained efforts in promoting corporate social responsibility (CSR) and social harmony.

In an interview published in the November issue of *Capital Magazine*, Isaac Yeung, Towngas General Manager – Corporate Affairs shared the Company's resources allocated to CSR and experience of outstanding CSR programmes.



獲頒 10,000 小時義工服務獎 10,000-hour volunteer service award

10月16日，煤氣溫馨義工隊獲社會福利署推廣義工服務督導委員會頒發「10,000小時義工服務獎」，以表揚公司積極投入社會服務，關懷弱勢社群。

煤氣公司的企業社會責任文化根深蒂固，不時與社福機構合作，推出嶄新及多元的社會服務，創造共享價值。例如由2017年起，與香港聖公會福利協會合作，推出創新的「煮播」計劃，將「煮飯」變成訓練腦筋的活動，希望延緩輕度認知障礙症患者的退化速度，至今已服務超過150位長者，成效令人鼓舞。

On 16 October, Towngas Volunteer Service Team received the Award of 10,000 Hours for Volunteer Service from the Social Welfare Department's Steering Committee on Promotion of Volunteer Service, in recognition of our dedicated efforts on social service and caring for the disadvantaged.

Towngas' entrenched culture of corporate social responsibility has driven it to collaborations with social welfare organisations to launch innovative and diverse social services that create shared value. For example, since 2017, we have collaborated with Hong Kong Sheng Kung Hui Welfare Council in the Chef Anchor programme, which turns cooking into a mind-training activity with the hope of slowing down the rate of deterioration for Mild Cognitive Impairment (MCI) patients. To date, the programme has served over 150 elderly members of the community.





食德有營過中秋

Mooncake Recycling Programme for Mid-Autumn Festival

過去五年，環保團體食德好回收了近十五萬個過剩月餅，當中不少是生產過剩及互相送禮而造成的。今年煤氣公司再次贊助「食德有營過中秋」計劃，並簽署了惜食約章，鼓勵同事向客戶及合作夥伴表達婉拒月餅賀禮的意願，同時也可根據自身情況選擇是否接受月餅賀禮，減少過剩月餅。

煤氣公司環保工作委員會亦透過內部宣傳，鼓勵同事們參與月餅回收計劃，將過剩仍可食用的月餅送到回收點，轉贈給有需要的人。

In the past five years, environmental group Food Grace has recycled nearly 150,000 mooncakes which could have gone to waste due to over-production and gifting. This year, Towngas has continued to sponsor the programme, and signed the pledge to curb food waste. In addition to encouraging our staff to decline mooncakes gifted by clients and work partners, we also invite colleagues to consider refusing mooncake as gifts according to their own needs, which helps reduce the excessive production of mooncakes.

Towngas' Environmental Working Committee has also spread the message amongst our staff, inviting them to take part in the mooncake recycling programme and donate mooncakes that are still edible to collection points set up by Food Grace in order to benefit those in need.



▲ 8月15日，煤氣公司總經理-企業可持續發展鄺超靈(右三)出席簽署約章儀式。
On 15 August, Victor Kwong, General Manager - Corporate Sustainability, took part in the pledge signing ceremony.

雨遮重生工作坊

Umbrella Repairing Workshop

香港天氣陰晴不定，外出時往往總是遮不離身。雨遮使用多了，少不免會有破損，最終難免成為一堆廢鐵，被送往堆填區。為減少堆填區壓力，煤氣公司特別為員工舉辦『雨遮重生工作坊』，讓同事學習維修破爛雨遮的方法與技巧，一同為環保出一分力。完成課程的同事，日後更可借用維修工具，修復破爛的雨遮。

Hong Kong's unpredictable rain means that many people carry umbrellas with them whenever they go out. Frequently used umbrellas are easily damaged, after which they would become little more than a piece of trash. In order to alleviate the pressure on our landfills, Towngas has organised an umbrella repairing workshop, during which our staff can learn ways to mend their broken umbrellas and contribute to environmental protection. Those who attended the workshop can also borrow repair tools at a later date to repair their own umbrellas.



▲ 導師講解雨遮構造。
The speaker explaining the structure of an umbrella.



環保講座 – 「珊瑚。海」

Environmental Talk – Corals and the Sea

海洋中含有的水約佔地球上總水量的97%，是孕育生命的寶庫。為了解海洋生態與我們的微妙關係，煤氣公司於7月11日特別邀請香港海洋公園保育基金社區教育經理溫翰芝博士和我們分享香港常見海洋生物的特色和生活習性。

由於香港的東面及西面海域水質不同，能在近岸觀賞的海洋生物也有分別；例如中華白海豚一般聚居於香港西部水域沿岸，而珊瑚則在東部水域比較常見。另外溫博士亦特別介紹香港海域常見的馬蹄蟹及其他珊瑚魚，並特別呼籲喜歡食用海鮮的人士在選購時應考慮清楚，避免選購以嚴重破壞海洋生態的方式捕撈或生產的海鮮。



Our oceans contain 97% of the water in the entire world, and are a treasure trove that nurtures many creatures. In order to understand the unique relationship between the oceans and ourselves, Towngas invited Dr Judy Wan, Community Education Manager of Ocean Park Conservation Foundation Hong Kong, to share with us the characteristics and behaviour of marine animals common in Hong Kong.

At the talk, Dr Wan mentioned that because of the different qualities of the seas to the east and west of Hong Kong, the marine life seen from the coast of the respective areas are also different. For instance, the Chinese White Dolphin lives along Hong Kong's west coast, while coral is more often seen in the seas east of Hong Kong. Dr Wan also introduced the Horseshoe Crab and coral fish commonly found in Hong Kong's surrounding seas, and asked seafood lovers to think twice before buying these creatures and avoid purchasing seafood harvested or produced through means that seriously damage the marine habitat.

香港綠色建築議會參觀煤氣公司

The Hong Kong Green Building Council visits Towngas

煤氣公司北角總部大樓於2016年成為全港首座獲得香港綠色建築議會「綠建環評既有建築1.2版」鉑金級認證的非住宅建築物。為了推動綠色文化和教育學生綠色建築的運作，香港綠色建築議會與香港中華基督教青年會合辦兩次綠色建築參觀，於7月26日及8月9日帶領小學生到訪煤氣北角大樓。

兩次參觀共有約40名小學生參加，除了向他們分享煤氣公司的可持續發展文化和創新應用外，亦參觀了調度中心、客戶服務熱線中心、綠色廚房和煤氣創新館，加深他們對煤氣公司綠色和創意設施的認識。

Towngas' headquarters in North Point was Hong Kong's first non-residential building to be awarded the BEAM Plus Final Platinum rating (Existing Buildings V1.2) by The Hong Kong Green Building Council in 2016. To promote green living and educate students about the operations of a green building, as well as help them understanding the importance of a sustainable lifestyle, HKGBC and Chinese YMCA of Hong Kong organised green building visits for primary school students on 26 July and 9 August to Towngas' headquarters in North Point.



The two visits saw about 40 students take part. Aside from learning about Towngas' culture of sustainable development and innovative applications, they visited the Grid Control Centre, Customer Service Hotline Centre, Green Kitchen and Towngas Hall of Innovation to enhance their understanding of Towngas' green and innovative facilities.



窩蛋牛崧飯

Minced Beef And Egg In Rice

材料 | Ingredients

免治牛肉	160 克
蛋	2 隻
蔥	1 條
米	3 杯
水	4 杯
Minced beef	160 g
Egg	2
Spring onion	1 stalk
Rice	3 cups
Water	4 cups

調味 | Seasonings

梳打粉	1/3 茶匙
水	4 湯匙
糖	1/4 茶匙
生粉	2 茶匙
生抽	1 1/2 茶匙
油	2 湯匙
Bicarbonate soda	1/3 tsp
Water	4 Tbsp
Sugar	1/4 tsp
Cornflour	2 tsp
Light soya sauce	1 1/2 tsp
Oil	2 Tbsp

芡汁 | Sauces

水	2 湯匙
生抽	1 1/2 湯匙
老抽	1/2 湯匙
糖	1/2 湯匙
麻油	1/2 湯匙
Water	2 Tbsp
Light soya sauce	1 1/2 Tbsp
Dark soya sauce	1/2 Tbsp
Sugar	1/2 Tbsp
Sesame oil	1/2 Tbsp

做法 | Method

- 免治牛肉加入調味料拌勻，醃約半小時，蔥洗淨，切粒。拌勻豉油汁料，候用。
Add seasoning ingredients to minced beef, mix well and leave for 1/2 hour. Dice spring onion. Make sauce.
- 米洗淨，隔水，放入飯煲內，加入 4 杯水，開火。
Wash rice and add water. Cook rice.
- 10 分鐘後，水份快將收乾，將免治牛肉鋪於飯面，繼續煮至飯熟。
After approximately 10 minutes, when the water is nearly all absorbed, add minced beef and spread evenly over the rice, then continue cooking.
- 熄火後，加蓋焗 5 分鐘。
When turned off, let the rice sit for 5 minutes.
- 灑下蔥粒，倒入豉油汁，上碟後，倒入雞蛋，便可食用。
Sprinkle with diced spring onion, add sauce and egg on top. Serve.





優質服務 贏取讚賞

Quality service earns appreciation

在最近一次的答謝午宴上，總經理－配氣操作黎錦圖分享了一個客戶讚賞個案，讚揚高級工程師陳遠樂、工程師陳健榮及網絡技工陳錦榮團隊的卓越表現。

香港理工大學要求煤氣公司作地下管道更改工程報價，以方便校園內數據中心的擴建施工，並要求盡快完成。陳遠樂及其團隊細心研究後，發現可以移除現有的廢棄喉管，校園內的建築工程便可以進行，不必改動現有管道位置。

替代方案不但為客戶省卻龐大工程開支，更重要的是，安排及移除廢棄喉管工程只需三個星期，比改道工程所需的六個月時間為快。煤氣團隊能夠多方面思考，為客戶找出最佳的解決方案，化繁為簡，因而獲客戶來信表揚。

In the recent complementary lunch, Lai Kam-to, General Manager - Distribution Operation, shared some positive client feedback on the stellar performance of his team comprising Chan Yuen-lok, Senior Engineer, Andy Chan, Engineer, and Chan Kam-wing, Network Fitter.

Hong Kong Polytechnic University requested a quotation from Towngas for modifications to their underground pipes in order to facilitate the expansion of the on-campus data centre, which they needed urgently. After detailed examination, Chan Yuen-lok and his team discovered that the construction could be made possible by simply removing the existing old pipes, and no changes were needed to the pipe positioning.

The counter proposal not only saved immense construction fees for the client, but more importantly, the removal of the existing pipes only takes three weeks, a much shorter period that the six months needed for modification. The Towngas team devised an ideal solution for their client through multi-faceted consideration, resulting in the simplification of what appeared to be a complex problem, which earned them an appreciation letter from the client.



總經理－配氣操作黎錦圖及團隊(前排左起)陳錦榮、陳遠樂及陳健榮。

General Manager - Distribution Operation Lai Kam-to and his team (from the left) Andy Chan, Chan Yuen Lok and Chan Kam Wing.

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633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 633 public and private housing estates, which helps us ensure that the service we provide is to the satisfaction of customers.

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

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

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

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客戶服務關注小組於7月17日到訪鴨洲邨。

Customer Service Team visited Ap Lei Chau Estate on 17 July.

