

# 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 Summary

Provided by DSG Energy Limited

### Company Background

DSG Energy Limited (DSG Energy) pushes Shell Gas to new heights! Shell Gas has been supplying LPG to residential, commercial and industrial sectors in Hong Kong and Macao since 1960s. We have established leading position with excellent safety records and a well-known brand. We were acquired by DCC, operating as DSG Energy Limited since 1st Jan 2018.

DCC, a FTSE 100 constituent, is a leading international sales, marketing and support services group which supplies energy, products and services to millions of people in Europe, US and Asia in 17 countries. DCC has been recognised by Ethisphere as one of the World's Most Ethical Companies for the 4th year. Headquartered in Dublin, DCC operates through four key divisions: LPG, Retail & Oil, Healthcare and Technology and is renowned for strong technical expertise in LPG industry.

### Leadership

Our core values are "Safety, Integrity, Partnership and Excellence". We have adopted DCC Code of Conduct which sets out our collective and individual commitment to "Do the Right Thing" - acting with integrity at high standards of business ethics. We follow a proven framework with detailed policies to upkeep strong governance including compliance to applicable laws and regulations.

Our leaders communicate effectively with stakeholders at all levels with proper cascades to ensure the right actions and strategic directions. Strong leadership steers the company to deliver our VISION: to innovate continuously providing competitive energy solution in a safe, economical, environmental and socially responsible way.

## 報告摘要

本報告摘要由特爾高能源有限公司提供

### 公司背景

自60年代，蜆殼石油氣一直為廣大香港及澳門住宅及工商業客戶提供石油氣。我們擁有卓越安全記錄及知名品牌，於市場上建立了領先地位。2018年1月，DCC收購了蜆殼石油氣業務，並創立特爾高能源有限公司以繼續營運。

DCC，列於富時100指數，是市場領先的跨國銷售、營銷及服務支援企業，為歐洲、美國及亞洲17個國家數百萬人提供能源、產品及服務，並連續四年被Ethisphere認為全球最具商業道德的公司之一。總部位於愛爾蘭都柏林，DCC營運四大業務：石油氣、油站、醫療保健及科技產品，尤其以石油氣行業的技術專長而聞名。

### 領導才能

「安全、誠信、合作及卓越」是我們的核心价值观。我們奉行DCC的行為守則政策，以高標準的商業道德誠信行事。

我們的管理層非常重視與各階層員工及合作夥伴之間的溝通，以確保行動及策略方向得到充分傳遞及理解。我們深信有效的領導力能引領公司實現願景：不斷創新並以對安全、經濟、環境及社會均負責任的方式提供具有競爭力的能源解決方案。

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### Strategy

Our strategic objective is to maintain market leadership and sustain long term growth. We develop detailed strategies and smart targets for different time frames with DCC's robust planning process. That covers specific areas for organic growth, operational excellence, re-engineering infrastructure and acquisition growth, including critical enablers like digitalisation and talent development.

Committed to "Safety First & Customer Centricity", we maintain high standards of asset integrity and process safety, e.g. deploying intelligent systems CMMS and RFID for asset tracking, preventative and corrective maintenance. We focus on excelling services which include optimising our footprint by supplying LPG to remote areas including outlying islands. Our persistent dedication to high standards of safety and services is proven by achieving the most GOLD awards in EMSD "LPG Cylinder Distributor Safety Performance Recognition Scheme" (SPRS) for 4 consecutive years.

### Customers

DSG Energy serves a diverse mix of 300K+ end customers from residential, commercial and industrial sectors. We maintain TRUST with customers for long term relationship, and consistently provide highly reliable services with remarkable results in line with our Service Pledge. To create extraordinary customer experience and drive technological and environmental friendliness, we stepped up digital and touchless services to LPG market with the new launch of "myDSG" App and e-platform for piped household.

Always keeping customers at heart, we have established a process to gather feedbacks and suggestions with multiple communication channels. We treasure Voice of Customers as invaluable inputs for continuous improvements.

### Measurement, Analysis, and Knowledge Management

We use well-defined Key Performance Indicators to monitor company performance in areas covering health, safety, security and environment, financial strength, supply reliability, customer services, people and corporate governance. Structural review and audit process ensure accurate information. We communicate frequently at corporate level and with business partners to drive appropriate actions timely.

We encourage our staffs to share knowledge and distil learning from experience. Appropriate tools and designated repositories are maintained with reliable access and data security. These equip our staff with quality information, useful models and insightful knowledge at hand.

### 策略

我們立志於保持市場領導地位並維持長遠增長。我們以DCC完善的規劃流程，適時制定明確目標及相關策略並以數碼化和人才培育及配置為推動整體策略的主要元素。

我們承諾「安全第一、以客為尊」，堅持保持高標準的資產完整性及流程安全性，如推行智能系統CMMS及RFID，確保安全有效地管理物流及資產。我們善用分銷網絡，提供石油氣給廣大客戶，甚至遍及偏遠地區。我們的分銷商於機電工程署之「瓶裝石油氣分銷商安全表現評級計劃」中連續四年獲得最多金獎，印證了在安全及服務上均達到極高水平。

### 客戶

我們服務超過30萬住宅及工商業客戶，一直履行承諾與客戶建立信任並保持長期合作關係。我們亦持續創新，如推出全新的"myDSG"流動應用程式及智能安檢維修系統平台均為業界推動科技及環保，創造了全新的客戶體驗。

一直以客為尊，重視客戶的反饋及建議，此乃我們持續進步的原動力。

### 評估、分析和知識管理

我們制定了主要績效指標來監管公司不同層面的表現，並定期回顧及審核，適時追蹤表現水平及確保資訊準確，亦與企業內外的持份者及合作夥伴保持溝通，以推動合適的方案。

為鼓勵員工分享知識及學習，我們設立了各種工具及數據庫、提供豐富的資訊、應用模式及專業知識，讓員工在保密的系統下使用及學習，有效發揮了知識管理。

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### Workforce

We measure performance with mechanisms that ensures fairness, all-rounded and consistent assessment. We benchmark with the market to maintain competitive pay and benefits. Our pay philosophy and performance management system strengthen our position in attracting and retaining the right people.

We keep equipping employees with necessary knowledge and skills through training, international project and working group exposure, and sponsoring for education and professional qualification. Our policies and procedures support people development agenda persistently.

We provide a healthy and safe workplace with work-life-balance culture. “DSG Club” organizes staff activities including recreational, team building, welfare and Corporate Social Responsibility. We encourage employees to deliver results while living a balanced and healthy lifestyle.

We conduct regular employee engagement surveys via independent 3<sup>rd</sup> parties to collect feedbacks and measure engagement level. We communicate results openly, engaging all in follow up sessions.

### Operations

To maintain a stable supply chain delivering highly reliable products and services, we put in place comprehensive management control systems to track product quality, stock quantity and daily operations. We deploy fit-for-purpose engineering designs in assets and processes, with intelligent maintenance system to ensure end-to-end supply chain is safe and effective.

It is our priority to drive operational excellence with concerted efforts in all fronts, including our contractors and suppliers. In 2018, we launched a Supplier Excellence Award Program to appreciate the right behaviour which contribute to safety, innovation and quality services.

Our emergency response system is well proven with frequent drills to ensure robustness.

### 工作團隊

我們擁有良好的員工表現管理機制，並確保公平、全面及一致性的評核制度。我們定期參與市場的薪資福利調查，確保維持具競爭力的薪酬及福利水平。這些都有助我們吸引及保留人才。

我們致力培養員工，例如提供培訓及教育資助、安排跨國項目實習以擴闊視野及贊助員工獲得專業會員的資格等。這些政策都確保了長遠持續的人才培養。

我們重視健康安全的工作環境，並提倡工作與生活平衡。我們設立員工康樂會“DSG Club”，以舉辦及贊助各種活動，包括康樂、團隊建設、員工福利及社會企業責任等，以積極行動建立平衡及健康的工作文化。

我們重視員工意見，透過獨立的第三方進行員工滿意度調查，並與所有員工公開地溝通結果及討論跟進建議。

### 營運

我們建立了全面的管理系統以監測貨品質量、倉存物流及日常營運。而特製的工程設計及智能維修系統亦確保了整個供應鏈的安全性及效率。

為了與承辦商和供應商共同推動卓越營運，我們於2018年設立超卓承辦商大獎，表彰於安全、創新和優質服務方面的卓越表現。

另外，我們非常重視危機管理，故設立定期演習機制以確保緊急應變系統的效率。

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## Results

DSG Energy dedicates to offer quality products and value-adding services with absolute safety and corporate social responsibility. Always striving to surpass customers' expectations, we maintain remarkable results achieving Service Pledges and Goal Zero targets.

Our continuous efforts are recognised in areas including safety, call centre, showroom and CSR. In 2018, DSG Energy obtained these public awards:

- Mystery Caller Assessment Award – Gold (2018) by HK Call Centre Association
- “Retail Ambassadors” (2018-2019) by Hong Kong Retail Management Association
- Caring Company (2018/19) by Hong Kong Council of Social Service
- HSBC Living Business Supply Chain Leaders Award (2018) by HSBC / Business Environment Council
- EMSD “LPG Cylinder Distributor Safety Performance Recognition Scheme” (SPRS) - Most Gold Awards for 4 consecutive years
- Green Office Label and Eco-Healthy Workplace Label (2018/19) by World Green Organisation

We strive to deliver excellence, innovate and improve continuously. Sky is the limit!

## 業績

特爾高能源於各方面均獲得外界認同，包括安全、客戶服務中心、陳列室、社會企業責任等。於2018年，我們榮獲以下獎項：

- 神秘客戶評審大獎 — 金獎 (2018) — 香港客戶中心協會
- 「零售大使」(2018-2019) — 香港零售管理協會
- 商界展關懷 (2018/19) 標誌 — 香港社會服務聯會
- 「滙豐營商新動力」可持續供應鏈領袖獎 (2018) — 滙豐/商業環保協會
- 「瓶裝石油氣分銷商安全表現評級計劃」(SPRS) — 連續四年榮獲最多金獎 — 機電工程署
- 「綠色辦公室」及「健康工作間」證書 (2018/19) — 世界綠色組織

保持卓越表現，持續創新及改進。我們不斷超越自我，因為天下無極限！

KEY TO ENDURING  
SUCCESS  
QUALITY