



煤氣公司以人為本 連續榮獲多項人才培訓大獎

Towngas receives multiple awards
for talent development



專業培訓 成就新世代人才 榮獲2020年度HKMA最佳管理 培訓及發展獎金獎

Gold Award of the HKMA Award for
Excellence in Training and
Development 2020

煤氣公司去年聯同新世界發展、麥當勞，以及馮氏集團合辦首個為新世代人才而設的跨企業培訓及發展計劃，並榮獲2020年度HKMA最佳管理培訓及發展獎金獎。此計劃是一個創新的培訓及發展模式，企業在各自領域發揮所長，為參加者提供六個月的培訓活動，讓他們積累寶貴經驗，擴闊視野。



多元培訓發展 實踐理想事業 榮獲僱員再培訓局 「人才企業 — 企業大獎」

ERB Manpower Developer Awards Scheme —
Manpower Developer Grand Prize Award

煤氣公司獲頒僱員再培訓局人才企業嘉許計劃中的「人才企業 — 企業大獎」，足證公司的人力資源政策及人才培育的努力備受肯定。集團致力為僱員提供多元化培訓，促進他們的專業發展，從而提升團隊士氣和增加歸屬感。此外，我們亦積極參與僱員再培訓局舉辦的活動，如「後50實習生計劃」等，為不同人士提供學習及發展機會。



Towngas joined hands with New World Development, McDonald's and Fung Group to launch its first cross-corporate talent development programme for the new generation in 2020. Entitled NewGen, the programme had received the Gold Award of the HKMA Award for Excellence in Training and Development 2020, and presents an innovative training and development approach. During the six-month programme, participants gained valuable experience through the synergy generated by cross-organisation collaboration.



Towngas received the Manpower Developer Grand Prize Award from Employees Retraining Board (ERB), underscoring the public's recognition of the Company's human resource management policies and efforts in nurturing talent. The Group takes the initiative to invest in our people by providing diversified training opportunities that boost their morale and sense of belonging to the Company. Furthermore, it takes part in activities organised by ERB such as the Post 50 Internship Programme to offer more learning and development opportunities for different groups.

應用智能系統 提升效率及安全水平 榮獲「服務數碼優化獎」金獎

Gold Award in Digital Transformation

▶ 為保障客戶家居安全及提升服務質素，煤氣公司自行研發「煤氣立管智能分析系統」，優化定期安全檢查計劃。我們於去年第一季率先應用這個系統於檢查金屬煤氣管道，利用全自動化人工智能技術 (AI) 鑒定管道的鏽蝕程度及進行等級分類，可減低人為偏差或失誤，有效提高服務效率，同時為僱員工提供安全的工作環境。

新系統應用立管檢查器及遙距甲烷檢測儀，將有助擴大檢查規模，進一步加強燃氣安全。「煤氣立管智能分析系統」於早前更獲香港優質顧客服務協會頒發「服務數碼優化獎」金獎，以表揚公司善用科技，為客戶和員工帶來雙贏。

▶ To ensure household safety and improve service quality, Towngas has enhanced its existing regular safety inspection programme with the Gas Riser Artificial Intelligence System researched and developed in-house. Preliminary application of the technology to metal gas pipe inspection began in the first quarter of 2020. This is one of the first projects to make use of fully automated artificial intelligence (AI) technology to assess and categorise gas pipe corrosion, thereby effectively enhancing operation efficiency by shortening service time. It also minimises human error and inaccuracy and enables a safe and healthy work environment for employees.



▶ The system applies Drone Riser Inspector and Long Range Camera with Laser Methane Gun to broaden the scale of riser inspections, further enhancing gas safety.

Earlier, Towngas had also received the Digital Transformation Award – Gold Award for the Gas Riser Artificial Intelligence System from the Hong Kong Association for Customer Service Excellence. The recognition underscores the Company's effective application of technology in its regular safety inspections, devising a win-win solution for both customers and employees.

煤氣公司引入科技進行立管安全檢查，包括使用立管檢查器 (左)、遙距甲烷檢測儀 (右) 等。
Towngas has introduced advanced technologies for riser safety inspection, including the Drone Riser Inspector (left) and Long Range Camera with Laser Methane Gun (right).

隨時報讀煤氣錶 賬單更準確 Meter reading at any time for more accurate billing

我們提供多種方法，讓你報讀煤氣錶度數更快更方便。歡迎隨時報錶，令賬單更準確。

Please report your meter reading regularly using one of the following channels for more accurate billing.

如何報讀煤氣錶度數？ Ways to report your meter reading

- 1 下載手機應用程式 Towngas App - iPhone/Android
- 2 使用煤氣賬單上的報錶二維碼
QR code on gas bill
- 3 登入網上客戶中心
eService centre
www.towngas.com/eService
- 4 致電24小時報錶熱線：
24-hour self-reading hotline:
2880 5522



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