

Corporate Social Responsibility

Safety Awareness

Safety of the passengers and the frontline staff is the primary concern of the Group. As a responsible public transport service provider, the management believes that safety is the cornerstone to business success. The Group is committed to providing safe, comfortable and reliable journeys to our passengers. The safety of its operations is enhanced by ways of continuous training and education, regular checks and comprehensive maintenance programmes.

The Group organised courses and seminars on road safety throughout the year, which helped to raise safety and risk awareness and improve work practices of our staff. Some of these courses and seminars were co-organised by the Group and the Traffic Division of the Hong Kong Police Force. To enforce safety guidelines and cultivate a professional and responsible driving attitude among captains, the Group has adopted stringent code of conduct and captains' guidelines, conducted spot checks and arranged inspection personnel disguised as passengers to make timely reports for any misbehaviour of the captains. The Group also checks the validity of the captains' driving licences half-yearly. These programmes were designed to minimise the occurrence of accidents as we are committed to maintaining a low accident rate. Tips to passengers are also posted at prominent locations inside the minibuses to remind the passengers of the safety on board.

The Group has implemented comprehensive maintenance programmes to ensure proper checks and maintenance of the vehicles. In order to ensure the quality and effectiveness of the repairing process, the Group has put great efforts into the computerisation of the repairing management system in recent years. The Group has been rewarded the ISO 9001:2008 quality management system certification for its dedication to enhance its repairing and maintenance centres since January 2011, making the Group the only franchised PLB operator in Hong Kong having such a prestigious accreditation.

The average accident rate was 3.0 per million km for the year ended 31 March 2016 (2015: 3.2 per million km). Apart from enhancing the new captains' safety awareness by strengthening their orientation training, the management also sought to lower the accident rate by strengthening the repair and maintenance programmes and increasing

captains' pay twice during the year, in the hope that increasing the attractiveness of the captains' remuneration to retain quality captains.

Environmental Protection

The Group is dedicated to protecting the environment and promoting sustainable development for the betterment of our next generation. To improve air quality, the whole fleet of vehicles adopts Euro V diesel or LPG and the captains are also required to strictly comply with the legal requirements of idling engine ban.

The Group supports the environmental protection policy of the Government. However, owing to the technical problems found in the latest model of diesel minibuses which has been discussed in the "Management Discussion and Analysis" section, the Group has no choice but slowed down its regular replacement plan in recent years. Nevertheless, the Group will first consider deploying LPG minibuses when replacing old minibuses. During the year, the Group deployed 12 new LPG minibuses to replace the aged diesel minibuses. The Group plans to further replace around 40 old PLBs by new LPG minibuses in the coming one and a half years.

The Group also promotes a "Green" concept in the administrative office. Staff members are encouraged to minimise paper and electricity consumption, reuse and recycle used papers and used plastic cartridges in copying machines and printers. Green plants are also grown in different corners of the office to offer greenery environment to the staff.

ENVIRONMENTAL INDICATORS			
	unit	2016	2015
GHG Emissions (CO₂ equivalent)			
Direct sources			
Fleet	tonnes	22,332	22,572
Indirect sources			
Electricity	tonnes	234	229
Water	tonnes	2	2
Paper	tonnes	11	11
Total GHG emissions	tonnes	22,579	22,814

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ENVIRONMENTAL INDICATORS			
	unit	2016	2015
Average fleet size (PLB and public bus)	vehicles	360.0	364.4
Average GHG emissions per vehicle	tonnes	62.7	62.6
Resources Consumption			
Diesel	Litre ('000)	5,701	5,901
LPG	Litre ('000)	4,381	4,214
Petrol	Litre ('000)	30	28
Electricity	MWh	334	328
Water	m ³	4,047	4,283
Paper	kg	2,340	2,371

Serving the Communities

The Group places great value on corporate citizenship and social responsibility. Over the years, the Group has sponsored various activities organised by different district groups and charities. In addition to financial assistance, the Group and its staff members have participated in various community services. The activities that the Group sponsored or participated through its employees included Southern District's Road Safety Campaign, Southern District Football Club and Walks for Millions organized by the Community Chest etc. During the year, the Group continued to be nominated by Aberdeen Kai-fong Welfare Association Social Service Centre and was awarded as a "Caring Company" by The Hong Kong Council of Social Service in five consecutive years in recognition of its contributions to community involvement programmes.

The Group also continued its support to the community through expanding the coverage of its GMB-GMB Interchange (GGI) schemes, offering fare concessions to passengers traveling on long journeys on specific routes and joining the Government's Fare Concession Scheme. Our operation team maintained close communication with



district and resident representatives and responded proactively to passenger needs.

During the year, the donation and sponsorship paid to the charities and other communities/district groups are as follows:

	2016 HK\$'000	2015 HK\$'000
Sponsorship	431	454
Donation	10	15
Total	441	469

Human Resources

The minibus industry is labour-intensive in nature. The Group considers its employees as its greatest assets.

As at 31 March 2016, the Group had 1,282 employees (2015: 1,239) in total. The remuneration packages of the employees include basic salaries, bonuses, traveling allowance and housing allowance. The level of remunerations is reviewed annually by reference to the market condition and individual merits. The Group also operates a share option scheme for eligible employees as incentives for their contributions to the Group.

The Group considers that staff development is important to improve the employees' abilities. Therefore, the Group encourages employees to attend in-house or external training courses or seminars at the Group's expense.

WORKFORCE INDICATORS		
	2016	2015
Number of Employees as at year end		
Directors	8	8
Administrative staff	99	96
Captains	1,127	1,091
Technicians	48	44
Total	1,282	1,239
By Gender (%)		
Male	95.5	95.3
Female	4.5	4.7
By Age Group (%)		
Under 30	3.4	3.9
30 to 39	10.3	11.8
40 to 49	17.6	18.0
50 to 59	32.1	31.6
Over 60	36.6	34.7
Staff Turnover Rate (%)	29.3	38.8
Number of Staff Training Hours	733	743