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● 煤氣義工與耀能協會家庭一同分享包糰樂，為今年「煤氣萬糰同心為公益」揭開序幕。

Towngas kicked-off this year's Rice Dumplings for The Community campaign at a rice dumpling-making workshop with participants from SAHK.

# 「煤氣萬糰同心為公益」十五年 330,000 隻愛心糰贈予社區 Rice Dumplings Bring Warmth to Community

煤氣公司秉承傳統於 6 月 7 日舉辦「煤氣低碳糰送暖耀能家」活動。煤氣公司執行董事暨公用業務營運總裁黃維義、香港耀能協會行政總裁方長發、著名藝人許志安及香港耀能協會服務使用者一起製作愛心「鴛鴦養顏低碳糰」，為社區送上歡笑與關懷的同時，亦為今年的「煤氣萬糰同心為公益」活動揭開序幕。今年 6 月，煤氣公司於地區贈送 33 萬隻愛心糰予弱勢社群，打破歷年記錄。

Every year, Towngas invites various organisations to participate in the "Towngas Rice Dumplings for The Community" campaign – a channel to give back to the needy in the community by sharing love and care during the Dragon Boat Festival. This year, Towngas joined hands with SAHK in which families with children and teenagers having specific needs were invited to the event and wrapped low carbon rice dumplings. Participating children and teenagers experienced the culinary tradition of wrapping rice dumplings where they got to exercise their hand muscles and build concentration. Their parents also had the opportunity to learn about the importance of low carbon diet and lifestyle, and spend time to pre-celebrate Dragon Boat Festival with their children.



煤氣公司執行董事暨公用業務營運總裁黃維義（右三）及著名藝人許志安與耀能協會的家庭合力製作「鴛鴦養顏低碳糰」。

Peter Wong, Executive Director and Chief Operating Officer – Utilities Business of Towngas and renowned artist Andy Hui Chi On together with families from SAHK successfully wrapped the “Low Carbon Rice Dumplings”.

煤氣公司每年邀請不同單位合辦及參與「煤氣萬糰同心為公益」活動，希望藉著端午節將愛和關懷傳達至社會有需要人士。今年6月7日，煤氣公司與香港耀能協會合辦「煤氣低碳糰 送暖耀能家」活動，邀請著名藝人許志安與有特殊學習需要的兒童和青少年及其家人，一起包裹「鴛鴦養顏低碳糰」，讓參加者在體驗裹糰這傳統手藝的同時，訓練肌肉活動能力及專注力；而家長更趁此機會了解低碳飲食文化，與子女製作健康有益的低碳糰，預先慶祝端午節的來臨。

煤氣公司執行董事暨公用業務營運總裁黃維義表示：「煤氣公司自2000年開始舉辦『煤氣萬糰同心為公益』活動，今年已是連續第15年舉辦，我們動員全港18區義工合力包裹33萬隻低碳糰送予社區上有需要人士，打破歷年記錄。」

今年，煤氣公司與近240位立法會議員、區議員及16個社區組織合作，在端午節前將33萬隻愛心糰送贈予獨居長者及有需要人士，為社區添上歡笑及關懷。

Peter Wong, Executive Director and Chief Operating Officer – Utilities Business of Towngas said, “It has been 15 years since Towngas organised ‘Towngas Rice Dumplings for the Community’ charity campaign in 2000. This year, we have mobilised volunteers from 18 districts to help wrap and distribute 330,000 rice dumplings to people in need throughout Hong Kong.”

This year, Towngas collaborated with nearly 240 Legislative Councillors, District Councillors, members of over 16 local organisations and volunteers from all over Hong Kong to wrap and distribute 330,000 rice dumplings for the elderly living alone and the needy.



煤氣義工與耀能協會的家庭一起包裹低碳糰。  
Towngas volunteers and participants shared a moment of joy wrapping low carbon rice dumplings.

## 煤氣公司常務董事陳永堅獲頒「最佳領袖」獎

### Towngas Managing Director Alfred Chan receives “Leadership Award”

煤氣公司常務董事陳永堅獲頒「2015年燃氣行業獎」之「最佳領袖」獎後，與（從左至右）英國燃氣專業學會主席 Chris Clarke、英國天然氣與電力市場辦公室首席執行官 Dermot Nolan、GATC 公司總裁 Phil Jenkins 和能源及公用事業聯盟主席 Ian Hughes 合照。

Alfred Chan, Towngas Managing Director received “Leadership Award” with (from left to right) Chris Clarke, President of IGEM, Dermot Nolan, Chief Executive of Office of the Gas and Electricity Market, Phil Jenkins, Director of Gas Assessment and Training Centre(GATC) and Ian Hughes, President of EUA at the “Gas Industry Award 2015”.



由英國燃氣專業學會（IGEM）和能源及公用事業聯盟（EUA）合辦的「2015年燃氣行業獎」頒獎典禮在英國倫敦舉行。煤氣公司常務董事陳永堅獲頒「2015年燃氣行業獎」之「最佳領袖」獎，是首位獲此殊榮的華人商界精英。

「2015年燃氣行業獎」旨在表揚對推動燃氣行業發展作出傑出貢獻的企業和個人。煤氣公司分別於1999年、2006年及旗下的港華燃氣於2014年共三次獲頒「最佳燃氣公司獎」，彰顯其卓越的管理營運水準。

陳永堅於1992年加入煤氣公司，並於1997年獲委任為公司常務董事。在其帶領下，煤氣公司從一家經營香港單一業務的本地公司，逐步發展為極具規模的全國性以環保及能源產業為主導的多元化集團。目前，公司在內地25個省、直轄市、自治區發展超過200個項目，業務涵蓋上游、中游和下游的燃氣項目、自來水供應與污水處理、天然氣加氣站及新興環保能源項目等。作為行業領先的燃氣集團掌舵人，陳永堅在燃氣領域造詣深厚，現為英國特許工程師，香港工程師學會、英國燃氣專業學會、英國機械工程師學會及英國能源學會的資深會員，並多年來擔任中國城市燃氣協會副理事長等職務。

Alfred Chan, Managing Director of Towngas was honoured with “Leadership Award” in “Gas Industry Award 2015” jointly presented by the Institution of Gas Engineers & Managers (IGEM) and the Energy and Utilities Alliance (EUA) in London, United Kingdom. He is the first Chinese business leader to receive this prestigious award.

“Gas Industry Award” aims to recognise the companies and individuals that have made tremendous contribution to the development of gas industry. In recognition of the two Companies’ remarkable performance in management and operation, Towngas won “Company of the Year Award” in “Gas Industry Award” in 1999, 2006 and its subsidiary Towngas China also received this Award in 2014.

Alfred Chan joined Towngas in 1992 and was appointed as Managing Director in 1997. Under his leadership, Towngas has transformed from a locally-based company in Hong Kong centred on a single business into a sizable, nation-wide, multi-business group with a focus on environmentally friendly energy ventures and utility sectors. Today, the Company operates over 200 projects in 25 provinces, municipalities and autonomous regions in mainland China, covering upstream, midstream and downstream gas projects, water supply and wastewater treatment, natural gas refilling stations, new environmentally friendly energy businesses etc. As the top management of a leading gas group, Alfred Chan has ample experiences in the gas industry. Currently, he is a Chartered Engineer, Fellow of the Hong Kong Institution of Engineers, Fellow of the Institution of Gas Engineers & Managers, Fellow of the Institution of Mechanical Engineers and Fellow of the Energy of Institute of the United Kingdom. He has also served as the Vice Chairman of China Gas Association for many years.



● 勞工及福利局局長張建宗（左六）、煤氣公司常務董事陳永堅（右六）、煤氣公司商務總監 - 香港公用業務黃霖生（右五）、煤氣公司區議會聯絡小組總監王佩兒（左五）聯同 18 區區議會代表出席「煤氣愛心爐具暖萬家計劃」啟動禮，象徵計劃正式開展。 Secretary for Labour and Welfare Matthew Cheung (sixth from left), Towngas Managing Director Alfred Chan (sixth from right), Towngas Head of Commercial-Hong Kong Utilities Peter Wong (fifth from right), Towngas Head of District Council Focus Programme Catherine Wong (fifth from left) and representatives from the 18 District Councils attended the "Gas Appliances for the Community Programme" opening ceremony.

## 「煤氣愛心爐具暖萬家計劃」 捐贈 10,000 台煤氣煮食爐予社區 “Gas Appliances for the Community Programme”

為慶祝「煤氣公司區議會聯絡小組」成立 15 周年，煤氣公司於 4 月 14 日舉行「煤氣愛心爐具暖萬家計劃」啟動禮，與全港 18 個區議會合作，贈送 10,000 台煤氣煮食爐予全港 18 區的 60 歲以上的獨居長者和雙老家庭，以及現正領取綜援的家庭，並會安排煤氣技術人員上門安裝及講解使用煤氣的安全知識，希望藉此幫助有需要人士改善生活。

是次「煤氣愛心爐具暖萬家計劃」啟動禮邀請了勞工及福利局局長張建宗，以及 18 區區議會主席或代表一同擔任啟動禮嘉賓，見證這項計劃的開展。

煤氣公司常務董事陳永堅表示：「是次計劃得以成功推行，全賴各位議員的鼎力協助，在地區甄選有需要的家庭，謹此致謝！」

Towngas proudly kicks off and launches the "Gas Appliances for the Community Programme" to celebrate the 15th anniversary of the "Towngas District Council Focus Teams". Through the Programme, Towngas partners with Hong Kong's 18 District Councils to distribute 10,000 free gas hotplates to single or couple elderly aged 60 or over and families receiving CSSA to further help improve their quality of life.

An opening ceremony of the "Gas Appliances for the Community Programme" was held on 14 April, officiated by Secretary for Labour and Welfare Matthew Cheung, GBS, JP, and representatives from the 18 District Councils.

Managing Director of Towngas Alfred Chan said, "The programme is successfully promoted and implemented through direct assistance from district councillors, especially on the selection of the beneficiaries, and we would like to send our heartfelt thanks to all our district councillors for their help."

勞工及福利局局長張建宗出席啟動禮時表示：「這個活動充分體現煤氣公司履行企業社會責任，並凝聚商界、地區，以及義工力量，起動民商官三個界別，攜手關懷弱勢社群。」

啟動禮圓滿結束後，常務董事陳永堅與張建宗局長隨即探訪一位獨居長者黎婆婆，瞭解她的日常生活及為她親自下廚，以全新的煤氣爐具炮製美味的叉燒炒滑蛋，並送上愛心老火湯。

「煤氣公司區議會聯絡小組」過往一直與各區議員合作無間，除了一同合辦活動推廣煤氣安全知識外，也會針對長者和弱勢社群的需要，送贈熱湯、糉子和月餅等，希望在社區帶來溫馨暖意。

● 勞工及福利局局長張建宗探訪受惠長者黎婆婆，更一同試用新煮食爐。  
After the opening ceremony, Secretary for Labour and Welfare Matthew Cheung visited the programme recipient Ms Lai and cooked a dish with the new Towngas stove.

During the ceremony, Secretary for Labour and Welfare Matthew Cheung expressed, "The Programme truly reflects Towngas' ongoing commitment in carrying out corporate social responsibilities, plus forging links and creating partnerships among business sector, local districts and volunteers to care for those in need."



After the ceremony, officiating guests visited a single elderly Ms Lai to understand her daily needs. They also took the opportunity to show their love and care by giving hot soup and cooking eggs with BBQ pork using the new Towngas stove.

Since its establishment, Towngas District Council Focus Teams has been working closely with Hong Kong's 18 District Councils in providing support and care to communities through various joint activities, including household gas safety education and distribution of hot soup, rice dumplings and mooncakes to elderly and those in need while bringing them warmth and care.

## 煤氣公司區議會聯絡小組 15周年晚宴 Towngas District Council Focus Teams 15th Anniversary Dinner

● 民政事務局副局長許曉暉（右四）、煤氣公司常務董事陳永堅（左四）及煤氣公司區議會聯絡小組成員為金龍點睛。 Under Secretary for Home Affairs Florence Hui (fourth from right), Towngas Managing Director Alfred Chan (fourth from left) and representatives from Towngas District Council Focus Teams at the eye-dotting ceremony for the dragons.

4 月 14 日，煤氣公司假美麗華酒店舉辦區議會聯絡小組周年晚宴，超過 250 位區議員及民政事務專員出席。

公司自 2000 年成立區議會聯絡小組，致力與地區建立緊密聯繫，以了解市民的需求，並努力回饋社會。成立以來，一直透過與區議員和地區人士緊密合作，積極參與和舉辦各項慈善公益活動，以及為弱勢社群提供多項愛心關懷服務。

On 14 April, more than 250 District Councillors and representatives from Home Affairs Department, attended a gala dinner to celebrate the 15th Anniversary of Towngas District Council Focus Teams.

Forging ever-stronger links with the communities, Towngas formed the District Council Focus Teams in 2000. The Teams liaise directly and regularly with the district councillors and local representatives of the 18 districts to work together for the betterment of the community throughout Hong Kong.





● 「Cook for Love」活動反應熱烈，推出至今累計參加人次逾 150 萬！  
 “Cook for Love” campaign has received an enthusiastic response, with over 1.5million participating entries so far.

## 「Cook for Love」網上宣傳短片 “Cook for Love” Online Promotional Videos

煤氣公司早前邀請人氣藝人森美，聯同網絡紅人司徒夾帶及 Miss Hunny，以輕鬆幽默的手法拍攝兩條「Cook for Love」網絡短片，藉此推廣以烹調來傳遞愛的訊息，影片於多個社交平台發布，瀏覽人次共達 100 萬。

我們鼓勵大家以烹飪美食向摯愛親朋傳遞愛，推動全城參與「Cook for Love」行動，參加者透過 Facebook 專頁分享他們為摯愛親自下廚的相片和影片，更可贏取豐富獎品。

Earlier this year, the Company invited popular artist Sammy Leung and famous internet icons Szeto Sifu and Miss Hunny to make funny, light-hearted videos for the “Cook for Love” campaign. Their videos were uploaded to different social media platforms, collectively receiving nearly 1,000,000 views and successfully promoting the expression of love through cooking.

We encourage everyone to show their love for their family and friends through cooking, and to spread the “Cook for Love” message throughout the whole city. By taking pictures and making videos of themselves cooking for loved ones, and then uploading these to the campaign’s Facebook page, participants can also enjoy the chance to win fabulous prizes.



● 短片故事分為上下集「森美煮意之二人叉燒飯篇」及「森美煮意之忘不了的菠蘿炒飯篇」。  
 The narrative short film is divided into two parts: “Sammy Loves Cooking: Our Grilled Pork with Rice” and “Sammy Loves Cooking: The Unforgettable Pineapple Fried Rice”.



## 購買煤氣煮食爐送您「Jamie Oliver 入廚系列」 Jamie Oliver shopping vouchers with Towngas Cooking Appliances

煤氣公司首次與世界級英國名廚 Jamie Oliver 合作，引入多款優質入廚系列產品，包括意粉醬、寬條麵、調味品、餐具及圍裙等，為追求生活品味的您提供多樣化的選擇。

即日起至 2015 年 9 月 15 日，選購指定 TGC 及 SIMPA 煤氣煮食爐（包括嵌入式平面爐、座枱煮食爐或焗爐），最高可享 \$550 爐具現金折扣及 \$200 Jamie Oliver 購物禮券。

For the first time ever, Towngas is offering a collection of lifestyle, high-quality cooking related products (including pasta sauce, fettuccine, spices, cooking utensils and aprons) in co-operation with famous British chef, Jamie Oliver.

From now until 15 September 2015, customers purchasing TGC and SIMPA cooking appliances, including built-in hobs, hotplates or ovens, can enjoy discounts of up to \$550 and get a \$200 Jamie Oliver shopping voucher at the same time.

## 一站式廚房概念 Towngas Total Kitchen Solution

為進一步拓展櫥櫃及歐洲爐具的業務，提升 Mia Cucina 及 Scholtès 品牌的知名度，公司特別推出「一站式廚房概念」大型宣傳活動，除了電視和各大報章雜誌廣告，更設置大型戶外廣告板，推廣公司的專業團隊及優質產品服務，能為客戶打造完美廚房。

In order to further promote kitchen cabinet and European kitchen appliance businesses, and to raise the popularity of the Mia Cucina and Scholtès brands, the Company specially launched a large-scale promotional campaign entitled “Towngas Total Kitchen Solution”. Alongside advertisements on television and in all major newspapers and magazines, the Company also set up a large outdoor billboard, promoting the Company’s ability to create a perfect kitchen for customers, with the support of a professional team and high-quality products and services.



● 位於中環大會堂外的大型戶外廣告。  
 The large outdoor billboard located outside Hong Kong City Hall, Central.

## 「Joey 法式滋味」網上烹飪短片 “Joey’s French Delights” Online Cooking Tutorials

梁祖堯 (Joey) 既為著名舞台劇演員，亦是城中烹飪高手，他的網上烹飪示範短片極受大眾歡迎。Joey 早前為 Scholtès 及 Mia Cucina 拍攝一連四集的網上烹飪短片，瀏覽人次近 12 萬。他在短片中示範適合與家人、情人、朋友或小朋友共享的西式美食，包括法式牛扒、蘆筍雞胸卷、法國生蠔三重奏及繽紛 Cake Pop，並配搭合適的佳釀，讓大家認識美食世界。

Joey Leung is not only a famous stage actor but also a culinary expert in Hong Kong, having hosted many popular online cooking tutorials. Joey filmed four episodes of an online cooking series for Scholtès and Mia Cucina – these episodes have garnered almost 120,000 views in total. In the series, he demonstrated how to make western treats that are suitable for families, lovers, friends and children alike. The delicacies include French-style rib-eye steak, asparagus and chicken breast rolls, a French oyster trio, and fancy cake pops. He also introduced the best wines to go with these treats, offering the audience a glimpse into the world of fine dining.



欲了解更多「Joey 法式滋味」的烹飪秘訣，歡迎瀏覽以上網址。  
 For more information about “Joey’s French Delights”, please visit above website.



# 煤氣公司獲頒「公益榮譽獎」

## Honoured to Receive Community Chest's Platinum Award

5月20日，煤氣公司獲公益金頒發「公益榮譽獎」，以表揚我們熱心公益，持續為社會作出貢獻。去年，公司與同事合共捐出港幣逾110萬元予公益金，亦大力支持「公益行善『折』食日」及「公益愛牙日」等籌款活動。此外，由於同事踴躍捐款，我們亦獲得公益金2014/2015籌募年度「十大最高籌款機構」第三名，以及於「僱員樂助計劃」中高踞「最高籌款獎」（公司及機構）榜首。

Towngas is dedicated to serving the disadvantaged members of the community. We donated a total of more than HK\$1.1 million to the Community Chest of Hong Kong last year and were honoured to receive the Platinum Award on 20 May 2015. We also ranked third in the “Top Ten Fund-raising Organisation”, and were presented the “Highest Donation Award” in the Community Assistance Raised by Employees (CARE) Scheme. The Chest also recognised our enthusiastic support of, and financial contributions towards, individual fundraising campaigns such as Love Teeth Day and Skip Lunch Day.



● 煤氣公司首席財務總監暨公司秘書何漢明出席支票遞交儀式及接受公益金頒發的獎項。  
John Ho, Towngas Chief Financial Officer and Company Secretary donated a cheque to Community Chest on behalf of Towngas.

# 支持「公益行善『折』食日」

## Support Skip Lunch Day

煤氣公司僱員一向踴躍參加公益活動，於今年3月20日舉行的「公益行善『折』食日」籌款活動中，共認購了1,548張「折」食日愛心券，連同公司的贊助，我們合共為公益金資助的「露宿者、籠屋及板間房居民服務」籌得港幣109,050元。

Our employees supported the Skip Lunch Day on 20 March by subscribing 1,548 Skip Lunch Day Coupons. As a result, we raised a total of HK\$109,050 for the “Services for Street Sleepers, Residents in Cage Homes and Cubicles” supported by the Community Chest.



# 煤氣公司全力贊助「校園零廚餘計劃」

## Towngas Sponsors “Zero Food Waste @ Campus”

由煤氣公司贊助、綠領行動主辦的「校園零廚餘計劃」於去年10月推出，旨在推動校園惜食文化，透過不同活動，教育學生珍惜食物。整個計劃有10所小學，逾10,000名學生踴躍參加，並回收2,360公斤廚餘。

綠領行動於4月28日假大埔舊墟公立學校（寶湖道）舉行下苗禮活動，總結其計劃成果。煤氣公司企業安全及風險管理總監鄺超靈應邀出席了是次活動，除頒發證書及紀念品予參加的學校外，亦與眾嘉賓到校內園圃下苗，寓意大家攜手把消滅廚餘的訊息延續下去，同心協力支持環保工作。

Sponsored by Towngas and organised by Greeners Action, the “Zero food waste @ Campus” educational programme was launched in October 2014. The programme aims to educate students about food waste, and to promote a culture of food appreciation throughout the campuses via a variety of activities. Over 10,000 students from 10 primary schools have participated in the programme, and 2,360 kilograms of food waste have been collected and recycled.

On 28 April, Greeners Action held a tree planting ceremony at Tai Po Old Market Public School (Plover Cove), bringing the successful programme to a close. Victor Kwong, Towngas Head of Corporate Health Safety and Environment, was invited to the ceremony. He presented certificates and gifts to participating schools, and joined the guests in planting trees in the campus garden. The ceremony represented the passing on of the programme’s message of minimising food waste and collectively supporting green initiatives.



● 同學參與處理廚餘，將回收的廚餘轉化為肥料作種植之用。  
Students supported food waste recycling.

## 環保煮食小貼士 Green Cooking Tips

f Low Carbon Action



### 定期清潔爐頭

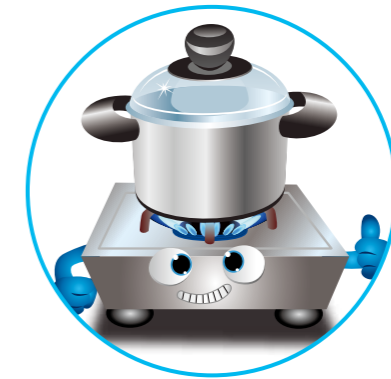
沾有大量污垢的爐頭可能會增加能源開支及碳排放達7%，也會加長煮食時間高達30%。

溫馨提示：火焰顏色變黃顯示爐頭有污垢。

### Keep your cooking burner clean

An extremely dirty burner may lead to additional energy costs and carbon emissions of up to 7%, and cooking times that are potentially 30% longer.

Extra Tip: A yellow flame is usually a sign of a dirty burner.



### 煮食時，使用大小適中的蓋子把煮食器具蓋好

可節省能源開支及減少碳排放達10%，也可令煮食時的餘熱留得更久。

溫馨提示：烹煮蔬菜前加入一些糖，可保持蔬菜鮮甜。

### Cover your cookware with a tight-fitting lid while cooking.

Your energy costs and carbon emissions may be reduced by up to 10%, as residual heat is retained for longer.

Extra Tip: To keep vegetables crisp and fresh, add some sugar before cooking.



煤氣公司於Facebook設立專頁分享環保訊息，並舉辦有獎問答遊戲及工作坊等。欲了解各項精彩活動的詳情，請密切留意「低碳Action」專頁。

Join us on Facebook! We have set up a “Towngas Low Carbon Action!” fanpage to share information on environmental protection, organise quizzes and hold workshops to promote low carbon living. For more information on upcoming events, please visit our fanpage.

## 參與「地球一小時 2015」熄燈行動 Taking Part in Earth Hour 2015

每年一度的全球環保行動「地球一小時 2015」於 3 月 28 日晚上 8 時 30 分舉行。今年，煤氣公司繼續贊助及參加是次活動，於活動當晚在大埔煤氣廠及馬頭角煤氣廠、北角煤氣大樓、各煤氣客戶中心等地點關閉不必要的照明，而集團內地各項目公司亦同時響應熄燈行動，一同承諾實踐可持續發展的生活模式，以減少能源消耗和碳足印。

The annual global and green “Earth Hour” event took place at 8:30pm on 28 March 2015. This year, Towngas continued to be both a sponsor and a participant. All unnecessary lighting was turned off at multiple locations, including the Tai Po Plant, Ma Tau Kok Plant, North Point Towngas Building, and all Towngas Customer Centres. The Group’s project companies in Mainland China also took part, promising to adopt a sustainable lifestyle in order to reduce both their energy consumption and carbon footprint.



## 環保觸覺綠步郊野 2015 Green Sense Charity Hike 2015

煤氣公司今年繼續贊助環保觸覺於 3 月 29 日舉行的「綠步郊野 2015」清水灣釣魚翁慈善行，共有 20 多位同事及其家屬參加了是次遠足活動。各參加者除了為主辦單位籌得善款外，也增強了個人的自然保育意識及對自然環境的興趣和關注。

活動當日，主辦單位在沿途多個地點設置教育站，介紹途中的生態、人類活動及其影響，帶動參加者思考如何在日常生活中，減少個人對環境的影響。

This year, Towngas again sponsored Green Sense’s Charity Hike 2015, held on 29 March along Clearwater Bay and High Junk Bay. The hike saw

support from about 20 colleagues and their families. Alongside raising money for the organiser, participants enhanced their own awareness of nature conservation, and developed their interest in and consideration of the environment.

On the day of the event, the organiser set up education stations at multiple locations to share information about the area’s ecology and the effects of local human activities, encouraging participants to think about how they can minimise their impact on the environment in their daily lives.

## 第綠梯隊 Green Leaders Bloc



煤氣公司與長春社合辦的「第綠梯隊」至今已踏入第五屆，旨在培訓熱心環保的青年人成為未來綠色領袖。The “Green Leaders Bloc” training programme organised by Towngas and the Conservancy Association has come to the 5th year, aiming to nurture students who are keen to protect the environment.

由煤氣公司及長春社合辦的「第綠梯隊」訓練計劃於 2011 年推出，目的是培訓熱心環保的中學及大專生成為未來綠色領袖，透過訓練營及不同工作坊，訓練參加者的溝通及傳播技巧，參加者更需要籌劃兩次環保倡導行動，於社區及校園內向大眾推廣環保及提升他們的低碳意識。計劃至今已訓練了 100 名年青人，表現良好的參加者更有機會到煤氣公司實習。今年第五屆「第綠梯隊」訓練計劃由 7 月初至 2016 年 8 月期間分五個階段進行。

Organised by Towngas and the Conservancy Association, the “Green Leaders Bloc” training programme, launched in 2011, aims to nurture students from secondary and tertiary education to become the green leaders of the future. The programme offers training camps and workshop to sharpen participants’ communication and media skills. Participants also need to plan two green campaigns, to promote green attitudes and enhance low carbon awareness in the community and on their campuses. So far the programme has trained 100 youths, and a number of outstanding participants have enjoyed the chance to be interns at Towngas. This year, the fifth “Green Leaders Bloc” training programme will take place in five phases, starting in early July and running through to August 2016.

## 上海糖醋排骨菜飯 Sweet and Sour Spareribs with Vegetable Rice - Shanghai Style

### 材料

腩排	400 克
蒜茸	1 湯匙
白飯	3 碗
小棠菜 (切碎)	200 克

### 糖醋汁：

水	1 杯
鎮江醋	1/2 杯
紹興酒	1/2 杯
生抽	1/4 杯
老抽	1/4 杯
糖	1/2 杯

### Ingredients

Spareribs	400 g
Chopped garlic	1 Tbsp
Cooked rice	3 cups
Shanghai Pak Choi (chopped)	200 g

### Sauces

Water	1 cup
Brown vinegar	1/2 cup
Shaoshing wine	1/2 cup
Light soya sauce	1/4 cup
Dark soya sauce	1/4 cup
Sugar	1/2 cup



### 做法

- 1 腩排切成 7 厘米長。
- 2 燒 2 湯匙油，爆香蒜茸，注入汁料，燒滾後加腩排，改用慢火燉約 45 分鐘至熟。
- 3 燒 2 湯匙油，把小棠菜略炒，灑下 1/2 茶匙鹽調味，取出瀝淨。
- 4 再燒 2 湯匙油，把飯及菜炒透，以 1/2 茶匙鹽調味，拌勻盛碗。
- 5 最後把汁及腩排煮至濃稠，與菜飯同吃。

### Method

- 1 Chop spareribs into 7cm sections.
- 2 Heat 2 Tbsp of oil, saute garlic until fragrant, add sauce and bring to the boil. Lower spareribs and simmer for 45 minutes until tender.
- 3 Heat 2 Tbsp of oil in wok, stir-fry Shanghai Pak Choi for a while, mix with 1/2 tsp of salt, remove and drain.
- 4 Heat another 2 Tbsp of oil in wok, stir-fry rice with vegetables, season with 1/2 tsp salt mixing well. Transfer to a rice bowl.
- 5 Lastly bring sauce and spareribs to the boil and reduce sauce by half. Serve hot with vegetable rice.

## 優質服務 贏得讚賞

### Quality Service Gains Appreciation

多年來，煤氣公司都會為接獲客戶讚賞信的同事安排答謝午宴。在今年1月至6月期間，公司共接獲逾3,000封讚賞信，而去年全年，共收到5,419封，成績驕人。

煤氣公司早於1994年已開始記錄客戶讚賞信，由當年的59封增加近百倍到2014年全年的5,419封，以一年365日計算，即平均每日收到近15封讚賞信，足以證明客戶對煤氣公司服務的好評有增無減。

Towngas has kept a record of the number of compliment letters received since 1994. Over the years, Towngas has hosted 'Thank You' luncheons for employees that receive letters from customers complimenting their excellent performance. Between January and June 2015, the Company received over 3,000 compliment letters. The Company's proud record was achieved in 2014, with 5,419 such letters received throughout the year.

In 1994, Towngas received 59 compliment letters in total; this number has grown nearly 100-fold over the years to hit 2014's record total of 5,419. As this number demonstrates, Towngas receives nearly 15 letters a day, 365 days a year, proving that customers are growing more and more satisfied with the Company's services.



● 煤氣公司定期邀請獲客戶讚賞的同事出席答謝午宴。  
Towngas hosts regular luncheons for employees receiving customer compliments.



● 客戶服務關注小組成員於6月9日拜訪荃灣福來邨居民。  
Customer Focus Team met with residents at Tsuen Wan Fuk Loi Estate on 9 June.

## 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。

小組的成員主要來自公司的客戶服務部、客戶會計組及零售市務部等。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。

Since its inception in 1993, the Customer Focus Team has proven to be an effective communication channel between Towngas and our customers, helping to ensure that our services fully meet customer expectations.

Consisting of senior staff from Customer Services, Customer Accounts and Retail Marketing, the team visits two public housing estates or private residential developments every month to discuss issues related to Towngas services, such as gas safety, bill payment and gas appliances. The team also solicits comments and views from customers so as to provide even better products and services.

如閣下所居住的公共屋邨或私人屋苑有意安排客戶服務關注小組到訪，請與企業傳訊部聯絡：

地址：香港北角渣華道363號15樓香港中華煤氣有限公司企業傳訊部  
電話：2963 3483 傳真：2516 7368 電郵：ccd@towngas.com

If you are interested in arranging a visit from our Customer Focus Team to your housing estate or residential development, please contact our Corporate Communications Department at:

Address: Corporate Communications Department, The Hong Kong and China Gas Company Limited, 15/F, 363 Java Road, North Point, Hong Kong

Telephone: 2963 3483 Fax: 2516 7368 Email: ccd@towngas.com

