



Sustainability Report

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TIH has developed this report in accordance with the Core Option of the Global Reporting Initiative

Standards ("GRI") Sustainability Reporting Guidelines and the Environmental, Social and Governance Reporting Guide ("ESG" Guide) issued by the Hong Kong Exchanges and Clearing Limited ("HKEX"). The

following content index table presents the associated disclosures either by cross-referring relevant section(s) in this Report or by providing direct remarks.



HKEX ESG Reporting Guide (General Disclosures and KPIs)	GRI Standard	GRI Disclosure	Reference/*Direct Answer/*Reason for omission	Page(s) ^: refer to TIH 2019 Annual Report
GRI 101: Foundation 2016				
GRI 102: General Disclosures 2016				
Organisation Profile				
	102-1	Name of the organisation	Group Profile	002-003 [^]
	102-2	Activities, brands, products, and services	Group Profile Business at a Glance Key Franchised Bus Network in Hong Kong	002-003 [^] 004-005 [^] 006-007 [^]
	102-3	Location of headquarters	Property Holdings and Development	036-037 [^]
	102-4	Location of operations	Business at a Glance	004-005 [^]
	102-5	Ownership and legal form	Business at a Glance	004-005 [^]
	102-6	Markets served	Business at a Glance	004-005 [^]
	102-7	Scale of the organisation	Business at a Glance Key Franchised Bus Network in Hong Kong Financial and Operational Highlights Care for Employees	004-005 [^] 006-007 [^] 008-009 [^] 060-067
B1.1	102-8	Information on employees and other workers	Care for Employees	060-067
B5 General Disclosure B5.1	102-9	Supply chain	Working with Suppliers	043
	102-10	Significant changes to the organisation and its supply chain	* There were no significant changes during the reporting period.	–
	102-11	Precautionary Principle or approach	Corporate Governance Corporate Governance Report	042-043 094-111 [^]
	102-12	External initiatives	Group Profile Management Discussion and Analysis About the Report Safety First	002-003 [^] 018-019 [^] 038-040 044-049
	102-13	Membership of associations	Engaging Stakeholders	071
Strategy				
	102-14	Statement from senior decision-maker	Chairman's Letter Managing Director's Message	012-015 [^] 016-017 [^]
	102-15	Key impacts, risks, and opportunities	Chairman's Letter Managing Director's Message	012-015 [^] 016-017 [^]

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HKEX ESG Reporting Guide (General Disclosures and KPIs)	GRI Standard	GRI Disclosure	Reference/*Direct Answer/* Reason for omission	Page(s) ^: refer to TIH 2019 Annual Report
Ethics and integrity				
B7 General Disclosure	102-16	Values, principles, standards, and norms of behavior	Group Profile	002-003^
			Legal and Regulatory Compliance	043
			Working with Suppliers	043
			Procurement and Tendering Procedures	043
			Safety First	044-049
			Care for Customers	050-053
			Care for the Environment	054-059
			Care for Employees	060-067
			Corporate Governance Report	094-111^
			B7.2	102-17
Governance				
	102-18	Governance structure	Corporate Governance	042-043
			Safety First	044-049
			Corporate Governance Report	094-111^
Stakeholder engagement				
	102-40	List of stakeholder groups	Stakeholder Engagement and Materiality Assessment	041
	102-41	Collective bargaining agreements	Care for Employees	060-067
	102-42	Identifying and selecting stakeholders	Stakeholder Engagement and Materiality Assessment	041
	102-43	Approach to stakeholder engagement	Stakeholder Engagement and Materiality Assessment	041
Engaging Stakeholders			068-073	
	102-44	Key topics and concerns raised	Stakeholder Engagement and Materiality Assessment	041
Report Profile				
	102-45	Entities included in the consolidated financial statements	Financial and Operational Highlights	008-009^
			Reporting Focus	038
	102-46	Defining report content and topic boundaries	Reporting Principles	038
			Stakeholder Engagement and Materiality Assessment	041
	102-47	List of material topics	Stakeholder Engagement and Materiality Assessment	041
	102-48	Restatements of information	* There were no restatement of information provided in the previous report.	–
	102-49	Changes in reporting	* There were no significant changes in the report.	–
	102-50	Reporting period	Reporting Focus	038
	102-51	Date of most recent report	* April 2019	–

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	102-52	Reporting cycle	* Annual	–
	102-53	Contact point for questions regarding the report	Reporting Principles	038
	102-54	Claims of reporting in accordance with the GRI Standards	Reporting Principles	038
	102-55	GRI content index	Reporting Content Index Tables	074-079
	102-56	External assurance	* This report was not externally assured.	–
Material Topics				
GRI 205: Anti-corruption 2016				
	103-1 103-2 103-3 Management Approach		+ Anti-corruption is not considered a material topic.	–
B7 General Disclosure, B7.1	205-3	Confirmed incidents of corruption and actions taken	Legal and Regulatory Compliance	043
GRI 301: Materials 2016				
	103-1 103-2 103-3 Management Approach		+ Materials is not considered a material topic.	–
A2.5	301-1	Materials used by weight or volume	+ Quantitative data of total packaging materials are not available as they are not applicable to KMB & LWB's business.	–
GRI 302: Energy 2016				
A2 General Disclosure, A3 General Disclosure A3.1	103-1 103-2 103-3 Management Approach		Care for Customers Care for the Environment	050-053 054-059
A2.1	302-1	Energy consumption within the organisation	Care for the Environment	054-059
A2.3	302-4	Reduction of energy consumption	Care for Customers Care for the Environment	050-053 054-059
A2.3	302-5	Reductions in energy requirements of products and services	Care for the Environment	054-059

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GRI 303: Water and Effluents 2018				
A2 General Disclosure, A3 General Disclosure A3.1	103-1 103-2 103-3 Management Approach		Care for the Environment	054-059
A2.4	303-1	Interactions with water as a shared resource	* All water was sourced from municipal water supplies. No major issue concerning sourcing water and water-related impacts has been encountered.	—
	303-2	Management of water discharge-related impacts	Care for the Environment * We ensure water discharge to drainage systems and water bodies were in compliance with local government requirements.	054-059
A2.2	303-5	Water consumption	Care for the Environment * No specific regions are water stressed in Hong Kong.	054-059
GRI 305: Emissions 2016				
A1 General Disclosure, A3 General Disclosure A3.1	103-1 103-2 103-3 Management Approach		Care for the Environment	054-059
A1.2	305-1	Direct (Scope 1) GHG emissions	Care for the Environment	054-059
A1.2	305-2	Energy indirect (Scope 2) GHG emissions	Care for the Environment	054-059
A1.2	305-4	GHG emissions intensity	Care for the Environment	054-059
A1.5	305-5	Reduction of GHG emissions	Care for the Environment	054-059
A1.1	305-7	Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions	Care for the Environment	054-059
GRI 306: Effluents and Waste 2016				
A1 General Disclosure, A1.6, A3 General Disclosure A3.1	103-1 103-2 103-3 Management Approach		Care for the Environment	054-059
A1.3 A1.4	306-2	Waste by type and disposal method	Care for the Environment * Hazardous Waste: 1)Tyres 2)Fluorescent Tubes 3)Oil and Chemicals * Non-hazardous Waste: 4)Metals	054-059

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GRI 307: Environmental Compliance 2016				
A1 General Disclosure	103-1 103-2 103-3 Management Approach		Working with Suppliers Care for the Environment	043 054-059
A1 General Disclosure	307-1	Non-compliance with environmental laws and regulations	* There was no non-compliance with local environmental laws and regulations in 2019.	–
GRI 401: Employment 2016				
B1 General Disclosure, B1.1, B4, General Disclosure	103-1 103-2 103-3 Management Approach		Legal and Regulatory Compliance Care for Employees	043 060-067
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Care for Employees	060-067
GRI 403: Occupational Health and Safety 2018				
B2 General Disclosure, B2.3	103-1 103-2 103-3 Management Approach		Safety First Care for Employees	044-049 060-067
B2.3	403-1	Occupational health and safety management system	Safety First	044-049
	403-2	Hazard identification, risk assessment, and incident investigation	Safety First	044-049
	403-3	Occupational health services	Care for Employees	060-067
	403-4	Worker participation, consultation, and communication on occupational health and safety	Safety First Care for Employees	044-049 060-067
	403-5	Worker training on occupational health and safety	Safety First Care for Employees	044-049 060-067
	403-6	Promotion of worker health	Care for Employees	060-067
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Safety First	044-049
	403-8	Workers covered by an occupational health and safety management system	Safety First	044-049

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HKEX ESG Reporting Guide (General Disclosures and KPIs)	GRI Standard	GRI Disclosure	Reference/*Direct Answer/* Reason for omission	Page(s) ^: refer to TIH 2019 Annual Report
GRI 404: Training and Education 2016				
B3 General Disclosure	103-1 103-2 103-3 Management Approach		Safety First Care for Employees	044-049 060-067
B3.1 B3.2	404-1	Average hours of training per year per employee	Care for Employees	060-067
GRI 408: Child Labour 2016				
B4 General Disclosure, B4.1, B4.2	103-1 103-2 103-3 Management Approach		Legal and Regulatory Compliance + Child and forced labour is not considered a material topic.	043
	408-1	Operations and suppliers at significant risk for incidents of child labor	–	–
GRI 413: Local Communities 2016				
B8 General Disclosure	103-1 103-2 103-3 Management Approach		Engaging Stakeholders	068-073
B8.1 B8.2	413-1	Operations with local community engagement, impact assessments, and development programs	Engaging Stakeholders	068-073
GRI 416: Customer Health and Safety 2016				
B6 General Disclosure, B6.1, B6.3, B6.4	103-1 103-2 103-3 Management Approach		Operational Excellence Safety First Engaging Stakeholders * Products sold or shipped and intellectual property rights are not material to KMB and LWB's business nature.	021 & 045 044-049 068-073
	416-1	Assessment of the health and safety impacts of product and service categories	Safety First Care for the Environment	044-049 054-059
GRI 418: Customer Privacy 2016				
B6 General Disclosure, B6.5	103-1 103-2 103-3 Management Approach		Safety First + Customer Privacy is not considered a material topic.	044-049
	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Safety First Care for our employee * There were no significant incidents of non-compliance concerning laws and regulations during the reporting period.	044-049 060-067