



煤氣
Towngas

客戶通訊

ISSUE
38 期

二零一一年十一月
November 2011

focus



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戀戀煮意 cook for Love iPhone App 教您與愛人Fun享愛意

Shares Your Affection with Your Loved Ones by Love Recipes

想以美食表達心意再也簡單不過了！只需下載煤氣公司新推出的「Cook for Love」iPhone應用程式，即可獲取實用資訊，包括煤氣烹飪中心提供的溫馨食譜、報讀最新烹飪課程，以及熱門優惠等。

Cooking for your loved ones has become a whole lot easier with our newly launched iPhone app, "Cook for Love". Download this app and you can find love recipes, enroll latest cooking classes and enjoy hot offers.

戀戀食譜 Love Recipes

「Cook for Love」應用程式提供美食靈感及心意食譜，並列舉最受歡迎十大美食，讓您迎合心上人的口味，煮出各樣巧手菜式。此外，儲存親愛的他/她個人飲食喜好，以後為他們炮製美食時，只需翻查此資料庫即可煮出感動對方的美饌。

The app offers love recipes as well as top ten most popular recipe choices. Users can prepare a meal that has been tailor-made for your loved ones. You can also store personal preferences of your beloved one in the app so as to ensure your choice of recipe is always right for them and that your meal plans will be met with applause.





最新烹飪課程 Latest cooking classes

透過手機送上煤氣烹飪中心最新的烹飪課程資訊，您不單可即時報讀，更可獲取手機報讀人士的專享優惠！

You can enroll in our latest cooking classes and receive exclusive offers instantly via "Cook for Love" App.



我的日記 My diary

透過「Cook for Love」應用程式報讀煤氣烹飪中心課程後，有關課程資料便會被自動加入手機內的「我的日記」，開課前更會提供溫馨提示。

Once you enroll your cooking class on "Cook for Love", the class schedule will be updated in the "My Diary". You will then receive a reminder before your class.



馬仔明火煮食動畫 "MaggieMarket" flame cooking animation

「Cook for Love」應用程式以跳脫動畫，展現馬仔及其家人如何透過明火煮食為生活增添滋味。

MaggieMarket cooking animation will tell you how flame cooking helps to nourish fun and excitement in your life.



煮意優惠 Hot offers

提供煤氣公司、煤氣烹飪中心、名氣廊及低碳產品的最新情報及優惠，您更可邀請朋友齊齊「bump - bump」，聯手啟動優惠或將優惠升級！

Special offers from Towngas, Towngas Cooking Centre, Towngas Avenue and the latest information on low-carbon products will be delivered to you. To gain more savings, simply invite your friends by "bump - bump" action.



請即下載
Download now



上載美食快拍 有機會贏取32GB iPad 2!

"Cook for Love" App附設相機功能，並提供五款可愛圖框，讓用戶創意配搭，拍下獨特的生活照片。

客戶下載"Cook for Love" App，用它的相機功能拍下您喜愛的美食相片，並登入"Cook for Love" Facebook 專頁 (www.facebook.com/cookforlove) 上載相片，更有機會贏取32GB iPad 2!

Upload Food Snapshot to Have a Chance to Win 32GB iPad 2!

Our "Cook for Love" App is equipped with a camera function, and provides five cute photo frames. So make those memorable moments in your daily life even better, just snap them and then dress them up with photo frames.

Customers were encouraged to download our "Cook for Love" App and make use of its camera function to take photos of delicious food. If they uploaded the photos to "Cook for Love" Facebook fanpage (www.facebook.com/cookforlove), they would have a chance to win a 32GB iPad 2!



「最佳學習企業獎」 "ASTD Best Award"

煤氣公司憑藉其在內地的企業文化建設和人才發展的卓越成就，獲美國培訓與發展協會(American Society for Training & Development, 簡稱ASTD)頒發「最佳學習企業獎」。ASTD是全球最權威的職業培訓及績效管理研究組織，每年均舉辦「最佳學習企業獎」。煤氣公司首次參與這項國際性評選，並以「集團的願景、使命及企業價值如何植根在內地業務」為主題參與評選。是次獲獎足證我們在人才培育方面獲得國際的肯定。

Towngas was honoured to receive a Best Award from American Society for Training & Development (ASTD). We were recognised for our well-established corporate culture and employee development programmes in our China operations.

The Best Award is organised annually by ASTD, the world's renowned association dedicated to workplace learning and development of professionals. It is the first time that we have taken part in this annual Award. Our entry was entitled "Anchor the Group's Vision, Mission and Values in the Mainland Market". We are proud to receive the award which reaffirms the excellence of our HR practices has earned international recognition.



▲ (左起) 港華燃氣高級副總裁(人力資源)廖景森、公司企業人力資源總監鄭羅蕙芬及內地公用業務總監黃維義分享獲獎的喜悅。
(From Left) Senior Vice President (HR-HCIL) Sam Liu, Towngas Head of Corporate Human Resources Margaret Cheng and Head of Mainland Utilities Peter Wong shared the honour.

「2011傑出家庭友善僱主」 "Distinguished Family-Friendly Employer 2011"

煤氣公司獲家庭議會頒發「2011傑出家庭友善僱主」獎項，也是唯一入選此獎勵計劃的公用事業機構。是次的評審準則分三部份，包括公司的家庭友善僱傭政策及措施、對公司及僱員的好處，以及推行家庭友善僱傭政策及措施的理念及管理層的承諾。參與的大型企業共163間，經嚴格評選，煤氣公司成為41間「傑出家庭友善僱主」獎項(企業組)的公司之一。

煤氣公司一向奉行溫馨企業文化，並幫助僱員在工作與家庭生活之間取得平衡。近年更不斷推出一系列成效顯著的家庭友善僱傭措施，如新婚員工三天婚假、男士侍產假、為需要出席家長活動的同事提供彈性工作安排等等，令僱員投入工作，又可擁有優質的家庭生活。

Towngas was recently commended as a "Distinguished Family-Friendly Employer" at the Family-Friendly Employers Award Scheme 2011 organised by the Family Council. We are the only public utility to have received this recognition.

The judging criteria for the award included the company's family-friendly employment policies, practices, benefits to the company and employees, as well as the commitment of the top management. A total of 163 large companies participated in the award and Towngas was one of the 41 companies which won the "Distinguished Family-Friendly Employers Award (Corporation)".

Employee care and a healthy work-life balance have always been an integral part of Towngas' caring culture. In recent years a number of effective measures have been put in place. These include three days' marriage leave, paternity leave for male colleagues as well as flexible work-hour arrangements for those who need to attend parental activities at school. These initiatives, allow employees to be committed to their job while enjoying a quality family life at the same time.



▲ 公司高級人力資源經理張子筠代表公司接受政務司司長林瑞麟頒發獎項。
Towngas Senior Human Resources Manager, Senna Cheung, received the award from Chief Secretary for Administration of HKSAR Stephen Lam, on the company's behalf.

煤氣溫馨義工隊獲頒 「2010年10,000小時義工服務獎」

Towngas Volunteer Service Team receives “2010 Volunteers with Service Hours exceeding 10,000 Award”



◀ 煤氣溫馨義工隊隊員接受獎項。
Towngas Volunteer Team members receive the award.

煤氣公司於10月7日獲社會福利署推廣義工服務督導委員會頒發「10,000小時義工服務獎」，表揚公司的義工團隊。今年，我們透過持續的義工項目，服務社區逾30,000小時。

去年我們舉辦的社區活動眾多，包括每年的公益活動「萬糰同心為公益」、「愛心月餅顯關懷」，以及協助小學生提升英語水平的「Cooking for Fun兒童英語學習坊」。此外，溫馨義工隊更全年無間為獨居及有需要的長者提供「愛心湯送暖行動」、「長者攝影服務」、「長者愛心剪髮」、「測試平安鐘」及「扶手敬老樂安居」安裝扶手設施服務。

Our Towngas Volunteer Service Team received the “2010 Volunteers with Service Hours exceeding 10,000 Award” from the Steering Committee on the Promotion of Volunteer Services of the Social Welfare Department on 7 October. This year, the Volunteer Service Team has contributed more than 30,000 hours of ongoing commitment and service to the community.

Last year a wide array of social service activities were organised including annual community events “Rice Dumplings for the Community”, “Mooncakes for the Community” as well as our “Cooking for Fun English Learning Class” initiative, held for young students. Volunteer Service Team members also provide year-round attention and care to the elderly living on their own with our “Soup to Warm the Heart”, “Photo for the Elderly”, “Hair-cutting Service for the Elderly”, “Personal Emergency (PE) Link Check-up Service for the Elderly” and “Installation of Safety Rails” programmes.



「2011年第10屆香港職業安全健康大獎」

“The 10th Hong Kong Occupational Safety and Health Award 2011”

繼本年5月成為首批被認證為「國際安全工作場所」的企業後，煤氣公司再獲頒「2011年第10屆香港職業安全健康大獎」，可見各界認同煤氣公司於職安健的成就。煤氣公司亦不斷投放資源，優化安全管理系統，保持卓越安全表現。

「香港職業安全健康大獎」是由職業安全健康局，聯同多個政府部門、工會、商會及組織合辦的全港跨行業獎項，旨在表揚在職業安全方面有傑出表現的機構。煤氣公司在芸芸競爭對手中榮獲多項大獎，包括安全管理制度金獎、職安健年報金獎，及安全表現大獎。

Further to be recognised as an “International Safe Workplace” and receiving the designation certificate in May, we also won “The 10th Hong Kong Occupational Safety and Health Award 2011”. The award demonstrated that Towngas has won public recognition on maintaining high occupational safety and health standard. The Company has also constantly devoted resources to upgrade its safety management system.

The “Hong Kong Occupational Safety and Health Award” extends across different industries in Hong Kong, recognising the achievements and outstanding performances in the occupational safety practices of the companies concerned. The award is co-organised by the Occupational Safety & Health Council, government departments, trade unions, chambers of commerce and trade organisations. Outshining the other entrants, Towngas received the Safety Management System Gold Award, OSH Annual Report Gold Award and Safety Performance Award.



▲ 公司執行董事暨營運總裁關育材（左）代表公司接受獎項。
(Left) James Kwan, Executive Director and Chief Operating Officer, receives the award on the company's behalf.

「傑出上市企業大獎2011」

“Excellence in Listed Enterprise Awards 2011”



▲ 公司首席財務總監暨公司秘書何漢明(右)代表公司領獎。
(Right) John Ho, Towngas Chief Financial Officer and Company Secretary, receives the award on Towngas' behalf.

煤氣公司憑藉其卓越的企業管治及業務策略，獲《資本壹週》頒發「傑出上市企業大獎2011」。一直以來公司致力成為亞洲首屈一指的能源供應及服務商，近年我們在本地及內地的市場拓展方面，更取得豐碩成果。此外，公司更積極履行企業社會責任，促進可持續發展，積極回饋社會及保護環境。這次獲獎肯定了煤氣公司多年來的努力，並激勵上下員工同心繼續向前邁進。

Towngas received an “Excellence in Listed Enterprise Awards 2011” honour from CAPITAL WEEKLY in recognition of our outstanding achievements in corporate governance and our effective business strategies. Our ongoing efforts to become Asia's leading energy supplier and service provider have successfully generated highly positive business returns, both in Hong Kong and on the mainland. At the same time, remaining fully committed to our social responsibilities and ongoing sustainability, we continue our tireless contributions for the community and the environment. This award not only reaffirms our hard work and the efforts made to serve our customers and community with a big heart, it also gives us the encouragement to forge ahead with renewed enthusiasm and confidence.

冬日心思 暖意 3重優惠

Winter Special Trio Promotion Offers

由即日起至2012年1月31日，煤氣公司為客戶推出三重貼心優惠，購買精選嵌入式平面爐、煮食爐、熱水爐及抽油煙機可享高達\$1,500現金折扣及\$300「綠多賞」現金券，客戶並可以低至\$800優惠價購買指定型號抽油煙機。另外，公司更推出多款\$6,000超值爐具套餐，購買指定型號的煮食爐、熱水爐及抽油煙機。今個冬日要一室暖意滿盈，請即前往煤氣客戶中心或名氣廊選購。

From now until 31 January 2012, Towngas is holding a Winter Special Trio Promotion Offer. Customers can enjoy up to \$1,500 cash discounts and \$300 "Green Dollar" cash coupons for the purchase of selected built-in hobs, hotplates, water heaters and range hoods. Customers can also purchase selected range hood at a discounted price of \$800. Customers can also enjoy the \$6,000 super value package to buy a cooking appliance, a water heater and a range hood from a range of specified models.

It's time to equip your home with appliances that will bring you and your loved ones a heart-warming winter. Just visit any Towngas Customer Centre or Towngas Avenue and see these delights for yourself.



煤氣公司即將推出Android及Nokia手機應用程式 Towngas will launch Android and Nokia Apps



▲ Android 及 Nokia 手機應用程式新設報錶提示功能。
Android and Nokia Apps provide meter reading reminder service.

繼去年iPhone App反應熱烈，公司將推出Android及Nokia手機應用程式。新版本除了提供精選食譜、多項煤氣網上服務及低碳Action!日誌功能外，客戶更可隨時獲取最新優惠。此外，Android版更特別新增「低碳快拍」功能，讓用戶拍照時可加入特色低碳相框點綴！

Towngas iPhone App目前下載人次已突破30多萬，更於6月獲頒「十大我最喜愛香港Apps大賞」。最近公司亦推出加強版，歡迎下載。

Last year, Towngas iPhone App proved to be very popular. Towngas will soon be launching Android and Nokia Apps. Users can enjoy the fun and convenience of instant access to recipes, multiple online services and the Low Carbon Action! Diary. Users can also receive updates of latest special offers. Android version also equips with a newly-added "Low-carbon Snapshot" function. This unique function will allow users to decorate their photos with "low-carbon picture frames".

Towngas iPhone App is well received with an encouraging download rate reaching more than 300,000. It was also named as one of the (My Top 10 Favorite Hong Kong Apps) in June. We have recently released an enhanced version, please download at App store now.



◀ Android手機應用程式提供低碳相框，大家可和煤氣小伙子、天兒及馬仔開心大合照！
Android App has a brand new Low-Carbon picture frames with which users can take funny photos with Towngas Boy, Tinny and MaggieMarket.

潮玩中秋低碳 Fun

Low-carbon Mid-autumn Fun



▲ 煤氣公司執行董事暨營運總裁關育材（右二）、環保觸覺副主席黎名川（左一）及糖兄妹，展示親手製作的應節低碳月餅Cupcake。
James Kwan, Towngas Executive Director and Chief Operating Officer (second from right), Jan Lai, Vice President of Green Sense (first from left) and young local artistes, the Sugar Club are very pleased with their own, self-made "Low-Carbon Cupcakes x Mooncakes".

煤氣公司今年連續第11年舉辦「愛心月餅顯關懷」活動，獲得超過50個社福機構支持，在地區派發10萬個愛心月餅予獨居長者、弱能人士，低收入家庭等弱勢社羣。由2001年起至今，煤氣公司已累積送出90萬個愛心月餅，讓愛心傳遍社區。

今年，煤氣公司亦舉辦「Towngas潮玩中秋低碳Fun活動」，藉著中秋節推動環保低碳教育。

是次活動獲環保觸覺副主席黎名川、本地年青創作組合糖兄妹、塗鴉藝術家PANTONE、煤氣義工隊及40名年青人支持。於活動開幕典禮上，煤氣公司執行董事暨營運總裁關育材更聯同上述嘉賓，即席製作低碳Cupcake x Mooncake及環保Graffiti綵燈。同場更舉辦「低碳Cupcake x Mookcake」工作坊及「創意Graffiti綵燈」工作坊，分別由煤氣烹飪中心導師教導同學將海綿蛋糕變身為月餅Cupcake，及由PANTONE教導同學繪畫色彩繽紛的Graffiti及製作低碳燈籠。

Towngas Mooncake for the Community has been held for eleven consecutive years. This year, with the support of over 50 NGOs, we gave away 100,000 mooncakes to the elderly and the less fortunate in the local community. Since 2001, Towngas has distributed over 900,000 mooncakes in total.

Towngas organised a series of events under a "Low-carbon Mid-autumn Fun" theme to celebrate Mid-autumn festival and promote environmental education.

The events were supported by Jan Lai, Vice President of Green Sense; young local artistes Sugar Club; leading graffiti artist PANTONE; as well as the Towngas Volunteer Service Team and 40 youngsters. At the opening ceremony, James Kwan, Towngas Executive Director and Chief Operating Officer joined the group above to demonstrate just how Cupcakes x Mooncakes and graffiti lanterns are made. This event was followed by two further workshops at the same venue. The first was on "Low-Carbon Cupcakes x Mooncakes" led by one of our Towngas Cooking Centre instructors and the other on "Eco-Friendly Graffiti Lanterns" led by PANTONE.



▲ 糖兄妹設計的環保喜兔十分可愛。
Sugar Club designed cute low carbon rabbits.



◀ 小朋友在煤氣義工細心指導下，製作美味的月餅Cupcake。
Under the guidance of Towngas Volunteers, children learn to make low-carbon Cupcakes x Mooncakes.



◀ 大會於9月期間舉行三場「創意Graffiti綵燈製作」工作坊，並宣傳低碳生活。
Three "Creative Graffiti Lantern" workshops were held in September to promote low-carbon living.

溫馨家庭煮『義』計劃 • 泡製共融之家 “Cook For Love” – Nurturing harmonious family relations



◀ 執行董事暨營運總裁關育材（左三）和社會福利署深水埗區福利專員方啟良（右一）主持啟動儀式。

James Kwan, Executive Director and Chief Operating Officer (third from left) and Fong Kai-leung (first from right), Sham Shui Po District Social Welfare Office, Social Welfare Department, officiated at the launch ceremony.

煤氣公司於9月中推出「溫馨家庭煮『義』計劃」，首次以家庭為單位招募義工，參與是次計劃的同事，必須帶動家人出席為期16個月的義工項目。就服務對象而言，公司透過與社會福利署的合作，幫助該區合資格低收入單親家庭。

在活動設計及內容上，除了包括親子烹調活動外，更融入多個提升溝通能力及啟發創意有關的元素，如群體合作遊戲、運動攀爬及其他富趣味性的團隊活動。雙方家長及小朋友在專業導師帶領下，通過學習、創作及實踐，提升溝通技巧。部分具挑戰性的活動如解難遊戲及野外定向，讓小朋友在家人支持下迎接挑戰，克服障礙，從而激發潛能。

In September, Towngas joined hands with the Social Services Department to launch “Cook For Love”. With Towngas volunteers participating in this project to help promote family relations, “Cook For Love” works with families, encouraging and motivating family members to attend all the activities organised over a 16-month period. Low-income, single-parent families are participating in this scheme.

The design and content of the programme includes a number of events helping to build effective communication skills and boost creativity. Apart from our family cooking classes, which will be led by members of our volunteer service team, brand new elements such as group games, sports and rock climbing, as well as exciting team building exercises have also been included.

Participants, coached by professional trainers, will learn how to interact successfully with others. The hope is that they will experience a sense of pride and fulfillment when their talents and creativity are seen and appreciated. Parents will also be expected to support their children, helping them to solve problems and overcome difficulties posed in activities such as quizzes and problem-solving events, as well as the outdoor orienteering pursuits.

Cooking For Fun 兒童英語學習坊 ‘Cooking For Fun English Learning Classes’!



「煤氣溫馨義工隊」連續六年舉辦「Cooking For Fun 兒童英語學習坊」，今年7月，義工隊更與非牟利社團「成長綠洲」合作，於威爾斯醫院住院主樓暨創傷中心舉辦學習坊，讓有需要的兒童透過活潑生動的煮食活動教學，有效學習英語。

此活動於2006年推出，將飲食烹飪班結合英語學習課程，並教授環保及健康飲食知識，活動成效顯著，至今受惠兒童達2,680人，計劃更曾獲「2007-2008最佳企業義工計劃比賽冠軍」。

Our Towngas Volunteer Service Team once again provided the support for the annual “Cooking For Fun English Learning Classes” held in July. This is the sixth year in a row that the classes have been held. The Team collaborated with the non-profit making organisation, Life Oasis, this year, running the workshops for disadvantaged children at the Main Clinical Block and Trauma Centre at Prince of Wales Hospital. During these workshops, the children improve their usage of English through the fun of cooking.

The “Cooking For Fun English Learning Classes” initiative was launched in 2006, integrating cooking classes with English learning lessons, while also spreading the message with regard the importance of environmental protection and a healthy diet. Since then, the programme has enjoyed widespread success, with more than 2,680 children participating in the scheme over the past six years. The initiative also won the “Best Corporate Volunteer Service Project Competition 2007-2008”.



◀ 小朋友透過課程製作簡易美食，學習實用英文詞彙。
Children learn English usage through simple but fun-filled cooking lessons.



▲ 以搶答遊戲方式考驗小朋友，讓他們即時學以致用。
It's quiz time! The children put what they have learned into practice.



▲ 煤氣公司更邀請外國交換生擔任義工，令小朋友有機會應用日常英語會話。
We also arrange for overseas exchange student volunteers to interact with the children to improve their oral.

參加「國際環保博覽2011」 Join "Eco Expo Asia 2011"



▲開幕禮後，公司執行董事暨營運總裁關育材(右)陪同環境局局長邱騰華(中)參觀煤氣公司展區，並即席試玩遊戲。

Towngas Executive Director and Chief Operating Officer James Kwan (right) demonstrated the low carbon interactive game to Secretary for the Environment of HKSAR Edward Yau (middle) when he visited Towngas booth.

煤氣公司參加香港貿發局於10月26日至29日主辦的「國際環保博覽」，推廣公司在環保工作上的策略及產品，包括展示最新研發的商用涼廚系列、「蓮芯火」嵌入式平面爐及熱水爐等環保產品及相關技術。此外，公司更與國際參展商交流最新環保科技及資訊，共同推動商界應用環保產業的發展。

今年，環保博覽以「環保科技 • 共創低碳經濟」為主題，吸引了16個國家及超過260家公司參展，展出最新環保產品、技術和解決方案。

Towngas participated in the Eco Expo Asia 2011 organised by the Hong Kong Trade Development Council (HKTDC) during 26-29 October. To promote our leading environmental policy and green products, we showcased our new commercial Cool-kitchen appliances, high-efficient Lotus Flame Built-in Hub and water heaters.

We also made use of this international trade platform to exchange latest green technologies and information. Such an exchange drove low carbon development in commercial environmental industry.

This year, Eco Expo Asia featured a "Green Tech for a Low-carbon Economy" theme. It attracted more than 260 exhibitors from 16 countries and regions to the fair to showcase Eco-friendly products, innovation and green solutions.



▲涼廚系列的產品提升能源效益，獲環保業界參展商的讚許。

The high-efficient Cool-kitchen series won appraises from a lot of exhibitors.

煤氣加入恒生可持續發展企業指數 Towngas joins Hang Seng Corporate Sustainability Index

煤氣公司在企業管治、社會公益及環境保護等範疇一向表現優秀，自今年9月，公司更獲納入恒生內地及香港可持續發展企業指數成份股。這個指數按一系列指數及準則來評估公司表現，為投資者提供客觀及清晰的基準，識別一些具長遠價值的公司。是次獲選表示煤氣公司在企業可持續發展方面的表現獲業界認同，我們將繼續努力，為客戶為香港打造更先進更綠化的明天。

Towngas has been included as a constituent stock on the Hang Seng Corporate Sustainability Index since September this year, in view of our excellent track record in corporate governance, community activities and environmental protection. The Sustainability Index is determined by a string of indexes and parameters, allowing investors to identify visionary corporations that emphasise long-term values for shareholders. With the index recognising our high sustainability achievement, we will be renewing our efforts to create a greener and better tomorrow for Hong Kong and our customers.





培訓綠色領袖 nurtures Future Green Leaders

煤氣公司贊助由長春社舉辦的「第綠梯隊」訓練計劃正式展開，號召了一群對環保充滿熱誠的大專學生接受培訓。

第一次三日兩夜的領袖訓練營於10月舉行，煤氣公司企業安全及風險管理經理鄭超靈出席活動時，向各位學生分享煤氣公司的環保策略及措施，並希望同學們透過一連串的訓練，發揮創意，共同策劃環保低碳計劃，成為新一代綠色領袖！



▲ 公司企業安全及風險管理經理鄭超靈與各位參加者分享煤氣公司的環保策略。
Towngas' Corporate Health, Safety and Environment Manager, Victor Kwong shared the Company's environmental policy initiatives with the participants.



▲ 同學們充滿信心，接受全方位挑戰。
The participants look confident enough to take on whatever challenges lie ahead.

Towngas sponsored The Conservancy Association's "Green Leaders Bloc" training programme to further promote green awareness. A number of enthusiastic university students were recruited to take part in the programme.

The first tier three-day-two-night Leadership Training Camp was held in October. Our Corporate Health, Safety and Environment Manager, Victor Kwong, shared Towngas' environmental policy and achievements with participants when he visited the camp. He also encouraged the youngsters to make full use of their creativity to design useful environmental projects.

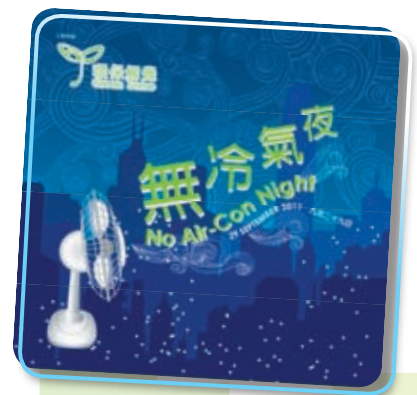
全力支持「無冷氣夜」 Support "No Air-con Night"

煤氣公司積極推動環保及低碳生活，今年，再度贊助由環保觸覺舉辦的「無冷氣夜」活動，呼籲市民於9月29日關掉冷氣，以減少溫室氣體排放，節約能源。一部運作八小時的冷氣機，便已排放5.6公斤二氧化碳，一棵成年樹木需要約三個月時間才可將之完全吸收。

今年「無冷氣夜」共得到209間學校、八間大學、183間公司參加，約有六萬家庭及大學宿生以行動減輕全球暖化，可減少約370噸二氧化碳，相等於近1萬5千棵樹吸收1年的數量。

In line with our commitment to promote environmental protection and a low-carbon lifestyle, we supported Green Sense's "No Air-con Night" to call on people to switch off air-con on 29 September. The act helped to save energy and reduce greenhouse gas emissions. Each air-conditioner emits 5.6kg of carbon dioxide for every eight hours of use, an amount that takes a tree three months to absorb.

This year, together with around 209 schools, eight universities and 183 companies, over 60,000 households and university dormitories, supported the event, acting to alleviate global warming. Working together, we helped to reduce carbon dioxide emissions by around 370 tonnes, equivalent to the annual carbon intake of 15,000 trees.



明火煮食推介

Flame Cooking Recipe

戀戀煮意
cook for love

法式羊架

Roasted Rack of Lamb with Vegetable Stew



材料 Ingredients

法式羊架 1件(7-8枝骨)	1 Rack of frenched lamb (7-8 bones)
百里香燴蔬菜：	Vegetable Stew:
乾葱 2粒，去衣	2 shallots, peeled
蒜頭 2粒，略拍碎	2 cloves garlic, crushed
油浸鯷魚柳 3條	3 anchovy fillets in oil
翠玉瓜 半條，切角形	1/2 jade melon, cut into diamond shape
甘筍 半條，切角形	1/2 carrot, cut into diamond shape
茄子 半隻，切厚片	1/2 eggplant, thickly sliced
車厘茄 10粒，開半	10 cherry tomatoes, halved
乾百里香 半茶匙	1/2 teaspoon dried thyme
清雞湯 200毫升	200 ml chicken broth
紅腰豆 100克	100 grams kidney beans

做法 Method

1. 羊架用鹽、黑胡椒粉調味。
 2. 燒熱1湯匙油，將羊架四面煎香。取出，放入已預熱至攝氏180°C焗爐焗約20分鐘至半生熟。取出，放一旁待10分鐘。
 3. 甘筍先焯一會至僅熟，隔水待用。
 4. 另爆香乾葱及蒜頭，加入鯷魚柳以明火爆香。放入甘筍、翠玉瓜及茄子，同炒一會。加入百里香及清雞湯，慢火燴15分鐘。拌入車厘茄及紅腰豆，調味後與切件羊架伴食。
1. Season rack of lamb with salt and black pepper.
 2. Heat 1 tablespoon oil and pan-fry the lamb rack until brown on all sides. Roast in a preheated oven at 180°C for 20 minutes until medium. Remove and leave to rest for 10 minutes.
 3. Blanch carrots until half cooked, drain and reserve.
 4. Saute shallot and garlic with anchovy fillets with flame cooking. Add carrots, jade melons and eggplants, saute for 1 minute. Add thyme and chicken broth, stew over low heat for 15 minutes. Add cherry tomatoes and red kidney beans, taste for seasoning and serve with rack of lamb.



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Towngas Cooking Centre

www.cookforlove.com.hk

客戶禮讚 Compliments

今年4月至8月期間，煤氣公司共接獲2,317封客戶讚賞信，反映同事用心服務，以誠動人，令客戶抽空提筆頌讚，令人感到鼓舞。

其中，家住又一居的陳先生來信表揚客戶維修部技術員許偉業，稱讚他負責任、認真、踏實及對工作充滿熱誠。陳先生旅居美國多年，近來才返港長住。最近，他預約維修服務檢查熱水爐，許偉業上門時不但仔細檢查爐具零件，更詳細解釋使用細節，及示範調教火力功能，令他們學懂節省能源，保護環境。

值得一提的是，為答謝許偉業，陳先生特意送他一枚美金紀念硬幣留念，許偉業謹守「不可收取客戶禮物」的煤氣員工守則，客氣謝絕。

We are delighted to report that between April to the end of August this year, we received 2,317 letters complimenting us on our services. It gives us tremendous encouragement to learn that our efforts and customer-oriented attitude have touched our customers' lives to such an extent that they are prompted to take the time to write to us.

Mr Chan from Parc Oasis wrote to commend Hui Wai Yip, a Technician from our Customer Maintenance Department, for his strong sense of responsibility, eagerness, and solution-centric attitude. Mr Chan returned to live in Hong Kong after spending several years in America. Having requested arrangements for a water-heater maintenance check recently, Hui Wai Yip was assigned to the task. On site, apart from carefully checking the appliance part by part, he also provided user guidelines for Mr Chan's reference. Additionally, he showed Mr Chan how to adjust the water heater's power, to save energy and help protect the environment.

Mr Chan also referred to the fact that he wanted to give Hui, a US dollar coin as a souvenir. However, Hui gently turned the offer down as, under our Towngas guidelines, staff are not allowed to receive gifts from customers.



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，是公司與客戶建立有效溝通的重要橋樑，確保服務令客戶稱心滿意。

小組由公司與客戶服務有關的部門組成，主要來自客戶服務部、客戶會計組及零售市務部等。小組平均每月到訪兩個公共屋邨或私人屋苑，在探訪期間傳達有關煤氣服務、煤氣使用安全須知、繳費方法及產品介紹等各項重要資訊。小組亦會收集及解答客戶對公司產品及服務意見，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 buildings 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 to provide even better products and services.



▲ 客戶服務關注小組今年8月於海翠花園進行第449次探訪。
The Customer Focus Team reached out to Pierhead Garden in August, making 449th visit.

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 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