

Safety First

We continue to invest heavily in improving the safety of our bus operations.



Safety Policy

KMB and LWB's Safety Policy is predicated on a commitment made by all staff members to provide a safe and healthy environment for all persons who may be affected by our work activities with the objective of minimising the risk of injury and ill health.

Safety is an absolute pre-requisite in everything we do and is an integral part of our business strategy. It is the duty of all staff members at all levels to ensure that all legal requirements and other requirements applicable to our work activities are complied with. We consult our workers and encourage their participation in our safety management system. We shall continue to maintain our safety risks at as low a level as reasonably practicable and strive for continual improvement in safety performance.

Bus Safety Management

A Special Committee was set up in February 2018 to come up with recommendations for enhancing bus safety. It was chaired by Dr. Norman Leung Nai Pang, Chairman of the TIH Board, with members including Deputy Chairman of the Board, Dr. John Chan Cho Chak, and Independent Non-Executive Director, Mr. Andy Tsang Wai Hung. Implementation of the recommendations has been ongoing to keep enhancing bus safety. The Special Committee visited Singapore to hold comprehensive exchanges on issues including bus safety, the use of innovative technology, management models, bus captain training and public education.

A Safety Director, who has extensive experience in bus operations, is leading the Safety Department to oversee bus and occupational safety. The Safety Department, comprising the Safety Section and the Accident Investigation & Prevention Section, is responsible for enhancing safety standards and performance together with the Departmental Safety Committees, the Maintenance Safety Committees and the Operations Safety Committees.

KMB and LWB adopt a safety management system in accordance with the international standards of Occupational Health and Safety Assessment Series (“OHSAS”) 18001. We are migrating to ISO45001:2018 (Occupational Health and Safety Management Systems) in order to promote further improvement of the safety performance of all aspects of our business, including bus maintenance and design upgrades.

Operational Management

The key benchmarks of our operational performance are mechanical reliability and operational capability. Mechanical reliability refers to the average number of kilometres a bus operates before it experiences one mechanical breakdown on the road with passengers on board. In 2018, the mechanical reliability of KMB’s

bus fleet was 65,928km: 1, while LWB’s bus fleet was 56,164km: 1. Operational capability refers to the ratio of actual to scheduled departures during the peak hours of 7:00 a.m. to 9:00 a.m. across the bus network. In 2018, KMB and LWB attained an operational capability of 97.96% and 100% against a target of 100% respectively.

Operational Excellence

KMB and LWB are ISO9001 certified for their Quality Management Systems. In 2018, both companies were accredited with the latest version of ISO9001, reflecting our commitment to achieving up-to-date operational and service standards.

Bus Safety Facilities and Maintenance

A number of technological devices have been incorporated on buses to improve safety and record operational data, including speed limiting devices and the telematics system. All KMB and LWB buses undergo an ISO-certified maintenance regime, comprising daily and monthly servicing, a semi-annual minor dock and an annual road-worthiness inspection, in addition to random checks from the Transport Department of the HKSAR Government.



The high maintenance standards keep the fleets in tip-top shape

Bus Safety Measures



Safety Belts

KMB and LWB have requested bus manufacturers to install 3-point safety belts on all seats as a standard feature for new buses ordered after March 2018. Currently, close to 200 new buses are fully equipped with seat belts on both decks. As for buses that are currently in service and running on long-haul or expressway routes, safety belts will be installed on all upper-deck seats in phases. The retrofitting programme is underway with the support of the Transport Department.

Electronic Stability Programme (“ESP”)

ESP is an important safety feature to reduce the risk of buses skidding or overturning when cornering or operating on slippery road surfaces. To safeguard road safety, all new Euro VI buses will be equipped with ESP and the first batch of such buses will be deployed in 2019.

Driver Feedback Device

If the speed of the bus exceeds 70km/hr, an alarm will sound and a warning light will be activated to alert the bus captain to speeding. The alarm system is being upgraded on a trial basis to function also when the road speed limit is 50km/hr.

Anti-drowsiness Device

An anti-drowsiness device is being trialled to monitor the drowsiness of bus captains when they are driving. The device detects the level of alertness of a driver through advanced facial recognition and gives early warning of any “microsleep”. If the trial results are satisfactory, such a system will be installed on buses.

Geo-fencing

Geo-fencing uses global positioning system (GPS) technology or radio frequency identification (RFID) to define geographical boundaries, allowing speed limits to be set for buses running through specific areas. Arrangements are being made to test geo-fencing on all KMB buses. After satisfactory testing, consideration will be given to implementing geo-fencing technology on the fleet. Bus routes with steep slopes or sharp bends will be given higher priority.

Surveillance Cameras and Data Protection

Surveillance cameras have been standard features on all new buses since 2015. At the end of 2018, surveillance cameras had been installed on 3,991 KMB buses and 262 LWB buses. The cameras protect the interests of bus captains in the event of Police investigations or legal proceedings.



Through coaching and guidance, KMB aims to ensure that bus captains' performance meets professional standards



An anti-drowsiness device is being trialled



The Bus Captain Training School offers professional training for all new and in-service bus captains

The Group is concerned about personal data protection and has established working instruction guidelines to prevent personal data from being disclosed inappropriately. Stickers are posted on all buses equipped with a CCTV system to inform bus passengers and bus captains of their presence and purpose. Recordings from CCTV cameras will be accessed by authorised persons only for the purposes of security and incident investigation. The recorded data is controlled by management and will only be accessed, copied or viewed following management approval in accordance with the governing procedures.

Public Safety Awareness Programme

KMB and LWB make use of different channels to boost public awareness of safety matters. A series of safety messages, broadcast on the Bus Stop Announcement System in Cantonese, English and Putonghua, remind passengers to hold the handrail at all times. In addition, this message is periodically conveyed via App1933 and on KMB's Facebook page. Also, KMB has cooperated with the Police to promote road safety in some primary school zones as well as within the community at large.

Bus Captain Training

In addition to providing comprehensive basic training to all new bus captains to equip them with a safe driving mind-set, bus manoeuvring skills and bus route knowledge, the Bus Captain Training School offers a series of training courses for in-service bus captains. These include route training, remedial training, bus type training, driving enhancement training as well as refresher training, so that bus captains may upgrade their driving skills and enhance their safety awareness. Practical defensive driving training and target-based remedial training, including awareness of speeding and passing through bus washing machines, have been introduced to address areas identified for improvement in 2018.

To meet customers' needs and expectations, our bus captain performance management system helps keep our bus captains at a high standard in terms of driving safety, driving manner and quality customer service. Through coaching and guidance, we aim to ensure that bus captains' performance continues to meet the expectations of the general public.

To support the Group's business growth and rising training needs, the number of Driving Instructors has been increased in order to enhance the service quality of our bus captains. The total training hours of KMB and LWB staff has increased by 270% compared with 2017.

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 regular meetings of the Working Committee for Safety, a series of safety control measures are being introduced. We are studying the feasibility of using parking sensors to facilitate bus reversing and ball joint/electrical rear-view mirrors to enable rear-view mirror adjustment. To further raise the safety awareness of our frontline staff, 21 safety forums were conducted in 2018 at different bus termini, at which Driving Instructors discussed accidents and incidents with bus captains and shared suggestions on safety measures with frontline staff. An occupational health talk on the prevention of musculoskeletal disorders and frozen shoulder was hosted by a registered occupational therapist.



Safety forums were conducted to share suggestions on safety measures with frontline staff



An occupational health talk was held to help prevent musculoskeletal disorders

Interview with Regular Commuter



Mr Gary Chan
KMB Passenger

As a frequent KMB passenger who travels by bus at least four times a week, I am pleased to see KMB making continuous efforts to improve its bus services. These improvements include introducing priority seats for the needy and adding protective pads on staircases. What I appreciate most is having the estimated bus arrival time on App1933 as well as on screens installed at bus termini and at en-route bus stops, as this helps me plan my commute. As a passenger, bus safety is my utmost concern, and I look forward to learning more about KMB's bus captain safety training initiatives and the control mechanisms being put in place to prevent dangerous driving and fatigue-related accidents.