

## Caring for Employees



We are committed to building a community where our employees can thrive, be respected and feel empowered. We maintain our focus on advancing employee welfare and the working environment to promote a healthy and positive work culture across TIH.





## Quality Education



## Decent Work and Economic Growth



## Gender Equality



## Reduced Inequalities

### 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, gender, 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.

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



◀ An employee discount shop, Store1933, has been set up in major depots to facilitate the purchase of daily necessities by staff members





◀▲ KMB and LWB have not only set up a scholarship programme for the children of staff but also encouraged their family members to participate in sports activities

### Staff Benefits and Wellbeing

To attract and retain talents, 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 packages for full-time employees by increasing the annual leave entitlement of frontline and clerical staff.

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 to support the tertiary education of the children of staff with satisfactory academic performance. As of 31 December 2022, there were more than 400 children of KMB and LWB staff members who had received a scholarship. We further launched an 8-week summer internship programme for our staff's children in 2022, allowing students to understand their strengths and potentials and develop a better future career plan.

Festive joy was brought to our staff across different festivals. We distributed to our staff Chinese New Year gifts and supermarket vouchers as Christmas presents. During the year, several initiatives were implemented which received overwhelming feedback from our staff. A series of "Appreciation Month" events was held to develop a work culture of unity, mutual appreciation and support. These included distributing beverages to frontline staff and shooting a "Thank You video" featuring the Management team and other co-workers from the frontline and back office. The purpose of the video was to thank all of our colleagues for their contributions and support to the Company, and bring positive energy to everyone in KMB and LWB.

In 2022, KMB and LWB launched a series of health-related activities, such as health talks, free health book distribution, healthy meal menu available in staff canteens, to promote a healthy lifestyle. In October, "Health Awareness Month" was organised to actively promote physical and mental wellbeing through activities such as a Zentangle workshop, vaccination subsidy scheme and fruit distribution day on which members of the Management team joined in to keep up the morale of the frontline personnel.

KMB and LWB continued to renovate and upgrade their working environments, especially for frontline staff, with improved rest facilities for staff to enjoy during rest breaks. In Club1933, a staff leisure area at Kowloon Bay Depot and Lai Chi Kok Depot, a pool table, an air hockey table and a table football are available for the enjoyment of all staff members.

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 of the end of 2022, ten interest clubs were available for staff interested in singing, hiking, photography, basketball, table tennis, badminton, football, running, chess and dragon boat racing. Various activities, training, and competitions were organised to promote a healthy work-life balance and boost team spirit.

In the most uncertain times like the one we faced during the COVID-19 pandemic, supporting employees' mental health is as important as other initiatives. KMB and LWB have engaged the Christian Family Service Centre to provide a counselling hotline service for staff members, including bus captains who need psychological assistance. The hotline service is available to staff and their family members 24 hours a day, 7 days a week.



▲ Members of KMB and LWB Senior Management have visited depots to give support and appreciation to our colleagues

## Occupational Safety and Health

KMB and LWB staff members are encouraged to make suggestions on possible improvements to health and safety measures. We have adopted staff suggestions at the regular meetings of the Working Committee for Safety, and introduced a series of safety control measures. In 2022, we placed ten Automated External Defibrillators ("AED") at the Customer Service Centres located in major bus termini and depots for the use of the public and staff members to help save lives in an emergency. Training sessions on how to use the AED and Cardiopulmonary Resuscitation were also provided for the relevant members of staff.

## TIH Retiree Association

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

## Staff Development and Training

The KMB Academy was established in early 2022, by merging the KMB Bus Captain Training School and the KMB Technical Training School, to demonstrate our determination to strive for continuous service improvements and staff training, as well as to ensure that a stable team is in place to provide maintenance service for the KMB, LWB and the transportation industry. "Mission Safety • Act with Self-discipline" is adopted as the motto of the KMB Academy, emphasising the pivotal role of safety and discipline in the industry.

The KMB Academy is the first institution in Hong Kong accredited by the Qualifications Framework to provide professional training

programmes for franchised bus maintenance personnel and bus captains. The "Certificate in Bus Maintenance" and "Certificate in Public Bus (Franchised) Driving" offered by the KMB Academy were approved by the Hong Kong Council for Accreditation and Academic and Vocational Qualifications ("HKCAAVQ"). They were respectively recognised as equivalent to Level Two and Level Three under the Qualifications Framework in Hong Kong. That means the content, quality, and teaching mode of each course taught by the Academy have achieved international recognitions under the quality assurance of the HKCAAVQ.

The quality of our apprentice training was once again recognised in 2022 when three KMB apprentices were awarded the second runner-up, third runner-up and excellence awards in the Vocational Training Council's Best Apprentice in the Automobile Trade Competition.

In addition, the KMB Academy provides on-the-job training for current maintenance staff and bus captains, through which they can learn the latest technology in the bus maintenance industry and refresh their driving and customer service skills.

## Continuous Learning

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 for the Customer Engagement Team to enhance their knowledge and skills on taking care of passengers in a traffic incident.



## SUSTAINABILITY REPORT

### Recognition for Service Excellence

In 2022, 274 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 28 employees received the 35-year award and a gold medal, 121 and 168 employees received the 30-year and 20-year awards, respectively, together with a plaque and a pin, and 407 employees with ten years of service received a certificate of appreciation.

Besides, a total of 100 Bus Captains were granted the Annual GreenRoad Outstanding Awards. The top ten Gold Awardees were presented with a HK\$10,000 cash prize and a certificate of appreciation. Including the Retirement Awards, over 390 employees were awarded in appreciation of their loyal and outstanding service.

### Staff Communication

To strengthen bilateral communication and employee wellbeing, the Joint Consultative Committees, comprising the Management and staff representatives representing around 90% of the total workforce, held meetings regularly. The meetings are to review issues including safety, operations, work environment and staff welfare.

Through the staff website, staff members are kept informed 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 through the internal application, OPS1933, and the internal portal, as well as using the e-learning training platform. The corporate magazine, *KMB Today*, provides another means of keeping employees up to date on KMB and LWB news and industry developments.



▲ KMB and LWB have set up various awards such as the "Long Service Award" and "The GreenRoad Outstanding Award" to thank and commend outstanding employees

We make use of media and online platforms to share information with our staff to cope with the onset of COVID-19 epidemic and various infection control measures. Several online activities and programmes, including online health talks, interest classes and financial seminars, were held on the KMB Staff Facebook page, Teams and Zoom platforms to maintain our connection with staff members.

### Senior Management Visits

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



▲ During the Lunar New Year, members of KMB and LWB Senior Management visited various bus termini to send festive blessings to colleagues



## Committed to Diversity, Equity and Inclusivity in Employment Practices

### Celebrate Diversity in the Workplace

Echoing KMB's commitment to enhancing an inclusive society, we aim to create an inclusive workplace that celebrates diversity and its role in the organisational fabric while actively promoting equal opportunities. We welcome Hong Kong residents from different ethnicities to join and serve in various positions, as we offer job opportunities regardless of individuals' background and races but depending on talents and education levels.

Internally, KMB takes the responsibility to create a safe and positive work environment for ethnic minority employees. One clear example is the "Buddy Programme" – assigning a local senior bus captain to greet and orientate non-Chinese bus captains. The programme allows senior bus captains to pass on experience and timely detect difficulties that junior non-Chinese bus captains are facing.

In addition, KMB implements flexible work arrangements that are suitable for people of different backgrounds and abilities. For example, shift working schedules are available for non-Chinese staff, making it easy for them to take part in religious rituals.

Externally, in order to further engage members of ethnic minorities, KMB proactively solicits support from the ethnic minority communities. We have rolled out an ethnic minority ambassador scheme, under which KMB hires ambassadors for ethnic minorities to reach out to non-Chinese communities and introduce our services. We also held an Open Day and Employment Seminar with on-site interview opportunities at Kowloon Mosque to introduce KMB services to non-Chinese people in August 2022.



"KMB has offered me a warm working environment as well as a stable job. My colleagues, especially my "buddy", Captain Tsui, has helped me a lot. My first week onboard was hard that I almost gave up because the attitude of some passengers upset me so much. Captain Tsui was sent to assist me and taught me how to deal with the situation in the face of negativity. The Buddy Programme has helped me steadily integrate into the new environment."

Ehsan Nawaz, KMB Bus Captain