

Sustainability Report

Care for Employees

We cherish our staff as our greatest asset.



Human Resources Policy

We take care of our employees by maintaining a safe, respectful and harmonious workplace. We adopt a set of comprehensive human resources policies promoting gender equality, offering protection against sexual harassment, 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 freedom of association, and prohibit child labour and forced labour in all aspects relating to our business.

As an equal employment 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 is 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 make use of their position to solicit or receive any advantage from the public.

Staff Benefits

To help attract and retain talented staff, competitive benefit 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 benefit package of full-time employees by:

- Shifting the monthly bonuses of Operations and Maintenance staff to their basic salary;
- Extending the eligibility to a one-month basic salary bonus to monthly-paid Operations and Maintenance staff, and to administrative staff at officer grade or below;
- Increasing the entitlement of monthly-paid Operations and Maintenance staff to 12 days of double overtime pay every year;
- Enhancing the salary scale of monthly-paid bus captains from 8 increment points to 20 increment points;
- Enhancing the dependent free-ride bus pass benefit;
- Providing an allowance for an annual medical check-up for full-time bus captains aged over 50 and re-employed bus captains; and
- Extending maternity leave from 10 weeks to 14 weeks.

As a result of these measures, the cumulative take-home pay of monthly-paid bus captains increased by around 16%.

We extend our care for employees to their families. We provide a scholarship programme for the children of staff with satisfactory academic performance to support their tertiary education. At 31 December 2018, 206 children of KMB and LWB staff members had received scholarships. We brought festive joy to our staff at traditional festivals. At Lunar New Year, we distributed Chinese New Year gifts to our staff, while, at Dragon Boat Festival and Mid-Autumn Festival, we distributed rice dumplings and mooncakes respectively.

Staff Communication

To strengthen bilateral communications, meetings of each of the five KMB and one LWB Joint Consultative Committees, which represent around 90% of KMB and LWB's total workforce, were held on a monthly and bi-monthly basis respectively between management and staff representatives to review issues including safety, operations, the work environment and staff welfare. At the meetings, employee representatives generally accounted for 90% of attendees to ensure that the views of staff were well reflected.

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 the 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.

Interview with Bus Captain



Ms Leung Lai Shan
KMB Bus Captain

Around two years ago, I was delighted to join the KMB family, where I was immediately welcomed into the warm and vibrant bus captain community. As one of the few female bus captains in the fleet, I enjoy the friendly attitude of both colleagues and passengers, and receive encouraging feedback from time to time. Upon graduating from the Bus Captain Training School, I was assigned an experienced mentor, who provided me with valuable tips and shared his bus driving experience. The mentor helped me adapt to the job and build up my network. The Company values our opinions and maintains regular communication through a number of channels including associations, committees and meetings. During the year, the Company worked to improve our working environment in a number of ways, including building or upgrading toilets and rest stations at a number of bus stops in response to our needs.

Senior Management Visits

Members of the senior management from KMB and LWB made visits to bus termini, depots and offices during the year. These visits provided a good opportunity for staff to share their views about operational matters and workplace-related issues with members of the management team. Town hall meetings were held to communicate with all staff and listen to their feedback in the reporting period.

Technical and Apprentice Training

The Technical Training School has been responsible for training our bus maintenance staff in the latest bus technologies since 1973. In 2018, 199 in-house training sessions were run for 1,145 skilled workers, while six training sessions were organised in collaboration with our manufacturers for 81 engineers, supervisors and foremen.



The quality of our frontline staff has been recognised by passengers and through award schemes



Board members attended the Long Service Award Presentation Ceremony to recognise the loyal service of staff

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 youngsters who are interested in bus maintenance. The total of graduates since the school's establishment is 2,429. At the end of 2018, 152 apprentices were enrolled in the School's programme. The quality of our apprentice training was once again recognised in 2018 when a KMB apprentice was First Runner-up in the Vocational Training Council's Best Apprentice in the Automobile Trade Competition. He was invited to visit a motor plant in Germany. Two KMB apprentices were invited to visit Japan and Korea under the International Exposure Programme for Apprentices organised by the Vocational Training Council and to study in electrical and mechanical related companies.

Recognition for Service Excellence

202 Star Bus Captains were recognised for their outstanding performance in safe driving and customer care. The Long Service Award Presentation Ceremony was held once again to recognise the loyal service of our staff. 98 KMB and LWB staff received the 35-year award and a gold medal, 90 employees received the 30-year award and a plaque and a pin, 599 employees received the 20-year award and a plaque and a pin, and 259 employees with 10 years' service received a certificate of appreciation.



KMB and LWB provide a pleasant working environment and a competitive remuneration benefit package to attract and retain talented staff

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Psychological Support

KMB and LWB have engaged the Christian Family Service Centre to provide a counselling hotline service to staff members who need assistance. To further enhance the psychological well-being of frontline staff, a professional consultancy team from The Chinese University of Hong Kong was engaged to review current provisions and make recommendations for further improvement. The Group is committed to enhancing key areas of its organisation culture, recruitment, performance management, operational support and psychological support.

Sports and Leisure Activities

To promote effective work-life balance, KMB and LWB staff members are encouraged to participate in sports and leisure activities as well as undertake voluntary work. As at the end of 2018, nine interest clubs were available, focusing on singing, photography, basketball, table tennis, badminton, football, running, chess and dragon

boat racing. The groups arranged different activities or competitions. Singing Club encourages employees who are keen on singing and instrumental performance to join a twice-monthly gathering. The band “K All Star” was formed by club members to represent KMB in external singing competitions, as well as performer at internal events. A staff concert organised with the Singing Club in 2018 drew a large audience of staff and their family members and friends.

TIH Retiree Association

The TIH Retiree Association was formed so that close contacts could be maintained with retired colleagues through various activities. In 2018, the Association held two dinners to celebrate the Mid-Autumn Festival, attended by around 500 retirees. To share festive joy with retirees, we distributed red packets, Chinese sausages, rice dumplings, and mooncakes during the traditional festivals.



KMB and LWB organised interest clubs, staff concerts and gatherings, and distributed festive gifts to all staff, including retirees

Workforce (as at 31 December 2018)

		KMB, LWB and SB
Total		13,189
By Gender	Female	1,049
	Male	12,140
By Age Group	Below 40 years old	2,967
	40-50 years old	3,936
	Over 50 years old	6,286
By Employment Category	Senior level	25
	Middle level	266
	Entry level	12,898
By Employment Type by Gender	Full Time Female	933
	Full Time Male	11,414
	Non Full Time Female	116
	Non Full Time Male	726

Training Hours (1 January – 31 December 2018)

		KMB, LWB and SB	Average
Total		377,978hrs	
By Gender	Female	27,301hrs	26
	Male	350,677hrs	29
By Employment Category	Senior level	77hrs	3
	Middle level	2,271hrs	9
	Entry level	375,630hrs	29

Note: Sun Bus Limited ("SB") is not included in the scope of the TIH 2018 Sustainability Report, but its data has been included in the table as it provides an overview of the Group's employee information.



KMB and LWB provide a scholarship programme for children of staff