

»»» Care for Employees

Our employees are our greatest asset, and we cherish them accordingly.





We have organised various health programmes and festive activities for staff engagement

Human Resources Policy

We take care of our employees by maintaining a safe, respectful and harmonious work environment. We adopt a set of comprehensive human resources policies promoting gender equality, offering protection against sexual harassment, occupational health and safety, 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 respect employees' rights to join trade unions.

As an equal 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 are securely held and used only for the purposes stated in our personal data collection statement. As public bodies included in the Schedule of the Prevention of Bribery Ordinance, KMB and LWB remind staff members that they should not use their position to solicit or receive any advantage from the public.

From time to time, we remind our employees to comply with Human Resources Policies. In addition, we have a complete complaints handling mechanism in place. In case we receive complaints, we would thoroughly investigate all complaints on breach of the above policies and take appropriate action. Depending on the degree of seriousness of the complaint, an ad hoc committee may be set up to investigate the complaint. Severe disciplinary action, including summary dismissal, will be instigated for any violation.



To show our caring for employees, KMB and LWB distribute drinks to staff members



We have organised the “Father’s Day Look-alike Photo Competition”

Staff Benefits

To help attract and retain talented staff, competitive benefits packages are offered, including annual leave, medical benefits, hospitalisation insurance, accident insurance and free bus travel for staff and dependents. In the reporting period, KMB and LWB strengthened the benefits package of full-time employees by:

- Increasing the annual leave entitlement of frontline and clerical staff; and
- Upgrading the staff medical benefits by increasing the number of clinics from 4 to 23 covering far more convenient locations and including staff family members and retirees for corporate discount rates.

We are committed to fostering a caring culture which covers both our staff members and their families. Since 2015, we have been providing a scholarship programme for the children of staff with satisfactory academic performance to support their tertiary education. As at 31 December 2020, more than 300 children of KMB and LWB staff members had received scholarships. We further launched a 8-week summer internship programme for our staff’s children this year, allowing students to understand their own strengths and potentials and have a better future career plan.

Festive joys were brought to our staff at different festivals as well. At the Lunar New Year, we distributed Chinese New Year gifts to our staff, while at Christmas, we organised a Christmas Lucky Draw live broadcast to celebrate the festive season. Senior corporate executives and managerial staff joined the gatherings and shared the festive joy with colleagues. During the year, several initiatives were implemented with overwhelming feedback. The “Father’s Day Look-alike Photo Competition” was a venue where staff members could proudly share their family affection through photos. Online concerts also attracted those who were fond of talent shows.



KMB and LWB are committed to fostering a caring culture to both staff members and their families. We have organised a Christmas Lucky Draw and provided a scholarship programme

Staff Communication

To strengthen bilateral communication and staff welfare, each of the five KMB and one LWB Joint Consultative Committees, comprising management and staff representatives representing around 90% of KMB and LWB's total workforce, holds meetings monthly and bi-monthly in general. The meetings are to review issues including safety, operations, work environment and staff welfare. At the meetings, employee representatives generally account for 90% of attendees to ensure that the views of staff are comprehensively relayed.

Staff members are kept informed through the staff website of useful information, including KMB and LWB announcements, safe driving tips, snapshots of 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 an e-learning training platform. The bi-monthly corporate magazine, *KMB Today*, provides another means of keeping employees up to date on KMB and LWB news and industry developments.

We make use of modern technologies such as the social media to share information with our staff to cope with the onset of the COVID-19 and various infection control measures. The KMB Staff Facebook page was therefore revamped in April 2020. Several online activities and programmes, including an online staff music concert and the Christmas Lucky Draw, were held to maintain connection with staff members. The number of followers on the Facebook page dramatically was increased by five times in 2020.

Senior Management Visits

Members of KMB and LWB senior management visited bus termini, depots and offices during the year to give support to our colleagues and listen to their opinions. These visits provided an excellent opportunity for staff to share their views about operational matters and workplace-related issues with the management team members.

Occupational Safety and Health

KMB and LWB staff members are encouraged to suggest improvement measures to enhance health and safety conditions. After reviewing staff suggestions at the regular meetings of the Working Committee for Safety, a series of safety control measures has been introduced. Safety promotion has been launched throughout the year to raise safety awareness of staff. Topics suitable for operations and maintenance are involved, including safety precautions for different working procedures in maintenance workshop, fire evacuation procedure, manual handling procedure and safe bus driving tips. To enhance the competence of our staff regarding the new requirements defined in ISO45001, several training courses, which are conducted by Hong Kong Quality Assurance Agency, have been arranged for all staff at different levels.

In 2020, KMB and LWB launched a series of health-related activities, including a health talk, a weight loss campaign and a cooking competition to promote a healthy lifestyle. A seasonal flu vaccination discount was also offered to staff members to protect them against flu viruses.

Improved Working Environment

KMB and LWB have continued to renovate and upgrade the working environment, especially for frontline staff, to provide better rest facilities for staff to take rest breaks. Further to its opening at Kowloon Bay Depot, our staff leisure area Club 1933 was opened at Lai Chi Kok Depot, where a pool table, an air hockey table and a table football are available.



Members of KMB and LWB senior management have visited bus termini to give support and appreciation to our frontline colleagues



We offer seasonal flu vaccination discount to staff members



KMB and LWB have organised a training in psychology and counseling for staff to enhance the capability in handling incidents

Skills Development and Training

Our diversified learning channels provide self-learning opportunities, including internal classroom training and e-learning programmes. Job rotation and secondment opportunities are also available so that our employees may broaden their understanding of the industry. We regularly organise customised training and learning activities for all staff levels to keep them abreast of the latest industry trends, knowledge and work skills. For instance, we arranged a training course to improve employees' communication skills from a psychological perspective and alleviate the negative emotions of employees when handling accidental incidents.

Technical and Apprentice Training

Since 1973, the Technical Training School has been responsible for training our bus maintenance staff to keep up with the latest bus technologies. In 2020, 148 in-house training sessions were run for 819 skilled workers, while three training sessions were organised in collaboration with our manufacturers for 29 engineers, supervisors and foremen.

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 young people who are interested in bus maintenance. The total number of graduates since the school was established stands at 2,513. At the end of 2020, 66 apprentices were enrolled in the School's programme. The quality of our apprentice training was once again recognised in 2020 when a KMB apprentice was awarded the Third Runner-up in the Vocational Training Council's Best Apprentice in the Automobile Trade Competition.

A two-year technical trainee programme was launched to strengthen our professional team and nurture young people who aspire to a career in bus maintenance. Trainees who complete the programme will receive a Completion Certificate from bus manufacturers.

A two-year technical trainee programme is launched to nurture talents in bus maintenance





Star Bus Captains are recognised for their outstanding performance in safe driving and customer care. Besides, we make use of social media platform under the situation of COVID-19 to organise an online staff concert



Psychological Support

KMB and LWB have engaged the Christian Family Service Centre to provide a counselling hotline service for staff members including bus captains who need assistance. In 2020, the hotline extended its service to 24 hours a day, 7 days a week, and broadened its coverage to include family members.

Recognition for Service Excellence

In 2020, 271 Star Bus Captains were recognised for their outstanding performance in safe driving and customer care. Long service awards were presented to staff in recognition of their loyal service. A total of 49 employees received the 35-year award and a gold medal, 70 and 227 employees received the 30-year and 20-year awards respectively with a plaque and a pin, and 275 employees with 10 years' service received a certificate of appreciation. Including the Retirement Awards, over 1,300 employees were awarded in appreciation of their loyal and outstanding service.

Sports and Leisure Activities

To promote work-life balance, KMB and LWB staff members are encouraged to participate in sports and leisure activities as well as voluntary work. As at the end of 2020, nine interest clubs were available for staff interested in singing, photography, basketball, table tennis, badminton, soccer, running, chess and dragon boat racing. Various activities, training and competitions were organised to promote a healthy work-life balance and to boost the team spirit.

TIH Retiree Association

The TIH Retiree Association was formed to maintain close contacts with retired colleagues through various activities. Owing to the outbreak of COVID-19, regular activities such as afternoon tea gatherings and festive gift distribution have been suspended. We have thus utilised the Facebook page and set up a KMB retiree website to share activity photos, so as to enhance the communication channel with retirees and promote mutual support among them.



We have set up the TIH Retiree Association to maintain close contacts with retired colleagues

Grooming Talents for the Future

Nurture Management Leaders : Management Trainee Programme



To nurture professional talents, KMB has developed the Management Trainee Programme and the Engineering Graduate Programme.

The Management Trainee Programme provides a comprehensive platform for young employees, allowing them to rotate across major departments during a three-year training period. Besides giving a better understanding of the franchised bus industry, the trainees will be equipped with techniques and knowledge in different aspects, such as personnel management, law and corporate communications, as well as accumulated practical working experience to develop into multi-talented management.

During the period, on-the-job training and guidance from supervisory management will enable the trainee to unleash their full potential and take on a managerial position in the future.



“ I always have a keen interest in public transport affairs. I obtained a bachelor's degree in sociology and a master degree in management in the United Kingdom. When I lived there, I came to learn more about the operation of local bus companies, which later helped me bring new ideas to KMB. After joining the company, I had the opportunity to understand the operations of different departments. I realised that bus operations rely on the cooperation and team spirit of all departments. The new technique and professional knowledge learnt also broadened my horizons. ”

Jethro Chow, Management Trainee

Acquire Professional Qualifications: Engineering Graduate Programme

The Engineering Graduate Programme aims to develop a group of professional engineers with specific skills and experience to fit in the local bus industry. The engineering graduates will get to work at various depots and departments to learn about bus parts and systems. They will also have the opportunity to participate in bus design projects.

Spanning a minimum period of 24 months, the Programme, once completed, represents qualification for the Scheme “A” Graduate Training of the Hong Kong Institution of Engineers. They could gradually promote to assistant engineers, engineers, senior engineers, and management.



“Joining KMB allowed me to work closely with different parts of the bus, learning more about the mechanical structure and operation. I participated in a project led by an experienced mentor, which laid a solid foundation for my future career. From the gearbox, the engine to seats and handrails, every detail is crucial to a bus. I joined a project which involved adding an edge guard to the electronic screen. This provides additional protection to passengers, especially users of the priority seat. I was delighted with the completion of the project.”

Philip Lai, Engineering Graduate