

# Special Award for Small Enterprises and Start-ups – DSG Energy Limited 小型企業及初創企業特別獎 – 特爾高能源有限公司

## Report from the Board of Examiners

DSG Energy Limited (DSG) operates as the sole licensee of Shell Gas, a market leading Liquefied Petroleum Gas (LPG) brand in Hong Kong and Macao after a restructuring in 2018. Embracing the mission of Safety First, Customer Centricity, Operation Excellence, Innovation and Continuous Improvement, DSG sustains its market position despite keen competition and shrinking LPG market. The company demonstrates commitment to quality and meets the various criteria of the Quality Award.

DSG's vision, mission and values are clearly stated and deployed. The company is committed to ethics and corporate governance which are well supported by relevant policies, periodic audits and regular training to employees. Volunteering team is set up and community programmes, such as subsidized billings for the underprivileged are organized. Clear strategic focuses are established in driving the company's growth and performance, which are aligned with DSG's core values: Safety First, Integrity, Partnership and Excellence. "Goal Zero", which targets to achieve 6 million hours of lost-time injury free by September 2019, is a good example of the company's commitment in safety.

DSG adopts a systematic approach in collecting customers' feedback to improve service quality. It also strives to enhance customer engagement as exemplified by its innovative "myDSG" mobile app, first of its kind in the local LPG industry. Key performance indicators (KPIs) are in place aiming at measuring and improving operational and strategic performances. Supported by systematic human resources management structure and practices, DSG provides a happy and safe work environment to its employees. A structured performance management system emphasizing on pay for performance is in place. The dedicated "relaxed hub" in the office and the "DSG Club" for staff recreation are examples of the company's care for and engagement of employees. For staff development, DSG provides training subsidies to employees, including sponsorship schemes for studying postgraduate degrees and attaining professional qualifications.

A comprehensive operational system with clear KPIs is in place to track its performance related to strategic objectives, overall business performance and operational efficiency. Special focus is placed on safety and suppliers' quality and reliability. Risk management system is in place to equip the company for business continuity in case of emergency. DSG has also demonstrated achievements in various areas by receiving numerous awards related to safety, employer's recognition and corporate social responsibility.

## 評審委員會報告

特爾高能源有限公司 (DSG) 在 2018 年重組後，成為「蜆殼石油氣」於香港和澳門的特許品牌授權營運商。儘管面對市場競爭激烈及石油氣市場收縮等挑戰，DSG 仍能佔據重要市場地位。秉承「安全第一、以客為尊、卓越運營、創新和持續進步」的信念，DSG 充分展現對優質管理的承諾，並符合獎項的各項評審標準。

DSG 具備明確的願景、使命和核心價值，亦從各方面將其展現出來。公司重視專業操守管理和企業管治，並制定了相關政策，加以定期審核及進行培訓以確保員工對政策的全面理解。公司亦積極組織社區活動和成立義工團隊，為弱勢社群提供津貼，以優惠價享用石油氣。清晰而明確的策略有助帶動業務增長和提升業績表現，公司策略方向亦與其「安全、誠信、合作及卓越」的核心價值一致。DSG 亦訂立「無傷害、無洩漏」目標，銳意在 2019 年 9 月前實現 Goal Zero，達到六百萬小時無工傷事故的紀錄，充分展現公司對安全的承諾。

DSG 有系統地收集客戶意見以提高服務質素，同時致力加強與客戶的溝通，例如建立全港石油氣行業首創的「myDSG」手機應用程式。另外，公司亦制定了廣泛的關鍵績效指標 (KPI) 以衡量和促進業務發展。在完善和有系統的人力資源管理框架下，DSG 為員工提供一個愉快安全的工作環境，薪酬亦按表現而得到適當調整。此外，公司在辦公室設立了專門的休憩區及員工康樂會「DSG Club」，舉辦各種康樂活動關懷員工和加強員工參與度。對於員工發展方面，DSG 提供各種培訓津貼，包括資助研究生學位課程和專業資格認證課程等。

DSG 具有全面的運營系統及清晰指標以量度有關策略目標的相關表現、整體業務表現和運營效益。DSG 特別著重安全和供應商的品質和可靠程度，並設有風險管理系統確保公司在緊急情況下也能保證業務如常運作。公司亦分別榮獲多項有關安全、僱主認可和企業社會責任的獎項，展現出卓越的業績及力求進步的決心。