

### Behind the Brand

## Mission

Our mission is to drive shareholder value as well as the social and economic development of Greater China. We achieve this by providing:

- Distinctive customer service
- R eliable performance
- I nnovation
- V alue for money
- **E** nvironmental responsibility

At TIH, we identify our customers' needs, sharpen our competitive edge in response to their expectations and enhance our performance levels to the benefit of society.

### Vision

Our vision is to be a world-class leader in public transportation.

This means understanding our customers' requirements, sourcing the most innovative but proven technologies and environmentfriendly designs from around the world and setting new standards for safety, excellence of service and efficiency.

# Corporate Values

Our corporate values are based on a commitment to delivering service standards that satisfy customer needs, operating with a consistent record of profitability for shareholders, and supporting the communities within which we work.

# anticipating change