

## SUSTAINABILITY REPORT

## Caring for Employees



> 8%  
female employee

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





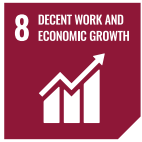
**Good Health and Well-Being**



**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 have implemented a set of comprehensive human resources policies to promote gender equality, offer protection against sexual harassment, foster occupational health and safety, prevent bribery, and protect 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 Chapter 486, 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 Chapter 201, 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 complaint handling mechanism in place. In case we receive complaints, we thoroughly investigate all complaints in breach of the above policies and take appropriate action. Depending on the severity of the complaint, an ad-hoc committee may be set up to investigate the case. Appropriate disciplinary action, including summary dismissal, will be instigated in the event of any violation.



Ⓐ Dr. Norman Leung Nai Pang, GBS, JP, Chairman of the Board of Directors (fifth from the right in the front row), and Mr. Lam Sai-hung, GBS, JP, Secretary for Transport and Logistics (fifth from the left in the front row), along with various Government officials and Board members, attend the KMB's 90<sup>th</sup> anniversary dinner and award presentation ceremony

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- Ⓐ Events are organised in the Staff Appreciation Month to promote a work culture of unity, mutual appreciation, and support among employees

### Staff Benefits and Well-being

To attract and retain talent, competitive benefits packages are offered, including annual leave, medical benefits, hospitalisation insurance, accident insurance and free bus travel for staff and dependents.

During the reporting period, KMB and LWB strengthened their benefits packages for full-time employees by increasing the annual leave entitlement of frontline and clerical staff. Despite challenging market conditions, the Company made a remarkable gesture by granting a HK\$900 bonus to every staff member to celebrate KMB's 90<sup>th</sup> anniversary. This gesture not only recognised the contributions of our staff but also served as a testament to their resilience during difficult times. It demonstrated KMB and LWB's commitment to fostering a positive work environment and acknowledging the collective efforts that have shaped our company's success over the past 90 years.

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 to alleviate the financial burden on staff members. This programme supports the tertiary education of the Company's young generation, including children of staff. As of 31 December 2023, approximately 500 children of KMB and LWB staff members had received a scholarship. In addition, the Company has established benevolent funds and schemes, including financial assistance, healthcare support, and emergency relief, to provide support for staff members and their family members during times of needs or unexpected challenges.

We also organise a series of activities for staff and their family members during the summer holiday with the aim of strengthening the parent-child relationships among our staff members and promoting a healthy work-life balance. These activities provided opportunities for quality family time, bonding and enjoyment.

Festive joy was shared with our staff throughout various festivals. The celebration of Chinese New Year and Christmas, marked by the distribution of red packets and special gifts sourced from social enterprises, lucky draws, visits to bus termini and depots, as well as heartfelt greetings to staff members, significantly enhanced staff engagement, fostered cultural celebration, and elevated staff appreciation.

During the year, several initiatives were implemented which received overwhelming feedback from our staff. A series of "Appreciation Month" events were held to develop a work culture of unity, mutual appreciation and support. These events included distributing e-vouchers and portable fans to staff members and shooting a "Thank You Video" featuring the Management team and colleagues from both the frontline and back office. The purpose of the video was to thank all our



- Ⓐ KMB and LWB have made seasonal influenza vaccination outreach service available to employees for free

colleagues for their contributions and support to the Company, and bring positive energy to everyone working for KMB and LWB.

In KMB and LWB, we passionately believe that the well-being of our staff is paramount. Recognising that our team is our most valuable asset, we are committed to fostering a work environment that prioritises their health and wellness. We organised various initiatives throughout the year to encourage healthy lifestyles and self-care among staff members. These include health talks and seminars, posters with health messages, and special events such as "Health Month" held every October. During the Health Month, we organised talks on mental health, cardiovascular health and sleeping well, an interest class on "Singing Bowl" and stretching exercises in the office, a Depot Wellness Day, a talk on financial well-being for our staff, dependents, and retirees, and provided a company subsidy for flu vaccinations for staff and dependents, to promote a healthy lifestyle encompassing four key aspects: physical, mental, social and financial well-being.

Furthermore, we also care deeply about the mental and emotional well-being of our staff. We offered confidential counselling and support services through our Employee Assistance Programme ("EAP"). The EAP provides 24-hour



▲ KMB organises 3D Origami Art classes to help employees foster parent-child relationship with their children

crisis support, short-term counselling services, and referrals to mental health professionals. These services are available not just to employees, but to their family members as well.



▲ To celebrate KMB's 90<sup>th</sup> anniversary and recognise the long-term service and outstanding performance of its employees, KMB invites staff members to attend the award presentation ceremony and dinner

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To promote work-life balance and boost team spirit, KMB and LWB staff members are encouraged to participate in sports and leisure activities as well as voluntary work. A total of ten Staff Interest Clubs, including singing, hiking, photography, basketball, table tennis, badminton, football, running, chess and dragon boat racing, were maintained throughout 2023. We organised a company-wide sports tournament to promote teamwork, camaraderie, and a healthy work-life balance among staff members. Throughout the year, KMB and LWB won 16 awards in total from external competitions, and fundraising events, such as the Sowers Action Challenging 12 Hours 2023, the Community Chest Corporate Challenge, Green Power Hike, Race for Water, and Sacramento Homeless World Cup (Hong Kong) Fundraising Tournament.

### Occupational Safety and Health

KMB and LWB staff members are encouraged to make suggestions on possible improvements to health and safety measures. We have incorporated health and safety practices proposed by our staff during our regular health and safety meetings and introduced a series of health and safety control measures. Our staff are also protected from any discrimination for their speech in these health and safety meetings. We continued to make Automated External Defibrillators ("AED") available at the Customer Service Centres located in major bus termini and depots for the use of the public and staff in case of emergency.

### TIH Retiree Association

The TIH Retiree Association was formed to maintain close contact with retired colleagues through various activities.



- Ⓐ KMB has set up ten Staff Interest Clubs to promote work-life balance among its employees. Members of the running club have completed the full marathon race at the Standard Chartered Hong Kong Marathon within three hours.

With the community returning to normalcy, afternoon tea gatherings and festive gifts distribution resumed for KMB and LWB retirees in 2023. We used our Facebook page and set up a KMB retiree website to actively communicate and stay connected with the retirees so as to promote mutual support.

### Staff Development and Training

The KMB Academy was established to demonstrate our determination to strive for continuous service improvements and staff training while also ensuring that a stable team is in place to provide maintenance service for KMB and LWB as well as the transportation industry in general. "Mission Safety • Act with Self-discipline" is adopted as the motto of the KMB



- Ⓐ In 2023, KMB and LWB collectively received 16 awards in external competitions and fundraising events. Among them, KMB encourages its employees to participate in Pok Oi Cycle for Millions, not only to motivate them to engage in physical activity but also take concrete actions to support charity cause.

Academy, emphasising the pivotal role of safety and discipline in the industry.

The KMB Academy is the first institution in Hong Kong accredited by the Qualifications Framework ("HKQF") to provide professional training programmes for franchised bus maintenance personnel and bus captains. The "Certificate in Bus Maintenance" at HKQF Level Two and "Certificate in Public Bus (Franchised) Driving" at HKQF Level Three offered by the KMB Academy were previously approved by the Hong Kong Council for Accreditation and Academic and Vocational Qualifications ("HKCAAVQ").

In 2023, two additional training programmes, the "Certificate in Continuing Development for In-service Bus Captains" and the "Professional Certificate for Instructors in Franchised Bus Industry" were recognised at HKQF Level Three and Level Four respectively. The number of HKQF programmes in the KMB Academy now totals four.

In addition, the KMB Academy provides on-the-job training for current maintenance staff and bus captains, through which they can learn the latest technology in the bus maintenance industry and refresh their driving and customer service skills.

## 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 the Customer Engagement Team to enhance their knowledge and skills on taking care of passengers in a traffic incident.

## Recognition for Service Excellence

In 2023, 104 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 35 employees received the 35-year award and a gold medal, 96 and 42 employees received the 30-year and 20-year awards, respectively, together with a plaque and a pin, and 395 employees with ten years of service received a certificate of appreciation.

▲ KMB Safety and Green Awards aims to recognise the outstanding and safe driving performance of our bus captains

Besides, a total of 100 bus captains were granted the Annual Safety and Green Awards. The top ten Gold Awardees were presented with a HK\$10,000 cash prize and a certificate of appreciation. Including the Retirement Awards, over 400 employees received awards in appreciation of their loyal and outstanding service.

## Staff Communication

To strengthen bilateral communication and employee well-being, the Joint Consultative Committees, comprising the Management and staff representatives representing around 90% of the total workforce, held regular meetings. The meetings aim to review issues including safety, operations, work environment and staff welfare.

Through the staff website, staff members are kept informed 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 the internal portal, as well as using the e-learning training platform. The 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 up-to-date information with our staff. Several online activities and programmes, including online health talks, interest classes and financial seminars, were held on the KMB Staff Facebook page, Teams and Zoom platforms to maintain our connection with staff members.

## Senior Management Visits

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



## SUSTAINABILITY REPORT

## CASE STUDY



## KMB Academy introduces two new courses recognised by the Qualifications Framework, aligning with international standards to enhance staff professional recognition

The safe and smooth operation of buses relies on the collective efforts of over 12,000 employees at KMB and LWB. Indeed, the bus industry encompasses various professions that are specialised and unique, each with its own professional standards.

To help our employees pursue further professional recognitions, the KMB Academy has introduced two new certificate courses, namely the "Certificate in Continuing Development for In-service Bus Captains" and the "Professional Certificate for Instructors in Franchised Bus Industry". These courses have been recognised as equivalent to Level Three and Level Four under the Qualifications Framework in Hong Kong respectively. Along with the "Certificate in Public Bus (Franchised) Driving" and the "Certificate in Bus Maintenance", the KMB Academy now offers a total of four certificate courses recognised by the Qualifications Framework.

As the only academy in Hong Kong dedicated to training talents for the bus industry, the KMB Academy actively enhances the professional qualifications of its employees. The newly introduced "Professional Certificate for Instructors in Franchised Bus Industry" course requires a total of 180 hours of learning, aiming to instill teaching concepts and enhance the teaching skills of bus captain training instructors and technical training instructors at KMB and LWB.

The course content is seamlessly integrated into the instructors' daily teaching activities, with a particular emphasis on fostering systematic and effective communication with trainees. This approach enables trainees to grasp the course content more easily. Currently, the course has been recognised at Level Four

of the Qualifications Framework. In-service instructors are required to take the course and pass the examination. Upon completion of the course, they will obtain a qualification equivalent to a Higher Diploma.

The “Certificate in Continuing Development for In-service Bus Captains” is another new course which includes a total of 50 hours of learning, aiming to provide in-depth training on comprehensive driving techniques and promote a positive attitude with an emphasis on road safety, defensive driving and handling emergencies. Guided by instructors and through practical training, current bus captains can strengthen their professional and safe driving skills while gaining knowledge about the latest developments and technological applications in the industry. The course has currently been recognised at Level Three of the Qualifications Framework. Upon completion and passing of the examination, in-service bus captains will receive recognition equivalent to a diploma qualification.



The “Professional Certificate for Instructors in Franchised Bus Industry” course primarily teaches us to systematically handle teaching content, improve techniques, and develop effective teaching plans, thereby improving the overall quality of instruction. In the past, while we had extensive driving experience, most teaching skills were primarily acquired through oral tradition from senior colleagues and observation.

In contrast, the current certificate courses are designed to facilitate more systematic planning and organisation of teaching, allowing us to gradually master a comprehensive range of teaching techniques. Moreover, the systematic teaching methods also improves the way we develop our teaching plans, thereby enhancing the KMB Academy’s recognition in terms of teaching quality.

Currently, the course has obtained recognition at Level Four of the Qualifications Framework, which is equivalent to obtaining a Higher Diploma certificate. We are very grateful to the Company for affording us the opportunity of continuous learning. This certificate will not only benefit our work, but also boost our self-confidence and inspire confidence in others. My fellow bus captain training instructors and I will continue to train more outstanding and professional bus captains in the city, so the public can enjoy a safe and comfortable bus journey.

**Lee Kam Fai, KMB Academy Chief Instructor (Bus Captain Training)**

