

## 優質服務 屢獲殊榮

Recognition for Quality Services



煤氣公司連續八年榮獲「星鑽服務品牌選舉2015」最佳售後服務大獎，由公司高級客戶維修服務經理張柏堅(右)接受。

Towngas received "Excellent After-sales Services Award" for the eighth year running, received by Senior Customer Maintenance Services Manager P.K. Cheung.

煤氣公司一直堅持「以客為尊」的服務宗旨，為客戶提供優質及多元化的服務和產品。今年，煤氣公司連續第八年榮獲由《星島日報》頒發「星鑽服務品牌選舉2015」最佳售後服務大獎，及第六度榮獲《東周刊》「香港服務大獎 - 公共能源」，更同時首度獲得「環保企業大獎」，足證社會各界對煤氣公司專業超卓的服務予以肯定。

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。

As a customer-focused company, Towngas has made continuous improvement in delivering high-quality and diversified services and products. This year, Towngas received "Excellent After-sales Services Award" in the Sing Tao Excellent Services Brand Awards presented by Sing Tao Daily for the eighth year running and East Week's "Hong Kong Service Awards - Public Utilities" for the sixth year running, together with the "Eco-Business Award" at the same time.

The above-mentioned service awards were selected by readers via online polls and professional assessment committees to recognise businesses that excelled in the industry.



煤氣公司企業安全及風險管理總監鄺超靈(右)接受「環保企業大獎」。  
Towngas Head of Corporate Health, Safety and Environment Victor Kwong received the "East Week's Eco-Business Award".



## 環保煮食小貼士 Green Cooking Tips



### 一般煮食 General

煮食時，使用大小適中的蓋子把煮食器具蓋好

Cover your cookware with a tight-fitting lid while cooking



可節省能源開支及減少碳排放達10%，也可令煮食時的餘熱留得更久。  
Your energy cost and carbon emission maybe reduced by up to 10%, as residual heat retains for a longer time.



### 溫馨提示 Extra Tip:

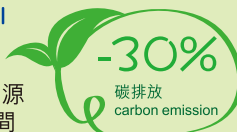
烹煮蔬菜前加入一些糖，可保持蔬菜鮮甜  
To keep vegetables crisp and fresh, add some sugar before cooking



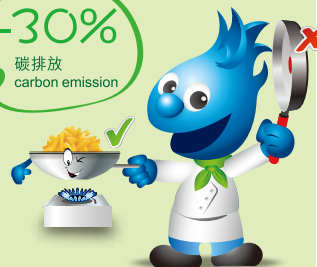
### 煎、炒、炸 Frying and Deep Frying

炸食物時，盡量使用薄鑊代替平底鍋，可減少食油的用量

When deep frying, try a thin-walled wok instead of a frying pan so that less oil will need to be preheated

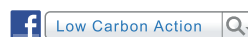


可減少食油預熱時的能源開支、碳排放及煮食時間高達30%。  
Your energy cost, carbon emission and cooking times may be reduced by up to 30%.



更多環保資訊，請留意煤氣公司全新手機應用程式「Towngas煤氣公司」，或「低碳Action!」Facebook專頁。

For more green activities, please visit our new mobile app "Towngas煤氣公司" or Facebook fanpage of "lowcarbonaction".



Towngas Rice Dumplings  
for The Community

送贈33萬糰  
到社區  
Distributing  
330,000 rice dumplings  
to the elderly and needy



煤氣  
Towngas

低碳能源 清新空氣  
Greening up your life

## 煤氣公司首辦「暗黑『糰』廚」工作坊

放下視覺走進黑暗世界 體驗視障人士日常生活

Towngas organises the "Wrapping in the Dark" workshop, for participants to experience the life of the visually impaired so as to promote social integration



網絡紅人Lulu及小美都是第一次於黑暗中包糰，包出來的糰形狀獨特。

It was the first time for bloggers Lulu and Cherry Lam to make rice dumpling in the dark, so they wrapped in "special shape".

◀參加者紛紛表示，是次體驗讓他們格外珍惜「看得見的機會」，亦提醒他們日後要多關懷社會上有需要的人士。

Surprised by the difficulties of working in the dark, participants learned to treasure their sight while caring for those in need.

由2000年開始，煤氣公司每年皆舉辦「煤氣萬糰同心為公益」活動，藉此為弱勢社群送上愛與關懷，同時推廣裹糰文化。今年首辦「暗黑『糰』廚」工作坊，藉此宣揚「共融」的訊息，並為活動揭開序幕。大會邀請了香港首位成功完成馬拉松的女視障跑手傅提芬(Inti)聯同煤氣烹飪中心Pauline擔任導師，教授約40位參加者嘗試在黑暗中裹糰，體驗視障人士的生活模式。當日參加工作坊的藝人黃美棋和吳肇軒、以及網絡紅人Lulu、OL醉愛廚房和薑檸樂等，均表示活動非常有意義，讓他們有更深刻的體驗。

Since 2000, The Hong Kong and China Gas Company Limited (Towngas) has organised the annual "Towngas Rice Dumplings for The Community" charitable campaign. Towngas aims to deliver warmth and care to the underprivileged through the distribution of rice dumplings, as well as promote a cherished culinary. This year Towngas organised the first "Wrapping in the Dark" workshop as the kick-off event of the campaign to promote the message of social integration. With the guidance of Inti Fu, Hong Kong's first visually impaired female marathon runner and Pauline Wong, instructor of Towngas Cooking Centre, about 40 participants including artists Meiki Wong and Ng Siu Hin, as well as bloggers Lulu Tong, Omander and Gingerlemoncola had a trial of wrapping rice dumplings in the total darkness and experience the life of the visually impaired at the workshops.



擔任客席導師的Inti表示很高興能參加工作坊，讓參加者親身體驗和了解視障人士的生活。

Guest instructor Inti was happy to join this workshop, which encouraged participants to learn more about the visually impaired.



## 「煤氣一人一相『糰』有愛」活動

"Rice Dumplings for the Community" Photo Sharing Campaign

除了包糰體驗工作坊，煤氣公司亦於網上舉辦「煤氣一人一相『糰』有愛」活動。呼籲市民動手包裹，再將照片上傳至個人社交平台或Towngas手機應用程式，並加上有關主題標籤。每上載一張照片，煤氣公司就會捐出一隻愛心糰予有需要人士。活動不但成功鼓勵大眾多加關愛及協助弱勢社群，亦同時推廣傳統裹糰文化，意義深遠。



Towngas has also launched an online photo sharing campaign, to arouse the public to care for the needy while promoting the tradition of wrapping rice dumplings. Public were invited to share their rice dumpling photos on social media or through the Towngas Mobile App with relevant hashtags. Towngas will donate a rice dumpling to the needy for each photo shared.

## 向社區傳揚關愛

Spreading love and care in the community



煤氣烹飪中心導師Kaley到香港中文大學校友會聯會張焯昌中學教導學生及家長包糰。

Towngas Cooking Centre instructor Kaley Leung taught students and parents to wrap rice dumplings at CUHK FAA Thomas Cheung Secondary School.



煤氣公司與近220位立法會議員、區議員及25個社區組織合作，動員各區義工包裹33萬隻愛心糰，於端午節前將糰子送贈予獨居長者及弱勢社群，為社區添上歡笑及關懷，共度窩心溫暖的端午節。

As in previous years, Towngas collaborated with nearly 220 Legislative Councillors and District Councillors, as well as members of over 25 local organisations to recruit volunteers to wrap 330,000 rice dumplings and distribute them to elderly people living alone and needy individuals. The activity aims to spread love, care and laughter throughout the community while celebrating the Dragon Boat Festival with those in need.