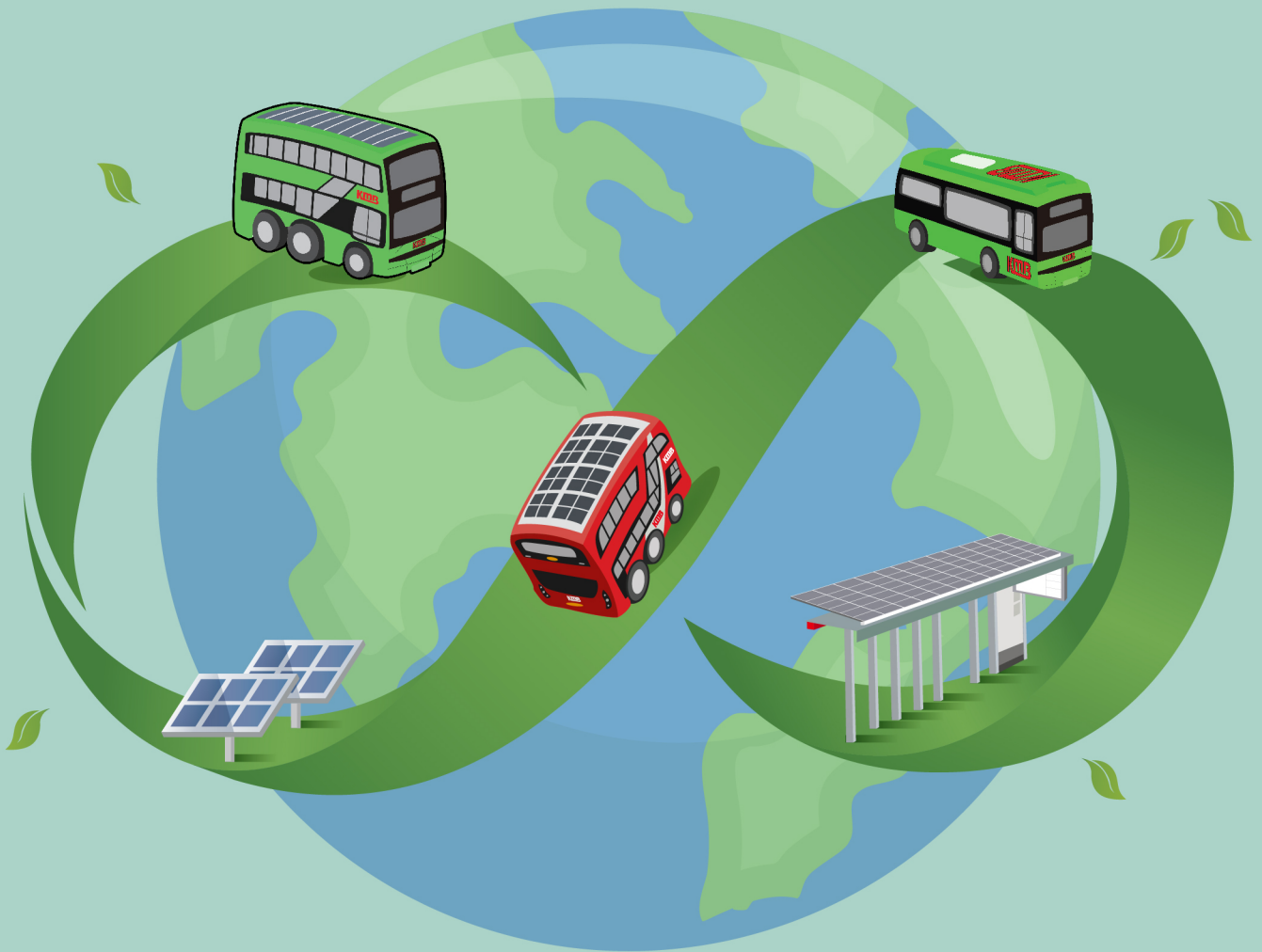




SUSTAINABILITY REPORT

可持續發展報告

2022



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## 關於 九巴

# ABOUT KMB

The Kowloon Motor Bus Company (1933) Limited ("KMB"), a wholly-owned subsidiary of Transport International Holdings Limited ("TIH"), is the largest franchised bus operator in Hong Kong, serving more than 2.6 million passenger-trips each day. A workforce of more than 12,000 employees, of which around 9,000 are bus captains, ensures that customers enjoy high-quality services on a fleet of around 4,000 buses operating on 433 routes.

九龍巴士(一九三三)有限公司(「九巴」)是載通國際有限公司(「載通國際」)全資擁有的附屬公司。九巴的車隊包括約4,000部巴士,行走433條路線,每天為超過260萬人次的乘客服務,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12,000名員工,當中約9,000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：

<b>D</b> istinctive customer service	卓越服務
<b>R</b> eliable performance	可靠表現
<b>I</b> nnovation	不斷創新
<b>V</b> alue for money	創優增值
<b>E</b> nvironmental responsibility	保護環境
<b>S</b> ustainable business practice	運行不息

Through engagement with our stakeholders, we aim to meet or exceed their expectations by providing high-quality services and solutions.

我們透過與持份者的承諾，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。

## Culture and Values 文化及價值觀

Our culture is underpinned by a governance framework and embedded across our business. 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. Building on these core values we also abide the following principles:

- A**ccountability – Be accountable for our decisions and actions.
- C**aring – Be caring for our employees, customers, and the community with continual empowerment and engagement.
- T**eamwork and Mutual Respect – Be harmonious and synergetic in the workplace.
- I**ntegrity – Be fair, honest and ethical.
- O**riginality and
- N**ovelty – Be creative in finding solutions for a greener and better place.
- S**afety and Self-discipline – Be mindful of safety in achieving our vision.

我們的企業文化以管治框架為基礎，植根於業務中。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。按照這些核心價值，我們遵守以下的原則：

- 承擔問責** – 對所作的一切決定及行為負責。
- 熱誠關懷** – 持續與我們的員工、顧客和社區聯繫，加強彼此參與。
- 團結互信** – 建構和諧及協同的工作環境。
- 誠信為本** – 處事公平、誠實，秉持高尚操守。
- 原創新穎** – 以創意及科技建設更環保及美好的地方。
- 安全守規** – 落實以安全為己任

## About the Report 關於本報告

The 2022 Sustainability Report (“the Report”) of KMB highlights the environmental and corporate social responsibility performance and sustainability achievements of the Hong Kong franchised public bus company. The Report covers the reporting period from 1 January to 31 December 2022.

九巴發表《可持續發展報告2022》（「本報告」），重點闡述九巴的環保及企業社會責任表現，以及可持續發展的績效。本報告涵蓋的期限為2022年1月1日至12月31日。

## Sustainability Governance 可持續發展管治

We adhere to the best corporate governance practices to achieve sustainable business development. We ensure compliance with applicable legal and regulatory requirements while considering the interests of our stakeholders. The Company has adopted an integrated management approach to guide the sustainable development of KMB based on the principles of integrity, equity and transparency. This integrated management approach is strengthened by ongoing staff training and communication with stakeholders. The board of directors of KMB (the “Board”), as its highest governance body, is responsible for stewarding the long-term development of the Company and growing shareholder value.

The overall strategic planning and accountability for the Company’s sustainable development rest with our Board-level Committee, which determines the sustainability strategy and oversees its progress. Our ESG Task Force, under the oversight of the Committee, implements the Board’s ESG strategy and policies to drive sustainable initiatives throughout our operations, including safety, environmental protection, staff welfare, community engagement and volunteering. The ESG Task Force is also responsible for optimising environmental performance, raising staff awareness on corporate social responsibilities, sharing knowledge and industry best practices and working with the Enterprise Risk Management Task Force of the Company to assess new and emerging ESG-related risks.

The Company’s Enterprise Risk Management System adopts a systemic approach and uses a set of consistent risk assessment criteria to identify and manage risks. Accurate risk information is provided for the Management to assist them in decision-making and risk control without compromising cost-effectiveness and efficiency. In addition, with the Enterprise Risk Management System, the management monitors and reviews risk levels of various issues that might impact the Company, including climate change, to ensure that risk exposure remains at an acceptable level. A Key Risk Indicator Report (“KPI Report”) summarises the Company’s major risks identified by the Management and is submitted to the Audit and Risk Management Committee three times a year. The KPI Report provides a comprehensive profile of the major risks and the mechanism established by the Management for monitoring these risks.

我們以最佳的企業管治守則營運業務，考慮各方持份者的利益時，亦會確保全面符合法律及法規，全力推進業務可持續發展。本公司採取綜合管理方式，以誠信、公平和透明的原則督導公司的可持續發展工作。我們持續為員工提供培訓及與各方持份者保持密切溝通，務求進一步完善綜合管理方式。

董事會轄下的委員會專責統籌本公司可持續發展的整體策略和工作，並且監察公司全面實施可持續發展策略的進展。在委員會的督導下，公司的環境、社會及管治工作小組（「工作小組」），促進在業務營運中執行董事會的可持續發展策略和措施，包括安全、環保、員工福利、社區連繫和義工服務。與此同時，工作小組的成員亦致力提升環保表現，加強員工對社會企業責任意識及與業界分享知識和良好作業守則，並與公司的企業風險管理工作小組合作，評估及整合與環境、社會及管治相關的風險。

公司的企業風險管理系統以系統性的方法，採用劃一的風險評估準則，識別和管理風險。管理層在作出決策及風險管理時可參考準確的風險資訊，避免影響成本效益和效率。同時，企業風險管理系統協助管理層不斷監察及評估公司面對的風險水平，包括與氣候變化相關的風險，以確保風險維持於可接受水平。管理層每年三次會向審核及風險管理委員會，提交風險關鍵績效指標報告，概述由管理層識別的公司主要風險，以及訂立的風險監察機制。

## Stakeholder Engagement 持份者參與

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 demonstrated through various channels, including the Chatbot enquiry channel on the KMB websites 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，並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。

## Supply Chain Management 供應鏈管理

We believe an integrated upstream supply chain management is key to quality and logistics control. We work closely with our business partners to develop new buses and services that are adapted to the local climate and operational environment, with energy efficiency and the latest emission standards being our top priorities.

We encourage fair and open competition with the aim of developing long-term relationships with suppliers based on mutual trust. Our supply chain policies and procedures are in place to ensure ethical procurement of supplies and services, which allow us to deliver high-quality end products that our customers can trust.

Our Green and Sustainable Procurement Policy spells out the environmental and social risk considerations that should be taken into account in every purchasing decision. To ensure our suppliers comply with our social and environmental requirements, we require all of them to declare compliance with our guidelines upon supplier registrations:

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

我們相信，上游綜合供應鏈的管理是品質及物流控制的關鍵。一直以來，本公司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巴士和服務，並且全力提高能源效益及符合最新排放標準。

我們支持公平及公開競爭，致力與供應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，保障產品的品質令顧客安心。

我們的環保及可持續採購政策闡述了每個採購決定中應考慮的環境和社會風險因素。為確保供應商遵從我們有關社會責任和環保的要求，我們規定所有供應商登記時必須申報以下範疇的表現：

- 環境保護；
- 健康與安全；
- 禁止使用強迫勞工和童工；及
- 反貪污。

## 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 2022.

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2022年，我們獲得多個權威獎項，成績得到認同。

### Corporate Social Responsibility

- Hong Kong Sustainability Award 2021/22 – Distinction Award (Large-size Organisations) from The Hong Kong Management Association;
- CLP Smart Energy Award 2022 – Carbon Management Award from the CLP Power Hong Kong Limited;
- BOCHK Corporate Environmental Leadership Awards 2021 (Services Sector) – Silver Award from the Federation of Hong Kong Industries;
- Hong Kong Green Organisation Certification – Wastewi\$e (Excellent Level) and Energywi\$e Certificate (Excellent Level) from the Environmental Campaign Committee;
- 20 Years Plus Caring Company Logo from The Hong Kong Council of Social Service;
- Award of Merit from The Community Chest of Hong Kong;
- Social Capital Builder Awards 2022 – Logo Awards from the Community Investment and Inclusion Fund;
- Charter on External Lighting from The Environment and Ecology Bureau;
- The Good MPF Employee Award 2021-22 from the Mandatory Provident Fund Schemes Authority;
- Manpower Developer Award Scheme – Manpower Developer from the Employees Retraining Board;
- Health Partnership Awards 2022 – Outstanding Green Transportation Service from the ET Net;
- Sport-Friendly Action Decal from the Chinese YMCA of Hong Kong; and
- SportsHour Company Scheme and “CO-FIT” Best Practice Showcase from the InspiringHK Sports Foundation.

### 企業社會責任

- 香港管理專業協會頒發的「香港可持續發展獎2021/22 - 典範獎（大機構組別）」；
- 香港中華電力有限公司頒發的「創新節能企業大獎2022 - 低碳管理大獎」；
- 香港工業總會頒發的「中銀香港企業低碳環保領先大獎2021（服務業） - 銀獎」；
- 環境運動委員會頒發的「香港綠色機構認證」減廢證書 - 卓越級別及節能證書 - 卓越級別；
- 香港社會服務聯會頒發的「商界展關懷20 Year+」標誌；
- 香港公益金頒發的「公益嘉許獎」；
- 社會投資共享基金頒發的「社會資本動力獎2022 - 標誌獎」；
- 環境及生態局推出的「戶外燈光約章」；
- 強制性公積金計劃管理局頒發的「2021-22積金好僱主」；
- 僱員再培訓局頒發的「人才企業嘉許計劃 - 人才企業」；
- 經濟通頒發的「健康同行夥伴計劃2022 - 傑出綠色交通服務」；
- 香港中華基督教青年會頒發的「運動友善計劃」標誌；及
- 凝動香港體育基金舉辦的「《企業「一」起動》嘉許計劃 - 優秀實踐案例」。

## Brand

Smart Service Award – Gold Award, Individual Award (Contact Centre Service) – Gold Award, Top 5 Young Stars of the Year 2021 and Anti-epidemic Customer Service Excellence Award – Bronze Award from the Hong Kong Association for Customer Service Excellence; Reader's Digest Trusted Brands 2022 Gold Award – Public Transport category from the Reader's Digest; Eco-Brand Awards 2022 from the East Week; and Smart Living Partnership Awards 2021 – Outstanding All Man Kind Inclusive Bus App from the ETNet.

## 品牌

香港優質顧客服務協會頒發的「智能服務獎」金獎、「傑出個人獎（熱線中心服務獎）」金獎、「2021年度客戶服務新星」及「同心抗疫客戶服務優質獎」銅獎；《讀者文摘》頒發的「信譽品牌」2022公共交通服務組別金獎；《東周刊》頒發的「環保品牌大獎2022」；及《明報》網站頒發的「至醒生活品牌大獎2022」。

# SAFETY FIRST



## 安全至上

Safety is in everything we do. It is our highest priority and an integral part of our business strategy. We strive to raise our safety standards and performance and continue to invest heavily in improving the safety of our bus operations.

我們所有業務都與安全息息相關。這是我們首要考慮，亦是公司業務策略不可或缺的一環。我們致力提升安全標準和表現，同時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 ensures that injury and health risks are minimised to provide a safe and healthy environment for our employees and the public.

All our employees are required to comply with all legal requirements applicable to our operations, and we regularly consult employees to identify opportunities for improvement in our safety management system.

九巴的《安全政策》確保我們的員工和公眾享有一個安全和健康的環境，令傷亡風險減到最低。

我們要求全體員工確保工作活動符合相關法例要求，亦會定期諮詢員工，找出公司的安全管理系統中可作改善的地方。



## Safety Committees 安全委員會

Safety Committees oversee internal communication on occupational safety and health information, including risks, trends and policies. All Safety Committees meet regularly to discuss safety issues at different levels across the Company. The Working Committee for Safety oversees safety issues at the corporate level, while Departmental Safety Committees, Maintenance Safety Committees and Operations Safety Committees are responsible for safety issues relating to departments and sections. Departmental Safety Committees may vary the frequency of meetings depending on the scale of departmental safety risks.

安全委員會負責監督有關職業安全和健康資訊的內部溝通，包括相關風險、趨勢及政策等。各個委員會定期舉行會議，商討公司不同層面的安全議題。安全工作小組負責監督公司整體的安全議題，而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，負責相關部門及組別的安全事宜。各部門的安全委員會會按照相關安全風險規模而調整舉行會議的次數。

## Safety Management 安全管理

We are dedicated to advancing occupational health and safety. We fully comply with the Occupational Safety and Health Ordinance and the Factories and Industrial Undertakings Ordinance (Chapter 509 and 59, Laws of Hong Kong). KMB adopts ISO45001:2018 Occupational Health and Safety Management System to promote continuous 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<sup>1</sup> and operational capability<sup>2</sup>. In 2022, the mechanical reliability of KMB's bus fleet was 109,094 km: 1, while KMB attained an operational capability of 103.08% in the same year.

我們致力加強職業健康與安全，並遵守《職業安全與健康條例》和《工廠及工業經營條例》（香港法例第509及59章）。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。

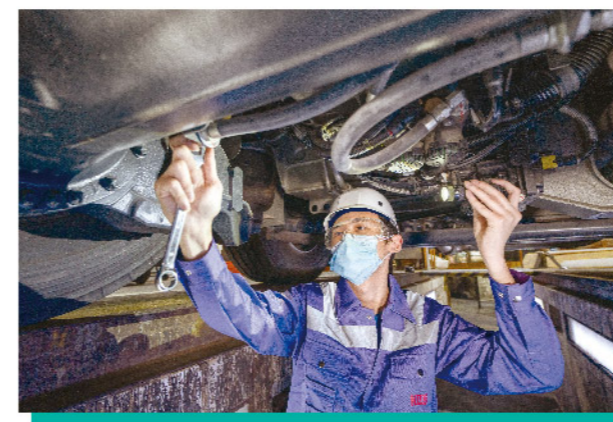
我們的車務表現，主要以機械可靠性<sup>1</sup>及車隊運作能力<sup>2</sup>作指標。於2022年，九巴車隊的機械可靠性達109,094公里：1；至於車隊運作能力達至103.08%。

## Operational Excellence 卓越營運

KMB is ISO9001 certified for its Quality Management Systems. The Company has been accredited with the latest version of ISO9001, demonstrating our commitment to achieving up-to-date operational and service standards.

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

## Risk Assessment 風險評估



Rigorous risk assessments are conducted by managerial staff together with the relevant workers before discharging work duties. We ensure that both the working environment and staff performance comply with legal requirements, in-house safety rules, and industry best practices during safety inspections and safety audits. Our Plan-Do-Check-Act management approach also helps drive continuous improvement in safety performance.

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，我們會確保工作環境及員工工作表現符合法例要求、內部安全指引和業界最佳範例，我們採用的「策劃、執行、檢查、行動」管理模式，亦協助我們持續改進。

<sup>1</sup> 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.

<sup>2</sup> Operational capability refers to the ratio of actual to scheduled departures in the peak direction during the peak hours of 7:00 a.m. to 9:00 a.m. across the bus network.

<sup>1</sup> 機械可靠性指標是指每部巴士平均行走多少公里後才會在載客途中發生機件故障。

<sup>2</sup> 車隊運作能力指標是指整個巴士服務網絡在早上7時至9時的繁忙時段內，向繁忙方向開出之實際班次與預定班次的比例。

## 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 telematics systems, have been installed 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 road-worthiness inspection, as well as spot checks from the Transport Department of the Hong Kong SAR 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

### GreenRoad System GreenRoad車長駕駛反饋系統

KMB is the first franchised bus company to introduce the GreenRoad System in Hong Kong. In 2022, KMB extended the installation of the GreenRoad System to our company vehicles (apart from buses) to widely promote the concept of green and safe driving across the whole company. Each bus captain and company vehicle driver has been given an electronic key with Radio Frequency Identification Technology ("RFID") that allows for the identification of who is driving the bus or company vehicle.



The system monitors over 150 driving dynamics and gives real-time feedback and rating to bus captains and drivers to help them remain vigilant on the road. Engine idling time is recorded and bus captains and drivers are reminded to switch off the engines, thereby promoting a culture of environmental consciousness and health.

Through analysing the data collected by the system, the Company is able to identify the common types and locations of undesirable driving behaviours of bus captains and drivers, and customise training materials, such as tips on paying attention to routes, teaching videos, and driving improvement courses, to help bus captains and drivers improve their driving skills and performance. The system also gives instant feedback to bus captains and drivers through an online portal and app to enhance their driving performance.

九巴是香港首間引入GreenRoad車長駕駛反饋系統的專營巴士公司。於2022年，九巴將GreenRoad車長駕駛反饋系統安裝至巴士以外的公司車輛，進一步在公司廣泛推廣環保及安全駕駛理念。每位車長及駕駛公司車輛的司機都會有一枚具無線射頻辨識技術，簡稱RFID功能的電子鑰匙，用以辨識正在駕駛巴士的車長或公司車輛司機，系統監測逾150種駕駛動態，向車長及司機提供實時建議和評分，讓他們在駕駛時刻保持警惕。系統亦會紀錄巴士及車輛的閒置時間，提醒車長及司機關掉引擎，以宣揚環保意識及健康文化。

九巴會透過系統分析數據，識別車長及司機經常出現駕駛行為問題的類別及地點，製作相關的訓練教材，例如注意路線小貼士、教學短片、以至駕駛改進實習課程等，幫助車長及司機有效地改善及提升駕駛技術。車長及司機亦可透過網上平台及應用程式，獲得即時回饋，有助提升駕駛表現。

## Foldable Wheelchair Armrest 輪椅區活動式扶手

To provide safe and more comfortable barrier-free facilities for wheelchair passengers, KMB introduced two designs of foldable armrest in the wheelchair areas. The new armrests not only make wheelchair passengers feel more comfortable on board but can also help prevent wheelchairs from overturning or skidding on the gangway. The new designs have become one of the standard features on every newly purchased bus.

九巴引入兩款不同設計的活動式扶手，為輪椅乘客提供安全和舒適的無障礙設施。新扶手不僅讓輪椅乘客在巴士有更舒適的乘車體驗，亦有助預防輪椅在車廂通道上翻倒或打滑。新設計已成為新購置巴士的標準設施。



## Driving Monitoring System ("DMS") 駕駛監察系統

This monitoring device, mounted on the dashboard, uses image-processing and advanced facial recognition technology to detect the level of alertness of a driver. Early audio alerts and vibration warnings will be activated when a fatigue or an abnormal situation is detected.

設於儀表板上的駕駛監察系統採用影像處理技術和先進的人面識別技術，偵察車長的警覺性。如發現車長出現駕駛疲勞等異常情況，系統便會即時發出響聲和震動駕駛座椅，以作提醒。

## Advanced Driver Assistance System ("ADAS") 駕駛輔助系統

The device is installed on the lower saloon windscreen and uses image-processing technology to detect obstacles on the road and calculate the obstacle distance. Early audio alerts and vibration warnings will be activated when "unsafe" conditions are detected.

駕駛輔助系統安裝於巴士下層擋風玻璃，利用影像處理技術探測道路上不同的物件與巴士的距離，如出現潛在風險，會即時發出響聲和震動駕駛座椅，作出提醒。



## Electronic Stability Programme (“ESP”) 電子穩定系統

The ESP is an important safety feature to prevent a bus from skidding or overturning when cornering or operating on a slippery road surface.

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。

## Speed Limiting Retarder (“SLR”) 車速限制器

SLR enhances the speed limiters of our fleets. The current speed limiters cut off fuel supply to the engine when the speed limit is reached. The SLR automatically activates the brakes or retarder to prevent speeding when travelling downhill.

車速限制器提升了我們車隊中車速限制裝置的表現。現時當車速達到限制標準時，裝置會切斷燃料供應，而車速限制器更配備自動剎車功能，防止巴士落斜時超速。



## Safety Belts 安全帶

KMB has requested bus manufacturers to install 3-point safety belts on all seats as a standard for new buses.

九巴已要求巴士製造商，於新訂購巴士的每個座椅上安裝安全帶，並以此作為巴士的標準裝置。

## KMB Academy 九巴學院



KMB established the KMB Academy (“the Academy”) in January 2022, aiming to nurture talents for the bus industry. The Academy provides professional and comprehensive training programmes for franchised bus maintenance personnel and all new bus captains through the “Certificate in Bus Maintenance” and “Certificate in Public Bus (Franchised) Driving” courses, which are respectively recognised at Level Two and Level Three under the Qualifications Framework (“HKQF”) in Hong Kong by the Hong Kong Council for Accreditation of Academic and Vocational Qualifications. This title was obtained following the merger between the KMB Bus Captain Training School and KMB Technical Training School. The Academy continues to foster the professional culture in the Bus Captain Training School and Technical Training School and adopts “Mission Safety • Act with Self-discipline” as its motto, emphasising the pivotal role of safety and discipline in the industry.

The “Certificate in Bus Maintenance” for franchised bus maintenance personnel offers knowledge of the mechanical operation and industrial safety. Students will also undergo basic technical training, including engine, drivetrain, chassis, electrical appliances, and air-conditioning, with on-the-job training available in KMB depots. Other than HKQF Level Two accreditation, graduates will also receive professional bus maintenance certificates recognised by two European bus manufacturer giants, Alexander Dennis Ltd and Volvo Buses, making them semi-skilled workers with a clear promotion ladder through further training. As for the “Certificate in Public Bus (Franchised) Driving”, training is planned around building safety consciousness, bus maneuvering skills and bus route/bus type knowledge. In addition to driving, students will also be trained in customer service and emotional management to further enhance their service standards. Before graduation, assessments are conducted by instructors to assure their performance meets the standards of KMB.

The Academy also offers training courses for in-service bus captains and incumbent maintenance staff, including route training, remedial training, bus type training, refresher training, and the latest technology in the bus maintenance industry to improve their driving/maintenance skills and reinforce their safety awareness.

Other than taking care of the training needs of bus maintenance staff and bus captains, the Academy also provides short-term courses and workshops for tertiary institutions covering various topics, aiming to widen students’ understanding of the bus industry, business operations and public institutions. For primary and secondary schools, the Academy offers a variety of on-campus STEM education courses and activities in which students can apply interdisciplinary knowledge and cultivate innovative thinking through “hands-on” and “minds-on” activities.



九巴於2022年1月成立九巴學院，為巴士業界孕育人才。九巴學院為專營巴士維修人員及每名新入職車長提供專業及全面的培訓課程，其開辦的「巴士維修證書課程」及「專利公共巴士駕駛證書課程」，已通過香港學術及職業資歷評審局的評審，分別獲納入「資歷名冊」第二及第三級別。九巴學院合併及擴充了九巴車長訓練學校及九巴技術訓練學校，並升格為學院，以「安規為本 守紀而行」為宗旨，辦學理念強調遵循安全規範，恪守職責紀律，為提升巴士業的安全和守規精神起關鍵作用。

「巴士維修證書課程」為專營巴士維修人員提供機械操作和工業安全知識。學員須進行基本技術訓練，包括引擎、傳動、底盤、電器和空調，再於九巴車廠進行在職訓練。修畢課程的學員不僅取得資歷架構第二級別的認可資歷，更可獲得歐洲兩大巴士製造商亞歷山丹尼士（亞太）有限公司及富豪巴士香港有限公司的巴士專業維修認證。他們會獲受聘為具明確晉升階梯的半熟練技工及繼續接受相關培訓。至於「專利公共巴士駕駛證書課程」，內容圍繞培養安全駕駛態度、巴士操控技巧及巴士路線及車型知識。除了駕駛訓練，學員亦須接受乘客服務及情緒管理課程，以進一步提升服務水平。導師會在學員畢業前進行評核，以確保他們的表現符合九巴的標準。

九巴學院亦會為現職車長及巴士維修人員提供一系列訓練，包括路線訓練、輔助訓練、車型訓練、重溫培訓及巴士維修業的最新技術，藉以提升他們的駕駛/維修技巧和 safety 意識。

除了照顧巴士維修人員及車長的培訓需要，九巴學院為專上學生開辦短期課程及工作坊，內容及範疇廣泛，旨在加深學生對巴士行業、商業運作及公共交通服務機構的了解。九巴學院亦為中小學生提供多元化的STEM到校課程及活動，通過「動手」及「動腦」活動，讓學生運用跨學科知識及培養創新思維。



## Public Safety Awareness Programme 推廣公眾安全意識

Passenger safety is equally important to our bus operations. We use different channels to raise public awareness of passenger safety. A series of safety messages are broadcast on the Bus Stop Announcement System in Cantonese, English and Putonghua to remind passengers to hold the handrail at all times. We put up safety stickers on our buses, such as "Hold the handrail" and "Fasten the seatbelt". Our mobile app, App1933, and KMB's Facebook page also periodically communicate educational messages to the public. Passenger safety videos produced by KMB are shown on bus information panels on board and at bus stops to remind passengers that safety comes first.

KMB is dedicated to promoting road and passenger safety. We modified a single-deck bus into a "Safety Bus" with the theme of "Stop, Look, Listen and Give Way" to reach out to the community. Combining learning with playing through motion-sensing games and virtual reality activities inside the compartment, the Safety Bus allows participating students to learn public transport etiquette, such as fastening the seatbelt, holding the handrail, and learning about blind spots of buses. In order to raise awareness of the participants, staff members from the Safety Department are also there to play quiz games and give short talks on road and passenger safety.

乘客安全與巴士運作同樣至關重要，我們利用各種渠道提高公眾的道路及乘車安全意識，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。車廂亦設有告示，如緊握扶手及扣上安全帶，提醒乘客注意安全。智能手機應用程式App1933和社交平台KMB九巴專頁亦定期向公眾宣傳道路安全訊息。九巴亦有拍攝乘車安全短片於巴士車廂及巴士站的顯示屏播放，時刻提醒乘客注意安全。

九巴致力推廣道路及乘車安全，我們改裝了一部單層巴士作「安全巴士」，以「停、看、聽、讓」為主題，並駛入社區，透過車廂內的體感和虛擬實境遊戲，向參加者灌輸正確乘車及道路使用態度，包括乘搭巴士時要佩戴安全帶、緊握扶手和認識巴士盲點等，寓學習於娛樂，車上亦有九巴安全部員工與參加者進行問答遊戲和講解，提高參加者的道路和乘車安全意識。



# CARING FOR THE ENVIRONMENT



## 愛護環境

We are driving into a new era with our eco-friendly bus fleets and many other sustainable innovations and technologies. We strive to be a carbon-neutral bus operator by 2040 to set a new industry standard.

我們的環保巴士車隊及多項可持續的創新科技推動公司邁向新時代。2040年，我們銳意成為碳中和的巴士營運商，帶領業界達致新標準。

## Environmental Policy 環保政策

We recognise the inherent environmental impacts of our bus services and we are 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;
- Reducing our environmental footprint and combating climate change;
- 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 requirements to our suppliers and making the policy available to the public;
- Responding to environmental enquiries promptly and ensuring effective internal communications on environmental issues; 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；
- 減少營運上的環境足跡，以應對氣候變化；
- 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 its 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 the 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「環境管理體系」認證（ISO14001）；而九巴四間主要車廠每個季度均會進行審核，確保符合嚴格的环境管理標準。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。

## Green Finance 綠色金融



KMB closed two HK\$800 million sustainability-linked loan facilities with two banks in order to drive Hong Kong towards zero emissions through green finance. KMB has set out key sustainability performance targets in relation to the reduction of greenhouse gas emissions of buses, and an increment in green procurement and the average training hours for employees. KMB will continue identifying suitable financing solutions and lead Hong Kong's transportation industry into a new green era.

九巴與兩間銀行達成兩筆分別港幣8億元的可持續發展相關貸款安排，透過綠色金融，促進香港零碳運輸的發展。九巴訂下關鍵環保績效指標，包括減低巴士溫室氣體排放的水平，增加環保招標項目的數量及與環保有關的員工訓練時數等。九巴會繼續物色合適的融資方案，帶領香港交通運輸業邁向環保新時代。

## Greenhouse Gas Emissions Reduction 減少溫室氣體排放

KMB seeks to minimise greenhouse gas emissions by judicious application of the latest technologies and interventions.

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。

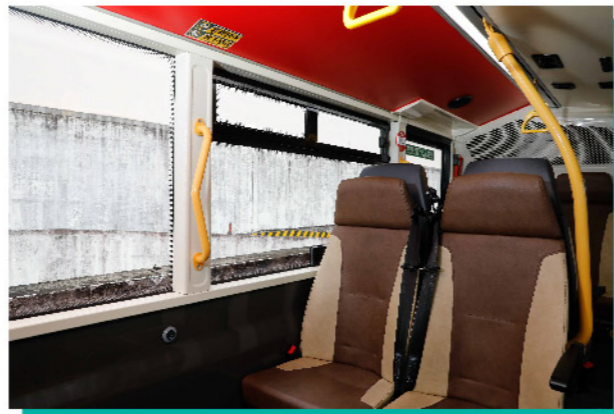
### Environmental Bus Fleet 環保巴士車隊

We invest in eco-friendly buses that meet the strict exhaust emission standards of the European Council of Environmental Ministers to create a better environment and minimise climate-related impacts.

At the end of 2022, there were 776 Euro VI buses (including three Euro VI diesel-electric hybrid buses), 2,936 Euro V buses, 26 battery-electric buses, including a batch of 16 new-generation electric buses newly deployed in the KMB fleet. New electric buses are zero-emission buses. They meet the latest standards of KMB, with free 5G Wi-Fi internet connection services provided and ventilation windows installed. The majority of these buses have been deployed on routes passing through busy corridors to improve the roadside air quality in high-traffic areas. We have been replacing older bus models with the latest and more energy-efficient bus models to enhance our bus fleet's longevity and environmental performance to achieve zero-emission. The average age of the KMB bus fleet is 6.91 years.

為建造更美好的環境及減少氣候相關的影響，我們致力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。

截止2022年年底，九巴車隊擁有776部歐盟六型巴士（包括3部歐盟六型柴油電力混合巴士）、2,936部歐盟五型巴士、26部電動巴士，包括新一批16部已編入九巴車隊的電動巴士。最新的電動巴士屬零排放巴士，巴士設施則符合九巴的最新標準，包括設有免費5G Wi-Fi及通風窗。上述巴士主要行駛繁忙路段，以改善繁忙地區的空氣質素。為進一步提升車隊環保表現，我們陸續更新車隊，引入最新及節能車型，提升車隊環保表現，邁向零排放。九巴車隊平均車齡約6.91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 explore renewable energy and zero-emission technologies, demonstrating KMB's determination to introduce green public transport in Hong Kong. Attaching great importance to pursuing the Government policy of achieving carbon neutrality by 2050, KMB has rolled out an electrification roadmap and are planning to install around 30,000 solar panels to put into practice its development blueprint for new energy and electric buses.

KMB plans to introduce 500 electric buses in the coming three to five years, accounting for one-eighth of the whole bus fleet. In the long run, KMB hopes that new-energy buses will be deployed in the entire fleet by 2040 to make Hong Kong a green city. Currently, KMB has 26 single-deck electric buses. Together with the 52 double-deck electric buses to be delivered by 2023, the company is expected to have nearly 80 electric buses by 2023;

KMB has introduced the third-generation solar panels on double-deckers. The system reduces the air temperature in the compartment by around 8-10°C compared to a bus without such a system. It supplies power to the fans of the air-conditioning system, thereby reducing fuel consumption. The third-generation solar panel bus can save 5-8% of fuel consumption on each bus daily, which is equivalent to reducing about six tonnes of carbon emissions per bus annually. The system has now become a standard feature in new purchase buses;

About 30,000 solar panels will be installed on buses, at depots and bus stops. Up to 13 million kilowatt-hours (kWh) of electricity will be generated annually, equivalent to the annual electricity consumption of 4,176 households in Hong Kong, reducing about 12,587 tonnes of carbon dioxide emissions. As a franchised bus company with the largest solar panel system in Hong Kong, KMB aims to lead the public transport industry toward the new green era and promote carbon neutrality;

KMB has successfully designed wind curtains that help reduce energy wasted due to the loss of cooled air of buses and obtained patents that were granted by the Intellectual Property Department. The facility, installed at the rear exit of a bus, will be activated when the exit door is opened, creating an airflow to separate the hot air outside from the cooled air inside. According to tests conducted at the ambient temperature of 32°C, the temperature measured in the area near the exit door inside a bus compartment with wind curtains is 4°C lower than that in a bus without. KMB plans to install the facility on 600 buses. We are also further exploring if the system could be powered by the looming thermoelectric system that generates electricity from the waste heat of the engine, improving energy saving; and

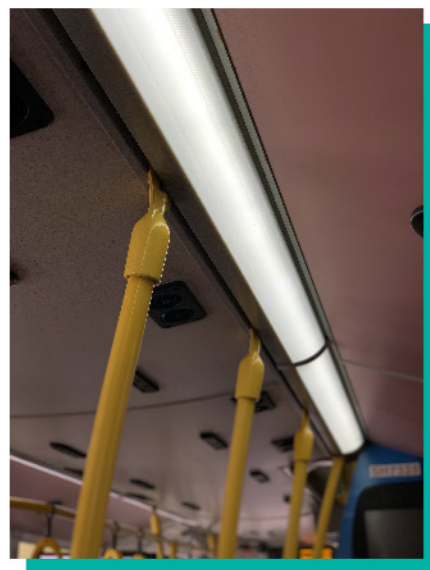
The scheme to retrofit the fleet with lower-powered LED strips has also started, which will create a softer and more comfortable travel environment to passengers compared to the existing LED lighting. This initiative helps reduce the carbon emissions of our buses by 5,600 tonnes of carbon emissions per year. The existing LED light strips will be reused in bus depots and bus stops for lighting.



九巴積極研究可再生能源及零排放技術，顯示九巴促進本港綠色運輸的決心。為配合政府2050年前達致碳中和的政策，九巴計劃安裝大約30,000塊太陽能板，落實使用新能源及電動巴士的發展藍圖。



九巴計劃於未來三至五年內增購500輛電動巴士，佔現時巴士車隊的八分之一。長遠而言，九巴期望於2040年將全線車隊提升為新能源巴士，帶領香港邁向綠色城市。現時，九巴擁有26輛單層電動巴士，連同自資購置將於2023年付運抵港的52輛雙層電動巴士，預計有近80輛電動巴士於2023年投入服務；九巴引入第三代配備太陽能發電裝置雙層巴士。備有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，系統亦會供電予車廂冷氣系統的風扇，從而減少油耗。第三代太陽能裝置能為每部巴士每日節省耗油量5-8%，相等於每年每部巴士減少約6噸碳排放。太陽能裝置已成為新車的標準配置；九巴會在巴士車廠、巴士站及巴士車頂一共設置大約30,000塊太陽能光伏發電板，預料每年可產生超過1,300萬度的可再生能源，相等於近4,176個香港家庭一年的用電量，可以為香港減少大約12,587噸碳排放。九巴將成為全港擁有最大太陽能發電系統的專營巴士公司，帶領香港公共運輸業邁向綠色新時代，同時為推動香港實現碳中和作出貢獻。九巴成功設計巴士專用的環保風閘，有效減少因空調流失而造成的能源浪費，並已獲知識產權署的專利。風閘安裝於巴士下車車門位置，當車門打開時，風閘同時啟動，透過由風閘吹出的氣流阻隔車外熱空氣與車廂內的冷空氣，在車外氣溫攝氏32度的環境下進行測試，結果顯示，加裝風閘後，下車門附近的溫度，較沒有安裝風閘的巴士低攝氏4度。九巴計劃在600部巴士安裝風閘，並會進一步探討系統能否運用發電機排放的熱力，以隱形系統方式為風閘供電，進一步節約能源；及九巴已開展為車隊更換低瓦數LED燈工程，與現有LED燈比較，能為乘客創造更柔和舒適的出行環境。更換工程完成後，每年可以減少5,600噸碳排放，而舊LED燈會重用於巴士廠和巴士站等作照明之用。



## Decarbonisation Partnership Programme 減碳夥伴計劃



KMB collaborated with business partners by launching the Decarbonisation Partnership Programme to retrofit solar panels on KMB's current bus fleet. The first phase of the Decarbonisation Partnership Programme received strong support from 48 corporate partners spanning industries, such as transportation, banking, catering, bus manufacturing, parts supply, legal support and others, which helped retrofit solar panels on 89 bus roofs. KMB is dedicated to working with our corporate partners to contribute towards carbon neutrality in Hong Kong.

九巴發起「減碳夥伴計劃」，與企業夥伴攜手合作，為九巴現役車隊安裝太陽能板。首階段獲48間企業夥伴鼎力支持，涵蓋交通、銀行、餐飲、巴士製造、零件供應、法律支援等不同業界，於89輛現役巴士的車頂加裝太陽能板。九巴致力與企業夥伴合作，為香港邁向碳中和作出貢獻。

## CO<sub>2</sub> Concentration Checks 檢查二氧化碳含量

Each year, 80 KMB buses from passenger-intensive bus routes are selected for a data logger measurement of indoor CO<sub>2</sub> 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。

## 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 have in place a number of measures to meet the high standards of exhaust emission laid down by the European Council of Environmental Ministers, which include using near zero sulphur diesel, renewing bus models and upgrading older buses by retrofitting exhaust treatment devices, such as diesel oxidation catalysts, diesel particulate filters, and selective catalytic reduction units.

As part of our environmental protection commitment, KMB invests regularly to upgrade the environmental performance of its bus fleet and patrol cars. KMB has introduced electric patrol cars as back-up support and 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，我們多管齊下，包括使用含硫量近乎零的柴油，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。

我們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。九巴引入電動巡邏車作為後勤支援，並於主要車廠設置充電設施。

## Energy Saving 節約能源

KMB takes all practicable measures to reduce resource consumption and streamline waste disposal procedures. We handle and dispose of all materials in compliance with applicable laws and regulations, and in a responsible way without posing risks to human health or to the environment.

九巴採取所有可行措施減少耗用資源，與此同時亦精簡廢物處置程序。我們在處理及棄置廢料時符合現有法例和法規，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。



## Fuel 燃油

To reduce fuel consumption, a number of measures have been adopted throughout the KMB bus fleets and across all operations:

- The aircraft-style "Posilock" fuel filling system is used to refuel buses;
- Ambient sensors are installed on air-conditioned buses to reduce unnecessary cooling;
- The use of synthetic gearbox oil extends the oil drain interval to reduce waste oil by 80%; and
- The mileage-based oil change scheme reduces engine oil consumption and waste oil by 40%.

為減少耗油，我們在車隊及營運方面採取了一系列措施：

- 採用飛機使用的「Posilock」加油系統為巴士補充燃油；
- 於空調巴士安裝溫差調節器，避免不必要的製冷，節省能源；
- 採用合成變速箱機油，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 用電量

We continue to explore environment-friendly initiatives and invest in the latest technologies to minimise energy use and reduce greenhouse gas emissions.

Besides our one-off LED light replacement and continuous housekeeping measures, we have dynamically adjusted our electricity consumption pattern in accordance with the latest operation scales, including the adjustment of illumination time of parking depots and the optimisation of equipment used to support our facilities' operation duration.

We cooperate with a power company to install Solar Photovoltaic Systems at depots, bus termini and bus shelters to extend the application of renewable energy and reduce greenhouse gas emissions.

我們會持續尋求更多環保方案，並投資於最新技術以盡量減低能源消耗和溫室氣體排放。

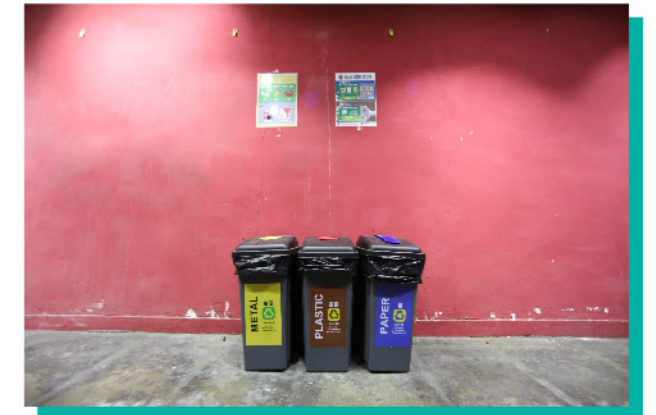
除了一次性更換二極管及各項內部監管舉措，我們根據最新的營運規模，調整公司的用電模式，包括調整停車場提供照明的時間，並優化各項設備來支援營運。

我們透過與電力公司合作，並在車廠、巴士總站及巴士站上蓋安裝太陽能發電板組成的太陽能光伏系統，加強應用可再生能源，減少溫室氣體排放。

## 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. We run our air-conditioning system at 25.5°C to align with the Government's Action Blue Sky Campaign and save energy. Operating hours have also been rearranged to reduce energy waste during non-office hours. High-efficiency air conditioning units are installed in all newly renovated offices. We have also set up recycling arrangements for used toners, plastic materials and used papers and have regularly promoted good housekeeping practices for energy saving to all staff members.

我們將綠色辦公室的環保概念納入設計項目和翻新工程。為響應政府的《藍天行動》及節約能源，我們將空調的溫度設定在攝氏25.5度，又設定運作時間，減少非辦公時間的能源浪費。此外，我們在翻新辦公室時安裝高能源效益的冷氣部件。在循環回收管理方面，我們安排回收碳粉、塑膠物品及紙張，並定期向全體員工推廣與節能有關的內務管理措施。



## Waste Reduction 減少廢物

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

九巴致力執行良好的廢物管理，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，包括：

## Waste Water 污水

As a responsible corporate citizen, KMB is committed to reducing water consumption and properly treating effluents before discharge. Our depots are equipped with automatic waste water treatment systems. The water used for bus washing was collected and recycled. Newly set up rainwater collection and water recycling systems have been introduced in some of our satellite depots. We would continue to install more rainwater collection and water recycling systems in some other bus depots in the coming years so as to increase water consumption saving.

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。車廠裝設自動污水處理系統。車廠的水循環系統，將用作清洗巴士的水回收及再用。此外，部份衛星車廠已引入雨水收集系統及水循環再用系統。未來，我們會繼續在各個車廠裝設收集雨水及水循環再用系統，進一步減少用水。

## Tyres and Metals 輪胎及金屬

Used KMB tyres were retreaded by KMB's appointed contractors, and waste metals were sent to recycling companies.

九巴交由指定承辦商翻新輪胎，並將金屬交予回收公司處理。



## Oil and Chemicals 廢油及化學廢料

Solid chemical waste is processed and stored by type in designated areas at bus depots before disposal by a registered chemical waste collector at the Government's Chemical Waste Treatment Centre, while waste oil is recycled or disposed of in accordance with the statutory standards. In the reporting period, KMB has improved the engine oil replacement cycle by changing new engine oil with extended oil drain intervals to reduce solid chemical waste.

Batteries are disposed of by a licensed contractor complying with the instructions of the Environmental Protection Department ("EPD"), with some of them exported to overseas facilities approved by the EPD under the Basel Convention.

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，廢油亦按照法規標準回收或處理。報告期內，九巴已透過更換新機油並延長換油的密度，以改善機油更換周期，從而減少固體化學廢料。

我們透過符合環境保護署（「環保署」）要求的持牌承辦商，回收處理廢棄的電池。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。

## Embracing Green Transportation Transformation with eBus 發展電動巴士 支持綠色運輸轉型



In support of reducing carbon emissions, KMB has been devoting resources to testing out new energy buses. Through unremitting efforts, KMB has taken a major step forward in the transition to green transportation by deploying 16 new-generation electric buses in April 2022, followed by receiving the first 12-metre electric double-decker in December 2022. The new-generation single-deck e-Bus is equipped with the Battery Management System ("BMS") and the Water Cooling System, which help monitor the efficiency and condition of the battery and control its temperature, effectively extending the battery life cycle and improving its performance. The new model is 4% lighter than its predecessor while its passenger capacity is increased by 16% to 81 people. Furthermore, it only takes one hour and forty minutes to get fully charged, which is two hours faster than the model, and has a driving range of 200 kilometres.

為支持減少碳排放，九巴一直投放資源，進行新能源巴士測試工作。經過不懈的努力，九巴在綠色運輸轉型方面邁出重要一步，於2022年4月安排16輛新一代純電動巴士投入服務，而首部12米雙層電動巴士已於2022年12月付運。

新一代單層電巴引入電池管理系統和水冷系統，以監測電池效能和狀態及更有效管理電池溫度，延長電池壽命及提升效能。新款電巴較現役的單層電巴輕4%，載客量多出16%，達到81人，充電時間只需1小時40分鐘，比以往快兩小時，可行駛約200公里。



# CARING FOR CUSTOMERS



## 關懷顧客

As a public transport provider, we are dedicated to delivering excellent bus travel experience for all. We work to identify and understand customer needs and expectations to ensure our bus services are safe, smart, efficient, comfortable and good value-for-money.

作為公共運輸營辦商，我們竭誠為乘客帶來優質的搭乘體驗。我們致力了解乘客需要及期望，確保提供安全、創新、有效率、舒適及物有所值的巴士服務。

## Innovation and Convenience 創新及便捷

We believe that innovation and technology are the key to benefitting the industry and communities by facilitating a convenient, diversified and sustainable travel environment.

我們相信創新思維及先進科技能為業界及社會建造一個方便、多元、可持續的乘車環境。



### Electronic Payment System 電子支付系統「e度嘟」

The e-payment system, which supports all existing routes under the KMB Regional Short-haul Two-way Section Fare Schemes, has become applicable to all KMB routes since 2022. With the new accepted BoC Pay "transit code", the number of electronic payment methods supported by the KMB e-payment systems increased to 11 in 2022, making KMB the industry player that accept the most diverse electronic payment methods among public transport operators. The 11 contactless payment options available include credit cards, digital wallets on mobile devices, smart watches, and QR codes for an easy, fast and convenient bus fare payment.

2022年起，所有九巴路線均可透過e度嘟繳付車資，同時適用於所有提供區域性短途分段收費計劃的路線。連同新加盟的BoC Pay「乘車碼」，九巴電子支付系統e度嘟支援的電子支付方式，於2022年增至11種，為所有交通工具之最。11種非接觸式的付款方式，包括信用卡、附設於手機及智能手錶的電子錢包及二維碼，為乘客提供簡單、快捷及方便的繳付車資選項。

## App1933 App1933

With one million daily unique users and around six million downloads, the KMB mobile app, App1933, elevates customer experience with a more convenient and personalised service offering.



App1933 allows users to check bus route information and the estimated time of bus arrivals. Highlighted functions are as follows:

The "Reminder function" was upgraded with boarding reminders in 2022. Passengers can create a reminder by selecting bus routes and boarding time, providing a stress-free solution for everyday commuting; The Estimated Travelling Time and the Bus Estimated Time of Arrival ("ETA") services enable users to plan their trips more easily and check the ETAs provided not only by KMB but also by other franchised bus companies; The built-in location-based function, with which users can check real-time traffic conditions, weather information, flight schedules and ferry information under the new "KMB Info" feature, enables a seamless and efficient travel experience across different transportation modes; Passengers can make enquiries and comments on the artificial intelligence Chatbot channel, bot1933, at any time of the day or night; and Further engaging with passengers with an exclusive loyalty programme, the membership scheme club1933 allows passengers to enjoy bus rides while earning points for gifts.

九巴的智能手機應用程式App1933，已有超過600萬次下載及100萬個每日獨立用戶，讓乘客享受方便及個人化的服務，提升客戶體驗。

App1933供乘客方便快捷查閱巴士路線及預計巴士到站時間。重點的功能如下：



於2022年提升「提示設定」功能，用戶選擇巴士路線及上車時間後設定相關提示，為日常通勤提供細心的乘車方案；巴士「實時預計車程」及「巴士預計到站時間」功能，讓用戶可輕鬆計劃行程外，更可查閱九巴及其他專營巴士公司的巴士預計到站時間；定位功能讓用戶可在新推出的「九巴資訊站」取得實時交通狀況、天氣訊息、航班資訊及渡輪班次，實現跨界別交通模式帶來的暢順無阻、高效率的出行體驗；乘客可不分晝夜透過人工智能聊天機械人「bot1933」提出查詢和意見；及通過獨家會員計劃club1933與乘客進一步聯繫，乘客可以享受巴士旅程，同時賺取積分換領精美禮品。

## New Bus Services 全新巴士服務

We have implemented a number of enhancements to our bus service over the past few years to deliver a more pleasant and comfortable journey to our passengers.

To tie in with the completion of residential areas in Tuen Mun Area 54, KMB introduced Route 67A in July 2022, the only whole-day route to the city in the new development area, to facilitate the intake of the public housing estates in the vicinity – Wo Tin Estate and Ching Tin Estate;

KMB has enhanced its bus service in the Queen's Hill Estate throughout the year as more residents are moving into the area. These enhancements include extending Routes 78A and 278A to the Queen's Hill Bus Terminus, implementing the HK\$1.0 Bus-rail Interchange concession scheme for Route 78A, advancing the first departure time and increasing bus frequency during peak hours for Route 78A, adding an express service to Route 78A and extending its service to late night, extending the service hours of Route 278A, and commencing the all-new Route 78B to provide express service between Queen's Hill and Sheung Shui during the morning peak hours;

KMB has enhanced its services in Tseung Kwan O with an all-new peak hour special Route 93P that has come into operation since August 2022, offering residents along Po Lam Road a direct ride to Kowloon Bay Commercial Area, Jordan and Mong Kok. Route 90 and Route 97, which commenced service in October 2022, provide a direct ride to Sha Tin and Ma On Shan respectively for residents in Tseung Kwan O;

In view of the opening of Tseung Lam Highway in December 2022, KMB started operating three Tseung Lam Highway Express Routes 96, 290E and 298X the day after the commencement of the new road. While Route 96 provides a direct and convenient bus service for passengers travelling between Tseung Kwan O and Science Park, Tai Po, making it the best choice for commuting, Routes 290E and 298X offer an express service for residents in LOHAS Park, Pak Shing Kok and Hang Hau for Wong Tai Sin, Kwai Chung and Tsuen Wan, or Mong Kok and Lai Chi Kok Business Area;

New bus Route 69, which was put into service in December 2022, provides an all-day service for residents of Yuen Long Tung Tau, United Court, Twin Regency, One Regent Place to travel between Yuen Long city centre and Northern Tin Shui Wai, demonstrating KMB's commitment to allocating resources to provide bus services for residents in transitional residential areas and newly built residential estates; and

The new recreational Routes 33R and 74R commenced service, providing direct bus services to Pak Tam Chung from Tsuen Wan and Tai Po.



一直以來，九巴不斷提升巴士服務，為乘客提供更優質及舒適的巴士旅程。

配合屯門第54區住宅落成，九巴於2022年7月開辦該區目前唯一的市區全日線67A，方便區內的公共屋邨 - 和田邨及菁田邨居民出行；

隨著更多居民遷入皇后山邨，九巴全年多次加強皇后山邨的巴士服務，包括延長路線78A及278A至皇后山巴士總站、推出路線78A與港鐵港幣1元轉乘優惠、路線78A的頭班車提早開出及增加其繁忙時段班次、增設路線78A特快班次及延長其服務時間至深夜、延長路線278A服務時間，以及開辦全新路線78B，於早上繁忙時段提供來往皇后山及上水的特快服務；

自2022年8月起，九巴提升將軍澳服務，增設全新繁忙時間特別路線93P，為寶琳路居民提供一程直達九龍商貿區、佐敦及旺角的服務。路線90及97則於2022年10月投入服務，為將軍澳居民提供直達沙田及馬鞍山服務；

因應將藍公路於2022年12月開通，九巴於通車後首个工作日，開辦3條將藍公路快線，分別為路線96、290E及298X。路線96為往返將軍澳、科學園和大埔的乘客提供直接及方便的巴士服務，成為通勤的首選。路線290E及298X為康城、百勝角及坑口的居民，提供更快捷前往黃大仙、葵涌、荃灣及旺角、荔枝角商貿區的服務；

不論是傳統住宅區，抑或新落成住宅屋苑，九巴都會盡力投放資源讓居民享用到專營巴士服務。全新路線69於2022年12月投入服務，該路線全日運作，方便元朗東頭、同心村、映御及尚豪庭一帶的居民往返元朗市中心及天水圍北；及

開辦全新郊遊路線33R及74R，提供直達巴士服務來往北潭涌及荃灣與大埔。



## Facilities Upgrade 設備提升



In 2022, KMB successfully designed wind curtains for buses to prevent loss of cooled air and started to retrofit its fleet with lower-powered LED strips, enhancing passenger experience with improved thermal comfort;

KMB formally launched an upgrading work of 5G services in 2022. The entire bus fleet will be gradually upgraded to 5G buses, providing free 5G Wi-Fi service. Passengers can enjoy 5G Wi-Fi service for free with unlimited sessions, elevating their travelling experience with an ultra-fast, stable and smooth 5G network;

As of the end of 2022, KMB has retrofitted around 600 buses with horizontal ventilation windows to provide natural ventilation and offer passengers a comfortable journey;

The Solar-powered Bus Shelter Campaign promotes green energy by installing solar panels to power lighting;

The enhancement of the bus route information sheets has been completed. Passengers can now scan the two-dimensional QR code on the new layout information sheets posted at bus stops for bus frequency and other bus route information;

KMB has installed the Bus Information Panel System on buses. Passengers can obtain real-time bus stop information through the display screens on the upper and lower decks and the alighting reminder function on App1933;

Bus stops locations are equipped with display panels showing the estimated time of bus arrivals;

The air quality in bus compartments has been improved with electrostatic air filters installed on KMB buses; and

KMB buses are mainly 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 air-conditioning systems have a fresh air function that extracts fresh air outside the compartment and purifies it using a double-layer filter system.

九巴於2022年成功設計巴士專用的環保風閘，有效減低空調流失，同時開始為車隊更換低瓦數的LED燈，提升乘客享受舒適車廂環境的體驗；

九巴在2022年正式啟動5G升級工程，陸續為全線車隊升級為5G巴士，為乘客提供免費5G Wi-Fi服務。乘客可享受高速度、穩定和流暢的5G網絡，而5G Wi-Fi服務每日無限使用，進一步提升乘客的乘車體驗；截至2022年年底，九巴已為超過600部巴士改裝，巴士上設有橫趟式通風口，加強空氣流通並為乘客帶來舒適的旅程；

「太陽能巴士站計劃」透過在巴士站裝設太陽能發電裝置推廣綠色能源，為照明系統提供電力；

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巴士班次及其他路線資訊；

九巴為巴士安裝巴士資訊顯示屏，乘客可透過設於巴士上下層的顯示屏及App1933的落車提示功能，獲取實時巴士站資訊；

候車亭設有屏幕，顯示巴士預計到站時間；

九巴巴士裝設靜電子空氣淨化器，令車廂的空氣更潔淨；及

九巴大部分巴士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。空調系統具有抽新鮮空氣功能，可讓新鮮空氣經雙層過濾系統，潔淨後進入車廂。

## Accessibility 暢達

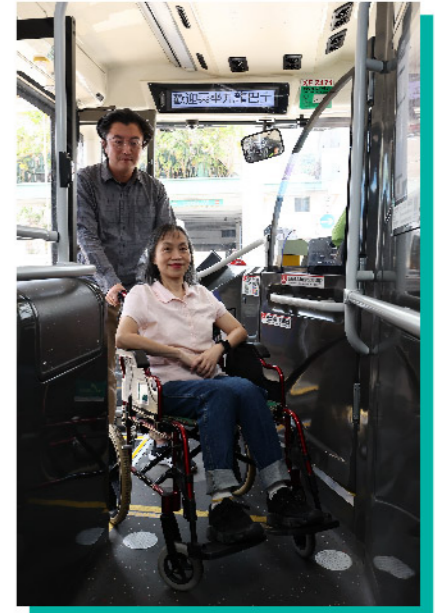
Access to transportation is vital for independent living. An accessible transport system is the building block of an inclusive society.

暢達的公共交通服務對於市民日常生活至關重要。無障礙的交通系統是建設共融社會的基石。

### Accessible Bus Fleet 無障礙車隊

The entire KMB fleets deploy super-low floor buses for easy boarding and alighting, as well as wide entrances and exit doors for better passenger access, which means all KMB buses are easily accessible to the elderly and wheelchair users. In addition, KMB has retrofitted around 260 buses to accommodate two wheelchair passengers, which run mainly on routes travelling to and from hospitals. KMB introduced two designs of foldable armrest in the wheelchair areas. The new armrests not only make wheelchair passengers feel more comfortable on board but can also help prevent wheelchairs from overturning or skidding on the gangway. The new design has become one of the standard features on every newly purchased bus

九巴巴士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可以輕易出行。此外，九巴已改裝約260部巴士車廂，提供雙輪椅位給使用者，相關巴士編配於主要行走途經醫院的路線。九巴亦於2022年引入兩款不同設計的活動式輪椅扶手。新扶手不僅讓輪椅乘客在巴士有更舒適的乘車體驗，亦有助預防輪椅在車廂通道上翻倒或打滑。新設計已成為新購置巴士的標準設施。



### Upgrade of Depots, Termini and Bus Stops 車廠、巴士總站及巴士站設備

The commitment of KMB to upgrading the facilities at termini and bus stops is reflected in the following measures:

Renovation on Bus-bus Interchanges ("BBI") started by stages in 2022. There are clearer signage and platform numbers in the BBIs so that passengers can find their way to the interchange platform more easily. Route information is also available in both BBIs and on the mobile application App1933 to facilitate passengers; and

Seats for the elderly, the disabled and young children are introduced to bus shelters, bus termini and interchanges.

九巴不斷提升巴士總站及巴士站設施，包括：

九巴於2022年分階段翻新多個轉車站，提供更清晰的標示及候車月台編號，乘客能輕鬆找到轉乘路線的月台，並在站內和手機應用程式App1933加入路線資訊；及

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。



## Affordability

### 實惠

## 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 2022, including the following:

After the good response received for the Regional Short-haul Two-way Section Fare Scheme in Tuen Mun, Yuen Long and Tin Shui Wai, and Tseung Kwan O, KMB further implemented the third Scheme in North District in 2022. Under the third Scheme, which covers five routes, passengers can enjoy bus services at a fare range of HK\$3.8-5.0 by tapping an Octopus card, contactless credit card or mobile device or scanning the QR code on any of the 12 one-stop validators at bus stops after alighting in North District. Currently, the total number of routes under the Regional Two-way Section Fare Scheme and the number of card readers have increased to 55 and 92, respectively;

The KMB Fare Saver Scheme offered a fare discount of up to HK\$4.0, covering some campuses of educational institutions, shopping malls and residential areas. On top of the existing Fare Saver Kiosks in Kwun Tong, Mei Foo, Queen's Hill in Fanling and Tseung Kwan O, KMB has further expanded the Fare Saver Scheme to Tsim Sha Tsui, Yuen Long and Tin Shui Wai. The new Fare Saver Kiosks are located at Kowloon Mosque, United Court and two private housing estates in Tin Shui Wai;

An interchange discount scheme for passengers interchanging designated bus routes between Ma Wan and Tsuen Wan, and vice versa;

A senior passengers' special fare rebate scheme launched on weekends and public holidays in November and December 2021;

ICBC/KMB UnionPay Dual Currency Cardholders enjoyed a maximum 20% bus fare rebate when they paid for KMB rides; while Citibank cardholders enjoyed a 15% bus fare rebate year-round under another fare rebate scheme;

Partnering with Hong Kong Tramways Limited and some Green Minibus operators, KMB provides inter-modal interchange fare concessions covering routes on Hong Kong Island and in the New Territories;

A KMB-MTR interchange discount for passengers interchanging from designated routes solely operated by KMB to designated MTR stations, and vice versa; and

New BBI Concession Schemes were offered along with the introduction of the new Routes 69, 90, 96 and 97.

九巴致力提供高效的巴士服務，2022年先後推出多項票價優惠計劃，包括：

繼屯門、元朗、天水圍及將軍澳區推出「區域性短途分段收費計劃」，獲得正面迴響，九巴在2022年於北區推行第三個區域性短途分段收費計劃，涉及5條路線。乘客只需在北區下車後於12個設有一站式感應器的巴士站，拍八達通、非接觸式信用卡或流動裝置，或掃描二維碼，即可以港幣3.8元至5元的車費享受區內巴士服務。目前為止，區域性短途分段收費計劃涵蓋路線已增至55條，拍卡機亦加至92部；

「九巴優惠站」最高可享港幣4元車費優惠，並覆蓋多間大專院校、商場及屋苑。除了觀塘、美孚、粉嶺皇后山及將軍澳，九巴進一步將優惠站擴展至尖沙咀、元朗及天水圍。新增的九巴優惠站分別設於九龍清真寺、同心村及天水圍兩個私人屋苑；

設轉乘優惠計劃，乘客乘搭指定路線往來馬灣及荃灣，即享有車資優惠；

為長者於2021年11及12月的週末及公眾假期推出特別乘車優惠；

「ICBC•KMB 銀聯雙幣卡」持卡人享有九巴車費高達20%回贈，

而花旗銀行指定信用卡客戶可享全年15%的車費回贈；

與香港電車有限公司及其他專線小巴營辦商合作，推出轉乘優惠計劃，涵蓋港島及新界區路線；

與港鐵合作提供轉乘優惠計劃，乘客乘搭指定的九巴路線及於指定的港鐵站出入閘，即可享有折扣優惠；及

因應開辦全新路線69、90、96及97，推出全新轉乘優惠計劃。



## BBI Schemes

### 巴士轉乘計劃

KMB offer fare discounts to passengers on the second leg of journeys and broaden the network coverage under the BBI Schemes. As of the end of 2022, KMB operated a total of 23 BBIs covering a large scale of KMB-operated routes. The all-new Ma On Shan Interchange Bus Network features a BBI in Shek Mun that covers 14 routes to and from Sai Kung, Ma On Shan and Tai Shui Hang, with a maximum interchange concession of HK\$10 offered. Besides, KMB started its BBI renovations in 2022 to provide clearer signage and platform numbers in the interchanges for easy wayfinding. The KMB website also provide detailed and comprehensive route-to-route BBI information for passengers.



九巴的巴士轉乘計劃，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。截至2022年年底，九巴設有23個轉車站，覆蓋大部份九巴營辦的路線。位於石門的全新馬鞍山轉乘網絡，涵蓋14條來往西貢、馬鞍山、大水坑的路線，提供最高港幣10元的轉乘優惠。此外，九巴於2022年起陸續翻新多個轉車站，提供更清晰的標示及候車月台編號，讓乘客更容易識別位置。乘客亦可在九巴網站查閱更詳細和全面的轉乘路線資料。

## KMB Monthly Pass

### 九巴月票

The KMB Monthly Pass Scheme, under which passengers can take up to ten rides per day on KMB buses for HK\$780 (and two additional trips on Route B1), covers over 400 KMB routes, including regular routes, overnight routes, racecourse routes and jointly operated Cross-Harbour Routes operated by KMB.

KMB Monthly Pass holders can unlock some exclusive privileges, which include the following:

With each purchase of a Monthly Pass, passengers can earn 780 points under the KMB membership scheme, club1933. Along with 200 welcoming points, passholders can earn 980 points on their first registration. Earned points are redeemable for KMB Masks and special gifts;

Enjoy seamless protection from the Bus Passenger MicroInsurance "BUS RYDE" during a KMB journey;

Enquiries via the KMB Monthly Pass Exclusive Hotline (3947 7888) will be handled by assigned operators;

Free travel on Long Win Bus ("LWB") routes;

Experience a comfortable bus journey on Routes P960 and P968 by paying a "Fare for Upgraded Journey";

KMB launched the Buy-3-Get-1-Free promotion scheme in 2022. Passengers purchasing a KMB Monthly Pass for four consecutive months will be entitled to a HK\$780 Octopus dollar rebate (equivalent to the price of one KMB Monthly Pass). The scheme is welcomed by the community and our passengers, and has been extended in the second half of 2022; and

Further to the success of the Buy-3-Get-1-Free promotion, KMB further launched the Student Buy-2-Get-1-Free promotion, allowing holders of Student Identity Octopus cards to enjoy the HK\$780 Octopus dollar rebate with the purchase of an KMB Monthly Pass for only three months.

每張月票 平均低至	搭2程	搭6程	搭10程
\$392	\$6.5	\$2.2	\$1.3

九巴月票適用於超過400條九巴路線，包括常規線、深宵線、馬場線及聯營線之九巴班次。乘客只需以港幣780元購買月票，便可每日搭10程九巴及兩程路線B1。

持有九巴月票的乘客盡享多個專屬禮遇，包括：

登記成為九巴會員計劃club1933會員，可自動賺取780分，連同200迎新積分，首次登記可享980分，換領九巴口罩及其他精美禮品；  
乘搭任何九巴路線，即自動享有巴士乘客微保險BUS RYDE保障；  
專享九巴月票客戶專線3974 7888，將有專人接聽及處理查詢；及  
免費乘搭龍運巴士有限公司（「龍運」）路線；  
以升級體驗價享受舒適P960及P968線服務。  
九巴於2022年推出「買三送一」優惠，乘客連續四個月購買九巴月票，可享港幣780元八達通回贈（相等於九巴月票價格）。有關計劃廣受社會各界和乘客歡迎，並已延長至2022年下半年；及  
繼「買三送一」優惠計劃，九巴推出學生專享「買二送一」優惠，持有學生身份個人八達通的乘客只需連續三個月購買九巴月票，即可享港幣780元八達通回贈。



## Customer Privacy Protection 乘客資料保障

As the public uses our transport services on a daily basis, we recognise the vital role we play in protecting our customers' privacy and strive to remain as a trusted bus company.

Attaching great importance to personal data protection, the Company 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 its presence and purpose. Authorised personnel will access recordings from CCTV cameras solely for security and incident investigation purposes. The recorded data is controlled by the Management and will only be accessed, copied or viewed with prior approval of the Management and in accordance with the governing procedures.

CCTV cameras, including forward-looking cameras, to monitor road and saloon conditions, have been standard features on all new buses since 2015. CCTV cameras are installed on all KMB buses to protect the interests of bus captains in the event of police investigations or legal proceedings.

作為每日為普羅大眾提供公共運輸的營辦商，我們以保護乘客資料為己任，竭力成為值得信賴的巴士公司。

本公司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。

自2015年起，用作監測路面及車廂情況的閉路電視，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。所有九巴巴士已裝設閉路電視，以保障車長在警方調查或進行法律程序時的權益。

# CARING FOR EMPLOYEES



## 關愛員工

We are committed to building a community where our employees can thrive, be respected and feel empowered. We maintain our focus on advancing employee welfare and the working environment to promote a healthy and positive work culture across KMB.

我們致力建設一個讓員工茁壯成長、受到尊重和發揮潛能的大家庭，專注於提升員工福利和工作環境，推廣健康和積極的工作文化。

## 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, occupational health and safety, 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 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, gender, 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 are 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 reminds staff members that they should not use their position to solicit or receive any advantage from the public.

We remind our employees to comply with our Human Resources Policies at all times. In addition, we have a complete complaint handling mechanism in place. In case we receive complaints, we would thoroughly investigate all complaints in breach of the above policies and take appropriate action. Depending on the severity of the complaint, an ad-hoc committee may be set up to investigate the case. Severe disciplinary action, including summary dismissal, will be instigated in case of any violation.



我們關顧員工，並為其提供一個安全、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、職業健康和 safety、防止賄賂和保障個人私隱。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，而他們的資料僅會於我們個人資料收集聲明中所述的目的下使用。作為《防止賄賂條例》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。

我們經常提醒員工要遵守人力資源政策，此外設有完善的投訴處理機制，一旦接獲投訴，會對所有投訴作出全面調查，並採取適當的行動。視乎個案的嚴重程度，可能會成立特設委員會調查有關個案，如有違規會作出嚴肅的紀律處分，包括即時解僱。

## Staff Benefits and Wellbeing 員工福利及健康



To attract and retain talents, competitive benefits 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 benefits package for full-time employees by increasing the annual leave entitlement of frontline and clerical staff.

We are committed to fostering a caring culture which covers both our staff members and their families. Since 2015, we have been providing a scholarship programme to support the tertiary education of the children of staff with satisfactory academic performance. We further launched an 8-week summer internship programme for our staff's children in 2022, allowing students to understand their strengths and potentials and develop a better future career plan.

Festive joys were brought to our staff across different festivals. We distributed to our staff Chinese New Year gifts and supermarket vouchers as Christmas presents. During the year, several initiatives were implemented which received overwhelming feedback from our staff. A series of "Appreciation Month" events was held to develop a work culture of unity, mutual appreciation and support. These included distributing beverages to frontline staff and shooting a "Thank You video" featuring the Management team and other co-workers from the frontline and back office. The purpose of the video was to thank all of our colleagues for their contributions and support to the Company, and bring positive energy to everyone in KMB.

In 2022, KMB launched a series of health-related activities, such as health talks, free health book distribution, healthy meal menu available in staff canteens, to promote a healthy lifestyle. In October, "Health Awareness Month" was organised to actively promote physical and mental well-being through activities such as a Zentangle workshop, vaccination subsidy scheme and fruit distribution day on which members of the Management team joined in to keep up the morale of the frontline personnel.

KMB continue to renovate and upgrade the working environment, especially for frontline staff, with improved rest facilities for staff to enjoy during rest breaks. In Club1933, a staff leisure area at Kowloon Bay Depot and Lai Chi Kok Depot, a pool table, an air hockey table and a table football are available for the enjoyment of all staff members.

To promote work-life balance, KMB staff members are encouraged to participate in sports and leisure activities as well as voluntary work. As at the end of 2022, ten interest clubs were available for staff interested in singing, hiking, photography, basketball, table tennis, badminton, football, running, chess and dragon boat racing. Various activities, training, and competitions were organised to promote a healthy work-life balance and boost team spirit.

In the most uncertain of times like the one we faced during the COVID-19 pandemic, supporting employees' mental health is as important as other initiatives. KMB has engaged the Christian Family Service Centre to provide a counselling hotline service for staff members, including bus captains who need psychological assistance. The hotline service is available to staff and their family members 24 hours a day, 7 days a week.

我們提供具競爭力的薪酬福利，以吸引和挽留人才，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，九巴為全職員工提供更佳福利，包括增加前線和文職人員的有薪年假。

公司同樣關顧員工的家庭成員，自2015年，我們設立員工子女獎學金計劃，支援學業成績優異的員工子女接受高等教育。年內，我們繼續為員工子女推出為期八星期的暑期實習計劃，讓學生了解自己的優勢和潛力，為將來的事業計劃打好基礎。

每逢傳統佳節，我們也會為員工帶來節日的歡樂，分別在農曆新年及聖誕節向員工派發新春禮品及超市購物現金券。年內亦舉行了不同的活動，深受歡迎，其中「員工感謝月」營造團結、互相欣賞及支持的工作文化，一系列活動還包括向前線員工送上飲品，以及動員管理層與前線及後勤員工拍攝「感謝有您」短片，藉此答謝所有員工對公司的付出和支持，並為九巴每一位員工注入正能量。

九巴在2022年展開了一連串健康活動，包括舉辦健康講座、免費派發健康書籍、於員工餐廳提供健康餐單等。10月舉辦的「健康月」促進身心健康，管理層一同參與禪繞畫工作坊、流感針注射計劃、派發水果等活動，有助提升前線員工的士氣。

九巴亦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設施。九龍灣車廠及荔枝角車廠設有員工休憩區「Club1933」，內設有桌球檯、氣墊球機及桌上足球檯，供所有員工享用。

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2022年年底，我們共有10個興趣小組，包括歌唱、遠足、攝影、籃球、乒乓球、羽毛球、足球、跑步、棋藝和龍舟競渡。各興趣小組組織不同的活動或比賽，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，提高團隊士氣。

在2019冠狀病毒病疫情肆虐下，支援員工心理健康與其他各項措施同樣重要。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。熱線每天廿四小時、每星期七天運作，為員工及家屬提供服務。

## Occupational Safety and Health 職業安全與健康

KMB staff members are encouraged to make suggestions on possible improvements to health and safety measures. We have adopted staff suggestions at the regular meetings of the Working Committee for Safety, and introduced a series of safety control measures. In 2022, we placed Automated External Defibrillators ("AED") at the Customer Service Centres located in major bus termini and depots for the use of the public and staff members to help save lives in an emergency. Training sessions on how to use the AED and Cardiopulmonary Resuscitation were also provided for the relevant members of staff.



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。於2022年，我們於主要車站的客務站及車廠設置自動心臟除顫器（「AED」），讓公眾及員工在有需要時使用，爭分奪秒拯救生命。九巴已為相關員工安排AED及心肺復甦法訓練。

## TIH Retiree Association 「九·龍@晴」退休員工會

The TIH Retiree Association was formed to maintain close contact with retired colleagues through various activities. Owing to the outbreak of COVID-19 epidemic, regular activities such as afternoon tea gatherings and festive gift distribution were suspended. We have thus utilised the Facebook page and set up a KMB retiree website to share activity photos, so as to enhance our communication channel with the retirees and promote mutual support.

「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。受2019冠狀病毒病疫情影響，午間茶聚和節日派發禮物的恒常活動需要暫停。因此，我們利用社交媒體建立九巴退休員工專頁，分享活動照片，以加強與退休員工的溝通，促進退休員工之間的支持。

## Staff Development and Training 員工發展及培訓

The KMB Academy was established in early 2022, by merging the KMB Bus Captain Training School and the KMB Technical Training School, to demonstrate our determination to strive for continuous service improvements and staff training, as well as to ensure that a stable team is in place to provide maintenance service for the KMB and the transportation industry. "Mission Safety • Act with Self-discipline" is adopted as the motto of the KMB Academy, emphasising the pivotal role of safety and discipline in the industry.

The KMB Academy is the first institution in Hong Kong accredited by the Qualifications Framework to provide professional training programmes for franchised bus maintenance personnel and bus captains. The "Certificate in Bus Maintenance" and "Certificate in Public Bus (Franchised) Driving" offered by the KMB Academy were approved by the Hong Kong Council for Accreditation and Academic and Vocational Qualifications ("HKCAAVQ"). They were respectively recognised as equivalent to Level Two and Level Three under the Qualifications Framework in Hong Kong. That means the content, quality, and teaching mode of each course taught by the Academy have achieved international recognitions under the quality assurance of the HKCAAVQ.

The quality of our apprentice training was once again recognised in 2022 when three KMB apprentices were awarded the second runner-up, third runner-up and excellence awards in the Vocational Training Council's Best Apprentice in the Automobile Trade Competition.

In addition, the KMB Academy provides on-the-job training for current maintenance staff and bus captains, through which they can learn the latest technology in the bus maintenance industry and refresh their driving and customer service skills.

九巴學院於2022年年初成立，將九巴車長訓練學校及九巴技術訓練學校合併，以展示我們致力持續提升服務和培訓員工的決心，並維持穩定的團隊為九巴車隊，甚至為業界提供專業服務。九巴學院以「安規為本 守紀而行」為宗旨，辦學理念強調遵循安全規範，恪守職責紀律。

九巴學院是本港首間獲資歷架構認可為專營巴士維修人員及車長提供專業訓練課程的機構，其開辦的「巴士維修證書課程」及「專利公共巴士駕駛證書課程」，已通過香港學術及職業資歷評審局（「評審局」）的評審，分別獲納入「資歷名冊」第二及第三級別，代表著課程內容、質素和教學模式，在評審局的質素保證下獲得國際認可。

於2022年，我們的學徒表現卓越，屢創佳績，其中三名九巴學徒在職業訓練局的「最佳汽車學徒比賽」分別奪得亞軍、季軍和優異獎殊榮。

此外，九巴學院為現職維修人員及車長提供在職培訓，讓他們學習巴士維修行業的最新技術，以及重溫駕駛及顧客服務技巧。



## Continuous Learning 持續進修

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 staff levels to keep them abreast of the latest industry trends, knowledge and work skills. For instance, we arranged a training course for the Customer Engagement Team to enhance their knowledge and skills on taking care of passengers in a traffic incident.

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，掌握行業最新發展趨勢。年內，我們為顧客聯繫組舉辦訓練課程，提升他們於交通事故中照顧乘客的知識和技巧。

## Recognition for Service Excellence 嘉許卓越服務



In 2022, we have recognised Star Bus Captains for their outstanding performance in safe driving and customer care. Long service awards were presented to staff in recognition of their loyal service.

Besides, we have granted Bus Captains the Annual GreenRoad Outstanding Awards. The Gold Awardees were presented a HK\$10,000 cash prize and a certificate of appreciation.

在2022年，我們頒發星級車長，表揚其安全駕駛及卓越的服務態度，亦繼續頒發長期服務獎，嘉許長期服務的員工。

年內增設了GreenRoad安全及環保駕駛傑出表現獎，其中獲頒金獎的車長，可獲現金港幣10,000元及嘉許獎狀。

## Staff Communication 員工溝通

To strengthen bilateral communication and employee well-being, the Joint Consultative Committees, comprising the management and staff representatives representing around 90% of the total workforce, holds meetings regularly. The meetings are to review issues including safety, operations, work environment and staff welfare.

Through the staff website, staff members are kept informed 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 through the internal application, OPS1933, and the internal portal, as well as using an e-learning training platform. The corporate magazine, KMB Today, provides another means of keeping employees up to date on KMB news and industry developments.

We make use of media and online platforms to share information with our staff to cope with the onset of COVID-19 epidemic and various infection control measures. Several online activities and programmes, including online health talks, interest classes and financial seminars, were held on the KMB Staff Facebook page, online platforms to maintain the connection with staff members.

為了加強雙向溝通及優化員工福利，代表九成員工的勞資協商委員會定期召開會議，會上管理層及員工代表商議安全、車務、工作環境及員工福利等議題。

員工可以透過員工網站取得各項有用資訊，包括九巴的公司通告、安全駕駛技巧、活動花絮及即將舉行的活動通知。員工可以於內部手機應用程式OPS1933及內聯網查閱更表資料和安排年假，同時亦可使用電子學習平台。公司刊物《今日九巴》為員工提供九巴的最新消息和行業發展。

我們善用媒體及社交平台，與員工分享各項防疫抗疫資訊，以應對2019冠狀病毒病疫情。九巴員工Facebook專頁、網上平台舉辦了不同網上活動，包括網上健康講座、興趣小組、財務管理分享會，以保持與員工的聯繫。

## Senior Management Visits 管理層探訪

KMB Senior Management members visited bus termini, depots and offices during the year to support our colleagues and listen to their opinions. These visits provided an excellent opportunity for staff members to share their views about operational matters and workplace-related issues with the Management team members.

九巴管理層於年內到巴士總站、車廠及辦公室探訪，鼓勵員工並聆聽他們的意見。探訪活動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。



# STAKEHOLDER ENGAGEMENT

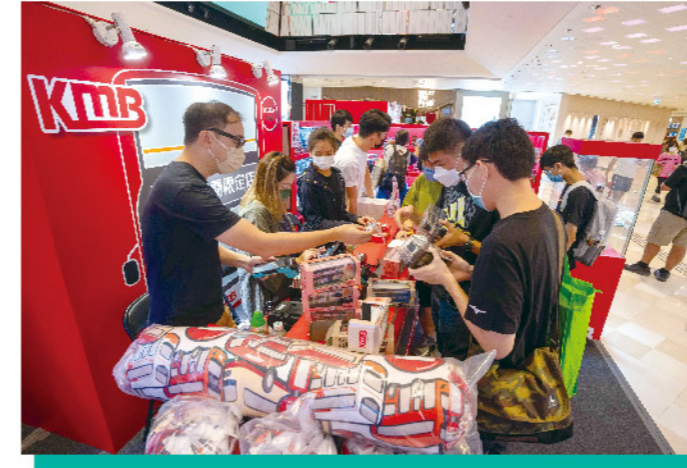


## 持份者聯繫

We support various initiatives to advance the well-being of the community and engage with our stakeholders through effective communication channels.

我們支持各類公益活動，以建構美好的社區，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



With a close relation with the community, we actively engage the public to connect and solicit feedback. This helps us build a strong community to create shared values for all.

我們的服務與社會息息相關，因此我們積極與公眾建立聯繫，聆聽他們的意見，讓我們共同建設具活力的社區，為大眾創造價值。

### Events 籌辦活動

In 2022, a number of events were organised to interact with the public we serve:

KMB held a total of six Passenger Liaison Group meetings at bus termini across its operating areas to collect customer views on a variety of issues, including interchange schemes, environment-friendly buses, passenger facilities and network connectivity; In July, KMB joined the Hong Kong Book Fair at Hong Kong Convention and Exhibition Centre; In August and October, KMB ran pop-up stores at Kwun Tong Yue Man Square and Sham Shui Po V walk. The stores allowed the public to understand more about KMB's services, showcasing bus models and providing various games and photo opportunities related to bus services; and KMB organised four free ride days with business partners and sponsors in July, November and December.

於2022年，我們舉辦了多項活動，與公眾交流互動：

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服務等；九巴於7月參與在香港會議展覽中心舉辦的香港書展；九巴分別於8月及10月在觀塘裕民坊及深水埗V Walk設立期間限定店，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；及九巴分別於7月、11月及12月與商業夥伴及贊助商舉辦四次免費乘車日。



## Media and Social Media Platforms 傳媒及網上溝通

In 2022, we invited the media to our events to strengthen public communication and increase the 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 followers of our Facebook page reached over 187,000 at the end of December. Likewise, the KMB Instagram account reached more than 625,000 netizens in 2022.

As we firmly believe 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.

Throughout the year, KMB Facebook promoted different events with images, GIFs and videos, especially for bus safety and etiquette via online social media platform.

於2022年，我們邀請傳媒出席活動以加強溝通，並積極利用Facebook和Instagram等被廣泛應用的社交媒體平台，宣傳九巴相關的消息。我們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。截至12月，九巴Facebook專頁的關注數字逾187,000個帳戶，而九巴Instagram專頁已接觸超過625,000帳戶次數，證明有關活動非常受歡迎。

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。

年內，九巴在Facebook專頁以圖片、GIF動畫和視頻形式推廣不同活動，尤其著重於巴士乘車安全及禮儀。九巴分別於7月、11月及12月與商業夥伴及贊助商舉辦四次免費乘車日。

## App1933 App1933

KMB's smartphone application has been continuously updated with newly added features such as the Boarding Reminder function which, comes with the Alighting Reminder function as a package, caters to passengers' need for trip planning. Once set, the application will send push notifications to remind the user when to board and alight the bus. It will also show the estimated time of arrival of a selected route. The "KMB Info" feature on App1933 has been updated with a clearer layout for enhanced passenger information and interaction.

九巴智能手機應用程式不斷更新，新增的上車及落車提示功能，能滿足乘客規劃行程的需要。當設置完成後，應用程式將發送推送通知，提醒用戶何時上落車，並會顯示所選路線的預計到站時間。App1933內的「九巴資訊站」功能亦已提升，界面更清晰，加強乘客資訊傳遞。

## club1933 club1933

Numerous exclusive offers have been given out to members of club1933, such as Buy-3-Get-1-Free Monthly Pass offers and free drink distribution at the main bus termini, to create a synergy effect under an exclusive loyalty programme.

club1933會員尊享多項獨家優惠，例如九巴月票「買三送一」、主要巴士總站免費派發飲品，期望能以會員計劃，產生協同效應。



## Website 網站

After a major revamp, the KMB website (www.kmb.hk) has presented a whole new look and feel to users. The revamped website provides a better user experience with enhanced information integration, allowing users to easily acquire information on our service details.

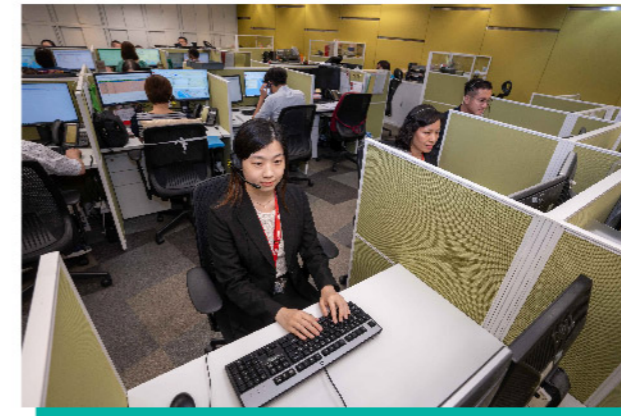
經過重大改版後，九巴網站(www.kmb.hk)以嶄新的面貌與用戶見面。更新後的網站加強了資訊融合，用戶可以更容易獲取九巴服務詳情，得到更佳的使用體驗。

## Depot Visits 團體參觀

To increase our stakeholders' understanding of the daily operations at our bus depots, we received visitors from 13 organisations in the reporting period. Among them were social service organisations, professional associations, Government departments and higher education institutes. We also engaged with schools and non-government organisations through a depot visit programme to promote good manners and safety awareness on the bus, especially for students and families. We hosted 14 delegations in 2022.

我們在報告期內接待了13間來自社會服務機構、政府部門和高等教育院校的訪客，以增加持份者對車廠日常運作的認識。另外，我們透過車廠參觀計劃與學校和非政府組織聯繫，向學生及長者推廣乘車的良好行為和安全意識。在2022年，我們共接待了14個代表團。

## Excellent Customer Service 優質顧客服務



KMB places great emphasis on providing quality services for customers and welcoming customers' views on our bus service. At KMB, we treat substantive feedback as a reference for continuous service improvement and future service development.

九巴高度重視顧客服務質素，同時歡迎他們對巴士服務提供意見，而意見亦有助九巴持續提升服務及規劃未來發展。

## Chatbot for Enquires 人工智能查詢途徑

KMB provides an artificial intelligence Chatbot channel, bot1933, on its website and App1933 to provide instant and year-round responses to customer enquiries. Since it was launched, the Chatbot channel has continually been enhanced to handle passenger enquiries and has received positive feedback.

九巴提供人工智能聊天機械人「bot1933」，乘客可不分晝夜透過網站及App1933，向bot1933進行即時查詢，並提供有關巴士服務的意見。自bot1933投入服務以來，處理乘客查詢的能力不斷提升，用家反應正面。



## Customer Service Hotline 顧客服務熱線

KMB offers a manned customer service hotline (2745 4466) with human operator available for enquiries daily, complemented by a 24-hour hotline system. Shortcut keys to get through to a live operator are available for prompt reporting of illegal parking that affects bus service and for providing assistance in finding lost elderly people.

九巴設有專人操作的顧客服務熱線（電話為27454466）每日提供熱線員服務及24小時運作的熱線系統。顧客更可通過快捷鍵即時聯繫在線的顧客服務熱線員，報告影響巴士服務的違例泊車事件，以及有關走失長者的求助。

## Customer Service Centres 客務站

Our Customer Service Centres provide passengers with a one-stop service, which include offering KMB souvenirs, Octopus card add-value services and the provision of bus route information, while the Tai Lam 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, offering a handy one-stop service. The Tuen Mun Road BBI Customer Service Centre provides an air-conditioned waiting area for passengers to enjoy a comfortable environment while waiting.



客務站為乘客提供包括售賣九巴紀念品、八達通卡增值服務和查詢巴士路線資訊等一站式服務，當中大欖轉車站的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。

## Membership of Associations and Advocacy 參與的機構和組織

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;  
Hong Kong Association for Customer Service Excellence;  
The Chartered Institute of Logistics and Transport in Hong Kong; and  
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；  
香港優質顧客服務協會；  
香港運輸物流學會；及  
香港總商會。

## Serving the Community 服務社區

We continuously 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 the elderly and nurturing youth development.

我們持續了解社區需要和主動支持多項公益活動，透過公司的優勢和資源，透過關懷長者及培育青年發展，為社會注入更多正能量。

## Donation of Retired Bus and Bus Stop Pole 捐贈退役巴士及巴士站柱

To support sustainability and recycling and help people in need, we have donated retired buses and bus stop poles to schools and elderly homes. 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 explicitly to meet the creative learning needs of schools or non-profit organisations. For the Donation of Caring Bus Stop Pole Programme, we donated tailor-made bus stop poles to elderly homes to help prevent seniors with dementia from wandering and going missing as well as assisting them in receiving treatment.

The list of beneficiary schools/non-profit organisations that received a donated bus/bus stop pole in 2022 is as follows:

### Retired bus donation

Cannan Kindergarten & Nursery and  
Shatin Public School.

### Bus stop pole donation

Caritas Fung Wong Fung Ting Home;  
Elderly Chinese Home in Australia;  
Hongchi Pinehill School;  
Po Leung Kuk Sai Ying Pun Home for the Elderly cum Day Care Centre for the Elderly;  
TWGHs Fong Shu Chuen Care & Attention Home;  
TWGHs Wu Chiang Wai Fong Care & Attention Home; and  
Woopie Club (Ma On Shan).

為支持可持續發展和循環再用，同時幫助有需要人士，九巴向學校及安老院舍捐贈退役巴士及巴士站柱。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創意，因應學習需要活化改造巴士。至於「愛心巴士站牌捐贈計劃」，則會為安老院舍度身訂造巴士站牌作捐贈，防止患有認知障礙症長者走失，及協助他們進行治療。

於2022年受惠的學校/非牟利機構如下：

### 退役巴士捐贈

迦南幼稚園（九龍塘）；及  
沙田公立學校。

### 巴士站牌捐贈

明愛馮黃鳳亭安老院；  
澳洲安老之家；  
匡智松嶺學校；  
保良局西營盤護老院暨長者日間護理中心；  
東華三院方樹泉護理安老院；  
東華三院伍蔣惠芳護理安老院；及  
和悅會（馬鞍山）。



## Business-school Partnership 商校合作

In collaboration with Hong Chi Association, KMB takes students with Special Educational Needs (“SEN”) out of the classroom to showcase their talents by providing a multi-platform and placements for them. For example, the Café1933, a staff coffee shop, offers retail placements for students as well as food and beverages. Under the partnership, KMB has also recruited SEN graduates as bus cleaning workers, office assistants, customer service assistants, and gardening assistants.

九巴與匡智會合作，帶領有特殊教育需要的學生走出課堂，提供多元平台和實習機會，讓他們一展所長。舉例指，員工咖啡室「Café1933」，為學生提供餐飲及零售工作的實習機會，又聘請有特殊教育需要的畢業生擔任巴士清潔工人、辦公室助理、客戶服務助理及園藝助理。



## Nurturing Talents 孕育人才

KMB is committed to cultivating young people and nurturing talents for the transportation industry in Hong Kong. The following activities were organised throughout the year:

KMB and Hong Kong Metropolitan University (“HKMU”) signed a memorandum of understanding in May 2022 to launch an internship programme and short-term career-oriented courses and workshops for HKMU students in order to help students equip themselves for future development; and KMB organised a career-oriented course for secondary school students. The course includes STEM workshops and work experience sharing sessions, allowing students to explore their innovative and technological potentials as well as getting to know KMB’s departmental structure, with a view to broadening students’ horizons and inspiring them to plan for future studies and career paths.



九巴致力為香港運輸業界培育年輕人才，年內，我們組織了以下活動：

九巴與香港都會大學（「都大」）於2022年5月簽訂合作備忘錄，為都大學生提供實習機會，以及短期職業導向課程和工作坊，協助學生為未來發展裝備自己；及九巴為中學生舉辦職業導向課程，包括STEM工作坊及工作經驗分享會，讓學生發掘創新及科技潛能，並藉此了解九巴的組織架構，擴闊學生的視野和啟發他們規劃未來的升學及就業。

## Community Participation 社區參與

KMB offers free rides on all bus routes for people with disabilities, together with one accompanying caregiver, to support the International Day of Persons with Disabilities every year; KMB supports the annual Senior Citizens Day by offering free rides to people aged 65 and over; KMB has rolled out several new electric bus engagement activities to encourage more passengers to experience our new-generation electric buses. These activities include the redemption of exquisitely-designed pins and the visits of electric single-deckers to different communities; The KMB Open Day was held for the first time at Kowloon Mosque in collaboration with The Incorporated Trustees of the Islamic Community Fund of Hong Kong to promote social inclusion; KMB has organised a bus drawing competition to connect with the newly developed area, Queen’s Hill, bringing art and culture into the community as the winning entries are painted on buses that serve North District; and KMB has long supported the Community Chest activities. In 2022, a group of KMB staff and its volunteer club participated in The Community Chest New Territories Walk for Millions.



九巴每年均參與「國際復康日」，供殘疾人士及同行照顧者，免費乘搭任何九巴路線；九巴支持一年一度的「長者日」，向65歲或以上長者提供免費乘車優惠；九巴推出「環保有禮」活動，鼓勵更多乘客體驗新一代電動巴士，包括換領造型精美的襟章及安排單層電動巴士走訪不同社區；與香港回教信託基金總會合作，首次於九龍清真寺舉辦九巴開放日，促進社區共融；九巴舉辦巴士車身設計比賽，連接粉嶺新發展區皇后山。得獎作品以車身廣告形式展出於行駛北區路線的巴士，透過巴士旅程將藝術帶到社區；及九巴長期支持香港公益金活動，於2022年，九巴員工與義工隊參與公益金新界區百萬行。

## FRIENDS OF KMB 九巴之友

KMB's volunteer club FRIENDS OF KMB ("FRN") has been promoting environmental protection, civic education and social service activities since it was formed in 1995.

During the reporting period, FRN volunteers distributed anti-epidemic supplies to people living in cage houses and subdivided units, and families affected by COVID-19. FRN participated in regular home visits and made care calls to the elderly who suffered from depression. The programme was organised by the Suicide Prevention Service, with whom FRN has built a partnership since 2013. FRN also assisted Food for Good Community Kitchen in packing hot meals and worked with the People Service Centre's "Food Friend Action" in collecting food from markets and bakery shops for the elderly and underprivileged families every week.

In December 2022, KMB held an appreciation ceremony to commend FRN volunteers who served 50, 100, 200 and 500 hours or more.

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。

報告期內，九巴之友向籠屋及劏房住戶，以及受2019冠狀病毒病影響的家庭派發抗疫物資。九巴之友自2013年起與生命熱線合作，定期探訪受情緒困擾的長者。義工更每周為「社區廚房」處理食物，為長者和低收入家庭提供熱食，亦協助民社服務中心的「糧友行動」，每周從街市及麵包店等收集食物予長者和低收入家庭。

於2022年12月，九巴舉辦「義彩星輝嘉許禮」，表揚義工服務時數達五十、一百、二百及五百小時以上的九巴之友。



## On-board System Helps to Find Dementia Wanderers 巴士系統助尋走失認知障礙症患者



KMB provides a wide variety of social services and support for the elderly, especially those with dementia. Considering that it is common for a person living with dementia to wander or become lost or confused about their whereabouts, we have further developed the on-board system to identify missing elderly by their Octopus card numbers. With KMB's huge fleet and wide service coverage in the city, there is a greater chance for missing people with dementia carrying reported Octopus card to be found.

The on-board system will alert bus captains as well as the back office and operations staff immediately when a missing person has boarded a bus and tapped the reported Octopus card. This can ensure an expedited process of locating the missing person and contacting the family concerned.

Effort is also made externally to promote the importance for families with an elderly member suffering from dementia to make a note of their Octopus card number, as this can be helpful when an elderly person goes missing. We have been reaching out to different residential care homes for the elderly with reminders and other helpful messages, hoping to increase the chance of finding missing seniors in a timely manner. Internally, KMB has integrated information of the scheme into its bus captain training programme and spread the message via intranet.

Apart from the on-board system, KMB also supports the Jockey Club Centre for Positive Ageing "Angel Box" pilot scheme by installing Bluetooth signal detectors "Angel Box" at bus termini and interchanges. When a dementia wanderer who carries a free tracking device passes by the "Angel Box", the Box will share its location data with the caregivers and assist them in bringing their lost family member home as early as possible.

Furthermore, KMB is constantly donating tailor-made bus stop poles to elderly homes to help prevent elderly people with dementia from missing and assist them in receiving treatment.

九巴為長者提供多元的社會服務及支援，尤其是患有認知障礙症長者。考慮到患有認知障礙症的人士經常四處遊走，容易迷路或迷失方向，我們進一步研發巴士系統，以八達通卡號碼識別走失長者。九巴擁有龐大的車隊和覆蓋全面的服務網絡，相信能提高已報失長者被尋回的機會。

當走失長者登上巴士，並以已申報的八達通卡拍卡，系統會即時提示車長、後勤及車務人員，確保能迅速找到走失長者，並聯絡其家屬。

對外方面，我們致力向家中有認知障礙症長者的家庭，宣傳預先記下八達通卡號碼的重要性，因為一旦長者走失，可成為尋人的重要線索。我們亦一直聯繫不同的安老院舍，發出提醒和其他實用資訊，希望能增加及時找到走失長者的機會。對內方面，九巴已在車長訓練課程中，加入尋找走失長者的內容，並透過內聯網推廣有關訊息。

除了巴士系統，九巴亦支持賽馬會耆智園的「天使盒子」先導計劃，於巴士總站及轉車站安裝藍芽定位裝置「天使盒子」。患者可隨身攜帶天使盒子，一旦走失，系統可即時向家屬分享位置數據，協助他們盡早尋回走失的家人。

此外，九巴持續向安老院舍捐贈度身訂造的「愛心巴士站牌」，防止患有認知障礙症長者走失，及協助他們進行治療。



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