

第八屆香港傑出義工獎企業獎得獎者

The 8th Hong Kong Volunteer Award Corporate Award Winner



香港中華煤氣有限公司

The Hong Kong and China Gas Company Limited

煤氣公司服務宗旨為「積極推動義工活動並不斷提供多元化和創意的服務」、「提升企業形象以配合業務發展」、「為員工自我增值」和「為社會增添關懷和溫馨」。20年前正式成立煤氣溫馨義工隊，現時煤氣溫馨義工隊已發展成熟，登記義工超過900名，客戶義工共有217名。

剛開展義工服務，當時還是以禮物饋贈、家居探訪等單次性活動為主，例如為有需要人士送老火湯，端午節送糉子，中秋節送月餅。隨著社會服務經驗的累積，我們開始為弱勢社群度身打造義工活動，包括為單親家庭而設的「溫馨家庭『煮』義計劃」、主力服務弱勢社群家庭兒童的「兒童英語學習坊」、為聽障人士而創辦的「愛•共融烹飪比賽」、為弱能人士舉行的「煤氣溫馨滿冬日耀能好友運動會」等。

煤氣義工服務的革新及演變跟公司的管理理念「G = i x i」（企業增長 = 創新力 x 執行力）不謀而合。義工隊於2017年推出的「煮播」計劃體現集團如何以創新手法推動社會服務，將「煮飯」變成訓練腦筋的活動，從而延緩輕度認知障礙症患者的退化速度。最近更成立「能工巧匠義工隊」，利用同事在工程方面的專長，為擠迫戶設計創意解決方案。

煤氣公司為感謝同事推動義務工作，每年舉辦嘉許禮，管理層會出席頒發感謝狀，而每年義工時數達到一定數目的同事更可獲得義工假期。集團致力拓展業務的同時，義工服務亦朝可持續方向發展，並將繼續與社會各界緊密合作，共同締造溫馨共融的社群。

Towngas aims to promote volunteering activities and provide diverse and innovative services, enhance Towngas' corporate image in a way that is in line with its business development, help the staff grow, and care for society. Established 20 years ago, Towngas Volunteer Service Team (TVST) has grown to include over 900 registered volunteers and 217 customer volunteers.

TVST started with individual events such as visiting disadvantaged homes and distributing gifts to those in need, including long-boiled soup, rice dumplings during Dragon Boat Festival, and mooncakes during Mid-Autumn Festival. Having accumulated more experience in community service, TVST began tailor-making volunteering activities for specific disadvantaged groups, such as the Cook for Love programme for single-parent families, the Cooking for Fun programme for children from disadvantaged homes, the Social Harmony Cooking Contest for the hearing impaired, and Towngas Superlympics for the disabled.

TVST's continuous innovation echoes Towngas' management ethos of $G = i \times i$ (Growth = innovation \times implementation). One example is the Chef Anchor programme launched in 2017, of which the act of cooking was transformed into a mind-training exercise, helping slow down the speed at which Mild Cognitive Impairment (MCI) patients deteriorate. Recently, TVST has established the MasterCraft Volunteer Team, which puts to use colleagues' engineering skills to devise solutions to problems faced by those living in cramped spaces.

Towngas organises appreciation ceremony every year with senior management awarding certificates to show gratitude to volunteers. Colleagues who have achieved a certain number of volunteer hours are qualified for 1-day leave. As the Group strives to expand its business, the volunteering services have also grown increasingly sustainable. Towngas will continue to work closely with various sectors of the community to create a warm and harmonious society.

