





**Towngas**  
 智慧 燃展未來  
 Smart Energy for a Brighter Future

## Vision

To be a leading clean and smart energy supplier, with a view to creating a sustainable world driven by green energy.

## Mission

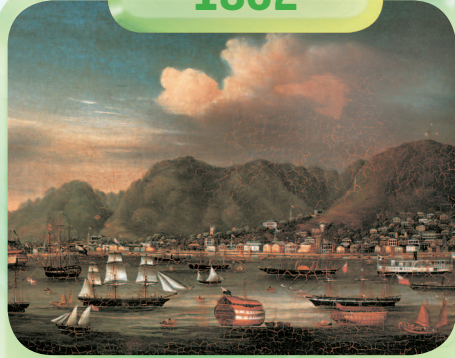
To provide our customers with safe, reliable, clean and smart energy along with quality services, while committed to fulfilling our social responsibility, ensuring sustainable business growth, enhancing our shareholders' return on investment, and bringing long-term benefit for our planet, society, and stakeholders.

## Core Values

- ▶ Leadership
- ▶ Versatility
- ▶ Safe and Reliable
- ▶ Innovation
- ▶ Vision
- ▶ Customer-oriented
- ▶ Positive Communication
- ▶ Teamwork
- ▶ Result-driven

# A Century of Development

1862



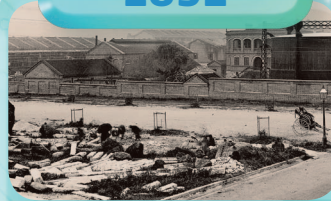
The Hong Kong and China Gas Company Limited was established.

1864



The West Point Works began production to supply gas to 500 street lamps.

1892



The Jordan Road Works commenced operations, beginning service to Kowloon.

1956



The Ma Tau Kok Plant began operations, and the Jordan Road Works closed.

1967

Coal was discontinued as a production feedstock.

1973

Naphtha was introduced as a production feedstock for the first time.

2006



Introduced natural gas as a production feedstock in Hong Kong, further reducing carbon emissions in Hong Kong.

2007

Acquired Hong Kong-listed Panva Gas and renamed it Towngas China.

2005

Established Hong Kong & China Water Limited (Hua Yan Water), with its first project in Wujiang.

1999

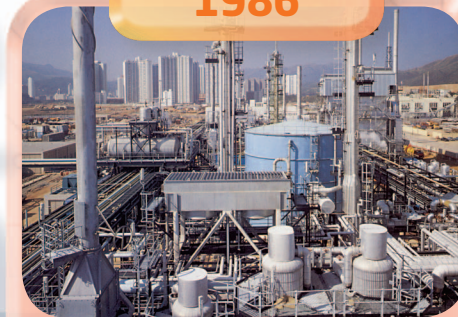
Began utilising landfill gas as a production feedstock.

1994



First mainland joint venture began operations in Panyu, Guangdong Province.

1986



The Tai Po Plant started production.

2019



The Group's first food waste project began trial production in Suzhou Industrial Park.

2021

Towngas China officially renamed to Towngas Smart Energy.

2021



Hosted the inaugural TERA-Award Smart Energy Innovation Competition.

2022



Towngas celebrated its 160th anniversary.

2024




Signed contract and began construction of Hong Kong's first biogas-to-green hydrogen project.

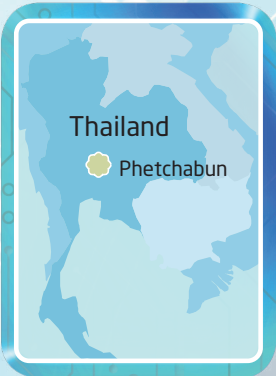
# Business Coverage

Based in Hong Kong, Towngas has a portfolio comprising

# 970 projects\*

in 29 provincial regions on the Chinese mainland, as well as one in Thailand.

-  City-Gas Projects
-  Water and Environmental Projects
-  Midstream and Other Gas-Related Projects
-  Gas Resource Supply Chain Projects
-  Photovoltaics Projects
-  Zero-Carbon Smart Industrial Park Projects
-  Energy and Carbon Management Projects
-  Other Renewable Energy Projects
-  Extended Business Projects
-  EcoCeres and Other Projects



\* As at the end of December 2024

## Welcome Message



Greetings!

Established in 1862, The Hong Kong and China Gas Company Limited (Towngas) is Hong Kong's longest-serving public utility. Since lighting the first gas street lamp, we have been serving Hong Kong residents for over one and a half centuries.

As an energy company, environmental protection has always been at the core of our operations. As early as the 1970s, we completely phased out coal in our gas production process, and in 2006, we introduced natural gas as one of our production feedstocks, further reducing our carbon footprint. Today, we operate two world-class gas production plants in Hong Kong and deliver energy to households and

businesses through our extensive network of over 3,700 kilometres of gas pipelines across the territory.

For more than 160 years, we have kept pace with the times through continuous innovation, offering our customers diverse, smart appliances and premium customer-centric services, transforming the kitchen experience into a lifestyle that combines intelligence with aesthetics. For our commercial and industrial customers, we constantly innovate to meet the needs of different sectors with efficient, energy-saving, and environmentally friendly gas products and application systems. We also established the Towngas Cooking Centre to promote the joy of flame cooking to households across the city.

In the 1990s, while maintaining our strong presence in Hong Kong, we set our sights on the broader mainland market. Operating under the Towngas China brand, we have become a significant contributor to the country's energy sector development. Today, our business scope encompasses natural gas, green smart energy, water supply, municipal waste treatment, and more. Leveraging our extensive customer base of over 42 million households on the Chinese mainland and 2 million in Hong Kong, with an annual increase of over 2 million customers, we market high-quality appliances and kitchen cabinets while promoting home insurance services.

In the face of mounting challenges from climate and energy crises, Towngas Group is dedicated to harnessing the power of technology and our expertise to create a future powered by green energy.

To this end, we have renewed our vision and mission, reshaped our corporate values, and launched our new corporate logo to showcase our green and smart image. Building upon our solid gas business, we are vigorously promoting our growth businesses, including green methanol, hydrogen energy, sustainable aviation fuel, distributed photovoltaic systems, and smart energy management, constantly exploring new opportunities and creating new value.

As a company with over 160 years of heritage, Towngas is evolving into a robust and well-managed green energy enterprise. We extend our heartfelt gratitude to all

sectors of society for their support and encouragement. Looking ahead, we remain committed to enhancing our corporate governance and fulfilling our responsibilities as a corporate citizen. By staying connected with our communities, serving the public, and contributing to our country, we shall continue to ignite greater aspirations with wisdom.

**Peter Wong Wai-ye**  
Managing Director



# Hong Kong Utility

As the public utility with the longest history in Hong Kong, Towngas is committed to providing safe, reliable, and clean energy to the city. Our gas supply network extends over 3,700 kilometres across Hong Kong Island, Kowloon, and the New Territories, serving more than 2 million residential, commercial and industrial customers, creating comfortable, warm, and convenient living conditions. Our annual gas sales exceed 27,000 million megajoules (equivalent to approximately 800 million cubic metres of natural gas). While maintaining robust infrastructure, we continuously innovate and enhance management and service quality, setting high standards for the industry.



The gas production plant at Tai Po INNOPARK was commissioned in 1986.

## Safety First

Towngas operates a 24-hour monitoring system to manage gas production and distribution networks around the clock. Our engineering team regularly inspects gas pipelines throughout Hong Kong and maintains 24-hour emergency response readiness. Today, our gas supply reliability exceeds 99.99%, ranking among the world's best. For customer safety, we conduct safety inspections every 18 months to ensure the safe operation of gas appliances.

To keep pace with Hong Kong's infrastructure development, we continually invest in expanding our gas pipeline network and

improving distribution coverage across various districts. In response to Hong Kong's Northern Metropolis development, we have begun corresponding planning, including constructing new and modifying existing governor kiosks as appropriate, to support long-term development and meet the growing energy demands in the region.



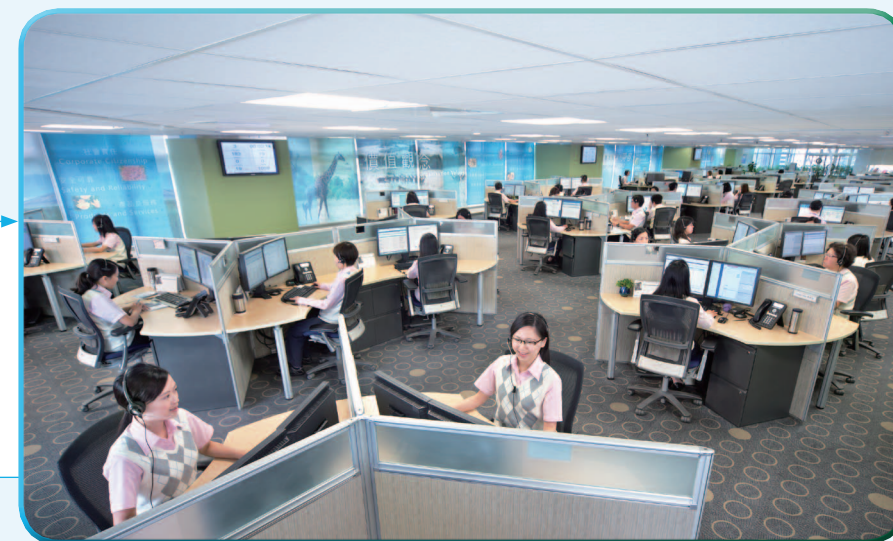
## Customer-Centric Approach

As a public utility whose services are integral to daily life, we adhere to a customer-first principle and strive to deliver "six-star customer service".

We pledge to connect or disconnect the gas supply within one working day of customer request, provide maintenance and installation services within two working days to minimise waiting times, and offer 13 different maintenance appointment slots daily, with

the earliest slot starting at 9:00 am, offering customers flexible scheduling options.

Our Customer Service Hotline calls are personally answered by customer service officers who provide direct assistance in Cantonese, Mandarin, and English, with additional services in Tagalog and Bahasa Indonesia to accommodate diverse language needs. Through our high-quality hotline service, we aim to ensure callers can "hear our smile".

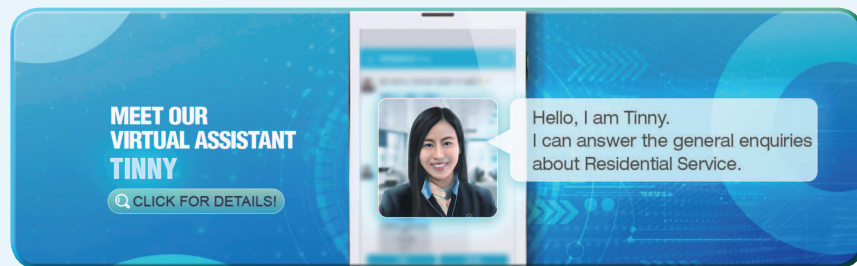


Our Customer Service Hotline motto is "You can hear our smile".

### Moving with the Times

To meet the technological demands of the digital age, we continuously enhance our customer services and utilise artificial intelligence and big data analytics to achieve operational transformation. Our Customer Service Hotline now includes online self-service options, and our AI chatbot Tinny handled approximately 20% of customer enquiries in 2024, providing customers with more service options.

Understanding the importance of direct communication and active follow-up with customers, we regularly conduct customer surveys and commit to addressing written suggestions within three working days, resolving related issues or informing customers of solutions and timeframes within two weeks. We have also established the Customer Focus Team that regularly visits different communities to collect feedback and promote gas safety awareness.



Our virtual assistant Tinny is currently able to handle approximately 20% of customer enquiries.



The Customer Focus Team conducts safety talks in communities, serving as an important communication bridge between the Towngas and customers.

## Mainland Utilities



The Group supplies natural gas to this lithium battery material production company in Zhangjiagang, Jiangsu Province, for high-temperature roasting, evaporation, drying and other production processes.

In the early 1990s, after experiencing a golden period of development, and with the opportunities brought by national development, the management expanded their focus to include the broader mainland market.

1994: Towngas established its first joint venture in Panyu, Guangzhou;

1995: Zhongshan Hong Kong and China Gas Limited was established in Zhongshan to develop city-gas operations;

2005: Towngas entered the mainland water market under the Hua Yan Water brand, later expanding to Hua Yan Environmental for environmental sanitation operations;

2007: Towngas acquired Panva Gas, further strengthening its leading position in the gas industry of the Chinese mainland.

Today, including our subsidiary Towngas Smart Energy, the Group operates 322 city-gas projects across 23 provincial regions on the Chinese mainland. We serve over 42 million customers and add more than 2 million new customers annually (equivalent to Hong Kong's total user base), with annual gas sales of approximately 35 billion cubic metres, demonstrating enormous development potential.

To align with the national dual carbon strategies, we consistently increase the proportion of "green gas" (biomass natural

gas) in our gas network, providing customers with cleaner natural gas. We have developed biomass natural gas application projects in Jiangsu, Zhejiang, Shandong, Sichuan, and other regions, with a total annual biomass natural gas usage of 28.8 million cubic metres.

Furthermore, as the country accelerates its “One City, One Enterprise” policy, the Group actively coordinates with various local governments’ “One Network” gas development plans. We have completed gas project optimisation and restructuring in Guangdong, Anhui, Jiangxi, Shandong, Liaoning and other regions to achieve resource integration and allocation, and further enhance city-gas asset value and risk resilience.

## Water Supply and Environmental Sanitation

Hua Yan Water’s operations include water supply, sewage treatment, water quality testing, and smart water services. Another wholly-owned subsidiary of the Group, Hong Kong and China Environmental Holdings Company Limited (Hua Yan Environmental), coordinates environmental governance and municipal waste utilisation, including

food waste treatment, waste-to-energy incineration, and sewage treatment, aimed at achieving zero waste and waste-to-energy conversion.

Currently, the Group’s water and environmental operations are thriving, with 14 projects across Jiangsu, Anhui, and Guangdong provinces. These provide municipal water supply, industrial wastewater treatment, and municipal solid waste management services. With annual water supply and sewage treatment exceeding 1.6 billion tonnes and solid waste treatment reaching 1.6 million tonnes annually, we effectively support mainland cities in their coordinated efforts to reduce pollution, lower carbon emissions, and achieve high-quality green development.



The sewage treatment facility of Hua Yan Water.

The Group’s food waste treatment project at the Suzhou Industrial Park.



## Gas Resources Business

In 2023, the Group formally established its gas resources business segment to secure stable natural gas supplies through multiple channels, including self-operation and partnerships, creating an integrated supply-storage-sales framework.

Currently, the Group is steadily advancing cooperation with three major national petroleum corporations, PipeChina, and major regional energy companies. We are also developing diverse partnerships with Guizhou Natural Gas Company, Hubei Natural Gas Company and others to enhance gas supply security through mutual complementarity.

Regarding infrastructure, our underground salt cavern gas storage facility in Jintan District, Changzhou, Jiangsu Province, began Phase One operations in 2018, supplying sufficient natural gas to Towngas companies while providing emergency peak-shaving reserves nationwide. Natural gas is stored during summer when prices are lower and supplied to gas companies during winter when prices are higher.

The entire project will be constructed in three phases, with a total storage capacity of approximately 1 billion cubic metres. Phase One of the salt cavern gas storage facility has been completed, with three wellheads constructed and a storage capacity of approximately 100 million cubic metres, providing a maximum daily gas supply capacity of 5 million cubic metres. Phase Two’s first two new gas wells commence

In 2023, Towngas’s first self-procured LNG shipment arrived successfully.



The Group’s underground gas storage facility in Jintan District, Jiangsu Province, provides emergency peak-shaving reserves for the country.

operations in 2025, further enhancing the transportation and collection capabilities of multiple gas sources, such as the West-to-East Gas Pipeline and Sichuan-to-East Gas Pipeline, as well as emergency peak-shaving capacity.

The Group’s invested LNG receiving terminal in Caofeidian, Tangshan, Hebei Province, has completed storage tanks No. 2 and 6 of Phase Two, increasing storage capacity to 180,000 tonnes. The emergency peak-shaving storage and distribution base (Phase One) in Weiyuan County, Sichuan Province, is now operational, enabling cross-regional sales to Hubei, Jiangxi and other regions.

In response to domestic and international energy developments, the Group’s gas resources business will continue to enhance supply security while reducing costs.

## Growth Businesses

To respond to the rapidly evolving business environment while actively supporting the country's "30-60" dual carbon goals and promoting its carbon neutrality vision, the Group is focusing on developing its growth businesses. These include renewable energy, green methanol, hydrogen energy, sustainable aviation fuel (SAF), amongst others, which will enhance the Group's competitiveness and create sustained value.



The virtual power plant project built by the Group for a Shenzhen public institution.

## Renewable Energy

Following our strategic focus on integrated energy solutions, decarbonisation and digitalisation, the Group is actively expanding renewable energy projects centred around zero-carbon smart industrial parks. To date, the Group has invested in and launched over 1,000 renewable energy projects across 24 provinces, autonomous regions and municipalities on the Chinese mainland, including 128 projects in zero-carbon smart industrial parks, with the cumulative distributed solar photovoltaic grid-connected capacity reaching 2.3GW in 2024. Our customer base spans 20 sub-sectors under the eight major emission-control industries (such as petrochemicals, building materials, non-ferrous metals, etc.), encompassing private enterprises as well as large-scale central and state-owned enterprises.

Building on our strong foundation of over 400,000 industrial customers on the Chinese mainland, we are actively promoting the implementation of Energy as a Service (EaaS)

projects, providing commercial and industrial customers with one-stop integrated energy management services combining "photovoltaics + energy storage + electricity sales". Our comprehensive energy services cover photovoltaics, energy storage, battery charging and swapping, carbon trading, power trading, engineering and operations & maintenance, energy conservation, and digitalisation.

For example, we created a bespoke solution for an automotive manufacturing plant in Pingshan, Shenzhen. This includes rooftop solar panel installation for green electricity generation and an energy storage system to manage peak demand. Additionally, we implemented a virtual power plant to collect and analyse data for accurate power demand forecasting and precise energy supply. The project generates over 8.8 million kWh of green electricity annually, reducing carbon dioxide emissions by more than 4,500 tonnes and saving RMB2 million in energy costs.

Towngas operates a methanol production plant in Ordos, Inner Mongolia, where proprietary technology converts biomass and municipal waste into ISCC EU and ISCC PLUS-certified green methanol.



As the country maintains its commitment to carbon reduction targets and introduces favourable policies, this will bring greater opportunities and broader prospects for the Group's renewable energy business development.

## Green Methanol

Against the backdrop of carbon reduction, the global shipping industry's demand for green methanol is rapidly growing. Coupled with the HKSAR Government's policy direction to establish Hong Kong as a green maritime centre, these developments present tremendous opportunities for the Group.

Our production facility in Inner Mongolia employs proprietary technology to convert biomass and municipal waste into green methanol. The product meets European requirements for sustainable biofuels and chemical products, and we are the first enterprise on the mainland to obtain both ISCC EU and ISCC PLUS certifications for green methanol. The current annual production capacity stands at 100,000 tonnes, set to increase to 150,000 tonnes in 2025.

Furthermore, the Group has signed a cooperation agreement with Foran Energy Group Company Limited to jointly establish an investment platform. The parties plan to raise RMB10 billion through various financing channels to construct green methanol production bases across the country, developing a green fuel and chemical supply pool with an annual production capacity of 1 million tonnes.

We firmly believe this initiative will help strengthen Hong Kong's position as a maritime hub and enhance port competitiveness, while contributing to global green shipping efforts.



Taking an early lead in the industry, Towngas's green methanol has already obtained EU certifications.



Towngas signed a Memorandum of Understanding with Veolia, which operates the South East New Territories Landfill Extension in Tseung Kwan O, to develop Hong Kong's first green hydrogen project.

## Hydrogen Energy

Hydrogen, as a clean energy source, offers significant decarbonisation potential across various sectors, including transportation, power generation and energy storage. Currently, in Hong Kong, hydrogen energy is primarily utilised in green transportation (such as hydrogen fuel cell double-decker buses and heavy vehicles) and zero-carbon power generation (including charging piles and construction site power supply).

For many years, Towngas has supplied town gas containing up to 50% hydrogen. Combined with our more than 160 years of experience in handling hydrogen and our extensive 3,700-kilometre gas network covering all of Hong Kong, we possess unique advantages in developing the hydrogen energy business.

At present, we have launched projects to extract hydrogen from our gas pipeline network to supply fuel cells for

charging electric vehicles. Simultaneously, we are collaborating with various new energy equipment companies to jointly develop technologies for low-carbon and renewable energy applications, including expanding hydrogen power generation to provide electricity for construction sites across Hong Kong.

Furthermore, we have taken the lead in responding to the Strategy of Hydrogen Development in Hong Kong by initiating the city's first green hydrogen project at the South East New Territories Landfill Extension in Tseung Kwan O. This project utilises biogas from the landfill to produce green hydrogen, making Hong Kong one of the few cities worldwide capable of producing its own green hydrogen. Moving forward, we aim to support the establishment of hydrogen energy standards and certification in Hong Kong, helping the city become a hub for hydrogen energy innovation and applications.



Hydrogen is used to generate electricity through fuel cells to charge electric vehicles.



EcoCeres's production plant in Zhangjiagang, Jiangsu Province.

## Sustainable Aviation Fuel

EcoCeres, Inc., a company incubated by the Group and in which it remains a shareholder, employs proprietary patented technology to produce sustainable aviation fuel (SAF), hydrotreated vegetable oil (HVO) and cellulosic ethanol. Its facility in Zhangjiagang, Jiangsu Province, has an annual production capacity of 180,000 tonnes of SAF, representing approximately 20% of the global SAF market share. This makes EcoCeres one of the world's leading SAF producers and a key player in advancing green energy.

As governments worldwide establish regulations requiring airlines to gradually increase their SAF usage, the HKSAR Government's 2024 Policy Address also mentioned plans to set local SAF usage targets. It is expected that global aviation industry demand for SAF will continue to grow.

In 2024, EcoCeres formed a significant partnership with HSBC Hong Kong and Cathay Pacific: HSBC Hong Kong signed a one-time purchase agreement for approximately 3,400 tonnes of SAF produced by EcoCeres, to be used on Cathay Pacific flights departing from Hong Kong International Airport. This tripartite collaboration establishes Hong Kong's first SAF ecosystem, laying the foundation for the city's development as a regional SAF hub.

Currently, EcoCeres's Zhangjiagang facility has reached 100% of its design capacity. A new production facility under construction in Johor, Malaysia, is expected to be completed and commence initial operations in the second half of 2025. Once both facilities reach full design capacity, their combined annual production capability will be 600,000 tonnes.

## TERA-Award Smart Energy Innovation Competition

Initiated by Group Chairman Dr Lee Ka-kit in 2021, the TERA-Award has, by its third edition in 2024, attracted nearly 1,000 zero-carbon technology startup projects from 59 countries and regions worldwide. Projects compete across six categories: Renewable Energy, Energy Storage & Conversion, CCUS Technologies, Green Fuels and Hydrogen Energy, Intelligent Energy Systems, and Smart City. The Gold Award winner receives a US\$1 million prize, aimed at encouraging and supporting energy technology development.

Beyond the substantial prize money, winning teams gain opportunities through the TERA-Award platform to network with experts from various fields and potentially secure funding, technical support, and application



scenarios from investors and corporations. This enables innovative ideas to rapidly develop and become implemented solutions.

Today, the TERA-Award has evolved beyond a mere competition to become an accelerator for green energy startups, helping bring more smart energy research achievements to market. It supports the country's "30-60" dual carbon goals and contributes to global sustainable development.



The TERA-Award has gradually evolved into an accelerator for energy technology startups, with growing international influence. The image shows an international winner from the previous edition delivering his acceptance speech.

## Extended Businesses

The Group's successful venture into the extended businesses began in 2005 with the launch of Bauhinia brand gas appliances on the Chinese mainland, known for their safety and efficiency.

In 2015, the Group established Towngas Lifestyle Information Services Company Limited (Towngas Lifestyle) to coordinate the development of its extended businesses. Through a unified supply chain and proprietary digital platforms, we created an integrated online-offline operational model, offering comprehensive household products and services to create healthy, comfortable living environments for our customers.

After years of development and accumulated experience, the now-integrated Towngas Lifestyle leverages the Group's massive customer base of 44 million users across Hong Kong and the Chinese mainland, focusing on three key growth areas: smart kitchens, insurance, and home safety solutions, forming new growth engines.

In the smart kitchen sector, we have launched multiple new gas appliances that combine intelligence with safety. Additionally,



the TGSE Chip, a RISC-V IoT security chip jointly developed with Shanghai StarFive Semiconductor Co., Ltd., is now deployed on the Chinese mainland across smart IoT gas meters, alarms, and gas appliances, effectively safeguarding user information security. Hong Kong will soon implement RISC-V chip technology to enhance its gas smart management capabilities, supporting the territory's smart city development and advancement of new quality productive forces.

In response to increasing market demands for product safety, Towngas Lifestyle has introduced a comprehensive "alarm monitoring service solution", delivering one-stop "product + platform + service" solutions through our digital platform advantages, ensuring household safety while improving business efficiency.

In the insurance sector, Towngas Lifestyle has completed the acquisition of an insurance broker licence. Through establishing our own brokerage service team, we are committed to providing diverse insurance products for comprehensive household protection.

# Other Businesses

## Engineering

U-Tech Engineering Company Limited (U-Tech), a wholly-owned subsidiary of the Group, provides professional consultancy and outsourced engineering services, specialising in utility installation, infrastructure, and building services engineering for both public and private sectors. The building services project at Ma Wo Road, Tai Po, represents U-Tech's largest electrical installation contract to date. The company continues to expand its business scope, including equipment installations for data centres and railways.

U-Tech's strict adherence to safety standards has earned industry-wide recognition, including the Safety Performance Award (Construction Industry) from the Occupational Safety and Health Council and the Proactive Safety Contractor Award from the Hong Kong Construction Association.

## Manufacturing

M-Tech Metering Solutions Company Limited (M-Tech), a wholly-owned subsidiary of the Group, focuses on developing and marketing smart gas meters. Many of these incorporate cutting-edge technologies, including micro-electromechanical systems and narrowband Internet of Things, to deliver products with smart capabilities.



Currently, M-Tech is collaborating with renowned Japanese meter company Aichi Tokei Denki Co., Ltd. to jointly develop a new generation of ultrasonic gas meters. These new products offer high precision and gas leak early warning functions, with a lithium-ion battery guaranteed to last over 10 years, ensuring user safety while significantly reducing operational and maintenance costs.

## Telecommunications

Towngas Telecommunications Company Limited (TGT), a wholly-owned subsidiary of the Group, is one of Hong Kong's fixed network service providers, primarily offering network connectivity, data centre services, and diverse ICT solutions.

TGT is also committed to driving innovation in national telecommunications and gas industries. Its group standard for "Technical Standards for Laying Fibre Casing Pipe in Gas Pipeline" has received approval from the China Gas Association, laying the foundation for future research into gas pipeline safety monitoring technologies and applications.



M-Tech's smart gas meters feature cutting-edge technology.

# Environmental, Social and Governance

The Group has consistently strived to integrate Environmental, Social and Governance (ESG) and sustainability principles into its daily business operations. The Board ESG Committee, operating under the Group's Board of Directors, assists in overseeing the management and implementation of relevant matters, regularly reporting on and discussing policies, measures, project progress, objectives and effectiveness. It is supported by a Steering Committee, working collaboratively to enhance the Group's overall ESG performance, and a Working Committee dedicated to embedding ESG measures into the Group's operations and corporate culture.

Regarding corporate governance, compensation for the Managing Director and senior executives of Towngas is linked to material ESG issues to drive ESG performance. In 2024, Towngas was honoured at the inaugural Climate Governance Awards by The Hong Kong Institute of Directors, securing wins in both the "Listed Company – Executive Directors" and "Listed Company – Boards" categories, making it the only company to receive dual recognition in the field of climate governance.

The Group has garnered high recognition from international rating agencies. Both Towngas and its subsidiary, Towngas Smart Energy Company Limited, ranked among the "Top 1% of Chinese Companies" (Gas Utilities Sector) in the CSA Score in 2023 and 2024, earning places in the "Sustainability Yearbook (China Edition)".



Annual Mid-Autumn Festival activities show care for elderly community members and underprivileged families.

The Group's commitment to social care is exemplified by the Towngas Volunteer Service Team (TVST), established in 1999. Celebrating its 25th anniversary in 2024, TVST has contributed over one million service hours, benefitting 8.5 million people.

The Group maintains diverse community service initiatives, including long-standing programmes such as "Farming for Charity", which donates organic produce to social welfare organisations, free haircuts for the elderly, and graduation and family photo sessions for students with special educational needs. Over the years, the Group has shown care through festive initiatives: "Rice Dumplings for the Community" has distributed over 4.5 million dumplings, while "Mooncakes for the Community" has given out more than 3.3 million mooncakes. Regular "Soup to Warm the Heart" campaigns deliver flame-cooked soup to various community groups. Recently, the Group has expanded its beneficiary base to include elderly individuals with swallowing difficulties, elders with emigrant families, and ethnic minorities, aiming to create shared value with more stakeholders.



A flagship corporate social responsibility initiative is the Chef Anchor programme, launched in 2017 in partnership with The Hong Kong Sheng Kung Hui Welfare Council. The programme helps individuals with mild cognitive impairment slow their cognitive decline through cooking activities, building confidence and promoting independent living skills. Keeping pace with the times, the programme has evolved, incorporating support for carers, and in 2024, Chef Anchor 3.0 introduced DementiAbility™ to enhance participants' procedural memory training.

Additionally, Towngas launched the Towngas Green Flame Energy Scientist Programme in 2023, where company staff with ESG or engineering expertise conduct school visits. The carefully designed curriculum covers renewable energy, climate change, biodiversity, and innovative technology in an accessible manner, promoting low-carbon energy transition and climate change awareness. Students can become Green Flame Campus Ambassadors and visit Towngas facilities to understand energy company operations.

On the Chinese mainland, the Group's signature community programme, Gentle Breeze Movement, has supported underprivileged students and their families since 2013 through school renovation projects and donations of books and learning materials. Since 2009, the Group has also participated in the BEA Charity Fund's Green Firefly Project as the first "caring enterprise" to co-sponsor the establishment of the Green Firefly Centre, providing more children with opportunities for digital education by donating various types of electronic education equipment.

Looking ahead, the Group remains committed to implementing ESG principles in its daily operations, pursuing low-carbon transition and community care, fulfilling its mission to "bring long-term benefit for our planet, society, and stakeholders".

Towngas hosted a celebratory luncheon marking the 25th anniversary of the Towngas Volunteer Service Team in 2024.



TVST members built miniblock models of the Duddell Street gas lamps with children and young people with special educational needs.



TVST members joined elderly participants and their carers in the Chef Anchor 3.0 programme.



TVST members joined the elders with emigrant families in wrapping rice dumplings before the Dragon Boat Festival, helping to alleviate their feelings of loneliness.



Organised the Biodiversity and New Energies Symposium to promote energy transition and raise awareness of global ecology.

The Group organised a Gobi Desert trek to foster team spirit and collective strength.



The Gentle Breeze Movement helps improve learning conditions in schools in underprivileged areas of the Chinese mainland.



The Towngas Green Flame Energy Scientist Programme visits schools to promote concepts of green energy and environmental protection.



# Awards and Recognition

## HKMA Quality Award 2016

(Towngas China Company Limited)  
— Hong Kong Management Association



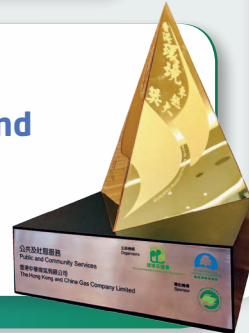
## Innovation and Creativity Award of Hong Kong Awards for Industries 2019

— Hong Kong General Chamber of Commerce



## 2019 Hong Kong Awards for Environmental Excellence: Public and Community Services – Gold Award

— Environmental Campaign Committee



### Certificate

The Hong Kong and China Gas Company Limited

“Global 2000 – World’s Best Employers 2019”

Forbes statista

## Global 2000 – World’s Best Employers 2019

— Forbes

## Hong Kong Q-Mark Service Scheme

— Hong Kong Q-Mark Council



## Manpower Developer Award Scheme – Super MD 2023-2028

— Employees Retraining Board



## UNSDG Achievement Awards Hong Kong (2022, 2023, 2024):

- Sustainable Organisation Award – Bronze
- Individual SDG Award
- Individual SDG Award (SME)
- Recognised Project Award

— Green Council



## “Top 1%” S&P Global CSA Score among Chinese Companies (Gas Utilities Sector) (2023, 2024)

— S&P Global



## 55 Years in Hang Seng Index Award (2024)

— Hang Seng Indexes Company Limited



## Climate Governance Awards 2024: “Listed Company – Executive Directors” and “Listed Company – Boards” categories

— The Hong Kong Institute of Directors



## The 11th Asia Pacific Eldercare Innovation Awards 2023 – Innovation of The Year – Ageing-In-Place Model

— Ageing Asia



## 23rd Hong Kong Occupational Safety & Health Award (2024)

Received 8 accolades including:

- OSH Report Award – Gold
- OSH Promotion Award – Silver
- Occupational Safety & Health Council





Towngas website



Towngas Smart Energy website



The Hong Kong and China Gas Company Limited  
363 Java Road, North Point, Hong Kong



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