



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)



2021/2022

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

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ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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About this Report

Purpose and Reporting Scope

Kwoon Chung Bus Holdings Limited (the “Company”, together with its subsidiaries, collectively “Kwoon Chung” or the “Group” or “we” or “us”) is pleased to present the Environmental, Social and Governance (“ESG”) Report (the “Report”) to its stakeholders for the period from 1 April 2021 to 31 March 2022 (the “Reporting Period”), with the intention to disclose and report on the major strategies and performances on the Group’s sustainable development.

Unless otherwise stated, the scope of this Report primarily covers our business segments in Hong Kong, which are material to ESG concerns and significant to the Group. Our operations in Hong Kong include 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

This ESG Report is prepared in accordance with the latest disclosure requirements under 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

Reporting Principle 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 should be 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。	A materiality assessment has been conducted during the preparation of this Report to identify the issues that are pressing to both the Group and its major stakeholders. A targeted approach has been taken to collect and disclose relevant information about the vital issues. 我們於編製本報告期間已進行重要性評估，以識別對本集團及其主要持份者而言至關重要的重大議題。我們已針對性收集並披露有關重大議題的相關資料。

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「冠忠」或「本集團」或「我們」）欣然向其持份者提呈於二零二一年四月一日至二零二二年三月三十一日止期間（「報告期」）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、社會及管治關注具有重大意義，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

本環境、社會及管治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」）的最新披露要求而編製。

報告原則

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Reporting Principle 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
Quantitative 量化	<p>Key Performance Indicators (“KPIs”) shall be presented in a measurable way. Targets can be set to reduce 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.</p> <p>關鍵績效指標（「關鍵績效指標」）須以可予計量的方式呈列。發行人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。</p>	<p>This Report provides quantitative and comparative information and KPIs. Sufficient explanation has been provided wherever applicable.</p> <p>本報告提供比較及量化資料以及關鍵績效指標，並附帶說明。並在適用情況下提供充分解釋。</p>
Balance 平衡	<p>The ESG report should provide an unbiased picture of the issuer’s performance. The report should avoid selections, omissions, or presentation formats that may inappropriately influence a decision or judgment by the report reader.</p> <p>環境、社會及管治報告應當不偏不倚地呈報發行人的表現，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。</p>	<p>This Report presents both achievements and challenges in an unbiased manner, reflecting our ESG performance in an objective manner.</p> <p>本報告不偏不倚地披露我們的成果和挑戰，客觀地反映了我們的環境、社會及管治表現。</p>
Consistency 一致性	<p>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.</p> <p>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。</p>	<p>A consistent methodology has been applied during the preparation of this Report with necessary explanations on any changes to the methods used compared to the prior year.</p> <p>我們編製本報告時採用了一致的方法，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。</p>

Access to this ESG Report

The Report has been prepared in both English and Chinese and is available on the Group’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，並可在本集團網站 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

The opinions of each stakeholder are considered essential to the business and sustainable development of the Group. Should you have any feedback on this 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對本集團的業務及可持續發展至關重要。閣下如對本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

Throughout our operations, the Group has devoted itself to the following missions:

本集團於營運中致力達成下列使命：

1. 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。
2. To promote environmental awareness in:
推動環保意識：
 - ◇ *Caring for the environment*
關愛環境
 - ◇ *Reducing the generation of pollution and waste*
減少產生污染及廢棄物
 - ◇ *Recycling resources*
資源回收
3. To identify, understand, and consistently fulfil customer requirements and applicable laws and regulations.
識別、了解並持續符合客戶要求及適用法律和規例。
4. To introduce a governance policy that emphasizes coordination, cooperation, and interaction, contributing to the sustainable development of society and environmental protection.
引入著重協調、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

We are committed to shouldering corporate social responsibility while maintaining steady business growth. We believe a balance between business development and sustainable development will create long-term value to the Group and its stakeholders. Throughout our daily operations and decision-making processes at all levels of management of the business, we uphold ESG principles with the aim to create a better and greener future for our next generations. Under the impact of Coronavirus (the "COVID-19"), the Group prioritizes the health and safety of our employees, concerning our environmental impact and serving the communities where the Group operates. Our corporate responsibility is built upon the philosophy of 'We protect our people and the environment' in order to achieve sustainable growth and accelerated productivity.

ESG Governance

We believe our approach to ESG is fundamental to our business and our stakeholders. The Group believes that ESG integration into our business is the key to our continued success in the future. In order to make sustainability issues as part of the Group's corporate agenda, an ESG governance structure has been in place, with the Board of Directors (the "Board") holding the ultimate responsibility in overseeing the Group's ESG strategy and reporting.

我們的可持續發展方針

我們致力在維持業務穩定發展的同時承擔企業社會責任。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遠價值。我們在日常營運及各管理層級的決策過程中恪守環境、社會及管治原則，以為下一代創造更美好、更環保的未來為目標。受到新型冠狀病毒（「2019冠狀病毒病」）的影響，本集團以僱員的安全健康、關注我們對環境的影響及服務本集團業務所在社區為先。我們的企業責任建基於「我們守護員工與環境」的理念，以達致可持續增長及效率提升。

環境、社會及管治治理

我們認為我們的環境、社會及管治方針對我們的業務及持份者至關重要。本集團認為，我們將來能持續成功的關鍵在於將環境、社會及管治融入我們業務之中。為使可持續發展議題成為本集團企業議程的一部份，我們已建立環境、社會及管治治理架構，由董事會（「董事會」）承擔監督本集團環境、社會及管治策略及報告的最終責任。

The Board 董事會

- Review ESG framework and oversee ESG strategy and goals
審閱環境、社會及管治框架以及監督環境、社會及管治策略及目標
- Monitor and manage material ESG-related risks
監察及管理重大環境、社會及管治相關風險
- Review the progress made against ESG-related goals and targets
檢討環境、社會及管治相關目標及指標的進展

Executive Management 高級管理層

- Oversee policies and practices on ESG issues
監管環境、社會及管治議題政策及常規
- Review and implement the Group's ESG strategy
檢討及實施本集團的環境、社會及管治策略
- Identify and review the Group's ESG-related risks
識別及檢討本集團的環境、社會及管治相關風險

ESG Working Group 環境、社會及管治工作小組

- Implement ESG-related programs
實施環境、社會及管治相關計劃
- Communicate with stakeholders on a regular basis
定期與各持份者溝通
- Collect ESG information and data for ESG disclosure
就環境、社會及管治披露收集環境、社會及管治資料及數據

ESG Risk Management

We are dedicated to strengthening our sustainability performance with an effective ESG risk management mechanism in place. Being accountable for the long-term sustainability of the Group, the Board retains the ultimate responsibility for the oversight of the Group's ESG risk management to reinforce business resilience in the face of unprecedented future changes. The Group regards risk management as an important part of daily management in order to adapt to the dynamic business environment where economic, industry, regulatory and operating conditions are constantly changing. During the Reporting Period, we identified, evaluated and prioritized ESG-related risks which are relevant and have significant impact on our business operations. In response to any identified ESG-related risks, corresponding controls are in place to mitigate the risks and operate effectively at the appropriate business level. The Board would review the effectiveness of the control measures and make relevant suggestions, when necessary.

環境、社會及管治風險管理

我們致力通過實施有效的環境、社會及管治風險管理機制加強我們可持續發展表現。肩負著本集團的長期可持續性重責，董事會承擔監督本集團環境、社會及管治風險管理的最終責任，以加強企業韌性，應對未來可能發生的前所未有的變化。本集團認為風險管理乃日常管理的重要一環，以適應經濟、行業、監管及不斷轉變的營商環境。於報告期內，我們識別、評估及優先考慮對我們的業務營運相關及具有重大影響的環境、社會及管治相關風險。我們就識別的環境、社會及管治相關風險已有對應控制措施以減輕有關風險，而該等控制措施在適當的業務層面有效運作。董事會將於有需要時檢討控制措施的有效程度並作出相關建議。

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Stakeholder Engagement

The opinions from stakeholders lay a solid foundation for our sustainable development. Engaging with stakeholders allows us to better shape our strategy to respond to their needs, anticipate risks and strengthen key relationships. As such, we have been engaging with our stakeholders on an ongoing and regular basis to gather diverse perspectives and opinions from a wide range of stakeholders along the value chain. Our identified stakeholders and respective communication channels deployed include:

持份者參與

持份者的意見為我們的可持續發展奠定堅實的基礎。接觸持份者使我們更有效制定策略，從而有助我們回應彼等的期望、預測風險及鞏固主要關係。因此，我們持續及定期接觸我們的持份者，從而收集價值鏈上廣泛持份者的多元觀點及意見。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 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 PLG meetings for Franchised Bus Division 專利巴士部門的乘客聯絡小組會議
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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Materiality Assessment

We take materiality assessment as an important exercise to determine which sustainability topics are of great importance to our stakeholders and the Group so that we could disclose the relevant material sustainability topics in this Report. In addition to the above regular communication channels, we engaged with an independent sustainability consultant to assist the Group in conducting materiality assessment during the Reporting Period. The result of materiality assessment and relevant ESG topics will be regularly discussed and reviewed by the management and the Board. In conducting the materiality assessment, the process involves issue identification, issue prioritization based on the materiality ranking from the survey result analysis, and issue validation.

The materiality assessment process is shown as below:

重要性評估

我們視重要性評估為一項重要工作，以確定那些可持續發展議題對我們的持份者及本集團而言均屬非常重要，因此我們能夠在本報告中披露相關重要可持續發展議題。除上述常規溝通渠道外，我們於報告期間聘請獨立可持續發展顧問，協助本集團進行重要性評估。管理層及董事會將定期討論及檢討重要性評估結果及相關環境、社會及管治議題。進行重要性評估時，過程涉及議題識別、根據自調查結果分析得出的重要性等級進行議題排序以及議題驗證。

重要性評估過程如下：

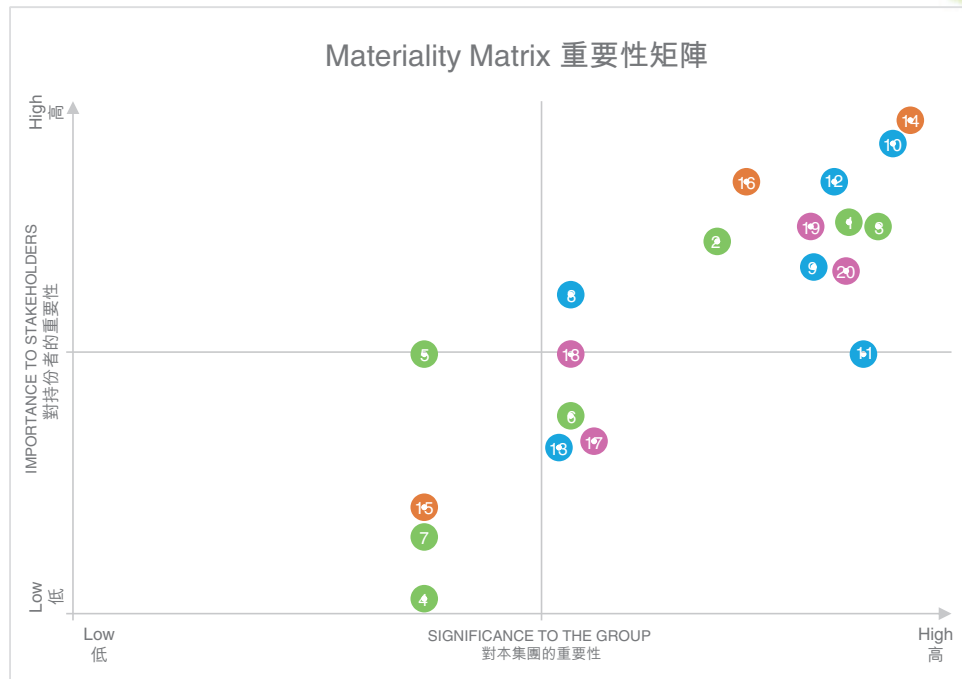


The following materiality matrix shows the results of the materiality assessment. The top right corner of the matrix represents the top concerns of our stakeholders.

以下重要性矩陣呈列重要性評估的結果。矩陣右上方代表持份者最關注的議題。

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環境、社會及管治報告



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	Marketing Promotion and Advertisement 市場推廣及廣告
3	Carbon Emissions and Energy Saving 碳排放及節能	16	Anti-Fraud and Corruption 反欺詐及貪污
4	Water Conservation 水資源保護	17	Community Investment 社區投資
5	Climate Change Risk 氣候變化風險	18	Data Protection and Cyber Security 數據保護及網絡安全
6	Green Procurement 綠色採購	19	Economic Performance 經濟表現
7	Environmental Risks along Supply Chain Management 供應鏈管理中的環境風險	20	Business Expansion 業務擴展
8	Employee Welfare 僱員福利		
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

Quality and safety are essential to our clients and the foundation of our business. Our overall value proposition is therefore driven by continuous improvement in safety, reliability, and customer service. To this end, we adhere to the philosophy of “Serving with Pride and Dedication” and seek to embed and maintain a strong safety culture (“Safety-We Care”) that is enthusiastically embraced by all employees. Our safety culture is designed to inform and guide personal and organizational behaviour in order to ensure that the Group’s risk profile is continuously and visibly reduced.

With all this in mind, we have formed a training, safety, and performance management department led by a team of industry professionals with strong backgrounds in the local and international public transport markets. The department adopts industry best practices with the help of the latest technological developments, develops appropriate policies, supports line management oversight and enhances monitoring of day-to-day bus operations.

With the concerted effort of our dedicated employees and management, one of our principal purpose-built depots in Mui Wo has been recognized by ISO 9001: 2015 Quality Management System Certification, ISO 14001: 2015 Environmental Management System Certification and ISO 45001: 2018 Occupational Health & Safety Management System Certification, representing our strong commitments in providing rigorous management on quality, environment and occupational health and safety.

Our Vehicle Fleet

We regularly review bus specifications. As far as our double-deck buses are concerned, we have upgraded the specifications, including a new straight staircase (for easier access to the upper deck), priority seats, and more spacious seats. Moreover, our entire double-deck fleet offers super-low floor access. As for the coach fleet in general, it is fitted with speed limiters.

安全及優質服務

質素與安全對客戶至關重要，這也是我們營運的基礎。因此，在安全、可靠及客戶服務三方面精益求精，是本集團整體價值主張的驅動力。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，您的安全」），並獲全體僱員全力支持。我們的安全文化旨在說明及引導個人及組織行為，以確保本集團可持續顯著地減少風險狀況。

考慮到上文所述的種種，我們已成立培訓、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業專家團隊領導。透過採取行業最佳常規及在最新技術發展協助下，該部門制定適當政策，支援業務管理監督及加強對日常巴士營運的監測。

經過專責員工及管理層的共同努力下，我們設於梅窩的一所主要專用車廠已取得ISO 9001: 2015品質管理體系認證、ISO 14001: 2015環境管理體系認證及ISO 45001: 2018職業健康及安全管理體系認證，足證我們對提供嚴格的品質、環境及職業健康及安全管理制度的有力承擔。

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，所有客車已裝設限速器。

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Safety Measures

Regular Maintenance

A systematic inspection and maintenance program has been established by the Group to ensure that our fleet is in good condition and conforms to safety regulations. 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 examiners to conduct random checking.

Safety Facilities

Safety of our passengers is always our top priority. We have implemented the following safety measures:

Surveillance Cameras

To ensure passengers' safety and protect bus captains' interests, 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, which allow the Group to more readily monitor road conditions as well as the behaviours of bus captains (and other road-users) to good effect.

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.

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.

安全措施

定期保養

本集團已制定一套有系統性的檢查及保養計劃，確保車隊保持良好狀態並符合安全規定。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，運輸署亦會派出車輛檢查員進行抽查。

安全設施

乘客安全一直是我們的首要考慮。我們已實施以下安全措施：

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。

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。

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 whether 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 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 the vehicle 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 fleet is 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

In order to meet customer needs and expectations, all employees, including but not limited to school bus captains, station assistants, school bus escorts and control room officers, are required to act in a professional manner and demonstrate behaviour consistent with customer expectations and the “Safety-We Care” culture. Therefore, 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. Due to COVID-19 and the social distancing measures, webinar trainings were introduced. Staff are encouraged to register and attend the trainings at their work stations.

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車輛達到限速時，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現已配備安全帶。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(包括但不限於校巴車長、車站助理、校巴保母及控制室人員)必須以專業態度行事，行為亦應與客戶期望及「我們關注，您的安全」文化一致。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。由於2019冠狀病毒病及社交距離措施的影響，我們引入網絡研討會培訓，並鼓勵員工在其工作站登記及參加培訓。

Bus Captains 巴士車長

- 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

School Bus Escorts 校巴保母

- 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

Maintenance Staff 保養人員

- Basic electricity theory
基本電力理論
- Safety of vehicles
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

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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Providing Great Travel Experience

Special measures during pandemic

Pandemic prevention measures

In light of the spread of COVID-19, we believe that there is a growing concern from customers regarding the hygiene standards. Therefore, we have formulated and adopted a series of anti-epidemic measures to protect the safety of our passengers:

- ◇ Anti-bacteria coating services are applied in compartments of the entire fleet in every three months
- ◇ Reminders on putting on face masks are provided to passengers 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
- ◇ School bus captains and school bus escorts are required to perform a rapid antigen test every working day

Reporting mechanism

In addition to implementing preventive measures, we have a reporting mechanism in place that requires our employees to report cases of COVID-19 to designated departments and to take immediate action following the advice from the Department of Health when a confirmed case is identified to prevent the spread of the virus.

Listening and acting upon customers' feedback

We believe that customer feedback is one of the key factors that can offer valuable market intelligence and help the Group to achieve continuous improvements in our service quality levels. With this in mind, the Group seeks to collect opinions in a number of different ways. For example, we have established various communication channels on public platforms to collect customers' points of view towards our safety and service standards and we regularly meet our corporate clients, schools and residents associations in order to review our service performance. Meanwhile, our Franchised Bus Division also hosts regular Passengers Liaison Group ("PLG") Meetings. Our commitment in each case is always to understand the root cause of each and every complaint and to take prompt and effective actions aimed at avoiding future repetition of similar incidents (as far as is reasonably practicable).

During the Reporting Period, there were 115 complaints and suggestions relating to franchised bus services as were referred to the Group by the Transport Complaints Unit of the Government's Transport Advisory Committee, covering the adequacy and standard of services. All complaints were rigorously investigated and handled according to the Group's internal guidelines.

During the Reporting Period, no material complaints were received relating to our services that have had a significant impact on the Group.

提供優越乘車體驗

疫情期間的特別措施

防疫措施

由於2019冠狀病毒病的傳播，我們相信客戶愈加關注衛生標準。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
- ◇ 校巴車長及校巴保母須每個工作日進行一次快速抗原測試

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，我們將立即根據衛生署的建議採取行動，阻止病毒傳播。

聆聽客戶的回饋意見並採取相應行動

我們認為客戶的回饋意見是提供有價值的市場情報及促進本集團持續改進服務水平的關鍵因素之一，有見及此，本集團透過多種渠道收集意見。例如，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，並與我們的企業客戶、學校和居民協會定期會面，以檢討服務績效。同時，我們的專利巴士部門亦定期舉行乘客聯絡小組會議。於任何情況下，我們始終承諾會了解每一宗投訴的根本原因，並及時採取有效行動，以避免日後再次發生類似事件(在合理可行的範圍內)。

於報告期內，隸屬政府交通諮詢委員會之交通投訴組向本集團轉介115宗有關專利巴士服務的投訴及建議，涵蓋服務的質量及水準。所有投訴均已按照本集團內部指引嚴格調查及處理。

於報告期內，並無收到有關我們的服務且對本集團有重大影響的重大投訴。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Regular internal quality inspection

In order to maintain the quality of our services, we regularly implement “mystery customer” programs as well as internal surveys in our depots (and across our operating area) with the aim of inspecting and identifying deficiencies. The results of inspections and investigations will be reported and tracked by the management in order to ensure that requisite actions can be taken, aiming to achieve our goal of delivering continuous improvements in service quality.

Due to our business nature, recall procedures is not applicable.

Advertising and Privacy Protection

The promotion of our services is strictly regulated to avoid misleading information to ensure that the right-to-know of customers is protected.

Our daily operations involve the collection and handling of customers’ personal information. The Group is committed to protecting the privacy of our customers. We handle such information with due care and are in compliance with the Personal Data (Privacy) Ordinance of Hong Kong. For example, for CCTV recording, we will normally clear all records after 3 months to protect the 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 the Hong Kong Trade Descriptions Ordinance and the Personal Data (Privacy) Ordinance of Hong Kong.

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

定期進行內部品質檢查

為保持服務品質，我們定期實施「神秘乘客」計劃及車廠（及營運區域全區）內部調查，以視察及找出不足之處。視察及調查的結果將予以匯報並由管理層跟進，以確保可以採取必要的行動來實現我們持續改進服務品質的目標。

由於我們的業務性質，回收程序並不適用。

廣告及私隱保障

在宣傳我們的服務時，我們會嚴格規管，以避免誤導性資訊，保障消費者的知情權。

我們的日常營運涉及收集及處理客戶個人資料。本集團一直致力於保護客戶私隱。我們遵守香港《個人資料（私隱）條例》，謹慎處理該等資料。例如，閉路電視錄像方面，我們通常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，產品標籤對本集團並不適用，而知識產權並非重要議題。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Protecting the Environment

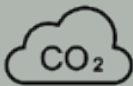



Environmental protection and sustainable development are one of the Group's top priorities. As a road transport operator in Hong Kong, the Group is aware of the impact of our operations to the environment and the public. We have obtained ISO 14001: 2015 Environmental Management System Certification at one of our depots, showing our alignment with the international environmental management standard. Kwoon Chung is also one of the signatories of the Low Carbon Charter of the Business Environment Council, with the aim to contribute toward Hong Kong's long-term decarbonization and achieve carbon reduction targets. Meanwhile, New Lantao Bus Company (1973) Limited, a 99.99%-owned subsidiary of the Company, joins other key industry players in its role as an active Member of the Civic-Exchange initiated "Zero Emissions Mobility Consortium".

In an effort to combat climate change, the Group has set the below green targets:

保護環境

環境保護及可持續發展是本集團的首要任務之一。作為香港的道路運輸營運商，本集團深知我們的營運對環境及公眾的影響。我們的一所車廠已獲得ISO 14001: 2015環境管理體系認證，顯示我們符合國際環境管理標準。冠忠亦是商界環保協會低碳約章的簽署人之一，旨在為香港的長遠減碳作出貢獻，並達致減碳目標。同時，由本公司擁有99.99%股權之附屬公司新大嶼山巴士（一九七三）有限公司與業界其他主要參與者一起成為由思匯政策研究所發起的「零排放交通聯盟」的活躍成員。

為應對氣候變化，本集團已制定下列綠色目標：

Emissions 排放 	To reduce air and greenhouse gas ("GHG") emissions through implementing environmentally friendly measures. 透過實施環保措施減少廢氣及溫室氣體（「溫室氣體」）排放。
Waste 廢棄物 	To minimise waste by promoting recycling and waste reduction at source. 透過從源頭促進廢棄物回收及減廢，盡量減少廢棄物。
Energy 能源 	To optimise energy use efficiency and advocate for energy-saving practices. 優化能源利用效率，倡導節能實踐。
Water 用水 	To enhance water efficiency and advocate for water conservation by implementing water-saving practices. 透過實施節水措施，提高用水效率，倡導節約用水。

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)

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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Environmental KPIs 環境關鍵績效指標	2020/21 二零二零/二一年度	2021/22 二零二一/二二年度	Unit 單位
Air Emissions 廢氣排放^{1,2}			
Nitrogen Oxides (“NOx”) 氮氧化物 (「氮氧化物」)	305.10	272.46	Tonnes 噸
Sulphur Oxides (“SOx”) 硫氧化物 (「硫氧化物」)	0.24	0.24	Tonnes 噸
Particulate Matter (“PM”) 顆粒物 (「顆粒物」)	22.93	20.47	Tonnes 噸
Greenhouse Gas (“GHG”) Emissions¹ 溫室氣體 (「溫室氣體」) 排放 ¹			
Direct Emissions (Scope 1) 直接排放 (範圍1)	43,712.56	42,661.26	Tonnes CO ₂ e 噸二氧化碳當量
Indirect Emissions (Scope 2) 間接排放 (範圍2)	795.74	617.16	Tonnes CO ₂ e 噸二氧化碳當量
Total GHG Emissions (Scope 1 & 2) 溫室氣體排放總量 (範圍1及2)	44,508.30	43,278.42	Tonnes CO ₂ e 噸二氧化碳當量
Intensity of GHG Emissions 溫室氣體排放密度	49.56	43.65	Tonnes CO ₂ e/million HKD revenue 噸二氧化碳當量/ 百萬港元收入
Energy Consumption 能源消耗			
<u>Direct Energy 直接能源</u>			
Diesel 柴油	150,528.53	150,000.43	MWh 兆瓦時
Gasoline 汽油	1,168.76	959.24	MWh 兆瓦時
LPG 液化石油氣 ³	8.73	346.29	MWh 兆瓦時
<u>Indirect Energy 間接能源</u>			
Purchased Electricity 購買的電力	1,287.11	1,213.88	MWh 兆瓦時
Total Energy Consumption (Direct and Indirect) ⁴ 能源消耗總量 (直接及間接) ⁴	152,993.13	152,519.84	MWh 兆瓦時
Intensity of Energy Consumption 能源消耗的密度	170.37	153.81	MWh/million HKD revenue 兆瓦時/ 百萬港元收入
Water 水⁵			
Total Water Consumption 總用水量	23,231.82	24,102.30	m ³ 立方米
Intensity of Water Consumption 用水密度	25.87	24.31	m ³ /million HKD revenue 立方米/ 百萬港元收入

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Environmental KPIs 環境關鍵績效指標	2020/21 二零二零/二一年度	2021/22 二零二一/二二年度	Unit 單位
Hazardous Waste 有害廢棄物			
Liquid Waste 液體廢棄物			
Spent Lube Oil 廢潤滑油	52.20	43.20	m ³ 立方米
Spent Lube Oil (Waste Water) 廢潤滑油(廢水)	41.00	41.00	m ³ 立方米
Spent Oil Filter 廢油過濾器	0.10	0.12	m ³ 立方米
Total Hazardous Waste (Liquid) 有害廢棄物(液體)總量	93.30	84.32	m ³ 立方米
Intensity of Hazardous Waste (Liquid) 有害廢棄物(液體)的密度	0.10	0.09	m ³ /million HKD revenue 立方米/ 百萬港元收入
Hazardous Waste 有害廢棄物			
Solid Waste 固體廢棄物			
Waste Battery 廢電池	8.50	7.23	Tonnes 噸
Total Hazardous Waste (Solids) 有害廢棄物(固體)總量	8.50	7.23	Tonnes 噸
Intensity of Hazardous Waste (Solids) ⁶ 有害廢棄物(固體)的密度 ⁶	0.009	0.007	Tonnes/million HKD revenue 噸/百萬港元收入
Non-hazardous Waste 無害廢棄物			
General Refuse 一般垃圾	1.13	1.13	Tonnes 噸
Tyres 輪胎	33.34	21.87	Tonnes 噸
Total Non-hazardous Waste 無害廢棄物總量	34.47	23.00	Tonnes 噸
Intensity of Non-hazardous Waste 無害廢棄物的密度	0.04	0.02	Tonnes/million HKD revenue 噸/百萬港元收入

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- Our reporting on air and greenhouse gases (GHG) emissions are mainly based 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)。
- The calculation of the mileage travelled by mobile vehicles was adjusted during the Reporting Period to reflect actual situation.

移動車輛總行車里數的計算已於報告期內調整，以反映實際狀況。
- The operation of the green PLB route, which connects the Hong Kong-Zhuhai-Macao Bridge Port, was forced to suspend since February 2020 due to the stringent border control measures implemented by the Government under the COVID-19 pandemic. Prior year consumption was due to the maintenance process incurred.

Since the PLB changed its operation route for several months temporarily during the Reporting Period, an increase in LPG consumption was therefore observed in the Reporting Period.

由於政府採取嚴格的邊境管制措施，連接港珠澳大橋香港口岸至東涌的綠色公共小巴路線自二零二零年二月起在2019冠狀病毒病疫情下被迫暫停營運。過往年度的消耗乃由於其產生的保養程序。

由於該公共小巴於報告期內數個月短暫更改其營運路線，故此報告期內液化石油氣消耗有所增加。
- 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。
- 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。
- The figure has been adjusted to reflect the actual situation.

數字已予調整，以反映實際狀況。

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Energy Consumption, Air and GHG Emissions

Our daily operations rely heavily on the operation of vehicles, as well as electricity consumption for our offices, ticketing points, bus stations and depots. Fuel usage and electricity consumption are major sources of energy consumption, air and GHG emissions. To minimize our impact on the environment, the Group implements internal measures to manage vehicle use from our operations, and to plot a pathway to zero emissions in line with the target of achieving carbon neutrality by Year 2050 being promoted by the Government of the Hong Kong Special Administrative Region (the "Government"). For example, our management would optimize the environmental performance of our operations by reviewing and revising our bus routes and schedules regularly. To this end, through bus route rationalization of our commercial bus routes, the enhanced network can help to improve traffic congestion by reducing unnecessary vehicular flow and, in so doing, we will also improve the roadside air quality. Furthermore, we have invested in new state-of-the-art bus and crew scheduling software which is facilitating improvements in operational efficiency by means of the elimination of unnecessary vehicle movements. Moreover, in addition to taking steps to ensure that devices and vehicles are not switched for longer periods than strictly necessary (with, for example, engine idling being monitored by advanced GPS tracking devices), we have also successfully converted some key bus routes from a high frequency single decker bus operation into a slightly lower frequency double decker bus mode with the outcome being that we successfully reduced noise, air emissions and fuel consumption whilst simultaneously minimising vehicle movement risk. And all of the latter being achieved without losing any passengers and without compromising customer service levels.

Water Consumption

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 during the Reporting Period. Yet, we are aware of the importance of water conservation. Our goal is to enhance water efficiency by advocating water conservation. We have been posting reminder in offices to enhance staff awareness in water conservation.

Waste Management

During the normal course of our business, waste oil and batteries used in our vehicle fleet are the major hazardous wastes generated. To properly manage and reduce hazardous waste associated with our operations, the Group has adopted below measures:

- ◇ To develop a Waste Handling Policy and Guideline for corresponding departments
- ◇ To assign trained technicians to perform recycling
- ◇ To store and handle such wastes in designated areas at bus depots (before disposal)
- ◇ To engage with qualified and registered service-providers to collect and process such wastes in a proper way in accordance with the statutory standards

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能源消耗、廢氣及溫室氣體排放的主要來源。為盡量減少對環境的影響，本集團實施內部措施管理我們營運中的車輛使用，並規劃途徑實現零排放以符合香港特別行政區政府（「政府」）推動的二零五零年實現碳中和的目標。例如，我們的管理層將定期審查及修訂我們的巴士路線和時刻表，以優化我們的經營環境績效。就此，透過對我們的商業巴士路線進行巴士路線合理化加強網絡，減少不必要的車流量，有助改善交通擁堵，同時我們亦將藉此改善路邊空氣質素。此外，我們已投入最先進的全新巴士及人員調度軟件，該軟件可透過杜絕不必要的車輛行駛促進提升營運效率。此外，除採取措施確保設備和車輛的開啟時間不會超過嚴格必要的時間（如通過先進的GPS跟蹤設備監控引擎空轉）外，我們亦成功地將一些主要巴士路線從頻密班次的單層巴士運行轉為班次略少的雙層巴士模式，藉此我們成功減少噪音、廢氣排放及燃料消耗，同時最大限度地降低了車輛行駛風險。而後者均是在不損失任何乘客及不影響客戶服務水平的情況下實現。

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，我們於報告期內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。我們旨在通過倡導節約用水來提高用水效率。我們一直在辦公室張貼提示，以提高員工的節水意識。

廢棄物管理

於我們的正常業務過程中，廢油及用於車隊的電池是產生的主要有害廢棄物。為妥善管理及減少與旗下營運有關的有害廢棄物，本集團已採取以下措施：

- ◇ 為相關部門制定《廢棄物處理政策及指引》
- ◇ 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

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Waste tyres, scrapped vehicles, used paper and general refuse are the leading contributors to non-hazardous waste generation. The Group is committed to recycling, storing and disposing waste responsibly in order to reduce non-hazardous waste production.

To minimize the amount of landfilled waste, the Group has adopted below measures:

- ◇ To raise staff's environmental protection awareness by training
- ◇ To 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.

Green Operations

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

Euro V and Euro VI vehicles

To improve roadside air quality and better protect health of the public, the Group has planned to replace ageing buses, especially those Euro IV vehicles by Euro V and VI vehicles in the coming years. During the Reporting Period, a total of 31 vehicles of the Group's fleet have been upgraded to ensure their engines meet the low-emissions standard of Euro V and Euro VI DCV, while over 59% of our vehicles meet such standard as at 31 March 2022.

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. We believe that replacing ageing buses by Euro V and VI vehicles can enhance the environmental performance to reduce GHG emissions of the Group.

Regular maintenance

The comprehensive vehicle maintenance programs of the Group maintain the diesel-fueled generators, refrigeration and air-conditioning systems of vehicles so as to ensure proper energy efficiency and conform to the standards. Our repairing technicians and frontline operational staff always stay alert to identify high emitting vehicles and carry out repairs to restore the capacity and performance of vehicles to meet the strict exhaust emission standards of the European Council of Environmental Ministers. Our management would review the emission inspection system regularly to ensure compliance with regulations, for example by strengthening enforcement and enhancing the testing procedures and executions in order to minimize errors and prevent the appearance of high-emitting vehicles.

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。

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

為改善路邊空氣質素及更好保障市民健康，本集團計劃於未來幾年以歐盟五型及六型車輛更換老齡巴士，尤其是歐盟四型車輛。於報告期內，本集團車隊中共有31輛汽車已經升級，以確保其引擎符合歐盟五型及歐盟六型DCV的低排放標準，而於二零二二年三月三十一日，超過59%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（即設計重量超過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%。與歐盟五型相比，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。我們相信以歐盟五型及歐盟六型車輛取代老齡巴士可提升環保績效，減少本集團的溫室氣體排放。

定期保養

本集團制定綜合車輛保養計劃，以保養車輛的柴油發電機、製冷及空調系統，確保能源效率良好及符合標準。我們的維修技術人員及一線操作人員始終保持警惕，識別高排放車輛並進行維修以修復車輛的容量及性能，以符合歐盟環境部長理事會嚴格的廢氣排放標準。我們的管理層會定期審視排放檢查系統，確保符合法規，例如加強執行力度，改善測試程序和執行，以盡量減少錯誤及防止出現高排放車輛。

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CO₂ concentration

Complying with relevant legal and regulatory requirements is always the top priority of our operations, so our buses are randomly audited and/or data is recorded by professional third parties to ensure that the measurement of CO₂ concentration in the vehicle meets the required standards.

Waste water treatment

To treat effluents before discharge, our depots are equipped with sewage treatment facilities as well as grease traps. Waste is collected by eligible professional third parties regularly.

Advocating eco-friendly habits for driving

In addition to upgrading to more environmental-friendly vehicles, we believe 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 in order 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.

Implementation of electric buses

With the aim of achieving the Government's carbon neutrality by Year 2050, the use of electric vehicles and other environmentally-friendly vehicle propulsion technologies are increasingly promoted. To explore the environmental benefits of electric buses, we have been cooperating with the Government to conduct trial runs to assess the operational efficiency and performance of electric buses in handling the local traffic condition. We have been allocated 2 electric buses for resident shuttle service, serving Route N38 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. Through trials we will conduct further analysis on the more preferred proposals in adopting electric buses in the future.

Environmental Management System Certification

Our depots undergo surveillance audits to ensure compliance with stringent environmental management standards. As stated above, one of our key depots has been certified for ISO 14001: 2015 Environmental Management System Certification.

The ISO 14001: 2015 Environmental Management System Certification aims to help businesses better manage the environmental challenges of the future and to increase their commitment to sustainable development with the following framework:

二氧化碳的濃度

遵守相關法律及監管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及／或數據記錄，以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定期收集。

提倡環保駕駛習慣

除升級至更環保的車輛外，我們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。

採用電動巴士

為在二零五零年前實現政府的碳中和目標，政府日益加大推廣使用電動汽車以及其他環保車輛推進技術。為研究採用電動巴士的環保效益，我們一直與政府合作進行試運行，以評估電動巴士在處理本地交通環境方面的運作效率及表現。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N38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%。通過試運行，我們未來採用電動巴士時將進一步分析更適宜的方案。

環境管理體系認證

我們的巴士廠接受監督審計，以確保符合嚴格的環境管理標準。如上文所述，我們其中一個主要巴士廠已經通過ISO 14001: 2015環境管理體系認證。

ISO 14001: 2015環境管理體系認證旨在協助企業更好地管理未來所面臨的環境挑戰，提升企業對可持續發展的承擔，其框架如下：

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ISO 14001: 2015 Environmental Management System Certification is beneficial both to the environment and to the Group in general, in terms of its ability to help us improve resource efficiency, reduce waste, and enhance rigor across the whole quality management system.

ISO 14001: 2015環境管理體系認證有利於環境及本集團整體，因為該體系能夠幫助我們提高資源效率、減少浪費及提升整體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 of the external environment such as the economy, biodiversity etc. As a means of mitigating and adapting to subsequent impacts, the Climate Change Policy is formulated and reviewed from time to time in accordance with the corporate strategies and development on climate change issues relating to the business operations. We have identified climate-related risks that may threaten the Group's business operations. Regular assessments will be conducted to examine the effectiveness of existing mitigation measures to further improve the resilience of our business to climate change.

Our business may be affected by extreme weather such as typhoon, heavy rainstorms and flooding, which may affect our operations and pose possible threats to the safety of our employees. As such, the Group provides guidance to employees to help them work under extreme weather as a precautionary measure. In addition, the Group expects stricter climate-related laws and regulations would be in place. Therefore, we regularly review our policies and practices to ensure we are up to date with the latest government policies, regulatory updates, and industry standards.

氣候變化

氣候變化可引發極端天氣，對經濟、生物多樣性等外部環境的各方面帶來負面影響。為減輕及適應後續影響，我們會根據企業策略及與業務營運相關的氣候變化問題的發展，不時制定及檢討氣候變化應對政策。我們已識別可能影響到本集團業務營運的氣候相關風險，並將進行定期評估，以檢查現有應對措施的成效，進一步提高我們的業務對氣候變化的適應能力。

旗下業務或會受到極端天氣所影響，如颱風、暴風雨及洪水，這可能會影響旗下業務的營運，並可能對我們的員工安全構成威脅。因此，作為預防措施，本集團為員工提供指引，幫助他們在極端天氣下工作。此外，本集團預計將會有更嚴格的氣候相關法律法規。因此，我們會定期檢討我們的政策及做法，確保我們遵守最新政府政策、規管更新及行業標準。

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Caring Our People

We are committed to creating a harmonious and safe workplace as well as providing competitive and reasonable benefits to our employees. To safeguard the rights of both the Group and our employees, we strictly abide by all applicable labour laws and regulations, 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 of 31 March 2022, the Group employed 2,399 employees in Hong Kong. The distribution of employees by gender, employment type as well as age group are as follows:

Employee Composition 僱員構成	2020/21 (No. of employee) 二零二零/二一年 (僱員人數)	2021/22 (No. of employee) 二零二一/二二年 (僱員人數)
Total number of employees 僱員總人數	2,595	2,399
By Gender 按性別劃分		
Male 男性	1,828	1,722
Female 女性	767	677
By Employment Type 按就業類型劃分		
Full-time 全職	1,797	1,586
Part-time 兼職	798	813
By Age Group 按年齡組別劃分		
30 or below 30歲或以下	88	80
31-50 31至50歲	919	799
51 or above 51歲或以上	1,588	1,520

Dismissal and relevant compensation distribution follow the Group's code of conducts and comply with relevant labour regulations of its place of operations. The analysis of the Hong Kong's employee turnover rate by gender and age group are as follows:

關顧員工

我們致力建立和諧安全的工作場所，並為員工提供具競爭力而合理的福利。為保障本集團及員工的權利，我們嚴格遵守所有適用的勞工法律及法規，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，本集團並無發現在新酬及解僱、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

截至二零二二年三月三十一日，本集團於香港僱用2,399名僱員。按性別、就業類型及年齡組別劃分的僱員分佈情況如下：

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。本集團的香港員工流失率按性別及年齡組別分析如下：

Employee Turnover Rate ⁷ 僱員流失率 ⁷	2020/21 二零二零/二一年 (%)	2021/22 二零二一/二二年 (%)
Turnover rate 流失率	30	28
By Gender 按性別劃分		
Male 男性	33	28
Female 女性	29	27
By Age Group 按年齡組別劃分		
30 or below 30歲或以下	108	40
31-50 31至50歲	33	26
51 or above 51歲或以上	24	28

⁷ The employee turnover rate is calculated based on the total workforce at the end of the Reporting Period. 僱員流失率乃按報告期末的員工總人數計算。

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Human Resources Strategy and Practices

We strive to be an employer of choice by adhering to the principles of equal opportunity, non-discrimination, and diversity in recruitment, compensation determination, promotion, training, and other labour-related processes. In the above process, work ability is the sole criteria in selecting suitable candidates, regardless of their age, gender, race, religion, sexual orientation, or disability do not affect our selection.

Upholding the principles of fairness and equal opportunities and adhering 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 laws, the Group formulated the Equal Opportunities Policy and implements it strictly. We do not tolerate any form of discrimination and workplace harassment.

A platform for open dialogue and feedback is vital in establishing a harmonious working environment and close relationship with our valuable employees. All employees are encouraged to raise any issues, concerns, grievances or appeal without fear of reprisal through designated communication and whistle-blowing channels.

With this in mind, as part of the path towards ensuring continuous improvement, we plan to introduce a Group-wide Grievance Procedure in Q4 2022, a new internal procedure that follows the industry best practice.

Staff Benefits and Welfare

Creating a harmonious and dynamic working environment is vital for talent retention and enhances employees' sense of belonging to the Group. Therefore, we provide our employees with competitive remuneration packages and benefits. Our compensation and benefits include base salary, discretionary bonuses, health care plans, stock options, transportation allowances, and housing allowances (as appropriate). In addition, we ensure that our compensation packages are sufficiently competitive by tracking relevant information in the market. We also regularly conduct salary assessments and promotion assessments according to annual performance appraisals. The Group's leave policy is based on the standard rules set out in the Hong Kong Employment Ordinance, employees are thus entitled to different kinds of leaves such as annual leave, public and statutory leave, sick leave, and maternity leave.

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。

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。本集團亦訂有並嚴格落實平等機會政策。我們不容忍任何形式的歧視及工作場所騷擾。

一個開誠佈公的對話及回饋的平台對於建立和諧工作環境及與寶貴員工建立融洽關係至關重要。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，而無需害怕被報復。

有鑑於此，作為確保持續改進的一環，我們計劃在二零二二年第四季度推出一項新的全集團申訴程序，其乃跟隨行業最佳常規的新內部程序。

員工福利及待遇

營造和諧而充滿活力的工作環境是挽留人才及提高員工對本集團歸屬感的關鍵所在。因此，我們為員工提供具競爭力的薪酬待遇及福利。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（如合適）。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。我們亦根據年度績效評估定期進行薪酬評估及晉升評估。本集團的休假政策是根據香港《僱傭條例》所載的標準規則制定，因而員工享有各種假期，如年假、公眾及法定假期、病假及產假。

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Occupational Health and Safety

The health and safety of employees have always been our core responsibility. The Group endeavours to provide employees with adequate occupational health and safety measures in accordance with applicable laws and regulations, including but not limited to the Hong Kong Occupational Health and Safety Ordinance. Our medical insurance plan includes regular medical examinations for employees of 60 years of age or older. In addition, one of our subsidiaries has adopted a safety management system that complies with the ISO 45001: 2018 Occupational Health & Safety Management System Certification to facilitate further improvements in safety performance in all aspects of our business, including bus maintenance and design upgrades. ISO 45001 Occupational Health & Safety Management System is the world's international standard for occupational health and safety, designed to protect employees and visitors from work-related accidents and illnesses. The certification is designed to mitigate any factors that could lead to irreparable harm to employees and businesses.

In order to ensure the health and safety of our front-line staff, we provide, inter alia, helmets, safety goggles, and anti-fall safety belts. We also provide appropriate assisting equipment, such as mobile working platforms, and post safety notices and reminders at the workplace in addition to personal equipment.

Additionally, a Safety Committee chaired by the Operations Director is in place to investigate and review any injuries and accidents that happened. We strive to ensure that all bus services are operated safely and reliably at all times, with the aim of ensuring that feedback loops are in place. We incorporate every lessons which we learnt from each case into our safety and risk management processes as we move forward. As always with an eye towards delivering continuous improvements.

In each of the past three years including the Reporting Period, we did not record any work-related fatalities, whilst a total of 1,286 days were lost due to work injuries or occupational diseases.

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《職業安全及健康條例》，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認證的安全管理體系，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職業健康及安全管理體系是關於職業健康及安全的國際標準，旨在保障員工及訪客免受與工作有關的事故及疾病。該項認證旨在減輕可能對員工及企業造成無法彌補的傷害的任何因素。

為確保前線員工的健康及安全，我們提供(其中包括)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。

此外，我們設有安全委員會，由營運總監主持，負責調查及審查發生的任何受傷事故。我們致力確保在任何時間皆能提供安全可靠的巴士服務，旨在確保已實施反饋路徑。我們在前進的同時從每項已發生的事故中汲取教訓，並將之納入我們的安全及風險管理流程。我們始終著眼於實現持續改進。

於過往三年(包括報告期)各年，我們並無錄得任何工傷死亡事故。因工傷或職業病損失合計1,286個工作天。

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Given the spread of COVID-19, we are highly concerned about the health and safety of each employee and are committed to minimizing the risk of virus spread at work. As such, we closely follow the advice from the Department of Health and have implemented the following anti-epidemic prevention measures at the workplace, including but not limited to:

- ◇ Provide anti-epidemic prevention supplies for employees, such as disinfectants, hand wash, face masks and rapid antigen test kits
- ◇ Arrange regular disinfection and place air purifier in offices
- ◇ Check employees' body temperature at reception
- ◇ Encourage employees to get COVID-19 vaccination and will be offered a day of vaccination leave for their second and third dose of COVID-19 vaccine
- ◇ Implement special work arrangements (if necessary)
- ◇ Reduce meetings and travelling
- ◇ Enhance pandemic prevention promotion
- ◇ Place separation boards at dining area
- ◇ 為員工提供防疫用品，如消毒劑、洗手液、口罩及快速抗原測試套裝
- ◇ 安排辦公室進行定期消毒及裝置空氣清新機
- ◇ 在接待處檢查員工體溫
- ◇ 鼓勵僱員注射2019冠狀病毒病疫苗，並將於注射第二劑及第三劑2019冠狀病毒病疫苗後給予一日疫苗注射假期
- ◇ 實施特別工作安排（如有需要）
- ◇ 減少會議及出差
- ◇ 加強防疫宣傳工作
- ◇ 在用餐區放置防疫隔板

Talent Development

The Group regards employees as our most valuable assets. To support the continuous career development of our employees, we endeavour to provide our employees with adequate training and promotion opportunities of all kinds. To this end, we have formulated a comprehensive promotion and training system, providing employees with abundant training and development resources. In addition, in order to enhance employees' ability for long-term career development and personal growth in the Group, we provide training and development opportunities. Training subsidy program is established to encourage employees to widen their horizons by enrolling oversea training course. Due to COVID-19 and the social distancing measure, a number of training courses were suspended. Still, webinar trainings were introduced and employees were encouraged to register and attend the trainings at their work stations.

人才發展

本集團視員工為最寶貴的資產。為支援員工的持續事業發展，我們盡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，為員工提供充份的培訓及發展資源。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。亦透過設立培訓補貼計劃，鼓勵員工通過參加海外培訓課程以拓寬視野。由於2019冠狀病毒病及社交距離措施的影響，若干訓練課程已暫停。儘管如此，我們引入網絡研討會培訓，並鼓勵員工在其工作站登記及參加培訓。

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The training analysis are as follows:

培訓分析如下：

Employee Training Analysis ⁸ 員工培訓分析 ⁸	2020/21 二零二零/ 二一年	2021/22 二零二一/ 二二年	Unit 單位
Total training hours 培訓總時數	14,982	8,833	hours 小時
Average training hours 平均培訓時數	5.77	2.89	hours/person 小時/人
Percentage of employees trained by gender			
按性別劃分的僱員培訓百分比			
Male 男性	96	75	%
Female 女性	4	25	%
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	0.5	%
Middle Level Management 中層管理人員	0.7	1.3	%
General & Technical Employees 基層及技術僱員	98.9	98.2	%
Average training hours by gender			
按性別劃分的平均受訓時間			
Male 男性	7.92	3.82	hours/person 小時/人
Female 女性	0.65	0.51	hours/person 小時/人
Average training hours by employee category			
按僱員類別劃分的平均受訓時間			
Senior Management 高級管理人員	2.56	2.13	hours/person 小時/人
Middle Level Management 中層管理人員	2.19	1.05	hours/person 小時/人
General & Technical Employees 基層及技術僱員	5.87	2.93	hours/person 小時/人

In terms of promotion, the Group regularly arranges performance appraisals every year to assess employees' qualifications, experiences, technical abilities, attendance rates, and contributions to the Group. Salary assessment and promotion assessment will be based on performance appraisal results.

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。薪酬評估及晉升評估將參照績效評估結果。

⁸ The calculation is based on the number of employees trained during the Reporting Period, including those employees having left the Group during the Reporting Period, in order to present a more accurate conclusion of the training resources invested by the Group.
按報告期內的受訓員工人數(包括報告期內離職的員工)計算，以更準確地得出本集團投入培訓資源的結論。

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Labour Standards

We strictly prohibit the use of child or forced labour in the recruitment process. Our Human Resources department will ensure that all candidates are of legal working age by verifying their personal identification documents to prevent child labour. In addition, we outline terms of working hours, rest periods, compensation and termination in employment contracts and other human resources policies to prevent any forced labour employment. The Group strictly abides by the requirements of standardized labour contracts and does not tolerate any form of unfair employment relationship.

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.

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、薪酬及解僱等條款，以防止任何強制勞工。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。

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。

Sustainable Supply Chain

Suppliers' Overview

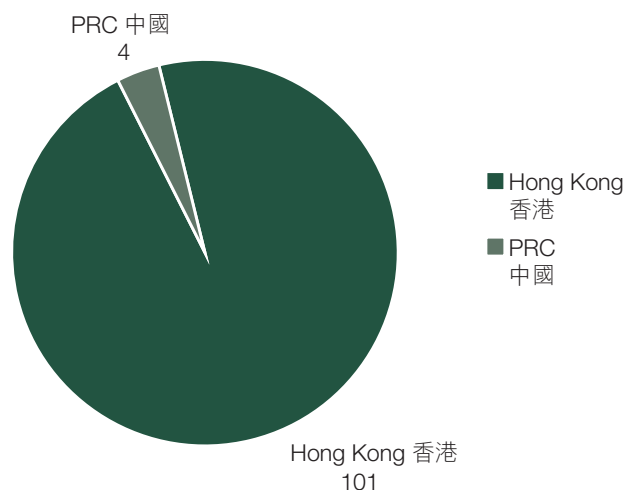
Our suppliers are mainly bus manufacturers, fuel suppliers, repair and maintenance service providers. The Group engaged with 105 major suppliers⁹ for the year ended 31 March 2022. During the Reporting Period, the Group required all our suppliers to fulfil the supplier engagement practices. The geographical 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。截至二零二二年三月三十一日止年度，本集團與105間主要供應商⁹合作。於報告期內，本集團要求所有供應商履行供應商約定。我們的主要供應商的地理分佈如下：

Number of Suppliers by Geographical Region
按地理區域劃分的供應商數目



⁹ Major suppliers refer 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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Selection of Suppliers

For the suppliers' selection process, the selection criteria of the Group include quality of products, prices, reputation as well as credibility. In addition, in order to embrace sustainability within our value chain, we tend to prioritize suppliers that are environmentally and socially responsible. The majority of our suppliers are located in Hong Kong, which allows us to minimize the GHG emissions arising from delivery. We also promote environmentally preferable products and services during supplier selection by encouraging green procurement practices, including less packaging and focusing on resources efficient products.

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 by the Group for suppliers and other service providers to ensure that the received services or products have been maintained at an acceptable quality. Informal discussion with top management and suppliers regarding suppliers' performance are made on an as-needed basis so as to improve capabilities of the suppliers and service providers going forward. We have identified, evaluated and prioritised the environmental and social risks along the supply chain. The identified risks would be closely monitored and mitigated with corresponding control measures.

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. As such, we have also arranged frequent trainings about anti-corruption for our directors and employees in order to enhance their awareness toward compliance issues. Due to COVID-19, the anti-corruption training needs to be postponed. Still, we have circulated the "Anti-Corruption Programme – A Guide for Listed Companies" issued by Independent Commission Against Corruption ("ICAC") to the directors and employees with the aim to enhance their awareness and provide guidance on anti-corruption practices.

During the Reporting Period, we were 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.

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，為將可持續發展納入我們的價值鏈，我們會優先考慮對環境及社會負責的供應商。我們的大部分供應商位於香港，讓我們能夠最大限度地減少交付過程中產生的溫室氣體排放。我們亦在甄選供應商過程中推廣環保產品及服務，鼓勵環保採購，包括減少包裝及專注於資源節約型產品。

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，以確保所享用或接收的服務或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。我們已識別及評估供應鏈中的環境及社會風險，並排列優先次序。已識別的風險將通過相應的控制措施進行密切監控及減輕。

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。因此，我們亦經常為董事及員工安排有關反貪污的培訓，提高他們對合規議題的認識。由於2019冠狀病毒病疫情，反貪污培訓需要推遲。儘管如此，我們仍向董事及員工傳閱廉政公署（「廉政公署」）發出的《反貪計劃—上市公司指南》，旨在提高他們的反貪污意識，並就反貪污工作提供指引。

於報告期內，我們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。

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Caring for the Community

Kwoon Chung believes that our development relies on the resources and support of all sectors of society. Therefore, we are committed to giving back to the communities where we operate. As such, we have invested resources in communities with the focus on breaking barriers and better integrating ourselves within locales which we serve. During the Reporting Period, 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 society, employees and the environment.

Kwoon Chung Inclusive – Love in Motion

Kwoon Chung Inclusive and Accessible Transport Services Company Limited (“KCIS”) was established in 2019 in the spirit of social harmony to provide accessible transportation services for those in need. KCIS is now serving 13 Feeder Service Routes and 5 routes for the Weekend Recreational Rehabus Service. For Feeder Service, it is provided for persons who suffer from mobility impediments (including elderly persons) and their escorts. It offers feeder routes and departures, allows passengers to board or alight at any spot along the route. For the Weekend Recreational Rehabus Service, this 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 the highest possible standards of service quality, we aim to provide comprehensive training for KCIS drivers, including but not limited to emergency training as well as emotions’ management and disability awareness training. During the Reporting Period, the total resources allocated to this service amounted to HK\$800,000.

Free Rides Scheme – International Day of Persons with Disabilities 2021

Kwoon Chung supports the International Day of Persons with Disabilities 2021 “Free Ride Day” by providing the free ride scheme for people with disability and one of their accompanying carers. On 14 November 2021, persons presenting the Registration Card for People with Disabilities or the Personalised Octopus with “Persons with Disabilities Status” can enjoy free rides on all of our franchised bus routes (except recreational route No.1R) with no more than one accompanying carer.

關愛社區

冠忠相信，我們的發展有賴社會各界的資源及支持。故此，我們承諾回饋經營所在的社區。因此，我們在社區投入資源，著重於打破壁壘，更好地融入我們所服務的地區。於報告期內，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。

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」）於二零一九年成立，本著社會和諧的精神，為有需要的人提供無障礙交通服務。冠忠無障礙目前提供13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而設，以推動香港成為無障礙城市。為確保提供最高標準的服務質素，我們擬為冠忠無障礙司機提供全面培訓，包括但不限於應急培訓以及情緒管理和殘障意識培訓。於報告期內，投入該項服務的資源總額達800,000港元。

免費乘車計劃 – 二零二一年國際復康日

冠忠支持二零二一年國際復康日「免費乘車日」，為殘障人士及其一名隨行陪同者提供免費乘車計劃。於二零二一年十一月十四日，憑殘疾人士登記證或「殘疾人士身份」個人八達通，可免費搭乘我們所有的專營巴士路線（1R路復康線除外），隨行陪同者最多為一名。

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《環境、社會及管治報告指引》索引

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KPI A1.1 關鍵績效指標A1.1	The types of emissions and respective emission data. 排放物種類及相關排放數據。	Protecting the Environment 保護環境	P. 16
KPI A1.2 關鍵績效指標A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity. 直接（範圍1）及能源間接（範圍2）溫室氣體排放（噸）及（如適用）密度。	Protecting the Environment 保護環境	P. 16
KPI A1.3 關鍵績效指標A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity. 所產生有害廢棄物總量（噸）及（如適用）密度。	Protecting the Environment 保護環境	P. 17
KPI A1.4 關鍵績效指標A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity. 所產生無害廢棄物總量（噸）及（如適用）密度。	Protecting the Environment 保護環境	P. 17
KPI A1.5 關鍵績效指標A1.5	Description of emission target(s) set and steps taken to achieve them. 描述所設定的排放目標及為達至目標所採取的措施。	Protecting the Environment 保護環境	P. 15
KPI A1.6 關鍵績效指標A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. 描述處理有害及無害廢棄物的方法，及描述所設定的減少目標及為達至目標所採取的措施。	Waste Management 廢棄物管理	P. 19

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General Disclosure 一般披露 Policies on the efficient use of resources, including energy, water and other raw materials. 有效使用資源（包括能源、水及其他原材料）的政策。 Note: Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc. 註：資源可用於生產、儲存、運輸、樓宇、電子設備等。		Protecting the Environment 保護環境	P. 15
KPI A2.1 關鍵績效指標A2.1	Direct and/or indirect energy consumption by type in total and intensity. 按類型劃分的直接及／或間接能源總耗量及密度。	Protecting the Environment 保護環境	P. 16
KPI A2.2 關鍵績效指標A2.2	Water consumption in total and intensity. 總耗水量及密度。	Protecting the Environment 保護環境	P. 16
KPI A2.3 關鍵績效指標A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. 描述所設定的能源使用效益目標及為達至目標所採取的措施。	Protecting the Environment 保護環境	P. 15
KPI A2.4 關鍵績效指標A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. 描述求取適用水源上可有任何問題，以及所設定的用水效益目標及為達至目標所採取的措施。	Water Consumption 用水	P. 19
KPI A2.5 關鍵績效指標A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. 製成品所用包裝材料的總量（噸）及（如適用）每生產單位佔量。	The operation of the Group did not involve in any packaging materials 本集團業務不涉及任何包裝材料	N/A 不適用
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General Disclosure 一般披露 Policies on minimizing the issuer's significant impact on the environment and natural resources. 減低發行人對環境及天然資源造成重大影響的政策。		Green Operations 環保營運	P. 20
KPI A3.1 關鍵績效指標A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. 描述業務活動對環境及天然資源的重大影響及已採取管理有關影響的行動。	Green Operations 環保營運	P. 20

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KPI A4.1 關鍵績效 指標A4.1 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them. 描述已對及可能對發行人產生影響的重大氣候相關問題，以及已採取管理有關問題的行動。	Climate Change 氣候變化	P. 22
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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 compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. 有關薪酬及解僱、招聘及晉升、工作時數、假期、平等機會、多元化、反歧視以及其他待遇及福利的： (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。	Caring Our People 關顧員工	P. 23
KPI B1.1 關鍵績效 指標B1.1 Total workforce by gender, employment type, age group and geographical region. 按性別、僱傭類型、年齡組別及地區劃分的僱員總數。	Employee Overview 僱員概覽	P. 23
KPI B1.2 關鍵績效 指標B1.2 Employee turnover rate by gender, age group and geographical region. 按性別、年齡組別及地區劃分的僱員流失比率。	Employee Overview 僱員概覽	P. 23

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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. 25
KPI B2.1 關鍵績效指標B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year. 於過往三年（包括報告年度）各年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. 25
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. 25
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. 25
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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. 27
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. 27

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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。		Labour Standards 勞工準則	P. 28
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。	Labour Standards 勞工準則	P. 28
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。	Labour Standards 勞工準則	P. 28
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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。	Selection of Suppliers 甄選供應商	P. 29
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Aspect B6: Product Responsibility 層面B6：產品責任			
<p>General Disclosure 一般披露</p> <p>Information on:</p> <p>(a) the policies ; and</p> <p>(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.</p> <p>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：</p> <p>(a) 政策；及</p> <p>(b) 遵守對發行人有重大影響的相關法律及規例的資料。</p>	Safety and Quality Services 安全及優質服務	P. 10	
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。	Due to business nature of the Group, we do not have products sold or shipped subject to recalls for safety and health reasons 由於本集團的業務性質，我們並無已售或已運送產品因安全與健康理由而須回收	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。	Due to business nature of the Group, we do not consider intellectual property rights to be a material issue to the Group 由於本集團的業務性質，我們認為知識產權對本集團而言並非重大事宜	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 提供優越乘車體驗	P. 14
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

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

環境、社會及管治報告

Subject Areas, Aspects, General Disclosures and KPIs 主要範疇、層面、一般披露及關鍵績效指標		Section 章節	Page No. 頁次
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. 29
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. 29
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. 29
KPI B7.3 關鍵績效指標B7.3	Description of anti-corruption training provided to directors and staff. 描述向董事及員工提供的反貪污培訓。	Promoting Anti-corruption and Business Ethics 宣揚反貪污及商業操守	P. 29
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發行人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. 30
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. 30
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。	Caring for the Community 關愛社區	P. 30