# Corporate Milestones 2006

# January

### TIH Launched New Website

A new website (www.tih.hk) was launched to provide a wide range of corporate and financial information about Transport International Holdings Limited ("TIH") and its subsidiaries (the "Group"). The website provides an excellent channel for all stakeholders to familiarise themselves with our new name and commitments. The name of Transport International Holdings reflects the diversity of the Group's business activities and the geographical spread of its operations.

# Renewal of KMB's Franchise

On 10 January 2006, KMB was granted a new franchise by the HKSAR Government to continue the provision of franchised public bus service for a period of nine years and eleven months commencing 1 August 2007. We have been providing franchised bus service since 1933 and are fully committed to serving the travelling public.

#### KMB Won Customer Service Excellence Awards

KMB won the Silver Award in the Counter Service category and Gold Award in the Individual category of the Customer Service Excellence Award 2005 organised by the Hong Kong Association for Customer Service Excellence. The award recognised KMB's advanced technology, which enables us to provide up-to-date and instant bus service information to customers at our various customer service counters.

### **February**

### "Digital Map Passenger Enquiry System"Introduced

To enhance customer service, KMB pioneered the launch of the "Digital Map Passenger Enquiry System" in multi-media kiosks at our customer service centres, providing a convenient way for passengers to find their way to their destinations and to view the surrounding environment and major landmarks on a three-dimensional map. KMB is the first public transport company in Hong Kong to introduce this electronic route search system for passengers.



### March

#### KMB Internationally Recognised for Community and Environmental Initiatives

KMB's promotion campaigns in community relations: "Equipping KMB Passenger Cabin for Providing More Congenial Services" and "Environmental Protection: Ride Green with KMB" won Silver Awards in the categories of Environmental Protection and Community Relations at the 7th China Golden Awards for Excellence in Public Relations held by the China International Public Relations Association.

### May

# Asia's First Euro IV e-friendly Buses Introduced

KMB took an industry lead by introducing the first two units of Asia's Euro IV environment-friendly double-deck buses to Hong Kong. With the most advanced technology in environmental protection, the Euro IV engine meets the latest and most rigorous emission standards in the world, contributing to a cleaner environment.



### June

# KMB Nominated for Protecting the Environment

KMB was honourably appointed the ECO-Action Champion of ECO-PAGES 2006 by the Hong Kong Sustainable Communications Association. This appointment reflected KMB's pledge to take a leading role in protecting the environment while also conveying the significance of protecting the environment and building a sustainable future.





## July

# Efforts in Waste Reduction Recognised

KMB was awarded the "Gold Wastewise Logo" by the Environmental Protection Department of the HKSAR Government, making it the first bus company in Hong Kong to receive the recognition for its efforts in environmental protection. Excellent results were recorded in resource-saving and waste-reduction in daily operations, especially in waste paper, disposable batteries and fluorescent tubes collection, reducing sludge generation and procurement of long-life fluorescent tubes.



## **August**

# Annual Report Won Local and International Awards

TIH's 2005 Annual Report was awarded an Honourable Mention in the 2006 HKMA Best Annual Reports Awards Competition and won five awards in the 2006 ARC International Awards Competition, namely Gold Award for Financial Data, Bronze Award for Overall Annual Report, Silver for Cover/Photo, Bronze for Interior Design and Honor for Photography under the transportation category. These awards recognised our commitment to transparency and good corporate governance, as well as our efforts towards ensuring an excellent level of disclosure across all aspects of our business.



# **September**

# Recognition from The Community Chest

KMB received the "Award of Distinction" from The Community Chest. Over the years KMB has actively supported various charitable activities organised by The Community Chest and contributed to society through various channels for the benefit of the people in Hong Kong.

### **October**

#### Installation of Wireless Mesh Nodes

A wireless network technology using Wireless Mesh Nodes was successfully installed to transmit data and bus information within our headquarters, Hung Hom Station bus terminus and Kwun Tong Ferry bus terminus. This technology represents a breakthrough at locations that have geographical constraints on using cable networks and also helps to avoid roadworks for installing underground cables, eliminating any negative impact on the environment and inconvenience to passengers at the bus termini.

### **November**

### Sustainable Performance Obtained International Recognition

TIH has been a component company of the Dow Jones Sustainability Index ("DJSI") since 2000. This year, TIH was again selected as a component company of the DJSI based on a sustainability assessment undertaken on a global basis. This assessment gauges the company's performance in terms of its economic, environmental and social impact.

#### "Manhattan Hill" Sales Campaign Launched

A sales campaign for our luxury "Manhattan Elite" and "Manhattan Deluxe" units at Manhattan Hill was launched and received an overwhelming response. Manhattan Hill, a prestigious property development owned by Lai Chi Kok Properties Investment Limited, a wholly-owned subsidiary of TIH, sets a new standard of elegant living for its residents.



# Customer Service Won Best Practice Award

KMB's customer service was awarded the "Best Practice Award: Customer Relationship Management" organised by Best Practice Management. This award was in recognition of KMB's dedication to quality service and our commitment to economic advancement.