

Care for Customers

Safety, efficiency, value-for-money and comfort underpin our customer service philosophy.





The highest standards of maintenance keep the fleets in tip-top shape

Safety First

KMB and LWB's Safety Policy is based on a commitment to providing a safe and healthy environment for everyone who uses our services or may be affected by our bus operations. We adopt a safety management system which supports safety performance improvement in accordance with the international standards of Occupational Health and Safety Assessment Series ("OHSAS") 18001. The system promotes continual improvement of the safety performance of all aspects of our business, including bus maintenance, and design upgrades.

Public Safety Awareness Promotion

A number of technological devices are incorporated on buses to improve safety and record operational data, including speed limiting devices, which limit the speed of buses to 70

km/h, and the telematics system. All KMB and LWB buses undergo an ISO-certified maintenance regime, comprising daily and monthly servicing, a semi-annual minor dock and an annual road-worthiness inspection carried out at the depots, in addition to random checks from the Transport Department of the HKSAR Government.

KMB and LWB make use of different channels to boost public awareness of safety matters. A series of safety messages, broadcast on the Bus Stop Announcement System in Cantonese, English and Putonghua, remind passengers to hold the handrail at all times. In addition, this message is conveyed via the smartphone App and KMB's Facebook page.

Operational Excellence

KMB and LWB are ISO9001 certified for their Quality Management

Systems, and KMB is also ISO14001 certified for its Environmental Management Systems. KMB was also the first listed public transport organisation in Hong Kong to receive Green Mark Certification from the Q-Mark Council of the Federation of Hong Kong Industries. KMB's four major depots and LWB's depot are subject to quarterly surveillance audits to ensure compliance with stringent environmental management standards.

Training and Quality Assurance

To ensure the delivery of excellent service, KMB and LWB continuously monitor their operations and services. In 2017, the Training and Quality Assurance Department assumed the role of consolidating and enhancing staff development programmes and ensuring the delivery of quality services.



New buses are equipped with USB chargers

Data Protection

The Group is concerned about personal data protection and has established working instruction guidelines to prevent personal data from being disclosed inappropriately. 2,414 KMB and LWB buses are equipped with a CCTV system to enhance the service provided and ensure passenger safety. Stickers are posted on all such buses to inform bus passengers and bus captains. Recordings from CCTV cameras will be accessed by authorised persons for the purposes of security and incident investigation. The recorded data is controlled by management and will only be accessed, copied or viewed following management approval in accordance with the governing procedures.

New Bus Fleet and Facilities

KMB's new red bus fleet, launched in 2017, symbolises the vitality of Hong Kong, with an image of Hong Kong's skyscrapers depicted on the bus roof matched by the slogan "Heartbeat of the City". LWB's new logo, in the company's traditional vivid orange,

shares a design concept with its sister company KMB, with an eye on forging a clearer connection between the two companies.

KMB and LWB's latest double-deck buses have upgraded passenger facilities, including a free Wi-Fi service and USB charging points on both upper and lower decks, a straight staircase for easy access to the upper deck, more spacious 2+2 seating, priority seats for passengers in need, space near the entrance/exit for wheelchair users, colour contrasted handrails and easy-reach bell-pushes. In addition, the provision of continuous railing and hand poles on the lower deck ensures a smooth passenger flow in the space between the entrance and exit doors. All seats on the upper deck of LWB's Airbuses are equipped with an armrest to provide a more comfortable bus journey. At the end of 2017, 2,390 buses at Euro V standard or above were licensed in the KMB fleet, while 196 buses at Euro V standard or above were licensed in the LWB fleet. The majority of these buses are deployed on routes passing through

low-emission zones to help improve the air quality in busy districts.

Upgraded Compartments

We continue to improve the comfort inside the bus compartment, incorporating the latest ergonomic designs for passenger seats with a classic tone and installing sophisticated automatically-controlled air-conditioning systems. The air quality in bus compartments benefits from the electrostatic air filtration function installed on all air-conditioned bus models purchased after 2002, which is able to remove up to 80% of fine particles. At the end of 2017, electrostatic filters had been installed on 3,224 KMB and 241 LWB buses. In addition, all KMB and LWB buses ordered after 2008 are equipped with power-saving variable capacity air-conditioning compressors which provide more adaptive and refined thermal control in the most fuel-efficient manner in all weather conditions.

The entire KMB and LWB fleet has been deploying super-low floor buses since August 2017 for easy boarding and alighting, as well as wide entrance and exit doors for better passenger access, which means that all KMB and LWB buses are accessible to the elderly and wheelchair users. In addition, since March 2017, KMB has been retrofitting some of its buses to accommodate two wheelchair passengers.

Fare Concession Schemes

KMB and LWB are committed to providing efficient bus services. A number of fare concession schemes were launched in the reporting period, including:

KMB

- ⊙ A long-haul route fare concession scheme for full-time students, who enjoy a concessionary half fare on their return trip on daytime routes;
- ⊙ Alignment of fares for 77 short-haul trips on inter-district routes with shuttle bus routes;
- ⊙ 13 new Bus-Bus Interchange (“BBI”) concessions on 81 routes;
- ⊙ Partnership with Hong Kong Tramways Limited providing inter-modal interchange fare concessions; and
- ⊙ A KMB-AMS interchange discount when interchanging from designated cross-harbour routes solely operated by KMB to designated Hong Kong Island Green Minibus routes operated by AMS, and vice versa.

LWB

- ⊙ A pre-paid group ticket scheme on “A” Routes with fare discounts of 15%-25%;

- ⊙ A 20% same-day fare discount on “A” Routes for those taking the first leg on “E” Routes; and
- ⊙ 2 new Bus-Bus Interchange (“BBI”) concessions on 11 routes.

Octopus Bus-Bus Interchange (“BBI”) Schemes

KMB and LWB’s Octopus BBI Schemes offer fare discounts to passengers on the second leg of journeys and broaden our network coverage. The schemes contribute to a greener environment by improving bus use and reducing congestion on busy roads. At the end of 2017, KMB operated a total of 144 Octopus BBI Schemes covering around 380 routes, while LWB operated 25 Octopus BBI Schemes covering 24 routes. The BBI interface on the KMB and LWB websites has been enhanced to provide more detailed and comprehensive route-to-route BBI information for passengers.

Upgrade of Depots, Termini and Bus Stops

The four major KMB depots at Lai Chi Kok, Kowloon Bay, Sha Tin and Tuen

Mun, as well as the LWB depot at Siu Ho Wan, provide the KMB and LWB bus fleets with maintenance and repair services. The KMB Overhaul Centre in Tuen Mun provides major overhaul services, while ten smaller depots offer parking and minor maintenance services.

KMB and LWB’s commitment to upgrading the facilities at their termini and bus stops is reflected by the following:

- ⊙ A scheme to install passenger seats for the elderly, disabled and parents with young children at all bus shelters, bus termini and interchanges was launched in November 2017;
- ⊙ Bus stop railings with cement bases are being phased out to ease the passage of wheelchair passengers;
- ⊙ 100 selected bus termini have been equipped with anti-mosquito lamps;
- ⊙ The Green Bus Shelter Campaign provides installation of solar power equipment for lighting, mosquito repelling devices and ventilation fans;
- ⊙ 450 KMB and LWB bus termini and bus shelters are equipped with the Integrated Bus Service Information Display System;
- ⊙ 21 bus shelters were constructed, bringing the total to 2,550; and
- ⊙ 280 crystal bus stop poles with LED lighting are in place across KMB’s operating area.



KMB has retrofitted some of its buses to accommodate two wheelchair passengers