



載通國際
Transport International



Sustainability Report 2017 可持續發展報告

Transport International Holdings Limited
載通國際控股有限公司

Contents 目錄

- 2 About the Report 關於本報告
- 4 Materiality Assessment 重要性評估
- 6 Managing Director's Statement 董事總經理的話
- 10 Group Profile 集團簡介
- 14 Corporate Governance 企業管治
- 16 Care for Customers 關懷顧客
- 24 Care for the Environment 愛護環境
- 34 Care for Employees 關懷僱員
- 42 Engaging Stakeholders 與持份者緊密聯繫
- 54 Reporting Content Index Tables 報告內容索引表

About the Report

關於本報告

Reporting Approach

This is the first standalone Sustainability Report of Transport International Holdings Limited (“TIH” or “the Group”) in which we highlight our major sustainability initiatives and achievements. The TIH 2017 Sustainability Report mainly presents the environmental and corporate social responsibility performance and achievements of two of the Group’s wholly-owned subsidiaries, namely The Kowloon Motor Bus Company (1933) Limited (“KMB”) and Long Win Bus Company Limited (“LWB”), which provide franchised public bus operations in Hong Kong. To align with the reporting period of TIH’s Annual Report and maintain continuity with the previous standalone Sustainability Report published by KMB, this Report covers the period from 1 July 2016 to 31 December 2017. The next reporting cycle will revert to one year.

During 2017, TIH completed the sale and purchase agreement in relation to the disposal of its shares in RoadShow Holdings Limited, representing approximately 73.0% of the entire share capital of RoadShow. Overall, the Group has no leased facilities and no outsourced operation of significant importance that requires reporting. Data and statistics in this Report are presented as absolute figures and are normalised into comparable terms as far as possible. Unless otherwise stated, the data and statistics included in the main text for this Report refer in the main to the performance of KMB and LWB from 1 January to 31 December 2017. Please refer to the GRI Content Index Table at the end of this Report for the total sum of the data and statistics covering the full reporting period from 1 July 2016 to 31 December 2017. There is no specific limitation on the scope and boundary of this Report in respect of KMB and LWB’s operations.

The TIH 2017 Sustainability Report was prepared in accordance with the Core Option of the Global Reporting Initiative G4 Sustainability Reporting Guidelines (“GRI G4 Guidelines”) and the Environmental, Social and Governance Reporting Guide (“ESG Guide”) issued by the Hong Kong Exchanges and Clearing Limited (“HKEx”). In addition, we have taken into account the concerns

報告準則

載通國際控股有限公司（「載通國際」或「本集團」）發表首份可持續發展報告，以匯報我們在可持續發展的舉措和表現。《載通國際可持續發展報告2017》主要闡述本集團兩間全資附屬機構：九龍巴士（一九三三）有限公司（「九巴」）及龍運巴士有限公司（「龍運」）於香港專營的公共巴士業務，在環保及企業責任兩方面的表現與成效。為配合載通國際年報的報告期及確保與九巴過往的可持續發展報告連貫一致，本報告涵蓋的期限為2016年7月1日至2017年12月31日。從下個匯報周期開始，報告將以一年為期限。

在2017年，載通國際完成其持有路訊通控股有限公司的股份交易，有關股份約佔路訊通全部股本73.0%。本集團整體並無出租設施，亦無重要外判運作需要匯報。本報告所載的資料及統計數字均為絕對數值，並已在可行情況下統一為可比較數字。除非另行說明，本文的資料及統計數字涵蓋九巴和龍運在2017年1月1日至12月31日的表現。如欲查閱整個匯報期，即2016年7月1日至2017年12月31日的資料及統計數字，請參閱本報告的全球報告倡議組織內容索引表。本報告載述的九巴及龍運巴士營運服務並無特定的範圍和邊界限制。

《載通國際可持續發展報告2017》乃依據《全球報告倡議組織G4可持續發展報告指引》（《GRI G4指引》）的「核心選項」及香港交易及結算所有限公司（「港交所」）發表的《環境、社會及管治報告指引》（《ESG指引》）擬備。

of stakeholders as identified through engagement exercises such as the annual passenger liaison group meetings and interviews with representatives of different groups. The latest Annual Report of TIH contains more information about the Group including corporate governance and the financial performance of KMB and LWB.

If you have any comments on this report or would like additional copies, please contact:

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此外，我們已充分考慮透過不同途徑收集持份者的意見，包括每年舉辦乘客聯絡小組會議及與不同團體代表會面。有關九巴和龍運企業管治及財務表現的詳情，請參閱最新的《載通國際控股有限公司年報》。

如對本報告有任何評語或欲索取本報告，請聯絡：

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Materiality Assessment 重要性評估

Materiality assessment is a key step in determining the content of this Report. To ensure that this Report best responds to the interests of our stakeholders and focuses on the sustainability issues that are most relevant to our operations, this year, we engaged an external consultant to conduct a series of stakeholder engagement exercises and a materiality assessment, making reference to the principles and the requirements put forward by the GRI G4 Guidelines and the HKEx ESG Reporting Guide.

During the stakeholder engagement exercises, representatives from our key stakeholder groups relevant to the operations of KMB and LWB as public transport service providers were invited to identify the sustainability issues in which they were interested. These groups included internal stakeholders like employees, as well as external stakeholders like passengers, suppliers, non-governmental organisations and green groups. Their feedback was collected through survey questionnaires, face-to-face interviews and focus group meetings.

Based on the evaluation and associated feedback consolidated during the engagement exercises for analysis, while taking into consideration the sustainability issues reported in the KMB 2016 Sustainability Report, eight material aspects were prioritised for disclosure in the TIH 2017 Sustainability Report. The corresponding reporting boundaries of the material aspects were also determined.

重要性評估是落實本報告內容的重要一步。為確保本報告提供適切的資料，闡述持份者關注的事項，並著重於本集團業務最相關的可持續發展議題，我們今年特別外聘顧問展開一連串持份者參與活動，並依據《GRI G4指引》和港交所《ESG指引》的準則及要求進行重要性評估。

我們向九巴及龍運所營運的專營公共巴士服務相關的主要持份者群組，了解他們關注的可持續發展議題。這些群組包括內部持份者如僱員，以及外界持份者如乘客、供應商、非政府機構及環保團體。我們透過問卷調查、個人訪談和焦點小組會議蒐集他們的寶貴意見。

我們參照評核及分析由持份者收集所得的意見，同時綜合考慮《九巴可持續發展報告2016》，據此擬定《載通國際可持續發展報告2017》首要披露的八個重要議題，並相應地界定重要議題的報告範圍。

Report Boundary

報告範圍

Material Aspects



重要性議題

KMB & LWB's Operations

九巴及龍運的營運

KMB & LWB's Suppliers

九巴及龍運的供應商

Material Aspects 重要性議題	KMB & LWB's Operations 九巴及龍運的營運	KMB & LWB's Suppliers 九巴及龍運的供應商
 Environment 環境		
Energy Saving 節約能源	√	
Emissions 排放物	√	√
Effluents and Waste 污水及廢棄物	√	√
Overall Environmental Expenditure and Investment 整體環保表現	√	
 Employees 員工		
Employment 僱傭	√	
Training and Development 培訓及發展	√	
Occupational Health and Safety 職業健康與安全	√	√
 Community 社區		
Community Engagement 社區連繫	√	

Managing Director's Statement 董事總經理的話



Transport International Holdings Limited (“TIH” or the Group) connects people in Hong Kong with innovative, high quality and caring services, as well as an unwavering commitment to corporate sustainability. TIH wholly owns The Kowloon Motor Bus Company (1933) Limited (“KMB”) and Long Win Bus Company Limited (“LWB”), which together make more than 2.8 million passenger-trips each day, making the Group the largest franchised bus operator in Hong Kong.

As the “Heartbeat of the City”, KMB, the flagship of TIH, marked an important milestone in 2017 – the government grant of a new ten-year franchise – with the launch of a new generation of red buses. The new fleet with the “City Red” colour representing energy and vitality features upgraded bus compartments, with advanced facilities including free Wi-Fi and USB charging ports. By the end of 2017, the entire fleet comprises super-low floor buses, which provide easy access for the elderly and wheelchair users.

We remain firmly committed to providing a customer-oriented service. KMB launched a new fare concession scheme for students and our unprecedented collaboration with Hong Kong Tramways and AMS has extended our fare concession coverage to Hong Kong Island. LWB introduced a 20% discount scheme for Route “E” passengers transferring to Route “A” buses, as well as discounts for passengers travelling in groups. In 2018, KMB launched a monthly pass scheme to reduce the burden of transport costs on members of the public and provide a more convenient, flexible and comfortable commute, with more choices and point-to-point bus services.

Dedicated to innovation and environmental protection, KMB has introduced the first Euro VI diesel double-deck bus to Hong Kong, developed the first double-deck bus with solar power generation facilities, and installed solar power units at green bus stops to provide electricity supply for lights and mosquito repelling devices. 20 zero-emission electric patrol cars as well as a number of electric buses have been added to the KMB and LWB fleets to improve road-side air quality and promote a low-carbon lifestyle. We currently have around 2,600 buses at Euro V standard or above and will continue to invest in the latest emission-reduction technologies.

載通國際控股有限公司（下稱「集團」）以創新、優質及關顧的服務連繫香港，並推動可持續發展。集團全資擁有九龍巴士（一九三三）有限公司（下稱「九巴」）及龍運巴士有限公司（下稱「龍運」），組成全港最大的專營公共巴士團隊，每日接載乘客達280萬人次。

九巴是集團的旗艦企業，作為城市脈搏，九巴於2017年獲政府批准十年新專營權。為進入重要新里程，九巴推出新一代，充滿能量和活力紅色巴士，優化車廂設施，提供免費無線上網服務及USB充電插座。在2017年年底，全線車隊已配備低地台設施，方便長者及輪椅使用者。

以客為本一直是我們的服務宗旨。九巴推出多項車費優惠，涵蓋全日制學生，並與香港電車及進智公交合作，範圍延伸至港島區。龍運推出高達八折的「E」線轉乘「A」線優惠計劃，及團體票優惠。在2018年，九巴推出「九巴月票」以減輕市民的交通費用負擔，為乘客提供多一個選擇，盡享點對點，更方便、靈活、舒適的巴士服務。

集團致力創新和保護環境。九巴引進全港首部歐盟六型柴油雙層巴士，自行研發首部配備太陽能系統的雙層巴士，及於綠色巴士站加裝太陽能裝置為照明系統及滅蚊裝置提供電力。九巴及龍運引入20部電動巡邏車及多輛電池驅動巴士，以改善路邊空氣質素及推廣低碳生活。現時，九巴及龍運擁有約2,600部歐盟五型或以上的巴士；未來，我們仍持續投資於最新低排放技術。

Our care for employees is shown by an improved working environment and the promotion of work-life balance through the organisation of interest groups, recreational activities and benefits. In 2017, we continued to install new air-conditioned staff resting kiosks equipped with drinking water facilities at bus termini, as well as 400 anti-mosquito lamps. Our scholarship programme for employees' children in tertiary education has benefited a total of 154 students since it was launched in 2015. In addition to handling all business contracts and legal matters, our Legal Department provides support for employees in relation to certain incidents that occur while they are on duty.

We listen to our passengers' needs and engage them by means of different channels. We utilise popular social media platforms to communicate with the public directly, such as Facebook and Instagram, which together have around 120,000 followers as well as App1933. KMB and LWB have organised annual passenger liaison group meetings and participated in local community events, meetings and visits to stay in touch with stakeholders. Pop-up stores were opened in various shopping malls to connect with the community directly. To strengthen communication with the media, we organised media sessions to keep the media updated on our innovative services and latest bus information.

As a means of making a meaningful contribution to our society, we have launched the "Donation of Used and Retired Bus Programme" to support the educational needs of schools and non-profit organisations. In 2017, three schools were on our beneficiary list. Our volunteer club, FRIENDS OF KMB, which comprises more than 5,000 volunteers, continues to serve the community and was awarded 2nd Runner-up in the Highest Service Hour Award (Private Organisations – Best Customer Participation) from the Social Welfare Department in the reporting period. We are pleased that a number of awards were given to the Group over the year in recognition of our contributions to the well-being of the community.

為推動生活工作平衡，我們致力改善員工工作環境，組織興趣及康體活動，優化員工福利。年內，我們繼續在巴士總站安裝全新空調車長休息室，兼備有飲用水設施，及安裝400個滅蚊裝置。我們設立獎學金以支援員工子女接受高等教育，自2015年起已有154名九巴及龍運員工子女受惠。公司的法律部除處理與業務相關的合約及文件外，更為員工於工作時遇到一些事件提供法律支援。

我們用心聆聽乘客需要，以不同渠道與乘客保持接觸，善用多媒體社交平台，與公眾直接溝通，如App1933，而九巴Facebook專頁及Instagram帳戶，至今累積超過12萬個帳戶關注。九巴及龍運每年在不同地點舉辦多個乘客聯絡小組會議，又於多個商場舉辦限定店；媒體方面，我們持續舉行多次傳媒活動，發布最新巴士動態及服務訊息，與持份者保持有效溝通。

我們貢獻社會，推出「舊巴士及退役巴士捐贈計劃」予學校及非牟利團體，支持教育。在2017年，已有3間學校受惠。我們的義工組織「九巴之友」擁有逾5,000名熱心成員，服務社會，成績有目共睹，早前更榮獲社會福利署頒發「最高服務時數獎（私人團體 – 最積極動員客戶參與獎）」季軍。一直以來，業界及社福界向集團頒發多個獎項，以肯定我們對社會的關懷和貢獻。

Though we currently face a number of challenges, including the continuing expansion of the railway network and growing operational costs, TIH will strive to provide ever more professional and innovative services, continuing to invest in green technology, improving the working environment and connecting with the community. I hope you enjoy reading this report and learning about our investments in and strategies for sustainable growth.

Roger LEE Chak Cheong

Managing Director

Transport International Holdings Limited

縱然我們一直面對鐵路持續擴展和營運成本上漲的挑戰，集團仍會繼續秉持專業及創新服務、加強環保技術、改善工作環境及聯繫社區。我希望各位細閱本報告，並從中了解我們對可持續發展的策略和承擔。

李澤昌

董事總經理

載通國際控股有限公司

Group Profile 集團簡介

Transport International

Transport International Holdings Limited (SEHK: 62) is a leader in the public transport industry in Hong Kong and China Mainland. TIH is the holding company of The Kowloon Motor Bus Company (1933) Limited, Long Win Bus Company Limited and a number of non-franchised transport providers. It also has business interests in property holdings and development in Hong Kong. TIH aspires to set the highest standards in the public transport industry by providing innovative, high quality services that take our customers safely and comfortably to their destination.

Based in Hong Kong, The Kowloon Motor Bus Company (1933) Limited and Long Win Bus Company Limited, both wholly-owned subsidiaries of Transport International Holdings Limited, have been serving the public since 1933 and 1997 respectively. KMB, the flagship company of the Group, was granted a new 10-year franchise for public bus operations commencing on 1 July 2017, and KMB and LWB extended its service network. To strengthen stakeholder relationships, both companies organised a number of public events and introduced a series of staff welfare initiatives.

載通國際

載通國際控股有限公司（香港聯合交易所編號：62）是香港及中國內地的公共運輸業界領導者。載通國際擁有九龍巴士（一九三三）有限公司、龍運巴士有限公司和多間非專營運輸服務營運商的控股公司，並在香港的物業及地產發展業務中擁有權益。載通國際矢志透過提供創新、高質素服務，為顧客帶來安全可靠、舒適便利的運輸服務，從而為公共運輸業奠定最高標準。

九龍巴士（一九三三）有限公司及龍運巴士有限公司以香港為基地，兩者均是載通國際控股有限公司的全資附屬公司，分別始於1933年和1997年。本集團的旗艦企業九巴獲批由2017年7月1日起，為期十年的公共巴士服務新專營權；九巴及龍運進一步擴展服務網絡。為加強與持份者的連繫，兩間公司年內安排了連串公開活動，並推出多項員工福利計劃。



Vision

Our vision to be a global leader in our field is based on a thorough understanding of the needs of the people we serve, the introduction of innovative technological and environmental solutions, and the attainment of new standards for safety, service and efficiency.

Mission

Our mission to enhance stakeholder value while contributing to the social and economic development of Greater China can be summarised as follows:

Distinctive customer service
Reliable performance
Innovation
Value for money
Environmental responsibility
Sustainable business practice

Through engagement with our stakeholders, we aim to meet or exceed their expectations through the provision of high quality services and solutions.

Values

Our corporate values are centred on the delivery of service standards that meet or exceed customer needs, a consistent record of operational profitability, and support for the communities we serve.

目標

我們銳意領先全球公共運輸行業，為實現此目標，集團用心了解服務對象的需要、引進創新技術及支持環保，以達致安全表現、服務質素和營運效率的新標準。

方針

我們的方針是提升對持份者的價值，同時為大中華區社會及經濟的發展作出貢獻。這個方針概述如下：

卓越服務
可靠表現
不斷創新
創優增值
保護環境
運行不息

我們透過對持份者的承諾，致力提供優質服務及解決方案，從而滿足甚至超越他們的期望。

價值觀

我們的企業價值觀乃建基於履行切合甚至超越顧客需要的服務標準、爭取穩定的盈利，以及支持我們業務所在地的社區。



Operational Overview

KMB, with a fleet of around 4,000 buses operating on a network of 397 bus routes, is the largest franchised bus operator in Hong Kong. A workforce of around 12,000 people delivers safe, reliable, and value-added customer services. With a workforce of about 660 people, LWB currently operates 245 buses, providing transport services on 30 routes connecting Hong Kong International Airport and North Lantau with the New Territories.

Certification

KMB and LWB have obtained ISO9001 certification on a corporate-wide basis for their quality management systems. KMB was also the first franchised bus company in Hong Kong to receive Occupational Health and Safety Management Systems (“OHSAS”) 18001 certification from the Hong Kong Quality Assurance Agency.

Major Recognition and Awards

We aim to deliver excellent public transport services in a sustainable manner and are pleased to receive acknowledgement for doing so. TIH or KMB received the following awards in the reporting period:

Brand

- ◎ The HKMA Quality Award – 25th Anniversary Memento from the Hong Kong Management Association in 2016
- ◎ The Hong Kong Top Brand Mark (Top Mark) from the Hong Kong Brand Development Council and the Chinese Manufacturers’ Association of Hong Kong in 2016
- ◎ Manpower Developer from the Employees Retraining Board in 2017
- ◎ Gold for Written Text for the TIH 2015 Annual Report in the Transportation and Leasing category of the 2016 ARC Awards

營運概況

九巴擁有一支約4,000部巴士的車隊，專營397條公共巴士路線，是香港最大的專營巴士營運公司。我們有約12,000名員工，提供安全、可靠及增值的巴士服務。龍運共有660多名員工，擁有245部巴士，專營30條往來香港國際機場、北大嶼山及新界的公共巴士路線。

認證

九巴及龍運均已通過ISO9001企業品質管理體系認證，九巴亦是本港第一間榮獲香港品質保證局頒發 OHSAS18001職業健康和安全管理體系證書的專營巴士公司。

主要獎項及殊榮

我們致力以可持續發展的方針提供優質公共巴士服務，並為所得的認同深感欣慰。載通或九巴於報告期內榮獲以下獎項：

品牌

- ◎ 香港管理專業協會頒發的優質管理獎 – 25週年紀念獎座
- ◎ 香港品牌發展局與香港中華廠商聯合會頒發的「香港名牌標識 (TOP嘜)」
- ◎ 僱員再培訓局頒發的2017年度「人才企業」
- ◎ 《載通國際控股有限公司2015年年報》奪得2016年ARC國際年報大獎運輸及運輸租賃組別「文稿」金獎



TIH and KMB have received various awards to recognise their achievements
載通及九巴榮獲多個獎項以肯定其成就

- ◎ Gold for Written Text, Silver for Financial Data, Silver for Traditional Annual Report, Bronze for Photography and Bronze for Cover/ Design for the TIH 2016 Annual Report in the Transportation and Leasing category of the 2017 ARC Awards
- ◎ Gold in Reader's Digest 2017 Trusted Brands Awards in the Public Transport category
- ◎ The Most Popular Mobile Applications Award in the HK50+ Awards from the Christian Family Service Centre in 2016
- ◎ The Most Popular Transportation Award in the HK50+ Awards from the Christian Family Service Centre in 2016 and 2017
- ◎ "App1933" ranked Number 1 in App Store of iPhone Applications (free download category) in Hong Kong in 2017
- ◎ 《載通國際控股有限公司2016年年報》奪得2017年ARC國際年報大獎運輸及運輸租賃組別「文稿」金獎、「財務報告」銀獎、「傳統年報形式」銀獎、「照片」銅獎及「版面設計」銅獎
- ◎ 《讀者文摘》頒發的「信譽品牌」2017公共交通服務組別金獎
- ◎ 基督教家庭服務中心頒發的2016年「HK50+我最喜愛品牌」之最受歡迎手機應用程式
- ◎ 基督教家庭服務中心頒發的2016年及2017年「HK50+我最喜愛品牌」之最受歡迎公共交通工具
- ◎ 「App1933」獲選為2017年度香港iPhone最受歡迎免費下載手機應用程式第一位

Corporate Social Responsibility

- ◎ Bronze Award in the Transport and Logistics category in the Hong Kong Awards for Environmental Excellence from the Environmental Campaign Committee in 2016
- ◎ Hong Kong Green Organisation Certificate from the Environmental Campaign Committee in 2016
- ◎ 15 Years Plus Caring Company Logo from The Hong Kong Council of Social Service in 2017
- ◎ Award of 10,000 Hours for Volunteer Service from the Social Welfare Department in 2016
- ◎ Second Runner-up in the Highest Service Hour Award (Private Organisations – Best Customer Participation) from the Social Welfare Department in 2016
- ◎ Merit in the Highest Service Hour Award (Private Organisations – Best Staff Participation) from the Social Welfare Department in 2016
- ◎ Barrier-Free Facilities Caring Award from the People of Fortitude International Mutual-aid Association for the Disabled in 2017
- ◎ Award of Distinction from The Community Chest of Hong Kong in 2017

企業社會責任

- ◎ 環境運動委員會頒發的2016香港環境卓越大獎交通及物流業組別銅獎
- ◎ 環境運動委員會頒發的2016年「香港綠色機構」
- ◎ 香港社會服務聯會頒發的2017年「商界展關懷 15 Year+標誌」
- ◎ 社會福利署頒發的2016年「10,000小時義工服務獎」
- ◎ 社會福利署頒發的2016年「最高服務時數獎(私人團體 – 最積極動員客戶參與)」季軍
- ◎ 社會福利署頒發的2016年「最高服務時數獎(私人團體 – 最積極動員員工參與)」優異獎
- ◎ 堅毅忍者•障殘人士國際互助協會頒發的2017「無障礙設施關懷獎」
- ◎ 香港公益金2017年度「公益優異獎」



TIH and KMB have received various awards to recognise their achievements
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Corporate Governance

企業管治

With a commitment to conducting our businesses in line with the best corporate governance practices, we aim to achieve sustainable business development by taking into account the interests of all our stakeholders while ensuring compliance with legal and regulatory requirements. Our stakeholders include passengers, employees, suppliers, contractors, Legislative Councillors, District Councillors, transport advisory bodies, interest groups and the government. We have established a number of engagement programmes to obtain their views on our operations and services. Our dialogue with stakeholders is conducted through a number of channels, including the live chat enquiry channel on the KMB website and App1933, the KMB Facebook page, the KMB Instagram account, corporate publications such as *KMB Today*, face-to-face meetings and media networking.

Management Strategy

Our Code of Conduct, which is available on the staff website, provides guidance on the personal conduct of Directors and employees, relations with suppliers and contractors, responsibility towards shareholders, relations with customers, employment practices and responsibilities to the community. It stresses the importance of ethical values in business activities, as well as providing guidelines on the handling and dissemination of price-sensitive information. We adhere to the Equal Employment Opportunity Policy, which prohibits any employment discrimination on the basis of sex, marital status, pregnancy, disability, family status or race. KMB and LWB are public bodies included in the Schedule of the Prevention of Bribery Ordinance. Staff members should not make use of their position to solicit or receive any advantage from the public. We have in place a whistle-blowing policy, which is available on the staff website and applies to all levels of staff in addition to business partners, suppliers and any third party that may have dealings with us. The Board's Audit and Risk Management Committee has overall responsibility for this policy.

Our comprehensive Corporate Governance Framework ensures that the best corporate governance practices are adopted in the interests of stakeholders. Our risk management policies and procedures are based on an internationally recognised framework that helps identify and assess various financial and operational risks that may prevent us from achieving our corporate goals. Besides formulating and implementing appropriate responses and controls to minimise exposure to risk, we have formulated a Business Continuity Plan which enables management to safeguard stakeholder value in the event of a crisis by responding promptly and resuming KMB and LWB's critical business functions at a pre-defined level.

我們堅持以最佳的企業管治守則營運業務，考慮各方持份者的利益和確保全面符合法律及法規，全力推進業務可持續發展。我們的持份者包括乘客、員工、供應商、承辦商、立法會議員、區議會議員、交通諮詢組織、關注團體及政府。我們設立了多項持份者參與計劃，鼓勵各方對九巴及龍運的營運和服務提出意見。此外，我們透過不同渠道與持份者保持聯繫，包括九巴網站的即時對話平台、九巴及龍運手機應用程式App1933、九巴Facebook專頁、九巴Instagram帳戶、企業刊物《今日九巴》、會面訪談和傳媒聯絡等。

管理策略

載通國際的《紀律守則》作為員工的規範，已上載到員工網站，為董事及員工提供關於個人操守、與供應商和承辦商的關係、對股東承擔的責任、顧客關係、僱傭守則及社會責任的清晰指引，強調員工在履行職務時恪守道德規範的重要性，同時提供處理和發布價格敏感資料的指引。此外，我們嚴格奉行平等就業機會政策，禁止與性別、婚姻狀況、懷孕、殘疾、家庭狀況或種族相關的就業歧視。九巴及龍運是《防止賄賂條例》附表內的公共事業機構，任何員工均不應利用自己的職權索取或接受公眾利益。我們設有舉報政策並已上載於員工網站，本項政策適用於集團各職級及各部門的僱員和業務夥伴、供應商及與集團有業務往來的任何第三方。舉報政策由董事會轄下的審核及風險管理委員會全盤負責。

我們的「企業管治架構」穩健完善，以持份者權益為依歸，確保實施最佳的企業管治。我們根據國際認可的框架，建立多項風險管理的政策與程序，幫助我們識別和評估可能影響實現企業目標的財務及營運風險。除了制訂和實施適當的應對及管控措施，以降低出現風險的機會，我們更擬訂了一套「營運持續計劃」，協助管理層在危機中可以迅速回應，確保九巴及龍運的關鍵業務可盡快回復至預設水平，以保障持份者的利益。

All KMB and LWB's suppliers, contractors and consultants are treated equally in the expectation that they will comply with all applicable legal and regulatory requirements and conduct their operations in a socially and environmentally responsible manner. They are required to declare their compliance with KMB and LWB's guidelines on code of conduct relating to environmental care, health and safety. No use of forced labour in any form or child labour (persons under the local minimum age or under the age of 16) is permitted. KMB and LWB encourage employees, business partners and suppliers, as well as any third party who might have concerns about any suspected misconduct or malpractice to raise their concerns with us so that we can respond in a timely and appropriate manner.

九巴及龍運對所有供應商、承辦商及顧問一視同仁，在要求他們嚴格遵守所有法例和規定的同時，亦確保他們能以對社會及環保負責任的方式營運業務。他們必須承諾遵守九巴和龍運的環境保護、健康及安全守則。我們嚴禁以任何形式，僱用強迫勞工或童工（即年齡低於本地最低年齡限制或未滿16歲的人士）。九巴及龍運鼓勵僱員、業務夥伴、供應商和任何第三方挺身而出，向我們舉報任何疑似不當或舞弊行為，以便我們即時採取適當措施以作回應。

Governance Structure

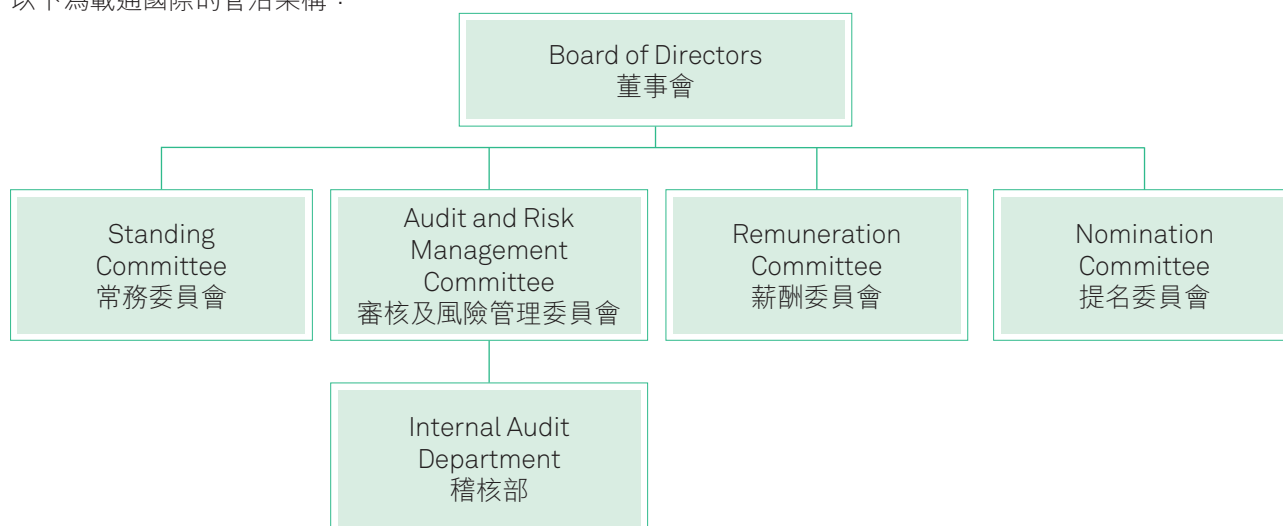
Transport International Holdings Limited, including KMB and LWB, has an organisational structure with clear lines of authority and responsibility, which are clearly defined in writing and documented in organisational charts and job manuals for individual operating and business units. Management is responsible for adopting and maintaining internal controls, formulating operational plans, preparing financial budgets and prioritising resource allocation. Robust internal control measures, including management reporting systems and internal audit control procedures, help ensure the effective implementation and monitoring of our daily operations.

管治架構

載通國際控股有限公司，包括九巴及龍運在內，設有權責分明的企業管治架構，並訂立組織架構圖和工作指引，清晰界定每個營運單位的權限與責任。管理層負責實施和維持內部監控、編制營運計劃及財務預算，並且釐定資源調配的優先次序。我們有穩健的內部管控措施，包括管理匯報制度、內部審核及監控程序，以確保有效實施和監察日常運作。

The governance structure of TIH is as follows:

以下為載通國際的管治架構：



For details of the Board Committees, please refer to the Annual Report of TIH. 有關上述各董事委員會的詳情，請參閱《載通國際控股有限公司年報》。

Care for Customers 關懷顧客

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

安全、有效率、物超所值及舒適，是我們的客戶服務宗旨。



Safety First

KMB and LWB's Safety Policy is based on a commitment to providing a safe and healthy environment for everyone who uses our services or may be affected by our bus operations. We adopt 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 promotes continual improvement of the safety performance of all aspects of our business, including bus maintenance and design upgrades.

Public Safety Awareness Promotion

A number of technological devices are 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.

安全第一

九巴及龍運的《安全政策》體現了我們履行承諾，為所有使用我們的服務或可能受業務運作影響的人士提供一個安全和健康的環境。我們採用了符合職業健康與安全評估系列（「OHSAS」）18001國際標準的安全管理體系，不斷提升安全表現。該管理體系涵蓋我們所有的業務範疇，包括巴士維修及設計提升等。

推廣公眾安全意識

我們的巴士安裝了多種科技設備，以加強巴士的安全性能及記錄操作數據，包括車速限制裝置及無線遠程訊息系統。除了香港特別行政區政府運輸署的抽查外，所有巴士經由ISO認證的計劃保養，包括日檢、月驗、每半年的小型維修，以及每年進行的巴士性能檢查。



The high standards of maintenance keep the fleets in tip-top shape
九巴透過高水平的維修服務，保持車隊最佳狀態



Frontline staff work as a professional team to serve the public
前線員工組成一支專業團隊為市民服務

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 KMB's Facebook page.

Operational Management

We are committed to providing our customers with safe and efficient bus services of the highest order. 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 2017, the mechanical reliability of KMB's fleet was 61,033 km: 1 against a target of 45,000 km: 1, while LWB's fleet was 59,232 km: 1 against a target of 50,000 km. 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 2017, KMB and LWB attained an operational capability of 98.86% and 99.10% against a target of 100% respectively.

九巴及龍運利用不同渠道推廣公眾安全意識，透過車廂內的電子報站系統（「BSAS」），分別以廣東話、英語及普通話，廣播一系列安全訊息，提醒乘客在車廂內要時刻緊握扶手。此外，我們亦定期透過App1933及九巴Facebook專頁，向公眾推廣這些安全訊息。

營運管理

我們致力為乘客提供安全及高效的優質巴士服務。我們的營運表現，主要以機械可靠性及車隊運作能力為指標。機械可靠性是指每部巴士在載客途中發生機件故障之前可行駛的平均公里數。在2017年，相對於45,000公里：1的預定目標，九巴車隊的機械可靠性達61,033公里：1；龍運車隊的機械可靠性達59,232公里：1，以50,000公里：1為預定目標。而車隊運作能力指標則是指於早上七時至九時的繁忙時段內，整體車隊的實際開出班次與預定班次的比例。相對100%的預定目標比較，在2017年，九巴及龍運的運作能力分別達至98.86%及99.10%。

Operational Excellence

KMB and LWB are ISO9001 certified for their Quality Management Systems, and KMB is also ISO14001 certified for its Environmental Management Systems. KMB was also the first listed public transport organisation in Hong Kong to receive Green Mark Certification from the Q-Mark Council of the Federation of Hong Kong Industries. KMB's four major depots and LWB's depot are subject to quarterly surveillance audits to ensure compliance with stringent environmental management standards.

Training and Quality Assurance

To ensure the delivery of excellence in quality services, KMB and LWB continuously monitor their operations and services. The Training and Quality Assurance Department has assumed the role of consolidating and enhancing staff development programmes and ensuring the delivery of safe and high quality services.

Data Protection

The Group is concerned about personal data protection and has established working instruction guidelines to prevent personal data from being disclosed inappropriately. 2,414 KMB and LWB buses are equipped with a CCTV system to enhance the service provided and ensure passenger safety. Stickers are posted on all such buses to inform bus passengers and bus captains. Recordings from CCTV cameras will be accessed by authorised persons 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.

卓越營運

九巴及龍運已獲取ISO9001「品質管理體系」認證，而九巴更獲得ISO14001「環境管理體系」認證。九巴亦是香港首間獲香港工業總會轄下香港優質標誌局頒發的「香港Q嘜環保管理計劃」證書的公共運輸機構。九巴四間主要車廠和龍運車廠每季進行審核，確保符合嚴格的環境管理標準。

培訓及質素保證

為確保提供卓越服務，九巴及龍運持續監察旗下所有運作及服務。培訓及服務質素管理部負責加強及促進員工發展計劃，並確保提供安全及優質服務。

資料保護

集團非常重視保障乘客的個人資料，並已制訂相關的工作指引防止不當披露個人資料。為優化服務和保障乘客安全，九巴及龍運車隊共有2,414部巴士裝設閉路電視系統，車上亦貼上告示通知乘客及車長。認可人士會因應保安及意外調查工作，查看閉路電視系統的攝錄影帶。所有攝錄資料均由管理層負責管控，如需存取、複製或觀看，必須依照相關的管治程序申請批准。



Bus captains are committed to providing a customer-oriented service
車長秉承以客為本的服務宗旨



Buses have upgraded passenger facilities, including a free Wi-Fi service
巴士提升多項車廂設施，包括免費無線上網服務



KMB has introduced brand new red buses with innovative facilities
九巴推出全新配備先進設施的「紅巴」

New Bus Fleet and Facilities

KMB's new red bus fleet, launched in 2017, symbolises the vitality of Hong Kong, with an image of Hong Kong's skyscrapers depicted on the bus roof matched by the slogan "Heartbeat of the City". LWB's new logo, in the company's traditional vivid orange, shares a design concept with its sister company KMB, with an eye on forging a clearer connection between the two companies.

KMB and LWB's latest double-deck buses have upgraded passenger facilities, including a free Wi-Fi service and USB charging points on both upper and lower decks, 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/exit for wheelchair users, colour contrasted handrails and easy-reach bell-pushes. In addition, the provision of continuous railing and hand poles on the lower deck ensures a smooth passenger flow in the space between the entrance and exit doors. All seats on the upper deck of LWB's Airbuses are equipped with an armrest to provide a more comfortable bus journey. At the end of 2017, 2,390 buses at Euro V standard or above were licensed in the KMB fleet, while 196 buses at Euro V standard or above were licensed in the LWB fleet. The majority of these buses are deployed on routes passing through low-emission zones to help improve the air quality in busy districts.

全新巴士車隊及設施

九巴車隊於2017年推出全新的紅色巴士，象徵香港的活力。巴士車頂以線條勾勒香港高廈林立的市景，配以「城市脈搏」標語，動感盎然。龍運亦起用新標誌，沿用公司一貫的鮮橙色調，設計概念與姊妹公司九巴的標誌互相呼應。

九巴及龍運最新的雙層巴士提升了多項乘客設施，包括提供免費無線上網服務、於上下層車廂設置USB充電插座、配備方便上落上層車廂的直樓梯、更寬闊的2+2座位、為有需要人士而設的關愛座、車門附近的輪椅人士專用空間、顏色鮮明的扶手及方便的停車電鐘掣等。此外，巴士下層亦設有連續式扶手及扶手柱，以確保乘客出入暢順。在龍運機場巴士上層，所有座椅均設有手柄，為乘客提供更舒適的旅程。在2017年年底，九巴車隊擁有2,390部歐盟五型或以上的巴士獲發牌照。而龍運車隊擁有196部歐盟五型或以上的巴士獲發牌照。上述巴士主要安排行駛低排放區的路線，以改善繁忙地區的空氣質素。

Upgraded Compartments

We continue to improve the comfort inside the bus compartment, incorporating passenger seats with a classic tone and installing sophisticated automatically-controlled air-conditioning systems. The air quality in bus compartments benefits from the electrostatic air filtration function installed on all air-conditioned bus models purchased after 2002, which is able to remove up to 80% of fine particles. At the end of 2017, electrostatic filters had been installed on 3,224 KMB and 241 LWB buses. In addition, all KMB and LWB buses ordered after 2008 are equipped with power-saving variable capacity air-conditioning compressors which provide more adaptive and refined thermal control in the most fuel-efficient manner in all weather conditions.

The entire KMB and LWB fleet has been deploying super-low floor buses since August 2017 for easy boarding and alighting, as well as wide entrance and exit doors for better passenger access, which means that all KMB and LWB buses are accessible to the elderly and wheelchair users. In addition, since March 2017, KMB has been retrofitting some of its buses to accommodate two wheelchair passengers and will carry out more retrofitting work in 2018.

優化車廂環境

我們繼續改善車廂內的環境，包括引入最新且配合經典色調的座椅，並安裝精密的自動化空調系統。所有自2002年起購置的空調巴士型號，均安裝靜電空氣淨化器，可去除高達80%的微細粒子，令車廂的空氣質素得以改善。截止2017年年底，九巴和龍運分別為3,224部及241部巴士安裝空氣淨化器。此外，所有於2008年後購置的九巴及龍運巴士均配備節能可變式空調壓縮機。在不同的天氣情況下，都可以最節能的方式，提供合適和細緻的溫度調控。

自2017年8月起，所有九巴及龍運巴士已全面採用超低地台設計，方便乘客上落，並設有寬敞車門，讓長者和輪椅使用者都可以乘坐任何九巴及龍運巴士。此外，九巴更於2017年3月開始改裝部份巴士車廂，提供雙輪椅位給使用者，而在2018年將有更多巴士進行改裝。

Interview with Passenger 乘客訪問



CHANG Mei Ying
鄭美英

KMB and LWB Passenger
九巴及龍運乘客

I have been a KMB customer for over 30 years. As a frequent bus user, apart from commuting to and from work on KMB buses, I sometimes also take Airbus routes operated by LWB. I am happy to see that KMB has greatly improved in the last few decades from when buses were commonly referred to as “Hot Dogs” (non air-conditioned buses) to today’s comfortable bus compartments. KMB and LWB have also improved their facilities to cater for the needs of different user groups in various ways, such as introducing priority seats for passengers in need, and providing free Wi-Fi internet access and USB charging points so passengers can charge portable devices on the go. I also appreciate the “Octopus Bus-Bus Interchange Discount Scheme”, which not only saves time and money, but also allows passengers to reach their destinations more directly and rapidly. I hope KMB and LWB will continue to further upgrade their facilities in the future.

不經不覺使用九巴服務已超過30年。作為一個慣常用家，除了外出工作時乘坐九巴，我亦會乘搭龍運機場巴士路線。我樂見九巴多年來不斷進步，由昔日的「熱狗」（非空調巴士），逐步改善成今日舒適的車廂環境。此外，在設施方面，九巴及龍運亦與時並進及切合社會有需要人士，包括增設關愛座、提供免費無線上網服務及USB充電插座設施等。我亦非常支持九巴及龍運推出的八達通巴士轉乘計劃，既能節省車費，又能更快捷地前往目的地。我希望九巴及龍運日後繼續努力，持續優化配套設施，進一步提升服務水平。

Fare Concession Schemes

KMB and LWB are committed to providing efficient bus services. A number of fare concession schemes were launched in the reporting period, including:

KMB

- ◎ A long-haul route fare concession scheme for full-time students, who enjoy a concessionary half fare on their return trip on daytime routes;
- ◎ Alignment of fares for 77 short-haul trips on inter-district routes with shuttle bus routes;
- ◎ 13 new Bus-Bus Interchange (“BBI”) concessions on 81 routes;
- ◎ Partnership with Hong Kong Tramways Limited providing inter-modal interchange fare concessions; and
- ◎ A KMB-AMS interchange discount when interchanging from designated cross-harbour routes solely operated by KMB to designated Hong Kong Island Green Minibus routes operated by AMS, and vice versa.

LWB

- ◎ A discount of up to HK\$6 when passengers interchange from eligible KMB routes to LWB Airbus (“A”) Routes;
- ◎ A pre-paid group ticket scheme on “A” Routes with fare discounts of 15%-25%;
- ◎ A 20% same-day fare discount on “A” Routes for those taking the first leg on “E” Routes; and
- ◎ Two new Bus-Bus Interchange (“BBI”) concessions on 11 routes.

票價優惠計劃

九巴及龍運致力提供高效的巴士服務，於報告期內推出了多項票價優惠計劃，包括：

九巴

- ◎ 全日制學生長途路線即日回程半價車費折扣優惠；
- ◎ 調低77條跨區及穿梭巴士路線的短途分段收費；
- ◎ 新增13組共81條路線的轉乘優惠；
- ◎ 與香港電車有限公司聯合推出轉乘優惠計劃；及
- ◎ 與進智公交合作提供轉乘優惠計劃，乘客乘搭九巴指定獨營過海路線來往港島轉乘指定的專線小巴路線，即可享有折扣優惠。

龍運

- ◎ 指定九巴路線轉乘龍運機場線「A」線巴士，最高可享有港幣6元車費優惠；
- ◎ 「A」線巴士同行團體票優惠計劃，可享有七五折至八五折的車價優惠；
- ◎ 「E」線轉乘「A」線即日回程八折車資優惠；及
- ◎ 新增2組共11條路線的巴士轉乘優惠。



KMB and LWB launched several fare concession schemes
九巴及龍運推出多個車資優惠計劃

Octopus Bus-Bus Interchange (“BBI”) Schemes

KMB and LWB’s Octopus BBI Schemes offer fare discounts to passengers on the second leg of journeys and broaden the network coverage. The schemes contribute to a greener environment by improving bus use and reducing congestion on busy roads. At the end of 2017, KMB operated a total of 144 Octopus BBI Schemes covering around 380 routes, while LWB operated 25 Octopus BBI Schemes covering 24 routes. The BBI interface on the KMB and LWB websites has been enhanced to provide more detailed and comprehensive route-to-route BBI information for passengers.

Upgrade of Depots, Termini and Bus Stops

The four major KMB depots at Lai Chi Kok, Kowloon Bay, Sha Tin and Tuen Mun, as well as the LWB depot at Siu Ho Wan, provide the KMB and LWB bus fleets with maintenance and repair services. The KMB Overhaul Centre in Tuen Mun provides major overhaul services, while ten smaller depots offer parking and minor maintenance services.

KMB and LWB’s commitment to upgrading the facilities at their termini and bus stops is reflected by the following:

- ⊙ A scheme to install passenger seats for the elderly, disabled and people with young children at all bus shelters, bus termini and interchanges was launched in November 2017;
- ⊙ Bus stop railings with cement bases are being phased out to ease the passage of wheelchair passengers;
- ⊙ 100 selected bus termini have been equipped with anti-mosquito lamps;
- ⊙ The Green Bus Shelter Campaign provides installation of solar power equipment for lighting, mosquito repelling devices and ventilation fans;
- ⊙ 450 KMB and LWB bus termini and bus shelters are equipped with the Integrated Bus Service Information Display System;
- ⊙ In 2017, 21 bus shelters were constructed, bringing the total to 2,550; and
- ⊙ 280 crystal bus stop poles with LED lighting are in place across KMB’s operating area.

八達通巴士轉乘計劃

九巴及龍運的「八達通巴士轉乘計劃」，為乘客提供第二程接駁巴士的車資折扣優惠，同時，亦擴大了巴士路線網絡的覆蓋範圍。此計劃能提高巴士使用效率，及減少繁忙路段的擠塞情況，從而促進環境的改善。截止2017年年底，九巴共營辦144項八達通巴士轉乘計劃，覆蓋約380條巴士路線，而龍運則經營25項八達通巴士轉乘計劃，覆蓋24條巴士路線。九巴及龍運網站上的八達通巴士轉乘計劃網頁已全面更新，為乘客提供更詳細和全面的轉乘路線資料。

車廠、巴士總站及巴士站設備提升

九巴位於荔枝角、九龍灣、沙田及屯門的四個主要車廠以及龍運位於小濠灣的車廠，為九巴及龍運巴士車隊提供保養及維修服務。位於屯門的九巴總修中心提供全面的巴士維修服務，另外十個較小型的車廠則提供停泊及小規模的保養服務。

九巴及龍運致力不斷提升巴士總站及巴士站的設施，包括：

- ⊙ 於2017年11月開展計劃在巴士候車亭、總站及轉車站安裝座椅，方便長者、殘疾人士及攜同幼兒的人士使用；
- ⊙ 逐步替換巴士站候車處混凝土欄杆以方便輪椅人士；
- ⊙ 在100個巴士總站安裝滅蚊裝置；
- ⊙ 推行「綠色巴士站計劃」，在巴士站裝設太陽能裝置為照明系統、滅蚊裝置及風扇提供電力；
- ⊙ 於450個九巴及龍運巴士總站及候車亭設「綜合巴士服務資訊顯示系統」；
- ⊙ 在2017年，加建21個巴士候車亭，目前候車亭增至2,550個；及
- ⊙ 於九巴營運地區內安裝了280個配有LED照明的水晶巴士站柱。

Care for the Environment 愛護環境

Our commitment to innovation and concern for the environment are helping us to usher in a new era.

我們致力創新，保護環境，邁向新時代。



Environmental Policy

We recognise the potential environmental impacts of our services and are committed to mitigating and minimising these impacts in the following ways:

- ① Preventing pollution and continually improving our environmental performance by establishing and achieving objectives and targets;
- ① Conserving resources by reducing waste at source, and recycling and reusing resources;
- ① Minimising and controlling emissions from buses by adopting control measures and providing professional bus repair and maintenance engineering services;
- ① Enhancing staff environmental awareness by providing training in line with our environmental policy and environmental objectives and targets, as well as in relation to the potential environmental impacts arising from our operations;
- ① Communicating our environmental policy and environmental requirements to our contractors and suppliers, and making the policy available to the public;

環保政策

我們深明巴士服務對環境的影響，因而採取以下措施，盡力將影響減至最低：

- ① 訂立及實現目標與指標，力求避免污染環境，並持續提升環保工作的表現；
- ① 透過源頭減廢，將資源循環再造和再用，促進資源保護；
- ① 推行多種管制措施，提供專業的巴士維修保養工程服務，以控制及減少巴士的廢氣排放；
- ① 透過培訓，提升員工環保意識，讓員工了解我們的環保政策、目標和指標，以及巴士服務對環境造成的潛在影響；
- ① 與承辦商及供應商就環保政策及相關要求進行交流，並向市民大眾宣傳有關政策；



Professional bus repair and maintenance engineering services minimise emissions and waste disposal
專業的巴士維修及保養服務有助減少廢氣排放及廢棄物



The aircraft-style "Posilock" fuel filling system is used to prevent spillage
採用飛機使用的「Posilock」加油系統，防止燃油外溢

Care for the Environment 愛護環境

- ◎ Responding to environmental inquiries from stakeholders promptly and ensuring effective communication on environmental issues internally; and
- ◎ Ensuring compliance with all applicable local environmental legislation and other relevant requirements.
- ◎ 迅速回應持份者有關環保的查詢，並確保公司內部能有效地就環保事項進行溝通；及
- ◎ 確保遵守本地所有環保法例及相關要求。

Environmental Bus Design

We are dedicated to creating a better environment by investing in environment-friendly buses that meet the strict exhaust emission standards of the European Council of Environmental Ministers. At the end of 2017, KMB had 2,372 air-conditioned Euro V buses, four Euro VI buses (including three diesel electric hybrid double-deckers), ten battery electric buses and four supercapacitor electric buses in the fleet, and LWB had 192 air-conditioned Euro V buses and four battery electric buses in the fleet. We invested a total of HK\$910 million on upgrading our bus fleet in 2017. In collaboration with our suppliers, we have been gradually replacing older bus models with the latest, more energy-efficient bus models. The average energy use per kilometre of Euro V/VI buses was 23-27% less than that of Euro II/III buses. In recognition of its achievements in environment-friendly transport, KMB won the Bronze Award in the Transport and Logistics category of the 2016 Hong Kong Awards for Environmental Excellence.

環保巴士設計

我們致力為香港的環境作出貢獻，購置符合歐盟環境部長理事會所制訂的嚴格廢氣排放標準的環保巴士。截至2017年年底，九巴車隊擁有2,372部歐盟五型空調巴士、4部歐盟六型巴士（包括3部柴油電力混合的雙層巴士）、10部電池驅動巴士及4部超級電容巴士，而龍運車隊則擁有192部歐盟五型空調巴士及4部電池驅動巴士。我們在2017年總投資額達港幣9.10億元以提升車隊。我們與供應商合作，正逐步用新款高能源效益的巴士取代舊款的巴士。歐盟五型及六型巴士每公里平均能耗比歐盟二型及三型巴士節省約23%至27%。憑藉在環保運輸領域的成就，九巴在2016香港環境卓越大獎中，榮獲交通及物流業組別銅獎。



KMB introduced the first Euro VI diesel bus to Hong Kong
九巴引進第一部歐盟六型柴油巴士

First Euro VI Diesel Bus in Hong Kong

To drive an emission-free future, in 2017 KMB introduced the first Euro VI diesel double-deck bus in Hong Kong. This bus marks a NEW stage, standing for “Natural”, “Evolutionary”, and “Wise”, in KMB’s commitment to environmental protection in Hong Kong. Compared to the Euro V double-decker, the Euro VI bus’s emissions of major pollutants are reduced considerably, with emissions of nitrogen oxides, hydrocarbons and particulate matter reduced by 80%, 72% and 50% respectively. In terms of performance, the bus’s more efficient engine reduces fuel consumption and lowers noise levels, while the Electronic Stability Programme significantly reduces the risk of roll and skid in all conditions.

本港首部歐盟六型柴油巴士

為實現零排放的遠大目標，九巴於2017年引入香港首部歐盟六型柴油動力雙層巴士。該巴士標誌著九巴邁向「Natural」（自然）、「Evolutionary」（進步）和「Wise」（睿智）的「NEW」新里程，體現九巴對推動環保的承諾。歐盟六型巴士排放的主要污染物遠低於歐盟五型雙層巴士，氮氧化物、碳氫化合物及微粒的排放量分別減少80%、72%及50%。性能表現方面，巴士引擎的能源效益更佳，能改善耗油量，行車亦寧靜，加上電子車身穩定系統，可以顯著減低巴士駕駛時翻車或打滑的風險。

Interview with Supplier 供應商訪問



Marcus LAM

林日南

General Manager
Cummins Hong Kong Limited
總經理
康明斯香港有限公司

KMB and LWB’s bus fleet modernisation and their adoption of the latest bus technologies have seen benefits in terms of reduced roadside emissions. Over the past five years, Cummins has provided KMB and LWB with over 1,600 engines which meet Euro V or Euro VI standards. These engines have helped the fleet achieve better performance and lower emissions. Through effective communication and collaboration with KMB and LWB, we have successfully supported the increased demand for new engines, associated training requirements and after-sales service. In a partnership that has spanned more than 30 years, we have seen KMB and LWB push forward technological frontiers to improve the environmental performance of their fleets and contribute to the sustainable development of the community, while adhering to high operational and safety standards.

九巴及龍運積極推行巴士車隊現代化，廣泛應用最新技術，對減少路邊污染物排放發揮重大作用。過去五年，康明斯合共為九巴及龍運供應逾1,600部符合歐盟五型或歐盟六型標準的引擎，不但提高了車隊的效能，也減少廢氣排放。我們一直與九巴及龍運保持溝通，透過通力合作，順利滿足兩間公司對新引擎的殷切需求，以及對相關的培訓和售後服務的要求。康明斯與九巴及龍運合作超過30年，其間我們見證兩間公司不斷尋求技術突破，全面提升車隊的環境績效，同時堅守嚴格的營運和安全標準，為社會整體的持續發展作出貢獻。

Exploring New Low-emission and Zero-emission Bus Technologies

KMB and LWB have put great effort into improving environmental protection by exploring various kinds of zero- and low-emission technologies.

- ◎ In 2017, KMB introduced the first in-house developed double-deck bus equipped with a solar power system. The system serves as an auxiliary electric power supply and drives the air ventilation system, which reduces the bus compartment's air temperature by around 5-10°C during prolonged exposure to the sun, enhancing bus services and contributing to environmental protection;
- ◎ KMB and LWB have further explored the use of the battery electric bus ("eBus") powered by 340kWh Lithium Iron Phosphate batteries capable of delivering 180km of zero-emission bus transport; and
- ◎ KMB has introduced the latest version of the "gBus", the supercapacitor-powered 12-metre air-conditioned single-deck bus, which testifies to KMB's vision for green public transport in the future. The gBus is able to charge quickly using its overhead pantograph and to undertake multiple charging/discharging cycles. It is therefore well suited to routes with long operating hours and frequent start-stop duty cycles.

研發新型低排放巴士技術

九巴及龍運一直投放大量資源，不斷提升環保技術，研發多種零排放和低排放技術。

- ◎ 2017年，九巴自行研發全港首部配備太陽能發電裝置的雙層巴士。新的輔助供電系統可驅動通風系統，保持車廂空氣流通，車廂溫度可降低攝氏5至10度，改善巴士服務之餘更可促進環保；
- ◎ 九巴及龍運安排以340千瓦時磷酸鐵鋰電池驅動的巴士（「eBus」）行駛更多路線，續航力達180公里，全程零廢氣排放；及
- ◎ 九巴推出以超級電容器驅動的新一代12米單層空調巴士（「gBus」），倡領公共運輸邁向環保。「gBus」的超級電容器除了使用車頂充電進行快速充電之外，更可進行多個充電和放電週期，所以較適合行駛行車時間長、穿梭市區的巴士路線。



KMB introduced the first in-house developed bus equipped with a solar power system
九巴自行研發首部配備太陽能發電裝置的巴士

Fuel Consumption and Greenhouse Gas Emissions

KMB and LWB, including the bus fleets and other vehicles, consumed around 8,552,000 gigajoules (GJ) of diesel oil in 2017. To reduce fuel consumption, a number of measures have been adopted on the KMB and LWB bus fleets and across its operations:

- ◎ The aircraft-style “Posilock” fuel filling system is used to refuel buses;
- ◎ Ambient sensors are installed on air-conditioned buses to save energy by reducing unnecessary cooling;
- ◎ The use of synthetic gearbox oil extends the oil drain interval from 30,000 to 150,000 km, reducing waste oil by 80%; and
- ◎ The mileage-based oil change scheme brings about a 40% reduction in engine oil consumption and waste oil.

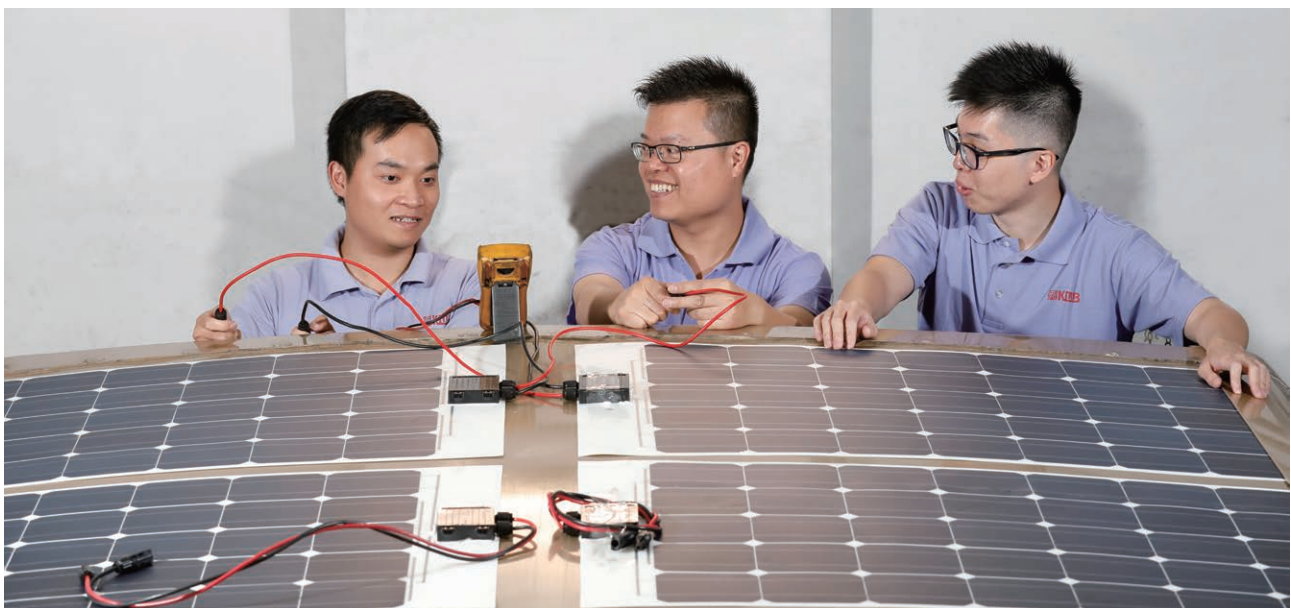
Mostly consisting of mobile source combustion, the annual greenhouse gas emissions (Scopes I and II) of KMB and LWB were around 146 tonnes of CO₂ equivalent per bus.

燃油消耗及溫室氣體排放

九巴及龍運的巴士車隊及其他車輛於2017年柴油消耗量約8,552,000千兆焦耳。為節約燃油，在車隊及營運方面採取了一系列措施：

- ◎ 採用飛機使用的「Posilock」加油系統為巴士入油；
- ◎ 於空調巴士安裝溫差調節器，避免不必要的製冷，從而節省能源；
- ◎ 採用合成變速箱機油，使換油週期由30,000公里延長至150,000公里，減少80%的廢油；及
- ◎ 採用以行車里數為基準的機油更換計劃，減少40%的機油消耗量及廢油量。

九巴及龍運的全年溫室氣體排放（範疇一及二）主要來自流動源的燃料燃燒，每輛巴士為約146噸二氧化碳當量。



KMB's engineering team promotes environmental protection by installing solar power panels on a bus
九巴工程部研究於巴士安裝太陽能發電裝置，用心為保護環境出一分力



KMB continues to explore the use of battery electric buses for zero-emission bus services
九巴持續測試電池驅動巴士，建構零排放巴士服務



KMB and LWB introduced 20 electric patrol cars to improve roadside air quality
為改善路面空氣質素，九巴及龍運引進20部電動車作後勤及巡邏車

Emission Reduction

KMB and LWB adopt the latest technologies to reduce roadside emissions and maintain good air quality in the bus compartments. To meet the stringent exhaust emission standards laid down by the European Council of Environmental Ministers, we use Near Zero Sulphur Diesel, renew the bus fleet with the latest low-emission models and upgrade older buses by retrofitting exhaust treatment devices, including Diesel Oxidation Catalysts, Diesel Particulate Filters and Selective Catalytic Reduction units. The Eco-Driveline System, a standard feature on new buses since 2003, reduces exhaust emissions by 6%-10% compared with conventional drivelines by improving fuel economy. In 2017, KMB and LWB emitted around 130 tonnes of particulate matter (PM) and 1,810 tonnes of nitrogen oxides (NO_x). As at 31 December 2017, KMB and LWB had improved emissions of particulate matter and nitrogen oxides by 96.16% and 75.72% respectively compared to 1992. During 2017, the final batch of 683 KMB and LWB buses were retrofitted with a Selective Catalytic Reduction device, which can reduce the emission of nitrogen oxides, as the ammonia formed from the urea solution converts nitrogen oxides into nitrogen gas and water vapour. KMB and LWB have introduced 20 electric patrol cars in place of diesel cars for back-up support with electricity-recharging facilities set up at their main depots.

減少廢氣排放

九巴及龍運積極採用先進技術減少路邊的廢氣排放，並保持良好的車廂空氣質素。為符合歐盟環境部長理事會制定的嚴格廢氣排放標準，我們採用含硫量近乎零的柴油，不斷添置最新的低排放巴士車型，並且透過加裝減排裝置為現役巴士進行升級，例如柴油催化器、柴油微粒過濾器和選擇性催化還原器等。自2003年起，我們為所有新巴士安裝環保巴士驅動系統作為標準配置，與傳統的驅動系統比較，該系統可降低廢氣排放量達6%至10%。在2017年，九巴及龍運車隊排放約130噸微粒及1,810噸氮氧化物。截至2017年年底，九巴及龍運車隊所排放廢氣中的微粒及氮氧化物水平，分別比1992年減少96.16%及75.72%。九巴及龍運最後一批683部巴士裝設了選擇性催化還原器，利用氨素溶液所產生的氨，將氮氧化物轉化成氮氣和水蒸氣，從而降低氮氧化物的排放量。與此同時，九巴及龍運引入20部電動巡邏車以替代柴油車，作為後備支援，並於主要車廠設置充電設施。

Checks on CO₂ Concentration

Each year, 80 KMB buses and 15 LWB buses from passenger-intensive bus routes are selected for a data-logger measurement of indoor CO₂ concentration, with the large majority of buses demonstrating compliance.

Tyres

In 2017, 30,000 used KMB and LWB tyres (equivalent to a saving of 1,800 tonnes in solid waste disposal at landfills) were retreaded internally at workshops and by appointed contractors. More than 19,000 scrapped tyres and seven tonnes of tyre chips from KMB and LWB, which would otherwise have been disposed of at landfills, were collected by an agent for recycling into various products.

Fluorescent Tubes

In 2017, KMB and LWB sent a total of around 17,000 used fluorescent tubes to the Government's Chemical Waste Treatment Centre for recycling.

檢查二氧化碳含量

九巴及龍運每年分別抽選80部及15部行駛乘客密集路線的巴士，進行車廂內二氧化碳含量數據記錄測量，大部份巴士均符合標準。

輪胎

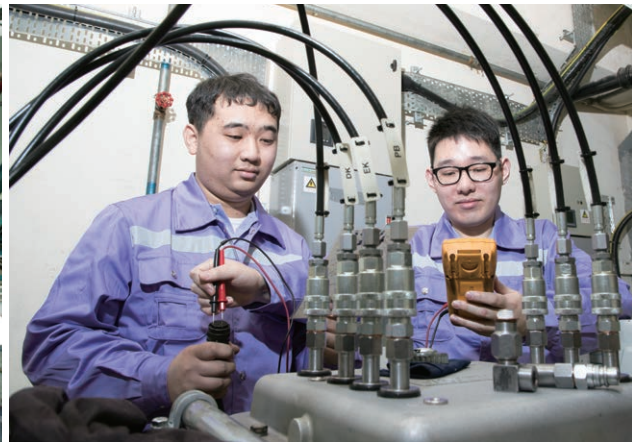
於2017年，九巴和龍運的輪胎翻新部和承辦商共翻新了30,000條輪胎（相當於減少1,800噸運往堆填區棄置的固體廢物）。此外，另安排承辦商回收超過19,000條舊輪胎及7噸輪胎膠作循環再造，製成多種產品，避免棄置物運往堆填區。

光管

於2017年，合共將約17,000支廢光管運往政府化學廢物處理中心，進行循環再造。



KMB and LWB tyres are retreaded to reduce solid waste disposal
為減少固體廢物，九巴及龍運進行輪胎翻新



The use of synthetic gearbox extends the oil drain interval
採用合成變速箱機油，以延長換油週期

Oil and Chemicals

In 2017, around 248,000 kilograms of solid chemical waste were treated and stored according to type in designated areas at bus depots before being disposed of by a registered chemical waste collector at the Government's Chemical Waste Treatment Centre. Around 624,800 litres of waste oil were recycled or disposed of in accordance with the statutory standards. Around 186,000 kilograms of waste lead-acid batteries were disposed of by a licensed contractor in compliance with Environmental Protection Department ("EPD") instructions, including some which were exported to overseas facilities approved by the EPD under the Basel Convention.

Water Consumption and Waste Water Treatment

Though no major issue concerning sourcing water has been encountered, KMB and LWB are committed to reducing water consumption and to properly treating effluents before discharge. In 2017, KMB and LWB's operations consumed around 352,000 cubic metres of fresh water. Our depots are equipped with 11 automatic waste water treatment systems that handle 610 cubic metres per day. 70% of the water used each day to clean buses is treated and recycled, bringing savings in terms of water consumption.

廢油及化學廢料

於2017年，共有約248,000公斤固體化學廢料，經由車廠內指定區域處理和分類存放後，交予政府化學廢物處理中心註冊的化學廢料回收商。此外，約有624,800公升廢油亦按照法規標準，進行回收或處理。我們透過符合環境保護署要求的持牌承辦商，回收處理了約186,000公斤廢棄的鉛酸電池。其中部份運往獲環保署根據《巴塞爾公約》認可的境外設施處理。

用水量及污水處理

縱使沒有遇到水資源的問題，九巴及龍運努力減少耗水量，妥善處理污水排放。於2017年，我們用作營運的用水量約352,000立方米。各車廠裝設有11套自動污水處理系統，每天可處理610立方米的污水。用作清洗巴士的水當中，70%會經過處理及循環再用，這有助減少耗水量。



Water used in the bus cleaning process is treated and recycled
用作清洗巴士的水會經過處理及循環再用

Green Measures in the Office

The Green Office concept drives both the design and the renovation of our premises. The air-conditioning thermostats are set to 25.5°C to conserve energy and protect air quality in line with the Government's Action Blue Sky Campaign. Lower-energy LED lighting is used in all newly renovated office spaces, on the ceilings of depots and in the common areas of our headquarters building, including the main lobby, to reduce electricity consumption and the demand for air-conditioning.

Electricity Consumption

KMB and LWB consumed around 129,000 GJ of electricity in 2017. We continued to explore more environment-friendly initiatives and invested in the latest technologies to minimise energy use and reduce greenhouse gas emissions. Over 2,500 high bay lights were changed to LED lights on the ceilings of KMB's four main depots and LWB's Siu Ho Wan Depot. Such long-lasting lighting uses up to 70% less energy than traditional lights.

辦公室綠色措施

我們將環保概念納入辦公室的設計和翻新。為響應政府的「藍天行動」節約能源和保護空氣質素，我們將空調的溫度設定在攝氏25.5度。此外所有翻新的辦公室、車廠天花板和總部大樓大堂等共用空間一律安裝低耗電量的發光二極管照明系統，以降低耗電量和對空調的需求。

電力消耗

九巴及龍運在2017年耗電量約129,000千兆焦耳。我們繼續探索更多環保措施，並投資於最新技術以盡量減低能源用量及溫室氣體排放。我們在九巴四個主要車廠及龍運小蠔灣車廠更換了超過2,500盞高強度高棚燈，改用發光二極管照明裝置。節能燈具的壽命更長，較傳統燈具節省高達70%電力。



KMB has installed solar panels on the rooftops of bus shelters without an electricity supply
九巴為沒有電力供應的巴士候車亭安裝太陽能供電裝置



LWB started the trial operation of electric buses
龍運展開測試電池驅動巴士計劃

Care for Employees 關懷僱員

Our staff are our greatest resource and we cherish them accordingly.

員工是我們最寶貴的資產，我們一直非常重視員工的福祉。



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 keep 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:

- ⊙ Extending marriage leave and compassionate leave entitlement to operations and maintenance staff;
- ⊙ Introducing alternate Saturday off for apprentices;
- ⊙ Extending outpatient medical services to staff dependents; and
- ⊙ Organising tours to China Mainland for staff and their dependents at a special price.

人力資源政策

我們關顧員工，並為他們提供一個安全、受尊重及和諧的工作環境。我們採納一套全面的人力資源政策，包括推廣性別平等、防止性騷擾、防止賄賂及保障個人私隱。這些政策連同其他公司指引已登載於員工網站。我們恪守香港的勞工法例及反歧視法例，並確保所有供應商尊重有關僱傭及結社自由的勞工權益，同時在我們各業務層面禁止僱用童工及強迫勞工。

作為主張平等就業機會的僱主，我們致力保障求職者或僱員不會因種族、性別、婚姻狀況、家庭狀況、懷孕或殘疾而受到歧視。在收集求職者及現職員工的個人資料時，我們遵從《個人資料（私隱）條例》的規定，尊重個人資料的私隱，同時採取一切合理的措施，以確保每位求職者及員工的個人資料得到保護，而他們的資料僅會使用於我們個人資料收集聲明中所述的目的。九巴及龍運是《防止賄賂條例》附表內的公共事業機構，提醒任何員工不應利用自己的職權，索取或接受公眾利益。

員工福利

我們提供具競爭力的薪酬福利，以吸引和挽留人才。我們的員工除享有有薪年假、醫療福利、住院保險及意外保險外，員工和家屬更可免費乘搭巴士。報告期內，九巴及龍運引入多項新措施，優化全職員工的福利：

- ⊙ 新增車務及維修員工享有婚假及恩恤假；
- ⊙ 為學徒引入長短周上班制度；
- ⊙ 為員工家屬提供門診醫療服務；及
- ⊙ 為員工及其親屬舉辦多個團費特惠的內地旅行團。



KMB and LWB provide a scholarship programme for children of staff
九巴及龍運為員工子女設立獎學金計劃



Through bilateral communication, KMB and LWB are able to listen to staff's views
透過雙向溝通，九巴及龍運聽取員工的意見

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. Up to 2017, 154 children of KMB and LWB staff members received scholarships. Some of the scholarship recipients have gone on to work as interns for KMB. We brought festive joy to our staff at traditional festivals. At Lunar New Year, we distributed red packets to our staff, while, at Dragon Boat Festival and Mid-Autumn Festival, we distributed a rice dumpling and mooncakes respectively.

Staff Communication

To strengthen bilateral communication, meetings of each of the five KMB and one LWB Joint Consultative Committees, which represent around 90% of the KMB and LWB 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 75% 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 and industry developments.

集團對員工的關懷延展至他們的家庭。我們為員工子女設立獎學金計劃，支援學業優良的員工子女接受高等教育。截至2017年，共有154名九巴及龍運員工子女獲頒發獎學金，部份獎學金得主更成為九巴的實習生。每逢傳統佳節，我們努力為員工帶來節日的歡樂，如在農曆新年向員工派發設計精美的利是封，在端午節及中秋節，向員工派發糉子和月餅，共慶佳節。

員工溝通

為了加強雙向溝通，代表約90%九巴及龍運員工的五個九巴及一個龍運勞資協商委員會，分別每月和每兩個月召開會議，會上管理層及員工代表共同商議各項議題，包括安全、車務、工作環境及員工福利。在這些會議中，員工代表一般佔總出席人員的75%，以充分反映員工的意見。

員工可以透過員工網站取得各項有用資訊，包括九巴及龍運的公司通告、安全駕駛技巧、活動剪影及即將舉行的活動通知。員工可以於網上查閱當值資料及安排年假，同時亦可使用電子學習平台。雙月刊《今日九巴》則是員工了解公司最新消息及行業發展的另一途徑。



Senior management gathered with staff members to celebrate the Lunar New Year
管理層與員工聚會，慶祝農曆新年

Occupational Safety and Health

KMB and LWB are committed to providing a safe and reliable service. The Safety Policy is predicated on a commitment made by all staff members to providing 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. Various safety committees have been set up, with representation from management and staff members at different levels, to gather staff opinions on occupational safety and health related issues.

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

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 safety committees, wireless portable electric fans were used to replace traditional electric fans, and wireless portable electric hand tools and lights were used to replace traditional ones in order to reduce the risk of tripping posed by electric cables on the floor. In addition, universal shears were used to replace general cutters and scissors for cutting and shaping the floor covering inside bus compartments so as to reduce the chance of hand injuries. Both KMB and LWB provided cut-resistant gloves to staff.

職業安全與健康

九巴及龍運致力提供安全及可靠的巴士服務。我們的《安全政策》體現了全體員工堅守承諾，全心為所有可能受我們的工作活動影響的人士提供一個安全及健康的環境，盡量減少傷病的風險。公司設立多個職安健委員會，管理層和員工均有代表出席，收集員工對有關職安健的建議。

安全是集團首要目標，亦是集團業務不可或缺的一環。每位員工必須確保工作活動能符合相關法例和要求。我們將繼續管控集團營運的安全風險處於低水平，並致力不斷改善安全表現。

九巴和龍運鼓勵員工提出可改善健康和環境的建議措施。我們經過審議，採納員工在安全委員會例會提出的建議，以無線可攜式電風扇取代了傳統電風扇，並以無線可攜式電動手工具和電燈取代了傳統的手工具和照明裝置，以減低員工被地上電線絆倒的風險。此外，我們亦以充電式通用電剪代替一般切割刀和剪刀，用來切割及修整巴士車廂內的地板，以減少手部受傷的機會。九巴和龍運均為員工提供防割手套。

Improved Working Environment

KMB and LWB have continued to renovate and upgrade the working environment for staff, especially frontline staff, improving their resting places at work. KMB renovated the workshop and rest area at Kowloon Bay Depot and added around 30 staff rest kiosks with air-conditioners at bus termini, including Lok Wah Estate Bus Terminus. Additionally, 100 selected bus termini have been equipped with mosquito repelling devices. LWB renovated the Duty Dispatch Office, Reception Office and Store at Siu Ho Wan Depot, as well as the Ticket Office, Bus Regulator's Office and Staff Rest Room at Ground Transportation Centre at Hong Kong International Airport.

Senior Management Visits

Members of the senior management from KMB and LWB made visits to depots and offices during the year. At Lunar New Year, they held staff gatherings to welcome the Year of the Rooster with staff members. 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.

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 2017, 172 in-house training sessions were run for 1,197 skilled workers, while four training sessions were organised in collaboration with our manufacturers for 52 engineers, supervisors and foremen.

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 2,405. At the end of 2017, 173 apprentices were enrolled in the School's programme. The quality of our apprentice training was once again recognised in 2017 with a KMB apprentice being awarded Outstanding Apprentice of the Year by the Vocational Training Council.

Bus Captain Training

In addition to providing a comprehensive basic training course to each new bus captain 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, which include remedial training, route training, bus type training as well as driving enhancement training, in order to keep upgrading their driving skills and safety awareness. In 2017, more than 3,700 bus captains undertook various kinds of driving training at the Bus Captain Training School.

改善工作環境

年內，九巴及龍運繼續進行翻新和改善工程，為員工提供更佳的工作環境，重點工程包括改善前線員工的休息設施。九巴九龍灣車廠的工場和員工休息室進行了翻新，另多個巴士總站，連同樂華邨巴士總站，增設了30個空調車長休息室。此外，在100個巴士總站裝設滅蚊裝置。龍運為小蠔灣車廠的派更組、接待處及儲物室和機場地面運輸中心的售票處、站長室及員工休息室進行翻新。

管理層探訪

九巴及龍運管理層代表於年內在車廠及辦公室進行探訪。在農曆新年期間，他們與員工共聚，一起迎接雞年的來臨。這些探訪為員工提供良好機會，就營運事項及與工作環境相關的事宜向管理層表達意見。

技術與學徒培訓

自1973年以來，九巴的技術訓練學校一直以最先進的巴士技術培訓維修員工。學校於2017年，共為1,197名技術人員舉辦172次培訓，並與巴士製造商合辦了4個培訓班，為52名工程師、督導員及科文提供培訓。

技術訓練學校為有志投身巴士維修行業的年輕人設立為期四年的學徒培訓計劃，確保持續有穩定的熟練技工團隊提供維修服務，支持我們龐大的車隊。自創校以來，已成功培育了2,405名畢業生。至2017年，技術訓練學校的課程共錄取了173名學徒。我們舉辦學徒培訓計劃的成績有目共睹，其中一名九巴學徒於2017年榮獲職業訓練局頒發最佳學徒獎。

車長培訓

車長訓練學校為每名新入職車長提供全面的培訓課程，培養他們的安全駕駛態度、巴士操控技巧及巴士路線知識，又為現職車長提供一系列訓練，包括輔助訓練、路線訓練、車型訓練及優質駕駛訓練，以保持駕駛技巧和安全警覺。在2017年，超過3,700名車長參加了培訓課程。

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 Company's business growth and rising training needs, the number of Driving Instructors is being increased to enhance the service quality of our bus captains.

Rewarding Service Excellence

377 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. 60 KMB and LWB staff received the 35-year award and a gold medal, 106 employees received the 30-year award and a plaque and a pin, 531 employees received the 20-year award and a plaque and a pin, and 234 employees with 10 years' service received a certificate of appreciation.

公司又透過車長表現管理系統，幫助車長維持高水平的安全駕駛、駕駛態度及優質顧客服務，以滿足顧客的需要及期望。我們希望透過教導和指引，確保車長的表現繼續符合公眾期望。

在配合公司的業務增長及訓練需要，公司持續增加駕駛導師的數目，以提高車長的服務質素。

嘉獎卓越服務

年內，有337位安全駕駛及服務態度良好的星級車長獲得表揚。我們亦繼續舉辦長期服務獎頒獎典禮，表揚長期服務的員工。共有60位九巴及龍運員工獲得35年服務獎及金牌；106位員工獲得30年服務獎、獎牌和襟針；531位員工獲得20年服務獎、獎牌和襟針；234位員工獲得10年服務感謝狀。



Board members attend the Long Service Award Presentation Ceremony to recognise the loyal service of staff
董事局成員出席長期服務獎頒獎典禮，表揚長期服務的員工

Sports and Leisure Activities

In pursuit of an 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 2017, nine interest clubs were available, focusing on singing, photography, basketball, table tennis, badminton, football, long distance running, chess and dragon boat racing. The groups arranged different activities or competitions. A staff concert was held in the reporting period drawing a large audience of staff and their families and friends.

KMB formed a football team to participate in the Hong Kong Football Association's 3rd Division League in the 2017-2018 season. Employees who are keen on playing football are encouraged to join the team. Through regular training and competitive play, team spirit and a sense of belonging can be fostered and work-life balance achieved.

體育及康樂活動

為追求工作與生活之間的平衡，我們鼓勵員工積極參與體育、康樂活動及投身義務工作。截至2017年年底，我們共有9個興趣小組，包括歌唱、攝影、籃球、乒乓球、羽毛球、足球、長跑、棋藝及龍舟。各小組會組織員工參與不同活動或比賽。期內，公司更舉辦了一場員工演唱會，吸引大批員工及他們的親友到場欣賞。

九巴的足球隊參加香港足球總會2017-2018賽季的丙組足球聯賽。公司鼓勵熱愛足球的員工加入球隊，透過定期集訓和比賽，增進團隊精神及歸屬感，並有助達致作息平衡。

Interview with Bus Captain 車長訪問



YUNG Yue Hin

翁宇軒

KMB Bus Captain

九巴車長

Having been a KMB bus captain since 2012, I can say first hand that KMB has provided all kinds of support, which has helped us to improve our driving and customer service skills. This support includes the "Buddy Driver" programme, which provides guidance from experienced bus captains, teaching by driving instructors and training videos uploaded to the staff website. Apart from the provision of technical training, KMB has also organised various interest groups and activities to promote staff well-being. I have been part of the corporate basketball team, which has regular practice sessions. KMB also organised a staff singing concert, where I was given the chance to show my singing talent. These staff activities not only help to maintain the physical and mental health of staff, they also build a strong team spirit and create a sense of belonging to the company.

自2012年開始任職九巴車長，我親身經歷九巴為員工提供全面支援，讓我們改進駕駛和待客的技巧。公司的支援包括「夥伴車長」計劃，由經驗豐富的車長陪同提點、安排駕駛導師教導及在員工網站上載培訓視頻。除了技術培訓，九巴亦組織興趣小組和活動推廣全人健康。我參加了公司的籃球隊，定期與隊友一同訓練，此外我還有機會在九巴舉辦的員工演唱會一展歌喉。林林總總的員工活動不但促進員工的身心健康，更有助建立團隊精神和增進對公司的歸屬感。

TIH Retiree Association

The TIH Retiree Association was formed with the aim of organising activities to maintain close contact with retired colleagues. In 2017, the Association swung into action with three dinners to celebrate Chinese New Year and the Mid-Autumn Festival, attended by around 1,200 retirees. Two outings were also organised by the Association, in which around 350 retirees participated.

「九·龍@晴」退休員工會

「九·龍@晴」退休員工會希望透過定期聯誼、康體及社區活動，凝聚退休同事間的友情，拉近現職與退休同事的情誼。於2017年，該會舉辦了3次晚宴活動，慶祝農曆新年及中秋節，共有約1,200名退休員工參與。此外，亦組織了兩次戶外活動，吸引約350名退休員工參加。



KMB and LWB organise interest clubs, staff concerts and a football team to promote work-life balance
為達致工作生活平衡，九巴及龍運舉辦興趣小組、員工演唱會及組織足球隊

Workforce (as at 31 December 2017)

員工人數統計數據 (截至2017年12月31日)

KMB and LWB

九巴及龍運

Total 總數		12,363
By gender 以性別劃分	Female 女性	881
	Male 男性	11,482
By age group 以年齡劃分	Under 40 years old 40歲以下	2,804
	40-50 years old 40歲至50歲	3,753
	Over 50 years old 50歲以上	5,806
By employment category 以職位類別劃分	Senior level 高層	34
	Middle level 中層	248
	Entry level 基層	12,081

Training Hours (1 January – 31 December 2017)

員工培訓時數 (2017年1月1日至12月31日)

KMB and LWB

九巴及龍運

Total hours 總時數		138,498
By gender 以性別劃分	Female 女性	6,977 (7.9 hrs per capita) (人均7.9小時)
	Male 男性	131,521 (11.5 hrs per capita) (人均11.5小時)
By employment category 以職位類別劃分	Senior level 高層	212 (6.2 hrs per capita) (人均6.2小時)
	Middle level 中層	1,930 (7.8 hrs per capita) (人均7.8小時)
	Entry level 基層	136,356 (11.3 hrs per capita) (人均11.3小時)

Engaging Stakeholders 與持份者緊密聯繫

Many different communication channels are employed to engage our stakeholders.

我們透過多種不同溝通渠道，
與持份者保持緊密聯繫。



Engaging the Public

In 2017, a number of events were organised to interact with the public we serve:

- From 22 to 28 January 2017, KMB operated a store at the Lunar New Year Market in Yuen Long, offering the public the chance to buy new KMB products as New Year gifts;
- On 29 April 2017, KMB organised the “Retrospective Carnival with KMB” at the Hong Kong Cultural Centre Piazza in Tsim Sha Tsui, giving the public the opportunity to appreciate the bus services provided by KMB over the past 80-plus years. At the event, a vintage bus was displayed and interactive games were provided;
- From June to December 2017, KMB hosted pop-up stores at different shopping malls in Hong Kong, including Tai Po Mega Mall (June), Lai Chi Kok D2 Place (July), Tuen Mun V city (October), Yuen Long Yoho Mall (November) and Tseung Kwan O East Point City (December). The stores allowed the public to understand more about KMB’s services, showcasing bus models from past decades and providing various games and activities related to bus services;
- Between 19 and 25 July 2017, KMB organised its first booth at the Hong Kong Book Fair at the Hong Kong Convention and Exhibition Centre in Wan Chai, where the new generation “red bus” models were introduced;
- On 13 August 2017, KMB organised a “Red Bus Day” at the Star Ferry Bus Terminus in Tsim Sha Tsui, offering the public the opportunity to ride on a red bus. A fleet of red buses was arranged to operate on Route 1A; and
- In 2017, KMB and LWB held a total of 12 Passenger Liaison Group meetings at bus termini across their operating areas to collect customer views on a variety of issues, including interchange schemes, environment-friendly buses, passenger facilities and network connectivity.

與公眾聯繫

在2017年，我們舉辦了多項活動，與公眾交流互動。

- 2017年1月22日至28日，九巴於元朗年宵市場開設攤位，公眾可選購最新的九巴精品作賀年禮品；
- 2017年4月29日，九巴在尖沙嘴文化中心露天廣場舉行「復刻•本地•九巴嘉年華」，回顧巴士服務80多年來的演變。現場展出古董巴士，並為參加者提供懷舊嘉年華和互動攤位遊戲；
- 2017年6月至12月，九巴在香港多個商場設立限定店，包括大埔超級城（6月）、荔枝角D2 Place（7月）、屯門V city（10月）、元朗形點（11月）及將軍澳東港城（12月），介紹九巴的服務，並展出經典巴士模型和提供多項以巴士服務為主題的遊戲及活動，加深公眾對九巴的了解；
- 2017年7月19日至25日，九巴首次參加於灣仔香港會議展覽中心舉行的香港書展，介紹新一代「紅巴」模型；
- 2017年8月13日，九巴於尖沙嘴天星碼頭巴士總站舉辦「KMB 1A@紅巴體驗日」，公眾當日可於1A路線乘坐最新的紅巴；及
- 在2017年，九巴及龍運分別在不同地區的巴士總站舉行了12次乘客聯絡小組會議，收集顧客多方面的意見，包括轉乘計劃、環保巴士、乘客設施及巴士網絡接駁等。

Interview with Passenger 乘客訪問



LAM Sui Kai
林瑞佳
KMB and LWB
Passenger
九巴及龍運乘客

As a bus fan, I not only keep track of KMB and LWB's latest developments, I also take part in bus activities, both in Hong Kong and overseas. Besides, I always follow news about public transport, especially bus-related developments abroad. I particularly appreciate the efforts KMB has made to conserve retired buses. Through the years, KMB has preserved its flagship models for display in exhibitions or large-scale corporate events, enabling citizens to reconnect with buses from different decades. In recent years, KMB and LWB have also taken great strides to improve their bus services. From my personal observation of overseas bus systems, I hope that KMB will consider supporting electronic payments via mobile devices in the future, to meet the growing global trend for smart payments.

作為巴士迷，我緊貼九巴及龍運的最新動態，經常在香港和海外參加巴士活動，平常對公共運輸的新聞也特別關注，留意與巴士相關的發展。我特別欣賞九巴用心保存退役巴士型號。多年來，九巴保存了多輛旗艦巴士，並在展覽或大型企業活動中公開展出，讓市民能回味不同年代乘坐巴士的情懷。此外，我亦留意到九巴和龍運近年積極提升其巴士服務。以我觀察海外巴士運輸系統的心得，我冀盼九巴考慮日後可支援，以流動通訊裝置支付車費，來迎合日益流行的智能支付模式。

Media and Online Communication

In the reporting period, we invited the media to events to strengthen communications and made increasing use of social media platforms such as Facebook and Instagram to publicise KMB and LWB-related information. Our interaction with netizens included a number of cross-media activities that have been well received, as the number of fans of our Facebook page grew to over 60,000 in December 2017. Likewise, the number of followers of our Instagram account had reached more than 59,000 in December 2017.

Firm in the belief that social media platforms constitute a major communication means between the public and the company, we continued to make good use of online communication platforms to strengthen its ties with the public.

傳媒及網上溝通

期內，我們邀請傳媒出席活動以加強溝通，網上社交媒體亦更趨活躍，積極透過網絡社交平台Facebook及Instagram，向公眾發放九巴及龍運的第一手資訊及消息，並緊貼社會脈搏，與網民進行互動溝通，更多次舉辦跨媒體活動，在網上獲得熱烈回響。Facebook專頁的關注數字於2017年12月已大幅上升至超過60,000人，而Instagram專頁的追隨者人數於2017年12月已超過59,000人。

我們深信社交平台將會成為與大眾溝通的重要橋樑，並必繼續善用網絡通訊平台加強與公眾建立更密切聯繫。

The following activities were organised via online social media platforms:

- ◎ From March to May 2017, KMB used its Facebook page to recruit the public to participate in a running training activity, which encouraged the public to live a healthy life;
 - ◎ In April 2017, KMB recruited participants via Facebook to dress in costumes from the 1930s to the 1980s in a vintage cosplay activity at a carnival in Tsim Sha Tsui;
 - ◎ In May 2017, KMB used the Facebook live function to introduce the new-generation KMB “Red Bus”, with its new brand image and the slogan “Heartbeat of the City”;
 - ◎ In July 2017, KMB used the Instagram photo sharing function to encourage the public to visit and take photos of the KMB pop-up store at D2 Place in Lai Chi Kok, and get a free gift from the store;
 - ◎ In October 2017, KMB used its Facebook page to encourage the public to participate in a busking at a bus stop video competition, which provided a good means for KMB to engage the public via music; and
 - ◎ In November 2017, KMB used the Facebook live function to introduce two new facilities, “Bus captain security screen” and “Solar bus stop”.
- ◎ 九巴及龍運安排以下的網絡社交平台活動：
 - ◎ 2017年3月至5月，九巴透過其Facebook專頁進行「跑步訓練大募集」，號召公眾參加跑步訓練，培養健康的生活習慣；
 - ◎ 2017年4月，九巴在Facebook邀請市民穿上30年代至80年代的服飾出席在尖沙嘴舉行的嘉年華會；
 - ◎ 2017年5月，九巴用Facebook直播功能介紹九巴新一代的「紅巴」和嶄新的品牌標誌及「城市脈搏」口號；
 - ◎ 2017年7月，九巴利用Instagram的相片分享功能，邀請市民到荔枝角D2 Place的九巴限定店參觀及拍照，贈送免費禮品；
 - ◎ 2017年10月，九巴在Facebook專頁進行Busking大募集，呼籲公眾提供街頭歌唱影片，透過音樂與大眾連繫；及
 - ◎ 2017年11月，九巴運用Facebook直播功能介紹兩項新設施—「駕駛座旁增設防襲板」及「太陽能巴士站」。



KMB hosted pop-up stores at different shopping malls to interact with the public
九巴在香港多個商場設立限定店與公眾交流互動



KMB and LWB have different channels for passenger enquiries
九巴及龍運提供多個渠道供乘客查詢



KMB and LWB held Passenger Liaison Group Meetings to collect passengers' views
九巴及龍運舉辦乘客聯絡小組會議，收集乘客意見

Smartphone Apps

The in-house developed Bus Estimated Time of Arrival (“ETA”) service has been applied to all KMB and LWB regular routes. Passengers are able to obtain bus arrival information via display panels at bus termini and bus stops, as well as via “App1933” and the KMB and LWB websites.

Providing real-time bus information for the whole fleet, the “Nearby ETA” feature gives users the estimated arrival time of buses on nearby routes. When a passenger enters a desired destination, the App will immediately display all recommended routes available at nearby bus stops, including information on estimated time of arrival, destinations for the routes and fares. After choosing or inputting a location, the App will display each bus stop with the expected arrival time of the next bus. If the passenger needs to make use of a bus-bus interchange on the journey, the App will immediately calculate the total fare after taking the relevant fare concession into account. To provide helpful information for passengers, App1933 has launched a trial project to show seat availability on the next bus. App1933 ranked Number 1 in App Store of iPhone Applications (free download category) in Hong Kong in 2017.

Websites

The KMB and LWB websites (www.kmb.hk and www.lwb.hk) not only serve as a corporate information portal, providing corporate news, promotion schemes and customer enquiries; they also provide a map-based point-to-point bus route search function with 360-degree photo Street View, Live Chat and the Octopus Refund Enquiry functions.

智能手機應用程式

集團自行研發的巴士到站時間預報服務已全面覆蓋九巴及龍運所有路線，乘客可透過巴士總站及巴士站的顯示屏，以及「App1933」及九巴和龍運網頁，查閱巴士到站資訊。

系統的「鄰近巴士站到站時間預報」功能提供整個車隊的實時巴士資訊，為用戶預報鄰近路線的巴士抵達時間。乘客只需輸入擬前往的目的地，應用程式便會即時顯示途經附近巴士站的所有建議巴士路線，包括預報巴士到站時間、沿線目的地及車費。用戶選擇或輸入地點後，應用程式會顯示每個巴士站下一班車的預計到站時間。假如乘客需要中途轉乘其他巴士路線，應用程式亦會即時計算已扣除相關轉乘優惠的總車費。為向乘客提供更多實用資訊，App1933應用程式早前推出試用功能，顯示下一班巴士的尚餘座位數目量。App1933被選為2017年度香港iPhone最受歡迎免費下載手機應用程式第一位。

網站

九巴及龍運的網站(www.kmb.hk及www.lwb.hk)不但提供公司資訊、發布公司消息、宣傳推廣計劃及協助顧客查詢，與此同時亦提供以地圖顯示的點到點巴士路線搜尋器，設有360度「街景」實景圖，即時對話及「查詢八達通退款記錄」功能服務。

Customer Service Centres

Customer Service Centres provide passengers with a one-stop service offering KMB and LWB souvenirs, Octopus Card add-value services and the provision of bus route information, while the Tai Lam Interchange customer service kiosk similarly provides a wide range of services. The kiosk provides cash withdrawal and free Wi-Fi services, as well as a range of convenience goods, providing a handy one-stop service for those changing buses at the Interchange. The customer service kiosk at Hong Kong International Airport's Ground Transportation Centre provides a passenger enquiry service and Airbus ticket sales.

Customer Service Hotline

The KMB customer service hotline (2745 4466) handled about 1.6 million calls in 2017, an average of about 132,800 calls a month, with a hotline operator service, available daily from 7:00 a.m. to 11:00 p.m., being complemented by a 24-hour hotline system. The LWB customer service hotline (2261 2791) handled about 31,570 calls in 2017, an average of about 2,630 calls a month, with a hotline operator service, available daily from 7:00 a.m. to 11:00 p.m., being complemented by a 24-hour hotline system.

Live Chat for Enquiries

To provide more channels for passenger enquiries, KMB has set up a live chat channel on the KMB website and App1933 since 2017 for instant response to customer enquiries, providing a daily service from 7:00 a.m. to 11:00 p.m.

Hosting Visits

To increase our stakeholders' understanding of the daily operations at our bus depots, including maintenance and bus cleaning procedures, we received visitors from some 70 organisations in 2017, including 33 social service organisations and ten overseas delegations.

Membership of Associations and Advocacy

During the reporting period, we further strengthened our connection with stakeholders via participation in the following organisations:

- ◎ Business Environment Council
- ◎ Employers' Federation of Hong Kong
- ◎ Federation of Hong Kong Industries
- ◎ The Chartered Institute of Logistics and Transport in Hong Kong
- ◎ The Hong Kong General Chamber of Commerce

顧客服務中心

顧客服務中心為乘客提供包括九巴及龍運紀念品、八達通卡增值服務及巴士路線資訊等一站式服務。而大欖轉車站的九巴客務站亦同樣提供多元化的服務。客務站設有現金提款及免費無線上網服務，並供應多種便利商品，為在轉車站轉乘的乘客提供方便的一站式服務。位於香港國際機場地面運輸中心的顧客服務及售票處，為乘客提供查詢及售票服務。

顧客服務熱線

九巴顧客服務熱線(2745 4466)於2017年處理了約160萬個來電，即平均每月約132,800個來電。熱線服務員每日早上7時至晚上11時服務公眾，並設有24小時運作的熱線系統。龍運顧客服務熱線(2261 2791)處理了約31,570個來電，即平均每月約2,630個來電。熱線服務員每日早上7時至晚上11時服務公眾，並設有24小時運作的熱線系統。

即時對話服務

為開拓更多渠道讓顧客查詢，九巴於2017年，特別在網站和App1933增設即時對話功能，每日早上7時至晚上11時安排專人即時回應乘客的查詢。

招待訪客

我們在2017年接待了來自70多間機構的訪客，當中包括33間社會服務機構，以及10個海外代表團，以增加持份者對巴士廠日常運作，包括巴士保養及清洗過程的認識。

參與的機構和組織

在報告期內，我們透過參與以下組織，進一步加強與各界聯繫。

- ◎ 商界環保協會
- ◎ 香港僱主聯合會
- ◎ 香港工業總會
- ◎ 香港運輸物流學會
- ◎ 香港總商會

Supporting the Community

The Group takes steps to understand the communities among which we work and support various initiatives and non-governmental organisations (“NGOs”) providing assistance to the needy and improving the environment. To support the elderly and passengers in need, each year KMB and LWB participate in the International Day of Disabled Persons event organised by The Hong Kong Council of Social Service offering free rides on all its bus routes to people with disabilities and one accompanying carer. KMB and LWB also supported the annual Senior Citizens Day, by offering free rides to people aged 65 and over. To share festive joy with the elderly, we distributed red packets, rice cakes, rice dumplings, and mooncakes at traditional festivals.

We sponsor and participate in a variety of local community programmes, including the New Territories Walk for Millions, Dress Casual Day and the Corporate Challenge Half Marathon, all organised by The Community Chest of Hong Kong, as well as taking part in The Hong Kong Council of Social Service Caring Company Patron’s Club. In 2017, KMB provided bus-body advertisements for 13 NGOs on 17 buses.

支持社區

我們主動了解本地社區的需要，支持地區活動，協助非政府機構所舉辦的活動，關心有需要人士及推廣環保。為照顧長者和有需要的乘客，九巴及龍運每年均參與香港社會服務聯會主辦的「國際復康日」。殘疾人士及一名陪同者當天可免費乘搭九巴及龍運所有巴士路線。此外，九巴及龍運亦支持每年一度的「長者日」，65歲或以上長者當天可免費乘車，又與長者分享節日的喜樂，我們在傳統節日期間分別派發利是封、年糕、糰子和月餅。

我們熱心贊助並積極參與多項本地社區活動，包括香港公益金舉辦的新界區百萬元行、公益金便服日、公益慈善半馬拉松，及由香港社會服務聯會「商界展關懷贊助人會」舉辦的活動。在2017年，我們贊助了13間非政府機構免費在17部巴士上張貼車身廣告。

Interview with NGO 非政府機構訪問



June TANG

鄧靄文

Head of Corporate Communications
and Development

The Lok Sin Tong Benevolent Society,
Kowloon

企業傳訊及發展部主管
九龍樂善堂

Through the involvement of FRIENDS OF KMB (“FRN”), KMB and LWB remain dedicated to participating in voluntary community services. Every year, they take part in our large-scale volunteer programme called “LST Buddy”, during which volunteers visit less privileged elderly people at holidays such as Lunar New Year, Mid-Autumn Festival and Dragon Boat Festival. In August 2017, volunteers from FRN also participated in our first series of visits to private homes for the elderly. We look forward to continuing in partnership with FRN as we work to make further positive impacts on society.

透過企業義工組織「九巴之友」，九巴及龍運一直熱心於社區義工服務。他們每年都會參與由樂善堂舉辦的年度大型「樂善之友」社區探訪活動，於農曆新年、中秋節及端午節期間進行社區探訪，關懷社區中弱勢或獨居的長者。2017年8月，九巴與龍運更派出義工參與了我們首次舉辦的私營安老院舍探訪活動。我們期待繼續透過與九巴之友合作，延續在社區的正面影響。

Donation of Used and Retired Bus Programme

To nurture the next generation and show our support for sustainability and recycling, KMB launched a pilot programme in 2016, the “Donation of Used and Retired Bus Programme,” to donate used and retired single-deck and double-deck buses to schools or non-profit organisations. The buses were regenerated as learning centres for use by students and teachers.

The list of beneficiary schools/non-profit organisations in 2017 is as follows:

- ◎ Buddhist Lim Kim Tian Memorial Primary School
- ◎ Hong Chi Tuen Mun Morninghope School
- ◎ Buddhist Chung Wah Kornhill Primary School

FRIENDS OF KMB

KMB’s volunteer club FRIENDS OF KMB (“FRN”) has promoted environmental protection, civic education and social service activities since it was formed in 1995. In 2017, FRN comprised 5,300 volunteers, including KMB and LWB staff and their dependents, and passengers. We were awarded the Second Runner-up in the Highest Service Hour Award (Private Organisations – Best Customer Participation) and Merit in the Highest Service Hour Award (Private Organisations – Best Staff Participation) from the Social Welfare Department.

In 2017, FRN volunteers, in partnership with Tung Wah Group of Hospitals, Prince of Wales Hospital, Suicide Prevention Services, Po Leung Kuk, Baptist Oi Kwan Social Service, Hong Kong Sheng Kung Hui, Hope Worldwide, and Lok Sin Tong, visited the elderly and less privileged people living in Eastern District, Kowloon City, Kwai Tsing, Kwun Tong, Sha Tin, Sham Shui Po, Tsuen Wan, Tuen Mun, Wan Chai, Wong Tai Sin, and Yau Tsim Mong.



FRN contributed to the community by performing voluntary work
九巴之友參與義工服務，貢獻社會

舊巴士及退役巴士捐贈計劃

為支持可持續發展和資源循環再造培育下一代，九巴在2016年推出嶄新的「舊巴士及退役巴士捐贈計劃」，將退役單層或雙層巴士捐贈予學校或非牟利機構，改裝成為學習中心供師生使用。

期內，受惠的學校／非牟利機構如下：

- ◎ 佛教林金殿紀念小學
- ◎ 匡智屯門晨輝學校
- ◎ 佛教中華康山學校

九巴之友

我們的義工組織「九巴之友」自1995年成立以來，一直致力推動環境保護、公民教育及社會服務活動。2017年，九巴之友共有5,300名義工，成員包括九巴及龍運員工與家屬及乘客。九巴之友榮獲社會福利署頒發「最高服務時數獎」(私人團體－最積極動員客戶參與) 季軍及「最高服務時數獎」(私人團體－最積極動員員工參與) 優異獎。

在2017年，九巴之友與東華三院、威爾斯親王醫院、生命熱線、保良局、浸信會愛羣社會服務處、香港聖公會、寰宇希望及樂善堂合作，到東區、九龍城、葵青、觀塘、沙田、深水埗、荃灣、屯門、灣仔、黃大仙及油尖旺區探望長者及有需要人士，盡顯關懷。



KMB distributed mooncakes to the elderly
九巴向長者派發月餅

Interview with FRN 九巴之友訪問



CHENG Wai Cheong (Left)
鄭偉昌 (左)

Team Leader of FRIENDS OF KMB
九巴之友組長

I have been a member of FRIENDS OF KMB (“FRN”) since 1996, and I have always been happy to be part of this big family. With the support of KMB management, FRN continues to conduct fundraising activities, run regular services for people in need, and organise environmental protection and civic education initiatives. In April 2017, I invited my wife and my children, who are also FRN members, to take part in a tree planting event in Kam Shan Country Park. This was the first time that my family had participated in such an activity, and we enjoyed weeding the planting site, adding fertiliser, setting up tree guards and planting the seedlings. The event was a great opportunity to teach our children about the importance of conserving the environment and contributing to the community we live in. Throughout my long-term participation in FRN, I have consistently been delighted to see the ongoing participation of KMB management – their involvement encourages and enables us to serve the public through various community programmes.

自1996年加入「九巴之友」以來，我一直很慶幸成為這個大家庭的成員。在九巴管理層的全力支持下，九巴之友經常籌劃慈善籌款活動，為有需要人士提供服務和推廣環保及公民教育活動。在2017年4月，我邀請本身也是九巴之友的太太和子女參加於金山郊野公園舉行的植樹活動，那是首次與家人一起參與這類活動，在植樹區清除雜草、施肥料和裝設護樹架，又栽種樹苗。這次活動締造良好機會教導子女愛護環境，讓我們為社會作出貢獻。投身九巴之友多年，我很高興看到九巴管理層一直積極投入社福活動，他們的參與具有正面鼓勵作用，讓我們盡展所能，透過各類社區計劃服務社群。

Working with Suppliers

We believe in upstream integrated supply chain management with the emphasis on quality and logistics control. We work closely with our business partners to develop new buses and services that are well adapted to the local climatic and operational environment. We encourage fair and open competition with the aim of developing long term relationships with suppliers and sub-contractors based on mutual trust. Our supply chain activities are guided by KMB and LWB’s policies and procedures that are geared to ensuring the ethical procurement of supplies and services, as well as high quality end products in which our customers can be confident.

與供應商合作

我們重視上游綜合供應鏈管理，專注品質及物流控制，因此一直與業務夥伴緊密合作，共同研發適合本港氣候及營運環境的新型巴士和服務。我們鼓勵公平及公開競爭，並與供應商及承辦商建立長久的互信關係。我們的供應鏈活動遵從公司既定的政策及程序，確保物資和服務的採購符合道德規範，保障產品的品質以令顧客安心。

To ensure compliance by our suppliers and sub-contractors with our guidelines on social and environmental requirements, we require tenderers to submit information on their performance in the following key aspects, which will be evaluated when we award contracts:

- ⊙ Environmental care;
- ⊙ Health and safety;
- ⊙ The prohibition of forced and child labour; and
- ⊙ Anti-corruption.

Environmental Care, Health and Safety of Suppliers/ Sub-contractors

Our suppliers and their sub-contractors are expected to show their commitment to environmental protection and a healthy and safe workplace by adopting these measures:

- ⊙ Promoting employee awareness of environmental issues;
- ⊙ Encouraging energy conservation;
- ⊙ Reducing waste in appropriate ways and finding alternative uses for waste;
- ⊙ Providing and maintaining a safe and risk-free operating environment by adopting good systems and equipment;
- ⊙ Enforcing appropriate procedures for the use, handling, storage and transport of materials; and
- ⊙ Complying with all relevant statutes.

為確保供應商及承辦商遵從我們有關社會責任和環保要求的指引，我們規定所有投標者必須上報他們在下列主要範疇的工作表現，有關績效將會作為我們審批合約的考慮因素：

- ⊙ 環境保護；
- ⊙ 健康和安全；
- ⊙ 防止使用強迫勞工及童工；及
- ⊙ 反貪污。

供應商／承辦商的環境保護、健康及安全

我們要求所有供應商及其承辦商採取下列措施，以承諾愛護環境，並提供健康、安全的工作環境：

- ⊙ 提升僱員的環保意識；
- ⊙ 鼓勵節能；
- ⊙ 適當處理廢物及發掘另類的廢物用途，以推廣減廢；
- ⊙ 在工作中採納優良的系統及設備，以提供並維持安全及無風險的營運環境；
- ⊙ 對物料採取適當的使用、處理、存放及運送程序；及
- ⊙ 遵守所有相關法例。



KMB's Donation of Used and Retired Bus Programme benefits schools and NGOs
九巴舊巴士及退役巴士捐贈計劃惠及學校及非牟利團體

Forced Labour and Child Labour

Suppliers and their sub-contractors undertake that they will not use forced labour in any form or child labour (persons below the local minimum age or below the age of 16).

To ensure that our suppliers conduct operations with a comprehensive consideration of their environmental and social aspects, we require our tenderers to provide us with details of the following aspects of their operations. We review their performance in these areas carefully when considering the awarding of contracts:

- ◎ The tenderer's awareness of environmental care, health and safety, and policies regarding the prevention of the use of forced labour and child labour;
- ◎ Measures taken by the tenderer to check compliance of its key suppliers/sub-contractors with its standards on Environmental Care, Health and Safety of Suppliers/Sub-contractors, and Forced Labour and Child Labour; and
- ◎ Any major social controversies, fines or settlements related to the activities of the tenderer's suppliers/sub-contractors.

Legal and Regulatory Compliance

Our suppliers are expected to fulfill all their contracts with us in a proper and lawful manner and in no way violate the laws of the HKSAR. Suppliers are asked to declare any close personal or business relationships they may have with any of our directors, staff or handling agents. They are also requested to make a report to the Independent Commission Against Corruption if an employee has committed any offence of corruption under the Prevention of Bribery Ordinance (Chapter 201, Laws of Hong Kong). Should a supplier or sub-contractor be found to have committed any offence of corruption under this Ordinance, we reserve the right to immediately terminate all outstanding contract(s) without allowing the supplier or sub-contractor recourse to any compensation or claim for loss.

強迫勞工及童工

供應商及其承辦商承諾不會使用任何形式的強迫勞工或童工（即年齡低於當地最低年齡限制或不足16歲的人士）。

為確保供應商在業務營運中全面考慮環境和社會因素，我們要求投標者提供下列營運方面的詳細資料，並在批約時小心考慮他們在這些方面的表現：

- ◎ 投標者的環境保護、健康和安全管理意識，以及防止使用強迫勞工及童工的政策；
- ◎ 投標者採取措施，以查察其主要供應商／承辦商是否符合在環境保護、健康、安全、強迫勞工及童工方面所須達到的標準；及
- ◎ 有否與投標者的供應商／承辦商的業務活動有關的重大社會爭議、罰款或和解。

遵守法例及監管規定

我們要求供應商以恰當而合法的方式履行雙方所有合約，並且在任何情況下均不得違反香港特區政府的法例。我們要求供應商申報他們可能與集團董事、員工或代理人存在任何密切的個人或業務關係，並在發現任何僱員觸犯防止賄賂條例（香港法例第201章）下的任何貪污罪行時，向香港廉政公署舉報。若發現任何供應商或承辦商觸犯上述條例下的任何舞弊行為，集團有權即時終止所有未完成的合約，有關的供應商或承辦商不得追討任何賠償或提出損失索償。

Prevention of Bribery and of Corrupt Practices in Procurement

We promote fair and open competition and aim to develop and secure long-term relationships with suppliers and sub-contractors based on mutual trust. We make efforts to ensure that the procurement of supplies and services is conducted to the highest ethical standards so as to ensure a high quality end product and the sustained confidence of customers, suppliers and the public. We ensure that all suppliers, sub-contractors and consultants are managed equally without prejudice, both local and overseas, and that those staff involved in the selection of and purchase from suppliers and sub-contractors avoid misuse of authority and do not engage in actions which could interfere with their ability to make free and independent decisions in respect of purchase and procurement.

Procurement and Tendering Procedures

The criteria for the procurement and tendering of services or goods are based solely upon price, quality, need and other relevant factors, including environmental and social responsibility standards. Our procurement and tendering measures are implemented on the following principles:

- ◎ Impartial selection of capable and responsible suppliers and subcontractors;
- ◎ Fair competition;
- ◎ Selection of appropriate contract types according to need;
- ◎ Compliance with laws, relevant regulations and contractual obligations; and
- ◎ Adoption of an effective monitoring system and management controls to detect and prevent bribery, fraud or other malpractices in procurement and tendering. Procurement and tendering protocols for implementing this policy will specifically include procedures and practices designed to detect and prevent fraudulent activities.

於採購過程中防止賄賂及舞弊行為

我們鼓勵公平及公開競爭，並旨在與供應商及承辦商建立及維繫本於互信的長久關係。我們努力確保在採購物品及服務時秉持最高的道德標準，以保障最終產品的品質，以及持續維持顧客、供應商及公眾對集團的信心。我們亦確保本地及海外的所有供應商、承辦商及顧問公司得到一視同仁的公平對待，而涉及甄選供應商和承辦商及採購過程的員工不會濫用職權，並要求他們避免牽涉某些情況而可能影響他們就採購事宜作出自由及獨立決定的能力。

採購及投標程序

就服務或貨品進行採購及招標的考量準則，完全取決於價格、品質、需要及其他相關因素，包括環境及社會責任的標準。我們的採購及招標措施乃按下列原則進行：

- ◎ 不偏不倚地挑選有能力及負責任的供應商和承辦商；
- ◎ 公平競爭；
- ◎ 按需要選擇合適的合約種類；
- ◎ 遵守法律、相關規例及合約責任；及
- ◎ 採用有效的監察機制及管理監控，以在採購及招標過程中查察及防止賄賂、詐騙及其他舞弊行為。落實此政策的採購及招標協定，將特別加入為查察及防止欺詐活動而設計的程序及措施。

Reporting Content Index Tables

報告內容索引表

TIH has developed this report in accordance with the Core Option of the Global Reporting Initiative (“GRI”) G4 Sustainability Reporting Guidelines and the Environmental, Social and Governance (“ESG”) Reporting Guide of HKEx. The following content index tables present the associated disclosures either by cross-referring relevant section(s) in this Report or by providing direct remarks.

載通國際根據《全球報告倡議組織G4可持續發展報告指引》的「核心選項」及港交所的《環境、社會及管治報告指引》，來編寫報告。下表列明有關的報告內容，連結有關章節或提供直接註釋。

ESG Reporting Guide Content Index 《環境、社會及管治報告指引》內容索引

General Disclosures and KPIs

一般披露及

關鍵績效
指標

Description
描述

Cross-references / Comments
互相參照 / 註釋

Page(s)
頁數

A. Environmental 環境			
Aspect 層面 A1: Emissions 排放物			
General Disclosure 一般披露	Description 描述	Cross-references / Comments 互相參照 / 註釋	Page(s) 頁數
	Policies and compliance with laws and regulations relating to air quality and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. 有關廢氣及溫室氣體排放、向水及土地的排污、有害及無害廢棄物的產生等的政策及法律合規情況	Care for the Environment 愛護環境 KMB and LWB complied with all relevant laws and regulations in the reporting period. 九巴與龍運於報告期內遵守所有相關法例法規。	25-33
A1.1	The types of emissions and respective emissions data 排放物種類及相關排放數據	Care for the Environment 愛護環境 Disclosed data is calculated based on “How to prepare an ESG Report” published by the Hong Kong Exchanges and Clearing Limited. 披露數據是參考香港交易及結算所有限公司刊發的《如何準備環境、社會及管治報告？》計算得出。	30

A1.2	Greenhouse gas emissions in total and, where appropriate, intensity 溫室氣體總排放量及（如適用）密度	Care for the Environment 愛護環境 Disclosed data is calculated according to the “Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purpose) in Hong Kong” published by the Environmental Protection Department and the Electrical and Mechanical Services Department. 披露數據是參考環境保護署和機電工程署出版的《香港建築物（商業、住宅或公共用途）的溫室氣體排放及減除的核算和報告指引》計算得出。	29
A1.3	Total hazardous waste produced and, where appropriate, intensity 所產生有害廢棄物總量及（如適用）密度	Care for the Environment 愛護環境	31-32
A1.4	Total non-hazardous waste produced and, where appropriate, intensity 所產生無害廢棄物總量及（如適用）密度	Care for the Environment 愛護環境	31
A1.5	Description of measures to mitigate emissions and results achieved 描述減低排放量的措施及所得成果	Care for the Environment 愛護環境	26-28, 30
A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved 描述處理有害及無害廢棄物的方法、減低產生量的措施及所得成果	Care for the Environment 愛護環境	31-32
Aspect 層面 A2 : Use of Resources 資源使用			
General Disclosure 一般披露	Policies on the efficient use of resources including energy, water and other raw materials 有效使用資源（包括能源、水及其他原材料）的政策	Care for the Environment 愛護環境	25, 29, 31-33
A2.1	Direct and/or indirect energy consumption by type in total and intensity 按類型劃分的直接及／或間接能源總耗量及密度	Care for the Environment 愛護環境	29, 33
A2.2	Water consumption in total and intensity 總耗水量及密度	Care for the Environment 愛護環境	32

A2.3	Description of energy use efficiency initiatives and results achieved 描述能源使用效益計劃及所得成果	Care for the Environment 愛護環境	29, 33
A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved 描述求取適用水源上可有任何問題，以及提升用水效益計劃及所得成果	Fresh water used in KMB and LWB's offices and depots is provided by the Water Supplies Department in Hong Kong. No major issue concerning sourcing water has been encountered. 辦公室及車廠使用的淡水由水務署提供。沒有遇到獲取水源上的重大問題。	32
A2.5	Total packaging material used for finished products and, if applicable, with reference to per unit produced 製成品所用包裝材料的總量及（如適用）每生產單位估量	Not applicable to KMB and LWB's business. 不適用於九巴及龍運的業務。	--
Aspect 層面 A3 : The Environment and Natural Resources 環境及天然資源			
General Disclosure 一般披露	Policies on minimising the issuer's significant impact on the environment and natural resources 減低發行人對環境及天然資源造成重大影響的政策	Care for the Environment 愛護環境	25-33
A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動	Care for the Environment 愛護環境	25-33
B. Social 社會			
Aspect 層面 B1 : Employment 僱傭			
General Disclosure 一般披露	Policies and compliance with laws and regulations relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的政策及法律合規情況	Corporate Governance 企業管治 Care for Employees 關懷僱員 KMB and LWB complied with all relevant laws and regulations in the reporting period. 九巴與龍運於報告期內遵守所有相關法例法規。	14, 35-36
B1.1	Total workforce by gender, employment type, age group and geographical region 按性別、僱傭類型、年齡組別及地區劃分的僱員總數	Care for Employees 關懷僱員	41

Aspect 層面 B2 : Health and Safety 健康與安全			
General Disclosure 一般披露	Policies and compliance with laws and regulations relating to providing a safe working environment and protecting employees from occupational hazards 有關提供安全工作環境及保障僱員避免職業性危害的政策及法律合規情況	Corporate Governance 企業管治 KMB and LWB complied with all relevant laws and regulations in the reporting period. 九巴與龍運於報告期內遵守所有相關法例法規。	14-15
B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored 描述所採納的職業健康與安全措施，以及相關執行及監察方法	Corporate Governance 企業管治 Care for Employees 關懷僱員	14-15 37
Aspect 層面 B3 : Development and Training 發展及培訓			
General Disclosure 一般披露	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動	Care for Employees 關懷僱員	38-39
B3.2	The average training hours completed per employee by gender and employee category 按性別及僱員類別劃分，每名僱員完成受訓的平均時數	Care for Employees 關懷僱員	41
Aspect 層面 B4 : Labour Standards 勞工準則			
General Disclosure 一般披露	Policies and compliance with laws and regulations relating to preventing child and forced labour 有關防止童工或強制勞工的政策及法律合規情況	Corporate Governance 企業管治 KMB and LWB complied with all relevant laws and regulations in the reporting period. 九巴與龍運於報告期內遵守所有相關法例法規。	15
B4.1	Description of measures to review employment practices to avoid child and forced labour 描述檢討招聘慣例的措施以避免童工及強制勞工	Corporate Governance 企業管治 Engaging Stakeholders 與持份者緊密聯繫	15 52
Aspect 層面 B5 : Supply Chain Management 供應鏈管理			
General Disclosure 一般披露	Policies on managing environmental and social risks of the supply chain 管理供應鏈的環境及社會風險政策	Corporate Governance 企業管治	14-15

Reporting Content Index Tables
報告內容索引表

B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法	Corporate Governance 企業管治 Engaging Stakeholders 與持份者緊密聯繫	14-15 50-53
Aspect 層面 B6 : Product Responsibility 產品責任			
General Disclosure 一般披露	Policies and compliance with laws and regulations relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的政策及法律合規情況	Care for Customers 關懷顧客 KMB and LWB complied with all relevant laws and regulations in the reporting period. 九巴與龍運於報告期內遵守所有相關法例法規。	17-23
B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored 描述消費者資料保障及私隱政策，以及相關執行及監察方法	Care for Customers 關懷顧客	19
Aspect 層面 B7 : Anti-corruption 反貪污			
General Disclosure 一般披露	Policies and compliance with laws and regulations relating to bribery, extortion, fraud and money laundering 有關防止賄賂、勒索、欺詐及洗黑錢的政策及法律合規情況	Corporate Governance 企業管治 Engaging Stakeholders 與持份者緊密聯繫 KMB and LWB complied with all relevant laws and regulations in the reporting period. 九巴與龍運於報告期內遵守所有相關法例法規。	14, 53
B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored 描述防範措施及舉報程序，以及相關執行及監察方法	Corporate Governance 企業管治	14
Aspect 層面 B8 : Community Investment 社區投資			
General Disclosure 一般披露	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities takes into consideration the communities' interests 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策	Engaging Stakeholders 與持份者緊密聯繫	48-50
B8.1	Focus areas of contribution 專注貢獻範疇	Engaging Stakeholders 與持份者緊密聯繫	48-50

GRI Content Index
全球報告倡議組織內容索引

General Standard Disclosures
一般標準披露

GRI G4

Indicator GRI G4 指標	Description 描述	Cross-references / Comments 互相參照 / 註釋	Page(s) 頁數
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Strategy and analysis 策略及分析			
G4-1	Statement from the most senior decision-maker of the organisation 機構最高決策人的聲明	Managing Director's Statement 董事總經理的話	7-9
G4-2	Provision of a description of key impacts, risks, and opportunities 提供主要影響、風險和機遇的描述	Managing Director's Statement 董事總經理的話	7-9
		Corporate Governance 企業管治	14-15
Organisational profile 機構簡介			
G4-3	Name of the organisation 機構名稱	Group Profile 集團簡介	10
G4-4	Primary brands, products, and services 主要品牌、產品及服務	Group Profile 集團簡介	10
G4-5	Location of the organisation's headquarters 機構總部位置	Group Profile 集團簡介	10
G4-6	Number of countries where the organisation operates 機構營運所在地之數目	Group Profile 集團簡介	10
G4-7	Nature of ownership and legal form 擁有權的性質及法律形式	Group Profile 集團簡介	10
G4-8	Markets served 所服務的市場	Group Profile 集團簡介	10
G4-9	Scale of the organisation 機構規模	Group Profile 集團簡介	12
G4-10	Number of total employees 僱員總數	Group Profile 集團簡介	12
		Care for Employees 關懷僱員	41
G4-11	Percentage of total employees covered by collective bargaining agreements 受集體協商協議保障的總僱員百分比	Care for Employees 關懷僱員	35
G4-12	Organisation's supply chain 機構的供應鏈	Corporate Governance 企業管治	14-15
		Engaging Stakeholders 與持份者緊密聯繫	50-53

Reporting Content Index Tables
報告內容索引表

G4-13	Significant changes during the reporting period regarding the organisation's size, structure, ownership, or its supply chain 於報告期內機構規模、架構、擁有權或供應鏈的重大改變	About the Report 關於本報告	2
G4-14	Report whether and how the precautionary approach or principle is addressed by the organisation 機構是否及如何按預警方針及原則行事	Corporate Governance 企業管治	14-15
G4-15	Externally developed economic, environmental and social charters, principles, or other initiatives to which the organisation subscribes or which it endorses 機構對外界發起的經濟、環境及社會約章、原則或其他倡議的參與或支持	Group Profile 集團簡介	12-13
		Corporate Governance 企業管治	14-15
		Care for Customers 關懷顧客	19
G4-16	Memberships of associations and/or national/international advocacy organisations 機構參與的聯會及(或)本地/國際倡議組織	Engaging Stakeholders 與持份者緊密聯繫	47
Identified material aspects and boundaries 已確定的重要議題			
G4-17	Entities included in the organisation's consolidated financial statements 機構綜合財務報表或同等文件內包含的實體	About the Report 關於本報告	2-3
G4-18	Process for defining the report content and the aspect boundaries and how the organisation has implemented the reporting principles for defining report content 界定報告內容及議題界限的過程，以及機構如何於已界定的報告內容實行報告原則	Materiality Assessment 重要性評估	4
G4-19	Material aspects identified in the process for defining report content 決定報告內容過程中界定的重要議題	Materiality Assessment 重要性評估	5
G4-20	Aspect boundary of each material aspect within the organisation 機構內各重要議題的界限	Materiality Assessment 重要性評估	5
G4-21	Aspect boundary of each material aspect outside the organisation 機構外各重要議題的界限	Materiality Assessment 重要性評估	5
G4-22	Effect of any restatements of information provided in previous reports, and the reasons for such restatements 解釋重整舊報告所載信息的結果及原因	There is no restatement of information provided in the previous report. 不需要修正去年可持續發展報告內的資料。	--
G4-23	Report significant changes from previous reporting periods in the scope and aspect boundaries 報告的範圍及議題界限與以往報告的重大分別	About the Report 關於本報告	2-3
		Materiality Assessment 重要性評估	4-5

Stakeholder engagement 持份者之參與			
G4-24	List of stakeholder groups engaged by the organisation 機構的持份者群組清單	Materiality Assessment 重要性評估	4
		Corporate Governance 企業管治	14
G4-25	Basis for identification and selection of stakeholders with whom to engage 界定及挑選相關持份者之基準	Materiality Assessment 重要性評估	4
G4-26	Approach to stakeholder engagement 與持份者的溝通	Materiality Assessment 重要性評估	4
		Engaging Stakeholders 與持份者緊密聯繫	43-53
G4-27	Key topics and concerns that have been raised through stakeholder engagement, and how the organisation has responded to those key topics and concerns 於持份者參與的過程中提出的主要項目及關注事項，以及機構的應對	Materiality Assessment 重要性評估	5
		Engaging Stakeholders 與持份者緊密聯繫	43-53
Report profile 報告概況			
G4-28	Reporting period for information provided 匯報期	About the Report 關於本報告	2
G4-29	Date of most recent previous report 上一份報告的日期	This is the first TIH Sustainability Report complied with ESG Guide. 這是首份載通國際可持續發展報告按《ESG 指引》擬備。	--
G4-30	Reporting cycle 匯報周期	About the Report 關於本報告	2
G4-31	Contact point for questions regarding the report or its contents 查詢報告或報告內容的聯絡方式	About the Report 關於本報告	3
G4-32	GRI Content Index, the 'in accordance' option the organisation has chosen and the reference to the external assurance (if any) GRI內容索引，包括揀選的「符合」選項及外部認證參考（如有）	Reporting Content Index Tables 報告內容索引表	59-65
G4-33	Policy and current practice with regard to seeking external assurance for the report 為報告尋求外部認證的政策及現行措施	No external assurance has been sought for this report. 本報告不使用外部認證。	--

Reporting Content Index Tables
報告內容索引表

Governance 管治			
G4-34	Governance structure of the organisation 機構的管治架構	Corporate Governance 企業管治 Transport International Holdings Limited 2017 Annual Report (pp. 74-91) 載通國際控股有限公司2017年年報(74-91頁)	15
G4-36	Appointment of executive-level position(s) with responsibility for economic, environmental and social topics 機構有否任命管理階層負責經濟、環 境和社會議題	Corporate Governance 企業管治	15
G4-38	Composition of the highest governance body and its committees 最高管治機構及其委員會的組成	Corporate Governance 企業管治 Transport International Holdings Limited 2017 Annual Report (pp. 74-91) 載通國際控股有限公司2017年年報(74-91頁)	15
Ethics and integrity 道德與誠信			
G4-56	Organisation's values, principles, standards and norms of behaviour 機構的價值觀、原則、標準和行為規範	Group Profile 集團簡介	11
G4-58	The internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organisational integrity 對於舉報有違道德或不合法行為及機構誠信 相關問題的內、外部機制	Corporate Governance 企業管治	14
Specific Standard Disclosures 特定標準披露			
Energy 能源			
G4-DMA	Generic Disclosures on Management Approach 通用管理方法披露	Care for the Environment 愛護環境	26, 29, 33
G4-EN3	Energy consumption within the organization 機構內部的能源消耗量	Care for the Environment 愛護環境 During the reporting period, the total energy consumption are as follows: Diesel oil: 12,970,000 GJ Electricity: 200,000 GJ 在報告期內·總能源消耗： 柴油：12,970,000千兆焦耳 電：200,000千兆焦耳	29, 33
G4-EN6	Reduction of energy consumption 減少的能源消耗量	Care for the Environment 愛護環境	26, 29, 33
G4-EN7	Reductions in energy requirements of products and services 產品和服務所需能源的降低	Care for the Environment 愛護環境	26

Water 水			
G4-DMA	Generic Disclosures on Management Approach 通用管理方法披露	Care for the Environment 愛護環境	32
G4-EN8	Total volume of water withdrawn 依來源劃分的總取水量	Care for the Environment 愛護環境 During the reporting period, the total volume of water consumed was around 513,000 cubic metres. 在報告期內，總用水量：513,000立方米	32
Emissions 排放			
G4-DMA	Generic Disclosures on Management Approach 通用管理方法披露	Care for the Environment 愛護環境	25-30
G4-EN18	Greenhouse gas (“GHG”) emissions intensity 溫室氣體排放強度	Care for the Environment 愛護環境 Disclosed data is calculated according to the “Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purpose) in Hong Kong” published by the Environmental Protection Department and the Electrical and Mechanical Services Department. 披露數據是參考環保署和機電工程署出版的《香港建築物(商業、住宅或公共用途)的溫室氣體排放及減除的核算和報告指引》計算得出。 During the reporting period, the total annual GHG emissions (scope I and II) are as follows: 148 tonnes of CO ₂ equivalent per bus 在報告期內，年度溫室氣體排放(範疇一及二)：每輛巴士約148噸二氧化碳當量	29
G4-EN21	NO _x , SO _x , and other significant air emissions 氮氧化物、硫氧化物和其他主要氣體的排放量	Care for the Environment 愛護環境 Disclosed data is calculated based on “How to prepare an ESG Report” published by the Hong Kong Exchanges and Clearing Limited. 披露數據是參考香港交易及結算所有限公司刊發的《如何準備環境、社會及管治報告?》計算得出。 During the reporting period, the total air emissions are as follows: PM: 195 tonnes NO _x : 2,715 tonnes 在報告期內，總氣體排放如下： 微粒：約195噸 氮氧化物：約2,715噸	30

Effluents and waste 污水和廢物			
G4-DMA	Generic Disclosures on Management Approach 通用管理方法披露	Care for the Environment 愛護環境	25 31-32
G4-EN23	Total weight of waste by type and disposal method 按類別及處理方法分類的廢棄物總重量	Care for the Environment 愛護環境 During the reporting period, the total weight of waste by type are as follows: Used tyre: 46,000 Scrapped tyre: 28,000 Tyre chip: 100 tonnes Fluorescent tube: 50,000 Solid chemical waste: 362,000 kilograms Waste oil: 921,000 litres Waste lead-oil battery: 277,000 kilograms 在報告期內，按類別分類的廢棄物總量如下： 翻新輪胎：46,000條 回收輪胎：28,000條 輪胎膠粒：100噸 光管：50,000支 固體化學廢料：362,000公斤 廢油：921,000升 廢棄鉛酸電池：277,000公斤	31-32
Overall 整體環保情況			
G4-DMA	Generic Disclosures on Management Approach 通用管理方法披露	Care for the Environment 愛護環境	25-26
G4-EN31	Total environmental protection expenditures and investments by type 按類別說明總環保支出及投資	Care for the Environment 愛護環境 During the reporting period, the total investment was HK\$1.63 billion 在報告期內，總投資額為港幣16.3億元	26
Employment 僱傭			
G4-DMA	Generic Disclosures on Management Approach 通用管理方法披露	Care for Employees 關懷僱員	35-36
G4-LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation 按重要運營地點劃分，不提供給臨時或兼職員工，只提供給全職員工的福利	Care for Employees 關懷僱員	35-36

Occupational health and safety 職業健康與安全			
G4-DMA	Generic Disclosures on Management Approach 通用管理方法披露	Care for Employees 關懷僱員	37
G4-LA5	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programmes 由勞資雙方組建的職工健康與安全委員會中，能幫助員工監督和評價健康與安全相關專案的員工代表所佔的百分比	Care for Employees 關懷僱員	37
G4-LA8	Health and safety topics covered in formal agreements with trade unions 與工會達成的正式協議中的健康與安全議題	Care for Employees 關懷僱員	37
Training and education 培訓與教育			
G4-DMA	Generic Disclosures on Management Approach 通用管理方法披露	Care for Employees 關懷僱員	38-39
G4-LA9	Average hours of training per reporting period per employee by gender, and by employee category 按性別和員工類別劃分，每名員工每報告期接受培訓的平均小時數	Care for Employees 關懷僱員 During the reporting period, the training hours by category are as follows: Total: 202,517 Female: 9,472 (10.8 hrs per capita) Male: 193,045 (16.8 hrs per capita) Senior level: 428 (12.6 hrs per capita) Middle level: 2,258 (9.1 hrs per capita) Entry level: 199,831 (16.5 hrs per capita) 在報告期內，按類別劃分的培訓小時如下： 總數：202,517 女性：9,472（人均10.8小時） 男性：193,045（人均16.8小時） 高層：428（人均12.6小時） 中層：2,258（人均9.1小時） 基層：199,831（人均16.5小時）	41
Local communities 本地社區			
G4-DMA	Generic Disclosures on Management Approach 通用管理方法披露	Engaging Stakeholders 與持份者緊密聯繫	43-50
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programmes 實施了當地社區參與、影響評估和發展計畫的運營點比例	Engaging Stakeholders 與持份者緊密聯繫	43-45, 47-50



載通國際

Transport International