



煤氣
Towngas



Corporate Profile



Vision

To be Asia's leading energy supplier and service provider, with an environmentally-friendly focus.

Mission

To provide our customers with a safe, reliable supply of energy, and the caring, competent and efficient service they expect, while also working to preserve, protect and improve our environment.

Reaching New Heights

Founded in 1862, The Hong Kong and China Gas Company Limited (Towngas) is one of the largest energy suppliers in Hong Kong, operating with world-class corporate management and leading-edge business practices. For the past 150 years, Towngas has been growing with Hong Kong, evolving from a simple gas company supplying fuel for street lamps to a leader in the energy industry providing an uninterrupted gas supply to the residential, industrial and commercial sectors throughout the territory.

China's rapid economic development has resulted in tremendous demand for clean energy. Fulfilling this need with both determination and enthusiasm, Towngas has not only developed a thriving piped city-gas business in the country in the early 1990s, we have also introduced clean energy and advanced safety and environmental management systems. Our activities are improving living standards on the mainland, while reducing air pollution and protecting the environment.

Building on these solid foundations in the gas industry, we have diversified our business, moving into eco-friendly energy, water projects, building services engineering, and telecommunications infrastructure, enabling us to grow more vigorously towards a brighter future.





Hong Kong Business

Gas Safety

As an energy company, safety is of paramount importance in everything that we do. We are therefore constantly enhancing our safety management to provide a safe and reliable gas supply for our customers.

Currently, we supply town gas to 1.78 million customers in Hong Kong. Gas is provided through a pipeline network of more than 3,500 km, supported by our Grid Control Centre, which monitors the network 24 hours a day. Regular pipeline inspections ensure a reliable gas supply, and our Emergency Teams are on alert around the clock.

We provide a comprehensive maintenance service for our customers. Additional preventive measures include Regular Safety Inspections, with our dedicated inspection teams calling on all residential customers at regular intervals to carry out routine safety checks on gas risers, installations and appliances.



Innovative Products

Providing one-stop services, we continue to develop a range of innovative gas appliances for the market. At the same time, regular market research helps us learn more about customer requirements, enabling us to introduce efficient products with stylish contemporary designs and innovative functions that meet their evolving needs.

Residential Market

We provide a wide range of quality products for the residential market. Apart from our diverse series of hotplates and water heaters, we provide gas dryers, multi-function cookers, built-in hobs, ovens as well as range hoods to serve the many different needs of modern lifestyles.

We have launched two in-house appliance brands in Hong Kong: TGC, in 2001, and SIMPA, in 2003. TGC, which targets the upscale and mid-scale markets, offers innovative and stylish products tailored for Hong Kong's homes. SIMPA, the second brand, offers more economical products with simpler designs that still feature comprehensive functions meeting different user needs. In our continued quest to make cooking more convenient, we introduced a timer function on several of our TGC built-in hob models.





Our Towngas Cooking Centre, which has promoted flame cooking for 36 years, continues to serve as a platform for cookery lovers to experiment with new cooking techniques and share their enjoyment of flame cooking.

Since their debut, our Towngas Avenue lifestyle concept stores have become focal points for people who love to cook and those with a passion for design. This lifestyle shopping concept, blending the pleasures of gourmet dining with modern lifestyle products, has gained wide acclaim.

With over 10 years of experience in supplying stylish kitchen cabinets for new residential projects and our expertise in flame cooking and gas appliances, we expanded our kitchen design business into the retail sector in 2010, launching our own brand, Mia Cucina. Our design team imports top-quality cabinet materials and accessories from Europe for our Mia Cucina kitchen cabinet series. Designs are tailored according to each customer's unique requirements. In line with our customer-oriented service culture, our professional and thoughtful design service focuses on meeting customers' all-round needs, from consultation to product selection, design and installation, and after-sales services.

Commercial and Industrial Markets

To address the needs of Hong Kong's different industries, Towngas has introduced gas products and application systems with comprehensive functions and high energy efficiency. Our aim is to serve as an effective business partner, helping our clients to enhance their competitive edge.

We have launched an array of energy-efficient gas appliances for restaurants, including steam cabinets, food steamers, cooking ranges, and stock pots. We have obtained patents for some of our technologies such as the residual heat recovery technology adopted in our energy-efficient food steamers.

Popular among customers ever since their launch, our condensing water heaters are 30% more energy-efficient than traditional water heaters. The heaters are installed in premises that require large quantities of hot water, such as hotels, hospitals and indoor swimming pools.

Our gas dehumidifiers are widely used in shopping malls, commercial kitchens and wet markets to improve indoor air quality. Major customers include the Hong Kong Convention and Exhibition Centre and the Hong Kong Film Archive.



In addition, the “Towngas Green Kitchen” was set up at Towngas Showcase in North Point to serve as another channel of communication between the company and the catering industry. Industry practitioners are able to experience the impressive functions of Towngas’ business cookers and exchange ideas on energy conservation and environmental protection.

Customer Services

“Customers come first” is a core principle at Towngas. We provide caring and competent services to meet customer needs and offer greater convenience. Our “Six-star Service” provides a 24-hour hotline while installation and maintenance services are provided within one working day.

Bringing customers greater flexibility in time management, we have increased the number of maintenance service time slots available from Monday to Saturday to 11 time slots per day since 2012. The earliest of these one-hour time slots is 8am-9am.

Direct communication with customers and prompt responses to their feedback help us enhance our services. In addition to commissioning regular customer surveys, our Customer Focus Team visits public and private housing estates regularly, gathering customer opinions on our products and services, while also promoting gas safety.

Every year, we receive a large number of compliment letters from customers on our quality services. In 2012, we received more than 5,600 such letters, driving us to provide even better services.





Environmental Protection

Towngas fully supports environmental protection, seeking to ensure a better living environment and to promote the sustainable development of our planet. We apply a sound environmental management system that plans, coordinates and supervises all work systems to ensure that our operations proceed smoothly, efficiently and with minimum impact on the environment. We also support and sponsor different activities held by green organisations to raise the environmental awareness of our employees and the public.

Making sure that we operate to the highest global standards, our production plant has been certified to the internationally acclaimed ISO 14001 standard. The use of clean feedstock is essential in the production of town gas. In the early 1970s, we made the switch to producing town gas from cleaner naphtha fuel instead of heavy oil and coal. In 2006, we moved forward again, introducing natural gas as part of the feedstock in our production of town gas. This dual use of natural gas and naphtha as feedstock has significantly reduced carbon dioxide, nitrogen oxide and sulphur oxide emissions.

We also now utilise landfill gas from the Shuen Wan and North East New Territories landfill sites as heating fuel in the production of town gas. Using landfill gas as an energy source not only conserves natural resources, it also reduces the emission of greenhouse gases and thus improves air quality.

Maintaining our commitment to conserve resources and manage waste, we put the 5R concept—Reduce, Replace, Recover, Recycle and Reuse—into practice in our daily operations. Our “Used Gas Appliance Recycling Programme” recycles the metal from discarded appliances, conserving natural resources. We use the revenue raised through this programme to support green educational initiatives.

In 2008, we became one of the first of the Hong Kong Government’s “Carbon Audit Green Partners” to endorse its Carbon Reduction Charter. As a Green Partner, we pledge to audit our carbon emissions within the Company, while at the same time taking measures to reduce these emissions. We have already completed the first carbon audit for our Hong Kong operation. Our carbon inventories were verified under ISO14064-1 specifications.





Contributing to the Community

Hong Kong is our home, and we seek not only to provide quality services and products to our customers, but also to do our best to give a helping hand to those in need in our community. We encourage our employees to participate in voluntary social services, and provide resources and support for our "Towngas Volunteer Service Team" which was formed by our employees to care for the community.

Extending these services, Towngas customers and retirees are invited to join our "Towngas Customer Volunteer Team". In 1995, we launched our "Elderly Concession Scheme" offering special benefits for qualified senior citizens. These benefits include a waiver of their account deposit, monthly maintenance charge and monthly minimum charge, together with a 50% discount on the first 500 megajoules of gas consumed as well as free maintenance services for their gas appliances. Since then we have expanded the programme, launching further concession schemes for people with disabilities as well as single-parent families and low-income families, to help lighten their economic burden.



Since 2000, we have organised an annual charitable event, "Rice Dumplings for the Community" during the Dragon Boat Festival. Towngas Volunteer Service Team members are joined by students, legislative councillors, district councillors and other members of the community to wrap healthy rice dumplings for the elderly and people in need, bringing them warmth and care while also raising funds for charity.

We also visit elderly people who live alone during important Chinese festivals, such as the Mid-Autumn Festival, to deliver mooncakes and share the festive spirit. On a more day-to-day level, we show our care for the elderly through free photo-taking and hair-cutting services, free installation of safety rails at their homes, and free check-up services for their Personal Emergency Link which "links" them to emergency services in case of need. Our volunteers also deliver long-boiled soup to the elderly who live alone.

Committed to the needs of Hong Kong's children, we launched the "Cooking for Fun" English learning workshop in 2006. With the support of the Social Welfare Department, Towngas volunteers organise workshops for children from underprivileged families throughout the territory, to learn English through cooking.

We also offer assistance and support to social enterprises. In conjunction with the Tung Wah Group of Hospitals, we unveiled the first of its kind "COOK EASY" food pack delivery service in 2007. Based on special recipes created by our Towngas Cooking Centre, Tung Wah's "Take a Break" catering service creates "COOK EASY" food packs for customers. The service provides employment opportunities for the mentally handicapped and others with special needs.

Towards the end of 2012, Towngas launched Hong Kong's first food assistance programme for single-parent families receiving comprehensive social security assistance from the government. The "Towngas Warmth and Care Fresh Food Aid Programme" offers fresh, nutritious food packs to 150 families twice a week.

Further strengthening our ties with the community, we established a "District Council Focus Team" in 2000. By participating in and organising activities in local districts, we are able to communicate directly with members of the community, enabling us to better understand their needs and provide more direct and thoughtful services.




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Utility Businesses in Mainland China

As its economy grows rapidly, mainland China faces an increasing need for clean energy. The Group entered the mainland market in 1994, establishing our first joint venture in Panyu, Guangzhou to operate a piped city-gas business. Our mainland operations are now spread across 21 provinces, municipalities and autonomous regions. The number of residential, commercial and industrial customers we serve has risen from less than 5,000 to 15 million at present, with annual gas sales exceeding 12 billion cubic metres and a supply network extending more than 60,000 km. The Group is now the largest city-gas enterprise on the mainland.

Towngas China

In mainland China, we mainly invest and engage in piped city-gas projects. Our mainland gas business operates under Towngas China. We made our first foray into the mainland market in 1994, investing in several piped city-gas projects in southern China's Pearl River Delta region. With the launch of national clean energy policies favouring natural gas, the Group moved on to develop piped city-gas business in the Yangtze River Delta in eastern China, and later extended its reach to central, southwestern and northeastern China. The Group now has more than 100 city-gas joint ventures in cities including Nanjing, Wuhan, Xi'an, Jinan, Chengdu, Changchun and Shenzhen. Our operations spread across 21 provinces, municipalities and autonomous regions in eastern, central, northern, northeastern, northwestern, southwestern and southern China.

Regular Safety Inspections

To promote safety across our mainland operations, the Group has developed and distributed Safety and Risk Management System Templates, Corporate Risk Management Guidelines for Mainland Joint Ventures, and Guidelines for Safe Operation in Confined Spaces. In addition, we have established regional safety committees in many regions and provinces, such as Sichuan, Shandong and northeastern China, enabling our joint ventures to work together to establish and implement safety and risk management systems and share information and experience. All-round safety and risk management audits are also regularly conducted, ensuring all joint ventures meet our stringent safety requirements.





Committed to ensuring continued customer safety and delivering quality after-sales and comprehensive maintenance services, Towngas China has implemented a Regular Safety Inspection programme for its joint ventures. Qualified gas technicians pay regular visits to customers' homes to check their gas appliances and pipes to ensure the gas facilities are operating properly. We also have a 24-hour emergency hotline. Our professional emergency teams are well trained and highly experienced. They are on call around the clock, and stand ready to reach a site within the shortest possible time to ensure customer safety.

Building on the Group's 150 years of experience in operating a gas business, Towngas China has established Grid Control Centres and Geographical Information Systems (GIS) at its joint ventures to ensure the safety of gas delivery; together with our regular inspections of customers' gas facilities and various forms of proactive safety education, we work ceaselessly to maintain our proven track record of world-class standards of gas supply safety and reliability.

Towngas employees' guiding principle is that "Customers Come First". In addition to regular customer surveys, our Customer Focus Team meets customers periodically to seek their opinions on our products and services and promotes gas safety in the community.

Towngas is committed to providing gas appliances that suit the most stylish lifestyles. In Hong Kong, we have launched our TGC and SIMPA brands, while our Bauhinia brand targets the mainland market. All our appliances feature modern, innovative functions and superior performance besides being energy-efficient. Our "Six-star Service" is all-inclusive and available around the clock. In addition to a 24-hour service hotline and same-day installation and maintenance services, our Customer Centres, Cooking Centre and Towngas Avenue provide the latest information to help our customers enhance their quality of life.

Towngas China has established more than 200 Customer Centres across China. These one-stop-shop centres provide a full spectrum of services ranging from bill payment and account opening to selling gas appliances, technical consultations and after-sales services. We are the only gas supplier in China that sells both gas appliances and gas applications. For gas appliances, we even have our own "Bauhinia" brand. Our Customer Centres showcase a variety of multi-function gas appliances, modern water heaters and gas-fired heating systems. Visitors can experience how the use of gas brings about a comfortable and modern living environment.



We launched our Bauhinia gas appliance brand on the mainland in 2005, where it quickly became a leading appliance brand. In 2012 the brand's cumulative sales passed 1.5 million units. The Bauhinia line has been designed with the benefit of the Group's 150 years of experience in gas safety management and expertise. All products are inspected by both China's quality assurance authority and the Towngas Technology Centre, which adheres to international inspection standards. The government has regularly included Bauhinia appliances such as condensing gas water heaters in its procurement catalogue of energy-efficient products. Our appliances have also entered the list of leading energy-saving products. The brand's "inner-flame" series has proved extremely popular with customers, as it uses 15% less energy than ordinary gas appliances.

Drawing on the Group's extensive professional service resources, Bauhinia has also launched an industry-leading "one-stop" service system for mainland customers. Services include free consultations, free delivery and installation, free maintenance for three years, free regular safety inspections and professional repair services. Since their launch in 2005, the three-year free maintenance service and the free regular safety checks have remained unrivalled in the industry.

Clean Energy

As a socially and environmentally responsible energy supplier, we are committed to protecting and improving the environment while promoting the sustainable development of our energy business and expanding our clean energy business. According to international research, natural gas is the cleanest fossil fuel given its low emissions. By adopting natural gas for the majority of its piped city-gas projects, the Group has played, and continues to play a key role in China's transition from a coal-based economy to one relying increasingly on natural gas. We support the pursuit of a higher standard of living in mainland cities by lifting the standards of local public utility services. To cite just one example, Yixing, the city in Jiangsu province known as the "Pottery Capital of China" had long been known for its smog due to the use of coal in the city's thousands of pottery kilns. Since the establishment of Yixing Hong Kong and China Gas Company Limited in 2002 to promote the use of natural gas, the sky is once again blue over Yixing, a city with a priceless historic cultural and artistic heritage.

Towngas China Volunteer Service Teams Care for the Communities

The Group has more than 100 joint-venture or wholly-owned enterprises on the mainland, and more than 70% of them have set up volunteer service teams. The teams, comprising several thousand members in total, reach out to their communities through services targeting groups such as the elderly, children and low-income families. The teams have volunteered more than 100,000 hours of service over the years, winning the appreciation of local communities for their caring actions. Many of the teams have also received awards from local governments.

In July 2012, the Group organised a “Corporate Responsibility Summit” in Beijing under the joint guidance of the China Gas Association and the Corporate Citizenship Committee of the China Association of Social Workers. Aimed at promoting the concept and practice of corporate social responsibility, the summit invited experts, media representatives and renowned enterprises to exchange views and share experiences. Towngas China also released its CSR Report during the event.



Towngas China is dedicated to serving the communities in which we operate and contribute to each community's well-being. We have received numerous awards for our outstanding commitment to identifying and fulfilling our corporate social responsibilities. In 2012, we were honoured as an “Outstanding Enterprise in Community Service of China 2012” jointly by the Community Development Foundation of the China Social Welfare Foundation, the Corporate Citizenship Committee and the Beijing Academy of Social Sciences. We also received the “China's Outstanding Corporate Citizenship 2012 Award” jointly bestowed by the Corporate Citizenship Committee of the China Association of Social Workers, the CCTV Financial Channel and the Tencent Charity Foundation. The Group's charity book project was presented with the “Outstanding Case for Corporate Social Responsibility Award” by China Philanthropy Times. We also won the “China CSR ranking – Outstanding Practice Award”, which was organised by China Business News.

Hua Yan Water

In addition to investing in gas ventures, we are also involved in developing water infrastructure projects in mainland cities. We have established a subsidiary, Hong Kong & China Water Limited (Hua Yan Water), to manage our investments in the water business on the mainland. In 2005, to tap into synergies with our piped gas projects we established water businesses in Wujiang, Jiangsu province; Wuhu, Anhui province; and Suzhou Industrial Park in Jiangsu province, marking our initial forays into the mainland water sector. Hua Yan Water now owns four public water supply and wastewater treatment projects. It serves



920,000 customers and has a daily water supply capacity of 2.12 million tonnes. The quality of all raw water, processed water and piped water is stringently monitored and scientifically analysed to ensure that customers receive clean and hygienic tap water.

The company's attentive customer service and emergency repair technology back up its commitment to ensuring the provision of quality water for residents and businesses in rapidly expanding mainland cities.

Joint ventures under Hua Yan Water have obtained ISO 9001:2008 quality management system certification, ISO 14001:2004 environmental management system certification, and OHSAS 18001:2007 occupational health and safety management system certification. These companies are dedicated to providing safe and reliable drinking water for customers, while improving and protecting the environment, fulfilling their corporate social responsibilities and thriving in tandem with the country's socio-economic development.





New Energy Business

Established in 2000, ECO Environmental Investments Limited (ECO), a wholly-owned subsidiary of Towngas, is engaged primarily in developing new energy business. Backed by the Group's century-old expertise in gas technology and world-class management, ECO focuses on exploring business opportunities in clean and efficient energies and turning them into viable businesses in line with its goal of becoming a leader in the green industry.

ECO began to expand into the mainland market in 2008, investing in new energy and other environmental projects. It is now a leading enterprise in China's new energy sector, with more than 20 projects in various provinces including Shaanxi, Shandong, Shanxi, Liaoning, Henan and in Inner Mongolia.

In support of China's energy policies and consolidation in the energy sector and in response to the rapid growth in global demand for energy and the challenges posed by climate change, ECO's business focus in China is the development of new energy projects that minimise emissions and pollution, as well as projects geared to conserving energy and reducing carbon and other emissions. In many cases, scientific innovations are involved to turn low grade resources into high value energy. Examples are liquefaction of coalbed methane; development and application of non-conventional energy sources including shale gas; development of coal chemicals; biomass conversion, as well as provision of eco-friendly logistics services and energy infrastructure development. In Hong Kong, ECO's businesses include liquefied petroleum gas (LPG) vehicular filling stations, landfill gas utilisation projects and an aviation fuel storage facility. Last year the company expanded into Thailand, engaging in an onshore oilfield exploration project.



An Onshore Oilfield Exploration Project in Thailand

Committed to environmental protection and continuous innovation, ECO works persistently to expand its green energy portfolio and invests in the development of new technologies. ECO collaborates with Chinese and overseas research institutions to develop clean energy technologies and extend their applications, contributing relentlessly to society's sustainable development by offering an ever wider choice of clean energies.

Diversified Businesses

Conversion of Resources

Landfill Gas Utilisation

When organic substances in landfills decompose, they produce significant amounts of landfill gas. If emitted directly into the air, landfill gas (in which methane is the major component), aggravates the greenhouse effect, which is already a serious environmental threat. Treated landfill gas, on the other hand, can be converted into clean energy and used as heating fuel in town gas production. In 2004, ECO designed and constructed a landfill gas treatment plant at the North East New Territories Landfill. By separating carbon dioxide from the landfill gas through Pressure Swing Absorption, the plant increases the proportion of methane in the landfill gas from 50% to 85%. The treated landfill gas, or synthetic natural gas, is transported to Towngas's production plant in Tai Po via a pipeline and used as heating fuel in town gas production.

Commissioned in 2007, the treatment plant now supplies 1,800 cubic metres of synthetic natural gas per hour, with a potential to increase to 8,000 cubic metres per hour by 2015 when the plant's treatment capacity is expected to peak at 15,000 cubic metres of landfill gas per hour. The expected boom in synthetic natural gas supply will enable our production plant in Tai Po to curtail naphtha consumption by 40,000 tonnes while reducing emissions of carbon dioxide by up to 135,000 tonnes annually.



Liquefaction of Methane

Coalbed methane (CBM), predominantly composed of methane, exists in coal mines. The gas is formed when biochemical pyrogenation takes place in the coal under high temperatures and high pressure. By extracting CBM before mining activities commence we can help prevent gas incidents, enhancing the safety of coal miners and also reducing pollution.

Using the latest cryogenic technology, the extracted CBM can be liquefied on site. Liquefied coalbed methane (LCBM) has a temperature of about -162°C and the application of constant pressure reduces its volume to 1/625th of the original size. The resulting LCBM is a new form of safe, clean energy with high energy density that is easily transportable, cleaner burning and less expensive to produce.

Taking advantage of the abundant CBM supplies in Shanxi province, ECO, in cooperation with the Shanxi Jincheng Anthracite Mining Group, established a liquefaction plant in Jincheng, Shanxi province, to convert CBM into LCBM. The plant is currently the largest CBM liquefaction plant on the mainland with an annual production capacity of 250 million cubic metres of LCBM. Phases I and II of the plant were completed in late 2008 and March 2011 respectively, boasting a combined daily production capacity of up to 900,000 cubic metres. This project was not only a major milestone for ECO, it was also a pioneering initiative for the industry, as the first project on the mainland to not only utilise CBM on a commercial scale but also help satisfy energy needs in surrounding communities. Furthermore, the project provides an additional source of gas for the ongoing development of ECO's vehicular fuel supply network.





The coal-based methanol plant in Inner Mongolia with an annual production capacity of 200,000 tonnes has commenced trial operation.

Coal Chemicals

As China's domestic supply of petroleum and natural gas is insufficient to meet its needs, the country has to rely heavily on imported resources to meet demand arising from the rapid pace of development. However, given its abundant coal resources, China can compensate for the inadequate supply of petroleum and natural gas by speeding up the development of coal chemical technology, laying the foundation for the development of a petroleum-substitute fuel industry in the long term.

ECO is currently exploring coal resources and engaged in a coal chemical project in Erdos, Inner Mongolia. The latter is a methanol production plant in Junger with an annual capacity of 200,000 tonnes.

The methanol produced from coal resources has high economic value as it can be used as clean vehicular fuel and as a raw material for many chemical products. ECO owns two coal mines, both in Inner Mongolia. They are the Xiaoyugou coal mine in Junger with an initial annual production capacity of 1.2 million tonnes, and the Kejian open-pit coal mine in Erdos with an annual capacity of 1.8 million tonnes. ECO is looking to continuously build up its coal reserve in preparation for the further expansion of its coal-based businesses.

ECO has also invested in a coal mining project and a coking project in Fengcheng, Jiangxi province and begun to study the feasibility of utilising tail gas emitted during the coking process.

Furthering its commitment to converting waste resources or low grade feedstock into high value energy, ECO is seeking to explore and develop non-conventional resources such as shale gas and coal mine methane.



The Group's first open-pit coal mine in Inner Mongolia.

Energy Logistics and Infrastructure

Vehicular and Marine Fuel

In support of the HKSAR Government's initiative to improve air quality, ECO has designed, constructed and operated LPG filling stations in Hong Kong since 2000. The five LPG filling stations run by ECO provide 18,000 LPG taxis and most LPG minibuses in Hong Kong with a 24-hour service. The stations sell approximately 65,000 tonnes of LPG a year, accounting for about 30% of Hong Kong's auto LPG market.

With a wealth of operational and safety management experience, technical expertise and a reputation for excellent customer service, ECO has extended its gas filling station business to the mainland market. In 2006, ECO started its compressed natural gas (CNG) filling business in Maanshan, Anhui province, where it now operates three gas filling stations, serving mainly buses and taxis in urban areas. In 2008, ECO commissioned a gas filling station for heavy trucks in Xianyang, Shaanxi province. The station can supply up to 40,000 cubic metres of CNG per day, serving heavy trucks that transport domestic coal. The project was one of the first gas filling stations for heavy trucks on the mainland. In 2010, the Group commissioned its first LNG filling station in the Dalian Development Area, Liaoning province, serving urban vehicles. ECO currently operates more than 10 gas filling stations across China, including the provinces of Shandong, Shanxi, Shaanxi, Liaoning and Henan as well as Inner Mongolia.

In line with the Group's vision for clean energy development, ECO will continue to expand its gas filling station network in strategically important provinces and regions while seeking to widen its business scope by actively exploring the application of natural gas in the maritime sector, contributing further to emissions reduction and an ever better living environment.



ECO's Aviation Fuel Facility

In 2002, ECO signed a 40-year franchise agreement with the Airport Authority Hong Kong to design, construct and operate an Aviation Fuel Facility supplying fuel for aircraft at the Hong Kong International Airport. The project consists of eight tanks with a gross aviation fuel storage capacity of 264,000 cubic metres and a jetty with two berths. Berth No.1 accommodates vessels from 10,000-80,000 dwt while Berth No.2 accommodates vessels from 10,000-50,000 dwt. The aviation fuel is transported from Tuen Mun to the island where the airport is located via two undersea pipelines. The project commenced operation in 2010 and is now a major logistics base for aviation fuel in Hong Kong, supplying approximately 6 million tonnes of fuel a year.

Research and Development

Established in September 2009 in the Hong Kong Science Park, the ECO Environmental Energy Research Institute is ECO's research subsidiary. The institute underpins ECO's clean energy business development on the mainland and overseas by providing technological consultations and service support. It develops ECO's core technologies, technical feasibility analyses and technology development planning. With an open and innovative research model, the institute maintains close contact with domestic and foreign scientific research organisations and academic institutions, with which it cooperates extensively. The institute is engaged in several collaborative projects on the mainland and Hong Kong, involving clean energy, eco-friendly new energy and energy efficiency. Some of the projects have entered the interim testing stage and we are awaiting good news.



ECO's coal mine in Xiaoyugou.

Environmental Protection and Energy Conservation

ECO's LPG filling stations in Hong Kong and its compressed natural gas filling stations on the mainland which provide vehicular fuel for heavy duty trucks can help reduce vehicular emissions of suspended particulates by 6% and nitrogen oxides by 25%. This can significantly improve air quality and protect the environment. ECO's supply of natural gas or liquefied gas as vehicular fuel reduced emission of carbon dioxide by approximately 41,400 tonnes in 2012, equivalent to the amount removed by 1.8 million trees annually.

ECO utilises landfill gas as fuel for production of town gas. The project can reduce naphtha consumption for town gas production by 40,000 tonnes and mitigate the emission of carbon dioxide by 135,000 tonnes a year, equivalent to the amount removed by 5.8 million trees annually. Furthermore, ECO has built a liquefied coalbed methane plant in China's Shanxi province, which can reduce emission of coalbed methane by 250 million cubic metres per annum.



Diversified Businesses

Towngas Telecom

Towngas Telecommunications Company Limited (Towngas Telecom) provides high-end telecommunication infrastructure and network services for telecom carriers, service providers and large corporations. It utilises the existing gas network to build its optical fibre network using Glass-In-Gas and Glass-Along-Gas fibre-laying techniques, achieving synergies that enable it to offer cost-effective services. In Hong Kong, the ever-growing demand for IT outsourcing and “cloud computing” has driven the rapid growth in Towngas Telecom’s data centre business. We are now constructing a new Internet Application Centre with a floor area of around 22,000 square metres in the Tseung Kwan O Industrial Estate, where the Hong Kong Government’s data centre hub for the Asian Region is also taking shape. Phase I of this world-class facility is scheduled for commissioning in 2013. Towngas Telecom has also expanded its business into the mainland. It has established several joint ventures to provide superior telecommunications infrastructure and world-class data centre services to telecom operators and broadcasters. In addition to optical fibre projects in three provinces (Liaoning, Shandong and Jiangsu), we set up our first modern data centre in Jinan in 2006. Jinan Towngas Chibo Data Service Centre was officially launched in 2011 and has become one of the mainland’s leading data service providers.



U-Tech

U-Tech Engineering Company Limited (U-Tech) employs mainly trenchless technology in its operations in Hong Kong. Since U-Tech does not need to excavate roads when laying underground pipelines, it greatly reduces the environmental impact and the inconvenience to the general public. The company’s business and areas of expertise have steadily expanded, and it now undertakes a variety of projects, including building services, liquefied petroleum gas projects, civil works, water works and other pipeline infrastructure projects. U-Tech’s customers include Hong Kong’s major utilities and property developers. The company is currently working on a 60 km water mains replacement project for the Water Supplies Department, 12 km of which will be rehabilitated by trenchless technology. The project will help raise the company’s supplier status, paving the way for acquiring contracts for projects of a larger scale. Work on a salt water reservoir and pumping station is progressing while a number of building addition and alteration, electrical installation and building services projects are also underway.



Manufacturing Business

Founded in 2000, GH-Fusion Corporation Limited (GH-Fusion) is engaged primarily in producing polyethylene pipe fittings and welding equipment for gas and water pipelines. In September 2012, broadening the product scope and offering a total solutions package to customers, G-Tech Piping System Company Limited, the Group’s wholly owned subsidiary, was established to manufacture quality PE piping. Located in Zhongshan, Guangdong province, the new facility is currently being commissioned with production expected in 2013.

In 2011, we established M-Tech Metering Solutions Company Limited (M-Tech) to develop, manufacture and market smart metering solutions via the new generation of gas meters using Micro-Electro-Mechanical Systems (MEMS) technology in the measurement of mass flow. The manufacturing plant in Longgang, Guangdong province, is now in production. An Interactive Metering System model for commercial customers has been launched while a residential version is currently under development.

Major Awards



Business Management Awards

Financial Times Global 500, United Kingdom (2012)

Yazhou Zhoukan: Global Chinese Business 1000 – Top 10 in Hong Kong (2012)

Economic Digest: Towngas China was awarded Hong Kong Outstanding Enterprise Award (2011)

Yazhou Zhoukan: 1000 Worldwide Chinese Companies (2010 and 2011)

The Wall Street Journal: Asia 200: 8th in Top Hong Kong's Most-admired Companies (2010)

Yazhou Zhoukan: 2009 Global Chinese Business 1000 – Hong Kong Top 20 Award (2009)

Institution of Gas Engineers and Managers, United Kingdom: Company of the Year (1999 and 2006)

Environmental Awards

Wen Wei Po: Green China Environmental Achievement Award - Distinguished Enterprises (2011)

Hong Kong Green Awards: Green Management Silver Award (Corporation) (2011)

Hong Kong Green Awards: Green Purchaswi\$e Award – Platinum Category (2010)

China Environment News: Towngas China was awarded The Best Enterprise for Corporate Social Responsibility Award (2010)

China Environment News: Towngas China was awarded The Environmental Excellence Business Award (2009)

Hong Kong Awards for Industries: Environmental Performance Grand Award (2004 and 2007)

Hong Kong Eco-Business Grand Award: Green Office (Large Organisations) (2002)

Social Service Awards

The Home Affairs Bureau and the Social Enterprise Advisory Committee: 2011 Outstanding Friends of Social Enterprise (2011)

Family Council: Distinguished Family-Friendly Employer Award (2011)

Hong Kong Council of Social Service: Age Friendly Hong Kong Appreciation Scheme 2011 – Bronze Award (2011)

Steering Committee on Promotion of Volunteer Service of the Social Welfare Department:

Volunteers with 10,000 Service Hours Award (2011)



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1. Hong Kong Awards for Industries: Customer Service Grand Award (2009)
2. Environmental Protection Department and Environmental Campaign Committee: Hong Kong Awards for Environmental Excellence (Public Organisations and Utilities) Gold Award (2012)
3. Hong Kong Awards for Industries: Productivity and Quality Grand Award (2008)
4. QQ.com and Quamnet: Top 100 Hong Kong-listed Companies (2012)
5. The Hong Kong Council of Social Service: Caring Company – Total Caring Award (2008)
6. Social Welfare Department: Champion of Highest Service Hour Award (Private Organisations – Best Customer Participation) (2007-2012)
7. Federation of Hong Kong Industries: Hang Seng Pearl River Delta Environmental Awards – Silver Award (2013)
8. Towngas China was awarded The Best Brand of Public Service Satisfaction among Public Utilities in China (2011)

Lighting the past,
brightening the future.....

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