

## January

### KMB Fare Saver Scheme discount increased to HK\$4

KMB upgraded the KMB Fare Saver Scheme. After taking the first KMB trip, passengers can tap their Octopus Card at the kiosk and take a second KMB trip within the same business day with a HK\$4 fare discount in total.



## February

### KMB and LWB introduced multiple anti-epidemic measures



To cope with COVID-19, KMB and LWB enhanced the cleaning of bus compartments and air-conditioning systems and were the first franchised bus companies to clean

their compartments with medical-grade disinfectants. Hand sanitiser gel and disinfection carpets were also installed to protect the health of employees and passengers.

## March

### TIH set up production line for masks to protect staff members' health

TIH invested in setting up a cleanroom which meets ISO Class 8 under ISO14644-1 for the production line of masks at Tuen Mun.



## March

### KMB retrofitted double-deck bus window vents to increase ventilation

KMB retrofitted some double-deck bus window vents to increase ventilation and lower the risk of infection.

## August

### TIH distributed face masks to subdivided unit households, the homeless and the disabled

In collaboration with a number of voluntary organisations, TIH donated masks to people in need to help ease their financial burden and fight the virus together.

## July

### KMB and LWB introduced long-lasting smart coating technology

Working with local university and research institutions, KMB and LWB adopted long-lasting smart coating technology to kill viruses and bacteria and medically disinfect their bus fleets.



## June



### KMB and LWB introduced GreenRoad system to provide assistance to bus captains

The GreenRoad system, integrated with a Global Positioning System (GPS) and a patented programme, gave bus captains real-time feedback to enhance their driving safety performances.

## May

### LWB introduced first diversified e-Payment system for bus fares



LWB introduced the first diversified e-payment system for bus fares in Hong Kong. Passengers can pay the bus fare through contactless credit card, e-wallets or QR code payment.

## April

### KMB launched Monthly Pass Wow Reward

KMB launched the Monthly Pass Wow Reward to give back to passengers. Passengers who purchased the Pass or extended its expiry date can earn complimentary gifts.

## August

### KMB introduced the first Regional Two-way Sectional Fare Scheme in Northwest New Territories

KMB adopted a Regional Two-way Sectional Fare Scheme for 17 bus routes serving Yuen Long, Tuen Mun and Tin Shui Wai. Passengers can get off the bus and tap their Octopus card to enjoy a fare rebate.



## September



### KMB introduced Platform Numbering System to offer passengers an easier way to locate bus stops

KMB assigned platform numbers at bus stops in Kwun Tong and Tseung Kwan O Tunnel Interchange (Tseung Kwan

O-bound) to make it easier for passengers to find the right routes and locate the bus stops.

## October

### KMB and LWB launched FUN Redemption Scheme



KMB and LWB introduced the new rewards scheme "KMB x LWB FUN Redemption Scheme". After registering their Octopus card via App1933, passengers can earn points while taking KMB and LWB bus rides and redeem delicate gifts.

## October

### KMB donated tailor-made bus stops and enhanced Service Hotline to help find missing elderly

To take care of the elderly suffering from Dementia, KMB donated tailor-made bus stop poles to homes for the elderly, and set up a shortcut key in its Customer Service Hotline to help family members find missing elderly people.



## December

### Six LWB routes travel via Tuen Mun-Chek Lap Kok Tunnel

To provide a faster and cheaper bus service for Tuen Mun, LWB routes were diverted to the new Tuen Mun – Chek Lap Kok Tunnel. The new Route A34 was also put into service to connect Hung Shui Kiu and the Airport.



## December

### Redevelopment plan of Tuen Mun property

TIH shareholders approved the redevelopment plan of a property located at 1 Kin Fung Circuit, Tuen Mun. With an estimated total floor area of approximately 105,000 square feet, the property will serve the purpose of generating rental income from leasing office and retail space and establishing long-term and stable income sources.

## November

### KMB set up Fare Saver Kiosk in shopping malls

KMB installed KMB Fare Saver Kiosks in shopping malls. By tapping their Octopus card before getting on the bus, passengers can enjoy a HK\$2 fare rebate.

## November



### KMB introduced 3 different kinds of ASTM LEVEL 2 certificated surgical masks

KMB masks obtained ASTM Level 2 certification and introduced three different sizes of surgical masks for adults, juniors and kids to cater for all family needs.

## October

### Tseung Kwan O Tunnel Interchange launched and KMB introduced LOHAS Park Express Rt.98

After the opening of Tseung Kwan O Tunnel Interchange (Tseung Kwan O-bound), nine KMB routes ran via the interchange, including the newly-introduced Route 98, enhancing the road network and traffic situation in Tseung Kwan O.

