

Caring for Employees



TIH regards its employees as the cornerstone of success and sustainability. Our commitment to staff welfare fosters an inclusive, supportive, and empowering workplace, while continuing to invest in its people to drive organisational growth and positive community impact.



SUSTAINABLE DEVELOPMENT GOALS



3 GOOD HEALTH AND WELL-BEING
Good Health and Well-Being



4 QUALITY EDUCATION
Quality Education



5 GENDER EQUALITY
Gender Equality



8 DECENT WORK AND ECONOMIC GROWTH
Decent Work and Economic Growth



10 REDUCED INEQUALITIES
Reduced Inequalities



- KMB hosted Spring Gatherings, bringing together colleagues and management from KMB, LWB and Sun Bus, and expressing appreciation for employees' hard work and dedication over the past year

Human Resources Policy

We maintain comprehensive policies (published on the staff website) to ensure a safe, respectful, and harmonious workplace. These include:

- No discrimination based on race, gender, marital status, family status, pregnancy, or disability.
- Continuous enhancement of Occupational Health & Safety practices and safeguards.
- Anti-Sexual Harassment and Anti-Bribery protections, and Personal Data Privacy compliance.
- Adherence to Hong Kong labour and anti-discrimination laws, and employees' freedom to join unions.
- All suppliers are required to uphold labour rights.

As a public body under the Prevention of Bribery Ordinance (Chapter 201), staff are reminded not to use their position to solicit or accept any advantages. Relevant policies are published on the staff website to ensure transparency. In collecting personal data from applicants and staff, we comply strictly with the Personal Data (Privacy) Ordinance (Chapter 486). All personal data are securely stored and used solely for stated purposes.

Complaint Handling Mechanism

Employees must comply with human resources policies at all times. We operate a comprehensive complaint handling mechanism, under which all alleged breaches are thoroughly investigated and appropriate action is taken. Depending on the severity of the complaint, an ad-hoc committee may be convened. Appropriate disciplinary action, including summary dismissal, will be taken in case of substantiated violations.



- ▲ During "Health and Well-being Month," KMB management distributed healthy food and fresh fruits to frontline colleagues, and exchanged views on workplace matters, promoting employee well-being and communication between staff and management

Comprehensive Benefits Package

To attract and retain top talent, the Company offers a competitive benefits package that supports employees and their families. This includes annual leave, medical coverage for hospitalisation and accidents, and free bus travel for staff and dependents, promoting a healthy work-life balance.

Occupational Safety and Health

We continuously enhance workplace health and safety and nurture a positive safety culture through:

- Regular health and safety meetings, encouraging staff to share recommendations without fear of discrimination.
- Regulator distribution of health and safety publications to maintain awareness and strengthen knowledge.
- Competitions and engagement activities to motivate staff and deepen understanding of occupational safety.
- Workplace inspection programme focused on eliminating substandard conditions and ensuring a safe environment across all facilities.

Health and Wellness Initiatives

Our commitment to employee well-being is demonstrated through our flagship annual initiative “Health and Well-being Month”, alongside a range of year-round wellness programmes. In October 2025, the initiative engaged staff, their dependents, and retirees under four pillars: physical, mental, social, and financial well-being.

Key highlights included:

- **Depot Health Experience Days:** Onsite body checks, personalised health consultations, and interactive health-themed game booths.
- **Preventive care:** Onsite flu and pneumococcal vaccinations for convenient immunisations.
- **Expert Health Talks:** Topics covering safe driving practices (“Worriless Driving”), hair and prostate health, and weight management.

- **Health Promotion Messages:** Collaboration with the Environment and Ecology Bureau (Food Branch) to promote reduced salt and sugar intake through online training and internal communications.
- **Health-themed Gift Packs:** Distributed to reinforce self-care and express appreciation to staff.

Mental Health Support

Our Employee Assistance Programme (EAP) provides 24-hour emotional support, short-term counselling, and referrals to mental health professionals. We encourage active listening, and promote help-seeking behaviours, early identification of mental distress, and timely access to treatment.

Medical Check-ups

Annual medical checks are arranged for all newly recruited bus captains and for those aged 50 or above, ensuring both staff well-being and public safety.

Staff Communication and Engagement Events

To enhance two-way communication and employee well-being, the Joint Consultative Committees – comprising Management and staff representatives covering around 90% of the total workforce – held regular meetings to review safety, operations, work environment and welfare issues. The committee structure was revamped to ensure proportional representation across roles and depots, promoting inclusivity and diversity.

Through the staff website, employees stay informed about company announcements, safe driving tips, snapshots of activities and upcoming events. Staff can also manage duty rosters and annual leave via OPS1933, the internal portal, and the e-learning training platform. Additionally, we use various media and online platforms to share updates and host activities such as health talks, interest classes, and financial seminars.



- The TIH Retiree Association organised regular gatherings to strengthen connections among the Company and its retired employees

Senior Management Visits

Throughout the year, Senior Management from KMB, LWB, Sun Bus and NHKB visited bus termini, depots, and offices to engage with colleagues. These visits provided valuable opportunities for staff to share views on operational matters and workplace issues directly with management.

Festive Celebrations

Events for Chinese New Year, Mid-Autumn Festival, Christmas, Mother's Day, and Father's Day featured the distribution of red packets and gifts — many sourced from social enterprises — alongside lucky draws, visits to bus termini and depots, and hands-on festive craft workshops.

Spring Gatherings

Over 12,000 staff members joined Spring Gatherings, strengthening cross-departmental connections and celebrating Chinese New Year together.

Staff Interest Clubs and Achievements

Our ten Staff Interest Clubs offer opportunities for hobbies and social interaction beyond work. In 2025, employees won twelve awards in external competitions and charity events, including the Community Chest Corporate Challenge, Foodspot Hunger Run, Hong Chi Climbathon, Sowers Action Challenging 12 Hours Charity Trail Marathon, The Inter-Hong Chinese Chess Tournament, and the Long Distance Run Competition. These achievements boosted morale, enhanced our reputation, and deepened stakeholder relationships.

Engaging and Supporting Our Retirees

To honour the invaluable contributions of our retired employees, we established the TIH Retiree Association to maintain close connections through engaging activities. In 2025, we distributed red packets and festive gifts during Chinese New Year. To strengthen communication and community bonds, we launched a dedicated KMB retiree website and made active use of social media. These initiatives reflect our commitment to elderly care and fostering a supportive environment for all members of our corporate family.

Staff Development and Training

The KMB Academy demonstrated our commitment to continuous service improvements and workforce development, ensuring a stable team for bus operations and maintenance, as well as for the transportation industry in general. Its motto, "Mission Safety • Act with Self-discipline", underscores the importance of safety and discipline in the industry.

As the first institution accredited by the Qualifications Framework ("HKQF") for franchised bus training in Hong Kong, the Academy offers six recognized courses:

1. Certificate in Bus Maintenance – Level 2;
2. Certificate in Electric Vehicle Maintenance Safety Awareness – Level 2;
3. Certificate in Diagnosis, Testing and Maintenance of Electric Vehicles (Low-Voltage) – Level 3;
4. Certificate in Public Bus (Franchised) Driving – Level 3;
5. Certificate in Continuing Development for In-service Bus Captains – Level 3; and
6. Professional Certificate for Instructors in Franchised Bus Industry – Level 4.

In 2025, two new programmes, namely Certificate in Electric Vehicle Maintenance Safety Awareness, and Certificate in Diagnosis, Testing and Maintenance of Electric Vehicles (Low-Voltage), were accredited at Level Two and Level Three, and approved by EMSD as recognised qualifications for Registered Vehicle Mechanics.

The Academy also provides on-the-job training for maintenance staff and bus captains, covering the latest technologies of bus maintenance industry, driving skills, and customer service standards.

Continuous Learning

We offer diverse learning channels to empower self-development, including internal classroom training and e-learning programmes, as well as job rotation and secondment opportunities. These initiatives broaden employee's industry knowledge and skills. To keep our workforce abreast of evolving trends, we regularly organise customised training and learning activities for all staff levels.

Staff Recognition

We celebrate excellence through a range of award programmes. In 2025, 185 Star Bus Captains were honoured for outstanding performance in safe driving and customer care. Our Long Service Awards recognised employee loyalty, with:



The Annual Safety and Green Awards honoured 200 bus captains, with the top 20 Gold Awardees each receiving a HK\$10,000 cash prize and a certificate of appreciation.

To foster a culture of appreciation and 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 1,200 employees were celebrated for their loyal and outstanding service.

In 2025, we also launched the Appreciation Month, featuring initiatives that strengthened camaraderie across the company. Highlights included:

- A virtual "Thank You Card" platform for heartfelt messages of gratitude; and
- The distribution of mobile phone wrist lanyards as tokens of appreciation, symbolising unity and shared purpose.

These efforts reflect our commitment to recognising contributions and nurturing a positive and supportive workplace culture.

Fostering a Caring and Inclusive Workplace Culture

We are committed to creating a caring, inclusive and people-centred workplace that supports the well-being of employees and their families.

Female Staff Priority Rest Kiosk

To address the specific needs of female employees, we introduced the Female Staff Priority Rest Kiosk, providing a convenient and dedicated space for female bus captains to rest during duties. This initiative reflects our proactive approach to improving working conditions while reinforcing our culture of care, respect, and inclusiveness.



- The Female Staff Priority Rest Kiosk provides a dedicated private resting space for female bus captains, fostering a more female-friendly working environment and attracting more women to pursue careers as bus captains



- ▶ A retired bus was transformed into the KMB Child Care Facility, featuring bright, colourful interiors and exteriors with soft mats, creating a safe and relaxing space for children to play

Childcare Facility

As part of our people-oriented strategy, we launched a pilot flexible childcare services scheme in November 2025. A dedicated childcare facility offers playgroups, workshops, and festive celebration events, providing practical childcare support and strengthening parent-child relationships among staff members. The initiative also reduces employees' family-care burden, supports talent attraction, unlocks the female workforce, and encourages more women to join the KMB family.

Scholarship Programme for Employees' Children

Recognising education as a driver of social mobility, our scholarship programme, established in 2015, has supported over 500 children of employees pursuing higher education, helping to alleviate financial pressures and nurture future aspirations.

Comprehensive Welfare and Assistance

To further strengthen our employee support framework, we maintain robust welfare mechanisms, including benevolent funds and targeted assistance programmes. These initiatives provide financial aid, healthcare benefits and emergency support, ensuring that employees and their families have access to essential resources in times of need or unforeseen circumstances.

Well-being Initiatives

Staff engagement was enriched through the "Make a New Year Wish" campaign, which invited employees to share personal hopes for the year ahead. Many wishes were fulfilled through cross-department collaboration, fostering stronger connections and a sense of belonging. The campaign also served as an informal pulse check on employee sentiment, providing valuable insights into staff needs, motivations and engagement levels.

Family-Friendly Activities

Another highlight was the "Surprise Workplace Visits", where employees' children visited bus termini and depots to present gifts to their parents - strengthening family bonds, boosting morale, and reinforcing our caring and family-friendly workplace culture.



- ▶ Regular activities such as Lunar New Year and Christmas parties, music activities, and sensory games were hosted at the KMB Child Care Facility, enabling children to make new friends through play and supporting their holistic development