

# FOCUS

Newsletter of The Hong Kong and China Gas Company Limited (Towngas) 香港中華煤氣有限公司 (煤氣公司) 客戶通訊

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## 煤氣公司ESG表現傲視同儕

TOWNGAS LEADS THE PACK IN ESG PERFORMANCE

# 煤氣公司於首屆 「大灣區企業可持續發展指數」奪魁

## TOWNGAS TOPS INAUGURAL GREATER BAY AREA BUSINESS SUSTAINABILITY INDEX

煤氣公司在8月21日公布的首屆「大灣區企業可持續發展指數」獲評為恒生港股通大灣區指數內67間企業中的榜首，並是唯一一家企業取得最高的「典範者」級別，表示煤氣公司於可持續發展範疇在大灣區處於領導地位。

主辦機構香港中文大學商學院商業可持續發展中心同時發布了第五屆「香港企業可持續發展指數」，煤氣公司再在恒生指數的50家成分股企業中排行第一，並連續第二年取得「典範者」級別。

Towngas has emerged from among 67 Hang Seng Stock Connect Hong Kong Greater Bay Area Index constituents to place first on the inaugural Greater Bay Area Business Sustainability Index (GBABSI) announced on 21 August. As the only enterprise to be ranked at the highest Exemplar tier, the recognition underscores Towngas' leading sustainability performance in the Greater Bay Area.

The Chinese University of Hong Kong (CUHK) Business School's Centre for Business Sustainability (CBS), who organised the GBABSI, also announced the results of the fifth Hong Kong Business Sustainability Index (HKBSI). Towngas again took first place from among 50

constituents of the Hang Seng Index, attaining Exemplar ranking for the second consecutive year.

The two accolades are testament of the Group's emphasis on sustainable operations and corporate social responsibility (CSR), as well as taking the initiative to address



煤氣公司在首屆「大灣區企業可持續發展指數」及第五屆「香港企業可持續發展指數」均榮登榜首。

Towngas takes first place in both the inaugural Greater Bay Area Business Sustainability Index (GBABSI) and the fifth Hong Kong Business Sustainability Index (HKBSI).

煤氣公司連奪兩項殊榮，足證集團高度重視業務可持續性和企業社會責任，並積極回應持分者的期望和訴求。常務董事陳永堅說：「煤氣公司近年致力實現『轉廢為寶』的理念，同時竭力維持良好的企業管治，確保業務運作符合道德原則，對社會負責，並充分照顧持分者的需要。煤氣公司會繼續發揚可持續發展的遠大目標，在開拓業務以外，把可持續發展理念融入營運策略和管理措施，為公眾及社會作出貢獻。」

stakeholder expectations and demands. Alfred Chan, Towngas Managing Director, remarked, "In recent years, Towngas has strived to implement the principle of turning waste to treasure on top of its continued dedication to quality corporate governance. Through ensuring ethical operations, the Company has shouldered its responsibility to society and addressed the needs of its stakeholders. Going forward, Towngas will continue to advocate the overarching goal of sustainable development, not only in terms of business expansion, but also in its operational strategies and management approach in order to contribute to the public and society."

▼ 集團在江蘇省張家港市的氫化植物油廠。  
The Group's hydrotreated vegetable oil (HVO) plant in Zhangjiagang city of Jiangsu province.



▲ 位於將軍澳新界東南堆填區沼氣應用項目，是煤氣公司其中一項『轉廢為寶』概念項目。  
The landfill gas utilisation project at South East New Territories Landfill in Tseung Kwan O, Hong Kong, is an example of Towngas' waste-to-treasure initiatives.

集團近年不斷採用先進技術，包括在香港進行堆填區沼氣應用項目，實現『轉廢為寶』，在內地亦設立多個有助可持續發展的項目，例如在江蘇省張家港市興建氫化植物油廠房，將低價值的非食用油脂轉化成先進的潔淨生物燃油，其溫室氣體排放比傳統的柴油減少近90%，為環境帶來裨益。

在社區方面，煤氣公司一直關顧弱勢社群的需要，例如為有需要家庭提供煤氣費優惠計劃，減輕其生活開支；又經常與不同持分者合作在社區送贈愛心湯、月餅及愛心糰，推動一個關愛共融的社會。

中大的「大灣區企業可持續發展指數」及「香港企業可持續發展指數」均以「價值觀—過程—影響」模式編製而成，就每間大企業在可持續發展的績效進行評估並作出排名，藉此鼓勵各大公司承擔企業社會責任，並將先進的營商模式實現商業可持續發展。

The Group has in recent years adopted state-of-the-art technology to transform waste into treasure in projects such as landfill gas utilisation in Hong Kong. In mainland China, projects have also been established to contribute towards sustainable development, such as the hydrotreated vegetable oil (HVO) plant in Zhangjiagang city, Jiangsu province, which transforms low-value non-edible oils into advanced clean biofuel that emits 90% less greenhouse gases than traditional diesel.

On the community front, Towngas upholds its commitment to the needs of the disadvantaged through measures such as gas tariff concessions for families in need to offer relief on their living expenses. Collaborations with different stakeholders are also organised regularly to distribute soup, mooncakes and rice dumplings to the underprivileged during festivals in an effort to foster a caring, harmonious society.

CUHK's GBABSI and HKBSI are based on the model of value-process-impact. Corporations are assessed on and ranked by their sustainability performance in a bid to encourage their CSR efforts for realising sustainable corporate development through advanced operating models.



▲ 煤氣公司每年均送出愛心糰，向有需要的人士傳遞愛心之餘，亦能傳承傳統文化。  
Towngas distributes rice dumplings during Dragon Boat Festival every year to care for those in need and preserve cultural traditions.



◀ 煤氣公司成立全港首支專門探訪認知障礙症患者的「煤氣『煮播』義工隊」，透過遊戲和觀察，記錄長者的反應和進度，再交給社工跟進。  
Towngas established Hong Kong's first volunteer team dedicated to visiting patients with mild cognitive impairment. Named Towngas Chef Anchor Volunteer Team, the members take note of the reaction and progress of the elderly through games and observation, and pass their findings onto social workers for follow up.

# 非一般的新世代

## 非一般的培訓及發展計劃 NEW TRAINING APPROACH FOR THE NEW GENERATION



▼ 煤氣公司企業人力資源總監范潔儀（中）帶領公司團隊於比賽中獲金獎殊榮。

Towngas team headed by Towngas Head of Corporate Human Resources, Kit Fan (Centre) received the Gold Award in the competition.

煤氣公司聯同新世界發展、麥當勞，以及馮氏集團聯合舉辦，首個針對新世代人才的跨企業培訓及發展計劃NewGen，獲得2020年度HKMA最佳管理培訓及發展獎 – 金獎。有賴各參與企業的協作，互相於各自善長的領域帶給各新世代參與者新的經驗及挑戰，在六個月的多樣化培訓活動中展現1+1>2的協同效應。而此創新的培訓及發展模式亦得到業界的專業肯定，計劃能擴闊新世代年青員工的視野，為他們的發展帶來新的體驗，新的機遇。



NewGen, the first cross-corporate talent and development programme target for young talents of the new generation, co-developed by Towngas, New World Development, McDonald's and Fung Group had received the Gold Award of the HKMA Award for Excellence in Training and Development 2020. The six-month diversified training programme was an excellent showcase of cross-organisation collaboration. The expertise of different companies together generated synergy and brought new experience and challenges to the NewGen participants. This innovative training and development approach could open up the eyes of the young talents, bringing them new learning opportunities and the programme was well recognised by the HR professionals.

# 煤氣公司榮獲僱員再培訓局 「人才企業－企業大獎」

## TOWNGAS AWARDED ERB MANPOWER DEVELOPER AWARDS SCHEME - MANPOWER DEVELOPER GRAND PRIZE AWARD



### 煤氣公司 多元培訓發展 促進員工實踐理想事業

香港中華煤氣有限公司（下稱煤氣公司）榮獲僱員再培訓局頒發「人才企業－企業大獎」，以表揚企業於人才培訓及發展工作方面的卓越表現。煤氣公司企業人力資源總監范潔儀表示，今次是煤氣公司首度榮獲「人才企業－企業大獎」殊榮，反映公司的人力資源管理政策和推動人才培育方面的努力備受外界充分肯定，值得鼓舞。

煤氣公司致力在中國內地及香港發展能源業務，集團為員工安排培訓時也配合業務發展策略，當中尤其重視企業文化、專業技能和領導管理。煤氣公司不但注重員工的工作表現，更重視持續提高安全及質量，提升客戶服務質素，勇於創新，以及回饋社會。在公司推動及各項支持下，這些理念已經成為煤氣公司獨有的企業文化。

**理論實踐結合 創新技能訓練**

要吸引行業的精英人才，范潔儀指公司實做以人為本，從員工高度出發，量身訂造及提供發展、培訓、以及回饋社會。煤氣公司於2018年與僱員再培訓局合辦全港首個煤氣工程專業文憑課程。這課程是香港專業訓練架構第4級，提供理論實踐兼備的培訓，讓從事燃氣

業相關行業的在職人士持續進修增值。陳楚於2018年參加煤氣公司的學徒培訓計劃，短短兩年間，他已感受到公司用心栽培年輕一代學徒，「導師採用先進的虛擬實境（Virtual Reality，簡稱VR）及擴增實境（Augmented Reality，簡稱AR）技術授課，令學習不再是紙上談兵，而是能夠向煤氣技術員提供模擬的情境訓練，於安全環境下熟習工作。」陳楚表示，公司亦提供自我增值之機，日後亦可更容納不同的客戶溝通。

**人盡其才 發揮領導之才**

煤氣公司亦致力培育員工的管理才能，按不同職級的需要，設計各項領導管理課程計劃，包括充實行政人員計劃、年青領袖培育計劃、領袖英語培訓計劃等，為人才提供升階機會。「公司內部若有空缺，我們會優先考慮發展的機會和路向。」范潔儀說。

已在煤氣公司工作了11年的高級工程師金錦勳分享，當初大學畢業後便加入公司，期間得到多元化的專業探索機會，獲派至不同部門學習跨領域的知識。「公司鼓勵我們主動尋找挑戰以外的發展空間，各年前便獲派到內地合資公司工作半年，了

解內地能源行業的發展情況及趨勢。」他除了在工作上繼續累積工程專業知識外，更積極參與由煤氣公司主辦的培訓計劃，提高團隊協作、策略規劃、創意思考等方面的能力。

展望未来，煤氣公司會繼續優化人力資源管理的政策，培養人才以配合企業發展的需要。范潔儀期望，這次獲獎會令更多人認識煤氣公司發展及發展人才的方針和策略，亦歡迎各方專才加入公司，為能源行業注入動力。

▲ 煤氣公司企業人力資源總監范潔儀表示，煤氣公司積極投資資源培育人才，提供不同的培訓機會，促進員工的事業發展，並增加他們對公司的歸屬感。

▲ 煤氣公司的學徒培訓計劃應用VR技術，提高學習效率，令學習不再紙上談兵。

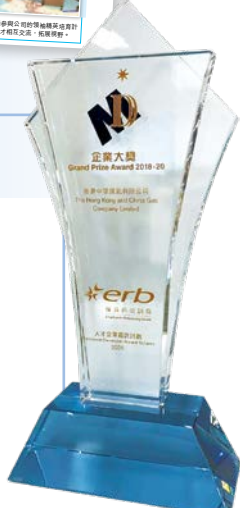
▲ 煤氣公司與僱員再培訓局合辦全港首個煤氣工程專業文憑課程。

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煤氣公司首度榮獲僱員再培訓局人才企業嘉許計劃中的「人才企業－企業大獎」，反映公司的人力資源管理政策和推動人才培育方面的努力備受外界充分肯定，值得鼓舞。煤氣公司積極投放資源培育人才，提供不同的培訓機會，促進員工的事業發展，並增加他們對公司的歸屬感。除此之外，煤氣公司更積極參與僱員再培訓局舉辦的活動，參與不同的「人才培訓及發展」計劃，如「後50實習生計劃」和「工作體驗」，為不同人士提供學習及發展機會。

Towngas has received its first Manpower Developer Grand Prize Award organised by Employees Retraining Board (ERB), underscoring the public's recognition of the Company's human resource management policies and efforts in nurturing talent. Towngas has taken the initiative to invest in our people by providing training opportunities that are not only conducive towards our staff's career development but also their sense of belonging. In addition, Towngas has also taken part in activities organised by ERB and manpower training and development schemes such as Post 50 Internship Programme and work experience sessions to offer more learning and growth opportunities for different groups.



# 煤氣公司獲頒「服務數碼優化獎」金獎

## TOWNGAS RECEIVES GOLD AWARD IN DIGITAL TRANSFORMATION



▲ 煤氣公司總經理 – 客戶維修服務張柏堅 (中) 與研發團隊喜獲香港優質顧客服務協會頒發「服務數碼優化獎」金獎。

Cheung Pak-kin (middle), Towngas General Manager – Customer Maintenance Services, and the research and development team are delighted to be awarded the Digital Transformation Award – Gold Award by the Hong Kong Association for Customer Service Excellence.

Towngas recently received the Digital Transformation Award – Gold Award for its Gas Riser Artificial Intelligence System from the Hong Kong Association for Customer Service Excellence. The award serves to underscore the Company's effective application of technology in its regular safety inspections, devising a win-win solution for both customers and employees.

To ensure household safety and provide quality service, Towngas has enhanced its existing regular safety inspection programme with its Gas Riser Artificial Intelligence System researched and developed in-house. The project is one of the first to apply fully automated artificial intelligence (AI) technology to the assessment and categorisation of gas pipe corrosion. The project effectively enhances operation efficiency and shortens service time while reducing the risk of human error and inaccuracy, thereby contributing towards a safe and healthy work environment. Research and development for the system began in January 2019, while preliminary application began in the first quarter of 2020. It has helped to broaden the scale of riser inspections, which in turn further enhances gas safety.

煤氣公司最近憑藉自行研發的「煤氣立管智能分析系統」，獲香港優質顧客服務協會頒發「服務數碼優化獎」金獎，表揚公司善用科技優化定期安全檢查工作，為客戶和員工帶來雙贏。

為了保障家居安全和提供優質的服務，煤氣公司利用自行研發的「煤氣立管智能分析系統」升級原有的定期安全檢查計劃，項目亦率先將全自動化人工智能技術(AI)應用於金屬煤氣管道的鏽蝕鑒定和鏽蝕等級分類的工序中。整個項目有效提高營運效率及加快服務時間，減低人為偏差及失誤，有助建立安全健康的職場環境。系統的研發工作在2019年1月開始，於2020年第一季初步投入應用。新系統有助擴大立管檢測規模，進一步加強燃氣安全。



▲ 技術員將立管錄影視頻上傳至煤氣立管智能分析系統，系統運用AI技術自行識別立管的鏽蝕位置。

Technicians upload the riser video recording to the Gas Riser Artificial Intelligence System, which applies AI technology to automatically detect corrosion on the riser.



▲ 煤氣公司與時並進，引入不同科技進行立管安全檢查，包括使用立管飛行檢查器 (上圖)、遙距甲烷檢測儀 (下圖) 等。

Evolving with the times, Towngas has introduced various technologies for riser safety inspection, including the Riser Inspection Quadcopter (above) and the long-range laser methane gun (below).

## 煤氣公司2020年中期業績 2020 TOWNGAS INTERIM RESULTS

8月17日，煤氣公司公布2020年中期業績。為顧及安全社交距離，公司首次透過網上視像會議形式進行業績發布會，超過70位分析員及投資者參與會議。

全球受冠狀病毒疫情影響，本港旅遊業、酒店和餐飲業生意大跌，然而，市民近期較多在家工作及用膳，住宅用氣量因而錄得增長，故本港上半年的整體售氣量輕微下跌3.9%。隨着未來新建樓宇增加，用戶數目、用氣量及爐具銷售將會上升。

On 17 August, Towngas announced its interim results for year 2020. To practise social distancing, the Company held its first online briefing, with over 70 representatives from the investment sector taking part.

Affected by the global impact of COVID-19, the local tourism, hotel and catering industry saw a steep decline in their business. Yet, the public's spending more time working and dining at home resulted in a significant increase in residential gas use. Thus, overall Hong Kong gas sales recorded a small drop of 3.9%. With the increase in newly constructed buildings, the number of users, gas consumption and appliances sales are expected to rise.



▲ 視像會議由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(右一)及執行董事、首席財務總裁暨公司秘書何漢明(左一)主持。

The online conference was held by Alfred Chan (middle), Towngas Managing Director, Peter Wong (right), Executive Director and Chief Operating Officer - Utilities Business, and John Ho (left), Executive Director, Chief Financial Officer and Company Secretary.

## 英國燃氣專業學會委任華人新會長 INSTITUTION OF GAS ENGINEERS AND MANAGERS APPOINTS NEW PRESIDENT

煤氣公司市務及營業總經理黃維安今年獲委任為英國燃氣專業學會(Institution of Gas Engineers and Managers, 簡稱IGEM)會長，為期一年。他是繼煤氣公司前執行董事暨營運總裁關育材後，第二位華人擔任會長一職。

IGEM成立於1863年，是英國工程理事會(Engineering Council UK)的成員之一，並獲其授權為評審工程師專業註冊許可的組織，確保燃氣業界的工程師具備專業規範，備受外界重視。今年IGEM再度委任煤氣公司管理層擔當會長，足證公司及同事在燃氣方面的貢獻備受肯定。

黃維安於燃氣領域方面有逾三十年經驗，曾擔任香港工程師學會理事會成員、執委會成員及公共事務委員會主席多年。對於是次委任，他表示非常榮幸：「因應『創新』和『環保』是全球發展的大趨勢，我在任內會把會務重點投放於這兩方面。隨著氫氣逐漸發展為新的綠色能源，我們會開始著手制訂氫氣的綠色應用標準，以迎接氫氣新能源的大趨勢。」



Duncan Wong, Towngas General Manager of Marketing & Sales, has been appointed as the President of the United Kingdom's Institution of Gas Engineers and Managers (IGEM) for one year. He is the second president of Chinese heritage to be appointed, after James Kwan, former Executive Director and Chief Operating Officer of Towngas.

Established in 1863, IGEM forms part of the Engineering Council of the United Kingdom. It is licensed by the Council to award professionally registered engineers their status and ensure the regulation of the engineering profession. IGEM's appointment of another Towngas' executives as its president serves to underscore the industry's recognition of the contributions of the Company and its employees.

Mr Wong has over 30 years' experience in the gas industry. He has served at the Hong Kong Institution of Engineers as Council Member, Executive, and the Chairman of its Public Relations Committee for years. He is deeply honoured to have been appointed in this capacity. "As innovation and environmental protection is a key global trend, I shall focus on these arenas during my tenure. Hydrogen is shaping up as a new green energy. Thus, we will start to formulate green application standards for hydrogen in preparation for this."



# 煤氣公司抗疫以人為本

## TOWNGAS EMPLOYS PEOPLE-CENTRED PANDEMIC CONTROL



▲ 煤氣公司常務董事陳永堅（右四）和新興能源業務營運總裁蕭錦誠（右二）前往易高加氣站派發抗疫包。

Alfred Chan, Towngas Managing Director (4th from right) and Philip Siu, Towngas Chief Operating Officer – New Energy Business (2nd from right), visited an ECO gas station.

### 溫馨最前線

#### SHOWING CARE TO FRONTLINE EMPLOYEES

每年炎夏，煤氣公司均進行「溫馨最前線」活動，由管理層探訪在戶外辛勤工作的同事和承辦商。今年七月至八月，公司部門主管不單向近三千名在戶外辛勤工作的同事和承辦商送上冰凍飲料為他們打氣，更特別派送防疫禮品包，關顧於疫情下仍然緊守崗位的同事和承辦商，並向他們表達謝意。

To show the recognition and care from the Management to the around 3,000 frontline employees and contractors, management team visited our colleagues and contractors who worked outdoor at the work sites with cold drink and anti-virus gift pack during the hot summer between July and August. This was a good opportunity to foster two-way communications between the Management and the frontline employees.





## 續 FUN 加氣站 FRUIT DAY IN TOWNGAS

煤氣公司關心同事的身心健康，為推動健康飲食習慣，我們於八月至九月舉辦多次水果日，向所有同事派發新鮮水果。新鮮美味的水果令整個辦公室瀰漫著快樂的氣氛，開心笑臉隨處可見。希望清甜的水果幫助同事減壓之餘，更鼓勵大家繼續健康的飲食習慣和生活方式。

Towngas cares about the health of our colleagues. To promote healthy diet in the workplace, the Company has organised Fruit Day in August and September hoping that this fresh bite can show our gratitude towards our hard-working colleagues.



## 「疫」流而上 LET'S FIGHT THE VIRUS TOGETHER

新冠病毒持續蔓延，疫情期間為保持社交距離，必須取消大型員工活動。為鼓勵同事在家工作之際亦能保持健康生活模式，增強身體抵抗力，煤氣公司由四月開始，推出不同主題的網上Home Fitness和健康菜式烹飪教學課程，讓同事留守家中亦能自我增值之餘也同時強身健體。此外，公司亦舉行多個專題講座，及透過電郵不時提供抗疫小貼士，協助員工更平靜面對疫情之下的管控，正面向對這段時間的困難，相信對公司、對員工也會有正向的結果，更能一起攜手度過疫情。

As the COVID-19 continues to prevail, face-to-face employee activities were replaced by online virtual programme with an aim to encourage our employees live a healthy and balanced life. Since April this year, we have launched different online Home Fitness programmes with yoga and pilates, online cookery classes, health tips and health talk by medical practitioners. Towngas cares and fights the virus together with our colleagues.





# 煤氣創新館 TOWNGAS HALL OF INNOVATION

煤氣公司一直鼓勵同事靈活運用創意，在工作上積極尋找突破，同時為公司業務帶來增長，貫徹「G= i x i」的企業理念：G是Growth，即企業增長；兩個i分別是Innovation和Implementation，即創新力和執行力。

2015年，煤氣公司於北角總部大樓成立煤氣創新館，展示僱員各項創新發明，供其他同事及公眾參觀。創館至今短短五年間，已有超過3,700人次預約參觀，當中包括多個政府部門和企業等。今年，煤氣創新館遷往大樓20樓，空間面積更為寬敞，方便日後展示更多同事的創新發明。新展館開幕同時推出兩件新展品，包括提高家居用氣安全的「智能煤氣錶安全功能」及「光學回火保護裝置」。

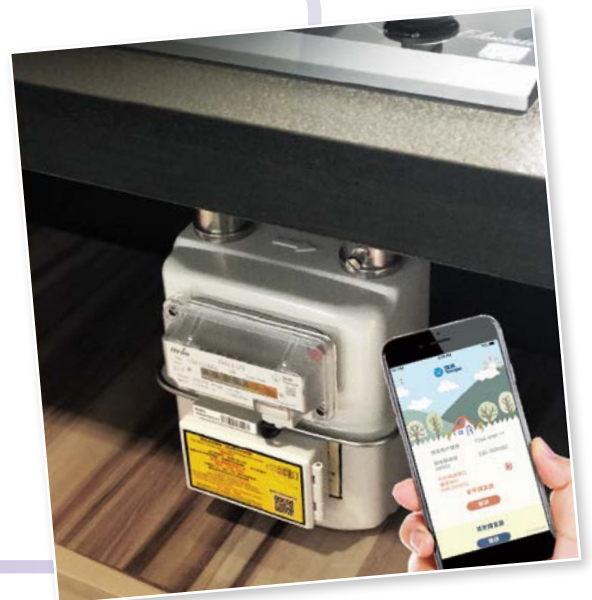
Towngas has always encouraged its employees to take initiative and apply creativity in an agile manner to seek breakthroughs in their work as well as growth for the Company. Such efforts are in line with Towngas' corporate philosophy of G = i x i, or growth equals innovation times implementation.



In 2015, Towngas established the Towngas Hall of Innovation at its headquarters in North Point to feature the creative inventions of its staff. Open to its employees as well as the public, the hall has recorded over 3,700 visits in just five years, including those from government departments and corporations. This year, the Hall has been moved to the 20th floor of the building, which offers a roomier venue to display more inventions in future. Two new exhibits were launched along with the new Hall, including the Towngas Smart Metering System and Optical Light Back Protection Device.

最新一代的智能煤氣錶系統除了藍牙報錶功能外，還可透過WiFi連線實現每月全自動報錶。煤氣公司將逐步為指定地區客戶的煤氣錶進行智能升級，客戶只需在個人智能裝置下載「煤氣智能報錶」流動應用程式，然後為煤氣錶讀錶器設定WiFi連線，過程方便安全。客戶亦可使用藍牙模式，隨時手動一鍵報錶，方便準確。

The new-generation smart metering system allows for Bluetooth meter reporting and monthly auto meter reporting through WiFi, gradually making a shift from conventional metering to smart metering solutions for premises at designated districts. After the upgrade, customers can download the Towngas Smart Meter mobile application to connect the metering device with their WiFi simply and safely, or choose to report their meter reading conveniently and accurately with one click through their Bluetooth connection.



# 與香港大學合辦首個碩士課程 燃氣工程選修科

## COLLABORATING WITH UNIVERSITY OF HONG KONG ON THE FIRST GAS ENGINEERING MASTER'S DEGREE ELECTIVE



繼去年與香港城市大學合辦學士學位的選修課程後，中華煤氣工程學院與香港大學機械工程學系的碩士課程在2019至2020學年，也成功合辦了首個燃氣工程選修科，吸引30多位正在攻讀碩士學位的同學報讀。課程分別由多位經驗豐富的煤氣公司工程師講授，同時邀請到香港大學機械工程學系的梁耀彰教授授課，課程內容涵蓋燃氣基礎理論、生產、輸配，以及燃氣應用的工程知識，培養新一代對燃氣行業的興趣。雖然受到疫情的影響，該課程繼續以網上形式進行，無阻學習進度。



After collaborating with City University of Hong Kong on a bachelor's elective, Towngas Engineering Academy also successfully co-organised its first gas engineering elective for a 2019-2020 master's programme with the Department of Mechanical Engineering of the University of Hong Kong (HKU), with over 30 master's students electing to pursue the course. The course is taught by experienced gas engineers as well as Prof Dennis Leung of HKU's Department of Mechanical Engineering. With content spanning fundamental gas theory, production, transmission and distribution, and engineering knowledge for gas application, the course aims to nurture the new generation's interest in the gas industry. In spite of the pandemic, the course was held online as scheduled.

## 首間公用事業使用「轉數快」退還按金及結餘

### FIRST PUBLIC UTILITY TO REMIT DEPOSIT AND BALANCE VIA FPS

煤氣公司以客為尊，致力提供優質和全面的服務。為方便客戶，率先以電子支付系統「轉數快」退還按金及結餘給客戶。

客戶可在賬戶結束時選擇以「轉數快」取回按金及結餘，客戶只需使用其已開立的「轉數快」賬戶#，如按金及結餘為8,000元以下，餘款將會以「轉數快」直接存入客戶銀行戶口，方便快捷又環保。

#註：其「轉數快」賬戶姓名必須與煤氣賬戶姓名完全相同

Towngas is committed to providing quality and all-round service to its customers. To enhance convenience, Towngas has become the first public utility to offer the option for our customers to receive their deposit and balance via Faster Payment System (FPS).

Upon closing their accounts, customers with an FPS account# and a combined total of under HK\$8,000 from their deposit and remaining balance can have the sum directly deposited into their bank accounts in an efficient and environmentally friendly manner.

#Note: The name of the FPS account must be identical to that of the Towngas account



# 疫情下「家餸愛 添溫馨」計劃 照顧弱勢家庭身心需要

## “LOVE ON DELIVERY” CARES FOR UNDERPRIVILEGED FAMILIES UNDER PANDEMIC



◀ (左起) 煤氣公司總經理—企業事務楊松坤、基督教家庭服務中心總幹事郭烈東與受惠家庭分享「家餸愛 添溫馨」計劃的問卷調查結果及計劃成效。

(From left) Isaac Yeung, Towngas General Manager - Corporate Affairs and Kwok Lit-tung, Chief Executive of Christian Family Service Centre, sharing the survey findings and programme impact of the "Love on Delivery" programme with beneficiary families.

Affected by the pandemic, underprivileged families are facing job loss and underemployment, which have led to decreased income. In view of this, Towngas and Christian Family Service Centre (CFSC) have launched the "Love on Delivery" programme to donate 30,000 food packs to 1,000 underprivileged families in order to directly alleviate their pressure from food costs. In addition, the associated social media platform and distribution points offer channels for social workers to reach the families to offer timely help.

On 21 September, Towngas and CFSC held a press conference to share the findings from the survey on participating families as well as the programme itself. From the 442 surveys returned, it was found that over 80% of the families saw their income impacted by the pandemic. In spite of their decreased income, over 60% of the families reported that food costs took up more than 40% of their family expenses, as they hoped to offer healthy meals for their loved ones.

疫情下，基層家庭面對失業或開工不足，收入減少，煤氣公司與基督教家庭服務中心因此特別推出「家餸愛 添溫馨」計劃，向1,000個基層家庭捐贈30,000個新鮮餸菜包，直接減輕基層家庭的膳食開支。另外亦透過社交平台及餸菜包派發站，讓社工接觸這些家庭，從而提供適時協助。

9月21日，煤氣公司與基督教家庭服務中心舉行發布會，分享邀請參與的基層家庭進行問卷調查的結果及計劃成效。調查收回442份問卷，結果發現當中超過八成的家庭在疫情期間收入受到影響；雖然收入減少，但仍有超過六成的家庭每月用於伙食上的費用佔家庭支出四成以上，希望家人食得健康。

在疫情持續的環境下，煤氣公司除了為家庭提供抗疫物資外，更為他們安排食物援助，以送贈新鮮餸菜包幫助他們保持營養。我們同時開立『家餸愛 添溫馨』Facebook專頁，定期發布合用的資訊，例如煤氣公司的職位空缺、氣體安全常識和環保資訊等，更拍攝短片分享烹飪技巧。煤氣公司義工即使未能與他們面對面接觸，也可化身網上義工VOL (Volunteer Online)為受惠家庭服務。因此，計劃不單是一個普通的餸菜包贊助，而是持續為求助家庭提供溫飽以外的身心支援。

▶ 煤氣公司透過「家餸愛 添溫馨」計劃的 Facebook 專頁提供職位空缺的資訊。

Towngas shares information on job openings on the Facebook page of "Love on Delivery" programme.

**家餸愛·添溫馨 計劃**  
August 25 at 2:00 PM · 9

煤氣公司現提供以下職位空缺，有興趣朋友可以與各「家餸愛·添溫馨」計劃單位聯絡。

職位詳情如下：

**#煤氣立管檢查員 (短期合約)**  
工作職責：  
- 主要於室外翻新煤氣立管  
- 清除立管上的招紙或廣告及清潔喉身  
- 於喉身標上油漬及貼上公司色帶及告示  
- 協助工程監督/技術員進行其它的指定工作

職位要求：  
- 能閱讀、書寫中文及操流利廣東話  
- 性格主動積極，儀表整潔，親切有禮  
- 有工藝經驗者及失業人士優先

工作時間：星期一至五：8:30 到 17:30 及星期六 8:30 到 12:30。  
薪金：\$60 / 小時  
合約為期8星期

**#門市推廣員 (短期合約)**  
工作職責：  
- 於門市推廣煤氣好氣Fun電子應用程式及煤氣積分計劃  
- 協助顧客登記及使用相關應用程式  
- 解答顧客查詢及與顧客保持良好關係

職位要求：  
- 良好粵語，懂一般普通話及英語更佳  
- 需熟悉操作智能手機  
- 主動積極，態度誠懇，親切有禮  
- 失業人士優先

工作時間：每星期五天，10:00 - 7:00 (星期一至日，星期六及日必須上班)  
薪金：\$60 / 小時  
合約為期8星期

#職位空缺 #香港中華煤氣有限公司

Like Comment Share



▶ 煤氣烹飪中心提供營養均衡的餸菜包，運送過程更以密封形式包裝，完成後馬上運送到各領取點，確保新鮮及衛生。

Towngas Cooking Centre provided nutritionally balanced meal packs that are sealed during transportation and delivered directly to distribution points to ensure freshness and hygiene.

計劃舉行至今，不少受惠家庭表示，一家人享用這些餸菜包，增加了他們飯桌間的樂趣；而計劃同時舉辦多個線上活動，例如「廚藝大比拼」、中秋節填色比賽等，都是提升親子關係的好機會。透過是次計劃的成果，我們希望社會服務機構及商界可以在疫情的新常態下，繼續攜手合作，關顧疫情下基層家庭的全面需要。



▲ 煤氣公司總經理—企業事務楊松坤(右一)、基督教家庭服務中心總幹事郭烈東(左一)頒發獎品予中秋填色創作比賽的優勝者。

Isaac Yeung (1st from right), Towngas General Manager - Corporate Affairs and Kwok Lit-tung (1st from left), Chief Executive of Christian Family Service Centre, awarding the winners of the Mid-Autumn Colouring Competition.

In the face of the sustained pandemic, Towngas provided food aid in addition to anti-pandemic supplies for families, distributing fresh meal packs to help maintain their nutritional intake. A Facebook page was also set up for the programme where relevant information is shared on a regular basis, such as Towngas job openings, gas safety knowledge, information on environmental protection and videos featuring cooking tips. Even though Towngas volunteers cannot meet the beneficiaries in person, they were able to transform into volunteers online (VOLs) to serve them. Thus, the programme went beyond merely sponsoring meal packs, but provided a sustained support system for both the physical and emotional well-being of beneficiary families.

Since the programme's launch, numerous beneficiary families have remarked that enjoying the meal packs together with their loved ones made dinner more enjoyable. The related online activities such as cook-offs and Mid-Autumn Colouring Competition also provided opportunities for parents to strengthen their bond with their children. The success of the programme has demonstrated the importance of the social and commercial sectors joining hands to care for the all-round needs of disadvantaged families under the new normal that is the pandemic.

## 「家餸愛 添溫馨」計劃 中秋填色創作比賽 "LOVE ON DELIVERY" MID-AUTUMN COLOURING COMPETITION

### 高級組得獎作品 WINNING ENTRIES FROM ADVANCED LEVEL



冠軍：盧俊樂  
Winner: Lo Chun-lok



亞軍：麥秀瑩  
1st Runner-up: Mai Sau-ying



季軍：李佑洪  
2nd Runner-up: Li Yau-hung

### 初級組得獎作品 WINNING ENTRIES FROM PRIMARY LEVEL



冠軍：梁子龍  
Winner: Leung Tze-lung



亞軍：敖鈞皓  
1st Runner-up: Ngno Kwan-ho



季軍：陸向楠  
2nd Runner-up: Lu Heung-nam

## 煤氣公司支持商界環保協會低碳約章 TOWNGAS SUPPORTS BEC LOW CARBON CHARTER



煤氣公司致力在業務策略及營運方面實踐可持續發展，早前已制定2020年的減碳目標，並正研究為香港和內地業務訂立中長期減碳目標。公司在減碳方面亦積極與不同機構合作，今年更簽署商界環保協會推出的低碳約章，代表公司承諾將根據《巴黎協定》內容訂立減碳目標，彰顯公司對環保的承擔，以及與其他企業共同應對氣候變化的決心。

商界環保協會的低碳約章回應《巴黎協定》對國際社會的呼籲，號召不同企業及機構簽署約章，促使各界依循《巴黎協定》的減碳目標，制定實際行動，共同構建綠色未來。

Committed to implementing sustainable development in both its business strategies and operations, Towngas sets its 2020

carbon reduction target earlier and is in the process of setting medium to long term carbon reduction target for its Hong Kong and mainland operations. The Company has been collaborating with different organisations to reduce carbon emissions and signed the Low Carbon Charter launched by Business Environment Council (BEC) this year, pledging to set a carbon reduction target according to the Paris Agreement. This underscores the Company's commitment to shouldering its environmental responsibility and dedication to tackling climate change with fellow corporations.

BEC launched the Low Carbon Charter in response to Paris Agreement by promoting corporations and organisations to sign the charter. BEC encourages different sectors to adhere to the goals set out in the Agreement through implementing strategic action plans in order to build a green future together.

## 名氣通參與國際電訊週會議 TOWNGAS TELECOM TAKES PART IN INTERNATIONAL TELECOMS WEEK

6月15至18日，名氣通參與了2020年國際電訊週會議 (ITW)。國際電訊週是一年一度的電訊業內盛事，今年是歷來首次以虛擬形式舉行。來自全球1400多家公司派出代表，共3700多名嘉賓參與 ITW 2020 進行交流。

名氣通透過國際電訊週的視像會議，與不同的潛在客戶進行一對一的業務交流，討論產品和服務的發展空間及機遇，藉此與客戶建立緊密的聯繫，有利拓展新的業務關係。

From 15 to 18 June, Towngas Telecom (TGT) took part in the 2020 International Telecoms Week (ITW), an annual industry event. This is ITW's first time being held virtually, with over 3,700 guests from over 1,400 companies taking part.

Through the virtual meeting, TGT conducted one-on-one business exchanges with potential clients. Through discussing the development and opportunities for their products and services, TGT built rapport with clients, thereby contributing to the growth of their business relationship.





# 《Towngas Cooking 煤氣教煮》 強勢登陸 YouTube TOWNGAS COOKING ARRIVES YOUTUBE

訂閱《煤氣教煮》頻道：  
Subscribe “Towngas  
Cooking” Channel:



留家抗疫，在家煮食，人人可以化身廚神。煤氣公司隆重推出全港最強明火專業烹飪平台《Towngas Cooking 煤氣教煮》YouTube Channel，透過

星級名廚聯手創造不同飲食新「煮」意，內容多元化，由日常住家菜、西餐、日式料理、韓國菜、泰國菜、法國甜品，以至健康滋味素菜的教學均一應俱全。

星級名廚黃亞保、周中、廚藝界秋生哥 Jacques Kagi、法國Disciples Escoffier專業文憑畢業生梁祖堯、星級靚媽陳倩揚、超級奶爸何基佑、星級醫生郭田蓀與著名YouTuber 說故事的葡國廚師John Rocha鹹蝦燻與暖男型廚Andy Dark等，將於今年內每天以不同內容主題輪流展示廚藝，內容除了包括好物直播分享外，連材料的基本知識、食材處理、調味與烹飪技巧等竅門與秘訣都一一公開，即將分享多個「煮」題零失敗食譜，讓你健康抗疫，輕易成為烹飪達人。

Having stayed home more often due to the pandemic, everyone seems to have become great cooks. Towngas launched its professional cooking platform, “Towngas Cooking” YouTube Channel, where master chefs collaborate to come up with diverse culinary ideas. From daily meals to Western, Japanese, Korean and Thai food as well as French pastry and healthy vegetarian dishes, there is something for everyone.

Master chefs Paul Wong, Chow Chung and Jacques Kagi, Disciples Escoffier graduate Joey Leung, celebrity mom Skye Chan, super dad Kay Ho, celebrity doctor Marcus Kwok, storytelling Portuguese chef and YouTuber John Rocha as well as caring chef Andy Dark will demonstrate their cooking skills under different themes every day. Aside from introducing their favourite tools, the experts will also share some fundamental knowledge about ingredients, food processing

and seasoning as well as cooking techniques. With various recipes on the channel, the audience is set to become culinary experts while fighting COVID-19.





# 名氣廊 Flame 連續九年獲選為 「我最喜愛靚景餐廳」

## FLAME AT TOWNGAS AVENUE ELECTED AS GREAT VIEW RESTAURANT FOR NINE CONSECUTIVE YEARS

名氣廊Flame連續第九年獲選為 U Magazine 主辦的「我最喜愛食肆選舉 2020 - 我最喜愛靚景餐廳」的得獎餐廳。此活動乃全港最具規模的飲食界盛事之一，匯聚本地飲食界的翹楚，結果由逾3萬多位公眾人士以一人一票方式投票，得獎餐廳備受讀者和業界予以肯定。名氣廊Flame餐廳座擁奪目璀璨的維多利亞港景緻，讓不少客人留下深刻的印象。

Flame at Towngas Avenue has been selected as the U Favourite Food Awards 2020 - U Favourite Great View Restaurant for the ninth consecutive year. Hosted by U Magazine, the event is one of the most sizeable occasions of the catering industry, attracting the industry's leaders to participate. Over 30,000 members of the public voted for their favourite restaurants, highlighting the awardees status in the minds of the magazine's readers as well as industry peers. Having once again received the award underscores the lasting fond memory left by Flame at Towngas Avenue's brilliant view of Victoria Harbour for its patrons.



▲ 煤氣公司總經理 - 零售市務及營業王佩兒(右) 與同事分享獲獎喜悅。  
Catherine Wong (right), Towngas General Manager - Retail Marketing & Sales, sharing the joy of winning the award with her team.

# 名氣廊 Flame 「足不出車」外賣自取安排 FLAME AT TOWNGAS AVENUE LAUNCHES IN-VEHICLE PICK UP SERVICE



名氣廊Flame與大家共度「疫」境，除加強全方位防疫措施外，更安排同事專職擔任防疫大使，專責執枱、清潔、消毒，分開執枱及傳菜員工，以減低交叉感染的機會。

另外，名氣廊Flame推出八折外賣限定優惠，更貼心推出「足不出車」外賣自取安排，客人只需於取餐半小時前致電訂購外賣美食及告知車牌，開車到達後通知餐廳同事，同事便會將新鮮準備好的美食送到客人的車上，無需花時間泊車，方便省時又衛生。購買外賣時自備餐盒更可享額外減10元優惠，一同為環保出一分力。

In a bid to combat the pandemic, in addition to strengthening its all-round anti-pandemic measures, Flame at Towngas Avenue has assigned staff as dedicated anti-pandemic representatives who are in charge of table cleaning and disinfection so that bussers and runners are separated in order to minimise the risk of cross-infection.

In addition, Flame at Towngas Avenue has launched a limited-time 20% discount on takeaways as well as in-vehicle pick up service. Customers can place an order up to 30 minutes before pick up and share their vehicle plate number, and restaurant staff will bring the food to the customer's car once they let them know of their arrival. Customers can get freshly prepared food without the need for parking and alighting from the vehicle, making it more convenient. In a collective effort to protect the environment, a HK\$10 discount is also offered for customers who bring their own food containers.



## 煤氣烹飪中心榮獲「專業烹飪學校品牌大獎」 TOWNGAS COOKING CENTRE AWARDED PROFESSIONAL CULINARY SCHOOL BRAND AWARD

煤氣烹飪中心獲得由*iMoney*智富頒發的「智富品牌大獎2020 - 專業烹飪學校品牌大獎」，凸顯煤氣烹飪中心專業出色的領導位置。作為業界的領導者，煤氣烹飪中心了解市場對專業廚藝學習的需要，提供多元化烹飪教學，帶領煮食潮流。煤氣烹飪中心於1977年創立，一直努力提升品牌價值之餘，亦提升客戶的生活品味及知識。

Towngas Cooking Centre received the *iMoney* Brand Awards 2020 – Professional Culinary School Brand Award from *iMoney* magazine, underscoring its status as an industry leader. Towngas Cooking Centre understands the market's demand for professional culinary training, and has responded by offering diverse courses that closely follow culinary trends. Since its establishment in 1977, Towngas Cooking Centre has remained committed to enhancing its brand value as well as its customers' lifestyle and knowledge.



▲ 煤氣公司總經理 - 零售市務及營業王佩兒代表公司接受獎項。  
Catherine Wong, Towngas General Manager - Retail Marketing & Sales, receiving the award on behalf of the company.



## 四位員工獲頒傑出推銷員獎 FOUR STAFF MEMBERS RECOGNISED WITH DISTINGUISHED SALESPERSON AWARD

傑出推銷員獎項計劃在1968年成立，由香港管理專業協會及市場推銷研究社聯合主辦，今年已踏入第五十二年，計劃目的旨在嘉許市場推銷的精英。這項選舉在1950年發源於美國，現在已獲得全世界推銷精英的認同，成為推銷員至高榮譽的標準。

獲機構推薦的參加者需要撰寫一篇500字的短文，內容包括從事銷售行業之志向、貢獻及對本屆獎項主題 - 「功在不捨，傲而不凡」之見解。遴選過程還包括面試，參加者需要向評判推銷自己公司的產品或服務，並即時作出兩分鐘的有效銷售。

Established in 1968 and co-organised by the Hong Kong Management Association and the Sales and Marketing Executives Club, the Distinguished Salesperson Award (DSA) Programme has entered its 52nd year. The programme originated from the United States in 1950 with the aim of celebrating individuals demonstrating excellence in the marketing and sales arena. It is now recognised by elite salespeople around the world as the highest honour for industry members.

Nominated participants are required to submit a 500-word statement on their aspirations as a salesperson, contribution to the advancement of his/her profession and opinion on the theme of the 52nd DSA, "Pride in Perseverance". The selection process also includes an interview, where the participant promotes the products and services of his/her organisation and conducts a two-minute effective sales presentation.



▲ 煤氣公司總經理 - 零售市務及營業王佩兒與四位獲獎的傑出推銷員：(左起)陳清泉、張文傑、余傑陸及陳錫圳。  
Catherine Wong, Towngas General Manager - Retail Marketing & Sales, with the four awarded staff members: (from left) Chan Ching Chuen, Cheung Man Kit, Yu Kit Sing and Chan Sik Chun.



# 簡栢智能防乾燒煮食爐 現代煮食好幫手

## SIMPA ANTI-SCORCH SMART BUILT-IN HOB FOR MODERN COOKING

煤氣公司屢創新猷，憑藉專業的產品研發團隊多年來努力不懈，嶄新推出全港獨家智能防乾燒煮食爐 – 簡栢HQB62GP，智能爐頭感應過熱即自動熄火，特別適合工作繁忙或家事忙碌的都市人，以及健忘的長者，提升家居安全。

簡栢智能防乾燒嵌入式平面爐具備智能溫度感應器，煮食時爐頭可偵測鍋底溫度。當鍋中的水分到達沸騰點後，若然沒有熄火，鍋內水分便會逐漸蒸發，直至完全乾燒時，溫度會急速上升，這時智能爐頭偵測到鍋底溫度異常升高至290°C便會自動熄火，有效預防因處理各樣瑣碎事務而導致忘記熄火的家居意外。

Committed to innovation, Towngas' product research and development team introduced Towngas' exclusive anti-scorch smart built-in hob, SIMPA HQB62GP. The hob turns off automatically upon detection of abnormally high temperatures, making it ideal for ensuring the safety of busy city dwellers and forgetful elderly persons.

SIMPA's anti-scorch smart built-in hob is equipped with a temperature detector to monitor the pot temperature during cooking. After the water in the pot reaches its boiling point, if the stove is not extinguished, the water would evaporate and dry out, at which time the pot temperature would rise rapidly. The smart hob automatically turns off upon detecting abnormal temperature surges to 290°C, effectively preventing accidents caused by busy cooks preoccupied with other household matters.



產品介紹短片:  
Product video:



# 贊助飲食業「7月7折 8月8折」推廣活動

## SPONSORING "JULY: 30% OFF, AUGUST: 20% OFF" PROMOTION



由煤氣公司贊助，香港飲食業聯合總會、現代管理（飲食）專業協會、香港餐務管理協會、香港餐飲聯業協會、稻苗學會、香港日本食品及料理業協會及香港日本料理店協會聯合主辦的飲食連環賞「7月7折 8月8折」優惠活動，已於本年7月及8月舉行，鼓勵市民本地消費，振興經濟。活動有逾千間食肆參與，7月15日開始推出晚市優惠，7月份提供七折優惠，8月份則提供八折優惠，不設最低消費。

Sponsored by Towngas and co-organised by Hong Kong Catering Industry Association, Association of Restaurant Managers, The Association for Hong Kong Catering Services Management, Hong Kong Federation of Restaurants & Related Trades, Institution of Dining Art, Hong Kong Japanese Food and Cuisine Association and Hong Kong Japanese Restaurant Association, the "July: 30% off, August: 20% off" promotional campaign took place in July and August to encourage the public to shop local and give the economy a boost. Over a thousand restaurants took part in the campaign, starting to launch dinner offers on 15 July, 30% discounts in July and 20% discounts in August with no minimum spending.



▲ 飲食業界多名代表出席記者會介紹優惠活動。  
Representatives from the catering industry taking part in the press conference introducing the campaign.

## 支持飲食業足球友誼賽 SUPPORTING CATERING INDUSTRY SOCCER MATCH



▲ 煤氣公司執行董事暨公用業務營運總裁黃維義（後排右八）和香港餐務管理協會永遠會長潘權輝（後排左八）與足球隊代表大合照。  
Peter Wong (8th from right, back row), Towngas Executive Director and Chief Operating Officer - Utilities Business and Richard Poon (8th from left, back row), President of the Association for Hong Kong Catering Services Management, in a photo with members of the soccer team.

由香港餐務管理協會主辦的「飲食業足球友誼賽」早前假香港仔室內運動場仿真草足球場圓滿結束。香港餐務管理協會邀請其他飲食業商會，派出代表組成聯隊參加比賽，反應非常熱烈，煤氣公司亦派出足球隊與聯隊對陣。是次活動讓參加者切磋球技及享受運動樂趣，更有助加強商會間的聯繫和團結。

The Catering Industry Soccer Match hosted by The Association for Hong Kong Catering Services Management took place at Aberdeen Sport Ground Artificial Turf Pitch. The Association invited representatives from other catering organisations to take part in the match as a joint team, which saw enthusiastic participation. Towngas also sent its own team to take part in a match against the joint team. The activity served as an opportunity for participants to hone their soccer skills and enjoy sporting fun while enhancing the bond between various associations.

## 「齊心撐飲食 一起再出發」團結聚餐 “UNITE AND SUPPORT F&B” DINNER

由稻苗學會主辦、煤氣公司贊助的「齊心撐飲食 一起再出發」團結聚餐於6月29日假尖沙咀金百樂宴會廳舉行。稻苗學會執行委員會成員、會員、會友及餐飲同業出席聚餐，齊心支持餐飲業，為餐飲業加油。是次活動提供平台讓業界聚首一堂，互相鼓勵，也為餐飲業失業的工友籌款。此活動收入扣除支出後，捐贈予餐飲業工會幫助工友，集腋成裘，共同度過難關。

Organised by Institution of Dining Art (IDA) and sponsored by Towngas, the “Unite and Support F&B” dinner took place at Paramount Banquet Hall in Tsim Sha Tsui on 29 June. Members of IDA and its Executive Committee as well as representatives from the catering industry attended the event to show their support. The event provided a platform for industry members to meet up and encourage each other while raising funds for their unemployed peers. After deducting expenses, proceeds from the event has gone towards catering industry associations to help industry members weather this difficult time.



▲ 行政會議成員兼立法會議員張宇人（左十）、稻苗學會主席徐汶輝（左十二）與稻苗學會代表合照留念。

Tommy Cheung (10th from left), Member of Executive Council and Legislative Council, Chui Man-wai (12th from left), Chairman of Institution of Dining Art, and representatives of Institution of Dining Art in a group photo.



# 「帝御·金灣」選用 Mia Cucina 一站式廚房設計服務 “SEACOAST ROYALE” OPTS FOR MIA CUCINA’S TOTAL KITCHEN SOLUTION SERVICE

煤氣公司的 Mia Cucina 一站式廚房設計方案服務，一向備受各地產商及品味人士推崇，最近獲恒基地產豪宅新貴「帝御·金灣」項目採用，並於 Mia Cucina 北角陳列室舉行發布會。

是次「帝御·金灣」廚房項目的大部分單位均使用 Mia Cucina 廚櫃及意大利爐具產品，包括煮食爐、抽油煙機、雪櫃及洗衣機，讓住戶烹調更添樂趣，亦體驗非凡的生活品味。

Mia Cucina's total kitchen solution service has consistently gained the support of property developers and users. A press event was held in Mia Cucina Showroom at North Point for the launch of a premium residence "Seacoast Royale". The use of Mia Cucina kitchen cabinets and premium appliances, including gas dominos, rangehoods, fridges and washers, in most of the units gives the residents enjoying distinct culinary experience and a prestige lifestyle to indulge in.



▲ 恒基物業代理營業（一）部總經理林達民（中）及煤氣公司策略及創新總監暨商務總監 - 香港公用業務馮文傑（左）偕同星級美女廚神伍樂怡（右）即場下廚烹調美食。 Lam Tat-man (middle), Henderson Land General Manager of Sales (1) Department, and Daniel Fung (left), Towngas Head of Strategy and Innovation and Commercial - Hong Kong Utilities, joined celebrity chef Kelly Ng (right) in preparing a scrumptious meal.

## Mia Cucina 極緻專業家居廚房 爐具設備一應俱全 MIA CUCINA PRESENTS EXQUISITE PROFESSIONAL HOME KITCHEN WITH COMPREHENSIVE FACILITIES



Mia Cucina最近於山頂獨立屋展示極緻專業家居廚房設計。屋主注重生活品味，著重家居每項細節的品質和美感，廚房特意選用Mia Cucina意大利進口杏色門板和白色人造石檯面為廚房的基礎色調，配襯灰藍直紋背板來營造簡約沉穩的大氣格調。因應屋主講求鑊氣的煮食需要，配置各類糅合專業與時尚品味的煮食爐具和設備，以及一系列實用配件，包括轉角轉盆、地櫃拉籃、拉敞式工作檯及內置電動升降乾碗碟機等，完美打造大師級的入廚環境，讓屋主輕鬆烹調中西佳餚宴請親朋。

Mia Cucina showcased exquisite designs for a home kitchen in a standalone house at The Peak. Mindful of an enjoyable lifestyle, the owner places an emphasis on the quality and aesthetics of every detail of the home. Mia Cucina's beige panels and white countertop set the hue of the kitchen, pairing with greyish-blue striped wall panels to create a subtle minimalist style. As the homeowner prefers flame cooking, the kitchen is equipped with professional and stylish appliances, as well as a series of practical accessories, such as swing pullouts, pullout basket and tray, and built-in sterilised dish dryer, to fit for a master chef to prepare different cuisines for gatherings with families and friends.



# 網上短片 - 湯博士 x 明火物理小教室

## ONLINE CLIP - FLAME COOKING 101 BY DR TONG

煤氣公司推出一連兩集「明火物理小教室」網上短片，首度邀請著名物理學專家湯兆昇博士，以深入淺出的方式從物理學角度，探討明火煮食的冷知識，同場更有人氣YouTuber Agnes家姐及名廚黃亞保師傅利用明火炮製拿手菜式，分別示範日式串燒、明太子小炒王和鮮蝦頭枸杞豆腐湯，推廣明火煮食的樂趣。

為配合短片的推廣，煤氣公司更推出Facebook有獎遊戲，分別送出日本製九十金網陶瓷燒烤網和免費「由電轉氣」更換TGC煤氣煮食爐，活動深獲好評，參與人次合共接近500名，藉此鼓勵客人一嘗明火煮食的烹飪樂趣。

Towngas launched a pair of videos titled Flame Cooking 101 hosted by renowned physicist Dr Dominic Tong to introduce fun facts about flame cooking from an easy-to-understand angle of physics. In the videos, YouTuber Agnes and master chef Paul Wong also joined Dr Tong in preparing their favourite dishes over flame, such as Japanese skewers, mentaiko stir-fry and prawn head, wolfberry and tofu soup to promote flame cooking.

In promotion of the videos, Towngas hosted a Facebook prize quiz which gave away Japan-made Maruju Kanaami ceramic grill and a complimentary upgrade from electric stove to a TGC gas hotplate. The activity was well received, with nearly 500 participants taking part, and successfully encouraged customers to try their hand at flame cooking.



明火物理小教室短片  
Flame Cooking 101

# 網紅推薦 - 慳家最強「好氣Fun」

## VLOGGER RECOMMENDS TOWNGAS FUN FOR GREAT SAVINGS

今年5月，煤氣公司推出一個結合煤氣會員積分計劃及網上換購的嶄新平台「好氣Fun」，全方位照顧會員的衣、食、住、行所需。

為推廣新平台，「好氣Fun」與不同網紅合作，推出一系列Facebook/Instagram帖子及短片，教大家如何做個精明的「好氣Fun」會員。當中人氣網紅「Kiki & May - 隨意吃樂部」YouTube Channel的酒店自助餐食評短片，觀看次數更超過19萬次。

This May, Towngas launched the brand-new Towngas Fun platform which fuses the Towngas loyalty programme with online shopping to cater for members' everyday needs.

To promote the new platform, Towngas Fun collaborated with various vloggers to launch a series of Facebook and Instagram posts and videos that introduce the best deals on Towngas Fun. Popular vloggers Kiki and May made a video review of a hotel buffet on their YouTube channel which totalled over 190,000 view.





## 煤氣公司獲頒《資本雜誌》 「企業社會責任大獎」2020 TOWNGAS RECEIVES CORPORATE SOCIAL RESPONSIBILITY AWARDS 2020 FROM CAPITAL MAGAZINE



▲ 煤氣公司總經理—企業事務楊松坤 (左) 代表公司接受獎項。  
Isaac Yeung (left), Towngas General Manager – Corporate Affairs, received the award on behalf of Towngas.

為表揚在履行企業社會責任(CSR)有傑出表現的企業,《資本雜誌》舉辦「企業社會責任大獎」2020,以嘉許獲獎機構在追求盈利和帶動香港經濟發展之同時,亦不忘為社會、市民,以及自然環境所作出的貢獻與關注。經專業評審團嚴格甄選後,煤氣公司成為今年十家得獎企業之一。頒獎典禮於10月30日舉行。

煤氣公司服務香港158年,一直以提供環保能源、優質產品和關懷弱勢社群為己任。近年更引入創新元素,為社會服務注入新動力。我們承諾於未來日子,繼續發揮企業優勢,持之有恆地全力履行企業社會責任。

In recognition of enterprises demonstrating excellence in the area of corporate social responsibility (CSR), *Capital* magazine held the ceremony for the Corporate Social Responsibility Awards 2020 on 30 October to celebrate organisations contributing to the community, the public and the environment while pursuing profit and fuelling Hong Kong's economic development. After a strict deliberation process, the professional judging panel selected Towngas as one of the 10 corporations to be awarded this year.

Having served the city for 158 years, Towngas has taken it upon itself to provide green energy and quality products while caring for the disadvantaged. In recent years, it has applied innovation to inject momentum into the social service sector. Going forward, it shall remain committed to applying its edge as a corporation to consistently shoulder its corporate social responsibility with its best efforts.

## 疫情下逆流招聘 PROVIDING JOB OPPORTUNITIES IN THE FACE OF THE PANDEMIC



少訓練或講座(如演講技巧訓練班),我

們更設有項目研究小組,讓實習生以團隊形式就題目發揮創意,同學們並會在畢業禮分享其項目及擺放攤位展覽。

面對失業數字屢創新高,煤氣公司於本年6月推出「失業人士支援計劃」,特別設立新職位聘請失業人士,至今已聘用近50人。計劃涵蓋不同部門,工作包括推廣煤氣手機平台、檢測煤氣立管等,旨在讓更多不同範疇及專長的人一展所長。計劃除了舒緩他們在這段時期的經濟壓力,同時希望藉此豐富他們的工作閱歷,為日後的職業發展作好準備。

2020年因應疫情,經濟受到嚴重影響。煤氣公司不但沒有因此減少每年暑假招聘的實習生數目,更比去年有所增加。煤氣公司為中學生和大學提供不一樣的實習體驗,他們獲分配到不同部門工作,還參加不

Due to the pandemic, the economy has suffered serious setbacks throughout 2020. Yet Towngas did not cut down on the number of interns recruited this summer, and in fact hired more than last year. Every year, Towngas offers different practicum experiences for high school and university students, who are assigned to various departments and invited to training and talks such as public speaking class. Students also take part in research projects so that they can apply their creativity in the context of a team. At their graduation, their hard work comes to fruition when they present their projects and set up stalls to feature them.

In response to the ever-increasing unemployment numbers, Towngas launched the Unemployment Support Programme in June. New openings were created for those who lost their jobs, with a cumulative total of nearly 50 participants hired.



The programme aims to offer people from all walks of life a chance to apply their strengths. Thus, the work spans from Towngas mobile platform promotion to gas riser inspection. In addition to alleviating the economic pressure of participants during this difficult time, the programme also serves to enrich their work experience to prepare them for future career development.

# 疫情無阻送暖 社區再添溫馨

## SHARING WARMTH WITH THE COMMUNITY IN SPITE OF THE PANDEMIC

煤氣公司常務董事陳永堅每年率領辦公室同事親手製作美味熱狗，名「永堅園MAD DOG」慈善籌款活動，同事均積極參與，慷慨解囊。2020年因疫情關係，活動無法舉行，但陳先生今年主動捐出港幣13萬元予「永堅園MAD DOG」活動基金，公司再作配對捐款。

有關活動已踏入第八年，過往曾為院舍安裝智能廁所板，可以提升長者自我護理能力之餘，也可減輕工作人員的工作量。2018年開始我們為長者及殘疾人士護理院舍安裝浴室暖風機，維持浴室在暖和的溫度。

今年因疫情關係，為保持長者及殘疾人士護理院舍的空氣流通，以及改善空氣質素，我們特別為他們送贈空氣清新機，讓長者生活得更健康放心。由年初至今，我們已送贈了61部空氣清新機予超過30間院舍。



▲ 2014年開始，我們得到香港麥當勞支持，由McCafé的義工到活動現場沖調飲品。  
Since 2014, we have enjoyed the support of McDonald's Hong Kong, who have sent volunteers from McCafé to prepare drinks for the event.



▲ 疫情期間煤氣義工雖然未能到院舍探訪，但捐贈空氣清新機的行動廣受長者院舍歡迎。  
Although Towngas volunteers could not visit the care homes during the pandemic, the donated air purifiers were very much appreciated.

Mr Alfred Chan, Managing Director of Towngas, leads his office staff every year in preparing delicious hotdogs to raise funds for the Mad Dog programme, which has seen enthusiastic participation and generous donations from the rest of the Company. As the event had to be cancelled this year due to the pandemic, Mr Chan personally contributed HK\$130,000 towards the Mad Dog fund, with the Company offering a matching donation.

In the past eight years that the event has been held, the Company has sponsored the installation of smart electric washlets for elderly homes. Not only do they serve to enhance the elderly's self-care ability, but also help alleviate the work load of the care staff. In 2018, the programme also sponsored the purchase and installation of bathroom heater ventilators for elderly and disabled persons' homes to keep the bathroom at a comfortable temperature throughout the year.



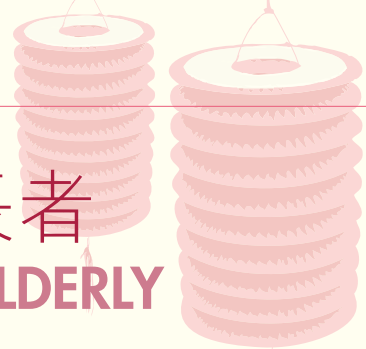
In response to the pandemic, we wanted to maintain good airflow at the elderly and disabled persons' homes. In order to improve air quality, we sponsored air purifiers to enhance their health and quality of life. Since the beginning of the year, we have presented a total of 61 air purifiers to over 30 care homes.





# 中秋送溫馨 13萬愛心月餅贈長者

## 130,000 MOONCAKES FOR THE ELDERLY



煤氣公司自2001年起，每年舉辦「愛心月餅顯關懷」活動，藉著中秋佳節，在社區送贈愛心月餅，關懷獨居長者及有需要家庭，藉此推廣「關愛共融」信息。今年，煤氣公司透過與100多間社福機構合作，將130,500個愛心月餅送往長者及殘疾人士院舍，關懷弱勢社群。多年來，累計送贈愛心月餅數目超過244萬個。

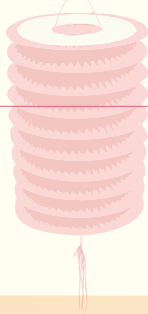
受疫情影響下，地區活動大多取消，然而無阻煤氣溫馨義工隊的關懷活動。在社福機構的安排下，煤氣溫馨義工隊做好社交距離和防疫要求，到訪東頭邨、鯉魚涌及華富邨等地區，為長者送上愛心月餅及禮品，共同度過不一樣的中秋節。

Towngas has held the annual Mooncakes for the Community campaign since 2001, distributing mooncakes to elderly singletons and families in need during Mid-Autumn Festival to foster a caring culture. This year, Towngas joined hands with over 100 welfare organisations to distribute 130,500 mooncakes to homes for the elderly and the handicapped in a bid to care for the disadvantaged. Throughout the years, a cumulative total of 2.44 million mooncakes have been gifted.

As a result of the pandemic, most community activities have been cancelled. Yet thanks to welfare organisations' arrangements, the Towngas Volunteer Service Team was able to visit neighbourhoods such as Tung Tau Estate, Quarry Bay and Wah Fu Estate while practising social distancing and meeting anti-pandemic requirements to distribute mooncakes and other gifts in celebrations of a Mid-Autumn Festival quite unlike any other.







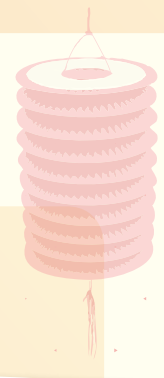
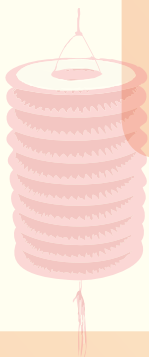
9月28日，煤氣溫馨義工隊到訪救世軍華富邨長者中心，贊助救世軍的「心好月圓」行動，協助包裝愛心福袋，並探訪居住華富邨的長者戶。

On 28 September, Towngas Volunteer Service Team visited The Salvation Army Wah Fu Centre for Senior Citizens to support their Mid-Autumn Festival Appeal by helping to put together care packages and visiting elderly residents of Wah Fu Estate.



9月24日，煤氣義工協助樂群社會服務處-喜樂社區服務中心派發飯盒及月餅給鰂魚涌的長者。

On 24 September, Towngas volunteers helped Lok Kwan Social Service Joy Community Service Centre distribute lunchboxes and mooncakes to the elderly in Quarry Bay.



9月21日，煤氣義工到訪齊惜福東頭社區廚房，協助準備愛心飯盒，並連同煤氣愛心月餅及禮品，送給東頭邨的長者。

On 21 September, Towngas volunteers visited Food For Good's community kitchen in Tung Tau to help prepare lunchboxes to be distributed to the local elderly along with mooncakes and gifts from Towngas.





# 綠火焰計劃 — 綠「適」家園項目圓滿結束

## GREEN FLAME PROJECT – UPCYCLING FOR A GREENER HOME

煤氣公司與聖雅各福群會合辦綠火焰計劃 — 綠「適」家園項目，向下一代灌輸「轉廢為寶」的概念。來自天主教伍華小學及中華基督教會基全小學共23名學生在煤氣公司義工的指導下，參加了九節工作坊，各自發揮創意，利用紅酒木箱、水松木塞、破舊木板及布料等，設計並製作精美實用的小型傢具，增加家裡的收納空間。是次計劃兩間學校分別有四名學生獲獎。

年初，煤氣公司安排參加計劃的學生參觀了新界東南堆填區的沼氣應用項目，認識沼氣應用廠房的運作流程，並體驗虛擬實景 (VR) 遊戲，從而深入了解「轉廢為寶」的概念。

10月24至26日，煤氣公司贊助計劃的8位得獎學生與其家長參加三日兩夜的本地學習之旅，到香港海洋公園及香港迪士尼樂園了解煤氣在兩大主題樂園的商業應用，例如海洋劇場內使用直燃機空調，為海豚和海獅表演的水池提供恆溫作用；以及香港迪士尼樂園森林河流之旅的水中火及蒸氣效果等。



▲ 煤氣公司助理總經理—企業事務李瑞冰 (右二)、聖雅各福群會 (扶貧服務) 高級服務經理羅迪 (右一) 及天主教伍華小學校長林漢堅 (左一) 頒發予四名來自天主教伍華小學的得獎學生。Michelle Li (2nd from right), Assistant General Manager – Corporate Affairs of Towngas, Law Tik (1st from right), Senior Service Manager (Charity Services) of St. James' Settlement, and Lam Hon-kin (1st from left), Principal of Ng Wah Catholic Primary School, presented awards to students from Ng Wah Catholic Primary School.



▲ 天主教伍華小學得獎學生之一李柏賢 (中) 向評審介紹其作品。Lee Pak-yin (middle), award-winning student from Ng Wah Catholic Primary School, introducing his work to the judges.



▲ 天主教伍華小學得獎學生梁丹表示，十分期待三日兩夜的本地學習之旅，尤其是她從未到過香港迪士尼樂園。Liang Dan, award-winning student from Ng Wah Catholic Primary School, looks forward to the three-day local educational trip, especially since she has never been to Hong Kong Disneyland.

Towngas joined hands with St. James' Settlement to organise the Green Flame Project – Upcycling for a Greener Home programme to instil the principle of turning waste to treasure in the next generation. Twenty-three students from Ng Wah Catholic Primary School and The Church of Christ in China Kei Tsun Primary School attended nine workshops where, under the guidance of Towngas volunteers, they applied their creativity to transform wine crates, wine corks, old wooden boards and fabric into practical household items that serve as storage. Eight students from the two schools were awarded throughout the programme.

Earlier this year, Towngas arranged for the participating students to visit Towngas' Landfill Gas Utilisation Project at the South East New Territories (SENT) Landfill to learn about the process of landfill gas utilisation. They also gained a deeper understanding of the principle of turning waste to treasure through a virtual reality (VR) game.



From 24 to 26 October, eight award winners and their parents went on a three-day local educational tour sponsored by Towngas. During their visits to Ocean Park

Hong Kong and Hong Kong Disneyland, the participants learned about commercial town gas applications at the two theme parks. For instance, the direct gas-fired air conditioning system at the Ocean Theatre keeps the water temperature constant in the pools where dolphins and sea lions perform. At Hong Kong Disneyland, town gas contributes to the fire on water and steam effects at the Jungle River Cruise.



# 贊助「建造業魯班飯」義工行動 SPONSORING THE CONSTRUCTION INDUSTRY LO PAN RICE CAMPAIGN



疫情持續令經濟步入衰退，尤以基層市民生計飽受打擊。煤氣公司支持建造業運動及義工計劃承傳魯班先師精神，推行「建造業魯班飯行動」，向獨居長者、失業及低收入人士、劏房戶、露宿者等免費派發「魯班飯」，以援助他們度過難關，以及送上建造業對他們的關愛。

煤氣溫馨義工隊於10月23日及30日，分別前往葵涌及佐敦兩個「魯班飯」派發地點，協助將「魯班飯」送贈有需要人士。

With the economy in decline due to the sustained pandemic, underprivileged citizens struggled to make ends meet. In the spirit of Lo Pan, the guardian

deity for those in the construction industry, Towngas supported the Construction Industry Lo Pan Rice Campaign to distribute meals to elderly singletons, unemployed and low-income individuals, subdivided flat tenants and the homeless to care for the disadvantaged and help them get through these difficult times.

Towngas Volunteer Service Team headed to distribution points in Kwai Chung and Jordan respectively on 23 and 30 October to give out meal boxes to those in need.



## 公益金便服日 2020 COMMUNITY CHEST DRESS CASUAL DAY 2020

煤氣公司每年均響應「公益金便服日」籌款活動，所得善款全數撥捐公益金轄下的社會福利機構，惠澤社群。今年公益金便服日於10月29日舉行，煤氣公司僱員捐款連同公司等額贊助，合共為活動籌得44,790元善款。

Towngas has supported the Community Chest's Dress Casual Day every year. The funds raised go towards the social welfare organisations under the Community Chest to benefit the community. This year, Dress Casual Day took place on 29 October. Towngas matched staff donations to raise a collective total of \$44,790.

# 煤氣公司推廣環保時尚文化

## TOWNGAS SUPPORTS ENVIRONMENTALLY FRIENDLY FASHION STYLE



煤氣公司早前與Green Ladies攜手合作，於「低碳Action!」Facebook專頁推出We second!時尚盡「綠」有獎遊戲及We second!快閃優惠，粉絲們參加有獎問答遊戲，贏取現金券到Green Ladies店舖使用。活動目的是推廣環保時尚文化，同時鼓勵大眾考慮購買二手時裝，或將有質素之時裝寄賣，令舊衣重生，支持源頭減廢。聖雅各福群會Green Ladies於2008年成立，是香港第一間以寄賣模式營運的環保社企，一直推動環保，以及全力協助中年婦女就業。



Towngas joined hands with Green Ladies to launch the We second! prize quiz and a limited-time offer on the Low Carbon Action! Facebook page. Fans who answered questions stood a chance to win coupons to be used at the Green Ladies store. The activity aimed to promote environmentally friendly fashion style and encourage the public to consider buying second-hand clothing or consigning their quality garments to give them a second lease on life in order to support curbing waste at the source. Organised by St. James' Settlement, Green Ladies is Hong Kong's first green social enterprise operating as a consignment store. Since its establishment in 2008, it has promoted environmental protection as well as employment opportunities for middle-aged women.

# 緊貼煤氣公司的環保及潮流資訊

## FOLLOW TOWNGAS FOR THE LATEST NEWS

為向公眾推廣低碳健康的生活方式，煤氣公司設立「低碳Action!」Facebook專頁，定期更新分享各類環保資訊。最近，公司更加強與本地環保團體合作，透過這個網上平台，舉辦不同的工作坊、網上講座及有獎問答遊戲等活動，宣揚環保理念。

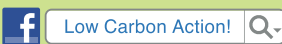
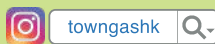
而煤氣公司官方 Instagram (@towngashk) 則分享時下潮流食譜、爐具優惠、環保小貼士和煤氣最新資訊等，鼓勵大家一齊實踐健康、環保、時尚的生活方式。

In order to promote low-carbon living to the public, Towngas has launched Low Carbon Action! Facebook page, where it shares information on environmental protection and collaborating with local green groups, we leveraged this online platform to disseminate green ideas through workshops, online talks and prize quizzes.

On the other hand, Towngas' Instagram (@towngashk) features the latest recipes, appliance offers, green tips and gas-related information to encourage the public to implement a healthy, green and stylish way of life.



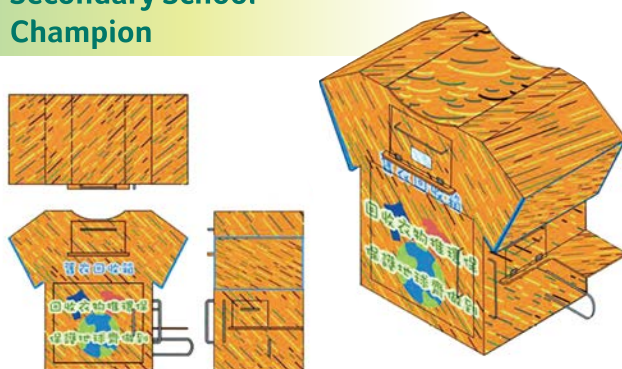
想獲取公司最新資訊，緊貼環保及飲食潮流，請即關注我們：  
To learn more about our news update and new trend of environment and diet, please follow us:



# 與香港地球之友合辦 全港中小學舊衣回收箱設計比賽 CO-ORGANISED USED CLOTHES RECYCLING BIN DESIGN COMPETITION WITH FRIENDS OF THE EARTH (HK)



## Secondary School Champion



黃元藝 Huang Yuen Ngai

耀中國際學校 (中學部)  
Yew Chung International School  
(Secondary Section)

為鼓勵市民積極參與舊衣回收，煤氣公司早前與香港地球之友合作，舉辦全港中小學舊衣回收箱設計比賽，為香港地球之友設計全新舊衣回收箱，在社區推動資源重用及減廢。活動於8月至9月舉行，吸引了逾400份作品參賽，充分展現同學們的創意和環保意識。公眾現可於香港地球之友網頁和Facebook，以及煤氣公司「低碳Action!」Facebook專頁內查閱各得獎作品。



## Primary School Champion

陸羨婷 Luk Sin Ting

保良局梁周順琴小學  
Po Leung Kuk Leung Chow  
Shun Kam Primary School



To encourage the public to take part in used clothes recycling, Towngas joined hands with Friends of the Earth (HK) to organise the Used Clothes Recycling Bin Design Competition for primary and secondary school students in Hong Kong. The competition to design used clothes recycling bins for Friends of the Earth (HK) ran from August to September with more than 400 pieces of artwork received. The winning designs are now available for public view at the website and Facebook fanpage of Friends of the Earth (HK) as well as Towngas' Facebook fanpage at Low Carbon Action!



## DIY 可重用雨傘袋網上工作坊 DIY REUSABLE UMBRELLA HOLDER ONLINE WORKSHOP



Statistics show that about 14 million plastic umbrella bags are consumed during Hong Kong's rainy season every year. Since most of the plastic bags intended for umbrellas are not reused, their use has led to serious wastage and environmental pollution. To encourage the public to cut down on single-use plastic consumption, Towngas has joined hands with Greeners Action to host an online Green Flame Workshop on 3 October to DIY umbrella holders. Broadcast on Towngas' Low Carbon Action! Facebook page, the workshop featured a textile artist demonstrating how to make unique, practical

and green reusable umbrella holders out of simple materials to eliminate the use of plastics. Please stay tuned to our Facebook page for upcoming activities under our Green Flame Project.

根據統計，香港每年雨季消耗大約1,400萬個雨傘膠袋。由於雨傘膠袋大多不會重用，造成嚴重浪費和環境污染。為鼓勵大家減少使用一次性塑膠，煤氣公司特別與綠領行動合作，於10月3日舉辦綠火焰教室 - DIY可重用雨傘袋網上工作坊，透過煤氣公司「低碳 Action!」Facebook專頁直播，由布藝師教大家用簡單材料，製作獨一無二、實用又環保的可重用雨傘袋，齊齊走塑。我們的「綠火焰計劃」將持續舉行綠火焰環保活動，請密切留意我們的專頁。



## 煤氣公司太陽能光伏系統 TOWNGAS PHOTOVOLTAIC SYSTEMS

近年各國相繼制定「長遠減碳策略」，進一步加強發展可再生能源，務求從持續不斷的自然過程中得到能量，其中包括利用太陽能作發電之用。為響應政府推廣可再生能源的應用，公司已於大埔煤氣生產廠房和六個調壓及檢管站成功安裝太陽能光伏系統，而北角總部大樓天台和第二階段調壓及檢管站的安裝預計於2021年初完成。第二階段的系統設計更有別於傳統的系統，將會採用不同的創新技術，包括使用柔性太陽能板以增加應用地點，而太陽能追日系統及雙面太陽能板更預計可提高年產量10至30%不等。安裝完成後，預計每年將產生逾30萬千瓦小時的潔淨能源，相等於減少17萬噸二氧化碳排放。



In recent years, countries around the world have formulated their long-term decarbonisation strategy, further strengthening the development of renewable energy, such as solar energy used to generate electricity, to obtain energy from natural processes, which is replenished constantly. In support of our government's advocacy for renewable energy applications, Towngas has successfully installed photovoltaic systems at the Tai Po Production Plant as well as six offtake and pigging stations. Installations for the rooftop of Towngas' headquarters and the second phase installations for the offtake and pigging stations are expected to be completed by early 2021. Innovative technologies will be adopted in the design of the second phase installations, including flexible panels that increase the number of possible implementation locations, as well as sun trackers and bifacial panels which can boost the energy yield by 10 to 30%. Upon completion, the project will generate an estimated 300,000 kilowatt hours of clean energy per year, equivalent to the reduction of 170,000 tonnes of carbon dioxide emissions.



# 香草焗羊架

## ROASTED RACK OF LAMB WITH HERB



### 材料 | Ingredients

7條骨羊架1件

鹽1茶匙

胡椒粉少許

橄欖油2湯匙

迷迭香或雜香草2湯匙

1 rack of seven-bones lamb

1 tsp salt

A little pepper

2 tbsp olive oil

2 tbsp rosemary or mixed herbs

### 做法 | Method

- 1 把焗爐預熱至攝氏220℃。
- 2 把羊架洗淨抹乾，修切好，以鹽及胡椒粉調味。
- 3 將四邊煎至金黃色，取出待用。
- 4 將橄欖油拌入香草內，並抹在羊架上。
- 5 把羊架置放焗爐內。
- 6 烤約10分鐘至四成熟；15分鐘至半成熟；20分鐘至七成熟；及25分鐘至全熟。

- 1 Preheat oven to 220°C.
- 2 Clean and pat dry the lamb rack, french and season with salt and pepper.
- 3 Pan-fry the surface until all the sides are golden brown. Remove and set aside.
- 4 Mix herb with olive oil, then rub onto lamb rack.
- 5 Place the rack of lamb on a baking rack.
- 6 Roast in the oven for approximately 10 minutes until medium rare; 15 minutes until medium; 20 minutes until medium well; 25 minutes to well-done.

## 優質服務 贏取讚賞 QUALITY SERVICE EARNS APPRECIATION

工商客戶周小姐四年前首次進軍餐飲業，接手經營一家茶餐廳。茶餐廳前東主跟煤氣公司簽了四年的煤氣爐具合約，易手時有關合約尚未完結，然而周小姐並不知情。公司的企業財務管理部王偉康因跟進煤氣費而與周小姐聯繫，客人才得知餐廳仍有煤氣爐具合約的條款，因此表示十分關注。王先生因應此情況提供專業意見，協助周小姐釋除疑慮。

最近，周小姐的食肆光榮結業，王先生亦盡心盡力為其跟進退回按金的安排。周小姐感謝王先生多年來耐心提供協助，從顧客角度出發，服務態度誠懇，故特意寄上嘉許卡表揚王先生以誠待人的出色表現。

Ms Chow, a customer from the industrial and commercial sector, made her foray into the catering industry four years ago, when she took over a diner. Without her knowledge, the diner's previous owner signed a four-year contract with Towngas for gas appliances, which had yet to expire at the time Ms Chow took over. She expressed concern on the relevant terms and conditions to Wong Wai-hong from Towngas' Corporate Treasury Management Department, who was in charge of following up on the gas bill. Mr Wong then gave his professional opinion on the situation to help Ms Chow address her queries.

Recently, when Ms Chow's diner closed down, Mr Wong also strived his best to help her get her deposit back. In appreciation of Mr Wong's patient help throughout the years, his sincere service attitude and his ability to think in the customer's shoes, Ms Chow sent a card to Mr Wong to commend him on his excellent work.



▲ 煤氣客戶服務關注小組成員於10月9日到訪筲箕灣明華大廈。  
Members of Towngas Customer Focus Team visited Shau Kei Wan on 9 October.

## 客戶服務關注小組 CUSTOMER FOCUS TEAM

煤氣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，至今我們到訪了656個公共屋邨和私人屋苑。

小組的成員主要來自公司的客戶服務課、客戶會計組及零售市務部等。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。

Established in 1993, the Customer Focus Team is an important channel of communication between Towngas and its customers. To date, the team has visited 656 public and private housing estates, which helps us ensure that the service we provide is to the satisfaction of customers.

The team is made up of members from Towngas' Customer Services, Customer Accounts and Retail Marketing teams. It visits two public or private housing estates every month on average to communicate important information to residents on topics such as customer service, safety tips, payment methods and gas appliances, and also collects customer feedback on Towngas' products and services so that we can enhance service quality and customer communication, and foster a healthy relationship with customers in various districts.

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，請與企業事務部聯絡。  
If you are interested in arranging a visit from our Customer Focus Team to your housing estate or residential development, please contact our Corporate Affairs Department.

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