

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 全方位抗疫

TOWNGAS: COMPREHENSIVE
INFECTION CONTROL



煤氣公司 全方位抗疫

TOWNGAS : COMPREHENSIVE INFECTION CONTROL



▲ 煤氣公司贊助 6,000 枝納米光觸媒長效消毒劑予本港食肆，攜手合力抗疫。煤氣公司常務董事陳永堅（右八）感謝行政會議成員兼立法會議員張宇人（左七）、現代管理（飲食）專業協會主席梁志偉（左五）、香港餐飲聯業協會主席謝寶達（右七）、香港餐務管理協會主席梁振華（右六）、稻苗學會主席徐汶緯（左四），以及香港日本食品及料理業協會主席黃傑龍（右五）協助分發大批消毒劑的工作。

Towngas sponsored 6,000 bottles of nano photocatalytic long-acting disinfectant spray for eateries in Hong Kong in support of the city's infection control effort. Alfred Chan (8th from right), Towngas Managing Director, thanked Tommy Cheung (7th from left), Executive Councillor-cum-Legislative Councillor, Leung Chi-wai (5th from left), Chairman of Association of Restaurant Managers, Tse Po-tat (7th from right), Chairman of Hong Kong Federation of Restaurants and Related Trades, Leung Chun-wah (6th from right), Chairman of The Association for Hong Kong Catering Services Management, Chui Man-wai (4th from left), President of Institution of Dining Art, and Simon Wong (5th from right), Chairman of Hong Kong Japanese Food and Cuisine Association, for their help in distributing the large number of sprays.



現時新型冠狀病毒疫情持續，煤氣公司作為負責任的公用事業機構，一直致力回饋社會、造福市民。在對抗新型冠狀病毒方面，無論對外對內也全方位考慮，務求嚴防病毒擴散，以及提升市民防疫的信心。

As the novel coronavirus continues to spread, Towngas is committed to its responsibility as a public utility and continues to give back to society and help the public. We have implemented comprehensive infection control measures both within and outside our company with the aim of safeguarding against the spread of the virus and enhancing the public's confidence.



▲ 煤氣公司常務董事陳永堅身體力行，帶領團隊為食肆噴塗納米光觸媒消毒劑。
Alfred Chan, Towngas Managing Director, led the team to apply the nano photocatalytic disinfectant.



▶ 同事到訪不同食肆，向負責人介紹我們這次的消毒服務，深得業界讚賞。
Our colleagues visited various eateries to speak to their managers about our disinfectant service, which was met with enthusiasm.

為食肆噴塗納米光觸媒消毒劑

APPLYING NANO PHOTOCATALYTIC DISINFECTANT FOR EATERIES

香港人喜歡美食，惟近期受疫情影響，市民減少外出用膳，嚴重影響他們的生意。煤氣公司視餐飲業界為長期合作夥伴，所以特別組織為食肆免費噴塗能長效消毒的納米光觸媒消毒劑。此消毒技術是把消毒劑噴於物件表面，殺滅細菌及病毒率達99.9%，有效期更長達3個月。

煤氣公司一方面希望市民對食肆的衛生情況更有信心，同時亦以行動對香港的餐飲業界表示支持，希望有助業界面對疫情的挑戰。煤氣公司上下一心，由管理層到同事，以至客戶義工也一同參與，在這關鍵時刻與市民大眾同心抗疫，期望香港能順利度過，盡快重過健康安心的生活。

Hongkongers enjoy dining out, but the recent spread of the coronavirus has meant that they have reduced doing so, which has seriously impacted restaurant business. As a long-term partner of the food and beverage industry, the Company has arranged for the application of long-acting nano photocatalytic disinfectant for eateries free of charge. The spray eliminates 99.9% of bacteria and viruses upon application onto surfaces, and remains effective for as long as three months.

Towngas hopes to increase the public's confidence in eateries' infection control measures as well as take action to support the local catering industry, with the hope of helping them face the challenges presented by the virus. Towngas' management team as well as the rest of the staff are united in this fight against the virus, with even our customer volunteers participating in this critical period. Together we hope that our city can overcome this hurdle and that Hongkongers can resume their normal everyday lives with peace of mind.



▲ 煤氣公司提供標貼給已噴塗的食肆張貼，方便市民識辨。

Towngas offered stickers for eateries who have been treated with the spray to facilitate the public's easy identification.



▲ 煤氣公司義工隊伍足跡遍及港九新界，當天在蘭桂坊的餐廳消毒活動，傳媒也廣為報導。

Towngas volunteers provided services all over the city, including helping with disinfection at Lan Kwai Fong. The event was widely covered by the media.



▲ 煤氣公司名氣廊 Flame 率先進行消毒，管理層及同事一同協助噴塗工作，務求讓我們的顧客吃得安心。

Flame at Towngas Avenue was the first to be treated with the disinfectant, where our management team and staff members joined hands in the application to ensure peace of mind for our customers.



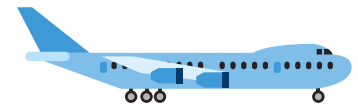
為同事提供抗疫措施

TOWNGAS INTERNAL INFECTION CONTROL MEASURES

煤氣公司除了在疫情期間關懷業界夥伴外，在公司更實行全方位措施，聯合各部門加強設施和公司車輛的清潔及消毒，並提供個人防護裝備予有需要員工使用，務求令同事有一個健康安全的工作環境。

Aside from caring for its industry partners during this difficult period, the Company has also implemented comprehensive measures to enhance the cleaning and disinfection of its facilities and vehicles through cross-departmental collaboration. In addition, Towngas provides personal protective gear for all staff in need in order to offer them a healthy and safe work environment.

外遊返港後措施 Upon returning to Hong Kong from abroad



- 員工、承建商及訪客需要填寫外遊記錄及健康申報表
Staff, contractors and visitors need to complete a travel history and health declaration form



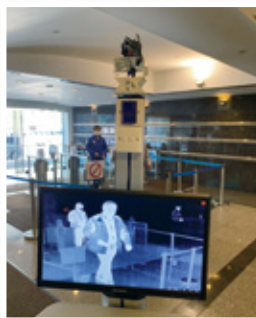
- 完成家居隔離14天的同事，需要進行復工前身體檢查
Staff members are required to undergo a health check before returning to work after completing the 14 days of home quarantine

- 如同事與外地及中國回港接受家居強制檢疫人士同住，或居住於多於一宗新型冠狀病毒確診個案的大廈，需要自我家居隔離14天
Staff members who live with people arriving from overseas and the Mainland who are undergoing compulsory quarantine, or who live in the same building as confirmed novel coronavirus cases are subject to 14 days home quarantine

- 同事如需要到新型冠狀病毒爆發的國家或城市旅遊或公幹，需要填寫旅遊記錄
Staff members who need to visit countries or cities affected by the novel coronavirus have to complete a travel history form

辦公大樓防疫措施 Office tower infection control measures

- 通過體溫探測後，方可進入總部大樓、煤氣生產廠等企業設施
Body temperature taking is required prior to entry into Towngas headquarters, gas plant and other corporate facilities



- 調整部分辦公室位置，減少面對面接觸
Adjusted layout of certain offices to reduce face-to-face contact

- 公司飯堂空間加大，增加社交距離，座位之間加上間隔，防止飛沫傳播
Canteen area increased to offer greater social distance, with partitions added to stop the transmission of droplets



提供防疫資訊 Offering infection control information

- 設立24小時熱線供同事報告新型冠狀病毒及詢問相關事宜
Established a 24-hour hotline for staff to report on and inquire about novel coronavirus-related issues

- 在公司物業內張貼海報，如勤洗手；先冚蓋，後沖廁
Put up posters within the office building that reminds people of hygienic practices such as hand washing and flushing after putting the toilet lid down



正確使用梘液
或酒精搓
手液洗手
防疫金句：
「搓手最少20秒
防止病菌話咁易」

- 公司大堂播放防疫影片
Showing infection control videos at the lobby of the office building
- 製作影片教導同事如何暫存口罩及丟棄口罩
Producing instructional videos on how to temporarily store and discard masks

- 每日發送電郵報告相關部門香港及國內企業疫情狀況
Sending daily email updates to relevant departments on the current situations of our Hong Kong and mainland operations

- 發出職安健警示提示：同事工作間傳染病風險、預防傳染病的穿著、使用及丟棄個人防護裝備指引、乘坐飛機時的健康小提示等

Issue occupational safety and health reminders on topics such as infection risks at the workplace, infection control attire, guidelines on the usage and disposal of personal protective gear, and health tips for flight passengers

- 電腦屏幕保護程式
宣傳防疫資訊
Screensavers
featuring
infection control
information



彈性上班時間 Flexible work hours

- 實施彈性上班時間，讓同事可避開人群
Implemented flexible work hours for staff to avoid congestion
- 限制升降機乘搭人數，避免過份擠迫
Limited the number of lift passengers to avoid crowds

- 實施在家辦公政策
Implementing work-from-home policies

關懷員工身心健康 Care for employees' well-being



- 僱員可訂購煤氣烹飪中心直送的健康午餐，免卻外出輪候購買
Towngas staff can order "Light and Nutritious" lunch delivered from Towngas Cooking Centre, so that they do not have to line up in a long queue outside



- 推出身心抗「疫」網上直播中醫講座，為同事提供健康資訊
Online seminar on Chinese medicine for pneumonia was broadcasted for colleagues



煤氣公司榮獲香港工商業獎 - 「創意大獎」

TOWNGAS RECEIVES INNOVATION AND CREATIVITY GRAND AWARD



▲ 商務及經濟發展局副局長陳百里博士頒發 2019 香港工商業獎 - 「創意大獎」予煤氣公司商務總監 - 香港公用業務黃霖生 (左)。
Peter Wong (left), Towngas Head of Commercial - Hong Kong Utilities, accepted the 2019 Hong Kong Awards for Industries: Innovation and Creativity Grand Award from Dr Bernard Chan, Under Secretary for Commerce and Economic Development.

▼ 煤氣公司商務總監 - 香港公用業務黃霖生 (左二)、煤氣公司策略及創新總監馮文傑 (右二) 恭賀研發團隊的卓越成就。
Peter Wong (2nd from left), Towngas Head of Commercial - Hong Kong Utilities, Daniel Fung (2nd from right), Towngas Head of Strategy and Innovation congratulated the winning team's great achievement.



2019年12月4日，煤氣公司獲頒2019香港工商業獎-「創意大獎」，成為該獎項類別之最高榮譽得主，亦是繼2013年後再度奪此殊榮。

香港工商業獎的創意組別由香港總商會主辦，並獲香港特區政府工業貿易署支持。煤氣公司以創意發明「熱水爐水力發電模組」參賽而獲獎。該項目是利用水力發電原理，將水流轉化成能源，並將能源儲存作下次啟動爐具之用，一方面免卻熱水爐需要定期更換電池的問題，進一步提升客戶的使用體驗，另一方面又有助減少廢棄電池對環境造成的污染，一舉兩得。

煤氣公司策略及創新總監馮文傑表示：「煤氣公司重視創新文化，於2016年推出供內部申請的『創新基金』，推動員工突破原來的工作框架，構思嶄新的意念，並提出可行的創新方案，今次獲獎的項目正是獲創新基金的資助項目之一。」

On 4 December 2019, Towngas was presented with the Hong Kong Awards

for Industries: Innovation and Creativity Grand Award, the highest recognition in the category. This is our second time being awarded this honour since we first received it in 2013.

The innovation and creativity category of the Hong Kong Awards for Industries is organised by the Hong Kong General Chamber of Commerce, and supported by Trade and Industry Department of the Government of Hong Kong. Our winning entry, the Water Heater Hydropower Generator Module, conserves the energy generated by water current for appliance ignition, thereby eliminating the need for battery replacement in water heaters. This design not only enhances the customer experience, but also reduces potential environmental pollution caused by discarded batteries.

Daniel Fung, Towngas Head of Strategy and Innovation, remarked, "Towngas places heavy emphasis on fostering a culture of innovation among our staff. In order to encourage our colleagues to embrace innovation, we launched our Innovation Funding in 2016 to support our colleagues going beyond the existing work processes to put forward innovative proposals. The winning project is the result of one such initiatives."



▲ 煤氣公司員工自行研發「熱水爐水力發電模組」。
Towngas' winning entry designed by our staff, the Water Heater Hydropower Generator Module.

煤氣公司獲頒建造業議會創新獎

TOWNGAS RECEIVES CIC CONSTRUCTION INNOVATION AWARD



▲ 煤氣公司商務總監 – 香港公用業務黃霖生 (左二) 代表公司獲建造業議會主席陳家駒 (中) 頒發獎項。

Peter Wong (2nd from left), Towngas Head of Commercial - Hong Kong Utilities, accepting the Award from Chan Ka-kui (middle), Chairman of the Construction Industry Council.

2019年12月18日，煤氣公司獲頒建造業議會創新獎2019 – 可持續建築組第一名，足證公司以創新及可持續發展思維研發的產品廣受業界認同。

煤氣公司去年以「聰明立管外套及機械人系統」參賽而獲獎。這項目是公司自行研發，以硬聚氧乙烯外殼協助修復煤氣喉管，停止喉管氧化。這方法經過嚴謹測試，證實能延長喉管壽命25年，達致可持續的效果。此外，這系統能消除因傳統更換喉管而中斷煤氣供應對市民引起的不便，也同時代替維修人員於高空維修煤氣喉管，減少高空工作的風險。

展望未來，煤氣公司會繼續鼓勵員工積極投入創新氛圍，改善服務和產品，以及提升客戶服務體驗。

On 18 December 2019, Towngas was awarded the Construction Sustainability 1st Prize in CIC Construction Innovation Award 2019 organised by the Construction Industry Council (CIC), underscoring the industry-wide recognition enjoyed by the Company's innovative and sustainable development efforts.

Towngas' award-winning entry is the Smart Riser Jacket and Robotic System. Researched and developed by Towngas, the system repairs gas pipes using a UPVC jacket, which stops the oxidation of the pipe. Stringent testing has shown this method to be capable of extending the pipe's lifespan for 25 years, thereby resulting in increased sustainability. In addition, the system eliminates gas supply interruptions resulting from pipe replacements, and also the risks associated with repairing gas pipes at height.

Going forward, Towngas will continue to encourage its staff to embrace innovation and improve its services and products to enhance the customer service experience.



▲ 煤氣公司北角總部展覽廳的煤氣創新館於2015年開幕，展出由公司員工研發的創新設備。

Launched in 2015, Towngas' Hall of Innovation displays innovative equipment designed by our colleagues.

煤氣公司榮獲香港傑出義工獎 TOWNGAS AWARDED THE HONG KONG VOLUNTEER AWARD – CORPORATE AWARD



▲ 煤氣公司常務董事陳永堅（後排左五）特別與「煤氣溫馨義工隊」成員分享今次獲獎項的喜悅，並稱許義工們的無私付出。
Alfred Chan (back row, 5th from left), Towngas Managing Director, was particularly excited to share the joy of winning this award with members of the Towngas Volunteer Service Team, and commended them for their selfless contribution.



1月23日，煤氣公司獲義務工作發展局頒發「第八屆香港傑出義工獎—企業獎」，表揚公司多年來在推動員工參與義工服務的努力和成就，以及對管理層身體力行投入義務工作的肯定。

煤氣公司早於1999年成立「煤氣溫馨義工隊」；而為了進一步推廣回饋社會、服務社群的理念，2005年更成立「煤氣客戶義工隊」，與客戶義工攜手發揚互助互愛及關懷社群的精神。

煤氣公司常務董事陳永堅對是次獲獎感到鼓舞：「煤氣公司義工隊一直服務社會上各個弱勢社群，曾合作的社福機構多不勝數，期間獲得許多不同獎項。2017年，煤氣公司開始推行嶄新的義工服務—『煮播』，協助輕度認知障礙的長者。這項義工服務在本地及海外屢獲殊榮，推出至今共獲得七個獎項，反映我們的義務工作與時並進，不斷創新的決心廣受認同。」

On 23 January, Towngas was awarded the Corporate Award in The Eighth Hong Kong Volunteer Award (HKVA) organised by the Agency for Volunteer Service in recognition of its efforts and achievements in promoting staff as well as management participation in volunteering service.

Committed to social welfare, Towngas established the Towngas Volunteer Service Team back in 1999. To further promote the ethos of giving back to society and contributing to the community, the Towngas Customer Volunteer Team was also established in 2005 to include its customers in the Company's efforts in caring for the community.

Alfred Chan, Towngas Managing Director, is encouraged by the honour. "Towngas Volunteer Service Team has served numerous disadvantaged groups and collaborated with countless charitable organisations, garnering multiple awards along the way. Towngas launched the innovative "Chef Anchor" volunteering programme in 2017 to aid the elderly who suffer from Mild Cognitive Impairment, which has received seven awards from Hong Kong and beyond. That reflects the wide recognition of Towngas' drive for innovative volunteering services that evolve with the times," he said.

義務工作發展局每兩年一次舉辦「香港傑出義工獎」，是全港性的大規模義工選舉活動，旨在提升大眾對義務工作的認同，並促進優質義務工作的持續發展。評審團隊的四項評選準則包括：企業義工的貢獻和成就、義工獎勵及保障、企業政策及資源投入，以及特殊考慮因素。評審團隊又要求參加機構出席初選及複選面試，然後才選出得獎機構，過程嚴謹。陳先生補充說：「煤氣公司在設計義工服務的內容時，會考慮企業和義工的強項，期望可發揮所長，並針對社會所需，以達致最佳效果，同時締造受眾、義工和社會也有得益的三贏局面。」

展望未來，煤氣公司的義工服務，會繼續兼顧關懷和創新兩大特質，希望可凝聚更多同事和客戶投入義工服務，創造共同價值，令社會變得更溫馨共融。

Held once every two years, the HKVA is a large-scale city-wide event that aims to raise public awareness on volunteering and promote sustainable development of quality volunteer activities. The judging panel selects corporate winners on the basis of contributions and achievements of corporate volunteers, volunteer recognition and protection, corporate policy and resources input, and special considerations. Nominees are required to attend two rounds of interviews as part of the stringent selection process. Mr Chan added, "Towngas takes into account the strengths of both the corporation and the volunteers when

devising its volunteer services in order to help all parties put their strengths to good use to best target the needs of the community. This helps to achieve a win-win-win scenario for the beneficiaries, volunteers, and the society."

Going forward, Towngas' volunteer service will continue to balance innovation with caring for the society. It aims to attract more staff and customers to take part in volunteering and create shared value to foster a warm and inclusive community.



▲ 煤氣公司總經理－企業事務楊松坤（中）代表公司獲民政事務局長劉江華頒發「第八屆香港傑出義工獎－企業獎」。Isaac Yeung (middle), Towngas General Manager - Corporate Affairs, received the Award from Lau Kong-wah, Secretary for Home Affairs.



「企業理財教育領袖大獎」金獎

CORPORATE FINANCIAL EDUCATION LEADERSHIP – GOLD AWARD

第三屆「香港財務策劃師學會理財教育領袖大獎」已於1月15日舉行頒獎典禮，煤氣公司連續第三年榮膺「企業理財教育領袖大獎」金獎。

「企業理財教育領袖大獎」的評審標準包括企業能否透過不同媒體、活動及研究等渠道，豐富及提升公眾理財知識。評判團由學會董事會成員及資深CFPCM認可財務策劃師組成，在多個範疇評核參賽機構提升公眾理財知識的案例的成效，表揚企業社會責任，以及彰顯煤氣公司的理財教育領導精神。

The third Institute of Financial Planners of Hong Kong Financial Education Leadership Awards presentation ceremony took place on 15 January. Towngas received the Corporate Financial Education Leadership – Gold Award for the third year in a row.



▲ 煤氣公司首席財務總監暨公司秘書何漢明 (左五) 與同事及嘉賓攝於頒獎禮上。

John Ho (5th from left), Towngas Chief Financial Officer and Company Secretary, with his team and guests at the award ceremony.

Judging criteria of the award includes whether the corporation offers channels such as media, events and research that enrich and enhance the public's financial knowledge. Comprised of IFPHK board members and experienced CFPCM-accredited financial planners, the judging panel assesses competing corporations on the effectiveness of their efforts to enhance the public's financial knowledge. The award serves to acknowledge the company's corporate social responsibility as well as leadership in terms of financial education.

煤氣公司榮獲

「可持續發展及企業社會責任報告獎」

TOWNGAS RECEIVES SUSTAINABILITY AND SOCIAL RESPONSIBILITY REPORTING AWARDS

由香港會計師公會主辦的「最佳企業管治大獎」已於2019年12月5日舉行頒獎典禮，煤氣公司榮膺「可持續發展及社會責任報告獎」中「恒指成分股」組別的特別嘉許獎。集團的可持續發展報告符合國際標準的同時，亦清晰表達我們的可持續發展政策及實務，因而獲頒此項別具公信力的獎項。「最佳企業管治大獎2019」得獎者由專家評審團選出，大會於初步甄選階段共審閱約500份年報及超過500份可持續發展報告，再由遴選委員會對表現優異者就披露及實務方面作深入評估，得出各組別的入圍名單，再交由評審團選出得獎者。

Hosted by the Hong Kong Institute of Certified Public Accountants, the Best Corporate Governance Awards took place on 5 December 2019, when Towngas received the Sustainability and Social Responsibility Reporting Awards – Special Mention under the Hang Seng Index Category. In addition to adhering to international standards, Towngas' sustainability report also clearly expresses its sustainable development policy and efforts, which earned the Group this prestigious award. The winners of the Best Corporate Governance Awards are selected by a group of experts after assessing about 500 annual reports and over 500 sustainability reports in the preliminary round. The selection committee then conducted an in-depth assessment on the disclosure and efforts demonstrated by shortlisted candidates, from which the judging panel selected the winners.



▲ 煤氣公司總經理 - 企業財務管理周文生 (右一) 代表公司接受獎項。

Eric Chow (1st from right), Towngas General Manager – Corporate Financial Management, accepting the award on behalf of the Company.

煤氣公司連續第五屆榮獲「卓越僱主大獎」

TOWNGAS RECEIVES EMPLOYER OF CHOICE AWARD FOR FIFTH CONSECUTIVE YEAR

煤氣公司今年已是連續第五屆榮獲《Job Market》頒發的「卓越僱主大獎」，並繼2017年後再次獲頒「卓越企業領袖培訓大獎」。《JobMarket》在1月3日訪問了企業人力資源總監范潔儀、高級安檢維修服務經理劉佩儀和卓裕工程高級項目經理陳錦昌，分享了公司的人力資源管理政策及各級人才培育計劃，如「見習行政人員計劃」和「領袖精英培育計劃」。而《JobMarket》、《頭條日報》和《英文虎報》亦在二月和三月報導了是次專訪，當中涵蓋公司的人力資源管理理念、人才培育計劃和企業文化推廣。

Towngas has received the Employer of Choice Award from *Job Market* for the fifth consecutive year, and received the Leadership Development Award for the second time since 2017. *Job Market* interviewed Kit Fan, Towngas Head of Corporate Human Resources, Michelle Lau, Senior Preventive Maintenance Services Manager, and Chan Kam-cheong, U-Tech Senior Project Manager, who shared the Company's human resources management policy and talent development programmes at various levels, including Towngas Graduate Trainee Programme and TLC+. *Job Market*, *Headline Daily* and *The Standard* published the interview in February and March respectively, which touches on topics such as the ethos behind the Company's human resources policy, talent development and corporate culture promotion.



▲ 《Job Market》的訪問報導。
Job Market interview coverage.

煤氣與你 — 成為全球最佳僱主之一的員工

Towngas and you – work for one of the world's best employers!

煤氣公司作為最佳僱主，最近特別製作了一系列短片，以吸引更多人才加入。短片介紹了前線員工，例如銷售代表，技術員，客戶服務主任的主要職責。煤氣公司的學徒亦分享了他們的故事及職業生涯，從而帶出煤氣公司的工作文化不但充滿了活力和挑戰，更為創新思維提供了充足的發揮空間。

Awarded one of the best employers in the world, Towngas has recently made a series of short videos to attract more employees to join us, featuring the job scope of our frontline staff including sales representatives, technicians and customer service officers. Towngas' apprentices also shared their stories and career path, which brought out the energy and challenges of Towngas' work culture, as well as the freedom offered for them to put their innovation to work.

請掃描下列QR code觀看短片：
Scan the QR codes below to view the videos (available in Chinese only):



煤氣與你
日常篇 + 煤氣講呢啲
Towngas and You:
A Day at Towngas +
Towngas Chat



創意家FUN
Innovation Fun



「企業可持續發展大獎」 SUSTAINABLE BUSINESS AWARD

為推廣企業可持續發展理念，世界綠色組織(WGO)於去年舉辦第五屆「企業可持續發展大獎」，旨在表揚企業就工作場所質素、環境保護、營運管理和社區參與等範疇所作出的貢獻。煤氣公司一直致力保護環境，也同時著重燃氣安全、員工發展，以及社區關懷等，努力促進企業可持續發展。經過評判團專業評審，我們榮獲「企業可持續發展大獎」及「企業可持續領導大獎2019」的榮譽。

To promote corporate sustainability, World Green Organisation held the Sustainable Business Awards for the fifth time which serves to recognise corporations that have put efforts in

workplace quality, environmental protection, operation practice and community involvement. Thereby achieving the goal of having sustainable development as part of their social responsibility. Committed to environmental protection, Towngas also places great importance on gas safety, staff development and caring for the community while striving to promote sustainable corporate development. After being assessed by the professional judging panel, Towngas is honoured to receive the Sustainable Business Award and Sustainable Leadership Award 2019 for its efforts.



▲ 世界綠色組織行政總裁余遠騁博士 (左一) 與煤氣公司總經理 - 企業可持續發展鄺超靈 (左二) 於頒獎禮上。
Dr William Yu (1st from left), CEO of WGO and Victor Kwong (2nd from left), Towngas General Manager - Corporate Sustainability, at the award ceremony.

煤氣燈再耀中環 GAS LAMPS REIGNITED IN CENTRAL

2018年颱風「山竹」襲港，強風吹倒大樹，壓毀豎立於中環都爹利街逾百年的煤氣街燈。去年12月23日，煤氣街燈完成修復，再次照耀都爹利街的花崗石階。整個修復過程由古蹟辦聘用英國專家進行，由煤氣公司協助運送及保存損壞的零件，並修復燈杆及燈頭、進行安裝及調試，以確保煤氣街燈安全運作。

最早期的煤氣街燈是以人手開氣點燃，每晚6時亮燈，經改裝後能自動點燃，後來都爹利街的四盞煤氣街燈於1979年8月15日被列為法定古蹟。

When Typhoon Mangkhut struck Hong Kong in 2018, the strong winds toppled trees, which fell upon the century-old gas lamps at Duddell Street. On 23 December 2019, the gas lamps were restored to illuminate the historical granite steps once again. The Antiquities and Monuments Office commissioned experts from the United Kingdom to handle the restoration process, while Towngas helped with the transport and safekeeping of the damaged parts and with the restoration of the lamp post and lamp holder, as well as the relevant testing and adjustments to ensure that the lamp operated safely.

At the very beginning, gas lamps were lit manually every day at six o'clock in the evening. Later, they were modified to allow for automatic ignition. The four gas lamps at Duddell Street were listed as a declared monument on 15 August 1979.



首屆「燃氣工程專業文憑課程」畢業典禮

FIRST PROFESSIONAL DIPLOMA IN GAS ENGINEERING GRADUATION CEREMONY



▲ 煤氣公司常務董事陳永堅（前排左五）、職訓局執行幹事尤曾家麗（前排左六）及畢業學員於典禮上合照留念。
Alfred Chan (front row, 5th from left), Towngas Manager Director and Carrie Yau (front row, 6th from left), Executive Director of Vocational Training Council, in a photo with the graduates at the ceremony.

為培育新一代燃氣專業人才，煤氣公司與職業訓練局合作，於2018年開辦全港首個「燃氣工程專業文憑課程」，提供燃氣專業的進修途徑。課程除了燃氣生產、輸配、設備安裝和維修、職業安全，以及項目管理等燃氣知識外，學員亦有機會到中華煤氣工程學院實習及參觀新界東南堆填區的沼氣應用項目。煤氣公司更派出資深工程師和經理出任課程講師。

2019年11月7日，首屆「燃氣工程專業文憑課程」畢業典禮於煤氣公司北角總部大樓舉行，其中三位學員成績及表現優異，成功通過面試，每人獲頒發港幣15,000元的煤氣獎學金。

展望未來，集團將繼續推廣燃氣工程知識，讓專業技術得以傳承，促進燃氣業的長遠發展。



▲ 煤氣公司一眾行政委員會成員及嘉賓恭賀三位獎學金得獎學員。
Members of Towngas Executive Committee and guests congratulated the three scholarship winners.

In order to foster a new generation of gas professionals, Towngas has collaborated with Vocational Training Council in 2018 to launch Hong Kong's first Professional Diploma in Gas Engineering as a path for related professionals to further their education. In addition to learning about gas production, transmission and distribution, equipment installation and maintenance, occupational safety and project management, the students also had the chance to take part in practicums at Towngas Engineering Academy and pay a visit to the South East New Territories Landfill Gas Utilisation Project. Towngas also commissioned experienced engineers and managers as lecturers for the course.

On 7 November 2019, the graduation ceremony for the inaugural Professional Diploma in Gas Engineering took place at Towngas' headquarters in North Point. Three of the graduates achieved stellar performance and grades, and received HK\$15,000 in scholarship after an interview.

Going forward, the Group will continue to promote gas engineering education in order to pass down professional know-how to generations to come and support the gas industry's long-term development.

「最創新數據中心 - 金獎」 INNOVATIVE DATA CENTRE – GOLD AWARD

2019年10月17日，名氣通於香港通訊業聯會舉辦的2019非凡年獎中獲評為「最創新數據中心 - 金獎」。是次獲獎肯定了名氣通積極及創新的理念，憑藉高級別、卓越的數據中心基建及專業的服務團隊，為客戶提供優質的服務。展望未來，名氣通將繼續秉承集團持續創新的理念，不斷優化產品及服務，進一步提升服務質素。

On 17 October 2019, Towngas Telecom (TGT) has awarded the Innovative Data Centre - Gold Award in the 2019 CAHK STAR Award hosted by Communications Association of Hong Kong (CAHK). The award serves to recognise TGT's innovative ethos to offer quality service to customers through its excellent data centre infrastructure. Going forward, TGT shall continue to uphold the Group's principle of innovation and carry on improving its products and service.



▲ 煤氣公司新興業務總監黎榮發 (右五) 恭賀名氣通團隊勇奪獎項。
Joseph Lai (5th from right), Towngas Head of Emerging Businesses, congratulated TGT team's achievement.

神秘客戶評審大獎「金獎」 MYSTERY CALLER ASSESSMENT AWARD – GOLD AWARD

香港客戶中心協會每年舉辦「香港客戶中心協會大獎」，今年以「客戶自主」為主題，旨在鼓勵客戶中心提供多元化的服務，滿足不同年齡層客戶的需要。

煤氣公司客戶服務熱線中心以「Mia Cucina 24小時尊貴客戶服務熱線」參加「神秘客戶評審大獎」，獲「金獎」等級。協會委託香港品質保證局進行為期六個月的神秘顧客評核，曾受訓練及富經驗的神秘顧客會致電熱線電話，親身體驗職員的服務；致電完畢後，再按職員的表現評分，以評估接線中心職員的服務水平。

This year's Hong Kong Call Centre Association (HKCCA) Awards revolve around the theme of 'customer autonomy', which encourages customer service centres to offer more diverse services to cater for the needs of customers of various age groups.

Towngas Customer Service Hotline Centre took part in the Mystery Caller Assessment Award with its "Mia Cucina 24-Hour Premium Service Hotline" and earned themselves a gold award. The HKCCA commissioned the Hong Kong Quality Assurance Agency to conduct a six-month mystery caller assessment, where trained and experienced mystery callers would call the hotline centres to personally rate their staff's service and performance.



第五屆雲端論壇 THE 5TH CLOUD FORUM

2019年10月31日，名氣通參與第五屆雲端論壇，與業界專才互相交流及了解雲端服務市場的研討會，是次活動吸引了超過500位來賓參加。

大會邀請了多位行業專家講解雲端最新發展情況，而在大會附設的展覽區域，名氣通亦透過全新展板、刊物及專人介紹等，多方面宣傳公司不同業務範圍。參加者與名氣通業務代表互相交流，進一步了解名氣通在數據中心、網絡連接及智能雲端等的解決方案。

On 31 October 2019, Towngas Telecom (TGT) joined The 5th Cloud Forum for an exchange on the latest cloud service market. The event attracted more than 500 delegates from the ICT industry to participate.

Industry experts shared insights on various developments of cloud technology at the event. TGT also promoted the Company's multi-faceted business with all-new displays and publications at the event's exhibition area, where guests interacted with business representatives to further their understanding of TGT's solutions in the arenas of data centre, network connection and smart cloud.



HKIRC 網絡安全研討會 2019 HKIRC CYBERSECURITY SEMINAR 2019

2019年10月18日，名氣通參加由香港互聯網註冊管理有限公司主辦的網絡安全研討會2019。現今網絡蓬勃發展，日益影響我們的生活，在網絡迅速發展的同時，如何快速便捷建立基礎建設、確保網絡安全營運也成為了大家關注的熱門話題。在此次研討會中，名氣通技術產品經理余彩雲與參加者分享了如何幫助中小企輕鬆防禦網絡攻擊，打造無憂安全的辦公室。

On 18 October 2019, Towngas Telecom (TGT) took part in the Cybersecurity Seminar 2019 hosted by Hong Kong Internet Registration Corporation Limited (HKIRC). The rapid development of the internet has increasingly impacted our lives. At the same time, efficient ways to establish infrastructure and ensure cyber security have become a hot topic. Raymond Yue, TGT Technical Product Manager, shared ways to help small-and medium-sized enterprises defend themselves against cyber attacks and create a safe workplace.

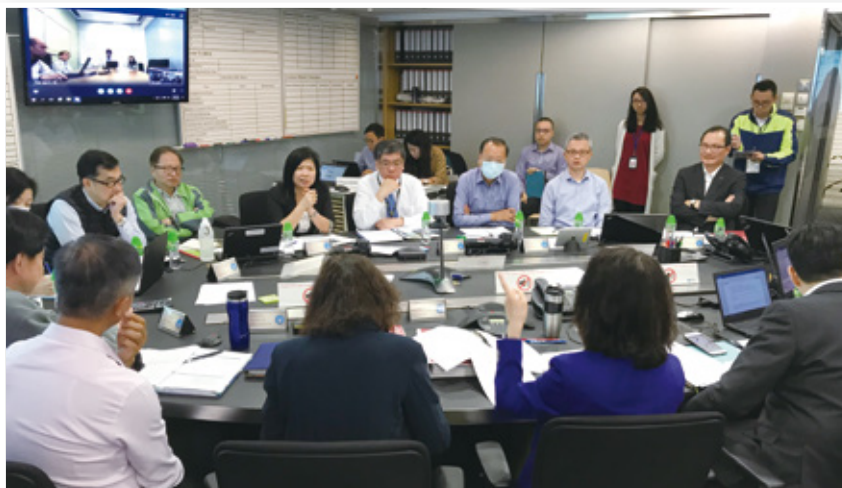


企業危機管理桌面演練

CORPORATE CRISIS MANAGEMENT TABLETOP EXERCISE

隨著科技及社會急劇發展，企業面對的危機及風險已不單只出現在傳統業務運作上，而是更廣泛地包括資訊科技、氣候變化和社會動盪等範疇。有見及此，煤氣公司已更新了「企業危機管理計劃」，更全面涵蓋各類型危機事故。同時，去年11月19日煤氣公司以資訊科技及實際社會環境為主題，舉辦了「企業危機管理桌面演練」，讓企業危機管理小組加深對資訊科技危機事故的認識和處理，加上在複雜的社會環境下，如何採取迅速而準確的行動來防止情況惡化。

With the rapid development of technology, the risks faced by the corporations are no longer limited to traditional business operations, but also includes cyber security, climate change and social unrest. Thus, Towngas has updated its Corporate Crisis Management Plan to more expansively cover various incidents. On 19 November 2019, Towngas also hosted the Corporate Crisis Management Tabletop Exercise with a focus on cyber attack and practical social environment. The exercise deepened our crisis management team's knowledge of cyber attack incidents and the relevant handling skills, in addition to ways to swiftly and accurately take action to prevent the situation from worsening in the context of a complex social environment.



煤氣設施消防演習

FIRE DRILL AT TOWNGAS FACILITIES

為提高安全意識，煤氣公司於去年11月21及22日，聯同消防處分別在易高屯門航空燃油儲存庫，以及大埔煤氣生產廠，舉行大型消防演習，模擬發生火警。同事因應不同情況，啟動應急程序，並協調消防員到場進行事故控制及模擬拯救工作，迅速執行面對火災事故的應變措施，確保安全。

To enhance safety awareness, Towngas collaborated with the Fire Services Department to launch two large-scale fire drills at ECO Tuen Mun Aviation Fuel Facility on 21 November and at Tai Po Production Plant on 22 November 2019 respectively. At the drills, staff have to respond to different scenarios and trigger emergency procedures. At the same time, they have to coordinate with firemen who attended the scene to conduct incident control and demonstrate efficient execution of emergency measures in the event of a fire.





第十二屆正斗盃高爾夫邀請賽 2019 THE 12TH TASTY CUP GOLF DAY



▲ 煤氣公司同事與一眾飲食業代表合照留念。
Towngas representatives in a photo with members of the catering industry.

由煤氣公司贊助之「第十二屆正斗盃高爾夫邀請賽」於2019年11月8日假珠海翠湖高爾夫球會舉行。煤氣公司邀請了工商客戶及合作夥伴參與是次球賽，透過活動凝聚餐飲業界，讓同業聚首一堂，互相切磋球技，同時增進友誼，樂也融融。

Sponsored by Towngas, the 12th Tasty Cup took place at Lakewood Golf Club, Zhuhai on 8 November 2019. Towngas invited industrial and commercial clients and partners to attend the event, through which catering industry members were brought together to strengthen their bonds and pick up golfing skills from each other.

與餐飲業代表參與跑步盛事 TOWNGAS JOINS CATERING INDUSTRY REPRESENTATIVES IN A FUN RACE

一年一度的迪士尼跑步活動「香港迪士尼樂園10K Weekend 2019」於2019年11月3日於香港迪士尼樂園度假區內舉行，煤氣公司邀請多位星級名廚及其家人參加"怪獸公司3公里跑"，以及來自餐飲業商會的代表參加"反斗奇兵10公里跑"，一同跑入樂園，沿途有迪士尼及彼思朋友為大家打氣，氣氛十分熱鬧。是次跑步活動富趣味性，讓業界歡聚一堂，享受運動的樂趣並攜手支持健康生活模式。



The annual Hong Kong Disneyland 10K Weekend 2019 took place on 3 November 2019 at the Hong Kong Disneyland Resort. Towngas invited celebrity chefs and their family to take part in the Monsters, Inc. 3K Race as well as catering associations representatives to the Toy Story 10K Race into the Park. Along the way, characters from Disneyland and Pixar cheered them on. The event brought together industry members for a fun-filled day in support of a healthy lifestyle.



▲ 一眾餐飲業商會代表、星級名廚及親友與煤氣公司同事大合照。
Industry members, celebrity chefs and their friends and families joining Towngas staff for a photo.



最綠模範商舖 (餐飲業) BEST GREEN PRACTICE IN SHOPS (CATERING SECTOR)

名氣廊Flame獲得「香港綠建商舖聯盟大獎2019」- 最綠模範商舖 (餐飲業) 亞軍。此殊榮是表揚商場及商舖在保護環境方面所付出的努力，是對創建綠色購物環境的認可。頒獎禮於去年12月4日於九龍塘賽馬會環保樓舉行，獎項評審委員會由來自政府機構、不同範疇的業界組織及環保組織組成，極具公信力。我們會繼續在環境保護方面盡心盡力，充分展現最佳綠色典範。

Flame at Towngas Avenue received the Best Green Practice in Shops (Catering Sector) – 1st Runner-up at the Hong Kong Green Shop Alliance Award 2019 held on 4 December 2019 at The Jockey Club Environmental Building in Kowloon Tong. Aimed at recognising the efforts of malls and shops in environmental protection, the prestigious award is selected by a panel comprising government, industry and environmental protection organisations. We shall continue our efforts to protect the environment and uphold exemplary green standards.



▲ 煤氣公司總經理 - 零售市務及營業王佩兒 (左五) 與同事及嘉賓攝於頒獎禮上。
Catherine Wong (5th from left), Towngas General Manager - Retail Marketing and Sales, pictured with her team and guests at the award ceremony.



香港白領最喜愛「煮食爐具」品牌大獎 YOUR CHOICE @ FOCUS AWARD

煤氣公司作為本港能源供應及專業服務之領先企業，一直致力提供優質的爐具產品及六星級服務，推廣明火煮食的樂趣。旗下卓越爐具品牌 TGC再度榮膺「Your Choice @ Focus 香港白領最喜愛煮食爐具品牌大獎」，是次已是TGC第八度獲得此殊榮。獲獎品牌由全港多個核心地段之白領人士以公開投票形式選出，進一步肯定白領階層對TGC的認同及支持，足見其市場的領導地位

As a leading energy supplier and professional service provider, Towngas is committed to providing quality kitchen appliances and six-star service to promote the joy of cooking. Its quality TGC brand has won the Your Choice @ Focus Award for eighth consecutive year. Selected by voters at Hong Kong's main business districts, the award confirms the white-collar sector's approval and support for TGC and highlights its position as an industry leader.



煤氣公司連續八年參與工展會

TOWNGAS PARTICIPATES IN BRANDS AND PRODUCTS EXPO FOR EIGHTH CONSECUTIVE YEAR

一年一度的工展會於2019年12月10日至31日期間於維多利亞公園舉行。煤氣公司已是第八年於工展會設大型展銷攤位，以一系列精選煤氣爐具及家居用品優惠回饋市民。今次我們的展位以「環保生活每一天」為主題，推廣減碳環保生活，並透過展示一系列TGC ♥ Hello Kitty 煤氣爐具系列及廚具用品，推廣明火煮食的樂趣。

The annual Hong Kong Brands and Products Expo took place at Victoria Park from 10 to 31 December 2019. This was Towngas' eighth year taking part in the event with a large-scale booth featuring selected gas appliances and household products with attractive offers. This year's booth was designed around the theme of Go Green Every Day to promote low-carbon living. The TGC ♥ Hello Kitty gas appliance series and kitchenware were also featured to promote flame cooking.



TGC ♥ Hello Kitty 煤氣恆溫熱水爐

TGC ♥ Hello Kitty TEMPERATURE-MODULATED GAS WATER HEATER

TGC ♥ Hello Kitty 煤氣恆溫熱水爐，為你帶來無間斷的熱水供應，一年四季水溫同樣貼心舒適，加上萌爆Hello Kitty陪伴入浴，絕對是大人、小朋友和寵物均難以抗拒的超治愈沐浴享受，歡迎登入以下連結，收看全新宣傳短片—與貓主子暖Love Love入浴，了解詳情。

TGC ♥ Hello Kitty Temperature-modulated Gas Water Heater brings you an uninterrupted supply of hot water to ensure comfortable water temperatures all year round. Adorned with ever-popular Hello Kitty, it is an irresistible bath-time enjoyment for your entire family. Visit the following link for a closer look – Even the cat loves it!



https://www.youtube.com/watch?v=_cOyGkp4r1Q



煤氣烹飪中心 x Francfranc 好閨蜜聖誕甜點班 TOWNGAS COOKING CENTRE X Francfranc CHRISTMAS PASTRY CLASSES

徇眾要求，煤氣烹飪中心再度舉辦Cooking Party with Francfranc甜品課程，參加者與閨密二人一同製作星空慕絲蛋糕外，更可獲Francfranc購物折扣優惠券乙張、食譜，以及證書。是次反應十分踴躍，推出的三堂烹飪班旋即爆滿。

Back by popular demand, Towngas Cooking Centre has hosted another Cooking Party with Francfranc featuring Christmas-themed pastry. Participants enjoyed the class with friends, and learned to make star-themed mousse cakes. Those who attended the class also took home discount coupons from Francfranc, as well as recipes and certificates. All three sessions of the popular course were full soon after registration opened.



煤氣烹飪中心 x PETisseri 3D 寵物蛋糕製作班 TOWNGAS COOKING CENTRE X PETISSERI 3D CAKES FOR PETS

煤氣烹飪中心首度與「寵•愛點」PETisserie寵物蛋糕店合作，推出3D寵物蛋糕製作班，用「主子」的外貌，製作出造型可愛的節日寵物蛋糕，為家中摯愛創造一個難忘的節日回憶。

In its first time collaborating with PETisseri Bakery for Pets. Towngas Cooking Centre launched a course on 3D cakes for pets. Modelled after their beloved pets, the owners created adorable festive cakes that can be enjoyed by their loved ones to share unforgettable memories.



「君子企業獎」 JUNZI CORPORATION AWARD



▲ 煤氣公司總經理 - 企業事務楊松坤 (右) 代表公司接受獎項。
Isaac Yeung (right), Towngas General Manager – Corporate Affairs received the award on behalf of the company.

去年12月6日，煤氣公司獲香港恒生大學頒發「君子企業獎」和「君子企業-人氣品牌大獎」，並在約二十家獲獎企業中突圍而出，成為首次頒發的「君子企業典範獎」三家得獎企業之一，而且是唯一獲得該獎項的公用事業公司。

香港恒生大學「君子企業頒獎典禮」是一年一度的盛事，旨在推廣在企業運作中實行中國儒家思想「君子」的概念：「仁、義、禮、智、信」，同時著重西方推崇的誠信公平商業理論。

On 6 December 2019, Towngas received the Junzi Corporation Award and Junzi Corporation Popular Brand Award from the Hang Seng University of Hong Kong. It was also selected from amongst 20 awarded companies as one of the three winners of the very first Junzi Corporation Exemplary Award, and was the only public utility to be awarded.

The annual Junzi Corporation Award Ceremony aims to promote the application of the Five Virtues of Junzi based on Confucian principles — benevolence, rightness, propriety, wisdom and trustworthiness — as well as business ethics that emphasise integrity and fairness to enterprise operations.



▲ 煤氣公司員工奉行以客為尊的服務態度，因而獲不少客戶來信讚賞。管理層邀請獲客戶讚賞的同事出席答謝午宴，以示鼓勵。

Always putting customers first is the service motto of Towngas staff, which earn them accolades by receiving compliment letters from customers. Commended staff will be invited to a luncheon attended by the management team as a token of thanks from the Company.



▲ 智慧煤氣錶系統 2.0 推動智能生活模式。
Towngas Smart Metering System 2.0 promotes smart living.

▼ 「誠信」為 2019 年煤氣公司重點推廣的企業文化，公司安排講座為同事介紹相關內容。

"Integrity" is the theme of Towngas' 2019 corporate culture. Talks on the subject are arranged for staff to know more about the topic.



《資本壹週》企業管治大獎 CAPITAL WEEKLY CORPORATE GOVERNANCE AWARD

煤氣公司憑藉優良的企業管治，於去年12月18日獲《資本壹週》雜誌頒發「傑出上市企業大獎2019-企業管治大獎」。該獎項旨在表彰優秀上市企業，肯定其為經濟發展和促進社會和諧作出的貢獻。

展望未來，煤氣公司將秉持優良的企業管治，並以創新和環保為本，在原來安全至上和優質服務的標準上，研發新產品改善客戶體驗，同時開拓環保能源業務，實現「轉廢為寶」的理念，共同構建可持續發展的社區。

On 18 December 2019, Towngas received The Listed Enterprise Excellence Awards 2019 - Corporate Governance Award organised by *Capital Weekly*, as recognition of the Company's superb corporate governance performance. The award aims to highlight corporations' contributions to economic development and promoting social harmony.

Going forward, Towngas will continue to uphold stringent corporate governance standards. In addition, the Company will develop new products and seek to improve the customer experience by building on our current ethos of prioritising safety and quality service through applying innovation and environmental protection principles. Ultimately, Towngas seeks to achieve sustainable development with our community through expanding our green energy business and applying the idea of turning waste to treasure.



▲ 煤氣公司總經理 - 企業事務楊松坤 (左) 代表公司接受獎項。
Isaac Yeung (left), Towngas General Manager - Corporate Affairs, accepting the award on behalf of the Company.

連續十二年榮獲「最高服務時數獎」冠軍 TOWNGAS RECEIVES AWARD FOR HIGHEST VOLUNTEERING HOURS FOR 12TH CONSECUTIVE YEAR

2019年，煤氣溫馨義工隊成立20周年，多年來累積義工服務時數超過875,000小時，為有不同需要的服務對象，設計適合的義工服務，回饋社會。

在2019香港義工嘉許計劃中，煤氣溫馨義工隊更連續十二年，獲社會福利署頒發「最高服務時數獎」(私人團體 - 最積極動員客戶參與獎)冠軍，以及「最高服務時數獎」(私人團體 - 組別一)優異獎，表揚煤氣公司參與義務工作的熱誠及貢獻。

Year 2019 marks the 20th anniversary of the Towngas Volunteer Service Team. Throughout the past two decades, the team has clocked over 875,000 hours of volunteering services for various parties in need and devised ways to give back to society.

It also marks the 12th consecutive year that Towngas Volunteer Service Team has received the Champion of Highest Service Hour Award (Private Organizations - Best Customers Participation) and the Merit of Highest Service Hour Award (Private Organizations - Category 1) from the Social Welfare Department in recognition of Towngas' passion and contributions to volunteering service.



本地漁農美食嘉年華 X 慈善農耕樂 FARMFEST X FARMING FOR CHARITY

由煤氣公司合辦的「本地漁農美食嘉年華2020」於本年1月3日至5日在旺角花墟公園舉行。今年的嘉年華繼續推廣本地有機及漁農食品，並提倡健康飲食文化。煤氣公司在嘉年華設有爐具銷售攤位，推出多款煤氣爐具及家居用品優惠。

此外，煤氣公司溫馨義工隊與香港耀能協會合作，首度擺設義賣攤位，售賣「慈善農耕樂」的有機蔬果，以及香港耀能協會轄下實體花店LOHASFlorist的農作物及花藝。是次義賣的收益不扣除成本，已全數捐助香港耀能協會。

Towngas co-hosted Farmfest 2020 at Fa Hui Park, Mong Kok from 3 to 5 January this year. The event continues to promote local organic foods as well as seafood and produce, while advocating healthy eating. Towngas set up a cooking appliance sales booth at the event to offer promotions on various gas appliances and household products.

In addition, Towngas Volunteer Service Team collaborated with SAHK in their first charity booth together selling organic produce from Farming for Charity, as well as produce and floral arrangements by LOHAS Florist, which is a subsidiary of SAHK. All of the proceeds were donated to SAHK without costs deducted.



▲ 食物及衛生局局長陳肇始（右二）親臨煤氣公司的義賣攤位與義工代表和耀能學員合照。

Sophia Chan (2nd from right), Secretary for Food and Health, visited Towngas' charity booth and pictured with Towngas volunteers and SAHK service user.



義工夥拍學童 升級再造

VOLUNTEERS PARTNER UP WITH SCHOOLCHILDREN FOR UPCYCLING

2019年11月30日，煤氣公司與聖雅各福群會合辦的「綠火焰計劃 - 綠『適』家園」企業社會責任項目展開第二輪活動，20多名「能工巧匠義工隊」成員，分別前往中華基督教會基全小學及天主教伍華小學，與逾20名來自基層家庭的小學生，一同參加工作坊，教授學童「能工巧匠」的工藝標準，將紅酒木箱、水松木塞等廢棄物資升級再造，製成木層架及迷你佈告版，實踐「轉廢為寶」，以環保方式改善基層學童的居住空間，同時回饋社會。

On 30 November 2019, Towngas and St. James' Settlement launched their second round of Green Flame Project – Upcycling for a Greener Home activities. Over 20 members of the MasterCraft Volunteer Team joined over 20 primary school students from underprivileged families at The Church of Christ in China Kei Tsun Primary School and Ng Wah Catholic Primary School for a workshop. The volunteers taught the schoolchildren how to upcycle wine cases and cork into wooden shelves and mini notice boards in order to transform waste into treasure and improve the schoolchildren's living space in an environmentally friendly way while giving back to the community.



▲ 「能工巧匠義工隊」成員再次出動，與小學生一同製作迷你佈告版。

MasterCraft Volunteer Team join hands with schoolchildren again in making mini notice boards.

▶ 煤氣義工夥拍學童，悉心為木層架髹上油漆。

Towngas volunteers teaming up with schoolchildren in painting the shelves.



「慈善農耕樂」義工活動 FARMING FOR CHARITY VOLUNTEER ACTIVITY

煤氣公司溫馨義工隊每星期也舉辦「慈善農耕樂」義工活動，鼓勵同事參與有機耕種，舒展身心，體驗農耕樂趣。同事們也會將耕種的收穫，送贈社福機構，回饋社會。「慈善農耕樂」已累計送出約16,300斤農作物予不同社福機構，包括救世軍、香港耀能協會、伸手助人協會、耆色園等。

Towngas Volunteer Service Team organises weekly Farming for Charity activities to encourage our staff to try their hand at organic farming to experience the fun of recreational farming. The resulting produce is gifted by participating staff members to charity organisations as part of our effort to give back to society. The Farming for Charity event has donated about 16,300 cabbages worth of produce in total to various organisations including Salvation Army, SAHK, Helping Hand, Sik Sik Yuen and more.



▲ 香港電台去年與「慈善農耕樂」合辦親子耕種活動，讓家庭也可體驗耕種和烹飪的樂趣。
RTHK collaborated with Farming for Charity in hosting a family farming event that gave families a taste of the joy of farming and cooking.



▲ 去年 12 月無線電視《東張西望》攝製團隊前往拍攝「慈善農耕樂」，向觀眾介紹煤氣公司如何推廣低碳生活，同時回饋社會。
Last December, the crew from TVB's variety show Scoop filmed the Farming for Charity activities and introduced ways to promote low-carbon living and give back to society to the audience.

全力支持惜食減廢 TOWNGAS IN SUPPORT OF FOOD WASTE REDUCTION

2019年11月8日，食德好舉辦「十週年午宴暨夥伴嘉許禮」，嘉許包括煤氣公司等40間贊助商及受惠團體，鼓勵各界積極參與食物捐贈。煤氣公司多年來支持「食德有營過中秋」計劃，鼓勵同事捐贈過剩仍可食用的月餅，減少浪費食物。公司亦於2019年參與贊助食德好十週年企業會員計劃，共同推動惜食減廢工作，為環保出一分力。

On 8 November 2019, Food Grace invited Towngas and over 40 other sponsors and beneficiaries to their Tenth Anniversary Luncheon and Partners Appreciation Ceremony in a bid to encourage various sectors of society to take part in food donation. For years, Towngas has supported the Mooncake Recycling Programme for Mid-Autumn Festival and encouraged our staff to donate their extra mooncakes that are still fresh in order to reduce food waste. Towngas also took part in Food Grace's Tenth Anniversary corporate membership programme in 2019 to join them in promoting food waste reduction and do our part for environmental protection.



▲ 煤氣公司總經理 - 企業可持續發展鄺超靈(中)代表公司出席食德好十週年午宴暨夥伴嘉許禮。
Victor Kwong (middle), General Manager - Corporate Sustainability, attended the Tenth Anniversary Luncheon and Partners Appreciation Ceremony on behalf of the Company.

第二屆「職涯縮影」計劃 THE SECOND YEAR OF CAREER IN A NUTSHELL

由中華煤氣工程學院（簡稱學院）舉辦的第二屆「職涯縮影」計劃已正式展開。由於獲得教育局及首屆參加學校的支持及讚譽，今年合作學校的數目為九間，共近百名同學參與今屆計劃。

去年9月至10月，學院代表走訪不同學校舉辦講座，同年12月舉行迎新工作坊，為參加者帶來一連串職場體驗。今年的活動規模比去年擴大，將會邀請更多公司部門參與「在職培訓」及「星級鍛鍊」環節，為同學帶來更多元化的體驗，進一步宣揚德智體群美，讓學生有豐碩的收穫。

12月17日，計劃參加者獲邀出席煤氣「優質服務日」，了解公司的創新文化，當日的精彩演出給同學們留下深刻印象，大大改變了以往對煤氣公司的認識。

Organised by Towngas Engineering Academy (TEA), the second year of Career in a Nutshell has officially launched. With the support and recognition of the Education Bureau and participants of the first year, around 100 students from nine schools joined the programme this year.

After holding talks at various schools last September and October, TEA hosted orientation workshops last December to introduce participants to a wide variety of workplace experiences. This year, TEA is expanding the event to involve more functional departments in On-the-job Training and Star Training, which not only expose students to a more diverse experience, but also further promotes moral, intellectual, physical, social, and aesthetic development to enhance students' learning.

On 17 December, participants were invited to Towngas Quality Day to deepen their knowledge of the Company's culture of innovation. The brilliant performances at the memorable event dramatically altered the students' preconception of Towngas.



▲ 煤氣公司執行董事暨公用業務營運總裁黃維義（第二排右九）、商務總監－香港公用業務黃霖生（第二排右八）與參加計劃的學生於2019年煤氣「優質服務日」合照留念。

Peter Wong (second row, 9th from right), Towngas Executive Director and Chief Operating Officer - Utilities Business, Peter Wong (second row, 8th from right), Towngas Head of Commercial - Hong Kong Utilities, in a photo with participating students at the 2019 Towngas Quality Day.

煤氣公司成立 CLUB YOUNGAS TOWNGAS ESTABLISHES CLUB YOUNGAS

中華煤氣工程學院成立「Club Youngas」，作為「職涯縮影」計劃的延伸，旨在凝聚完成「職涯縮影」計劃的學員，透過舉辦工作坊、講座等活動，提供職涯規劃資訊，鍛鍊成員的溝通技巧，擴闊人際網絡，提升個人能力。

「Club Youngas」早前於煤氣烹飪中心舉行第一輪活動「聖誕聯歡甜品製作坊」，以二人為一組，於限時內製作馬卡龍甜品，鍛鍊團隊合作及時間管理。

TEA has launched Club Youngas as a continuation of Career in a Nutshell. Attracting students who have taken part in Career in a Nutshell, the programme aims to train its young members' communication skills and broaden their social network as well as personal horizons through activities such as workshops and talks.

Club Youngas held its first round of activities entitled Christmas Pastry Workshop with members forming teams of two and making macarons in a limited time, thereby training their teamwork and time management skills.



▲ 「Club Youngas」第一輪活動「聖誕聯歡甜品製作坊」於煤氣烹飪中心舉行。

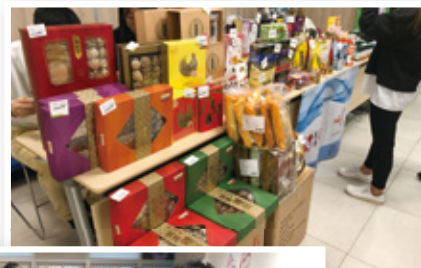
Club Youngas held its very first event, Christmas Pastry Workshop, at Towngas Cooking Centre.



全力支持社企展銷日 IN FULL SUPPORT OF SOCIAL ENTERPRISES

今年1月16日，煤氣公司邀請五間社企商店到公司北角總部大樓舉行展銷，讓公司同事多認識社企之餘，也能在農曆新年前選購賀年食品。五間社企商店均是豐盛社企學會「十一良心消費運動」成員，活動提倡「十行一善」：以日常生活費用的「十分之一」光顧社企，希望更多市民及機構支持社企發展。

On 16 January, Towngas invited five social enterprises to set up stalls at Towngas' headquarters at North Point for our colleagues to learn more about them as well as pick up some festive goods for Chinese New Year. The five social enterprises are all members of Fullness Social Enterprises Society's Tithe Ethical Consumption Movement, which advocates allocating 10% of people's and organisations' total consumption to social enterprises in order to support their development.



救世軍僱主感謝禮 THE SALVATION ARMY APPRECIATION RECEPTION FOR EMPLOYERS



由救世軍舉辦之「僱主感謝禮2019暨協作交流」於2019年12月5日舉行，感謝過去一年支持救世軍就業及培訓工作近300位商界和機構合作夥伴，為有需要人士提供就業及相關訓練機會，以互助協作模式助他們立足社會，建立自信。

煤氣公司獲邀參與是次活動，支持救世軍多年來擴展服務範圍，成功協助社會不同階層的人士克服限制，強化自身能力，同時為僱主注入人力資源，創造雙贏。活動設有協作交流環節，讓參與的商界代表互相交流，分享在實踐社會責任時的寶貴經驗。

Organised by Salvation Army, the Appreciation Reception for Employers 2019 cum Exchange on Collaboration took place on 5 December 2019 as a token of their appreciation for approximately 300 partners who supported their career and training work, which helped provide job and training opportunities to those in need so that they could contribute to society and build their confidence.

Towngas was invited to the event for its support of Salvation Army's service scope expansion. Salvation Army's efforts have helped members of different sectors of the community grow beyond their limits and enhance their abilities while delivering employment services for a win-win solution. The event comprises an exchange session which allows participating representatives from commercial organisations to share their valuable experience in social responsibility implementation.

公益愛牙日 2019 LOVE TEETH DAY 2019

煤氣公司一向支持公益金每年的籌款活動，「公益愛牙日2019」於去年12月4日舉行，所籌得的善款會全數撥捐公益金資助的會員機構，為有需要人士加強口腔護理服務。連同公司的等額配對，是次活動共為公益金籌得80,740元善款。

Towngas has always been supportive of The Community Chest's annual fundraising programmes. "Love Teeth Day 2019" was held on 4 December 2019. Together with the matching contribution from the Company, the total donation amounted to \$80,740. All the money raised will be donated to member organisations of The Community Chest to enhance oral care services for the needy.



公益行善 「折」食日 2020 SKIP LUNCH DAY 2020

今年的「公益行善『折』食日」於3月6日舉行，一如以往，煤氣公司員工踴躍支持認購「折」食日愛心券，連同公司的等額贊助，合共籌得港幣63,870元。籌得的善款會全數撥捐公益金，資助露宿者、籠屋及板間房居民。

The Community Chest of Hong Kong's Skip Lunch Day 2020 took place on 6 March. Towngas' staff continued their enthusiastic support for the event by purchasing coupons, which are matched by the dollar by Towngas to yield HK\$63,870 in donations. The funds raised will go towards funding services for the homeless and dwellers of cage and cubicle homes provided by The Community Chest of Hong Kong.



擊退塑膠垃圾 捍衛生態

TACKLING PLASTIC WASTE IN DEFENCE OF OUR BIOSPHERE

2019年10月27日，由長春社主辦的生態捍衛戰在八仙嶺郊野公園舉行，活動以「走塑」為主題，旨在鼓勵大眾在日常生活中減少製造塑膠垃圾。參賽者須利用指南針和大會提供的地圖，在兩小時內於指定區域追蹤及狩獵「膠魔人」，保衛各生物的家園。煤氣公司今屆除了繼續大力支持此活動，更派出同事化身為戰士參賽，其中兩組同事分別獲頒「最強獵人獎」和「企業組亞軍」，成績驕人。

On 27 October 2019, The Conservancy Association held the Eco-Rangers event at Pat Sin Leng Country Park, with the aim of encouraging the public to reduce plastic waste in their daily lives. Participants make use of compasses and a map provided by the association to hunt down the plastic monster in a designated area within two hours in order to protect the homes of various organisms. Towngas continued to sponsor the event and having our staff take part. Two of our teams won the Hunter and Corporate First Runner-Up awards respectively with their stellar performance.



▲ 煤氣公司總經理 - 企業事務楊松坤 (左二) 與環境局局長黃錦星 (左四) 及嘉賓於活動上合照留念。

Isaac Yeung (2nd from left), Towngas General Manager – Corporate Affairs, in a photo with Wong Kam-sing (4th from left), Secretary for the Environment, and other guests at the event.

植林優化 實踐環保

REALISING ENVIRONMENTAL PROTECTION THROUGH TREE CARING



▲ 煤氣公司同事和「Low Carbon Action」Facebook專頁粉絲一同於週末出動，悉心護理樹苗。

Towngas staff joined fans of the Low Carbon Action Facebook page for a weekend tree-caring activity.



▲ 一眾同事帶同裝備，身體力行支持環保。

Towngas colleagues all geared up for environmental protection work.

煤氣公司與綠惜地球聯手發展為期五年的「植林優化計劃」，將環保變為習慣，實踐低碳生活。2019年11月9日，煤氣公司在清水灣釣魚翁郊遊徑舉辦了2019樹苗護理日。10位同事與70位煤氣公司「Low Carbon Action」Facebook專頁粉絲在綠惜地球義工的幫助下，為2018年因為颱風山竹而受損的樹苗進行護理工作，包括除草、鬆土、施肥等，以行動支持環保。

Towngas joined The Green Earth in developing the five-year Plantation Enrichment Project with the aim of habitualising environmental protection and adopting a low-carbon lifestyle. On 9 November 2019, Towngas held the Tree Caring Day 2019 at High Junk Peak, Clear Water Bay. Ten Towngas staff members and 70 fans of Towngas' Low Carbon Action Facebook page cared for the seedlings damaged by Typhoon Mangkhut in 2018 under the guidance of The Green Earth volunteers. The group supported environmental protection through helping with weeding, ploughing, and fertilising.

轉廢為寶 WASTE-TO-TREASURE

煤氣公司在鋪設及更換煤氣管道時，工程難免剩餘少量聚乙烯管及配件廢料。煤氣公司把這些廢料升級再造成「轉廢為寶太陽能水耕種植系統」，進一步實踐「轉廢為寶」的概念。此水耕系統以太陽能推動，配合深水栽培技術，大大提高能源效益。為提高新一代的科學興趣及環保意識，並促進STEM教育，煤氣公司捐贈這些水耕系統予12間中小學校，並舉辦「Towngas 校際環保科探大賽2019」，讓學生探究環境與植物生長的關係。參賽學生於去年11月2日在一年一度的「國際環保博覽」發表探究成果。

When laying and replacing gas pipes, which inevitably leads to small amounts of waste from polyethylene (PE) pipes and accessories, Towngas upcycled such waste into the Waste-to-Treasure Solar-Powered Hydroponics

System, thereby realising the principle of turning waste to treasure. Combined with deep water planting technique, the solar-powered system significantly enhances energy efficiency. In order to enhance the younger generation's interest in science and environmental awareness while promoting STEM education, Towngas donated hydroponics systems to 12 primary and secondary schools and hosted Towngas Inter-School Environmental Scientific Investigation Competition 2019 to allow students to explore the relationship between the environment and plant growth. The participating students announced their findings at the Eco Expo Asia on 2 November 2019.



▲ 剩餘的 PE 管廢料，升級再造成為太陽能水耕種植系統。
Scrapped PE pipes are upcycled into solar-powered hydroponics systems.

支持香港無冷氣夜 2019 HONG KONG NO AIR CON NIGHT 2019

2018年，香港人消耗在冷氣的電力達133億度，釋放出超過740萬公噸的二氧化碳。因此少用冷氣，減少碳排放，才是真正有效降溫的方法。

煤氣公司連續十年贊助由環保觸覺主辦「香港無冷氣夜2019」，並透過內部宣傳鼓勵同事於10月5日晚上7時至翌日早上7時關掉冷氣，節省能源。此外，公司亦希望透過活動讓同事反思日常生活用電模式，明白節約能源的重要，從而身體力行減少溫室氣體排放，一起對抗全球暖化。

In 2018, Hongkongers consumed as much as 13.3 billion units of electricity on air conditioning, releasing over 7.4 million tonnes of carbon dioxide. Using less air conditioning and reducing carbon emissions is the actual way to cool our environment.

For 10 consecutive years, Towngas has sponsored Hong Kong No Air Con Night hosted by Green Sense, and encouraged our staff to switch off the air conditioning from 7pm to 7am the next day on 5 October. Through this event, the Company hopes to encourage staff to reflect on their electricity use and realise the importance of energy conservation in order to reduce greenhouse gas emissions and combat global warming.



寓遊戲於環保

BRINGS OUT ENVIRONMENTAL PRINCIPLES THROUGH GAMES

煤氣公司透過不同對外活動，將「轉廢為能反擊戰」VR遊戲帶到社區，推廣綠色生活。2019年12月7日，華德學校舉辦名為「擁抱綠色生活，迎接喜樂生命」的綠色低碳開放日，以多元化的攤位及遊戲，傳遞環保信息。煤氣公司設立「轉廢為能反擊戰」VR遊戲攤位，與學生及家長進行互動，宣揚減廢的重要性。

2020年1月12日，公司支持由環保促進會於尖沙咀九龍公園舉辦的「環保嘉年華2020」，設「轉廢為能反擊戰」VR遊戲攤位，透過遊戲鼓勵大眾珍惜資源，寓遊戲於環保。

Through various external activities, Towngas has shared the Waste to Energy VR game with the rest of the community in a bid to promote green living. On 7 December 2019, Bishop Walsh Primary School held a low-carbon open day entitled "Embrace Green Living and Usher in a Life of Joy", which disseminates environmental messages through diverse booths and games. Towngas' booth at the event features the Waste to Energy VR game, promoting the importance of waste reduction by inviting students and their parents for interactions.

On 12 January 2020, Towngas also supported the Green Council's Green Carnival held at Kowloon Park, Tsim Sha Tsui, where its Waste to Energy VR game booth encouraged the public to treasure resources through games.



▲ 煤氣公司將「轉廢為能反擊戰」VR遊戲帶到華德學校「綠色低碳開放日」。
Towngas brought the Waste to Energy VR game to Bishop Walsh Primary School's low-carbon open day.

「2019 環保園之友」嘉許狀

2019 FRIENDS OF ECOPARK CERTIFICATE

2019年12月，煤氣公司在環境局舉辦的「環保園之友」計劃中獲得嘉許狀，以表揚公司積極參予循環再造和貢獻。煤氣公司一直十分支持綠色管理政策，企業物料供應及行政部積極與回收業界攜手合作，跟環保園循環再造商建立長期合作夥伴關係，回收廢舊電器、木卡板及汽車電池，並捐贈予環保園內的回收商。煤氣公司榮獲「環保園之友」嘉許狀，肯定了公司在減廢、循環再造、關懷環境、為構建可持續發展社會所作出的貢獻和努力，推動綠色環保概念。

In December 2019, Towngas received a certificate of appreciation from the Friends of EcoPark programme organised by the Environment Bureau, which demonstrates the Company's active participation in and contribution to the promotion of recycling.

Towngas is committed to green management policy. Its Corporate Supplies and Administration Department has collaborated with the recycling industry and built a long-term relationship with the vendors in EcoPark. The Company recycled old electrical appliances, wood pallets and automobile batteries for donation to EcoPark vendors. This certificate serves to recognise Towngas' efforts in waste reduction, recycling, environmental protection and building a sustainable society, thereby promoting green principles.





露筍牛肉卷

STEAMED BEEF ROLLS WITH ASPARAGUS

材料 | Ingredients

薄切牛肉片	10 片
露筍尖	10 條
鮮冬菇	5 隻
京蔥	100 克
蒜茸	1 茶匙
Thinly sliced beef	10 slices
Asparagus spear	10 shoots
Shitake mushroom	5 pieces
Peking onion	100 g
Chopped garlic	1 tsp

調味 | Seasonings

鹽	1/4 茶匙
胡椒粉	少許
生粉	1 茶匙
Salt	1/4 tsp
Pepper	a little
Cornstarch	1 tsp

芡汁 | Sauces

水	1/2 杯
蠔油	1 湯匙
糖	1/2 茶匙
生粉	1 茶匙
麻油	少許
Water	1/2 cup
Oyster sauce	1 Tbsp
Sugar	1/2 tsp
Cornstarch	1 tsp
Sesame oil	a little

做法 | Method

- 鋪平薄切牛肉片，灑上調味料。
Lay beef slices flat on a plate and sprinkle with seasonings.
- 露筍尖放滾水內拖水 1 分鐘，取出隔水，備用。
Blanch asparagus in boiling water for 1 min. Drain and set aside.
- 鮮冬菇開半；京蔥切絲。
Halve Shitake mushrooms. Shred Peking onion finely.
- 燒 1 湯匙油，把冬菇及蒜茸炒香，以少許鹽及麻油調味，取出待凍。
Heat 1 Tbsp oil, saute Shitake mushrooms with chopped garlic until fragrant. Season with a little salt and sesame oil. Remove to cool.
- 把牛肉片捲入露筍、冬菇及京蔥，排放碟內，用猛火蒸 5 分鐘。
Roll up beef slices with asparagus, Shitake mushrooms and Peking onion. Steam over high heat for 5 min.
- 燒滾獻汁，淋牛肉卷上享用。
Boil sauces and serve on top of beef rolls.



優質服務 贏取讚賞 QUALITY SERVICE EARNS APPRECIATION

我們最近收到居住於九龍畢架山客戶余小姐的信息，對同事專業優質的服務態度高度表揚，讚賞不已。余小姐家中煮食爐壞了，因為擔心安全，故致電煤氣公司緊急服務熱線，即時獲客戶服務熱線主管麥鳳霞接聽，並立刻預約維修時間，令余小姐大感安心，印象良好。

翌日維修技術員伍智文與余小姐電話聯絡，並較預約的時間提前到達，檢查爐具時細心、專業，一絲不苟，對客戶的提問亦耐心逐一回答，而且更婉拒小費，余小姐因此特意傳來信息，讚賞兩位同事。

Towngas recently received a message from Ms Yu from Beacon Hill, Kowloon, complimenting two staff members of Towngas on their service and attitude. When Ms Yu's cooking stove malfunctioned, she called the Towngas Emergency Services Hotline for fear that it could pose a safety hazard. Her call was immediately answered by Towngas' Customer Service Hotline supervisor Fanny Mak, who set up a maintenance appointment for her right away, to the relief of Ms Yu.

The day after her call, our service technician Ng Chi-man contacted Ms Yu and arrived earlier than scheduled. He examined the stove closely and in a professional manner, answered Ms Yu's questions with a great deal of patience, and refused her offer of tips. Ms Yu thus wanted to send a message to show her appreciation for them.



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649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場部等。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 649 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.



▲ 客戶服務關注小組於去年10月28日到訪觀塘和樂邨舉辦安全講座。

Customer Focus Team visited Wo Lok Estate at Kwun Tong on 28 October 2019.

如閣下所居住的公共屋邨或私人屋苑有意安排客戶服務關注小組到訪，請與企業事務部聯絡。

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

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