

## SUSTAINABILITY REPORT

## Caring for Employees

TIH believes employees are the cornerstone of our success and sustainability. Our commitment to staff welfare fosters an inclusive, supportive, and empowering workplace. By investing in our people, we support their growth and contribute to the broader community, all while achieving our corporate goals.



## SUSTAINABLE DEVELOPMENT GOALS



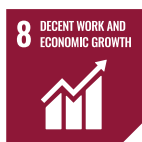
**3** GOOD HEALTH  
AND WELL-BEING



**4** QUALITY  
EDUCATION



**5** GENDER  
EQUALITY



**8** DECENT WORK AND  
ECONOMIC GROWTH



**10** REDUCED  
INEQUALITIES



## Human Resources Policy

We prioritise our employees' well-being by creating a safe, respectful, and harmonious work environment. Comprehensive human resources policies are in place to promote gender equality, protect against sexual harassment, enhance occupational health and safety, prevent bribery, and safeguard personal privacy. These policies, along with others, are published on the staff website. We comply with Hong Kong's labour and anti-discrimination laws and ensure that all our suppliers uphold labour rights, including employees' rights to join trade unions.

As an equal opportunity employer, we are committed to ensuring that no job applicant or employee faces discrimination on the grounds of race, gender, marital status, family status, pregnancy, or disability. In collecting personal data from job applicants and current staff members, we comply with the Personal Data (Privacy) Ordinance (Chapter 486). We respect the privacy of personal data and take all reasonable steps to ensure that the data are securely stored and used solely for the purposes outlined in our personal data collection statement. As a public body specified in the Schedule of the Prevention of Bribery Ordinance (Chapter 201), the Company reminds all staff members that they should not use their position to solicit or receive any advantage from the public.



▲ KMB and LWB management teams visited depots and bus termini during Chinese New Year to celebrate the festive season with frontline staff

We remind our employees to comply with our human resources policies at all times and have established a comprehensive complaint handling mechanism. If any complaints arise, we thoroughly investigate each case that breaches the above policies and take appropriate action. Depending on the severity of the complaint, an ad-hoc committee may be formed to investigate the case. Appropriate disciplinary action, including summary dismissal, will be taken in the event of any violation.



▲ Dr. Norman Leung Nai Pang, GBS, JP, Chairman of the Board of Directors (seventh from the left), along with Hon. Frankie Yick Chi Ming, GBS, JP, Legislative Council Member for the Transport Constituency (sixth from the left), and other board members, attended the 2024 Annual Awards Presentation Ceremony of KMB and LWB



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▲ KMB and LWB organise the annual Health Month, featuring health seminars and booths to promote the physical and mental well-being of staff

### Comprehensive Benefits Package

To attract and retain top talent, the Company offers a competitive benefits package that addresses the needs of our employees and their families. This package includes annual leave, medical benefits covering hospitalisation and accidents and free bus travel for staff and dependents. These benefits are designed to support our employees in maintaining a healthy work-life balance.

### Occupational Safety and Health

In order to continuously improve health and safety of our staff and nurture a positive safety culture, we encourage our staff to share recommendations for improvements in health and safety by holding regular health and safety meetings. All staff are protected from any discrimination based on their speech in these meetings.

We continuously promote health and safety awareness among our staff by regularly distributing health and safety publications and broadcasting related videos to enhance their knowledge and encourage active participation. We have also organised a health and safety competition to motivate our staff to deepen their understanding of occupational health and safety.

To maintain a safe working environment for our staff, we have established a workplace inspection programme focused on health and safety, aiming to eliminate substandard conditions across our facilities.

### Health and Wellness Initiatives

Our commitment to the health and well-being of our employees is evident through our annual “Health and Well-being Month” and other year-round initiatives. In October 2024, we successfully organised Health and Well-being Month for staff, dependents, and retirees, focusing on four key pillars: physical, mental, social, and financial well-being. Initiatives included a Depot Health Experience Day, onsite flu and pneumococcal vaccinations, health talks on acupuncture point massage and financial well-being, a workshop on in-body composition, alignment and posture check-ups, and the distribution of health gifts to our staff members. One of the highlights of the month was the “Run with KMB 2024” running competition, aimed at promoting and enhancing overall well-being.

Recognising the importance of mental health, our Employee Assistance Programme (“EAP”) offers 24-hour emotional support, short-term counselling, and referrals to mental health professionals. Furthermore, we have fostered a respectful and positive work environment by encouraging active listening, promoting help-seeking behaviours and facilitating the early identification of mental distress. We ensure timely access to treatment when needed, empowering our staff to prioritise their mental health.

We have also arranged annual medical check-ups for all new bus captains and for existing bus captains aged 50 or above, totalling approximately 6,300 check-ups. This proactive measure demonstrates our commitment to both staff well-being and public safety by ensuring the fitness of our vehicle operators.



▲ Run with KMB is held again to encourage employees to engage in physical activities, promoting a healthy work-life balance

## Employee Engagement Events and Activities

To foster a vibrant and engaging workplace, we organised a variety of activities in 2024 to promote unity, cultural celebration and personal growth. Alongside our health and well-being initiatives, we engaged our staff members in fun and meaningful activities. Festive joy was shared with our staff throughout various celebrations, including Chinese New Year, Mid-Autumn Festival and Christmas. These celebrations featured the distribution of red packets and special gifts sourced from social enterprises, lucky draws, visits to bus termini and depots, and heartfelt greetings to staff.

We also organised Spring Gatherings for over 12,000 staff members, providing a platform for staff across departments to interact, build stronger relationships and celebrate Chinese New Year together. Such engagement initiatives play a crucial role in fostering a sense of community within the organisation.

Furthermore, we have 10 Staff Interest Clubs, offering employees opportunities to pursue hobbies and connect with colleagues outside of work, thereby enriching their overall experience with the Company. Over the past year, our teams have won 22 awards in external competitions and fundraising events, including the Community Chest Corporate Challenge, Race for Water, Sowers Action Challenging 12 Hours 2024, Hunger Run, Ocean Park Survival Run, The Salvation Army Orienteering Charity Cup, Sacramento Homeless World Cup (Hong Kong) Fundraising Tournament, Inter-Hong Long Distance Run and The Inter-Hong Chinese Chess Tournament 2024. These accomplishments have had a profound impact on the Company's reputation, staff morale and stakeholder relationships.

## Staff Development and Training

The KMB Academy was established to demonstrate our commitment to continuous service improvements and staff training, while also ensuring that a stable team is in place to provide maintenance services for KMB and LWB as well as the transportation industry in general. The Academy has adopted "Mission Safety • Act with Self-discipline" as its motto, 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. It now offers four courses accredited under the qualification framework:

1. Certificate in Bus Maintenance – Level 2;
2. Certificate in Public Bus (Franchised) Driving – Level 3;
3. Certificate in Continuing Development for In-service Bus Captains – Level 3; and
4. Professional Certificate for Instructors in Franchised Bus Industry – Level 4.

In 2024, several training courses for electric vehicles were also launched, including the Electric Vehicle Maintenance Safety Awareness Training Programme (EVE) and the Electric Vehicle Maintenance Low Voltage Training Programme (EVL), both approved by EMSD as recognised qualifications for Registered Vehicle Mechanics.

The KMB Academy also provides on-the-job training for current maintenance staff and bus captains, enabling them to learn the latest technology in the bus maintenance industry and refresh their driving and customer service skills.



◀ KMB and LWB management teams distributed fruits to frontline staff at depots and attended to their needs



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### Continuous Learning

Our diverse learning channels provide self-learning opportunities, including internal classroom training and e-learning programmes. Job rotation and secondment opportunities are also available for employees to 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 skills. For instance, we arranged a training course for the Customer Experience Department to enhance their knowledge and skills in managing passenger care during a traffic incident.

### Staff Recognition

Our commitment to celebrating excellence is reflected in our various award programmes. In 2024, 185 Star Bus Captains were recognised for their outstanding performance in safe driving and customer care. The Long Service Awards celebrated employee loyalty, with 50 employees receiving the 35-year award and gold medal, 81 receiving the 30-year award, and 92 receiving the 20-year award, along with plaques and pins. Additionally, 404 employees with 10 years of service were awarded certificates of appreciation. The Annual Safety and Green Awards honoured 100 bus captains, with the top 10 Gold Awardees each receiving a HK\$10,000 cash prize and a certificate of appreciation.

To promote a culture of appreciation and gratitude and to encourage continuous improvement in safety compliance, dedicated service, innovative thinking and team spirit, the Outstanding Star Awards Scheme recognised 73 staff members with trophies. Including the Retirement Awards, more than 1,300 employees were recognised for their loyal and outstanding service.



▲ KMB and LWB have 10 interest groups that regularly participate in various public charity competitions, allowing members to hone their skills while supporting community welfare initiatives



▲ The TIH Retiree Association resumed tea gatherings after the pandemic to reunite and reconnect KMB and LWB retirees

Additionally, a series of Appreciation Month events were held to foster a work culture of unity, mutual appreciation and support. These events included a thank-you message collection campaign and the distribution of specially designed staff cardholders, to thank our colleagues for their contributions and support to the Company, while bringing positive energy to everyone working at KMB and LWB.

### Fostering a Caring Culture

As part of our commitment to a people-oriented approach, we invest in comprehensive programmes designed to support the well-being of both our employees and their families. Recognising that education is a cornerstone of opportunity, our scholarship programme, established in 2015, has provided financial assistance to over 500 children of employees pursuing higher education, alleviating the financial strain on their families.



▲ KMB and LWB care about the needs of their employees' families. The back-to-school activities included student photo-taking, haircuts, and gift giveaways for employees' children to celebrate the new academic year together

To ensure comprehensive support, we have instituted robust welfare mechanisms, such as benevolent funds and targeted assistance programmes, providing financial aid, healthcare benefits and emergency support. These resources ensure that our employees and their families have access to essential care and assistance when facing unexpected challenges.

Throughout the year, particularly during the summer months, we organised a variety of family-focused activities designed to foster meaningful connections and promote work-life balance. These events included unique experiences such as bus depot visits, a bus-themed leather workshop, a one-day tour of the Sha Tau Kok Frontier Closed Area, free haircuts, and student photo sessions to prepare children for the new school year. By offering these opportunities, we strengthened family bonds within our corporate community and reinforced our commitment to supporting employee well-being both inside and outside the workplace.

## Engaging and Supporting Our Retirees

In recognition of the invaluable contributions made by our retired employees, we established the TIH Retiree Association to maintain close connections with our former colleagues through a variety of engaging activities. In 2024, we organised afternoon tea gatherings and distributed red packets and festive gifts to our retirees during the Chinese New Year. To facilitate ongoing communication and strengthen our community bonds, we launched a dedicated KMB retiree website and actively utilised social media. These initiatives not only honour our retirees but also promote mutual support, reflecting our commitment to elderly care and fostering a supportive environment for all members of our corporate family.

## Staff Communication

To strengthen bilateral communication and employee wellbeing, the Joint Consultative Committees – comprising Management and staff representatives, who represent around 90% of the total workforce held regular meetings. These meetings focused on reviewing issues such as safety, operations, work environment and staff welfare.

Through the staff website, staff members are kept up-to-date with useful information, including KMB and LWB announcements, safe driving tips, snapshots of KMB and LWB activities and notices of upcoming events. Staff can check duty roster information and make annual leave arrangements through the internal application OPS1933, the internal portal, and the e-learning training platform. Our corporate magazine, *KMB Today*, is another channel to keep employees informed of KMB and LWB news, as well as industry developments.

We use various media and online platforms to share up-to-date information with our staff. Several online activities and programmes, including health talks, interest classes and financial seminars, were held to maintain our connection with employees.

## Senior Management Visits

During the year, Senior Management members of KMB, LWB, Sun Bus and NHKB visited bus termini, depots and offices to support and engage with our colleagues. These visits provided excellent opportunities for staff to share their views on operational matters and workplace-related issues with Management.



▲ KMB and LWB organised the “Hello Summer! KMB Staff Summer Activities” during the summer vacation. One of the activities was the exploration of the Sha Tau Kok Frontier Closed Area with employees and their families



## SUSTAINABILITY REPORT

## Case Study



## Empowering Women by Fostering Equality in a Supportive Workplace, Caring for Employees, and Nurturing the Next Generation

KMB's success is driven by the dedication of over 11,000 employees, particularly the exceptional performance, service commitment, and contributions of 8,700 bus captains, who ensure reliable bus services for the public. This achievement is underpinned by KMB's ongoing promotion of inclusivity, equality, and diversity, creating an ideal work environment where every team member and colleague can excel and showcase their talents in various roles.

KMB holds a strong belief in the pivotal role of talent in marching the Company towards consistent success. Therefore, it has embraced a "people-first" management approach, integrating the concept of inclusivity into its operations. As Hong Kong's largest franchised bus operator, KMB is on a mission to advance society and break the stereotype that "only men can be competent bus captains". Since 1989, KMB has been hiring female bus captains, sowing the seeds for gender equality in employment opportunities. What started with some societal hesitations has blossomed into widespread acceptance and recognition. To date, the number of female bus captains at KMB has climbed. Out of 8,700 bus captains, around 7% are female, demonstrating that they are every bit as impressive as their male counterparts in driving skills and professional service.

In a bold move to champion equality and inclusivity, KMB made history in 2024 by pioneering Hong Kong's first-ever all-female bus captain route. Spanning from Tin Shui Wai Town Centre to Yuen Long, the route is fully operated by eleven female bus captains, navigating high-speed, congested roads, and narrow inner streets. Passengers can experience first-hand the expertise of these professionally trained women as they effortlessly navigate double-deckers along the route's intricate paths. By empowering women and providing them with a platform to excel, this initiative not only fosters workplace inclusion but also unlocks female talent for the job market, paving the way for more women to thrive self-sufficiently in the bus industry and contribute to economic growth.

KMB is taking another step towards creating a welcoming workspace by introducing a "Female Staff Priority Rest Kiosk" at Tin Shui Wai Town Centre Bus Terminus. This first-of-its-kind kiosk is equipped with various facilities thoughtfully designed for women, including a changing area, full-length mirrors, and other amenities tailored to their needs. By prioritising the comfort and convenience of female staff, this initiative not only fosters a supportive workplace environment, but also solidifies KMB as a top choice for female employees.



The Company's care for its employees extends beyond the office to include their families as well. Celebrating its tenth year, our scholarship programme has benefitted over 500 children of KMB, LWB, and Sun Bus employees, recognising their achievements in the HKDSE exams. Having awarded approximately HK\$24 million so far, this initiative provides

financial assistance to families, fostering a stronger sense of belonging and allowing our employees to serve the public with peace of mind. It also emphasises that education is a gateway to the future, inspiring young learners to strive for academic success and personal growth as they pursue their dreams and aspirations.

"I have been a KMB bus captain for seven years now, and I still remember how my mentors and colleagues patiently guided me, sharing their valuable experience and offering help, making my work a breeze. Despite being in the minority as a woman in the workplace, I never felt that we were 'different'. Both male and female colleagues get along well. Regardless of gender, we have all completed the KMB training and share a common goal — safely transporting passengers to their destinations every day. Each time I had a brief conversation with passengers, their smiles and compliments about my steady and safe driving filled me with pride, accomplishment and satisfaction.

The newly introduced 'Female Staff Priority Rest Kiosk' has been a game-changer for us, providing a hassle-free space to change into our uniforms. It's a shining example of prioritising the needs of female staff. Being part of KMB, I am thrilled to witness the Company

taking the lead in enhancing the working environment, offering genuine care for employees and fostering a sense of unity.

I hope my experience inspires the women around me to take the leap and become bus captains, spreading our wings and soaring to new heights."

#### Zhang Yu, KMB bus captain

