



KWOON CHUNG BUS HOLDINGS LIMITED 冠忠巴士集團有限公司

(Incorporated in Bermuda with Limited Liability 於百慕達註冊成立之有限公司)

(Stock Code 股份代號: 306)

2020/2021

Environmental, Social and Governance Report
環境、社會及管治報告



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About this Report

Purpose and Reporting Scope

Kwoon Chung Bus Holdings Limited (the “Company”, together with its subsidiaries, collectively the “Group” or “we” or “us”) is pleased to present the Environmental, Social and Governance (“ESG”) Report (the “Report”) for this financial year, which is intended to disclose and report on the major strategies and performances of the Group’s sustainable development during the period from 1 April 2020 to 31 March 2021 (the “Reporting Period”).

Unless otherwise stated, the scope of this Report mainly covers our business segments in Hong Kong, which are material to environmental, social and governance and significant to our Group. Our operation in Hong Kong includes the following areas:

- I. Provision of non-franchised bus services
- II. Provision of franchised bus and public light bus (“PLB”) services
- III. Provision of limousine services

Reporting Standards

The Report is prepared in accordance with the disclosure requirements of the Environmental, Social and Governance Reporting Guide as set out in Appendix 27 (“ESG Reporting Guide”) to the Rules Governing the Listing of Securities (the “Listing Rules”) issued by the Stock Exchange of Hong Kong Limited (the “HKEX”).

Reporting Principles

關於本報告

目的及報告範圍

冠忠巴士集團有限公司（「本公司」，連同其附屬公司，統稱「本集團」或「我們」）欣然提呈本財政年度的環境、社會及管治（「環境、社會及管治」）報告（「報告」），其旨在披露並呈報本集團於二零二零年四月一日至二零二一年三月三十一日止期間（「報告期」）有關可持續發展的主要策略及表現。

除非另有說明，本報告的範圍主要包括我們在香港的業務分類，該等分類對環境、社會及管治具有重大意義，亦為本集團的關鍵一環。我們在香港的業務包括以下範疇：

- I. 提供非專利巴士服務
- II. 提供專利巴士及公共小巴（「公共小巴」）服務
- III. 提供豪華轎車服務

報告標準

本報告乃根據香港聯合交易所有限公司（「聯交所」）證券上市規則（「上市規則」）附錄二十七所載之《環境、社會及管治報告指引》（「環境、社會及管治報告指引」）的披露要求而編製。

報告原則

Description in the ESG Reporting Guide 環境、社會及管治報告指引中的說明

Our Application of Reporting Principle 我們對報告原則的應用

Materiality 重要性

Materiality is the threshold at which ESG issues become sufficiently important to investors and other stakeholders that they should be reported. 當有關環境、社會及管治議題會對投資者及其他持份者產生重要影響時，發行人應作出匯報。

During the preparation of this Report, a materiality assessment has been conducted to identify the material issues that are of paramount importance to both the Group and its major stakeholders. Relevant information regarding the material issues has been collected and disclosed in a targeted manner. 於編製本報告期間，我們已進行重要性評估，以識別對本集團及主要持份者而言至關重要的重大議題。有關重大議題的相關資料已被收集並針對性地作出披露。

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Our Application of Reporting Principle 我們對報告原則的應用

Quantitative 量化

Environmental Key Performance Indicators (“KPI”) need to be measurable. Targets can be set to reduce a particular impact. In this way the effectiveness of ESG policies and management systems can be evaluated and validated. Quantitative information should be accompanied by a narrative, explaining its purpose, impacts, and giving comparative data where appropriate.

關鍵績效指標(「關鍵績效指標」)須可予計量。我們可訂下減少個別影響的目標。這樣，環境、社會及管治政策及管理系統的效益可被評估及驗證。量化資料應附帶說明，闡述其目的及影響，並在適當的情況下提供比較數據。

Comparative and quantitative information with explanation has been provided in this Report. 本報告提供比較及量化資料，並附帶說明。

Balance 平衡

The ESG report should provide an unbiased picture of the Group’s performance. The report should avoid selections, omissions, or presentation formats that may inappropriately influence a decision or judgment by the report reader.

環境、社會及管治報告應當不偏不倚地呈報本集團的表現，避免可能會不恰當地影響報告讀者決策或判斷的選擇、遺漏或呈報格式。

Both achievements and challenges have been disclosed in this Report, reflecting our ESG performance in an objective manner.

我們已於本報告披露本集團的成果和挑戰，客觀地反映了我們的環境、社會及管治表現。

Consistency 一致性

The issuer should use consistent methodologies to allow for meaningful comparisons of ESG data over time. The issuer should disclose in the ESG report any changes to the methods used or any other relevant factors affecting a meaningful comparison. 發行人應使用一致的披露統計方法，令環境、社會及管治數據日後可作有意義的比較。發行人應於環境、社會及管治報告內披露所用方法或影響有意義比較的任何其他相關因素的任何變動。

Consistent methodology has been used in this Report with necessary explanation on any changes to the methods used as compared to the previous year.

本報告採用了一致的方法，並對與前一年相比所使用的方法的任何變化作出了必要解釋。

Access to this ESG report

The Report has been prepared in both English and Chinese and is available on the Company’s website at www.kcbh.com.hk. In case of discrepancy, the English version shall prevail.

閱覽本環境、社會及管治報告

本報告以英文及中文編製，並可在本公司網站 www.kcbh.com.hk 上閱覽。中英文版本如有任何歧義，概以英文版本為準。

Feedback

Every stakeholder’s opinion is considered valuable and crucial to the Group’s business and sustainable development. Should you have any opinion on this ESG Report or our sustainable development performance, please contact us at info@kcbh.com.hk.

意見反饋

每位持份者的意見都十分寶貴，對本集團的業務及可持續發展至關重要。閣下如對本環境、社會及管治報告或我們的可持續發展表現有任何意見，請透過 info@kcbh.com.hk 與我們聯絡。



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About the Company

Vision and Mission

關於本公司

願景及使命



VISION 願景

Kwoon Chung serves with pride and devotion. We provide safe, reliable, efficient and environmentally friendly designated bus routes services, non-franchised and franchised bus and other transportation services to our customers.

冠忠服務，用心去做。冠忠為客戶提供安全、可靠、高效而環保的指定巴士路線服務、非專利及專利巴士以及其他運輸服務。



MISSION 使命

To adhere to a rigorous work attitude, and strive to provide quality services and satisfy customer requirements.

秉持嚴謹的工作態度，致力提供優質服務並滿足客戶要求。

To promote environmental awareness:

推動環保意識：

- ◇ *Care for the environment* 關愛環境
- ◇ *Reduce the generation of pollution and waste* 減少產生污染及廢棄物
- ◇ *Recycle* 循環再用

To ascertain, understand and continue to meet customer requirements and applicable laws and regulations.

釐定、了解並繼續符合客戶要求及適用法律和規例。

To emphasize the governance policy of coordination, cooperation and interaction, contributing to the sustainable development of society and environmental protection.

著重協調、合作及互動的管治政策，為社會的可持續發展及環境保護作出貢獻。



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Our Approach to Sustainability

While maintaining a stable growth of business development, we are also committed to taking up corporate social responsibility. We believe that striking a balance between business development and sustainable development will bring long-term value to the Group and its stakeholders. As such, being accountable for creating a better and more environmental-friendly future for the next generations, we are determined to uphold environmental, social and governance principles during our decision-making processes and daily operations as well as maintaining stringent management at all levels of our business.

ESG Risk Management

Being accountable for the long-term stable growth of the Group, the Board retains the ultimate responsibility for the oversight of the Group's risk management activities and monitors material ESG risks. The Group considers risk management as an integral part of daily management and sound corporate governance. Risk management mechanism assists the Group to evaluate and minimize risks that may prevent or endanger the achieving of its business objectives in a dynamic business environment where economic, industry, regulatory and operating conditions continue to change. The Group assesses and determines the ESG-related risks and opportunities and considers their implications. We also formulate ESG-related controls to address significant ESG risks of which the controls are operated effectively at corresponding business levels. Coupled with sound internal controls, the process facilitates a continuous process of identifying, evaluating, prioritizing, managing and monitoring of the risks that the Group faces in its operations.

我們的可持續發展方針

在維持業務穩定發展的同時，我們亦致力承擔企業社會責任。我們相信，在業務發展及可持續發展之間取得平衡將為本集團及其持份者創造長期遠價值。因此，肩負為下一代創造更美好、更環保未來的責任，我們決意在決策過程及日常營運中恪守環境、社會及管治原則，並持續嚴格管理業務的各個層面。

環境、社會及管治風險管理

董事會對本集團的長遠穩定增長負責，因此負有最終責任去監督本集團的風險管理活動及監察重大環境、社會及管治風險。本集團認為，風險管理乃日常管理及健全企業管治的其中一環。風險管理機制有助本集團在經濟、行業、監管及營運環境持續變化的動態營商環境中，評估及減低可能妨礙或危害本集團實現其業務目標的風險。本集團評估及釐定與環境、社會及管治相關的風險及機會並考慮其影響。我們亦制定與環境、社會及管治相關的監控措施，以應對重大環境、社會及管治風險，這些監控措施於相應業務層面的有效運作。結合健全的內部監控，這個過程可促進識別、評估、排序、管理及監測本集團在營運中所面對風險的持續過程。



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Stakeholder Engagement

Stakeholders' opinions are principal references for us to implement solid ESG strategies. Hence, we have been engaging our stakeholders continuously and regularly so as to collect diverse views and opinions from a wide range of stakeholders along our value chain. Our identified stakeholders and respective communication channels deployed include:

持份者參與

持份者的意見乃我們實施堅實的環境、社會及管治策略的主要參考。因此，我們一直持續及定期與持份者接觸，以便於我們的價值鏈上向廣大持份者收集不同的意見及觀點。我們所釐定的持份者及所使用的相應溝通渠道包括：

Stakeholders 持份者	Key Topics 主要議題	Major Engagement Channels 主要接觸渠道
Investors, potential investors and shareholders 投資者、潛在投資者及股東	<ul style="list-style-type: none"> Financial performance 財務業績 Corporate governance 企業管治 Risk management 風險管理 Operation and strategy 營運及策略 	<ul style="list-style-type: none"> Annual general meeting and other shareholder meetings 股東周年大會及其他股東大會 Corporate reports and announcements 公司報告及公告 Meeting with investors and analysts (if applicable) 與投資者及分析師（如適用）會面
Employees 僱員	<ul style="list-style-type: none"> Welfare and benefits 福利及待遇 Working environment 工作環境 Training and development 培訓及發展 Occupational health and safety 職業健康及安全 Self-actualization 自我實現 	<ul style="list-style-type: none"> Regular meetings 定期會議 Task force 工作小組 Training, seminars and briefing sessions 培訓、研討會及簡報會 Intranet and emails 內聯網及電郵 Annual performance appraisal 年度表現評估
Customers 客戶	<ul style="list-style-type: none"> Safe and high-quality and services 安全及優質服務 Stable relationship 穩定關係 Information transparency 資訊公開透明 Integrity and business ethics 誠信及商業道德 	<ul style="list-style-type: none"> Company website, brochures, corporate report and announcements 公司網站、小冊子、公司報告及公告 Email and customer service hotline 電郵及客戶服務熱線 Feedback and report 回饋及舉報
Suppliers / Sub-contractors 供應商／分包商	<ul style="list-style-type: none"> Long-term partnership 長期夥伴關係 Honest cooperation 坦誠合作 Fair and open 公平公開 Information resources sharing 共享信息資源 	<ul style="list-style-type: none"> Regular business meetings, supplier conference, phone calls and interviews 定期進行業務會議、供應商會議、電話聯絡及會面 Supplier review and assessment 供應商審核及評估 Tendering process 招標過程 Emails, circulars and manuals 電郵、通告及手冊 Company website 公司網站

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Stakeholders 持份者	Key Topics 主要議題	Major Engagement Channels 主要接觸渠道
Government / Regulators 政府／監管機構	<ul style="list-style-type: none"> Taxation compliance 依法繳稅 Regulatory compliance 遵守法規 Business ethics 商業道德 	<ul style="list-style-type: none"> On-site inspections and checks 實地視察及檢查 Research and discussion through work conferences, work reports preparation and submission for approval 透過工作會議、編製工作報告及提交審批進行研究及討論 Corporate reports and announcements 公司報告及公告 Company website 公司網站 Compliance control 合規監控
Non-Government Organizations 非政府組織	<ul style="list-style-type: none"> Social responsibilities 社會責任 	<ul style="list-style-type: none"> Voluntary work 義務工作 Charity and social investment 慈善及社會投資 Company website 公司網站
Media 媒體	<ul style="list-style-type: none"> Corporate image 企業形象 Social responsibilities 社會責任 	<ul style="list-style-type: none"> Company website 公司網站 Company event 公司活動 Charity and social investment 慈善及社會投資
Peers 同業	<ul style="list-style-type: none"> Honest cooperation 坦誠合作 Fair and open 公平公開 Partnership opportunities 合作機會 	<ul style="list-style-type: none"> Company website 公司網站 Business meetings 商業會議
Industry Association 行業協會	<ul style="list-style-type: none"> Industry involvement 行業參與 	<ul style="list-style-type: none"> Industry conference 行業會議 Company website 公司網站
Community 社區	<ul style="list-style-type: none"> Community involvement 社區參與 Social responsibilities 社會責任 Transparent information 資訊公開透明 	<ul style="list-style-type: none"> Voluntary work 義務工作 Charity and social investment 慈善及社會投資 Company website 公司網站



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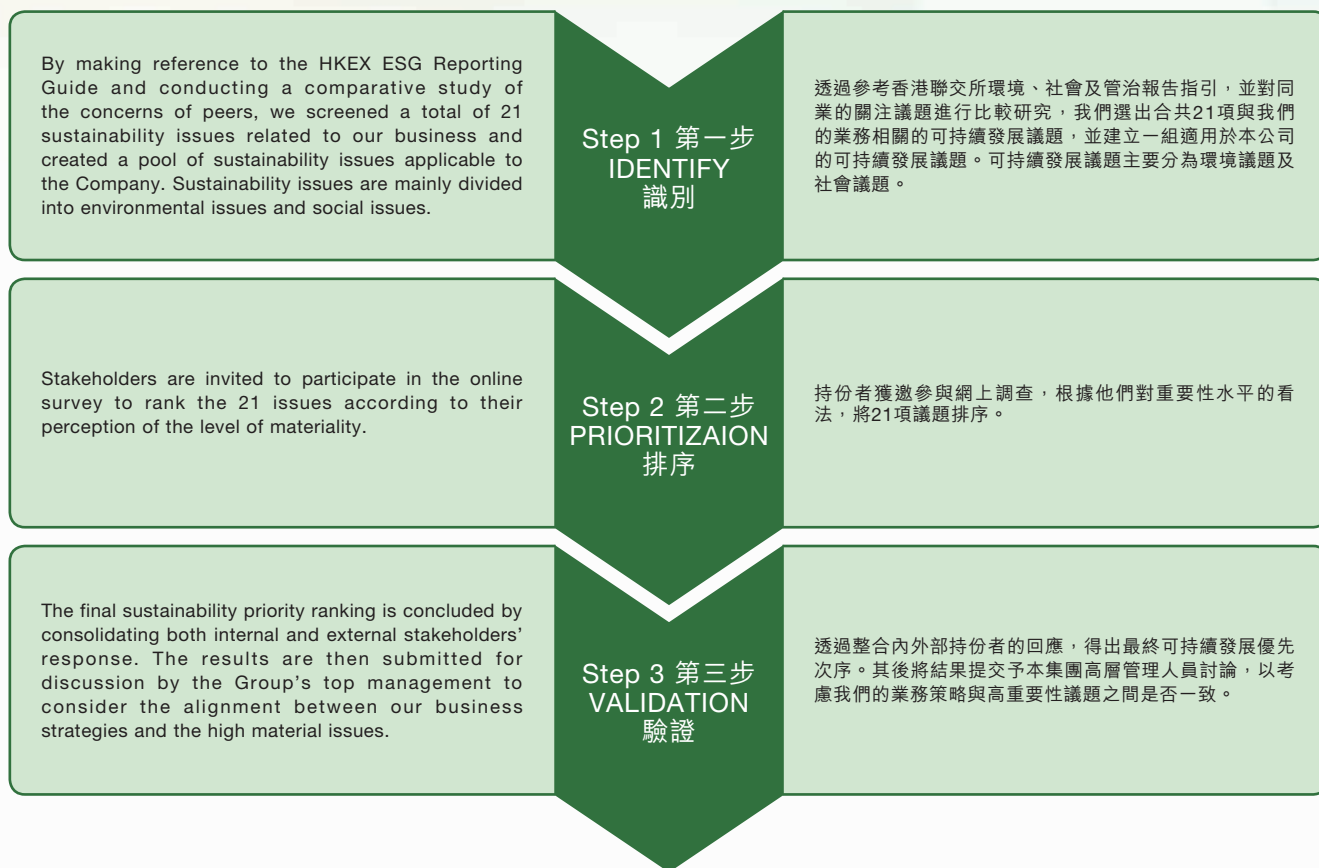
環境、社會及管治報告

Materiality Assessment

Aside from the above-mentioned communication channels, we have conducted an online survey and internal review to understand the major concerns of our stakeholders during the Reporting Period. Thus, to ensure our sustainability focus and disclosure cover those concerned topics and reflect our effort on minimizing impacts to environmental and social. The materiality assessment process is shown as below:

重要性評估

除上述溝通渠道外，我們亦於報告期內進行網上調查及內部檢討，了解持份者的主要關注。藉此可確保我們的可持續發展重點及披露資料涵蓋該等備受關注的議題，並反映我們於減低對環境及社會影響方面的努力。重要性評估過程如下：



The below materiality matrix presents the results of the materiality assessment. The top right-hand corner of the matrix represents the issues that our stakeholders are most concerned about.

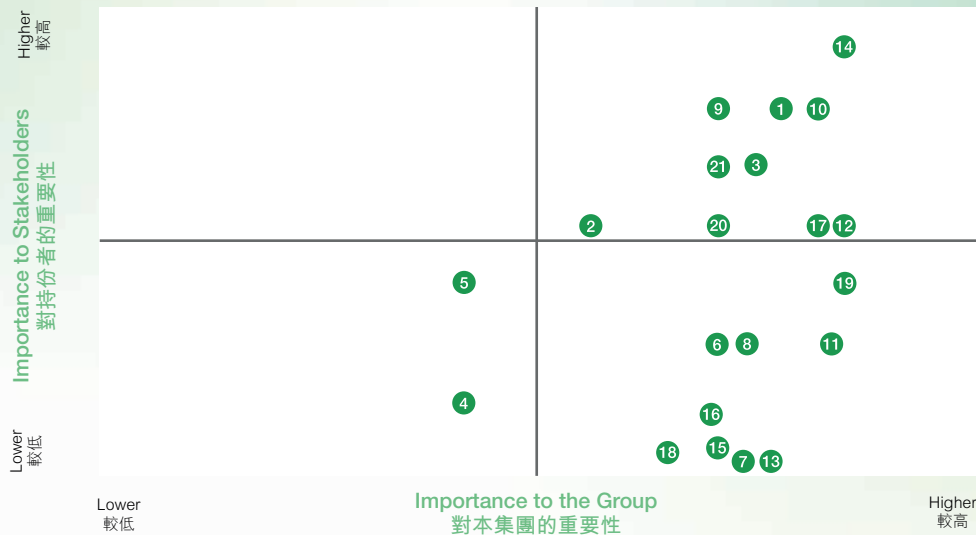
以下重要性矩陣呈列重要性評估的結果。矩陣的右上方代表持份者最關注的議題。



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Materiality Matrix 重要性矩陣



1	Air Emissions 廢氣排放	14	Customer Servicing (including Quality Assurance, Complaint Handling and Consumer Privacy Protection) 客戶服務 (包括品質保障、處理投訴及保護消費者私隱)
2	Waste Treatment 廢棄物處理	15	Protection on Intellectual Property Right 保護知識產權
3	Carbon Emissions and Energy Saving 碳排放及節能	16	Marketing Promotion and Advertisement 市場推廣及廣告
4	Water Conservation 水資源保護	17	Anti-Fraud and Corruption 反欺詐及貪污
5	Climate Change Risk 氣候變化風險	18	Community Investment 社區投資
6	Green Procurement 綠色採購	19	Data Protection and Cyber Security 數據保護及網絡安全
7	Environmental Risks along Supply Chain Management 供應鏈管理中的環境風險	20	Economic Performance 經濟表現
8	Employee Welfare 僱員福利	21	Business Expansion 業務擴展
9	Equal Opportunity, Diversification and Anti-discriminatory 平等機會、多元化及反歧視		
10	Occupational Health and Safety 職業健康及安全		
11	Staff Training and Development 員工培訓及發展		
12	Employment Compliance (including Child and Forced labour) 僱傭合規 (包括童工及強制勞工)		
13	Social Risks along Supply Chain Management 供應鏈管理中的社會風險		



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Safety and Quality Services

Providing service which is closely connected to the daily lives of our customers, we understand that quality and safety of our service are of the utmost importance to our customers and the fundamental elements of our operation. As such, we strive to ensure continuous improvements in safety, reliability and customer service with these latter three elements being the key drivers of the overall value proposition offered by the Group. To this end, we abide by the philosophy of “Serving with Pride and Devotion” and seek to embed and sustain a strong Safety Culture (“Safety-We Care”) which is capable of being enthusiastically embraced by all employees. The principal objective of the new Safety Culture is to help inform and guide behaviours (both individual as well as organizational behaviours) with a view to ensuring that the Group’s risk profile is being visibly and pro-actively reduced going forward.

Bearing all this in mind, a new Training, Safety and Performance Management department has been established which is led by a team of industry professionals with a deep background in both local and international public transport markets. The new department formulates appropriate policies and supports line management in the oversight and enhanced monitoring of daily bus operations by adopting industry best-practices with the aid of the latest technological developments.

With the effort of our dedicated employees and as a result of our upgrading of certain facilities, two cross-boundary franchised shuttle routes of our Group were certified with the ISO 39001 Road Traffic Safety (“RTS”) Management System Accreditation by the British Standards Institution (BSI) in 2018 (making us the first transportation company to be awarded the said certification in Hong Kong). In addition, the rigorosity of our quality management system has been recognized by the ISO 9001 accreditation (quality management systems) at one of our principal purpose-built depots in Mui Wo as well as by ISO 14001 (environmental management) and ISO 45001 (health and safety management systems). All three of the latter accreditations were successfully renewed in 2021.

Our Vehicle Fleet

We regularly review bus specifications and as far as our double-deck buses are concerned, we have upgraded the specification, including a new straight staircase (for easier access to the upper deck), priority seats, and more spacious seats. Moreover, our entire double-deck fleet offer “super-low floor” access. As for the coach fleet more generally, essentially all are now fitted with speed limiters.

安全及優質服務

我們提供的服務與客戶的日常生活息息相關，我們清楚服務的質素與安全對客戶最為重要，這也是我們營運的基本要素。因此，我們努力確保在安全、可靠及客戶服務這三方面精益求精，而這三項要素是本集團所提供的整體價值主張的關鍵驅動力。為此，我們堅守「冠忠服務，用心去做」理念，務求融入及維持根深柢固的安全文化（「我們關注安全」），並獲全體僱員全力支持。全新安全文化的主要目標是協助說明及引導行為（包括個人以及組織的行為）以確保本集團日後可顯著及主動地減少風險狀況。

考慮到上文所述的種種，我們已成立全新的培訓、安全及績效管理部門，並由一個於本地及國際公共交通市場擁有雄厚背景的行业專家團隊領導。透過採取行業最佳常規及在最新技術發展協助下，新部門已制定適當政策，支援業務管理部門監督及加強對日常巴士營運的監測。

經過專責員工的努力，以及若干設施的升級，本集團旗下兩條跨境專營直通車路線於二零一八年獲得英國標準協會(BSI)的ISO 39001 道路交通安全（「道路交通安全」）管理體系認證，（使我們成為香港第一家獲得上述認證的交通營運商）。此外，我們設於梅窩的一所主要專用車廠已取得ISO 9001認證（品質管理體系），並取得ISO 14001（環境管理）及ISO 45001（健康及安全管理體系）認證，足證我們的品質管理制度非常嚴格，而以上三項認證已於二零二一年成功重續。

我們的車隊

我們定期審視巴士的規格，就我們的雙層巴士而言，我們已提升規格，包括設置直梯（更方便上落上層）、優先座以及更寬敞的座位。此外，整個雙層巴士車隊均提供超低地台通道。整體客車車隊方面，基本上所有客車已裝設限速器。



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環境、社會及管治報告

Safety Measures

Regular Maintenance

To ensure the fleet of vehicles are always in good condition and conform to safety regulation, the Group has established a scrupulous inspection and maintenance program. Quality Inspections are conducted on a regular cycle with some vehicles being subjected to comprehensive monthly inspections (including checks on emission data, components, braking system etc). Moreover, the Transport Department will also allocate vehicle examiner to undergo random checking.

安全措施

定期保養

為確保車隊一直保持良好狀態並符合安全規定，本集團已制定一絲不苟的檢查及保養計劃。品質檢查乃定期進行，個別車輛須每月接受全面檢查(包括檢查排放數據、零件、制動系統等)。此外，運輸處亦會派出車輛檢查員進行抽查。

Safety Facilities

安全設施



Surveillance Cameras

To ensure passengers' safety and protect bus captains' interest, we have installed a suite of surveillance cameras on all the new buses and these are now capable of being viewed in "real-time" (if necessary). The various camera-banks include forward-looking dashboard cameras as well as indoor cameras and they allow the Group to more readily monitor road conditions as well as the behaviours of bus captains (and other road-users) to good effect.

監視鏡頭

為確保乘客安全及保障巴士車長利益，我們已經在所有新巴士上安裝一組監視鏡頭，現時可實時查看畫面(如有需要)。監視鏡頭包括儀表板前視鏡頭及車廂內鏡頭，使本集團能夠更容易監察路況及車長(及其他道路使用者)的行為，發揮良好作用。

Electronic Stability Programme ("ESP")

ESP is a crucial feature to enhance bus safety in critical driving situations. With the help of ESP, the stability of vehicles is largely enhanced by preventing the tyres from skidding uncontrollably.

電子穩定程序(「電子穩定程序」)

電子穩定程序是於危險的駕駛情況下加強巴士安全的一項重要功能。在電子穩定程序的協助下可防止失控跳胎，使車輛的穩定性大幅提高。

Electronic Braking System ("EBS")

EBS enables optimisation of the drive and braking operations on our vehicles. It also facilitates monitoring and maintenance of the braking system.

電子制動系統(「電子制動系統」)

電子制動系統能夠優化車輛的驅動及煞車操控。這套系統亦有利監測及保養制動系統。



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Driver Monitoring System (“DMS”)

DMS is an advanced safety system used to assess and monitor our bus captain’s alertness through a driver-facing camera mounted on the dashboard to track the driver if the driver has any drowsiness or other distraction. Warnings and alerts will be issued to the driver in real time to ensure the driver’s attention is back to the driving. The application of this technology is initially being targeted on any overnight bus or coach workings as we assess its capabilities.

Geo-fencing

By implementing and merging geo-fencing and global positioning system technology as well as the road speed restriction data, our vehicles’ systems can identify the prevailing legal speed limit. Alerts and warnings can then be activated to remind the bus captain to reduce the speed in the event that reaches the speed limit at any given moment during its journey.

Safety Belts

Safety belts on all seats are standard requirements on our new buses and the vast majority of our fleets are now fitted with belts. With this in mind the Group is taking pro-active steps to ensure that there is better awareness amongst our passengers of the benefits of wearing such belts and/or of the availability of such belts at seat.

Intensive Staff Training

To meet needs and expectation of our customers, all employees, including but not limited to bus captains, station assistants, school bus escorts and control room officers, are required to act in a professional manner and to visibly adopt behaviours that match the expectations of the “Safety-We Care” Culture. As such, we provided various trainings to our staff making good use of actual video footage of real past cases of accidents in order to enhance awareness of safety issues among our employees.

車長監控系統 (「車長監控系統」)

車長監控系統乃一套先進的安全系統，可透過安裝於儀錶板上面向車長的鏡頭，評估及監控巴士車長的警覺性，追蹤車長有否打瞌睡或分神。系統會即時向車長發出警告及警報，確保車長重新集中精神駕駛。由於我們正在評估系統的效能，這項技術將最先應用於通宵行駛的巴士或客車。

地理圍欄

透過實施及結合地理圍欄及全球定位系統技術以及道路限速資料，我們的車輛系統可識別當時的法定限速。當行車期間任何特定時間達到限速時，系統可啟動警報及警告提醒車長降低車速。

安全帶

所有座位均設有安全帶乃我們的新巴士的標準規定，而車隊中絕大部分巴士已配備安全帶。有見及此，本集團現正採取積極措施，確保更多乘客認識到佩戴安全帶的好處及／或座位已配備安全帶。

加強僱員培訓

為滿足客戶的需求及期望，所有僱員(包括但不限於巴士車長、車站助理、校巴保母及控制室人員)必須以專業態度行事，並以行動彰顯「我們關注安全」文化的期望。因此，我們為員工提供各種培訓，充分利用過往事故案例的真實錄像，以提高僱員對安全事宜的關注。

Bus Captains 巴士車長	School Bus Escorts 校巴保母	Maintenance Staff 保養人員
<ul style="list-style-type: none"> Emotional management 情緒管理 Excellent service quality 卓越服務 Standard operating procedure 標準操作程序 Concept of defensive driving 警覺性駕駛概念 Major casues of traffic accident 交通意外的主要成因 	<ul style="list-style-type: none"> Personal appearance/ attitude 個人儀容／態度 Children's safety and discipline 學童安全及紀律 Standard operating procedure 標準操作程序 Emergency handling 處理危急情況 	<ul style="list-style-type: none"> Basic electricity theory 基本電力理論 Safety of vehicles maintainence 保養車輛安全 ISO 9001 Awareness training ISO 9001警覺性培訓 Training for new model buses 新型號巴士培訓



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Providing Great Travel Experience

Special measures during pandemic

Pandemic prevention measures

We believe that the expectations of our customers on hygiene standard will keep growing due to COVID-19. Therefore, we have formulated and adopted a series of anti-epidemic measures as below to protect the safety of our passengers:

- ◇ Anti-bacteria coating services are applied in compartments of the entire fleet in every three months
- ◇ Reminders to passengers putting on face masks on board
- ◇ All employees, including our bus captains are required to measure their body temperature before starting work
- ◇ Alcohol hand sanitiser gel is placed in compartments of the entire fleet for passengers to use

Reporting mechanism

Apart from implementing prevention measures, we have also formulated a reporting mechanism that requires our employees to report COVID-19 cases to the designated department, and actions will be taken as soon as we discovered a confirmed case to prevent spreading of virus. We did not have any staff contracted COVID-19 at work during the Reporting Period.

Listening to customers' feedback

We believe that customers' feedback is one of the key factors to achieve improvements of our services, so in order to collect opinions in an effective way, we have established various communication channels on public platforms to collect customers' point of view towards our safety and service standards. During the Reporting Period, we did not receive any complaints from customers.

Regular internal quality inspection

In order to maintain the quality of our service, we have implemented secret customers programme and internal survey in our depot on a regular basis during the Reporting Period, to inspect and find out the deficiencies, maintain and improve our service. And the result of the inspection and survey will be reported and followed by our management.

提供優越乘車體驗

疫情期間的特別措施

防疫措施

我們相信，2019冠狀病毒病使客戶對衛生標準的期望不斷提高。因此，我們已制定並採取以下一連串防疫措施以保障乘客安全：

- ◇ 每三個月為全線車隊的車廂進行防菌塗層服務
- ◇ 提醒乘客乘車時佩戴口罩
- ◇ 所有僱員（包括巴士車長）於每日開始工作之前須接受體溫檢查
- ◇ 全線車隊的車廂內放置酒精搓手液供乘客使用

報告機制

除實施防疫措施外，我們亦制定報告機制，規定僱員向指定部門匯報2019冠狀病毒病個案，一旦發現確診病例，我們將立即採取行動，阻止病毒傳播。於報告期內，我們並無任何員工於工作期間感染2019冠狀病毒病。

聆聽客戶的回饋意見

我們認為客戶的回饋意見是推動服務改進的關鍵因素之一，因此，為有效收集意見，我們於公眾平台上建立各種溝通渠道，收集客戶對我們的安全及服務標準的意見。於報告期內，我們並無接獲任何客戶投訴。

定期進行內部品質檢查

為保持服務品質，我們於報告期內定期實施神秘乘客計劃及車廠內部調查，以視察及找出不足之處，保持及改善我們的服務。視察及調查的結果將由我們的管理層匯報及跟進。



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Advertising and Privacy Protection

While promoting our services, we strictly abide by applicable laws and regulations to ensure there is no misleading information to protect consumers' right-to-know.

We would handle a number of privacy information of the Group as well as our customers during daily operations. In order to protect the rights and interest of the Group, our customers and other stakeholders, we comply with the Personal Data (Privacy) Ordinance of Hong Kong and other relevant laws and regulations by handling such information with care. For the record of CCTV, we will clear all record after 3 months to protect privacy of our customers.

During the Reporting Period, the Group was not aware of any material breach of applicable laws and regulations in relation to advertising and privacy protection, including but not limited to Trade Descriptions Ordinance, Personal Data (Privacy) Ordinance of Hong Kong.

With regard to our business nature, product labelling is not applicable to the Group's business nature and intellectual property is considered as immaterial issues.

Protecting the Environment

The Group is dedicated to protecting the environment and promoting sustainable development. As such, we are in stringent compliance with applicable environmental laws and regulations during our daily operations. During the Reporting Period, the Group was not aware of any material breach of environmental laws and regulations, including but not limited to:

- ◇ Air Pollution Control Ordinance (Cap. 311)
- ◇ Air Pollution Control (Construction Dust) Regulation (Cap. 311R)
- ◇ Waste Disposal Ordinance (Cap. 354)
- ◇ Waste Disposal (Chemical Waste) (General) Regulations (Cap. 354C)
- ◇ Noise Control Ordinance (Cap. 400)
- ◇ Environmental Impact Assessment Ordinance (Cap. 499)
- ◇ Buildings Energy Efficiency Ordinance (Cap. 610)
- ◇ Ozone Layer Protection Ordinance (Cap.403)

廣告及私隱保障

在宣傳我們的服務時，我們嚴格遵守適用法律法規，確保並無誤導性的資訊，保障消費者的知情權。

於日常營運中，我們需處理本集團以及客戶的一些私隱資料。為保障本集團、客戶及其他持份者的權利及利益，我們遵守香港《個人資料(私隱)條例》及其他相關法律法規，謹慎處理該等資料。閉路電視錄像方面，我們於保存三個月後刪除所有錄像，以保護乘客私隱。

於報告期內，本集團並無發現任何嚴重違反有關廣告及私隱保障的適用法律法規的情況，包括但不限於香港的《商品說明條例》及《個人資料(私隱)條例》。

由於我們的業務性質，產品標籤並不適用於本集團的業務性質，而知識產權並非重要議題。

保護環境

本集團致力保護環境及推動可持續發展。因此，我們在日常營運中嚴格遵守適用的環境法律及法規。於報告期內，就本集團所知，並無任何嚴重違反環境法律及法規的行為，包括但不限於以下環境法律及法規：

- ◇ 《空氣污染管制條例》(第311章)
- ◇ 《空氣污染管制(建造工程塵埃)規例》(第311R章)
- ◇ 《廢物處置條例》(第354章)
- ◇ 《廢物處置(化學廢物)(一般)規例》(第354C章)
- ◇ 《噪音管制條例》(第400章)
- ◇ 《環境影響評估條例》(第499章)
- ◇ 《建築物能源效益條例》(第610章)
- ◇ 《保護臭氧層條例》(第403章)



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環境、社會及管治報告

Environmental KPIs 環境關鍵績效指標	2019/20 二零一九/二零年度	2020/21 二零二零/二一年度
Air Emissions 廢氣排放^{1,2} (Tonnes 噸)		
Nitrogen Oxides (“NOx”) 氮氧化物 (「氮氧化物」)	737.49	305.10
Sulphur Oxides (“SOx”) 硫氧化物 (「硫氧化物」)	0.58	0.24
Particulate Matter (“PM”) 顆粒物 (「顆粒物」)	53.96	22.93
Greenhouse Gas Emissions 溫室氣體排放^{1,2} (Tonnes CO ₂ e 噸二氧化碳當量)		
Direct emissions (Scope 1) 直接排放 (範圍1)	96,759.00	43,712.56
Indirect emissions (Scope 2) 間接排放 (範圍2)	1,397.00	795.74
Total GHG Emission (Scope 1 & 2) 溫室氣體排放總量 (範圍1及2)	98,156.00	44,508.30
GHG Emission Intensity 溫室氣體排放密度 (Tonnes CO ₂ e/million HKD revenue 噸二氧化碳當量/百萬港元收入)	43.26	49.56
Energy Consumption 能源消耗² (MWh 兆瓦時)		
<u>Direct Energy 直接能源</u>		
Diesel 柴油	345,046.33	150,528.53
Gasoline 汽油	15,535.03	1,168.76
LPG 液化石油氣 ⁵	–	8.73
<u>Indirect Energy 間接能源</u>		
Purchased electricity 購買的電力	2,046.00	1,287.11
Total Energy Consumption ³ 能源消耗總量 ³	362,627.36	152,993.13
Intensity of Energy Consumption 能源消耗的密度 (MWh/million HKD revenue 兆瓦時/百萬港元收入)	159.82	170.37
Water 水^{4,6} (m ³ 立方米)		
Total Water Consumption 總用水量	19,000.00	23,231.82
Intensity of water consumption 用水密度 (m ³ /million HKD revenue 立方米/百萬港元收入)	8.37	25.87



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Environmental KPIs 環境關鍵績效指標	2019/20 二零一九/二零年度	2020/21 二零二零/二一年度
Hazardous waste 有害廢棄物⁵		
Liquid waste 液體廢棄物 (m ³ 立方米)		
Spent lube oil 廢潤滑油	–	52.20
Spent lube oil (waste water) 廢潤滑油(廢水)	–	41
Spent oil filter 廢油過濾器	–	0.10
Total hazardous waste (liquids) 有害廢棄物(液體)總量	–	93.30
Intensity of hazardous waste (liquids) 有害廢棄物(液體)的密度 (m ³ /million HKD revenue 立方米/百萬港元收入)	–	0.10
Solid waste 固體廢棄物 (Tonnes 噸)		
Waste battery 廢電池	–	8.50
Total hazardous waste (solids) 有害廢棄物(固體)總量	–	8.50
Intensity of hazardous waste (solids) 有害廢棄物(固體)的密度 (Tonnes/million HKD revenue 噸/百萬港元收入)	–	0.10
Non-hazardous waste 無害廢棄物⁵ (Tonnes 噸)		
General refuse 一般垃圾	–	1.13
Tyres 輪胎	–	33.34
Total non-hazardous waste 無害廢棄物總量	–	34.47
Intensity of non-hazardous waste 無害廢棄物的密度 (Tonnes/million HKD revenue 噸/百萬港元收入)	–	0.04



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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- ¹ Our reporting on air and greenhouse gases (GHG) emissions mainly base on the requirements in “How to prepare an ESG report” published by HKEX and “GHG Protocol Corporate Accounting and Reporting Standard (revised edition)” published by the World Business Council for Sustainable Development and World Resources Institute. Operational control approach is adopted when defining organizational boundary for the purpose of GHG accounting and reporting.
我們對空氣及溫室氣體(GHG)排放的報告主要基於香港交易所刊發的《如何編備環境、社會及管治報告》及世界可持續發展工商理事會和世界資源研究所刊發的《溫室氣體核算體系：企業核算與報告標準》(修訂版)的規定。已採納營運控制法定義就溫室氣體會計及報告而言的組織邊界。

GHG emissions is presented in carbon dioxide equivalent (CO₂e). Our scope 1 direct emissions cover GHG emissions directly produced by businesses owned or controlled by the Group, while scope 2 indirect emissions cover GHG emissions of indirect energy mainly resulted from electricity (purchased or acquired) internally consumed by the Group.
溫室氣體排放以二氧化碳當量呈列。我們的範圍1直接排放涵蓋由本集團擁有或控制的業務直接產生的溫室氣體排放，而範圍2間接排放則涵蓋主要來自本集團內部消耗電力(購買的或取得的)。
- ² Due to the social distancing and strict border control measures implemented by the Government in control and prevention of the COVID-19, the substantial decline in patronage resulted in a sharp decrease in actual air and GHG emissions, energy consumption compared to the year 2019/20.
由於政府為控制和防止2019冠狀病毒病所實施的保持社交距離指引及嚴格的出入邊管制措施，乘客量大減，導致空氣和溫室氣體的實際排放量、能源消耗較二零一九／二零年度大幅下降。
- ³ Our total energy consumption includes purchased electricity and non-renewable fuels consumed and the relevant conversion factors reference from “Technical Note: Conversion of fuel data to MWh” published by CDP.
我們的總能源消耗包括所消耗的外購電力及可再生燃料以及來自CDP刊發的《技術說明：將燃料數據轉換為兆瓦時》的相關轉換因子參考。
- ⁴ Significant increase in water consumption in 2020/21 was mainly due to the extension of reporting scope to include the Siu Ho Wan Bus Services Depot located in Lantau Island, during the Reporting Period.
用水數據於二零二零／二一年度顯著增加，主要源於報告範圍在報告期內擴大至包括位於大嶼山的小蠔灣巴士維修車廠。
- ⁵ Due to the enhancement of the data collection system, the Group started reporting the relevant data in the Reporting Period.
由於資料收集系統已經優化，本集團於報告期內開始報告相關資料。
- ⁶ Some of the operating premises under the Group of which the water supply was solely controlled by the respective building management which considered the provision of water consumption data or sub-meter for individual occupant not feasible. Hence, the water consumption data excluded consumption from those operating premises.
因本集團旗下個別營運處所之供水為大廈管業處自行控制，而相關管業處認為向個別租戶提供用水數據或分錶並不可行。因此，收集的用水數據未有包括該部份用水數據。



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Energy Consumption, Air and Greenhouse Gas Emissions

Our daily operations rely heavily on the operation of vehicle, as well as electricity consumption for our offices, ticketing points, station and depots. Fuel usage and electricity consumption are major sources of our energy consumption, air and greenhouse gas (“GHG”) emissions.

Water Consumptions

As water consumed within the Group is supplied by local water suppliers in the areas where we operate (i.e., mainly Hong Kong), we did not encounter any issue in sourcing water. However, we are aware of the importance of water conservation and we encourage our employees to save water.

Waste Management

In view of our business nature, waste oil and batteries used in vehicle fleet are the major hazardous waste produced during the normal course of operations. To properly manage hazardous waste associated with our operations, the Group has adopted below measures:

- ◇ Establish a Waste Handling Policy and Guideline for corresponding departments to follow
- ◇ Assign trained technicians to perform the recycling
- ◇ Store and handle such wastes in designated areas at bus depots before being disposed
- ◇ Engage with qualified and registered service-providers to collect and process such wastes in a proper way in accordance with the statutory standards

Generation of non-hazardous waste is mainly attributable to waste tyres, scrapped vehicles, used paper and general refuse. The Group is committed to undergo recycling, responsible storage and disposal of waste in order to reduce the production of non-hazardous waste. To minimize the amount of landfilled waste, the Group has adopted below measures:

- ◇ Raise staff’s environmental protection awareness by training
- ◇ Issue guidelines and reminders aimed at reducing waste at source

In addition, the Group is not involved in any use of packaging materials for finished goods.

能源消耗、廢氣及溫室氣體排放

我們的日常營運極為依賴操作車輛以及於辦公室、售票點、車站及巴士廠的用電。燃料的使用及用電是我們能源消耗、廢氣及溫室氣體（「溫室氣體」）排放的主要來源。

用水

由於本集團內的用水是由我們營運地區（即主要是香港）的當地供水商供應，我們在求取水源方面並無遇到任何問題。然而，我們明白節約用水的重要性，我們鼓勵僱員珍惜涓滴。

廢棄物管理

鑑於我們的業務性質，廢油及用於車隊的電池是正常營運過程中產生的主要有害廢棄物。為妥善管理與旗下營運有關的有害廢棄物，本集團已採取以下措施：

- ◇ 制定《廢棄物處理政策及指引》，供相關部門遵循
- ◇ 指派訓練有素的技術人員進行回收
- ◇ 在巴士廠的指定區域儲存及處理有關廢棄物後再行處置
- ◇ 聘用合資格的註冊服務供應商，按照法定準則，以適當方式收集及處理有害廢棄物

無害廢棄物的產生主要來自廢輪胎、報廢車輛、廢紙及一般垃圾。本集團致力進行廢棄物回收、負責任的儲存及處置，以減少無害廢棄物的產生。為盡量減少堆填廢棄物的數量，本集團採取以下措施：

- ◇ 通過培訓提高員工的環保意識
- ◇ 發佈旨在源頭減廢的指引及提示

此外，本集團不涉及任何成品包裝材料的使用。



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Green Operations

Apart from the aforementioned practices, we adopted various measures to minimize our impact on the environment and natural resources, including:

Euro V and Euro VI vehicles

During the Reporting Period, a total 36 of the vehicles of the Group's fleet have been upgraded to ensure their engines meet the low-emissions standard of Euro V and Euro VI, while over 55% of our vehicles meet such standard as at 31 March 2021. According to European emissions standards, NOx emissions of Euro V gasoline vehicles are approximately 30% less than that of similar vehicles of Euro IV. The NOx emissions of Euro V heavy diesel vehicles (i.e. design weight over 3.5 tonnes) are approximately 40% less than that of similar vehicles of Euro IV, and the respirable suspended particulates ("RSP") and NOx emissions of Euro V light diesel vehicles are approximately 80% and 30% less, respectively. As compared with Euro V, the NOx and RSP (PM10) emissions of Euro VI heavy diesel vehicles are approximately 80% and 50% less respectively, and the NOx emissions of Euro VI light diesel vehicles are approximately 55% less.

CO₂ Concentration

Compliance with the relevant laws and regulations requirements is always the first priority in our operation, so our buses are randomly audited/data-logged by a professional third party with a view to ensure that the measurement of interior saloon CO₂ concentration meets the requisite standards.

Waste water treatment

In order to properly treat effluents before discharge, our depots are equipped with sewage treatment facilities as well as grease traps. Waste is collected by eligible professional third party operators regularly.

Advocating eco-friendly habits for driving

Apart from upgrading to more environmental-friendly vehicles, the Group believes that each of our employees can strive to minimize their negative impact on the environment in daily life. We have been using different ways to advocate eco-friendly driving habits such as reminding drivers to switch off idling vehicles to reduce engine idling.

Advocating eco-friendly habits for office operation

For office operation, we have issued guidelines on electricity saving, water conservation and use of paper and other office supplies to reduce waste in order to enhance employees' environmental awareness.

環保營運

除上述做法外，我們亦採取各種措施，以盡量減少我們對環境及天然資源的影響，包括：

歐盟五型及歐盟六型車輛

於報告期內，本集團車隊中共有36輛汽車已經升級，以確保其引擎符合歐盟五型及歐盟六型的低排放標準，而於二零二一年三月三十一日，超過55%的車輛符合該標準。根據歐洲排放標準，歐盟五型汽油車輛排放的氮氧化物，較歐盟四型同類車輛少約30%；而歐盟五型重型柴油車輛（即設計重量超逾3.5公噸）與歐盟四型同類車輛比較，其排放的氮氧化物少約40%；歐盟五型輕型柴油車輛排放的可吸入懸浮粒子及氮氧化物則分別少約80%及30%。與歐盟五期型號相比，歐盟六型重型柴油車輛減少排放約80%的氮氧化物及50%的懸浮顆粒（顆粒物10），而歐盟六型輕型柴油車輛則減少排放約55%的氮氧化物。

二氧化碳的濃度

遵守相關法律及法規要求一直是我們營運的首要任務，因此我們的巴士由專業的第三方進行隨機審核／數據記錄，以期確保車內二氧化碳濃度的測量符合必守準則。

廢水處理

為了在排放前妥善處理污水，我們的車廠配備污水處理設施及隔油池。廢棄物由合資格的專業第三方營運商定期收集。

提倡環保駕駛習慣

除升級至更環保的車輛外，本集團相信每位僱員均可以在日常生活中致力減少自身對環境的負面影響。我們一直多管齊下提倡環保駕駛習慣，譬如提醒司機停車熄匙以減少引擎空轉。

提倡生態友好的辦公室運作習慣

在辦公室運作方面，我們發佈關於節電、節水及使用紙張及其他辦公用品的指引，以減少浪費，從而提高員工的環保意識。



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Implementation of electric buses

To explore the effectiveness of electric buses towards the environment, we have been cooperating with the Government of the HKSAR for trial runs to assess electric buses' operational efficiency and performance under the local conditions. We have been allocated 2 electric buses for resident shuttle service, serving Route 38 from Yat Tung Estate to Tung Chung Station Bus Terminus (Circular). In accordance to the previous trial record, there was a significant reduction of approximately 43% on the CO₂e emission by deploying a single-deck electric bus instead of diesel bus.

Environmental Management system ("ISO 14001") certification

We have been certified for ISO 14001 at one of our key depots. Our depots are subject to surveillance audits to ensure compliance with stringent environmental management standards.

ISO 14001 was revised in 2015, bringing an increased focus on sustainable development and helping business to effectively manage the environmental challenges of the future.

採用電動巴士

為研究採用電動巴士對環保工作的成效，我們一直與香港特別行政區政府合作進行試運行，以評估電動巴士在本地環境的運作效率及表現。我們獲分配2輛電動巴士提供居民穿梭服務，行走逸東邨來往東涌站巴士總站(循環線)的38號線。根據以往的試運行記錄，使用單層電動巴士取代柴油巴士，可令二氧化碳排放量大減約43%。

環境管理體系 ("ISO 14001") 認證

我們的其中一個主要巴士廠已經通過ISO 14001認證。我們的巴士廠須接受監督審計，以確保符合嚴格的环境管理標準。

ISO 14001於二零一五年修訂為更為注重於可持續發展以及協助企業有效管理未來所面臨的環境挑戰。



We strongly believe that ISO 14001 is not only beneficial to the environment but also bring other advantages to us, such as improving resource efficiency, reducing waste and improving the rigor of the Group's quality management systems more generally.

我們堅信，ISO 14001不僅造福環境，亦能為我們帶來其他益處，如提高資源效率、減少浪費及更全面地提高本集團品質管理體系的嚴謹程度。

Climate Change

Climate change may cause extreme weather and bring negative impacts to various aspects such as economy, biodiversity etc. To us, our business may be affected by extreme weather such as typhoon and flooding, which may affect our operation shortly. However, we are not facing significant climate risks which may affect the business continuity or cause business interruption.

氣候變化

氣候變化可引發極端天氣，對經濟、生物多樣性等各方面帶來負面影響。對我們來說，旗下業務或會受到極端天氣所影響，如颱風及洪水，這可能會在短期內影響旗下業務的營運。然而，我們並無面對可能影響業務連續性或導致業務中斷的重大氣候風險。



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環境、社會及管治報告

Caring Our People

Establishing a harmonious and safe workplace as well as providing competitive and abundant welfare and benefits to our employees is our first priority. At the same time, we pledge to comply with all applicable labour-related laws and regulations to safeguard the rights of both the Group and our employees, including but not limited to the Employment Ordinance, the Employees' Compensation Ordinance, the Minimum Wage Ordinance of Hong Kong and the Regulations on Prohibition of Child Labour, etc.

During the Reporting Period, the Group was not aware of any material non-compliance of labour-related laws and regulations in relations to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, other welfare and benefits.

Employee Overview

As at 31 March 2021, the Group employed 2,595 employees in Hong Kong. The distribution of employees by gender, employment age as well as category are outlined below:

關顧員工

建立和諧安全的工作場所，為員工提供具競爭力而周全的福利及待遇是我們的首要任務。同時，我們承諾遵守所有適用的勞工相關法律及法規，以保障本集團及員工的權利，包括但不限於香港的《僱傭條例》、《僱員補償條例》及《最低工資條例》，以及《禁止使用童工規定》等。

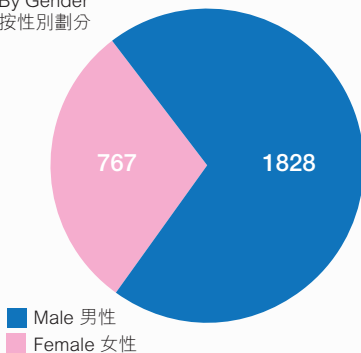
於報告期內，本集團並無發現在薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利方面有任何重大違反勞工相關法律及法規的情況。

僱員概覽

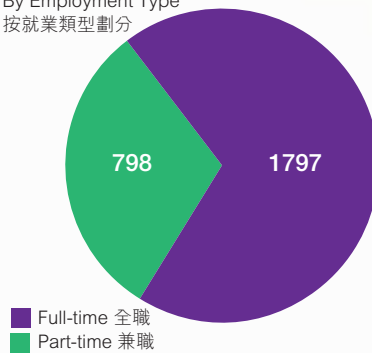
截至二零二一年三月三十一日，本集團於香港僱用2,595名僱員。按性別、就業年齡以及類別劃分的僱員分佈情況概述如下：

Employee Composition for 2020/21 二零二零 / 二一年度的僱員構成

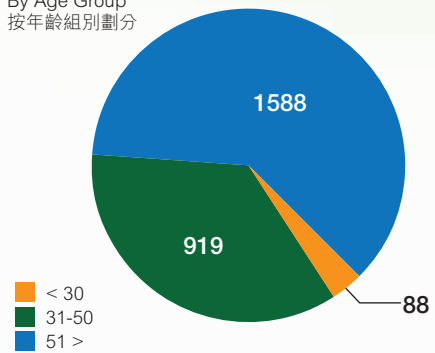
By Gender
按性別劃分



By Employment Type
按就業類型劃分



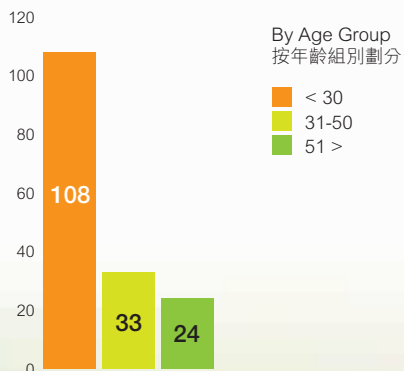
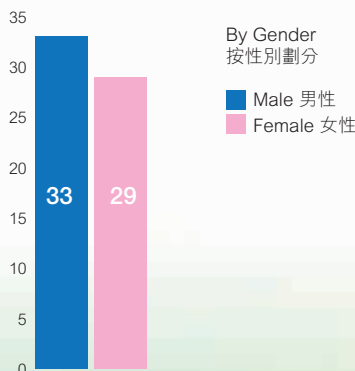
By Age Group
按年齡組別劃分



Dismissal and relevant compensation distribution follow the Group's code of conducts and comply with relevant labour regulations of its place of operations. During the Reporting Period, the employee turnover rate for the Group is 30%, which is categorised by gender and age group as below:

解僱及相關補償的分配遵循本集團的行為守則，並遵守經營地的相關勞動法規。於報告期，本集團的員工流失率為30%，按性別及年齡組別分類如下：

Employee Turnover Rate for 2020/21 二零二零 / 二一年度的僱員流失率



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Human Resources Strategy and Practices

We strive to become an employer of choice by holding principles of equal opportunity, anti-discrimination and diversity during recruitment, determination of remuneration, promotion, training as well as other labour-related procedures. During the above processes, work competency is the only criteria for us to select suitable candidates, while their age, gender, race, religion, sexual orientation or disability will not affect our selection.

In addition, we have also set up Equal Opportunities Policy. The Group upholds the principles of fairness and equal opportunities and adhere to relevant legal requirements to ensure our workplace is free from discrimination based on gender, sexual orientation, disability, age, race, skin colour, national or ethnic origin, family status, or any other personal characteristics protected by law. We do not tolerate any form of discrimination and workplace harassment.

A platform for open dialogue and feedback is an essential part for us to establish a harmonious working environment and close relationship with our valuable employees. All employees are encouraged to raise any issues, concerns, grievances or appeal through designated communication and whistle-blowing channels.

Staff Benefits and Welfare

Creating a harmonious and dynamic working environment is the key method to retain talents and raise their sense of belongings toward the Group. As such, we provide employees with competitive remuneration package and welfare. Our remuneration and welfare package include basic salaries, discretionary bonus, health care schemes, share options, transportation allowance as well as housing allowance. In addition, we ensure our remuneration package is competitive enough by keeping track on related information in the market. We also conduct remuneration assessment and promotion review base on the annual appraisal regularly. The leave policy of the Group is based on the standard rules set out in the Employment Ordinance of Hong Kong.

Occupational Health and Safety

Safeguarding employees' health and safety has always been our core responsibility. The Group strives for the best to provide our employees with adequate occupational health and safety measures in accordance with the requirements set out in applicable laws and regulations, including but not limited to the Occupational Health and Safety Ordinance of Hong Kong. Our medical insurance scheme includes regular medical examination for employees aged 60 or above. Additionally, one of our subsidiaries adopts a safety management system in accordance with the international standards of ISO 45001:2018 (Occupational Health and Safety Management Systems) in order to promote further improvements of the safety performance of all aspects of our business, including bus maintenance and design upgrades. ISO 45001 is the world's international standard for occupational health and safety and such accreditation is a recognition of the efforts being made to protect employees and visitors from work-related accidents and diseases.

人力資源策略及常規

在招聘、釐定薪酬、晉升、培訓以及其他與勞工有關的程序中，我們恪守平等機會、反歧視及多元化的原則，致力成為首選僱主。於上述過程中，工作能力是我們挑選合適候選人的唯一標準，而不考慮其年齡、性別、種族、宗教、性取向或殘疾等因素。

此外，我們亦訂有平等機會政策。本集團堅守公平及平等機會的原則，並奉行相關法律規定，確保我們的工作場所不存在基於性別、性取向、殘疾、年齡、種族、膚色、民族或族裔、家庭狀況或任何其他受法律保護的個人特徵的歧視。我們不容忍任何形式的歧視及工作場所騷擾。

開誠佈公的對話及回饋的平台是我們建立和諧工作環境及與寶貴員工建立融洽關係的重要一環。我們鼓勵全體僱員通過指定的溝通及舉報渠道提出任何問題、關注、不滿或申訴。

員工福利及待遇

營造和諧而充滿活力的工作環境是留住人才及提高人才對本集團歸屬感的關鍵方法。因此，我們為員工提供具競爭力的薪酬及福利。我們的薪酬及福利待遇包括基本工資、酌情花紅、醫療保健計劃、購股權、交通津貼及房屋津貼。此外，我們通過追蹤相關市場資訊，確保我們提供的薪酬待遇有足夠的競爭力。我們亦根據年度評估定期進行薪酬評估及晉升審查。本集團的休假政策是根據香港《僱傭條例》中的標準規則制定。

職業健康及安全

保障員工的健康及安全一直是我們的核心責任。本集團根據適用法律及法規，包括但不限於香港的《職業安全及健康條例》的要求，盡全力為員工提供足夠的職業健康及安全措施。我們的醫療保險計劃包括為60歲或以上的員工進行定期體檢。此外，我們的一間附屬公司採用符合ISO 45001:2018(職業健康及安全管理體系)國際標準的安全管理體系，以促進改善集團業務各方面的安全表現，包括巴士維修及設計升級。ISO 45001是關於職業健康及安全的國際標準，獲得該項認證肯定了我們為保障員工及訪客免受與工作有關的事故及疾病所作的努力。



ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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To ensure the health and safety of our frontline staff, we provide personal equipment including but not limited to helmets, safety goggles as well as anti-fall safety belts. Apart from personal equipment, we also provide suitable assisting equipment such as mobile working platform as well as posting safety notices and reminders at workplace.

The Group recorded 1 work-related fatality case during 2018/19 and zero case from 2019 until the end of the Reporting Period. A total of 1,208 days were lost due to work injuries or occupational diseases.

In the immediate aftermath of the fatality case in 2018, we have established a special committee to investigate traffic accidents. And as of 2021, we convened regular Safety Committee Meetings, chaired by the Operations Director, whereby all injury accidents along with any other notable incidents are routinely investigated/reviewed by experts who are established within a new Safety, Training and Performance Management Department (which supports line management in the quest of ensuring the operation of safe and reliable bus services at all times). The aim here is always to ensure that the organization is capable to take on board any lessons learned from any case that occurs, and always with a view to achieving continuous improvement in our various safety metrics going forward.

In view of the spread of COVID-19, we are highly concerned about the health and safety of every employee and we strive to minimize the risk of exposure infection in the workplace. As such, we have implemented following anti-epidemic measures at the workplace including but not limited to:

- Purchase adequate anti-epidemic supplies for employees, such as disinfectants, hand wash, alcohol and face masks
- Arrange regular disinfection in offices
- Check employees' body temperature at reception
- Place specific bins to collect used masks
- Allow employees to work from home in accordance with government measures
- Reduce meetings and travelling
- Enhance pandemic prevention promotion
- Issue internal notices to update employees on the Group's anti-epidemic measures
- Place separation boards at dining area
- Apply flexible working hours if possible

Talent Development

The Group regards each of our employees as our most valuable assets. In order to support continuous career development of our employees, we strive the best to provide employees with adequate and various type of training and promotional opportunities. As such, we have formulated comprehensive promotion and training systems and provide employees with abundant resources in training and development. Besides, in order to enhance the competence of staff for their long-term career development and personal growth with the Group, we have provide training and development opportunities and we encourage our employees to develop themselves through internal training, external training and overseas training by offering training subsidisation scheme. During the Reporting Period, the training analysis are outlined as below:

為確保前線員工的健康及安全，我們提供個人裝備，包括但不限於頭盔、安全護目鏡以及防墜安全帶。除個人裝備外，我們亦提供適當的輔助設備，如移動工作平台，以及在工作場所張貼安全告示及提醒。

本集團於二零一八／一九年度錄得1宗工傷死亡事故而從二零一九年至報告期結束則並無錄得工傷死亡事故。因工傷或職業病損失合計1,208個工作天。

在二零一八年發生死亡個案後，我們立即成立特別委員會調查交通事故。自二零二一年起，我們定期召開安全委員會會議，由營運總監主持，所有受傷事故以及任何其他值得注意的事件均由新成立的安全、培訓及績效管理部門的專家進行例行調查／審查（該部門支援業務管理，以確保在任何時間皆能提供安全可靠的巴士服務）。上述安排旨在確保組織能夠從任何已發生的事故中汲取教訓，並始終著眼於實現各種安全指標的持續改進。

鑑於2019冠狀病毒病的傳播，我們極其關注每一位員工的健康及安全，致力將工作場所的感染風險降到最低。因此，我們已經在工作場所實施以下防疫措施，包括但不限於：

- 為員工購買足夠的防疫用品，如消毒劑、洗手液、酒精及口罩
- 安排辦公室進行定期消毒
- 在接待處檢查員工體溫
- 放置特定的垃圾桶收集用後口罩
- 根據政府措施，允許員工在家工作
- 減少會議及出差
- 加強防疫宣傳工作
- 發出內部通知以將本集團防疫措施的最新資訊告知員工
- 在用餐區放置防疫隔板
- 盡量採用彈性工作時間安排

人才發展

本集團視每位員工為最寶貴的資產。為支援員工的持續事業發展，我們盡全力為員工提供足夠而多元的培訓及晉升機會。因此，我們制定全面的晉升及培訓制度，為員工提供充分的培訓及發展資源。此外，為提高員工的能力，讓員工在本集團內有長遠的事業發展及個人成長，我們提供培訓及發展的機會，亦透過提供培訓補貼計劃鼓勵僱員通過內部培訓、外部培訓及海外培訓來精益求精。於報告期內，培訓分析概述如下：



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Employee Training Analysis 2020/21⁷

二零二零／二一年度員工培訓分析⁷

Total Training Hours
培訓總時數
(hours小時)

14,982

Average Training Hours
平均培訓時數
(hours小時 / person人)

5.77

Percentage of Employees Trained by Gender
按性別劃分的僱員培訓百分比

Male 男性

96%

Female 女性

4%

Average Training Hours by Gender
按性別劃分的平均受訓時間
(hours小時 / person人)

Male 男性

7.92

Female 女性

0.65

Percentage of Employees Trained by Employee Category
按僱員類別劃分的僱員培訓百分比

Senior Management
高級管理人員

0.4%

Middle Level Management
中層管理人員

0.7%

General & Technical Employees
基層及技術僱員

98.9%

Average Training Hours by Employee
僱員的平均受訓時間
(hours小時 / person人)

Senior Management
高級管理人員

2.56

Middle Level Management
中層管理人員

2.19

General & Technical Employees
基層及技術僱員

5.87

As for promotion, the Group arranges regular performance appraisal yearly to evaluate employees' performance including their qualifications, experience, technical skills, attendance, and contribution to the Group etc. Remuneration assessment and promotion review will be undergone by taking reference to the result of performance appraisal.

在晉升方面，本集團每年定期安排績效考核，以評估員工的表現，包括其資歷、經驗、技術能力、出席率及對本集團的貢獻等。薪酬評估及晉升審查將參照績效評估的結果。

Labour Standards

In the recruitment process, we strictly prohibit child labour or forced labour. Our Human Resources and Administration Department would ensure that all candidates have met the legal working age to prevent the child labour employment by verifying their personal identification document. Also, we outline the terms of working hours, rest periods, remuneration, compensation and dismissal etc on the employment contract and other human resources policies to prevent any forced labour employment. The Group strictly follows the requirements of standard labour contract and is intolerant of any forms of unfair employment relationship.

勞工準則

在招聘過程中，我們嚴禁使用童工或強制勞工。我們的人力資源及行政部門將確保所有候選人均達到法定工作年齡，通過核實候選人的個人身份證明文件以防止僱用童工。同時，我們在僱傭合同及其他人力資源政策中列明工作時間、休息時間、薪酬、補償及解僱等的條款，以防止僱用任何強制勞工。本集團嚴守標準勞工合同的要求，絕不姑息任何形式的不公平僱傭關係。

During the Reporting Period, the Group was not aware of any child labour or forced labour within the Group. If any case was found, the Group would take solid action immediately to terminate such employment and investigations will be made.

於報告期內，本集團並無發現本集團內有任何童工或強制勞工的情況。如有發現，本集團將立即果斷終止有關聘用並展開調查。

⁷ In view of the COVID-19 pandemic, a number of training courses were suspended to maintain social distancing due to health and safety concerns.
鑑於2019冠狀病毒病疫情，基於健康和安全的考慮，一些培訓課程已經暫停以符合保持社交距離的安排。

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Sustainable Supply Chain

Suppliers' Overview

Our suppliers are mainly bus manufacturers, fuel suppliers, repair and maintenance service providers. The Group engaged with 73 major suppliers⁸ for the year ended 31 March 2021. The geographical distribution of our major suppliers is as follows:

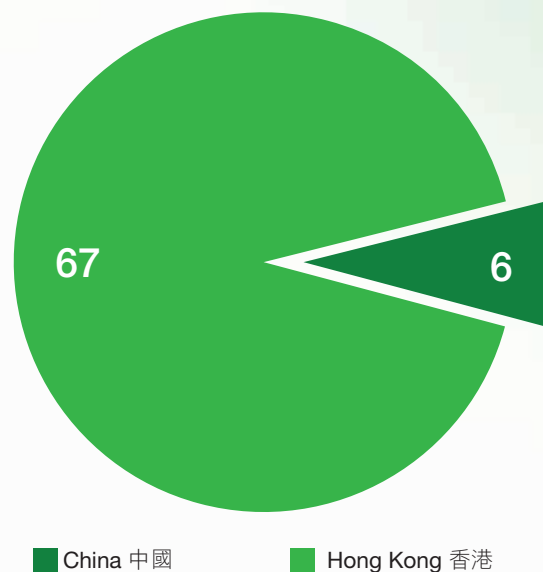
可持續發展的供應鏈

供應商概覽

我們的供應商主要是巴士製造商、燃料供應商、維修及保養服務供應商。截至二零二一年三月三十一日的年度，本集團與73間主要供應商合作⁸。我們的主要供應商的地理分佈如下：

Suppliers by Geographic 按地理區域劃分的供應商分佈

Year ended 31 March 2021 截至二零二一年三月三十一日止年度



Selection of Suppliers

For the suppliers' selection process, the selection criteria of the Group includes quality of products, prices, reputation as well as credibility. In addition, we tend to prioritize suppliers that are environmentally and socially responsible. Our currently-chosen bus manufacturers are mainly internationally-renowned companies, which demonstrate high standard of integrity in respect of environmental and social responsibilities. Only those suppliers with satisfactory assessment record would be chosen. Before reaching any agreement, the Group may require suppliers and other business partners to clearly confirm that their businesses are not in violation of any business, labour and local environmental regulations.

Annual assessment would be performed for suppliers and other service providers to ensure that the received services/products have been maintained at an acceptable quality. Informal discussion with top management and suppliers to regarding supplier performance are made on an as-needed basis so as to improve capabilities of the suppliers and service providers going forward.

甄選供應商

就甄選供應商的過程而言，本集團的甄選標準包括產品品質、價格、聲譽以及信用。此外，我們會優先考慮對環境及社會負責的供應商。我們目前選擇的巴士製造商主要是國際知名公司，它們在環境及社會責任方面體現高水平的誠信。我們只會與評估記錄令人滿意的供應商合作。於達成任何協議之前，本集團或會要求供應商及其他商業夥伴明確確認其業務並無違反任何商業、勞工及當地環境法規。

本集團對供應商及其他服務供應商進行年度評估，以確保所享用／接收的服務／產品保持在可接受的品質。本集團根據需要與高層管理人員及供應商就供應商的表現進行非正式討論，以提高供應商及服務供應商往後的水準。

⁸ Major suppliers refers to those suppliers directly contribute to our operations, such as vehicle and fuel suppliers, repair and maintenance service providers.
主要供應商是指對我們的營運有直接貢獻的供應商，如車輛及燃料供應商、維修及保養服務供應商。



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Promoting Anti-corruption and Business Ethics

The Group has zero tolerance for bribery, extortion, fraud and money laundering. In accordance with relevant laws and regulations including but not limited to the Prevention of Bribery Ordinance of Hong Kong (Cap. 201), internal policies including the “Employee Handbook”, “HR-Policy – Business Ethics & Integrity” etc. were established to clearly stipulate the procedures of making declarations of interests and fighting against corruption. Hotline and e-mail box have been provided as part of our whistle-blowing procedures. We also arrange frequent trainings about anti-corruption for our employees in order to enhance their awareness toward compliance issues. In 2020, a Community Relations Officer of Independent Commission Against Corruption (“ICAC”) was invited to conduct training on anti-bribery and ethics for our Retail Business Department. Due to COVID-19, limited seats were allowed and 15 employees attended the training.

During the Reporting Period, the Group was not aware of any material non-compliance concerning bribery, extortion, fraud and money laundering. Besides, the Group or our employees did not involve in any concluded legal proceedings related to material irregularities.

Caring for the Community

We believe that the development of the Group relies on the resources and support from all sectors of society. We regard giving back to the community where our business operates as the core responsibility of our Group. As such, we have invested plenty of resources in community investment to initiate various community activities and encourage staff volunteering to spread our warmth and love to the entire community. The Group was awarded the Caring Company Logo by the Hong Kong Council of Social Service in recognition of our performance as a good corporate citizenship and caring for the society, employees and environment.

Sponsoring Local Football Team

The Group strongly believes that development of district football is an excellent catalyst to bring communities together. As such, we have been sponsoring the Southern District Football Club of Hong Kong since 2013 so as to nurture future talents. We have a total of 12 youth teams with 300 members. Additionally, through actively participating local professional football sports, local citizens can deepen their understandings and enhance their interests in football sports.

Kwoon Chung Inclusive – Love in Motion

Kwoon Chung Inclusive and Accessible Transport Services Company Limited (“KCIS”) was established by the three executive Directors of the Group in 2019. Having developed for nearly two years, KCIS is now serving 12 routes for Feeder Service and 5 routes for Weekend Recreational Rebus Service. For Feeder Service, it is provided for the persons with mobility difficulties (including the aged persons) and their escorts. It offers feeder routes and departures, allows passengers to board or alight at any spots along the route. For Weekend Recreational Rebus Service, it is provided to facilitate persons with disabilities to visit tourist attractions in Hong Kong at weekends (i.e. Saturday and Sunday) or on public holidays, so as to promote Hong Kong as a barrier-free city. To ensure service quality, we have provided extra training for KCIS drivers, including but not limited to emergency training as well as emotion management.

During the Reporting Period, passenger can enjoy promotional fare of HK\$2 per passenger (applicable to his/her escort) per trip on all KCIS routes. We believe that KCIS can enhance connection between those in need and the community.

宣揚反貪污及商業操守

本集團絕不姑息賄賂、勒索、欺詐及洗黑錢活動。根據相關法律法規，包括但不限於香港法例第201章《防止賄賂條例》，我們制定內部政策，包括《員工手冊》、《人力資源政策－商業道德與誠信》等，訂明利益申報及反貪污的程序。作為舉報程序的一環，我們提供熱線及電郵信箱。我們亦經常為員工安排有關反貪污的培訓，提高員工對合規議題的認識。二零二零年，廉政公署（「廉政公署」）的一名社區關係主任應邀為我們的零售業務部門進行反賄賂及道德的培訓，礙於2019冠狀病毒病疫情令出席人數受限，15名員工參與是次培訓。

於報告期內，本集團並無發現任何有關賄賂、勒索、欺詐及洗黑錢的重大違規行為。此外，本集團或我們的員工並無涉及任何與重大違規行為有關的法律訴訟。

關愛社區

我們相信，本集團的發展有賴於社會各界的資源及支持。我們以回饋經營所在社區為本集團的核心責任。因此，我們在社區投資方面投入大量資源，發起各種社區活動，鼓勵員工擔任義工，向社區傳愛送暖。本集團獲香港社會服務聯會授予「商界展關懷」標誌，以表彰我們作為良好企業公民的表現，以及對社會、員工及環境的關懷。

贊助本地足球隊

本集團堅信，發展地區足球是凝聚社區的絕佳催化劑。因此，我們自二零一三年以來一直贊助香港南區足球會，培育綠茵場上的明日之星。我們設有合共12隊青年軍，球員人數達300人。此外，通過積極參與本地的職業足球運動，令本地市民加深對足球運動的認識和興趣。

冠忠無障礙•愛心樂滿載

冠忠無障礙交通服務有限公司（「冠忠無障礙」）由本集團三位執行董事於二零一九年成立。經過近兩年的發展，冠忠無障礙目前提供12條穿梭巴士路線及5條週末旅遊線的復康巴士服務。穿梭巴士服務專為行動不便人士（包括長者）及陪同者而設。穿梭巴士服務提供固定路線及班次，以供乘客在沿線任何安全地點上車或下車。週末旅遊線復康巴士服務是為方便傷健人士在週末（即星期六及日）或公眾假期參觀香港的旅遊景點，以推動香港成為無障礙城市。為確保服務質素，我們已為冠忠無障礙司機提供額外培訓，包括但不限於應急培訓及情緒管理。

於報告期內，所有冠忠無障礙路線的乘客可享有每程2港元的優惠票價（適用於陪同者）。我們相信，冠忠無障礙可以加強有需要的人與社區之間的聯繫。

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Environmental, Social and Governance Reporting Guide Index

《環境、社會及管治報告指引》索引

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Aspect B2: Health and Safety 層面B2：健康與安全			
General Disclosure 一般披露 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards. 有關提供安全工作環境及保障僱員避免職業性危害的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。		Occupational Health and Safety 職業健康及安全	P. 22
KPI B2.1 關鍵績效 指標B2.1	Number and rate of work-related fatalities. 因工作關係而死亡的人數及比率。	Occupational Health and Safety 職業健康及安全	P. 23
KPI B2.2 關鍵績效 指標B2.2	Lost days due to work injury. 因工傷損失工作日數。	Occupational Health and Safety 職業健康及安全	P. 23
KPI B2.3 關鍵績效 指標B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored. 描述所採納的職業健康與安全措施，以及相關執行及監察方法。	Occupational Health and Safety 職業健康及安全	P. 22
Aspect B3: Development and Training 層面B3：發展及培訓			
General Disclosure 一般披露 Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. 有關提升僱員履行工作職責的知識及技能的政策。描述培訓活動。		Talent Development 人才發展	P. 23
KPI B3.1 關鍵績效 指標B3.1	The percentage of employees trained by gender and employee category. 按性別及僱員類別劃分的受訓僱員百分比。	Talent Development 人才發展	P. 24
KPI B3.2 關鍵績效 指標B3.2	The average training hours completed per employee by gender and employee category. 按性別及僱員類別劃分，每名僱員完成受訓的平均時數。	Talent Development 人才發展	P. 24



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Aspect B4: Labour Standards 層面B4：勞工準則			
General Disclosure 一般披露 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour. 有關防止童工或強制勞工的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Labor Standards 勞工準則	P. 24	
KPI B4.1 關鍵績效 指標B4.1	Description of measures to review employment practices to avoid child and forced labour. 描述檢討招聘慣例的措施以避免童工及強制勞工。	Labor Standards 勞工準則	P. 24
KPI B4.2 關鍵績效 指標B4.2	Description of steps taken to eliminate such practices when discovered. 描述在發現違規情況時消除有關情況所採取的步驟。	Labor Standards 勞工準則	P. 24
Operating Practices 營運慣例			
Aspect B5 : Supply Chain Management 層面B5：供應鏈管理			
General Disclosure 一般披露 Policies on managing environmental and social risks of the supply chain. 管理供應鏈的環境及社會風險政策。	Sustainable Supply Chain 可持續發展的 供應鏈	P. 25	
KPI B5.1 關鍵績效 指標B5.1	Number of suppliers by geographical region. 按地區劃分的供應商數目。	Sustainable Supply Chain 可持續發展的 供應鏈	P. 25
KPI B5.2 關鍵績效 指標B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored. 描述有關聘用供應商的慣例，向其執行有關慣例的供應商數目、以及有關慣例的執行及監察方法。	Sustainable Supply Chain 可持續發展的 供應鏈	P. 25
Aspect B6: Product Responsibility 層面B6：產品責任			
General Disclosure 一般披露 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress. 有關所提供產品和服務的健康與安全、廣告、標籤及私隱事宜以及補救方法的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。	Safety and Quality Services 安全及優質服務	P. 10	

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KPI B6.1 關鍵績效 指標B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons. 已售或已運送產品總數中因安全與健康理由而須回收的百分比。	Not applicable to the Group 不適用於本集團	N/A 不適用
KPI B6.2 關鍵績效 指標B6.2	Number of products and service-related complaints received and how they are dealt with. 接獲關於產品及服務的投訴數目以及應對方法。	Providing Great Travel Experience 提供優越乘車體驗	P. 13
KPI B6.3 關鍵績效 指標B6.3	Description of practices relating to observing and protecting intellectual property rights. 描述與維護及保障知識產權有關的慣例。	Not applicable to the Group 不適用於本集團	N/A 不適用
KPI B6.4 關鍵績效 指標B6.4	Description of quality assurance process and recall procedures. 描述質量檢定過程及產品回收程序。	Providing Great Travel Experience; Recall procedures is not applicable to the Group 提供優越乘車體驗；產品回收程序不適用於本集團	P. 13
KPI B6.5 關鍵績效 指標B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored 描述消費者資料保障及私隱政策，以及相關執行及監察方法。	Advertising and Privacy Protection 廣告及私隱保障	P. 14
Aspect B7: Anti-Corruption 層面B7：反貪污			
General Disclosure 一般披露 Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering. 有關防止賄賂、勒索、欺詐及洗黑錢的： (a) 政策；及 (b) 遵守對發行人有重大影響的相關法律及規例的資料。		Promoting Anti-corruption and Business Ethics 宣揚反貪污及商業操守	P. 26
KPI B7.1 關鍵績效 指標B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Reporting Period and the outcomes of the cases. 於匯報期內對發行人或其僱員提出並已審結的貪污訴訟案件的數目及訴訟結果。	Promoting Anti-corruption and Business Ethics 宣揚反貪污及商業操守	P. 26
KPI B7.2 關鍵績效 指標B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored. 描述防範措施及舉報程序，以及相關執行及監察方法。	Promoting Anti-corruption and Business Ethics 宣揚反貪污及商業操守	P. 26



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Community 社區			
Aspect B8: Community Investment 層面B8：社區投資			
General Disclosure 一般披露 Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests. 有關以社區參與來了解營運所在社區需要和確保其業務活動會考慮社區利益的政策。		Caring for the Community 關愛社區	P. 26
KPI B8.1 關鍵績效指標B8.1	Focus areas of contribution. 專注貢獻範疇。	Caring for the Community 關愛社區	P. 26
KPI B8.2 關鍵績效指標B8.2	Resources contributed to the focus area. 在專注範疇所動用資源。	Not disclosed during the Reporting Period 報告期內未披露	N/A 不適用

