

SUSTAINABILITY REPORT

Care for Customers



Safety, efficiency, value-for-money and comfort underpin our customer service.



World-class maintenance standards help us deliver service excellence

QUALITY SERVICE

TIH's services are underscored by safety, reliability and a customer – centred approach.

SAFETY POLICY

Safety being a prerequisite in everything we do, our Safety Policy is based on a commitment to providing a safe and healthy environment for everyone who may be affected by our bus operations and work activities so as to minimise the risk of injury and ill health. Staff at all levels are responsible for ensuring that all legal requirements applicable to our bus operations and work activities are complied with. Our Safety Policy is regularly reviewed to ensure its appropriateness for sustaining our operational excellence.

SAFETY MANAGEMENT SYSTEM

We have adopted a safety management system which supports safety performance improvement in accordance with the international standards of Occupational Health and Safety Assessment Series ("OHSAS") 18001. The system, based on a "Plan-Do-Check-Act" approach, drives continual improvement of the safety performance of all aspects of our business, including bus maintenance, design upgrades, frontline staff safety training and passenger safety awareness promotion. Since 2012, KMB has held OHSAS 18001 certification from the Hong Kong Quality Assurance Agency – the first franchised bus company in Hong Kong to receive such recognition and recognition of our never-ending process of continuous improvement in safety performance.

BUS DESIGN AND MAINTENANCE

KMB and LWB's latest double-deck buses are equipped with a wide compartment, a straight staircase for easy access to the upper deck, more spacious 2+2 seating, priority seats for passengers in need, space near the entrance or exit for wheelchair users, brightly coloured handrails and bell-pushes, and an air-conditioning system with advanced temperature and humidity control and electrostatic air filtration. The entire KMB/LWB fleet has been air-conditioned since 2012. A number of technological devices are incorporated on buses to improve safety and record operational data, including speed limiting devices, which limit the speed of buses to 70 km/h, tachographs ("KMBLOG") and the telematics system. At the end of 2015, all KMB and LWB buses were equipped with KMBLOG or the telematics system.

SUSTAINABILITY REPORT

As well as being subject to regular random checks by the Transport Department of the HKSAR Government, all buses undergo an ISO-certified maintenance regime, comprising daily, monthly, semi-annual “minor dock”, and annual roadworthiness and fitness inspections carried out at our depots.

COMFORTABLE COMPARTMENTS

We continue to improve the comfort inside the bus compartment of our fleets, incorporating the latest ergonomic designs for passenger seats and installing sophisticated automatically-controlled air-conditioning systems. The air quality in bus compartments benefits from the electrostatic air filtration function which

is embedded in the air-conditioning system of all air-conditioned bus models purchased after 2002, and which is able to remove up to 80% of fine particles. In addition, power-saving variable capacity air-conditioning compressors are installed on all KMB buses ordered after 2008 to provide more adaptive and refined thermal control in the most fuel-efficient manner in all weather conditions.

We adopt buses with the super-low floor design for easy boarding and alighting, as well as wide entrance and exit doors for better passenger access. The spacious layout of the well-illuminated bus saloon creates a pleasant ambience, offset by the high quality interior finish. The full air

suspension system combines with the ergonomic seats to keep vibration to a minimum and reduce passenger fatigue on longer journeys.

FACILITY ENHANCEMENT

In 2015, we upgraded with additional facilities the passenger waiting areas at a number of major hubs: the urban side of the Tai Lam Tunnel Bus-Bus Interchange, the Tate's Cairn Tunnel Bus-Bus Interchange, and bus shelters on Lung Cheung Road in Wong Tai Sin. ETA panels, which notify passengers of the arrival time of the next bus on LED display panels, were added. Other enhancements include prominent rooftop signs, large graphic information boards, benches, standing seats and



Passengers may enjoy comfortable and informative waiting environments

a free Wi-Fi service. By the end of the year, some 300 LED display panels had been installed across our network to notify passengers of the estimated arrival time of the next bus.

Our bus shelter improvement programme helps make the waiting environment more pleasant for passengers. In 2015, KMB added or extended 40 bus shelters, raising the total to 2,519.

KMB SMARTPHONE APP

Thanks to the Bus Estimated Time of Arrival (“ETA”) service, passengers are able to obtain bus arrival information on a total of around 400 regular KMB and LWB bus routes through the KMB/LWB smartphone app and the KMB website to facilitate their journey planning. The KMB/LWB free Smartphone app version 2, which comes in traditional Chinese, simplified Chinese and English versions, has been downloaded by more than four million times by iPhone, iPad, and Android users. Providing real-time bus information for the whole fleet, the new “Nearby ETA” feature gives users the estimated arrival time of buses on nearby routes. The app also gives users access to real-time special traffic information, enables them to make route searches on a map or by means of major landmarks, and suggests bus routes with the fewest en-route stops and the lowest fare to the user’s destination. The “Nearby Bus Stop” function uses global positioning technology to identify the location of the user and list all bus routes in a 200-metre radius together with the location of the corresponding bus stops. The App also features the “Alight Reminder” function, which emits an alert sound (or vibration) two bus stops before the selected destination is reached.

OCTOPUS BUS-BUS INTERCHANGE SCHEMES AND NETWORK ENHANCEMENT (“OCTOPUS BBI SCHEMES”)

The Octopus BBI Schemes offered by KMB and LWB provide fare discounts to passengers on the second leg of journeys and broaden our network converge. The schemes contribute towards a cleaner environment by improving bus usage and reducing traffic congestion on busy corridors. At the end of 2015, KMB operated 136 Octopus BBI Schemes covering 291 routes, and LWB operated 18 Octopus BBI Schemes covering 15 routes, including those serving Hong Kong Disneyland and AsiaWorld-Expo. We will continue to explore ways of further improving our Octopus BBI coverage, both on the KMB and LWB networks and through inter-modal schemes jointly operated with other public transport operators. The BBI interface on the KMB website has been enhanced to provide more detailed and comprehensive route-to-route BBI information to passengers.

During the year, network restructuring was applied in Kowloon. New routes were introduced to serve the Kai Tak and Choi Fook areas. Comprehensive BBI schemes were also introduced to enhance network connectivity. The facilities of several bus stops were upgraded to enhance passengers’ travel experience. Network efficiency was further improved by the launch of more express routes and increasing the utilisation of interchange hubs at, for example the Tuen Mun Road and Tsing Sha Interchanges.

Thanks to the ETA service, passengers are able to obtain bus arrival information on a total of around 400 regular KMB and LWB bus routes through the KMB/LWB smartphone app and the KMB website to facilitate their journey planning.