

## **Towngas China ‘Three Courtesies: Service with a Smile Ambassador’ Contest**

(08 November, 2018) The finals for Towngas China’s ‘Three Courtesies: Service with a Smile Ambassador’ competition took place in Dongguan on 7 November. Focusing on the themes of the ‘the three pillars of courtesy’ and ‘service with a smile’, and the culture of ‘good manners and good faith’, 43 frontline staff members of Towngas China and Hua Yan Water from around the country gathered for the contest, embodying Towngas China’s quality service image and standard.

Back in April, Towngas China’s Three Courtesies: Service with a Smile Ambassador Contest was launched in Nanjing, with over 1,500 frontline staff members from over 100 project companies taking part in competitions across 10 regions. After a series of try-outs including themed speeches, decorum and talent shows, and customer service skits, 43 candidates were selected for the national finals.

Comprising regional presentations, talent shows and courtesy- and integrity-themed plays, the finals offered candidates a great opportunity to showcase their talent. Starting off with regional presentations, candidates fused the characteristics of their respective regions with the principle of courtesy to feature their interpretation of the three pillars of courtesy through performances and communicate the essence of ‘service with a smile’.

After intense competition throughout the three parts of the contest, Shu Dan from Xingyi Hong Kong and China Gas Company Limited was selected as the winner of this year’s Three Courtesies: Service with a Smile Ambassador Contest, and Li Tianjiao from Chongqing Hong Kong and China Gas Company Limited and Song Zhukun from Changchun Gas Co., Ltd. as first and second runners-up, respectively. Seven categorical awards were also announced, with the Southwest region receiving the Best Team Award, Changchun Gas Co., Ltd., Anhui-Jiangxi region, Hua Yan Water, and Northeast region each receiving a Regional Programme Creative Award, and Hubei region, Shaanxi region, South China region, Jiangsu-Zhejiang region, and North China region each receiving a Regional Programme Organisation Award.

Shu Dan from Xingyi Hong Kong & China Gas Company Limited also received the Talent Award and Three Courtesies Demonstration Award, while Mao Yuqiu from Chaoyang Hong Kong and China Company Limited and Xia Tian from Maanshan Hong Kong and China Gas Company Limited received the Popularity Award and Collaboration Award, respectively.

Managing Director of The Hong Kong and China Gas Company Limited and Chairman of Towngas China Alfred Chan Wing-kin remarked in his speech that there are now over 70 Three Courtesies Service with a Smile Ambassadors in Towngas China. They serve as the seeds of corporate culture, spreading the message to the Group's project companies as well as their colleagues and clients like a dandelion. Since the Group began advocating Three Courtesies culture, staff's attitude and service quality has been continually on the rise, which saw a continuous increase in the level of client satisfaction and established a good reputation for the Group. Going forward, the Group hopes that our Service with a Smile Ambassadors will continue to serve as role models to bring Towngas China's Three Courtesies service culture, Service with a Smile culture, and Warm Service culture to all our customers.

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## **About Towngas China Company Limited**

Towngas China Company Limited is a Hong Kong-listed investment holding company (Stock Code: 1083.HK). Its controlling shareholder is The Hong Kong and China Gas Company Limited (Stock Code: 3.HK). Towngas China's business operations now span 19 provinces, autonomous regions and municipality with more than 100 projects in its business portfolio. Towngas China focuses on the sales and distribution of piped gas in mainland China including the provision of piped gas, construction of gas pipelines, the operation of city gas pipeline networks, the operation of gas vehicle refilling stations, and the sale of gas appliances.

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