

煤氣公司榮獲「傑出伙伴合作計劃獎」 Towngas Won Outstanding Partnership Project Award



財政司司長曾俊華(中)、社聯主席陳智思(左一)及社聯行政總裁蔡海偉(右一)頒發「傑出伙伴合作計劃獎」予煤氣公司執行董事暨公用業務營運總裁黃維義(左三)、高級零售市務及營業經理王佩兒(左二)及東華三院社會服務總主任姚子樑(右三)、署理社會服務主任(康復服務)袁漢林(右二)。
Financial Secretary for Administration John Tsang (Centre), Chairperson of HKCSS Bernard Chan (first from left) and Chief Executive of HKCSS Chua Hoi Wai (first of right) presented the "Outstanding Partnership Project Award" to Towngas Executive Director and Chief Operating Officer – Utilities Business Peter Wong (third from left), Towngas Senior Retail Marketing and Sales Manager Catherine Wong, (second from left), Community Services Secretary of TWGHs Ivan Yiu (third from right) and Acting Assistant Community Services Secretary (Rehabilitation Services) of TWGHs Joseph Yuen (second from right).

煤氣公司在2015年3月25日舉行的「商界展關懷」計劃2014/15嘉許禮上，與東華三院一同獲頒發「傑出伙伴合作計劃獎」。

煤氣公司早於2007年已與東華三院開展CookEasy煮鑊易社會企業。2013年初，煤氣公司更撥捐港幣150萬元，與香港社會服務聯會(社聯)、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『鑊』暖計劃」，送贈新鮮鑊菜包給單親家庭。這項計劃為當區合共150個單親或低收入家庭提供每星期兩次的新鮮鑊菜包服務，累計已送出超過31,200份新鮮鑊菜包。

煤氣公司與東華三院合作無間，以具創意的計劃內容，持續滿足社區需要，因而獲得此項榮譽，肯定了我們在企業社會責任方面的努力。

At the Caring Company Scheme Award Presentation 2014/15 on 25 March 2015, Towngas was honoured to receive the Outstanding Partnership Project Award with Tung Wah Group of Hospitals (TWGHs).

Towngas started to cooperate with TWGHs in launching the social enterprise, CookEasy in 2007. In early 2013, Towngas announced an allocation of HK\$1.5 million to launch the first-of-its-kind "Towngas Warmth and Care Fresh Food Aid Programme" in Hong Kong. The initiative was undertaken in collaboration with The Hong Kong Council of Social Service (HKCSS), TWGHs and the Salvation Army, offering fresh food packs to 150 single-parent or low-income families twice a week. The programme now has distributed over 31,200 fresh food packs in total.

Towngas has consistently coordinated with TWGHs to cater to community needs with creative initiatives. This recent honour illustrates our dedication to corporate social responsibility.

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Recognition for Quality Services

煤氣公司一直堅持「以客為尊」的服務宗旨，多年來不斷改進，為客戶提供優質及多元化的服務和產品。公司於3月期間榮獲多個獎項，包括連續七年榮獲《星島日報》「星鑽服務品牌選舉」之最佳「售後服務」大獎、第五度榮獲《東周刊》「香港服務大獎—公共能源」，以及首次獲《明報周刊》頒發「星級公用事業大獎」，足證煤氣公司全方位和靈活周到的優質服務，得到市民的認同及支持。

以上各類服務獎項均由讀者網上投票及專業評審委員會選出，表揚各企業於業內的卓越表現。煤氣公司會繼續努力，提供更高水準的服務。

Riding on a heritage of providing superior customer-oriented services, Towngas has improved over the years in offering high-quality and diversified services and products. In March, the company was honoured with various awards, including the "Sing Tao Service Awards – After Sales Service" for the seventh consecutive year, East Week's "Hong Kong Service Awards – Public Utilities" for the fifth year running, and Ming Pao Weekly's "Ming Pao Elite Awards – Public Utilities" for the first time. This string of recognition attests to the all-round, flexible and caring services that Towngas provides. Our efforts have been recognised and supported by the public.

The above-mentioned service awards were selected by readers via online polls and professional assessment committees to recognise businesses that excelled in the industry. Towngas will strive to ensure that its services remain at the highest quality.



由《明報周刊》舉辦的「星級企業大獎」今年新增公用事業組別，煤氣公司喜獲「星級公用事業大獎」。
Towngas was honoured with Ming Pao Weekly's "Ming Pao Elite Awards – Public Utilities", a newly-added category.



香港理工大學管理及市場學副系主任及副教授陳怡光博士(右)頒發《星島日報》「星鑽服務品牌選舉」之最佳「售後服務」大獎予煤氣公司高級客戶維修服務經理張柏堅。
Associate Head and Associate Professor in the Hong Kong Polytechnic University's Faculty of Business, Department of Management and Marketing Dr Ricky Chan (right), presented the "Sing Tao Service Awards – After Sales Service" to Towngas Senior Customer Maintenance Services Manager Cheung Pak Kin.



行政會議成員兼立法會議員林健鋒(左)頒發《東周刊》「香港服務大獎—公共能源」予煤氣公司高級客戶維修服務經理張柏堅。
Member of the Executive Council and Legislative Council The Honourable Jeffrey Lam (left), presented East Week's "Hong Kong Service Awards – Public Utilities" to Towngas Senior Customer Maintenance Services Manager Cheung Pak Kin.

煤氣公司榮獲「恒生泛珠三角環保大獎 2013/14」之「綠色獎章」及「五年+參與」獎

Towngas projects named Green Medallists and earned '5 Years + entrant' Logo at Hang Seng Pan Pearl River Delta Environmental Awards 2013/14

煤氣公司一向關注及積極推動可持續發展工作，在去年參與的「恒生泛珠三角環保大獎2013/14」中，憑著三個優秀及具創意的環保項目，包括飛行管道檢查器、用於安檢維修服務的流動智能平台，以及潮州港華登塘LNG氣化站冷能除霧制冰技術，獲頒發「綠色獎章」。此外，煤氣公司亦獲頒「五年+參與」獎，以表揚公司連續五年或以上持續推行環保工作。

Towngas always concerns about and actively promotes sustainable development. Last year, three outstanding and creative Towngas environmental projects were named Green Medallists at the Hang Seng Pan Pearl River Delta Environmental Awards 2013/2014. The projects entailed a Riser Inspection Quadcopter, a mobile intelligent platform for maintenance services and utilisation of cold energy of LNG gasification at Dengtang, Chaozhou Hong Kong and China Gas Company Limited. In addition, Towngas was awarded a '5 Years + entrant' logo for achieving at least five consecutive years of sustainable environmental work.



頒獎典禮於2月2日假恒生銀行總行舉行，煤氣公司企業安全及風險管理總監鄺超靈(前排左三)代表公司領取獎項。

Held at Hang Seng Bank's head office on 2 February, Towngas Head of Corporate Health, Safety and Environment Victor Kwong (first row, third from left) received the award on the company's behalf.

煤氣公司榮獲香港綠色企業大獎2014「超卓環保安全健康獎」白金獎

Towngas won a Platinum-level EHS Award at Hong Kong Green Awards 2014



煤氣公司代表獲獎後合照留念。

Towngas representatives took photos of the memorable event after receiving the award.

煤氣公司十分注重健康、安全及環保工作，在2014年第五屆「香港綠色企業大獎」中，憑著在健全環管理方面的卓越表現，榮獲環保促進會頒發年度新增設的「超卓環保安全健康獎」白金獎，肯定公司於日常營運中積極實踐環境保育、節約資源，成功推行安全及健康計劃，並把環境、安全及健康管理目標包含在整體業務策略中。

頒獎典禮於去年12月12日舉行，由環境局局長黃錦星及中國環境保護部環境發展中心副主任辛志偉擔任主禮嘉賓。

Towngas greatly values health, safety and environmental issues. Based on its outstanding performance in health, safety and environmental management, Towngas received a newly-created, platinum-level Environmental, Health and Safety (EHS) Award at the fifth Hong Kong Green Awards 2014 organised by the Green Council. In its daily operations, Towngas took an active

role in environmental conservation and energy saving. It successfully promoted health and safety programmes and included EHS management targets in its overall business strategy. The award recognised the company's exceptional performance in EHS practices.

The award ceremony was held on 12 December 2014, and the guests of honour included the Secretary for the Environment, Wong Kam Sing and the Deputy Director of Environmental Development Centre of Ministry of Environmental Protection, PRC, Xin Zhiwei.

元宵溫馨暖意慈善活動

Charitable Activity Fills the Lantern Festival with Warmth and Love

一年一度的 Mad Dog Cafe 溫馨暖意慈善活動適逢於元宵節(3月5日)舉辦，煤氣公司常務董事辦公室特此製作桂花薑汁湯丸及秘製珍寶熱狗套餐，鼓勵同事踴躍捐出善款，為有需要的老人院舍贈送及安裝電動智能廁所板，改善長者的生活質素。

今年，我們共籌得破紀錄的善款，計及常務董事及公司的等額配對，合共港幣300,261元。自2013年至今，公司已為東華三院、聖雅各福群會、耆康會、仁濟醫院等多間安老院舍安裝逾120塊電動智能廁所板。

The annual "Mad Dog Café" charitable programme was held during the Lantern Festival on 5 March this year. Towngas Managing Director Office specially prepared glutinous rice dumplings in osmanthus and ginger soup as well as a jumbo-sized hot dog combo featuring a secret recipe to encourage colleagues to actively donate. The donations enable us to deliver intelligent electrical toilet seats in elderly hostels to improve the living standards of the elderly.

This year, we raised a record-breaking amount as donations reached HK\$300,261, including the amount matched by our Managing Director and company. Since 2013, the company has installed more than 120 intelligent electrical toilet seats in the elderly hostels of TWGHs, St. James' Settlement, The Hong Kong Society for the Aged and Yan Chai Hospital etc.



煤氣公司常務董事陳永堅(前排左五)和太太(前排左四)及一眾同事預備常務董事套餐。Towngas Managing Director Alfred Chan (front row, fifth from left), and his wife (front row, fourth from left) prepared the "Managing Director Combo" with colleagues.



煤氣公司的同事為善不甘後人，到場支持者駁驛不絕。

Towngas' colleagues showed their enthusiasm for charity work, and countless supporters appeared at the event.

「煤氣溫馨家庭『餸』暖計劃」延伸典禮

Towngas' Warmth and Care on Display at Fresh Food Aid Programme Extension Ceremony

「煤氣溫馨家庭『餸』暖計劃」延伸典禮於2月7日假救世軍竹園綜合服務竹園南邨社區中心舉行。這計劃是煤氣公司聯同東華三院社會企業CookEasy煮餸易與救世軍於2013年初開始推出，為150個單親或低收入家庭每星期提供兩份新鮮餸菜，協助有需要家庭減輕經濟壓力，亦希望在單親家庭成長的兒童日常餸菜可添加新鮮營養食物。此項計劃今年開始已延伸至黃大仙和油尖旺，累計已送出超過31,200份新鮮餸菜包。

Towngas Warmth and Care Fresh Food Aid Programme Extension Ceremony was successfully held at the Salvation Army Chuk Yuen Integrated Service Chuk Yuen (South) Estate Community Centre on 7 February. Launched in early 2013, the programme is a collaboration between Towngas, the social enterprise of TWGHs "CookEasy" and the Salvation Army. It offers 150 single-parent or low income families fresh food packs twice a week. It not only alleviates some of their financial pressures but also provides fresher and more nutritious food for the families' children. The programme has been extended to Wong Tai Sin and Yau Tsim Mong districts, with over 31,200 fresh food packs delivered in total.



勞工及福利局局長張建宗(後排左六)、煤氣公司執行董事暨公用業務營運總裁黃維義(後排左四)、東華三院主席施榮恆(後排左七)、救世軍港澳軍區策劃部長譚美順少校(後排右二)、以及CookEasy煮餸易和受惠家庭代表於「煤氣溫馨家庭『餸』暖計劃」延伸典禮後合照留念。

The Secretary for Labour and Welfare Matthew Cheung (second row, sixth from left), Executive Director and Chief Operating Officer – Utilities Business of Towngas Peter Wong (second row, second from left), Chairman of TWGHs Ivan Sze (second row, seventh from left), Secretary of programmes for The Salvation Army Major Sara Tam (second row, second from right), and representatives of CookEasy and the beneficiary families took photos after the ceremony.

煤氣公司在港主辦GASEX 2014燃氣業界國際會議

Towngas Organised GASEX 2014 Conference and Exhibition in Hong Kong



大會以生動活潑的傳統舞獅表演，歡迎來自全球逾500位與會代表和近100個參展商參與GASEX 2014。
Towngas welcomed more than 500 delegates and nearly 100 exhibitors from around the world to participate in GASEX 2014 by giving a lively traditional lion dances performance.

第13屆「亞洲西太平洋地區國際燃氣技術交流會暨展覽會」(GASEX 2014) 於去年11月18日至20日，在香港亞洲國際博覽館盛大舉行。煤氣公司作為主辦單位，熱烈歡迎近百個參展商及500多位與會代表出席本年度盛會。GASEX於1989年在香港創辦，而是次會議的參與人數也是歷屆之冠。兩年一度的GASEX交流會暨展覽會，透過論壇、小組會議和大型展覽，為與會者提供一個分享資訊和技術的平台。

煤氣公司常務董事暨GASEX 2014督導委員會主席陳永堅表示，內地對天然氣的龐大需求，帶動燃氣業的蓬勃發展。世界各地的燃氣業界和專家都積極拓展上游開發和下游應用的業務。GASEX 2014作為一個平台，有助推展燃氣行業，以及在西太平洋地區推廣清潔清高效能源。這不僅對燃氣業界是一個重要會議，對各領域的合作夥伴和供應商，以至各界也同樣發揮重要作用。

The 13th Gas Information Exchange in the Western Pacific Area (GASEX 2014) Conference and Exhibition opened from 11 to 18 November 2014 at the AsiaWorld-Expo on airport island, Hong Kong. As the host of this event, Towngas welcomed around 100 exhibitors and more than 500 delegates, a record turnout for this industry specific international event since its inception in Hong Kong in 1989. Held every two years, the exhibition and conference offer a platform for the exchange of information and technology through forums, panel discussions and a large-scale exhibition.

Towngas Managing Director and Chairman of GASEX 2014 Steering Committee Alfred Chan said, In China, the huge step up in gas demand would require extensive development in the gas industry, from upstream exploration, to downstream utilization, making it an exciting focus for all the gas specialists and experts around the world. GASEX 2014, being a forum for the progress and healthy development of the gas industry and the promotion of clean and efficient energy within the Western Pacific region, is certainly an important conference not only to the gas industry, but also to our ecosystem of partners and suppliers and to the broader community upon which we rely our business.



香港政務司司長林鄭月娥(右六)為三天的燃氣界盛會主持開幕典禮，與GASEX 2014督導委員會成員祝酒，預祝活動成功進行。
Chief Secretary for Administration Carrie Lam (sixth from right) participated in the toasting ceremony and wished all the success of "The 13th Gas Information Exchange in the Western Pacific Area Conference and Exhibition" with the Steering Committee members.



煤氣公司富特色的雙層展館，介紹公司不同業務。
Towngas' mega booth introducing different businesses of our Group.

名氣通成立十周年慶祝酒會暨將軍澳數據中心開幕

Towngas Telecom celebrated 10th anniversary and opening of Tseung Kwan O Data Centre

煤氣公司旗下的全資附屬公司名氣通於去年12月11日舉行「名氣通成立十周年慶祝酒會」，並為將軍澳名氣通香港2號數據中心啟用揭幕。該數據中心建築面積約22,000平方米，可容納3,000個機櫃，為中小企及獨立開發者提供先進及安全的數據中心服務。當日，名氣通亦於會上與阿里雲舉行策略性夥伴合作儀式，介紹新一代雲計算服務ACT，為香港、內地以及海外客戶提供靈活、低成本及可靠的雲計算服務。

Towngas Telecom, a wholly-owned subsidiary of Towngas, celebrated its 10th anniversary and announced the opening of the TGT Hong Kong Data Centre 2 in Tseung Kwan O on 11 December last year. The new data centre covers an area of roughly 22,000 square metres, and is able to accommodate 3,000 drive cabinets. The data centre aims to serve the company's future development needs and provide services for small-to-medium enterprises and individual developers. Towngas Telecom also announced its strategic partnership with Aliyun and introduced its new cloud computing service ACT, which is more flexible, affordable and reliable for customers in Hong Kong, Mainland China and overseas countries.



煤氣公司常務董事陳永堅(中)、非執行董事李家傑(右三)與眾主禮嘉賓慶祝名氣通成立十周年。Towngas Managing Director Alfred Chan (middle), Non-Executive Director Lee Ka Kit (third from right) and other officiating guests celebrated the tenth anniversary of the establishment of Towngas Telecom.

阿里巴巴集團首席技術官王堅(左)與名氣通總經理黃耀宗一同主持策略夥伴合作儀式。Chief Technology Officer of Alibaba Group Jian Wang (left) with Towngas Telecom General Manager Jason Wong hosted the strategic partnership establishment ceremony.



名氣通獲頒綠色辦公室獎勵計劃 (GOALS) 2014 認證標誌

TGT Hong Kong Data Centre awarded 2014 "The United Nations Millennium Development Goals – GOALS" certification from the World Green Organisation

由世界綠色組織舉辦，北區青年商會為主要支持機構的「聯合國千禧發展目標—綠色辦公室獎勵計劃」(GOALS) 2014，旨在協助企業辦公室「升呢」更綠。新蒲崗名氣通香港1號數據中心致力推動環保工作，獲世界綠色組織頒發「綠色辦公室獎勵計劃」(GOALS) 2014 認證，表揚名氣通在環保方面的貢獻。



The World Green Organisation's certification program, "The United Nations Millennium Development Goals – The Green Office Awards Labelling Scheme (GOALS)", was held with major support from the Junior Chamber International North District. The GOALS scheme strives to encourage businesses to implement green best practices in their workplaces. TGT Hong Kong Data Centre 1 in San Po Kong was awarded GOALS certification in recognising its environmental efforts.

煤氣公司僱員獲頒最佳多渠道媒體客戶中心代表

Towngas Staff Named Best Multi-channel Media Customer Centre Representatives

煤氣公司客戶服務主任王婉詩和梁翠君於去年10月24日獲香港客戶中心協會分別頒發「最佳多渠道媒體客戶中心代表」銅獎及優異獎，肯定兩位同事的專業服務態度得到各界認同。此獎項乃香港客戶中心協會今年新增設，該協會成立於1999年，是一間由客服中心從業者組成的非牟利機構，旨在通過積極協助會員採用最佳管理方法和先進的技術，從而提升客服中心的服務質量和表現水準。

On 24 October last year, Towngas Customer Service Officers Wong Yuen Sze and Leung Chui Kwan were respectively awarded the Bronze Award and Merit Award as Best Multi-channel Media Customer Centre Representatives by the Hong Kong Call Centre Association in recognition of their professionalism.

The award was newly added this year by the Hong Kong Call Centre Association. Established in 1999, the Hong Kong Call Centre Association is a non-profit organisation formed by a group of call centre practitioners. It aims to enhance the service quality and performance of call centres through best practices in management and advanced technology.



煤氣公司企業人力資源總監范潔儀(左三)和香港公用業務商務總監黃霖生(中)與兩位得獎的客戶服務主任王婉詩(右四)和梁翠君(左四)合照留念。
Towngas Head of Corporate Human Resources Kit Fan (third from left), and Head of Commercial – Hong Kong Utilities Peter Wong (middle), took photos with the two recipients: Customer Service Officers Wong Yuen Sze (fourth from right) and Leung Chui Kwan (fourth from left).



煤氣公司再度入選2014全球華商1000排行榜

Towngas Again Listed in the 2014 Global Chinese Business 1000

煤氣公司今年再度入選由《亞洲週刊》舉辦的2014全球華商1000排行榜，在香港十大華商中名列第七位，而在石油及能源組別中則排名第五位。

《亞洲週刊》評選的全球華商1000排行榜，針對中國、香港、台灣、馬來西亞和新加坡五個亞洲領導市場中的華人企業，以最高國際水平為評審尺度，根據合資格企業在最近三年平均營業額增長率、平均純利增長率和企業創新表現等方面，選出五個市場中最強的1000家華商。

This year Towngas was again listed in the 2014 Global Chinese Business 1000 compiled by Yazhou Zhoukan. Towngas ranked seventh in the top ten Chinese businesses in Hong Kong and fifth in the oil and energy category.

Yazhou Zhoukan's Global Chinese Business 1000 highlights Chinese businesses in five leading Asian markets: Mainland China, Hong Kong, Taiwan, Malaysia and Singapore. Using an assessment scale of the highest international level, Yazhou Zhoukan selected the top 1000 eligible Chinese businesses in the five markets according to their average revenue growth, average net profit growth and innovation performance in the last three years.

煤氣公司及港華燃氣參與香港上市公司碳足跡資料庫

Towngas and Towngas China involved in Carbon Footprint Repository for Listed Companies in Hong Kong

煤氣公司及港華燃氣支持由環境局建立的香港上市公司碳足跡資料庫，於該網上資料庫公開碳足跡資料及分享低碳管理和作業的成功經驗，藉此推動香港逐步邁向綠色及低碳經濟。

環境局局長黃錦星於去年12月15日主持香港上市公司碳足跡資料庫啟動典禮時指出，透過碳審計，上市公司能夠清楚計算因應其營運所產生的溫室氣體排放量，有助相關公司找出有效的減排措施。

To support the Carbon Footprint Repository for Listed Companies in Hong Kong established by the Environment Bureau, Towngas and Towngas China disclosed their carbon footprints and shared successful stories on carbon management and practices in their online database. Their efforts have helped Hong Kong move towards a green and low-carbon economy.

Officiating at the launch ceremony on 15 December last year, the Secretary for the Environment Wong Kam Sing, said that listed companies could obtain a clear account of their emitted amount of greenhouse gases from their operation through carbon audits and that this would help the companies identify effective emission-reduction measures.



煤氣公司企業安全及風險管理總監鄺超靈(左)接受由環境局局長黃錦星頒發的嘉許證書。

Towngas Head of Corporate Health, Safety and Environment Victor Kwong (left) received a Certificate of Commendation from the Secretary for the Environment Wong Kam Sing.



煤氣公司參與「機電安全嘉年華 2014」

Towngas Took Part in the E&M Safety Campaign 2014

煤氣公司參與機電工程署於去年12月6日至7日假九龍深水埗花墟公園足球場舉行的「機電安全嘉年華 2014」，宣揚機電安全及節能環保信息。

此外，煤氣公司同事較早前參加「機電安全通2014」海報設計比賽，並在眾多作品中獲選為冠軍及亞軍。得獎同事的設計更印製成海報張貼於會場內及機電工程署網站。



On 6 and 7 December, Towngas joined the E&M Safety Campaign 2014 held by the Electrical and Mechanical Services Department (EMSD) at the Fa Hui Park soccer pitches in Sham Shui Po, Kowloon, to promote E&M safety as well as energy efficiency.

Earlier Towngas colleagues participated in the poster design competition of the E&M Safety Campaign 2014 and claimed the championship and first runner-up among many entries. The award-winning designs were printed as posters and posted on the venue and on the EMSD website.

新一代·明火爐具發布會

New Generation Flame Cooking Appliances



煤氣公司常務董事陳永堅(中)、執行董事暨公用業務營運總裁黃維義(右三)、以及立法會飲食界張宇人議員(左三)與眾嘉賓合照留念。Towngas Managing Director Alfred Chan (middle), Executive Director and Chief Operating Officer – Utilities Business Peter Wong (third from right) and Legislative Councillor of the catering industry Tommy Cheung (third from left) took photos with the other industry representatives.



立法會飲食界議員張宇人(右一)與眾餐飲業商會代表即席體驗自動拋鑊煤氣炒爐，烹調美味炒飯給現場嘉賓品嚐。Legislative Councillor of the catering industry Tommy Cheung (first from right) demonstrated the Auto-Tossing Gas Wok Range and cooked fried rice for the guests.



煤氣公司常務董事陳永堅(右二)與一眾飲食界代表了解煤氣智能煲仔飯爐的操作。Towngas Managing Director Alfred Chan (second from right) and the catering representatives listened to the operation of the Smart Claypot Rice Cooker.

煤氣公司於1月20日在北角大樓的展覽館舉行「新一代明火爐具發布會」，向飲食業界介紹六款新引入的明火自動化爐具。

當日，立法會飲食界議員張宇人、現代管理(飲食)專業協會主席黃永熾、香港餐飲聯業協會主席陳首銘、香港餐務管理協會主席楊位醒、稻苗學會主席邱金榮應邀出席，試用自動拋鑊煤氣炒爐，示範製作美味炒飯。各業界代表均對多款具備自動化功能的煤氣工商業爐具大感興趣，反應十分熱烈。

煤氣公司一向重視與工商業界的夥伴關係，細心聆聽業界意見，致力引入新產品。是次發布會共推出六款自動化爐具，針對業界所需，令烹煮過程標準化，亦能提高中小型食肆的營運彈性，加強食物出品的穩定性，令業界提高生產效率，減低經營成本，改善工作環境，同時能令中小型食肆得以持續發展，為社會創造更多商機。

Towngas held a ceremony for New Generation Flame Cooking Appliances at the company building's showcase in North Point on 20 January. Towngas presented to the catering industry six newly-introduced gas cooking appliances featuring automatic functions.

Towngas invited the catering industry's Legislative Councillor, Tommy Cheung; the Chairman of the Association of Restaurant Managers, Wong Wing Chee; the Chairman of the Hong Kong Federation Restaurants Related Trades, Dr. Chan Shou Ming; the Chairman of the Association for Hong Kong Catering Services Management Limited, Yeung Wai Sing; and the Chairman of the Institution of Dining Art, Kelvin Yau. They demonstrated how to make delicious fried rice using the Auto-Tossing Gas Wok Range. All the industry representatives showed great interest in the commercial gas cooking appliances featuring automatic functions.

Towngas has valued its partnership with commercial and industrial customers. We collect opinions and suggestions from the catering industry with a view to introducing new products. The six new gas appliances help standardise the cooking process, improve the operational flexibility of small and medium-sized restaurants, reinforce the stability of food production, increase the industry's productivity, reduce operating costs, and improve working environment. The appliances also support the sustainable development of small and medium-sized restaurants and create more business opportunities for the community.

煤氣公司參與工展會

Towngas Joined Hong Kong Brands and Products Expo

煤氣公司今年再度於第49屆香港工展會擺設攤位，以特惠價展銷優質爐具，又推出多款「低碳家居用品」，為家居生活注入環保元素，一同為健康生活打氣！

另外，煤氣溫馨義工隊與救世軍和家庭福利會合作，帶領50個來自弱勢社群的家庭，前往工展會購物。每個受惠家庭獲工展會資助港幣500元在會場購物，受惠家庭選購產品後，由義工代為結帳。各受惠家庭和協辦機構非常感謝煤氣溫馨義工隊和客戶義工隊當天的協助和關懷。

Towngas again set up a booth at the 49th Hong Kong Brands and Products Expo (HKBPPE) this year selling discounted, quality gas appliances. We also promoted a variety of "low-carbon household goods" and introduced environmentally-friendly elements to create a healthy life.

In addition, coordinating with the Salvation Army and Hong Kong Family Welfare Society, Towngas Volunteer Service Team organised a shopping day for 50 underprivileged, single-parent families at the HKBPPE. Towngas volunteers accompanied these family members as they went shopping and helped settle their bills by using HK\$500 for each family as sponsored by HKBPPE. Both the organiser and the participating families expressed their heartfelt appreciation to the Towngas Volunteer Service Team and Customer Volunteer Team for their assistance and kindness during the outing.

煤氣公司以「Cook for Love」為主題，在場內打造溫馨可愛小屋，在眾多攤位中突圍而出，榮獲「攤位設計比賽 - 亞軍」。

Showcasing 'Cook for Love' as its theme, Towngas created a warm and comfortable home which stood out from numerous booths and won first runner-up.



煤氣溫馨義工隊和客戶義工隊與來自弱勢社群的家庭合照。
Towngas Volunteer Service Team took a photo with the underprivileged families.



漁農自然護理署署長暨統營處處長黃志光(左)於開幕禮上致送紀念品予煤氣公司總經理-市務及營業黃維安。

The Director of Agriculture, Fisheries and Conservation cum Director of Marketing Wong Chi Kong presented a souvenir to Towngas General Manager of Marketing and Sales Duncan Wong during the opening ceremony.

本地漁農美食迎春嘉年華2015

Farmfest 2015

煤氣公司今年繼續合辦「本地漁農美食迎春嘉年華2015」，活動於1月23日至25日在旺角花墟公園舉行。煤氣公司在場內以「Cook for Love」為主題擺設煤氣攤位，除了以優惠折扣銷售煤氣爐具及其他廚房用具，更率先發售蘇太名醬。同場又舉行「煤氣校園明火烹飪比賽」，進一步推廣健康的食材與烹調文化。

This year, Towngas was again an organiser of Farmfest 2015, which took place in Fa Hui Park, Mong Kok, from 23 to 25 January. Themed on "Cook for Love", the Towngas booth sold discounted gas appliances and other kitchenware, as well as the first sales of Mrs So Sauce on site. A Towngas Flame Cooking Competition was also held to promote healthy ingredients and cooking culture.



Towngas特約: 明星愛廚房

Towngas Sponsors Broadcast of Festival a la Stars

煤氣公司贊助無線電視翡翠台及高清翡翠台播出的電視節目《明星愛廚房》，一連16集節目於去年12月28日起，逢星期日晚上8至9時於無線電視播出。每集節目均會邀請不同的星級名廚及紅星名人嘉賓大展廚藝，使用煤氣公司Scholtès及TGC爐具下廚供各人品嚐。

Towngas is the sponsor of the TV show Festival a la Stars broadcasted on TVB Jade and HD Jade. A series of 16 episodes have been aired from 8pm to 9pm every Sunday since 28 December last year. Each episode invites different star chefs, artists and celebrities to show their cooking skills with the use of Towngas Scholtès and TGC stoves to cook mouth-watering cuisines for their guests.

法國Escoffier烹飪藝術文憑初級課程畢業考試及畢業典禮

Graduation Exam and Ceremony for Basic Level Course of Escoffier Diploma in Culinary Arts

煤氣烹飪中心與法國廚師會合辦的全港首個法國Escoffier烹飪藝術文憑課程，於去年12月29日在煤氣烹飪中心舉行初級課程的畢業考試及畢業典禮。該課程由星級大廚Vincent Leroux親自擔任導師，並以「法菜烹飪聖經」的 *Le Guide Culinaire* 為教學藍本，集理論與實踐於一身，課程嚴謹認真。

初級課程的畢業考試分為筆試及廚藝試兩部分，學員須掌握刀法、廚藝詞彙及廚房衛生管理等知識外，更由多間著名餐廳主廚擔任烹調技術考官和星級賞味考官，為學員的畢業作品評分。此課程自推出後深受歡迎，隨即滿額，加開的課程亦已再度爆滿。

Towngas Cooking Centre coordinated with Disciples Escoffier to organise Hong Kong's first Escoffier Diploma in Culinary Arts and held the graduation exam and graduation ceremony for the basic level course at Towngas Cooking Centre on 29 December last year.

Combining theory and practice, the diploma taught by great chef Vincent Leroux used the French cooking bible *Le Guide Culinaire* as its teaching blueprint.

The graduation exam for the basic level course was divided into two parts: a written test and a cooking test. Candidates had to master cutting skills, cooking vocabulary and different knowledge such as kitchen hygiene management. Head chefs from various famous restaurants served as examiners to test the candidates' cooking skills and taste and evaluate their dishes. This course has been well received since its launch, another new course was also fully enrolled in a short time.



全體考員與考官一同拍照留念。

At the Escoffier Diploma in Culinary Arts' graduation ceremony for the beginners' course, candidates took a photo with the examiners.



「我·惜·食」校園健康飲食教育計劃

“Think·Cook·Save” School Health and Food Education Programme

煤氣烹飪中心多年來與學校合作無間，為推廣環保健康飲食不遺餘力。由英國名廚Jamie Oliver發起的全球健康飲食關注活動「為食起革命香港」團隊，自2013年起推出「我·惜·食」校園健康飲食教育計劃，大力支持並將這計劃推廣至全港44間幼稚園及小學。透過運用多元化的食材及有趣的遊戲，讓同學們認識到真正的食物，懂得選擇食物，從而珍惜食物及地球資源，為同學們帶來正確的食物教育，改善我們和下一代的生活素質。

Towngas Cooking Centre has coordinated with schools to promote healthy and environmentally-friendly food offerings. The global Health and Food Education Programme “Food Revolution” lead by the British celebrity chef Jamie Oliver has launched and promoted the “Think·Cook·Save” School Health & Food Education Programme since 2013 and extended the programme to 44 kindergartens and primary schools in Hong Kong. By using diverse ingredients and interesting games, students acquired better food knowledge and learnt how to choose the correct foods and cherish them and the Earth's resources. The programmes provided food education for the students and have improved our living quality and that of the next generation.

香港味之年賞

Taste of Hong Kong Awards

由新城電台主辦，煤氣公司贊助的全港首屆「香港味之年賞」於去年順利展開，並於12月15日假香港怡東酒店舉行發佈會，公布結果及得獎名單。是次獲嘉許的116間食肆中，共有七間得到3A、41間得到2A、68間得到1A，內容全收錄於《香港味之年賞》。這本書不僅是香港人及旅客尋訪美食的指南，本地優質食府亦可藉此推廣本地飲食文化。

The inaugural Taste of Hong Kong Awards organised by Metro Radio and sponsored by Towngas was successfully held last year. The award presentation ceremony was held at The Excelsior Hong Kong on 15 December 2014. In total, 116 restaurants were recognised, and seven were honoured with the 'AAA' highest rating, followed by 41 earning 'AA' and 68 garnering 'A'. The results and winners list were published in the book *Taste of Hong Kong Awards*. The book served as a cuisine guidebook for residents and tourists in Hong Kong as well as a means for the city's quality restaurants to promote local food culture.



立法會飲食界議員張宇人(右七)、煤氣公司總經理-市務及營業黃維安(左三)與眾支持機構在發佈會上合照。Legislative Councillor of catering industry Tommy Cheung (seventh from right), Towngas General Manager – Marketing and Sales Duncan Wong (third from left), and other supporting corporates took photos in the award presentation ceremony.



煤氣公司常務董事陳永堅(右五)與公司行政委員會成員，以及灣仔區議會主席孫啟昌(左六)、副主席吳錦津(左五)及鄭琴濤議員(左四)一同主持開幕儀式。Towngas Managing Director Alfred Chan (fifth from right) and Members of the Executive Committee officiated at the opening ceremony with Wan Chai District Council Chairman Suen Kai Cheong (sixth from left), Vice Chairman Ng Kam Chun (fifth from left), and Member Tang King Yung (fourth from left).

煤氣公司灣仔客戶服務中心開幕

Towngas Wan Chai Customer Centre Opens

為配合零售市場的銷售策略，位於灣仔的全新客戶服務中心於去年12月12日開幕。店內除陳列多款精選爐具，包括法國高級品牌Scholtès，以及屢獲殊榮的TGC爐具外，也提供Mia Cucina專業櫥櫃服務，提供一系列優質綠色生活產品，讓顧客享受一站式的多元化專業服務，感受不一樣的購物體驗。

In line with our marketing strategy for the retail market, we opened a new customer centre in Wan Chai on 12 December last year. This customer centre displays various featured stoves, including French luxury brand Scholtès and award-winning TGC, and provides Mia Cucina professional cabinet services. In addition, the shop provides a series of 'green lifestyle' products, offering diversified and professional one-stop services ranging from cabinet design to stove and kitchenware purchase. Customers can enjoy an unparalleled shopping experience.

名氣廊Flame美食於「香港美酒佳餚巡禮」大受歡迎

Flame at Towngas Avenue Joined Hong Kong Wine and Dine Festival

名氣廊Flame於去年10月30日至11月2日參與由香港旅遊發展局在啟德郵輪碼頭舉辦的「香港美酒佳餚巡禮」。一如以往，名氣廊Flame的大廚精心炮製多款大受歡迎的美食，排隊購買的人龍不絕，客人品嚐過後大讚味道一流；攤位更提供多款意大利汽酒以配搭美食，讓美食愛好者盡情體驗美酒佳餚的醉人滋味，而是次銷售成績更突破歷年的紀錄。

Flame at Towngas Avenue participated in the Hong Kong Wine and Dine Festival organised by the Hong Kong Tourism Board at Kai Tak Cruise Terminal from 30 October to 2 November last year. As in the past, Flame chefs prepared a variety of popular cuisines. A long queue formed to buy the food, which customers highly praised after tasting. The booths also provided an array of Italian sparkling wines to match the cuisines and brought exceptional and stunning pairings to food lovers, and the sales result was also a record high.





煤氣義工隊再度獲獎

Towngas Volunteer Team Again Received Awards

煤氣公司義工隊於社會福利署舉辦的「2014香港義工嘉許典禮」上連續七年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，充分肯定公司義工隊對社區的貢獻和付出的努力。

去年10月，煤氣溫馨義工隊亦以「煤氣有機農耕樂」項目獲社署推廣義工服務督導委員會頒發「企業義工計劃比賽」優異獎。「煤氣有機農耕樂」鼓勵公司同事於週末參與有機耕作，並把收成轉贈有需要人士。

In the 2014 Hong Kong Volunteer Award Presentation Ceremony held by the Social Welfare Department on 24 November last year, Towngas Volunteer Team won the Champion of the Highest Service Hour Award (Private Organisations – Best Customers Participation), marking seven consecutive years of earning this title. The team also won the Merit Award of the Highest Service Hour Award (Private Organisations - Category 1), fully recognising the team's contributions to the community and the volunteers' good efforts.

In October last year, Towngas Volunteer Service Team's Farming for Fun project won the Merit Award in the Best Corporate Volunteer Service Project Competition from the Steering Committee on Promotion of Volunteer Service of the Social Welfare Department. The Farming for Fun project encourages colleagues to participate in organic farming during weekends and donate the grown crops to those in need.



行政長官夫人梁唐青儀(中)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。

Mrs Regina Leung, Wife of the Chief Executive of the Hong Kong Special Administrative Region (centre) presented the Champion award of the Highest Service Hour Award (Private Organisation – Best Customers Participation) to representatives of the Towngas Volunteer Service Team.



公益愛牙日

Love Teeth Day

煤氣公司積極參與今年的「公益愛牙日」，是次活動共有616位同事參加，籌得港幣54,399元，連同公司的等額捐款，合共捐款港幣108,798元予公益金。

Towngas was actively involved in this year's Love Teeth Day as 616 colleagues took part in the activity and raised HK\$54,399. Together with the company's matching contributions, Towngas donated a total of HK\$108,798 to the Community Chest of Hong Kong.



公益金便服日

Dress Casual Day

煤氣公司積極參與去年的「公益金便服日」，是次活動共有534位同事參加，籌得港幣28,210元，連同公司的等額捐款，合共捐款港幣44,230元予公益金。

Towngas was actively involved in this year's Dress Casual Day as 534 colleagues took part in the activity and raised HK\$28,210. Together with the company's matching contributions, Towngas donated a total of HK\$44,230 to the Community Chest of Hong Kong.



第22屆「環島行慈善行山比賽」

The 22nd Green Power Hike for a Green Future

由綠色力量舉辦的第22屆「環島行慈善行山比賽」已於2月7日在港島徑圓滿舉行。煤氣公司派出12位同事分別組成三隊，參加工商機構社團團體盃的十公里和25公里賽事，透過活動接觸和欣賞大自然，認識香港豐碩的生態資源，並為綠色力量籌款。

The 22nd Green Power Hike for a Green Future organised by Green Power was held on 7 February at Hong Kong Trail. Twelve colleagues from Towngas were divided into three teams to join the 10km and 25km categories of the Corporation/Organisation Cup. By getting close to nature, they gained a better understanding of Hong Kong's rich ecological resources while raising funds for Green Power.



利是封回收重用大行動2015

Lai See Packets Recycling Campaign 2015



為支持源頭減廢，煤氣公司連續四年贊助綠領行動的「利是封回收重用大行動」，並於2月26日至3月11日期間，分別在北角、大埔、馬頭角、屯門及沙田五個工作地點設置回收箱，收集可重用的舊利是封。回收所得的利是封經篩選及分類後，將會免費送給不同的機構重用。過去五年，綠領行動已累計回收549萬個利是封，減少砍伐樹木280棵。

To support waste reduction at its source, Towngas sponsored Greeners Action's Lai See Packets Recycling Campaign for the fourth consecutive year. Recycling boxes were placed in five working locations, including North Point, Tai Po, Ma Tau Kok, Tuen Mun and Sha Tin, from 26 February to 11 March to collect reusable old lai see packets. The collected lai see packets were then delivered for free to different organisations to reuse after selection and classification. In the past five years, Greeners Action has recycled a total of 5.49 million lai see packets which in turn saved 280 trees from being cut down.

步走大自然2014

Walk For Nature 2014

煤氣公司繼續贊助及參與世界自然基金會香港分會(WWF)舉辦的「步走大自然2014」步行籌款活動，讓同事體驗濕地保育及生態保育的重要。是次活動已於去年11月8日及9日於米埔自然保護區圓滿舉行，共有30位同事及其家屬參與，完成約五公里的路程。

Towngas continued to sponsor and take part in the fundraising event Walk For Nature 2014, organised by WWF Hong Kong. The event provided colleagues an opportunity to experience the importance of wetland and ecological conservation. This event was held on 8 and 9 November last year in Mai Po Nature Reserve. Thirty colleagues and their families joined the activity and completed a route measuring approximately five kilometres.



薑蔥炒蟹

Crabs with Ginger and Scallion



做法

1. 薑切絲；蔥切段。
2. 蟹洗刷乾淨，斬塊，抹乾水分，加入酒半湯匙拌勻；在切開的表面，沾上生粉，放入滾油中泡熟，取出。
3. 燒熱油兩湯匙，爆香薑、蔥，蟹回鑊，兜炒均勻，放入調味料，蓋煮4分鐘，至汁水剩下少許時，再洒少許酒、麻油，兜勻上碟。

Method

1. Shred the ginger; cut the scallion into lengths.
2. Clean the crabs, chop into pieces, pat dry. Mix well with ½ tbsp. of wine, then dust with potato starch. Blanch in hot oil until done.
3. Heat 2 tbsp oil, sauté ginger and scallion until fragrant. Return the crabs to the wok, stir-fry well. Add seasonings, cover and braise for 4 minutes. Sprinkle with wine and sesame oil, toss well. Ready to serve.

材料

蟹	兩隻 (約重1公斤)
薑	4厚片
蔥	4條
油	2湯匙
酒	1/2湯匙
麻油	少許
調味	
生抽	2茶匙
鹽	1/2茶匙
糖	1茶匙
酒	1/2湯匙

Ingredients

Crabs	2 (about 1 kg)
Ginger	4 thick slices
Scallion	4 stalks
Oil	2 tbsp
Wine	1/2 tbsp
Sesame oil	a little
Seasonings	
Light soy sauce	2 tsp
Salt	1/2 tsp
Sugar	1 tsp
Wine	1/2 tbsp



優質服務 贏得讚賞 Quality Service Gains Appreciation



梁沃安的服務態度備受讚賞。
Leung Yuk On provided professional and dedicated service.

憑藉以客為尊的服務態度，煤氣僱員獲得客戶來信讚賞。2014年7月至9月期間，煤氣公司共接獲1,482封讚賞信，其中一封來自客戶鄭太。

家住華富邨的鄭太來信讚賞客戶維修部梁沃安師傅。有一天，鄭太家中的煤氣爐「轟隆」作響，梁師傅守時前往檢查及維修，發現食水管和開關掣老化，導致出水不順而發出聲響，跟煤氣爐無關。其後，梁師傅不僅幫助檢查水管的情況，提出改善建議，還不忘教鄭太如何正確使用煤氣爐，從而節省能源。梁師傅細心的服務態度和詳盡的講解贏得客戶的表揚。

Determined to foster a customer-oriented service attitude, Towngas employees gained appreciation from customers. From July to September 2014, Towngas received a total of 1,482 appreciation letters. One of them came from a customer named Mrs. Cheng.

Mrs. Cheng, who lives in Wah Fu Estate, sent an appreciation letter to praise Leung Yuk On of the Customer Maintenance Department. One day, the heater at Mrs. Cheng's home emitted a rumbling noise. Arriving on time, Mr. Leung went to check and repair the heater. He discovered that the noise was caused by ageing fresh water pipes and switches but not the heater itself. Mr. Leung not only checked the condition of the water pipes and gave suggestions for their improvement but also taught Mrs. Cheng how to properly use the heater to save energy. Mr. Leung earned customer recognition for his attentive service and detailed explanation.

客戶服務關注小組 Customer Focus Team

煤氣公司客戶服務關注小組於1993年成立，是公司與客戶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。

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.



煤氣客戶關注小組於3月在葵涌廣場舉辦煤氣安全講座。
The Customer Focus Team held a safety talk at Kwai Chung Plaza in March.

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