

鵬飛萬里 開創新天

Expanding to New Horizons for a Bright Future

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香港核心業務

去年是煤氣公司成立150周年。我們是香港歷史最悠久的公用事業公司，一個半世紀以來，陪伴香港人一起成長，從第一盞煤氣街燈照亮中環繁華之地開始，至今已成為香港人優質生活及現代家居的象徵。煤氣公司亦與香港人一起努力建設家園，緊貼及配合城市的拓展，把管道鋪設到全港各區，為千家萬戶提供安全可靠的煤氣及優質服務。同時，公司亦為工商界提供方便、經濟的環保能源。

Hong Kong Core Business

Last year marked the 150th anniversary of Towngas. As the territory's first utility company, Towngas has grown together with Hong Kong over the century and a half since we set up the first street lamp in the bustling Central district. Today, Towngas has become a symbol of quality and contemporary living. Like all other Hong Kong people, we have worked relentlessly in this place that we call home. We have expanded our pipeline network in tandem with the city's development, and made sure town gas is available to hundreds of thousands of homes across the territory. We also ensure that our commercial and industrial customers have easy and reliable access to this convenient, economical and environmentally-friendly energy.

百多年來，煤氣公司在市場競爭中力求進取，憑藉充沛的活力，歷久常青，更不斷開發新領域。至今我們已發展成為亞洲地區一家以發展環保能源為主，以研究及應用先進科技為輔的領先公用事業公司，晉身全球500強企業，市值超過1,900億港元。

We have also succeeded and thrived in the face of constant market competition. With our vibrant energy and drive to explore new horizons, Towngas has grown to be Asia's leading public utility with a focus on environmentally-friendly energy, supplemented by advanced technology. Today, Towngas is one of the world's top 500 corporations, with a market capitalisation of over HK\$190 billion.



環境保護

煤氣公司先後採用重油及石腦油取代煤生產煤氣，大大降低溫室氣體、硫及氮氧化物的排放，使煤氣的應用更加環保。2006年，我們更簽訂25年澳洲液化天然氣合約，這不但令煤氣生產過程更環保，亦降低了煤氣的價格，使客戶節省不少金錢，令煤氣更具市場競爭力。

近十年來，煤氣公司在堆填區發展沼氣利用項目，又在多個地點營運加氣站，服務以石油氣代替柴油作為燃料的小巴及的士，為改善市區空氣質素出一分力。

Environmental Protection

On the environmental front, our company has progressed from using coal to heavy oil to naphtha to produce town gas. In doing so, we have substantially reduced the emissions of greenhouse gases, sulphur and nitrogen oxides, thus making town gas a greener fuel. With the 25-year contract to ship liquefied natural gas from Australia signed in 2006, we also began using natural gas in our production, making town gas cheaper and even more environmentally-friendly, thus generating savings for our customers and enhancing town gas's competitiveness.

Over the past decade, Towngas has begun using landfill gas and operating LPG filling stations to replace diesel as a vehicular fuel in a bid to improve the air quality in Hong Kong's urban areas.

企業社會責任

煤氣公司在關懷社會方面亦不遺餘力。除了贊助各類型的公益慈善活動外，我們的義工隊通過舉辦和參加各項社會服務，關懷及照顧社會有需要的人士，用行動實踐我們的企業公民責任。

Corporate Social Responsibility

Towngas' efforts in caring for the community have been second to none. Apart from sponsoring various charity events, our corporate volunteers organise and regularly take part in a number of social services to extend care to those in need. We "walk the talk" of corporate social responsibility by bringing genuine care and concern to underprivileged members of our community.



內地公用事業

過去一年，香港核心業務穩健發展，內地公用事業表現持續向好。截至2012年12月，集團在內地的項目達150個，其中管道燃氣、水務、中游及上游氣源項目達122個，客戶超過1,500萬戶，管道燃氣的總售氣量可望達120億立方米。港華紫荊系列爐具的銷售量亦節節攀升，累計銷售量已突破150萬台，各合資公司業務發展勢頭良好。

Mainland Utilities Business

Last year, our Hong Kong core business grew steadily and our utilities business on the mainland fared well. As at December 2012, we operated 150 projects on the mainland, 122 of them upstream, midstream and city-gas projects and water business serving over 15 million households. We expect gas sales to reach 12 billion cubic meters. Sales of our Bauhinia brand gas appliances have risen steadily, with an accumulated sales record of over 1.5 million appliances. Our joint ventures are also gaining momentum in their businesses.



新興能源業務

新興能源業務前景輝煌，易高至今已在內地成立了21個項目，加上香港的加氣站及航空燃油庫，項目總數已達23個。去年易高更擴展業務至泰國，進行石油開採，使公司的業務版圖突破大中華，延伸至亞洲其他地區，而產業鏈亦得以在能源業務的上、中、下游形成均衡發展。

此外，集團在內地成功開發的六個電訊業務項目發展良好，為邁向集團的長遠總體目標作出貢獻。

New Energy Business

Business prospects for our new energy business are promising, and ECO has set up 21 projects on the mainland. This brings the Group's new energy projects to 23, including the LPG filling stations and an aviation fuel storage facility in Hong Kong. In 2012, ECO broke its first new ground beyond greater China with an oilfield project in Thailand, completing a more balanced production line from upstream to midstream and downstream.

Meanwhile, we successfully developed six telecommunications projects on the mainland that are progressing well, playing a part in fulfilling the Group's long-term development objectives.

鵬飛萬里

展望未來，中華煤氣「華暉無限，氣象萬千」。在超越150周年里程之際，煤氣公司的管理主題也從過去五年沿用的「再創高峰」昇華到「鵬飛萬里」，寓意在遼闊的發展空間，中華煤氣將努力飛越至更高更廣之境界，前途無可限量。憑藉一支優秀、專業、團結及熱誠的團隊，煤氣公司必定可以振翅騰飛，向着更寬更遠的領域進發，為集團多作貢獻。

Expanding New Horizons

Looking ahead, we see a bright future for our businesses. As we have passed the significant landmark of our 150th anniversary, our management theme will change from "Reaching New Heights", which we have used for five years to "Expanding New Horizons", meaning we will exert ourselves to a higher level and in new ways to achieve a bright future. Relying on our team of committed, passionate, united and professional employees, Towngas will be sure to spread its wings even wider to stretch our horizons and contribute even more to the success of the Group.



煤氣公司委任執行董事暨公用業務營運總裁

Towngas Appoint Executive Director and Chief Operating Officer – Utilities Business

2013年2月1日，煤氣公司董事會宣布委任黃維義先生為執行董事暨公用業務營運總裁；此外，黃先生亦於3月1日起同時出任中華煤氣國際有限公司常務副總裁暨總經理。

黃先生於1997年加入煤氣公司擔任財務總監之職，並於2000年出任內審總監。自2002年開始，黃先生全力投身參與集團之內地公用業務發展工作，過去10年，先後建立及管理內地之合資及全資附屬公司超過百餘家。

黃先生為專業會計師及特許公司秘書，現為香港樹仁大學會計系諮詢委員會成員。黃先生於財務、管理及國際工作方面擁有35年以上經驗。

The Board of Towngas announces the appointment of Peter Wong Wai Yee as Executive Director and Chief Operating Officer – Utilities Business of the Company with effect from 1st February 2013 and also Deputy President and General Manager of Towngas International Company Limited starting 1st March 2013.

Mr Wong joined the Company in 1997 as its Financial Controller, and in 2000 became its Audit & Business Improvement Manager. Since 2002, he has been deeply involved in the development of the Group's mainland utilities business. Over the past 10 years, Mr Wong has established and overseen the operations of over 100 joint ventures and wholly-owned subsidiaries in mainland China.

Mr Wong is a professional accountant and a chartered company secretary. He is a member of the Advisory Board of the Department of Accounting of Hong Kong Shue Yan University. Mr Wong has over 35 years of experience in corporate finance, management and international working experience.



煤氣公司新任執行董事暨公用業務營運總裁黃維義。
Towngas Executive Director and Chief Operating Officer - Utilities Business Peter WY Wong.

提升效率 服務更完善

Heartwarming Services Bring Greater Convenience

煤氣公司一直為客戶提供親切友善的服務，並不斷提升效率。我們已公布2013年的服務承諾，並推出多項新服務：於星期一至六全面實施一小時維修服務時段，將可供選擇的維修服務時段增至每天11個，為客戶提供更多選擇的同時，更縮短了客戶在家的等候時間。此外，我們亦將每天最早的預約維修服務時段提前至早上八時至九時，讓客戶可享更靈活的服務選擇。

At Towngas, we are committed to providing our customers with friendly and helpful services. Our 2013 Service Pledge has been published with a number of new initiatives: reducing the waiting time for maintenance services and offering our customers greater flexibility and choice, we improved our service hours with the introduction of one-hour time slots for maintenance visits on weekdays and Saturdays. Together with the addition of an earlier time slot from 8:00 to 9:00am, this increases the number of available slots to 11 per day.

*住宅客戶如有需要於截氣當天取回按金，請於預約服務時提出有關要求，最高退還款額為港幣2,000元。

*To enjoy this service, residential customers are advised to inform us of their request for refunds at the time of making cap-off service appointment. The maximum refund amount is HK\$2,000.

2013年服務承諾 Service Pledge for 2013	
服務承諾 PLEDGES	服務指標 TARGET
可靠程度 RELIABILITY	
源源不絕的煤氣供應 Uninterrupted gas supply	<ul style="list-style-type: none"> • 超逾99.99% • Over 99.99%
因維修或其他工程而需暫停煤氣供應 In case of supply interruption (on account of maintenance or engineering work)	<ul style="list-style-type: none"> • 3天前預先通知客戶 • 3 days prior notification
恢復煤氣供應 Restoration of gas supply	<ul style="list-style-type: none"> • 12小時內 • Within 12 hours
安全程度 SAFETY	
緊急搶修隊 Emergency teams	<ul style="list-style-type: none"> • 於30分鐘內抵達現場 • Arrive on site within 30 minutes
預約服務 APPOINTMENTS	
提供維修及安裝服務 Availability of maintenance and installation services	<ul style="list-style-type: none"> • 於兩個工作天內提供服務 • Within 2 working days
效率和方便程度 SPEED AND CONVENIENCE	
客戶服務熱線 Customer Service Hotline	<ul style="list-style-type: none"> • 來電於4聲鈴響內接聽 • Calls answered within 4 rings
接駁或截斷煤氣供應 Connect or disconnect gas supply	<ul style="list-style-type: none"> • 1個工作天內 • Within 1 working day
取消煤氣戶口 Deposit refunded at Customer Centres	<ul style="list-style-type: none"> • 截斷供氣兩小時後到客戶中心退回開戶按金* • 2 hours after disconnection of gas supply*
服務質素 SERVICE QUALITY	
高效率 Efficiency	<ul style="list-style-type: none"> • 8分(10分為滿分) • 8 out of a total score of 10
親切、誠懇和專業的服務 Courteous and friendly attitude	<ul style="list-style-type: none"> • 8分(10分為滿分) • 8 out of a total score of 10
處理客戶意見 HANDLING SUGGESTIONS	
書面建議 Written comments or suggestions	<ul style="list-style-type: none"> • 3個工作天內回覆客戶已收到函件 • Reply within 3 working days • 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

煤氣公司入選「港股100強」

Towngas listed among “Top 100 Hong Kong-listed Companies”

煤氣公司憑藉超卓的業績及營運實力，入選由騰訊網及財華社聯合主辦的2012年度「香港上市公司100強」主榜。該項評選根據各上市公司的市值、營業額、淨利潤、股東回報率及股息回報率共五大財務指標以加權計算，得分最高的100家公司方可晉身主榜。

另外，港華燃氣入選大會今年新設的「港股100強」子榜，成為「股價升幅10強」之一，並獲頒「奇蹟獎」。

Towngas' robust financial results and operating performance were acknowledged in the “Top 100 Hong Kong-listed Companies Awards 2012”, organised by QQ.com and Quamnet. Companies were ranked according to the weighted average of five financial benchmarks: market capitalisation, turnover, net profit, shareholder return and return on equity.

In addition, Towngas China won recognition on the newly introduced subsidiary list, a supplement to the main list of 100 companies. Towngas China was named one of the “Top Ten Performers” in its stock price and received a special award.



香港城市大學校長郭位(右)頒發證書予煤氣公司首席財務總監暨公司秘書何漢明。

Kuo Wai, President, City University of Hong Kong (right) presented the certificate to Towngas Chief Financial Officer and Company Secretary John Ho.



煤氣公司系統科技及操作經理梁宗航(左)及項目經理陳明基遠赴阿布扎比代表公司領獎。
Towngas Systems Technology & Operation Manager Danny Leung (left) and Project Manager Jason Chan received the award in Abu Dhabi.

煤氣公司揚威聯合國世界移動信息峰會大獎

Demonstrating our IT strength at the “United Nations' World Summit Award”

煤氣公司手機應用程式在「2012聯合國世界移動信息峰會大獎」中首獲殊榮。是次大獎共有435個來自102個國家及地區之作品參賽，有三家香港公司獲獎，是本港參賽以來得獎最多的一次。

世界移動信息峰會大獎，號稱IT界奧斯卡，自2003年起舉辦，旨在挑選世界出色及創新的資訊科技應用程式。

Achieving yet another first during the year, our Towngas mobile phone app was a winning entry at the “United Nations' World Summit Award 2012”. A total of 435 entries from 102 countries and regions took part in the contest this year with three Hong Kong companies winning an award, the largest number ever since Hong Kong's initial participation in the event.

The World Summit Award, the Oscars of the IT industry, has been organised since 2003. The winning entries consist of creative IT apps from across the globe.

煤氣公司再度入選「全球華商1000」排行榜

Towngas becomes “1000 Worldwide Chinese Companies” again

煤氣公司在2012年再度入選《亞洲週刊》「全球華商1000」排行榜，並在香港十大華商榜中，由2011年的第8名上升至第6名，成績斐然。

《亞洲週刊》的「全球華商1000」排行榜是以世界主要華人集中地的華商企業為評選對象，範圍包括中國大陸、香港、台灣、馬來西亞、新加坡等地，根據上市公司市值作排名依據。

Towngas was selected as one of Yazhou Zhoukan's “1000 Worldwide Chinese Companies” again in 2012, and ranked the sixth in Hong Kong. Yazhou Zhoukan's “1000 Worldwide Chinese Companies” is an award aims to acclaim top 1000 Chinese companies worldwide, e.g. in mainland China, Hong Kong, Taiwan, Malaysia, Singapore etc. The listed companies were ranked by their market values.

煤氣公司撥捐150萬元推出「煤氣溫馨家庭『餸』暖計劃」 Towngas Donates \$1.5 million to Launch Fresh Food Aid Programme



主禮嘉賓(由左至右)香港社會服務聯會副主席廖達賢、煤氣公司前執行董事暨營運總裁關育材、勞工及福利局局長張建宗、救世軍港澳軍區總指揮傅三川及東華三院第五副主席馬陳家歡親臨出席「煤氣溫馨家庭『餸』暖計劃」開展禮。

Officiating guests at the launching ceremony (from left to right) The Hong Kong Council of Social Service Vice-chairperson Kennedy Liu; former Towngas Executive Director and Chief Operating Officer James Kwan; Secretary for Labour and Welfare Matthew Cheung; The Salvation Army Officer Commanding Lieut-Colonel Samuel Pho; and Tung Wah Group of Hospitals 5th Vice-Chairman Katherine Ma.

煤氣公司撥捐150萬元，與香港社會服務聯會、東華三院和救世軍攜手合作，開展全港首創的「煤氣溫馨家庭『餸』暖計劃」送贈新鮮餸菜包給單親家庭。是項計劃的試點為東涌和葵涌，為當區合共150個單親家庭提供每星期兩次的新鮮餸菜包服務。

煤氣公司前執行董事暨營運總裁關育材表示：「煤氣公司非常關注下一代的成長，因此希望通過送贈新鮮餸菜包，能為單親家庭的兒童提供營養豐富的餸菜，並鼓勵家人一同入廚做飯，促進家庭和諧。」

東華三院第五副主席馬陳家歡說：「東華三院早於2007年已和煤氣公司合作，開展『COOK EASY煮餸易』社會企業服務，為殘疾人士及低收入人士提供職業訓練及就業機會。為配合新計劃，我們增聘多3位殘疾人士，並增設2個訓練名額，令這計劃加添雙重意義。」

Towngas has collaborated with the Hong Kong Council of Social Service, CookEasy by the Tung Wah Group of Hospitals and the Salvation Army to launch Hong Kong's first "Towngas Warmth and Care Fresh Food Aid Programme". A total of \$1.5 million has been contributed by Towngas to this programme, which will be used to provide fresh nutritious food packs to single-parent CSSA households. The programme has begun in Tung Chung and Kwai Chung where 150 single-parent families have received fresh, nutritious food packs twice a week.

Former Towngas Executive Director and Chief Operating Officer James Kwan said, "We hope to help alleviate financial burden, improve nutrition and growth of children in the single-parent families, at the same time to promote family harmony through cooking."

Tung Wah Group of Hospitals 5th Vice-Chairman Katherine Ma said, "CookEasy is a food pack delivery social enterprise employing people with disabilities or low income. Under the new food assistance programme, we have recruited three more staff with disabilities and two trainees for the programme, and thus created more meaningful work opportunities for the less fortunate."



CookEasy 煮餸易的員工向主禮嘉賓介紹新鮮餸菜包。
Employees from CookEasy introduced the fresh food packs to the officiating guests during the launching ceremony.



CookEasy 煮餸易為計劃提供的新鮮餸菜包。
Nutritious fresh food packs prepared by CookEasy.

再度榮獲星鑽服務品牌 「最貼心售後服務大獎」

Receiving Excellent Services Brand Award

2012年，煤氣公司第五度榮獲由《星島日報》主辦的「星鑽服務品牌選舉」之「最貼心售後服務大獎」。

「星鑽服務品牌選舉」是經過讀者在意見調查中提名，再由讀者投票後選出，證明了煤氣公司提供親切和專業服務的宗旨，獲得外界一致認同；同時，能連續多年獲得此獎項，實在是各同事一直努力不懈的成果，相信這也是對同事的最大鼓勵和推動力。

In 2012, Towngas is honoured to receive the "Excellent After-sales Service Award" for a consecutive five years at the "Sing Tao Excellent Services Brand Award" organised by Sing Tao Daily.

The award was nominated and elected by readers of Sing Tao Daily, which reflects that the "professional and caring services" of Towngas have met with the public's recognition.



煤氣公司商務總監-香港公用業務黃霖生(左)代表公司接受《星島日報》星鑽服務品牌「最貼心售後服務大獎」。

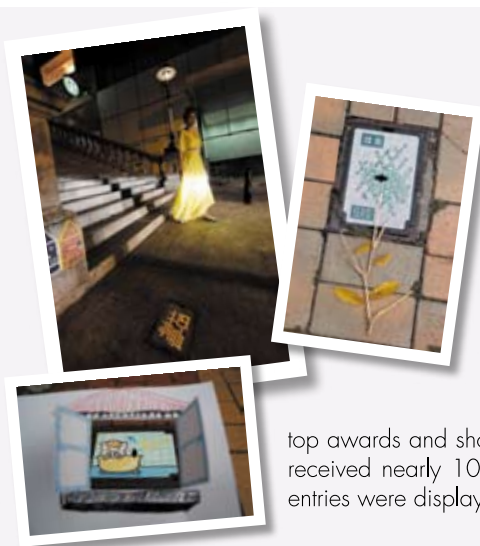
Towngas Head of Commercial - HK Utilities Peter Wong (left) received the "Excellent After-sales Service Award" on behalf of the Company.

Go Snap! 氣蓋趣拍大賽圓滿結束

"Go Snap! Pit Cover Photo Contest" hugely popular

「Go Snap! 氣蓋趣拍大賽」經已圓滿結束，我們在這次攝影比賽中共收到約500份作品。作品先由專業評判團選出冠、亞、季軍、優異獎及入圍作品50份，然後於網上舉行公開投票，讓公眾選出心目中的「最like」作品。網民反應熱烈，投出接近10,000票！煤氣公司於二月初舉行簡單而隆重的頒獎典禮，並展出各得獎作品。

The "Go Snap! Pit Cover Photo Contest" was well received by the public. We received around 500 entries, from which a panel of judges comprising professionals selected the top awards and shortlisted 50 for the public to vote on 'the most like award' over the Internet. The online voting received nearly 10,000 votes! The prize presentation ceremony was held in early February, and the winning entries were displayed.



TGC煤氣乾衣機「雙重」優惠

TGC Gas Dryer Double Bonus Promotion

煤氣公司自家研發的煤氣乾衣機特設智能濕度感應功能，乾衣效果深受用家讚賞。由即日起至2013年5月15日，購買TGC煤氣乾衣機(4公斤或6公斤)，可享\$800現金折扣及\$200萬寧現金券。優惠數量有限，售完即止。

TGC's intelligent gas dryer gives softer, bouncier clothes whatever the weather.

From now until 15 May 2013, customers can enjoy HK\$800 discount and HK\$200 Mannings cash coupon on purchase of any TGC gas dryer (4 kg or 6 kg), available while stock lasts.

首次參加香港工展會

Debut presence at Hong Kong Brands and Products Expo

煤氣公司於2012年12月至今年1月期間首次參加香港工展會，作為公司150周年巡迴展覽的最後一站。我們在主題館陳列經典產品和宣傳品，讓廣大市民瞭解公司成立150年以來的光輝歷程，同場並推出多項爐具及綠色產品限定優惠。公司更派出來自齊齊哈爾的員工張旭參加今屆工展小姐選舉，她在一眾候選佳麗中脫穎而出，獲得工展小姐亞軍、最具魅力大獎、最佳口才大獎及才藝小姐獎共四個獎項。

Towngas made its debut appearance at the annual Hong Kong Brands and Products Expo, held on December 2012 to January 2013. We showcased our classic products and vintage publicity materials as the last leg of our 150th Anniversary Exhibition tour. Modern gas appliances were also on display and special promotions were offered on selected models.

In the Miss Exhibition Pageant competition, our staff member Zhang Xu, from Qiqihar in Heilongjiang Province, was named first runner-up and clinched three coveted awards: "The Most Charming Award", "The Best Eloquence Award" and "The Most Talent Award".



煤氣公司總經理-市務及營業黃維安(左)與工展小姐張旭一同領取獎項。

Towngas General Manager – Marketing and Sales Duncan Wong (left) and first runner-up of Miss Exhibition Pageant, Zhang Xu, received the awards.



漁農自然護理署署長黃志光於開幕禮上致送紀念品予煤氣公司高級零售市務及營業經理王佩兒。

Wong Chi Kong, Director of Agriculture, Fisheries and Conservation presented souvenir to Towngas Senior Retail Marketing and Sales Manager Catherine Wong.

漁農美食迎春嘉年華2013 Farmfest 2013

煤氣公司於今年1月18日至20日參加了「本地漁農美食迎春嘉年華2013」，為提倡健康飲食文化出一分力。煤氣公司在嘉年華設有爐具銷售攤位，及展銷多款優質綠色產品，而護膚專家李韞玲更親臨現場，與一眾支持者分享護膚心得。此外，名氣廊Flame亦於場內售賣多款美食，讓顧客在寒冷天氣中感受明火美食的暖暖滋味。

1月19日亦是煤氣「中學校園有機種植及明火烹飪比賽」的大日子。當天煤氣烹飪中心導師梁嘉莉出任評判，與學生分享明火烹飪的心得。

Towngas is a familiar face at the annual "Farmfest" as we are keen to promote the culture of healthy eating. At "Farmfest 2013" held from 18 to 20 January, we offered a variety of quality and environmentally-friendly products, and invited skincare expert Ling Lee to share tips on skin care. To beat the winter chill, Flame at Towngas Avenue brought visitors a myriad of splendid flame-cooked food and snacks.

As part of "Farmfest", the "2013 Farmfest Organic Planting and Flame Cooking Competition (Secondary School)" was held on 19 January. Kaley Leung, our Towngas Cooking Centre tutor, was one of the judges. She shared useful tips on flame cooking with the participating students.

煤氣公司推出Windows 8 Apps

Towngas Launched Windows 8 Apps

煤氣公司與Microsoft 合作推出煤氣Windows 8 Apps，客戶可於Windows 8 Apps搜尋食譜、享用煤氣網上服務及閱覽電子郵件，而其中所提供的食譜更超過1,000多款。為使客戶更了解Windows 8 Apps功能，煤氣公司於今年一月至二月期間，在指定客戶中心設置Windows 8 資訊亭，客戶只需於各資訊亭或煤氣網站回答3條簡單問題，即可參加大抽獎。推廣於二月中截止並抽出兩位幸運兒，贏得合共過萬元之禮品，包括Windows 8流動平板手提電腦一部。



Towngas and Microsoft jointly promote Towngas Windows 8 Apps. Customers can enjoy online service and check inbox messages through Windows 8 Apps. There are also over 1,000 recipes for customers' selection. To promote this new app, Towngas had set up the Windows 8 kiosks in designated customer centres. Customers can join a promotion game through the Windows 8 kiosks installed at Towngas Customer Centres or Towngas website by simply answering 3 questions. Two winners were being drawn and awarded prizes valued over \$10,000, including a Windows 8 Tablet.

煤氣溫馨義工隊再度獲獎

Towngas Volunteer Service Team receives further recognition

社會福利署在去年12月15日舉辦「2012香港義工嘉許禮」，煤氣公司溫馨義工隊再度榮獲最高服務時數獎（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。屢次獲獎，證明我們積極動員客戶參與義務工作及所舉辦的社區活動均得到廣泛認同。

The Towngas Volunteer Service Team has again received the Champion Award (Private Organisations - Best Customer Participation) from the Social Welfare Department. At the Hong Kong Volunteer Award Presentation Ceremony 2012 held on 15 December, Towngas also received the Merit Award (Private Organisations - Category 1) in the "Highest Service Hour Award" category. These awards further reflect the wide recognition given to our community initiatives and our efforts to mobilise customers to participate in volunteer work.



煤氣溫馨義工隊再度獲頒最高服務時數獎。

Towngas Volunteer Service Team was again awarded Champion Award.



公益愛牙日 Love Teeth Day

煤氣公司一向支持公益金的活動，我們於去年12月5日參加公益金、香港牙醫學會及衛生署口腔健康教育組合辦的「公益愛牙日」籌款活動，所籌得善款用作為有需要人士加強口腔護理服務。

煤氣公司同事對是次活動反應非常熱烈，共有過千位同事參加，共籌得76,490元，連同公司的等額捐款，合共捐款超過150,000元予公益金，打破往年紀錄。

Towngas has always been a supporter of the Community Chest to raise money for charity purpose. On 5 December 2012, we took part in the "Love Teeth Day" co-organised by the Community Chest of Hong Kong, The Hong Kong Dental Association and Oral Health Education Unit of the Department of Health to raise money for providing dental service to the needy.

Towngas staff showed great support and over a thousand staff members joined this fund-raising activity. They donated \$76,490, and together with donations from the Company, a total of over \$150,000 was raised for the Community Chest, breaking past year's record.



煤氣公司前執行董事暨營運總裁關育材(中)與各參賽同事分享得獎喜悅。
Towngas former Executive Director and Chief Operating Officer James Kwan (centre) shared the joy with participating colleagues.

榮獲「香港綠色企業大獎2012」

Receives "Hong Kong Green Awards 2012"

煤氣公司在「香港綠色企業大獎2012」頒獎典禮中獲環保促進會頒發「企業綠色管治獎」大獎及企業領導獎，以及「優越環保管理獎（企業）」金獎。

隨著企業愈來愈重視環保管治，大會今年增設「企業綠色管治獎」，就企業使命、管理系統、環境監測及報告、持份者參與，以及企業領導五個範疇進行評審。煤氣公司憑藉在企業環境管理方面的傑出表現，成功擊敗近百家參加的企業，勇奪「企業綠色管治獎」大獎及企業領導獎，印證公司在保護環境及實踐企業綠色管治方面不遺餘力。

Towngas received the Grand Award and the Corporate Leadership Award in the "Green Management" category, and the Gold Title in the "Corporate Green Governance" category in the "Hong Kong Green Awards 2012" organised by the Green Council.

In response to the increasing emphasis on green governance, the Council introduced the "Corporate Green Governance" award category this year to recognise companies that have performed exceptionally in this field. Companies were assessed on five aspects of green governance: corporate mission, management system, environmental monitoring and reporting, stakeholders engagement and corporate leadership. Towngas eclipsed around 100 participating companies with its exceptional environmental management and reaped two awards in this category, testifying to our achievements in protecting the environment and practising green management.

勇奪「恒生珠三角環保大獎 - 銀獎」

Wins "Hang Seng Pearl River Delta Environmental Grand Awards - Silver Award"

煤氣公司的環保項目從188家機構合共672個項目中脫穎而出，榮獲2011/12年度「恒生珠三角環保大獎 - 銀獎」。「恒生珠三角環保大獎」由香港工業總會與恒生銀行合辦，頒獎典禮於今年2月4日舉行。

煤氣公司是次得獎項目包含一籃子環保產品和措施，其中包括針對工商業市場需要而推出的「涼廚四寶」爐具系列。該系列利用廢蒸氣回收技術，回收煮食時產生的餘熱，藉此提升煮食能源效率，並降低廚房的室內溫度。此外，公司為提高內部能源效益，於大埔廠房推行餘熱回收計劃，將廠房內的剩餘熱力回收利用，減省製氣過程所需的燃料，從而每年減少碳排放約2,400公噸。公司亦為屯門的倉庫換上節能耐用的無極燈，節省更多電力，進一步減少碳排放。

Outshining 672 environmental projects from 188 companies/organisations, Towngas received the Silver Award in the "Hang Seng Pearl River Delta Environmental Awards 2011/12" at the award presentation ceremony held on 4 February 2013. The Awards were jointly organised by the Federation of Hong Kong Industries and Hang Seng Bank.

Our winning environmental achievements included the "Cool Kitchen 4 Treasures" gas appliance series, which is a range of four essential cooking appliances tailored to meet the needs of industrial and commercial customers. The series uses patented heat recovery techniques to collect and reutilise the waste heat produced during cooking, thus enhancing energy efficiency while making kitchens cooler. To improve energy efficiency, we installed a waste heat recovery system at our Tai Po Production Plant to recycle waste heat and thus reduce the usage of fuel in the gas production process, reducing carbon emissions by 2,400 tonnes annually. In addition, we replaced existing lighting with more energy-efficient and durable induction lamps at our warehouse in Tuen Mun, to save electricity while further cutting carbon emissions.



煤氣公司企業安全及風險管理總監鄺超靈(中)代表公司接受獎項。
Towngas, Head of Corporate Health Safety and Environment Victor Kwong received the award on behalf of Towngas.

鮮果蜜汁鴨脯

Duck Breast with Fruit in Honey Sauce



做法

1. 鴨胸肉切片，調味，醃 15 分鐘。
2. 蜜桃隔水，啤梨去皮，切大件。
3. 燒 3 湯匙油，炒熟鴨片，加入生果及芡汁，拌勻。
4. 離火，最後拌入蜜糖，上碟。

Method

1. Slice duck breast, mix in seasonings and marinate for 15 minutes.
2. Drain peach, peel pear and cut fruits into large chunks.
3. Heat 3 Tbsp oil in wok, stir-fry duck pieces until cooked. Add fruits and sauce, mix and cook until sauce thickened.
4. Remove and stir in honey. Dish.

材料

鴨胸肉	210 克
蜜桃	1 個
啤梨	1 個
蜜糖	2 湯匙

調味

鹽	1/2 茶匙
糖	1/2 茶匙
生粉	1/2 茶匙
生抽	1/2 湯匙
薑汁	1 湯匙

芡汁

蜜桃水	3 湯匙
鹽	1/4 茶匙
糖	1 茶匙
醋	1 茶匙

Ingredients

Duck breast	210 g
Peach (canned)	1 pc
Pear	1 pc
Honey	2 Tbsp

Seasonings

Salt	1/2 tsp
Sugar	1/2 tsp
Cornstarch	1/2 tsp
Light soya sauce	1/2 Tbsp
Ginger juice	1 Tbsp

Sauces

Peach juice (from can)	3 Tbsp
Salt	1/4 tsp
Sugar	1 tsp
Vinegar	1 tsp

煤氣烹飪中心將於本年3月29日起遷址，新址位於利舞臺廣場，並將於今年中啟用，為客戶帶來更新、更完備的設施和服務，給您帶來不一樣的美食烹調體驗！

Towngas Cooking Centre is moving to a new home from 29 Mar. 2013. We will see you again in mid-2013 in Lee Theatre to offer you with better facilities, service and a brand new flame cooking experience!

新地址 New Address:

香港銅鑼灣波斯富街99號
 利舞臺廣場9A
 Shop 9A, Lee Theatre Plaza,
 99 Percival Street, Causeway Bay



Towngas Cooking



Cook for Love

www.towngascooking.com



優質服務 贏取讚賞 Quality Service Wins Compliments



吳啟良誠懇的服務態度備受讚賞。
Ng Kai Leung provided professional and dedicated service.

煤氣公司前線僱員以親切誠懇的態度，為客戶提供妥善和高效率的服務，獲不少客戶來函讚賞。2012年，公司共接獲5,627封客戶讚賞信，比2011年上升超過百分之七，反映公司的優質服務深得客戶的肯定。

公司最近收到基督教家庭服務中心養真苑的讚賞信，他們讚揚維修部吳啟良，為他們提供了專業的服務。養真苑的廚房內一個蒸櫃因發生故障不能運作，技術員吳啟良檢查後發現打火匣、打火掣及打火線等零件均需更換，吳啟良知道蒸櫃故障會影響長者院友膳食安排，便主動口頭報價及立刻安排購買零件，而且很快完成維修工作，使膳食服務不受影響。吳啟良為客戶盡力解困的工作態度，令客人留下深刻印象。

Our friendly, competent and efficient service always wins acclaim from the customers. In 2012, we received a total of 5,627 letters from customers complimenting our quality service, representing an increase of over 7% as compared to 2011.

Recently, we received a compliment letter from Yang Chen House, an elderly branch of Christian Family Service Centre, commending our technician Ng Kai Leung. One of the centre's kitchen gas appliance was malfunctioning and required parts to be replaced. As the kitchen is handling catering service for the centre, this would cause much inconvenience to the elder occupants. Ng responded very efficiently in getting quotes and order of spare parts to avoid delay. His sound judgement and professionalism gained applause from the elderly centre.

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。

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.



煤氣客戶服務關注小組於去年10月探訪愛蝶灣。
Towngas Customer Focus Team visited Aldrich Garden in October 2012.

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