

Safety First

Safety is in everything we do. It is our highest priority and an integral part of our business strategy. We strive to raise our safety standards and performance and continue to invest heavily in improving the safety of our bus operations.





3 GOOD HEALTH AND WELL-BEING

Good Health and Well-Being

Safety Policy

The KMB and LWB Safety Policy ensures injury and health risks are minimised to provide a safe and healthy environment for our employees and the public.

All our employees are required to comply with all legal requirements applicable to our operations, and we regularly consult employees to identify opportunities for improvement in our safety management system.

Safety Committees

Safety Committees oversee internal communication on occupational safety and health information, including risks, trends and policies. All Safety Committees meet regularly to discuss safety issues at different levels across the Company. The Working Committee for Safety oversees safety issues at the corporate level, while Departmental Safety Committees, Maintenance Safety Committees and Operations Safety Committees are responsible for safety issues relating to departments and sections. Departmental Safety Committees may vary the frequency of meetings depending on the scale of departmental safety risks.

Safety Management

We are dedicated to advancing occupational health and safety. We fully comply with the Occupational Safety

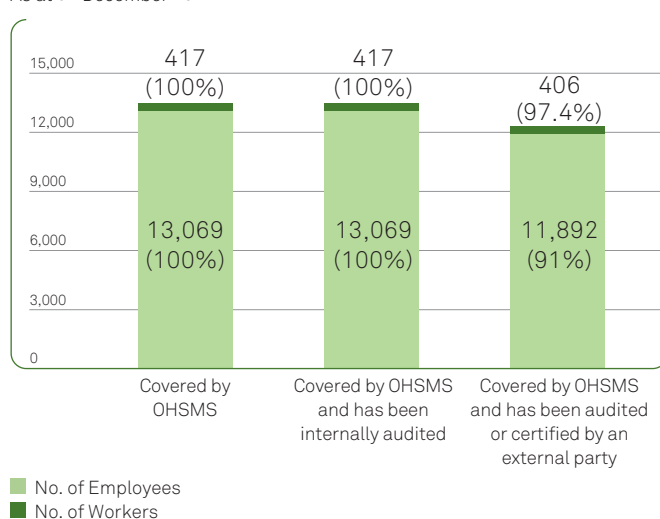
and Health Ordinance and the Factories and Industrial Undertakings Ordinance (Chapter 509 and 59, Laws of Hong Kong). KMB adopts ISO45001:2018 Occupational Health and Safety Management System to promote continuous improvement of safety performance in all aspects of our business, including bus maintenance and design upgrades.

The key benchmarks of our operational performance are mechanical reliability and operational capability. In 2021, the mechanical reliability¹ of KMB's bus fleet was 96,349 km: 1, while LWB's bus fleet was 134,616 km: 1. In 2021, KMB and LWB attained an operational capability² of 100.7% and 100.6% respectively.

Safety Statistics

The number and the percentage of staff and workers covered by our Occupational Health and Safety Management System (OHSMS) are tabulated as follows:

As at 31 December 2021



The GreenRoad Outstanding Awards present cash prizes and certificates to commend bus captains' achievement in green and safe driving

¹ Mechanical reliability refers to the average number of kilometres a bus operates before it experiences one mechanical breakdown on the road with passengers on board.

² Operational capability refers to the ratio of actual to scheduled departures in the peak direction during the peak hours of 7:00 a.m. to 9:00 a.m. across the bus network.

SUSTAINABILITY REPORT



The bus fleet of KMB and LWB undergoes routine maintenance checks to bring a safe and comfortable journey to passengers



The GreenRoad system detects over 150 bus driving dynamics and gives real-time feedback and suggestions with ratings to bus captains

Operational Excellence

KMB and LWB are ISO9001 certified for their Quality Management Systems. Both companies have been accredited with the latest version of ISO9001, demonstrating our commitment to achieving up-to-date operational and service standards.

Risk Assessment

Rigorous risk assessments are conducted by managerial staff together with the relevant workers before discharging work duties. We ensure both the working environment and staff performance comply with legal requirements, in-house safety rules, and industry best practices during safety inspections and safety audits. Our Plan-Do-Check-Act management approach also helps drive continuous improvement in safety performance.

Bus Safety Facilities and Maintenance

A number of technological devices, including speed limiting devices and the telematics system, have been installed on buses to improve safety and record operational data. All KMB and LWB buses undergo an ISO-certified maintenance regime, comprising daily and monthly servicing, a semi-annual minor dock and an annual road-worthiness inspection, as well as spot checks from the Transport Department of the HKSAR Government.

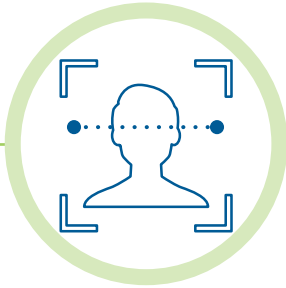
Latest Bus Safety Measures

GreenRoad System

KMB and LWB are the first franchised bus companies to have introduced the GreenRoad System in Hong Kong. Each bus captain has been given an electronic key with Radio Frequency Identification Technology ("RFID") to identify who is driving the bus. The system monitors over 150 driving dynamics and gives real-time feedback and rating to bus captains to help them remain vigilant on the road. Bus idling time is recorded and bus captains are reminded to switch off bus engines, thereby promoting a culture of environmental consciousness and health.

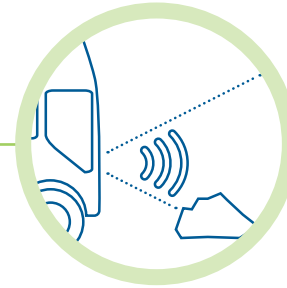
Through analysing the data collected by the system, the Company is able to identify the common types and locations of undesirable driving behaviours among by bus captains, and customise training materials, such as tips on paying attention to the routes, teaching videos, and driving improvement courses, to help bus captains improve their driving skills and performance. The system also gives instant feedback to bus captains through an online portal and app to enhance their driving performance.

The average accident rate of the fleet has decreased by about 10%, and more than 80% of bus captains have achieved a satisfactory safety level since the implementation of GreenRoad. A total of 105 bus captains have been granted the Annual GreenRoad Outstanding Awards as a commendation for their outstanding driving performance.



Driving Monitoring System (“DMS”)

This device, mounted on the dashboard, uses image-processing and advanced facial recognition technology to detect the level of alertness of a driver. Early audio alerts and vibration warnings will be activated when a fatigue or abnormal situation is detected.



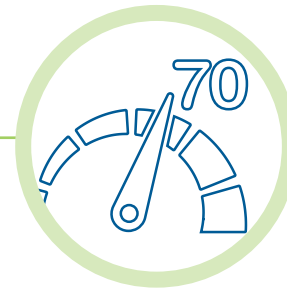
Advanced Driver Assistance System (“ADAS”)

The device is installed on the lower saloon windscreen and uses image-processing technology to detect obstacles on the road and the corresponding distance. Early audio alerts and vibration warnings will be activated when “unsafe” conditions are detected.



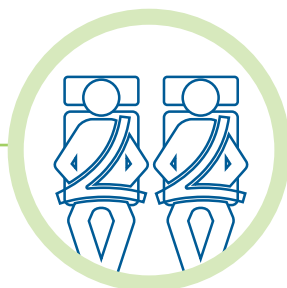
Electronic Stability Programme (“ESP”)

The ESP is an important safety feature to prevent a bus from skidding or overturning when cornering or operating on a slippery road surface.



Speed Limiting Retarder (“SLR”)

SLR enhances the speed limiters of our fleets. The current speed limiters cut off fuel supply to the engine when the speed limit is reached. The SLR automatically activates the brakes or retarder to prevent speeding when travelling downhill.



Safety Belts

KMB and LWB have requested bus manufacturers to install 3-point safety belts on all seats as a standard for new buses.



CASE STUDY

Safety Bus Sets Off to Promote Passenger Safety

KMB is dedicated to promoting road and passenger safety. We modified a single-deck bus into a “Safety Bus” with the theme of “Stop, Look, Listen and Give Way” to reach out to the community. Combining learning with playing through motion-sensing games and virtual reality activities inside the compartment, the Safety Bus allows participating students to learn public transport etiquette, such as fastening the seat belt, and holding the handrail, and learn about blind spots on buses. In order to raise awareness of the participants, staff members from the Safety Department are also there to play quiz games and lecture on road and passenger safety.



The Safety Bus will visit different schools and elderly homes in the future. KMB has liaised with schools and non-profit organisations to launch a territory-wide promotion and education campaign on safety.



Yip Cheuk-chi, student at Islamic Dharwood Pau Memorial Primary School

“ I’m delighted that the KMB Safety Bus comes to our school. We can learn about road safety through mini-games there. The demonstration of fastening a seat belt has impressed me the most, and I have realised the importance of buckling up. I will share this with my parents and pay more attention to road conditions from now on. I will also be careful when crossing the road at a bus terminus. I like travelling by buses, so it is exceptional to have this exhibition on the bus. ”



Safety messages such as “Hold the handrail” are shown on the Bus Information Panel to remind passengers to observe safety at all times

Public Safety Awareness Programme

Passenger safety is equally important to our bus operations. We use different channels to raise public awareness of passenger safety. A series of safety messages are broadcast on the Bus Stop Announcement System in Cantonese, English and Putonghua to remind passengers to hold the handrail at all times. We put up safety stickers on our buses, such as “Hold the handrail” and “Fasten seatbelt”. Our mobile app, App1933 and KMB’s Facebook page also periodically communicate educational messages to the public.



Comprehensive training is offered to bus captains to ensure a professional, safe and quality service

Passenger safety videos produced by KMB are shown on bus information panels on board and at bus stops to remind passengers that safety comes first.

Bus Captain Safety Training

The Bus Captain Training School (“BCTS”) provides comprehensive basic training to all new bus captains. Training is planned around building safety consciousness, bus manoeuvring skills and bus route knowledge. Apart from providing training for new bus captains, the BCTS also offers training courses for in-service bus captains, including route training, remedial training, bus type training and refresher training to improve their driving skills and reinforce their safety awareness.

To maintain proper driving technique and attitude among bus captains, the BCTS makes reference to the bus captain performance system to identify areas for improvement in the respective performance of bus captains and provide appropriate training for them. To take care of passenger safety on board, the module on driving technique and attitude for preventing passengers from “losing balance” has been enhanced for the basic training, remedial training and refresher courses. Through training and coaching, the BCTS strives to improve bus captains’ performance beyond expectation.