

一百五十年 振翅騰飛 開創輝煌 150 Years of Brilliant Achievement

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過 去一年，集團香港核心業務穩步前進，內地公用事業亦高速發展，加上新興能源業務有顯著的利潤貢獻，去年集團的整體業績增長再創新高。

香港核心業務

去年，本港的旅遊、餐飲及酒店業市況一片興旺，集團成功取得多個新的工商業油改氣項目，帶動煤氣總銷量節節上升，2011年售氣量增長達2%，是過往十年來的一個佳績。

香港客戶總數突破175萬，新增客戶2萬5千戶。作為公用事業機構，煤氣公司非常重視客戶服務。我們在2011年共收到5,698封讚賞信，比上一年增加3.1%，可見客戶對我們的滿意度不斷上升。

公司在2010年推出一系列時尚的意大利廚櫃“Mia Cucina”，產品廣受市場歡迎，獲得多個香港大型新建樓盤採用，去年已售出2,000套，營業額超過8,400萬港元。我們積極開發新爐具產品，並擴展銷售渠道，爐具銷量持續增長，去年售出超過23萬台爐具。

The Group achieved remarkable success in 2011. The steady advancement of Hong Kong Core Business, together with rapid development of Mainland China Public Utilities Business and notable contribution from New Energy Business has made a new record of profit growth for the Group in 2011.

Hong Kong Core Business

Last year, we saw prosperity in the travel, catering and hotel industries in Hong Kong. The Group signed a number of new contracts for switching of energy from oil to town gas, fostering a speedy growth in total gas sales of 2%, one of the best figures for the past decade.

Number of customers in Hong Kong rose to 1.75 million, with 25,000 new customers. As a public utility with a huge number of customers, Towngas puts high priority on customer service. Last year, a total of 5,698 compliment letters received from customers, representing an increase by 3.1% over the previous year.

The stylish Italian kitchen cabinets “Mia Cucina” launched in 2010 was very popular in the market and they were used in a number of large residential projects in Hong Kong. A total of 2,000 sets of kitchen cabinets were sold in 2011, with turnover more than HK\$84 million. The development of new products and the expansion of sales channel enabled sales of gas appliances to grow continuously. Over 230,000 units of appliances were sold in 2011.



內地業務

經過十多年的努力，集團成為內地規模最大的城市燃氣集團，包括中華煤氣及港華燃氣兩家上市公司在內，集團的城市燃氣項目已達100個。2011年內地天然氣銷量突破百億，達103億立方米，年增長率達21%。

去年，集團內地項目總數達138個，當中包括燃氣業務及多元化業務。內地業務的版圖不斷擴大，覆蓋21個省級地區。去年內地客戶總數增至1,320萬，集團的年利潤將可繼續保持雙位數的增長。

我們在內地推出的港華紫荊爐具於2011年共售出38萬台，增長達36%。該品牌的爐具自2005年推出至今，累計銷量已超過100萬台。



Mainland China Business

With our unceasing efforts for the past decade, the Group has become the largest city-gas group in mainland China. At present, the Group, including HKCG and Towngas China, has 100 city-gas projects on the mainland, laying a solid foundation for business expansion. Natural gas sales on the mainland amounted to 10.3 billion cubic metres for 2011, translating into an increase of 21% compared with 2010.

Last year, the Group had 138 projects, including gas operations and diversified businesses, covering 21 provinces and cities in mainland China. The number of customers on the mainland rose to 13.2 million, and profit for the Group will continue the double-digit growth rate.

A total of 380,000 units of Bauhinia appliances were sold in 2011, an increase of 36% over the previous year. Since the debut in 2005, Bauhinia products have achieved an excellent sales record, with 1 million units sold in the China market.



助人為樂 關愛社群

煤氣公司一直積極參與義務工作，回饋社會。我們在2011年送出38,000壺愛心湯、23萬隻愛心糰，以及10萬個愛心月餅。義工隊服務時數超過6萬4千小時。

Bring Love and Warmth to the Community

Towngas has played an active role in serving the community. To show our care for the community, we distributed around 38,000 pots of soup, 230,000 rice dumplings and 100,000 mooncakes, with total service hours exceeding 64,000 in 2011.

新興能源業務

新興能源業務是集團未來業務增長的另一個主要動力。集團至今已在內地成立了18個新興能源項目，加上香港的加氣站及航空燃油庫，項目總數已達20個。

為配合未來煤清潔利用的發展，除了在江西及內蒙古的兩個煤資源項目外，我們去年分別在雲南及內蒙古落實多個煤礦項目，包括年產量60萬噸的內蒙古科建煤礦，是集團首個露天開採式煤礦。

新興能源業務自2008年開始發展，數年間多個重要項目相繼投入運作。位於屯門的世界級航空燃油庫及山西晉城的液化煤層氣項目已全部投產；內蒙古的甲醇及煤資源開採項目去年也相繼完成建設工程，加上新購置的資源項目已能即時生產，令新興能源業務2011年迅速發展。



New Energy Business

The New Energy Business is another major driving force for the Group's future business growth. The Group has 18 projects on the mainland; together with the LPG filling stations and Aviation Fuel Facility in Hong Kong, it now operates 20 projects.

In addition to the two existing coal resources projects in Jiangxi and Inner Mongolia, we invested in several coal mining projects in Yunnan and Inner Mongolia to seize the potential in the clean coal business. These new projects included the Kejian coal mine in Inner Mongolia, the Group's first open pit coal mine, which produces 600,000 tonnes of coal annually.

Since the launch of the New Energy Business in 2008, a number of major projects have been completed. The world-class Aviation Fuel Facility in Tuen Mun and the coalbed methane liquefaction plant in Shanxi province are operating smoothly, while the construction work on the methanol plant and coal resources project in Inner Mongolia has been completed.

百五春秋基業為礎石 廿一世紀實力助騰飛

煤氣公司於1862年成立，至今年度過了一個半世紀的歲月。公司雖是一家歷史悠久的百年老店，但我們在產品研發、優質服務、企業營運等各方面，都能與時並進、勇於創新，不斷精益求精。在未來的日子，煤氣公司將繼續開拓發展領域，把握機遇，再創高峰！

Rapid Business Growth in the 21st Century with 150 Years of Solid Foundation

Established in 1862, Towngas has a long history of 150 years. Throughout the years, we keep abreast of the times and demonstrate our innovation in every aspect of our business including product development, quality of service and business operations. In the coming years, Towngas will continue to seize every opportunity for business expansion and strive to reach new heights in our business.

「綠廚會客室」開幕典禮 “Towngas Green Kitchen” Grand Opening



(左起) 煤氣公司客戶服務總經理黃霖生、執行董事暨營運總裁關育材、市務總經理黃維安及生產及科技總經理岑文輝在「綠廚會客室」開幕典禮上主持切燒豬儀式。

(from Left) Towngas General Manager—Customer Service Peter Wong, Executive Director and Chief Operating Officer James Kwan, General Manager—Marketing Duncan Wong and General Manager—Production & Technology Sham Man Fai at the opening ceremony.

煤氣公司全新「綠廚會客室」於2月14日隆重開幕，向餐飲業人士展示最新的「涼廚系列」得獎產品，與業界攜手打造高效環保的工作環境。

四款「涼廚系列」煤氣爐具由煤氣公司自行研發，全面照顧業界需要，其優點為高效節能、低碳減排，以及有效回收餘熱以提升能源效益，為專業用家帶來大師級明火涼廚體驗。該系列去年勇奪「2011香港工商業獎：機器及機械工具設計獎」。

煤氣公司執行董事暨營運總裁關育材表示：「煤氣公司一向重視與工商業客戶的夥伴關係，積極收集業界意見，致力研發新產品，協助用戶提升業務表現。『綠廚會客室』將會成為煤氣公司與飲食業界溝通的重要橋樑。」

煤氣公司去年更成立「餐飲業環保小組」，為業界提供專業意見。我們按客戶的需要為其選配合適商用爐具，並度身設計節能解決方案，達至節能減排和節省成本的目標。



業界賓客對「涼廚系列」爐具的能源效益深感興趣。

Guests from the F&B industry expressed interest in the energy efficiency of Towngas “Cool-kitchen” products.

A brand new “Towngas Green Kitchen” featuring award-winning gas appliances was recently launched to help achieve a highly efficient and better working environment in the F&B industry. The “Coolkitchen 4 treasures” appliances developed by Towngas are highly efficient for they effectively recycle waste heat from cooking to enhance energy efficiency, while at the same time achieving a low carbon emission rate.

The four new cooking appliances were awarded with “2011 Hong Kong Awards for Industries: Machinery and Machine Tools Design Award” presented by the Chinese Manufacturers’ Association of Hong Kong.

At the opening ceremony, Towngas Executive Director & Chief Operating Officer James Kwan said “Towngas has always valued customer relations. We treasure any opinion from the industry and devote great effort to the development of new product designs to enhance industrial performance. The Towngas Green Kitchen will become an important communication channel between Towngas and the F&B industry.”

Furthermore, a “F&B Environmental Taskforce” was established last year with an aim to provide professional advice for business partners on choosing cookers best suited their needs and to offer them tailor-made energy solutions for maximising energy savings while reducing emissions and costs.



煤氣公司首席財務總監暨公司秘書何漢明分享獲獎感受。
Towngas Chief Financial Officer and Company Secretary John Ho shares his thoughts at the presentation ceremony.

《亞洲週刊》 2011年「全球華商一千最績優企業大獎」 Yezhou Zhoukan "1,000 Worldwide Chinese Companies" 2011

煤氣公司再度入選《亞洲週刊》2011年「全球華商一千」排名榜，名列香港區第8名，並獲頒「最績優企業大獎」。該獎項以2011年7月底全球華資上市企業的市值為標準，以最近三個財政年度平均營業額增長率、平均純利增長率和企業創新表現最優秀者選出得獎企業，選出各地區的「全球華商一千最績優企業大獎」得主。

Towngas was once again honored by Yezhou Zhoukan as one of "1,000 Worldwide Chinese Companies" in 2011. The magazine ranked the top 1,000 listed companies owned by Chinese entrepreneurs from all over the world based on the stock prices of July 2011. Companies that reported the highest average growth rates for revenue and net profit as well as being the most innovative over the past three years were awarded the Best Performance Awards in their respective regions.

訂定目標 服務見佳績 Setting Targets for Higher Achievements

煤氣公司秉承「以客為尊」的精神，不斷提升服務質素，務求讓顧客獲得最佳服務。我們於每年1月，訂立新的服務承諾，涵蓋可靠程度、安全程度、預約服務、效率和方便程度、服務質素，以及處理客戶意見等客戶服務範疇，並於翌年公布成績。

Towngas pledges to continue to improve our service and to set higher targets, aiming at providing our customers with the best possible service. Every year, Towngas launches a new Service Pledge in areas including Reliability, Safety, Appointments, Speed and Convenience, Service Quality and Handling Suggestions. The Service Pledge becomes effective from the beginning of the year and the performance results are announced in following January.

1. 平均為19.82分鐘
Average 19.82 minutes

2. 根據獨立資料研究公司於2011年1月至12月每月進行的客戶調查結果得分。以10分為滿分，承諾取得8分以上的成績。
The result was based on monthly surveys conducted from January to December 2011 by an independent research company. Our target is to exceed a score of eight out of ten.

 2011 煤氣公司服務承諾成績 Results of Towngas Service Pledge	
可靠程度 Reliability	成績 Results
源源不絕的煤氣供應 (超過99.99%) Uninterrupted gas supply (over 99.99%)	99.992%
因維修或其他工程而需暫停煤氣供應 (三天前預先通知客戶) In case of supply interruption on account of maintenance or engineering work (3 days prior notification)	100%
12小時內恢復煤氣供應 Restoration of gas supply within 12 hours	100%
安全程度 Safety	成績 Results
緊急搶修隊 (95%遇求助時於30分鐘內抵達現場) ¹ Emergency Team arrived on site within 30 minutes (at 95% of the times) ¹	96.18%
預約服務 Appointments	成績 Results
於兩個工作天內提供維修及安裝服務 Availability of maintenance and installation services within 2 working days	平均1.03天 Average 1.03 days
效率和方便程度 Speed and Convenience	成績 Results
客戶服務熱線 (來電於四聲鈴響內接聽) Customer Service Hotline (calls answered within 4 rings)	95.33%
一個工作天內接駁或截斷煤氣供應 Connect or disconnect gas supply within 1 working day	100% (因應客戶的要求) (upon customer's request)
截斷煤氣兩小時後客戶中心退回開戶按金 Deposit refunded at Customer Centres (2 hours after disconnection of gas supply)	100% (因應客戶的要求) (upon customer's request)
服務質素 Service Quality	成績 Results
高效率 ² Efficiency ²	8.77
親切、誠懇和專業的服務 ² Courteous and friendly attitude ²	8.79
處理客戶意見 Handling Suggestions	成績 Results
於三個工作天內處理書面建議 Reply within 3 working days	100%
兩星期內解決問題或告知客戶解決方法和所需時間 Resolution, or a statement of when the matter will be resolved, within 2 weeks	100%

《經濟一週》 「香港傑出企業巡禮2011」

“Hong Kong Outstanding Enterprise 2011”

煤氣公司獲《經濟一週》選為41家「香港傑出企業」之一。獎項反映外界對煤氣公司的認同，對員工是極大的鼓舞。《經濟一週》連續八年舉辦「香港傑出企業巡禮」，旨在表揚香港企業在過去一年的卓越營商表現，評選準則包括營運業績、企業管治及受小股東歡迎程度等。

Towngas was named one of the 41 “Hong Kong Outstanding Enterprises 2011” by the Economic Digest. The award recognises and awards listed companies with outstanding business performance over the past year. The winning companies are selected according to a set of criteria such as business performance, corporate governance and popularity among minority shareholders.



煤氣公司首席財務總監暨公司秘書何漢明代表集團接受獎項。
Towngas Chief Financial Officer and Company Secretary John Ho received the award on behalf of the Group.

全民創意起動 掀起街頭井蓋風潮

Towngas Launches “Street Art x Pit Cover Design Contest”

煤氣公司創意無限，舉辦全港首個「STREET ART『蓋』念大募集」煤氣蓋設計比賽！公司在香港教育城全力支持下，推動全民發揮設計力量，將煤氣蓋改頭換面畫出專屬香港的本土風情。煤氣蓋看似平凡，其實作用重大。它標示煤氣閥（煤氣開關掣）的位置及用作保護，方便技工進行常規檢測及維修。

比賽設有三個主題，包括香港故事、歡笑溫馨及低碳足跡。參加者可以任選其一，盡情發揮創意，實現天馬行空的井蓋設計。比賽設公開組、小學組及中學組三個參賽組別，各組別均設現金獎項，最高達港幣\$20,000元。截止日期為2012年3月31日。詳情請瀏覽：streetart.towngas.com

With the full support of Hong Kong Education City, Towngas has launched Hong Kong's first pit cover design contest, encouraging the people of Hong Kong to unleash their creative powers by designing their own pit covers, thus highlighting Hong Kong's unique culture. Pit covers serve an important purpose – they mark the position of gas valves, providing easy access for inspectors and facilitating the regular monitoring and maintenance of the gas supply system.

Participants can choose one of three themes for their entry: 1) Hong Kong Story, 2) Warmth, Laughter and Joy, and 3) Low Carbon Footprint. The deadline for submission is 31 March 2012. For further information, please visit streetart.towngas.com

903 DJ麻利亞
Maria, 903 DJ



商台903人氣DJ麻利亞把平凡的煤氣蓋設計成色彩繽紛的花海，再配以溫暖的背景顏色，煥發暖意洋溢的感覺。

Flourishing spring flowers illustrate joy, hope and felicity.
Created by Maria, 903 DJ.



煤氣公司執行董事暨營運總裁關育材在香港餐飲聯業協會晚宴上介紹新成立的「餐飲業環保小組」。

Towngas Executive Director and Chief Operating Officer James Kwan introduces the newly formed 'F&B Environmental Taskforce'.

優質餐飲業環保管理計劃

Quality Restaurant Environmental Management Scheme

香港餐飲聯業協會與香港生產力促進局獲政府環境及自然保育基金資助，推出全港首個評核餐飲業環保表現的行業認可計劃—「優質餐飲業環保管理計劃」，協助飲食業界推行環保。煤氣公司作為該計劃的主要贊助商，除了積極推動中小企參與外，更成立了「餐飲業環保小組」，在節能減排及減省成本方面為餐飲業提供專業意見。此外，煤氣公司亦計劃向業界推出定期爐具安全檢查服務，以加強業界的安全意識。

To encourage catering operators to enhance competitiveness by implementing environmental management measures, the Hong Kong Federation of Restaurant and Related Trades and the Hong Kong Productivity Council launched Hong Kong's first accreditation scheme for the trade on environmental performance – "Quality Restaurant Environmental Management Scheme", a scheme funded by the Environment and Conservation Fund of the HKSAR Government. As a major sponsor, Towngas has established a 'F&B Environmental Taskforce' to tender professional advice on energy saving and cost reduction. The taskforce will launch regular safety inspections on gas appliances so to help foster a greater sense of safety in the industry.

「2011年傑出服務獎」

2011 Service and Courtesy Award

被喻為香港零售業奧斯卡的「2011傑出服務獎」已於去年11月2日圓滿舉行。煤氣公司員工莫裔聰，在眾多對手中脫穎而出，奪得香港零售管理協會「2011年傑出服務獎」〔零售（服務）—公用事業組別〕。莫裔聰分享他的得獎心得：「為客人提供服務需有『三個心』，第一，關心顧客的細微需要，第二，專心聆聽顧客的要求，第三，以同理心待客，站在顧客的角度推介適合對方的產品。」由此可見，莫裔聰得獎實在是實至名歸！

Widely known as the Oscar Award of the retail industry in Hong Kong, the "2011 Service and Courtesy Award" was held successfully on 2nd November 2011. Towngas staff Louis Mok from Customer Centre was named a top performer in the Retail (Service) category. When asked about his secrets of success, Mok said we need to serve customers with three 'hearts', namely a heart devoted to the needs of customers, a heart to listen and a heart to think from the customers' point of view. It is only with these three hearts we can provide genuine heart-to-heart service to our valued customers.



客戶中心員工莫裔聰（左）獲得「2011年傑出服務獎」。

Louis Mok (Left) wins 2011 Service and Courtesy Award.



煤氣公司全新藍田客戶中心開幕。

Towngas new customer centre at Kai Tin Shopping Centre, Lam Tin.

全新煤氣客戶中心開幕

Newly Refurbished Towngas Customer Centres

兩間全新的煤氣客戶中心最近正式開幕，為客戶提供更貼心、更全面的服務。全新的天水圍客戶中心位於天水圍天耀邨天耀廣場一樓L104號；藍田客戶中心則位於啟田商場3樓318號舖，營業時間為星期一至六早上十時至晚上八時，星期日及公眾假期（農曆新年假期除外）早上十一時至晚上八時。

These brand new Towngas Customer Centres will provide the neighborhood with all-round services Monday to Saturday from 10am to 8pm, Sunday & Public Holidays (Except Lunar New Year Holidays) from 11am to 8pm. Tin Shui Wai centre is located at shop L104, 1/F Tin Yiu Plaza, Tin Yiu Estate; while our Lam Tin centre can be found at shop 318, 3/F, Kai Tin Shopping Centre.

煤氣公司義工隊 再度獲頒「最高服務時數獎」冠軍 Champion in “Highest Service Hour Award”

煤氣公司最近獲香港社會福利署頒發2010年度「最高服務時數獎（私人團體—最積極動員客戶參與獎）」冠軍和「最高服務時數獎（私人團體—組別一）」優異獎，以表揚煤氣公司義工隊在2010年對社會的貢獻。

煤氣公司每年均舉辦「萬糰同心為公益」及「愛心月餅顯關懷」等大型公益活動，宣揚服務社會和關懷社區的精神，幫助社會上更多有需要的社群。「煤氣溫馨義工隊」於1999年成立，至今已服務社區超過326,000小時。

At the 2010 Hong Kong Volunteer Award presentation ceremony organised by the Social Welfare Department, Towngas was named champion in the “Highest Service Hour Award (Private Organisation – Best Customer Participation)” and received a Certificate of Merit in the “Highest Service Hour Award (Private Organisation – Category 1).

As part of our continuous drive to promote the volunteering spirit and community services, the Company has steered several large scale annual charitable events such as “Rice Dumplings for the Community” and “Mooncakes for the Community”, which attract wide participation from the Company’s Volunteer Service Team, local communities and non-profit making organisations. Since its establishment in 1999, the Towngas Volunteer Service Team has rendered over 326,000 hours of community service.



行政長官夫人曾鮑笑薇頒發「最高服務時數獎（私人團體—最積極動員客戶參與獎）」冠軍予煤氣公司義工隊。

Towngas volunteers received the “Highest Service Hour Award” from Selina Tsang, wife of the HKSAR Chief Executive.



民政事務局長曾德成頒發「2011傑出社企摯友大獎」予煤氣公司企業傳訊總監黃秀英。

Secretary for Home Affairs Tsang Takshing, presented the Award to Towngas Head of Corporate Communications Wong Sauying.

榮獲「2011傑出社企摯友大獎」 “Outstanding Friends of Social Enterprise” Award

煤氣公司推動社會企業發展的努力，得到社會認同，獲民政事務局和社會企業諮詢委員會頒發「2011傑出社企摯友大獎」。

煤氣公司自2008年開始與東華三院合作，推出創新的CookEasy「煮餸易」社會企業，提供「方便、健康、新鮮」的餸菜包送遞服務，藉此為弱勢社群提供就業及培訓機會。煤氣公司不但就業務概念提供意見及支援，也在業務運作及宣傳推廣方面提供協助，並代為聯絡私人屋苑及其他機構，讓更多市民可以享用CookEasy「煮餸易」的服務。

煤氣公司會堅守企業社會責任，協助現存的社企持續發展，並繼續發掘新的社企項目。

In recognition of our efforts in promoting the development of social enterprises in Hong Kong, Towngas was presented with the “Outstanding Friends of Social Enterprise” Award by the Home Affairs Bureau.

The Company has worked with the Tung Wah Group of Hospitals on a social enterprise project called CookEasy since 2008. By delivering fresh and healthy yet convenient meal packs, CookEasy creates employment and training opportunities for disadvantaged groups. We not only contributed to the conceptualisation of the business, but also assisted in daily operation and promotions in ways such as lining up contacts with private housing estates and other organisations.

Towngas has always been a responsible corporate citizen. We endeavour to promote the sustainable development of existing social enterprises and explore opportunities for new projects.



煤氣公司企業安全及風險管理總監鄭超靈（左）與高級環保主任談志遠代表公司領獎。

Towngas Head-Corporate Health, Safety and Environment Victor Kwong and Senior Environmental Officer Brian Tam attended the presentation ceremony on behalf of Towngas.

「香港綠色企業大獎2011—優越環保管理獎」 Hong Kong Green Award 2011

煤氣公司獲環保促進會頒發「香港綠色企業大獎2011—優越環保管理獎」銀獎。「優越環保管理獎」是新設的獎項，表揚在整體環保管理方面，包括節約能源、用水、減少浪費或減碳工作上表現卓越的公司。是次獲獎肯定了煤氣公司在企業可持續發展及環境保護的努力及成果。

Towngas seized the silver "Green Management Award" at the Hong Kong Green Awards 2011. This newly formed category aims to recognise companies with outstanding achievements in putting environmental practices into their daily management systems including energy and water conservation as well as waste and carbon footprint reduction.

綠領行動「利是封回收重用大行動2012」 Greeners Action "Lai See Reuse and Recycling Programme 2012"

今年，煤氣公司首次贊助並參與由綠領行動舉辦的「利是封回收重用大行動」，目的是鼓勵市民大眾回收仍然完好的利是封重用，減少浪費。

煤氣公司員工反應熱烈，於這項活動合共收集了約19,000個利是封，幫助減少約300公斤的二氧化碳排放。

This year, Towngas sponsored and joined Greeners Action's "Lai See Reuse and Recycling Programme" for the first time aiming at reducing waste.

With the tremendous support from its staff, Towngas collected about 19,000 pieces of Lai See packet in the programme. It can also be interpreted as a reduction in CO₂ emission by about 300 kg.



煤氣公司企業安全及風險管理總監鄭超靈展示今次活動所收集到的利是封。
Towngas Head - Corporate Health, Safety & Environment Victor Kwong with the Lai See packets collected.

「放駕一天 — 企業綠色駕駛獎勵計劃」 Take a Brake – Corporate Green Driving Award Scheme

由「渣打香港150週年慈善基金」贊助香港地球之友主辦的「放駕一天減碳行動—企業綠色駕駛獎勵計劃」於1月12日舉行頒獎禮。計劃旨在呼籲機構改善旗下車輛的燃油效益及耗油量，從而減少污染物的排放，並設有七個獎項，煤氣公司車隊在燃油效益及耗油量減幅方面都達至「金等」級別。

Sponsored by the Standard Chartered Hong Kong 150th Anniversary Community Foundation and organised by Friends of the Earth (HK), the Take a Brake – Corporate Green Driving Scheme award presentation ceremony was held on 12 January 2012. The Scheme aims to call on corporations to improve fuel efficiency and cut fuel consumption to reduce the emission of harmful pollutants. A total of seven awards were bestowed to encourage corporations and their employees to practice energy-efficient driving. Towngas was crowned with the Gold status, reaffirming the Company's endeavours and achievements in raising fuel efficiency and reducing fuel consumption.



各獲獎機構代表合照。
Group photo of the representatives from all winning organisations.

綠色力量「環島行2012」

Green Power Hike 2012

煤氣公司再度參與由綠色力量舉辦的大型環保慈善行山比賽「環島行」。該項活動今年已踏入第19屆，但參賽氣氛依舊熱烈。活動既為該會日後的環保及綠色教育工作籌款，亦可鼓勵市民多參與行山活動，欣賞及接觸大自然，從而認識香港的生態資源。

今年，煤氣公司共派出五隊員工參賽，由名氣通員工組成的隊伍取得十公里隊制賽冠軍，成績令人鼓舞。

Towngas once again took part in the Green Power Hike, the large-scale charity walkathon promoting environmental conservation organised by Green Power. This year marked the 19th anniversary of the Green Power Hike and the event grows ever more exhilarating. The run aims to help Green Power raise funds for environmental education and related work, and to encourage people to hike and appreciate nature and Hong Kong's ecology.

Five Towngas teams joined the race this year. To our great delight, the team from Towngas Telecom won the Championship in the 10 kilometre team race.



由名氣通員工組成的隊伍取得十公里隊制賽冠軍。
The team from Towngas Telecom won the Championship in the 10 kilometre team race.



參加25公里賽的煤氣公司員工於起步前合照。
Group photo before Towngas runners set off for the 25-kilometre race.



40多位煤氣公司員工及家屬參加了富教育意義的環保之旅。
Participants enjoyed a wonderful day out together at Mai Po.

步走大自然@米埔

Walk for Nature @ Mai Po

煤氣公司今年再度贊助及參與由世界自然基金會舉辦的「步走大自然@米埔」活動。活動於去年11月6日舉行，約有40名員工及家屬參與。

參加者可以進入平日列為禁區的米埔濕地觀賞季候鳥，加深對環境及生態保育的了解。

Towngas once again sponsored WWF Hong Kong's Walk for Nature @ Mai Po. The activity was held on 6 November last year, with 40 Towngas staff members and their families joining the walk. Participants spent a meaningful day watching migratory birds at the wetlands in the Mai Po Closed Area, deepening their understanding of environmental protection and wild life conservation.

紅糟雞球

Fried Chicken Pieces with Red Wine Lees

材料

材料		Ingredients	
光雞	1/2 隻	Chicken	1/2
青椒、紅椒	各 1 隻	Green pepper & red chilli	each 1
洋蔥	1/2 個	Onion	1/2
蒜頭	2 粒	Garlic	2 cloves
蔥白	2 條	Spring onion (white part)	2 stalks
紅酒糟	1/2 湯匙	Red wine lees	1/2 Tbsp
紹酒	1 湯匙	Shaoxing wine	1 Tbsp

調味

調味		Seasonings	
鹽	1/2 茶匙	Salt	1/2 tsp
糖	1 茶匙	Sugar	1 tsp
生粉	1 茶匙	Cornstarch	1 tsp
生抽	1 湯匙	Light soya sauce	1 Tbsp

芡汁

芡汁		Sauces	
水	1/4 杯	Water	1/4 cup
糖	1 茶匙	Sugar	1 tsp
生粉	1/2 茶匙	Cornstarch	1/2 tsp
生抽	1/2 湯匙	Light soya sauce	1/2 Tbsp
麻油	少許	Sesame oil	a little



做法

1. 光雞洗淨，斬件，加入調味，醃 20 分鐘。
2. 青、紅椒及洋蔥切方塊；蒜頭切片；蔥白切段。
3. 燒兩湯匙油，加入雞件炒熟，取起。
4. 用剩餘油份爆香青、紅椒、洋蔥、蒜片及蔥段，雞件回鑊，加入紅酒糟及酒拌勻，注入芡汁，煮至濃，便可上碟。

Method

1. Wash chicken, chop into pieces. Season and marinate for 20 minutes.
2. Cut green pepper, red chilli and onion into chunks. Slice garlic. Cut spring onion into sections.
3. Heat 2 Tbsp oil in wok, stir-fry chicken until cooked. Remove.
4. Sauté the vegetables with remaining oil until fragrant. Return chicken pieces. Add red wine lees and Shaoxing wine, toss well. Pour in sauce and cook until thickened. Dish.



客戶服務熱線
親切服務 備受讚賞



Friendly Hotline Service
Wins Commendation

煤氣公司深明客戶的需要，致力提供親切、妥善和高效率的服務。因此，我們的24小時客戶服務熱線一直由專人接聽，客戶可直接向客戶服務主任查詢資料或預約服務，不但快捷方便，而且令客戶更感親切。

《經濟日報》專欄作家「活力先生」也對煤氣公司一直堅持由專人接聽客戶來電的政策表示讚賞。他認為現時很多大型機構，包括銀行、電訊公司等所提供的熱線服務都是使用錄音系統，未能滿足客戶的需要；而煤氣公司卻在十多年來堅持由專人接聽來電，提供親切快捷的服務。

我們的努力得到外界認同，我們必會繼續努力不懈，為客戶提供優質服務。

We fully understand the needs of our customers, and provide them with the friendly, competent and efficient service they expect. To render more convenient and friendly service, we have our staff from the 24-hour Customer Service Hotline answer phone calls, so that customers can make enquiries or appointments directly with our Customer Service Officers.

“Mr Energy”, a columnist of the Hong Kong Economic Times, commended Towngas for sticking to its policy of having phone calls answered directly by staff. He pointed out that the customer service hotlines of most large corporations such as banks and telecommunications companies use recording systems that do not satisfy the needs of customers, while Towngas has stuck to its policy of having staff answer phone calls for over a decade, providing friendly and efficient service to customers.

This recognition of our efforts encourages us to continue to do our utmost for our customers' satisfaction.

客戶服務關注小組

煤氣公司客戶服務關注小組於1993年成立，是公司與客戶間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。

小組的成員主要來自公司的客戶服務部、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。

Customer Focus Team

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 developments 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 so as to provide even better products and services.



客戶服務關注小組於去年8月4日探訪馬鞍山長者地區中心。

The Customer Focus Team visited an elderly centre at Ma On Shan on 4 Aug 2011.

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 arranging 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