**KMB Sustainability Report 2019**

**九巴可持續發展報告2019**

**About KMB**

**關於九巴**

The Kowloon Motor Bus Company (1933) Limited (˝KMB˝), a wholly-owned subsidiary of Transport International Holdings Limited, is the largest franchised bus operator in Hong Kong, serving more than 2.8 million passenger-trips each day. A workforce of more than 12,600 employees, including some 8,900 bus captains, ensures that customers enjoy high quality services on a fleet of around 4,100 buses operating on 411 routes.

九龍巴士 ( 一九三三 ) 有限公司 (「九巴」) 是載通國際控股有限公司全資擁有的附屬公司。九巴的車隊包括超過 4,100 部巴士，行走 411條路線，每天為超過 280 萬人次的乘客服務，是全港最大的專營巴士服務營運商。九巴的工作團隊有超過 12,600 名員工，包括約 8,900名車長，確保顧客享受到優質的運輸服務。

**Vision**

**目標**

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.

我們銳意成為在所屬領域的世界級領袖，而支持達至此目標的基礎因素為：用心了解服務對象的需要、引進創新技術及環保方案，並實現安全表現、服務質素和營運效率的新標準。

**Mission**

**方針**

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

我們的方針是提升對股東的價值，同時為大中華區的社會及經濟發展作出貢獻。這方針概述如下：

Distinctive customer service 卓越服務

Reliable performance 可靠表現

Innovation 不斷創新

Value for money 創優增值

Environmental responsibility 保護環境

Sustainable business practice 運行不息

**Values**

**價值觀**

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.

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。

**About the Report**

**關於本報告**

This is the Sustainability Report 2019 (˝this Report˝) of KMB. The report highlights the major environmental and corporate social responsibility performance and sustainability achievements of the Hong Kong franchised public bus operations provided by KMB. This Report covers the reporting period from 1 January to 31 December 2019.

九巴發表《可持續發展報告 2019》（「本報告」），重點闡述九巴於香港專營公共巴士業務中，主要環保及企業社會責任的表現，以及可持續發展的成效。本報告涵蓋的期限為 2019 年 1 月 1 日至 12 月 31 日。

**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 considering the interests of 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 several engagement programmes to gauge their views on our operations and services. Our dialogue with stakeholders is established through various channels, including the LiveChat enquiry channel on the KMB website and App1933, the KMB Facebook page, the KMB Instagram account, the KMB YouTube channel and corporate publications such as KMB Today, as well as face-to-face meetings and media networking.

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。

我們的主要持份者包括乘客、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。我們設立了不同持份者參與項目，評估各方對本公司的營運和服務的意見。我們透過不同渠道與持份者保持聯繫，包括九巴網站及手機應用程式「App1933」的即時對話平台、九巴 Facebook 專頁、九巴 Instagram 帳戶、九巴YouTube 頻道、《今日九巴》等企業刊物、會面訪談和傳媒聯絡等。

**Major Recognition and Awards**

**主要獎項及殊榮**

We aim to deliver excellent public transport services in a sustainable manner and are pleased to receive a number of prestigious awards in 2019.

我們致力以可持續發展的方針提供優質的公共巴士服務。於 2019 年，我們獲得多個權威獎項，成績得到認同。

Corporate Social Responsibility

* Gold Award in the Transport and Logistics category of the 2018 Hong Kong Awards for Environmental Excellence (˝HKAEE˝) from the Environmental Campaign Committee
* Silver Award in the Enterprise category of The 10th Hong Kong Outstanding Corporate Citizenship Programme from the Committee on the Promotion of Civic Education
* Hong Kong Green Organisation Certificate from the Environmental Campaign Committee
* Outstanding HKAEE Promotional Partner Award from the Environmental Campaign Committee
* 15 Years Plus Caring Company Logo from The Hong Kong Council of Social Service
* Award of 10,000 Hours for Volunteer Service from the Social Welfare Department
* Award of Distinction from The Community Chest of Hong Kong
* Gold Star Award in the 2018-2019 Age-friendly Appreciation Scheme from The Hong Kong Council of Social Service
* Social Capital Builder Logo Award from the Labour and Welfare Bureau and Community Investment and Inclusion Fund
* Sport-Friendly Action Decal from the Chinese YMCA of Hong Kong
* Corporate Partnership Award from the Christian Family Service Centre
* Jockey Club Age-friendly City Partner 2019 from The Hong Kong Jockey Club Charities Trust
* Second Runner-up in the Highest Service Hour Award (Private Organisations – Best Customers Participation) from the Social Welfare Department
* Merit in the Highest Service Hour Award (Private Organisations – Best Staff Participation) from the Social Welfare Department

企業社會責任

* 環境運動委員會頒發的「香港環境卓越大獎2018」交通及物流業組別金獎
* 公民教育委員會頒發的「第十屆香港傑出企業公民獎」企業組別銀獎
* 環境運動委員會頒發的「香港綠色機構」證書
* 環境運動委員會頒發的「傑出香港環境卓越大獎推廣夥伴」獎項
* 香港社會服務聯會頒發的「商界展關懷15 Year+標誌」
* 社會福利署頒發的「10,000小時義工服務獎」
* 香港公益金頒發的「公益優異獎」
* 香港社會服務聯會頒發的「2018-2019長者友善措施致意行動」金星獎
* 勞工及福利局和社區投資共享基金頒發的「社會資本動力標誌獎」
* 香港中華基督教青年會頒發的「運動友善計劃」標誌
* 基督教家庭服務中心頒發的「企業伙伴獎」
* 香港賽馬會慈善信託基金頒發的「賽馬會齡活城市夥伴」2019
* 社會福利署頒發的「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「最高服務時數獎（私人團體 － 最積極動員員工參與）」優異

Brand

* Manpower Developer from the Employees Retraining Board
* HKQAA 30th Anniversary Precognition Programme For Outstanding Organisations from the Hong Kong Quality Assurance Agency
* Hong Kong Best Awards 2019 from CMO Asia
* Top Service Awards 2019 for Public Transportation from Next Magazine
* Gold Award in the Public Transport category of the 2019 Reader's Digest Trusted Brands Awards

品牌

* 僱員再培訓局頒發的「人才企業」
* 香港品質保證局頒發的「香港品質保證局三十周年」傑出機構
* CMO Asia 頒發的「香港最佳品牌獎2019」
* 《壹周刊》頒發的「服務第壹大獎2019」公共交通服務組別
* 《讀者文摘》頒發的「信譽品牌」2019公共交通服務組別金獎

**Safety First**

**安全至上**

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

**安全是我們的首要考慮，我們將繼續投放大量資源以確保巴士營運安全。**

**Safety Policy**

**安全政策**

The KMB Safety Policy is predicated on a commitment made by all employees to provide a safe and healthy environment for everyone who may be affected by our work activities. It is our objective to minimise the risk of injury and ill health.

Safety is an absolute prerequisite in everything we do and is an integral part of our business strategy. Employees at all levels are required to comply with all legal requirements and other requirements applicable to our work activities. We consult our employees by engaging them in our safety management system. We shall continue to maintain our safety risks at as low a level as reasonably practicable and strive for continual improvement in safety performance.

九巴的《安全政策》體現了我們全體員工的承諾，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，達致盡量減少傷病的風險。

安全是經營的先決條件，亦是公司業務策略不可或缺的一環。我們要求全體員工確保工作活動符合相關法例和其他要求。透過公司的安全管理系統，我們在安全議題上廣泛諮詢員工，並會繼續在合理及切實可行的範圍內繼續管控營運的安全風險，致力持續改善安全表現。

**Safety Committees**

**安全委員會**

Safety Committees are responsible for ensuring that information about Occupational Safety and Health risks, trends and policies are properly communicated up and down the chain of command. Meetings of the Working Committee for Safety are held to discuss safety issues at the corporate level. Meetings of Departmental Safety Committees, Maintenance Safety Committees and Operations Safety Committees are held at the local level to discuss safety issues relating to departments and sections. Departmental Safety Committees may vary the frequency of their meetings in accordance with the scale of their local safety risks.

安全委員會的職責是確保各職級的員工均清晰了解與職業安全和健康有關的風險、趨勢及政策的資訊。安全工作小組舉行會議，商討涉及公司整體的安全議題。此外，各部門的安全委員會、維修安全委員會及車務安全委員會亦會舉行會議，商議與部門及組別相關的安全事宜。各部門的安全委員會會按照相關涉及安全風險規模而調整會議的密度。

**Operational Excellence**

**卓越營運**

KMB is ISO9001 certified for its Quality Management Systems with the latest version of ISO9001, reflecting its commitment to achieving up-to-date operational and service standards.

九巴已獲取 ISO9001「品質管理體系」最新版本的證書，足證我們不斷求進，以達到最新的營運及服務標準。

**Safety Management**

**安全管理**

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

The key benchmarks of our operational performance are mechanical reliability and operational capability. Mechanical reliability refers to the average number of kilometres a bus operates before it experiences one mechanical breakdown on the road with passengers on board. In 2019, the mechanical reliability of KMB´s bus

fleet was 74,278km:1. Operational capability refers to the ratio of actual to scheduled departures during the peak hours of 7:00 a.m. to 9:00 a.m. across the bus network. In 2019, KMB attained an operational capability of 96.67%.

九巴採用「職業健康及安全管理體系」(ISO45001)2018 年標準，旨在全面優化所有業務範疇的安全表現，包括巴士維修和設計提升。

我們的車務表現，主要以機械可靠性及車隊運作能力作指標。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。於 2019 年，九巴車隊的機械可靠性達 74,278 公里：1。至於車隊運作能力指標是指於早上 7 時至 9 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。2019 年九巴的車隊運作能力達至96.67%。

**Risk Assessment**

**風險評估**

Risk assessments are critically conducted by managerial staff together with the relevant workers before the commencement of work. Both the working environment and staff working behaviour are checked during safety inspections and safety audits to ensure compliance with not just the legal requirements but also the in-house safety rules and the best practices of the industry. We adopt the Plan-Do-Check-Act cycle to ensure continual improvement.

管理人員會與相關的工人在工作開始前，嚴格進行風險評估。在安全檢查和審核時，會就工作環境及員工工作表現進行評估，以確保符合法例要求、內部安全指引和業界最佳範例，我們採用「策劃、執行、檢查、行動」的管理模式，務求持續改進。

**Bus Safety Facilities and Maintenance**

**巴士安全設施及維修保養**

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

我們的巴士安裝了多種科技設備，包括車速限制裝置和無線遠程訊息系統，以加強安全性能及記錄操作數據。除了香港特別行政區政府運輸署抽查外，所有九巴的巴士均經由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。

**Latest Bus Safety Measures**

**巴士上最新安全裝備**

***Safety Seat Belts***

***座椅安全帶***

KMB has requested bus manufacturers to install 3-point safety belts on all seats as a standard feature for new buses ordered after March 2018. As for buses that are currently in service and running on long-haul or expressway routes, 3-point safety belts will be installed on all upper-deck seats in phases.

九巴已要求巴士製造商在 2018 年 3 月後訂購的新巴士，在每個座椅上安裝安全帶，並以此作為巴士的標準裝置。至於現役巴士，則會分階段在行駛長途或高速公路路線的巴士上層座椅加裝安全帶。

***Electronic Stability Programme (˝ESP˝)***

***電子穩定系統***

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

「電子穩定系統」是巴士的重要安全設備，可以顯著減低巴士轉彎或行經濕滑路面時翻車或打滑的風險。為進一步保障行車安全，所有新購置的歐盟六型巴士均會配備電子穩定系統。首批巴士已於 2019 年投入服務。

***Speed Limiting Retarder***

***車速限制器***

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

現時所有巴士已備有車速限制裝置，當車速達到限制標準時，會切斷燃料供應，而「車速限制器」更配備自動剎車功能，車速限制器所使用的液壓剎車系統設於變速器，有助防止落斜時超速。所有 2019 年 8 月後購置的新巴士均會安裝車速限制器。

***Geo-fencing and Driver Feedback Device***

***地理圍欄系統及駕駛提示器***

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

「地理圍欄系統」及「駕駛提示器」利用全球定位系統技術 (GPS) 及由香港政府提供的道路限速數據，識別道路的限速標準。當巴士車速超過該路段所限制的最高時速時，駕駛提示器便會發出響聲及警告燈號，提醒車長減速。

***Parking Sensor***

***泊車感應器***

KMB has been installing parking sensors on a trial basis. The system will alert the driver if the bus is nearing obstacles when reversing. By means of a camera system, bus captains can monitor the real-time situation on a screen in the driving cab.

九巴在巴士車尾加裝泊車感應器，現正進行測試。在倒車時，當巴士靠近障礙物，系統便會發出響聲提示，而車長亦可在駕駛室的屏幕，作實時監察路面情況。

***Smart Indicator System, ˝Give Way to Bus˝***

***智慧型指示燈系統 － 「請讓巴士」***

KMB has introduced the Smart Indicator System on some buses. When the bus

captain turns on an indicator, the LED route display of the bus will display the

message ˝Give Way to Bus˝ to remind drivers to be courteous.

九巴在部份巴士引入「智慧型指示燈系統」 。當車長按動指揮燈時，巴士的路線顯示屏幕便會出現「請讓巴士 Give Way to Bus」標語，提醒附近的駕駛人士保持禮讓，讓巴士優先駛出。

***Surveillance Cameras and Data Protection***

***監控攝錄機及資料保障***

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

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

自2015 年起，用作監察路面及車廂情況的監控攝錄機，包括前視式監控攝錄機已列為所有新購置巴士的標準設備。截至 2019 年，4,069 部九巴已裝設監控攝錄機。攝錄機可在警方調查或進行法律程序時，保障車長的權益。

九巴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。在所有裝設閉路電視系統的巴士，車廂會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片。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。

**Public Safety Awareness Programme**

**推廣公眾安全意識**

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

九巴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，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。智能手機應用程式 App1933 和社交平台九巴專頁亦定期向公眾宣傳道路安全訊息。此外，九巴亦與警方合作，在多個小學學校區及社區，推廣道路安全的訊息，為 1,590 位學生及 480長者舉辦了 17 場安全講座。九巴舉辦了「九巴道路安全嘉年華」進一步向公眾推廣道路安全，配合九巴一直提倡「安全為先」的理念。

**Bus Captain Safety Training**

**車長安全培訓**

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

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

In order to meet customers' needs and expectations, the ˝Bus Captain Performance Management System˝ helps our bus captains maintain high standards in terms

of driving safety, driving manner and quality customer service. Through coaching and guidance, we strive for continuous improvement in bus captains´ performance

exceeding the expectations of the general public. In view of KMB´s business growth and rising training needs, the number of Driving Instructors has been increased to enhance the service quality of our bus captains.

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，包括路線訓練、輔助訓練、車型訓練及重溫培訓，藉以提升車長的駕駛技巧和安全意識。我們針對一些需要改善的表現範疇，為車長提供防衛性駕駛訓練和目標為本的輔助訓練，包括提高防止超速駕駛的意識和正確使用車廠洗車設施。另外，會為入職少於六個月的新車長提供技術重溫訓練課程，進一步提升駕駛技巧和安全意識。

我們亦透過車長表現管理系統，維持車長高水平的安全駕駛及優質顧客服務態度，以滿足顧客的需要和期望。我們致力透過教導及指引，持續優化車長的表現，從而超越公眾的期望。為配合九巴的業務增長及訓練需要，我們持續增聘駕駛導師，以提高車長的服務質素。

**Care for Customers**

**關懷顧客**

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

**提供安全、有效率、物超所值及舒適的顧客服務，是我們的宗旨。**

**New Bus Fleet and Facilities**

**全新巴士車隊及設施**

Following the introduction of KMB´s new red bus fleet in 2017, KMB introduced the double-decker featuring a glass window that shows the staircase leading to the upper deck. Sunlight is directed onto the staircase, thus enhancing safety and passengers´experience.

KMB´s latest double-deck buses are equipped with upgraded passenger facilities, including a free Wi-Fi service and a number of USB charging points on both upper and lower decks, a straight staircase for easy access to the upper deck, additional space for 2+2 seating, priority seats for passengers in need, a designated area for

wheelchair users near the entrance/exit, 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. As of the end of 2019, 3,073 buses at Euro V standard or above were licensed in the KMB fleet. The majority of these buses have been deployed on routes passing through low-emission zones to help improve the air quality in busy districts.

The entire KMB fleet deploys super-low floor buses for easy boarding and alighting, as well as wide entrance and exit doors for better passenger access, which means that all KMB buses are accessible to the elderly and wheelchair users. In addition, KMB has retrofitted around 200 buses to accommodate two wheelchair passengers, to run mainly on routes travelling to hospitals.

By means of the Bus Information Panel System and Bus Stop Announcement System, passengers can obtain bus stop information easily and clearly through the display screens on the upper and lower decks.

繼 2017 年推出全新紅色巴士車隊後，九巴引進新型號雙層巴士，在樓梯旁邊的部分車身加入玻璃元素，將陽光引入至梯間，提升安全和乘客體驗。

九巴的雙層巴士配備多項優化乘客設施，包括免費無線上網服務、於上下層車廂設置 USB 充電插座、方便上落上層車廂的直樓梯、更寬闊的 2+2 座椅、為有需要人士而設的關愛座、上落車門附近的輪椅人士專用空間、顏色鮮明的扶手和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。截至 2019 年年底，九巴車隊擁有 3,073 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。

所有九巴巴士均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。此外，九巴已改裝約 200部巴士車廂，提供雙輪椅位給使用者，並主要編配相關巴士行走途經醫院的路線。

九巴裝設了「巴士資訊系統」，配合電子報站系統，資訊一目了然，為乘客帶來輕鬆方便的乘車體驗。

**Upgraded Compartments**

**優化車廂環境**

The air quality in bus compartments benefits from electrostatic air filters installed on all KMB buses, which are able to remove up to 80% of fine particles. As at the end of 2019, electrostatic air filters were installed on 3,885 KMB buses. In addition, all KMB 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.

KMB refurbishes buses with a new look to enhance passengers´ travelling experience. Mid-life buses with around eight years´ service benefit from the ˝Refurbished Bus Scheme˝, which focuses on improving passenger comfort and safety on board. The

scheme aids maintenance and repair of buses in the long term. The refurbishment includes reupholstery of the seats and the installation of a light-coloured compartment floor to make the bus look bright and comfortable. In addition, the interior of the buses is resprayed for a clean and fresh look, bringing comfort levels to the same standard as the new generation of ˝Red Bus˝. The stair nosing and handholds are also replaced in the revamped compartments.

九巴裝設靜電空氣淨化器，可去除高達 80% 的微細粒子，令車廂的空氣更清新。截止 2019 年年底，九巴有 3,885 部巴士安裝靜電空氣淨化器。此外，所有

於 2008 年後購置的九巴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。

九巴翻新巴士以新形象示人，藉此提升乘客體驗。九巴推出「翻新巴士計劃」，陸續為車齡達 8 年的巴士進行翻新，工程集中在車廂內提升乘客舒適度及安全，長遠亦有助於巴士的保養維修。工程包括更換座椅的椅套和淺色的地板，令車廂顯得亮麗舒適。巴士車廂會翻焗漆油，令車廂煥然一新，整潔美觀，舒適度媲美現行新一代「紅巴」 。另外亦重新貼上樓梯安全膠邊，以及更換扶手吊環，提高乘客的乘車安全。

**Fare Concession Schemes**

**票價優惠計劃**

KMB is committed to providing efficient bus services for the public. A number of fare concession schemes were introduced in 2019, including:

* ICBC/KMB UnionPay Dual Currency Card holders can enjoy a maximum 20% bus fare rebate whenever they pay for KMB rides;
* KMB Fare Saver Scheme was extended to ten tertiary institutions, offering a HK$2.0 rebate on each ride;
* A fare rebate scheme with Citibank earning cardholders a year-round 15% bus fare rebate;
* Partnership with Hong Kong Tramways Limited providing inter-modal interchange fare concessions;
* 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 Public Transport Holdings Limited, and vice versa; and
* Four new Bus-Bus Interchange concessions covering more than 90 routes.

九巴致力提供高效的巴士服務，2019 年先後推出多項票價優惠計劃，包括：

* 「「ICBC•KMB 銀聯雙幣卡」持卡人可享有九巴車費回贈高達 20%；
* 「九巴大專優惠站」計劃擴展至涵蓋 10 間大專院校，可享每程港幣 2 元車費回贈；
* 與花旗銀行合作，為指定信用卡客戶提供全年 15% 的車費回贈；
* 與香港電車有限公司聯合推出轉乘優惠計劃；
* 與進智公交合作提供轉乘優惠計劃，乘客乘搭九巴指定來往港島的獨營過海和指定的專線小巴路線，即可享有折扣優惠；及
* 推出 4 個全新轉乘優惠計劃，涵蓋超過 90 條路線。

**Octopus Bus-Bus Interchange (˝BBI˝) Schemes**

**八達通巴士轉乘計劃**

KMB'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. As of the end of 2019, KMB operated a total of 157 Octopus BBI Schemes covering all KMB operated routes. The KMB website provides more detailed and comprehensive route-to-route BBI information for passengers.

九巴的「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，促進改善環境。截至 2019 年年底，九巴共營辦 157項八達通巴士轉乘計劃，覆蓋所有巴士路線。乘客可在九巴網站查閱更詳細和全面的轉乘路線資料。

**Special Service Arrangements**

**特別服務安排**

KMB provides special bus services during festive periods, such as Lunar New Year, Christmas, New Year and Ching Ming, as well as for people participating in mega events, including the Hong Kong Marathon and concerts at the Hong Kong Coliseum. In 2019, KMB introduced 66 special bus routes.

每逢農曆新年、聖誕節、元旦、清明節等節慶假日，以及本港各類大型活動如香港馬拉松和在香港體育館舉行的演唱會等，九巴會提供特別巴士服務，方便市民出行。於 2019 年，九巴開辦 66 條特別巴士路線。

**Smartphone App**

**智能手機應用程式**

The mobile app, App1933, has one million daily active users making around five million downloads allowing passengers to check information on bus routes and the estimated time of bus arrivals. App1933 received a number of upgrades during the year. Passengers can purchase the KMB Monthly Pass with App1933. The app also offers the LiveChat function so that passengers can directly communicate with customer service representatives. To provide a more convenient service for passengers planning their journeys, Bluetooth positioning technology is being adopted at 1,500 bus stops, providing nearby route information, important notifications and Bus Terminus Map Notification.

智能手機應用程式 App1933，已有超過500 萬次下載及有 100 萬個每日活躍用戶，供乘客方便快捷地查閱巴士路線及巴士到站時間預報資料。年內，App1933推出多項新功能，乘客可透過 App1933購買九巴月票，更備有利用即時對話功能，由顧客服務代表回覆乘客的查詢。為方便乘客全面掌握巴士路線資訊，App1933利用藍牙定位技術，在全港 1,500 個巴士站提供所在位置的資訊，包括所在地的途經巴士路線資料、重要通告提示，以及巴士總站地圖。

**Upgrade of Depots, Termini and Bus Stops**

**車廠、巴士總站及巴士站設備提升**

The four major KMB depots at Lai Chi Kok, Kowloon Bay, Sha Tin and Tuen Mun provide the KMB fleet 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´s commitment to upgrading the facilities at their termini and bus stops is reflected in the following measures:

* A solar bus pole featuring solar-powered bulbs with an autosensor has been installed so passengers may obtain bus routeinformation day and night;
* Seats for the elderly, disabled and people with young children are being introduced at bus shelters, bus termini and interchanges. At the end of 2019, 968 seats had been installed;
* The Solar-powered Bus Shelter Campaign promotes green energy by installing solar panels to power up lighting, mosquito repelling devices and ventilation fans. 117 bus stops have been equipped with solar power equipment;
* Bus stop railings with cement bases are being phased out to enable easier access for wheelchair passengers;
* 745 KMB bus termini and bus shelters are equipped with the Integrated Bus Service Information Display System;
* KMB has installed LED kerb lights, flashing lights and buzzers at Mei Foo Bus Terminus to remind pedestrians to be aware of road conditions;
* 10,000 with the new layout of bus route information sheets at the bus poles have been enhanced. Passengers can scan a two-dimensional QR code for further bus route information, including bus frequencies; and
* In 2019, 22 new bus shelters were constructed, bringing the total to 2,594.

九巴位於荔枝角、九龍灣、沙田及屯門的 4 個主要車廠，為九巴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 10 個較小型的車廠則提供停泊及小規模的保養服務。

九巴不斷致力提升巴士總站和巴士站的設施，包括：

* 透過在太陽能巴士站柱上的自動感應燈泡，不分晝夜為乘客提供巴士路線資料；
* 在巴士候車亭、總站和轉車站安裝座椅，方便長者、殘疾人士及攜同幼兒的人士使用。截至 2019 年年底已安裝968 張座椅；
* 推行「太陽能巴士站計劃」，在巴士站裝設太陽能發電裝置推廣綠色能源，為照明系統、滅蚊裝置及風扇提供電力，迄今已有 117 個巴士站裝設太陽能裝置；
* 逐步替換巴士站候車處混凝土欄杆以方便輪椅人士；
* 共有 745 個九巴的巴士總站和候車亭設立「綜合巴士服務資訊顯示系統」；
* 在美孚巴士總站安裝地面 LED 閃燈及聲響提示器，提醒過路行人留意路面情況；
* 10,000 張新設計的路線資料表已裝設在巴士站柱，乘客只需掃描二維碼便可獲取詳細的巴士路線資料，包括巴士班次；及
* 於 2019 年加建 22 個巴士候車亭，目前候車亭增至 2,594 個。

**Care for the Environment**

**愛護環境**

**Our environment-friendly bus fleet is driving us into a new era.**

**我們的環保巴士車隊推動集團邁向新時代。**

**Environmental Policy**

**環保政策**

KMB recognises the potential environmental impacts of our bus services and is committed to mitigating and minimising these impacts in the following ways:

* Preventing pollution and continually improving our environmental performance by establishing and achieving objectives and targets;
* Conserving resources by reducing waste at source, and recycling and reusing resources;
* Minimising and controlling emissions from buses by adopting control measures and providing professional bus repair and maintenance services;
* 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;
* Communicating our environmental policy and environmental requirements to our suppliers, and making the policy available to the public;
* Responding to environmental enquiries from stakeholders promptly and ensuring effective communication on environmental issues internally; and
* Ensuring compliance with all applicable local environmental legislation and other relevant requirements.

九巴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：

* 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；
* 透過源頭減廢、循環再造和再用，保護資源；
* 推行多種管制措施，提供專業的巴士維修保養工程服務，控制及減少巴士的廢氣排放；
* 透過培訓，提升員工的環保意識，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；
* 與供應商就環保政策和相關要求進行交流，並供市民大眾查閱有關政策；
* 迅速回應持份者有關環保的查詢，確保公司內部能有效地就環保事項溝通；及
* 確保遵守本地所有環保法例及相關要求。

**Environmental Management**

**環保管理**

KMB has been ISO14001 certified for its Environmental Management Systems for the two largest depots. KMB´s four major depots are subject to quarterly surveillance audits to ensure compliance with a set of stringent environmental management standards. Environmental working groups have been set up to handle environmental issues and ensure the implementation of the ISO systems. Under the guidance of Senior Management, the Engineering team is introducing new and innovative technologies applicable to both bus fleets and bus operations.

九巴最大的兩間車廠獲得 ISO14001「環境管理體系」認證；而九巴四間主要車廠每季均會進行審核，確保符合嚴格的環境管理標準。各車廠的環保工作小組負責執行環保工作及確保符合 ISO 的標準。工程師團隊在管理層領導下，致力為巴士車隊和營運研發創新的環保技術。

**Environmental Bus Fleet**

**環保巴士車隊**

We are committed to creating a better environment and minimising the impact of climate-related issues by investing in environment-friendly buses that meet the strict exhaust emission standards of the European Council of Environmental Ministers. At the end of 2019, there were 221 Euro VI buses (including three Euro VI diesel-electric

hybrid buses), 2,830 Euro V buses, ten battery-electric buses and eight supercapacitor buses in the KMB fleet. In collaboration with our suppliers, we have been replacing older bus models with the latest, more energy-efficient bus models to enhance the environmental performance of our bus fleets. The average age of the KMB bus fleet is 7.2 years.

我們致力為香港的環境作出貢獻及減少對氣候相關的影響，購置符合歐盟環境部長理事會所訂嚴格廢氣排放標準的環保巴士。截至 2019 年年底，九巴車隊擁有 221 部歐盟六型巴士（包括 3 部歐盟六型柴油電力混合巴士）、2,830 部歐盟五型巴士、10 部電動巴士和 8 部超級電容巴士。為進一步提升車隊環保表現，我們與生產商合作陸續更新車隊，引入最新及節能車型。九巴車隊平均車齡約 7.2 年。

**Exploring Renewable Energy and**

**Zero-emission Bus Technologies**

**研發可再生能源及零排放巴士技術**

KMB strives to improve environmental performance by exploring various kinds of renewable energy and zeroemission technologies, which shows KMB´s determination to introduce green public transport in Hong Kong.

* KMB introduced the first in-house developed solar power system installed on a double-decker in 2017. The system reduces the air temperature in the compartment by around 8-10˚C compared to a bus without such a system. With an efficiency upgrade in 2018, the cooling time improved by 50%, saving up to 3% in terms of fuel consumption;
* KMB is exploring the use of an electric bus (˝eBus˝) with a 324 KWh Lithium Iron Phosphatebattery power pack capable of delivering 200km of zero-emission bus transport; and
* KMB has introduced the ˝gBus˝, the supercapacitor-powered 12-metre airconditioned single-deck bus. The gBus is characterised by long working hours and frequent start-stop duty cycles, as the supercapacitor can be recharged more quickly and undertake many more charging and discharging cycles. The gBus can be powered up by an overhead pantograph or a plug-type charging port in the depot.

九巴致力提升環境保護表現，積極研究多種可再生能源及零排放技術，顯示九巴促進本港環保公共交通的決心。

* 九巴於 2017 年推出首部自行研發的太陽能發電裝置雙層巴士。配備新裝置的巴士與沒有此裝置的巴士相比，車廂溫度降低約攝氏 8 至 10 度。有關技術在 2018 年再次提升，冷卻車廂時間較之前縮短一半，可節省約 3% 燃油用量；
* 九巴積極研究以 324 千瓦時磷酸鐵鋰電動巴士（「eBus」）行駛更多路線。這款巴士續航力達200 公里，全程零廢氣排放；及
* 九巴推出以超級電容器驅動的 12 米單層空調巴士（「gBus」），gBus 的超級電容器除了使用車頂充電器或插頭式充電接口進行快速充電外，更進行多個充電及放電週期，所以較適合行駛行車時間長和穿梭市區的巴士路線。

**Greenhouse Gas Emissions**

**溫室氣體排放**

KMB seeks to minimise its greenhouse gas emissions through the judicious application of the latest technologiesand relevant measures.

九巴積極採用最新的科技和相關技術，致力減少溫室氣體排放。

***Emissions Reduction***

***減少廢氣排放***

KMB adopts the latest technologies to reduce roadside emissions and maintain good air quality in bus compartments. 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 to meet the high standards of exhaust emissions laid down by the European Council of Environmental Ministers.

The latest batch of KMB buses have been 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.

As part of our commitment to conserving the environment, KMB is investing in upgrading the environmental performance of not only the bus fleets, but also the patrol cars. KMB has introduced some electric patrol cars for back-up support and have set up electricity-recharging facilities at the main depots.

九巴積極採用先進技術減少路邊的廢氣排放，並保持車廂空氣質素良好。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，包括柴油催化器、柴油微粒過濾器和選擇性催化還原器等。

九巴已完成最後一批安裝選擇性催化還原器的工程，利用氨素溶液所產生的氨轉化氮氧化物成為氮氣和水蒸氣，從而降低氮氧化物的排放量。

九巴貫徹愛護環境的信念，積極投資優化巴士車隊和巡邏車的環保表現。九巴引入了多部電動巡邏車作為後備支援，並於主要車廠設置充電設施。

***Checks on CO2 Concentration***

***檢查二氧化碳含量***

Each year, 80 KMB buses from passenger-intensive bus routes are selected for a datalogger measurement of

indoor CO2 concentration. Our buses generally demonstrate compliance with the requirement.

九巴每年抽選 80 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，大部分巴士均符合標準。

**Consumption and Waste**

**能源耗用量及廢物**

KMB takes all practicable measures to reduce the consumption of precious resources and streamline waste disposal procedures. We aim to handle and dispose of all materials in compliance with present laws and regulations and in a responsible manner without creating risks to human health or the environment.

九巴採取所有可行措施減少耗用珍貴資源，與此同時亦精簡廢物處置程序。在處理及棄置廢料時，我們必須附合現有法例和法規，並以負責任的態度處理，不會對人體健康及環境造成任何風險。

***Energy Consumption***

***能源消耗***

To reduce fuel consumption, a number of measures have been adopted on the KMB bus fleet 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.

為節約燃油，九巴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。

***Electricity Consumption***

***電力消耗***

We continue to explore environmentfriendly initiatives and invest in the latest technologies to minimise energy use and reduce greenhouse gas emissions. Over 100 flood lights were changed to LED flood lights at the rooftop of KMB´s four main depots. After the implementation of these saving measures, the use of energy-saving LED flood lights helped the depots reduce their total electricity consumption by around 10%. In addition, we have changed 22 chiller fan coil units to VRF air-conditioning units at Sha Tin Depot. These installations bring a reduction of

electricity consumption in that depot of around 30%.

九巴繼續探索更多環保方案，並投資於最新技術以盡量減低能源用量和溫室氣體排放。我們在九巴四個主要車廠更換了超過 100 支天花光管，改用發光二極管照明裝置。此舉措讓車廠的用電量減少約 10%。此外，我們將 22 部位於沙田車廠的冷機風機盤管機組轉換成 VRF 中央冷氣系統，此舉措為該廠的總用電量減少約 30%。

**Water Consumption and Waste Water Treatment**

**用水量及污水處理**

KMB is committed as a responsible corporate citizen to reducing water consumption and properly treating effluents before discharge. Our depots are equipped with 11 automatic waste water treatment systems handling 548 cubic metres per day. Two

water recycling systems were upgraded in two KMB depots. The water used for bus washing is collected and recycled, bringing a reduction in total water consumption at depots of around 10%.

九巴克盡企業公民責任，致力減少耗水量，妥善處理污水排放。各車廠共裝設有 11 套自動污水處理系統，每天處理 548 立方米污水。九巴在兩個車廠提升水循環系統，將用作清洗巴士的水回收及再用，此舉可減少車廠的總耗水量約 10%。

**Waste Generation**

**廢物管理**

KMB is committed to good waste management through responsible storage and disposal of waste, recycling and reusing resources whenever feasible. Significant types of waste management measures in our operations are as follows:

* Used tyres were retreaded by KMB´s appointed contractors;
* Used fluorescent tubes were sent to the Government´s Chemical Waste Treatment Centre for recycling;
* Solid chemical waste was 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;
* Waste oil was recycled or disposed of in accordance with the statutory standards; and
* 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.

九巴致力執行良好的廢物管理計劃，確保妥善存放及處置所有廢料，並在可行的情況下循環再用資源。日常營運產生的主要廢棄物，有以下的處埋方法：

* 由承辦商翻新輪胎 ;
* 將廢光管運往政府化學廢物處理中心循環再造 ;
* 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 ;
* 廢油亦按照法規標準回收或處理 ; 及
* 我們透過符合環境保護署要求的持牌承辦商，回收處理廢棄的鉛酸電池。其中部分運往獲環保署根據《巴塞爾公約》認可的境外設施處理。

**Green Measures in the Office**

**綠色辦公室措施**

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.

KMB implemented a default setting on all computers to revert to a screensaver after a designated period of time. This measure serves as a good practice to raise the awareness of staff to the need to save electricity and conserve the environment.

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。

九巴在所有電腦安裝預設設定，在電腦閒置一段指定時間後即轉為屏幕保護畫面，透過這項良好守則提醒員工節約用電和保護環境。

**Care for Employees**

**關愛員工**

**Our employees are our greatest asset and we cherish them accordingly.**

**我們一直非常重視員工，視他們為最寶貴的資產。**

**Human Resources Policy**

**人力資源政策**

We take care of our employees by maintaining a safe, respectful and harmonious work environment. We adopt a set of comprehensive human resources policies promoting gender equality, offering protection against sexual harassment, preventing bribery and protecting personal privacy, and we review our employment practices on a regular basis. These and other policies are published on the staff website. We strictly follow Hong Kong’s labour laws to prohibit the hiring of child labour (persons below the local minimum age or below the age of 16) and any form of forced labour practices. We ensure that all our suppliers respect labour rights with regard to employment and respect employees’ rights to join trade unions.

As an equal 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 is securely held.

KMB attaches great importance to the personal conduct of directors and staff, relations with suppliers and contractors, responsibilities to shareholders and the community, relations with customers and employment practices, as well as procedures for monitoring compliance and means of enforcement in line with its Code of Conduct. As a public body included in the Schedule of the Prevention of Bribery Ordinance, KMB reminds staff members that they should not make use of their position to solicit or receive any advantage from the public. During the reporting year, we invited the Hong Kong Independent Commission Against Corruption to provide training to employees to enhance their awareness of anti-corruption.

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。我們實行全面的人力資源政策，包括推廣性別平等、防止性騷擾、防止賄賂和保障個人私隱，並會定期檢討僱傭守則。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，嚴禁僱用童工（即年齡低於本地最低年齡限制或未滿 16 歲的人士）或以任何形式的強迫勞工，並確保所有供應商尊重有關僱傭及結社自由的勞工權益，同時尊重員工加入工會權利。

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。在收集求職者和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確保每位求職者及員工的個人資料得到保護。

九巴重視所有董事及員工的個人操守、與供應商和承辦商關係、對股東及社區承擔的責任、顧客關係、及僱傭守則等，而相關指引已清楚詳列於《紀律守則》。作為《防止賄賂條列》附表內的公共事業機構，九巴提醒所有員工不應利用自己的職權索取或接受公眾利益。報告期內，公司邀請了香港廉政公署為員工提供相關培訓，以加強防貪意識。

**Staff Benefits**

**員工福利**

To help attract and retain talented staff, competitive benefit packages are offered, including annual leave, medical benefits, hospitalisation insurance, accident insurance and free bus travel for staff and dependents. In the reporting period, KMB strengthened the benefit package of full-time employees by:

* Increasing the entitlement of Inspector to 12 days of double overtime pay every year;
* Enhancing the promotion path by adding a position of senior bus terminus supervisor;
* Enhancing the overnight allowance of monthly-paid Operations staff; and
* Enhancing the salary scale of monthly-paid Maintenance staff.

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. We brought festive joy to our staff at traditional festivals. At Lunar New Year, we distributed Chinese New Year gifts to our staff, while at Dragon Boat Festival and Mid-Autumn Festival, we distributed rice dumplings and mooncakes respectively. In addition to festive gatherings at Lunar New Year, 18 spring gatherings were held for all KMB staff in February 2019, the first time all staff have been catered for in this way. Senior corporate executives and managerial staff joined the gatherings and shared the festive joy with staff and retirees.

我們提供具競爭力的薪酬福利吸引和挽留人才，包括有薪年假、醫療福利、住院保險、意外保險，及讓員工和家屬免費乘搭巴士。於報告期內，九巴推出多項新措施為全職員工提供更佳福利：

* 車務督察每年的雙補水日增加至 12 日；
* 增設高級站長一職，優化晉升階梯；
* 優化月薪車務人員的通宵更津貼；及
* 優化月薪維修人員的增薪點。

本集團對員工的家庭成員同樣關顧，我們為員工子女設立獎學金計劃，支援學業成績優異的員工子女接受高等教育。每逢傳統佳節，我們也會為員工帶來節日的歡樂，例如在農曆新年向員工派發新春禮品，以及在端午節和中秋節向員工派發糭子及月餅，共慶佳節。於 2019 年 2 月，九巴除了安排活動慶祝新年，亦首次舉辦了 18 場春茗宴會，高級行政人員和管理人員一同參與，與現職和退休員工共賀新歲。

**Staff Communication**

**員工溝通**

To strengthen bilateral communications and staff welfare, a new department was established to enhance staff relations and welfare services. Five KMB Joint Consultative Committees, which comprise management and staff representatives representing around 90% of KMB´s total workforce, hold meetings on a monthly basis. The meetings review issues including safety, operations, work environment and staff welfare. At the meetings, employee representatives generally account for 90% of attendees to ensure that the views of staff are comprehensively relayed.

Staff members are kept informed through the staff website of useful information, including KMB announcements, safe driving tips, snapshots of KMB activities and notices of forthcoming events. Staff can check duty roster information and make annual leave arrangements online, as well as using an e-learning training platform. The bimonthly corporate magazine, *KMB Today*, provides another means of keeping employees up to date on KMB news and industry developments.

為了加強雙向溝通及優化員工福利，我們成立了全新部門，專責員工關係和福利服務。5 個九巴勞資協商委員會，代表約九成九巴員工，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 90%，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，包括公司通告、安全駕駛技巧、活動花絮及即將舉行的活動通知。員工可以於網上查閱更表資料和安排年假，同時亦可使用電子學習平台。雙月刊《今日九巴》為員工提供九巴的最新消息和行業發展。

**Senior Management Visits**

**管理層探訪**

Members of KMB senior management visited bus termini, depots and offices during the year. These visits provided an excellent opportunity for staff to share their views about operational matters and workplace-related issues with members of the management team.

九巴的高級管理層代表於年內到巴士總站、車廠及辦公室探訪。探訪活動為員工提供良好的機會，就營運事項及與工作環境相關的事宜向管理層表達意見。

**Occupational Safety and Health**

**職業安全與健康**

KMB staff members are encouraged to suggest improvement measures to enhance health and safety conditions. After reviewing staff suggestions at the regular meetings of the Working Committee for Safety, a series of safety control measures is being introduced. To further raise the safety awareness of our frontline staff, Safety Forums and Safety Talks were conducted in 2019 at different bus termini, at which Driving Instructors discussed accidents and incidents with bus captains and shared suggestions on safety measures with frontline staff, as well as focusing on a particular topic.

KMB has organised fire warden training sessions to promote fire safety, updating knowledge of fire extinguisher and hose reel use, enhancing understanding of the role and responsibilities of fire wardens and familiarising them with emergency preparedness within depots.

In October 2019, KMB launched a series of health-related activities, including a health talk, body check session, Chinese medical consultation, stretching exercise class and a weight loss campaign, to promote a healthy lifestyle.

九巴鼓勵員工提出可改善健康及安全環境的建議措施。我們經過審議，採納了員工在安全工作委員會例會提出的建議，落實推行一系列安全管制措施。為提高前線人員的安全意識，我們於 2019 年在多個巴士總站舉行了多場安全交流會及安全講座，安排車長訓練導師與車長討論各類意外和事故，並就特定主題，與前線員工分享有助提升行車安全的建議。

九巴舉辦宣揚消防安全的滅火訓練課程，提升員工對使用滅火器及消防喉轆的認識，從而加深員工了解其消防職責和責任，並熟習各廠之間的應急準備方案。

在2019年10月，九巴舉辦一系列保健活動，包括健康講座、健康檢查、中醫師問診、伸展運動訓練班和健康減肥計劃等，以提倡健康生活。

**Improved Working Environment**

**優化工作環境**

KMB has continued to renovate and upgrade the working environment for staff, especially frontline staff, providing improved places to rest before working. The leisure area, Club1933, was first furnished and opened at KMB´s Kowloon Bay Depot, where a pool table, an air hockey table and table football are provided for staff. KMB has also retrofitted a retired bus with facilities such as chairs, TVs, refrigerators and microwave ovens as a rest station for staff.

九巴不斷為員工翻新和優化工作環境，更特別為前線員工改善員工休息室。另外，在九龍灣車廠啟用首個員工休憩區「Club1933」，內設有桌球檯、氣墊球機及桌上足球檯。九巴更改裝退役巴士作為員工休息室，放置坐椅、電視、雪櫃及微波爐等設施供員工使用。

**Technical and Apprentice Training**

**技術人員與學徒培訓**

The Technical Training School has been responsible for training our bus maintenance staff in the latest bus technologies since 1973. In 2019, 126 in-house training sessions were run for 798 skilled workers, while 13 training sessions were organised in collaboration with our manufacturers for 143 engineers, supervisors and foremen.

To ensure a continuous stream of skilled workers to provide maintenance for the KMB bus fleet, the school runs a four-year apprenticeship training programme for youngsters who are interested in bus maintenance. The total number of graduates since the school was established stands at 2,473. At the end of 2019, 115 apprentices were enrolled in the School´s programme. The quality of our apprentice training was once again recognised in 2019 when a KMB apprentice was awarded the Outstanding Contestant in the Vocational Training Council´s Best Apprentice in the Automobile Trade Competition. The apprentice was invited to visit a motor plant in Germany. Another apprentice was recognised for Excellent Performance in the Outstanding Apprentice/Trainee of the Year Competition organised by the Vocational Training Council.

A new two-year technical trainee programme was launched to strengthen our professional team and nurture young people who aspire to a career in bus maintenance. Trainees who complete the programme will receive a Completion Certificate from bus manufacturers.

自 1973 年以來，技術訓練學校一直以最先進的巴士技術培訓維修員工。於 2019 年，學校共為 798 名技術人員舉辦 126 次內部培訓，並與巴士製造商合辦了 13 個培訓班，為 143 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，確保有穩定的技術團隊為九巴車隊提供維修服務。自創校以來，已成功培育了 2,473 名畢業生。在 2019 年年底，技術訓練學校的課程共錄取了 115 名學徒。我們的學徒表現卓越，年內再創佳績，其中一名九巴學徒在職業訓練局的「最佳汽車學徒比賽」奪得亞軍殊榮，並獲邀到德國的車廠參觀。另一名學徒取得職業訓練局頒發的傑出學徒獎勵計劃優異獎。

九巴推出兩年制「技術訓練生課程」，強化專業團隊，以及培育有志投身巴士維修工程的年輕人。學員完成課程後，可獲巴士製造商發出的專業維修認可畢業證書。

**Skills Development and Training**

**技能發展及培訓**

Our diversified learning channels provide self-learning opportunities, including internal classroom training and e-learning programmes. Job rotation and secondment opportunities are also available so that our employees may broaden their understanding of the industry. We regularly organise customised training and learning activities for all levels of staff to keep them abreast of the latest industry trends, knowledge and work skills. For instance, we arranged training courses that focused on emotion management and inspirational empathy communication skills.

Some training courses were held for accident investigators to enhance their knowledge of the causes of traffic accidents, as well as relevant regulations and laws.

我們的多元化學習渠道，為員工提供自學增值的機會，包括內部課堂訓練及網上學習課程。員工亦可以透過職位轉換和借調機會，擴闊對行業的認識。我們會定期舉辦課程和學習活動，讓所有員工與時並進，掌握行業的最新發展趨勢。例如，我們安排情緒管理，以及同理心溝通技巧的訓練課程，亦設有有關意外調查訓練課程，加強員工對意外成因及相關的法例的認識。

**Psychological Support**

**心理支援**

KMB has engaged the Christian Family Service Centre to provide a counselling hotline service to staff members including bus captains who need assistance. In 2019, the hotline service extended its service to 24 hours a day, 7 days a week, and broadened its coverage to include family members.

九巴委聘基督教家庭服務中心設立輔導熱線，為車長和其他有需要的員工提供援助服務。於 2019 年，支援服務除了擴大至員工家屬外，熱線延長其服務時間至每天 24 小時、每周 7 日。

**Recognition for Service Excellence**

**嘉獎卓越服務**

Star Bus Captains were recognised for their outstanding performance in safe driving and customer care. The Annual Award Presentation Ceremony was held to recognise the loyal service of our staff.

公司設立「星級車長」獎項，以表揚在安全駕駛及服務態度表現卓越的車長。我們亦繼續舉辦長期服務獎頒獎典禮，嘉許長期服務的員工。

**Sports and Leisure Activities**

**體育及康樂活動**

To promote work-life balance, staff members are encouraged to participate in sports and leisure activities as well as undertake voluntary work. As at the end of 2019, nine interest clubs were available, focusing on singing, photography, basketball, table tennis, badminton, soccer, running, chess and dragon boat racing. The interest

clubs arranged different activities or competitions. Interest clubs encourage employees to take part in periodic training, matches with other companies and recreational activities to benefit from healthy work-life balance.

為促進工作與生活之間的平衡，九巴鼓勵員工積極參與體育項目、康樂活動及投身義務工作。截至 2019 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、跑步、棋藝和龍舟競渡。各興趣小組安排不同的活動或比賽，又鼓勵員工參加定期訓練、工商盃比賽及康樂活動，以建立健康的工作與生活平衡。

**TIH Retiree Association**

**「九 • 龍@晴」退休員工會**

The TIH Retiree Association was formed so that close contacts could be maintained with retired colleagues through various activities, such as picnics and gatherings. In 2019, the Association held four gatherings to celebrate the Chinese New Year and Mid-Autumn Festival, attended by around 1,500 retirees. To maintain close contacts, we arranged afternoon tea sessions on a monthly basis. To share the festive joy with retirees, we distributed red packets, Chinese sausages, rice dumplings, and mooncakes during the traditional festivals. We have also enhanced the communication channel with retirees by setting up a KMB retiree website to share activity information and photos.

「九 • 龍 @ 晴」退休員工會希望透過各類活動，凝聚退休同事間的友情。於 2019年，為慶祝農曆新年和中秋佳節，先後舉辦四次聚會，共有約 1,500 名退休員工參與。此外，亦會每月舉辦午間茶聚以加強聯絡。為與退休員工分享佳節的喜悅，我們會派發利是封、臘腸、糭子及月餅等節慶食品。年內我們亦開設了退休員工專用網站，上載各項活動的資訊及相片，藉此加強與退休員工溝通聯繫。

**Engaging Stakeholders**

**與持份者緊密聯繫**

**We are committed to supporting various initiatives to enhance the well-being of the community and to engaging our stakeholders through effective communication channels.**

**我們致力支持各類公益活動，建構美好的社區，並透過有效的溝通渠道，與持份者緊密聯繫。**

**Engaging the Public**

**與公眾聯繫**

In 2019, a number of events were organised to interact with the public we serve:

* From 30 January to 5 February, KMB operated six stalls at Lunar New Year Fairs in Victoria Park, Fa Hui Park, Morse Park, Sha Tin and Yuen Long;
* From January to December, KMB ran pop-up stores at different shopping malls in Hong Kong, including Tuen Mun Chelsea Heights (January), Yuen Long YOHO MALL (April), Tuen Mun V city (May), San Po Kong Mikiki (June), Tai Kok Tsui Olympian City (July-August), Yuen Long Plaza (October), Tsuen Wan Citywalk (November) and Tseung Kwan O East Point City (December). The stores allowed the public to understand more about the KMB´s services, showcasing bus models and providing various games and activities related to bus services;
* On 27 April, KMB organised a˝Road Safety Carnival˝ in Tsim Sha Tsui to promote road safety to the public;
* Between 14 and 16 June, KMB organised a booth at the Hong Kong Toy Festival and between 17 and 23 July, KMB organised a booth at the Hong Kong Book Fair at the Hong Kong Convention and Exhibition Centre in Wan Chai; and
* KMB held a total of six Passenger Liaison Group meetings at bus termini across its operating area to collect customer views on a variety of issues, including interchange schemes, environment-friendly buses, passenger facilities and network connectivity.

於 2019 年，我們舉辦了多項活動，與公眾交流互動：

* 1 月 30 日至 2 月 5 日期間，九巴分別在維多利亞公園、花墟公園、摩士公園、沙田及元朗設有 6 個年宵攤位；
* 1 月至 12 月期間，九巴在全港多個商場設立限定店，包括屯門卓爾廣場（1 月）、元朗 YOHO MALL（4 月）、屯門 V city（5 月）、新蒲崗 Mikiki（6 月）、大角咀奧海城（7-8 月）、元朗廣場（10 月）、荃灣荃新天地（11 月）、將軍澳東港城（12 月），以介紹九巴服務，展覽巴士模型及提供多個關於巴士服務的遊戲和活動；
* 在 4 月 27 日於尖沙咀舉辦「九巴道路安全嘉年華」，向公眾宣揚道路安全訊息；
* 在 6 月 14 至 16 日及 7 月 17 至 23 日期間，九巴在灣仔香港會議展覽中心舉行的香港玩具節及香港書展設有攤位；及
* 九巴分別在不同地區的巴士總站舉行了 6 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。

**Media and Online Communication**

**傳媒及網上溝通**

In 2019, we invited the media to our events to strengthen communications and made increasing use of social media platforms such as Facebook and Instagram to publicise KMB-related information. Our interaction with netizens included a number of cross-media activities. These activities proved popular, as the number of fans of our Facebook page grew from over 81,000 in January exceeded to over 151,000 at the end of December. Likewise, the KMB Instagram account had accumulated more than 200,000 netizens by the end of 2019.

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

The following activities were organised via online social media platforms throughout the year:

* KMB Facebook has promoted different events with images, GIFs and videos, especially safety promotions and recruitment;
* In February and April, the KMB Facebook page organised give-a-way events to KMB fans;
* In March, the KMB Facebook page introduced the brand new Volvo B8TL bus model; and
* From June, the KMB Facebook page was an effective channel for special bus service announcements.

於 2019 年，我們邀請傳媒出席活動以加強溝通，並積極利用被廣泛應用的 Facebook 和 Instagram 等社交媒體平台，宣傳九巴相關的消息。我們透過舉辦多次跨媒體活動，與網民互動溝通，在網上獲得熱烈的迴響。當中九巴Facebook 專頁的關注數字大幅上升，由 1 月逾 81,000 個帳戶增至在 12 月超過 151,000 個帳戶；Instagram專頁的追隨者人數於 2019 年底已累積超過 200,000。

我們深信社交平台將會成為公司與大眾溝通的重要橋樑，我們未來會繼續善用網絡通訊平台加強與公眾建立更密切的聯繫。

九巴在年內安排了以下網絡社交平台活動：

* 九巴在 Facebook 專頁以圖片、GIF 動畫和視頻推廣不同活動，包括安全訊息及招聘活動；
* 九巴於 2-4 月在 Facebook 專頁介紹「禮讓巴士」活動；
* 九巴於 3 月在 Facebook 專頁介紹最新富豪 B8TL 巴士型號；及
* 自 6 月起，透過 Facebook 專頁發放特別交通消息，作有效的公布途徑。

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* 自 6 月起，透過 Facebook 專頁發放特別交通消息，作有效的公布途徑。

**App1933**

To respond to the needs of our communities, we used App1933 to help find missing people, especially the elderly who may have dementia. Some passengers were found after appeals on App1933.

我 們 一 向 積 極 回 應 社 會 需 要， 成 功 透 過App1933 協助社區尋找失蹤人士，尤其是患有認知障礙的長者，幫助了不少市民尋回失散家人。

**Website**

**網站**

The KMB website (www.kmb.hk) serves as a corporate information portal, providing corporate news, promotion information and a customer enquiry service. It also serves our passengers by providing a map-based pointto-point bus route search function with 360-degree photo ˝Street View˝, LiveChat and an ˝Octopus Refund Enquiry˝ function.

九巴的網站（www.kmb.hk），作為公司發布資料的平台，提供公司資訊、推廣訊息和顧客查詢，亦會提供以地圖顯示並設有 360 度「街景」實景圖的點到點巴士路線搜尋、即時對話及「查詢八達通退款記錄」功能服務。

**Customer Service Centres**

**顧客服務中心**

Our Customer Service Centres provide passengers with a one-stop service offering souvenirs, Octopus Card addvalue 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. Tuen Mun Road Bus-Bus Interchange Customer Service Centre provides an air-conditioned waiting area for passengers to enjoy a comfortable environment.

顧客服務中心為乘客提供包括紀念品、八達通卡增值服務和巴士路線資訊等一站式服務，當中大欖轉車站的客務站更提供多元化的服務，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服務。屯門公路轉車站的客務站則設有空調候車室，為乘客提供更舒適的候車環境。

**Hosting Visits**

**團體參觀**

To increase our stakeholders´ understanding of the daily operations at our bus depots, we received visitors from 44 organisations in the reporting period, including social service organisations, government organisations, professional and academic institutions and overseas delegations. Schools and non-government organisations participated in the Summer Visit Programme visiting KMB depots. We hosted 36 such delegations in 2019.

我們在報告期內接待了來自 44 間機構的訪客，當中包括社會服務機構、政府機構、專業及學術團體和海外代表團，以增加持份者對巴士廠日常運作的認識。我們亦在 2019 年舉辦暑期參觀活動，接待近 36 個來自學校和非政府機構的團體參觀九巴車廠。

**Customer Service Hotline**

**顧客服務熱線**

The KMB customer service hotline (2745 4466) handled about 1.59 million calls in 2019, an average of 132,266 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.

九巴顧客服務熱線 (2745 4466) 於 2019 年處理約159 萬個來電及，即平均每月 132,266 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。

**LiveChat for Enquiries**

**即時對話服務**

To provide more channels for passenger enquiries, KMB has set up a LiveChat channel on its website and App1933 to provide instant responses to customer enquiries, offering a daily service from 7:00 a.m. to 11:00 p.m.

為開拓更多渠道讓顧客查詢，九巴特別在網站和 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。

**Membership of Associations and Advocacy**

**參與的機構和組織**

During the reporting period, we further strengthened the 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

在報告期內，我們透過參與以下組織，進一步加強與各界持份者連繫：

* 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

**Serving the Community**

**服務社區**

We take steps to understand the needs of our community and actively support various initiatives in society. We leverage the Company´s business strengths and resources to optimise positive social impacts, mainly through engagement with elderly people and nurturing youth development.

To support the elderly and passengers in need, each year KMB participates 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 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, Chinese sausages, rice dumplings and mooncakes during the traditional festivals.

We sponsor and participate in a variety of local community programmes, including the Dress Casual Day and the Corporate Challenge Half Marathon, both 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. KMB provided bus body advertisements for non-governmental organisations (˝NGOs˝) on buses. We took steps to utilise our resources by supporting a charity run held at KMB´s Tseung Kwan O Depot. Around 6,000 runners took part in.

我們主動了解社區需要和支持多項公益活動，透過集團的優勢和資源，以關懷長者及培育青年發展，為社會注入更多正能量。

九巴每年均參與由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所有巴士路線。此外，九巴亦支持每年一度的「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悅，在傳統節日期間分別向長者派發利是封、臘腸、糭子和月餅。

我們熱心贊助並積極參與多項本地社區活動，包括公益金舉辦的便服日及慈善半馬拉松，以及香港社會服務聯會的「商界展關懷贊助人會」活動。我們贊助非政府機構免費在巴士上張貼車身廣告；又善用資源，借出九巴將軍澳車廠作慈善「為食跑」的主要場地，吸引約 6,000 名跑手參加。

***Disability Inclusion***

***傷健共融***

Committed to corporate social responsibility and bringing about an inclusive working environment, KMB leverages its resources to help the community. To further its Business-School Partnership, Café1933, a staff coffee shop, has joined hands with Hong Chi Association to offer food and beverage for patrons and retail placement for students with special education needs. Besides, KMB has collaborated with The Hong Kong Society for the Deaf, hiring hearing impaired persons working at back-up office and providing a six-month internship in clerical jobs to unleash their potential.

九巴致力履行企業社會責任，積極推動共融社會，並善用資源回饋社會。透過員工咖啡室「Café1933」促成商校合作，為匡智會有特殊教育需要的學生，提供餐飲及零售工作的實習機會。另外，九巴與香港聾人福利促進會合作，聘請聽障

人士到後勤部門工作，以及為合適的聽障人士提供六個月的文職實習工作，讓他們一展所長。

***Donation of Used and Retired Bus Programme***

***舊巴士及退役巴士捐贈計劃***

To nurture the next generation and show our support for sustainability and recycling, KMB launched the Donation of Used and Retired Bus Programme in 2016 to donate used and retired buses to schools and non-profit organisations. The buses can be regenerated specifically to meet the creative learning needs of the schools or non-profit organisations. By the end of 2019, 29 retired buses had been donated.

The list of beneficiary schools/non-profit organisations that received donated buses in 2019 is as follows:

* The Yuen Yuen Institute MFBM Nei Ming Chan Lui Chung Tak Memorial College
* Yuen Long Public Middle School Alumni Association Tang Ying Yip Primary School
* Buddhist Wing Yan School
* Tai Po Old Market Public School (Plover Cove)
* Cumberland Presbyterian Church Yao Dao Primary School
* Tin Shui Wai Methodist College
* The H.K.C.W.C. Hioe Tjo Yoeng Primary School
* TWGHs Ma Kam Chan Memorial Primary School
* Hong Kong And Macau Lutheran Church Ming Tao Primary School
* Kam Tsin Village Ho Tung School
* Caritas Ma On Shan Secondary School
* Rhenish Church Grace School
* Chinese YMCA Primary School
* TWGHs Leo Tung-hai Lee Primary School
* Kowloon Bay St. John The Baptist Catholic Primary School

為培育下一代推動可持續發展和促進資源循環再用，九巴在 2016 年推出「舊巴士及退役巴士捐贈計劃」，將退役巴士捐贈予學校或非牟利機構。獲贈巴士的學校或非牟利機構可發揮其創意，因應學習需要活化改造巴士。截至 2019年年底，我們共捐贈 29 部退役巴士。

於 2019 年受惠的學校╱非牟利機構如下：

* 圓玄學院妙法寺內明陳呂重德紀念中學
* 元朗公立中學校友會鄧英業小學
* 佛教榮茵學校
* 大埔舊墟公立學校（寶湖道）
* 金巴崙長老會耀道小學
* 天水圍循道衞理中學
* 香港中國婦女會丘佐榮學校
* 東華三院馬錦燦紀念小學
* 港澳信義會明道小學
* 上水金錢村何東學校
* 明愛馬鞍山中學
* 禮賢會恩慈學校
* 中華基督教青年會小學
* 東華三院李東海小學
* 九龍灣聖若翰天主教小學

***FRIENDS OF KMB***

***九巴之友***

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 the reporting period, FRN comprised 5,700 members, including passengers and KMB staff and their dependents.

During the reporting period, FRN volunteers participated in regular home visits to elderly people who are suffering from depression. The programme was organised by the Suicide Prevention Service, with whom FRN has built up a partnership since 2013. FRN also made care visits to paediatric patients of Prince of Wales Hospital and partnered with Hong Kong Central Library and Hapi Reading Club to arrange a reading tour on a KMB bus for 30 families. In recognition of our contributions to

the community, FRN received the Award of 10,000 Hours for Volunteer Service, Second Runnerup in the Highest Service Hour Award (Private Organisations – Best Customers Participation) and Merit in the Highest Service Hour Award (Private

Organisations – Best Staff Participation) from the Social Welfare Department.

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。於報告期內，九巴之友共有 5,700 名會員，成員包括九巴員工與家屬和乘客。

九巴之友自 2013 年起與生命熱線合作，定期探訪患有情緒困擾的長者。報告期內，義工更探訪威爾斯親王醫院病童，並與香港中央圖書館和「綠腳丫親子讀書會」合作，安排了 30 個家庭在巴士上參與閱讀體驗。九巴之友服務社會被受肯定，榮獲社會福利署頒發「10,000 小時義工服務時數獎」、「最高服務時數獎（私人團體－最積極動員客戶參與獎）」季軍及「最高服務時數獎（最積極動員員工參與）」優異獎。

**The Kowloon Motor Bus Company (1933) Limited**

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