

## 「煤氣·家·添愛」 烹飪總決賽 “Towngas Spread the Love” Cooking Contest

煤氣公司與鄰舍輔導會合辦的「煤氣·家·添愛」傷健共融烹飪總決賽於11月29日假樂富中心平台圓滿舉行。是次比賽以「最『營』聖誕·出『色』美食」為題，參賽者分特能組、親子組及共融組三個組別作賽，競逐「營廚」美譽。

比賽當日，各參賽者均施展渾身解數，憑藉無限創意將健康簡單的菜式轉化為有「營」饌菜，並採用鮮艷奪目的食材以切合大會主題。

Jointly organised by Towngas and the Neighbourhood Advice-Action Council (NAAC), the “Towngas Spread the Love” Cooking Contest held its final competition at the open terrace of Lok Fu Shopping Mall on 29 November. Participants joined the contest under any of the three categories – people with disabilities; parent-and-child teams; and integrated teams. The dishes they cooked were judged in terms of nutritional value in addition to taste and appearance. It was an opportunity for contestants to demonstrate creative ways to turn simple ingredients into literally colourful dishes with great nutritional value.

● 煤氣公司企業人力資源總監鄭羅惠芬(右一)，聯同社會福利署總社會工作主任(康復及醫務社會服務)李陳翠顏(右二)、鄰舍輔導會總幹事董志發(左二)、商業電台對外事務總監王愛偉(左一)及「家·添愛」大使米雪，啟動「愛心煤氣爐」，象徵燃起各人對傷健人士的關愛。

Towngas Head of Corporate Human Resources Margaret Cheng (first from right), Chief Social Work Officer (Rehabilitation and Medical Social Services) Agnes Li (second from right), Executive Director of NAAC Tung Chi Fat (second from left), Director of External Affairs, Commercial Radio Amy Wong (first from left) and artiste Michelle Yim, ambassador of the “Spread the Love” programme, ignited the “flame of love” in a concerted effort to spread care and concern for people with disabilities.



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大會邀請了煤氣公司企業人力資源總監鄭羅蕙芬、鄰舍輔導會總幹事董志發、社會福利署總社會工作主任(康復及醫務社會服務)李陳翠顏、商業電台對外事務總監王愛樺及「家·添愛」大使米雪作主禮嘉賓。此外，大會也邀請了一班年青歌手，包括王菀之、吳雨霏及小肥，與三位智障學員組隊比試廚藝，以推廣「傷健共融」的信息。

「煤氣·家·添愛」培訓計劃及比賽為期四個月，旨在讓學員體會明火煮食的樂趣，以及推廣「關懷社會·和諧共融」的信息，鼓勵大眾多關心家人及社會的弱勢社群，為整個社會加添愛。過去四個月，鄰舍輔導會智齡社區大學的智障學員曾參與連串的烹飪課程及深造烹飪課程，包括於八月舉行的「傳情月餅」製作活動及十月舉行的「煤氣·家·添愛」傷健共融烹飪初賽。

Officiating at the final competition were Towngas Head of Corporate Human Resources Margaret Cheng, Executive Director of NAAC Tung Chi Fat, Chief Social Work Officer (Rehabilitation and Medical Social Services) Agnes Li, Director of External Affairs, Commercial Radio Amy Wong and artiste Michelle Yim, who is an ambassador of the "Spread the Love" programme. Pop artistes Ivana Wong, Kary Ng and Siufay were invited to team up with three mentally handicapped participants to demonstrate their cooking skills and manifest the spirit of social integration.

The "Towngas Spread the Love" programme lasted for four months, during which mentally handicapped students were offered basic and advanced cooking courses, and enrolled in the cooking contest, so that they could enjoy more of the pleasure of flame cooking. The series of events included mooncake production activities in August and the "Towngas Spread the Love" Cooking Contest in October. The programme has successfully promoted the spirit of social integration and spread care and concern for underprivileged members of our society.

- 1 歌手王菀之及吳雨霏與弱能人士齊心合力製作最「馨」菜式。  
Pop singers Ivana Wong and Kary Ng teamed up with mentally handicapped participants to prepare nutritious dishes.
- 2 「家·添愛」大使米雪與參賽者共同宣揚愛與關懷的共融信息。  
Artiste Michelle Yim, ambassador of the "Spread the Love" programme showed her care for the participants and demonstrated the spirit of social integration.
- 3 弱能人士與煤氣公司義工攜手煮出健康美食。  
Mentally handicapped students had fun teaming up with Towngas volunteers to make delicious and nutritious dishes.
- 4 弱能人士與他們的家人共創彩色美食迎聖誕。  
Colourful dishes for Christmas made by mentally handicapped students together with their families.
- 5 煤氣公司企業人力資源總監鄭羅蕙芬(右三)頒發獎品予共融組參賽者。  
Towngas Head of Corporate Human Resources Margaret Cheng presented the prizes to the contestants.





# 港島區區議會「明火美食烹飪邀請賽2008」

## Hong Kong Island District Councils “Towngas Flame Cooking Challenge 2008”



煤氣公司於10月26日在銅鑼灣「煤氣烹飪中心」舉行首次「明火美食烹飪邀請賽2008」。是次比賽率先在港島區打響頭炮，邀請港島區區議員、民政事務專員及助理專員一同參加烹飪活動，通過輕鬆的比賽加強與議員和政務專員的溝通，並一同享受明火煮食的樂趣。

“Towngas Flame Cooking Challenge 2008” made its debut at the Towngas Cooking Centre in Causeway Bay on 26 October. Towngas, as the event's organiser, invited Hong Kong Island District Councillors, District Officers and Assistant District Officers to participate in the event, which was designed to provide a congenial atmosphere for Towngas managers to forge closer communications with the councillors and officials, and together share the fun of flame cooking.

● 煤氣公司執行董事暨營運總裁關育材(左四)、區議會聯絡小組總監李漢雲(右四)聯同區議會及民政事務處代表為「明火美食烹飪邀請賽2008」主持開幕儀式。  
Towngas Executive Director and Chief Operating Officer James Kwan (4th from left) and Towngas Head of District Council Focus Program Lee Hon Wan (4th from right) were joined by District Councillors and representatives from the Home Affairs Department in the opening ceremony of “Towngas Flame Cooking Challenge 2008”



● 東區梁志剛議員和陳麗群議員以一道「魚躍龍門」獲得今次烹飪比賽冠軍。  
The championship was won by Eastern District Councillors Leung Chi-kong and Chan Oi-kwan.



● 亞軍由民政事務處林麗翹助理專員(右)和李潔穎助理專員以「龍穿鳳翼、白裡透紅」奪得。  
The first runner-up went to Assistant District Officers Crystal Lam (right) and Vivien Li.



● 季軍由黃麗新議員以「南區美味骨」奪得。  
Southern District Councillor Vincent Wong was named the second runner-up.





● 全體參賽者和評判來個大合照，共同度過一個既熱鬧，又愉快的下午。  
Participants and judges – everyone has contributed to the excitement and friendship.

為了隆重其事，我們邀請城中著名食評家梁玳寧，名廚余健志及黃婉瑩擔任比賽評判，以及分享烹飪心得。今次比賽共有18支隊伍參加，分別競逐冠、亞、季軍、最有創意菜式、最佳明火烹調演繹菜式及最上鏡菜式六個大獎。今次「明火美食烹飪邀請賽2008」得以成功舉辦，有賴各議員及專員的鼎力支持。期望在未來日子能將「明火美食烹飪邀請賽」推展至九龍及新界各區議會，讓更多人享受明火烹飪的樂趣。

Renowned food critic Doreen Leung and famous chefs Jacky Yu and Annie Wong formed the judging panel and shared their culinary experiences on the spot. Participants formed themselves into 18 teams to compete for the conventional top-three honours, as well as the most creative award, most representative of the essence of flame cooking award, and most presentable award. Without the support of the councillors and officials, the inaugural "Towngas Flame Cooking Challenge 2008" would not have been so successful. Towngas looks forward to extending the scope of the event to involve the District Councils in Kowloon and the New Territories in future.



● 東區黃月梅議員和鄭志成議員以「會心微笑」獲得最有創意菜式大獎。  
Eastern District Councillors Wong Yuet-mui and Cheng Chi-sing outperformed the others with their innovation.



● 中西區盧蔚行議員以「Apple Crumble with custard」獲得最佳明火烹調演繹菜式大獎。  
Central & Western District Councillor Loretta Lo was recognised for her excellent flame-cooking skills, with her "Apple Crumble with Custard".



● 東區梁淑儀議員和陶昭文女士以「白玉藏珍寶」獲得最上鏡菜式大獎。  
Eastern District Councillor Joanna Leung and her partner impressed the judging panel with their attractive-looking entry.





## 東周刊服務大獎

### EastWeek's "Hong Kong Service Awards"

由《東周刊》主辦的「香港服務大獎2008」，今年踏入第四屆，頒獎典禮於今年3月舉行。煤氣公司今年獲選為「繁榮經濟」公共能源獎項的得主；該獎項經評審委員會及讀者投票選出，反映煤氣公司一直服務社會的努力得到認同。

「香港服務大獎2008」選舉旨在表揚致力為顧客提供優質服務的企業及產品，表彰他們對提升生活質素及推動社會經濟所作出的貢獻和努力。

The "Hong Kong Service Awards 2008" organised by EastWeek were the fourth year in running, and the presentation ceremony took place in March. Towngas was chosen as the winner in the category of "Public Energy" based on votes cast by a board of adjudicators along with EastWeek readers. The award is a proof of public recognition for Towngas' dedication to serving the community.

The "Hong Kong Service Awards" acknowledge enterprises which provide high quality services and products to customers, and extol their contributions and efforts in enhancing the quality of life and promoting economic prosperity.

● 煤氣公司總經理—客戶服務黃霖生(右)代表煤氣公司出席「香港服務大獎2008」頒獎典禮。

Towngas General Manager - Customer Service Peter Wong (right) represented Towngas at the "Hong Kong Service Awards 2008" presentation ceremony.

## 「最貼心售後服務大獎」2007

### Excellent After-Sales Services Award 2007

煤氣公司今年3月榮獲《星島日報》頒發「星鑽服務品牌2007」的「最貼心售後服務大獎」，該獎項由《星島日報》讀者提名及投票，反映煤氣公司「專業認真，體貼細心」的服務獲外界認同。

In March this year, Towngas was honoured to receive the "Excellent After-Sales Services Award" at the "Sing Tao Excellent Services Brands Awards 2007" organised by Sing Tao Daily. As the award was nominated and elected by readers of Sing Tao Daily, it reflected that the "professional and caring services" of Towngas have met with public approval.



● 左起：煤氣公司客戶安裝及服務經理杜永明、客戶維修經理羅志堅、總經理—客戶服務黃霖生、緊急事故運作經理林可寧及零售安裝經理李健輝一同出席《星島日報》「星鑽服務品牌2007—最貼心售後服務獎」頒獎典禮。

From left, Towngas Customer Installation and Service Manager James To, Customer Maintenance Manager Peter Chak, General Manager - Customer Service Peter Wong, Emergency Operation Manager Lam Ho Ling and Retail Installation Manager Lee Kin Fai, attended the award presentation of "Excellent Services Brands Awards 2007 - Excellent After-Sales Services Award" organised by Sing Tao Daily.





## 父母最愛信心品牌 選舉2008

### Parents' Most Favourite Brands 2008

煤氣公司今年3月在多家公共服務機構中脫穎而出，榮獲《3週刊 x Family》「父母最愛信心品牌選舉2008」——公共服務機構組別的獎項。該頒獎禮以「和諧家庭 互表親情」為主題，強調優質產品及服務對促進家庭和諧的作用。該獎項由《3週刊 x Family》的父母讀者投票選出，反映煤氣公司的優質產品及服務，有助促進社會的家庭和諧。

Out of numerous public service organisations, Towngas was honoured to receive the "Parents' Most Favourite Brands 2008 – Public Service Organisation" Award, organised by the 3weekly x Family magazine in March this year. The awards presentation ceremony, under the theme of "Families in Harmony Showing Mutual Care", stressed that excellent products and services could promote harmony in families. The award was presented to Towngas based on votes cast by the reader-parents of 3weekly x Family, testifying not only to the quality of Towngas' products and services but also to their value in promoting harmony at home.



● 零售市場經理王佩兒 (左)代表煤氣公司接受「父母最愛信心品牌選舉2008」——公共服務機構組別獎項。  
Towngas Retail Marketing Manager Catherine Wong (left), received the "Parents' Most Favourite Brands 2008 – Public Service Organisation" Award.

## 傑出品牌關懷大獎

### Towngas Wins the Charitable Organisation Award



由《壹周刊》舉辦的「品牌第壹大獎」已經踏入第六年，煤氣公司今年獲選為「傑出品牌關懷大獎」得主，以表揚煤氣公司對公益事務貢獻良多。該項大獎是今年首度設立，乃根據六項標準進行評審，包括「樂於捐助社群」、「聘用弱勢社群」、「鼓勵義務工作」、「與非牟利慈善機構合辦或協辦活動」、「舉辦對社會關懷活動的創意」及「活動的持續性」，表揚企業積極參與社會公益事務。

Towngas' proud tradition of social contributions earned it the Charitable Organisation Award in Next Magazine's annual awards programme this year. The award, in its first year, reaffirms our strengths and achievements once again in the areas of "Giving", "Employing the Vulnerable", "Volunteering", "Organising Activities in collaboration with NGOs", "Creativity in Organising Social Caring Activities" and "Sustainability of the Activities".

● 煤氣公司企業傳訊總監黃秀英從香港社會服務聯會副主席羅致光手上取得「傑出品牌關懷大獎」。  
On behalf of Towngas, Head of Corporate Communications Wong Sau-ying received the award from Dr. Law Chi-kwong, vice chairman of the Hong Kong Council of Social Service.





# 清華大學 企業管理培訓課程

煤氣公司一向十分重視對僱員的培訓，不斷為員工提供多元化的培訓機會，協助同事提升各方面的技能，讓我們在工作範疇獲得更大的發展空間，並提高公司可持續發展的能力。

本年7月及10月，煤氣公司在北京清華大學舉辦了兩期，合共十天的管理課程「企業管理研修班」。這次是煤氣公司首次與北京清華大學經濟管理學院合作，為配合公司在內地發展需要而特別設計的「企業管理研修班」，對象為煤氣公司領袖培育計劃的參加者、高級行政人員及國內合資公司的總經理，合共為30多位同事提供管理培訓，以及加深對國情的認識。

## Tsinghua University Company Management Training Programme

Towngas values employee training. It provides employees with diverse opportunities to become better equipped for the sake of both their own career development and the company's sustainable growth.

Towngas organised two management courses in July and October this year jointly with Tsinghua University, offering a total of ten days of refresher training in company management. This was the first time Towngas collaborated with the School of Economics

and Management of Tsinghua University to design and conduct an advanced management programme catering to the company's development needs in China. More than 30 senior staff completed the programme – they were either participants of Towngas' Leadership Competency Programme, senior executives of Towngas, or general managers of Towngas' joint venture companies in the mainland.



● 煤氣公司常務董事陳永堅(左六)和執行董事暨營運總裁關育材(右五)出席了結業典禮。  
Towngas Managing Director Alfred Chan (6th from left) and Towngas Executive Director and Chief Operating Officer James Kwan (5th from right) attended the graduation ceremony.

清華大學  
經濟管理學院  
SCHOOL OF ECONOMICS AND MANAGEMENT  
TSINGHUA UNIVERSITY





研修班內容除了有關管理方法、領導技巧，以及危機管理的單元外，還加入了中國的經營環境、經濟政策及宏觀經濟等專題探討。研修班的同學除了可以向清華經濟管理學院的著名學者取經外，更有幸邀請到前中國能源研究所所長、現任中國能源研究所高級顧問周鳳起研究員蒞臨，為同學擔任專題講座的嘉賓。

煤氣公司希望藉是次培訓提升同事的管理技巧，以及進一步了解國情及國內的營商環境。同事在完成研修課程後，深感獲益良多，希望能學以致用，有助其日後發展在香港及國內的工作。



● 學員就著不同的模擬案例，在課堂上進行精彩的辯論。  
Participants demonstrated their debate skills during a simulated case study.

The programme consisted of modular studies including management approach, leadership skills and crisis management, as well as seminars on special topics, such as the operating environment, economic policies and macro-economy of China. Besides learning from renowned scholars from the School of Economics and Management of Tsinghua University, participants also had the chance to attend a talk given by Zhou Fengqi, who is the Chinese Energy Research Institute's senior adviser and former director-general.

Towngas believed the training could sharpen participants' management skills and deepen their knowledge of the Chinese market. All participants said they benefited greatly from the programme and looked forward to applying their new knowledge and skills to their work in Hong Kong or the mainland.



● 煤氣公司執行董事暨營運總裁關育材親臨清華大學，為是次課程揭開序幕。  
Towngas Executive Director and Chief Operating Officer James Kwan was present at the Tsinghua University to make an opening speech for the participants.

## 首度推出網上版《可持續發展報告2007》

Towngas publishes online edition of Sustainability Report 2007

這份《可持續發展報告2007》，是煤氣公司第一份出版的網上版可持續發展報告，亦是煤氣公司與相關人士及社會大眾之間的溝通平台，提供我們在可持續發展方面的管理理念和成績的資料。本報告涵蓋煤氣公司由2007年1月1日至2007年12月31日於環保、安全及社會方面的表現，以及我們的展望、政策、管理和企業管治策略，也包括煤氣公司在香港及中國內地業務的未來目標。

"Towngas Sustainability Report 2007" is the company's first attempt to report the progress and performance of its sustainability management on the Internet. As an additional communication platform between Towngas and its stakeholders and the general public, this online edition covers information on Towngas' environmental, safety and social performance from 1 January 2007 to 31 December 2007. It also includes Towngas' vision, policies and strategies, as well as the goals and objectives for its businesses in Hong Kong and the mainland.



我們竭力遵守環保條例，追求持續改進……  
[閱讀全文](#)



基於業務的需要，安全是我們日常運作中重要的一環……  
[閱讀全文](#)



煤氣公司是一家對社會有責任的公司，積極參與多項慈善工作……  
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### 2007 年工作重點



我們於2007年達致多項里程碑，並奪得多個獎項與殊榮。

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# Towngas Avenue銅鑼灣店隆重開幕 城中名人同慶賀

## A delectable opening for Towngas Avenue Causeway Bay

煤氣公司自2002年開設Towngas Avenue銅鑼灣店後，迅即成為一眾喜愛美食及追求優質生活人士的新興聚首熱點。店舖提供結合餐廳及零售的一站式消費概念，深得顧客歡心，亦令更多消費者享受到明火煮食的樂趣。

為了令服務更臻完美，並給予顧客一個煥然一新及更舒適的環境，Towngas Avenue銅鑼灣店已重新裝修，店內的餐廳亦正式命名為「Flame」，把煤氣公司一直積極推廣明火煮食的理念，提升至更高層次。而零售專區方面亦引入了更多優質的產品，務求令顧客盡享購物樂趣。

經重新裝修的Towngas Avenue銅鑼灣店於9月10日隆重開幕，出席的嘉賓除了煤氣公司的高級行政人員外，更邀請到城中一眾飲食界名人，包括為「Flame」設計菜單的名廚余健志(Jacky)及張錦祥(Ricky)，食家唯靈、野家菜始創人徐蔭等。



● 重新裝修的Towngas Avenue環境優雅，食客能在舒適的環境下享受各式各樣的佳餚。  
The refurbished Towngas Avenue provides an elegant and cosy ambience for food lovers to enjoy fine cuisines.

Since its opening in 2002, Towngas Avenue Causeway Bay has been a hotspot for lovers of fine foods and quality lifestyles. The one-stop-shop concept that combines dining and shopping under one roof has proven to be successful in bringing the pleasure and benefits of flame cooking to more people.

The shop has recently gone through a facelift, bringing customers a refreshingly new and more comfortable environment. The restaurant inside has been officially named "Flame" to take Towngas' concept of promoting flame cooking to a new level. A greater selection of quality merchandise has also become available in the retail section of the shop.

In its new decor, Towngas Avenue Causeway Bay was launched on 10 September in the presence of the senior management of Towngas and the city's famous gourmets and food critics including Jacky Yu and Ricky Cheung, who contributes to Flame's delightful menus, as well as celebrities like William Mark and Canny Leung.



● (左起)煤氣公司企業人力資源總監鄭麗慧、首席財務總監暨公司秘書何漢明、常務董事陳永堅、執行董事營運總裁關育材及中國業務總監黃維義主持剪綵儀式。  
(From left) Towngas Head of Corporate Human Resources Margaret Cheng, Chief Financial Officer and Company Secretary John Ho, Managing Director Alfred Chan, Executive Director and Chief Operating Officer James Kwan and Head of China Business Peter Wong, cut the ribbons to mark the launch of the refurbished Causeway Bay shop of Towngas Avenue.





● 名廚Jacky(右)和Ricky展示他們的菜式。  
Jacky (right) and Ricky showed off their culinary flair.



● 花式跳繩好手利用麵條和意粉變成的繩子，示範高難度的花式跳繩。  
An enchanting rope-skipping performance which used noodles and spaghetti instead of real ropes.

● 敲擊樂手利用不同的廚具奏出各種節奏的音樂。  
Percussionists produced beautiful music by drumming on various cooking utensils.



為了令開幕儀式增添熱鬧氣氛，大會安排了一連串精彩表演娛賓，率先演出有幾位以廚師打扮的敲擊樂手，配合不同的廚具作樂器，為在場嘉賓敲出節奏強勁的樂曲，令在場嘉賓聽得如痴如醉。緊隨其後由多位花式跳繩好手，利用麵條和意粉變出的繩子，表演高難度花式跳繩。而Jacky及Ricky更化身成魔術師，從餐牌中變出他們的首本名菜—明火清酒炆鮑魚配海膽三文魚籽及明火燒焗法國春雞，令全場賓客拍掌讚賞。Jacky及Ricky身為「Flame」的「Imaginative Chefs」，亦在場分享他們精心設計多款獨特佳餚的趣事與心得，以及明火煮食的優點。

During the opening, guests were treated to remarkable entertainments beginning with a percussion performance by musicians dressed in chef costumes, who drummed on some of the cooking utensils. Noodles and spaghetti were used as ropes in an unforgettably beautiful rope-skipping performance. Celebrity chefs Jacky Yu and Ricky Cheung became magicians as they turned the menus into real dishes. Being Flame's "Imaginative Chefs", Jacky and Ricky also shared about their creative cooking experiences and the advantages of flame cooking.

## 健康D、環保D， 明火做得到！ Flame Cooking – So Healthy, So Good!

為使更多人了解明火煮食的好處，煤氣公司特別贊助由飲食名人蘇施黃(阿蘇)主持的無線電視節目「蘇GOOD」，藉此宣揚「健康D、環保D、明火做得到！」之信息。阿蘇在節目內親自下廚，示範烹調健康美味的佳餚，更與廣大觀眾分享明火煮食心得及樂趣。

Towngas sponsored the popular TVB Jade programme "SO Good" hosted by celebrity gourmet So Sze Wong (commonly known as Ah So), as part of its effort to promote the health and environmental benefits of flame cooking. In the programme, Ah So shared her knowledge and joy in flame cooking and demonstrated a range of healthy and tasty dishes.





# 「冬日關懷暖長者」千人剪髮活動

## Hair Cutting Event

為響應國際長者日30周年，煤氣公司與工聯會地區服務處於11月16日合辦「冬日關懷暖長者」千人剪髮活動，透過為長者理髮，傳揚煤氣關愛長者的精神，並推動更多社會人士參與社會服務。

煤氣公司一向致力參與各類公益活動，我們的煤氣溫馨義工隊於公餘時間更積極參與社會服務。當日除了煤氣義工剪髮隊的隊員，還有由客戶組成的義工隊為在座長者提供剪髮服務。煤氣公司及工聯會合共派出過百名義工為1,200位長者進行剪髮，場面既溫馨又熱鬧。

In celebration of the 30th anniversary of the Senior Citizens' Day, Towngas and the Federation of Trade Unions' (FTU) district offices co-organised a hair-cutting activity for over 1,000 senior citizens on 16 November. The activity was aimed at spreading the spirit of love and care for the elderly as well as promoting greater public participation in community service.

Mirroring the company's active corporate involvement in charity work, the Towngas Volunteer Team has a long tradition of organising and participating in a great variety of social services after regular work hours. On the day of the gala hair-cutting event mentioned above, members of the Towngas Volunteer Team were joined by a team of customer-volunteers as well as volunteers organised by the FTU. Altogether more than 100 volunteers participated in the service, bringing warmth and joy to the 1,200 senior citizens who joined the activity.



● 煤氣公司常務董事陳永堅與勞工及福利局局長張建宗稱讚煤氣公司義工的剪髮技巧。

Towngas Managing Director Alfred Chan and Secretary for Labour and Welfare Matthew Cheung praised the hair-cutting skills of volunteers from Towngas.



● 煤氣理髮義工隊悉心為在場1200名長者理髮，彰顯煤氣關愛長者的精神。

Volunteers from Towngas participated in this gala hair-cutting service attended by 1,200 senior citizens, demonstrating Towngas' love and care for the elderly.



● 煤氣愛心剪髮隊用心為長者理髮。

Towngas volunteers provided free haircut service for elderly citizens.



● 常務董事陳永堅(後排左五)、勞工及福利局局長張建宗(後排左八)與工聯會立法會議員王國興(後排右五)和潘佩璆(後排右四)，與一眾煤氣公司及工聯會義工來個大合照。

Towngas Managing Director Alfred Chan (back row, 5th from left), Secretary for Labour and Welfare Matthew Cheung (back row, 8th from left) and FTU legislators The Hon Wong Kwok-hing (back row, 5th from right) and The Hon Pan Pey Chyou (back row, 4th from right) took a group photo with volunteers from Towngas and the FTU.





煤氣公司更邀請了眾多影視紅星和義工，為到場的長者準備了豐富的遊戲和表演節目，讓長者能夠在剪髮的過程中，亦能欣賞精彩的節目，歡度一個愉快的下午。

To spice up the occasion, Towngas invited popular entertainers and volunteers to perform and play games with the elderly while they were having their hair cut or waiting on the queue. It was a memorable afternoon for everyone.

● 大會邀請勞工及福利局局長張建宗、太平紳士、煤氣公司常務董事陳永堅、煤氣公司企業人力資源總監鄭羅蕙芬、工聯會副理事長立法會議員王國興、工聯會立法會議員潘佩璵、煤氣公司各部門主管，以及煤氣公司義工隊一同為「冬日關懷暖長者」千人剪髮活動揭開序幕。Secretary for Labour and Welfare Matthew Cheung, Towngas Managing Director Alfred Chan, Towngas Head of Corporate Human Resources Margaret Cheng, The Hon Wong Kwok-hing and The Hon Pan Pey Chyau, both from the FTU, other senior executives of Towngas as well as representatives of the Towngas Volunteer Team celebrated the Senior Citizens' Day with the elderly.



## 「傷健奧運共融 月餅傳情同樂」

### Towngas Fosters Social Harmony through Mooncake Production

煤氣公司致力服務社會，關注弱勢社群。今年，煤氣公司與鄰舍輔導會的智齡社區大學攜手合辦『煤氣·家·添愛』烹飪培訓計劃及比賽，並以「傷健奧運共融 月餅傳情同樂」月餅製作活動打響頭炮，藉此喚醒大眾對弱勢社群的關注，共同建立傷健共融的和諧社會。

是次活動邀請了煤氣公司企業人力資源總監鄭羅蕙芬、鄰舍輔導會總幹事董志發及愛心大使鄭欣宜作主禮嘉賓，並聯同04年殘奧會男子座檯六級200米金牌得主蘇樺偉、04年殘奧會女子輪椅劍擊銀牌得主范珮珊及06年馬來西亞吉隆坡遠南運動會女子座檯六級100米及200米銀牌得主余春麗親臨示範月餅製作。



● 一票出席「煤氣·家·添愛」之「傷健奧運共融 月餅傳情同樂」活動的嘉賓合照留念。  
Guests shared a good time with each other during the mooncake workshop which set off the series of programmes co-organised by Towngas to promote social integration.

Being always dedicated to serving the community and enhancing the well-being of the underprivileged, Towngas co-organised a training programme cum competition on cooking in conjunction with the Neighbourhood Advice-Action Council (NAAC)'s Community University for the Disabled this year. The programme set off with a mooncake production workshop, where students from the NAAC's Community University for the Disabled learned to make heart-shaped mooncakes as a token of support for Paralympic Games athletes. The programme was designed to reinforce the values of social harmony and integration as well as encourage people to care for those in need.

Officiating at the inauguration of the programme were Towngas Head of Corporate Human Resources Margaret Cheng, NAAC Executive Director Tung Chi-fat and artiste Joyce Cheng. They were joined by several Hong Kong representatives to the Games, including So Wa-wai, Fan Pui-shan and Yu Chun-lai, in making mooncakes on the spot.



## 全面關懷大獎 Total Caring Award

煤氣公司今年榮獲香港社會服務聯會(社聯)頒發2007/08年度「全面關懷大獎」。該獎項為社聯「商界展關懷」計劃中的最高榮譽，以表揚企業關心屬下僱員及其家庭，以至整個社會的福祉，並讚揚公司由高層決策以至全體員工參與方面，都提供持續而有力的支持，積極回饋社會。

煤氣公司已連續六年獲頒「商界展關懷」標誌，今年榮獲「全面關懷大獎」，表示公司多年來積極關懷社會的貢獻獲得認同，例如推動員工參與義務工作、關心員工家庭、聘用弱勢社群，以及樂於捐助社區等。煤氣公司會繼往開來，將關顧社群的信念，感染更多機構和市民，竭力回饋社會。

Towngas was presented with the "Total Caring Award" by the Hong Kong Council of Social Service (HKCSS) this year. The award recognises model corporate citizens that demonstrate continual, sustainable and total commitment in caring for the well-being of their employees, employees' families as well as the community with a top down policy supporting bottom up participation. It is the top honour under the HKCSS's Caring Company Scheme.

Besides being qualified for the Caring Company Logo for six consecutive years, Towngas is pleased to land the "Total Caring Award" this year, which testifies to our outstanding achievement in fulfilling the requirements as a Caring Company, such as Volunteering, Being Family-friendly, Employing the Vulnerable, and Giving. We hope that with our unwavering commitment to corporate social responsibility, more organisations and citizens will be inspired to join in this meaningful work of caring for, and giving back to the community.



● 政務司司長唐英年(左二)向煤氣公司執行董事暨營運總裁關育材(右二)頒發2007/08年度「全面關懷大獎」。  
Chief Secretary for Administration Henry Tang (second from left) presented the "Total Caring Award" 2007/08 to Towngas Executive Director and Chief Operating Officer James Kwan (second from right).

## 煤氣公司榮獲「公益榮譽獎」

### Towngas receives Community Chest's President Award



煤氣公司向來積極支持公益金的各項籌款活動，幫助弱勢社群。今年，公司連續第14年獲頒「公益榮譽獎」，由前執行董事及公司秘書陳達雄代表公司出席頒獎典禮，從行政會議成員張建東手中獲頒獎項。

另外，公司同時囊括多個獎項，包括「僱員樂助計劃」中的「最高籌款獎」第一名、「十大最高籌款獎」第二名，並於「公益行善折食日」活動中勇奪最高參與率獎。

Towngas has been offering a helping hand to the underprivileged through its long-standing, enthusiastic support to a host of Community Chest initiatives. This year, Towngas was named a recipient of the Community Chest's President Award for the 14th consecutive year. Former Executive Director and Company Secretary Ronald Chan received the award from Executive Councillor Marvin Cheung on behalf of the company.

Towngas was also honoured with several other awards, including the Highest Donation under the "Community Assistance Raised by Employees" scheme, first runner-up among the "Top Ten Fund-raising Organisations", and the Highest Participation Rate in the "Skip Lunch Day".

● 行政會議成員張建東(右)向煤氣公司前執行董事及公司秘書陳達雄頒發獎項。  
Executive Councillor Marvin Cheung (right) presented the award to former Towngas Executive Director and Company Secretary Ronald Chan.





## 綠色香港 • 碳審計 Green Hong Kong • Carbon Audit

煤氣公司響應政府制訂的《香港建築物(商業、住宅或公共用途)的溫室氣體排放及減除的核算和報告指引》，於今年7月24日，率先成為香港環保署的首批「碳審計 • 綠色機構」，並同意根據「減碳約章」，承諾對其轄下的建築物進行或協助推動碳排放審計，以及在未來兩年內開展相關的減碳措施。

煤氣公司執行董事暨營運總裁關育材更藉著「綠色香港 • 碳審計」活動，親自向環境局局長邱騰華，以及氣候變化商界論壇主席梁振英介紹煤氣公司的各項減排措施及計劃。

In support of the "Government's Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings in Hong Kong", Towngas signed up as one of the "Carbon Audit • Green Partners" on 24 July, pledging to implement or facilitate the implementation of carbon audits on its premises in accordance with the Carbon Reduction Charter, and to undertake related carbon reduction measures within the next two years.

During the "Green Hong Kong • Carbon Audit" activities, Towngas Executive Director and Chief Operating Officer James Kwan introduced the company's emissions reduction measures and programmes to Secretary for the Environment Edward Yau and Climate Change Business Forum Patron Chair Leung Chun-ying.



● 煤氣公司執行董事暨營運總裁關育材從環境局局長邱騰華手上接過「減碳約章」，成為首批「碳審計 • 綠色機構」。

Towngas Executive Director and Chief Operating Officer James Kwan's receipt of the Carbon Reduction Charter from Secretary for the Environment Edward Yau signified the company's agreement to be one of Hong Kong's first "Carbon Audit • Green Partners".

## 恒生珠三角環保大獎 Hang Seng Pearl River Delta Environmental Awards



● 執行董事暨營運總裁關育材代表公司接受由香港工業總會主席陳鎮仁(左)頒發的恒生珠三角環保項目獎(環保管理)。

Towngas Executive Director and Chief Operating Officer James Kwan received the Hang Seng Pearl River Delta Environmental Awards (Green Management) from FHKI Chairman Clement Chen (left) on behalf of the company.

煤氣公司繼今年初奪得香港工商業獎環保成就大獎後，今年6月24日再度獲香港工業總會與恒生銀行頒發的『一廠一年一環保項目』— 恒生珠三角環保項目獎(環保管理)。煤氣公司能夠在113家機構共339個環保項目中贏取獎項，標誌著公司在推動環保工作方面不遺餘力，亦再次證明公司的卓越環保成就。

此外，煤氣公司於2007年完成所有六個環保項目，因而獲得香港工業總會確認為『綠色獎章公司』。

Towngas moved on to win more accolades for its environmental achievements after receiving the Hong Kong Awards for Industries: Environmental Performance Grand Award early this year. On 24 June, Towngas received the One Factory-One Year-One Environmental Project Programme - Hang Seng Pearl River Delta Environmental Award (Green Management) from the Federation of Hong Kong Industries (FHKI) and Hang Seng Bank, which co-organised the awards. Towngas' entry was chosen from among 339 entries submitted by 113 organisations, testifying to the company's conscientious environmental efforts and outstanding results.

Furthermore, Towngas' successful completion of six environmental projects in 2007 earned it recognition by the FHKI as a Green Participant.

● 煤氣公司執行董事暨營運總裁關育材(左三)與一眾獲獎公司及主禮嘉賓合照。環境局局長邱騰華(右二)、工總主席陳鎮仁(右一)以及恒生銀行副董事長兼行政總裁柯清輝(右三)。

Towngas Executive Director and Chief Operating Officer James Kwan (3rd from left) picturing with representatives of other winning companies and guests-of-honour, Secretary for the Environment Edward Yau (2nd from right), Chairman of the FHKI Clement Chen (1st from right) and Vice Chairman and Chief Executive of Hang Seng Bank Raymond Or (3rd from right).







明火煮食推介  
Flame Cooking Recipe

# 上海糖醋排骨菜飯

Sweet and Sour Spareribs with Vegetable Rice - Shanghai Style



材料 Ingredients

腩排	400克	Spareribs	400 g
蒜茸	1湯匙	Chopped garlic	1 tbsp
白飯	3碗	Cooked rice	3 cups
已切碎的小葉菜	200克	Chopped Shanghai Pak Choi	200 g

糖醋汁 Sweet and Sour Sauce

水	1杯	Water	1 cup
鎮江醋	1/2杯	Brown vinegar	1/2 cup
紹興酒	1/2杯	Shaoshing wine	1/2 cup
生抽	1/4杯	Light soya sauce	1/4 cup
老抽	1/4杯	Dark soy sauce	1/4 cup
糖	1/2杯	Sugar	1/2 cup

做法 Method

1. 腩排斬成7厘米長。
2. 燒2湯匙油，爆香蒜茸，注入汁料，燒滾後加腩排，改用慢火燉約45分鐘至熟。
3. 燒2湯匙油，把小葉菜略炒，洒下1/2茶匙鹽調味，取出濾淨。
4. 再燒2湯匙油，把飯及菜炒透，以1/2茶匙鹽調味，拌勻盛碗。
5. 最後把汁及腩排煮至濃稠，與菜飯同吃。

1. Chop spareribs into 7cm sections.
2. Heat 2 tbsp oil, sauté garlic until fragrant, add sauce and bring to the boil. Lower spareribs and simmer for 45 minutes until tender.
3. Heat 2 tbsp oil in wok, stir-fry Shanghai Pak Choi for a while, mix with 1/2 tsp salt, remove and drain.
4. Heat another 2 tbsp oil in wok, stir-fry rice with vegetables, season with 1/2 tsp salt mixing well. Transfer to a rice bowl.
5. Lastly bring sauce and spareribs to the boil reducing sauce by half. Serve hot with vegetable rice.





## 專業服務 親切周到

### Employees Praised for being Professional and Helpful

煤氣公司一向致力為客戶提供高質素的产品及服務，多年來得到客戶的認同及讚許。今年9月收到客戶劉先生來函，表揚煤氣公司兩位技術員鄭志堅和吳鎮藝的專業服務精神。

居住於粉嶺的劉先生早前購買一具新煮食爐，兩位煤氣公司技術員替劉先生安裝爐具前，小心翼翼地用工作布蓋著櫃檯，以保護客人的櫃

檯；在安裝爐具後，不但主動清理在工程進行時遺留的雜物，還用心教導劉先生如何正確使用爐具等知識。劉先生對兩位技術員的專業服務態度非常滿意，更表示我們的技術員態度親切殷勤，做事細心謹慎，令他感受到煤氣公司以客為尊的精神。劉先生對煤氣公司的服務極為欣賞，並特意致函表示讚賞。

Towngas' dedicated efforts in providing quality products and services to customers have earned it repeated customer recognition and compliments throughout the years. Mr Lau, one of its customers, wrote a letter in September this year praising the professionalism of two of the company's technicians, Cheng Chi-kin and Ng Chun-ngai.

The two technicians installed a new hotplate for Mr Lau at his home in Fanling. Before installing the appliance, they protected the counter top by carefully placing a cover around it. When they finished the installation, they cleaned up the area and patiently taught Mr Lau the proper way to use the hotplate. Mr Lau was very satisfied with the professional service attitude of both technicians. He expressed his deep appreciation of their friendly attitude and thoughtful services, saying they had demonstrated Towngas' commitment to the spirit of "Customers First".



● 煤氣公司技術員鄭志堅(右)和吳鎮藝(左)的殷勤及專業服務精神，贏得客戶讚賞。  
The thoughtfulness and professionalism of Towngas technicians Cheng Chi-kin (right) and Ng Chun-ngai (left) earned them customer commendation.

## 客戶服務關注小組 Customer Focus Team

煤氣公司客戶服務關注小組於1993年成立，是公司與客戶建立有效溝通的重要橋樑，確保公司服務令客戶稱心滿意。

小組由公司與客戶服務有關的部門管理人員組成，主要來自客戶服務部、客戶會計組及零售市務部等。小組平均每月到訪兩個公共屋邨或私人屋苑，在探訪期間傳達與煤氣服務、煤氣使用安全須知、繳費方法及產品介紹等各項重要資訊。小組亦會收集及解答客戶對公司產品及服務的意見，從而改善服務質素，進一步加強煤氣公司與客戶之間的聯繫，與各區用戶建立良好關係。

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

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



● 客戶服務關注小組於今年11月20日探訪鯉魚門邨，進行第380次探訪。  
The Customer Focus Team reached out to Lei Yue Mun Estate on 20 November, marking its 380th visit.

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，請與企業傳訊部聯絡：

地址：香港北角渣華道363號15樓香港中華煤氣有限公司企業傳訊部

電話：2963 3483 傳真：2516 7368 電郵：ccd@towngas.com

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

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

Telephone: 2963 3483 Fax: 2516 7368 E-mail: ccd@towngas.com