

FOCUS

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

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煤氣公司實踐優良企業管治

TOWNGAS DEMONSTRATES EXCEPTIONAL CORPORATE GOVERNANCE





良好企業管治 公司成功關鍵

QUALITY CORPORATE GOVERNANCE KEY TO COMPANY SUCCESS

「環境、社會及管治」(ESG) 現時愈來愈受企業重視，也是企業可持續發展的重要元素。由2017年1月1日開始，香港的上市公司必須根據香港交易所(港交所)發出的《環境、社會及管治報告指引》，披露其ESG的資料。

維持良好的企業管治是首要的一步。我們這期的煤氣焦點會從多角度出發，看看煤氣公司如何努力履行企業社會責任，用心回應持分者的需求，從而加強他們對公司的信任。

Corporations have placed increasing emphasis on environmental, social and governance (ESG) issues as key elements to sustainable development. From 1 January 2017, Hong Kong's listed companies are required to disclose their ESG information according to the "Environmental, Social and Governance Reporting Guide" issued by the Hong Kong Stock Exchange.

Maintaining good corporate governance is a priority. Our Corporate Highlights in this issue will explore the different ways that Towngas shoulders its corporate social responsibility and strengthens stakeholders' trust in the Company through carefully addressing their needs.

煤氣公司榮獲

「第十九屆香港職業安全健康大獎」八大獎項

TOWNGAS RECEIVES EIGHT HONG KONG OCCUPATIONAL SAFETY AND HEALTH AWARDS

作為能源公司，推動職業安全十分重要。煤氣公司管理層一直在公司提高僱員的安全及健康意識，改善機構的安全文化；以及為業界提供交流的平台，藉此提高職安健表現、競爭力及生產力。

本年度由職業安全健康局主辦的第十九屆「香港職業安全健康大獎」競爭激烈，煤氣公司以「Way Forward to Vision Zero」榮獲「安全管理制度大獎—金獎」、「5S工作場所整理最佳實踐獎—金獎」及「最佳工作間預防感染措施獎—銀獎」，另獲「職安健年報大獎—金獎」以及多項「安全表現大獎」八大獎項，而獲頒「安全表現大獎」包括香港中華煤氣有限公司，集團旗下的卓裕工程有限公司、卓誠工程有限公司及名氣通電訊有限公司，集團優秀職安健表現廣獲社會及各界認同。



As an energy company, advocating occupational safety is one of our priorities. Towngas management remains committed to enhancing employees' awareness on safety and health in order to enhance its safety culture. Through providing platforms for industry exchange, the Company also contributes towards the elevation of occupational safety performance, competitiveness and productivity.

This year, the 19th Hong Kong Occupational Safety and Health Award saw fierce competition. Towngas received a total of eight awards, including the Safety Management System Award – Gold Award for its "Way Forward to Vision Zero" project, as well as 5S Good Housekeeping Best Practices Award – Gold Award, Best Workplace Infection Control Measures Award – Silver Award, OSH Annual Report Award – Gold Award, and multiple other recognitions. In addition to Towngas, the Safety Performance Award was also awarded to the Group's U-Tech Engineering Company Limited, P-Tech Engineering Company Limited and Towngas Telecommunications Company Limited, underscoring society and the industry's approval for the Group's quality occupational safety and health performance.

安全管理制度大獎—金獎

SAFETY MANAGEMENT SYSTEM AWARD – GOLD AWARD

煤氣公司深化職業健康與安全管理系統，成功取得ISO 45001國際認證，成為全港首間公用事業在全面運作上取得認證。煤氣公司在職安健、工作間的傳染病、燃氣生產安全、運輸安全、精神健康與福利、以及業務風險管理六大範疇上實行主動式系統性安全管理，在管理層承諾及PDCA管理框架下實行完善且有效的安全管理制度，當中的元素與「零傷亡願景」中的七大黃金法則環環相扣，令公司在職安健表現上取得優秀成果。

本屆安全管理制度大獎特設「5S工作場所整理最佳實踐獎」及「最佳工作間預防感染措施獎」，煤氣公司同時在上述兩個項目中分別獲得金獎及銀獎。

Towngas has completed an upgrade migration and audit of its OSH and safety management system within the year. Having received the ISO 45001 international accreditation, Towngas has become Hong Kong's first public utility to have been accredited for its comprehensive operations. It implements proactive systematic safety management on six aspects, including OSH, workplace infection control, gas production safety, transmission safety, mental health and welfare as well as business risk management. Its management pledges to implement comprehensive and effective safety management system under the PDCA framework. The elements of the framework works in synergy with the seven golden rules of Vision Zero, resulting in Towngas' quality OSH performance.

In addition, this year's Safety Management System Award includes the new 5S Good Housekeeping Best Practices Award and Best Workplace Infection Control Measures Award, of which Towngas took Gold and Silver respectively.



▲ 煤氣公司總經理 - 企業可持續發展副超靈代表公司接受「安全管理制度大獎」金獎。

Victor Kwong, Towngas General Manager - Corporate Sustainability, accepted the Safety Management System Award – Gold Award on behalf of the Company.

5S工作場所整理最佳實踐獎—金獎

5S GOOD HOUSEKEEPING BEST PRACTICES AWARD – GOLD AWARD



煤氣公司以「6S智慧職安健倉庫」向業界分享煤氣公司的倉庫管理系統，透過「整理」、「存放」、「清潔」、「標準」、「修養」及「安全」六大管理元素，減少工傷意外及提高工作效率。此外，6S智慧職安健倉庫亦以創新科技，有效解決傳統倉庫工作的職安健問題，讓員工職安健及生產力上獲得改善。

Towngas used the 6S Smart OSH Store as an example to share the details about the Company's storage management system. Through applying the six management elements of of seiri (sort), seiton (set in order), seiso (shine), seiketsu (standardise), and shitsuke (self-discipline) with the addition of "safety", a system is set up to reduce injuries and accidents while enhancing work efficiency. In addition, the 6S Smart OSH Store also applies innovative technology to effectively address OSH issues with traditional storage work, thereby enhancing staff OSH and productivity.

最佳工作間預防感染措施獎—銀獎

BEST WORKPLACE INFECTION CONTROL MEASURES AWARD – SILVER AWARD

煤氣公司持續監察疫情或傳染病帶來的健康風險，並制定工作間的防疫措施，包括制定傳染病緊急應變計劃書和指引、增設體溫監測和消毒設備、光觸媒應用及減少社交接觸措施等。公司亦透過「防疫全攻略」推廣各類抗疫資訊予同事，鼓勵員工齊心抗疫。

Towngas continues to monitor the health risks posed by the pandemic and other infectious diseases. Workplace anti-pandemic measures have been formulated, including the infectious disease crisis management plan and guidelines, the addition of body temperature monitoring and disinfection facilities, photocatalytic applications, social distancing measures, and more. The Company has also disseminated pandemic control information through the Anti-Pandemic Strategy campaign to encourage colleagues to work together to fight the pandemic.





煤氣公司榮獲「上市公司年度大獎」

TOWNGAS RECEIVES OUTSTANDING LISTED COMPANY AWARD

煤氣公司連續第八年榮獲香港股票分析師協會頒發「上市公司年度大獎2020」，足以證明公司在業務營運管理、投資者關係及提升透明度上有卓越表現，市場及財經界均對公司的業務發展策略和企業管治給予高度肯定。

Towngas was awarded the Outstanding Listed Company Award for the eighth consecutive year by the Hong Kong Institute of Financial Analysts and Professional Commentators Limited. This underscores the Company's extraordinary performance in business operations management, investor relations and transparency, as well as the approval of the market and the financial industry enjoyed by the Company's business development strategy and corporate governance.



▲ 煤氣公司執行董事、首席財務總裁暨公司秘書何漢明(右)從立法會議員張華峰手中接過獎項。

John Ho (right), Towngas Executive Director, Chief Financial Officer and Company Secretary, received the award from Christopher Cheung, Legislative Council Member.

煤氣公司獲《資本壹週》頒發

「傑出上市企業大獎2020 — 企業管治大獎」

TOWNGAS RECEIVES "CORPORATE GOVERNANCE – THE LISTED ENTERPRISE EXCELLENCE AWARDS 2020"



▲ 煤氣公司企業事務總監楊松坤(左)代表公司接受獎項。

Isaac Yeung, Towngas Head of Corporate Affairs (left), accepted the award on behalf of the Company.

煤氣公司憑藉優良企業管治，以及對經濟發展和促進社會和諧作出的貢獻，於2月26日獲《資本壹週》雜誌頒發「傑出上市企業大獎2020 - 企業管治大獎」，足證公司在促進可持續發展方面表現卓越，廣獲各界認同。「傑出上市企業大獎」已舉行至第十一屆，藉不同獎項表揚業績增長迅速，並具有優良企業管治的上市公司。

On 26 February, *Capital Weekly* honoured Towngas with "Corporate Governance – The Listed Enterprise Excellence Awards" for the Company's quality corporate governance and contribution towards economic development and the promotion of a harmonious society. The recognition demonstrates that Towngas' remarkable performance in sustainable development is well-regarded by different sectors of the community. The occasion marked the 11th edition of The Listed Enterprise Excellence Awards, with the aim of celebrating listed enterprises demonstrating rapid business growth as well as excellent corporate governance.

煤氣公司連續 12 年榮膺 「優質售後服務」大獎 TOWNGAS RECEIVES AFTER SALES SERVICES AWARD FOR 12 CONSECUTIVE YEARS

煤氣公司持續創新，致力提升服務質素，今年連續第12年榮獲《星島日報》頒發「星鑽優質售後服務」大獎，對於屢獲殊榮，煤氣公司策略及創新總監暨商務總監—香港公用業務馮文傑對此深感鼓舞，認為獎項給予公司和員工一個肯定，是過去努力的正面回報。

煤氣公司一直向員工推廣「明禮」、「匠心」、「誠信」的企業精神，協助員工提供親切及有效率的服務。為緊貼市場需要，公司定期為員工提供多元化培訓計劃，除了專業技能的課程外，客戶服務培訓亦是重點。

此外，煤氣公司鼓勵創新，積極引入各種先進科技，改善工作流程及效率，更加強供氣服務的安全性。去年更推行自主研發的「煤氣立管智能分析系統」，以人工智能代替技術員的眼睛，對影像進行分析，從而得出立管鏽蝕位置及級別，分析程序更加快速準確；近年研發的「智能報錶系統」，透過藍牙與智能讀錶器連接，讀取煤氣錶度數，然後通過互聯網把數據傳送到煤氣公司，令客戶每月報錶變得既方便又簡單。最新版本的「智能報錶系統」更支援WiFi連線功能，一經設定連線後即實現全自動報錶。

Committed to innovation and service quality improvement, Towngas received the *Sing Tao Daily After Sales Services Award* for the 12th consecutive year. Daniel Fung, Head of Strategy & Innovation and Commercial-HK Utilities, is delighted to see the Company received such awards time and again, regarding it as a recognition of both Towngas and its staff and a positive outcome of previous efforts.

Towngas is committed to advocating the corporate spirit of courtesy, craftsmanship and integrity to its staff, in a bid to encourage the provision of hospitable and efficient service.



In response to market demand, the Company offers regular, diverse training for staff covering professional skills as well as customer service.

Towngas also encourages innovation, proactively introducing state-of-the-art technology to enhance work procedures and efficiency in addition to gas supply service safety. Last year, the Company has launched its self-researched Gas Riser Artificial Intelligence System, using Artificial Intelligence (AI) instead of the human eye to analyse images and identify the location and severity of riser degeneration, thereby increasing both speed and accuracy of the process. In recent years, the Towngas Smart Metering System has also been researched and developed. Through a Bluetooth connection, the smart metering device records the gas meter reading and transmits the data to Towngas through the Internet, making it convenient and simple for customers to report their monthly meter reading. The latest version of the Smart Metering System also supports WiFi and automatic meter reading and reporting upon configuration and connection.

煤氣公司囊括「卓越僱主大獎」三大獎項 TOWNGAS RECEIVES THREE ACCOLADES FROM EMPLOYER OF CHOICE AWARD

煤氣公司今年再度榮獲《Job Market》頒發的「卓越僱主大獎」，並同時獲得「卓越社會責任企業大獎」及「卓越企業可持續發展大獎」三項殊榮。《Job Market》訪問了煤氣公司企業人力資源總監范潔儀、助理總經理—企業事務陳嘉寶，以及氣候變化及可持續發展科技經理陳子立，分享了公司在新冠病毒陰霾籠罩下的各項對抗逆境措施。

Towngas has once again received the Employer of Choice Award from *Job Market*. The Company won three awards in a row, with the addition of Corporate Social Responsibility (CSR) Award and Corporate Sustainability Award. *Job Market* interviewed Kit Fan, Head of Corporate Human Resources, Judy Chan, Assistant General Manager – Corporate Affairs, and Jasper Chan, Climate Change & Sustainability Technology Manager, who shared various measures taken by the Company to mitigate the impact of the pandemic.



面對疫情，失業率持續上升，煤氣公司不但沒有緊縮人手，更特別為失業及五十歲以上有需要人士，增設新工作崗位或短期職位。煤氣公司去年更與基督教家庭服務中心合作推出「家饑愛·添溫馨」計劃，捐贈30,000份新鮮餸菜包，幫助1,000個急需援手的家庭，直接減輕他們的膳食開支之餘，亦讓一家大小吃得健康。

As a result of COVID-19, the unemployment rate continued to rise. Instead of reducing its number of staff, Towngas created new roles and temporary positions for the unemployed and over-50s in need. Last year, the Company also joined hands with Christian Family Service Centre to launch the Love on Delivery programme, through which 30,000 fresh food packs were donated to 1,000 beneficiaries who needed urgent help to directly reduce their food cost while ensuring nutritious meals for the whole family.

- ▶ 疫情下，基層家庭面對失業或開工不足，收入減少，煤氣公司與基督教家庭服務中心因此特別推出「家饑愛·添溫馨」計劃，向1,000個基層家庭捐贈30,000個新鮮餸菜包。

Affected by the pandemic, underprivileged families are facing job loss and underemployment, which have led to decreased income. In view of this, Towngas and Christian Family Service Centre have launched the 'Love on Delivery' programme to donate 30,000 food packs to 1,000 underprivileged families.





在環保方面，煤氣公司致力實現「轉廢為寶」理念，採用先進技術，在新界東北堆填區收集沼氣，應用於大埔那打素醫院的熱電聯供系統，能夠產能之餘，系統會把蒸氣和冷卻水餘熱回收，用作生產蒸氣及熱水。這不但有助提升能源效率，每年更可減少約4,500噸碳排放，相等於種植約200,000棵樹木的每年吸碳量。

In terms of environmental protection, Towngas strived to implement its principle to transform waste to treasure. Applying advanced technology, the Company collected landfill gas from the Northeastern New Territories landfill to be utilised in the combined heat and power system at Nethersole Hospital in Tai Po. The system not only produces energy, but also recycles steam and waste heat from cooled water to produce steam and hot water. This enhances energy efficiency and achieves an annual carbon emission reduction of 4,500 tonnes, equivalent to that absorbed by 200,000 trees every year.

▲ 煤氣公司在雅麗氏何妙齡那打素醫院成功建立由沼氣推動的熱電聯供發電系統，是公司首個「轉廢為能」項目。
The landfill gas-powered Combined Heat and Power (CHP) Generating System at Alice Ho Miu Ling Nethersole Hospital is one of Towngas' waste-to-energy project.

煤氣公司 ESG 報告覆蓋全面 備受推崇 TOWNGAS DEMONSTRATES GOOD PERFORMANCE IN ESG REPORTING



▲ 煤氣公司總經理 - 企業可持續發展關超靈 (中) 代表公司接受低碳亞洲2020年度「低碳關懷ESG標籤」。

Victor Kwong (middle), Towngas General Manager - Corporate Sustainability, accepted the 2020 CarbonCare® Label from CarbonCare Asia on behalf of the Company.

香港交易所於2016年1月1日起，將環境、社會及管治 (ESG) 報告的要求提升至「不遵守就解釋」後，投資者對企業披露資訊的期望越來越高。香港交易所對《ESG報告指引》的修訂亦於2020年7月1日正式生效，大幅提升可持續發展領域中對企業的要求及公眾期望。有見及此，2020年度的「低碳關懷ESG標籤」也持續提升申請資格，以反映最新的國際趨勢、監管機構的要求及社區的期望。2020年度「低碳關懷ESG標籤」的設計，旨在特別表揚以下四個重要ESG報告範疇表現優異的企業——公司董事局的問責度、實質性評估、社會關鍵績效指標的披露，以及企業氣候行動。

「低碳關懷ESG標籤」分四個級別頒發，而煤氣公司於2020年獲得最高的第四級別，代表煤氣公司在ESG報告範疇覆蓋全面。

Since 1 January 2016, Hong Kong Exchanges and Clearing Limited (HKEX) has elevated its environmental, social and governance (ESG) reporting standard to “comply or explain”.

Investors also have ever greater expectations on corporate disclosure. HKEX's revisions on “ESG Reporting Guide” have also come into effect on 1 July 2020, significantly elevating sustainability requirements and public expectations. As a result, the 2020 edition of CarbonCare® Label has continued to raise its application requirements to reflect the latest international trends, regulatory requirements and community expectations. 2020 CarbonCare Label® was especially designed to recognise corporations demonstrating good performance in four key ESG reporting areas: governance structure with Board accountability, materiality assessments, disclosure of Key Performance Indicators in social aspects, and climate-related policies and risk-mitigation actions.

CarbonCare® Label is awarded at four levels. Towngas' being ranked at the highest Level 4 reflects the comprehensive coverage of its ESG report.

煤氣公司參與「智方便」平台 締造生活新體驗

TOWNGAS JOINS iAM SMART PLATFORM
FOSTERING NEW LIFESTYLE EXPERIENCE



► 煤氣公司常務董事陳永堅(右)出席「智方便」啟動儀式，並獲創新及科技局局長薛永恆頒發感謝狀。

Alfred Chan (right), Towngas Managing Director, attended launch ceremony for the iAM Smart platform, receiving a certificate of appreciation from Alfred Sit, Secretary for Innovation and Technology.

煤氣公司常務董事陳永堅於2020年12月29日出席了由創新及科技局舉辦的「智方便」(iAM Smart) 啟動儀式，見證香港智慧城市發展的新里程。「智方便」是香港政府推出的一站式數碼服務平台，為所有香港居民免費提供「智方便」戶口，讓市民能以單一數碼身分，登入使用政府和商業機構的網上服務。

推動與運用創新科技是煤氣公司的企業文化，公司積極支持打造香港成為智慧城市，是首批企業透過Towngas.com網上服務與「智方便」平台連接，為市民提供快捷、方便和高效的公用事業網上服務。

通過「智方便」，煤氣家居客戶不僅可以利用二維碼登入煤氣網上服務，而且新客戶開立煤氣賬戶，還可用「智方便」驗證身分，不再需要遞交身分證明文件。未來，煤氣家居客戶也可通過「智方便」平台，向政府和商業機構提交住宅地址證明。

Alfred Chan, Towngas Managing Director, attended the launch ceremony of the iAM Smart platform organised by Innovation and Technology Bureau, witnessing a new milestone in Hong Kong's development as a smart city. iAM Smart is a one-stop digital service platform launched by the Hong Kong government. It offers a free iAM Smart account for all Hong Kong residents to log in with a single digital ID to make use of online services offered by the government and commercial organisations.

Promoting and applying innovative technology is a part of Towngas' corporate culture. The Company proactively supports Hong Kong's transformation into a smart city as one of the first corporations to connect to the the iAM Smart platform through its website Towngas.com, offering speedy, convenient and efficient public utility services online for the public.

Through iAM Smart, Towngas residential customers can log in to access Towngas online services using QR codes. In addition, new customers opening gas accounts can confirm their identify through the iAM Smart platform instead of submitting identification documents. In future, Towngas residential customers can also submit their address proof to government and commercial organisations through the iAM Smart platform.

疫情下的良心企業 CORPORATE SOCIAL RESPONSIBILITY IN FACE OF ADVERSITY

疫情影響各行各業，經濟民生受到嚴重影響，並出現公司倒閉和裁員潮。有見及此，商業電台雷霆881的「企業樂業」節目，希望表揚在逆市下仍能履行企業社會責任的機構，並瞭解前線員工與管理層，如何在疫情之下發揮最大力量，堅守崗位，回饋社會。

煤氣公司於1月8日及15日一連兩星期在「企業樂業」節目與聽眾分享我們在疫情期間如何照常維持上門客戶服務，照顧市民日常需要；而我們在逆市不但沒有停止招聘，更是增加人手，發掘人才達至雙贏。

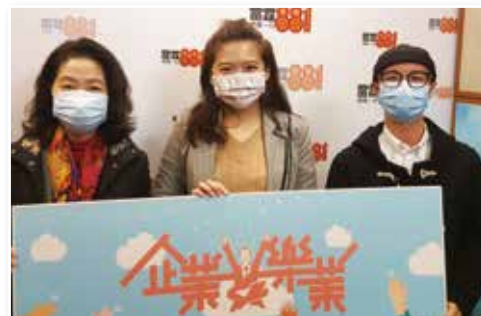
The impact of the pandemic affects industries across the board as well as the economy and people's livelihood, with numerous companies closing down and people laid off. In response, Commercial Radio "Content with My Company" programme hoped to recognise organisations that continued to shoulder their corporate social responsibility in the face of adversity as well as understand how frontline staff and management maximised the efficiency of their performance to give back to society amidst the pandemic.

On 8 and 15 January, Towngas representatives shared how the Company sustained its customer service visits to cater for the public's daily needs. Also, instead of pausing recruitment during the downturn, the Company increased its number of staff, thereby discovering more talent and attaining a win-win situation.



▲ 煤氣公司策略及創新總監暨商務總監 - 香港公用業務馮文傑(右)、總經理 - 客戶維修服務張柏堅(左)與主持人合照。

Daniel Fung (right), Towngas Head of Strategy & Innovation and Commercial-HK Utilities, and Cheung Pak-kin (left), General Manager - Customer Maintenance Services, took photo with the host of the programme.



▲ 煤氣公司企業人力資源總監范潔儀(左)分享公司如何履行企業社會責任。

Kit Fan (left), Towngas Head of Corporate Human Resources, shared how the Company shouldered its corporate social responsibility.



煤氣服務 推動創新 TOWNGAS PROMOTES A CULTURE OF INNOVATION

煤氣公司最近公布2021年服務承諾，並積極推動創新文化，引入先進科技，提升服務質素。公司自行研發的煤氣立管智能分析系統，於2020年獲香港優質顧客服務協會頒發「服務數碼優化獎」金獎，表揚公司善用創新技術，精益求精。系統運用人工智能技術取代傳統的「肉眼」檢測及分析立管視頻，進一步加強燃氣安全，提升客戶滿意度。

此外，去年我們還推出使用「轉數快」退還結束煤氣賬戶的按金及結餘的服務，全程毋需使用紙張外，還令退款流程更便捷；同時也新增WeChat Pay HK電子錢包繳交煤氣賬單，為客戶提供更多選擇，安坐家中即可輕鬆繳費。

Towngas recently published its Service Pledge for year 2021. In addition to promoting a culture of innovation, the Company also introduced state-of-the-art technology to enhance its service quality. The Gas Riser Artificial Intelligence System developed by the Company was the recipient of the Gold Award - Digital Transformation Award from Hong Kong Association for Customer Service Excellence, which underscores Towngas' effective use in innovative technology in its continuous improvements. The system makes use of artificial intelligence to replace the human eye in evaluating and analysing video from the gas riser to further strengthen gas safety and enhance customer satisfaction.

In addition, the option to receive deposit and remaining balance from closed gas accounts through Faster Payment System (FPS) was introduced last year. Not only is this method entirely paperless, but also speeds up the refund process. Payment of gas bills through WeChat Pay HK is yet another new initiative by Towngas to provide customers with more options and the convenience of settling payment from the comfort of their home.

為機電業學徒打氣 SUPPORT E&M NEW APPRENTICES

中華煤氣工程學院與機電工程署及香港其他機電業機構，一同舉辦「E&M Go! 2020 機電啟航·同抗逆流」活動，目的是鼓勵剛投身機電行業的學徒為自己前途努力奮鬥，並為業界貢獻一分力量。活動在2020年10月8日於九龍灣機電工程署總部正式啟動，大會邀請了政務司司長張建宗擔任主禮嘉賓，機電工程署署長彭耀雄及業界代表參與了開幕典禮。因應疫情，大會只邀請各機電業機構的領導代表參與現場開幕典禮活動。中華煤氣工程學院的導師及一眾學徒在煤氣公司總部大樓，以及卓裕工程的同事在馬頭角辦公室，一起通過視頻會議參與及支持是次活動。

Towngas Engineering Academy collaborated with Electrical and Mechanical Services Department (EMSD) and other industry organisations to host the “E&M Go! 2020” event, which aims to encourage new apprentices to strive for their future and contribute to the industry. The event took place on 8 October 2020 at EMSD’s headquarters in Kowloon Bay. Matthew Cheung, Chief Secretary for Administration, was invited as the officiating host, while Pang Yiu-hung, Director of Electrical & Mechanical Services, attended the opening ceremony along with industry representatives. Due to the pandemic, only management representatives of various industry organisations were invited to take part in the ceremony. The trainers and apprentices of Towngas Engineering Academy watched the live video of the event at Towngas’ headquarters, while U-Tech staff showed their support from their office in Ma Tau Kok.



▲ 煤氣公司策略及創新總監暨商務總監 - 香港公用業務馮文傑(右一)、政務司司長張建宗(右三)、機電工程署署長彭耀雄(左三)及其他業界代表參與開幕儀式。

Daniel Fung (1st from right), Towngas Head of Strategy & Innovation and Commercial-HK Utilities, Matthew Cheung (3rd from right), Chief Secretary for Administration, and Pang Yiu-hung (3rd from left), Director of Electrical & Mechanical Services, took part in the opening ceremony with other industry representatives.



▲ 中華煤氣工程學院院長杜永明(前排中)與導師及一眾學徒在煤氣公司總部支持該活動。

James To (middle, front row), Principal of Towngas Engineering Academy (TEA), supported the event with TEA trainers and apprentices at Towngas’ headquarters.

自主研發「不良物料處理電子系統」 勇奪香港區冠軍 COMPANY-DEVELOPED E-REJECTED MATERIALS REPORT SYSTEM GARNERS FIRST PLACE IN HONG KONG DISTRICT CONTEST



▲ 煤氣公司企業物料供應及行政總監李健明(中)帶領團隊勇奪 Microsoft #PowerAppsForAll 大賽香港區冠軍。

Felix Lee (middle), Towngas Head of Corporate Supplies and Administration, led the team in winning first place at the Hong Kong district Microsoft #PowerAppsForAll contest.

煤氣公司一直積極推動創新，鼓勵同事靈活運用新思維、新科技，以改善工作流程，追求卓越。公司企業物料供應及行政部的團隊利用 Microsoft PowerApps 自主研發了「不良物料處理電子系統」(eRMR 系統)，建立一站式電子化共享管理系統，大大提升同事工作效率和準確度，除了能節省成本開支，整體流程更能加快約一半時間。團隊以這個自主研發的系統參加公開比賽，更從芸芸對手中脫穎而出，榮獲 Microsoft #PowerAppsForAll 大賽的香港區冠軍。

Committed to the advocacy of innovation, Towngas encourages staff to apply new ways of thinking and the latest technology in the improvement of work processes to achieve excellence. The Corporate Supplies and Administration Department made use of Microsoft PowerApps to develop their very own e-Rejected Materials Report (eRMR) system, a one-stop digital shared management system that significantly enhances colleagues’

work efficiency and accuracy. The system has not only achieved cost savings, but also shortened the time needed by half, and was awarded first place in the Hong Kong district Microsoft #PowerAppsForAll contest.

MIA CUCINA 榮獲兩項品牌大獎

MIA CUCINA RECEIVES TWO BRAND AWARDS

Mia Cucina早前分別榮獲*Home Journal Best Brand Awards 2020*之「最佳廚房設計」大獎及《雅舍》之「優越品牌大獎」。煤氣公司總經理 - 零售市務及營業王佩兒於接受獎項時表示，此兩項殊榮是對煤氣公司專業團隊一站式廚櫃設計服務的肯定，未來團隊會繼續貫徹「以客為尊」的服務精神，從客戶角度出發，提供多元的廚房設計方案，為客戶生活帶來方便，與親友享受更多愉悅的烹調時刻。

Mia Cucina received the 'Best Kitchen Design' award from '*Home Journal Best Brand Awards 2020*' and 'Remarkable Brand' Award from *Interior Beauté*. Upon receiving the awards, Catherine Wong, Towngas General Manager - Retail Marketing & Sales, remarked that they serve as recognition of total kitchen solution of the professional team. Going forward, we will continue to uphold the "customer first" spirit and provide diverse kitchen design solutions for customers to enjoy pleasant culinary moments with their loved ones.



▲ 煤氣公司總經理 - 零售市務及營業王佩兒接受獎項。此殊榮是對 Mia Cucina 專業團隊服務的肯定。

Catherine Wong, Towngas General Manager - Retail Marketing & Sales received the awards to reaffirm Mia Cucina's commitment and excellent achievement in kitchen design.

煤氣烹飪中心獲頒「超卓烹飪中心大獎」

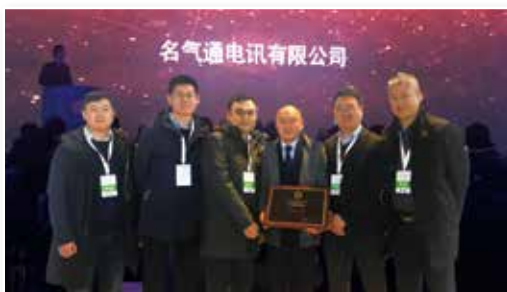
TOWNGAS COOKING CENTRE AWARDED "ELITE COOKING CENTRE AWARD"



煤氣烹飪中心榮獲由《東方日報》及《on.cc東網》頒發的「超卓品牌大獎2020 - 超卓烹飪中心大獎」，足以證明其在香港專業廚藝課程上舉足輕重的領導地位。煤氣烹飪中心致力舉辦別具特色烹飪班及專業的烹飪證書課程，例如與全球知名的Disciples Escoffier法國廚師會合作，推出香港首個傳統法國美饌烹飪課程——法國Disciples Escoffier糕餅藝術文憑課程及烹飪藝術文憑課程，由米芝蓮星級或國際知名大廚親授烹飪秘技，通過考試的學員可獲由法國教育部頒發的「法國廚藝訓練文憑」，取得在法國開設餐廳的資格。在疫情下，煤氣烹飪中心更推出創新的網上烹飪班，盡力提供大眾足不出戶的明火入廚體驗。

Towngas Cooking Centre (TCC) received the Elite Brand Awards 2020 – Elite Cooking Centre Award from Oriental Daily and on.cc, underscoring its status as a leading provider of Hong Kong professional culinary courses. TCC dedicates its efforts to hosting unique cooking courses and professional culinary diploma programmes. It has collaborated with world-renowned Disciples Escoffier to launch Hong Kong's first traditional French cooking courses, including Disciples Escoffier Professional Diploma in Pastry Arts and Diploma in Culinary Arts, taught by Michelin-starred and internationally celebrated chefs. Upon passing the exams, participants are awarded the National Diploma in French Cuisine or Pastry, a qualification that enables them to open restaurants in France. In response to the pandemic, TCC has also launched new online cooking classes to offer a stay-home open-flame cooking experience.

名氣通連獲兩項業界獎項 TGT RECEIVES TWO INDUSTRY AWARDS



▲ 大連名氣通總經理李建峰 (左三) 率領一眾同事代表領獎。
Dick Li (3rd from left), General Manager at TGT Dalian, leads staff representatives in accepting the award.



▲ 東莞名氣通總經理楊良楡 (右三) 代表公司出席頒獎禮。
Billy Yang (3rd from right), General Manager at TGT Dongguan, attended the award ceremony on behalf of the Company.

名氣通憑藉卓越的雲基建平台及安全可靠的全面數據管理服務，再度榮獲「2020年度中國IDC產業優質服務獎」及「亞洲數據中心年度安全神盾獎」，彰顯了名氣通專業的技術支援和優質的創新服務水平，以及業界對名氣通16年來持續深耕互聯網數據中心領域的肯定和認可。

在北京舉行的第十五屆中國IDC產業年度大典，是國內規模最大、影響力最深的IDC行業盛會；而在深圳國際會展中心舉行的第八屆亞洲數據中心科技博覽會 (ASIA IDC EXPO 2020) 則雲集眾多數據中心技術專家和優秀企業一同參與。

With its excellent cloud infrastructure platform as well as safe and reliable comprehensive data management service, Towngas Telecom (TGT) has again received the China IDC Industry Quality Service Award and Asia Data Centre Annual Safety Shield Award. The achievements underscores TGT's professional technological support capabilities and quality, innovative service, as well as the industry's affirmation of its 16-year effort in continuously cultivating the internet data centre arena.

Taking place in Beijing, the 15th China IDC Industry Annual Ceremony is the country's largest scale and most impactful ICD industry event, while the 8th Asia IDC Expo 2020 held at Shenzhen World Exhibition & Convention Center was attended by numerous data centre technical experts and leading enterprises.

名氣通「5G 共享系統」 為恒基地產打造智慧商場 TGT "5G SHARING SYSTEM" CONTRIBUTES TO HENDERSON LAND SMART SHOPPING MALLS



名氣通與恒基兆業地產有限公司(恒基地產)由去年4月開始合作，在商場增設「5G共享系統」，推動5G智慧商場的發展。直至2020年底，「5G共享系統」已擴大覆蓋範圍至恒基地產旗下的另外六個商場，分別是粉嶺中心、屯門時代廣場、沙田中心·沙田廣場、荃灣千色匯一期及元朗千色匯，讓市民逛街娛樂時可以隨時享用5G極快網速。

第一批提供「5G共享系統」的商場包括MCP新城中心2期及3期和MOSTown新港城中心。在剛剛過去的聖誕佳節，這些商場將5G網絡結合AR (Augmented reality) 擴增實境裝置，打造不同的主題打卡位，為市民帶來不一樣的娛樂和購物體驗。

Towngas Telecom (TGT) has joined hands with Henderson Land Development Company Limited (Henderson Land) since last April to deploy 5G Sharing System at malls to promote the development of 5G smart shopping malls. As at the end of the year, the 5G Sharing System has been expanded to 6 other shopping malls under Henderson Land, including Fanling Centre, Trend Plaza, Shatin Centre • Shatin Plaza, KOLOUR Tsuen Wan I and KOLOUR Yuen Long, so that visitors can enjoy the high-speed 5G network at any time.

The first batch of shopping malls to offer 5G Sharing System include MCP Metro City Plaza Phase 2 and 3 as well as MOSTown. Last Christmas, the malls combined their 5G network and augmented reality (AR) equipment to create themed check-in hotspots for an entertainment and shopping experience unlike any other.

煤氣公司 x 繳費靈「輕鬆Pay·開心賺」

TOWNGAS X PPS APP-TO-APP

“PAY WITH EASE, EARN WITH JOY” PROMOTION



煤氣公司 x 繳費靈
「輕鬆Pay·開心賺」
全新升級煤氣公司 App
一鍵連接 PPS App 繳費更Easy
仲可以賺煤氣費回贈 \$20*

*活動受有關條款及細則約束

於推廣期登入活動連結<https://ocp.towngas.com/TowngasPPS>，並按指示完成登記（活動受有關條款及細則約束，詳情請登入活動連結）

Visit <https://ocp.towngas.com/TowngasPPS> within the promotion period and follow the instructions to register (Campaign subject to relevant terms and conditions. For more details, please access the promotion link)

煤氣公司致力提供優質和全面的服務，最近推出更新版手機應用程式，提供一站式服務，包括報讀煤氣錶度數、預約維修服務、網上繳費及最新優惠資訊等，為用戶帶來更佳體驗。

由即日起至2021年5月14日，客戶可體驗升級版APP繳費服務，於煤氣公司App內一鍵連接繳費靈App繳交煤氣費，有機會獲得港幣20元煤氣費回贈[#]。只需於推廣期內成功登記，並於指定繳費時段內任何一天付款，簡單方便。

To offer customer-oriented services, Towngas has revamped its mobile app to provide one-stop services including meter reading reporting, maintenance scheduling, online payment as well as the latest promotions for customers' convenience.

From now until 14 May 2021, customers can experience the upgraded payment service through the Towngas mobile app for a chance to receive HK\$20 in gas charge rebate[#]. Simply register and make a gas bill payment within the specified periods through the PPS on Mobile app via the new Towngas app.

2020 傑出職安健管工大獎

2020 OUTSTANDING SAFE FOREMAN AWARD

煤氣公司去年12月5日舉辦「2020傑出職安健管工大獎」活動，邀請職安健表現優秀的承建商參與，從中挑選最出色的主管或監督，表揚其傑出表現。

比賽的評審範疇包括參加者對職安健法規和指引等相關知識的掌握、日常工作間的職安健管理及監督工作、對改善工作間職安健的獨到建議或創新方案、落實職安健控制措施，以及員工職安健培訓與指導等。

經初步遴選後，選出8名參加者進行會面評審，他們各自介紹自己工作範疇的職安健知識及實踐方針，並分享在管理團隊上的職安健落實細節，分別獲評冠、亞、季及優異獎。

Towngas held the 2020 Outstanding Safe Foreman Award on 5 December 2020. Contractors demonstrating excellence in the arena of occupational safety and health (OSH) are invited to participate, amongst whom the best-performing supervisors are selected and recognised.



▲ 各得獎者及頒獎嘉賓攝於頒獎禮上。
Winners and guests shared a moment of joy at the prize presentation ceremony.



▲ 比賽冠軍得獎者為羅家駿（左）。
Champion of the competition is Law Ka-Chun (left).

The event judges participants based on their grasp of knowledge related to OSH regulations and guidelines, everyday on-site OSH management and supervisory work, distinct suggestions or innovative solutions on ways to improve workplace OSH, implementation of OSH control measures, OSH training and guidance for staff, and more.

After a preliminary selection, eight participants were selected for a meeting in person, at which they introduced their respective OSH knowledge and implementation strategy as well as details in their OSH team management. The winner, first and second runners-up, as well as honourable mentions were then selected.

注重安全 防患未然 ORGANISE TRAINING FOR GREATER SAFETY

寶馬山煤氣隧道消防演習 EMERGENCY DRILL AT BRAEMAR HILL TOWNGAS TUNNEL



去年10月15日，煤氣公司聯同消防處在寶馬山煤氣管道隧道，舉行一年一度事故搶救演習，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 (BA Pod) 亦到場增援。

On 15 October 2020, Towngas collaborated with the Fire Services Department to organise the annual emergency rescue drill at Braemar Hill Towngas Tunnel. At this simulation of a gas leak in the tunnel, several workmen failed to escape from the depth of the tunnel in time, and were awaiting rescue. The Fire Services Department sent multiple members of the BA Team to enter the tunnel and perform rescue work. The BA Pod was also dispatched.

消防處兩天基本消防訓練課程 FIRE SERVICES DEPARTMENT TWO-DAY BASIC TRAINING COURSE

為了加強公司相關部門人員對滅火及消防安全的知識，煤氣公司去年10月及11月分別安排了14位同事到將軍澳消防及救護學院，參加為期兩天的基本消防訓練課程。除了一般防火知識外，更加入了使用滅火工具進行滅火，訓練在漆黑環境中，尋找逃生路徑的技巧。

In order to enhance relevant staff's knowledge on fire-fighting and fire prevention, Towngas sent 14 staff members to take part in a two-day basic fire services training course at Fire and Ambulance Services Academy in Tseung Kwan O in last October and November. In addition to general fire-prevention knowledge, staff also experienced hands-on use of fire-fighting tools and ways to search for escape routes in dark environments.



流感疫苗注射計劃 2020 SEASONAL INFLUENZA VACCINATION PROGRAMME 2020

煤氣公司每年舉辦冬季流感疫苗注射計劃，為同事提供駐場流感疫苗注射服務，

其親屬亦可以選擇在指定醫療中心使用注射券進行接種，方式更靈活便捷。今年計劃有超過300位員工及其親屬參與，反應踴躍。

同時，公司更為同事安排「流感疫苗知多D」職安健網上專題講座，邀請專科醫生分享有關流感疫苗的資訊，包括流感疫苗種類、接種方法，以及接種疫苗的注意事項，讓同事對疫苗有更深入了解，並鼓勵身邊親友同事參與疫苗接種。

Towngas offers on-site vaccination against winter influenza for staff every year. Their family members can also choose to receive the shot at designated medical centres by presenting vaccination vouchers for greater flexibility and convenience. This year, over 300 staff members and their family members received vaccinations, reflecting the campaign's popularity.

In addition, the Company also organised an online OSH talk on the topic of influenza vaccination. A medical specialist was invited to share the relevant information, including types of vaccines, ways to vaccinate, and points to know for persons receiving vaccinations, so that the staff can acquire a deeper understanding and encourage their family, friends and colleagues to get vaccinated.

疫情下的溫馨

SHARING WARMTH AMIDST THE PANDEMIC

煤氣公司早前向全體員工派發聖誕禮物及新年福袋，為拼搏工作的同事送上鼓勵。禮物包內有健康穀物早餐、營養棒、巧克力零食、飲料沖劑等，希望跟同事一起分享佳節的喜悅。福袋及文具由同事親自設計插畫，包含特有的煤氣文化，有助提升同事對公司的歸屬感。

Towngas as a big family shared the festive joy with all its staff members by distributing gifts to everyone at Christmas and Chinese New Year. A gift bag and some stationery were specially designed by our colleagues, reflecting the Towngas culture and enhancing staff's sense of belonging. With multigrain breakfast, health bars, chocolate snacks and instant drinks,

Towngas hopes to offer sweet and healthy festive gifts to staff to celebrate Christmas and the Year of the Ox!



與僱員心靈抗「疫」

MIND-HEALING AGAINST PANDEMIC

煤氣公司關心同事的身心健康，並相信正面樂觀的心態可克服疫情下的負能量。為對抗可能出現的「抗疫疲勞」，煤氣公司舉辦多個帶出「正向思維」信息的網上工作坊。其中禪繞畫(Zentangle)網上工作坊大受好評，透過易於學習的「禪繞畫」，同事只需一支筆，一張紙，就能成功創作屬於自己的禪繞畫紙磚，並在過程中釋放焦慮煩躁，自我療愈。

Towngas cares about the mental and physical health of our colleagues and believes a positive mind cures the pandemic blues. In a bid to fight the "Anti-Pandemic Fatigue", the Company organised different mind-healing workshops, among which the Zentangle online workshop was especially well received by colleagues. Zentangle is an easy-to-learn drawing method to create beautiful patterns in a relax and fun way. With simply pen and paper, colleagues enjoyed a self-healing moment creating their own unique pictures.

煤氣推出生動有趣《STEM劇場》 TOWNGAS PRODUCES LIVELY STEM-RELATED VIDEOS

中華煤氣工程學院一直努力創新，以不同方式培養年青人對燃氣及工程行業的興趣。最近學院圍繞科學、技術、工程及數學(STEM)的元素，製作了一系列生動有趣的教學短片《STEM劇場》，介紹一些日常生活中遇到的燃氣知識，包括基礎知識、生產、輸配、應用、環保，以至燃氣安全等範疇，引起年青人的興趣。

第一套《Dr. GAS之驚喜現身》，就是透過實驗方式介紹燃氣的基礎知識 – 熱值(calorific value)與燃燒的關係。而第二套《神蹟》，就一反傳統，改以新穎的相片剪輯手法拍攝，解釋煤氣抽濕機的原理。

Towngas Engineering Academy (TEA) has always strived to be creative, exploring different channels to connect with youngsters to cultivate their interest in gas engineering. One example of this is the series of STEM-related videos that TEA recently published for the younger generation to acquire gas knowledge.

STEM Drama is a series of fun videos on gas-related scenarios that the younger audience might come across in their daily lives. It touches on topics such as basic gas engineering, production, distribution, utilisation, environmental protection and gas safety.

For instance, in the first video, Doctor Gas explains the relationship between calorific value (CV) and burning. The style of the second video is dramatically different, employing innovative filming techniques that help explain the working principles of the gas dehumidifier.



請掃描觀看兩套短片
TEA's YouTube Channel

Scan to watch the videos
TEA YouTube channel



DSE 學生打工實錄 DSE STUDENT WORK EXPERIENCE FEATURE



關於年青人的生涯體驗，俗語說：「讀萬卷書不如行萬里路」，隨著科技發展應該改為「看萬個網不如打一次工」，雖然互聯網上什麼職場資訊都應有盡有，但親身學習的體驗更深刻、更真實，而且還可以豐富個人履歷表。

「哈囉！DSE實習打工仔」系列的影片一連四集，訪問了五位中六學生，他們去年完成DSE考試後，於煤氣公司不同部門進行暑期實習，包括客戶服務課、市務及營業課、企業事務部及煤氣生產廠。中華煤氣工程學院特別製作這系列影片，記錄實習生的打工心聲和經歷。

For young people, practical experience could be more important than theoretical knowledge. In today's world, work experience is definitely more useful than merely surfing the web. Even though all kinds of work-related information exist online, learning experiences gained first-hand are more remarkable and realistic, not to mention more beneficial to the enrichment of one's CV.

The "Hello! DSE Interns" series comprises four videos, where five F.6 students are interviewed. After completing their DSE exams, they joined various departments at Towngas for their summer internship, including Customer Services Stream, Marketing and Sales Stream, Corporate Affairs Department and Gas Production Plant. Towngas Engineering Academy specially produced this series to record the thoughts and journey of the interns, now available on their channel.



掃描觀看影片

Scan to watch the
videos



明火十全十味

專訪名廚及人氣餐廳

“FLAME COOKING: FULL RANGE OF FLAVOURS”

INTERVIEW OF MASTER CHEFS AND POPULAR RESTAURANTS

2020年煤氣公司製作專題「明火十全十味」訪問系列，並以春夏秋冬四季為主題，介紹多間香港人氣餐廳及邀請名廚分享明火烹調要訣和心得；推介不同菜系，包括中菜的粵菜、川菜、淮揚菜，以及日本菜，並介紹四季時令菜式，餐廳按「不時不食」原則，採用季節最佳食材入饌。透過專訪，讀者除可了解食材搭配及烹調方法，更可掌握如何以明火炮製出多種多樣的美味佳餚。

In 2020, Towngas produced a series of interview entitled “Flame cooking: Full range of flavours”. Themed after the four seasons, the series introduced popular restaurants in Hong Kong and invited master chefs to share their tips on flame cooking. Various cuisines are highlighted, including Cantonese, Sichuan, Huaiyang and Japanese cuisine. Seasonal dishes are also featured, where restaurants select the best ingredients of the season for cooking. Through the interviews, readers can learn about food pairing and preparation as well as ways to cook up a great variety of delicious dishes.

鏞鏞·藝嚙館

YUNG'S BISTRO



▲ 鏞記酒家集團有限公司董事甘連宏（左）及煤氣公司總經理—工商事務及營業鄭曉光，大談鏞鏞·藝嚙館的粵菜承傳故事。

Kam Lin-wang, Director of Yung Kee restaurant group (left), and Don Cheng, Towngas General Manager - Commercial and Industrial Marketing and Sales, discussed the Cantonese culinary heritage of Yung's Bistro.

和牛蕃

WAGYU VANNE



▲ 和牛蕃一招牌日山A5和牛迷你漢堡兩食配康堤芝士泡沫。漢堡選用了七成油花重及三成肉味重的不同部位來研製，先以明火煎香，再配上原片日山和牛及康堤芝士泡沫，鹹香惹味。

The Hiyama A5 mini burger two ways with comte cheese foam is Wagyu Vanne's signature dish. The burger, a combination of 70% fat-heavy cuts with 30% meaty cuts, is grilled on open flame before being paired with a slice of Hiyama beef and comte cheese foam for a burst of flavours.



▲ 和牛蕃邀請日籍大廚桑原秀幸擔任廚藝顧問，精選日山和牛，更將不同部位與口感的和牛配搭多款西式食材，組合出創新獨特的味道與風格。

Wagyu Vanne invited Japanese chef Vanne Kuwahara as their consultant chef. Different cuts of carefully selected wagyu beef with various textures are paired with western ingredients for innovative and unique tastes and styles.



▲ 鏞鏞·藝嚙館特有之一菜兩食菜式—鴛鴦遠年陳皮牛肉，大廚以大火把牛肉炒至剛熟，甚有鑊氣，入口嫩滑，帶微微焦香；陳皮牛肉餅選用產自新會的25年老陳皮，令肉味散發濃郁香氣。

Yung's Bistro offered a duo of dishes made from ingredients prepared two ways: yuanyang aged dried mandarin peel with beef, where the chef stir-fries the beef until it is just cooked for a slightly burnt flavour and tender texture. The beef cake with aged dried mandarin peel gives off the intense fragrance of 25-year-old mandarin peel from Xinhui.



為環保出力 醫管局洗衣房轉用煤氣 HOSPITAL AUTHORITY LAUNDRY FULLY TRANSITIONS TO GAS USE FOR ENVIRONMENTAL PROTECTION



有40多年歷史的醫管局柴灣洗衣房現時負責港島東醫院聯網七所醫院及專科門診的洗衣工作，為醫護人員及病人提供潔淨的衣物。為進一步優化設備，醫管局去年第四季與煤氣公司

合作，在更換2.5噸蒸氣鍋爐的同時接駁煤氣系統，以煤氣作主要燃料，生產蒸氣並供應能源予洗衣工場的洗熨設備使用，包括洗衣機、乾衣機、摺衫機和熨布機等。

改用煤氣驅動蒸氣鍋爐有三大好處：首先，鍋爐燃燒時可大量減少煙垢產生；此外，使用煤氣能減少二氧化碳、氮氧化物及二氧化硫的排放，為環保出力；第三，更可避免往地底油缸添加燃油時產生難聞氣味，為洗衣房員工帶來更舒適的工作環境。

With 40 years' history, the Hospital Authority (HA)'s Chai Wan Laundry is now responsible for the washing of seven hospitals and specialist clinics of the Hong Kong East

Cluster, providing clean clothing and linens for medical staff and patients. When it replaced the Laundry's 2.5-tonne steam boiler in the fourth quarter of 2020 as part of its diesel conversion project, HA cooperated with Towngas to connect its Laundry to the gas network. Using gas as its key fuel, the boiler produces steam for the laundry and ironing equipment, including washer and dryer as well as clothes folding and ironing machines.

The transition to gas-fired steam boilers brings with it three benefits. First of all, reduces soot accumulation inside the boiler during combustion. In addition, gas emit less carbon dioxide, nitrogen oxides and sulfur dioxide thereby contributing towards environmental protection. Finally, it spares staff from experiencing odours from filling up the underground diesel tank, offering a more pleasant work environment for laundry staff.



新酒店相繼開幕 拓展煤氣銷售新機遇 NEW HOTEL OPENINGS MARK NEW OPPORTUNITIES FOR GAS SALES

兩大國際酒店集團 - 萬豪國際集團旗下的喜來登及夏利里拉酒店有限公司旗下的The Hari分別在東涌及灣仔有新酒店開幕。煤氣公司為其合作夥伴，為酒店提供完善的中央熱水系統與廚房配套。

東涌世茂喜來登酒店及福朋喜來登酒店同是坐落東涌市中心，位置相鄰，內設中式粵菜、西式扒房、自助餐餐廳等，為客人奉上來自世界各地的風味盛宴。另一間位於灣仔的The Hari酒店同於去年12月投入服務，擁有意大利餐廳、日式餐廳連露天酒吧，方便顧客在舒適的環境下盡享美食。

Two international hotel groups, Sheraton under Marriott International and The Hari under Harilela Hotels Ltd, have opened new hotels in Tung Chung and Wan Chai respectively. As their partner, Towngas is tasked with providing comprehensive central water heating system and kitchen facility support.

Sheraton Hong Kong Tung Chung Hotel and Four Points by Sheraton Hong Kong Tung Chung are situated in proximity of each other in Tung Chung town centre. Equipped with a Cantonese Restaurant, a steakhouse, a buffet restaurant and more, the hotels offer international feasts for patrons. The Hari commenced operation in Wan Chai last December, with an Italian restaurant and a Japanese restaurant with a terrace that offer a comfortable environment for patrons to enjoy fine foods.



▲ 東涌世茂喜來登酒店與福朋喜來登酒店均安裝了煤氣熱水鍋爐供中央熱水系統及暖水泳池使用。

Sheraton Hong Kong Tung Chung Hotel and Four Points by Sheraton Hong Kong Tung Chung have installed gas-fired hot water boilers to power central water heating system and heated swimming pool.



▲ 煤氣公司於The Hari酒店的天台位置安裝商用熱水系統，為酒店供應源源不絕的熱水。

Towngas installed commercial water heating systems at The Hari's rooftop to offer a stable supply of hot water for the hotel.

綜合抽濕鮮風櫃模型於 煤氣創新館展出 3D MODEL OF INTEGRATED D-PAU EXHIBITED AT THE HALL OF INNOVATION

煤氣公司一直鼓勵同事創新，為企業帶來業務增長。常設於煤氣公司北角總部的煤氣創新館，展出由公司同事研發的創新設備，最近增添由工商市務及營業部同事研發的綜合抽濕鮮風櫃的立體模型展品。

綜合抽濕鮮風櫃率先在2019年應用於全港首個以健康生活為主題的創新綜合項目 - H Zentre，並在近年陸續應用於醫院及酒店項目。其原理是把抽濕輪放入鮮風櫃，善用有限的空間提供抽濕與採暖的應用。系統更可結合太陽能集熱器系統，以配合煤氣熱水爐將水加熱，進一步節省能源。通過可額外加裝的靜電除塵器和紫外線殺菌燈，系統可過濾懸浮微粒並消滅致病細菌，以達到日益提高的衛生標準。

Towngas emphasises a culture of innovation which allows full play to employees' creativity in order to foster business growth. Located at Towngas' headquarters in North Point, the Hall of Innovation showcases original concepts developed by colleagues, including the recently added 3D model of integrated D-PAU invented by the Commercial & Industrial Marketing & Sales team.

The integrated D-PAU was first applied at H Zentre, the first development in Hong Kong that puts wellness and health at its forefront. In recent years, it has been utilised in hospitals and hotels as well. By integrating standard PAU components with a desiccant wheel and hot water heating coil, the system serves the functions of dehumidification and space-heating as a single compact unit. What's more, it can be integrated with solar collectors to conserve energy during desiccant wheel regeneration. With the addition of optional Electrostatic Precipitator (EP) and Photocatalytic Oxidation (PCO) UV lamp components, the system can even filter fine particles and eliminate microbes to meet ever-rising hygiene standards.



掃描觀看綜合抽濕鮮風櫃的介紹短片

Scan for video introducing integrated D-PAU

煤氣抽濕系統提升室內空氣質素 TOWNGAS DEHUMIDIFICATION SYSTEM ENHANCES INDOOR AIR QUALITY



隨著公眾日益關注室內空氣質素，煤氣公司多年來用創新科技以煤氣抽濕系統協助不同大型企業及室內場所作良好的室內濕度管理。近年，我們為進一步提高公眾人士對室內空氣質素的認識，展開公眾教育及宣傳，特意搜集與室內空氣質素相關的參考資料，製作《室內空氣質素：創新科技推動健康及舒適生活》書刊，向大眾介紹室內空氣質素的重要和煤氣抽濕系統的原理。書刊還收納煤氣公司多年來於不同行業和機構應用煤氣抽濕系統，包括獨立式煤氣抽濕系統和綜合抽濕鮮風櫃的成功案例。

With the public becoming increasingly aware of the importance of indoor air quality (IAQ), Towngas has gathered information and reference materials related to IAQ and published the Indoor Air Quality: Innovative Technology for

Healthy & Comfort Living booklet introducing the importance of IAQ and the working principle of desiccant dehumidification system. The booklet also showcases Towngas' wide application of gas desiccant dehumidification systems, including the stand alone desiccant dehumidifier and the integrated D-PAU in a vast range of sectors, with users spanning the pharmaceutical, food manufacturing, hotel, hospital and luxury housing fields.



掃描下載書刊

Scan to download IAQ Booklet



全面守護家人健康 TGC 煤氣乾衣機高溫 乾衣殺菌 PROTECT YOUR FAMILY'S HEALTH WITH THE ANTI-BACTERIAL TGC GAS DRYER

新型冠狀病毒疫情持續，家中的衛生措施不容忽視。尤其香港氣候潮濕，踏入春季回南天，家中晾曬的衣物往往難以乾透，極易變成惡菌的溫床。在抗疫路上，煤氣公司與你並肩同行，精選日本製TGC煤氣乾衣機以高溫極速乾衣殺菌，消滅衣物上的細菌及致敏原，全面守護一家人的健康。

即日起至2021年5月15日，選購全線TGC煤氣乾衣機均可享春日限時減\$500現金折扣優惠，更可享免費升級三重限時禮遇，助你擊退潮濕惡菌，打好這場抗疫保衛戰。

With the continued pandemic, it is more important than ever to ensure home hygiene. This is particularly true in Hong Kong, where the humid weather of spring makes it difficult to dry laundry, thereby providing a hotbed for pathogens. Towngas is dedicated to combatting the pandemic with the rest of the community. The Japan-made TGC gas dryer efficiently dries clothes and kills germs using high temperature, eliminating both microbes and allergens to keep the whole family healthy.

From now until 15 May 2021, a limited-time \$500 discount is available on all TGC gas dryers, in addition to a complimentary triple upgrade, to help you combat humidity and germs and fight the battle against the pandemic.



「好氣Fun」迎新獎賞 "TOWNGAS FUN" WELCOME OFFER



「好氣Fun」是結合煤氣會員計劃及網上換購的嶄新平台，為會員搜羅大量有關衣、食、住、行商品優惠供會員選擇。

由即日起至2021年5月31日，新登記會員更可享首次購物優惠，新會員只需消費滿\$50以上並輸入折扣碼「TGF50NEW」，全單即減\$50。名額有限，送完即止。

Integrating Towngas membership programme with a new online redemption platform, "Towngas Fun" has sourced a great variety of offers on clothing, dining, lifestyle and transportation for its members.

From now until 31 May 2021, newly registered members can enjoy \$50 off on their first purchase with spending more than \$50 by entering discount code "TGF50NEW".

立即行動，掃描登入「好氣Fun」登記成為會員，盡享購物優惠！

Availability is limited, so scan the QR code to register as a member now!



煤氣烹飪中心 Disciples Escoffier 專業烹飪文憑課程報名

ENROLMENT FOR TOWNGAS COOKING CENTRE DISCIPLES ESCOFFIER PROFESSIONAL CULINARY DIPLOMA COURSES



▲ 著名藝人梁詠琪修讀煤氣烹飪中心 Disciples Escoffier 糕餅文憑課程。

Celebrity Gigi Leung was among the students of Towngas Cooking Centre's Disciples Escoffier Diploma in Pastry Arts course.

疫情下的2020年，並沒有影響大家對烹飪的熱情。煤氣烹飪中心聯同法國廚師會合辦的Disciples Escoffier專業烹飪文憑課程，最近開辦的兩期糕餅文憑課程及兩期的廚藝文憑課程全部爆滿。當中糕餅文憑課程的學員更有本港著名藝人梁詠琪。梁小姐上課時投入認真，獲老師大讚甚具天分。

2021年新一期的Disciples Escoffier專業烹飪文憑課程現已接受報名，萬勿錯過。

In 2020, COVID-19 did not dampen the public's love for culinary art. Towngas Cooking Centre joined Disciples Escoffier in hosting professional culinary diploma courses. The two recent Diploma in French Pastry and two recent Diploma in Culinary Arts courses were all full. Local celebrity Gigi Leung among the students and commended by the instructor on her focus and talent.

Enrolment is now open for 2021 Disciples Escoffier Diploma in Culinary Arts course. Don't miss the chance to take part!

全港首個角落小夥伴正式 授權親子廚師班

HONG KONG'S FIRST AUTHORISED SUMIKKO GURASHI PARENT-CHILD COOKING CLASSES

煤氣烹飪中心不時舉辦特色親子課程，提供一個享受家庭樂的好地方。煤氣烹飪中心推出了全港首個角落小夥伴正式授權的親子烹飪班，教授親子便當及棒棒糖，反應非常熱烈。因此，煤氣烹飪中心現時每月也會開設兩班角落小夥伴烹飪班供親子報讀，教授模式更包含網上授課，務求讓大家在疫情下亦能享受烹飪樂趣。

From time to time, Towngas Cooking Centre hosts themed parent-child cooking classes, providing a fun occasion for the entire family. Towngas Cooking Centre launched Hong Kong's first Sumikko Gurashi parent-child cooking class with official authorisation. Featuring family bentos and popsicles, the class was hugely popular. Thus, Towngas Cooking Centre now offers two Sumikko Gurashi parent-child cooking classes every month. The class is also available online for participants to enjoy cooking fun in spite of the pandemic.





MIA CUCINA 革新陶瓷石材質廚房設計

MIA CUCINA REVOLUTIONARY CERAMIC KITCHEN DESIGN



透過糅合傳統功能及時尚品味，Mia Cucina將新穎島形設計融入北角陳列室。新設計的廚櫃由門板以至檯面的選材，均選用歐洲革新陶瓷石板材料，堅固耐用且紋理細緻；而L型地櫃則使用意大利FENIX 納米技術物料作為門板，具抗指紋及舒適觸感的特性，亦有效減少細菌滋生；而島形工作檯上的懸吊式層架，巧妙利用垂直空間展示具特色的擺設，突顯個性。

Fusing traditional functions with modern style, Mia Cucina incorporated a kitchen island into the design in North Point showroom. The newly crafted cabinet is finished with revolutionary European ceramic materials, which is firm and durable, with intricate patterns. The L-shaped base cabinets are finished with Italian FENIX nano technology materials, which are anti-fingerprint and heals micro-scratches thermally. Above the island is an overhead rack which makes clever use of the vertical space for storing cookware and display items.



MIA CUCINA 全新短片

加強一站式廚房設計服務

ALL-NEW MIA CUCINA VIDEO FEATURES ENHANCEMENTS OF TOTAL KITCHEN SOLUTION

憑藉超過數十年廚櫃項目的豐富經驗，Mia Cucina深明客戶需要，設計實用時尚的廚櫃。品牌嚴選意大利優質門板、歐洲進口廚櫃配件，並引進各式科技裝置，配合單一品牌爐具設備等；並由煤氣公司專業團隊跟進每個細節，為入廚愛好者打造華實兼備的廚房。Mia Cucina全新宣傳短片，介紹一站式廚房設計服務，為顧客提供更多元設計靈感。

With decades of experience in kitchen cabinets, Mia Cucina is able to apply its thorough understanding of customer needs to create practical and stylish designs. The brand carefully selects quality panels from Italy, imports fittings from Europe and introduces various devices with single-brand appliances for customers. Towngas' professional team follows up on every detail to save the customer's time while creating an exquisite yet practical kitchen for the culinary lover. Mia Cucina recently launched a promotion video introducing total kitchen solution to offer more diverse design inspiration for customers.



掃描觀看Mia Cucina短片

Scan to watch Mia Cucina's video



名氣廊 Flame 全方位防疫措施 FLAME AT TOWNGAS AVENUE ALL-ROUND ANTI-PANDEMIC MEASURES



▲ 煤氣公司總經理 - 零售市務及營業王佩兒接受「智綠 Shopping」節目訪問，分享名氣廊 Flame 的防疫和環保措施。

Towngas General Manager - Retail Marketing and Sales, Catherine Wong interviewed by Green Shopping, sharing the anti-pandemic measures at Flame at Towngas Avenue.

疫情改變了大家出外用膳的常態，為了讓食客吃得放心，名氣廊Flame實行全方位防疫措施，減低交叉感染，更貼心推出「足不出車」外賣自取安排，與大家共度「疫」境。客人只需於取餐半小時前致電訂購外賣美食及提供車牌，到達後通知餐廳，餐廳便會派員將新鮮準備好的美食送到客人的車上，節省泊車時間，方便省時又衛生。

The pandemic has created a new normal when it comes to dining out. In order to enable customers to dine with peace of mind, Flame at Towngas Avenue has implemented comprehensive anti-pandemic measures to reduce the risk of cross-infection. The restaurant also launched the

thoughtful in-car takeaway service to combat the pandemic with its patrons, who can simply call half an hour ahead to place an order and provide their vehicle registration number, then let the restaurant know upon their arrival. Restaurant staff will deliver the freshly made food to the customer's car to not only save their parking time but also ensure greater convenience and hygiene.

全新銅鑼灣煤氣客戶中心現已開幕 ALL-NEW TOWNGAS CUSTOMER CENTRE IN CAUSEWAY BAY NOW IN SERVICE

全新銅鑼灣煤氣客戶中心現已進駐華懋禮頓廣場，新店鄰近時代廣場和禮頓中心，位置便利，交通方便。店內陳列多款優質煤氣爐具和精美家居用品，還有全新設計的Mia Cucina高級廚櫃，致力為客戶提供一站式專業服務。新店開業期間更有限定優惠，購買任何煤氣爐具或家品均贈送精美禮品。

An all-new Towngas Customer Centre has opened in Chinachem Leighton Plaza in Causeway Bay, conveniently located in proximity of Times Square and Leighton Centre. The centre features various quality cooking appliances and household projects as well as the latest Mia Cucina kitchen cabinet designs to offer customers one-stop professional service. Limited-time offers are available during the grand opening period, including gifts with the purchase of any Towngas appliances or household products.





好氣Fun會員專享外賣美食優惠 TAKEAWAY OFFERS FOR TOWNGAS FUN MEMBERS



名氣廊Flame推出豐富派對外賣美食菜式，餐前小食Canapés Platter包括24個月黑毛豬火腿伴蜜瓜、鵝肝慕絲無花果多士等等，精緻造型和滋味賣相均滿分。熱盤推介蒜片欖油海鮮扁意粉，用上可持續發展海鮮，除了鮮味十足，還可以為環保出一分力；另外，用植物肉炮製的黑松露新豬肉野菌寬帶麵，誘人的黑松露香氣配搭清新輕食，同樣滋味十足。

此外，適合一大班朋友的「尊貴派對套餐」，更奉送葡萄酒一支及三層精緻小點紙架，即使三五知己或者公司派對都能滿足所需。「好氣Fun」會員網上預訂可享低至85折優惠，消費滿\$2,000即享免費

送貨服務，安坐家中，無論什麼日子都可以與家人朋友「Fun」享美食！

Flame at Towngas Avenue has launched a great selection of takeaway options that are perfect for parties. The Canapes Platter includes 24-month Iberico Ham with Melon, Foie Gras Mousse with Fig on Toast and more, with flavours as fabulous as their presentations. Highlights for main courses include Seafood Linguine with Garlic, Chilli and Olive Oil, which makes use of sustainable seafood that is excellent both in terms of taste and environmental protection. In addition, the Truffle Mushroom Pappardelle with Omnipork combines refreshing flavours with the fragrance of black truffle to delight your senses.

What's more, the Luxury Party Set comes with a complimentary bottle of sparkling wine and a three-layer paper party set stand, making it perfect for both private and corporate parties. Towngas Fun members enjoy up to 15 per cent off on online pre-orders as well as free delivery for orders of \$2,000 or more. Enjoy a fun-tastic time and good food from the comfort of your home!

名氣廊Flame精選午餐 FLAME AT TOWNGAS AVENUE LUNCH MENU

名氣廊Flame於4月份推出全新午餐精選，凡惠顧更可享買3送1優惠。午餐種類繁多，包括廚師精選嘅美國安格斯牛肉漢堡伴薯條、軟殼蟹百香鳳梨蜜桃沙律、澳洲羊扒伴薯菜配燒汁、燻焗挪威可持續三文魚柳伴薯菜等。名氣廊Flame全新午餐精選更備有多款環保餐單選擇，提供多款素菜美食及可持續海鮮菜式，為愛護自然出一分力，同時照顧不同需要的顧客。

This April, Flame at Towngas Avenue introduced new options for its lunch menu along with a buy-three-get-one-free offer. The wide array of choices includes the chef's selections of U.S. Angus Beef Burger with French Fries, Soft Shell Crab with Pineapple & Peach, Passion Fruit Sauce, Grilled Australian Lamb Chop with Gravy and Cedar Plank Smoked Sustainable Norwegian Salmon Fillet. What's more, the new menu offers multiple environmentally friendly options as well as vegetarian and sustainable seafood dishes in a bid to protect nature as well as cater for the different needs of patrons.



煤氣溫馨義工隊榮獲「最高服務時數獎」榮譽獎 TOWNGAS VOLUNTEER SERVICE TEAM RECEIVES HIGHEST SERVICE HOUR HONOUR AWARD

煤氣溫馨義工隊於2021年2月26日首次網上進行的社會福利署2020香港義工嘉許典禮上，榮獲最高服務時數獎（私人團體 – 最積極動員客戶參與獎）榮譽獎，以及最高服務時數獎（私人團體 – 組別一）優異獎，表揚煤氣公司在2019年參與義務工作的熱誠及貢獻。

自1999年煤氣溫馨義工隊成立以來，義工隊不斷創新求變，推出多元化義工服務，希望參與的同事也有得益，助人自助，惠澤社群。義工嘉許典禮舉行前，義工運動大使V仔臨臨煤氣公司，將兩個獎項頒給煤氣溫馨義工隊，並拍攝義工隊的得獎感受。



▲ V仔頒發獎項予煤氣溫馨義工隊。
The mascot presented awards to Towngas Volunteer Service Team.

At the first online Hong Kong Volunteer Award Presentation Ceremony held by Social Welfare Department on 26 February 2021, Towngas Volunteer Services Team (TVST) received the Highest Service Hour (Private Organisations – Best Customer Participation) Honour Award and Highest Service Hour (Private Organisations – Category 1) Merit Award, in recognition of Towngas' enthusiasm in and contributions to volunteering work.

Since its establishment in 1999, TVST has continued its pursuit of innovation, launching diverse volunteering services with a view to benefiting colleagues and beneficiaries while contributing to society. Before the virtual award ceremony, the mascot for Volunteer Movement visited Towngas' headquarters to present the two awards to TVST and record their sharing.



▲ 煤氣溫馨義工隊主席林可寧接受訪問。
Lam Ho-ling, Chairman of Towngas Volunteer Service Team, was interviewed.



疫情無阻送暖 煤氣溫馨義工隊首個網上賀年節目 COUNTERING PANDEMIC BLUES WITH TVST'S FIRST ONLINE CHINESE NEW YEAR EVENT



受到疫情影響，社會上不少關懷社區的義工活動未能如常舉行，但煤氣公司在疫情下堅持關懷社區，發揮創意，善用科技，於2月20日大年初九舉辦了首個網上賀年活動，為400位長者送上溫馨祝福。

煤氣公司溫馨義工隊與香港聖公會安老院舍外展專業服務團隊合作，在網上連結了11間護老院舍，一同舉辦賀年活動「金牛報喜賀新春2021」。雖然義工隊未能親身到長者院舍現場表演，但當日節目豐富，毫不遜色：財神賀歲、唱歌表演、有獎遊戲等，應有盡有，讓400位長者院友與義工們一同度過了一個既熱鬧又溫馨的下午。

是次網上賀年節目更邀請了著名演員劉錫賢及歌星譚淑瑩，為長者獻唱金曲，透過螢幕看到長者們反應熱烈，氣氛熱鬧。

Affected by anti-pandemic social-distancing measures, many community care volunteering activities could not be held. Yet, this has not kept Towngas caring for the community. Applying creativity and technology, Towngas held its first online Chinese New Year activity on 20 February to share the warmth with 400 seniors.

Towngas Volunteer Service Team (TVST) collaborated with Multi-disciplinary Outreaching Support Teams for the Elderly from Hong Kong Sheng Kung Hui on 20 February to connect with 11 elderly homes online to usher in the Year of the Ox. Although unable to celebrate physically in person with the elderly, TVST still gave an exciting performance, including greetings from the God of Wealth, singing and prize games for a fun and warm afternoon with 400 elderly home residents.

Celebrities Lau Shek-yin and Tam Suk-ying held singing performances for the elderly, who showed their excitement through a live video.



「家饅愛·添溫馨」賀年揮春親子設計比賽

LOVE ON DELIVERY CHINESE NEW YEAR FESTIVE MESSAGE DESIGN COMPETITION



 **冠軍 Winner**



 **亞軍 1st Runner-up**

 **季軍 2nd Runner-up**



疫情影響下，煤氣公司聯同基督教家庭服務中心，於去年5月推出「家饅愛·添溫馨」計劃，為1000戶基層家庭，每星期送贈兩次新鮮饅菜包，支援家庭日常生活所需，直接減輕他們的經濟壓力。

此外，計劃設立了專用Facebook，聯繫受惠家庭，在疫情下加強溝通，互相勉勵。「家饅愛·添溫馨」計劃最近舉辦賀年揮春親子設計比賽，鼓勵一家人合力設計精美「家添溫馨」賀年揮春，以表達新年團圓歡樂的氣氛。部分作品更由煤氣公司義工隊連同熱湯及小禮物，送贈予東匯邨的獨居和雙老長者戶，為他們帶來一個既溫暖又溫馨的農曆新年。

在眾多參賽作品中，評審最後選出冠、亞、季軍及十位優異獎得主。

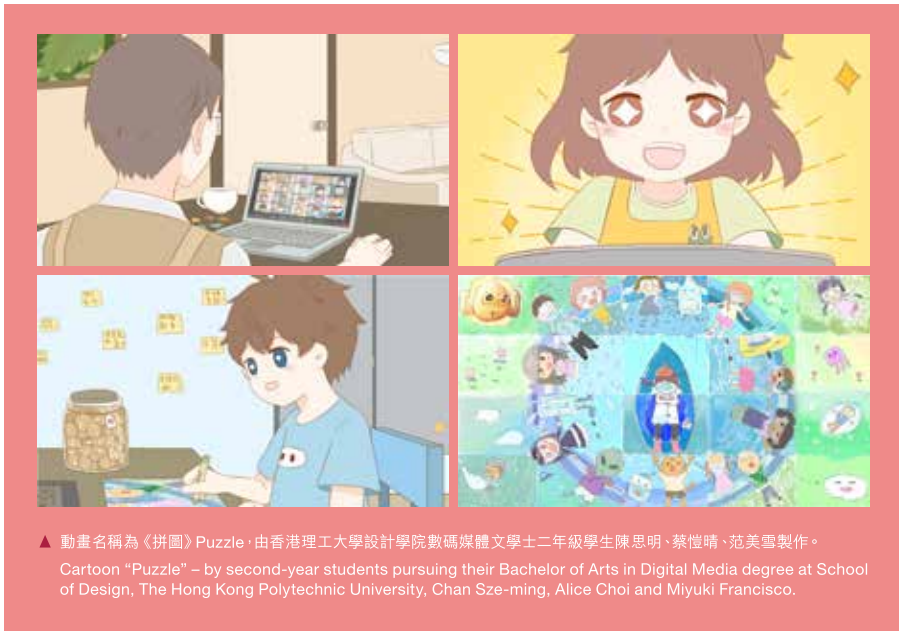
In response to the pandemic, Towngas joined hands with Christian Family Service Centre last May to launch the Love on Delivery programme, delivering fresh food packs to 1,000 underprivileged families twice a week to support their daily needs and directly alleviate their economic pressure.



In addition, a dedicated Facebook page was also set up for the programme to connect beneficiary families, thereby enhancing communication and offering mutual support during the pandemic. The programme recently held a Chinese New Year festive message design competition, encouraging the whole family to come together and design greetings for Food on Delivery and share the festive joy. Some of the greetings were gifted by Towngas Volunteer Service Team to elderly singletons and households in Tung Wui Estate along with soup and gifts to bring them a warm Chinese New Year.

Three winners and ten honourable mentions were selected among the works created.

煤氣公司綠火焰計劃 — 愛·綠·識「童」學天地 TOWNGAS GREEN FLAME PROJECT — GREENSPIRATION VIDS FOR CARING KIDS



▲ 動畫名稱為《拼圖》Puzzle，由香港理工大學設計學院數碼媒體文學士二年級學生陳思明、蔡愷晴、范美雪製作。
Cartoon "Puzzle" – by second-year students pursuing their Bachelor of Arts in Digital Media degree at School of Design, The Hong Kong Polytechnic University, Chan Sze-ming, Alice Choi and Miyuki Francisco.

煤氣公司與香港理工大學和香港浸會大學攜手合作，製作題材多元化兼具教育意義的原創動畫，讓疫情下留在家中學習的孩童「停課不停學」，從輕鬆有趣的動畫中學習正向思維，以及環保知識，達至「以教育助教育」的目的。

過去一年疫情肆虐，學童大部份時間要留在家中網上學習。面對疫情下的新常態，煤氣公司於2020年初構思與教育界聯手，希望為兒童提供更多網上資源，主題包括在家遙距學習新常態、疫情下的親子互動、燃氣安全小知識等。此外，參與計劃的大學生也可在投身職場前吸收貼近工作情況的經驗，並讓他們有機會透過在大學中學習的專業知識回饋社會，為未來作好準備。

Collaborating with The Hong Kong Polytechnic University and Hong Kong Baptist University, Towngas produced educational original cartoons on a variety of topics for children to learn from during class suspension. The light-hearted and fun videos promote positive thinking as well as environmental protection to achieve the aim of "learners helping learners".

Affected by the COVID-19 pandemic, schoolchildren mostly took online lessons instead of physical classes last year. In response to the "new normal", Towngas began in early 2020 to explore ways to cooperate with the educational sector to provide more



▲ 動畫名稱為《煤氣安全小先鋒》，由香港浸會大學傳理系 motion graphics design 課程三年級學生朱蔚欣、戴卓欣、方穎心製作。
Cartoon "Towngas Safety Forerunner" – by third-year motion graphics design students from School of Communication, Hong Kong Baptist University, Vivian Chu, Helen Tai and Fiona Fong.

online resources for children on topics such as the new normal of distance learning from home, parent-child interaction during the pandemic and gas safety tips. At the same time, university students taking part in the project also got to acquire first-hand work experience prior to joining the workforce while applying their skills to give back to society and prepare for their future.



掃描觀看綠火焰計劃 — 愛·綠·識「童」學天地原創動畫系列。

Scan the QR code to watch the Greenspiration Vids for Caring Kids original cartoon series.

煤氣愛心湯水暖萬家

DISTRIBUTING SOUP TO THOSE IN NEED



由於去年出現疫情，為免群眾聚集，煤氣溫馨義工隊送贈愛心湯活動未能如期舉行，但通過社會福利署的協助，義工隊在今年1月至2月期間，送出10,000壺老火湯給全港長者，在春節前為社區帶來點點暖意。今年初得到社會福利署的協助，使公司可以聯絡不同社福機構，把愛心老火湯福袋，以及由小朋友設計的特色揮春在春節前送到長者手中，為節日加添不少氣氛。

而煤氣公司更是連續第13年與社會福利署東區辦事處舉辦「寒冬送暖愛心湯活動」，累計已送出超過8,000壺愛心湯，將溫馨愛心在東區傳播。煤氣公司並沒有受疫情影響而停步，感謝社會福利署東區辦事處及各中心、院舍的支持，持續舉辦這個饒有意義的活動，將愛心湯及其他禮物送給地區長者及有需要人士，使他們感受到關懷和愛護。

To avoid crowds under the pandemic, Towngas Volunteer Service Team (TVST) had to put their soup distribution activity on hold last year. But with the help of Social Welfare Department (SWD), TVST was able to distribute 10,000 bottles of soup to seniors across Hong Kong in January and February to share the warmth with the community just before Chinese New Year. TVST was able to connect with various welfare organisations through



SWD to distribute gift packs containing soup and festive greeting banners designed by children with the elderly to spread the joy during the festive season.

This year also marks the 13th year for Towngas to cooperate on the “Soup to Warm the Heart” campaign with the Eastern District Office of SWD, distributing a cumulative total of over 8,000 bottles of soup to share the love at the district. In spite of the pandemic, Towngas was able to continue with such a meaningful event, thanks to the support of SWD’s Eastern District Office and the various centres and elderly homes. This has allowed the Company to share soup and other gifts to locals in need to show our care.

建造業義工嘉許禮 2020 CONSTRUCTION INDUSTRY VOLUNTEER AWARD PRESENTATION CEREMONY 2020

2020年11月15日，建造業議會在建造業零碳天地舉行「建造業義工嘉許禮2020」，以表揚業界傑出義工及機構，並首次以網上直播形式進行，與大眾及業界人士分享喜悅與榮譽。煤氣公司憑「慈善農耕樂」項目獲評審嘉許「非凡建造業義工項目」優異獎。

新任渠務署署長彭雅妮及建造業議會主席陳家駒擔任活動主禮嘉賓，一同見證建造業界致力回饋社會的成果。建造業運動及義工計劃於2017年推出「建造業義工獎勵計劃」，鼓勵及肯定業界義工的貢獻，並積極推廣義務工作的文化。

On 15 November 2020, the Construction Industry Council held the Construction Industry Volunteer Award Presentation Ceremony at CIC-Zero Carbon Park to recognise the achievements of the industry's volunteers and organisations. This is the first time that the ceremony was held through live video to share the joy and honour with the public and members of the industry. Towngas' Farming for Charity programme received the Excellence in Construction Industry Volunteering Project Merit Award.

Alice Pang, newly appointed Director of Drainage Services, and Chan Ka-kui, Chairman of the Construction Industry Council, were the officiating hosts, witnessing the fruits of the industry's dedicated efforts in giving

back to society. Construction Industry Sports & Volunteering Programme launched the Construction Industry Volunteer Award Scheme in 2017 to encourage and recognise the contributions of industry volunteers as well as promote a volunteering culture.



支持「大灣區青年就業計劃」 SUPPORTING "GREATER BAY AREA YOUTH EMPLOYMENT SCHEME"

為鼓勵和支持青年人到大灣區內地城市工作和發展，讓他們更瞭解大灣區的最新發展並把握事業發展機遇，行政長官於《2020年施政報告》中宣布推出「大灣區青年就業計劃」。

煤氣公司大力支持並參與此計劃，提供約30個空缺，涵蓋不同業務和營運職能部門，如助理工程師、助理業務分析員、助理軟件分析員及各職能的助理主任等，適合來自多個學科和擁有不同經驗的大學畢業生在大灣區工作及接受在職培訓。

參與計劃的畢業生除了獲得在大灣區工作和生活的經驗，幫助擴闊眼界和建立人脈關係之外，亦能深入瞭解煤氣公司業務。無論日後選擇回港發展，還是在大灣區甚至到海外發展事業，也是不可多得的經驗和人生歷練。



The Chief Executive announced the launch of the Greater Bay Area Youth Employment Scheme in the 2020 Policy Address to encourage and support young people to pursue work and development in cities of the Greater Bay Area (GBA) as well as to deepen their understanding of the latest developments in the GBA and seize career opportunities.

In support of the scheme, Towngas offered about 30 openings spanning various business and operation departments, such as assistant engineer, assistant business analyst, assistant software analyst and assistant executives, suitable for university graduates from different majors with various experience, with on-job training and work opportunities at GBA.

Participating graduates will not only gain experience working and living in GBA while expanding their horizons and building connections, but also deepen their understanding of Towngas' business, adding to candidates' knowledge whether they choose to continue their career in Hong Kong, GBA or abroad.

客戶服務關注小組 疫下新常态 CUSTOMER FOCUS TEAM AND THE "NEW NORMAL" OF THE PANDEMIC



Towngas Customer Focus Team (CFT) organises regular talks in various districts of Hong Kong in order to disseminate gas service-related information and collect customer opinion. Affected by COVID-19, CFT has moved their talks online. On 1 March, Towngas collaborated with The Resource Centre for the Deafblind of The Hong Kong Society for the Blind to host an online gas seminar, making use of sign language for the very first time to share gas safety and environmental messages to better suit the needs of the hearing impaired. In spite of the pandemic, the deafblind were able to obtain the relevant information from the safety of their home, making good use of information technology to maintain social interaction.

煤氣客戶服務關注小組定期在各區舉辦講座，傳達有關煤氣服務的重要資訊，並聽取客戶意見。受疫情影響，煤氣客戶服務關注小組以視像形式舉辦網上講座。本年3月1日，煤氣公司與香港盲人輔導會視聽障人士資源中心舉辦了網上講座，首度配合手語傳遞煤氣安全環保信息，關顧聽障人士。在疫情下，視聽障人士仍能安坐在家中獲得煤氣公司安全環保資訊，善用資訊科技保持社交互動。



支持公益行善「折」食日 SUPPORTING "SKIP LUNCH DAY"

一年一度的「公益行善『折』食日」於3月19日舉行，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61,570元。善款將全數撥捐公益金，資助露宿者、籠屋及板間房居民服務。

The annual "Skip Lunch Day" took place on 19 March. Towngas staff showed their enthusiastic support by purchasing coupons for the campaign. Including the amount matched by the Company, Towngas raised a total of HK\$61,750. All funds raised will go towards Hong Kong Community Chest's services for the homeless and occupants of caged homes and subdivided flats.





煤氣公司「讓綠色走進生活」宣傳廣告 TOWNGAS "GREENING UP YOUR LIFE" PROMOTION

煤氣公司一直鼓勵追求創新和推動環保，並致力發展成為亞洲地區清潔能源供應及優質服務的領先企業。為了加深全港市民對煤氣公司作為環保先鋒的印象，由3月1日起，再次推出以「讓綠色走進生活」的宣傳廣告。十條行走多區的綠色專線小巴車輛會貼上環保為題的宣傳廣告，穿梭香港、九龍及新界不同社區，讓大眾知道公司自1999年起已率先應用堆填區沼氣，成功減少排放超過430,000噸二氧化碳，相等於18,500,000棵樹的每年吸碳量，是真正讓綠色走進生活的環保企業。



以下是綠色專線小巴行走的路線：
Green minibus routes:

香港區 Hong Kong Island:

- 1** 山頂 - 中環
The Peak - Central
- 9** 中環 (交易廣場) - 寶雲道
Central (Exchange Square) - Bowen Road
- 10** 銅鑼灣 (謝斐道) - 數碼港
Causeway Bay (Jaffe Road) - Cyberport
- 58** 香港仔 (湖南街) - 堅尼地城 (北街)
Aberdeen (Wu Nam Street) - Kennedy Town (North Street)
- 69** 數碼港 - 鯉魚涌 (船塢里)
Cyberport - Quarry Bay (Shipyard Lane)

九龍區 Kowloon:

- 62S** 藍田廣田邨 - 尖沙咀
Lam Tin (Kwong Tin Estate) - Tsim Sha Tsui

新界區 The New Territories:

- 11** 坑口村 - 彩虹站 (龍翔道)
Hang Hau Village - Choi Hung Station (Lung Cheung Road)
- 20A** 大埔墟站 - 大埔那打素醫院
Tai Po Market Station - Alice Ho Miu Ling Nethersole Hospital
- 55K** 上水站 - 沙頭角
Sheung Shui Station - Sha Tau Kok
- 481** 火炭 (山尾街) - 荃灣市中心
Fo Tan (Shan Mei Street) - Tsuen Wan Town Centre

Towngas has always advocated innovation and supported environmental protection while striving to become Asia's leading clean energy supplier and quality service provider. In order to deepen the Hong Kong public's impression of Towngas as a forerunner for environmental protection, the Company once again launched the "Greening Up Your Life" promotion campaign on 1 March. Green minibus on over 10 routes across the Hong Kong, Kowloon and the New Territories are adorned with environmental-themed advertisements. The messages aim to increase public awareness of the Company's pioneering use of landfill gas since 1999, which achieved a carbon dioxide emission reduction of 430,000 tonnes, equivalent to that absorbed by 18,500,000 trees every year, as part of its concrete action to "Greening Up Your Life" as an environmentally friendly enterprise.



《南華早報》亞洲可持續發展論壇 2020 SOUTH CHINA MORNING POST ASIA SUSTAINABILITY CONFERENCE 2020

煤氣公司企業事務總監楊松坤早前代表公司參與《南華早報》舉辦的「亞洲可持續發展論壇2020」，與多位講者一同討論地區上綠色債券和可持續發展的趨勢。

受疫情影響，論壇改為於線上發布。「亞洲可持續

發展論壇2020」旨在匯集企業家、工商業領袖和專業投資者，共同探討在亞洲實現可持續發展目標所面臨的挑戰，以及可行方案和舉措，希望對世界產生積極影響。

楊先生出席的小組討論主題為「綠色債券如何有助國家達致碳中和」。楊先生在討論中分享了集團多個轉廢為能的項目，顯示企業也可在業務上對環保作出貢獻。這些項目包括在香港採用堆填區沼氣生產煤氣、在內地將廢油和農廢品轉化為生物質燃料等，不但善用廢棄品，為公司帶來經濟效益和業務發展的機遇，而且有助減排，對環境帶來積極正面的影響。



Isaac Yeung, Towngas Head of Corporate Affairs, took part earlier in the Asia Sustainability Conference hosted by *South China Morning Post*, where he discussed regional trends with regards to green bonds and sustainable development.

Impacted by the pandemic, the conference was moved online. Asia Sustainability Conference 2020 aims to gather entrepreneurs, industrial and commercial leaders as well as professional

investors to explore the challenges encountered in the process of working towards sustainability goals in Asia and the relevant solutions and measures, with the hope of bringing about positive impact to the world.

Mr Yeung attended the panel discussion themed “Green bonds to help drive China's push towards carbon neutrality”, where he shared about Towngas Group's multiple waste-to-energy projects, highlighting the role that company business can play in contribution towards environmental protection. The projects include utilising landfill gas to produce town gas in Hong Kong and transforming waste grease and agricultural waste into biofuels in the mainland. These initiatives not only make good use of waste to bring about economic benefits and business development opportunities to the Company, but also contributes towards carbon emission reduction, thereby positively impacting the environment.

都市有機種植課程 2020 URBAN ORGANIC GARDENING 2020

為推廣有機種植，實踐綠色生活，煤氣公司於去年11至12月舉辦都市有機種植課程工作坊，邀請來自香港有機資源中心導師，向同事分享各類有機種植和可持續生活資訊，以及都市種植蔬菜例如沙律菜及香草等技巧，並介紹植物生長期間常見問題，以及如何預防害蟲等知識。透過種植班，參加者可一嘗室內種植的樂趣，除了可以紓緩工作壓力，也可學習種植知識。

To promote organic gardening and realise a green lifestyle, Towngas held urban organic gardening workshops in November and December last year. A representative from Hong Kong Organic Resource Centre was invited to share information on organic gardening and sustainable living as well as tips on urban gardening of vegetables such as salad greens and herbs, introducing common problems encountered during plant growth and pest control. Through the workshop, participants got a chance to experience the fun of indoor gardening, alleviating their work pressure and acquiring gardening knowledge.



香港綠色建築 HONG KONG GREEN BUILDINGS

作為潔淨能源供應商，煤氣公司在日常營運亦著重踐行環保，北角總部大樓取得的「綠建環評既有建築1.2版」最終白金級別認證，便是公司在建築節能方面表現出色的最佳例證。

建造業議會及香港綠色建築議會攜手舉辦「香港綠色建築週」，特意前往煤氣公司的北角總部大樓拍攝「綠建睇樓團」系列短片，介紹公司不同的節能舉措。

As a supplier of clean energy, Towngas places great emphasis on implementing environmental protection measures in its daily operations. The Company's headquarters in North Point's attaining BEAM Plus Final Platinum rating (Existing Buildings V1.2) is a fine example of the Company's excellence in building energy conservation.

Construction Industry Council and Hong Kong Green Building Council coorganised Hong Kong Green Building Week, for which a series of Green Building Tour videos were filmed at Towngas' headquarters in North Point to feature the Company's various energy conservation measures.



▲「綠建睇樓團」短片中，綠建睇樓員歐陽偉豪（Ben Sir）走進煤氣公司北角總部大樓，尋找綠色建築元素。

In the Green Building Tour video, tour member Ben Sir visited Towngas' headquarters in North Point in search of green building elements.

綠火焰教室 — 「植林優化計劃」 GREEN FLAME WORKSHOPS - PLANTATION ENRICHMENT PROGRAMME



由2017年開始，煤氣公司與本地環保組織綠惜地球合作推動「植林優化計劃」，在郊野公園種植本地原產品種樹木，為生物多樣性的保育工作出一分力。過去每年我們均邀請公眾及僱員一齊行山，植樹護林，身體力行支持環保。

儘管由於疫情關係，去年公司未能邀請公眾人士參與植樹護林活動，但我們的護林行動從未停止。除了清水灣釣魚翁郊遊徑的植林區外，我們於2020年又贊助了一個位於城門郊野公園的植樹場，而綠惜地球的同事亦有定期上山進行檢查和護理工作。為了讓公眾了解樹苗的生長情況，早前公司同事更前往城門郊野公園，拍攝相片及影片，於Towngas Low Carbon Action! Facebook專頁，與公眾分享植樹及護苗知識，以及邀請綠惜地球分享行山貼士。

Since 2017, Towngas has joined hands with local environmental group The Green Earth to drive the Plantation Enrichment Programme. Planting native tree species at local country

parks, the programme aims to contribute towards biodiversity. Every year, Towngas has invited the public and its staff to take action to support environmental protection by hiking, planting trees and protecting greenery.

Although the Company was unable to invite the public to take part in the related activities due to the pandemic, it continued its efforts to in tree protection. On top of the plantation area in High Junk Peak Country Trail, Clearwater Bay, Towngas sponsored another plantation area in Shing Mun Country Park in 2020. Staff from The Green Earth also regularly monitor and care for the trees. In order to enhance the public's understanding of the seedlings' development, Towngas staff took photos and videos at Shing Mun Country Park for the "Towngas Low Carbon Action!" Facebook page in order to share tree-planting and seedling care knowledge as well as invite The Green Earth to share hiking tips.





日式花花豚肉鍋

FLOWER-SHAPED JAPANESE PORK STEW



材料 | Ingredients

大白菜/紫白菜 2大棵
(視乎煲大小)

火鍋梅肉片300g

蒟蒻1盒

鴻禧菇1包

甘荀1條

蔥少量

調味

麻油

料理酒

鰹魚汁

味琳

水

Bok choy or purple bok choy – two large heads
(depends on pot size)

Sliced pork collar for hot pot – 300g

Konnyaku – 1 box

Shimeji mushroom – 1 pack

1 carrot

Green onions - handful

Seasoning

Sesame oil

Cooking wine

Bonito sauce

Mirin

Water

做法 | Method

1. 大白菜一片一片剝下洗淨備用。
 2. 取一片白菜葉，上鋪一片肉片，再疊上一片白菜葉，再鋪一片肉片，反覆動作，菜和肉約五層，然後切至和煲的高度相約。
 3. 將完成的豬肉白菜千層擺進煲內，切面朝上，鋪繞成花朵環狀，緊記堆滿，正中央可取白菜葉尾端朝上擺入。
 4. 鴻禧菇放置中間，可加入蒟蒻。
 5. 加入湯汁，煮至沸騰10分鐘，轉小火，加入蘿白花花，繼續蓋煮約15分鐘，至白菜非常柔軟即完成。
1. Separate and wash bok choy leaves.
 2. Place a slice of pork on a leaf, then layer another leaf on top. Repeat until there are five layers before cutting to make the width of the layers around the same as the height of the pot.
 3. Place layers into pot with the cut edge facing up. Arrange to resemble the petals of a flower. Be sure to fill the pot until it is full, placing bok choy leaves in the middle with ends pointing upwards.
 4. Add shimeji mushrooms to the middle and konnyaku if desired.
 5. Add soup. Boil for 10 minutes, change to low flame and add carrot flowers. Close lid and cook for 15 minutes more or until bok choy is soft.





優質服務 贏取讚賞 QUALITY SERVICE EARNS APPRECIATION

家住天水圍的客戶孫小姐在2020年11月中發現家中有異味，懷疑煤氣洩漏，遂要求緊急檢查。公司的緊急服務技術員賴文龍到場，經仔細檢查後發現並非洩漏煤氣，臭味原因或源於客戶家中的U型排氣喉，遂詳細向孫小姐解釋原因，並細心提醒她在疫情期間應多加留意U型排氣喉的水位情況，確保家居衛生。

雖然客戶並未要求賴先生協助解決臭味問題，賴先生亦主動提供協助，為位置較難發現的U型排氣喉補添清水。此外，他又主動更換客戶已生鏽的煤氣錶調壓器，並耐心解答孫小姐有關煮食爐具的問題。賴先生願意多走一步，以客為尊，盡力替客戶解決問題，孫小姐特意向公司傳發短訊，讚揚他專業的服務態度，肯定他的努力。

Ms Suen, who resides in Tin Shui Wai, detected an odour at home on November 2020. Suspecting a gas leak, she immediately requested for an urgent inspection. Lai Man-lung, Towngas' emergency service technician, conducted a thorough check and found the source of the odour to be a U-shaped pipe instead of a gas leak. He then explained his findings to Ms Suen in detail, and reminded her to check on the water level of the U-shaped pipe during the pandemic to ensure good hygiene.

Even though the customer did not request Mr Lai to help resolve the odour problem, he offered to help add water to the U-shaped pipe, which was difficult to spot. In addition, he took the initiative to replace a rusty gas meter pressure regulator, and patiently answered Ms Suen's questions about cooking stoves. Going one step beyond and placing customers first, Mr Lai strived his best to resolve issues for customers. Ms Suen complimented on his professional service attitude and recognised his efforts in a text message to the Company.



▲ 3月12日，煤氣客戶服務關注小組與香港樂齡女童軍隊—香港女童軍東區分會合作，舉辦了一場網上煤氣環保安全視像講座，讓20多位樂齡女童軍在疫情下仍可安坐家中，獲得煤氣公司安全環保資訊。

On 12 March, Towngas Customer Focus Team collaborated with the Golden Guide Group from The Hong Kong Girl Guides Eastern District Association to host an online gas safety and environmental talk. Over 20 participants were able to receive the relevant information from the comfort of their home.

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658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 658 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.

地址 /Address : 香港北角渣華道 363 號 香港中華煤氣有限公司 15 樓
The Hong Kong and China Gas Company Limited
15/F, 363 Java Road, North Point, Hong Kong

電話 /Tel : 2880 6988
傳真 /Fax : 2516 7368
電郵 /Email : cad@towngas.com

