

Safety First



Safety is our foremost priority. We apply rigorous safety standards across our daily operations and remain committed to continuously enhancing the safety and reliability of our bus services.



SUSTAINABLE DEVELOPMENT GOALS



Good Health and Well-Being



Safety Policy

We are dedicated to protecting the health and safety of our workforce. Safe environments and optimal working conditions are upheld across all operations. Every employee is required to comply with all legal obligations and our internal safety standards. Ongoing engagement with employees and stakeholders supports continuous improvement of our safety management system.

Safety Committees

To strengthen internal communication on safety and health matters, including risks, emerging trends and our safety policy, dedicated safety committees operate across all areas of our business. These committees bring together employees at all levels, from frontline staff to management, and meet regularly to address safety issues and identify opportunities for improvement.

Safety Management

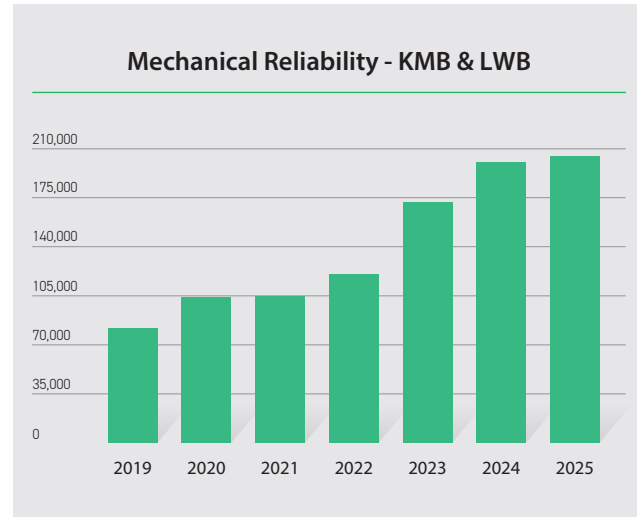
We are committed to maintaining the highest standards of occupational health and safety, guided by the ISO 45001-certified OHS Management System. We conduct regular inspections and risk assessments for both routine and non-routine tasks, applying the hierarchy of controls to eliminate or minimise hazards. All assessments are carried out by trained and competent personnel, and the results are reviewed to support continuous improvement of the safety management system.

A systematic reporting mechanism is in place for all employees and workers to raise hazardous conditions through supervisors and safety representatives. Workers are protected against reprisals, and a Safety Committee meets regularly to review reports, investigate incidents, and recommend improvements.

Employees have the right to stop work and remove themselves from any situation they believe may cause injury or ill health. This policy is reinforced through training, and employees exercising this right are fully protected from retaliation.

Work-related incidents and near misses are investigated promptly to identify hazards, assess risks, determine root causes, and establish corrective actions. Findings are reviewed by the Safety Committee to ensure that lessons learned are incorporated into system enhancements and preventive measures.

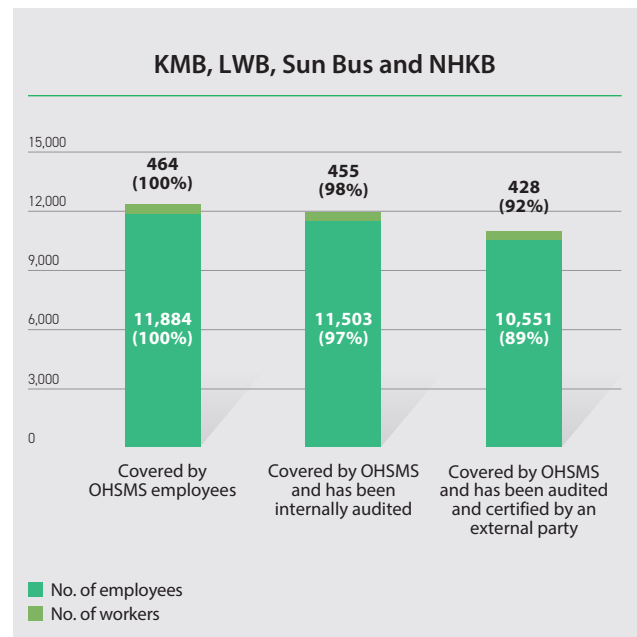
Mechanical reliability – measured as the average distance a bus travels before a breakdown with passengers onboard – has significantly improved from 74,914 km:1 in 2019 to 200,304 km:1 in 2025. This progress reflects our adoption of more frequent, comprehensive maintenance protocols, including proactively replacing metal parts before they reach critical wear levels.



Note: 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.

Safety Statistics

The number and the percentage of staff and workers covered by our Occupational Health and Safety Management System (“OHSMS”) are shown in the table below:



Bus Safety Facilities and Maintenance

Our buses are equipped with advanced technologies, including speed-limiting devices and telematics systems, to enhance safety and monitor operational performance. All KMB and LWB buses follow an ISO-certified maintenance regime that includes daily and monthly servicing, semi-annual minor dockings, annual road-worthiness inspections, and spot checks conducted by the Transport Department of the Hong Kong SAR Government.

Latest Bus Safety Measures Preventive Maintenance System

Our Preventive Maintenance System enhances fleet safety and reliability by leveraging real-time data from key bus systems, including transmission, battery, engine, cooling system and brake pressure. This data is automatically analysed by a backend system to identify potential issues. When anomalies are identified, immediate action is taken to prevent on-road breakdowns, improving safety and minimising service disruptions.

GST Safety & Eco Driving System

The GST System supports safe and eco-friendly driving by assessing driving performance and engine idling on every trip. A dashboard unit provides real-time audio and visual alerts for five key behaviours – cornering, braking, acceleration, pedal control and speeding – while the “GST Driver” app allows bus captains to review detailed records of improper actions, including time, location and idling duration. The app also features a blackspot database of higher-risk locations, which bus captains are required review monthly.

The system uses predictive analytics to estimate mid-month safety scores, helping identify bus captains who may exceed limits or require additional support. Automatic app notifications enable early intervention and training. To encourage continuous improvement, KMB and LWB run a reward scheme recognising outstanding safety and eco-driving performance, fostering positive engagement and healthy competition across depots.



● KMB and LWB's Preventive Maintenance System enables the maintenance team to identify and address potential issues or anomalies at an early stage. Together with regular, rigorous inspections and servicing, it enhances overall fleet safety, ensuring secure and reliable passenger journeys





Driving Monitoring System ("DMS")

This monitoring device, mounted on the dashboard, uses image processing and advanced facial recognition technology to assess driver alertness. Early audio alerts and vibration warnings will be triggered when signs of fatigue or other abnormalities, such as drowsiness, are detected in the bus captain.



Tyre Pressure Monitoring System ("TPMS")

TPMS is installed to allow bus captains to monitor tyre pressure in real time. Visual and audio alerts will be triggered if the tyre pressure drops below the pre-set level. The majority of our bus fleet is equipped with this safety feature.



Advanced Driver Assistance System ("ADAS")

The device, installed on the lower front windscreen, uses image-processing technology to detect road obstacles ahead and calculate their distance. Early audio alerts and vibration warnings will be triggered when unsafe conditions are detected, such as when a collision is predicted, unless timely corrective action is taken.



Electronic Rearview Mirrors

KMB is piloting electronic rearview mirrors on both sides of its buses. Their smaller size reduces the risk of striking external objects, while the wide-angle display provides a broader, clearer view to help bus captains monitor the bus body and road conditions with fewer blind-spots. The system also delivers clear images in low light and adverse weather, enhancing overall driving safety.



Electronic Stability Programme ("ESP")

The ESP is a crucial safety feature that helps prevent a bus from skidding or overturning while cornering or operating on slippery road surfaces.



AI Reversing Camera

NHKB ("Huang Bus") installed AI reversing cameras on buses to enhance service quality and driving safety. The AI cameras feature automatic recognition of human shapes, animals and vehicles, including bicycles and motorcycles, and provide real-time visual and audio alerts to assist bus captains during reversing.



Speed Limiting Retarder ("SLR")

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



Safety Belts

KMB and LWB have requested that bus manufacturers install 3-point safety belts on all seats as a standard feature for new buses, while Sun Bus has 2-point safety belts installed across its new fleet. Meanwhile, KMB has been retrofitting safety belts on some existing buses to provide better protection for passengers.

KMB Academy

In 2025, the KMB Academy (“the Academy”) opened its new Electric Vehicle (EV) Maintenance Training Workshop to meet the rising demand for electric vehicles servicing. Located beside the existing technical training workshop at Shatin Depot, the facility meets the Electrical and Mechanical Services Department (EMSD) of the HKSAR Government’s specifications for high-voltage EV maintenance and provides component models for hands-on learning in EV structure, maintenance procedures, and safety.

Two new programmes, the Certificate in Electric Vehicle Maintenance Safety Awareness and the Certificate in Diagnosis, Testing and Maintenance of Electric Vehicles (Low-Voltage), were accredited at Level Two and Level Three, respectively, under the Qualifications Framework (“HKQF”) by the Hong Kong Council for Accreditation of Academic and Vocational Qualifications, bringing the Academy’s total number of HKQF-recognised programmes to six.

Maintenance-Related Courses

- Certificate in Bus Maintenance (HKQF Level Two): Provides training in mechanical operation, industrial safety and core technical areas including engines, drivetrains, chassis, electrical systems and air-conditioning. Students also receive on-the-job training at KMB depots. Graduates receive certificates recognised by Alexander Dennis Ltd and Volvo Buses, qualifying them as semi-skilled workers with a clear progression pathway.

- Certificate in Electric Vehicle Maintenance Safety Awareness (HKQF Level Two): Equips workers with knowledge of EV safety guidelines, hazard identification, safety management measures, EV signage and risk management for EV systems.
- Certificate in Diagnosis, Testing and Maintenance of Electric Vehicles (Low-Voltage) (HKQF Level Three): Provides the skills needed to safely diagnose and repair low-voltage EV systems, preparing trainees to become EMSD-registered technicians in the low-voltage category.

Driving Training Courses

- Certificate in Public Bus (Franchised) Driving Training (HKQF Level Three): Develops safety awareness, manoeuvring skills, and knowledge of bus types and routes. Training also includes customer service and emotion management. Instructors assess students before graduation to ensure they meet KMB’s standards.
- Certificate in Continuing Development for In-service Bus Captains (HKQF Level Three): Enhances knowledge and skills in road safety, driving techniques and professional driving attitudes, with a focus on defensive driving.

Instructor Training Courses

- Professional Certificate for Instructors in the Franchised Bus Industry (HKQF Level Four): Supports the professional development of Driving and Technical Instructors by strengthening teaching skills, instructional quality and professional conduct.



- KMB Academy provides professional, comprehensive training for new recruits and serving bus captains of KMB and LWB, covering key areas such as manoeuvring skills, customer service, and emotional management. All courses are officially recognised under the HKQF

Safety Awareness Programme

Ensuring passenger safety is a top priority in our bus operations. Through different channels, we raise the internal and external awareness of passenger safety. A series of safety messages is broadcast on the Bus Stop Announcement System in Cantonese, English and Putonghua, reminding passengers to hold the handrail at all times. Safety stickers such as “Hold the Handrail” and “Fasten the Seatbelt” are placed in bus compartments. We also periodically share educational messages with the public through our mobile app, APP1933, and KMB’s Facebook page.

Bus Captains’ Safety Talk at Bus Termini

To strengthen bus captains’ awareness of safe driving, the Safety Department conducted safety talks at bus termini, sharing key safety messages and preventive measures, including the proper use of safety devices and practical driving tips. Bus captains were also encouraged to contribute their own experiences to support collective learning and safer driving practices. In 2025, Safety Department visited 48 bus termini and engaged more than 1,500 bus captains through these sessions.

Safety Bus

KMB promotes road and passenger safety through community engagement initiatives, including the “Safety Bus”, a single-deck bus transformed into a mobile education unit themed “Stop, Look, Listen and Give Way”. Inside the bus, motion-sensing games and virtual reality activities allow students to learn public transport etiquette, such as fastening seatbelts, holding handrails, and understanding bus blind spots. Safety Department staff also host quizzes and short talks to reinforce key safety messages.

In 2025, the Safety Bus welcomed 291 students and over 1,100 members of the public during visits to various bus termini and schools. It also partnered with the Police in two road safety campaigns, serving an additional 700 visitors.

Mobile Classroom

Launched in 2023 by the KMB Academy and the Safety Department, the Mobile Classroom promotes road and driving safety, with a particular focus on situations where bicycles and buses share the road. More than 200 bus captains and members of the public participated in the activity, which was well received and appreciated for engaging different road users, including bus captains, cyclists, pedestrians and passengers, while reinforcing key road safety messages.

- “Safety Bus” visited various bus termini and schools during the year, promoting bus safety and etiquette to the public through motion-sensing games and virtual reality experiences

