

## Care for Employees

We are committed to building a community where our employees can thrive, be respected and empowered. We maintain our focus on advancing employee welfare and the working environment to promote a healthy and positive work culture across TIH.

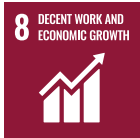




**Quality Education**



**Gender Equality**



**Decent Work and Economic Growth**



**Reduced Inequalities**

## Human Resources Policy

We take care of our employees by maintaining a safe, respectful and harmonious work environment. We adopt a set of comprehensive human resources policies promoting gender equality, offering protection against sexual harassment, occupational health and safety, preventing bribery, and protecting personal privacy. These and other policies are published on the staff website. We observe Hong Kong's labour and anti-discrimination laws and ensure that all our suppliers respect labour rights with regard to employment and respect employees' rights to join trade unions.

As an equal opportunity employer, we are committed to ensuring that no job applicant or employee is discriminated against on the grounds of race, gender, marital status, family status, pregnancy or disability. In collecting personal data from job applicants and existing staff members, we

comply with the requirements of the Personal Data (Privacy) Ordinance, respecting the privacy of personal data while taking all reasonable steps to ensure that the personal data of job applicants and staff members are securely held and used only for the purposes stated in our personal data collection statement. As public bodies included in the Schedule of the Prevention of Bribery Ordinance, KMB and LWB remind staff members that they should not use their position to solicit or receive any advantage from the public.

We remind our employees to comply with our Human Resources Policies at all times. In addition, we have a complete complaints handling mechanism in place. In case we receive complaints, we would thoroughly investigate all complaints on breach of the above policies and take appropriate action. Depending on the degree of seriousness of the complaint, an ad-hoc committee may be set up to investigate the complaint. Severe disciplinary action, including summary dismissal, will be instigated in case of any violation.



For better protection of staff and their families, the Government's outreach COVID-19 vaccination team has been invited to administer vaccines in KMB and LWB depots

# SUSTAINABILITY REPORT



The scholarship programme set up by KMB and LWB has benefitted more than 370 children of our staff members

## Staff Benefits and Wellbeing

To attract and retain talented staff, competitive benefits packages are offered, including annual leave, medical benefits, hospitalisation insurance, accident insurance and free bus travel for staff and dependents. In the reporting period, KMB and LWB strengthened the benefits package for full-time employees by:

- ✔ Increasing the annual leave entitlement of frontline and clerical staff;
- ✔ Upgrading the staff medical benefits by reallocating the staff clinics to more convenient locations; and
- ✔ Enhancing the staff dental benefits by providing more choices of service vendors and convenient locations at corporate discount rates.

We are committed to fostering a caring culture which covers both our staff members and their families. Since 2015, we have been providing a scholarship programme for the children of staff with satisfactory academic performance to support their tertiary education. As at 31 December 2021, more than 370 children of KMB and LWB staff members had received scholarships. We further launched an 8-week summer internship programme for our staff's children this year, allowing students to understand their strengths and potentials and have a better future career plan.

Festive joys were brought to our staff at different festivals as well. At the Lunar New Year, we distributed Chinese New Year gifts to our staff, while at Christmas, we organised a Christmas Lucky Draw live broadcast to celebrate the festive season. Senior corporate executives and managerial staff joined the gatherings and shared the festive joy with colleagues. During the year, several initiatives were implemented with overwhelming feedback. Online concerts also attracted those who were fond of talent shows.

In 2021, KMB and LWB launched a series of health-related activities, including health talks, free health books distribution, healthy meal menu available in staff canteens, a sports competition including jump rope and hula hoop, to promote a healthy lifestyle. To safeguard the health of our employees and passengers, we arranged the Government's outreach vaccination service and group booking service for our staff and their family members.

KMB and LWB continue to renovate and upgrade the working environment, especially for frontline staff, to provide better rest facilities for staff to take rest breaks. Our staff leisure areas, Club 1933, at Kowloon Bay Depot and Lai Chi Kok Depot, where a pool table, air hockey table and table football, are available.

To promote work-life balance, KMB and LWB staff members are encouraged to participate in sports and leisure activities as well as voluntary work. As at the end of 2021, ten interest clubs were available for staff interested in singing, hiking, photography, basketball, table tennis, badminton, soccer, running, chess and dragon boat racing. Various activities, training, and competitions were organised to promote a healthy work-life balance and boost team spirit.

In the most uncertain of times like during the COVID-19 pandemic, supporting employees' mental health is as important as other initiatives. KMB and LWB have engaged the Christian Family Service Centre to provide a counselling hotline service for staff members, including bus captains who need psychological assistance. The hotline offers service 24 hours a day, 7 days a week, and covers family members.

## Occupational Safety and Health

To promote and develop a strong safety culture among the Company, Safety Quiz, incorporating occupational safety and health issues and operations safety with both online and physical arrangements, was held successfully in 2021. KMB and LWB staff members are encouraged to suggest improvement measures to enhance health and safety. We have adopted staff suggestions at the regular meetings of the Working Committee for Safety, a series of safety control measures have been introduced.

## TIH Retiree Association

The TIH Retiree Association was formed to maintain close contact with retired colleagues through various activities. Owing to the outbreak of COVID-19, regular activities such as afternoon tea gatherings and festive gift distribution have been suspended. We have thus utilised the Facebook page and set up a KMB retiree website to share activity photos, so as to enhance our communication channel with the retirees and promote mutual support.

## Staff Development and Training

In 2021, KMB Technical Training School run 212 in-house training sessions for 1,020 skilled workers, while ten training sessions were organised in collaboration with our manufacturers for 171 senior maintenance staff. In addition, 28 apprentices were enrolled in the Apprentice Training Programme. The quality of our apprentice training was once again recognised in 2021 when a KMB apprentice was awarded the third Runner-up in the Vocational Training Council's Best Apprentice in the Automobile Trade Competition.

To nurture young people who aspire to a career in bus maintenance, the School runs a four-year apprenticeship training programme and a two-year technical trainee programme, in which the technical trainee programme was accredited by the Hong Kong Council for Accreditation of Academic and Vocational Qualifications and recognised at level two under the qualification framework in Hong Kong, marking a new professional standard for the bus industry. The technical trainees who complete the programme will receive the "Certificate in Bus Maintenance" and a Completion Certificate recognised by two European bus manufacturing giants, Alexander Dennis Limited and Volvo Buses.

The total number of graduates since the School was established in 1973 stands at 2,549. KMB Academy is established in early 2022 to demonstrate our determination to strive for continuous service improvements and staff training, as well as to ensure a stable team providing maintenance service for the KMB, LWB and the transport industry.

## Continuous Learning

Our diversified learning channels provide self-learning opportunities, including internal classroom training and e-learning programmes. Job rotation and secondment opportunities are also available so that our employees may broaden their understanding of the industry. We regularly organise customised training and learning activities for all staff levels to keep them abreast of the latest industry trends, knowledge and work skills. For instance, we arranged a training course for Inspectors under Operations Section to enhance their knowledge and skills on handling emergency traffic incidents.



KMB and LWB have organised sport competition and parent-child activities to promote a healthy work-life balance

# SUSTAINABILITY REPORT

## Recognition for Service Excellence

In 2021, 264 Star Bus Captains were recognised for their outstanding performance in safe driving and customer care. Long service awards were presented to staff in recognition of their loyal service. A total of 36 employees received the 35-year award and a gold medal, 71 and 326 employees received the 30-year and 20-year awards, respectively, with a plaque and a pin, and 269 employees with ten years' service received a certificate of appreciation.

Besides, a total of 105 Bus Captains were granted the Annual GreenRoad Outstanding Awards, which was newly introduced in 2021. The top ten Gold Awardees were presented a HK\$10,000 cash prize and a certificate of appreciation. Including the Retirement Awards, over 1,500 employees were awarded in appreciation of their loyal and outstanding service.

## Staff Communication

To strengthen bilateral communication and employee wellbeing, the Joint Consultative Committees, comprising the management and staff representatives representing around 90% of total workforce, holds meetings regularly. The meetings are to review issues including safety, operations, work environment and staff welfare.

Staff members are kept informed through the staff website of useful information, including KMB and LWB announcements, safe driving tips, snapshots of KMB and LWB activities and notices of forthcoming events. Staff can check duty roster information and make annual leave arrangements through the internal application, OPS1933, and internal portal, as well as using an e-learning training platform. The bi-monthly corporate magazine, *KMB Today*, provides another means of keeping employees up to date on KMB and LWB news and industry developments.

We make use of media and online platforms to share information with our staff to cope with the onset of the COVID-19 and various infection control measures. Several online activities and programmes, including an online staff music concert and the Christmas Lucky Draw, were held on the KMB Staff Facebook page to maintain the connection with staff members.

## Senior Management Visits

KMB and LWB senior management members visited bus termini, depots and offices during the year to support our colleagues and listen to their opinions. These visits provided an excellent opportunity for staff to share their views about operational matters and workplace-related issues with the management team members.



Training courses are provided for operation inspectors to enhance their knowledge and skills in handling emergency traffic incidents

 CASE STUDY

## Embrace Meritocracy and Equality

KMB is committed to creating an inclusive society by promoting equal job opportunities and constructing a harmonious working environment. For years, KMB has initiated a flexible employment mode to hire people with disabilities, non-Chinese and retirees. Their jobs and work hours are arranged based on their talents and education levels. They enjoy the same benefits as other full-time staff members do, including annual leave, medical and body check benefits, a bus pass for their dependents, a discounted price for haircuts, shopping discounts, etc.

The Coin Box Operations Section has hired people with hearing-impairment to help collect coin boxes on buses on a routine basis, and sort and count the coins by putting them into the sorting machine. KMB has also hired graduates from Hong Chi Association to assist in bus cleaning.

Besides jobs at workshops, KMB also offers back-end clerical positions for people with disabilities to discover their talents. This not only allows them to realise their full potential but also gains more practical experience that can be applied in daily life. The Customer Service Centre in Tuen Mun Road Interchange also offers internships for disabled people, where their retail and customer services skills are trained.

KMB also hires non-Chinese and retirees to work in different positions, including bus captains, maintenance workers and clerks, to let them utilise their skills and integrate into the big family of KMB.



**16.0%**

of the total workforce are non-Chinese, people with disabilities or retirees.



Chan O-shun, Worker at Coin Box Operations Section

“ KMB is my first employer. I have joined the Company for more than three years and got along well with my colleagues. They have offered me a lot of help, and we’re just like a family. Besides the Coin Box Operations Section, KMB also lets me work at the Legal Department, where I can learn more computing skills including word processing. All these have enhanced my interpersonal skills. It is beyond my expectation that I would work in an office, and I really treasure such an opportunity. ”