

Care for Employees

Our staff are our greatest resource and we cherish them accordingly.





Management and frontline staff build a professional team to serve the public

Human Resources Policy

We take care of our employees by maintaining a safe, respectful and harmonious workplace. We adopt a set of comprehensive human resources policies promoting gender equality, offering protection against sexual harassment, preventing bribery and protecting personal privacy. These and other policies are published on the staff website. We observe Hong Kong's labour and anti-discrimination laws and ensure that all our suppliers respect labour rights with regard to employment and freedom of association, and prohibit child labour and forced labour in all aspects relating to our business.

As an equal employment opportunity employer, we are committed to ensuring that no job applicant or employee is discriminated against on the grounds of race, sex, marital

status, family status, pregnancy or disability. In collecting personal data from job applicants and existing staff members, we comply with the requirements of the Personal Data (Privacy) Ordinance, respecting the privacy of personal data while taking all reasonable steps to ensure that the personal data of job applicants and staff members is securely held and used only for the purposes stated in our personal data collection statement. As part of public bodies included in the Schedule of the Prevention of Bribery Ordinance, KMB and LWB staff members should not make use of their position to solicit or receive any advantage from the public.

Staff Benefits

To help attract and keep talented staff, attractive benefit packages are offered, including annual leave,

medical benefits, hospitalisation insurance, accident insurance and free bus travel for staff and dependents. In 2017, KMB and LWB strengthened the benefit package of full-time employees by:

- ⊙ Extending marriage leave and compassionate leave entitlement to operations and maintenance staff;
- ⊙ Introducing alternate Saturday off for apprentices;
- ⊙ Extending outpatient medical services to staff dependents; and
- ⊙ Organising tours to China Mainland for staff and their dependents at a special price.



A scholarship scheme supports the tertiary education of children of staff

We extend our care for employees to their families. We provide a scholarship programme for the children of staff with satisfactory academic performance to support their tertiary education. In 2017, 51 children of KMB and LWB staff members received scholarships. Some of the scholarship recipients have gone on to work as interns in KMB. We brought festive joy to our staff at traditional festivals. At Lunar New Year, we distributed limited-edition corporate red packets to our staff, while, at Dragon Boat Festival and Mid-Autumn Festival, we distributed a rice dumpling and mooncakes respectively.

Staff Communication

To strengthen bilateral communication, meetings of each of the five KMB and one LWB Joint Consultative Committees, which represent around 90% of the KMB and LWB total workforce, were held on a monthly and bi-monthly basis respectively between management and staff representatives to review issues including safety, operations, the work environment and staff welfare. At the meetings, employee representatives generally accounted for 75% of attendees to ensure that the views of staff were well reflected.

Staff members are kept informed through the staff website of useful information, including KMB and LWB announcements, safe driving tips, reports on KMB and LWB activities and notices of forthcoming events. Staff can check duty roster information and make annual leave arrangements online, as well as using the e-learning training platform. The bi-monthly corporate magazine KMB Today provides another means of keeping employees up to date on KMB and LWB and industry developments.

Occupational Safety and Health

KMB and LWB are committed to providing a safe and reliable service. The Safety Policy is predicated on a commitment made by all staff members to providing a safe and healthy environment for all persons who may be affected by our work activities with the objective of minimising the risk of injury and ill health. Various safety committees have been set up, with representation from management and staff members at different levels, to gather staff opinions on occupational safety and health related issues.

Safety is an absolute pre-requisite in everything we do and is an integral part of our business strategy. It is the duty of staff members at all levels to ensure that all legal requirements and other requirements applicable to our work activities are complied with. We shall continue to maintain our safety risks at a low level appropriate to the nature of our business, and strive for continual improvement in safety performance.

KMB and LWB staff members are encouraged to suggest improvement measures to enhance health and safety conditions. After reviewing staff suggestions at regular meetings of safety committees, wireless portable electric fans were used to replace traditional electric fans, and wireless portable electric hand tools and lights were used to replace traditional ones in order to reduce the risk of tripping posed by electric cables on the floor. In addition, universal shears were used to replace general cutters and scissors for cutting and shaping the floor covering inside bus compartments so as to reduce the chance of hand injuries. Both KMB and LWB provided cut-resistant gloves to staff.

Improved Working Environment

KMB and LWB have continued to renovate and upgrade the working environment for staff, especially frontline staff, providing improved places to rest before working. KMB renovated the Workshop and rest area at Kowloon Bay Depot and added around 30 staff rest kiosks with air-conditioners at bus termini, including Lok Wah Estate Bus Terminus. Additionally, 100 selected bus termini have been equipped with mosquito repelling devices. LWB renovated the Duty Dispatch Office, Reception Office and Store

at Siu Ho Wan Depot, as well as the Ticket Office, Bus Regulator's Office and Staff Rest Room at Ground Transportation Centre at Hong Kong International Airport.

Senior Management Visits

Members of the senior management from KMB and LWB made visits to depots and offices during the year. At Lunar New Year, they held staff gatherings to welcome the Year of the Rooster with staff members. These visits provided a good opportunity for staff to share their views about operational matters and workplace-

related issues with members of the management team.

Technical and Apprentice Training

The Technical Training School has been responsible for training our bus maintenance staff in the latest bus technologies since 1973. In 2017, 172 in-house training sessions were run for 1,197 skilled workers, while four training sessions were organised in collaboration with our manufacturers for 52 engineers, supervisors and foremen.



KMB and LWB continue to improve staff welfare benefits, including retired staff



KMB's professional engineering team introduced the first in-house double-deck bus with a solar power system

To ensure a continuous stream of skilled workers to provide maintenance for the KMB and LWB bus fleets, the school runs a four-year apprenticeship training programme for youngsters who are interested in bus maintenance. The total of graduates since the school's establishment is 2,405. In 2017, 173 apprentices were enrolled in the School's programme. The quality of our apprentice training was once again recognised in 2017 with a KMB apprentice being awarded Outstanding Apprentice of the Year by the Vocational Training Council.

Bus Captain Training

The Bus Captain Training School provides each Bus Captain Trainee

with a comprehensive Training Course which aims to equip them with a safe driving mindset, bus manoeuvring skills and bus route knowledge. The Training Course includes training on emotional management and customer service skills. More than 700 new bus captains undertook our Training Course in 2017. Enhancement Driving Training plays a crucial role in upgrading both the driving skills and safety awareness of in-service Bus Captains, who return to the Bus Captain Training School every three years to refresh their job competence in various aspects, including safe driving mindset, bus manoeuvring skills, emotional management and customer service skills. In 2017,

over 3,000 in-service bus captains completed the Enhancement Driving Training Course.

To meet customers' needs and expectations, our bus captain performance management system helps keep our bus captains at a high standard in terms of driving safety, driving manner and quality customer service. In 2017, we handled over 60,000 items of feedback from customers in relation to bus captains' service. Through one-on-one coaching and guidance, we aim to ensure that bus captains' performance continues to meet the expectations of the general public.

The Bus Captain Training School also provides professional driving training services to meet the ever changing needs of the community while supporting the Company's business growth. The number of Driving Instructors is also being increased to enhance the service quality of our bus captains in line with the Company's growth.

Rewarding Service Excellence

377 "Star" Bus Captains were recognised for their outstanding performance in safe driving and customer care. The Long Service Award Presentation Ceremony was held once again to recognise the loyal service of our staff. 60 KMB and LWB staff received the 35-year award and a gold medal, 106 employees received the 30-year award and a plaque and a pin, 531 employees

received the 20-year award and a plaque and a pin, and 234 employees with 10 years' service received a certificate of appreciation.

Sports and Leisure Activities

In pursuit of an effective work-life balance, KMB and LWB staff members are encouraged to participate in sports and leisure activities as well as undertake voluntary work. As at the end of 2017, nine interest clubs were available, focusing on singing, photography, basketball, table tennis, badminton, football, long distance running,

chess and dragon boat racing. The groups arranged different activities or competitions. A staff concert was held in the reporting period drawing a large audience of staff and their families and friends.

KMB has formed a football team to participate in the Hong Kong Football Association's 3rd Division League in the 2017-2018 season. Employees who are keen on playing football are encouraged to join the team. Through regular training and competitive play, team spirit and a sense of belonging can be fostered and work-life balance achieved.

TIH Retiree Association

The TIH Retiree Association was formed with the aim of organising activities to maintain close contact with retired colleagues. The Association swung into action with three dinners to celebrate Chinese New Year and the Mid-Autumn Festival, attended by around 1,200 retirees. Two outings were also organised by the Association, in which around 350 retirees participated.

Workforce (as at 31 December 2017)

KMB, LWB and SBH Group

Total		13,040
By gender	Female	1,053
	Male	11,987
By age group	Under 30 years old	902
	30-50 years old	5,907
	Over 50 years old	6,231
By employment category	Senior level	35
	Middle level	268
	Entry level	12,737

Training Hours (1 January – 31 December 2017)

KMB, LWB and SBH Group

Total hours		141,850
By gender	Female	8,265 (7.8 per capita)
	Male	133,585 (11.1 per capita)
By employment category	Senior level	212 (6.1 per capita)
	Middle level	2,010 (7.5 per capita)
	Entry level	139,628 (11.0 per capita)