



## Sustainability Report

### Safety First



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Safety is our number one priority and we continue to invest heavily in improving the safety of our bus operations.



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### Safety Policy

The KMB and LWB Safety Policy is predicated on a commitment made by all employees to provide a safe and healthy environment for everyone who may be affected by our work activities. It is our objective to minimise 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. Employees at all levels are required to comply with all legal requirements and other requirements applicable to our work activities. We consult our employees by engaging them 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.

### Safety Committees

Safety Committees are responsible for ensuring that information about Occupational Safety and Health risks, trends and policies are properly communicated up and down the chain of command. Meetings of the Working Committee for Safety

are held to discuss safety issues at the corporate level. Meetings of Departmental Safety Committees, Maintenance Safety Committees and Operations Safety Committees are held at the local level to discuss safety issues relating to departments and sections. Departmental Safety Committees may vary the frequency of their meetings in accordance with the scale of their local safety risks.

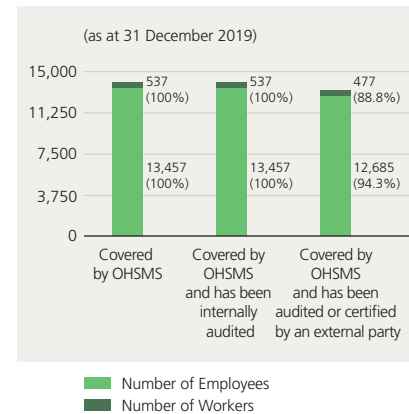
### Safety Management

KMB adopts ISO45001:2018 Occupational Health and Safety Management System to promote further improvement of safety performance in all aspects of our business, including bus maintenance and design upgrades.

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 2019, the mechanical reliability of KMB's bus fleet was 74,278km:1, while LWB's bus fleet was 80,068km: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 2019, KMB and LWB attained an operational capability of 96.67% and 100.61% respectively.

### The Number and the Percentage of Staff and Workers Covered by Our Occupational Health and Safety Management System (OHSMS)



### Operational Excellence

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

KMB and LWB offer professional operations and maintenance training to provide safe and quality bus services; we also boost public awareness of safety matters by education and promotion in schools and the community at large



## Sustainability Report

### Safety First

### Risk Assessment

Risk assessments are critically conducted by managerial staff together with the relevant workers before the commencement of work. Both the working environment and staff working behaviour are checked during safety inspections and safety audits to ensure compliance with not just the legal requirements but also

the in-house safety rules and the best practices of the industry. We adopted the Plan-Do-Check-Act cycle to ensure continual improvement.

### Bus Safety Facilities and Maintenance

A number of technological devices, including speed limiting devices and the telematics system, have been

incorporated on buses to improve safety and record operational data. 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, as well as random checks from the Transport Department of the HKSAR Government.

### Latest Bus Safety Measures





## Sustainability Report

### Safety First

### Drowsiness Monitoring System ("DMS")

The DMS is installed on around one-third of LWB buses to monitor the status of bus captains when they are driving. This device, which is mounted on the dashboard, uses image-processing technology and advanced facial recognition to detect the level of alertness of a driver. Early audio and vibratory warnings are activated when "fatigue" or "microsleep" is detected.

### Advanced Driver Assistance System ("ADAS")

The ADAS is installed on all LWB buses to monitor the road condition in front of a moving bus. The device is installed on the lower saloon windscreen and uses image-processing technology to detect the presence of different objects on the road and the corresponding distance. Early audio and vibratory warnings are activated when "unsafe" conditions are detected.

### 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 400 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, 3-point safety belts will be installed on all upper-deck seats in phases.

### Electronic Stability Programme ("ESP")

The ESP is an important safety feature, which reduces 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 the ESP. The first batch of these buses was deployed in 2019.

### Speed Limiting Retarder

In addition to the current speed limitation technology installed on the fleet, which limits the fuel supply to the engine when the speed limit is reached, the Speed Limiting Retarder automatically activates the brakes or retarder to prevent speeding when travelling downhill. The retarder, with which a hydraulic brake built into the gearbox, is installed on all new buses introduced after August 2019.

### Geo-fencing and Driver Feedback Device

With Global Positioning System (GPS) technology and the road speed restriction database provided by the Government, Geo-fencing and the Driver Feedback Device can identify the speed limit of each road section. When a bus runs on a road at a speed exceeding the speed limit of the road, an alarm will sound and a warning light will be turned on to alert the bus captain to reduce the speed.

### Smart Indicator System, "Give Way to Bus"

KMB and LWB have introduced the Smart Indicator System on 1,478 buses. When the bus captain turns on an indicator, the LED route display at the rear of the bus will display the message "Give Way to Bus" to remind drivers to be courteous.

### Parking Sensor

KMB and LWB have been installing parking sensors for trial. The system will alert the driver if the bus is nearing obstacles when reversing. In addition to the camera system, bus captains can monitor the real-time situation through the screen in the driving cab.

### Surveillance Cameras and Data Protection

Surveillance cameras, including forward-looking cameras, to monitor road and saloon condition, have been standard features on all new buses since 2015. At the end of 2019, surveillance cameras were installed on 4,069 KMB buses and 279 LWB buses. The cameras protect the interests of bus captains in the event of police investigations or legal proceedings.

Attaching great importance to personal data protection, the Group has established working instruction guidelines to prevent inappropriate disclosure of personal data. 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.

## ○ Sustainability Report

### Safety First



○ To promote driving and road safety, KMB and LWB conducted events for staff and the public

### Bus Captain Safety Training

The Bus Captain Training School provides comprehensive basic training to all new bus captains, including a safe driving mind-set, bus manoeuvring skills and bus route knowledge. The school also offers a series of training courses for in-service bus captains. These include route training, remedial training and bus type training as well as refresher training. Bus captains may upgrade their driving skills and enhance their safety awareness.

Practical defensive driving training and target-based remedial training, including prevention of speeding and awareness of passing through bus washing machines, have been introduced to address areas identified for improvement. A skills revision training course has been developed to help new bus captains with less than six months' service further enhance their driving skills and safety awareness.

In order to meet customers' needs and expectations, the "Bus Captain Performance Management

System" helps our bus captains maintain high standards in terms of driving safety, driving manner and quality customer service. Through coaching and guidance, we strive for continuous improvement in bus captains' performance to exceed the expectations of the general public.

For the Group's business growth and rising training needs, the number of Driving Instructors has been increased to enhance the service quality of our bus captains.



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



## Benchmark Our Performance

### Take an Extra Step Improve Public Safety Awareness

KMB and LWB attach great importance to enhancing bus safety performance and make use of different channels to boost public awareness of safety issues. A series of safety messages, broadcast on the Bus Stop Announcement System in Cantonese, English and Putonghua, reminds passengers to hold the handrail at all times. This message is also periodically conveyed via App1933 and on KMB's Facebook page. KMB has also cooperated with the Hong Kong Police Force to promote road safety in some primary school zones as well as the community at large. During the reporting period, we conducted 17 safety talks for 1,590 students and 480 elderly people. In line with its mission of always putting safety first, KMB held a Road Safety Carnival to promote road safety to the general public.



“ Having been a bus captain for more than seven years, I always remind myself to drive safely, stay alert to the road conditions, and exercise tolerance and patience. To transport passengers to their destinations safely is the most important thing for me. I attended a safety forum, which helped me deepen my understanding of defensive driving. I can see that the Company continues to enhance the public's awareness of road safety and improve bus safety, with safety messages broadcast on the Bus Stop Announcement System to remind passengers to hold the handrails during their bus journey. ”

#### Mr Sung Wun Hei

Bus Captain

“ As a KMB customer from an early age, KMB accompanied me on numerous occasions and I naturally have a special feeling for the Company. KMB provides steady and comfortable journeys. I notice that bus captains' service has greatly improved in terms of politeness and concern for customers' needs. KMB has put more effort and resources into promoting road safety in recent years. I'm impressed with the safety messages broadcast and "Warm Notice" stickers inside the bus compartment that inspire me to pay special attention to safety on board. I attended the Road Safety Carnival, where the booth games deepened my awareness of road safety. ”

#### Mr Tsoi Kcon Wah

Customer

