

客戶通訊

FOCUS

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

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永堅園MAD DOG

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MAD DOG CAFÉ:
SHARING THE WARMTH WITH THOSE IN NEED





永堅園Mad Dog溫馨暖意慈善活動

Mad Dog Café: Sharing the warmth with those in need



▲ 煤氣公司同事上下一心齊為慈善出錢出力。

Towngas' staff are supportive in raising funds for the charity.



由煤氣公司常務董事陳永堅發起，一年一度「永堅園MAD DOG溫馨暖意慈善活動」於3月1日舉行。一如往年，陳先生帶領常務董事辦公室同事炮製熱狗套餐，除了主打熱狗外，同事更精心鑽研食譜，親手製作自家出品的鳳梨酥。陳先生不僅身體力行支持活動，也就同事捐出的善款作等額配對捐款，而公司會再按善款總數等額配對捐款。善款會為本地護理安老院舍安裝浴室暖風機，讓有需要長者在冬天如廁及洗澡時仍可保持溫暖。

香港麥當勞全力支持是次慈善活動，連續第三年派出義工到場打氣及即場沖調咖啡及熱飲，為活動籌募善款。

Founded by Alfred Chan, Towngas' Managing Director, the annual Mad Dog Café took place on 1 March to raise funds. As in previous years, Mr Chan led his team from the Managing Director's Office in preparing hot dog set meals. In addition, our colleagues went above and beyond this year to create homemade pineapple pastries. In full support of the event, Mr Chan not only participated in person, but also matched Towngas' staff donation dollar for dollar. The donation received in the event will support the installation of bathroom ventilators in local senior homes to keep the elderly warm.

McDonald's Hong Kong offered great support during the event, with volunteers serving coffee and other hot beverages at the event for the third year to help raise funds.

活動當天，受惠院舍撰寫感謝信表示對公司的謝意，同時亦派出代表到場參與活動，見證煤氣公司慷慨解囊，共襄善舉。

今年活動共推出780份熱狗套餐，連同義賣「慈善農耕樂」的有機蔬果，合共籌得港幣455,557元善款，再創新高。自2014年起，活動共為102間院舍贈送及安裝電動智能廁板273套及浴室暖風機178套。

The beneficiaries also sent representatives take part in the event, and expressed their appreciation through thank you letters.

This year, 780 sets of Mad Dog set has been prepared, together with proceeds from charity sales of organic vegetables, a total of \$455,557 has been raised. Since its inauguration in 2014, the programme has installed 273 electrical washlets and 178 bathroom ventilators for 102 senior homes.



▲ 活動當天，來自不同受惠院舍的代表出席支持善舉。
Representatives from various senior homes supported the event.



▲ 有機蔬果慈善義賣。
Organic vegetable charity sales.



▲ 麥當勞團隊連續第三年支持永堅園Mad Dog慈善活動。
McCafé team supported the Mad Dog Café for the third consecutive year.



煤氣公司榮登「香港企業可持續發展」

Towngas tops Hong Kong Business Sustainability



香港中文大學商學院院長陳家樂教授(右)和香港科技大學環境及可持續發展學部首席發展顧問陸恭蕙教授(左)頒發排名最高的嘉許狀予煤氣公司首席財務總裁暨公司秘書何漢明。

Professor Kalok Chan (right), Dean of The Chinese University of Hong Kong Business School, and Professor Christine Loh Kung-wai (left), Chief Development Strategist of the Division of Environment and Sustainability, Hong Kong University of Science and Technology, present a certificate for Towngas' placing first to John Ho, Towngas Chief Financial Officer and Company Secretary.



煤氣公司總經理-企業事務楊松坤(右二)出席「2019商業可持續發展會議」,並分享公司可持續發展方針及理念。

Isaac Yeung (2nd from right), Towngas General Manager - Corporate Affairs, shares Towngas' approach and ethos for sustainable development at the Business Sustainability Conference 2019.

「香港企業可持續發展指數」榜首 Sustainability Index

香港中文大學商學院商業可持續發展中心(中大CBS)於1月7日發布第四屆「香港企業可持續發展指數」。煤氣公司於50家恒生指數成分股公司當中排行第一，並成為首間達到90分以上的企業，取得「典範者」級別的成績。

「香港企業可持續發展指數」以「價值—過程—影響」模型設計，旨在鼓勵各大公司承擔企業社會責任，藉此先進的營商模式實現商業可持續發展。中大CBS會按每家公司在企業社會責任三大範疇進行評估，分別是企業社會責任的價值觀、企業社會責任的管理和實踐，以及企業對經濟、社會和自然環境的貢獻。

集團於2017年發行綠色債券，籌得的款項為煤氣公司旗下「轉廢為能」項目，包括位於新界東南堆填區的沼氣應用及其他合資格綠色投資項目提供資金。

煤氣公司的服務惠及弱勢社群，例如推出煤氣費優惠計劃減輕有需要家庭的生活開支，又與社會上不同持分者合作在社區送贈愛心湯、月餅及愛心糉予長者或有需要家庭。

煤氣公司於2018年與香港教育城合辦「綠火焰計劃」全港中小學VR遊戲設計比賽，鼓勵同學通過創作VR(Virtual Reality虛擬實境)遊戲，以多角度探討環保課題，並善用科技與大眾分享，提升環保意識。



The Chinese University of Hong Kong (CUHK) Business School's Centre for Business Sustainability (CBS) announced the results of the fourth Hong Kong Business Sustainability Index (HKBSI) on 7 January, which saw Towngas coming in first among a list of 50 Hang Seng Index constituent companies. Towngas is the first company to score above 90 points and be ranked as an Exemplar.

Formulated based on the Values – Process – Impact model, the HKBSI aims to encourage major corporations to fulfil their corporate social responsibility and to achieve business sustainability through advanced operation models. CUHK CBS assesses companies according to their CSR values, process management and practice, as well as impact on the community and the environment.

Towngas issued green bonds in 2017 to fund its waste-to-energy projects, including the Southeast New Territories Landfill gas utilisation project and other eligible green investment projects.

Towngas' efforts to benefit underprivileged groups include the Towngas Concession Schemes that reduce the burden on families in need, and collaboration with stakeholders to share soup, mooncake and rice dumplings with the elderly as well as underprivileged families.

Towngas co-organised the Green Flames – VR (virtual reality) Games Design Competition with HKEdCity to encourage students to examine environmental protection issues through creating VR games, and enhance the public's environmental awareness through technology.





煤氣公司再度榮獲「香港傑出企業公民獎」 企業組別金獎及義工隊組別金獎

Towngas awarded gold again in Enterprise and Volunteer Team categories of Hong Kong Outstanding Corporate Citizenship Awards

煤氣公司於去年12月14日再度榮獲香港生產力促進局頒發「第九屆香港傑出企業公民獎」企業組別金獎及義工隊組別金獎，以表揚公司將企業公民理念融入管理策略及實際營運中，並在履行企業社會責任方面達到卓越成效。

煤氣公司一向致力履行企業公民責任，除了在公司內優化家庭友善僱傭政策和鼓勵僱員參與義務工作外，在社區也積極推動環保及社會公益活動。

Towngas received gold awards in the Enterprise and Volunteer Team categories of the 9th Hong Kong Outstanding Corporate Citizenship Awards organised by the Hong Kong Productivity Council, in recognition of the Company's integration of corporate citizenship principles into its management strategies and operations, as well as excellence in its fulfilment of corporate social responsibility (CSR).

As part of its continuous CSR efforts, Towngas not only strives to enhance its family-friendly employment policies and encourage its staff to take part in volunteering work, but also promotes environmental protection and social enterprise activities in the community.



勞工及福利局局長羅致光(右)頒發「香港傑出企業公民獎」企業組別金獎及義工隊組別金獎予煤氣公司執行董事暨公用業務營運總裁黃維義。

Law Chi-kwong (right), Secretary for Labour and Welfare, presented gold awards in the Enterprise and Volunteer Team categories of the Hong Kong Outstanding Corporate Citizenship Awards to Towngas Executive Director and Chief Operating Officer – Utilities Business Peter Wong.



煤氣公司榮獲「家庭友善僱主 – 至尊大獎」 Towngas receives Family-Friendly Employers – Grand Award

第四屆家庭友善僱主獎勵計劃於去年12月8日舉行頒獎典禮，煤氣公司獲頒「家庭友善僱主 – 至尊大獎」，以表揚公司曾多次獲得「傑出家庭友善僱主」獎項。

此外，煤氣公司也獲頒「2017/18年度特別嘉許(金獎)」及「2017/18年度支持母乳餵哺獎」，讚揚公司曾兩度獲得「家庭友善僱主」獎項及為正在餵哺母乳的僱員，提供一個舒適整潔的環境準備母乳，足證煤氣公司在積極履行家庭友善僱傭政策的努力廣受社會認同。未來，公司會繼續推廣家庭友善僱傭政策，鼓勵僱員實踐工作與家庭平衡；同時聆聽僱員的需要，以加強僱員對公司的歸屬感。



At the fourth Family-Friendly Employers Award Scheme award ceremony on 8 December 2018, Towngas received the Family-Friendly Employers – Grand Award in recognition of our receiving the Family-Friendly Employer Award for multiple times.

In addition, Towngas also received the 2017/18 Special Mention (Gold) Award and 2017/18 Award for Breastfeeding Support, recognising Towngas as a twice-winner of the Family-Friendly Employer Award and as a provider of a comfortable and clean environment for breast-feeding staff. The awards highlight our community's approval of Towngas' proactive efforts in promoting family-friendly employment policies. Going forward, Towngas will continue to promote its family-friendly policies and encourage staff to maintain a balance between work and family life. At the same time, Towngas will ensure open communication channels to address staff's needs and strengthen the sense of belonging among our staff.

煤氣公司獲頒「卓越僱主大獎」 Towngas receives Employer of Choice Award



煤氣公司連續第四年獲求職廣場出版有限公司(Job Market)頒發「卓越僱主大獎」，表揚公司除了具備完善人才管理策略及在行業擁有領導地位外，也提供一個有活力及支持員工的工作環境，頒獎禮於1月25日順利舉行。公司更首次獲得「卓越職場文化改進大獎」，肯定我們在企業職場文化上不斷創新及表現卓越，成功幫助企業提升業務表現。

At the award presentation ceremony on 25 January, Towngas received the Employer of Choice Award from Job Market Publishing Limited for the fourth consecutive time, in recognition of the energetic and supportive working environment offered by Towngas, as well as the Company's comprehensive talent management strategy as an industry leader. Towngas also received the Workplace Culture Change Award for the first time, which underscores our innovation and excellence in the field of corporate culture enhancement, which has successfully brought improvements to our business.



常務董事陳永堅接受《英文虎報》訪問 The Standard interviews Managing Director Alfred Chan

煤氣公司常務董事陳永堅今年1月接受《英文虎報》專訪，談及公司除了在內地供應天然氣外，還發展污水處理、農廢品回收，以及廚餘處理等項目。另外，陳先生預計隨著中亞、緬甸和俄羅斯提供的管道天然氣，以及進口液化天然氣，內地的天然氣儲存能力將大大提高。現時國內的天然氣消費總量達到2,300億立方米，而公司的市場份額約為8-10%，發展潛力龐大。

訪問亦提及公司在江蘇省常州市金壇區的地下鹽穴儲氣庫項目，可儲存4.4億立方米的天然氣。第一期已完工，項目第二期現已開始建設。這儲氣庫為內地最大的城市燃氣儲氣庫，除了為集團旗下公司供應足夠的天然氣，也為華東地區以至全國提供應急調峰儲備。最後，陳先生分享環保與公司盈利沒有衝突。煤氣公司既是能源公司，亦是公用事業和綠色企業，故此希望成為一家服務香港的綠色公司。

CLEANING UP PROFITS

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A project turning waste oil into second generation environmentally friendly diesel has been running for a year in Zhanjiang city, Jiangsu province.
The industrial vegetable oil which has solidified and is from the European Union has been sold to Europe, where vehicles use such fuel.
Towngas first invested in the water business in 2005 and has expanded to cover water production and distribution, sewage treatment,
recycled wastewater treatment, grey water recycling, pipe network construction, air treatment and production etc.

Chan says one of the latest projects is a wastewater treatment service offered to Samsung at Yantai Industrial Park.
To explore other ventures such as electronics can be treated, it would not be that difficult to treat waste from other industries.
Towngas has been discussing similar projects in other parts of China.
In October, it invested 150 million yuan (HK\$288.7 million) in state-owned enterprise Foshan Water Environmental Protection, accounting for 16 percent of the project. It is Towngas' first water services

project in the Greater Bay Area.
The Foshan municipal government is implementing a three-year city management action plan through visit to cities, making 354.3 billion yuan in public utilities and infrastructure, which Chan says presents many opportunities for Foshan Water and Towngas.
Foshan Gas, in which Towngas in China (2021) has invested since 2004, was listed in Standard in November 2021.
The energy, utility and green businesses are all related and they can do synergy. They can go public after reaching a certain maturity level.

'The green projects can be replicated and can help solve the increasing waste problem in mainland China'
Chan says annual cost of the operations will remain at HK\$1.5 billion in the coming three years, investing in about seven or eight projects with HK\$500-550 million each.
The company looks for an internal rate of return of around 20 percent, although some may be less—the first waste project returned 13 percent.
But Chan stresses the best thing about the green projects is that they can be replicated elsewhere and can help solve the increasing waste problem in the mainland.
"We want to be a green Hong Kong company and there is no conflict between being green and making profits," says Chan.



GOING GREEN WITH GOOD BUSINESS

BRIDGING BUSINESS
Alfred Chan is bridging the business world and nature, promoting green and sustainable development in mainland and overseas.
Towngas has set up wastewater and food waste facilities as well as agricultural waste recycling in some parts of China in recent years.
Chan says they have the potential to be replicated all over the country.
These form part of the business diversification and expansion of Towngas, which was simply a gas supplier for street lamps when it started in 1982 in Hong Kong.
The new business are in addition to the core gas business, where Chan says the Hong Kong-based firm has an edge when supplying natural gas to the country since it manages gas to replace coal.
The group has more than 2,000 projects in 28 provinces, municipalities and autonomous regions in the mainland, employing close to 50,000 people.
China has pledged to further reduce carbon emissions and has been promoting 'coal to gas' policies.
Although coal is still China's largest source of energy, it targets doubling the use of natural gas to 15 percent of power generation by 2030 to reduce air pollution and improve energy consumption efficiency.
Chan says that gas consumption in the mainland amounts to 230 billion cubic metres and Towngas has about

10 to 12 percent market share, achieved by its 151 city-gas projects in 23 provinces. In the six months ended June 30, 4.7 billion cubic metres of gas were sold, a year-on-year rise of 18 percent.
The number of mainland gas customers stood at 28.7 million, an increase of 10 percent from a year ago. In early 2018, natural gas supply was insufficient. However, Chan expects the situation to have been largely improved with piped natural gas supplied from Central Asia, Myanmar and Russia, as well as imported liquefied natural gas, plus greater natural gas storage capacity in the country.
In addition, Towngas has been constructing 448 million cubic metres of underground gas storage facility in underground salt caverns in Jintan district, Changzhou city, Jiangsu province.
With a storage capacity of 100 million standard cubic metres, the first phase was commissioned last winter after gas injection in June.
It has begun linking the second phase, which has a storage capacity of 300 million standard cubic metres.
The facility can help supplement and regulate gas supply for a number of city-gas projects in eastern China. Chan says the company will continue to look for the kind of facility but says it is not clear if the core is natural gas, as stated by Towngas has been expanding its scope with a synergy. It has research and development centres in the mainland to allow the city-gas into new services.
Towngas will begin converting food waste, green waste and landfill leachate into natural gas, petroleum products, solid fuel and fertilizer soon at a refinery it built in Suzhou Industrial Park.
The first facility of the group can process up to 500 tonnes of waste daily. Chan stresses the pilot project can be a blueprint for expansion outside Suzhou

and help solve the increasingly serious food waste problem in the mainland.
"In addition to better cooling, food waste is also recycled for animal feed, wastewater, and discarded fruit and vegetables.
"Organic components like food leftovers and other waste water decomposition, giving off landfill gas, which we've been using in Hong Kong."
"Lectures from Schuan helped, which has a lot of old team members to join a project."
Towngas began using landfill gas in 1990 at Sheau Wah, followed by projects in the Haze Belt, New Territories and Foshan (South of South East New Territories), the largest of its kind in Asia.
And it has another project for turning agricultural waste into chemical products.
For instance, a biomass utilization project in Hubei county, Hubei province, can turn agricultural and domestic waste into natural gas. It is scheduled to start production this year.
Collective waste management is paper-based and paper.
"The best thing is you don't need to burn the agricultural waste or emissions can be avoided," Chan says.
"However, energy will not be wasted much, for example, make solid energy water and carbon dioxide to gas. The core you can only account for 3 percent of the total input, the rest is wasted if you just show it away."
Chan says it will not be difficult to collect cases, but for now, the project could be replicated in other states in a row.
"We aim to make good use of waste so that it doesn't need to be burnt. With e-commerce activities, China needs a lot of paper for packaging, as reflected by the paper prices. Besides, China has stopped importing 'one paper'."

CONTINUED PAGE 4

In his interview with *The Standard* in January, Towngas Managing Director Alfred Chan discussed the Company's projects for waste water processing, farm waste and food waste recycling, in addition to providing natural gas in the mainland. In addition, Mr Chan estimates a dramatic increase in the mainland's natural gas storage capacity with the piped natural gas and imported LNG provided by Central Asia, Myanmar and Russia. Currently, Towngas has an 8-10% share in the mainland's natural gas consumption of 230 billion cubic metres, highlighting enormous potential to be tapped.

The interview also featured Towngas' underground salt cavern gas storage project in Jintan, Changzhou city, Jiangsu province, which offers a capacity of 440 million cubic metres. The first phase of the project has been completed, with construction for the second phase currently under way. The storage is the mainland's largest city-gas storage, offering ample supply for Towngas' group of companies as well as emergency peak-shaving capacity for the East China area as well as the rest of the country.

The interview concluded with Mr Chan's statement of there being no conflict between environmental protection and profitability: Towngas is as much an energy company as it is a public utility and green corporation, and it aims to become a green company that serves the city of Hong Kong.

滙豐 x 經濟日報創新商業獎：「創新企業金獎」 HSBC x HKET Innovative Business Award: "Innovative Enterprise Award - Gold"

煤氣公司2018年11月16日獲得由滙豐工商金融及《香港經濟日報》合辦的滙豐 x 經濟日報創新商業獎「創新企業金獎」。獎項旨在表揚香港企業及初創公司於科技應用、創新商業模式、產品、服務或科技突破上的傑出表現，並鼓勵企業運用科技及創意開拓新商機。是次獎項評審達200間企業的創新發展方案，而煤氣公司能脫穎而出獲頒金獎殊榮，足證公司的創新企業文化備受肯定。

On 16 November 2018, Towngas received the "Innovative Enterprise Award – Gold" in the Innovative Business Award organised by HSBC Commercial Banking and *Hong Kong Economic Times*. The award recognises the outstanding achievements of Hong Kong enterprises and startups in embracing technology; adopting innovative business model, products and services, and achieving technological breakthroughs. Towngas' entry was selected among innovative development plans from about 200 enterprises, thereby confirming the success of our innovative corporate culture.



煤氣公司企業人力資源總監范潔儀(中)、策略及創新總監馮文傑(右二)代表公司接受獎項。
Kit Fan (centre), Towngas Head of Corporate Human Resources and Daniel Fung (2nd from right), Towngas Head of Strategy and Innovation received the award on behalf of Towngas

香港工商業獎：創意獎 Hong Kong Awards for Industries: Innovation and Creativity Award



商務及經濟發展局局長邱騰華(右)頒發獎項予煤氣公司策略及創新總監馮文傑(中)。
Daniel Fung (centre), Towngas Head of Strategy and Innovation accepted the award from Edward Yau Tang-wah (right), Secretary for Commerce and Economic Development.

煤氣公司的智能報錶系統 (AMR2.0)，以獨特的創新理念，於2018年12月11日榮獲由香港總商會主辦的「香港工商業獎：創意獎」。AMR2.0可簡化報錶程序而無需裝置任何基礎設施。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，然後通過互聯網把數據傳送到煤氣公司。

是次獲獎全賴公司同事於創新及執行方面的大膽嘗試和努力堅持。煤氣公司會秉承持續革新的精神，為客戶提供卓越服務。

The unique innovation embodied by Towngas' Smart Metering System (AMR 2.0) has earned it the Hong Kong Awards for Industries: Innovation and Creativity Award on 11 December 2018. AMR 2.0 simplifies the process of gas meter reading without the need for any additional infrastructure. With the installation of a smart metering device on the gas meter, customers can simply open the smart metering mobile app near the meter for the reading to be automatically transferred to their phone via Bluetooth, which is in turn submitted to Towngas via the internet.

This award is the result of persistent efforts in innovation by the Towngas team. Towngas will continue to strive in the spirit of innovation in order to provide quality services to our customers.



煤氣公司榮獲「香港綠色企業大獎 2018： 明智環保採購獎 – (企業界別)白金獎」 Towngas receives Green Purchaswi\$e Award (Large Corporation) – Platinum



環境局局長黃錦星(左)頒發獎項予煤氣公司首席財務總監暨公司秘書何漢明。
Secretary for the Environment Wong Kam-sing (left) presents the award to Towngas Chief Financial Officer and Company Secretary John Ho.



由香港環保促進會舉辦的「香港綠色企業大獎2018」頒獎典禮於2018年12月14日在香港美麗華酒店舉行。是次比賽旨在表揚在推行綠色採購措施上表現出色的機構，並鼓勵他們提升日常運作的環保表現，建立香港成為一個可持續發展城市。今年參加者反應熱烈，煤氣公司在眾多企業中奪得「明智環保採購獎 – (企業界別)白金獎」，肯定了我們在可持續採購工作及對環保所作出的貢獻，例如提供環保採購指引，鼓勵供應商與相關持份者積極推動和鼓勵綠色採購的策略，達至環保採購目標、支持環保的採購方案、提倡節約資源消耗，優先選用環保產品及服務，並建立適當的機制以確保產品用後得到適當的循環回收處理。

Organised by Green Council, the ceremony for Hong Kong Green Awards 2018 took place at The Mira Hong Kong on 14 December 2018. Through recognising organisations with outstanding green procurement policies, the awards encourage them to enhance environmental friendliness in their daily operations and contribute towards making Hong Kong a sustainable city. Among this year's numerous contenders, Towngas was selected as the winner of the "Green Purchaswi\$e Award (Large Corporation) – Platinum", which highlights our contribution to sustainable procurement and environmental protection. For instance, Towngas has established guidelines for environmentally friendly procurement which serve to encourage suppliers and relevant stakeholders to promote green procurement strategies, thereby setting green procurement goals, supporting green procurement solutions, promoting the reduction of energy consumption, prioritising green products and services, as well as setting up suitable mechanisms to ensure that products are recycled after use.

獲頒「企業理財教育領袖（金獎）」 Towngas receives Corporate Financial Education Leadership – Gold Award

香港財務策劃師學會於1月29日舉辦《香港財務策劃師學會理財教育領袖大獎暨優質財策企業 2019》頒獎典禮，煤氣公司獲頒「企業理財教育領袖（金獎）」，表揚我們對提升本地金融知識水平的貢獻。

煤氣公司深明提升公眾對金融財務知識水平的重要性，在內部積極推動理財教育，為員工舉辦職場理財活動，以及定期出版財務季刊等。此外，公司也藉著在社區舉辦講座，教育市民如何閱讀煤氣賬單及繳交煤氣費的渠道。近年更致力提倡創新，客戶除了透過煤氣公司的手機應用程式獲取免費資訊外，也可隨時通過程式報讀煤氣讀數。煤氣公司亦是本港首批採用「轉數快」二維碼繳費的公用事業機構。客戶只需透過銀行的手機應用程式掃描煤氣賬單上的二維碼，便能輕鬆方便處理賬單事宜。

At the “IFPHK Financial Education Leadership Awards cum Accredited Professional Financial Planning Firm 2019” Awards Presentation Ceremony held on 29 January by The Institute of Financial Planners of Hong Kong (IFPHK), Towngas received the Corporate Financial Education Leadership – Gold Award in recognition of our contribution to the enhancement of the overall level of financial knowledge in Hong Kong.

Towngas understands the importance of enhancing the public's financial knowledge, and has proactively promoted financial education within the Company, including hosting career financial management activities and publishing regular financial reports. In addition, Towngas has educated the general public on understanding gas bills and channels for paying their gas tariffs through conducting community seminars. As a result of Towngas' innovation, our customers can now obtain information for free and pay their gas bill through our mobile application. Towngas is also amongst Hong Kong's first public utilities to offer Fast Payment System, enabling customers to manage their gas tariffs through their mobile phones with a simple scan of the bill.



煤氣公司首席財務總監暨公司秘書何漢明(右)接受獎項。

Towngas Chief Financial Officer and Company Secretary John Ho (right) accepts the award.

連續十一年榮獲「最高服務時數獎」冠軍 Towngas receives award for highest volunteering hours

2018年12月2日，煤氣溫馨義工隊於社會福利署舉辦的「2018香港義工嘉許典禮」上，連續十一年榮獲最高服務時數獎（私人團體 — 最積極動員客戶參與獎）冠軍，以及最高服務時數獎（私人團體 — 組別一）優異獎，表揚煤氣公司參與義務工作的熱誠及貢獻。

煤氣公司義工隊於1999年成立，一直積極參與義務工作，定期舉辦各類型的義工活動，服務社群，回饋社會。截至2018年底，累積義工服務時數超過875,000小時。

On 2 December 2018, Towngas Volunteer Service Team received the Champion of Highest Service Hour Award (Private Organisations - Best Customers Participation) and the Merit of Highest Service Hour Award (Private Organisations – Category 1) for the 11th consecutive year from the Social Welfare Department at the 2018 Hong Kong Volunteer Award Presentation Ceremony.

Since its establishment in 1999, Towngas Volunteer Service Team has enthusiastically and regularly participated in volunteering service, servicing the community and contributing to society. As of the end of 2018, our volunteers have donated over 875,000 hours of their time collectively.



政務司司長張建宗頒發「最高服務時數獎」冠軍予煤氣溫馨義工隊代表。
Matthew Cheung Kin-chung, Chief Secretary for Administration, presents the Champion of Highest Service Hour Award to representatives from Towngas Volunteer Service Team.



「優質顧客服務大獎2018」煤氣公司勇奪四獎項 Towngas wins four accolades in Customer Service Excellence Award 2018

1月22日，由香港優質顧客服務協會舉辦的「優質顧客服務大獎2018」於會議展覽中心圓滿舉行，煤氣公司於頒獎禮中勇奪四個獎項，成績斐然。

煤氣客戶服務熱線中心一直秉持以客為尊的精神，堅持24小時真人接聽客戶來電，奪得「優秀組別獎－熱線中心服務獎」金獎殊榮，客戶服務主任梁嘉恩也獲頒「傑出個人獎－熱線中心服務獎」金獎；而緊急服務組則奪得「優秀組別獎－外勤服務」銀獎。

此外，煤氣公司客戶維修服務部憑著「移動住宅維修服務」獲得新增設的「服務數碼優化獎」金獎，表揚機構以創新科技實現更優質的顧客服務體驗。

On 22 January, Towngas received four accolades at the ceremony for Customer Service Excellence Award 2018 organised by the Hong Kong Association for Customer Service Excellence, which took place at the Hong Kong Convention and Exhibition Centre.

Committed to placing the needs of customers first, Towngas' Customer Service Hotline Centre has always offered 24-hour service in response to customers' calls, which helped earn them the Gold Team Award for Contact Centre Service. Customer service officer Leung Ka-yan also received the Gold Individual Award - Contact Centre Service, while our Emergency Services team received the Silver Team Award - Field and Special Service.

In addition, the Mobility Solution for Residential Maintenance Services offered by our Customer Maintenance Service Department received the new Gold Award - Digital Transformation Award, in recognition of Towngas' quality customer service experience enhanced through innovative technology.



煤氣公司助理總經理－客戶諮詢及住宅安裝服務李健輝(右二)與煤氣客戶服務熱線中心同事接受獎項。

Towngas Assistant General Manager – Customer Enquiries and Residential Installation Services Lee Kin-fai (2nd from right) and Towngas' Customer Service Hotline team received the award on stage.



煤氣公司客戶服務主任梁嘉恩獲頒「傑出個人獎－熱線中心服務獎」金獎。

Towngas Customer Service Officer Leung Ka-yan received the Gold Award in Individual category.



煤氣公司高級緊急服務經理林可寧(左二)領導團隊接受獎項。

Towngas Senior Emergency Services Manager Lam Ho-ling (2nd from left) and his team received the award.



煤氣公司總經理－客戶維修服務張柏堅(右一)代表公司領取「服務數碼優化獎」金獎殊榮。

Towngas General Manager – Customer Maintenance Services Cheung Pak-kin (1st from right) received the Gold Award – Digital Transformation Award.

煤氣公司獲 ISO 45001 職業健康與安全管理系統認證 Towngas receives ISO 45001 Occupational Health and Safety Management System certification



立管檢查飛行器，確保運作安全。
Riser Inspection Quadcopter to ensure operational safety.



創新研發尾板車自動LED警報系統。
Innovative tailgate truck automatic LED alarm system.



煤氣公司常務董事陳永堅帶領管理層一起參與健安環萬里行活動。
Alfred Chan, Towngas Managing Director, leads the executive management team in the HSE Walk.



離地工作體驗安全培訓，提升安全。
Training on working above ground to enhance safety.

煤氣公司過往以OHSAS18001職業健康與安全管理系統標準為基礎，落實職安健管理系統於企業各個層面，保障員工及承建商的安全和健康。國際標準組織 (ISO) 於2018年3月正式發布ISO 45001職業健康與安全管理系統標準，進一步提升職業健康與安全水平，持有OHSAS18001認證的機構，需於三年時間內升級轉換到新標準。煤氣公司作為業界領航，率先在一年時間內更新系統文件，並於2018年12月進行審核，完成升級轉換，成為全港首間公用事業在全面運作上取得ISO 45001認證。

要符合新標準的要求，管理層以身作則，積極參與公司內外的職安健活動。此外，公司提供多元化的平台，發放職安健信息，同時收集員工意見及建議，讓計劃得到充分的諮詢及討論。煤氣公司團隊堅持創新的精神，上下一心，積極研發創新項目，以更高效方法減低及控制工程風險，保障員工的安全及健康。

Based on the OHSAS18001 standard, Towngas has implemented the occupational health and safety (OSH) management system throughout its business to ensure the health and safety of our staff and vendors. The International Organisation for Standardisation (ISO) has announced the new ISO 45001 standard in March 2018 to further enhance OSH standards. Corporations with the OHSAS18001 certification are required to transition over to the new standard within three years. As a leader of the industry, Towngas completed updates on its system documents within a year. An audit was completed in December 2018, after which the transition was completed with Towngas as Hong Kong's first public utility to attain the ISO 45001 certification in all its operations.

Fulfilling the requirements of the of the new standard, the executive management team served as role models by taking part in OSH activities held both internally and externally. In addition, Towngas provides a comprehensive platform to disseminate OSH messages as well as collect opinion and suggestions from our staff and ensure consultation and discussion in regards to the implementation of the new standard. True to the spirit of innovation, the Towngas team is united in its exploration of ways to efficiently eliminate harm, control risks and ensure the health and safety of our staff.



Now 財經台介紹煤氣公司創新發明 Now Business News Channel features Towngas Innovations



◀ 煤氣公司策略及創新總監馮文傑介紹公司的創意發明。
Daniel Fung, Head of Strategy and Innovation, introducing Towngas' innovative inventions.



◀ 煤氣公司自行研發的Laparobot多功能機械人可有效提升修復管道工程的質量，令運作過程更安全、環保快捷，亦可大幅減少對公眾造成的滋擾。

Developed by Towngas, Laparobot can enhance the quality of pipe repair work as well as the safety, environmental friendliness and efficiency of the procedure, while minimising disturbances to the public.

Now財經台《潮玩科技》節目於1月24日介紹煤氣公司的創意發明，並訪問策略及創新總監馮文傑。馮先生指策略及創新部於2017年成立，專門策劃一些創科活動，而企業科技化是大勢所趨，公司鼓勵創新，不少現在使用中的設備，都是由員工親自發明。他在節目中介紹公司設有完善配套，包括G = i x i Lab等，讓同事將創意想法執行。節目亦展出三款同事的發明，分別是立管飛行檢查器、Laparobot多功能機械人，以及小天鵝遙控挖掘機等。

Introducing Towngas' inventions, Now Business News Channel's *Trendy Technology* aired an interview with Daniel Fung, Towngas' Head of Strategy and Innovation on 24 January. Fung established the department in 2017, specialising in the development of innovative projects. In line with the trend of increasing use of technology, Towngas encourages innovation, and has seen many applications of our staff's inventions among our current equipment. During the interview, Fung introduced Towngas' comprehensive facilities, including the G = i x i Lab, which enables our staff to realise their creative ideas. The show also featured three of our staff's inventions, including the Riser Inspection Quadcopter, Laparobot, and Little Swan remote-controlled excavator.

2019 服務承諾 2019 Service Pledge

煤氣公司不斷提高服務水平，讓客戶享用優質服務。由1995年開始公布「煤氣服務承諾」，藉此鼓勵僱員達到工作指標。服務承諾於每年1月生效，成績會在翌年1月公布，有助我們進一步改善服務。2019年煤氣服務承諾已上載於煤氣公司網站供客戶瀏覽，客戶亦可於煤氣客戶中心索取。

In a continuous bid to enhance service standards and ensure quality service for our customers, Towngas has announced its service pledge since 1995, which also serves to encourage our staff to adhere to our standard of service. The service pledge comes into force every January, with performances reviewed in the next January, in a bid to enhance our service quality. The 2019 Service Pledge is now available on our website as well as our customer service centres.



內地參觀團與煤氣公司互動交流 Mainland delegations exchange views with Towngas

去年11月8、20及23日，煤氣公司分別接待了來自內地的大公國際傳媒學院、中國石油西南管道公司交流團，以及貴州省高級公務員，共接近百位代表參觀煤氣公司北角總部，並進行安全管理及應急準備的交流，了解公司的全面安全管理制度及應急準備工作，包括安全管理系統的落實及審核、安全推廣活動的籌備及舉行等。

On 8, 20 and 23 November 2018, Towngas welcomed visitors from Ta Kung International Media College and PetroChina Southwest Pipeline Sales Company, as well as senior civil servants from Guizhou, respectively. Close to 100 representatives visited our North Point headquarters, exchanging views on corporate management and emergency preparations while enhancing their understanding of Towngas' comprehensive safety management system, including its implementation and review, as well as the planning and execution of safety promotional activities.



香港賽馬會到訪分享經驗 Hong Kong Jockey Club visits for experience sharing

香港賽馬會的30人代表團，於去年11月26日到訪煤氣公司北角總部，進行經驗交流活動，分享煤氣公司的職安健管理與企業溫馨文化。代表團參觀調度中心、企業危機控制中心，以及客戶服務熱線中心，了解煤氣公司發生企業重大事故時的緊急應變和管理。此外，嘉賓亦參觀位於總部的倉庫，了解煤氣公司如何有效實踐6S管理法以提升職安健水平。

A group of 30 representatives from Hong Kong Jockey Club paid a visit to Towngas' North Point headquarters for an exchange, during which they experienced Towngas' occupational safety and health management and caring corporate culture. The group visited Towngas' Grid Control Centre, Corporate Crisis Control Centre and Customer Service Hotline Centre to acquire a greater understanding of Towngas' emergency response and management in times of corporate crises. In addition, our guests' visit to the storage area of our headquarters demonstrated Towngas' application of the 6S management technique in a bid to enhance our level of occupational health and safety.





社福界與煤氣公司交流創新文化 Social welfare representatives visit Towngas



煤氣公司注重創新企業文化，常務董事陳永堅去年6月獲邀出席香港社會服務聯會總裁對談午餐會，與200多位出席的社會服務機構領袖分享他的管理理念：「G=ixi」。G是Growth，即企業增長；兩個i分別是innovation和implementation，即創新力和執行力。以此理念，煤氣公司團隊不斷探索創新方法，推陳出新，提升服務水平。

由於反應踴躍，大會特別安排30多位來自不同社會服務單位的代表，於3月6日到訪煤氣公司北角總部，參觀客戶服務熱線中心、調度中心、綠廚會客室，以及煤氣創新館，了解煤氣公司提供的優質服務。煤氣公司策略及創新總監馮文傑主持講座，向出席的嘉賓分享煤氣公司的創新歷程。

Renowned for the importance he places on innovative corporate culture, Towngas Managing Director Alfred Chan was invited to a luncheon organised by The Hong Kong Council of Social Service in June 2018, where he discussed his management philosophy with over 200 leaders of social service organisations. Under the principle of "Growth = innovation x implementation" ($G = i \times i$), the Towngas team has tirelessly pursued innovative ways to enhance service standards.

Due to the overwhelming feedback from the meeting's participants, the council arranged for over 30 representatives from various social service organisations to pay a visit to Towngas' headquarters in North Point. The team gained a better understanding of Towngas' quality service through a visit to our Customer Service Hotline Centre, Grid Control Centre, Towngas Green Kitchen, and Towngas Hall of Innovation. Daniel Fung, Head of Strategy and Innovation, also conducted a talk sharing Towngas' journey of innovation to visitors.

大埔煤氣生產廠房消防演習 Fire drill at Tai Po Gas Production Plant



去年12月19日，煤氣公司大埔煤氣生產廠房舉行了一次大型消防演習，模擬廠房內其中一個石腦油缸缸頂發生火警，緊急應變小組馬上執行緊急應變程序，啟動缸頂注泡系統及滅火炮車控制火勢。其後，消防人員連同多輛消防車到場進行滅火工作。透過年度的大型消防演習，煤氣公司及香港消防處能有效加強事故發生後的應急能力及災情控制，確保安全。

On 19 December 2018, Towngas co-organised fire drill with the Hong Kong Fire Services Department and at the Tai Po Gas Production Plant, simulating a fire atop a naphtha tank in the plant. The emergency response team implemented emergency response procedures and activated the tank-top foam injection system and foam tender to control the fire, before the Hong Kong Fire Services Department arrived with multiple engines. The annual large-scale drills serve to strengthen emergency response through the collaboration of Towngas and the fire services to ensure safety.



「擊活人心 — 公眾人士使用除顫器課程」 "Shock-to-Survive" Defibrillation Course



對於拯救突發心臟停頓的患者，若能趁早進行除顫器急救，可以大大提升患者的生存機會，稍遲一分鐘，他們的存活率便會減少百分之七至十。去年11月19日煤氣公司舉辦「擊活人心-公眾人士使用除顫器課程」，共43位來自不同部門的同事參加。香港消防處導師講解心肺復甦法及使用心臟除顫器進行急救，同事從練習中體驗整個急救過程和要點，能有效實踐課本上的急救知識。

Timely use of Automated External Defibrillators (AED) greatly increases the survival rate of heart attack patients. A delay of one minute decreases their chances of living by seven to 10 per cent. On 19 November 2018, Towngas held a "Shock-to-Survive" Defibrillation Course for 43 staff members from various departments. Instructors from the Hong Kong Fire Services Department explained the procedures of cardio-pulmonary resuscitation (CPR) and using AED. Participants learned the key points through both lecture and practical sessions.





煤氣公司推廣本地漁農美食 Towngas promotes healthy local produce

由煤氣公司合辦的「本地漁農美食嘉年華2019」，於1月4日至6日在旺角花墟公園舉行，活動已踏入第十三年，目的是推廣本地優質有機及漁農食品，並提倡健康飲食文化。

煤氣公司在嘉年華設有爐具銷售攤位，除提供多款煤氣爐具以低至6折優惠價發售外，亦以低至85折優惠價售賣多款精美家居用品，如Ling Lee無添加產品及各款明火專用廚具。同場更舉行「煤氣明火中學種饗樂烹飪比賽」，氣氛相當熱鬧。

Co-organised by Towngas, Farmfest 2019 took place at Fa Hui Park from 4 to 6 January. Entering its 13th year, the festival aims to promote quality local organic produce and healthy eating to the public.

Towngas set up a stall at the event and offered discounts on cooking appliances at up to 40% and household products at up to 15%, including additive-free Ling Lee products and kitchenware specially designed for flame cooking. Participants also enjoyed the Towngas Flame Cooking Competition for secondary students.



漁農自然護理署署長暨統籌處處長梁繼輝博士於開幕禮上致送紀念品予煤氣公司總經理—零售市場及營業王佩兒。

Dr Leung Siu-fai, Director of Agriculture, Fisheries and Conservation Department, presented souvenir to Catherine Wong, Towngas General Manager - Retail Marketing & Sales.



煤氣乾衣機極速乾衣 對抗潮濕天氣 Gas dryer combats humidity with speedy drying

TGC Towngas

毋懼回南天

極速乾衣 全力對抗潮濕天氣

- 一步即穿即曬
- 耗電低 環保更耐用
- 45分鐘 極速乾衣
- 全日價約 優惠 \$600

容量: 11.5kg | 安裝: 安裝(One port) | 耗電: 耗電(One star)

香港天氣潮濕，遇上回南天，家中晾曬的衣物往往難以乾透，容易滋生霉菌及塵蟎等。日本製造的TGC煤氣乾衣機以高溫極速乾衣，有如太陽般消滅衣物上的細菌及致敏原，確保家居衛生。

全新TGC煤氣乾衣機RJD650備有特大乾衣鼓，最高可乾衣達6.5公斤，即使公仔及床單等難以乾透的物品均可徹底烘乾。其創新內置的智能衣物濕度感應，自動調較乾衣時間，只需45分鐘左右，即可達至速柔乾衣的效果，相對動輒數小時的浴室暖風機及抽濕機等更快捷及節省能源，且確保暖風均勻吹送，效果自然柔順，呵護小朋友的敏感幼嫩肌膚。現凡於5月15日前選購TGC煤氣乾衣機，可享現金折扣高達港幣\$600，更可免費升級三重限時禮遇。

Given Hong Kong's humid weather, it is often hard to dry laundry thoroughly, which can lead to the growth of mould and dust mites. But the Japanese-made TGC Gas Dryer functions as efficiently as the sun, eliminating bacteria and allergens on clothing to ensure hygiene.

The new Gas Dryer RJD650 is equipped with an extra-large inner drum that can hold up to 6.5kg of laundry, and can thoroughly dry bulky items such as plush toys and bedsheets. Its innovative intelligent humidity sensor automatically sets the optimum time for thorough yet gentle drying, saving more time and energy than bathroom ventilators and dehumidifiers that often take hours. The even distribution of hot air also ensures softer clothes that are gentler on children's sensitive skin. Purchase a TGC Gas Dryer between now and 15 May to enjoy discounts of up to HK\$600 and three additional limited-time offers!

煤氣公司與鼎爺攜手 工展會推廣明火煮食 Towngas promotes flame cooking at Hong Kong Brand Products Expo

煤氣公司於去年12月15日至2019年1月7日期間，連續第七年參與工展會，繼續以一系列精彩優惠回饋市民，其中煤氣爐具低至6折，家居用品低至85折發售。

煤氣公司攤位以明火煮食為意念，與愛好明火煮食的鼎爺合作，聯同可愛小女孩展示人氣熱賣的煤氣爐具產品，鼓勵大眾與家人一同享受低碳明火煮食的生活樂趣。同時，攤位亦採用暖色系作設計主調，透過爺孫合力烹調的歡樂時光，呼應煤氣公司宣揚溫馨家庭生活的品牌理念。

Towngas participated in the Hong Kong Brand Products Expo for the seventh consecutive year between 15 December 2018 and 7 January 2019, offering discounts on gas appliances of up to 40% and household products of up to 15%.

Towngas collaborated with celebrity chef Ding Yea (kung fu star Steve Lee Ka-ding), a fan of flame cooking, to feature popular gas cooking appliances at our flame cooking-themed stall and encourage visitors to enjoy low-carbon culinary fun with their family. The warm tones of the stall provide a perfect backdrop for the elderly and the young enjoying fun moments in the kitchen, which echoes Towngas' brand message of making the most of family time.



TGC 推出「打氣熊」WhatsApp 貼圖包 🐻 TGC launches Towngas Teddies WhatsApp stickers



近日WhatsApp新增貼圖功能，TGC亦順應潮流，由去年12月起推出了一系列「打氣熊」WhatsApp貼圖包供免費下載。「打氣熊」得意生動的表情動作，配合風趣字句，讓你更易表達心意。

新春前夕，TGC亦以「打氣熊」配合豬年為題，推出了一系列「打氣熊」新年恭賀語WhatsApp貼圖包，大受用家歡迎。



WhatsApp has recently launched the sticker function and TGC also launched its very own Towngas Teddies stickers series last December for users to download free of charge. The adorable bear comes with a wide array of phrases, making it easy to get your message across with just one tap.

TGC also launched an exclusive Chinese New Year series of stickers to welcome the Year of the Pig, and was well received by the users.



TGC 冠名贊助《阿爺廚房3》及新春節目《阿爺賀歲攻略》 TGC title-sponsors *The Ahistoric Grandpa Cooking Show 3* and *Grandpa's CNY Tricks And Treats*



「鼎爺」李家鼎主持的人氣電視烹飪節目「阿爺廚房」，繼首兩輯引起全城熱話後，全新第三輯節目於去年12月17日起播出一連三十集。新一輯節目「鼎爺」到順德及潮汕尋訪食材，聯同譚玉瑛於節目中大顯功架，示範不同明火炮製的美食。TGC為《阿爺廚房3》的冠名及產品贊助商，繼續為節目贊助「鼎爺」最愛的明火煮食好拍檔－TGC極炎火平面爐MEGA2及TGC煤氣焗爐，讓觀眾跟「鼎爺」學煮各式各樣精緻的明火菜式。

該節目口碑收視均創佳績，成為2018年周一至周五晚上十時半時段最高收視的綜藝節目，而適逢農曆新年，因而於2月3日(農曆年廿九)晚上特別推出《阿爺賀歲攻略》。「鼎爺」夥拍兩大人氣節目主持，包括《關西攻略》的杜如風、《森美旅行團》團長森美，以及五位團友麥美恩、吳若希、丁子朗、高海寧及黃心穎一同合作，老、中、青三代齊齊走入「阿爺廚房」，炮製明火傳統賀年及團年菜色，一同歡度新歲。

The wild success of the first two seasons of *The Ahistoric Grandpa Cooking Show* hosted by Ding Yea saw the launch of the third season from 17 December 2018, on which the host visits Shunde and Chaoshan for ingredients and demonstrates flame-cooked dishes with hostess Helen Tam Yuk-ying in 30 episodes. Title and appliance sponsor TGC continues to support Ding Yea as he teaches the audience various delectable flame-cooked dishes using the TGC Mega2 Mega Flame Built-in Hob and TGC gas oven.

The ever-popular show became 2018's most-watched variety show of the 10:30pm slot Monday to Fridays. And on the special edition *Grandpa's CNY Tricks And Treats* on 3 February, Ding Yea partnered up with Helen To Yu-fung from *Kansai Raider* and Sammy Leung Chi-kin from *Sammy on the Go* as well as Mayanne Mak Mei-yan, Jinny Ng Yeuk-hei, Karl Ting Tze-long, Samantha Ko Hoi-ling and Jacqueline Wong Sum-wing to form a team of all ages joining hands to celebrate Chinese New Year with a table full of festive dishes cooked over an open flame.

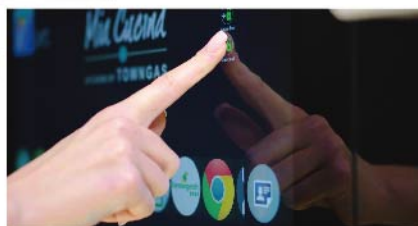
Mia Cucina 全新廚房設計發布會 Mia Cucina unveils new kitchen design

去年12月7日，Mia Cucina於北角陳列室舉行了「Mia Cucina全新廚房設計發布會」，邀請了城中設計師、地產發展商，以及傳媒出席，一同體驗各款廚櫃的設計特色。透過發布會，Mia Cucina銳意為有品味人士提供最完善的廚房設計方案，從而享受更優質的生活。煤氣公司管理層亦親身到場，為嘉賓介紹廚櫃的特色。大會更邀請意大利名廚出席，即場使用Mia Cucina的煮食爐具，示範意大利菜式。

On 7 December 2018, Mia Cucina held a launch ceremony for its brand-new kitchen designs at Towngas' North Point Showroom, where designers, property developers and the media were invited to experience the uniqueness. Mia Cucina provides total kitchen solution for the most discerning consumers who seek a quality lifestyle. Towngas' management also attended the event to introduce the latest design features, while an Italian chef demonstrated cuisine using professional Mia Cucina appliances.



Mia Cucina 全新廚櫃產品短片 Mia Cucina kitchen cabinets product videos



Mia Cucina推出一系列廚櫃產品短片，重點介紹位於北角陳列室的全新廚房設計，包括加入智能裝置、貼心便利的廚櫃配件，以及室內水耕種植系統等。短片已於社交平台及煤氣客戶中心播出。

Mia Cucina launched a series of videos featuring the latest kitchen designs at Towngas' North Point Showroom, showcasing and demonstrating the kitchen with smart devices, accessories and indoor gardening system. Be sure to see them all on Towngas' social media platforms and at the Towngas Customer Centres.



煤氣烹飪中心 甜蜜溫馨節日教室 Sweet festive classes at Towngas Cooking Centre



為慶賀農曆新年和情人節，煤氣烹飪中心誠邀朱古力達人—古嘉俊 Jeffery Koo，親臨煤氣烹飪中心舉辦甜蜜溫馨節日教室，教授精緻朱古力「賀年全盒」、「情人節」DIY朱古力禮包，以及紅桑莓鏡面蛋糕的製作技巧。古嘉俊鼓勵學員自由發揮創意，為親友及摯愛送上甜蜜祝福，用愛送上最特別的禮物。

Towngas invited chocolate connoisseur Jeffery Koo to host workshops featuring sweet treats designed for Chinese New Year and Valentine's Day. Participants learned how to make Chinese New Year confectionary boxes, Valentine's Day chocolate gifts as well as raspberry mirror cakes as they put their creativity to good use in crafting unique sweet presents for their loved ones.

煤氣烹飪中心推出大師級法式甜品 French pastry master class at Towngas Cooking Centre

煤氣烹飪中心特意推出多款手工精緻「Disciples Escoffier糕餅藝術文憑課程」的法式甜品，全部皆由法國專業Disciples Escoffier糕餅藝術文憑導師主理，並採用優質材料，完美演繹法式糕餅大師的超卓工藝。「Disciples Escoffier糕餅藝術文憑課程」法式甜品每日限量供應，不容錯過。

Towngas Cooking Centre is offering limited-edition pastries featured in the Disciples Escoffier Diploma in Pastry. Introduced by Disciples Escoffier Professional Tutor master teachers using quality ingredients, the treats embody the superb skills of the professional tutors, and are not to be missed.



Pâtisserie
by Disciples Escoffier

全新
new
 分享大師級手工甜品
 Share the Taste of Professionalism

體驗價 Trial offer
買2送1
 Buy 2 Get 1 Free
 \$35

法式旅行蛋糕 French Travel Cake Series
 \$80 ms \$68 ms

榮獲卓越「綠」環商舖獎(飲食業)及綠建商舖新盟友 Flame at Towngas Avenue receives Excellent Shop Award – Catering and joins Hong Kong Green Shop Alliance

為了表揚聯盟成員在共同建構綠色購物環境上的卓越成績，香港綠建商舖聯盟於去年12月18日舉辦首屆「香港綠建商舖聯盟嘉許禮」，逾百個獲獎的商界單位到場支持，包括獲嘉許的發展商及策略夥伴、商場、商戶，以及聯盟的支持機構及商界持份者。名氣廊Flame榮獲「卓越『綠』環商舖獎（飲食業）」的榮譽。

On 18 December 2018, the first HKGSA Awards Presentation Ceremony was held to recognise the remarkable accomplishments of Hong Kong Green Shop Alliance (HKGSA) members contributing towards building a sustainable shopping environment. Over a hundred parties attended the event, including representatives from awarded developers and strategic partners, shopping malls, and merchants, as well as supporting organisations and business stakeholders. Flame at Towngas Avenue is awarded the Excellent Shop Award – Catering.



「春日花語」英式下午茶 "Spring Blossom" Afternoon Tea Set



轉眼又到春天，名氣廊Flame特意呈獻高雅「春日花語」英式下午茶，讓客人一邊欣賞維港景色，一邊品嚐春日美食，感受優閒的春天氣息。

「春日花語」下午茶有多款精緻美食，當中包括西班牙黑毛豬火腿伴蜜瓜、鵝肝慕絲多士、蛋沙律伴黑魚子餅乾；甜品有法式焦糖燉蛋等，讓客人有幸福滿載的感覺。下午茶奉送舒壓養生花茶，使身心都得到最高享受，適合與閨蜜好友來個春日約會。

Spring is in the air, and Flame at Towngas Avenue has launched the "Spring Blossom" Afternoon Tea Set for our customers to sample flavours of the season as they take in the view of Victoria Harbour and relax in the breeze.

The tea set comes with a choice of decadent finger foods such as Iberico ham and melon, goose foie gras mousse on toast, egg salad with black caviar on cracker, and sweet bites such as caramel crème brûlée. Paired with soothing floral tea, the culinary delights are perfect for a laid-back afternoon.





與餐飲業代表參與跑步盛事

Joining annual running event with representatives from the Catering Industry

一年一度的「香港迪士尼樂園10K Weekend 2018」於2018年11月3及4日一連兩天於香港迪士尼樂園度假區舉行。煤氣公司邀請多位星級名廚及其家人參加「反斗奇兵3公里跑」，以及來自餐飲業商會的代表參加「超人特工隊10公里跑」，得到眾人鼎力支持賽事，非常熱鬧。煤氣公司希望藉此機會讓業界同仁共聚一堂，亦可在樂園的歡樂氣氛下，盡情享受健康運動的樂趣。

Hong Kong Disneyland 10K Weekend 2018 took place at Hong Kong Disneyland Resort on 3 and 4 November. Towngas invited celebrity chefs and their families to take part in the "Toy Story 3K Run", and representatives from catering industry to participate the "Incredibles 10K Run".

The hugely enthusiastic turnout made for a very successful event, where industry members gathered for a fun and athletic afternoon at the park.



▲ 稻苗學會會長邱金榮(前排左三)、香港餐飲聯業協會副主席林國亮(前排右四)、煤氣公司高級業務發展及推廣經理譚家良(後排右八)與參賽者合照留念。

Kelvin Yau Kam-wing, President of Institute of Dining Art (front row, 3rd from left), Ricky Lam Kwok-leong, Vice Chairman of Hong Kong Federation of Restaurants & Related Trades Ltd (front row, 4th from right) and Tam Ka-leung, Towngas Senior Business Development and Promotion Manager (back row, 8th from right) took photo with various guests, colleagues from Towngas and their families.



◀ 一眾星級名廚，包括許美德師傅(左四)、歐國強師傅(右四)、李文星師傅(右二)、周世範師傅(右一)及親友合照留念。

Various celebrity chefs, including Hui Mei-tak (4th from left), Au Kwok-keung (4th from right), Lee Man-sing (2nd from right), Chau Sai-to (1st from right) and their families and friends gather for a photo.

第十一屆正斗盃高爾夫邀請賽2018

11th Tasty Cup Golf Day 2018



「第十一屆正斗盃高爾夫邀請賽2018」參加者大合照。
Group photo at the 11th Tasty Cup Golf Day 2018.

由煤氣公司贊助之「第十一屆正斗杯高爾夫邀請賽」於2018年11月9日假深圳西麗高爾夫球會圓滿結束。煤氣公司邀請工商市務部的客戶及合作夥伴參與，並組成煤氣公司隊參賽。是次球賽提供極佳平台，讓一眾飲食界同業切磋球技，更有助促進商會間的交流，參加者亦可藉此機會全心享受運動樂趣，同時增進友誼。

Sponsored by Towngas, the 11th Tasty Cup Golf Day 2018 took place at Shenzhen Xili Golf Club on 9 November. Towngas invited clients and partners of our Commercial and Industrial Marketing and Sales Department to form the Towngas team and take part in the event. The competition offered a perfect opportunity for members of the catering industry to show off their golf skills and promoted communication between organisations. The participants enjoyed a fulfilling day of sports as well as the chance to further their friendship.

粵港澳大灣區中式廚藝專業技能大賽 The Guangdong-Hong Kong-Macao Greater Bay Area Professional Chinese Culinary Cooking Competition

由飲食業職工總會主辦、煤氣公司贊助的「粵港澳大灣區首屆中式廚藝專業技能大賽」於2018年11月28日順利完成，廣邀粵、港、澳不同地區的廚師參賽，為大灣區的廚藝精英提供一個一展所長、「以技會友」的平台，既可以各自發揮廚藝領域中的「工匠精神」，又能提升大灣區內整體飲食業的水準及實力，讓社會各界認識到中式飲食業的發展前景，從而開拓更多的發展機遇。

Organised by the Eating Establishment Employees General Union and sponsored by Towngas, the Guangdong-Hong Kong-Macao Greater Bay Area Professional Chinese Culinary Cooking Competition took place on 28 November 2018, offering a platform for chefs from Guangdong, Hong Kong and Macao to showcase their strengths and meet the fellow industry professionals. The chefs demonstrated their "MasterCraft" culinary skills while enhancing the performance and knowledge of the Greater Bay Area's culinary industry, creating more opportunities for development as the general public learned more about the future of the Chinese catering community.



香港工會聯合會會長吳秋北(左六)、香港工會聯合會理事長黃國(左三)、政制及內地事務局副局長陳帥夫(左五)、飲食業職工總會主席郭宏興(右一)、及煤氣公司高級業務發展及推廣經理譚家良(左二)主持揭幕儀式。

Ng Chau-pei, President of Hong Kong Federation of Trade Unions (6th from left), Wong Kwok, Chairman of Hong Kong Federation of Trade Unions (3rd from left), Andy Chan Shui-fu, Under Secretary for Constitutional and Mainland Affairs (5th from left), Kwok Wang-hing, Chairman of EEEGU (1st from right) and Tam Ka-leung, Towngas Senior Business Development and Promotion Manager (2nd from left) hosted the opening ceremony along with various guests.

救世軍「僱主感謝禮2018暨協作交流」 The Salvation Army Appreciation Reception for Employers 2018



救世軍「僱主感謝禮2018暨協作交流」機構合作夥伴大合照。

Group photo of the Salvation Army Appreciation Reception for Employers 2018.

由救世軍舉辦之「僱主感謝禮2018暨協作交流」於2018年11月29日舉行，感謝過去一年支持救世軍就業及培訓工作近300位商界和機構合作夥伴，為有需要的人士提供就業及相關訓練機會，以互助協作模式助他們立足社會，建立自信。

煤氣公司獲邀參與是次活動，藉以支持救世軍多年來的服務範圍不斷擴展，成功協助年青人、殘疾人士、中高齡人士等克服各種限制，強化自身能力，同時亦為僱主注入人力資源，創造雙贏。

Organised by The Salvation Army, the Appreciation Reception for Employers 2018 took place on 29 November. The event celebrates the nearly 300 commercial and institutional partners who have supported the employment and training work of The Salvation Army, which helped those in need established their place in the society as well as their confidence through collaborating to provide career and training opportunities.

Towngas was invited to take part in the occasion for our support to The Salvation Army as they expanded their scope of service to help young, handicapped as well as middle-aged people overcome various limitations and improve their skills. This created a win-win situation as employers strengthened their human resources.



飲食四會己亥豬年新春團拜 Four Leading Catering Associations Spring Dinner

煤氣公司與餐飲業界多年來一直合作無間，積極支持多個飲食業商會，推動各類型的業界活動。由煤氣公司贊助的「飲食四會己亥豬年新春團拜」於2月25日假如心海景酒店七樓宴會廳舉行，匯聚各界友好夥伴，促進各行各業的交流。

是次春茗晚宴由飲食業四大商會：現代管理（飲食）專業協會、香港餐務管理協會、香港餐飲聯業協會及稻苗學會歷史性首次合辦，為香港一大盛事。四大商會春茗正可凝聚力量，廣結友誼，並促進餐飲業交流發展，傳承粵菜傳統精粹並與時邁進。

Towngas has been cooperating with the catering industry for many years, and supports the promotional activities of a number of catering associations. This year Towngas sponsored the Four Leading Catering Associations Spring Dinner, which was held on 25 February in the ballroom of L'Hotel Nina, which provided a forum platform for strengthening industry relationships.

The evening is a first-time collaboration among the Association of Restaurant Managers, Association for the Hong Kong Catering Services Management, The Hong Kong Federation of Restaurants & Related Trades, and Institution of Dining Art. The historical occasion fosters cohesion and expands the network amongst members of the industry, thereby preserving the art of Cantonese cuisine while encouraging growth.



煤氣公司常務董事陳永堅(左五)及總經理——工商市務及營業鄭曉光(右一)與眾商會代表合照留念。

Towngas Managing Director Alfred Chan (5th from left) and General Manager – Commercial and Industrial Marketing and Sales Don Cheng (1st from right) pictured with representatives from catering associations.

《2019香港飲食年鑒》推廣明火美食 Hong Kong Catering Year Book promotes flame cooking



香港立法會旅遊界議員姚思榮(左)、亞太酒店協會主席、中國飯店雜誌社出版人及社長沈鋒(右)頒發「2019 最佳餐飲合作夥伴獎」予煤氣公司高級業務發展及推廣經理譚家良。

Wayne Yiu Si-wing, Legislative Council Member – Functional Constituency (Tourism) (left), Xian Feng, Chairman of Asia Pacific Hotel Association, President and Publisher of China Hotel Magazine (right) presented the "2019 Best Catering Partner Award" to Tam Ka-leung, Towngas Senior Business Development and Promotion Manager.

煤氣公司贊助兩年一度出版的飲食業界資訊指南《香港飲食年鑒》，發布晚會於1月10日順利舉行，煤氣公司並獲頒發「2019 最佳餐飲合作夥伴獎」，以表揚對飲食業發展的支持及貢獻。

《香港飲食年鑒》自1990年印刷初版至今，記錄多個業內精英的故事，分享他們投身飲食業的心得及經驗，弘揚香港飲食文化。是次出版更輯錄煤氣公司代表的專訪及公司與業界的活動資訊，藉此推廣明火烹調的煮食文化。

Sponsored by Towngas, the biennial catering industry directory Hong Kong Catering Year Book launched on 10 January. Towngas was awarded the "2019 Best Catering Partner Award" in recognition of its support and contribution to the catering industry.

Since its first edition in 1990, the Hong Kong Catering Year Book has chronicled the stories of the industry elites who shared their tips and experiences in their work in promotion of Hong Kong's culinary culture. This edition includes interviews with Towngas representatives as well as activities organised by Towngas and industry professionals which promoted the culture of flame cooking.



認知障礙症講座 Mild Cognitive Impairment Talk

隨著人口高齡化，認知障礙症(Mild Cognitive Impairment, 簡稱 MCI)患者日益增多。煤氣公司於2017年起，積極推廣義工計劃「煮播」，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，也減輕照顧者的重擔。

3月15日，煤氣公司舉辦午間講座，邀請香港中文大學醫學院內科及藥物治療學系研究助理教授及臨床心理學家黃沛霖博士主講。現場座無虛席，黃博士向同事講解認知障礙症照顧者的需要和支援，希望患者和照顧者能攜手對抗病症，也能關顧照顧者的身心健康。

With the aging population comes an increase in the number of persons afflicted with Mild Cognitive Impairment (MCI). Towngas has promoted the Chef Anchor volunteering programme since 2017, transforming cooking into a chance to exercise the mind in an attempt to help decrease the rate of deterioration in patients with MCI as well as alleviate the burden of their carers.

On 15 March, Towngas held a lunch talk with Dr Adrian Wong, Research Assistant Professor and Registered Clinical Psychologist (DCP, HKPS), Department of Medicine and Therapeutics, Faculty of Medicine, Chinese University of Hong Kong invited as the speaker. The talk, received popular responses, offered our staff a better understanding of the needs of and support offered to MCI patient carers, with the aim of helping patients and their carers combat the illness as well as calling attention to the carers' physical and mental health.





靚湯大使長者探訪活動 “Soup to Warm the Heart” elderly visits

2月16日，煤氣溫馨義工隊聯同恒基溫暖工程義工隊，連續第三年與香港聖公會西環長者綜合服務中心合辦「靚湯大使長者探訪活動」，送贈煤氣愛心湯並探訪100戶居住於西環及堅尼地城的獨居或二老長者，向他們拜年。

是次活動共有70多位煤氣及恒基的義工參加，不少同事還帶同家人一同探訪區內長者。他們除了上門家訪和與長者傾談外，還送贈煤氣愛心湯、新鮮有機蕃茄或油麥菜，以及義工親手編織的冷被予長者，並送上新年祝福。如有長者需要協助，義工會記錄長者的要求，再交回聖公會的社工跟進。

On 16 February, Towngas Volunteer Service Team joined hands with Henderson Warmth Volunteer Team to take part in the “Soup to Warm the Heart” activity co-organised with Hong Kong Sheng Kung Hui Welfare Council’s Western District Elderly Community Centre. The volunteers shared Towngas-sponsored soup as well as Chinese New Year greetings with 100 elderly singletons and couples.

The event saw over 70 Towngas and Henderson volunteers took part, along with quite a few family members of the volunteers. In addition to visiting and spending time with the elderly, the volunteers brought along soup, fresh organic tomatoes and Indian lettuce, and even knit blankets hand-made by themselves. The volunteers made a note of any elderly who needed help, and shared their findings with social workers back at the Hong Kong Sheng Kung Hui Welfare Council for follow up.



公益行善「折」食日2019 Skip Lunch Day 2019

今年的「公益行善『折』食日」於3月8日舉行，一如以往，煤氣公司員工踴躍支持認購「折」食日愛心券，連同公司的等額贊助，合共籌得港幣82,340元。籌得的善款將全數撥捐公益金，資助露宿者、籠屋及板間房居民的服務。

The Community Chest of Hong Kong's Skip Lunch Day 2019 took place on 8 March. Towngas' staff continued their enthusiastic support for the event by purchasing coupons, which are matched by the dollar by Towngas to yield HK\$82,340 in donations. The funds raised will go towards funding "Services for Street Sleepers, Residents in Cage Homes and Cubicles" provided by The Community Chest of Hong Kong.

公益行善



為公益金資助之「露宿者、籠屋及板間房居民服務」籌款

To benefit the "Services for Street Sleepers, Residents in Cage Homes and Cubicles" supported by The Community Chest

凡捐款港幣三十五元或以上的善長，均獲公益金回贈「折」食日愛心券一張，憑券可於2019年3月8日至4月14日於全港滿福堂門市換領下列其中一款食品：

By making a donation of HK\$35 or more, each donor will receive a Skip Lunch Day Coupon. Holder of the Coupon can redeem ONE of the following items at the Hing Fook Tong outlets in Hong Kong from 8 March to 14 April 2019:



此項活動所得之善款將全數撥捐公益金，資助露宿者、籠屋及板間房居民的服務。

The funds raised will go towards funding "Services for Street Sleepers, Residents in Cage Homes and Cubicles" provided by The Community Chest of Hong Kong.

2018/2019
公益愛牙日
Love Teeth Day

05.12.2018
WED 星期三

關愛有需要人士
全誠參與愛牙日
Care for those in need
Join our Love Teeth Day

為公益金資助的有需要人士加強口腔護理服務
Help The Community Chest Enhance Oral Health Services for the Needy

凡捐款港幣45元以上者，獲贈包括有多種口腔護理用品之「愛牙日禮包」一份，愛護自己牙齒的同時亦可協助善長，捐贈支持「公益愛牙日」。

By donating HK\$45 or above, you will receive a "Love Teeth Day Pack" of oral care products. Love and take care of your teeth whilst showing your care to those in need. Do support Love Teeth Day.

捐款資料、熱線電
For enquiries, please call
2599 6111

2599
Website
www.commchest.org

支持公益愛牙日 Love Teeth Day fundraiser

煤氣公司一向支持公益金每年的籌款活動，「公益愛牙日2018」於去年12月5日舉行，所籌得的善款全數撥捐公益金資助的會員社會福利機構，為有需要人士加強口腔護理服務。活動中煤氣公司員工捐款港幣41,071元，連同公司的等額配對，共捐贈港幣82,142元予公益金。

As part of its continuous support for The Community Chest of Hong Kong's fundraising activities, our staff participated in Love Teeth Day 2018 on 5 December to raise funds for participating social welfare organisations providing oral health-enhancing services to those in need. Towngas matched the HK\$41,071 donated by its staff to raise a total of HK\$82,142 for The Community Chest of Hong Kong.



步走大自然 2018 Walk For Nature 2018

去年11月3日，煤氣公司再度支持世界自然基金會香港分會於米埔自然保護區舉行的年度盛事「步走大自然」慈善步行籌款活動。活動以「跟住雀仔去旅行」為主題，煤氣公司共有23位同事及其家人參與。主辦單位當天預備不同互動遊戲、工作坊，以及布偶互動環節等，讓參加者感受雀鳥在生活上遇到的挑戰，以及牠們為遷徙旅程所作的準備。

世界自然基金會希望透過「步走大自然」讓大眾認識拉姆薩爾濕地，如米埔內后海灣的重要性，亦可了解米埔自然保護區對於遷徙水鳥何其重要，以及牠們在東亞—澳大拉西亞飛行航道上面對的挑戰，從而加強大眾對氣候變化問題的認識。



On 3 November 2018, Towngas supported once again the WWF-Hong Kong's annual fundraising event Walk For Nature at the Mai Po Nature Reserve. A total of 23 Towngas staff members and their families took part in the walk with the theme "Flap Your Wings". Participants experienced the challenges faced by birds through interactive games, workshops and puppet shows, as they got ready for their migration.

Through Walk For Nature, WWF aims to deepen the public's understanding of the Ramsar site, including the importance of the Deep Bay. Through learning about the importance of the Mai Po Nature Reserve to migrating water birds and the challenges faced by the birds on The East Asia-Australasian Flyway, participants also broadened their understanding of the issue of climate change.

長春社《綠色足跡》50年—慶祝酒會暨電影分享會 The Conservancy Association celebrates its 50th anniversary with *Pad Yatra: A Green Odyssey*

去年11月23日，煤氣公司全力支持環保團體長春社，於九龍圓方戲院舉行的《綠色足跡》50年—慶祝酒會暨電影分享會。

為慶祝成立50周年，長春社製作一部名為《五個十年》的記錄片，記錄團體過去為環境打拼的歷史。除此之外，亦放映了一部與環保相關的電影—《綠色足跡》，內容讓觀眾能深思人類和大自然的關係。電影播放後的座談會中，各嘉賓和觀眾積極探討從電影延伸到現實生活的環保議題，分享對電影的看法。

On 23 November 2018, Towngas took part in the 50th anniversary celebration of The Conservancy Association, an environmental protection group, which comprised a cocktail reception and a screening of *Pad Yatra: A Green Odyssey* at Elements, Kowloon.

The Association created a documentary entitled *Our Five Decades*, featuring their work for the environment throughout the years, while the screening of the environmentally focused work of *Pad Yatra: A Green Odyssey* sparked thoughts about the relationship between man and nature. Guests and the audience discussed real-life environmental protection issues as well as their thoughts about the movie.



環保專題講座：持續的發展，還是可持續的發展？ Environmental seminar: Sustained development, or sustainable development?

土地供應問題一直是城中熱話，煤氣公司於去年11月9日，特別舉辦環保專題講座，邀請香港大學地理系副教授，土地供應專責小組成員吳祖南博士主講，探討如何從香港現時及未來的土地發展模式下，平衡生態保育和土地發展的衝突，以達至可持續發展的目標。

是次講座中，吳博士分享現時政府的發展及保育政策，更導出香港雖然地少人多，高樓密集，但同時有多達四成地方劃作郊野公園，孕育着豐富的生物多樣性。在吳博士分析下，要取得社會經濟發展與自然環境保育兩方面取得平衡，最大挑戰是市民大眾參與討論，值得大家反思。

The problem of land supply shortage has always been a key issue in Hong Kong. Towngas held a talk on 9 November last year on the topic of environmental protection. Dr Ng Cho-nam, Associate Professor of the Department of Geography of the University of Hong Kong and member of the Task Force on Land Supply was invited to discuss how Hong Kong can balance ecological conservation with land development under the current and future developmental model to achieve sustainable development.

Dr Ng shared the government's current policies for development and conservation, and pointed out the fact that despite its large population and high

building density, the city has up to 40 per cent of land designated for country parks, allowing for rich biological diversity. Under Dr Ng's thought-provoking analysis, the greatest challenge for the balance between socio-economical development and natural conservation is participation from the public on related topics.



小伙子大世界 一月月賞有獎遊戲 Towngas Boy Photo Contest

煤氣公司吉祥物小伙子形象百變，我們先後製作多款小伙子公仔作愛心義賣。煤氣公司現推出「小伙子大世界 一月月賞有獎遊戲」，邀請大家每月為小伙子拍攝不同主題的照片。三月份的主題為「飛常旅程」，大家只需要在離港旅遊或在本港郊遊時，為任何一款小伙子公仔拍攝符合主題的照片，即可參賽。如照片獲選為最符合主題的優勝作品，參加者將會獲得18,000「亞洲萬里通」里數。未來我們將推出更多比賽主題，如欲了解更多詳情，請密切留意煤氣公司Facebook專頁 (www.facebook.com/hktowngas)。

Towngas has created many versions of our mascot, Towngas Boy, in the form of a plush toy for charity sale, and we are now calling for entries to our Towngas Boy photo contest. Take a photo of any styles of Towngas Boy plush toy according to the theme, which differs every month, for a chance to win 18,000 Asia Miles. The theme for March is 'Journey in Flight', so be sure to bring your Towngas Boy plush toy along to your local outings or overseas trips! Visit Towngas' Facebook page at www.facebook.com/hktowngas for details, and stay tuned for the themes of upcoming months.





探討「走塑」未來出路 Explore the future of plastic-free lifestyle



現代生活離不開塑膠製品，當中不少是一次性消耗品。然而，不同的研究均指出膠樽需要數百年，發泡膠甚至需要上萬年時間在大自然中分解，或許現在是時候讓我們正視塑膠廢物問題。為向大眾推廣減廢走塑，煤氣公司於2018年12月14日舉辦“Green Chat @ TGA”，邀請綠惜地球創辦人及總幹事劉祉鋒分享香港的塑膠廢物問題。參加者來自社會各界，當中更不乏大型企業及環保回收界的代表。參加者在名氣廊Flame的輕鬆環境下，一同探討「走塑」的未來出路。

Plastic is commonplace in the modern lifestyle, and most of it is single use. Yet a range of research has shown that plastic bottles need hundreds of years to break down in nature, while styrofoam needs up to 10,000 years. Perhaps now is a good time for us to face the problem of plastic waste.

In order to promote the importance of cutting down plastic and waste to the public, Towngas held the Green Chat @ TGA event on 14 December 2018, where Edwin Lau, Founder and Executive Director of The Green Earth shared his thoughts on the issue of plastic waste in Hong Kong. Participants including representatives from various major corporations, as well as those from the environmental protection and recycling industries explored the future of a plastic-free lifestyle in the laid back environment of Flame at Towngas Avenue.

環保「家」心思 創意大募集 Ideas for a Green Home



煤氣公司鼓勵客戶選用電子賬單，並發揮環保創意，實踐環保綠色生活，特別舉辦「環保『家』心思 創意大募集」活動。由2月27日至3月24日期間，煤氣電子賬單客戶於網上透過「虛擬助理」登記參加活動，提交家居環保妙法，便有機會贏取18,000「亞洲萬里通」里數。另外，首100名參加者則可獲贈環保小伙子公仔一個。

得獎結果於2019年4月3日於煤氣公司Facebook專頁 (www.facebook/hktowngas)公布，各得獎者將獲電郵通知領獎詳情。

In a bid to encourage customers to opt for our eBilling service and get creative for the environment, Towngas has launched the Ideas for a Green Home campaign. Between 27 February and 24 March 2019, eBilling users who registered for the campaign via Towngas' Virtual Assistant and shared creative ways to make their home more environmentally friendly stood a chance to win 18,000 Asia Miles, while the first 100 participants received a Towngas Boy (Low Carbon Edition) plush toy.

Results will be announced on Towngas' Facebook page (www.facebook/hktowngas) on 3 April 2019. Winners will be notified by email.



申請電子賬單 一起為環保生活打氣 Go green and apply for Towngas eBilling!

由即日起至2019年12月31日期間，客戶每新申請電子賬單，煤氣公司便會捐出港幣20元*予環保團體，以支持環保推廣活動。客戶更可選擇指定一個受惠機構。請即行動，申請煤氣電子賬單，為環保出一分力。

From now until 31 December 2019, for every new eBilling application, Towngas will donate HK\$20* to an environmental protection organisation. Applicants are welcome to designate the beneficiary of their choice. Join us in going green and apply for our eBilling service now!

*總額上限為港幣100萬元
Up to a total of HK\$1 million



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



煤氣公司一直致力回饋社會，關愛社群。我們舉辦「煤氣愛心義賣行動」，由即日起至4月期間，將推出不同造型的公仔進行義賣*，每個售價為港幣50元，所有收益將全數撥捐護苗基金。3月及4月的主題分別為環保低碳Action和檳球造型，各有特色！如有興趣支持活動，請親臨任何一間煤氣客戶中心購買**。

As part of its continuous efforts to give back to the community and care for those in need, Towngas is offering plush toys for sale* between now and April, with proceeds going to the End Child Sexual Abuse Foundation. Priced at HK\$50, a different plush toy is available every month, and those for March and April feature Low Carbon Action and Rugby, respectively. Be sure to drop by a Towngas customer centre** to collect them all!

* 數量有限，售完即止 Available while stocks last

** 敬請留意各間客戶中心的營業時間 Note opening hours of customer service centres prior to visiting



「低碳素餃食譜設計及烹飪比賽2018」 Low Carbon Vegetable Dumplings Recipe Design and Cooking Competition 2018



煤氣公司協辦的「低碳素餃食譜設計及烹飪比賽2018」，以低碳飲食為主題，希望在過程中推動社會各界一同實踐低碳生活。

比賽分為兩個階段，並設有幼稚園、小學及中學三個組別。第一階段「低碳素餃食譜設計比賽」於2018年9月至10月舉行，共收到接近100份食譜，每個組別評選出7位入圍參賽者進行第二階段的「低碳素餃烹飪比賽」。

在烹飪比賽前，入圍參賽者聯同家人，參與11月17日的「低碳親子農莊日」，體驗農耕樂及菠蘿酥工作坊，除了可親近大自然，亦令小朋友學會珍惜食物。



Co-organised by Towngas, the Low Carbon Vegetable Dumplings Recipe Design and Cooking Competition 2018 aims to promote the low-carbon lifestyle to the public through low-carbon cooking.

The competition is divided into two stages and the categories of kindergarten, primary and secondary school. Seven entries were shortlisted for each category among about 100 entries received in the first stage, which featured recipe designs and took place in September and October.

Prior to participating in the second stage of the cooking competition, the shortlisted candidates and their family took part in the Low Carbon Family Farm Day on 17 November. Aside from getting close to nature, participants also learned to treasure their food as they experienced farming and a pineapple pastry workshop.

「低碳素餃烹飪比賽」於去年12月15日舉行，參賽者依據所設計的低碳食譜烹調素餃，從食譜設計到烹調方法，均表達低碳環保的信息。部份比賽材料採用來自煤氣公司提供的自家種有機蔬菜。

The Low Carbon Cooking Competition took place on 15 December, where participants cooked vegetable dumplings according to the recipes designed. Both the recipes and the cooking methods featured environmentally friendly messages, with Towngas sponsoring organic vegetables.



煤氣公司總經理-企業健康及保安鄺超靈(右三)、低碳生活大使姚浩政(右四)、星級型男廚神湛錦鈺Oreo(左一)、人氣Youtuber KZee(左三)和星級素食廚神Doris Wong(左五)一同分享低碳生活之道。

Victor Kwong, Towngas General Manager - Corporate Health, Safety, Environment & Security (3rd from right), Low Carbon Living Ambassador Kitterick Yiu Ho-ching (4th from right), celebrity chef Oreo Charm (1st from left), YouTuber KZee (3rd from left) and vegetarian celebrity chef Doris Wong (5th from left) shared their low carbon living tips.





Braised Lamb Shanks

西式燴羊膝

材料 | Ingredients

羊膝	4 件
Lamb shank	4 pieces
甘筍	1 隻
Carrot (diced)	1 piece
洋葱	1 隻
Onion (minced)	1 piece
西芹	1 條
Celery (diced)	1 stick
蒜頭	2 粒
Garlic	2 cloves
蕃茄醬	1 湯匙
Tomato paste	1 Tbsp
紅酒	100 毫升
Red wine	100 ml
乾牛膝草	1/4 茶匙
Dried oregano	1/4 tsp
雞湯	150 毫升
Chicken stock	150 ml
清水	300 毫升
Water	300 ml
上羊膝用	麵粉
Dredging the lamb shanks	Flour

做法 | Method

1. 預熱焗爐至攝氏190度。
Preheat the oven to 190°C.
2. 羊膝用鹽及胡椒粉調味，然後上一層薄薄的麵粉，用中大火煎香周圍，盛起待用。
Season the lamb shanks with salt and pepper and dredge with a thin layer of flour. Pan-fry over medium-high heat until golden brown on the outside. Remove and reserve for further use.
3. 所有蔬菜切成幼粒，於同一鑊內炒至略為軟身，然後加入蕃茄醬及牛膝草再炒至乾身。加入紅酒用大火煮至半乾，然後加入雞湯及清水，煮滾。
In the same pan, stir fry the vegetables and garlic until soft. Add the tomato paste and dried oregano. Cook for another 2 minutes. Add the red wine and reduce by half. Add the chicken stock and water and bring to a boil.
4. 羊膝排在焗盤內，倒入(3)項，用錫紙封好，放焗爐燴約1¼小時至羊膝熟透便可取出。
Arrange the lamb shanks in a roasting tin and cover with the chicken stock and vegetables. Cover tightly with aluminum foil and let braise in the oven for approximately 1 hour and 15 minutes until the lamb shanks are soft. Remove from the oven and keep the lamb shanks in a warm place while preparing the sauce.
5. 餘下汁液隔渣，煲滾後如有需要可用麵粉及牛油煮成的麵撈(Roux)埋獻，並以鹽、胡椒粉調味便可。
Strain the sauce and thicken with roux or cornstarch if necessary. Adjust seasoning with salt and pepper and serve with the shanks.



優質服務 贏取讚賞

Quality service earns appreciation

2018年12月9日，氣溫只有13度，住在屯門的黃小姐一家，在寒夜裡壞了熱水爐。經上門維修及檢查後，黃小姐決定更換一個全新的熱水爐。在12月11日的安裝過程中，因為爐身的四邊和牆身被玻璃膠完全密封，拆除原有爐具的過程異常困難，一般情況下會選擇搭棚，從外牆把玻璃膠拆除。然而，這不單增加客戶的負擔，更因搭棚需時，為客人帶來不便。

安裝技術員陳志康幾經辛苦，使用工具小心翼翼把玻璃膠移除，本來只需數分鐘便可拆除舊有熱水爐，現在卻需要個多小時才能完成，期間陳志康表現敬業樂業，並沒有半點怨言，最後於當日完成更換熱水爐。

陳志康盡心盡責的精神和以客為尊的態度深深打動了客戶，黃小姐特此來信表揚。

On 9 December 2018, when Hong Kong recorded temperatures as low as 13°C, the water heater broke down in Ms Wong's Tuen Mun home. After an onsite inspection, she decided to get a new one installed. Because the edges of the heater and the wall were completely sealed, it was extremely difficult to remove the existing heater during the installation process on 11 December. The usual practice in such cases would be to erect scaffolding and remove the sealant from the exterior wall, which would not only incur greater costs to the customer, but also cause them inconvenience due to the extra time needed.

Installation Technician Chan Chi-hong chose to spend more time and carefully remove the sealant using the tools he had on hand, taking over an hour instead of the usual minutes. He successfully removed the existing unit and installed a new one on the day, while remaining patient and cheerful during the process.

Deeply touched by Chan's responsible and dedicated work, Ms Wong wrote a letter in recognition of his efforts to prioritise customers' needs.



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623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 623 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.



煤氣客戶服務關注小組於2018年11月29日到訪鑽石山鳳德邨。
Members of Customer Focus Team visited Fung Tak Estate at Diamond Hill on 29 November 2018.

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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