INDEPENDENT REVIEW COMMITTEE ON HONG KONG'S FRANCHISED BUS SERVICE

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Guidelines on Bus Captain Working Hours, Rest Times and Meal Breaks

(Revised in October 2010)

Guideline A - Bus captains should have a ***rest time***[1] of at least 30 minutes after 6 hours of duty and within that 6-hour duty, they should have ***rest times*** of 20 minutes of which no less than 12 minutes should be within the first 4 hours of duty. ***The time bus captains spend at a terminal point preparing for the next departure and monitoring passenger boarding should not be regarded as rest time.***

Guideline B - Maximum duty (including all ***rest times***) in a ***working*** day should not exceed 14 hours.

Guideline C - Driving duty (i.e. maximum duty less all rest times each of 30 minutes or more) in a ***working*** day should not exceed 11 hours.

Guideline D - The break between successive working days should not be less than ***10*** hours.

Guideline E - ***Bus captains working for a duty of not less than 8 hours in a working day should have a meal break***[2]***.***

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1. *Meal break is also regarded as rest time.*
2. *The bus companies should complete the improvement of meal breaks to no less than 45 minutes by the third quarter of 2011 and the further improvement to no less than one hour in one year thereafter.*

Guidelines on Bus Captain
Working Hours, Rest Times and Meal Breaks

(Revised in 2018)

Guideline (1) (a) Maximum duty hours[1] in a shift should not exceed 12 hours, and driving hours[2] therein should not exceed 10 hours.

(b) Duty hours in a special shift duty arranged to cater for service demand in the morning and evening peaks may exceed 12 hours but maximum duty hours should not exceed 14 hours, and driving hours therein should not exceed 10 hours. A rest break of no less than 3 consecutive hours should be provided in the special shift.

Guideline (2) — The off-duty break between 2 successive shifts should not be less than 10 hours. The total off-duty breaks in 3 successive shifts, other than special shift duties, should not be less than 22 hours.

Guideline (3) — Bus captains should have a rest break[3] of at least 40 minutes after 6 driving hours[2], and within that 6-hour duty, they should have short rest breaks[4] totalling not less than 20 minutes, of which no less than 12 minutes should be within the first 4 hours of duty. The time bus captains spend at a terminal point preparing for the next departure and monitoring boarding of passengers should not be regarded as rest break/short rest break.

Guideline (4) — Bus captains working for 8 hours or above in a shift should have a meal break of no less than 1 hour.

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[1] Duty hours refer to the total number of hours from the beginning to the end of a shift, including all the rest breaks.

[2] Driving hours refer to the total hours performing driving duty plus short rest breaks in a shift.

[3] Inclusive of meal breaks.

[4] Short rest breaks refer to rest times of less than 40 minutes.

運輸署
Transport Department

Annex 1.3

Our Ref.	:	TD BR 78/50-I
Your Ref.	:	
Tel	:	2829 5321
Fax	:	2802 2679

By Fax: 2104 0543

17 May 2017

Mr. William CHUNG
Head of Operations
Citybus Limited
No. 8 Chong Fu Road
Chai Wan
Hong Kong

Dear Mr. CHUNG,

Five Year Forward Planning Programme (FPP) (2018 - 2022)

This is to provide you with a set of guidelines and requirements covering the following aspects for your compliance in preparation of the Five-Year Forward Planning Programme (2018-2022) ("FPP"):

A) Route Planning Programme;
B) Bus Fleet Requirements;
C) Depot, Maintenance and Servicing Requirements;
D) Bus Safety;
E) Environmental Initiatives;
F) Provision of Transport Information and Facilities;
G) Public Transport Interchanges;
H) On-board TV Broadcasting Service;
I) Application of Global Positioning System (GPS), Estimated Bus Arrival Time System (ETA) or similar technology in bus operation;
J) Performance Targets;
K) Financial Projections;
L) Supporting Information;
M) Administrative Arrangement; and
N) Commitment on service-related initiatives under the new ten-year franchise.

香港灣仔告士打道七號入境事務大樓四十一樓
41st floor Immigration Tower 7 Gloucester Road Wan Chai Hong Kong
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You are reminded that any failure in compliance with the guidelines and requirements may be deemed to your failure to provide proper and efficient bus services.

(A) Route Planning Programme (RPP)

In view that there will be no general shortage of public transport services and the growing community concern over traffic congestion in busy areas and environmental impact arising from transport activities, we continue to emphasize the importance of enhancing the efficiency of the bus network and meeting new service demand by redeployment of existing bus resources as far as possible. You are required to comply with the general guidelines set out at **Annex A** in planning your franchised bus services.

In the RPP section of the FPP, you are required to include separate sub-sections for the following –

(a) Plans and strategy to enhance bus operating efficiency

One of the focuses of the coming RPP exercise is to enhance the efficiency in using bus resources. To achieve this objective, you are asked to critically review the existing level of services against actual utilisation and to provide concrete plans in the coming RPP to rationalise bus routes according to the guidelines at **Annex A**. To facilitate consideration of the rationalisation / and other route planning proposals, please provide the occupancy of **all routes** operated by your Company during peak, inter-peak and off-peak periods in the format set out at **Annex B**.

In view of concerns over congestion and environmental problems caused by bus operation in busy corridors, please give special attention to formulating proposals to reduce bus trips in busy areas including, but not limited to, Yau Tsim Mong, Causeway Bay, Wan Chai and Central. The general guidelines on deployment of bus and/or bus trip in busy corridors are attached at **Annex C** for your attention.

Please draw up concrete proposals to reduce the scheduled trips during peak hours (7.00 a.m. – 10.00 a.m. and 5.00 p.m. – 8.00 p.m.) on the following corridors with reference to the guidelines on efficient use of bus resources – frequency adjustment, route cancellation/amalgamation and route truncation as detailed in **Annex A**:

(i) Yee Wo Street;
(ii) Hennessy Road;
(iii) Queensway;

(iv) Des Voeux Road;
(v) Queen's Road Central;
(vi) Connaught Road Central; and
(vii) Nathan Road (north of Jordan Road).

In addition, you are also requested to make endeavour to reduce scheduled trips during off-peak and inter-peak periods commensurate with the magnitude of peak period service reduction as far as possible and with reference to the guidelines on bus/bus trip reduction as detailed in **Annex A**.

Please report the achievements/plan in trip reduction with an aim to achieving the goal of trip reduction in the format set out in **Annex D**.

Conversion from Double Deckers to Single Deckers ("SD conversion")

For SD conversion proposals, please ensure your compliance with the following guidelines:

(i) No left behind of passengers after conversion;
(ii) The total standees of the single decker at any time will not consume more than 50% of the standing capacity of the bus type; and
(iii) The peakiest half hour occupancy of the route should not consume more than 85% of the overall carrying capacity of the bus.

In the FPP submission, you are required to provide the following information for the respective candidate routes identified for the SD conversion:

(i) The peakiest half-hourly occupancy;
(ii) No. of passengers per trip during the peak hours (from 7.00 a.m. to 10.00 a.m.); and
(iii) Projected occupancy for the peakiest half hour after the SD conversion.

(b) Overruns and Underruns

You are reminded that you should operate your franchised bus services in compliance with the relevant Schedules of Service issued by this Department. You are required to conduct a review whether there are persistent over-runs or under-runs on your franchised bus services and include in the FPP a concrete action plan to rectify the non-compliances in respect of **each** concerned route covering the periods from July 2017 to December 2017, and from January 2018 to December 2018.

(c) Development of strategic bus-bus interchange (BBI) and bus-rail interchange (BRI)

You are asked to develop more BBI schemes (including joint-operators BBIs) and BRI schemes, all with fare discounts to provide sufficient incentives to facilitate rationalisation of bus routes, to ward off introduction of new routes, to reduce the need of operating trips into busy corridors and to enhance the efficiency in the use of public transport resources.

You are also asked to examine the feasibility of setting up BBIs at strategic locations which are preferably at the outskirt of busy district(s) so that some bus routes coming from outlying areas may be truncated and passengers may transfer to strategic feeder service(s) for their onward journeys. In developing the BBIs and BRIs, you are requested to duly consider the following aspects –

(i) For new development areas, BBI should be planned for introduction from the outset at the town center or other convenient location to offer residents with choice of destinations while containing the number of direct bus routes at the same time. Feeder routes should also be provided to feed passengers to the nearby railway stations.
(ii) To offer attractive fare concessions and section fares in the BBI schemes so as to minimize objections to bus rationalisation schemes.
(iii) To consider those BBI proposals which have been requested for by the district councils and locals for long time in the past.
(iv) To review existing BBI arrangements to identify and rectify any illogical arrangements.
(v) To consider providing passenger facilities at bus termini and major BBI locations, such as passenger shelters, large route information panels with light boxes, new route signage, queue railing with seating facilities, next bus arrival time display and free Wi-Fi.
(vi) To consider providing cross company BBI to enhance network coverage.

Please also consider expanding existing BBI and BRI schemes and explore more BBI and BRI proposals, to facilitate bus rationalisation schemes, for example, at the tunnel portals such as the Tsing Ma Control Area, the Tsing Sha Control Area, the Tuen Mun Road Bus-Bus Interchange, Tate's Cairn Tunnel Toll Plaza, Tai Lam Tunnel Bus-Bus Interchange and other strategic locations. In developing more BBI and BRI proposals, the following factors should be useful for reference –

(i) There should be adequate capacity on other bus routes or new shuttle routes (if any) to absorb the displaced passengers.

(ii) There should be sufficient road and kerbside spaces for the provision of the BBI or BRI for interchanging passengers.

(iii) There should be sufficient fares incentives (e.g. section fares, interchange discounts) to encourage passengers to use the interchanging bus services and to facilitate implementation of rationalisation proposals. In any case, the total fare under the BBI or BRI should not be higher than the total fare.

(d) Fare structure and concession schemes

There have been suggestions from LegCo members and the public that the fare structure should be distance-based, and more fare concession schemes should be provided to facilitate passengers and reduce the financial burden particular of those frequent travellers. You are requested to state in the FPP your commitments/feasibility of providing more fare concessions including but not limited to day / weekly/ monthly pass and more section fares.

(e) Planning of bus service on Tsing Sha Highway

The Tsing Sha Highway BBI has been commissioned on 10 January 2015, with a limited number of bus routes observing the BBI at the moment. There are strong requests from passengers in North New Territories and Kowloon West for more bus routes to travel on Tsing Sha Highway for a more direct service and providing more route choices at the BBI. Please provide concrete proposals with route maps for introducing / diverting bus routes to use Tsing Sha Highway by redeployment of existing resources.

(B) Bus Fleet Requirements

In the section of the FPP on bus fleet requirement, your Company should include the following information –

(a) A statement of your Company's policy on bus scrapping (scrapping of bus before reaching 18 years).

(b) Information on the age of buses planned for scrapping in the coming 5 years and the reasons for their scrapping. A table to specify the engine types of the buses to be scrapped with breakdown of bus types (e.g. 2-axle A/C D/D, 3-axle A/C D/D) on a yearly basis should be provided.

(c) A scrapping programme for Euro II and Euro III buses on yearly basis.

(d) A description of the major design features (including but not limited to features to reduce exhaust and sound emission, installation of emission reduction devices, enhancement of air-conditioning system and facilities for passengers with disabilities) of new buses planned to be purchased, together with a statement on your Company's policies on safety, accessibility, environment and comfort features. Those features of the buses which would require exemption by this Department as well as features that have already been approved / agreed should also be mentioned. Your company is reminded to note that the Air Pollution Control (Vehicle Design Standards) (Emission) (Amendment) Regulation 2017 and its amendment have already been passed. The Statutory emission standards for newly registered buses (except buses with design weight not more than 9 tonnes) will be tightened to Euro VI with effect from 1 October 2018.

(e) An implementation plan for the fire prevention system such as the automatic fire suppression system, automatic shutdown of air-conditioning ventilation system in case of fire and enhancement of the fire protection zone on all new buses.

(f) The brands and models of buses to be purchased together with an indication of the size and timing of orders.

(g) A statement on the bus availability rate adopted for each year, together with detailed elaboration on how such availability rate has been derived, and an account of efforts taken to improve the bus availability rate. For comparison purpose, a table showing the actual bus availability rate achieved in the past 3 calendar years is also required.

(h) Franchised bus operator is encouraged to explore the feasibility to operate premium bus service. It generally refers to bus service of higher quality in terms of both service (e.g., faster travel speed, fewer stops along the route, more direct routing, better real-time arrival and departure information, no standee) and facilities (e.g., on-board facilities as well as facilities at bus stops) as compared to conventional bus services. The detailed routeing and operational arrangement can be decided by operators based on commercial principles and market demand. In view of the small population of some residential estates, franchised bus operator is encouraged to explore the feasibility of introducing mid-size bus services for short-distance shuttle services to and from transport hubs (such as major bus interchanges) to facilitate the transfer of passengers to other destinations under a pilot scheme on a small scale basis.

(i) With respect to section (d)(ii) in **Annex A**, assessment of the impact on scheduled and licensed fleet requirement of respective routes by district, fares (if any) and impact to bus captain requirement and financial situation on the following scenarios:

Scenario 1

- Assuming the vehicle / trip addition is required when the peakiest hourly occupancy is about 75% in the Planning Guidelines for routes with journey distance over 25km and travelling on expressways.

Scenario 2

- Assuming the vehicle / trip addition is required when the peakiest hourly occupancy is about 75% in the Planning Guidelines for routes travelling between New Territories and Urban / Kwai Tsing / Tsuen Wan, with journey distance over 25km and travelling on expressways.

(j) To group bus routes serving Tuen Mun, Yuen Long, Tai Po, Sha Tin, Tsuen Wan, Kwai Tsing and North Districts by passengers demand in the following format:

	The peakiest 1-hour average occupancy		
Districts	75% to less than 80%	80% to less than 85%	85% or above
	(Filled in route no.)		
North			
Yuen Long			
Tuen Mun			
Tsuen Wan			
Kwai Tsing			
Tai Po			
Sha Tin			
Sai Kung			

(k) The buses purchased shall be of two-by-two seat arrangement, low floor type with wheelchair accessible design. In view of increasing demand from passengers for safety and comfort on bus services, side facing seat should be avoided.

(C) Depot, Maintenance and Servicing Requirements

In your submission on depot, maintenance and servicing requirements, your Company should provide the following information –

(a) Details of each bus depot (existing and planned) including land status, types of service / work carried out, site and floor area, number of pits and bays and parking spaces, maximum capacity and actual number of vehicle

serviced, number of refueling points, and number of maintenance and other staff and any other relevant information.

(b) Details of plans for major equipment procurement.

(c) Details of each maintenance / servicing / inspection programme in place, including daily, monthly, annual programmes, with indicator to distinguish daytime and nighttime work.

(d) Details of the maintenance record system including the extent of computerization.

(e) Trend and forecast of maintenance manpower levels showing manpower of various functional duty (e.g. Engineers/Managers, Supervisory, Skilled Workers, etc) for the period covering 2017 to 2022, organization structure and expenditure.

(f) A full description of the quality control systems for managing maintenance workmanship, including staff structure, quality control mechanisms and sampling sizes.

(g) Details (including type and quantity) of all services contracted out / planned to be contracted out..

(h) Details such as frequency and method of cleansing (both standing arrangements and contingency measures to be taken during disease infection stage) for:
   (i) bus body and bus interior;
   (ii) components of air-conditioning system of buses (including how often filter is replaced); and
   (iii) other operation and / or bus service related facilities at depot, termini and stops.

(i) An analysis of the types / causes of bus smoke / fire incidents for each case for the past 2 calendar years and programmes planned in the next two years to reduce common types / causes of incident.

(j) Highlights of planned changes in activities / functions / size of operation of each depot in the coming five years.

(D) Bus Safety

We note that the accident involvement rate[1] of your Company has been slightly decreased from 4.89 in 2015 to 4.68 in 2016 but still considered high, you are required to:

a) provide the information as per **Annex E(I)** and explain the reasons for the high accident involvement rates as observed in **Annex E(II)**;
b) propose more effective measures to lower the accident involvement rate; and
c) review and propose target accident involvement rate(s) for the coming FPP to pursue continuous improvement to the safety of your operation.

[1] Accident involvement rate refers to the no. of buses involved in traffic accidents per million veh-km

Your FPP submission should include a separate chapter on "Bus Safety" with the following information –

(a) An analysis of the types/causes of accidents for the past 2 calendar years, relationship of accidents rates with different factors including:
  (i) driver age;
  (ii) length of service of bus captain;
  (iii) length of driving hours before the accident happened;
  (iv) experience of the bus captains on the route;
  (v) experience of the bus captains on the bus model operated;
  (vi) the number of routes which a bus captain operates in one shift; and
  (vii) the number of buses a bus captain operates in one shift.

(b) The target for reduction of accident involvement rate per million km yearly for the coming five years.

(c) Programmes planned in the next two years to reduce common types/causes of accidents.

(d) Programmes / plans in the next two years to enhance the safety of the elderly and persons with disabilities on buses.

(e) A plan for automation of monitoring of bus captain driving behaviour through data captured in black boxes or similar devices.

(f) Publicity programmes / plans in the next two years to enhance passenger safety.

(g) Programmes / plan in the next two years to enhance bus captain training.

(h) Programmes of retrofitting of double hand rail on double deck buses with straight staircases.

(i) Please provide a study on the feasibility of installation of seat belts on (a) all seats and (b) all seats on the upper deck on all new buses.

(E) Environmental Initiatives

Your FPP submission should include a separate chapter on environmental initiatives with plans / programmes on the following aspects:

(a) A bus deployment plan (format shown at **Annex F(i)**) with targets of:

  (i) deploying only low-emission buses (i.e. buses with emission standard of Euro IV or above (including Euro II and Euro III buses retrofitted with Selective Catalytic Reduction Device (SCR) and hybrid buses with Euro VI emission standard) and electric buses) via the busy corridors of Yee Wo Street, Hennessy Road, Queensway, Des Voeux Road Central, Nathan Road between Jordon Road and Salisbury Road, and Nathan Road between Prince Edward Road West and Jordon Road by each year from as at end-2018 to as at end-2022; and

(ii) deploying low-emission buses (i.e. buses with emission standard of Euro IV or above (including Euro II and Euro III buses retrofitted with SCR and hybrid buses with Euro VI emission standard) and electric buses) via the low emission zones (LEZs) in Causeway Bay (i.e. Yee Wo Street), Central (i.e. the junction of Des Voeux Road Central and Pedder Street) and Mong Kok (i.e. the junction of Nathan Road and Lai Chi Kok Road) which were set up by the Environmental Protection Department (EPD) (see **Annex F(ii)**) by each year from as at end-2018 to as at end-2022.

If there are any factors affecting the achievement of above-mentioned targets, please state them clearly for consideration in the FPP.

(b) Proposals for using cleaner fuel and/or introducing alternatively-fuelled buses such as hybrid buses, fuel cell powered buses, etc. in your fleet.

(c) Details of other environmental initiatives to be implemented or put on trial in respect of:

(i) environmentally friendly operational arrangements – e.g. bus stop re-organisation proposals, bus route rationalisation and bus-bus interchange schemes to improve network efficiency, and to reduce emission and traffic congestion along busy corridors. Such schemes should be highlighted in the "environmental initiatives" chapter with details on adjustment of services to be included in the RPP chapter;

(ii) environmentally friendly passenger facilities, vehicles, fuel and depot facilities;

(iii) fuel saving measures; and

(iv) other environmentally friendly initiatives.

Detailed information on the technical, financial, timing or other relevant information in respect of the above initiatives should be provided.

(F) Provision of Transport Information and Facilities

Your FPP submission should include a separate chapter on "Provision of Transport Information and Facilities" with plans / programmes on the following aspects:

(a) A plan to improve the provision of passenger information and facilities including but not limited to:

(i) providing route and fare information panel and next departure time in **all** existing and planned major public transport interchanges together with financial implications;
(ii) providing electronic route and fare information on **all** buses;

(b) An implementation programme for installation of new shelters or replacement of existing shelters that with seating facilities. In addition, please include a plan to examine the feasibility of providing shelters of new design, which would minimize the need to occupy the footpath and adjust underground utilities.

(c) An implementation plan and timetable for improvements on the provision of passenger information and transport facilities committed by your Company during the franchise negotiation exercise in 2014/2015:
(i) provision of Real Time Bus Information System (RTBIS) for disseminating estimated departure / arrival time of bus trips at the bus termini and stops (as appropriate) for all its bus routes, based on real time data, through mobile devices and display panels installed at bus termini and stops;
(ii) installation of display panels for disseminating estimated departure / arrival time at all bus termini and stops with shelter/canopy atop and power supply;
(iii) provision of RTBIS for visually impaired passengers whose mobile devices are equipped with text-to-speech function;
(iv) installation of display panels on board showing bus stops of the routes at which the buses are operating on all new buses;
(v) publish passenger service pledge for responding to complaints and suggestions from the public, and the achievement rate of the pledge for public information
(vi) to deploy low-emission buses (i.e. those buses meeting the emission level of Euro IV or above, or buses retrofitted with the selective catalytic reduction devices) to routes serving the three pilot low-emission zones (LEZs) in Causeway Bay, Central and Mongkok;
(vii) actions to ensure that Environmental Protection Department's prevailing air quality guideline (in respect of carbon dioxide concentration level) inside bus compartments will be met as far as reasonably practicable;
(viii) provision and enhancement of the existing online enquiry system for bus route information;
(ix) provision of barrier-free and elderly-friendly facilities, and safety enhancement features for new buses;
(x) carriage of foldable bicycles on board; and

(xi) cooperation with other bus operators to disseminate estimated departure / arrival time of bus trips that are jointly operated or solely operated by other bus operators on its display panels.

(G) Public Transport Interchanges

It is one of Government's on-going objectives to bring improvements to existing and future public transport interchanges (PTIs) to provide a pleasant and clean waiting environment to passengers. As your Company is the main user of the PTIs, you are required to:

(a) provide a programme with commitment by your Company to improve/beautify public transport interchanges including staff and passenger facilities therein;

(b) provide a concrete programme of the improvements of amenity facilities at bus termini;

(c) devise an enhanced cleansing programme for bus interior, bus bays, facilities for passengers and staff (e.g. queue railings, regulator's offices, kiosks, staff canteen & toilets, shelters, LED route information panels, customer service centers etc.) within public transport interchange as precautionary measures against outbreak of influenza or any other epidemic disease; and

(d) consider providing passenger facilities at bus termini and major BBI locations, such as passenger shelters, large route information panels with light boxes, new route signage, queue railing with seating facilities, next bus arrival time display and free Wi-Fi.

(H) On-board TV Broadcasting Service

Your FPP submission should include a separate chapter on the measures to address the concerns of passengers on your On-board TV Broadcasting service

(a) details (including number and type of buses) of On-board TV Broadcasting service installed;

(b) details (including frequency and method) of measures to ensure compliance with the guidelines issued by this Department on sound level (e.g. the sound and pitch level of VCD/DVD in the production stage, independent regular check on MMOB service, etc.) and especially percentages of airtime for advertising;

(c) details of improvement measures to address the increase in complaints and dissatisfactions felt by passengers in respect of your On-board TV Broadcasting service. The following table summarizes the findings of the Passenger Satisfaction Survey from 2004 to 2016. Please note the sustained high percentage of passengers who expressed dissatisfaction against the on-board TV Broadcasting service.

Years	% of passenger "Not quite accept" or "not accept at all"
2004	13
2005	14
2006	14
2007	15
2008	17
2009	18
2010	20
2011	19
2012	17
2013	18
2014	14
2015	16
2016	13

(d) You are required to propose new improvement measures to address the concern of passengers who do not accept On-board TV Broadcasting service, including the provision of the optional audio output for passengers and the quiet zone on the upper deck of the bus.

(e) You are required to submit proposal to perform a feasibility study for a trial on some of the franchised buses with On-board TV Broadcasting service installed on the following assumptions:

(i) The audio of On-board TV Broadcasting service on upper decks of the bus is also muted; and
(ii) The restriction on advertisments, which should NOT exceed 20% airtime for every hour of the programme, is removed.

The study should also include the financial impact of your company.

(I) <u>Application of Global Positioning System (GPS), Estimated Bus Arrival Time System (ETA) or similar technology in bus operation</u>

Your FPP submission should include a separate chapter on the application of GPS with the following information:

(a) current progress in the application of GPS, ETA or other modern technology in real time bus tracking, fleet management, and provision of real time passenger information; and

(b) target implementation plan for the use of GPS, ETA or other modern technology in the provision of real time information to passengers at bus stops, on-board displays, and via mobile/web applications, with an assessment on financial benefit and cost.

If it is justified that implementation of GPS based passenger information system on a large scale cannot be implemented within a short period, you should examine the feasibility to using alternative systems and measures to further improve the provision of passenger information during the interim.

(J) Performance Targets

To further enhance performance of your Company, you are required to provide performance targets on the following aspects for 2018 as per in **Annex G**. In setting the targets for 2018, you may wish to:

(a) make reference to actual performance over the past few years;
(b) review measures that can be taken by your company to further upgrading the targets; and
(c) suggest adding more targets, in particular on bus safety.

We note that the actual performance of your Company in 2016 in respect of the following indicators did not meet the agreed targets. You are urged to put extra efforts to ensure that all targets are achieved.

(a) Bus Utilization : the target was 91.5% but the actual performance was 91.32%;

You are required to devise concrete measures and advise implementation details:

(a) to meet the target of bus utilization including better bus fleet maintenance to enhance the operational efficiency.

(K) Financial Projections

In the financial projections section of the FPP, please provide scenarios of –

(a) Settled 2017/ 2018 RPP; and
(b) Draft 2018 / 2022 RPP.

(L) Supporting Information

To facilitate this Department to process your Company's FPP submission, please observe the following requirements –

(a) For new route, rerouteing or route rationalisation proposal (e.g. truncation / re-routeing and route cancellation / amalgamation)

Operational details such as proposed fare, the number of passengers affected/benefited, availability of alternatives, route map and proposed/revised bus stop list should be provided in a separate annex with soft copy. The standard formats of the annex for new route proposal and rerouteing/route rationalization proposal are attached at **Annex H(i)** and **Annex H(ii)** respectively. For rerouteing/route rationalization proposal, you are required to indicate that the remaining carrying capacity of the alternatives can cater for the dispersed passengers.

(b) For service improvement proposals

(i) Justifications in terms of changes in population size and updated survey results on passenger occupancy should be provided with due reference to the stipulated guidelines at **Annexes A and C**.

(ii) For the enhanced services of existing routes / new routes to operate via the busy districts, please identify the proposed bus routes where buses/trips are redeployed to operate these services.

(M) Administrative Arrangement

In accordance with section 12A of the Public Bus Services Ordinance, Cap 230, your Company is required to submit the FPP not later than 30 June each year, i.e. 30 June 2017 for this FPP (2018- 2022). To facilitate processing of your FPP by this Department, you are required to provide your submission and supporting information on a calendar year basis (for financial data, exception can be made if you financial year is not on a calendar year basis). Please submit 30 hard copies in separate bundles and one soft copy (both word/excel and pdf format) of the FPP for our use.

(N) Commitment on service-related initiatives under the new ten-year franchise

As per your commitment via your letter of 1 September 2015 in the context of granting new 10-year franchise, please include implementation plans of the following service-related initiatives under relevant chapters of your FPP submission –

(a) provision of Real Time Bus Information System (RTBIS) for dissemination of estimated departure / arrival time of bus trips at the bus termini and stops (as appropriate) for all its bus routes, based on real time data, through mobile devices and supplemented with display panels installed at bus termini and stops with shelter / canopy atop and power supply;
(b) provision of RTBIS for visually impaired passengers whose mobile devices are equipped with text-to-speech function;
(c) installation of display panels on board showing bus stops of the routes at which the buses are operating on all new buses;
(d) publish passenger service pledge for responding to complaints and suggestions from the public, and the achievement rate of the pledge for public information;
(e) to deploy low-emission buses (i.e. those buses meeting the emission level of Euro IV or above, or buses retrofitted with the selective catalytic reduction devices) to routes serving the three pilot low-emission zones (LEZs) in Causeway Bay, Central and Mongkok;
(f) actions to ensure that Environmental Protection Department's prevailing air quality guideline (in respect of carbon dioxide concentration level) inside bus compartments will be met as far as reasonably practicable;
(g) to offer 30 new packages of Bus-Bus Interchange (BBI) schemes and enhance one existing BBI scheme with reduction of fares from the commencement of the franchise on 1 June 2016;
(h) provision and enhancement of the existing online enquiry system for bus route information;
(i) provision of barrier-free and elderly-friendly facilities, and safety enhancement features for new buses;
(j) provision of passenger seating facilities at new passenger shelters;
(k) carriage of foldable bicycles on board; and
(l) cooperation with other bus operators to disseminate estimated departure / arrival time of bus trips that are jointly operated or solely operated by other bus operators on its display panels.

I shall be pleased to discuss with you if you have any question about this letter.

Yours sincerely,

(C.K. LEUNG)
for Commissioner for Transport

運輸署
Transport Department

Annex 1.4

Urgent by Fax and Post
(Fax No. 2579 0202)

Our Ref : TD BR 35/164-1 C
Your Ref :
Tel : 2829 5320
Fax : 2802 2679

1 December 2017

Citybus Limited
No.8 Chong Fu Road
Chai Wan
Hong Kong
(Attn: Mr William CHUNG)

Dear William ,

Carriage of Portable Oxygen Concentrator (手提製氧機) on Board the Franchises Buses

I refer to our earlier discussions regarding the carriage of portable oxygen cylinder on board the franchised buses.

It has recently come to our attention that some patients carrying portable oxygen concentrators ("POCs") were refused on board the franchised buses. We are much concerned about your arrangement and would like to provide you with more information regarding POC so that your company should facilitate these patients using your bus services.

POC is a battery-operated device that is capable of producing a gas with high oxygen content (up to around 90%) for inhalation by patients under oxygen therapy. A typical model works by sucking up air in the surrounding and chemically filtering away the nitrogen content therein, thereby leaving only behind a gas with high oxygen content. Some models of POC are shown in **Annex**. We understand that POC is gaining popularity in Hong Kong and it is generally more popular than oxygen cylinder among patients requiring prolonged oxygen use when they are away from home.

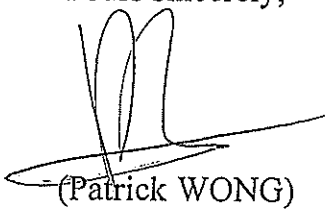
We would like to clarify that according to the advice from the Fire Services Department and the Electrical and Mechanical Services Department, POC is not subject to the control of the Dangerous Goods Ordinance (Cap. 295) and the departments concerned do not have objection to the carriage of POCs on board the vehicles from the safety angle. Hence, POC is not a dangerous goods under the

Dangerous Goods Ordinance at all, and should be allowed to be carried on board the vehicles.

In view of the above, your company should make necessary arrangement to facilitate the patients carrying POCs using your bus services, including briefing your frontline staff (including bus drivers and customer service staff, e.g. enquiry hotline staff, etc.) accordingly. Meanwhile, I should be grateful if you would let us have your reply including actions taken / to be taken on the above by 6 December 2017.

Should you have any enquiries, please feel free to contact our Mr Gregory LO at 2829 5302 or our Miss Marie SIN at 2294 2566.

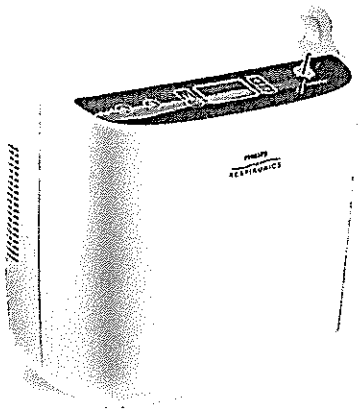
Yours sincerely,



(Patrick WONG)
for Commissioner for Transport

Annex

Sample models of Portable Oxygen Concentrator



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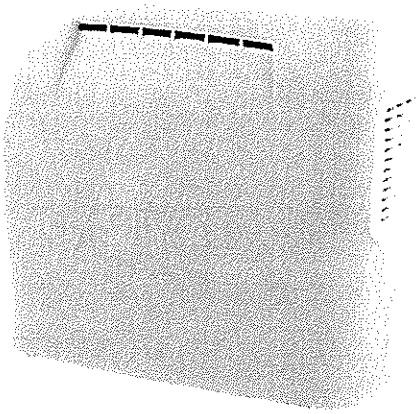

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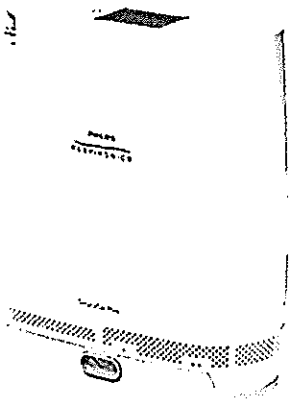

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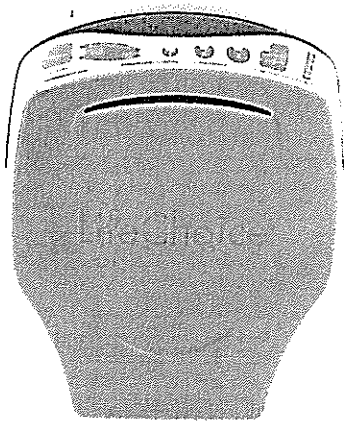

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運輸署
Transport Department

Urgent by Fax and Post
(Fax No. 2147 3611)

Our Ref : TD BR 35/164-1 C
Your Ref :
Tel : 2829 5320
Fax : 2802 2679

1 December 2017

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No.8 Chong Fu Road
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Yours sincerely,

(Patrick WONG)
for Commissioner for Transport

Annex

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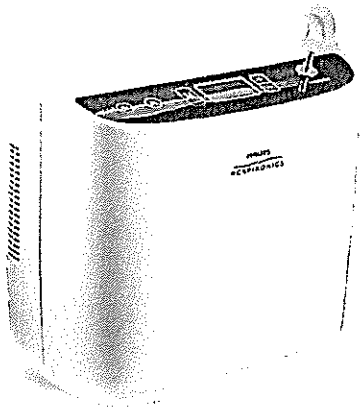

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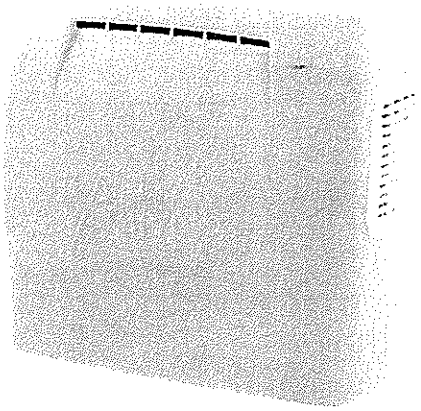

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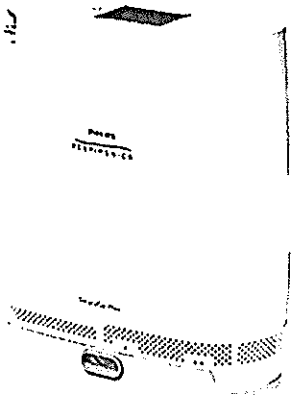

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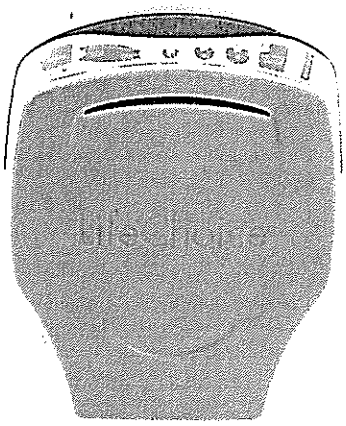


Source:
https://www.oxygenconcentratorstore.com

Annex to Administrative Bulletin 2.9

SUPPLEMENTARY CONDITIONS FOR C.O.F./C.O.R. INSPECTION ON FRANCHISED BUSES

Bus Units Requiring Overhaul at C.O.R./C.O.F.

	Yearly*	Two-Yearly*	Sixth Year	Remark
Brake System				
Air Compressor	C	X		
Air Drier	C	X		
All Valves	C/X*	X		
Brake Actuator	C	X		Diaphragm changed & overhauled
Rubber Hose	C	Renew		
Steel Pipe	C			
Nylon Pipe (with code of standard / OEM parts)	C			Hose without code of standard is not accepted.
Slack Adjuster		X		
Air Reservoir	C			
Cam Shaft & Shoe Carrier	C			
Air System in Line Filter	C			
Axle				
Wheel Hub Bearing (exept Pre-sealed Unitized Bearing)	C	X		Repack grease
Pre-sealed Unitied Wheel Hub Bearing	C		Renew	Renewed / replaced if out of manufacturer's recommendation
Hub Wheel/Stud	C			
Oil Seal	C			
Stub Axle	C			
Axle Beam	C			
King Pin	C			
King Pin Bush	C			
Steering				
Power Steering Hose (with manufacturing date and standard)	C			Renewed at Bus Age of 10.
Power Steering Hose (without manufacturing date and standard)	C		Renew	Renewed at Bus age of 6.
Steering Box	C	C*		C*: ZF steering G/B - detailed biannual test records to prove item in sound condition or overhauled
Steering Column	C			
Switching Valve	C			

	Yearly*	Two-Yearly *	Sixth Year	Remark
Steering (Cont'l)				
Bevel Box	C		X	Provided with detailed annual test records to prove item in sound condition or overhauled
Hydraulic Pump	C		X	Annual pressure test records to prove item in sound condition or overhauled
Lever & Linkage/Ball Joint	C			
Suspension				
Sub-frame	C			
Shock Absorber	C			
Leaf Spring	C			
Air Spring	C			
Locating Rod	C			
Leveling Valve	C			
Shackle, Pin, Bush	C			
Chassis				
Member, Bracket, Outrigger	C			All chassis members and brackets to be derusted, reconditioned or renewed and applied with anti-corrosion treatment if necessary.
Engine Compartment				
Hydraulic hose (pressurized)	C		Renew	
Body				
Interior and exterior panels	C			
Floor and seats	C			
Doors	C			
Air-conditioning/Ventilation System				
Air duct and air filter	C			
Fresh air supply system, evaporator and heating coils	C			
Others				
Wheelchair ramp and restraint belt	C			
Blackbox	C			
Speed limiting	C			

* C - Check ; X*-Overhaul required except recommended by Manufacturer; X - Overhaul.

Note:

No overhaul is required for chassis components if the unit has been overhauled within 2 years before inspection for the issue of 6 years C.O.R. or C.O.F. and within 1 year before inspection for the issue of a C.O.R. or C.O.F. requiring 2 yearly overhauled units(i.e. air compressor, air drier, slack adjuster) provided the unit is in good and serviceable condition.

Overhaul requirements are for individual components subject to adjustment by the recommendation of the vehicle manufacturers and agreed by Transport Department.

Recommended Minimum Specification requirements for Franchised Bus

1 Seats

(a) All seats shall be either with headrest or high back seat except those which are not justifiable [such as rearmost middle 3 in front of emergency exit at upper deck]. Backrest of the seat shall not be less than 700mm measured from the seat cushion.

(b) All exposed seats and the first row seats at upper deck shall be equipped with three-point seat belt.

(c) Design of seat belt anchorage and floor structure to comply with the ECE R14 (or equivalent standard) for mounting the passenger seat belt or passenger seat with integral belt shall be endorsed or confirmed by manufacturer.

2 Safety Features

(a) The communication staircase in double deck bus shall be forward ascending type. Double hand-railing system (or equivalent) shall be installed in straight communication staircase in double deck bus.

(b) Windscreen shall be laminated glass type and emergency break-glass windows shall be toughened glass type with protective vinyl film (or equivalent). Break-glass hammers with operation instruction shall be provided and placed next to the emergency break-glass exits.

(c) Apart from those required for breaking emergency exit glass, at least four and two extra break-glass hammers shall be bore at the upper deck and lower deck respectively to facilitate side windows breaking in case of emergency.

(d) Close Circuit Cameras and monitor or other means for assistance bus reversing; upper deck monitoring and passenger alighting monitoring shall be provided.

3 Fire prevention and body structure

(a) Material specified in the column 1 of Annex I shall be confirmed by manufacturer to comply with the requirement of materials fire retardancy standards stated in the column 2 of Annex I.

(b) High temperature sensors shall be installed in the engine compartment in accordance with the manufacturer design.

(c) Air-conditioning system mounted adjacent to or on top of the engine bay shall be with automatic shutdown feature which should be triggered when extreme high temperature in the engine bay is detected or fire occurs.

(d) Engine compartment shall be effectively separated off from the rear part of bus body by at least 1.5 millimetre thick steel firewall with necessary insulation and without vent pipe penetration so as to confine the fire in the engine compartment. Number of drain and refrigerant pipes, and air intake duct passing through the partition separating the engine and A/C compartments shall be minimized and positioned at either side of the compartment and far from the heat source.

4 Others

(a) UN/ECE (or equivalent standard) certificates or report of test in accordance with the equivalent standard, which is confirmed by manufacturer, for the speedometer and speed limitation function shall be provided.

(b) The wheelchair space shall be free of seat.

(c) Automatic air-conditioning system with full climatic control, optimal and efficient saloon cool air distribution design with adjustable air-vent for seated passengers shall be provided. Non-roof mounted air condition system shall be incorporated with appropriate air filtering / cleaning system (or equivalent system).

VSSD
Transport Department
February 2012

Materials Fire Retardancy Standards

Materials Fire Retardancy Standards for each type of material used on a bus confirmed by manufacturer are: -

Materials	Min. Requirement
All GRP (Glass Reinforced Plastic) materials utilised interior and exterior	BS476 Part 7 Class 2 (or equivalent) GRP components vulnerable to heat sources which comply with BS476 Part 7 Class 1 by the application of intumescent surface coating (or equivalent material) to exposed surfaces.
Melamine Laminates (side or roof panels)	BS476 (1997) Part 7 Class 1 or 95/28/EC (or equivalent)
Flooring	Both deck : BS476 (1997) Part 7 Class 2 or (under side) 95/28/EC (or equivalent)
Floor upper side	BS476 (1997) Part 7 Class 1 or 95/28/EC (or equivalent)
Seat Filling	95/28/EC or BS5852 Crib Source 5 (or equivalent)
Seat trimming	

-- END --

新巴
FIRST BUS

新創建集團成員
Member of NWS Holdings



NWFB
Retail Disclosure 2017

01

From the Managing Director

This 2017 New World First Bus ("NWFB") Fuller Disclosure covers the financial year ended 30 June 2017.

Impacted by the commissioning of the MTR Kwun Tong Line Extension and the South Island Line (East), NWFB recorded a significant loss of ridership and revenue. Affected bus routes were rationalized to reduce cost and wastage of resources. At the same time, resources had been redeployed to districts with population intake to cater for growing transportation needs.

Information technology had been fully utilized to meet our long standing "Transport for All" objective. In the reporting year, the Company geared up the route search function of its free mobile app to provide more precise route suggestions and information. It also adopted web accessibility design to the benefit of passengers in need. Besides, the new generation Octopus fare processors on buses could provide audible information on fare deducted and card balance for visually impaired passengers bearing encoded Octopus cards. In collaboration with the Government, the Company would start installing seats at bus shelters in late 2017. This would provide a more customer friendly environment for intending passengers.

On sustainable development, NWFB continued to invest in fleet replacement, bringing the total number of Euro 4 and 5 buses up to 466, and carried on the trial of new energy vehicles subsidized by the Government. To improve roadside air quality, suitable buses were deployed to serve "Low Emission Zones".

In future, we will continue to provide innovative, reliable and sustainable public bus services.

Samuel Cheng
Managing Director

董事總經理匯報

本概覽涵蓋新巴 2016 年 7 月 1 日至 2017 年 6 月 30 日財政年度的經營概況。

過去一年，受港鐵觀塘綫延綫及南港島綫（東段）啟用影響，新巴的載客量及收入顯著下跌，為業務帶來不少壓力。公司已實施相應的路線重組來減低成本及資源浪費；同時因應新社區發展，投放資源到人口增長之區域，配合其衍生的交通需要。

新巴積極引進智能化服務，利用資訊科技推動無障礙乘車環境，照顧不同乘客的乘車需要。年內，公司重點提升手機應用程式的路線搜尋功能，提供更精確路線建議及班次資料，同時採用無障礙設計，更方便有需要人士使用。公司全線車隊已安裝新一代八達通收費器，設交易資料聲音報讀功能，方便使用已登記殘疾人士八達通語音功能的視障人士，知悉該程車資及八達通餘額。此外，公司配合政府於 2017 年底起在有候車上蓋的巴士站設置座椅，為乘客提供更舒適的候車環境。

推動可持續發展方面，新巴繼續投放資源引入市場上配備最低排放量的環保巴士以更新車隊，令歐盟 4 型及 5 型巴士數目增加至 466 輛。公司亦配合政府繼續測試新能源車種的營運效益，及調派符合環保要求的巴士行走低排放區，攜手改善鬧市的空氣質素。

市場環境不斷變化，巴士服務亦推陳出新。新巴會繼續為大眾提供創新、可靠及可持續的公共巴士服務。

董事總經理
鄭偉波

03

Operational Information

		July 2016 to June 2017	July 2015 to June 2016	July 2014 to June 2015	July 2013 to June 2014
1.	**Total number of bus routes operated**				
	HK Island Routes	44	45	45	49
	Cross Harbour Tunnel Routes	35	34	34	33
	Kowloon/ New Territories Routes	8	8	8	8
	Total	87	87	87	90
2.	**Fleet size**				
	Number of registered buses	710	730	733	729
	Number of licensed buses	687	710	708	719
3.	**Total fleet capacity**				
	Total authorized carrying capacity of licensed bus fleet	85,642	89,080	87,414	88,668
4.	**Operational capability**				
	The ratio of actual to the scheduled number of bus departures during the morning peak hours in the peak direction	98.85%	100.31%	94.67%	97.17%
5.	**Achievement of schedule**				
	The ratio of actual bus allocation to scheduled bus allocation	99.74%	99.90%	97.30%	100.84%
6.	**Fleet utilization**				
	The ratio of actual bus allocation to licensed bus fleet	89.16%	88.13%	89.05%	89.58%
7.	**Average age of licensed bus fleet**	6.96	10.73	12.57	12.70
8.	**Total number of passengers carried** (million)	166.08	168.16	170.05	183.26
9.	**Paid bus km** (million)	42.40	43.73	43.84	46.25
10.	**Percentage of lost trips**				
	The ratio of number of lost trips to number of scheduled bus trips	2.44%	1.77%	5.46%	2.09%
11.	**Mechanical reliability***				
	The average number of trips operated before a bus would experience one mechanical breakdown on the road while passengers are on board	1,372.33	1,365.84	1,177.95	1,272.54
12.	**Average number of bus defects detected per vehicle examination**				
	During spot checks by Transport Department	0.69	1.62	0.89	0.86

		July 2016 to June 2017	July 2015 to June 2016	July 2014 to June 2015	July 2013 to June 2014
13.	**Average number of buses involved in bus accident with human injury** (per million vehicle-km)**	6.05	6.09	6.33	5.86
14.	**Service improvement/ rationalization items**				
	Number of new routes introduced	2	1	0	1
	Number of bus routes cancelled	2	1	3	2
	Frequency improvement, capacity improvement, extension of operating period and others	18	14	21	28
	Percentage of fleet with air-conditioned services	100%	100%	100%	100%
	Percentage of fleet with Super Low Floor	100%	100%	96.73%	92.20%
	Percentage of fleet equipped with Euro 2 or above engines and electric motors	100%	100%	100%	96.80%
	Percentage of fleet with Octopus facility	100%	100%	100%	100%
15.	**Average number of complaints of NWFB handled by Transport Complaints Unit** (per million passengers)	2.80	2.97	3.38	3.43
16.	**Responding to public opinion**				
	Give a substantive reply within 10 working days, or an interim reply in 10 working days and a substantive reply within 21 working days	95.45%	New reporting item since 2017		
17.	**Passenger liaison programmes**				
	Number of passenger attitude surveys conducted	4	4	4	4
	Number of user group meetings attended	7	2	3	3
	Number of District Council Traffic and Transport Committee Meetings attended	49	40	52	54
	Number of Passenger Liaison Group Meetings convened	6	6	6	6
18.	**Other customer services**				
	Bus shelters Total number of bus shelters	209	206	211	219

Passenger information
Route information and souvenirs are available at NWFB Customer Service Centre
Timetables, fare tables and route information are displayed at all termini and bus stops
Route information and interactive route search function are available on website and mobile app

Enquiry service
The Customer Service Hotline: 2136 8888
The Customer Service Hotfax: 2136 2136
SMS Enquiry Service: 9526 1111
General information on NWFB is available on the internet http://www.nwfb.com.hk
Customer queries and feedback can be submitted via e-mail to bus_ideas@nwfb.com.hk

Legends

* The definition of mechanical reliability takes into account all types of defects leading to vehicle breakdown during passenger service.

** The figures for 2016/ 17 are provisional.

	2016年7月至2017年6月	2015年7月至2016年6月	2014年7月至2015年6月	2013年7月至2014年6月
1. 巴士路線總數				
港島區路線	44	45	45	49
過海隧道路線	35	34	34	33
九龍／新界路線	8	8	8	8
合計	87	87	87	90
2. 車隊				
已登記巴士數量	710	730	733	729
已發牌巴士數量	687	710	708	719
3. 車隊總載客量				
已發牌巴士之許可載客量	85,642	89,080	87,414	88,668
4. 車隊運作能力				
早上繁忙時間整個巴士網絡內，向繁忙方向開出之實際巴士班次與時間表上訂立的班次之比率	98.85%	100.31%	94.67%	97.17%
5. 時間表的成效				
實際路面行車數目及時間表所訂的行車數目的比率	99.74%	99.90%	97.30%	100.84%
6. 車隊運用				
實際路面行車數目佔已發牌之車隊數目的比率	89.16%	88.13%	89.05%	89.58%
7. 已發牌車隊之平均年齡	6.96	10.73	12.57	12.70
8. 乘客人次總數（百萬計）	166.08	168.16	170.05	183.26
9. 巴士行車公里數（百萬公里計）	42.40	43.73	43.84	46.25
10. 班次失誤比率				
班次失誤及訂定班次的比率	2.44%	1.77%	5.46%	2.09%
11. 機械可靠性*				
每一部巴士平均行走多少班次後才會在載客途中發生一次機件故障	1,372.33	1,365.84	1,177.95	1,272.54
12. 平均每輛巴士檢查時須修正的項目				
由運輸署抽檢	0.69	1.62	0.89	0.86

	2016年7月至2017年6月	2015年7月至2016年6月	2014年7月至2015年6月	2013年7月至2014年6月
13. 涉及有人受傷之巴士意外的車輛平均數目（以每百萬公里計）**	**6.05**	6.09	6.33	5.86
14. 改善服務與服務重組項目				
推出新巴士路線數目	**2**	1	0	1
取消巴士路線數目	**2**	1	3	2
改善行車班次、增加載客量、延長服務時間及其他調整	**18**	14	21	28
空調巴士比率	**100%**	100%	100%	100%
特低地台巴士比率	**100%**	100%	96.73%	92.20%
車隊中已裝置歐盟2型或以上引擎及電動機的比率	**100%**	100%	100%	96.80%
車隊中已設八達通系統的比率	**100%**	100%	100%	100%
15. 交通諮詢委員會處理有關新巴投訴的平均數目（以每百萬人次計）	**2.80**	2.97	3.38	3.43
16. 回應公眾意見				
於10個工作天內提供完整回覆，或於10個工作天內提供中期回覆，並於21個工作天內提供完整回覆	**95.45%**	2017年度起匯報項目		
17. 乘客聯絡計劃				
乘客意見調查次數	**4**	4	4	4
出席乘客小組會議次數	**7**	2	3	3
參與區議會交通及運輸委員會會議次數	**49**	40	52	54
乘客聯絡小組會議舉辦次數	**6**	6	6	6
18. 其他顧客服務				
全天候巴士亭				
巴士亭總數	**209**	206	211	219

服務資料

在新巴顧客服務中心提供路線查詢及紀念品銷售服務
行車時間表、車費表及路線資料均張貼於所有總站及路邊巴士站牌上
新巴網站及手機應用程式提供路線資料及互動路線搜尋服務

查詢服務

顧客服務專線：2136 8888
顧客服務傳真：2136 2136
短訊查詢服務：9526 1111
新巴網頁 http://www.nwfb.com.hk 有新巴之一般資料
新巴電郵信箱 bus_ideas@nwfb.com.hk 接受客人查詢或意見

附註：

* 機械可靠性的定義包括所有導致車輛於載客服務中途停駛的故障。

** 2016／17年度的數字為臨時數字。

Profit and Loss Account 損益表

	Year ended 30 Jun 2017 截至 2017 年 6 月 30 日年度	Year ended 30 Jun 2016 截至 2016 年 6 月 30 日年度
	HK$'000 港幣千元	HK$'000 港幣千元
Turnover 營業額		
Fare receipts 車費收入	1,059,442	1,076,525
Advertising income 廣告收入	91,972	93,648
	1,151,414	1,170,173
Other income 其他收入	31,159	26,904
	1,182,573	1,197,077
Operating costs 營運成本		
Staff costs 員工支出	604,805	584,412
Fuel and oil 燃油	130,948	189,532
Tolls 隧道費	87,678	86,291
Repairs and maintenance 維修保養	71,524	82,114
Depreciation 折舊	101,209	76,429
Insurance 保險	39,090	39,391
Finance costs 財務費用	1,984	116
Other expenses 其他支出	52,544	55,012
	1,089,782	1,113,297
Profit before tax 除稅前溢利	92,791	83,780
Taxation 稅項	15,486	13,613
Profit for the year 年內溢利	77,305	70,167
Balance of passenger reward 乘客回饋之餘額		
Opening balance 年初餘額	9,892	9,932
Closing balance 年末餘額	9,869	9,892

Note:

Under the revised Modified Basket of Factors ("MBOF") approach, 50% of any return of a franchised bus operator in a given year in excess of a prescribed triggering point of return on its average net fixed assets (viz. 9.7%) would be shared with passengers.

備註：

根據修改後的「經修訂的考慮多方面因素做法」，若一個專營巴士營辦商在某年度之「按固定資產平均淨值計算的回報率」超越指定的觸發點（即 9.7%），其過剩部分的 50% 將會與乘客分享。

Fixed Assets 固定資產

	Buildings 樓宇 HK$'000 港幣千元	Leasehold improvements 物業裝修 HK$'000 港幣千元	Buses and other motor vehicles 巴士及其他汽車 HK$'000 港幣千元	Computer equipment 電腦設備 HK$'000 港幣千元	Plant, machinery and equipment 機械及設備 HK$'000 港幣千元	Furniture, fixtures and office equipment 傢俬及文儀用具 HK$'000 港幣千元	Construction in progress 在建工程 HK$'000 港幣千元	Total 總計 HK$'000 港幣千元
Cost								
原值								
At 1 July 2016								
於 2016 年 7 月 1 日	606,706	9,839	1,916,553	23,485	126,839	6,796	98,368	2,788,586
Additions								
添置	1,444	138	378,577	4,303	15,567	57	93,338	493,424
Disposals								
出售	(108)	(994)	(498,284)	(44)	(4,515)	(5)	0	(503,950)
Transfers								
轉撥	0	0	83,300	567	6,088	0	(89,955)	0
At 30 June 2017								
於 2017 年 6 月 30 日	608,042	8,983	1,880,146	28,311	143,979	6,848	101,751	2,778,060
Accumulated Depreciation								
累積折舊								
At 1 July 2016								
於 2016 年 7 月 1 日	294,899	9,656	1,229,296	21,078	120,919	5,133	0	1,680,981
Charge for the year								
期內折舊	20,670	109	76,741	1,320	2,012	357	0	101,209
Disposals								
出售扣除	(108)	(994)	(496,344)	(44)	(4,515)	(5)	0	(502,010)
At 30 June 2017								
於 2017 年 6 月 30 日	315,461	8,771	809,693	22,354	118,416	5,485	0	1,280,180
Net Book Value								
賬面淨值								
At 30 June 2017								
於 2017 年 6 月 30 日	292,581	212	1,070,453	5,957	25,563	1,363	101,751	1,497,880
At 30 June 2016								
於 2016 年 6 月 30 日	311,807	183	687,257	2,407	5,920	1,663	98,368	1,107,605

09

Vision & Mission

NWFB's core values are driven by stringent corporate governance. Apart from providing safe and quality bus services, we are also determined to contribute to the sustainable growth of Hong Kong by striving to fulfil our corporate social responsibility through various environmental protection and care for the community initiatives.

Slogan	A Good Citizen for All
Vision	To be a leading corporate citizen in the local public transport industry
Mission	• Care for the community and respect the environment • Enhance value for our stakeholders • Deliver premier services to our customers • Nurture professionalism and foster employee pride
Core Values	



Corporate Social Responsibility

In this financial year, NWFB has continued to uphold the stringent corporate governance standard, and pursued the following initiatives based on the four core values to enhance our service level and fulfil our Corporate Social Responsibilities ("CSR").

Quality Bus Services

- Implemented the Government's Public Transport Fare Concession Scheme for the Elderly and Eligible Persons with Disabilities for travelling at a concessionary fare of $2 per bus trip.
- Implemented various fare concession schemes for Octopus-paying passengers. As at 30 June 2017, NWFB launched a total of 49 Bus-Bus Interchange ("BBI") packages involving 73 routes, and most of them offered free interchange.
- Introduced the "Octopus Refund Enquiry" platform on Company website for passengers to check for any pending refund resulting from an incorrect setting on the Octopus device on buses, and provided more convenient refunding methods, further improving customer service.
- Organized the "Thumbs up to Bus Captain 2016" Campaign to promote mutual respect between passengers and bus captains. More than 120 public nominations were received within one month. A training video clip was also produced to strengthen customer service concept of bus captains.
- Continued to introduce low-floor buses equipped with intelligent information facilities including "Automatic Bus Stop Announcement System" and "Motion Bus Stop Display" to provide accurate bus stop and customer information along the bus journey, thus offering a barrier-free travelling experience to passengers.
- Conducted a trial to inform the visually impaired of temporary bus stop relocation or cancellation due to incidents such as road works or major public events by displaying a signage with the braille customer service hotline on it at affected bus stops.
- Launched mobile app 3.0 which not only allows passengers choose to view the precise routeing according to different time periods by inputting route number directly at the main page, but also looks for the quickest route to destination by setting the date and time of travel using intelligent route search.
- Equipped all buses with the new generation Octopus fare processors, which could provide audible information on fare deducted and card balance for visually impaired passengers bearing encoded Octopus cards.
- Provided free Wi-Fi service on 151 buses, bringing additional value to passengers.
- Collected opinions from the public via multiple channels, including website (www.nwfb.com.hk), customer service hotline (2136 8888), customer service hotfax (2136 2136), e-mail (bus_ideas@nwfb.com.hk), SMS enquiry service (9526 1111) and Passenger Liaison Group Meetings.

Environmental Protection

- Implemented green policies and measures by the "Sustainability Committee" through regular meetings and task force.
- Continued fleet replacement and brought the total number of Euro 4 and Euro 5 buses as at 30 June 2017 to 466.
- Four government funded "zero-emission" single deck battery-electric buses were under trial to test vehicle performance as well as cost effectiveness under local conditions.
- Conducted regular checks on the carbon dioxide ("CO_2") level of bus compartment to ensure good air quality on board. In 2017, 100% of buses checked had their CO_2 level reached the "First Class of Good Air Quality" stipulated in the "Practice Note for Managing Air Quality in Air-conditioned Public Transport Facilities – Bus" published by the Environmental Protection Department ("EPD").
- Specified Forest Stewardship Council ("FSC") or equivalent certification for procurement of new buses.
- Donated unclaimed food products found on buses which were well-packed and unexpired to the needy through Food Angel on a regular basis. Staff also participated in making 1,800 sets of hot meal at Food Angel's central kitchen in Chai Wan for the needy in the community.
- Upheld green concept in our management and operations, and trained our bus captains with the "Safe, Comfort and Eco-friendly" driving skills.
- Received the "Hong Kong Green Organisation" Certification. NWFB's Chong Fu Road Depot (Office area 5th to 7th floor) was awarded the "Indoor Air Quality Certificate (Good Class)" under the Indoor Air Quality Management Programme.

Safety and Health

- Set up stringent standards in vehicle maintenance. Regular and thorough inspections were conducted on buses to maintain them in the safest and most reliable condition.
- Installed additional guard rails at exit door on all new buses delivered from 2017 onwards, and retrofitted guard rails at exit door of existing buses to further enhance passenger safety.
- All new buses purchased were equipped with an additional seat belt on the side of the wheelchair parking space to safely secure the wheelchair.
- Offered comprehensive training to bus captains to enhance their defensive driving skill and proper driving manner to ensure safety.
- A GPS Tachograph was installed on the entire bus fleet and conducted random spot-checks to ensure that bus captains will drive safely.
- Conducted on-site breath-alcohol screening surprise tests with bus captains to safeguard road safety.
- Educated company staff on occupational safety and health through staff newsletter and organizing Safety Quiz.

Care for Staff and Community

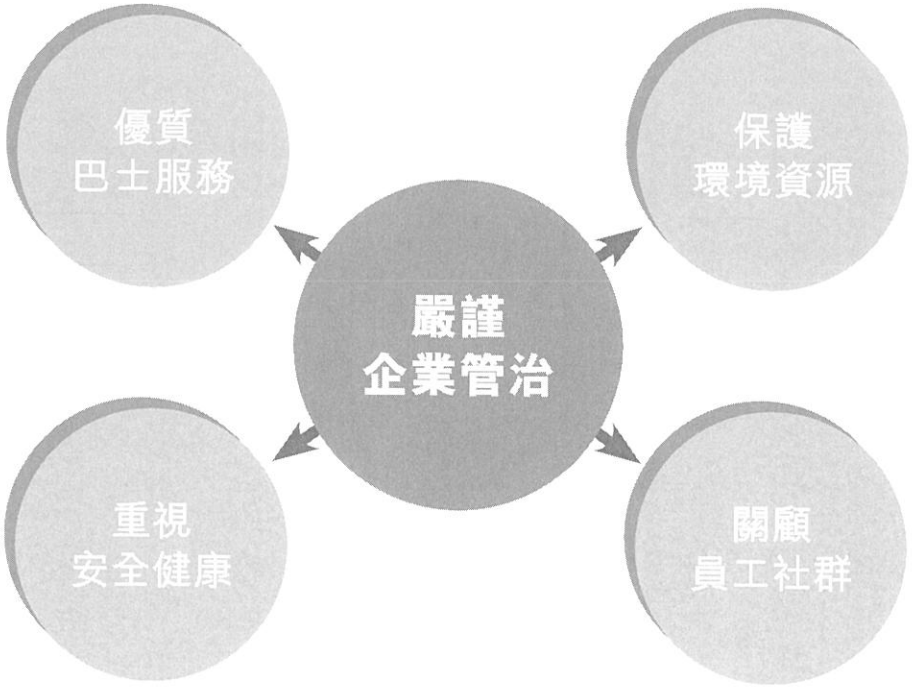
- Valued staff engagement with open and interactive staff communication channels, such as newsletters, intranet and regular meetings with staff representatives and the unions.
- Organized professional courses of multiple disciplines for office staff to promote continuous learning culture.
- Organized various leisure activities and interest classes to promote work-life balance.
- Offered professional employee counselling service to look after personal and family needs of staff members.
- Organized "Outstanding Employee Award" in recognition of our staff's dedication and best performance.
- Organized "Incubation Circle Competition" to promote creativity and continuous work improvement culture with a view to enhancing safety, work efficiency and raising environmental awareness.
- Co-organized with the School and Faculty of Education of the University of Hong Kong and HHCKLA Buddhist Po Kwong School by donating parts of retired buses for setting up a "Bus Corner" to simulate a bus compartment, and arranged a bus depot visit to provide cognitive trainings and travel tips for students with special educational needs.
- Organized diversified charitable activities through the effort of "Volunteer Alliance Steering Committee" and co-organized the "Fruitful Tour for Senior Citizens Volunteer Scheme" with the Wan Chai Methodist Centre for the Seniors.
- Participated in a wide range of community and charitable activities, such as offering free ride on "Senior Citizen's Day" and "International Day of Disabled Persons", raising fund for The Community Chest "Dress Causal Day" and supporting the "UNICEF Charity Run".
- Garnered various awards and recognitions for our outstanding corporate citizenship:
  - "15 Years Plus Caring Company Logo" for the 2016–17 term and "Gold Star Award" in the Age Friendly Hong Kong Appreciation Scheme 2016 by The Hong Kong Council of Social Service
  - "Manpower Developer 2013–19" at the ERB Manpower Developer Award Scheme by the Employees Retraining Board
  - "Merit Award (Enterprise Category)" in the 7th Hong Kong Outstanding Corporate Citizenship Award

Please visit the ***NWFB website at www.nwfb.com.hk*** for other details.

理念與使命

新巴的核心價值是由嚴謹的企業管治所推動，除提供安全及優質的服務外，亦積極透過不同形式保護環境及回饋社會，克盡企業社會責任，為香港的持續發展作出貢獻。

標語	作為良好公民，服務大眾市民。
願景	成為本地公共交通服務行業具領導地位的企業公民。
使命	• 關愛社群，愛惜環境 • 為我們各權益方提升價值 • 為顧客提供優質服務 • 培育專業，凝聚員工
核心價值	



企業社會責任

在此財政年度，新巴繼續以嚴謹的企業管治，循公司的四大核心價值推行以下措施，提升服務水平並履行企業社會責任：

優質巴士服務

- 配合政府的「公共交通兩元票價優惠計劃」，讓長者及合資格殘疾人士以港幣兩元乘搭巴士。
- 推出多項車資優惠計劃，截至 2017 年 6 月 30 日，新巴共提供 49 組包括 73 條路線的巴士八達通轉乘優惠，大部分組合提供免費轉乘。
- 於公司網頁內增設「八達通退款查詢」平台，讓乘客查詢因巴士八達通收費器設定有誤引致的退款資訊，並提供更方便的退款方法，進一步提升顧客服務。
- 推廣車長乘客互敬互諒的乘車文化，舉辦「2016 讚好車長」活動，邀請全港市民提名心目中想讚好的車長，一個多月內收到超過 120 份公眾提名。公司亦製作了一段車長訓練短片，強化車長的顧客服務意識。
- 繼續引入配備「自動報站系統」及「動態巴士站顯示屏」的低地台巴士，提供可靠實用的數碼化沿途車站及乘客資訊，實踐無障礙乘車環境。
- 試驗在受道路工程或大型公眾活動等影響而需臨時遷移或取消的巴士站，張貼附有顧客服務專線號碼的凸字告示牌，方便視障人士知悉。
- 推出手機應用程式 3.0 版，讓乘客除可在主頁直接輸入路線號碼，得知路線在不同時段的行車路線外，亦可使用智能路線搜尋，設定出發日期及時間，搜尋最快抵達目的地之路線。
- 為全線車隊安裝新一代八達通收費器，設交易資料聲音報讀功能，方便使用已登記殘疾人士八達通語音功能的視障人士知悉該程車所收取之車資及八達通餘額。
- 於 151 輛巴士提供免費 Wi-Fi 上網服務，為乘客的旅程增值。
- 透過多種渠道如網頁（www.nwfb.com.hk）、顧客服務專線（2136 8888）、顧客服務傳真（2136 2136）、電郵（bus_ideas@nwfb.com.hk）、SMS 短訊查詢服務（9526 1111），以及舉辦「乘客聯絡小組會議」等，廣納意見。

保護環境資源

- 「可持續發展委員會」透過定期會議及工作小組，訂定及推行環保措施。
- 陸續引入最新環保巴士以更新車隊。截至 2017 年 6 月 30 日，歐盟 4 型及 5 型巴士數目已增加至 466 輛。
- 四輛由政府資助的「零排放」單層電池電動巴士已投入服務，就車輛在本地環境下的運作效能和成本效益作全面試驗。
- 定期抽查巴士車廂內二氧化碳含量，確保車廂空氣質素良好。在 2017 年內按環保署制訂之「管理空調公共運輸設施內空氣質素專業守則——巴士」所抽查巴士之車廂空氣質素，100% 達一級（良好空氣質素）級別。
- 採購新巴士時，要求供應商使用的木材需具備森林監督委員會（FSC）或同等認證。
- 將包裝完好及未過期的無人認領食物，定期捐贈「惜食堂」回收，同事更身體力行到訪惜食堂位於柴灣的中央廚房，協力製作 1,800 個熱飯餐，送贈予各區有需要的人士。
- 致力將保護環境理念應用於營運及管理上，推動車長奉行安全、舒適、環保「三合一」駕駛技巧。
- 獲頒「香港綠色機構」認證：新巴創富道車廠（五至七樓辦公室）於「室內空氣質素管理計劃」中獲頒室內空氣質素檢定證書「良好級」。

重視安全健康

- 訂定嚴謹的保養和維修標準，定期檢驗及維修每輛巴士，確保性能及機件運作良好。
- 2017 年起於新購置巴士的落車門加設護欄，而使用中之巴士亦已全數加裝落車門護欄，進一步提升乘客安全。
- 於新購入的巴士設置額外的車旁輪椅安全帶，以繫緊輪椅。
- 為車長提供全面的入職及在職培訓，培養員工良好的駕駛態度及提升安全駕駛技巧。
- 全線車隊配備衛星定位之行車紀錄儀，配合完善抽查及監察制度，確保駕駛安全。
- 為車長進行突擊酒精呼氣測試，確保駕駛安全。
- 透過員工刊物及舉辦「職業安全健康常識問答比賽」，加強員工的職安健意識。

關顧員工社群

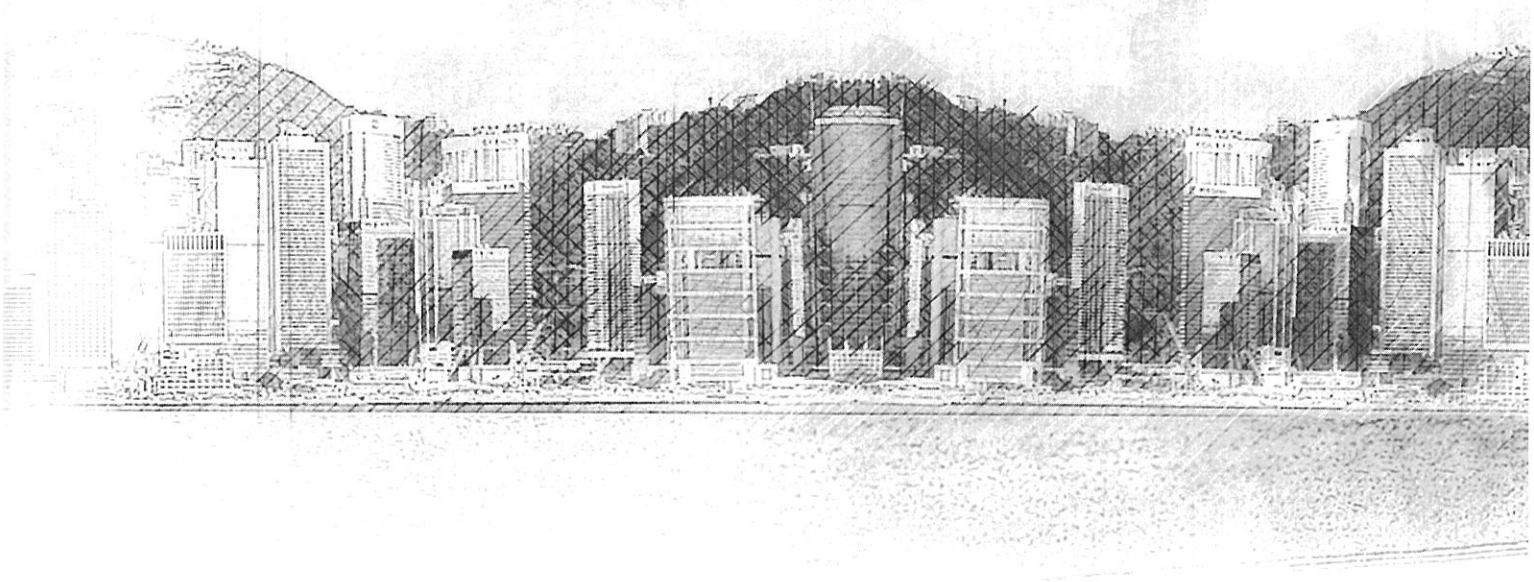
- 重視公司與員工之間的聯繫，設立開放和互動的溝通渠道和諮詢機制，包括員工刊物、內聯網、與員工代表及工會的定期會議等。
- 重視員工的發展與培訓，舉辦多元化及專業的課程，推動持續進修的企業文化。
- 透過有益身心的活動及興趣班，促進工作與生活平衡。
- 設立僱員輔助諮詢服務，照顧員工個人及家庭需要。
- 舉辦「傑出員工選舉」，表揚及嘉許傑出員工對公司及市民的貢獻。
- 舉辦「新意圈傑出項目比賽」，推動創意及持續改善工作質量的文化，提升員工的工作安全、效率，以及環保意識。
- 與香港大學教育學院融合與特殊教育研究發展中心及香海正覺蓮社佛教普光學校合作，捐贈退役巴士部件於學校設立「巴士閣」，為有特殊學習需要的學生提供模擬車廂學習場景，並安排參觀車廠活動，教導學生乘車禮儀。
- 「義工服務委員會」持續推行不同類型的義工活動，並與循道衛理灣仔長者服務中心合辦「長青樂悠遊」義工計劃，盡顯員工的關愛精神。
- 積極參與及贊助社會公益活動，包括「長者日」及「國際復康日」義載、「公益金便服日」籌款，以及支持「聯合國兒童基金會慈善跑」等。
- 獲多間機構頒發獎項，嘉許公司對員工及社會服務的貢獻：
  - 香港社會服務聯會頒發 2016 — 17 年度「15 年 Plus 商界展關懷標誌」，並在「長者友善措施致意行動 2016」中榮獲金星獎
  - 僱員再培訓局頒發「ERB 人才企業嘉許計劃——人才企業認證（2013 — 19）」
  - 在「第七屆香港企業公民計劃」中獲頒「香港傑出企業公民獎——企業組別」優異獎

請登入*新巴網頁 www.nwfb.com.hk* 瀏覽其他詳情。

新世界第一巴士服務有限公司
New World First Bus Services Limited

香港柴灣創富道 8 號
8 Chong Fu Road, Chai Wan, Hong Kong

www.nwfb.com.hk



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新創建集團成員
Member of NWS Holdings



Citybus
Fuller Disclosure 2017

01

From the Managing Director

This 2017 Citybus Fuller Disclosure covers the financial year ended 30 June 2017.

Impacted by the commissioning of the MTR Kwun Tong Line Extension and the South Island Line (East), Citybus recorded a significant loss of ridership and revenue. Affected bus routes were rationalized to reduce cost and wastage of resources. At the same time, resources had been redeployed to districts with population intake to cater for growing transportation needs.

Information technology had been fully utilized to meet our long standing "Transport for All" objective. In the reporting year, the Company geared up the route search function of its free mobile app to provide more precise route suggestions and information. It also adopted web accessibility design to the benefit of passengers in need. Besides, the new generation Octopus fare processors on buses could provide audible information on fare deducted and card balance for visually impaired passengers bearing encoded Octopus cards. In collaboration with the Government, the Company would start installing seats at bus shelters in late 2017. This would provide a more customer friendly environment for intending passengers.

On sustainable development, Citybus continued to invest in fleet replacement, bringing the total number of Euro 4 and 5 buses up to 899, and carried on the trial of new energy vehicles subsidized by the Government. To improve roadside air quality, suitable buses were deployed to serve "Low Emission Zones".

In future, we will continue to provide innovative, reliable, and sustainable public bus services.

Samuel Cheng
Managing Director

董事總經理匯報

02

本概覽涵蓋城巴 2016 年 7 月 1 日至 2017 年 6 月 30 日財政年度的經營概況。

過去一年，受港鐵觀塘綫延綫及南港島綫（東段）啟用影響，城巴的載客量及收入顯著下跌，為業務帶來不少壓力。公司已實施相應的路線重組來減低成本及資源浪費；同時因應新社區發展，投放資源到人口增長之區域，配合其衍生的交通需要。

城巴積極引進智能化服務，利用資訊科技推動無障礙乘車環境，照顧不同乘客的乘車需要。年內，公司重點提升手機應用程式的路線搜尋功能，提供更精確路線建議及班次資料，同時採用無障礙設計，更方便有需要人士使用。公司全線車隊已安裝新一代八達通收費器，設交易資料聲音報讀功能，方便使用已登記殘疾人士八達通語音功能的視障人士，知悉該程車資及八達通餘額。此外，公司配合政府於 2017 年底起在有候車上蓋的巴士站設置座椅，為乘客提供更舒適的候車環境。

推動可持續發展方面，城巴繼續投放資源引入市場上配備最低排放量的環保巴士以更新車隊，令歐盟 4 型及 5 型巴士數目增加至 899 輛。公司亦配合政府繼續測試新能源車種的營運效益，及調派符合環保要求的巴士行走低排放區，攜手改善鬧市的空氣質素。

市場環境不斷變化，巴士服務亦推陳出新。城巴會繼續為大眾提供創新、可靠及可持續的公共巴士服務。

董事總經理
鄭偉波

03

Operational Information

		July 2016 to June 2017		July 2015 to June 2016		July 2014 to June 2015		July 2013 to June 2014	
		■	○	■	○	■	○	■	○
1.	**Total number of bus routes operated** Including normal, special, recreational and overnight services	83	23	82	21	82	19	90	19
2.	**Fleet size**								
	Number of registered buses	779	185	774	206	777	201	801	198
	Number of licensed buses	768	183	753	185	751	182	780	178
3.	**Total fleet capacity**								
	Total authorized carrying capacity of licensed bus fleet	96,806	23,795	94,128	23,004	92,021	21,262	95,512	19,875
4.	**Operational capability** The ratio of actual to the scheduled number of bus departures during the morning peak hours (7am–10am) in the peak direction	101%	99%	102%	99%	97%	100%	99%	100%
5.	**Achievement of schedule** The ratio of actual bus allocation to scheduled bus allocation	101%	100%	102%	100%	101%	98%	101%	98%
6.	**Fleet utilization** The ratio of actual bus allocation to licensed bus fleet	91%	88%	92%	87%	91%	88%	91%	89%
7.	**Average age of licensed bus fleet**	4.50	2.35	4.23	6.38	6.76	8.01	8.18	10.09
8.	**Total number of passengers carried** (million)	190.19	30.04	198.17	28.97	202.48	27.63	212.37	26.75
9.	**Paid bus km** (million)	51.86	26.88	53.11	27.07	52.65	26.69	54.59	26.81
10.	**Percentage of lost trips** The ratio of number of lost trips to number of scheduled bus trips	1.95%	1.62%	1.57%	1.46%	4.48%	1.56%	1.79%	0.97%
11.	**Mechanical reliability*** The average number of trips operated before a bus would experience one mechanical breakdown on the road while passengers are on board	2,025	1,364	1,789	1,110	1,580	1,253	1,500	1,087
12.	**Average number of bus defects detected per vehicle examination** During spot checks by Transport Department	0.49	1.12	0.54	0.55	0.47	0.56	0.77	0.71
13.	**Average number of buses involved in bus accident** (per million vehicle-km)**								
	Slight accidents involving injury to any person who is hospitalized for less than 12 hours	4.28	1.51	4.33	1.62	4.01	1.75	4.95	1.41
	Serious accidents involving injury to any person who is hospitalized for more than 12 hours	0.65	0.03	0.60	0.13	0.54	0.17	0.61	0.14
	Fatal accidents	0.02	0.00	0.00	0.00	0.02	0.03	0.00	0.03
	Total	4.94	1.55	4.93	1.75	4.57	1.96	5.56	1.58

Operational Information

		July 2016 to June 2017		July 2015 to June 2016		July 2014 to June 2015		July 2013 to June 2014	
		■	○	■	○	■	○	■	○
14.	**Service improvement items**								
	Number of new routes introduced	1	2	0	2	1	0	1	0
	Frequency improvement, capacity improvement, extension of operating period and others	13	4	23	4	14	1	27	2
	Number of Octopus-led Bus-to-Bus Interchange schemes launched***	4	10	24	11	6	1	18	1
	All Citybus routes have offered air-conditioned bus services since 1998	100%	100%	100%	100%	100%	100%	100%	100%
	All Citybus routes have offered Octopus facilities since 1998	100%	100%	100%	100%	100%	100%	100%	100%
15.	**Service rationalization items**								
	Number of bus routes cancelled	0	0	0	0	9	0	2	0
	Frequency reduction, vehicle reduction and route reorganization to save bus resources	11	6	23	5	33	1	30	2
16.	**Number of cases forwarded by Transport Complaints Unit and handled by Citybus** (per million passengers)	2.33	8.09	2.62	7.70	3.16	7.20	3.17	6.77
17.	**Responding to public opinion**								
	Give a substantive reply within 10 working days, or an interim reply in 10 working days and a substantive reply within 21 working days	95.01%	93.43%	New reporting item since 2017					
18.	**Passenger liaison programmes**								
	Number of passenger attitude surveys conducted	4	1	4	1	4	1	4	1
	Number of District Council Traffic and Transport Committee Meetings attended	62	34	46	30	58	40	63	27
	Number of Passenger Liaison Group Meetings convened	6		6		6		6	
19.	**Other customer services**								
	Bus shelters								
	Total number of bus shelters	279	39	273	38	282	33	282	32

Passenger information

Timetables, fare tables and route information are displayed at all termini and bus stops
Route information and interactive route search function are available on website and mobile app

Enquiry service

The Customer Service Hotline: 2873 0818
The Customer Service Hotfax: 2857 6179
SMS Enquiry Service: 9751 8282
General information on Citybus is available on the internet http://www.citybus.com.hk
Customer queries and feedback can be submitted via e-mail to webmaster@citybus.com.hk

Legends

■ Franchised One (Hong Kong Island and cross-harbour bus network)
○ Franchised Two (Airport and North Lantau bus network)
* The definition of mechanical reliability takes into account all types of defects leading to vehicle breakdown during passenger service.
** The figures for 2016/ 17 are provisional.
*** Bus-to-Bus Interchange ("BBI") scheme was first launched in 2000.

	2016年7月至2017年6月		2015年7月至2016年6月		2014年7月至2015年6月		2013年7月至2014年6月	
	■	○	■	○	■	○	■	○
1. 巴士路線總數								
包括普通、特別、假日及通宵服務	83	23	82	21	82	19	90	19
2. 車隊								
已登記巴士數量	779	185	774	206	777	201	801	198
已發牌巴士數量	768	183	753	185	751	182	780	178
3. 車隊總載客量								
已發牌巴士之許可載客量	96,806	23,795	94,128	23,004	92,021	21,262	95,512	19,875
4. 車隊運作能力								
早上繁忙時間（七時至十時）整個巴士網絡內，向繁忙方向開出之實際巴士班次與時間表上訂立的班次之比率	101%	99%	102%	99%	97%	100%	99%	100%
5. 時間表的成效								
實際路面行車數目及時間表所訂的行車數目的比率	101%	100%	102%	100%	101%	98%	101%	98%
6. 車隊運用								
實際路面行車數目佔已發牌之車隊數目的比率	91%	88%	92%	87%	91%	88%	91%	89%
7. 車隊之平均年齡	4.50	2.35	4.23	6.38	6.76	8.01	8.18	10.09
8. 乘客人次總數（百萬計）	190.19	30.04	198.17	28.97	202.48	27.63	212.37	26.75
9. 巴士行車公里數（百萬公里計）	51.86	26.88	53.11	27.07	52.65	26.69	54.59	26.81
10. 班次失誤比率								
班次失誤及訂定班次的比率	1.95%	1.62%	1.57%	1.46%	4.48%	1.56%	1.79%	0.97%
11. 機械可靠性 *								
每一部巴士平均行走多少班次後才會在載客途中發生一次機件故障	2,025	1,364	1,789	1,110	1,580	1,253	1,500	1,087
12. 平均每輛巴士檢查時須修正的項目								
由運輸署抽檢	0.49	1.12	0.54	0.55	0.47	0.56	0.77	0.71
13. 牽涉傷亡之巴士意外的車輛平均數目（以每百萬公里計）**								
輕微意外，傷者住院少於十二小時	4.28	1.51	4.33	1.62	4.01	1.75	4.95	1.41
嚴重意外，傷者住院超過十二小時	0.65	0.03	0.60	0.13	0.54	0.17	0.61	0.14
致命意外	0.02	0.00	0.00	0.00	0.02	0.03	0.00	0.03
總數	4.94	1.55	4.93	1.75	4.57	1.96	5.56	1.58

	2016年7月至2017年6月 ■	2016年7月至2017年6月 ○	2015年7月至2016年6月 ■	2015年7月至2016年6月 ○	2014年7月至2015年6月 ■	2014年7月至2015年6月 ○	2013年7月至2014年6月 ■	2013年7月至2014年6月 ○
14. 改善服務項目								
推出新路線	1	2	0	2	1	0	1	0
改善行車班次、增加載客量、延長服務時間及其他調整	13	4	23	4	14	1	27	2
年內推出之「八達通」巴士轉乘優惠計劃 ***	4	10	24	11	6	1	18	1
城巴至1998年已全線提供空調巴士服務	100%	100%	100%	100%	100%	100%	100%	100%
城巴至1998年已全線提供「八達通」設施	100%	100%	100%	100%	100%	100%	100%	100%
15. 服務重組項目								
取消巴士路線數目	0	0	0	0	9	0	2	0
減少行車班次、減少車輛數目及重組行車路線以節省巴士資源	11	6	23	5	33	1	30	2
16. 城巴所處理由交通投訴組轉介個案的數目（以每百萬人次計）	2.33	8.09	2.62	7.70	3.16	7.20	3.17	6.77
17. 回應公眾意見								
於10個工作天內提供完整回覆，或於10個工作天內提供中期回覆，並於21個工作天內提供完整回覆	95.01%	93.43%	2017年度起匯報項目					
18. 乘客聯絡計劃								
乘客意見調查次數	4	1	4	1	4	1	4	1
參與區議會交通及運輸委員會會議次數	62	34	46	30	58	40	63	27
乘客聯絡小組會議舉辦次數	6		6		6		6	
19. 其他顧客服務								
全天候巴士亭								
巴士亭總數	279	39	273	38	282	33	282	32

服務資料

行車時間表、車費表及路線資料均張貼於所有總站及路邊巴士站牌上
城巴網站及手機應用程式提供路線資料及互動路線搜尋服務

查詢服務

顧客服務專線：2873 0818
顧客服務傳真：2857 6179
短訊查詢服務：9751 8282
城巴網頁 http://www.citybus.com.hk 有城巴之一般資料
城巴電郵信箱 webmaster@citybus.com.hk 接受客人查詢或意見

附註：

■ 專利車務壹部（香港島及過海巴士網絡）
○ 專利車務貳部（機場及北大嶼山路線網絡）
* 機械可靠性的定義包括所有導致車輛於載客服務中途停駛的故障。
** 2016／17年度的數字為臨時數字。
*** 巴士轉乘優惠計劃於2000年首次推出。

07

Franchised One 專利壹部

Profit and Loss Account 損益表

	Year ended 30 Jun 2017 截至 2017 年 6 月 30 日年度 HK$'000 港幣千元	Year ended 30 Jun 2016 截至 2016 年 6 月 30 日年度 HK$'000 港幣千元
Turnover 營業額		
Fare receipts 車費收入	1,284,743	1,341,426
Advertising income 廣告收入	87,480	86,990
	1,372,223	1,428,416
Other income 其他收入	19,135	10,805
	1,391,358	1,439,221
Operating costs 營運成本		
Staff costs 員工支出	698,003	671,770
Fuel and oil 燃油	134,468	190,835
Tolls 隧道費	119,907	115,032
Repairs and maintenance 維修保養	63,642	59,985
Depreciation 折舊	145,631	122,517
Insurance 保險	44,851	46,116
Finance costs 財務費用	4,392	5,442
Other expenses 其他支出	79,830	74,818
	1,290,724	1,286,515
Profit before tax 除稅前溢利	100,634	152,706
Taxation 稅項	16,612	25,156
Profit for the year 年內溢利	84,022	127,550
Balance of passenger reward 乘客回饋之餘額		
Opening balance 年初餘額	3,280	4,128
Closing balance 年末餘額	2,346	3,280

Note:

Under the revised Modified Basket of Factors ("MBOF") approach, 50% of any return of a franchised bus operator in a given year in excess of a prescribed triggering point of return on its average net fixed assets (viz. 9.7%) would be shared with passengers.

備註：

根據修改後的「經修訂的考慮多方面因素做法」，若一個專營巴士營辦商在某年度之「按固定資產平均淨值計算的回報率」超越指定的觸發點（即 9.7%），其過剩部分的 50% 將會與乘客分享。

Fixed Assets 固定資產

	Buildings 樓宇 HK$'000 港幣千元	Depot facilities and Leasehold improvements 廠房設施及物業裝修 HK$'000 港幣千元	Buses and other motor vehicles 巴士及其他汽車 HK$'000 港幣千元	Computer equipment 電腦設備 HK$'000 港幣千元	Machinery and equipment 機械及設備 HK$'000 港幣千元	Furniture, fixtures and equipment 傢俬及裝置 HK$'000 港幣千元	Construction in progress 在建工程 HK$'000 港幣千元	Total 總計 HK$'000 港幣千元
Cost								
原值								
At 1 July 2016								
於 2016 年 7 月 1 日	272,314	35,017	2,139,818	19,519	94,884	7,419	52,652	2,621,623
Additions								
添置	0	1,942	76,547	1,809	17,637	341	30,803	129,079
Disposals								
出售	0	0	(98,983)	(585)	(575)	(116)	0	(100,259)
Transfers								
轉撥	0	0	41,058	215	7,359	0	(48,632)	0
At 30 June 2017								
於 2017 年 6 月 30 日	272,314	36,959	2,158,440	20,958	119,305	7,644	34,823	2,650,443
Accumulated Depreciation								
累積折舊								
At 1 July 2016								
於 2016 年 7 月 1 日	119,707	30,015	636,157	15,959	90,308	6,715	0	898,861
Charge for the year								
期內折舊	5,483	3,430	133,251	1,433	1,843	191	0	145,631
Disposals								
出售扣除	0	0	(98,972)	(585)	(575)	(116)	0	(100,248)
At 30 June 2017								
於 2017 年 6 月 30 日	125,190	33,445	670,436	16,807	91,576	6,790	0	944,244
Net Book Value								
賬面淨值								
At 30 June 2017								
於 2017 年 6 月 30 日	147,124	3,514	1,488,004	4,151	27,729	854	34,823	1,706,199
At 30 June 2016								
於 2016 年 6 月 30 日	152,607	5,002	1,503,661	3,560	4,576	704	52,652	1,722,762

Franchised Two 專利貳部

Profit and Loss Account 損益表

	Year ended 30 Jun 2017 截至 2017 年 6 月 30 日年度 HK$'000 港幣千元	Year ended 30 Jun 2016 截至 2016 年 6 月 30 日年度 HK$'000 港幣千元
Turnover 營業額		
Fare receipts 車費收入	519,621	497,230
Advertising income 廣告收入	9,909	8,391
	529,530	505,621
Other income 其他收入	7,049	4,452
	536,579	510,073
Operating costs 營運成本		
Staff costs 員工支出	199,374	191,710
Fuel and oil 燃油	49,012	69,078
Tolls 隧道費	42,663	41,039
Repairs and maintenance 維修保養	16,239	16,729
Depreciation 折舊	35,445	25,438
Insurance 保險	11,361	5,936
Finance costs 財務費用	1,882	2,332
Other expenses 其他支出	24,413	23,974
	380,389	376,236
Profit before tax 除稅前溢利	156,190	133,837
Taxation 稅項	25,735	22,048
Profit for the year 年內溢利	130,455	111,789
Balance of passenger reward 乘客回饋之餘額		
Opening balance 年初餘額	37,603	23,715
Closing balance 年末餘額	46,556	37,603

Note:

Under the revised Modified Basket of Factors ("MBOF") approach, 50% of any return of a franchised bus operator in a given year in excess of a prescribed triggering point of return on its average net fixed assets (viz. 9.7%) would be shared with passengers.

備註：

根據修改後的「經修訂的考慮多方面因素做法」，若一個專營巴士營辦商在某年度之「按固定資產平均淨值計算的回報率」超越指定的觸發點（即 9.7%），其過剩部分的 50% 將會與乘客分享。

Fixed Assets 固定資產

	Depot facilities and Leasehold improvements 廠房設施及物業裝修 HK$'000 港幣千元	Buses and other motor vehicles 巴士及其他汽車 HK$'000 港幣千元	Computer equipment 電腦設備 HK$'000 港幣千元	Machinery and equipment 機械及設備 HK$'000 港幣千元	Furniture, fixtures and equipment 傢俬及裝置 HK$'000 港幣千元	Construction in progress 在建工程 HK$'000 港幣千元	Total 總計 HK$'000 港幣千元
Cost							
原值							
At 1 July 2016							
於 2016 年 7 月 1 日	72,766	604,033	1,440	28,351	3,854	47,838	758,282
Additions							
添置	0	95,688	69	5,458	109	10,633	111,957
Disposals							
出售	0	(173,757)	(20)	(696)	(16)	0	(174,489)
Transfers							
轉撥	0	46,651	0	1,187	0	(47,838)	0
At 30 June 2017							
於 2017 年 6 月 30 日	72,766	572,615	1,489	34,300	3,947	10,633	695,750
Accumulated Depreciation							
累積折舊							
At 1 July 2016							
於 2016 年 7 月 1 日	30,041	252,201	1,289	25,782	3,454	0	312,767
Charge for the year							
期內折舊	1,834	32,639	68	806	98	0	35,445
Disposals							
出售扣除	0	(173,733)	(20)	(696)	(16)	0	(174,465)
At 30 June 2017							
於 2017 年 6 月 30 日	31,875	111,107	1,337	25,892	3,536	0	173,747
Net Book Value							
賬面淨值							
At 30 June 2017							
於 2017 年 6 月 30 日	40,891	461,508	152	8,408	411	10,633	522,003
At 30 June 2016							
於 2016 年 6 月 30 日	42,725	351,832	151	2,569	400	47,838	445,515

Vision & Mission

Citybus' core values are driven by stringent corporate governance. Apart from providing safe and quality bus services, we are also determined to contribute to the sustainable growth of Hong Kong by striving to fulfil our corporate social responsibility through various environmental protection and care for the community initiatives.

Slogan	A Good Citizen for All
Vision	To be a leading corporate citizen in the local public transport industry
Mission	• Care for the community and respect the environment • Enhance value for our stakeholders • Deliver premier services to our customers • Nurture professionalism and foster employee pride
Core Values	



Corporate Social Responsibility

In this financial year, Citybus has continued to uphold the stringent corporate governance standard, and pursued the following initiatives based on the four core values to enhance our service level and fulfil our Corporate Social Responsibilities ("CSR").

Quality Bus Services

- Implemented the Government's Public Transport Fare Concession Scheme for the Elderly and Eligible Persons with Disabilities for travelling at a concessionary fare of $2 per bus trip.
- Implemented various fare concession schemes for Octopus-paying passengers. As at 30 June 2017, Citybus launched a total of 60 Bus-Bus Interchange ("BBI") packages involving 88 routes, and most of them offered free interchange.
- Introduced the "Octopus Refund Enquiry" platform on Company website for passengers to check for any pending refund resulting from an incorrect setting on the Octopus device on buses, and provided more convenient refunding methods, further improving customer service.
- Organized the "Thumbs up to Bus Captain 2016" Campaign to promote mutual respect between passengers and bus captains. More than 120 public nominations were received within one month. A training video clip was also produced to strengthen customer service concept of bus captains.
- Continued to introduce low-floor buses equipped with intelligent information facilities including "Automatic Bus Stop Announcement System" and "Motion Bus Stop Display" to provide accurate bus stop and customer information along the bus journey, thus offering a barrier-free travelling experience to passengers.
- Conducted a trial to inform the visually impaired of temporary bus stop relocation or cancellation due to incidents such as road works or major public events by displaying a signage with braille customer service hotline at affected bus stops.
- Launched mobile app 3.0 which not only allows passengers choose to view the precise routeing according to different time periods by inputting route number directly at the main page, but also looks for the quickest route to destination by setting the date and time of travel using intelligent route search.
- Equipped all buses with the new generation Octopus fare processors which could provide audible information on fare deducted and card balance for visually impaired passengers bearing encoded Octopus cards.
- Provided free Wi-Fi service on 148 buses, bringing additional value to passengers.
- Collected opinions from the public via multiple channels, including website (www.citybus.com.hk), customer service hotline (2873 0818), customer service hotfax (2857 6179), e-mail (webmaster@citybus.com.hk), SMS enquiry service (9751 8282) and Passenger Liaison Group Meetings.

Environmental Protection

- Implemented green policies and measures by the "Sustainability Committee" through regular meetings and task force.
- Continued fleet replacement and brought the total number of Euro 4 and Euro 5 buses as at 30 June 2017 to 899.
- Six government funded "zero-emission" single deck battery-electric buses were under trial to test vehicle performance as well as cost effectiveness under local conditions.
- Conducted regular checks on the carbon dioxide ("CO_2") level of bus compartment to ensure good air quality on board. In 2017, 100% of buses checked had their CO_2 level reached the "First Class of Good Air Quality" stipulated in the "Practice Note for Managing Air Quality in Air-conditioned Public Transport Facilities – Bus" published by the Environmental Protection Department ("EPD").
- Specified Forest Stewardship Council ("FSC") or equivalent certification for procurement of new buses.
- Donated unclaimed food products found on buses which were well-packed and unexpired to the needy through Food Angel on a regular basis. Staff also participated in making 1,800 sets of hot meal at Food Angel's central kitchen in Chai Wan for the needy in the community.
- Upheld green concept in our management and operations, and trained our bus captains with the "Safe, Comfort and Eco-friendly" driving skills.
- Received the "Hong Kong Green Organisation" Certification.

Safety and Health

- Set up stringent standards in vehicle maintenance. Regular and thorough inspections were conducted on buses to maintain them in the safest and most reliable condition.
- Installed additional guard rails at exit door on all new buses delivered from 2017 onwards, and retrofitted guard rails at exit door of existing buses to further enhance passenger safety.
- All new buses purchased were equipped with an additional seat belt on the side of the wheelchair parking space to safely secure the wheelchair.
- Offered comprehensive training to bus captains to enhance their defensive driving skill and proper driving manner to ensure safety.
- A GPS Tachograph was installed on the entire bus fleet and conducted random spot-checks to ensure that bus captains will drive safely.
- Conducted on-site breath-alcohol screening surprise tests with bus captains to safeguard road safety.
- Educated company staff on occupational safety and health through staff newsletter and organizing Safety Quiz.

Care for Staff and Community

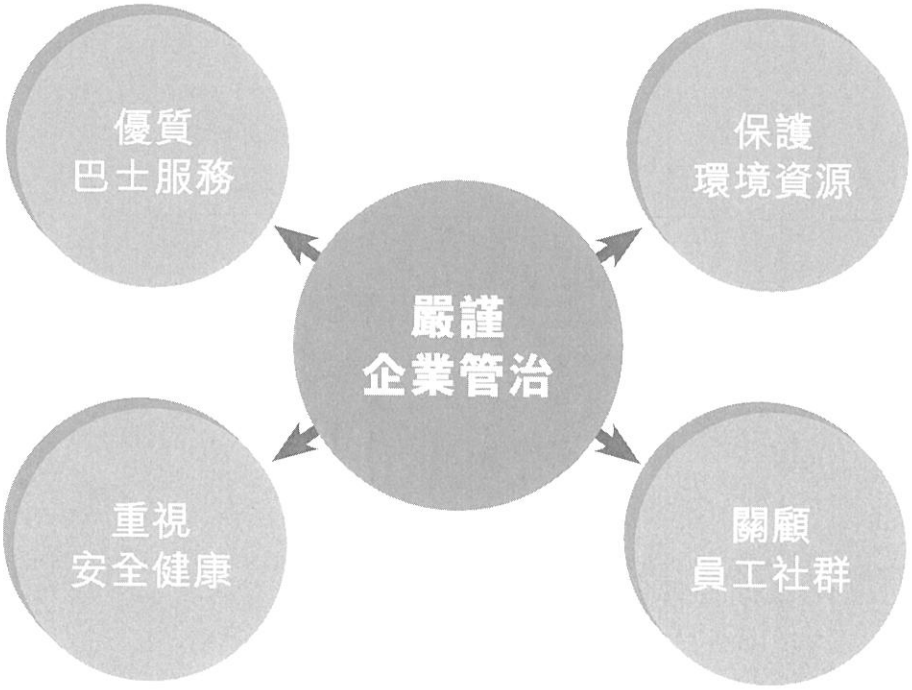
- Valued staff engagement with open and interactive staff communication channels, such as newsletters, intranet and regular meetings with staff representatives and the unions.
- Organized professional courses of multiple disciplines for office staff to promote continuous learning culture.
- Organized various leisure activities and interest classes to promote work-life balance.
- Offered professional employee counselling service to look after personal and family needs of staff members.
- Organized "Outstanding Employee Award" in recognition of our staff's dedication and best performance.
- Organized "Incubation Circle Competition" to promote creativity and continuous work improvement culture with a view to enhancing safety, work efficiency and raising environmental awareness.
- Co-organized with the School and Faculty of Education of the University of Hong Kong and HHCKLA Buddhist Po Kwong School by donating parts of retired buses for setting up a "Bus Corner" to simulate a bus compartment, and arranged a bus depot visit to provide cognitive trainings and travel tips for students with special educational needs.
- Organized diversified charitable activities through the effort of "Volunteer Alliance Steering Committee" and co-organized the "Fruitful Tour for Senior Citizens Volunteer Scheme" with the Wan Chai Methodist Centre for the Seniors.
- Participated in a wide range of community and charitable activities, such as offering free ride on "Senior Citizen's Day" and "International Day of Disabled Persons", raising fund for The Community Chest "Dress Causal Day" and supporting the "UNICEF Charity Run".
- Garnered various awards and recognitions for our outstanding corporate citizenship:
  - "10 Years Plus Caring Company Logo" for the 2016–17 term and "Gold Star Award" in the Age Friendly Hong Kong Appreciation Scheme 2016 by The Hong Kong Council of Social Service
  - "Manpower Developer 2013–19" at the ERB Manpower Developer Award Scheme by the Employees Retraining Board
  - "Merit Award (Enterprise Category)" in the 7th Hong Kong Outstanding Corporate Citizenship Award

Please visit the ***Citybus website at www.citybus.com.hk*** for other details.

理念與使命

城巴的核心價值是由嚴謹的企業管治所推動，除提供安全及優質的服務外，亦積極透過不同形式保護環境及回饋社會，克盡企業社會責任，為香港的持續發展作出貢獻。

標語	作為良好公民，服務大眾市民。
願景	成為本地公共交通服務行業具領導地位的企業公民。
使命	• 關愛社群，愛惜環境 • 為我們各權益方提升價值 • 為顧客提供優質服務 • 培育專業，凝聚員工
核心價值	



在此財政年度，城巴繼續以嚴謹的企業管治，循公司的四大核心價值推行以下措施，提升服務水平並履行企業社會責任：

優質巴士服務

- 配合政府的「公共交通兩元票價優惠計劃」，讓長者及合資格殘疾人士以港幣兩元乘搭巴士。
- 推出多項車資優惠計劃，截至 2017 年 6 月 30 日，城巴共提供 60 組包括 88 條路線的巴士八達通轉乘優惠，大部分組合提供免費轉乘。
- 於公司網頁內增設「八達通退款查詢」平台，讓乘客查詢因巴士八達通收費器設定有誤引致的退款資訊，並提供更方便的退款方法，進一步提升顧客服務。
- 推廣車長乘客互敬互諒的乘車文化，舉辦「2016 讚好車長」活動，邀請全港市民提名心目中想讚好的車長，一個多月內收到超過 120 份公眾提名。公司亦製作了一段車長訓練短片，強化車長的顧客服務意識。
- 繼續引入配備「自動報站系統」及「動態巴士站顯示屏」的低地台巴士，提供可靠實用的數碼化沿途車站及乘客資訊，實踐無障礙乘車環境。
- 試驗在受道路工程或大型公眾活動等影響而需臨時遷移或取消的巴士站，張貼附有顧客服務專線號碼的凸字告示牌，方便視障人士知悉。
- 推出手機應用程式 3.0 版，讓乘客除可在主頁直接輸入路線號碼，得知路線在不同時段的行車路線外，亦可使用智能路線搜尋，設定出發日期及時間，搜尋最快抵達目的地之路線。
- 為全線車隊安裝新一代八達通收費器，設交易資料聲音報讀功能，方便使用已登記殘疾人士八達通語音功能的視障人士知悉該程車所收取之車資及八達通餘額。
- 於 148 輛巴士提供免費 Wi-Fi 上網服務，為乘客的旅程增值。
- 透過多種渠道如網頁(www.citybus.com.hk)、顧客服務專線(2873 0818)、顧客服務傳真(2857 6179)、電郵(webmaster@citybus.com.hk)、SMS 短訊查詢服務(9751 8282)，以及舉辦「乘客聯絡小組會議」等，廣納意見。

保護環境資源

- 「可持續發展委員會」透過定期會議及工作小組，訂定及推行環保措施。
- 陸續引入最新環保巴士以更新車隊。截至 2017 年 6 月 30 日，歐盟 4 型及 5 型巴士數目已增加至 899 輛。
- 六輛由政府資助的「零排放」單層電池電動巴士已投入服務，就車輛在本地環境下的運作效能和成本效益作全面試驗。
- 定期抽查巴士車廂內二氧化碳含量，確保車廂空氣質素良好。在 2017 年內按環保署制訂之「管理空調公共運輸設施內空氣質素專業守則——巴士」所抽查巴士之車廂空氣質素，100% 達一級（良好空氣質素）級別。
- 採購新巴士時，要求供應商使用的木材需具備森林監督委員會（FSC）或同等認證。
- 將包裝完好及未過期的無人認領食物，定期捐贈「惜食堂」回收，同事更身體力行到訪惜食堂位於柴灣的中央廚房，協力製作 1,800 個熱飯餐，送贈予各區有需要的人士。
- 致力將保護環境理念應用於營運及管理上，推動車長奉行安全、舒適、環保「三合一」駕駛技巧。
- 獲頒「香港綠色機構」認證。

重視安全健康

- 訂定嚴謹的保養和維修標準，定期檢驗及維修每輛巴士，確保性能及機件運作良好。
- 2017 年起於新購置巴士的落車門加設護欄，而使用中之巴士亦已全數加裝落車門護欄，進一步提升乘客安全。
- 於新購入的巴士設置額外的車旁輪椅安全帶，以繫緊輪椅。
- 為車長提供全面的入職及在職培訓，培養員工良好的駕駛態度及提升安全駕駛技巧。
- 全線車隊配備衛星定位之行車紀錄儀，配合完善抽查及監察制度，確保駕駛安全。
- 為車長進行突擊酒精呼氣測試，確保駕駛安全。
- 透過員工刊物及舉辦「職業安全健康常識問答比賽」，加強員工的職安健意識。

關顧員工社群

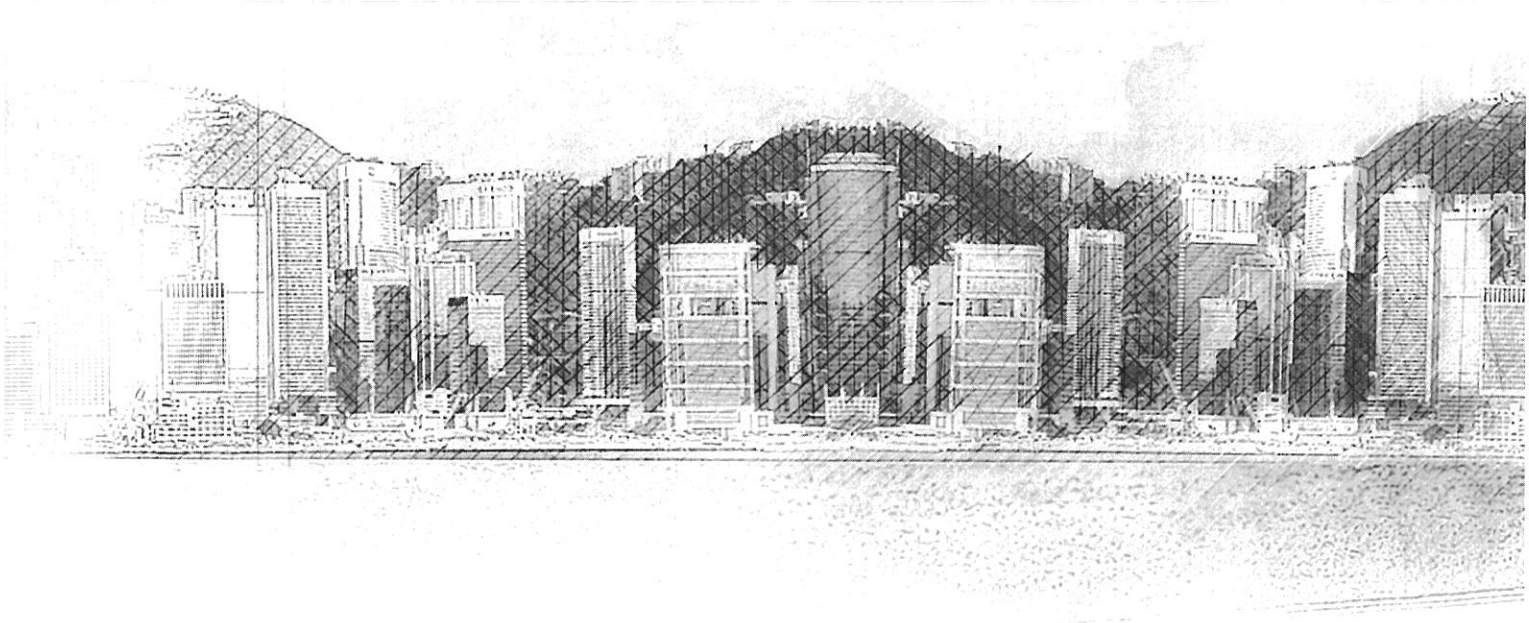
- 重視公司與員工之間的聯繫，設立開放和互動的溝通渠道和諮詢機制，包括員工刊物、內聯網、與員工代表及工會的定期會議等。
- 重視員工的發展與培訓，舉辦多元化及專業的課程，推動持續進修的企業文化。
- 透過有益身心的活動及興趣班，促進工作與生活平衡。
- 設立僱員輔助諮詢服務，照顧員工個人及家庭需要。
- 舉辦「傑出員工選舉」，表揚及嘉許傑出員工對公司及市民的貢獻。
- 舉辦「新意圈傑出項目比賽」，推動創意及持續改善工作質量的文化，提升員工的工作安全、效率，以及環保意識。
- 與香港大學教育學院融合與特殊教育研究發展中心及香海正覺蓮社佛教普光學校合作，捐贈退役巴士部件於學校設立「巴士閣」，為有特殊學習需要的學生提供模擬車廂學習場景，並安排參觀車廠活動，教導學生乘車禮儀。
- 「義工服務委員會」持續推行不同類型的義工活動，並與循道衛理灣仔長者服務中心合辦「長青樂悠遊」義工計劃，盡顯員工的關愛精神。
- 積極參與及贊助社會公益活動，包括「長者日」及「國際復康日」義載、「公益金便服日」籌款，以及支持「聯合國兒童基金會慈善跑」等。
- 獲多間機構頒發獎項，嘉許公司對員工及社會服務的貢獻：
  - 香港社會服務聯會頒發 2016 — 17 年度「10 年 Plus 商界展關懷標誌」，並在「長者友善措施致意行動 2016」中榮獲金星獎
  - 僱員再培訓局頒發「ERB 人才企業嘉許計劃——人才企業認證（2013 — 19）」
  - 在「第七屆香港企業公民計劃」中獲頒「香港傑出企業公民獎——企業組別」優異獎

請登入*城巴網頁 www.citybus.com.hk* 瀏覽其他詳情。

城巴有限公司
Citybus Limited

香港柴灣創富道 8 號
8 Chong Fu Road, Chai Wan, Hong Kong

www.citybus.com.hk



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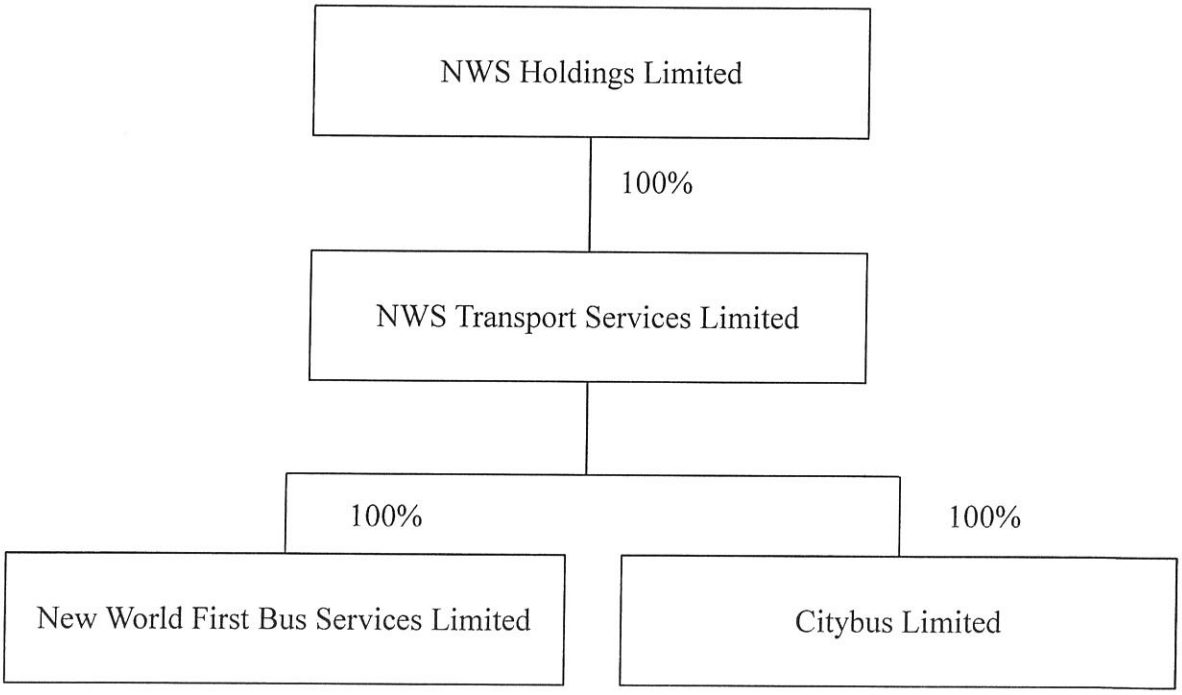
Corporate Structure



List of Directors

New World First Bus Services Limited

1. CHENG Kar Shun (Chairman, alternate: Wai Yu Tsang)
2. TSANG Yam Pui (Vice-Chairman)
3. DOO William Junior Guilherme
4. LAM Sze Hoo, Christopher
5. CHOW Tak Wing
6. CHENG Wai Po, Samuel
7. CHUNG Chak Man
8. LI Kwong Wai

Government Director

9. CHOI Kevin
10. CHAN Mable

Independent Director

11. CHA Mou Sing, Payson (alternate: CHAN Chi Ming)
12. CHUNG Kwok Cheong

Citybus Limited

1. CHENG Kar Shun (Chairman, alternate: Wai Yu Tsang)
2. TSANG Yam Pui (Vice-Chairman)
3. DOO William Junior Guilherme
4. LAM Wai Hon, Patrick
5. CHOW Tak Wing
6. CHENG Wai Po, Samuel
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Government Director

9. CHOI Kevin
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11. CHA Mou Sing, Payson (alternate: CHAN Chi Ming)
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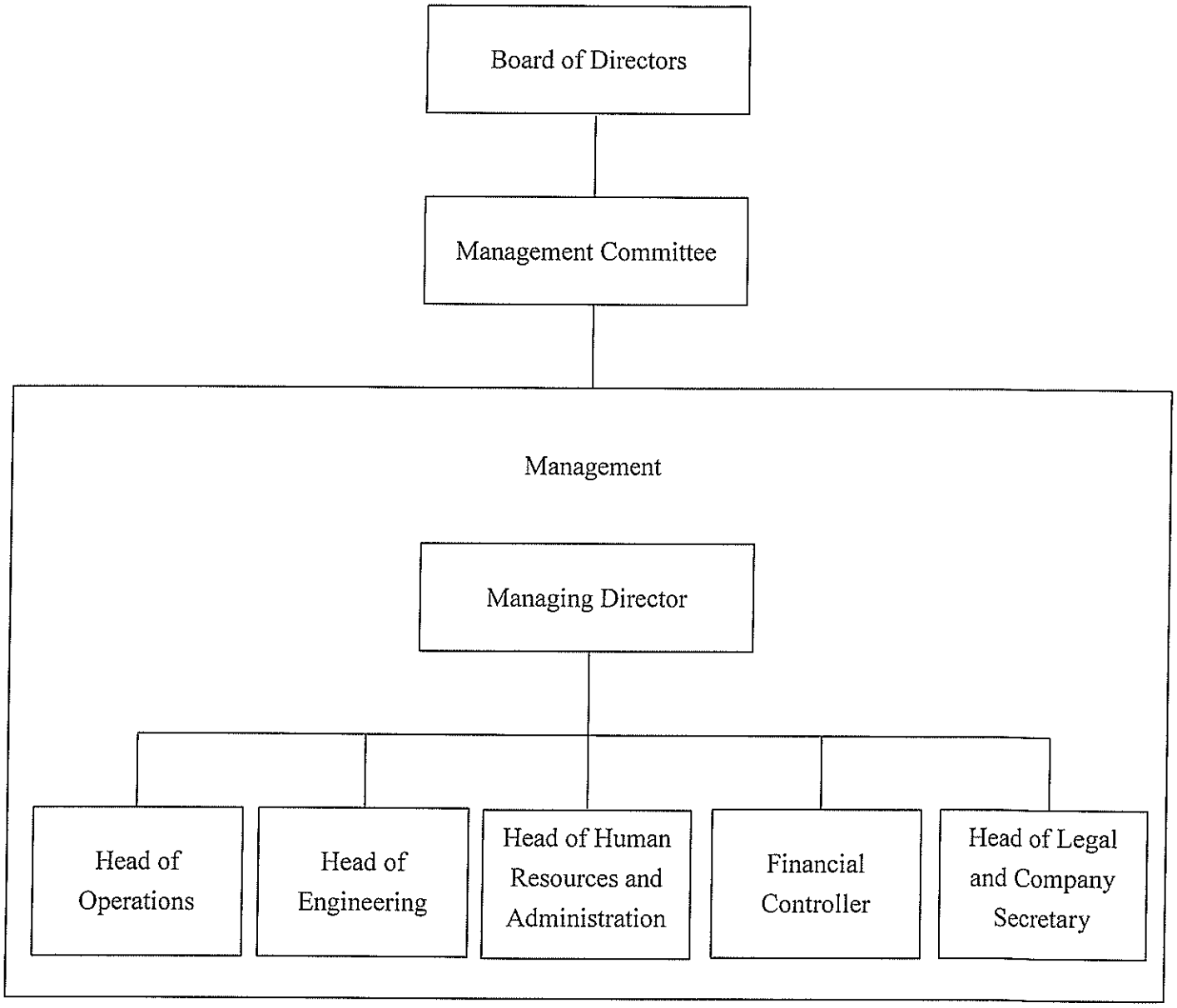
Organisational Chart



員工須依時填妥此申報書及交回人力資源部

表格編號: HR/NT/011/09/15

F

CITYBUS 城巴 | 新創建交通服務 NWS TRANSPORT | 新巴 FIRST BUS

新創建集團成員 Members of NWS Holdings

僱員行為及紀律守則/外間工作申報書

員工姓名	:	員工編號	:
職位	:	所屬部門	:
直屬公司	: ☐新創建交通服務有限公司 ☐城巴有限公司 ☐新世界第一巴士服務有限公司		

致： 新創建交通服務、城巴及新巴

甲部 – 僱員行為及紀律守則

本人已詳閱刊於公司通告及/或載於公司內聯網之整份僱員行為及紀律守則，及已明白內文各點。

乙部 – 『新創建交通服務、城巴及新巴』以外之其他工作

(如沒有填報此欄，即表示本人沒有任何外間工作)

本人現欲申請 / 有以下之外間工作 (按僱員行為及紀律守則第 26 條，全職僱員在接受外間工作僱用前及以後每年都須向公司申請)

外間工作原因 : _____

僱主名稱及地址 : _____

受僱職位及所屬工作 : _____

開始受僱日期 : _____

每周工作日數(詳列) : _____

每天工作時間 : _____

受薪情況 : _____

丙部 – 聲明及簽署

1. 本人已就上述甲部及乙部向公司作出聲明或申報，本人完全明白如本人違反有關僱員行為及紀律守則，將會受到內部紀律處分，包括被即時解僱。
2. 本人在執行職務時如遇到私人利益與公司利益有實際或潛在衝突時，必會儘快填妥公司指定之表格向公司作出申報。
3. 本人明白如涉嫌觸犯《防止賄賂條例》者，公司會呈報廉政公署作進一步調查。

_____ _____

員工簽署 日期

《僱員行為及紀律守則》

1. 新創建交通服務有限公司、城巴有限公司(下稱「城巴」)及新世界第一巴士服務有限公司(下稱「新巴」)(下總稱「公司」)深信誠實、廉潔和公平是公司的重要僱員守則。所有僱員必須確保公司的聲譽不會因欺詐、不忠或貪污行為而受損。本紀律守則列出所有僱員(包括全職、兼職、臨時或合約)必須恪守的基本紀律行為標準，以及就履行職務時收受利益與申報利益作出指引。本紀律守則所訂定的內容，同樣適用於香港境內及境外。公司禁止任何形式的貪污賄賂行為。所有僱員(包括董事)在執行本公司事務時，均不可向任何人士索取、接受或提供賄賂。

2. 城巴及新巴為《防止賄賂條例》附表 1 所指明的「公共機構」，因此，城巴及新巴的僱員，不論他們是全職、兼職、臨時或合約性質，均屬該條例監管的「公職人員」。(有關《防止賄賂條例》的條文，載於律政司網頁 http://www.legislation.gov.hk)

3. 根據《防止賄賂條例》第 4 條，任何公職人員(不論是在香港或其他地方)，如未經公司許可，無合法權限或合理辯解，索取或接受利益，作為他在工作上作出任何行為；或加速、拖延、妨礙或阻止任何與公司的事務有關的作為的誘因或報酬，即屬犯罪。

4. 根據《防止賄賂條例》，利益的定義為：
   (甲) 任何饋贈、貸款、費用、報酬或佣金，其形式為金錢、任何有價證券或任何種類的其他財產或財產權益；
   (乙) 任何職位、受僱工作或合約；
   (丙) 將任何貸款、義務或其他法律責任全部或部份予以支付、免卻、解除或了結；
   (丁) 任何其他服務或優待(款待除外)，包括維護使免受已招致或料將招致的懲罰或資格喪失，或維護使免遭採取紀律、民事或刑事上的行動或程序，不論該行動或程序是否已經提出；
   (戊) 行使或不行使任何權利、權力或職責；及
   (己) 有條件或無條件提供、承諾給予或答應給予上述(甲)至(戊)段所指的任何利益。

5. 僱員不論由其本人，或由他人代其為自己或為他人，直接或間接索取或接受任何利益，都屬索取或接受利益，可能會觸犯條例。

索取或接受利益

6. 公司禁止所有僱員向任何與公司有業務往來的人士或公司（如客戶、供應商、承辦商等）索取或收受任何利益。

7. 僱員應盡量拒絕接受因公職關係而獲提供／送贈的利益。若未能婉拒（例如僱員以公職身分出席典禮時獲送贈禮物，基於禮儀或為免引起冒犯或造成尷尬而未能婉拒或即時退還禮物），僱員須將收取的禮物或紀念品交回公司，以及填寫《表格甲》（見附件二），請示處理已收取禮物或紀念品的方法。僱員只可在獲批准後方可保留有關禮物。

   然而，他們可接受（但不准索取）下列由饋贈人自願送贈的禮物：
   (甲) 只具象徵價值的宣傳推廣禮品或紀念品；或
   (乙) 傳統節日或特別場合中不過分奢華的饋贈（傳統節日的饋贈如菓籃或食品禮盒等，僱員應與同事分享所獲之饋贈）；或
   (丙) 任何人士或公司給予本公司僱員作為顧客的折扣或其他優惠，而使用條款及條件同樣適用於其他一般顧客。

8. 僱員接受利益時，應時刻顧及公眾的看法，確保任何利益的索取或接受均經得起公眾的嚴格監察，並符合市民的期望，而且不會令公司的聲譽受損。如接受禮物會影響僱員處事的客觀性，或導致他們作出有損公司利益的行為，或他們相信饋贈者確有該等意圖，或接受禮物會遭人懷疑或被視為處事不當，他們便應予以拒絕。

9. 至於僱員以私人身分收取與公司沒有公事往來人士提供的利益，則沒有限制。如有疑問，請向部門總監或董事總經理尋求意見及指示。

提供利益

10. 無論任何情況，僱員均不可直接或間接經由第三者向另一間公司或機構的董事或僱員，或任何公職人員提供利益以影響任何人士或公司在商業往來中的決定。僱員應盡量避免在公務活動期間饋贈禮物／紀念品。如基於實際運作、禮節或其他原因，饋贈屬必須或無可避免時，應將禮物／紀念品的數量減至最少，並限於機構間互為送贈。不應饋贈貴重或奢華的禮物／紀念品，並以印有公司標誌的標準禮物／紀念品為佳。此外，法例亦規定，任何人不得在處理與公共機構有關的合約、標書、拍賣等事宜上，向公職人員行賄。

款待

11. 根據《防止賄賂條例》第 2 條，「款待」是指供應在當場享用的食物或飲品，以及任何與此項供應有關或同時提供的其他款待。雖然款待是一般業務上可以接受的商業及社交活動，但在某些情況下，接受免費款待或會構成"免除付帳的責任"，後者屬於條例第 2 條所指的利益。舉例來說，公職人員光顧有公務往來的食肆，在用餐完畢後，食肆店主免收該僱員的用餐費用，令他免除付帳的責任，這樣可能等同接受利益。

12. 僱員應拒絕接受與公司有業務往來的人士（如服務對象、供應商或承辦商）或自己下屬所提供的過分奢華或頻密的款待，以免對該等款待的提供者欠下恩惠。事實上，他們不應接受任何可能導致下列後果的款待，包括令公眾認為可能或實際出現的利益衝突；使自己在執行職務時要報答人情；使人認為自己履行公務時可能會有所偏袒；或損害本身或公司的聲譽。僱員遇到有人向他提供款待時，應審慎考慮有關款待是否：

- 過分奢華 — 應考慮款待的價值、內容、頻密程度和性質；
- 不適當 — 應考慮提供款待者與僱員之間的關係(例如是否有任何直接公事往來)；或
- 不宜接受 — 應考慮提供款待者或已知參與者的品格和聲譽等因素。

13. 僱員如在香港境外獲提供款待，應特別提高警惕，並拒絕接受任何過分奢華或頻密的款待。在法例上，免費旅程或旅費並非「款待」，而屬「利益」的一種。僱員未得公司事先批准，絕不可接受這種利益。

記錄、帳目及其他文件

14. 僱員應盡量確保所有提交公司的任何記錄、收據、帳目或其他文件的內容，已如實反映有關事件或商業交易。如僱員刻意使用載有虛假資料的文件意圖欺騙或誤導本公司，不論有否獲取得益或利益，均可能觸犯《防止賄賂條例》。

濫用職權

15. 僱員應秉公行事，切勿利用公職謀取私利或優待與其有聯繫的機構或人士，又或利用或容許他人利用其公職、職銜或與其公職有關的權力，意圖脅迫或誘使他人（包括下屬人員）向僱員本人、其親友或有關連人士提供任何利益。此外，僱員不應利用其公職，而令人有理由相信其個人或其他人的行為或活動是得到公司的批准或贊同。

16. 濫權的例子包括負責挑選供應商的僱員對其親屬或朋友所經營的公司有所偏袒或向該公司洩露投標資料，以期將合約批予該公司。

利益衝突/利益關係

17. 利益衝突是指僱員的私人利益與公司的利益互相抵觸或有所衝突。「私人利益」泛指僱員本身及與他相關的人士(註)的財務及個人利益。僱員應避免任何利益衝突或可能被視為有利益衝突的情況。

下列是一些常見的利益衝突例子：

(甲) 有份參與採購工作的僱員或其相關人士與其中一間獲考慮成為公司之供應商或服務提供者有密切的關係或擁有該公司財務上的利益；

(乙) 負責招聘或遴選晉升的僱員，是其中一名應徵者或獲考慮晉升的員工的家屬、親戚或私交友好；

(丙) 僱員接受公司客戶、供應商或承辦商過度頻密或奢華的款待；

(丁) 僱員在他負責監管的承辦商公司兼職。

註：相關人士指包括親屬、私交友好、所屬會社及社團和欠下恩惠或人情的任何人士。

18. 僱員在執行職務上出現實際或可能引起利益衝突時，應即時填寫表格乙(見附件三:利益衝突申報書)向公司作出申報。若僱員沒有避免或申報利益衝突，可能會被指偏私、濫權、甚至貪污。

公職人員行為失當

19. 僱員如以公職身分作出失當行為，有可能觸犯普通法下的「公職人員行為失當罪」。普通法中的「公職人員行為失當罪」使刑事法的涵蓋範圍由賄賂行為，延伸至公職人員執行公職時涉及不同種類的失當行為。構成公職人員行為失當罪的元素如下：

(甲) 公職人員；
(乙) 在擔任公職期間或在與擔任公職有關的情況下；
(丙) 藉作為或不作為而故意作出不當行為，例如故意忽略或不履行其職責；
(丁) 沒有合理辯解或理由；及
(戊) 考慮到有關公職和任職者的責任、他們所促進的公共目標的重要性及偏離責任的性質和程度，有關的失當行為屬於嚴重而非微不足道。

20. 有關的失當行為必須是故意作出而並非無心之失，意指有關的公職人員明知自己作出的行為是犯罪的，或是故意罔顧其行為有犯罪之嫌。公職人員在沒有合理辯解或理由下故意作出失當行為，須負刑責。

21. 簡而言之，該罪行主要針對公職人員濫用他以公職身分獲賦予為公眾利益而可行使的權力、酌情權或職責而作出的失當行為。此外，公職人員的失當行為即使並不涉及受賄，又或他最終沒有獲得任何金錢利益，亦可能構成公職人員行為失當罪。

以下是一個定罪個案的例子：

- 一名負責審議牌照申請的公共機構主席在召開委員會會議前，不當地與申請人和其代理人進行討論，又向一名為申請人工作的私交友好提供與牌照申請相關的機密文件。此外，在審議有關申請時，他亦未有就他與牌照申請人和其代理人的關係申報利益衝突。

賭博活動

22. 僱員不應經常或無節制地參與任何形式的賭博活動或涉及大額賭注的博彩活動，也不得與公司有業務往來的人士賭博。僱員亦嚴禁在公司範圍內賭博。

貸款

23. 僱員不可接受任何與公司有業務來往的人士或機構提供的貸款，或由其協助獲得貸款。然而，向持牌銀行或財務機構借貸則不受限制。

24. 僱員如以下屬或職級比他低的同事作為貸款或分期付款租購協議的擔保人，僱員及其下屬均可遭受紀律處分。

督導責任

25. 倘若下屬的違紀行為或疏忽性質嚴重，或屢犯，或廣為習染，而督導人員假如曾盡力按其本分去領導、管理和監督，理應察覺有關行為或疏忽，但督導人員卻未有盡其督導責任，則他須為下屬的該等行為或疏忽負上責任。

身為督導人員，應該：

- 給予下屬適當的指引、意見、輔導和培訓；
- 監督下屬的行為操守和工作表現，確保符合既定標準；
- 留意在工作間的不當行為的徵兆（例如擅離職守）；及
- 迅速、果斷處理下屬的不當行為和欠佳表現。

外間工作

26. 僱員應避免任何可能有損他履行職務、令他分心或會引起利益衝突的外間活動。全職僱員如欲兼任公司以外工作，不論是固定職務或屬顧問性質，均須在接受僱用前及以後每年，向部門總監或董事總經理以書面(見首頁乙部)申請，並記錄於人事檔案內。核准人員應考慮該項工作會否對申請人在本公司的職務構成利益衝突。

處理機密資料/公司財物

27. 僱員未經授權不可洩露公司任何機密或專有資料，或濫用本公司任何資料。獲授權查閱或管理該等資料的僱員，必須採取足夠保密措施，以防該等資料遭人濫用、未經授權下洩露或誤用。在處理任何僱員及服務對象的個人資料時，必須格外小心，以確保符合《個人資料(私隱)條例》(第 486 章)和公司的個人資料私隱政策的規定。僱員離職後須繼續履行保密責任，不得使用其在位時取得的任何機密或專有資料，或利用該等資料獲益。

28. 公司嚴禁所有僱員擅取或轉售公司財物。所有公司財物，包括公司電腦主機、小型電腦系統、數據網絡、電腦軟件或器材等，只可用作進行與公司業務有關或其他由管理層准許的用途。僱員嚴禁挪用公司財物或用以謀取私利，否則可能觸犯香港法例第 210 章《盜竊罪條例》。

使用資訊及通訊系統

29. 僱員未得特別授權，不得更改任何器材、設施或已安裝之軟件，或研發任何未經管理層批准的應用程式。在使用個人電腦時，應採取適當的保安措施，並只可使用由公司規定的供應商所提供的個人電腦軟件。使用所有電腦軟件，均須嚴格遵守《版權條例》的規定。

30. 僱員不得瀏覽非法、不雅、賭博等網址，或下載、以電郵方式發送、儲存或列印任何對他人不恰當、不敬或令人反感的資料。此外，公司的電郵系統及互聯網應作為公事用途。公司對所有電郵通訊及互聯網的使用情況，均有監察權利。

31. 僱員有責任保護、並保密處理個人密碼及所有與網絡接連而取得的資料。如發現有未獲授權人士企圖獲取敏感資料、進入公司機密地方或登入公司的電腦及內部資訊系統，應立即向部門主管報告。

舉報刑事罪行及違規行為

32. 僱員應視乎情況直接或透過部門主管盡早向有關執法當局舉報所有在履行職務時遇見的罪行或涉嫌罪行。僱員並無權酌情決定舉報或不舉報哪些罪行或涉嫌罪行，亦須避免對有關罪行或涉嫌罪行作出任何查詢或採取任何行動，以免妨礙或阻撓有關執法當局日後的調查工作。

33. 根據條例，意圖賄賂公職人員屬刑事罪行。遇有上述情況，須即時向廉署舉報，而所有舉報內容亦須絕對保密。

遵守紀律守則

34. 不論在香港境內或境外履行職務，所有僱員均有責任明瞭和遵從本守則的規定。不論在香港或其他地方，僱員處理公司業務時須遵守本地或當地所有法例和規例。

僱員有責任經常留意及仔細閱證公司透過通告/報告板/電子郵件/內聯網向僱員所發放的紀律守則、公司政策、措施、指引等，並必須了解清楚及遵守有關條文內之規定。僱員對內容有疑問時，應即時向有關文件之發出部門或管理層查詢。

35. 任何僱員違反紀律守則、公司政策、措施、指引等，均會受到紀律處分，嚴重者更可能被終止聘用。如公司懷疑該違規事項涉及貪污或其他刑事罪行，將會向廉政公署或有關部門舉報。

36. 公司的投訴途徑是絕對開放的。任何人士，包括顧客或消費者、供應商或承包商、公司的董事及僱員等，均可向公司作出投訴。如對本守則有任何查詢或欲對懷疑違規行為作出舉報，應向部門總監或董事總經理提出，以便作出跟進。公司會採取公正而有效率的態度考慮及處理各項投訴。所有投訴資料均絕對保密。

37. 僱員有責任瞭解及遵守本紀律守則的內容，並須於聲明欄內簽署作實及把申報書交回公司。

修訂日期:2015 年 11 月 2 日

CITYBUS 城巴　新創建交通服務 NWS TRANSPORT　新巴 FIRST BUS

新創建集團成員 Members of NWS Holdings

附件二
表格甲

接受禮物申報表

表格編號:HR/NT/012/09/15

甲部 – 由獲贈禮物職員填寫

致：_____(批核人員)

饋贈人資料：

饋贈人姓名及職銜： _____

公司： _____

關係 (業務 / 私人)： _____

經已/將會獲贈禮物的場合：_____

禮物的資料及估值/價值：_____

建議處置方法：　　備註

( ) 由獲贈禮物職員保留

( ) 存放在辦公室作陳列或紀念之用

( ) 與公司其他職員共同分享

( ) 在職員活動中作抽獎之用

( ) 送贈慈善機構

( ) 退回饋贈人

( ) 其他 (請註明)：_____

獲贈禮物職員姓名: _____ 簽署: _____

員工編號: _____ 部門: _____

職銜: _____ 日期: _____

乙部 – 由批核人員填寫

致：_____(獲贈禮物職員)

上述所建議的處置獲贈禮物方法*已獲/不獲批准。該份禮物將以下列方式處置：

_____

_____

批核人員姓名: _____ 簽署: _____

職銜: _____ 日期: _____

* *請將不適用者刪除*

附件三
表格乙
表格編號:HR/NT/013/09/15

利益衝突申報書

員工姓名	:	員工編號	:
職位	:	所屬部門	:
直屬公司	: ☐新創建交通服務有限公司 ☐城巴有限公司 ☐新世界第一巴士服務有限公司		

本利益衝突申報書乃按公司「僱員行為及紀律守則」而設立，僱員於處理日常職務時發現有利益衝突或可能引致利益衝突的情況時須即時以此表格向公司申報。

在填寫本申報書時，請留意以下註譯

字詞	註譯
利益衝突	利益衝突是指僱員的私人利益與公司的利益互相抵觸或有所衝突。
私人利益	私人利益泛指僱員本身及與他相關的人士的財務及個人利益。 在某些情況下，親屬或朋友關係，又或其他聯繫或情誼，儘管並不涉及經濟利益，卻可左右僱員在執行職務時所作的判斷，或令人有理由相信確會影響其判斷。因此，僱員不單須申報牽涉金錢的利益衝突，還須申報金錢以外的其他各種利益衝突。(相關人士指包括親屬、私交友好、所屬會社及社團和欠下恩惠或人情的任何人士。)
利益	根據《防止賄賂條例》，利益的定義為： (甲) 任何饋贈、貸款、費用、報酬或佣金，其形式為金錢、任何有價證券或任何種類的其他財產或財產權益； (乙) 任何職位、受僱工作或合約； (丙) 將任何貸款、義務或其他法律責任全部或部份予以支付、免卻、解除或了結； (丁) 任何其他服務或優待(款待除外)，包括維護使免受已招致或料將招致的懲罰或資格喪失，或維護使免遭採取紀律、民事或刑事上的行動或程序，不論該行動或程序是否已經提出； (戊) 行使或不行使任何權利、權力或職責；及 (己) 有條件或無條件提供、承諾給予或答應給予上述(甲)至(戊)段所指的任何利益。 此外，如僱員持有現時或準承辦商 / 供應商之股權達百份之十或以上，而該僱員在日常工作上需處理與該現時或準承辦商/ 供應商之一切有關事宜，僱員亦須以本表格作出申報。

需要申報利益關係的例子：

(甲) 有份參與採購工作的僱員或其相關人士與其中一間獲考慮成為公司之供應商或服務提供者有密切的關係或擁有該公司財務上的利益；
(乙) 負責招聘或遴選晉升的僱員，是其中一名應徵者或獲考慮晉升的員工的家屬、親戚或私交友好；
(丙) 僱員接受公司客戶、供應商或承辦商過度頻密或奢華的款待；
(丁) 僱員在他負責監管的承辦商公司兼職。

../轉背頁

致：新創建交通服務有限公司、城巴有限公司及新世界第一巴士服務有限公司(下總稱公司)

甲部 –申報利益*(由申報人填寫)*

本人在執行職務時所遇到的或可能引起的*利益衝突情況，故向公司申報如下：

1. 與本人有業務往來及有利益衝突的機構/公司/人士之名稱：

2. 本人與上述機構/公司/人士的關係 (例如：親友)：

3. 上述機構/公司/人士與本公司的關係 (例如：供應商、承辦商)：

4. 上述機構/公司/人士與本人有關的職務概要(例如：處理招標)：

聲明

- 就本人所知，本人如實就上述各欄向公司申報。
- 本人明白此利益衝突申報書會交由所屬總監或董事總經理審批，為避免影響公司利益，公司或可能將本人調離處理有關職務。

員工簽署 _____ 日期 _____

乙部 – 回條 *(由批核人員填寫)*

致： _____ (申報人)

你在 _____(日期) 呈交的利益衝突申報書經已收悉。本公司決定 :-

☐ 你毋須再執行或參與執行甲部中提及可能引致利益衝突的工作。

☐ 如甲部中提及的資料沒有更改，你可繼續處理甲部中提及的工作。

☐ 其他 (請註明) : _____

_____

日期 _____ 批核人員姓名 :

職銜 / 部門 :

**請將不適用者刪除*

正本: 交申報人 副抄: 經批核人員加簽後交人力資源部

This English translation is for reference only. In the event of any discrepancy between the Chinese original and this English translation, the Chinese original shall prevail.
本英文譯本僅供參考。如英文譯本與中文原文有任何差異，以中文原文為準。

Employees shall fill in this declaration and return it to the Human Resources Department.

Annex 3.1
Form No.: HR/NT/011/09/15

F

Employee Code of Conduct and Discipline/Declaration of Outside Work

Employee name	: _____	Employee ID	: _____
Title	: _____	Department	: _____
Company	: ❑ NWS Transport Services Limited	❑ Citybus Limited	: ❑ New World First Bus Services Limited

To: NWS Transport Services, Citybus and New World First Bus

Part A – Employee Code of Conduct and Discipline

I have read the entire Employee Code of Conduct and Discipline published in the Company notice and/or on the Company intranet, and understood all the content thereof.

Part B – Other Work Outside "NWS Transport Services, Citybus and New World First Bus"
(By leaving this section blank, you acknowledge that you have no outside work.)

I would like to apply for/have the following outside work (in accordance with Article 26 of the Employee Code of Conduct and Discipline, full-time employees shall apply to the Company before accepting outside employment and do so annually thereafter)

Reasons for outside work : _____

Employer's name and address : _____

Job title and work : _____

Commencement date of employment : _____

Weekly working days (details) : _____

Daily working hours : _____

Salary : _____

Part C – Statement and Signature

1. I have made a statement or declaration to the Company regarding Part A and Part B above. I fully understand that my violation of the Employee Code of Conduct and Discipline will result in internal disciplinary action, including summary dismissal.
2. I shall fill out the form designated by the Company as soon as possible to make a declaration if I have actual or potential conflicts between my private interests and the Company's interests when performing my duties.
3. I understand that the Company will report any suspected violation of the Prevention of Bribery Ordinance to the ICAC for further investigation.

_____ _____

Employee's signature Date



Employee Code of Conduct and Discipline

1. NWS Transport Services Limited, Citybus Limited ("Citybus") and New World First Bus Services Limited ("New World First Bus") (hereinafter collectively referred to as the "Company") are convinced that honesty, integrity and fairness are the key elements in the Company's employee code. All employees shall ensure that the Company's reputation will not be compromised by fraud, disloyalty or corruption. This Code of Discipline sets out the basic disciplinary standards that shall be observed by all employees (including full-time, part-time, temporary or contract employees), and provide guidelines for accepting advantages when performing duties and reporting advantages. The content of this Code of Discipline applies both within and outside Hong Kong. The Company prohibits any form of corruption or bribery. No employees (including directors) shall solicit, accept bribes from or provide bribes to any person in carrying out the affairs of the Company.

2. Citybus and New World First Bus are "public bodies" specified in Schedule 1 of the Prevention of Bribery Ordinance. Accordingly, the employees of Citybus and New World First Bus, whether full-time, part-time, temporary or contract, are "public servants" subject to the regulation of the Ordinance. (The provisions of the Prevention of Bribery Ordinance are available on the website of the Department of Justice: http://www.legislation.gov.hk)

3. According to Section 4 of the Prevention of Bribery Ordinance, any public servant who, whether in Hong Kong or elsewhere, without the company's permission, lawful authority or reasonable excuse, solicits or accepts any advantage as an inducement to or reward for any act in his work or expediting, delaying, hindering or preventing any act related to the affairs of the Company shall be guilty of an offence.

4. According to the Prevention of Bribery Ordinance, advantage means:
   (a) any gift, loan, fee, reward or commission consisting of money or of any valuable security or of other property or interest in property of any description;
   (b) any office, employment or contract;
   (c) any payment, release, discharge or liquidation of any loan, obligation or other liability, whether in whole or in part;
   (d) any other service, or favour (other than entertainment), including protection from any penalty or disability incurred or apprehended or from any action or proceedings of a disciplinary, civil or criminal nature, whether or not already instituted;
   (e) the exercise or forbearance from the exercise of any right or any power or duty; and
   (f) any offer, undertaking or promise, whether conditional or unconditional, of any advantage within the meaning of any of the preceding paragraphs (a) to (e).

5. Employees soliciting or accepting any advantage, whether directly or indirectly, whether on their own, or by any other person on their behalf, or for any other person, are claiming or accepting advantages and may be in breach of the Ordinance.

Soliciting or accepting advantages

6. The Company prohibits all employees from soliciting or accepting any advantage from any person or company (such as customers, suppliers, contractors) that conducts business with the Company.

7. Employees shall, where possible, refuse to accept any advantage offered/gifted by virtue of their official position. If it is not possible to decline (for example, employees presented with gifts when attending ceremonies in their official capacity failed to decline or promptly return the gifts for protocol reasons or the need to avoid great offence or embarrassment), employees shall return the gifts or souvenirs received to the Company, fill out Form A (see Appendix 2) and seek for instructions on how to handle the gifts or souvenirs. Employees may only retain the gifts if they are approved.

   However, they may accept (but may not solicit) the following gifts offered by gift-givers voluntarily:

   (a) advertising or promotional gifts or souvenirs of a nominal value only; or
   (b) gifts given at traditional festivals or on special occasions that are not lavish (for gifts given at traditional festivals, such as fruit baskets or food gift boxes, employees shall share among themselves the gifts received); or
   (c) discounts or other special offers given to employees of the Company as customers by any person or company on terms and conditions applicable to other customers in general.

8. Employees shall always take into account the views of the public when accepting advantages to ensure that the solicitation or acceptance of any advantage will stand up to the strict monitoring, and meet the expectations, of the public without impairing the reputation of the Company. If acceptance of gifts will affect the objectivity of employees or cause them to act in a way that harms the interests of the Company, or they believe that the gift-givers do have such intentions or they would be suspected or deemed to have acted improperly by accepting the gifts, they shall decline.

9. There are no restrictions on employees' receipt of advantages in their personal capacity from persons without official dealings with the Company. If in doubt, employees may seek advice and instructions from the department director or managing director.

Offering advantages

10. In no case shall employees offer advantages, directly or indirectly, through a third party to directors or employees of another company or organization, or any public servant, to influence the decision of any person or company in business dealings. Employees shall do their best to avoid offering gifts/souvenirs during official engagements. If gifting is necessary or unavoidable due to actual operation or for protocol or other reasons, the number of gifts/souvenirs shall be minimized and limited to gifting between the organizations. No valuable or luxurious gifts/souvenirs shall be presented and standard gifts/souvenirs with company logos are preferred. In addition, no one shall offer bribes to public servants in dealing with contracts, tenders, auctions, and other matters relating to public bodies as required by law.

Entertainment

11. According to Section 2 of the Prevention of Bribery Ordinance, "entertainment" means the provision of food or drink, for consumption on the occasion when it is provided, and of any other entertainment connected with, or provided at the same time as, such provisions. Although entertainment is an acceptable form of commercial and social activity in general business, in some cases, accepting free entertainment may constitute "discharge of an obligation to pay", which falls within the scope of advantages referred to in section 2 of the Ordinance. For example, a public servant visiting a restaurant with official dealings was not charged after finishing the meal by the restaurant owner whose obligation to pay is in turn discharged, which may be equivalent to accepting advantages.

12. Employees shall decline to accept lavish or frequent entertainment provided by persons (such as service recipients, suppliers or contractors) with business dealings with the Company, or their subordinates, so as not to owe anything to the providers of such entertainment. In fact, they should not accept any entertainment that may lead to the following consequences, including that conflicts of interests, in the opinion of the public, may or actually arise; that they need to return the favour in performing their duties; that they may be thought to be biased in performing their official duties; or that their or the Company's reputation is damaged. When being offered with entertainment, employees shall carefully consider whether the offered could be regarded as:
    - lavish – taking into account its value, substance, frequency and nature;
    - inappropriate – taking into account the relationship between the host and the employee (e.g. whether they have any direct official dealings); or
    - undesirable – taking into account the character and reputation of the host and the known attendees, etc.

13. Employees who are offered entertainment outside Hong Kong shall be particularly vigilant and decline to accept any lavish or frequent entertainment. Free journey or travel expenses shall not be "entertainment" but a kind of "advantage" under the legislation. Employees shall never accept such advantages without the prior approval of the Company.

Records, accounts and other documents

14. Employees should try to ensure that all records, receipts, accounts or other documents submitted to the Company accurately reflect relevant incidents or business transactions. If an employee intentionally uses the documents containing false data in an attempt to deceive or mislead the Company, such employee may violate the Prevention of Bribery Ordinance regardless whether any benefits or advantages is obtained.

Abuse of office

15. Employees should act impartially and shall not use their official position to seek personal gains or give preferential treatment to institutions or individuals associated with them, or use or allow others to use their official position, title or power related to their official position, with intent to coerce or induce others (including subordinates) to provide any advantage to the employees themselves, the relatives or associates thereof; in addition, employees should not use their official position to make it anyone reasonably believe that their personal or other person's acts or activities are approved or endorsed by the Company.

16. Examples of abuse of power include: Employees responsible for selecting suppliers favour a company run by their relatives or friends or divulge bid information to this company in order to grant a contract to this company.

Conflicts of interest/being interested

17. A conflict of interest means that the private interests of an employee is in conflict or inconsistent with the interests of the Company. "Private interests" generally refer to financial and personal interests of an employee and related parties (note) thereof. Employees should avoid any conflict of interest or the circumstance that may be considered as a conflict of interest.

    The following are some common examples of conflicts of interest:
    (a) An employee involved in procurement or related person thereof has a close relationship with an enterprise being considered to be a supplier or service provider of the Company or has a financial interest in such enterprise:
    (b) An employee responsible for recruitment or promotion selection is a family member, relative or close personal friend of the applicant or the staff member being considered for promotion: or
    (c) An employee receives excessively frequent or luxurious entertainment from the customers, suppliers or contractors of the Company;
    (d) An employee takes a part-time job in the contractor on which he/she is in charge of supervision.

    Note: Related parties include relatives, friends, clubs and societies, and any person who owes a favour.

18. If an employee has actual or potential conflicts of interest in performing his duties, the employee should fill in Form B (see Annex 3: Conflict-of-Interest Report) promptly to make a declaration to the Company. If an employee does not avoid or declare a conflict of interest, he may be accused of favouritism, abuse of office, or even corruption.

Misconduct in public office

19. If an employee engages in misconduct as a public officer, he may commit the common law "offence of misconduct in public office". The common law "offence of misconduct in public office" extends the reach of criminal law beyond bribery to various types of misconduct of public officers discharging their official duties. The elements that constitute the offence of misconduct in public office are as follows:

    (a) a public officer;
    (b) in the course of or in connection with his public office;
    (c) wilfully misconduct himself by act or omission, such as wilfully neglecting or failing to perform his duties;
    (d) without reasonable excuse or justification; and
    (e) where such misconduct is serious, not trivial, having regard to the responsibilities of the office and the office-holder, the importance of the public objects which they serve and the nature and

extent of the departure from those responsibilities.

20. The misconduct must be deliberate rather than accidental in the sense that the public officer concerned either knows that his conduct is unlawful or wilfully disregards the risk that his conduct is unlawful. Wilful misconduct of public officers without reasonable excuse or justification is culpable.

21. In short, the essential feature of the offence is an abuse by the public officer of the powers, discretions or duties exercisable by virtue of his official position conferred on him for the public benefit. In addition, an officer may commit misconduct in public office even if his misconduct does not involve any bribery or he does not have any pecuniary gains as a result.

    The following is a case of conviction:

    - The chairman of a public authority responsible for deliberating license applications improperly discussed with an applicant and its agent before convening a committee meeting, and provided confidential documents relating to the license application to a close personal friend working for the applicant. In addition, he did not declare a conflict of interest in his relationships with the license applicant and its agent when deliberating the application.

Gambling activities

22. Employees should neither participate regularly or unrestrainedly in any form of gambling activities or gambling activities involving large stakes, nor gamble with people conducting business with the Company. Employees are also strictly prohibited from gambling in the Company.

Loan

23. Employees shall not accept any loan from any individual or institution who has business dealings with the Company, or obtain loans under the assistance thereof. However, there are no restrictions on borrowing from licensed banks or financial institutions.

24. Employees and their subordinates may be subject to disciplinary action if the employees use a subordinate or a junior colleague as a guarantor for a loan or hire-purchase agreement.

Supervision accountability

25. A supervisor shall be asked to account for acts or omissions by his subordinates, if these acts are serious, repeated or widespread that by reasonable diligence the supervisor should have known of them had he exercised the level of leadership, management and supervision required of his position.

    A supervisor should:

    - Provide adequate guidance, advice, counselling and training to his subordinates;
    - Monitor the conduct and performance of his subordinates to ensure their compliance with the established standards;
    - Be alert to signs of misconduct in the workplace (e.g., unauthorized absence from duty); and
    - Take prompt and decisive action to handle the misconduct and poor performance of his

subordinates.

Outside work

26. Employees should avoid any outside activities that may impair their performance of duties, distract their attention from work or cause conflicts of interest. If a full-time employee wishes to take up concurrent employment, either on a regular or consulting basis, he must apply to the departmental director or managing director in writing (see Part B on the first page) before receiving employment and do so annually thereafter, and it shall be recorded in his personnel archive. The approving officer should consider whether the employment will pose a conflict of interest with the applicant's duties in the Company.

Handling confidential information/company property

27. Employees shall not disclose any confidential or proprietary information of the Company or abuse any information of the Company without authorization. Employees who are authorized to inspect or manage such information must take sufficient confidentiality measures to prevent abuse, unauthorized disclosure or misuse of such information. When handling the personal data of any employee and service recipient, extra care must be taken to ensure compliance with the provisions of Personal Data (Privacy Ordinance (Cap. 486)) and the Company's personal data privacy policy. Employees must continue to perform their duty of confidentiality after leaving their office and shall not use any of the confidential or proprietary information obtained while in office or use such information to gain.

28. The Company strictly prohibits all employees from acquiring or reselling company property without authorization. All company property, including computer hosts, small computer systems, data networks, computer software or equipment, etc. shall only be used for purposes relating to the company's business or other purposes as approved by the management. Employees are forbidden to misappropriate company property or use company property for personal gains; otherwise, they may violate the Theft Ordinance, Chapter 210 of the laws of Hong Kong.

Use of Information and Communication System

29. Employees shall not, without special authorization, alter any equipment, facilities or installed software, or develop any application that has not been approved by the management. When using a personal computer, appropriate security measures should be taken and only the personal computer software provided by the suppliers specified by the Company shall be used. The use of all computer software must strictly comply with the provisions of the Copyright Ordinance.

30. Employees shall not browse illegal, indecent, gambling websites or download, send via e-mail, store or print any information that is inappropriate, disrespectful or offensive to others. In addition, the Company's e-mail system and the Internet should be used for official purposes. The Company shall have the right to monitor the use of all email communications and the Internet.

31. Employees are responsible for protecting and keep confidential personal passwords and all information obtained from the Internet. If any unauthorized persons are found to have attempted to obtain sensitive information, access No Entry places of the Company or log onto the Company's computers and internal information systems, report should be made immediately to

the department head.

Report of criminal offences and irregularities

32. Employees should report to relevant enforcement authority, as appropriate, directly or through their departmental supervisors, all crimes or suspected crimes that they have encountered in performing their duties. An employee does not have the discretion in deciding whether to report or not to the crimes or suspected crimes. He must also avoid making any enquiries or taking any actions on the relevant crimes or suspected crimes, so as not to hinder or obstruct subsequent investigation by relevant enforcement authority.

33. According to regulations, attempting to bribe a public officer is a criminal offence. In the above circumstances, employees shall promptly report to the ICAC and all such reports must be kept in strict confidentiality.

Compliance with disciplinary guidelines

34. Whether performing duties in and outside Hong Kong, it is the responsibility of all employees to understand and comply with the requirements of this Code. Whether in Hong Kong or elsewhere, employees must abide by all local laws and regulations when handling businesses of the Company.

    Employees are responsible for keeping themselves abreast with and carefully reading the company's disciplinary code, policies, measures, guidelines, etc. issued to employees by notices/notice board/e-mail/intranet. They must also be fully aware of and comply with the requirements of the relevant provisions. When employees have questions about the content, they should promptly inquire the department or the management issuing the relevant documents.

35. Any employee who violates disciplinary codes, company policies, measures, guidelines, etc. will be subject to disciplinary action, and even termination of employment in serious cases. If the Company suspects that the violation involves corruption or other criminal offences, it will report to the ICAC or relevant authorities.

36. The Company's complaint channel is absolutely open. Any person, including customers or consumers, suppliers or contractors, the Company's directors and employees, etc., may make complaints to the Company. If you have any enquiries about this Code or wish to report suspected violations, you should submit the same to the departmental director or managing director for follow-up action. The Company will consider and handle complaints in a fair and efficient manner. All complaint-related information will be kept absolutely confidential.

37. Employees are responsible for understanding and complying with the content of this Code of Discipline. They must sign in the column of Statement and return the declaration form to the Company.

Revised on: 2 November 2015

新創建集團成員 Members of NWS Holdings

Annex II
Form A

Form of Accepting Gift Declaration

Form No.: HR/NT/012/09/15

Part A – To be completed by the staff being given gifts

To: _____ (Approving Officer)

Information of offeror:
Name and title of offeror: _____
Company: _____
Relationship (Business/Private): _____
Venue where the gift has been or will be presented _____
Description and estimated value/value of the gift: _____

Recommended methods of handling:	**Remarks**
( ) Retained by the staff being given the gift	
( ) Placed in the office for display or memorial purposes	
( ) Shared with other staff members of the Company	
( ) Used for lucky draw in staff activities	
( ) Donated to charities	
( ) Returned to the donor	
( ) Others (please specify):	

Name of the staff being given the gift: _____ Signature: _____
Staff ID: _____ Department: _____
Title: _____ Date: _____

Part B – To be completed by the Approving Officer

To: _____ (staff being given the gift)

The above recommended handling of the gift *has been approved/disapproved. The gift will be handled in the following way(s):

_____

_____

Name of Approving Officer: _____ Signature: _____

Title: _____ Date: _____

**Please delete where is inapplicable*

新創建集團成員 Members of NWS Holdings

Annex III
Form B

Conflict-of-Interest Report

Form No.: HR/NT/013/09/15

Employee name	: _____	Employee ID	: _____
Title	: _____	Department	: _____
Company	: ❑ NWS Transport Services Limited	❑ Citybus Limited	: ❑ New World First Bus Services Limited

This Conflict-of-Interest Report is created based on the "Employee Code of Conduct and Discipline" of the Company. If any employee finds a conflict of interest or potential conflict of interest in handling routine duties, he shall immediately make a declaration to the Company by using this form.

When filling out this declaration form, please read the following definitions

Terms	Definition
Conflict of interest	A conflict of interest means that the private interests of an employee are in conflict with the interests of the Company.
Private interests	Private interests generally refer to the financial and personal interests of the employees and related parties thereof. In some cases, kinships or friendships, or other association or bonds, not involving economic interests though, may influence the judgment of staff members in performing their duties, or it can be reasonably believed that they will affect the judgment of staff members. Therefore, employees shall not only declare pecuniary conflicts of interest but also other types of non-pecuniary conflicts of interest (Related parties include relatives, friends, clubs and societies, and any person who owes a favour).
Advantage	According to the Prevention of Bribery Ordinance, advantage is defined as follows: (a) any gift, loan, fee, reward or commission consisting of money or of any valuable security or of other property or interest in property of any description; (b) any office, employment or contract; (c) any payment, release, discharge or liquidation of any loan, obligation or other liability, whether in whole or in part; (d) any other service, or favour (other than entertainment), including protection from any penalty or disability incurred or apprehended or from any action or proceedings of a disciplinary, civil or criminal nature, whether or not already instituted; (e) the exercise or forbearance from the exercise of any right or any power or duty; and (f) any offer, undertaking or promise, whether conditional or unconditional, of any advantage within the meaning of any of the preceding paragraphs (a) to (e). In addition, if an employee, who holds 10% or more equity of a current or prospective contractor/supplier, needs to handle all matters relating to such current or prospective contractor/supplier in his daily work, such employee shall also make a declaration by using this form.

Examples of which interests shall be reported:

(a) An employee involved in procurement or related person thereof has a close relationship with an enterprise being considered to be a supplier or service provider of the Company or has a financial interest in such enterprise:
(b) An employee responsible for recruitment or promotion selection is a family member, relative or close personal friend of the applicant or the staff member being considered for promotion: or
(c) An employee receives excessively frequent or luxurious entertainment from the customers, suppliers or contractors of the Company;
(d) An employee takes a part-time job in the contractor on which he/she is in charge of supervision.

../Turn to the back page

To: NWS Transport, Citybus Limited and New World First Bus Services Limited (hereinafter collectively referred to as the "Company")

Part A – Declaration of Interests *(To be completed by the Declarant)*

I hereby report to the Company a conflict of interest that I have encountered or that may arise* in performing my duties as follows:

1. **The name of the organization/company/person who has business dealings and a conflict of interest with me:**

2. **The relationship between me and the above organization/company/person (e.g.: Relative or friend):**

3. **The relationship between the above organization/company/person and the Company (e.g.: Supplier or contractor)**

4. **Summary of the duties of the above organization/company/person related to me (e.g.: Handling of tenders)**

Statement

- I truthfully report to the Company in respect of the content of the above columns to the best of my knowledge.
- I understand that this Conflict-of-Interest Report will be submitted to my departmental director or th managing director for approval. In order not to impair the interests of the Company, the Company ma withdraw me from doing such duties.

Signature of Employee _____ Date _____

Part B – Acknowledgement of receipt *(To be completed by Approving Officer)*

To: _____ (Declarant)

The Conflict-of-Interest Report submitted by you on _____ (date) was received. The Company decided that: -

- ☐ You do not have to continue to perform or participate in performing the work that may lead to a conflict of interest as mentioned in Part A.
- ☐ If no information mentioned in Part A is changed, you may continue to engage in the work mentioned in Part A.
- ☐ Others (please specify): _____

_____

Date _____ Name of Approving Officer: _____

Title/Department:

**Please delete where is inapplicable*

Original: Delivered to the Declarant Copy: Delivered to the HR upon approval by the Approving Officer

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CITYBUS 城巴　新創建交通服務 NWS TRANSPORT　新巴 FIRST BUS

周大福企業及新創建集團成員 Members of Chow Tai Fook Enterprises and NWS Holdings

通告 MEMO

致	營運部車長	由	人力資源部
題目	《週年驗身之新程序》	日期	2013 年 4 月 22 日
		檔案編號	HR/NT/1079/M4/13

由 4 月份起，員工每年須於公司「指定限期」(詳見下 1.2 項) 前完成週年驗身，以証明其符合工作之要求。詳細之程序如下:-

1. 週年驗身通知信
   - 1.1. 週年驗身通知信會於公司「指定限期」一個半月前發出予員工，該信件上列明員工須完成驗身程序之「指定限期」。
   - 1.2. 「指定限期」有三種情況:
     - 1.2.1 大部份員工之「指定限期」爲員工生日月份之前一個月之 15 號。
     - 1.2.2 新入職之員工，如其職前驗身之日期與其生日日期相距不多於 6 個月，其往後之驗身「指定限期」爲其職前驗身月份之前一個月之 15 號。
     - 1.2.3 員工如以前因放取長病假或長工傷而有調整過驗身月份者，其往後之驗身「指定限期」爲其已調整驗身月份之前一個月之 15 號。

2. 員工須在收到通知信後自行安排於非工作時間接受週年驗身。

3. 員工未能給予合理解釋而沒有於「指定限期」前進行週年驗身，公司會對該員工作出紀律處分。

4. 如因爲員工之延誤以致公司於員工生日當日(1.2.2 及 1.2.3 之情況則爲「指定限期」之月底)公司仍未收到由醫務所發出之驗身報告，則員工須放取無薪假，直至適合繼續聘用之驗身報告發出爲止。

5. 人力資源部已寄出驗身通知信予 6 月份出生的員工，並於該信件上列明完成驗身程序之限期，有關員工須於該信件上列明的限期前完成驗身程序。

如有任何查詢，請致電員工熱線 2136 2138。

高級人力資源經理
羅玉媛啓

CITYBUS 城巴 新巴 FIRST BUS

周大福企業及新創建集團成員
Members of Chow Tai Fook Enterprises and NWS Holdings

通告

致	全職及兼職車長	由	人力資源部
檔案編號	HR/NT/2322/M4/13	日期	2013 年 6 月 11 日
題目	週年驗身 - 新修訂		

經檢討現時週年驗身之項目內容及相關規定後，公司現決定作出下列修訂。新修訂之詳情及具體實施安排如下：-

1 週年驗身項目

1.1 新修訂下之血液檢測將涵蓋「糖尿病測試」及「總膽固醇檢測」。

1.2 新修訂下之心電圖檢查年齡

年齡	現時	2013 年 6 月 16 日起之新規定
60 - 64 歲	包括心電圖檢查	維持不變
50 - 59 歲	無心電圖檢查	年齡適逢 50、54 或 57 歲時， 亦須接受心電圖檢查。

2 新增須每年接受週年驗身之員工

2.1 所有曾/現在患有下列任何一類疾病的員工，不論年齡，均須每年接受包括心電圖檢查之週年驗身：-

2.1.1 心血管疾病 / 曾接受過心臟手術 (包括俗稱 "通波仔" 手術)

2.1.2 中風

2.1.3 需以藥物控制之高血壓症狀

2.1.4 需以口服或注射性藥物控制之糖尿病

3 具體實施安排如下：

3.1 實施生效日期為 2013 年 6 月 16 日。

3.2 過渡性安排

3.2.1 **50** 至 **59** 歲之員工接受心電圖檢查

公司將安排上述員工由 2013 年 6 月 16 日起之最近一次週年驗身時接受心電圖檢查，此後按第 1.2 項規定執行。

3.3 曾/現在患有上述第 2.1 項所列任何一類疾病之員工

3.3.1 50 歲以下之員工

於本通告發出日之年齡為 50 歲以下之員工，曾/現在患有第 2.1 項任何一類疾病，須於 2013 年 7 月 15 日或之前先致電員工熱線 2136 2138 作申報，公司將即時發予申報編號，並按申報資料發確認信予有關員工。公司將陸續分批安排已申報之員工於 2013 年下半年內接受首次包括心電圖檢查之週年驗身，而由 2014 年起之週年驗身則會按員工之生日月份安排。於相關安排下，員工於 2013 年及 2014 年兩次驗身之相隔時間將約半年至一年。

於 2013 年 7 月 15 日或以後才確診第 2.1 項任可何一類疾病，必須即時致電員工熱線向人力資源部申報，以便安排包括心電圖檢查之週年驗身。

3.3.2 50 歲至 59 歲之員工

無須致電登記，公司將按新修訂後第一次週年驗身報告內容個別聯絡有關員工。但若於新修訂後第一次週年驗身後才確診第 2.1 項任何一類疾病，必須即時致電員工熱線向人力資源部申報，以便日後安排包括心電圖檢查之週年驗身。

4 其他守則及注意事項：

4.1 按新規定接受週年驗身之員工，其每年須於公司「指定限期」前完成週年驗身，以証明其符合工作之要求，公司會對逾期者作出紀律處分，員工亦須放取無薪假直至適用繼續聘用之驗身報告發出為止，詳細守則內容請參閱公司於 2013 年 4 月 22 日發出之《週年驗身之新程序》(通告編號：HR/NT/1079/M4/13)。

4.2 員工經常身體不適，或會影響其駕駛安全，故為使主理驗身的醫生能更準確的評估員工的健康狀況，若員工在公司發出驗身通知書時的過往 12 個月內病假總日數(包括工傷假)達至或超過 30 日，公司會一併將員工過往 12 個月內之病假紀錄列印於該驗身通知書背頁，供主理驗身的醫生參考。

4.3 員工於驗身當日，必須如實填報有否患有健康聲明書所列之病患。

4.4 在新修訂下之「血液檢測」項目，為避免影響測試結果，員工於驗身前 8 小時不可進食及只可以飲用清水，而此期間仍可照常服用醫生處方之藥物。若不慎於 8 小時內曾飲食，則需再與醫務所另約驗身日期。若驗身前曾服藥，請於驗身時帶備有關藥物或標籤即場告知醫務所工作人員及醫生。

4.5 公司於 5 月份寄出之驗身通知書，如員工沒有於通知書內之「指定限期」即 6 月 15 日或之前完成驗身程序，該員工將須接受新修訂之驗身項目，公司將另行發出新修訂之驗身通知書。

如對上述內容有任何查詢，請致電 2136 2138 與人力資源部聯絡。

羅玉煖

高級人力資源經理
羅玉煖啟

This English translation is for reference only. In the event of any discrepancy between the Chinese original and this English translation, the Chinese original shall prevail.
本英文譯本僅供參考。如英文譯本與中文原文有任何差異，以中文原文為準。

Annex 3.2

CITYBUS 城巴 新創建交通服務 NWS TRANSPORT 新巴 FIRST BUS

周大福企業及新創建集團成員 Members of Chow Tai Fook Enterprises and NWS Holdings

MEMO

To	Bus Captain of Operations Department	From	Human Resources Department
Title	New Procedure for Annual Check-up	Date	22 April 2013
		File No.	HR/NT/1079/M4/13

From April onwards, staff members shall complete annual check-up before the Company's "specified deadline" (see item 1.2 below) every year, so as to prove that they meet the job requirements. The detailed procedure is as follows:

1. Notification letter for annual check-up
   - 1.1 Notification letter for annual check-up will be issued to staff members one and a half months before the Company's "specified deadline". The letter sets forth the "specified deadline" for staff members to complete body-checking procedures.
   - 1.2 There are three scenarios for the "specified deadline":
     - 1.2.1 The "specified deadline" for most staff members shall be 15th day of the month immediately preceding their birthday month.
     - 1.2.2 For new recruits, if their pre-employment check-up date is not more than 6 months away from their birthday, their subsequent "specified deadline" for check-up shall be 15th day of the month immediately preceding their pre-employment check-up month.
     - 1.2.3 For any staff member who has previously adjusted his/her check-up month due to long-term sick leave or work injury, his/her subsequent "specified deadline" for check-up shall be the 15th day of the month immediately preceding his/her adjusted check-up month.

2. Upon receipt of the notification letter, staff members are required to arrange for their own annual check-up during non-working hours.

3. The Company will take disciplinary actions against staff members who fail to undergo annual check-up before the "specified deadline" without legitimate reasons.

4. If the Company has not received a medical report issued by any clinic on or before a staff member's birthday (by the end of the month of the "specified deadline" in scenarios 1.2.2 and 1.2.3) due to delays caused by the staff member, he/she must take no-paid leave until the medical report supporting his/her continuous employment is issued.

5. Human Resources Department has sent notification letter for check-up to staff members born in June, which set out the deadline for completion of body-checking procedures. Staff members concerned must complete body-checking procedures before the deadline specified on the letter.

For any enquiries, please call the staff hotline at 2136 2138.

[Signed]
Senior Human Resources Manager
Delphine Law

This English translation is for reference only. In the event of any discrepancy between the Chinese original and this English translation, the Chinese original shall prevail.
本英文譯本僅供參考。如英文譯本與中文原文有任何差異，以中文原文為準。

CITYBUS 城巴 新巴 FIRST BUS

周大福企業及新創建集團成員
Members of Chow Tai Fook Enterprises and NWS Holdings

MEMO

To	Full-time and part-time Bus Captains	From	Human Resources Department
File No.	HR/NT/2322/M4/13	Date	11 June 2013
Title	Annual check-up – latest amendments		

Upon reviewing the contents of the prevailing annual check-up programme and related requirements, the Company decided to make the following amendments. Details of the new amendments and their specific implementation arrangements are as follows:

1 Annual check-up programme

1.1 Newly revised blood test will cover "diabetes test" and "total cholesterol test".

1.2 Newly revised age for ECG examination

Age	Prevailing requirement	New requirement effective from 16 June 2013
60-64	ECG examination-inclusive	Remain unchanged
50-59	No ECG examination	Staff members aged 50, 54 or 57 are also required to undergo ECG examination.

2 Additional requirement for staff members who are required to receive annual check-up

2.1 Staff members who suffered / are suffering from any of the following diseases are required to undergo annual check-up (including ECG examination) every year, regardless of their age:-

2.1.1 Patients with cardiovascular disease / underwent heart surgery (including the surgery commonly known as "angioplasty"

procedure)

2.1.2 Stroke

2.1.3 Hypertension symptoms controlled by medications

2.1.4 Diabetes controlled by oral or injectable medications

3 The specific implementation arrangements are as follows:

3.1 The date of implementation is 16 June 2013.

3.2 Transitional arrangements

3.2.1 ECG examination for staff members aged **50** to **59**

The Company will arrange for the above-mentioned staff members to undergo ECG examination during their next annual check-up starting from 16 June 2013, and such requirements will be enforced in accordance with item 1.2 thereafter.

3.3 Staff members who suffered / are suffering from any of the diseases listed in item 2.1 above

3.3.1 For staff members under 50 years old.

For staff members who are under 50 years old as of the date of this memo and suffered/are suffering from any of the diseases as listed under item 2.1, they are required to call staff hotline at 2136 2138 for declaration on or before 15 July 2013. The Company will immediately assign a declaration number for and send a confirmation letter to staff members concerned according to the information provided. The Company will gradually arrange for the staff members who have made declarations to undergo their first ECG examination-inclusive annual check-up during the second half of 2013. From 2014 onwards, the annual check-up will be arranged pursuant to staff members' birthday month. Under such arrangement, the interval between the annual check-ups received in 2013 and 2014 will be around half a year to one year.

For those who are diagnosed with any of the diseases as listed under item 2.1 on or after 15 July 2013, they must make immediate declaration to Human Resources Department through staff hotline so as to facilitate the arrangement of an ECG examination-inclusive annual check-up.



3.3.2 For staff members aged from 50 to 59

They are not required to make phone registration. The Company will contact the concerned staff members individually based on contents of the first annual medical report after the introduction of the new revision. However, if any staff member is diagnosed with any of the diseases as listed under item 2.1 subsequent to the first annual check-up received after the introduction of the new revision, he/she must make immediate declaration to Human Resources Department through staff hotline so as to facilitate the arrangement of an ECG examination-inclusive annual check-up in future.

4 Other codes and important notes:

4.1 For staff members who are subject to annual check-up under the new requirements, they must complete their annual check-up before the Company's "specified deadline" every year, so as to prove that they meet the job requirements. The Company will take disciplinary actions against those who fail to do so by the deadline, and such members are also required to take no-paid leave until the medical report supporting their continuous employment is issued. For detailed content of the codes, please refer to "New Procedure for Annual Check-up" (Memo no.: HR/NT/1079/M4/13) issued by the Company on 22 April 2013.

4.2 Driving safety may be affected provided that staff members often feel unwell. To facilitate more accurate assessment of the health status of staff members, if the total number of sick-leave (including work-related injury leave) taken by a staff member within 12 months prior to issuance of check-up notification by the Company reaches 30 days or above, the Company will print the staff member's sick leave records in the past 12-month period on back page of the check-up

notification, for reference by doctors responsible for the medical examination.

4.3 On the day of check-up, staff members must report truthfully whether they are suffering from any of the diseases as listed in the health declaration form.

4.4 Under the newly revised "blood test" programme, to prevent test results from being affected, staff members must not eat and can only drink clear water 8 hours before check-up. During this period, they can still take prescribed medications as usual. If any staff member accidentally consumes food within 8 hours before check-up, they will be required to schedule another check-up appointment with the clinic. If any staff member has taken medications before check-up, they should bring along such medications or labels to the clinic and inform the medical officers and doctors present.

4.5 Notification letter for check-up has been sent by the Company in May. If any staff member who has not completed his/her body-checking procedure by the "specified deadline" stated in the notification (i.e. on or before 15 June), he / she will be subject to newly revised check-up programme, and the Company will issue newly revised check-up notifications separately.

For any enquiries on the foregoing, please contact Human Resources Department at 2136 2138.

[Signed]
Senior Human Resources Manager
Delphine Law

CITYBUS 城巴　新創建交通服務 NWS TRANSPORT　新巴 FIRST BUS

新創建集團成員 Members of NWS Holdings

通告

致	各員工	由	人力資源及行政總監
檔案編號	HR/NT/1609/M4/17	日期	2017 年 4 月 3 日

題目：平等機會政策

公司一貫遵守《性別歧視條例》、《殘疾歧視條例》、《家庭崗位歧視條例》及《種族歧視條例》及採納相關僱傭實務守則的建議，以確保人人得到尊重及平等對待。

公司現就上述條例統一制訂「平等機會政策」，該政策會於即日起生效；舊有之「種族平等政策」(通告編號：HR/NT/0105/M4/10)會於同日失效，而其內容已涵蓋於「平等機會政策」內。

特此向所有員工通報。

如有任何查詢，請致電 2136 2138。

人力資源及行政總監
吳智光啟

分發予：總寫字樓、各廠房、站頭、公司內聯網之員工通告檔
永久張貼

平等機會政策

1. 政策理念
   1.1. 新世界第一巴士服務有限公司及城巴有限公司(統稱「本公司」)致力提供無障礙優質巴士服務，並善用不同人士的才華、技能和經驗，尊重和重視所有員工，使他們不論性別、婚姻狀況、懷孕、家庭崗位、殘疾及種族，都能盡展潛能。

   1.2. 本公司遵守《性別歧視條例》、《家庭崗位歧視條例》、《殘疾歧視條例》及《種族歧視條例》，並在切實可行的情況下依從平等機會委員會發出的實務守則中所載的建議。本公司亦要求員工遵守上述條例。

2. 宗旨
   本政策的宗旨是確保：
   2.1. 任何人不會因其性別、婚姻狀況、懷孕、家庭崗位、殘疾及種族而受到較差待遇；

   2.2. 任何人不會因其性別、婚姻狀況、懷孕、家庭崗位、殘疾及種族而在任何要求或條件下蒙受不利，除非有關要求或條件是有理據支持，並與其性別、婚姻狀況、懷孕、家庭崗位、殘疾及種族無關；

   2.3. 所有合資格人士不論其性別、婚姻狀況、懷孕、家庭崗位、殘疾及種族，都享有平等的僱用、培訓及事業發展機會；

   2.4. 每個人都會受到尊重和有尊嚴的對待，不會因其性別、婚姻狀況、懷孕、家庭崗位、殘疾及種族而遭受不受歡迎的行徑，或要面對具敵意或威嚇性的環境；

   2.5. 投訴機制妥善運作，不論各人的性別、婚姻狀況、懷孕、家庭崗位、殘疾及種族。任何人如就基於性別、婚姻狀況、懷孕、家庭崗位、殘疾及種族的歧視或騷擾提出關注或投訴，或採取行動，亦不會因此受到報復。

3. 落實政策
   3.1. 公司已成立反歧視委員會，負責監察本政策的實施，確保可切實執行；反歧視委員會成員包括人力資源及行政總監、營運總監、工程總監及法律事務總監。

   3.2. 員工須參加有關本政策的培訓。

   3.3. 透過合適的渠道宣傳僱用、晉升、調職及培訓機會，並歡迎所有合資格的人申請，不論其性別、婚姻狀況、懷孕、家庭崗位、殘疾及種族；而甄選準則及工作表現評核完全與工作相關。

   3.4. 在營運條件許可下，改善各項設施及培訓員工，以方便長者及殘疾人士使用巴士服務。

3.5. 基於性別、婚姻狀況、懷孕、家庭崗位、殘疾及種族的騷擾

(1) 每個員工及顧客都應受到尊重和有尊嚴的對待。

(2) 基於性別、婚姻狀況、懷孕、家庭崗位、殘疾及種族的騷擾是不可接受的。員工不得參與或鼓吹、縱容或搬弄騷擾或欺凌的行為。任何人都不應因其性別、婚姻狀況、懷孕、家庭崗位、殘疾及種族而遭受任何不受歡迎的行徑，或被置於具敵意或威嚇性的環境。

(3) 員工應對受騷擾的同事或顧客予以支持，不可接受的行徑包括：

(a) 帶有性別、婚姻狀況、懷孕、家庭崗位、殘疾及種族貶義的說話或侮辱；例如應該避免使用某些令人因其性別、婚姻狀況、懷孕、家庭崗位、殘疾及種族感到受冒犯或無禮對待的稱呼；

(b) 展視帶有性別、婚姻狀況、懷孕、家庭崗位、殘疾及種族冒犯的口號或其他物品；

(c) 取笑、戲謔、揶揄或嘲弄某人的性別、婚姻狀況、懷孕、家庭崗位、殘疾及種族；

(d) 基於某人的性別、婚姻狀況、懷孕、家庭崗位、殘疾及種族而使用帶有輕蔑或冒犯的語氣與其溝通；

(e) 基於性別、婚姻狀況、懷孕、家庭崗位、殘疾及種族而對某人給予過多的工作量或訂立過高的工作表現要求；及

(f) 基於性別、婚姻狀況、懷孕、家庭崗位、殘疾及種族而不合理地挑剔某人或作出排斥的行為。

3.6. 所有投訴個案會交由反歧視委員會處理，確保投訴人和被投訴者均會得到公平的對待，讓雙方有同樣的機會申述。違反本政策者，可予以紀律處分，包括解僱。

3.7. 在處理投訴的過程中，所有與投訴有關的資料和紀錄都會保密，只按需要向相關人士披露。如投訴涉及刑事調查或檢控，本公司或須向第三者透露某些資料。

3.8. 適時檢討有關政策及措施，以推動平等機會和防止歧視。

鄭偉波
董事總經理

新世界第一巴士服務有限公司
城巴有限公司
日期：2017年4月3日

This English translation is for reference only. In the event of any discrepancy between the Chinese original and this English translation, the Chinese original shall prevail.
本英文譯本僅供參考。如英文譯本與中文原文有任何差異，以中文原文為準。

Annex 3.3



新創建集團成員 Members of NWS Holdings

Notice

To	All staff	From	Director of Human Resources and Administration
File no.	HR/NT/1609/M4/17	Date	3 April 2017

Topic: Equal Opportunities Policy

The Company has always complied with the Sex Discrimination Ordinance, the Disability Discrimination Ordinance, the Family Status Discrimination Ordinance and the Race Discrimination Ordinance, and adopted recommendations on Codes of Practice on Employment, so as to ensure that everyone is respected and treated equally.

Having regard to the above-mentioned ordinances, the Company hereby uniformly draws up the "Equal Opportunities Policy", which shall come into effect immediately; the existing "Racial Equality Policy" (Notice no.: HR/NT/0105/M4/10) shall lapse on the same date, and its content has already been covered in the "Equal Opportunities Policy".

I hereby inform all staff.

For any enquiries, please call 2136 2138.

Regards,
[signed]
Director of Human Resources and Administration
Gareth NG

Staff notice distributed to: Head office, depots, bus termini and intranet of the Company
Permanently posted

Equal Opportunities Policy

1. Objective

1.1 New World First Bus Services Limited and Citybus Limited (collectively, the "Company") are committed to providing high quality barrier-free bus services. The Company makes full use of talents, skills and experience of different people, as well as ensures that all staff are respected and valued, so that they can perform to their full potential regardless of their sex, marital status, pregnancy, family status, disability or race.

1.2 The Company complies with the Sex Discrimination Ordinance, the Family Status Discrimination Ordinance, the Disability Discrimination Ordinance and the Race Discrimination Ordinance and, where practicable, follows the recommendations contained in the Code of Practice issued by the Equal Opportunities Commission. The Company also requires its staff to abide by the above ordinances.

2. Objectives

The objectives of this policy are to ensure that:

2.1 No one will be treated less favorably on the ground of their gender, marital status, pregnancy, family status, disability or race;

2.2 No one will suffer a detriment from any requirements or conditions because of their sex, marital status, pregnancy, family status, disability or race, unless such requirements or conditions are justifiable and unrelated to their sex, marital status, pregnancy, family status, disability or race;

2.3 All qualified people enjoy equal employment, training and career development opportunities regardless of their sex, marital status, pregnancy, family status, disability or race;

2.4 Everyone will be treated with respect and dignity, and will not be subjected to any unwelcome conduct, or to an environment that is hostile or intimidating on the ground of their sex, marital status, pregnancy, family status, disability or race;

2.5 The grievance system is properly administered regardless of gender, marital status, pregnancy, family status, disability or race. There will be no reprisal against anyone raising concerns or complaints or taking action on discrimination or harassment on the ground of their sex, marital status, pregnancy, family status, disability or race.

3. Implementation

3.1 The Company has set up an anti-discrimination committee which is responsible for monitoring the implementation of this policy and ensuring its effective enforcement; members of the anti-discrimination committee include Director of Human Resources and Administration, Chief Operating Officer, Director of Engineering and Director of Legal Affairs.

3.2 All staff will be required to participate in trainings on this policy.

3.3 Opportunities for employment, promotion, transfer and training will be advertised through appropriate channels, and all qualified applicants will be welcomed, regardless of their sex, marital status, pregnancy, family status, disability or race; selection criteria and performance appraisals will be entirely related to the job.

3.4 To facilitate the use of bus services by the elderly and the disabled, various facilities will be improved and staff will be trained whenever the operating conditions permit.

3.5 Harassment on the ground of sex, marital status, pregnancy, family status, disability or race

(1) Every staff and customer should be treated with respect and dignity.

(2) Harassment on the ground of sex, marital status, pregnancy, family status, disability or race is unacceptable. Staff must not take part in or encourage, condone or gossip about cases of harassment or bullying. No one should be subjected to any unwelcome conduct, or to an environment that is hostile or intimidating on the ground of their sex, marital status, pregnancy, family status, disability or race.

(3) Staff should be supportive of colleagues or customers who are victims of harassment. Examples of unacceptable conduct include:

(a) Derogatory remarks or insults on the ground of sex, marital status, pregnancy, family status, disability or race; for example, offensive or impolite name-calling on the ground of someone's sex, marital status, pregnancy, family status, disability or race should be avoided;

(b) Display of offensive slogans or other objects on the ground of sex, marital status, pregnancy, family status, disability or race;

(c) Jokes, banter, ridicule or taunts made on the ground of someone's sex, marital status, pregnancy, family status, disability or race;

(d) Communicate with someone in contemptuous or offensive tones on the ground of his/her sex, marital status, pregnancy, family status, disability or race;

(e) Imposing excessive workloads or unrealistic performance targets on someone on the ground of his/her sex, marital status, pregnancy, family status, disability or race; and

(f) Unnecessarily picking on or marginalizing someone on the ground of his/her sex, marital status, pregnancy, family status, disability or race.

3.6 All complaints will be handled by the anti-discrimination committee, so as to ensure that both the complainant and the complainee will be treated fairly, and both parties will be given equal opportunities to make representations. Violators of this policy may be liable to disciplinary actions, including dismissal.

3.7 During the process of handling complaints, all information and records related to the complaints will be kept confidential and only be disclosed to relevant parties as needed. If any complaint involves criminal investigation or prosecution, the Company may be required to disclose certain information to third parties.

3.8 Relevant policies and measures will be reviewed in a timely manner, so as to promote equal opportunities and prevent discrimination.

[signed]

Managing Director

Samuel CHENG

New World First Bus Services Limited
Citybus Limited
Date: 3 April 2017

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周大福企業及新創建集團成員
Members of Chow Tai Fook Enterprises and NWS Holdings

通告

致	各員工	由	人力資源部
檔案編號	HR/NT/3893/M4/14	日期	2014 年 9 月 1 日

題目：防止及處理性騷擾政策

性騷擾是冒犯他人的違法行為，公司絕不容許僱傭範疇內發生任何性騷擾行為。

公司已制定「防止及處理性騷擾政策」及夾附「有關性騷擾的常見問題」，現將該政策文件向所有員工通報（見附件）。

謹此通知。

人力資源及行政總監
吳智光啟

分發予：
總寫字樓、各廠房、站頭、內聯網之「公司政策通告」檔

防止及處理性騷擾政策

1 引言

1.1 新創建交通服務有限公司、新世界第一巴士服務有限公司及城巴有限公司(統稱「本公司」)深信人人有權受到尊重及得到平等對待，將採取一切必需的行動防止及消除僱傭範疇內的性騷擾行為，絕不姑息亦不容忍任何性騷擾的情況出現。

1.2 本公司將遵守《性別歧視條例》，並在切實可行的情況下依從平等機會委員會發出的實務守則中所載的建議。

2 宗旨

2.1 本公司就防止性騷擾的措施、處理性騷擾的指引及投訴的途徑制訂了防止及處理性騷擾政策(統稱「本政策」)。

2.2 本公司提供有效途徑予全體員工清楚了解公司的性騷擾政策、相關的投訴途徑並提供合適的培訓，提高他們對性騷擾的認知。

2.3 本公司會以公正、不偏不倚和保密的原則，及嚴肅和謹慎的態度處理性騷擾投訴。並確保沒有人因真誠地作出投訴而受罰。

3 落實政策

3.1 防止性騷擾的措施

為防止性騷擾行為發生，本公司將:-

3.1.1 向所有員工通報本政策，而所有求職者亦可要求閱讀本政策。

3.1.2 為員工提供有關本政策的培訓。公司亦備有「有關性騷擾的常見問題」(見附件)協助員工理解性騷擾。

3.1.3 嚴禁在工作場所內擺放可能涉及性騷擾的物品，以及防止不適當使用電腦科技，引致性騷擾。

3.1.4 適時檢討有關政策及措施。

3.2 處理性騷擾的措施

3.2.1 本公司已經設立了一個性騷擾解決程序，所有個案會交由本公司的「反歧視委員會」處理，確保投訴人和被指稱的性騷擾者均會得到公平的對待，讓雙方有同樣的機會申述。

3.2.2 任何人士如果觀察到或意識到性騷擾情況的發生，或認為他或她受到性騷擾時，可向公司提出書面投訴。書面投訴可經由部門經理或人力資源經理轉交「反歧視委員會」。如事件可能涉及刑事罪行，如非禮、分發或展示不雅及淫褻物品，本公司會考慮向警方舉報。

3.2.3 公司內的投訴程序不會影響投訴人或性騷擾的受害人向平等機會委員會投訴或向警方報案或向區域法院作出訴訟之權利。

3.2.4 在處理性騷擾投訴的過程中，所有與性騷擾有關的資料和記錄都會保密，只按需要向處理有關投訴的負責人披露。由於被指稱的性騷擾者是個案關鍵人物，並基於自然公義的原則，公司有需要通知他或她有關指控的詳情。

3.2.5 如投訴涉及刑事調查或檢控，本公司或須向第三者透露某些資料。

3.3 處分

3.3.1 任何作出性騷擾行為的員工均可能會受到紀律處分，包括被即時解僱。

3.3.2 性騷擾是違法行為，不但本公司內部會有處分，騷擾者本人亦可能要對性騷擾的違法行為承擔責任及後果。

鄭偉波

鄭偉波

董事

新創建交通服務有限公司

新世界第一巴士服務有限公司

城巴有限公司

日期:2014 年 9 月 1 日

有關性騷擾的常見問題

附件

問 1: 何謂性騷擾？

答 1: 性騷擾是指一個人向你作出不受歡迎而涉及性的行徑，包括令人厭惡的性注意、觸碰你、向你說出與性有關的事情或向你提出性要求。如你身處的環境在性方面具有敵意，使你感到受威嚇，這也是性騷擾。

性騷擾不一定要有意圖或針對任何特定對象，可以是明示或暗示的。

性騷擾的例子包括：

(i) 講述不受歡迎的不文笑話，發放令人感到冒犯的色情電子郵件或短訊，以及提出不受歡迎的性要求等等。

(ii) 在室內張貼色情海報，令別人感到尷尬。

問 2: 一個人可能被同性的人性騷擾嗎？

答 2: 可能，性騷擾是不分性別的。如一名男同事對另一名男同事作出不受歡迎的觸碰，這些行為極有可能已構成性騷擾。

問 3: 有可能無意地性騷擾他人嗎？

答 3: 有，因為在決定一個行徑是否性騷擾時，被指稱為騷擾者的意圖是無關重要的。沒有意圖並不構成辯護的理由。例如：一個員工錯誤地寄出了一封令人感到冒犯的色情電子郵件給另一位員工。

問 4: 受到性騷擾如何處理？

答 4: 如任何人士受到性騷擾，須立即告知騷擾者有關行為不受歡迎，並要求馬上停止該類行為。當面反對是證明該行徑不受歡迎的有力證據。切勿不理會有關行為，因為這可能被視為默許。

性騷擾的受害人應把事件詳情(包括日期、時間、地點、證人，以及你的反應和感受)記下，以作出投訴。投訴方法可參閱「防止及處理性騷擾政策」之項目 3.2.2。

問 5: 倘若投訴人當時沒有向騷擾者表示不歡迎後者的行徑，事後能否提出投訴？

答 5: 即使投訴人從來也沒有表示該行徑不受歡迎，他或她仍可作出投訴。

問 6: 性騷擾是違法的嗎？

答 6: 是，根據香港法例第 480 章《性別歧視條例》，性騷擾實屬違法。性騷擾的行為可能同時涉及刑事罪行，如非禮、分發或展示不雅及淫褻物品。

問 7: 提出投訴有沒有時間的限制？

答 7: 投訴是沒有時限的。但投訴人應當盡早採取適當的行動。

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本英文譯本僅供參考。如英文譯本與中文原文有任何差異，以中文原文為準。

CITYBUS 城巴 新巴 FIRST BUS

Annex 3.4

周大福企業及新創建集團成員
Members of Chow Tai Fook Enterprises and NWS Holdings

Notice

To	All employees	From	Human Resources Department
File No.	HR/NT/3893/M4/14	Date	1 September 2014

Title: Policy on Prevention and Handling of Sexual Harassment

Sexual harassment is an illegal conduct that offends others. The Company will not tolerate any sexual harassment within the scope of employment.

The Company has formulated the "Policy on Prevention and Handling of Sexual Harassment" and attached the "Frequently Asked Questions about Sexual Harassment". The policy documents are hereby circulated to all employees (see annex).

Notice is hereby given.

[signed]

Mr. Gareth NG

Head of Human Resources and Administration

Distributed to:

Head Office, all depots, termini, and all "Company Policy Notice" files on the intranet

Policy on Prevention and Handling of Sexual Harassment

1 Overview

1.1 NWS Transport Services Limited, New World First Bus Services Limited and Citybus Limited (collectively referred to as the "Company") are convinced that everyone should be respected and treated equally and the Company shall take all necessary actions to prevent and eliminate any sexual harassment within the scope of employment, and shall never tolerate the occurrence of any sexual harassment.

1.2. The Company shall comply with the *Sex Discrimination Ordinance* and, where practicable, comply with the advice set out in the Code of Practice issued by the Equal Opportunities Commission.

2 Purpose

2.1 The Company has formulated the Policy on Prevention and Handling of Sexual Harassment (collectively referred to as this "Policy") in relation to the measures to prevent sexual harassment, guidelines for handling sexual harassment, and complaint channels.

2.2. The Company provides effective channels for all employees to clearly understand the Company's sexual harassment policies, relevant complaint channels, and provide appropriate training to raise their awareness of sexual harassment.

2.3. The Company shall handle complaints about sexual harassment in the principle of fairness, impartiality and confidentiality and in a serious and prudent manner and ensure that no one is punished for making complaints in good faith.

3 Implementation policies

3.1 Measures to prevent sexual harassment

To prevent the occurrence of sexual harassment, the Company shall:-

3.1.1 Inform all employees of this Policy, and all job seekers may request to read this Policy.

3.1.2 Provide training related to this Policy to all employees. The Company has also prepared the "Frequently Asked Questions about Sexual Harassment" (see the annex) to help employees understand sexual harassment.

3.1.3 Prohibit articles that may be in connection with sexual harassment from being placed in the workplace, and prevent improper use of computer technology which causes sexual harassment.

3.1.4 Review relevant policies and measures in a timely manner.

3.2 Measures to handle sexual harassment

3.2.1 The Company has established a procedure for sexual harassment resolution. All cases shall be handled by the Company's "Anti-discrimination Committee" so as to ensure that the complainants and the alleged sexual harassers are treated fairly and allow both parties to have an equal opportunity for making representations.

3.2.2 Any person who notices or becomes aware of the occurrence of sexual harassment or believes that he or she has been sexually harassed may submit a written complaint to the Company. Written complaints may be referred to the "Anti-discrimination Committee" through department managers or human resources manager. If the incident is likely to involve criminal offences, such as indecent assault or distributing or displaying indecent and obscene articles, the Company shall consider making a report to the police.

3.2.3 The complaint procedures in the Company do not prejudice the right of a complainant or a victim of sexual harassment to file a complaint with the Equal Opportunities Commission or report the case to the police or file a lawsuit to the District Court.

3.2.4 During which a complaint of sexual harassment is being handled, all information and records related to sexual harassment shall be kept confidential and shall only be disclosed to the person responsible for handling the relevant complaint as required. As the alleged sexual harasser is at the very centre of the case and on the principle of natural justice, the Company shall need to notify him or her of the details of the allegations.

3.2.5 Where a complaint involves a criminal investigation or prosecution, the Company may be required to disclose certain information to third parties.

3.3 Punishment

3.3.1 Any employee who does anything that is sexual harassment may be subject to disciplinary action, including immediate dismissal.

3.3.2 Sexual harassment is an illegal conduct. Not only will the Company have internal sanctions, a harasser himself may also have to bear the responsibility for and consequences of the illegal acts of sexual harassment.

[signed]

Samuel CHENG

Director

NWS Transport Services Limited

New World First Bus Services Limited

Citybus Limited

Date: 1 September 2014

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本英文譯本僅供參考。如英文譯本與中文原文有任何差異，以中文原文為準。

Annex

Frequently Asked Questions about Sexual Harassment

Q1: What is sexual harassment?

A1: Sexual harassment refers to any unwelcome act of a sexual nature of an individual against you, including disgusting sexual attention, touching you, telling you something about sex or asking you for sex. If the environment in which you stay is sexually hostile, making you feel threatened, this is also sexual harassment.

Sexual harassment does not necessarily have to be intentional or is not necessarily against any particular subject, it can be explicit or implicit.

Examples of sexual harassment include:

(i) Telling unwelcome dirty jokes, sending offensive pornographic emails or messages, and making unwelcome sexual requests, etc.
(ii) Displaying a pornographic poster indoors which makes others embarrassed.

Q2: Could it be possible that one is sexually harassed by a same-sex person?

A2: Yes, sexual harassment is gender-neutral. Acts such as an unwelcome touch of a male colleague on another male colleague would have very likely constituted sexual harassment.

Q3: Is it possible to inadvertently sexually harass others?

A3: Yes, because the intention of an alleged harasser is irrelevant when deciding whether an act is a sexual harassment. Being unintentional does not constitute a defence. E.g.: An employee mistakenly sent an offensive pornographic email to another employee.

Q4: What should be done in response to sexual harassment?

A4: If any person is sexually harassed, he/she shall immediately indicate to the harasser that such conduct thereof is unwelcome, and shall request him/her to stop

such conduct immediately. Immediate expression of opposition to the harasser's face is a strong evidence that such conduct is unwelcome. Do not ignore such conduct because this may be regarded as acquiescence.

Victims of sexual harassment should mark down the details of the incident (including the date, time, place, witness(es), and your reactions and feelings) for the purpose of making a complaint. Please refer to Item 3.2.2 of the "Policy on Prevention and Handling of Sexual Harassment" for how to make a complaint.

Q5: If a complainant did not indicate to a harasser at the time being that he/she did not welcome the conduct of the latter, could the complainant file a complaint afterwards?

A5: Even if the complainant has never indicated that such conduct is unwelcome, he/ she could still make a complaint.

Q6: Is sexual harassment unlawful?

A6: Yes. Pursuant to the *Sex Discrimination Ordinance*, Cap 480 of the laws of Hong Kong, sexual harassment is unlawful. Sexual harassment may also involve criminal offences, such as indecent assault or distributing or displaying indecent and obscene articles.

Q7: Is there any time limit for filing a complaint?

A7: There is no time limit for filing a complaint. However, the complainant should take appropriate actions as soon as possible.

CITYBUS 城巴 新巴 FIRST BUS

新創建集團成員 Members of NWS Holdings

環境保護政策

城巴及新巴是具有責任感的企業公民，向來重視環境保護，並視之為企業社會責任的核心理念，作為企業持續發展的基礎。

本公司積極實踐保護環境的信念，並訂定以下的環保政策:

- 遵守香港所有環境保護法例。
- 採取所有合乎經濟效益及切實可行的措施，以防止或減少營運過程中可能對環境造成的傷害。
- 更有效地使用能源及物料以保存天然資源。
- 盡力減少產生廢物，並且尋找合適及環保的方法作處理。
- 提供適當培訓以提升所有僱員對環境保護的意識。

本公司會向所有僱員通告此環境保護政策，並鼓勵每位僱員主動在其職務範圍內履行及推動此政策。

鄭偉波
董事總經理
二零一八年三月二十九日

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Annex 3.5

CITYBUS 城巴 新巴 FIRST BUS

新創建集團成員 Members of NWS Holdings

Environmental Protection Policy

Citybus and New World First Bus are responsible corporate citizens who always attach great importance to environment protection and regard it as the core idea of corporate social responsibility as well as a foundation for sustainable development of the companies.

The Company has proactively put the environmental protection philosophy into practice and formulated the following environmental protection policy:

- To comply with all environmental protection laws of Hong Kong.
- To take all economical and practicable measures to avoid or minimise any possible harm to the environment in the course of operation.
- To preserve natural resources through more effective use of energy and materials.
- To minimise production of wastes with its best effort and seek appropriate and environmentally friendly approaches in waste disposal.
- To provide proper training for increasing all employees' awareness of environmental protection.

The Company will give notice to all employees on this Environmental Protection Policy and encourage each employee to take the initiative in implementing and promoting this Policy within their scope of duties.

[signed]

Samuel CHENG
Managing Director
29 March 2018

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CITYBUS城巴 新創建集團成員 Member of NWS Holdings	Subject: Safety and Health Policy	
	Document No.: A1.1	Issue: 12
	Page: A1.1.2	Date Issue: 29/03/2018

城巴有限公司的安全及健康政策

城巴有限公司在合理及可行的情況下，會致力確保所有僱員在執行職務時的安全和健康。

本公司的安全政策如下：

1. 本公司在建立及管理廠房之一切有關事宜上，會謹守遵行香港的安全及健康法例。

2. 本公司視工作安全及健康為首。

3. 本人負責領導推行公司的安全與健康政策。所有公司的僱員要對工作安全健康負上各自應有的責任，並與公司一同致力推廣安全文化，不斷改善公司的安全及健康表現。

4. 本公司將致力提供並保持合乎安全標準的機械設施、工作制度和工作環境以避免僱員的安全及健康受到損害。

5. 本公司會為所有僱員提供足夠資料、指示、訓練及監督，以確保他們在工作時的安全及健康。

6. 本公司會通知所有僱員有關公司最新的安全與健康政策，以及推行安全及健康系統的進度和成效。我們會致力促使全體僱員推行安全及健康的工作系統。

7. 本公司會定期檢討及修定此政策與安全手冊，並於兩年內作出全面檢討。

鄭偉銘

董事總經理
城巴有限公司
二零一八年三月二十九日

Annex 3.6

CITYBUS 城巴 Member of NWS Holdings	Subject: Safety and Health Policy	
	Document No.: A1.1	Issue: 12
	Page: A1.1.2	Date Issue: 29/03/2018

Safety and Health Policy of Citybus Limited

Citybus Limited is committed to ensuring the safety and health of all employees during their performance of duties to the extent reasonable and possible.

The safety policies of the Company are as follows:

1. The Company complies with the safety and health laws of Hong Kong in respect of all matters in relation to establishment and management of depots.
2. Occupational safety and health are regarded as the top priority of the Company.
3. I am responsible for leading the implementation of the safety and health policy of the Company. All employees of the Company shall assume their respective obligations on occupational safety and health, and join hands with the Company to promote a safety culture so as to continuously improve the Company's performance on safety and health.
4. The Company will strive to provide and maintain mechanical equipment, working mechanism and work environment that meet the safety standards for the avoidance of any harm against the safety and health of the employees.
5. The Company will provide sufficient information, instructions, training and supervision to all employees to ensure their safety and health at work.
6. The Company will give notice to all employees on its latest safety and health policy as well as the progress and effectiveness of the safety and health system implemented. We will strive to procure all employees to implement the safety and health working system.
7. The Company will review and revise this Policy and Safety Manual on a regular basis and conduct a comprehensive review within two years.

[Signed]

Managing Director
Citybus Limited
29 March 2018

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車長手冊







版本：2018年4月

CITYBUS城巴 新巴 FIRST BUS

新創建集團成員 Members of NWS Holdings

本車長手冊之使用守則

各營運部前線員工須遵守所有由公司發出之手冊、員工通告及上級之特別指令。

車長手冊(後稱「本手冊」)以儲存於公司內聯網之版本為準。公司會定期更新本手冊，更新版會上載至公司內聯網及存放於各巴士車廠以供員工參閱，更新時公司會發出員工通告通知所有前線員工。

通告或指令會視乎需要而發出。通告於發出後會張貼於營運部寫字樓、內聯網、各車廠及站長亭之報告板上(公司稍後將停止張貼紙張通告，員工須使用內聯網或於主要廠房的電腦站查閱通告)。各員工有責任每天檢視通告，並細心閱讀及遵守。而上級在有需要時可能發出口頭指令，各員工均有責任清楚聆聽及遵守有關指令。

如發現手冊內之條文與員工通告之內容有所差別時，應以發出日期為較近期的版本作準。公司有權對本手冊之內容作適當修正、刪改或增補。各營運部前線員工如對任何守則、指引、通告或口頭指令內容有疑問或不清楚時，應立即向上級尋求解答。如未能與相關站長或督察查詢有關指令時，車長可致電控制中心查詢。

本手冊所列之守則、指引及程序，除列明適用部門外，均適用於所有車長，所有車長必須遵守及有責任瞭解清楚條文之意思及其所規範之責任。在任何情況下，包括員工守則及指令未有申明之事件中，各員工應以一般常識及合理辯解去酌情處事。員工須謹記，乘客及公眾之安全乃最為重要。

切記：無知並不會被接納為員工不遵守公司所發出之守則、指引、通告、口頭指令等的辯解。員工若故意不服從公司或上級合理合法之命令時將可導致嚴重紀律處分，包括即時解僱。

新巴營運部 及 城巴營運部

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1. 專業守則、駕駛態度及安全

1.1 專業守則

- 作為專業車長，乘客會期望及要求你具備優良的駕駛技術及良好的服務態度；
- 乘客的安全是我們的首要考慮；
- 必須守法，尤其是道路交通法例 (香港法例第 374 章)、公共巴士服務條例及規例(香港法例第 230 章及 230A 章) ；
- 本著友善、樂於助人的態度，令每一位乘客都能感受到親切服務；
- 時刻保持整潔儀容，穿著制服期間，不論當值與否，均須留意言行舉止，避免損害公司形象；
- 盡忠職守，致力保障公司利益，善用資產、妥善使用車輛、儀器及工具等；
- 應愛護公司財物，不可破壞車廂設備，不可塗污任何儀器、設施及通告，公眾地方不可擺放個人物品。

1.2 駕駛態度

專業車長正確駕駛心態：

人、車及道路是構成交通安全的 3 大要素，尤以駕駛者最為重要。根據統計，約 8 成以上的交通事故是由駕駛者的不良駕駛心態所導致，由此可見，駕駛者的駕駛心態與交通安全絕對是息息相關的。作為一位專業車長，肩負安全駕駛的責任，應時刻抱持正確的駕駛心態與其他道路使用者有效溝通及和諧共處，確保行車安全。同時在沒有任何人監管的情況下，仍能時刻在行車期間保持自我約束，自律守法地安全駕駛，在任何環境下均能靈巧地化解道路上可能出現的危機。

防衛心態：

- 以保護性的駕駛方式駕駛；
- 保持高度警覺性，充分觀察路面環境及其他道路使用者的動態，預測有可能出現的危機，以合適車速及位置來配合其他道路使用者，把已預知的危機風險降低及解除；
- 充分瞭解路面狀況及環境，以相應方法安全駕駛；
- 儘量拓寬駕駛空間，與其他車輛保持足夠的煞車安全距離，有助提供足夠的路面空間及反應時間從容應付突如其來的事故，將危機化險為夷；
- 預早發出訊號，帶動其他道路使用者有更多時間作出協調，配合你下一步的駕駛行動。

自律心態：

- 瞭解自己駕駛的責任，高度表現理性與具責任感的駕駛行為；
- 保持自我約束，克己守法地駕駛車輛；
- 瞭解自己的駕駛技能，切勿以超越自己駕駛技能的行為駕駛。

同理心態：

- 明白任何人均擁有使用道路的相同權利，時刻禮讓行人和其他駕駛者；

- 瞭解其他道路使用者的需要，互相協調；
- 包容及體諒其他道路使用者的不當行為，不存報復之心；
- 忍讓技術生疏的駕駛者；
- 在任何交通環境下駕駛，均保持正面的情緒；
- 關顧環境保護，以環保之方式駕駛，減低污染及節約能源。

1.3 路面危機處理

路面危機可分為真正危機和潛在危機兩類：

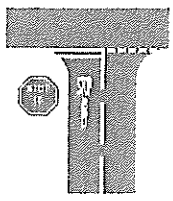
- 真正危機：
  任何會迫使駕駛者作出改變去配合的路面危機；例如：交通燈、路口、迴旋處、快速公路等等，此類危機通常能給予駕駛者有時間作出相對應變去配合；
- 潛在危機：
  如果停留不動便不會產生問題的事物，但卻可能干擾你的動向，不一定是緊急的事故，但有很大機會變成突發性事故；例如：從路旁開出的車輛、要過馬路的行人、在巴士站候車和在車廂內走動的乘客等。

故此，作為一位專業車長，必須保持正確的駕駛心態及時刻保持警覺，以應付路面突如其來的危機。防患於未然，當大家遇到各種路面危機時，可參考以下的處理方法，做個醒目車長。

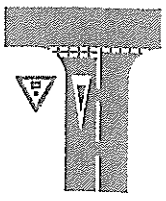
1. 下斜坡：
   行車時嚴禁使用空波行車。為確保安全及防止制動系統受損，應適當使用油壓減速器「吹疏」減速，如車輛裝有「限波」掣，則應按下「限波」掣以使用較低波檔行車。

2. 交通燈：
   作為專業駕駛者，大家除嚴格遵守交通燈號外，當駛近交通燈位前，必須預早適當調整車速及作出最壞打算之心理準備，以防其他道路使用者不依交通燈號，造成危險。
   如果交通燈失靈，應該減低車速，視作為一個非交通燈控制路口處理，格外小心，緩緩駛過路口。

3. 路口：
   路口往往是與其他道路使用者交匯之地方，較容易發生意外。作為專業駕駛者，當駛近路口時，除了提高警覺，更須配合路面情況預早調整車速，嚴格遵守交通標誌，並採取下列步驟駛過路口：
   1. 後鏡 - 瞭解後方交通情況
   2. 訊號 - 預早加強與其他道路使用者的溝通
   3. 操作 - 配合當時交通環境預早調整適當車速及位置
   4. 觀望 - 對前後及路口交通情況作全面觀察
   5. 評估 - 綜合上述資料而作出正確判斷
   6. 決定 - 將評估付諸行動，安全駛出路口



必須在“停”字標誌的橫線前停車，在駛出路口時，不可對在大路上行駛的車輛造成危險，或不可令大路上行駛車輛需要改變車速或行駛路線。



在駛出“讓”字路口時，不可對在大路上行駛的車輛造成危險，或不可令大路上行駛車輛需要改變車速或行駛路線。

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4. 快速公路：

快速公路的行車速度通常都較高，因此，幾乎所有駕駛動作都需要較長的時間完成，例如：慢駛或停車需要較長時間，改變行車線道或方向也需要較長時間完成。駕駛者必須集中精神，提高警覺，比較於在普通路面行車，需要預留更多空間作突發事故之準備，與前車保持較遠的安全距離(時速 70 公里之 2 秒安全距離約為 40 米 - 即超過 3 輛巴士之長度)。

在快速公路上駕駛，可能車速高而不自覺。駕駛者不但可能對實際車速所需的停車距離估計過低，更會很容易超出車速限制。駕駛者除須不時檢視車速，並須按照路面情況適當調整車速。

儘量保持在左邊行車線行駛，預早選擇適當行車線，在有確實需要時才切線，切勿忽左忽右，或左穿右插。

5. 巴士總站：

危機特色：

- 巴士總站內行人過路設施有限及行人路較狹窄，行人需要走到行車道上及從四方八面橫越巴士總站的車道；
- 部份總站較為昏暗；
- 總站內車道一般較為狹窄；
- 乘客因心急追趕巴士，疏忽或妄顧安全橫越車道；
- 行人視線會被停泊在總站內的車輛阻擋，在未能充分瞭解交通情況下，便橫越車道。

駕駛貼士：

- 駛入總站前，應預先調整車速，留意行人及乘客的動態，緩緩駛入總站；
- 駛入昏暗的總站前，脫下太陽眼鏡，開啟車頭大燈及車廂照明，直至所有乘客離開車廂；
- 遠離兩旁停泊的車輛行駛，提高警覺，提防行人突然從車罅中走出；
- 駛近有石壆的車站月台讓乘客離開車廂，避免在車道上落客；
- 觀察兩側倒後鏡，避免碰及車站月台、欄杆及上蓋物等；
- 在昏暗總站上客前，亮起車廂照明；
- 駛離總站前，必須察看四周環境，尤其是從巴士後方追趕巴士的乘客。

6. 迴旋處：

危機特色：

- 駕駛者與四方八面車輛之匯合點較多；
- 迴旋處出口近以致視距較短；
- 駕駛者較難正確判斷使用迴旋處之優先權；
- 駛出與通過迴旋處之車輛互相切線；
- 迴旋處彎道較急，駛過迴旋處時所產生之離心力較大，容易造成翻車及令車廂內乘客失平衡跌傷。

駕駛貼士：

- 駛入迴旋處前利用倒後鏡，瞭解後方交通情況，預早減速及發出燈號；

- 預備前面車輛因未能駛入迴旋處而急速停車；
- 評估迴旋處內駛來方向車輛的動態，亦要注意駛離方向的交通情況，安全駛出路口進入迴旋處，以免車輛起步後需要急停；
- 在迴旋處內適當調整車速、行車位置及留意其他車輛之動態；
- 離開迴旋處前發出正確訊號；
- 如錯過出口，切勿強行駛離迴旋處而導致危險。

7. 電車站：

危機特色：

- 大部份電車站都設置在道路中央，電車乘客必須橫越車道，才能到達電車站月台；
- 部份電車站受環境所限，未能提供有交通管制之過路設施，供電車乘客往返電車站；
- 電車乘客因心急追趕電車，疏忽或妄顧安全橫越車道；
- 路人貪圖方便，不使用合適過路設施橫過車路或在電車前後過路；
- 電車乘客及路人的視線受電車站設施 (如廣告牌) 阻擋，在未有清楚察看交通情況下，從電車月台之盲點位置走出馬路；
- 電車轉彎時車尾擺幅較大，容易發生碰撞意外。

駕駛貼士：

- 駛過電車月台前預先適當調整車速；
- 在可行之情況下，儘量在離開電車站台之車道上行駛；
- 留意電車站台上行人之動態，提防行人突然從電車站台及電車前後走出；
- 在沒有設置站台之電車站路段行駛時，留意電車行駛動態，適當調整車速，先讓電車停車上落乘客，必須按照道路標記及標誌，停在適當位置，以便電車乘客安全離開電車站。

8. 繁忙路段：

危機特色：

- 行車線較為狹窄；
- 車輛及行人流量高，容易造成人車爭路；
- 多條巴士路線同時共用同一巴士站；
- 較多出現不守交通規則、心急及妄顧安全的道路使用者；
- 交通管制較為複雜，大部份都設有黃格；
- 停泊路旁車輛阻礙過路人及駕駛者視線；
- 其他公共交通工具突然停車上落乘客；
- 較多交通意外發生，區內多處地點都被列為交通黑點。

駕駛貼士：

- 轉線前、埋站及離站時，小心忍讓；
- 在靠近行人路的行車線行駛時，在安全情況下，偏向該行車線的右方行駛，儘量離開行人路；
- 預先收慢及適當控制車速；
- 熟習沿途燈號管制路口之特點及燈號轉換之次序；
- 嚴格遵守交通燈號，切勿衝燈或搶燈；
- 適當評估交通情況，確定前路暢通時才駛過路口，避免橫亙在路口、黃格及行人過路設施上。

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9. 非繁忙/郊區路段：

危機特色：

- 繁忙時段多車，非繁忙時段車速較高；
- 路窄及對頭車；
- 迂迴彎曲之路面縮短視距；
- 長命斜坡落斜潛在危機；
- 長綠燈之燈號突變；
- 天雨路旁樹木下墜；
- 車輛妄顧安全在車路上掉頭；
- 假日在市集裏、旅遊區及泳灘區人車爭路，違例泊車影響行車安全。

駕駛貼士：

- 彎前、落長命斜前和迂迴上落斜山路適當調整車速和波段；
- 在潮濕季節，提防天雨路滑及路旁樹枝下墜，及適當地增加跟車距離和駕駛空間；
- 長綠燈位前預先調整車速，留意等候橫過馬路行人之動態，提防燈號突然改變；
- 在市集裏、旅遊區及泳灘區留意遊客動態。

10. 行車隧道/收費廣場：

危機特色：

- 繁忙時段多車，非繁忙時段車速較快；
- 管道口由多行車線道減少為 2 至 3 線道；
- 巴士需要從巴士專線巴士站右切與其他車輛匯合；
- 進出管道之光線變化較大；
- 管道內彎道視距較短；
- 收費亭通道較為狹窄；
- 單管道往來行車；
- 警覺性降低，不自覺地跟車太貼。

駕駛貼士：

- 駛入管道前除下太陽眼鏡；
- 駛入管道前亮起車頭大燈及車廂客燈；
- 駛進管道前留意隧道區域之訊號，及早選定行車道；
- 如遇上管道改道時，格外留意其他道路使用者之異常動態；
- 管道入口前提防胡亂轉線之車輛；
- 主動增加跟車距離和駕駛空間，特別是當被後方車輛緊貼時或前方視線被妨礙時；
- 到達管道之收費亭前，應適當調整車速，格外留意強行切入之車輛；
- 駛過收費亭時，如遇上自動繳費系統失效，應保持車速繼續行駛；
- 駛入專利巴士站之範圍前留意停站巴士突然開出及追趕登車之乘客；
- 轉線前、埋站、離站需小心忍讓；
- 駛出專利巴士站之範圍匯合主幹道前須加強觀察幹道上之交通情況。

11. 埋站前：
- 留意車內乘客的動態，特別是在車內正在走動及站立的乘客；
- 即使未有乘客打鐘亦預算隨時有乘客在最後1秒打鐘，預早調整車速，柔順操控油門及腳掣，切勿重腳操控油門及腳掣；
- 預早選定合適行車線，柔順操控軚盤，切勿急速扭軚；
- 預早發出合適訊號，提示其他道路使用者，互相協調；
- 注意簷蓬或路邊其他物件，避免發生碰撞；
- 留意車站候車乘客的動態；
- 注意落客門是否對著障礙物對落車乘客構成不便；
- 注意上客門是否對應乘客排隊位置；
- 接近上客位時，儘量靠近行人路邊停車；
- 確保巴士停在上落客安全的位置；
- 待巴士完全停定後，才拉上手掣。

12. 上落客時：
- 確保道路環境安全，才可開門讓乘客上車及落車；
- 充份使用巴士低地台設備，令乘客上車更為安全、容易及快捷；
- 關顧車廂正在落車乘客之動態，確保所有落車乘客已離開車廂才可關尾門，避免乘客被車門夾傷；
- 協助有需要的乘客上車。有需要時，安排合適位置或座位予有需要的乘客；
- 如巴士客滿，應亮著客滿燈及通知乘客等候下一班車；
- 當部份乘客落車後，禮貌地勸喻車上乘客移入車廂，熄掉客滿燈；
- 確保車門通道暢通才可關頭門。

13. 離站前：
- 確保所有車門已完全關妥；
- 如曾使用巴士低地台設備，確保低地台設備已還原至正常行車狀態；
- 留意車內乘客動態，待乘客扶穩或坐定；
- 預早發出合適訊號，提示其他道路使用者，互相協調；
- 留意追車乘客動態；
- 清楚環顧四周交通情況，在道路環境安全的情況下才可開行；
- 緊記翻看左倒後鏡，確保乘客及其他道路使用者已遠離巴士及沒有任何物品被車門夾著。

14. 離站時：
- 考慮乘客仍在車廂內移動，避免車輛起步後需要急停；
- 柔順操控油門、腳掣及軚盤。

15. 雨天駕駛：
- 在出車前，檢查水撥及啷水器操作；
- 行車時，車長應亮起車頭大燈及車廂燈，令其他道路使用者更容易察覺已方車輛的動態；

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- 在準備改變行車路線前，車長應及早發出轉線訊號，讓其他道路使用者有足夠時間作出協調；
- 在天雨影響下，車長較難從兩側倒後鏡準確評估後方車輛車速及位置，切勿強行切線；
- 由於行人的視線有可能會被雨具遮擋，未能準確察覺周邊車輛動態便從路旁走出。車長應格外留意行人的動態。當車長發現行人有異常行為時，應按情況調整車速及提高危機意識，避免行人疏忽而釀成意外；
- 行人的雨具極可能不自覺地伸出行車線，車長應小心避免碰撞；
- 由於車廂地台會可能被弄濕，令乘客較容易在車廂內滑倒。車長應關顧車上乘客狀況，穩定地操控油門及腳掣；
- 在可預見的情況下，車長應預早及以較柔順平和的方式操控制動系統將巴士減速，儘量避免重力剎車；
- 車長應儘可能使用地勢較高的行車線，避免駛過水浸路段。如無法避免，應儘量減低車速緩緩駛過；
- 由於路面濕滑，輪胎與路面的附著力降低，巴士所需的制動距離相對增加，同時亦會較容易在制動及轉向時發生滑移現象，造成危險。車長必須按照路面情況適當控制車速，同時與前方車輛保持比正常多一倍或更長的安全距離 (即最少 4 秒距離)

16. 颱風/惡劣天氣駕駛：
    - 經常靠左線行車，除遇上障礙物否則切勿爬頭；
    - 按當時交通情況減低車速至安全水平，以避免巴士可能因受風而偏離本身行車線；
    - 提防小型車輛可能被強風吹至搖擺不定；
    - 留意招牌、棚架及路旁樹木，如發現該等物體搖搖欲墜，儘量遠離；
    - 如發現某些路段風勢過大影響行車(如近海路段或高架橋)，在安全情況下儘快通知控制中心。

17. 倒車：
    - 首先駕駛者需判斷倒車的必要性及儘可能避免倒車。確定沒有行人或障礙物在車子的四周，車底或車坑內，才可倒車。如有懷疑，必須下車查察；
    - 假如障礙物是可以移動的，把障礙物移開才倒車；
    - 撻車前必須確保手掣已拉上及在「N」的波段位置；
    - 引擎啟動後，駕駛者需踏下迫力入波及按下後波保險掣；
    - 入「後波」後，後波響號會自動開啟及發出警告訊號。若發覺後波響號失靈或音量不足，應儘速向壞車熱線(新巴)或控制中心(城巴)報告以安排檢修。在緊急情況下，可連續地以間斷形式響號及亮起壞車燈暫時代替失靈的後波響號；
    - 倒車前，必須連續響號 3 次。此舉提醒旁人小心有車輛將會倒後行駛，促請他們遠離此車，以免發生意外；
    - 於光線不足情況下進行倒車，可亮起壞車燈，提示行人和其他道路使用者；
    - 為了避免車輛突然向後衝而造成意外，駕駛者只需輕踏油門，並以低於人行之速度倒車；

- 倒車時，駕駛者必需留意左右側鏡及倒車監察系統顯示屏幕，觀察兩旁及車尾的情況；
- 在切實可行之情況下找同事從後協助倒車；
- 倒車時，駕駛者若對倒車環境有任何懷疑，必須立刻停止倒車，下車查察，確保環境安全才可繼續倒車；
- 當車輛在斜路倒車時，必須使用「後波」，不得「空波」滑行。假如駕駛者對斜路倒車沒有信心，必須找同事協助或指導才可倒車；
- 完成車輛操作時，必須拉上手掣及入空波。

1.4 安全注意事項

為確保駕駛安全，員工在執行巴士駕駛職務時必須遵守以下事項：

- 禁止以任何形式操控個人流動電子裝置(包括流動電話/平板電腦/智能手錶/智能眼鏡/收音機/對講機等)及禁止配戴耳筒/免提裝置；
- 若車長需在行車途中致電控制中心，必須先將巴士停泊在安全位置；
- 禁止閱讀任何刊物；
- 行車時不可與他人談話，對於乘客查詢，應禮貌地簡短回應或示意於停站時再作解釋；
- 駕駛時須配戴安全帶。在開車前應檢查安全帶是否運作正常，不可干擾安全帶運作；
- 須注意招牌、天橋及大樹之高度；
- 除停車上落客外，車門必須保持關閉。即使在慢駛的情況下，亦須把車門關上；
- 除緊急情況外，行車時須確保太平門關閉；
- 公司將部份巴士站列為必停站，無論有客與否，車長必須停站；
- 切勿將巴士駛上墜；
- 於巴士車廠內駕駛時，須以安全車速行走，遵照廠內限制車速，同時亦必須開著車頭大燈；
- 如因任何理由而需離開巴士，則須將引擎關掉(協助輪椅乘客上落車除外)；
- 正確使用車內倒後鏡監察載客期間的車廂內情況。
- 車長須注重個人健康，有足夠作息時間，保持良好的精神狀況，並確保自己只在身體狀況合適時才駕駛。

1.5 環保駕駛

- 如非必要，不應啟動引擎；
- 儘量避免踩油叉風；
- 當確定所有乘客離開車廂後，應儘快關掉引擎及電器設備；
- 按照路面交通情況，適當調節車速；
- 嚴格遵守兩秒守則，行車時與前車保持合適的安全距離；
- 柔順地操控油門，決不無故踩油；
- 正常行車時，保持使用「D」波段；
- 經常提高警覺，時刻留意路面情況，預先作出反應，儘力避免不必要之踩油或剎車；
- 若非營運行車，關掉不需用之電力設備 (例如：車廂燈、上層空調系統等)；
- 深夜及清晨時份，在住宅區內或其附近範圍，如非必要不應使用響號及避免進行「叉風」。

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1.6 毒後及藥後駕駛法例

根據毒後及藥後駕駛法例修訂，任何人若涉及下列行為均屬違法：

1. 駕駛時受毒品或藥物影響，其程度達到使他沒有能力妥當地控制汽車；
2. 駕駛時他的血液或尿液含有任何濃度的六種指明毒品(海洛英、可卡因、氯胺酮(「K仔」)、甲基安非他明(「冰」)、大麻(「草」)及3,4－亞甲二氧基甲基安非他明(「搖頭丸」)，不論他的駕駛能力有否因而受損；
3. 無合理辯解而拒絕接受初步藥物測試；或
4. 無合理辯解而拒絕提供血液樣本及／或尿液樣本作分析。

另外，如司機涉及以下情況：

- 涉及交通意外；
- 行車時干犯交通罪行；或
- 疑在駕駛時受指明毒品或藥物的影響，或在服用或吸食六種指明毒品後駕駛，

警務人員可要求司機在路旁或警署進行初步藥物測試。

毒後和藥後駕駛一經定罪，可被判處下列一項或多項罰則：

- 最高罰款25,000元；
- 最長監禁期3年；

如屬首次定罪，至少取消駕駛資格6個月至5年；再次定罪，則至少取消駕駛資格2至10年。司機如屬再犯而被定罪，法庭或裁判官在考慮犯罪情節及干犯者的行為後，若認為不宜繼續容許其駕駛汽車，可終生取消該司機的駕駛資格。

1.7 酒後駕駛

因應《道路交通條例》第39條酒後駕駛法例，公司會在不同時間及地點為車長進行突擊酒精呼氣測試，以確保車長在駕駛時不受酒精所影響。車長必須依照指示進行酒精呼氣測試，測試之結果會作記錄，車長必須在表格上簽署作實。若車長對測試結果有異議，測試員會即時要求一個在場員工見証車長再進行另一次測試，見証人須於表格上簽署，以確定結果。車長若拒絕接受測試，公司會對車長作出嚴厲之紀律處分。

公司在此再提醒車長，在當值時不能受酒精影響。若測試之讀數超出5微克，車長須即時暫停駕駛職務，公司亦會對違規之車長作出以下之紀律處分：

6-10 微克	書面警告
11-22 微克	最後書面警告
23 微克或以上	即時解僱

1.8 車速偵測路段

車長須時刻以合法車速行駛，並因應路面環境操控車速，亦須緊記重型車輛(包括巴士)之最高時速不可超越每小時 70 公里。

車速偵測路段詳見於附件一。若巴士在該路段行駛時超逾限速 5 km/h 及維持超過 10 秒時，系統便會自動記錄為超速報告。在覆核超速報告內之數據後，公司會按既定紀律程序處理。

由於系統是利用八達通收費器的登入紀錄辨別駕駛者，不論載客與否，各車長必須：

- 開車前，使用公司卡登入八達通收費器 (若因任何情況借用其他員工之公司卡，需事先向控制中心匯報)；
- 在駕駛期間，保持八達通收費器處於開機及已登入狀態；
- 駕駛該車完畢後，緊記登出八達通收費器。

倘若車長被發現未有登入八達通收費器行車，公司或會另作紀律處分。

公司會不時檢討偵測車速之高風險路段，如有更改，會於實施前再發出員工通告。除附件一內列明之路段會有超速報告外，系統亦會逐秒記錄所有行車狀況，公司會在調查交通意外及投訴時查閱紀錄，故車長於任何路段駕駛時，亦應遵守車速限制及保持良好駕駛態度。

為儘快對報告所顯示曾輕微超速駕駛之車長作出警惕及減省車長來回寫字樓面見的時間，公司會直接向因超速駕駛而需接受「口頭警告」級別警告之紀律處分之車長發出「口頭警告」通知，而不進行面見程序。有關的「口頭警告」通知為正式的「口頭警告」紀律處分。「口頭警告」通知會發送至公司內聯網該車長的個人收件箱，同時亦會以流動電話短訊(SMS)提醒該車長登入內聯網查閱該警告通知的內容。若車長對被指之超速駕駛個案有合理辯解，可按既定的程序提出上訴。

1.9 汽車引擎空轉(定額罰款)條例

《汽車引擎空轉(定額罰款)條例》已經生效，除非獲得豁免，任何司機均不得在車輛停定時讓引擎於任何連續的 60 分鐘時段內合計運作超過 3 分鐘。條例適用於所有道路，包括私家路及停車場。專營巴士車長只容許在下列情況豁免遵守停車熄匙規定：

1. 因交通情況而停定車輛 (例如：交通擠塞，遵守交通燈等)；
2. 因機械故障而無法阻止車輛引擎空轉；
3. 正有任何乘客上車或落車；
4. 當酷熱天氣警告或黃色、紅色或黑色暴雨警告訊號生效時，直至這些警告終止生效當天的午夜期間；
5. 載有乘客。

交通督導員和環境保護督察會向違例司機發出定額罰款通知書。車長除須繳交罰款外，亦須向公司提交報告，以便作出跟進，公司會嚴厲懲處蓄意隱瞞違例被罰者。

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English Translation

Paragraph 1.8 of Annex 3.7 referred to in the
Written Submissions of CTB & NWFB dated 27 April 2018

1.8 **Road Sections which Required Speed Detection**

Bus captains are always required to drive in accordance with the legally permitted speed and they have to control the speed of the vehicles in accordance with the traffic condition. Bus captains are also required to remember the speed limit for heavy vehicles (including buses) not to exceed 70km per hour.

Details of the road sections which required speed detection can be seen in Annex 1. Once a bus travelling along those road sections exceeds the allowed speed limit for 5km per hour and for more than consecutive 10 seconds, the system will automatically record such situation as an over speed exception report. Upon reviewing the data contains in the over speed exception report, the company will deal with that in accordance with the established disciplinary rules and procedures.

Due to the fact that the system will identify the identity of the bus captain through logging in the octopus charger, the bus captain must do the following (no matter the bus is carrying passengers or not):

- Before driving, use the company card to login the octopus charger (should any circumstance arise that require the use of other staff's company card to do the login, the bus captain should report to the control center accordingly);
- In the course of driving, should always maintain the octopus charger in the login mode;
- After driving, should logout from the octopus charger.

If it is discovered that the bus captains have not logged in the octopus charger during driving, the company may take disciplinary action.

The company will from time to time review the high risk road sections which required speed detection. If any change has to be made, the company will issue notice to the bus captains in advance. Apart from those road sections which

would generate the over speed exception report as per Annex 1, the system would also record the driving condition of the bus every second. The company will inspect the records when investigating the traffic accidents and complaints. As such, the bus captains should comply with the speed limit and maintain a good driving attitude while driving in every road sections.

In order to give the necessary warnings to the bus captains who were recorded in the report to have been driving over speed slightly and to save the time for the bus captains to return to the office of the company for an interview, the company will directly give the bus captains such 'oral warning notices' so as to avoid the interview procedures. Such 'oral warning notices' shall be treated as a formal 'oral warning notices' disciplinary action. Such 'oral warning notices' will be sent to the intranet mail box of the bus captains. SMS will also be sent to the mobile phones of the bus captains so as to remind them to login to their intranet mail box to check the contents of such warning notices. Should the bus captains have any defence to the alleged over speed incident, they can lodge appeals in accordance with the established procedures.

2.更份、出勤及假期

2.1 車長出勤注意事項

車長更份及例假由編更部安排。車長必須依照所編排更份之時間及地點準時簽到，及按「每日工作記錄紙」(後稱「功課紙」)上的安排工作。有關出勤、調更、調假、告假、簽到、遲到/早退、年假、路線更份申請等的注意事項會在以下說明。除非得到上級批准，否則不可擅自離開工作崗位，而車長絕不可棄下巴士不顧。

2.2 「跟線」安排

1. 車長要預先主動理解更份的工作內容，如被編的更份內有不熟識的行車路線及站位時，須儘快通知編更部；
2. 所有車長必須先得到編更部、駐廠督察或控制中心同意，方可在工作時間內自行坐車熟習路線(後稱「跟線」)；
3. 如需要跟聯營路線，應乘搭本公司之巴士；
4. 每程跟線，上車時及下車時須以員工証拍八達通機以茲証明；
5. 上車後，在跟線紙/功課紙內填上跟車路線、車號及開出時間；
6. 乘車跟線時，負責駕駛之車長與跟線之車長不可交談，跟線之車長只可在開車前及到總站後向負責駕駛之車長詢問駕駛該路線需留意之事項。

2.3 車長工作時限及休息時間

1. 嚴禁編排車長工時超過 14 小時。
   - 車長在獲派更份或在原有更份後獲安排加班工作，必須留意該更份之簽收時間及總工作時間不得超過 14 小時；
   - 若駕駛時在途中遇有突發事故，而估計工時將超過 14 小時，需儘快向控制中心尋求指示。若於到達下一個目的地後工時已超過 14 小時，不可繼續載客；
   - 車長若因任何情況超過工作時限，在交功課紙時必須按當時之實際時間簽收，不得向督察/站長要求改簽較早之時間。
2. 更份之間必須有 10 小時或以上之休息時間。
   - 若收工時間延遲而與翌日之簽到時間相隔不足 10 小時，須主動致電控制中心/派更部報告及尋求指示；
   - 車長在原有更份前獲安排加班工作，若發現當日之簽到時間與昨日之簽收時間相隔不足 10 小時，必須主動向控制中心/派更部報告及尋求指引。

(有關工作時限及休息時間之指引將作出修改。請留意通告。)

2.4 車長例假返工

車長如欲例假返工，請致電編更部登記，但必須確保符合上述休息時間規定及不會因而連續工作超過14天。

2.5 申請臨時調更份及假期的指引

各車長若需申請調更或調假時，必須遵守下列守則提出申請，而有關申請將按照營運部需要批核：

基本守則：

1. 嚴禁私自互換更份/假期，違者將會受到紀律處分；
2. 所有調更/調假申請必須雙方自願及同意，當中不可涉及收受利益或威嚇之行為，申請表必須由雙方親自簽名作實。若發現有他人代為簽署之申請表，即使已獲申請人允許代簽，公司亦不會審批申請，並會對有關員工作出紀律處分；
3. 新巴城巴所有僱員均屬《防止賄賂條例》監管的「公職人員」，須遵守《防止賄賂條例》。營運部員工在協議互調更份時，不可涉及直接或間接提供或收取任何形式的利益。
4. 只接受使用指定表格填寫申請，並不接受口頭或電話申請；
5. 申請人要清楚列明原休及調休日期/更份；
6. 所有申請需列明互調原因；
7. 互調更份雙方有責任確保互調後不會出現追更情況(即調更當日之前後必須有不少於10小時休息)，否則不接受該申請；
8. 互調假期之車長必須於14天內放假1天，即是連續工作日不能超過14天；
9. 如申請涉及調上調不會被接納；
10. 互調之車長必須熟悉對調路線，否則自行跟線，尤其是字軌車長如調做替更士啤車長工作，必須熟悉所有可能要攝替的路線；
11. 申請必須得編更部批准方可作實，車長有責任致電查詢批核結果；
12. 所有申請須連同有關証明文件(如適用者)親自交到或郵遞至寫字樓，申請人亦可委託他人代交，惟申請人須承擔郵遞延誤或遺失之可能性。

各部門之額外守則：

新巴營運部	城巴營運壹部	城巴營運貳部
申請互調更份 申請互調更份，申請表格在不少於互調生效日期 7 天前交到營運部。 申請互調假期 1. 申請互調假期，申請表格在不少於互調生效日期10天前交到營運部； 2. 互調假期必須在同 1 年度清還；	申請表最少3天前交到編更部。	每逢週一在站頭及內聯網發出下週的更表初稿，因應期內大假、浮假及替更份員工而修改排位表。 車長可以因應初稿內容申請調更份及調假，申請表必須於星期三或之前送抵編更部。 經編更部審批及處理後，所有申請調更事項概由定稿登出，定稿會於週末發出及上載內聯網。 定稿登出後，一般不接受任何調更份及調假申請，惟有以下情況下可再作更改： 1. 如定稿跟初稿不同，是因編更部的安排，

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3. 互調假期(例假及補假)，每位車長每月只限 3 次； 4. 申請一經批准，除特殊情況外，不可取消，取消申請必須書面呈交。		車長可在定稿後再次提交調更申請表予編更部跟另一車長調更。 2. 如車長在初稿時自行申請調更至士啤車長更份，然後在定稿被編定之更份有不熟悉路線，車長可按上述程序再次調更，惟車長須另交員工報告。 3. 如不是上述原因，須交員工報告，由經理給予有合理原因者酌情處理，不接受晚飯飲宴之類理由。

2.6 新巴申請臨時短工時更份

申請臨時短工時更份（即工時 10 小時以下之更份）：

1. 申請臨時執行短工時更份之車長原更份工時必須為 10 小時或以上，否則一律不接受申請；
2. 所有申請必須於 10 天前交回公司；
3. 每位車長每月申請臨時執行短工時更份之天數只限兩天；
4. 車長只限遞交未來 30 天內之申請。如車長於同一月份內欲申請第 2 次短工時，則必須於第 1 次申請後 10 天方可遞交(以收到日期為準)，否則一律作廢；
5. 臨時執行短工時更份的每日名額為早更及夜更各 5 名，先到先得(以公司收到申請表之日期為準)，同時公司亦會視乎有關申請於該月是否屬首次或之前 1 個月內沒有遞交申請者為優先考慮；
6. 所有申請接納與否，需因應公司人手安排決定。

2.7 臨時告假程序

車長如欲臨時告假 (不論病假、事假或因交通天氣情況不能簽到)，必須在正常簽到時間 1 小時前致電以下電話通知公司告假：

新巴營運部	城巴營運壹部	城巴營運貳部
04:30-24:00 致電派更部： 日更 2136 2504, 2136 2502, 2136 2641 夜更 2136 2860, 2136 2649 00:00-04:30 致電控制中心：2136 2222	控制中心：2136 2422	控制中心：2136 2432

臨時請假步驟如下：

1. 說明原更份、員工編號及請假日期；
2. 說明請假類別；(如欲請病假，但又未看醫生，只可申請當天病假。看醫生後如獲醫生簽發病假多於 1 天者，應即時如實通知公司病假紙上之病假日期。)
3. 申請病假之員工須在病假康復後首天上班時，呈交註冊醫生發出之病假證明書，列明病假日期及病因。惟因病情嚴重而需放較長病假者(超過 7 天或以上者)則須在醫生簽發病假證明書後 1 星期期內親身或由他人代交形式遞交該病假證明書。未有在合理時間內遞交有效之病假証明書，可被

視作缺勤論；

4. 申請非病假之員工須在復工首天上班時，提交報告/有關證明文件，待公司審批。

2.8 遲到/早退需知

車長如因事(包括交通意外、私人事件等)導致未能準時於正常簽到時間前簽到，需立刻按 2.7 之程序致電派更部/控制中心報告及立刻趕返簽到地點簽到。若遲到因外在突發因素引起，車長須儘快提交報告/有關證明文件，待公司審批。任何遲到之車長，上級有權更改其當天之工作安排。
車長凡因事或病需要早退，需立刻按 2.7 之程序致電派更部/控制中心報告。不論是否工作滿 8 小時，車長須在復工首天上班時，將病假紙/有關證明文件交回公司審批。

2.9 車長報到注意事項安排

1. 穿著整齊制服及佩帶員工証；
2. 確定本身持有有效車輛類別的駕駛執照才可駕駛公司車輛。員工若沒有攜帶有效之駕駛執照上班或已被停牌，應立刻向上級報告；
3. 根據更份，準時到指定或上級所指示之地點簽到取車或接更開工；
4. 如簽到地點設有簽到紙，在簽到紙上簽名；
5. 若簽到站位沒有站長當值，車長在簽到時間前 60 分鐘內使用簽到站頭電話(如有)向指定人員報到；
6. 若被派用膳(後稱「MB」)後開工更份，車長必須於簽到時間前 60 分鐘內，致電指定人員報到，以便他們確定車長會在班次正常開出前，到站簽到。若上述更份的車長沒有依據程序報簽到，會被當作遲到。若車長於 MB 時間後未能按時到達簽到地點，該遲到會以原簽到時間起計算，但公司會另補回 60 分鐘 MB 工時；
7. 領取功課紙後開工，填寫功課紙方法可參閱附件二；
8. 車長須清楚了解功課紙上的內容，功課紙上會使用代號，代號之解釋可參閱附件三及附件四；
9. 每日留意及了解公司新發出有關之通告。

2.10 申請年假

各車長每年申請年假時，須遵守下列守則作出申請，而有關申請將按照下列守則作批核：

基本守則

1. 年假必須於指定日期內作出申請，公司到時會發出通告詳細列明有關安排；
2. 部份節日(如農曆年除夕日、清明節、重陽節、端午節、中秋節等)均不接受申請，若跨越上述節日，一律作廢；
3. 凡僱員若享有年假日數超過 10 天或以上者，其中 1 期必須最少連續放取 7 天年假，若申請人的年假日數少過 10 天，則需按勞工法例規定安排連續放取指定日數；
4. 年假申請分為個人自選及公司編排，若申請自選年假須於截止日期前申請；
5. 個人自選之年假申請是否獲得批准，視乎同期申請人數的多寡而定。若申請年假的人數超出該時段的配額，將以電腦程式進行抽籤；未能成功申請或沒有作出申請之員工年假將由公司編排，並

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與成功獲批的自選年假申請一併公佈結果；(公司會於年假開始最少 14 天前通知員工，公佈結果安排請參考以下之其他守則)

6. 個人自選入紙申請之年假，如獲批准則不能再與同事互調；在沒有合理解釋下，不得更改或取消；
7. 由公司編排之年假，員工如雙方同意及同更份可入紙申請互調；
8. 不接受以調上調的方式申請互調年假；
9. 所有申請須親自交到或郵遞至寫字樓，申請人亦可委託他人代交，惟申請人須承擔郵遞延誤或遺失之可能性。

其他守則

1. 新巴營運部

- 約於每年 7 月份接受車長申請下一年之年假，並約於 10 月份公佈結果；

申請者如欲	填交有關申請表時應注意事項	如未獲批准
自選日期，一次過放年假	需註明開始日期及一次過放年假(若只填寫月份，將不獲處理)	可選擇安排一次過放或分 2 次放年假，日期由公司編排
在任何日期，一次過放年假	只需註明安排一次過放年假，日期由公司編排	
自選日期，分 2 次放(年假 7 天或少於 7 天不適用)	需註明年假開始日期及結束日期(首次放之年假必須不少於 7 天)	會安排其年假分 2 次放，日期由公司編排

- 不提出申請的員工，公司會安排其年假分兩次放(年假 7 天或少於 7 天不適用)，其中 1 次必須不少於 7 天；
- 所有互調年假申請須於年假開始(以先放年假之車長為準)之 1 個月前提出，經批准後作實；
- 如申請年假的時段內其中有與例假重疊，當中的例假則會緊接該年假後放取。

2. 城巴營運部

- 員工年假分為上下半年兩個週期。

週期	月份	截止申請日期	申請公佈	放假日數
上半年	1 月至 6 月	上一年 9 月	上一年 10 月	去年同期賺取而仍未清放的年假日數
下半年	7 月至 12 月	同年 3 月	同年 4 月	

- 編更部將視乎各時段可編排員工放假的人數，批准員工的年假申請，程序如下：

第 1 輪分配	按申請人的第 1 選擇處理，以連續年假為優先，單日年假為其次（5 天或以上的連續年假申請，享有同等優先權）。如申請年假的人數超出配額，將公開由 JCC 代表抽籤，決定年假的先後安排。 （若申請人的第 1 選擇獲得批准，其第 2 選擇將會自動取消。）
第 2 輪分配 (只限城巴貳部車長)	若申請人的第 1 選擇落選，編更部將按第 1 輪分配後的年假餘額進行第 2 輪分配。假如在第 2 輪分配中，申請年假的人數超出配額，將公開由 JCC 代表抽籤，決定年假的先後安排。
所有選擇均落選、未有提交或日數少於該期實得年假數目	由編更部按人手情況，自行替員工安排其餘在去年同期賺取而仍未清放的年假日數；若員工人手緊張，編更部將彈性押後清放員工的年假。未有編定之年假，車長可個別作出申請。

- 公司編排或申請年假日子內如有例假重疊，則該例假可作浮假及必須於年終前放取。

2.11 新巴調離更份制度

新巴車長如被公司紀律處分，公司會於處分之後14日(如車長申請上訴，計分會直至上訴完成才繼續)，以下表之標準為車長計算由是次處分之判決日前過往 1 年內之分數。若車長超出分數上限，即 11 分或以上，公司會以書面通知車長需調離更份，並調為士啤車長。(被調離更份之車長仍可按照現有申請更份空缺程序申請其他更份空缺。)

事項	脫離更份分數計算
最後書面警告	加 10 分
書面警告	加 5 分
口頭警告	加 2 分
獲公司獎項	減 5 分
獲公司讚賞信	減 3 分 (最多計 1 封)

2.12 新巴車長申請更份空缺程序及評分標準

新巴車長申請更份空缺之申請守則及須知如下：

1. 申請人必須最少有 1 年年資，並熟識其申請之路線及該更份之其他特別安排；
2. 申請更份評分標準如下，如分數低於 86 分之車長則不作考慮；

   每位車長之基本分數為 100 分，並會以更份空缺之申請期前 1 年之服務紀錄為評核，標準如下：

事項	加/減分數
獲公司獎項	加 5 分
獲公司讚賞信	加 3 分
最後書面警告	減 10 分
書面警告	減 5 分
口頭警告	減 2 分
缺勤(即不告不返)	每缺席 1 天減 1 分

   有關分數將會因車長之年資而增加，計算方式如下：

年資	增加分數
未有 1 年年資	不接受申請
1-2 年	1 分
3 年或以上	2 分

3. 若空缺更份有多於 1 位車長申請則評分較高者優先，如遇同分則優先考慮士啤車長，如再遇同分則會以出勤率最高者優先考慮，若有同樣出勤率，由抽籤決定；
4. 公司批核車長申請時會確保早、夜及通宵更車長人數能配合需求，有關申請才會落實，以免出現早、夜或通宵更出現人數不足情況。
5. 申請人必須於每期更份空缺通告上申請程序列出之指定期限內遞交申請書，而每 1 位申請人祇可遞交 1 份申請書及指定某一個更份；

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6. 申請人可親自或委託代表在辦公時間內，將申請書交到營運部辦公室簽收作實；
7. 遞交申請書後，必須留意公佈結果，如申請人於該期公佈中未獲批核，該次申請將會自動作廢而不會有其他輪候申請安排；
8. 所有成功獲批之申請人如欲再申請其他更份，必須於新更份之生效日期起計 12 個月後才可遞交第 2 份申請書；
9. 所有成功獲批之車長，其例假組別會因應營運需要或會有所調動；
10. 所有列出申請之空缺更份只作參考用，部份資料會因實際需要或修改行車時間表而有所改變；
11. 倘若車長成功申請更份，公司日後仍會因營運需要而更改更份內容，再按「時間表改動更份人選重編準則」程序分配受影響路線組別之更份；
12. 若車長成功申請更份後表現不佳，公司會按照「新巴調離更份制度」將有關車長調離其更份。

2.13 新巴時間表改動更份人選配對程序

當時間表有改動時，新巴營運部會執行時間表改動更份人選配對程序。修改星期六及假日之時間表或推出特別時間表時，將不會進行有關配對程序。

在早更及夜更分開處理的前提下，將每一個舊更份與所有新更份作對比，計分準則會以下列項目組成，總分最高為 6 分。

1. 比較簽到時間 ： 最高 1.5 分 (相同時間減分為零，時間相距越大，減分越大)
2. 比較簽到地點 ： 最高 1 分 (即更份與更份之簽到地區相同)*
3. 比較簽收時間 ： 最高 1 分 (相同時間減分為零，時間相距越大，減分越大)
4. 比較簽收地點 ： 最高 1 分 (即更份與更份之簽收地區相同)*
5. 比較工時 ： 最高 1.5 分 (相同時間減分為零，時間相距越大，減分越大)

*(簽到/簽收地點會歸納為 5 區：港島東、港島西、港島南、九龍東、九龍西，例如簽到地點 KET 與 BEB 之比較評分為 1，而簽到地點 KET 與 TKD 之比較評分為 0)

獲越高分者即代表更份越為近似，公司會因應有關評分編配更份，越高分之組合越先進行配對，由高至低直至完成配對所有更份為止。

此外，為儘量減少對車長之影響，公司亦設有以下程序：

1. 若受影響之車長得到雙方同意，可在新時間表實施起之 14 天內申請互調更份；
2. 下列兩類車長若於時間表生效起之 14 天內申請調離更份，即可有資格參與未來連續 3 次優先更份空缺申請。

A	新舊更份對比之評分低於或等於 5.5 分(即車長之新更份與舊更份評為不相似)。
B	因更份減少而未能配對同線更份之車長

若時間表改動引致某路線縮減更份，而在同一組時間表內另一條路線加更份，因減少更份沒被配對的車長可被配同一組時間表內另一條路線沒能被配對之更份。若有關車長不願接受該更份，可申請為士啤車長及享有上述優先權。

2.14 新巴「優先」申請更份空缺程序

新巴營運部會定期發出通告予受時間表改動而導致調離更份或被編排不相似更份(低於 5.5 分)而已選擇做士啤之車長，列出當時所有更份空缺，讓他們優先申請，於此階段暫不接受其他車長之申請。此優先申請資格只會於有關車長調離更份後即時起計之連續 3 次優先申請通告中生效，成功申請新更份後優先權自動取消。若有多名有優先權之車長申請同一更份，則以下列次序批核：

次序 1	早更車長先取早更更份，夜更車長先取夜更更份
次序 2	若車長同屬早更/夜更，其申請的更份與該車長在未成為士啤前之更份屬同一時間表組別者有優先
次序 3	若車長原屬同一時間表組別，其申請的更份與該車長在未成為士啤前之更份屬同一路線者有優先
次序 4	若仍未能分出先後，即根據 2.12 節「申請更份空缺程序及評分標準」為有關車長計分。

公司會於完成上述優先申請程序後之 1 個月內啟動「正常」之申請更份空缺程序，將剩下之更份空缺讓所有合資格車長申請(包括上述有優先權之車長)，但此正常之申請程序將不會考慮上述之優先權。

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2.15 城巴調線/調職申請甄選程序及計分制度

路線空缺之通告會約每兩個月發出 1 次。城巴營運部會按下列車長類別之先後次序審批入線申請：

1. 因路線/班次刪減而被調離路線之車長(被調離路線 6 個月內有兩次優先審批之機會)；
2. 士啤車長 (祇適用於營運壹部) ；
3. 已入路線之車長。

若同一類別之申請人數比所申請路線空缺為多，則按申請入線之計分制度甄選如下：

第 1 部份 年資	全職車長入職日至公司發出路線空缺通告日起，每 1 個月得 5 分（不足 1 個月之餘下日數不予計分） 此部份最高得分為 240 分 成為全職車長服務年資不足 6 個月者申請不獲考慮 新車長年資滿 6 個月但不足 1 年而工作日不少於 140 日 或年資超過 1 年而工作日不少於 280 日，才有資格申請
第 2 部份 個人紀錄	公司發出路線空缺通告日前 280 個工作天內： 每 1 個口頭警告：扣 100 分 每 1 個書面警告：扣 200 分 每 1 個最後警告：扣 400 分 每 1 封讚賞信：加 50 分，最高得分為 100 分 ※凡於此部份被扣滿 900 分者，申請不會被考慮
第 3 部份 過去調線或 調職紀錄	由公司發出路線空缺通告日起計算，若申請人最近 1 次成功申請入線於： 過去 6 至 12 個月內：扣 400 分 過去 12 至 24 個月內：扣 200 分 過去 24 個月前：扣 0 分

上述 3 個部份的分數總和最多者會先被選取。若出現同分情況，公司會選取年資（兼職車長年資或非車長年資將不計算在內）較長者。若出現同分及相同年資，公司會選取員工編號較細者。

營運部將保留更改行車時間表、放假日和其它營運安排的權利，車長日後不得以此等變動，作為調離上述路線的原因。

成功申請者需自行熟習所申請組別要求的各條負責路線。

2.16 城巴營運貳部調線/調職申請甄選程序注意事項

按 2.15 節所述的城巴調線/調職申請甄選程序及計分制度，城巴營運貳部有下列注意事項：

1. 車長可申請最多 3 個更份組別，但必須列明優先次序。
2. 通宵路線組別的申請人或需接受面試。
3. 因應人力調配，營運部保留調派車長執行非專利車務部的工作之權利。
4. FTN 和 JCN 空缺的車長要按公司安排執行相關駕駛服務，包括專利、非專利路線及租賃服務。

2.17 城巴長期缺勤調離路線安排

城巴車長若因工傷/病假或其他原因而出現連續超過 60 天缺勤，基於路線人手分配安排會被調離所屬路線(「甩線」)，復工後之工作安排如下:

復工安排	● 復工日時，公司並無發出過路線空缺通告，車長可返回所屬路線工作 ● 復工日時，公司已曾經發出路線空缺通告，車長會被調往士啤組別。車長需再按程序申請入線，仍未復工之車長不可以申請入線。

2.18 城巴車長調離路線計分制度(因路線/班次刪減)

第一部份 年資	全職車長入職日至公司發出削減路線字軌通告日起，每 1 個月得 5 分（不足 1 個月之餘下日數不予計分） 即每年 60 分最多計 4 年（最高得分為 240 分）
第二部份 個人紀錄	公司發出有關削減路線字軌通告日前 280 個工作天內 每一個口頭警告：扣 100 分 每一個書面警告：扣 200 分 每一個最後警告：扣 400 分 每一封讚賞信：得 50 分（最多計算兩封，最高得 100 分）

兩部份的分數總和最少者會先被調離路線。若出現同分情況，公司會選取年資（兼職車長年資或非車長年資將不計算在內）較短者調離路線。若出現同分及相同年資，公司會調離員工編號較大者。

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3. 簽到取車及收車

3.1 簽到取車時注意事項

1. 簽到後，車長需領取正確的功課紙及閱讀當天更份內容，留意所編配之車輛號碼及停泊處，不可擅自轉換車號；
2. 必須認清所編配巴士之長度及高度，確定是否可行走負責之路線；
3. 取車時須檢視車輛號碼，並留意駕駛室所展示之標貼，包括尾軸轉向、12.8 米特長巴士及混合動力巴士，以識別該巴士之所需操作技巧；
4. 必須清楚瞭解及認識車上各種不同裝置及儀器之使用，如有任何疑問，應向上級查詢；
5. 檢查車身內外時，要注意車輪、沙板、裙腳、玻璃、車廂內設施是否有損毀或明顯之花痕、太平門及油缸蓋是否關上、是否已貼上有效之行車證及司機位之視像錄影監察系統鏡頭是否被掩蓋，任何時候不可干擾視像錄影監察系統鏡頭；
6. 檢查快易通(「盒仔」)是否附於擋風玻璃，當駕駛巴士駛過任何隧道自動收費通道時，如見該通道燈號機亮著紅燈，員工須通知控制中心；
7. 引擎開動後，檢查錶板訊號、油壓、風壓表是否正常操作。當風壓低於正常水平時，會發出聲響；
8. 檢查手掣、腳掣、錢箱及頭尾閘門是否操作正常；
9. 檢查空調系統狀況，車長需在巴士載客期間開啟空調系統，保持適當空氣調節；
10. 檢查車長座椅及安全帶，適當調較車長座椅、倒後鏡及軚盤(部份座椅款式之調較參閱附件五)；
11. 檢查滅火筒及緊急手鎚是否放在指定地方，車頭燈、尾燈及客燈、水撥及落客鐘是否正常；
12. 檢查八達通收費器、上層/倒車視像監察系統、電子路線牌及報站系統是否操作正常。包括報站控制器、音量、顯示器屏幕等；
13. 部份路線仍使用車廂內之多媒體廣播系統(MMOB)，MMOB 系統會於有關巴士之引擎開動時自動開啟，駕駛有關巴士之車長須檢查 MMOB 系統畫面及聲浪是否正常運作；
14. 檢查車輛內外是否整潔；
15. 不可擅自張貼非公司告示(包括其他公司通告)或標語於車廂內外；
16. 如發現車廂內有過期之公司通告需將其除去；
17. 注意車廂、車底或四周是否有人正在工作。如車停泊於維修車坑上，應向上級尋求協助。視察四周環境，確保巴士能安全開出；
18. 就上述各項檢查，如有不正常或故障情況，請向派車站長或督察報告，或按章節 6.6 處理。

3.2 回廠收車程序

1. 按更份編定內容或上級指示將巴士駛回指定車廠入油；
2. 晚上收車時需依從各廠之指定排隊路線入廠，除非得到負責督察批准，不可插隊；

3. 車長在任何情況回廠時，不論八達通機在當日有否交易，均必須於油站前按八達通機「輸出」鍵，以輸出機內數據。車長必須確保八達通機已顯示「資料轉載成功 」，才可於泊車後關掉八達通機(第二代八達通機會於到廠後自動輸出機內數據，車長於泊車後關掉八達通機即可)；
4. 城巴逢星期一及星期四收錢箱，新巴逢星期二及星期五收錢箱，車長必須配合錢箱收集員指示以完成收集錢箱程序。為確保錢箱收集員能於光線充足之環境下工作，車長必須開啟車廂內照明系統。當錢箱收集員於車上工作時，車長不可移動巴士。若錢箱收集程序上出現突發情況(例如發生錢箱中之現金散落地上)，車長必須按錢箱組指示，將巴士停留在原地或駛往指定地方，並留在司機位等候錢箱收集員完成跟進工作；
5. 必須駛入油坑為車輛補充燃油(電動巴士除外)，應留意地上之停車線位及入油員工的指示，進行補油時必須死火，確保安全，不時翻看右邊倒後鏡(車長如因現場環境因素而未能看清楚倒後鏡，應下車觀察清楚周邊環境)，確定整個入油過程已經完成而且入油員工已將油槍拔走，方可將巴士駛離；
6. 於入油時將功課紙交予駐廠督察/站長，並聽從督察/站長泊車之指示。如該車廠沒有督察/站長當值，須將功課紙放進打卡機，於印上時間後存放在指定位置，車長不可自行修改簽收時間；
7. 車長不可以無故拖延遞交功課紙予督察／打卡的時間，以圖延長工時；
8. 簽收時如車輛有故障情況或任何性能操作上之問題，請向駐廠站長或督察報告，若該廠不設站長或督察，則按章節 6.6 處理；
9. 在洗車機正常運作情況下，必須駛經洗車機。駛進洗車機前，摺左鏡(開摺左鏡時，請使用設置於洗車機出入口之左側鏡臂推鈎)，並確保洗車機滾筒已收回原位並停止滾動及確定燈號為綠燈才可駛進。切勿在紅燈下仍強行駛進洗車機，導致車輛及洗車機損毀。如洗車機前裝有自動閘桿，各車長駛進洗車機前須注意下列事項：
   - 洗車機閘桿利用洗車機紅綠燈訊號而自動升降；
   - 當洗車機之紅燈亮起及閘桿處於降下的位置時，巴士應停在閘桿前等候；
   - 待洗車機之綠燈亮起及閘桿升起後才可駛過洗車機；
   - 當巴士駛過洗車機及車尾過了閘桿後，閘桿會自動降下，後車之車長應在閘桿前等待，直到洗車機之綠燈亮起及閘桿同時升起後才過洗車機；

   如洗車機或閘桿有任何不正常運作，須立即通知在場當值督察/站長或控制中心；
10. 駛過洗車機時，應以極慢速度駛入洗車機通道，並必須保持大概有 50 秒的洗車過程，待洗車機能徹底地清洗巴士車身(尤其是車尾部份)；
11. 按更份內容或上級指示將巴士駛往指定地點停泊，泊車時必須將巴士泊入車位內或按督察/站長指示泊在指定位置才可離開，切勿將巴士泊在車廠內通道阻礙運作。在離開車廂前，必須確保「空波」、拉上手掣及關上所有電力設備，如車廂冷氣、車廂燈、車頭燈及八達通機，最後關上電池總掣及所有門窗方可離開。

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4. 班次調度及記錄

4.1 班次調度、準時開車及準確記錄

站長紙上所填寫之班次時間及載客路程等資料需要呈交運輸署，而電子站長紙(「OMS」系統)上輸入的班次亦會用於向乘客顯示開車及計算到站時間。車長必須按下列指示儘力確保有關資料準確無誤。

1. 在正常情況下必須按時間表開車，站長、督察或控制中心有權因應實際情況更改編定之開出班次時間、路線、起點及終點，各車長必須遵從站長之指示；
2. 車長應使用八達通 DDU 或報站系統控制器顯示之時間作為標準；
3. 若車長未能按照時間表上/站長指示之時間開車(包括因交阻遲到或去廁所)，必須儘快通知站長以作班次調整及正確輸入紀錄。在沒有站長當值之總站，車長應向負責記錄的站長/控制中心報告，及自行記錄於站長紙(如有)。若開車時間較時間表上/站長指示之時間延遲 2 分鐘或以上需要即時報告，否則可於完成班次後再向站長報告；
4. 車長需按照時間表上、站長、督察或控制中心指示之路線行走；
5. 車長自行安排全私牌或半私牌會被嚴重紀律處分；
6. 車長在行程中的任何延誤事故，都必須向站長報告，例如塞車位置或原因等；
7. 私牌時應以直接及安全的路線，駛往目的地。

公司已設立核查站長紙程序，定期及有系統地利用巴士行車紀錄儀之資料與站長紙作出比較，如發現站長紙上之紀錄不準確，公司會向有關失職員工作出紀律處分。

4.2 聯營路線 - 全私牌安排

為提供更穩定之服務，所有聯營路線之車長如未能依原定時間到達非本公司調控的總站時，除得到本公司站長或督察之批准，否則禁止「全私牌對站」或「私牌過海後才開始載客」。各車長及站長必須執行以下安排：

- 車長必須致電本公司負責之站長尋求指示(如情況緊急可致電控制中心)；
- 督察或站長因應實際情況，重新安排該班次於「中途起載」，或批准繼續「全私牌對站」；
- 車長亦必須自行將站長之最新安排(包括開出時間)填寫於功課紙上；
- 車長如未有尋求指示，而擅自「全私牌對站」或「私牌過海後才開始載客」，公司將對是次違反指引作出紀律調查；
- 更份原安排之私牌(「DEAD」)不在此限，無需再次尋求指示。

4.3 聯營路線脫班時填補班次的機制

為減少聯營過海路線因失班及脫班對乘客的影響，公司與九巴/龍運就上述機制達成共識，九巴/龍運站長或會於嚴重脫班情況下，安排部份過鐘新巴/城巴於九巴/龍運營運時段繼續營運。

如車長因特殊原因而未能配合九巴/龍運站長之安排，車長須致電向公司相關站長報告聽取指示及將更改記錄於車長功課紙上。

4.4 非營運巴士隧道使用指引

所有非營運巴士(「私牌」)，只可於下列情況使用東隧、西隧、大欖隧道或大老山隧道：

1. 車長功課紙上已列明；
2. 站長或督察指示(如九巴/龍運站長指示，車長必須致電公司相關站長等候指示)。

在站長或督察指示「私牌」使用上述隧道後，車長需於功課紙上記錄。

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5. 顧客服務

5.1 顧客服務要點

1. 為提供優質服務，在總站應提早上客；
2. 上客時，應留意乘客登車情況及展示歡迎態度。當車上有空位時，你應儘量接載候車乘客；
3. 當乘客需要下車時，則應在適當的巴士站確保車輛停定才讓乘客下車。乘客上落車時，切勿表現得不耐煩，並在情況許可時耐心等候追車乘客；
4. 當遇上有乘客詢問任何有關車務運作上的問題 (如行車路線，分站停站位置或車資等問題)，應儘量給予適當的協助。於行車時遇有查詢，應禮貌地簡短回應或示意於停站時再作解釋。若不清楚確實答案的話，亦應禮貌地回答乘客可致電顧客服務部查詢 (新巴 2136 8888 / 城巴 2873 0818)；
5. 車長如發現有任何未授權人士在巴士上派發傳單或其他宣傳產品，車長應禮貌地勸阻，如該人士未有任何理會，車長請向控制中心尋求指示；
6. 車頭及顯眼處不可擺放雜物；
7. 車長不應在任何旅程中因與乘客或其他駕駛者爭議而阻延該巴士行程；
8. 車長絕不可與乘客爭吵，如乘客變得激動時，絕不宜與其針鋒相對，儘量控制自己情緒，避免刺激對方。毆打乘客或同事者會被即時解僱；
9. 車長在巴士運作期間，若有乘客對巴士運作上作出任何投訴，車長須於到達總站後，即時通知控制中心以作出適當處理；
10. 車長於載客服務時，必須把名牌正確地放置在車廂內之名牌架上。車長如遺失名牌，請儘快向公司補領，切勿自行印製不合規格的名牌使用；
11. 當公眾人士對你之工作表現有意見或要求你提供姓名時，必須以合作的態度提供有關資料；
12. 張貼在車廂內的《乘客須知》列出乘客必須遵守的事宜，各車長需熟讀該指引所列明的細項，保障公司及員工自身的利益；
13. 當巴士返回總站，需待所有乘客下車後，方可關掉車燈（包括車廂客燈及車頭燈），冷氣及引擎。車長亦需巡視巴士上下層，留意有沒有失物及異常情況；
14. 若駕駛巴士返回總站/車廠停泊，車長在離開車廂時必須將所有車門及車窗關上。

5.2《公共巴士服務規例》有關車長的一般行為

根據香港法例第 230A 章《公共巴士服務規例》第 9、10、11、11A 及 12 條，車長

1. 須表現有禮和有紀律；
2. 其本人須清潔整齊；
3. 不得在任何旅程中不合理地阻延該巴士；
4. 須依照指定路綫將該巴士妥為駛往指定目的地，但因意外或其他緊急事故而無法如此行事，或獲授權的人或警務人員命令不得如此行事的，則不在此限；

5. 如獲示意停車，須在其巴士正行走的路綫沿綫各站停車，讓乘客上車或下車；
6. 當接載或放下乘客時，須在安全和切實可行情況下，將該巴士儘量靠近道路的左側或路邊停下；
7. 須採取一切合理預防措施，確保乘客在該巴士內或該巴士上，或在登上或離開該巴士時的安全；
8. 不得忽略或拒絕讓繳付合法車費的乘客登車和將其運載，而該乘客是該巴士能將其容納但沒有超逾該巴士的獲准載運量者，以及沒有人對該乘客登車提出合理反對者；
9. 須准許乘客攜帶可由該巴士合法地、安全地和方便地運載的物品；
10. 不得准許任何動物由該巴士運載，但陪同失明人士乘車的領行狗隻除外；
11. 可拒絕准許任何骯髒的人登上或乘搭該巴士；
12. 可拒絕准許其有合理因由相信是神智不清、精神不平衡或患有傳染病或接觸性傳染病的人登上或乘搭該巴士；
13. 可拒絕准許其有合理因由相信是攜帶着危險性或厭惡性物品的人登上或乘搭該巴士；
14. 如有穿著制服的警務人員或署長授權的人提出要求，須提供其執照(如有的話)的詳情、其姓名，以及將其聘用的專營公司的名稱及地址；
15. 不得在任何合理時間妨礙穿著制服的警務人員或署長授權而能出示授權書的人檢驗該巴士，或不得在任何合理時間忽略向穿著制服的警務人員或署長授權而能出示授權書的人提供一切合理資料及協助，以檢驗該巴士；
16. 如因任何理由而讓該巴士無人看管，則須將引擎關掉；
17. 在將油注入汽油缸或燃油缸前，須關掉引擎和確保所有乘客已移離該巴士，並須將引擎保持在關掉狀態和確保所有乘客均留在該巴士外面，直至注油完畢為止。

5.3《公共巴士服務規例》有關乘客的一般行為

根據香港法例第 230A 章《公共巴士服務規例》第 13、13A 及 13B 條，專營巴士公司穿著制服的員工有責任執行條例中所列明的細項。車長須認清自己的職責及權力。現歸納部份重要之條文如下:
任何乘客均不得
(a) 故意阻礙或妨礙巴士司機或任何獲授權的人，或故意分散他們的注意力；
(b) 故意阻礙司機望向道路或交通的視線；
(c) 對巴士的任何部份或其設備故意作出或故意安排作出任何事情，而該等事情
(i) 阻礙或干擾巴士的操作，或引致損壞；或
(ii) 導致他人受傷、不安、煩擾或不便；
(d) 不適當地干擾車門，或不適當地干擾構成巴士一部份或與巴士連接的任何其他機械、裝置或控制器；或
(e) 從巴士拋出或故意掉下任何物件。

巴士車長可向乘客發出其認為為公眾安全着想而需要發出的指示。任何乘客均不得不遵從。車長
1. 可將其有合理因由相信已違反《公共巴士服務規例》的任何人移離巴士；
2. 可要求其有合理因由相信已違反《公共巴士服務規例》的任何乘客提供其姓名地址，以及出示身份證明；
3. 可無須手令而逮捕任何其有合理因由相信已違反《公共巴士服務規例》的人，並可扣留該人直至能將該人交予警務人員為止。

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5.4 路線及目的地牌

1. 車長需瞭解所駕駛路線於電子目的地牌系統之不同代號並予以使用。附件六介紹各款電子目的地牌之使用方法；
2. 於載客時，車長必須正確調校路線/目的地牌以顯示正確訊息；
3. 電子目的地牌系統之「路線號碼及目的地自由組合」模式或「直接文字輸入」模式，只供於下列情況下使用：
   a. 電子目的地牌系統內沒有適用之路線及目的地；
   b. 於巴士總站內泊車，在有需要時展示有關字軌編號或開出時間；
   當所駕駛路線於電子目的地牌系統已有合適代號，則不應使用「路線號碼及目的地自由組合」模式或「直接文字輸入」模式；
4. 於馬路上不接載乘客時，車長應將目的地指示牌調校至「暫停載客」，不可展示任何路線、車號或字軌等資料；除另行通告外，不可使用其他字句；
5. 在有下列情況，車長需展示附加之臨時車頭牌
   - 駕駛短途車(於車頭及錢箱展示終點站牌)
   - 巴士臨時改道(於車頭展示)
   - 駕駛不經部份巴士站之特別班次(於車頭展示)
   - 公司為部份路線加強宣傳(於車頭展示)

   車長請善用由公司提供之臨時車頭牌，儘量回收再用，跳車或收工時切勿將臨時車頭牌棄置於駕駛室內 (尤其在座椅後)，以免造成浪費。

5.5 自動報站系統

車長於營運時，必須按下列程序正確使用報站系統

報站運作	總站起載／ 中途入線起載	總站開始上客前，輸入路線號碼；選擇目的地、行車路線，於上客至班次開出前選擇起載站名，留意報站系統是否已開啟運作後才開車； 如屬中途站起載，則應在起載站位開車前入線，按 起載站名 後才開車； 開車後，系統會全自動報站，車長無須沿途按鍵； 必須抵達目的地後才退出路線，不可未到尾站便退出或預早調校反方向地點。
	非載客行程	於私牌前車按 < 或「NO」掣直至返回到主目錄畫面。
備註	於需要時車長可按「廣播」向乘客播放預計的特別訊息，特別訊息列表請參閱附件七，特別訊息只供有需要時使用，請避免騷擾乘客。 系統詳細使用自動報站系統方法(包括於臨時改路時之處理方法)，請參考附件八「自動報站機 簡易使用方法」。	

由於報站系統會實時傳送位置資訊返回公司系統，車長必須準確正確操作，以免影響班次紀錄。

5.6 車內廣播系統

車內廣播系統可接駁上、下層廣播，此系統旨在方便車長必要時向車內乘客發出指示，使用時必須有禮，指示要清晰，說話要清楚明確不要太快 (但車長應先考慮使用自動報站系統內之預設特別訊息)。

5.7 車廂客燈開關安排

1. 在日光充足的情況下，毋須開啟車廂客燈；
2. 在進入隧道／有蓋巴士站內應開啟車廂客燈；
3. 當天色昏暗或車外光線不足時應開啟客燈行車；
4. 當駕駛設有兩級客燈光度的巴士，在公路上行駛時可調至較暗光度令乘客舒適，在需要上落客的路段則調至最光方便乘客上落；
5. 當巴士返回總站落客後，車長在離開車廂前，應關掉車燈（包括客燈及車頭燈）；
6. 若非營運行車，關掉車廂客燈。（於郊區較黑及狹窄路段私牌行車時除外）。

5.8 開啟頭門上客指引

於正常情況下，車長應開啟車頭兩邊閘門，方便乘客登車。但在下列情況，車長亦可只開啟左頭閘門上客：

- 有外勤督導人員發出指示；
- 需維持乘客登車秩序；
- 若開啟兩邊閘門會構成危險。

5.9 需要特別照顧的乘客

對於傷健人士、長者、兒童、孕婦及有需要人士使用巴士服務時：

1. 需給予充足時間及照顧；
2. 可降低巴士地台方便上落；
3. 開啟車頭兩邊閘門使右邊扶手可供乘客使用；
4. 有需要時勸喻乘客讓出優先座；
5. 儘量待乘客坐好始開動巴士。

車長如發現有視障人士在巴士站候車，應停定巴士，打開客門，向他說明自己所駕駛之巴士路線及方向，以便該視障人士能乘搭他所需要之正確路線。

輪椅乘客上車：

1. 如情況許可，應優先讓輪椅使用者及其最多一名陪同者登車；
2. 將巴士停靠於巴士站合適位置(部份巴士站設有獨立位置讓輪椅乘客登車，由於偏離正站，車長必須留意):

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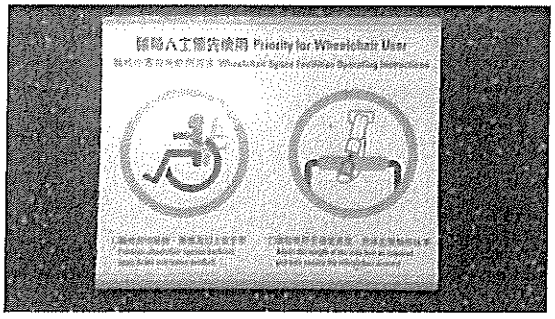
- 令輪椅使用者安全地上車
- 方便輪椅使用者上車
- 有足夠空間，啟動及使用車上輪椅斜板;

3. 拉上手掣、空波及必須亮起壞車燈；
4. 按下車身降低掣將車身降至最低位置；
5. 開啟設置輪椅斜板之車門，離開駕駛室，以正確姿勢開啟輪椅斜板；(輪椅斜板之使用請參閱附件九)
6. 若輪椅乘客沒有陪同者，主動徵詢輪椅乘客同意，協助輪椅乘客上車(輪椅必須向前推動)、繳付車資；
7. 將輪椅擺放於指定位置 (可參考輪椅位置貼紙指示)；
   如由第三者協助推動輪椅，必須確定輪椅擺放於指定位置(可參考輪椅位置貼紙指示)；
8. 指示及確保輪椅乘客將輪椅上鎖；
9. 指示輪椅乘客扣上輪椅安全帶及側帶，如發現輪椅乘客不能自行扣上輪椅安全帶及側帶，需主動徵詢輪椅乘客同意並提供協助；



10. 詢問輪椅乘客落車地點，並告知輪椅乘客到站後會協助安排落車；
11. 提示輪椅乘客不可在行車期間移動輪椅；
12. 收起輪椅斜板，讓其他乘客上車，關閉車門，回升車身，繼續行車；
13. 經常檢視房鏡，留意該輪椅乘客之動態，同時應較柔順操控巴士；
14. 如輪椅停泊位置被乘客的物品佔用，須向乘客提出移開該物品，讓輪椅使用者使用該位置；
15. 大部份巴士只能容納一名輪椅使用者，如巴士上輪椅位置已被輪椅乘客使用，須禮貌地告知候車中的輪椅使用者等候下一班低地台巴士。
16. 公司已於巴士報站廣播系統設置訊息，勸喻其他乘客保持禮讓及騰出空間，讓輪椅乘客上、落巴士。車長有需要時可使用。

輪椅乘客下車：

1. 將巴士停靠於巴士站合適位置；
2. 拉上手掣、空波及必須亮起壞車燈；
3. 按下車身降低掣將車身降至最低位置；
4. 開啟設置輪椅斜板之車門，離開駕駛室，以正確姿勢開啟輪椅斜板；
5. 指示輪椅乘客將輪椅安全帶及側帶鬆開，如發現輪椅乘客不能自行鬆開輪椅安全帶及側帶，需主動徵詢輪椅乘客同意並提供協助；

6. 指示輪椅乘客將輪椅鎖鬆開；
7. 主動徵詢輪椅乘客同意，協助輪椅乘客下車 (輪椅必須倒後拉動下車) ；
8. 待輪椅乘客完全離開輪椅斜板後，收起輪椅斜板，關閉車門，回升車身，繼續行車。
9. 公司已於巴士報站廣播系統設置訊息，勸喻其他乘客保持禮讓及騰出空間，讓輪椅乘客上、落巴士。車長有需要時可使用。

若車長所駕駛之巴士並不設有輪椅設備：

1. 將巴士停於巴士站合適位置；
2. 拉上手掣、空波及必須亮起壞車燈；
3. 打開車門；
4. 友善地通知該名輪椅乘客此巴士並無裝設輪椅設備；
5. a. 如車長知悉以後班次之巴士設有輪椅設備，應建議該名輪椅乘客乘坐以後班次之巴士。
   b. 如車長不知悉以後班次之巴士是否設有輪椅設備，應建議該名輪椅乘客致電顧客服務熱線，以作安排。

兒童輪椅及由肢體弱能小孩使用之嬰兒車：

1. 身體殘缺兒童在戶外活動時使用，他們因體型較小不適合使用一般輪椅；
2. 車長須以一般處理輪椅乘客之程序，處理兒童輪椅及由肢體弱能小孩使用之嬰兒車；
3. 車長不應要求乘客摺疊手推輪椅。

5.10 處理攜帶單車或嬰兒車人士登車指引

請按照下列指引處理攜帶單車或嬰兒車登車之乘客：

	攜帶單車	攜帶嬰兒車 (兒童輪椅及由肢體弱能小孩使用之嬰兒車按一般輪椅乘客之程序處理)
1	只容許乘客攜帶已摺合及包裹好的單車登上巴士，以確保其他乘客的安全。	要求乘客於登車前將嬰孩抱起及把嬰兒車收摺起，以確保嬰孩及其他乘客的安全。若乘客有需要時，請給予適當的協助。
2	確保摺合之單車/嬰兒車在車廂內不阻礙通道或佔用座位。	
3	確保乘客已將摺合之單車/嬰兒車穩固地擺放好，不會影響行車安全或對其他乘客構成危險。	
4	協助輪椅使用者優先使用車廂內之輪椅位置。	
5	如車廂已不能安全地容納摺合單車/嬰兒車，或攜帶摺合單車/嬰兒車之乘客拒絕依從上述要求，車長有權因應實際情況拒絕該乘客登上或繼續乘搭巴士。	

在處理過程中，必須有禮貌及耐心向乘客解釋，如遇有困難或疑問，請致電控制中心尋求指示。

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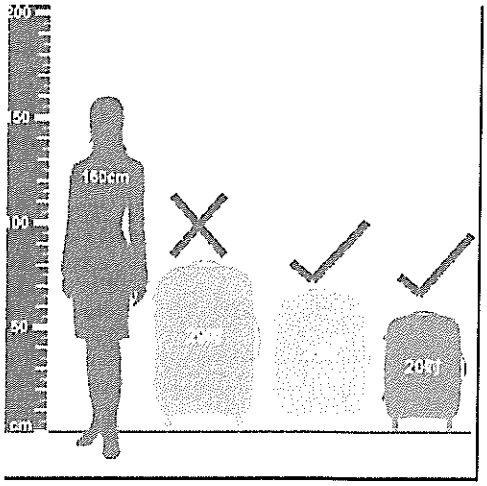
5.11 乘客攜帶行李上車



根據《公共巴士服務規例》，乘客可攜帶總重量不多於 5 公斤或總體積不多於 0.1 立方米的物件登上巴士，而攜帶上巴士的物件，不可佔用座位或阻礙通道；但可視乎該物是否阻礙車廂通道而作彈性處理。0.1 立方米的大小參考為 71 厘米(28 吋) x 56 厘米(22 吋) x 25 厘米(10 吋) ，即市面一般 25 吋或以下的行李喼均可攜帶上車。

駕駛機場 A/E/S/NA/N 線或深圳灣口岸 B 線時，在安全情況下，車長可酌情容許懷疑稍微超出限制之行李上車，以方便正常之旅客。車長亦可以因應車廂空間及行李架情況，拒絕攜帶大量或過大尺寸的行李登車。

當乘客攜帶行李上車，請禮貌提示乘客必須把行李安穩妥當地放置於行李架上。當行李架滿載，才因應車廂客量及行李量情況酌情容許乘客把行李妥善平放在輪椅區內(輪椅乘客有優先使用權)，大型行李不可搬到上層車廂。

5.12 禁止乘客攜帶上車之物品

當車長發現登車乘客攜帶有下列物件，請禮貌地指出該物件基於安全理由不可攜帶上車，若乘客要求退回車資，須提示乘客致電直接與顧客服務部聯絡及呈交員工報告描述事件(需說明乘客有否乘坐該程車)。

易燃物品： 如天拿水、油漆、汽油等《危險品條例》(第 295 章)所適用的物質或物品；
壓縮氣體： 如石油氣、雪種、噴髮膠等；(病患者使用之手提製氧機除外)
易碎物品： 如玻璃、魚缸、光管、電視機等；(如有包裹物保護則屬例外)
噴射工具： 如石屎槍、槍械等；(如有妥善包裝保護則例外)
長　　物： 如條狀物超過 1.2 米或尖銳物；
動　　物： 貓、狗、禽鳥等。(陪同失明人士乘車的導盲犬除外)

5.13 八達通之操作

為向乘客收取正確車資或提供轉乘優惠，車長必須確保：

- 八達通機的路線、方向與行車方向吻合 (尤其於駕駛循環線時必須清楚需轉方向之分站位置)；
- 沿途八達通已調校至正確的分段收費。可參考報站系統於轉分段收費/方向前發出連續 2 次「4 連音」的聲響提示。

私牌行車時八達通之操作規則如下：

- 開車前，必須使用員工八達通卡登入收費器(若因任何情況借用其他員工之公司卡，需向控制中心匯報)；
- 在駕駛期間，必須保持八達通收費器處於開機及已登入狀態；
- 駕駛該車完畢後，緊記登出八達通系統。

八達通收費器詳細操作請參閱附件十。

5.14 收取車資有關事項

1. 車長有責任檢查每位乘客上車時繳付足夠車資。因曾有乘客於登車時，試圖以模擬八達通響聲欺騙車長，藉以逃避繳付車資的事件，車長須從八達通收費器上監察交易狀況，以確保乘客已繳付適當車資；
2. 每位成人乘客免費攜同最多兩名不足四歲而不佔座位之兒童乘車；
3. 如乘客以現金或預付車票繳付車資，車長應指示乘客把款項或車票投進錢箱，絕不可接觸款項或車票(觀光巴士發售日票除外)，並每次按掣使款項跌入錢箱膽內；
4. 根據《硬幣條例》，乘客以現金繳付車資，可參考以下條款:
   甲、以面額不少於$1 的硬幣而言，所支付的款額不超逾$100；
   乙、以面額少於$1 的硬幣而言，所支付的款額不超逾$2；
5. 當遇有乘客拒付或短付車資時，必須先禮貌地提醒有關乘客繳付正確車資。若乘客仍然拒付或短付車資，車長需致電控制中心報告，並視乎實際情況繼續行車。除非涉及自身安全或得到控制中心同意，否則不可自行報警處理，以免影響其他乘客及班次。車長事後需儘快呈交員工報告，描述拒付 / 短付車資乘客之性別、年齡及外貌特徵，說明事發位置及當時之情況，以便公司跟進；
6. 八達通可再次拍卡時間為 5 分鐘，即乘客使用八達通卡繳付車資後，在少於 5 分鐘內再次於同一部八達通收費器拍卡，不會被扣除車資。而一般設有雙向分段收費之路線其八達通可再次拍卡享有回贈時間為 1 分鐘；
7. 任何情況下，當遇上乘客要求退回車資，車長不應作任何評論，只須提示乘客致電直接與顧客服務部聯絡及通知控制中心；
8. 當駕駛設有雙向分段收費之路線時，若乘客需享用雙向分段收費，車長需開啟前門方便乘客下車。

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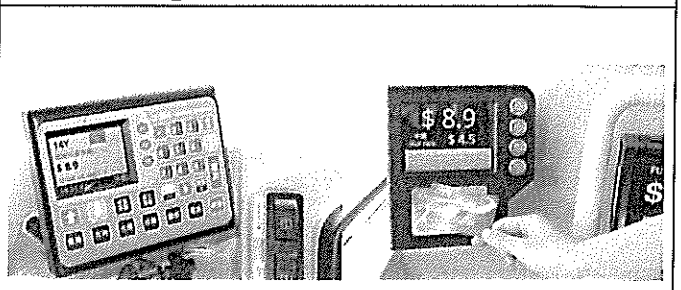
5.15 員工証或乘車証登車

公司與九龍巴士(1933)有限公司及龍運巴士有限公司已轉用「個人八達通卡」作為員工証及家屬乘車証("証件"各款式樣另見人力資源部通告)，持証人可使用其証件免費乘搭上述各公司之專營巴士服務及城巴非專營路線 61R 及 88R，但不包括其他非專營路線服務，例如 TVB 專車服務等。各車長及督察於工作時須監察各持証人乘車時遵守有關乘車程序及規則，詳情如下：-

1. 証件只供持有人使用，車長於營運巴士時須監察持証人按程序出示証件及拍卡乘車(包括持臨時証而証上無附相片者)。持証人登車步驟如下：-

第一步：向車長展示証件正面 (以不遮蓋証件四角為標準)	第二步：以同一証件拍向八達通讀卡機直至聽到有效聲響，DDU 畫面會同時顯示「乘車証」字樣
	

2. 若持証人沒有做以上其中一個步驟，車長、站長或督察應拒絕持証人免費乘搭巴士；
3. 若發現持証人之樣貌與証件上相片有出入或有其他可疑地方，車長、站長或督察可要求持証人出示身份証明文件作核對。查核持証人之証件時，車長、站長或督察必須保持禮貌，基於保護個人資料及私隱，切勿公開宣讀持証人資料，抄寫証件或拍照作記錄。查核證實証件屬持証人後，需將証件交回持証人。若持証人持續作出不禮貌或騷擾行為，員工可向控制中心報告或報警求助；
4. 如証件與身份証明文件之姓名不符或持証人拒絕合作，應沒收有關証件並即時向控制中心尋求指示。員工事後需呈交員工報告及將沒收之証件交回公司處理，切勿將証件投入錢箱內。若無法沒收証件，員工需儘量憶述証件上之姓名或其他資料，事後呈交員工報告回公司處理。切勿將持証人之個人資料向無關人士披露；
5. 若持証人拍卡後，八達通讀卡機亮紅燈及發出特別聲響(此聲響與一般八達通卡失效聲響相同)，車長、站長或督察應要求有關人士繳付車資乘車，若持証人拒絕繳付車資，應即時向控制中心尋求指示。
6. 此外，公司亦會印發下列之「過膠」証件，持証人在符合條件下可免費乘搭本公司之指定路線：

証件類別	免費乘車條件	乘車程序
員工証 (兼職員工適用)	持証人可於當值期間及穿著公司制服下免費乘搭往返工作崗位之路線。	持証人需向車長展示証件之正面，無需拍卡。
限定路線乘車証	持証人只可免費乘搭城巴非專營路線 61R 及 88R	

5.16 政府 65 歲或以上長者及合資格殘疾人士公共交通票價優惠計劃

上述優惠計劃之基本細則及乘客誤用此計劃之處理方式如下。

合資格乘客：

- 65 歲或以上長者，必須使用長者八達通或個人八達通(以現金繳付車資不能享有以上優惠)；
- 合資格殘疾人士必須使用已加註「殘疾人士身份」的個人八達通；
- 12 歲以下合資格殘疾小童，須使用已加註「殘疾人士身分」的個人八達通。

識別享有此優惠之乘客：

- 八達通車長控制台，將顯示「長者」或「傷殘」或「傷殘小童」字眼及已扣取之 $2 車費；
- 讀卡器上，長者見到「長者」字眼，但殘疾人士不會見到「傷殘」兩字。兩者均顯示已扣取之 $2 車費；
- 長者及殘疾人士在成功拍卡時發出之音效均與現時小童/長者拍卡音效相同。

路線及分段：

- 所有城巴及新巴專利路線（馬場路線及 A 線除外）；
- 適用於任何全程及分段收費。

車長如何判斷殘疾人士身份：

- 殘疾人士個人八達通卡與一般個人八達通卡的外表一樣，但殘疾人士個人八達通卡必定印有持卡人的照片；
- 由於港鐵公司及八達通公司已經審核殘疾人士的身份，才簽發殘疾人士個人八達通卡，如車長不確定使用殘疾人士個人八達通卡的身份，只需禮貌地要求乘客出示其殘疾人士個人八達通卡，如卡上照片與使用人相同，則毋須再查究其殘疾人士的身份；
- 車長用詞必須小心，避免乘客誤會被殘疾歧視；

車長如何處理誤用優惠計劃之乘客：

- 若發現有乘客錯誤使用長者或殘疾人士八達通，請禮貌地要求該乘客以現金補回應付之車資差額(放入錢箱)，及記錄該乘客所使用之八達通號碼、路線、方向、分段及拍卡時間，以員工報告方式交回公司處理。

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5.17 城巴港島路線及深西快線 60 至 64 歲乘客平日半價及假日優惠車資

由政府資助之 65 歲或以上長者及合資格殘疾人士公共交通兩元票價優惠計劃實施後，60 至 64 歲之乘客若繼續使用長者八達通（一般綠色八達通）繳付車資，會被視為此計劃的受惠對象而一律扣減兩元車資，故 60 至 64 歲之乘客，不可再使用長者八達通繳付城巴車資。因此，60 至 64 歲之城巴乘客需作下列繳付車資的安排：

平日半價車資優惠

60 至 64 歲之乘客若要在平日(非星期日及公眾假期)享有半價優惠乘搭城巴港島路線及深西快線(過海及馬場路線除外*)，可選擇使用個人八達通或現金繳付車資。若發現有 65 歲以下之乘客錯誤使用長者八達通，請禮貌地要求該乘客以現金補回應付之車資差額(放入錢箱)，及記錄該乘客所使用之長者八達通號碼，以員工報告方式交回公司處理。

星期日及公眾假期兩元車資優惠

城巴仍會特別為 60 至 64 歲之乘客提供星期日及公眾假期兩元乘搭港島路線及深西快線（過海及馬場線除外*）之優惠，車費計算方法與政府計劃相同，但必須使用個人八達通繳付車資，以免有關車資優惠被計算入政府資助的優惠內。若發現有 65 歲以下之乘客錯誤使用長者八達通，請記錄該乘客所使用之長者八達通號碼，以員工報告方式交回公司處理。

不提供 60 至 64 歲長者乘客優惠的路線如下：城巴路線 260、314、347、629 系、所有過海路線、馬場路線、北大嶼山對外路線(E 線)、城巴機場快線(A 線)、迪士尼樂園快線(R 線) 及所有新巴路線。60 至 64 歲之乘客使用個人八達通乘坐此等路線將自動扣除成人車費。

5.18 城巴非專利第一城居民巴士服務優惠車資

1. 長者優惠

   政府資助 65 歲或以上長者及合資格殘疾人士公共交通兩元票價優惠計劃，不包括城巴非專營之第一城居民巴士服務及僱員服務。但城巴第一城居民巴士服務仍會繼續為 60 歲以上之長者乘客提供以下車資優惠：

   平日半價車資優惠

   60 歲以上之長者乘客在平日(非星期日及公眾假期)可享有半價優惠乘搭城巴第一城居民服務路線 61R 或 88R，可選擇使用八達通或現金繳付車資。

   星期日及公眾假期兩元車資優惠

   使用長者八達通（一般綠色八達通）或個人八達通繳付車資之 60 歲以上長者，在星期日及公眾假期仍可以兩元乘搭城巴第一城居民路線 88R。以現金繳付車資的乘客則不能享有以上優惠，需要繳付半價車資。

2. 學童優惠

   持有有效沙田第一城學童乘車証(由本公司發出)的學童，乘坐路線 61R 或 88R 時，可獲半價優惠。惟持証學童必須以現金繳付車資，不得以小童八達通卡付款，否則須以現金再次繳付車資，多收款項概不退回。

5.19 指定客戶優惠車資

「機場員工乘車優惠計劃」適用路線如下：

城巴機場快線	A10, A11, A12, A20, A21, A22, A26, A29, A29P
深宵特快路線	NA10, NA11, NA12, NA21, NA29
通宵路線	N23, N26, N29

已享用上述優惠車資的乘客，不能再享用城巴機場快線即日來回優惠。乘客如欲享用優惠車資，須符合下列條件：

持有已加註「指定僱員身份」的「個人八達通」

(1) 向車長出示已加註「指定僱員身分」的「個人八達通」供車長查閱。如卡上資料不全，則車長有權要求乘客支付正常車資。

(2) 以同一張已加註「指定僱員身份」的「個人八達通」繳付車資 (不接受其他八達通或現金)，車長無須調整八達通機的收費。



或

持有備有相片的「機場員工個人八達通」

(1) 向車長出示「機場員工個人八達通」供車長查閱 (不接受「臨時機場員工個人八達通」、其他証件或制服作識別)。如卡上資料不全，車長有權要求乘客支付正常車資。

(2) 待車長確認持卡人身分和調整八達通機的收費後，以同一張「機場員工個人八達通」繳付車資 (不接受其他八達通或現金)。

5.20 提醒乘客行人車廂

當乘客聚滿車頭部份但巴士仍未客滿時，車長應當儘力勸喻乘客行人車廂後方及站於黃線以後。若通過潛望鏡/視像系統發現上層尚有空置座位，亦可提示乘客往上層就座。車長可善用報站機的特別訊息向乘客作出提示。當車上已載滿乘客，你需顯示「客滿」牌，讓在站候車之乘客知悉。

5.21 提醒乘客上層及梯級禁止站立

為確保行車安全，如發現巴士上層或梯級有乘客站立，必須禮貌地請乘客返回下層。車長可善用報站機的特別訊息。

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5.22 巴士內禁止吸煙

根據《吸煙<公眾衛生>條例》，車長及乘客任何時候(包括私牌時)禁止在巴士上吸煙。若發現巴士上有乘客吸煙，車長須：

1. 有禮貌地向該名乘客解釋巴士是法定禁止吸煙區，不可在巴士上吸煙；
2. 有禮貌地勸喻該名乘客弄熄燃點着的香煙；
3. 若該名乘客拒絕弄熄燃着的香煙，有禮貌地勸喻該名乘客離開巴士；
4. 若該名乘客拒絕上述 (2) 或 (3) 項時，有禮貌地通知該名乘客會召喚警務人員協助；
5. 若該名乘客仍不合作，召喚警務人員協助。

此外，根據《禁煙條例》，員工切勿在巴士總站禁煙區及員工休息室內違例吸煙。任何人士於禁煙區內吸煙或携帶燃著的香煙、雪茄或煙斗，執法人員有權向違例者發出定額罰款通知書。

5.23 失物處理注意事項

1. 根據《公共巴士服務規例》，車長在切實可行範圍內須儘量立即搜查該巴士，以尋找任何意外地留在巴士內的財物，並須儘快(無論如何亦須在 12 小時內)將該財物，以他獲得該財物的管有時該財物的狀態，交予有關的專營公司或該專營公司授權接收該等財物的該專營公司的僱員。
2. 切勿把失物放進錢箱；
3. 若車長拾獲失物，於到站後須立刻交予當值站長或督察處理，當面點算清楚無誤後，拾獲人須在表格上簽署。如未能遇上站長或督察，車長須自行致電控制中心，並按指示填寫表格。到達總站後未有即時向公司匯報而被發現藏有乘客失物，將被視作盜竊行為；
4. 車長可向站長或督察查詢失物編號以作記錄；
5. 貴重物品 或 帶有危險性物品(例如電油、武器、便攜式石油氣)，由控制中心安排督察儘快處理；
6. 員工應禮貌及誠懇地處理乘客對失物的查詢；
7. 前線員工 不可以 自行聯絡失主領取失物；
8. 如在站有失主認領，必須先通知控制中心，並清楚核對失主身份證後要求對方簽署確認；
9. 無人認領食物、飲品或植物之失物應於每晚 12:00 時獲得控制中心批准後銷毀，不須送回廠；可腐壞及發出異味的物品可於獲得控制中心批准後即時棄置 (已經風乾或防腐處理之食品必須交回公司) ；其他無人認領失物必須每晚由督察送交所屬車廠。不可以寄車或由收工員工轉交。有異味的失物須分開處理及傳遞至廠、控制中心或客戶服務部，以免影響其他失物；
10. 而公司與員工代表及工會商討後得到共識，逾期無人認領的失物或變賣後的款項，會以新巴/城巴失物基金之名義捐贈作慈善用途；

6. 處理突發事件

處理突發事件時必須以安全為第一考慮，並將對乘客構成之不便減至最低。
如遇任何緊急事故，請在安全情況下儘快向控制中心報告。
城巴營運壹部：2136 2422
城巴營運貳部：2136 2432
新巴營運部　：2136 2222　(新巴壞車熱線：2136 2323)

6.1 車輛發生火警指引

1. 通知乘客，並呼籲乘客鎮定；
2. 亮起壞車燈，儘可能將巴士駛靠路邊停車；
3. 拉上手掣，空波，將所有車門打開，熄掉引擎及電池總掣；
4. 立刻指示及引領所有乘客，利用適當的逃生門離開巴士；
5. 待所有乘客離開車廂後，在安全情況下檢查上下層車廂，以確定是否有乘客受困；
6. 了解乘客受傷情況；
7. 在安全情況下，嘗試利用滅火筒滅火 (引擎起火時切勿打開尾冚，必須從孔穴射入滅火劑)；
8. 若火勢不受控或有人受傷，致電報警，再通知控制中心簡報情況；
9. 留守現場，安撫乘客，等候救援人員到場，主動向救援人員提供資料，並協助公司督察及警方調查；
10. 安排相關乘客過車；
11. 事後儘快向公司呈交「交通/車輛事故--車長報告」。

若經過隧道途中前面的車輛發生火警

1. 車長應在安全距離下停車，亮著危險警告燈號，切勿企圖超越雙白線爬頭，避免進一步引起交通混亂；
2. 通知乘客前面有火警發生，呼籲乘客保持冷靜，指示乘客儘量留在車上，車長應該留下陪伴乘客及等待隧道職員指示；
3. 萬一需要離開車輛時，車長或乘客如非必要不可自行打開管道之分隔門，因隔鄰管道可能仍有車輛行駛，易生危險；
4. 在隧道職員到達前亦不要自行沿壁行出隧道，因此舉會令巴士無人駕駛，阻礙隧道及阻礙消防車埋位展開救援工作。

6.2 涉及其他車輛包括巴士及/或有人受傷之交通意外處理

當遇有交通意外時，在安全情況下儘快停車，即時檢查是否有人受傷及損毀情況，如有需要及情況許可儘快用相機拍下現場情況，立刻通知所屬控制中心。交通意外可分為三種，其處理程序如下：

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1. 輕微事故 (無人受傷及不涉及政府公物)
   - 車長應儘量駛近路旁待公司督察到場影相及調查，以免阻礙交通；
   - 從貼於肇事車輛擋風玻璃之行車證上，取得所涉及車輛之登記號碼；
   - 找尋目擊證人及儘量記錄其個人資料包括姓名及聯絡電話等；
   - 取得以下資料：如肇事車輛之款式、損毀程度和位置，他方司機之駕駛執照與個人資料包括姓名、駕駛執照編號及聯絡電話等，以便填寫「交通/車輛事故--車長報告」；
   - 切勿與第三者在路面上爭吵而阻礙交通；
   - 如有需要，安排過客(參閱 6.7)；
   - 一切有關賠償問題，須交由公司保險部處理；
   - 必須在事發後 48 小時內填寫「交通/車輛事故--車長報告」，交回所屬營運部有關之負責人。拖延遞交會影響有關投案及賠償事宜，有關員工將受紀律處分；
   - 除非有公司之特別指示或只涉及本公司車輛，否則所有輕微損毀之意外須於現場報案。如公司指示於 24 小時內到警署報案，車長需於報案後儘快向公司報告有關詳情，如警署名稱，報案編號等。

2. 有人受傷 或 車輛嚴重損毀及涉及政府公物
   - 立即將車輛停於肇事地點，未經警務人員許可，不得移動車輛 (為了拯救生命，撲滅火警，或任何緊急情況而將車輛移動除外)。《道路交通法例第五十七條》；
   - 如有人受傷，車長須立即撥 999 報警及召喚救傷車，並立刻通知控制中心要求協助；
   - 從貼於肇事車輛擋風玻璃之行車證上，取得有關車輛之登記號碼；
   - 取得有關資料，如肇事車輛之款式、損毀程度和位置，他方司機之駕駛執照與個人資料包括姓名、駕駛執照編號及聯絡電話等，以便填寫「交通/車輛事故--車長報告」；
   - 儘力找尋目擊證人及記錄其個人資料包括姓名及聯絡電話等。記錄傷者之個人資料包括姓名、性別、年齡、聯絡電話及受傷部位。所有資料須於「交通/車輛事故--車長報告」內填報。而車長在警方要求下亦須提供有關資料；
   - 切勿與第三者在路面上爭吵而阻礙交通；
   - 留守現場，協助現場交通警員及公司之督察調查意外，並聽取指示；
   - 各車長必須記錄到場處理之警員編號及報案編號於功課紙上；
   - 向到場的督察報告事發經過；
   - 如情況許可，安排過客(參閱 6.7)；
   - 車長不可與傷者及其親友或傳媒對該交通意外討論案情或提供責任意見。一切事後跟進會由公司負責。如有關人士與車長聯絡，亦須將其轉介至公司有關部門處理；
   - 在事發後 24 小時內，填寫「交通/車輛事故--車長報告」及連同簽署之通告及授權書交回所屬營運部。故意拖延遞交報告及文件之員工將受紀律處分。

3. 只涉及車內乘客受傷
   - 若乘客在車內跌倒、發生碰撞或被車門夾到等事故發生，車長應即時向乘客查詢有否受傷、是否需要報警及召喚救傷車；
   - 如乘客表示有受傷但無需要報警或召喚救傷車，車長仍需致電控制中心報告有關事件及按指

示於收工後往警署備案。如乘客表示有需要，車長於報警後應立即致電控制中心報告及留守現場等候有關人員前來處理；

- 如有需要，安排過客(參閱 6.7)；
- 事件未妥善處理之前，切勿開車離開現場；
- 必須在事發後 24 小時內，填寫「交通/車輛事故--車長報告」，及連同簽署之「通告」及「授權書」、交回所屬營運部之負責人。

賠償事宜：

1. 如交通意外中有任何人受傷，一切賠償問題須交回公司保險部繼續跟進；
2. 如在場之公司督察確認交通意外中無任何人受傷，他方車輛之車主或司機願意賠償本公司之損失，督察可按損毀情況及公司賠償價目表列出之金額向他方車輛之車主或司機收取現金不多於 $3,000 以作賠償和解。注意，車長不能直接收取他方賠償；
3. 督察未能根據公司賠償價目表定出損毀賠款金額或他方車輛之車主或司機不願意賠償列出之金額時，一切賠償問題須交回公司保險部繼續跟進；
4. 在任何情況下，車長都不能向他方直接或間接承認意外之責任，或作出承諾任何賠償安排。否則公司若因此而喪失追討權利，或被他方追討賠償，有關員工將受嚴重紀律處分。一切賠償問題須由公司保險部處理。

交通事故報案/落口供/投訴對方/上庭之安排：

車長於工作期間涉及交通事故而需報案、落口供、投訴對方及上庭等各種事項之安排方法如下：

1. 報案/備案

   發生傷人之交通事故，必須即時現場報警處理。若車長與警方在該事故處理完結後仍需駕駛巴士回廠，無論責任誰屬，車長都會獲發工時至巴士返抵車廠。

   若車長與警方在該事故處理完結後毋須駕駛巴士回廠而當時亦已超過更份簽到時間，當日之工時將會按事件之責任而決定。

   - 若屬車長過失(根據優質服務部就事故報告作出評估)，該天之工資會以更份簽收工時為上限；
   - 若屬對方過失，該天之工資會以車長與警方處理完結事故後之時間計算。負責處理事故之督察會於功課紙上列出車長離開時間及簽署作實，以便日後計算；
   - 若交通事故無即時報警處理，車長須於收工後以私人時間在合理切實可行的範圍內儘快往最近的警署備案（但必須在事發後 24 小時內）。

2. 被警方邀請到警署落口供

   - 如該事故乃對方責任（根據車長及督察之交通事故報告作出評估），落口供之時間會以工作時間計算，實報實銷；
   - 如該事故乃我方車長或雙方責任，車長須以自己休班時間前往落口供。

3. 公司指令車長到警署投訴對方

   公司會根據車長及督察之交通事故報告作出責任評估，如有需要公司會指令車長代表車主即公司往警署投訴對方。有關之時間會以工作時間計算，實報實銷。不遵從公司指令者會被紀律處分。

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4. 上庭
   - 若員工是被告，員工需以自己時間出庭；
   - 若員工是控告對方證人，則出庭時間會以工作時間計算。

其他事項

1. 員工須儘快向營運部提交所有有關交通事故之文件副本，以便公司存檔或作出跟進；
2. 遇事車長必須就事故之所有有關查詢（包括口頭及文件）即時經營運部轉介公司有關部門處理，切勿自行回覆；
3. 當接獲任何通知須要到警署提供資料，可與保險部聯絡，以便於得到有關之資料及文件；
4. 若車長接獲有關交通事故之法庭傳票或其他一切法律文件，必須交回公司保險部處理。若有需要，可通過保險部向公司申請法律協助或給予意見。公司律師會考慮個案的特質而決定會否提供法律協助；
5. 除有關警員或公司處理該事故之人員外，不可向外界透露或評論有關該交通意外事故；
6. 如有任何賠償問題，可於辦公時間內致電 2136-2235 / 37(新巴)或 2136-2837 / 2871(城巴)查詢。

6.3 接獲投訴懷疑車內發生之刑事案件 (如非禮、扒竊等)

1. 將車停在路旁不阻礙交通的位置；
2. 致電報警；
3. 通知控制中心簡報情況；
4. 通知所有乘客暫時不容許離開車廂；
5. 留守現場直至督察或警員到場處理；
6. 事後儘快向公司呈交報告。

6.4 與乘客或其他道路使用者發生爭執

1. 將車停在路旁不阻礙交通的位置；
2. 通知控制中心簡報情況；
3. 如不涉及人身安全，在控制中心同意下方可報警求助；
4. 如未能解決事件，安排過客(參閱 6.7)及留守現場直至督察或警員到場處理；
5. 事後儘快向公司呈交報告。

6.5 乘客不適

1. 以乘客生命安全為優先考慮，初步了解乘客身體狀況；
2. 如情況危急，優先將車停泊在安全的位置及報警求助；
3. 如情況許可，將車駛至巴士站再報警求助；
4. 通知控制中心簡報情況；
5. 如有需要安排過客(參閱 6.7)。

6.6 車身損毀、機件問題/故障

1. 車長如發現車身有花痕或損毀，必須立刻依照以下程序處理：
   a. 立即親自致電在場站長/督察或控制中心報告，查詢是否舊痕/舊損毀；
   b. 若沒有紀錄，應當場請求督察/站長鑑定是否新痕/新損毀後向控制中心報告。如在沒有督察/站長當值的車廠/站頭，概由控制中心發出處理指示；
   c. 如確定為新痕/新損毀，控制中心會因應情況追查上手車長，指示上手車長填寫「交通/車輛事故」報告。

2. 巴士機件問題/故障
   a. 巴士出現風壓不足
      當出現風壓不足時，要進行『叉風』及檢查腳掣/手掣是否有漏風現象，車長應熟習『叉風』正確步驟：先拉緊手掣，按下「空波」。待慢速中之引擎將空氣壓進制動氣缸中。在引擎已熱身之情況下，可以將油門踏下至引擎中速，加快叉風。待「低風壓警告燈」熄滅及風壓錶顯示有足夠風壓時，始可開車行駛。在叉風過程中應注意噪音及廢氣排放，切勿影響他人。富豪車種於風壓不足時保險掣 (俗稱「冬菇掣」) 會彈起，於叉風後需按下保險掣才可行駛；
   b. 當波箱油溫警告響起，須入「空檔」待波箱自行降溫。波箱溫度回落，可試再次行駛，但若波箱油溫警告再次響起，應在安全而不阻礙交通的情況下停車，切勿再次行駛；
   c. 當巴士機件出現嚴重故障，在一般情況下，錶板上會出現紅色警告燈或「STOP」的字樣(適用於較新型號巴士)。車長必須在安全情況下儘快停車(儘量不阻礙交通)，若車長持續行車，巴士引擎有可能於一兩分鐘內「哪」死而報廢。車長停定後應先嘗試重新啟動引擎，如「**STOP**」字樣仍然出現，必須立即死火，然後向公司報告；
   d. 行駛中巴士的引擎突然熄掉
      車長應保持鎮定，留意道路環境，在安全及可行之情況下，採取下列措施：
      - 亮起危險警告燈 (壞車燈)；
      - 緩緩降低車速，儘量將巴士靠左行駛，在一個安全合適之位置停車；
      - 制動系統在引擎熄掉之情況下仍會維持正常操作，車長需要留意錶板儀上之低風壓警告。若低風壓警告啟動，即表示腳掣剎車效能會開始下降，車長需要儘快在安全情況下停車；在引擎熄掉之情況下，車長需要使用比正常較大的力度操控軚盤。

   若採取以上處理方法或重啟巴士後情況沒有改善，必須儘快聯絡壞車熱線(新巴)或控制中心(城巴)尋求指示。在致電求助時，應提供姓名、員工編號、字軌編號、巴士編號、準確壞車地點、乘客人數及準確地說出故障情況。若確定巴士無法繼續行程，在安全情況下安排乘客轉乘其他車輛(參閱 6.7)，完成後須留守車廂等候工程部人員到來或上級指示方可離開車廂。如巴士不能即時維修，車長或需協助駕駛巴士回廠。

3. 機件輕微故障/問題
   當巴士機件出現輕微故障，在一般情況下，錶板上會以黃色警告燈顯示，亦即情況沒有對車長、乘客及其他道路使用者構成即時性危險或嚴重影響公司之服務，車長請於完成車程後向壞車熱線(新巴)或控制中心(城巴)報告，以便工程部備悉；另外，當引擎冷卻水位警告響起，切勿自行打開水箱蓋及加水。

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4. 車廂設備故障

a. 錢箱故障

1. 嚴禁車長對錢箱作出任何干擾；
2. 若錢箱頸出現可疑異物或有其他物品落入錢箱內，必須即時通知控制中心；
3. 若錢箱口出現阻塞，請依照以下步驟
   - 重複按錢箱掣；
   - 如情況沒有改善，繼續營運，回總站後即時通知站長或控制中心；
   - 站長或督察處理後若仍未改善，安排巴士回廠。

b. 八達通收費器故障

1. 如行車途中八達通收費器發生故障，車長應儘快於安全位置將巴士停下並將八達通收費器關掉，再重複開機步驟；
2. 若重新啟動無效，車長應即時通知控制中心尋求指示；
3. 按公司規定，當個別八達通收費器於行車時未能提供服務，持八達通卡的乘客可免付車資，以現金繳付的乘客則仍需付款。但若是八達通系統出現大規模故障，公司會發出公告要求所有乘客必須以現金繳付車資。

c. 電子牌故障

1. 如於班次開出前發現電子牌故障或未能清楚顯示路線資料*，須通知壞車熱線(新巴)或控制中心(城巴)，並於擋風玻璃左下方展示 A3 尺寸臨時路線牌或/及目的地顯示牌；
2. 車長在行車途中如發現電子牌運作不正常，須於合適之巴士站位置停車檢查電子牌是否可恢復正常運作。車長可嘗試先死火、關掉電池總掣，並等候數秒再重新著車。若仍未能正常顯示，需繼續營運至總站，並於沿途各站提示乘客所營運之路線。於抵達總站後，須通知壞車熱線(新巴)或控制中心(城巴)，若仍須繼續使用該車營運，亦須於擋風玻璃左下方展示臨時路線牌或/及目的地顯示牌。

*未能清楚顯示路線資料之例子如下

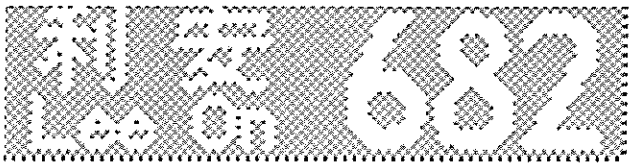
(1)



(2)



(3)



d. 報站系統或多媒體廣播系統(MMOB)故障

當系統之顯示、聲浪或操作出現不正常情況，於抵達總站後，車長需向壞車熱線(新巴)或控制中心(城巴)報告。若系統發出的不正常聲浪會嚴重滋擾乘客，請在安全情況下儘快向壞車熱線(新巴)或控制中心(城巴)尋求指示。

e. 閉路電視故障
如上層閉路電視無影像，車長未能監察上層情況，於抵達總站後，車長需向壞車熱線(新巴)或控制中心(城巴)報告，立即停用該車，儘快安排回廠維修。若車輛其他閉路電視鏡頭故障，報告後可繼續營運。

6.7 過客之程序

1. 向控制中心報告乘客人數、地點及方向，聽取當值員工指示。在得到控制中心或新巴壞車熱線的指示下，才安排下列之過客程序。如有需要可利用公路電話求助；
2. 車長應禮貌地向乘客解釋車輛停頓原因及儘量安撫乘客情緒；
3. 車長應通知乘客在車上等候過客，指示乘客切勿離開車廂(緊急疏散情況例外)，免生危險；
4. 於快速公路上或隧道管內壞車，不可單獨處理過客，車長應留守壞車地點等候督察、警方或公路管理公司職員到場協助過客(緊急疏散除外)；
5. 於安全情況下，車長才可讓乘客離開車廂轉乘其他車輛。於情況許可下，聯同後車共兩名車長一起協助維持乘客過車秩序。如現場環境難於控制，可待交通警員或公路管理公司職員到場後，始行過客；
6. 後車到達後，先評估後車餘下之載客量，才安排合適數量的乘客下車，以免乘客站立在公路旁；
7. 禮貌地通知乘客轉車安排，並提醒乘客取回隨身物品；
8. 若路線設有八達通雙向分段收費，須先提示欲享有該優惠之乘客於原車八達通機再次拍卡，才安排過客，車長請同時提示後車車長留意已拍卡享有該優惠之乘客，並於有需要時提示乘客落車；
9. 車長應儘量安排乘客免費轉乘新巴或城巴相同性質路線之車輛。如需過客於其他專利巴士公司(如九巴，龍運等)，對方車長不可向過車之乘客收取任何車資。車長必須記錄乘客 (成人/半費) 數目、時間、地點、對方路線、應付車資、對方車號或車牌號碼及對方車長姓名。回總站後向站長報告及填寫過客紀錄，方便公司日後跟進。
10. 路線牌保持顯示行駛中的路線，以便同線或同站之巴士協助，直至過客完畢始改為顯示「暫停載客」。

如車長遇見同線同向或同站同向之巴士不能繼續開行時：
1. 在安全情況許可下，協助接載壞車之乘客；
2. 在安排乘客過車時，應將車停在壞車的前方進行，以確保乘客安全；
3. 無需向乘客收取車資；
4. 如壞車屬於其他專利巴士公司，車長須立刻記錄乘客(成人/半費)數目、上車時間、地點、對方路線、車資、車號、車長姓名，向站長報告及填寫過客報告；
5. 公司會向有關之巴士公司直接收取車資。

6.8 行錯路及突發改路

若駕駛中途行錯路，應保持鎮定並採取以下措施：
1. 繼續在錯誤的路線上行駛，逐漸減慢車速，切勿急速扭軚或避免緊急煞車，留意路面障礙或半空懸掛物，儘快將巴士停於安全地方；

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2. 即時致電控制中心作出報告，如載有乘客，車長需向乘客禮貌地解釋；
3. 若熟悉該區路面，車長於通知控制中心後，可於安全情況下儘快駛回原有路線；
4. 若不熟悉該區路面，車長必須把巴士繼續停於安全及不影響交通的位置，致電控制中心尋求指示及等候協助，絕不可自行找路；
5. 到達總站後，車長需再致電控制中心，以作記錄；
6. 車長需於 24 小時內向營運部提交員工報告解釋事故；

因一時大意而行錯路，並不算嚴重過失。反之，強行倒車或急速扭軚可能造成嚴重後果，故車長無需勉強作出糾正或刻意隱瞞。若對行車路線存有疑問，車長應儘早致電控制中心尋求指示。

若駕駛中途發現道路封閉而需要突發改路，應保持鎮定並採取以下措施：

1. 車長必須把巴士停於安全及不影響交通的位置，致電控制中心尋求指示，如載有乘客，車長需向乘客禮貌地解釋；
2. 若現場有警員指揮交通，應遵從警員的指示，但如發現該改道後之道路不適合巴士行駛，應停於安全及不影響交通的位置，致電控制中心等候協助，絕不可強行通過；
3. 到達總站後，車長需再致電控制中心，以作記錄。

6.9 巴士上發現嘔吐物或排泄物

當在駕駛途中發現巴士內有嘔吐物或排泄物，如情況許可及乘客接受可繼續行程，提醒乘客與嘔吐物或排泄物儘量保持距離，於返回總站後要求清潔員工作出清理及消毒。若總站不設清潔員工，儘快向壞車熱線(新巴)或控制中心(城巴)報告。如情況不容許繼續行程，在到達下一個巴士站後，向壞車熱線(新巴)或控制中心(城巴)報告，並安排乘客轉乘其他車輛(參閱 6.7)。

6.10 可疑物品處理指引

可疑物品有以下其中一種或多種特徵：

- 有警告字眼或標誌（如炸彈或生人勿近）；
- 有電線外露；
- 有電池；
- 有燈號；
- 有按鈕或計時器。

介定為可疑物品後之處理方法：

- 千萬不可再觸摸或移動該物品；
- 不要用物件遮蓋可疑物品；
- 不可在該物件 25 米範圍內使用無線電通話器或手提電話；
- 立即疏散附近之人士離開至 100 米之外；
- 在 25 米範圍外致電報警及致電控制中心或上司報告；
- 在警察到場前，不可讓任何人士走近可疑物品。

行車時乘客告知發現可疑物品之處理方法：

- 立即靠近路邊停車，如在隧道管道內或大橋上，則繼續行車至隧道管道外或過了大橋後才停車；
- 勸喻乘客保持冷靜及暫時切勿使用手提電話；
- 根據上述介定可疑物品之方法，確定乘客所指的是否可疑物品；
- 介定為可疑物品後，依照上述可疑物品之處理方法處理。

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7. 行政措施/程序

7.1 總站及控制中心電話用途

總站及控制中心之電話只供內部車務運作使用，員工在任何時候若遇上突發事故或客人查詢，不應向客人透露總站或控制中心電話號碼或將電話轉交予客人與控制中心職員對話。如客人有任何投訴、查詢或意見，員工應禮貌地通知乘客致電公司顧客服務專線 (新巴 2136 8888 / 城巴 2873 0818)，由顧客服務部同事處理。若客人拒絕致電顧客服務專線，在客人同意下將客人聯絡資料及意見交回公司。

7.2 巴士視像錄影監察系統使用政策

巴士視像錄影監察系統使用政策如下：

1. 張貼告示
   裝有視像錄影系統的巴士，會於當眼處張貼告示。
2. 錄像資料
   視像錄影系統將就巴士車廂及巴士車身外圍進行錄影。
3. 使用錄像資料守則
   - 3.1 裝設視像錄影系統的目的是用作提升服務質素及協助事件調查。
   - 3.2 錄像資料之保留
     1. 錄像資料將保存在錄影系統的記憶硬盤內，須經下載才可查閱。
     2. 未經下載的錄像資料會於約1星期後被新資料取代(確實保存時間視乎記憶硬盤之容量及每天新增之錄像資料量)。
     3. 經下載而其後確定毋須進一步跟進的錄像資料，公司將予以銷毀。
   - 3.3 錄像資料之下載
     1. 除因3.1所述的目的外，公司不會從錄影系統的記憶硬盤下載錄像資料。
     2. 如需下載，助理營運經理或以上職級人士所授權的員工會於有關申請獲批准後3個工作天內，到相關巴士下載錄像資料，並送回營運經理處理。
   - 3.4 要求下載及查閱錄像資料申請之批核
     1. 公司寫字樓員工執行職務所需 – 須由助理經理級或以上人士批准；
     2. 為公司提供保險調查或法律意見之非公司人士 – 須由總監級或以上人士批准；
     3. 員工如欲查閱有關他個人的錄像資料，或要求公司提供有關複本，必須於資料攝錄日期起計5天內，以書面向營運經理提出申請。如有關錄像未有記錄其個人資料，或該錄像涉及其他人士之個人資料，則除非有關當事人給予訂明同意，本公司將拒絕申請；
     4. 在《個人資料(私隱)條例》下有關豁免條文可應用或資料當事人給予訂明同意的情況下，公司會向第3方(包括執法機構)提供錄像資料；

5. 根據上述(3)及(4)項提出的申請，無論獲批准與否，公司都會因應欲查閱資料多寡及處理程序，收取適度的行政費用。公司或會因應公司對相關事件的立場而減免收費。

4. 有關上述政策的查詢，請聯絡所屬部門經理。

7.3 使用巴士行車紀錄儀資料守則

1. 行車紀錄資料之保留
   - 行車紀錄資料將保存於公司電腦伺服器內。
   - 行車紀錄詳盡資料只會保留3個月。節錄資料會保留較長時間。
2. 前線員工及外界人士要求查閱行車紀錄資料申請之批核
   - 前線員工及執法部門 – 須由助理經理級或以上人士批准；
   - 為公司提供保險調查或法律意見之非公司人士 – 須由總監級或以上人士批准；
   - 負責員工會於有關申請獲批准後3個工作天內，從公司電腦伺服器取得有關資料，然後安排交予申請人。
   - 所有申請無論獲批准與否，公司都會因應欲查閱資料多寡及處理程序，收取適度的行政費用。公司或會因應公司對相關事件的立場而減免收費。
3. 有關上述政策的查詢，請聯絡所屬部門經理。

7.4 車長使用個人錄像攝錄器(車 CAM)應注意事項

由於公司已在所有巴士上裝置錄像攝錄器，故並不鼓勵車長使用個人錄像攝錄器(車 CAM)。若車長在巴士上使用個人車 CAM，須自行承擔觸犯《個人資料(私隱)條例》之責任。

《個人資料(私隱)條例》適用於任何收集、持有、處理或使用個人資料的人士，而有關人士須遵守下列六項保障個人資料之原則：

1. 收集目的及方式
   - 資料使用者須以合法和公平的方式，收集他人的個人資料，其目的應直接與其職能或活動有關；
   - 須以切實可行的方法告知資料當事人收集其個人資料的目的，以及資料可能會被轉移給哪類人士；
   - 收集的資料是有實際需要的，而不超乎適度。
2. 準確性、儲存及保留
   資料使用者須採取切實可行的步驟以確保持有的個人資料準確無誤，而資料的保留時間不應超過達致原來目的的實際所需；
3. 使用資料原則
   除非得到資料當事人自願和明確的同意，個人資料只限用於收集時述明的目的或直接相關的目的；
4. 資料保安原則
   資料使用者須採取切實可行的步驟，保障個人資料不會未經授權或意外地被查閱、處理、刪除、喪失或使用；

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5. 公開政策原則
   資料使用者須採取切實可行的步驟來公開其處理個人資料的政策和行事方式，並交代其持有的個人資料類別和用途；
6. 查閱及改正原則
   資料當事人有權要求查閱其個人資料；若發現有關個人資料不準確，有權要求更正。

為減低觸犯《個人資料(私隱)條例》之風險，在巴士上使用個人車 CAM 應注意下列事項：

- 裝設個人車 CAM 目的只能為若遇上交通事故/路面爭執等作事件調查之用，個人車 CAM 的鏡頭應對向車頭前方及錄影車前環境，不應攝錄車內乘客動態；
- 個人車 CAM 應放置在當眼地方，清楚讓可能被攝錄之人士知悉；
- 錄像資料須適當處理，若毋須使用，有關錄像資料應立即銷毀。
- 錄像資料只供上述收集目的之用，切勿將該等資料片段播放或提供予他人觀看、轉寄或上載至社交群組或網絡平台。

7.5 車務員工處理他人之個人資料守則

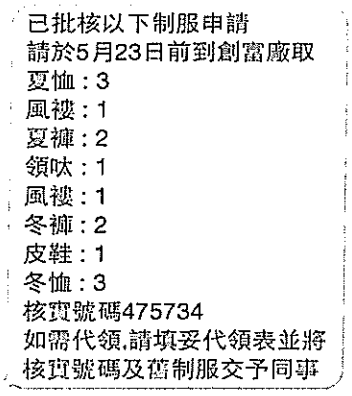
各員工於日常工作中有機會接觸其他人士的個人資料(例如個人的姓名、電話號碼、地址、身份證號碼、相片)。所有員工當處理他人的個人資料時務須提高警惕，確切遵守有關《個人資料(私隱)條例》，並採取有效的保安措施，確保個人及敏感資料受到保障，當中包括員工、乘客、承辦商、以及交通事故所涉及人士的資料。

當員工處理他人的個人資料時必須遵守下列各點：

1. 如非實際需要，不可收集他人的個人資料；所收集到的資料足夠便可，而不應超過有關目的之實際需要；
2. 他人之証件不可拍照或影印；
3. 當收集他人之個人資料後，必須妥善保存有關資料並儘快向公司呈交。員工不可私自保存有關資料，所有填上個人資料之草稿紙必須立即銷毀，棄置時必須撕碎至不能辨認有關資料之狀態；
4. 若有需要透過電話讀出他人的個人資料，必須確保與事件無關人士不在場或不能聽到有關資料；
5. 不論他人的個人資料是親身獲得、由公司表格或公司電腦系統獲悉，員工不可利用有關資料作個人用途，亦不可將有關資料展示或提供予無關人士；
6. 所有公司內部之 SMS 信息，除非只發給當事人，否則不可列出個人資料(姓名及車牌除外)。

7.6 申請制服程序

員工申請制服(包括全新申請、更換或遺失補領)，需填妥『制服申請表格』，並交回營運部寫字樓處理(員工請留意其自行選擇提貨點之開放時間)；
如屬『補領遺失制服』，公司會向有關員工發出『遺失制服繳費單』以繳交補領費用，入數後連同正本入數收據交回營運部，方會處理申請；
當制服安排好後，新巴及城巴營運壹部會使用手機短訊通知員工提貨安排(如下圖)。由於提貨地點的限制，城巴營運貳部會將提貨單寄往有關站頭通知員工提貨安排。員工可按通知之時間及地點，並帶同舊制服(如適用)前往領取制服；



領取制服時需先出示員工証及提供『核實號碼』，如委託其他員工代領，則可將『核實號碼』交予代領員工；員工須於檢查制服後簽收。
(城巴營運貳部員工則須提供提貨單及於檢查制服後簽收。如委託其他員工代領，需要填寫及簽署授權書)
任何有關申請制服之查詢，請致電所屬營運部寫字樓。

員工注意事項：

1. 填好之申請表格請寄往營運部寫字樓處理，逢星期三會作截數，如所申請之制服已有貨，會於星期一發出手機短訊通知提貨；
2. 如 1 個月內未有收到短訊，即表示申請之制服未有貨或公司未有收到申請。

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副本存放地點

	車廠	✓
1	CFD	
2	CWD	
3	OPD	
4	TCD	
5	TKD	
6	TMD	
7	WCD	
8	WKD (OD2)	
9	WKD (ODN)	
10	OCC (OD1)	
11	OCC (OD2)	
12	OCC (ODN)	
13	OM-D1	
14	OM-D2	
15	OM-N	
16	SOM	

售票手冊(附件)







版本：2018年4月

CITYBUS城巴 新巴 FIRST BUS

附件一：車速偵測監察區

所有車速限制為70 km/hr或以上及下表所列之50 km/hr之路段

區域	道路	方向	由	至
東區	石澳道	往石澳	石澳道 4 號	大浪灣道前
	雲景道	往北角	寶馬山道後	天后廟道前
	寶馬山道	往北角	校園徑後	天后廟道前
	柴灣道	往筲箕灣	大潭道路口後	慈幼中學外 (天橋分叉路前)
	柴灣道	往柴灣	大潭道路口後	康民街路口前
	百福道	往小西灣	天后廟道路口後	健康中街路口前
	怡景道	往勵德邨	雲景道迴旋處後	勵德邨總站前
南區	石排灣道	往香港仔	香港仔海傍道後	田灣山道前
	淺水灣道	往淺水灣	黃泥涌峽道後	香島道前
	南風道	往黃竹坑	深水灣道後	黃竹坑道前
	薄扶林道	往西營盤	瑪麗醫院後	山道天橋前
	薄扶林道	往香港仔	薄扶林村站	余振強必停站
	香港仔水塘道	往香港仔	漁光道路口後	香港仔大道路口前
	淺水灣道	往中環	春磡角道路口後	南灣迴旋處前

九龍	新清水灣道	往彩虹	彩雲邨	砰石邨
	蒲崗村道	往彩虹	協和書院後	富山邨站
	窩打老道 (映月臺)	往何文田	龍翔道東行對上	映月臺對面 (天橋分叉路前)
新界	駿運路	東行	迴旋處以西 200 米	迴旋處前
	西貢公路及 新西貢公路	往西貢	鄭植之中學外 (出隧道後)	南邊圍迴旋處前
	清水灣道	往坑口	銀影路路口後	銀線灣迴旋處前
中西區	司徒拔道	往灣仔	山頂道後	皇后大道東前
	黃泥涌峽道	往灣仔	淺水灣道後	司徒拔道前
	域多利道	往中環	明愛賽馬會宿舍站	西寧街站
	山道天橋	往中環	薄扶林道天橋入口	德輔道西對上
	花園道	往中環	羅便臣道花園台站	聖約翰座堂站

English Translation

Annex 1 referred to in Paragraph 1.8 of Annex 3.7 of the Written Submissions of CTB & NWFB

Annex 1: Road Sections which Required Speed Detection

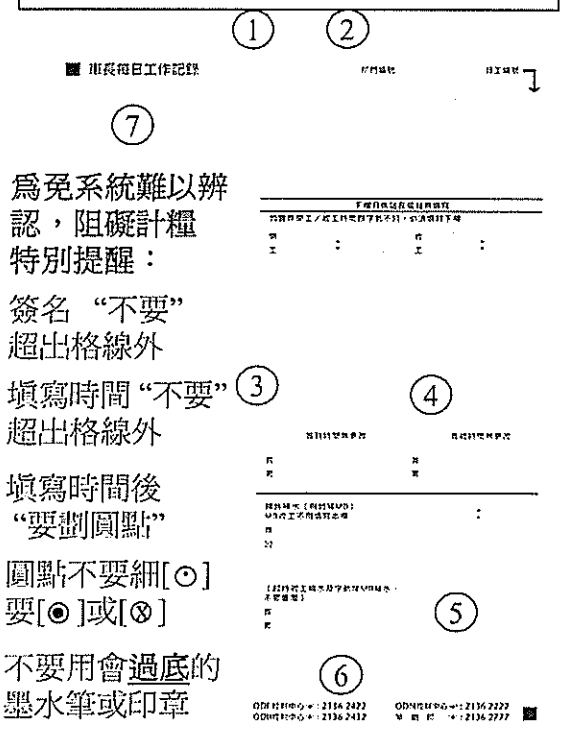
The speed limit for all vehicles is 70km per hour or above and 50km per hour for the road sections in the table below

District	Road	Direction	From	To
Eastern District	Shek O Road	To Shek O	4 Shek O Road	Toward Big Wave Bay Road
	Cloud View Road	To North Point	After Braemar Hill Road	Toward Tin Hau Temple Road
	Braemar Hill Road	To North Point	After Hau Yuen Path	Toward Tin Hau Temple Road
	Chai Wan Road	To Shau Kei Wan	After Tai Tam Road Intersection	Outside Instituto Salesiano (Toward intersection of highway)
	Chai Wan Road	To Chai Wan	After Tai Tam Road Intersection	Toward Hong Man Street Intersection
	Pak Fuk Road	To Siu Sai Wan	After Tin Hau Temple Road Intersection	Toward Healthy Street Central Intersection
	Yee King Road	To Lai Tak Tsuen	After Cloud View Road Roundabout	Toward Lai Tak Tsuen Station
Southern District	Shek Pai Wan Road	To Aberdeen	After Aberdeen Praya Road	Toward Tin Wan Hill Road
	Repulse Bay Road	To Repulse Bay	After Wong Nai Chung Gap Road	Toward Island Road
	Nam Fung Road	To Wong Chuk Hang	After Deep Water Bay Road	Toward Wong Chuk Hang Road
	Pok Fu Lam Road	To Sai Ying Pun	After Queen Mary Hospital	Toward Hill Road Flyover
	Pok Fu Lam Road	To Aberdeen	After Pokfulam Village Station	Yu Chun Keung compulsory station
	Aberdeen Reservoir Road	To Aberdeen	After Yue Kwong Rd Intersection	Toward Aberdeen Main Road
	Repulse Bay Road	To Central	After Chung Hom Kok Road Intersection	Toward intersection of South Bay

Kowloon	New Clear Water Bay Road	To Choi Hung	Choi Wan Estate	Ping Shek Estate
	Po Kong Village Road	To Choi Hung	After C.C.C. Heep Woh College	Fu Shan Estate Station
	Waterloo Road Moonbeam Terrace	To Ho Man Tin	Eastbound Lung Cheung Road	Opposite of Moonbeam Terrace (intersection of the highway)
New Territories	Chun Wan Road	Easting	200 m West Roundabout	Toward Roundabout
	Hiram's Highway and New Hiram's Highway	To Sai Kung	Outside Cheng Chek Chee Secondary School (Outside the tunnel)	Toward Nam Pin Wai Roundabout
	Clear Water Bay Road	To Hang Hau	After Ngan Ying Road Intersection	Toward Silverstrand Roundabout
Central and Western District	Stubbs Road	To Wan Chai	After Peak Road	Toward Queen's Road East
	Wong Nai Chung Gap Rd	To Wan Chai	After Repulse Bay Road	Toward Stubbs Road
	Victoria Road	To Central	Caritas Jockey Club Hostel Station	Sai Ning Street Station
	Hill Road Flyover	To Central	Pok Fu Lam Road Highway entrance	Upper Roundabout Des Voeux Road West
	Garden Road	To Central	Garden Terrace, Robinson Road Station	St. John's Cathedral Station

附件二:填寫車長功課紙注意事項

圖解 - 新版功課紙 (背頁)



為免系統難以辨認，阻礙計糧特別提醒：

簽名 "不要"超出格線外

填寫時間 "不要" ③ 超出格線外 ④

填寫時間後"要劃圓點"

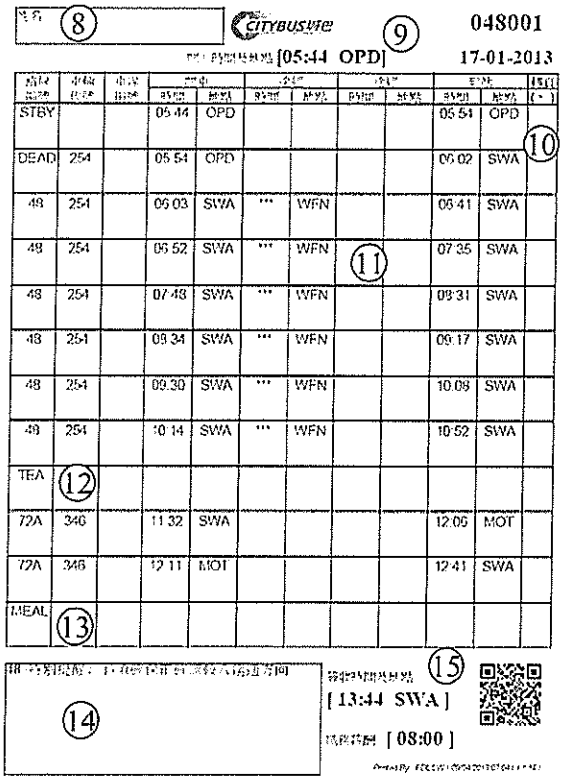
圓點不要細[⊙]要[◉]或[⊗]

⑤

不要用會過底的墨水筆或印章

編號	留意事項
1	如屬例返，必須填滿「例返」圈，以便正確計糧
2	B圈及C圈只供城巴非專利車長使用 - 站長／督察簽收車長時須核對 B圈及C圈有無誤填
3, 4	如車長簽到或簽收時間無更改，站長／督察須填滿此圈；否則須在上欄另行填寫；如有更改地點，站長亦須手改左頁第9或15項，然後在此簽署作實
5	如車長需要額外補水，站長／督察須填寫原因、時間及填圈；惟如已填寫的收工時間已如實反映延遲後所需補水，則不須再填此欄。不要重覆補水，特別是MB收工的字軌，小心填寫。
6	不用理會D圈及E圈
7	車長／站長如有其他車務安排或資料補充，須先於首頁第10項加上「✓」號，後於第7項填寫詳情

圖解 - 新版功課紙 (首頁)



編號	留意事項
8	填寫車長姓名
9, 15	預編字軌簽到及簽收的時間及地點：如地點有改，須手寫正確地點於空白位置；如時間有改須填第 3 或 4 項
10	員工如有其他車務安排或資料補充，須先於第 10 項加上 " ✔ " 號，後於背頁第 7 項填寫
11	字軌內容，如有任何調動，站長／車長可以手改，填寫正確資料於空白位置
12, 13	TB / MB 的表達方法
14	備註部份
15	已預編字軌內容於二維條碼圖案內，各員工應避免弄髒或摺疊此圖案

不要用會過底的墨水筆或印章
會影響背頁的圓點

要用釘書釘時,
要避開背面圓圈 ○位置

其他留意事項：

1. 車長開出班次前，於項目「車隊編號」填上所駕駛之巴士編號。
2. 如原編開出時間與實際時間有所不同，須於適當的位置用筆刪去及填上實際時間。有關班次改動資料，如現場設有站長，車長須主動交由站長填寫，否則車長自行填寫。
3. 收工需將功課紙交予督察/站長或指定位置，負責簽收的督察/站長(如有)亦應檢查功課紙是否正確填寫及必須在方格內簽名。
4. 即使簽到／簽收時間「無更改」，站長／督察亦必須簽名。

附件三 :功課紙代號的解釋

STBY	在該段時間內必須留守在指定崗位，等候派更或站長安排適當工作
PASS/ WALK	自行使用最快捷的路線，乘車/步行前往下一個位置
DEAD	駕駛巴士私牌前往下一個位置
FUEL	入油
STFF	駕駛員工車/員工接送
DOCS	駕駛寄文件車

附件四：城巴地點代號一覽

AAT	駿坪路亞洲空運貨站外	GOC	香港黃金海岸	MOR	尖沙咀（麼地道）	THD	大坑徑
ABE	香港仔	GRT	康翠臺	MOS	馬鞍山市中心	THE	天恒邨
ABT	香港仔隧道	GTC	機場（地面運輸中心）	MOT	銅鑼灣（摩頓臺）	THS	太康街
ADE	金鐘站（東）	HCS	鰂魚涌（海澤街）	NES	旺角（奶路臣街）	TIH	天后站
ADW	金鐘站（西）	HEC	軒尼詩道（興利中心）	NFR	南風道泊車場	TIS	天水圍站
ALC	鴨脷洲邨	HEF	灣仔（菲林明道以西）	NPF	北角碼頭	TIW	田灣邨
ALH	中環（歷山大廈）	HEL	灣仔（盧押道以西）	NTP	沙田（新城市廣場）	TIK	調景嶺公共交通交匯處
ALM	鴨脷洲大街	HFC	杏花邨	OCP	海洋公園	TIY	天耀邨
AMA	機場（飛機維修區）	HFR	大角咀（海輝道）	OME	何文田（愛民邨）	TKD	將軍澳車廠
APR	香港仔海旁道	HLY	康樂園	OPD	海洋公園車廠	TKO	將軍澳站
ASG	黃竹坑（香港仔運動場）	HOK	中環（香港站）	OPF	黃竹坑車廠入油後往海廠	TKR	天葵路
ATO	機場1號客運大樓	HSG	將軍澳（康盛花園）	OYS	愛秩序街（愛東商場外）	TKT	大角咀（維港灣）
ATT	機場2號客運大樓	HUH	紅磡站	PAD	沙田馬場天幕	TLL	天樂里
AWE	亞洲國際博覽館	HUK	紅橋	PAR	柏道	TLT	青龍頭
BBP	卑路乍灣公園	HVL	跑馬地（下）	PAS	銅鑼灣（百德新街）	TMC	屯門市中心
BEB	卑路乍灣	HVR	跑馬地馬場	PES	銅鑼灣（邊寧頓街）	TMD	屯門車廠
BGA	泓景臺	HVU	跑馬地（上）	PHF	寶康路油站	TMF	屯門碼頭（B3）
BRD	廣播道	ICW	香港專業教育學院（柴灣）	POA	將軍澳（寶琳）	TMP	屯門碼頭（962）
BRH	寶馬山	IMT	告士打道（入境事務大樓）	POR	蒲飛路	TOS	深水埗（東京街）
BUS	旺角	IRC	迪欣湖	PSS	沙田第一城（寶城街）	TPC	大埔中心
CAR	堅道	IRS	銅鑼灣（伊榮街）	PTB	機場（客運大樓）	TPT	大埔頭
CBS	高士威道（銅鑼灣運動場）	ISP	港運城	PTS	沙田第一城（百得街）	TSC	天水圍市中心
CCC	中華基督教墳場	ISR	小西灣（藍灣半島）	QES	伊利沙伯體育館	TSE	尖沙咀東
CDF	中環（3號碼頭）	JAH	中環（怡和大廈）	QUE	金鐘道政府合署	TSF	天星碼頭
CEC	灣仔（會展新翼）	JAL	渣甸山	RAC	沙田馬場	TSP	天水圍公園
CEF	中環碼頭	KAD	啟東泊車場	REB	淺水灣	TSU	海洋公園（大樹灣）
CEL	銅鑼灣（中央圖書館）	KBA	九龍灣站（觀塘道東行）	ROR	羅便臣道（花園台）	TSY	青衣站
CES	西營盤（正街）	KBD	九龍灣泊車場	ROS	金鐘（樂禮街）	TTR	汀太路
CFD	創富道車廠	KBF	九龍灣補油	RUS	中環（林士街）	TTS	輕鐵大棠站
CFF	置富花園	KCE	葵涌邨	SCP	科學園	TTW	赤柱（東頭灣道）
CFO	創富道寫字樓	KER	堅尼地道	YYT	又一村	TUC	東涌站
CGO	金鐘（政府總部）	KET	堅尼地城	SFO	赤柱炮台	TVC	將軍澳電視城
CHE	彩虹	KIG	天水圍（嘉湖銀座）	SHD	小濠灣車廠	TWH	大窩口站
CHF	彩福邨	KKS	景光街	SHK	山景邨	TWN	慈雲山（北）
CHM	彩虹站	KOP	康山道	SHL	順利	TWS	慈雲山（南）
CHR	香港仔（成都道）	KOS	嘉安街	SHP	沙田廣場	TWT	荃灣大會堂
CHT	紅磡（海底隧道收費廣場）	KOT	九龍塘站	SHS	上水站	TWW	荃灣西站
CHY	竹園邨	KTD	堅城廠	SHT	沙田站	TYC	青衣中華電力發電廠
CKO	舂坎角	KTS	九肚山	SHW	上環	TYE	天恩邨
CKR	上環（中港道）	KWY	廣源邨	SIH	兆康站	WAC	灣仔
CLH	沙田馬場會所	KYC	錦英苑	SKN	西貢（北）	WAK	華貴邨
CLS	銅鑼灣（加寧街）	LAC	麗港城	SKW	筲箕灣	WAT	屈臣氏
CLY	屯門（置樂花園）	LAL	青嶼幹線繳費廣場	SLK	荃灣（西樓角路）	WCD	新巴黃竹坑車廠
COS	沙田第一城	LAT	藍田站	SNS	西寧街	WCF	灣仔碼頭
CPO	機場（1號停車場）	LAV	海逸豪園	SOD	海怡路	WCH	黃竹坑
CRB	堅拿道巴士專線	LEC	銅鑼灣（禮頓中心）	SOH	海怡半島	WES	西營盤（西邊街）
CSP	長沙灣廣場	LER	禮頓道	SOP	軒尼詩道（修頓球場）	WFC	華富（中）
CSW	長沙灣站	LET	利東邨	SPR	石排灣道	WFN	華富（北）
CTD	金鐘（力寶中心）	LEY	瀝源邨	SPW	石排灣	WHC	西區海底隧道
CUH	香港中文大學	LKC	六國中心	SSC	兆山苑	WHD	城巴黃竹坑車廠
CWA	彩雲	LKR	鯉景道	SSG	小西灣運動場	WHR	銅鑼灣（威非路道）
CWD	柴灣車廠	LLS	鴨脷洲（利樂街）	SSW	小西灣邨	WKD	西九龍車廠
CWE	柴灣（東）	LOC	樂湖居	STA	香港大球場	WNB	黃泥涌道（樂活道）
CWS	柴灣車廠訓練學校	LRC	灣仔（駱克道市政大廈）	STC	沙田英童學院	WOC	禾輋邨
CXC	國泰城	LRT	獅子山隧道	STE	順天邨	WOH	華富邨華安樓
CYB	數碼港	LTE	藍地（青山公路與藍地大街交界）	STF	中環天星碼頭	WOF	黃竹坑消防局
DIH	鑽石山站	LTM	利東街市	STP	赤柱監獄	WSR	屯門（湖山路）
DIP	荃灣（愉景新城）	LTN	藍田（北）	STR	順東路	WSP	黃石碼頭
DIS	迪士尼站	LUM	屯門（龍門居）	STS	深井	WTT	大埔（運頭塘）
DOS	德忌利士街	LUR	灣仔（盧押道）	STT	石塘咀（皇后大道西）	WWS	中環（永和街）
DWB	深水灣	LWR	龍和道	STV	赤柱村	WYR	榮欣路
EHC	東區海底隧道	LYC	麗湖居	SWA	深灣	YAT	油塘
EHR	銅鑼灣（東院道）	LYR	鯉魚門道	SWC	西灣河（西灣河文娛中心對面）	YCS	深水埗（欽州街）
ENS	九龍灣（企業廣場）	MAF	中環（港澳碼頭）	SYB	西沙路（帝琴灣）	YIO	耀安
ENT	尖山隧道	MAG	青衣（美景花園）	SYS	洗衣街	YLP	元朗廣場
EXS	中環（交易廣場）	MAH	馬坑	SZB	深圳灣口岸	YMC	將軍澳（煜明苑）
FAP	錦繡花園	MAR	麥當勞道	TAS	金鐘（添馬街）	YOF	中國石化小瀝源油站
FES	分域街	MEF	美孚	TCC	天水圍（天頌苑）	YPS	旺角（染布房街）
FEV	摩星嶺	MFD	港澳碼頭停車場	TCD	東涌車廠	YTU	東涌（逸東邨）
FOH	炮台山站	MHR	摩理臣山道	TCF	東涌新發展碼頭	YUC	愉翠苑
FTD	火炭車廠	MIK	輕鐵鳴琴站	TEC	沙田馬場電話投注中心	YWS	怡和街
FUT	富泰邨	MIR	尖沙咀（中間道）	TFR	東輝路	YWV	屯門（悅湖山莊）
GAL	加士居道勞資審裁處	MKS	中環（民光街）	TGT	勝利中心		

附件四: 新巴地點代號一覽

ABE	香港仔	EXS	中環(交易廣場)	LRC	灣仔(駱克道市政大廈)	SOH	海怡半島
ABT	香港仔隧道	FES	分域街	LTM	利東街市	SOP	軒尼詩道(修頓球場)
ADC	金鐘(海富中心)	FEV	摩星嶺	LTT	勵德邨	SOU	蘇屋邨
ADE	金鐘(東)	FHR	炮台山道(金文泰中學)	LUR	灣仔(盧押道)	SPR	石排灣道
ADM	金鐘站	FSW	青衣(楓樹廊路)	LYS	香港仔(洛陽街)	SPW	石排灣
ADW	金鐘(西)	FTD	火炭車廠	MAF	中環(港澳碼頭)	SSG	小西灣運動場
ALC	鴨脷洲邨	FUC	富昌邨	MAH	馬坑邨	SSW	小西灣巴士總站
ALP	旺角(聯合廣場)	GAR	花園道(下躉車總站)	MCS	木廠街	STA	香港大球場
APA	香港演藝學院	GIS	中環(機利民街)	MEF	美孚	STE	順天邨
APR	香港仔海旁道	GRG	青衣翠怡花園	MEL	美林邨	STF	中環(天星碼頭)
AQU	深旺道(碧海藍天)	GRP	西灣河(嘉亨灣)	MET	美田邨	STK	尚德
ASG	黃竹坑(香港仔運動場)	GRT	康翠臺	MFD	港澳碼頭泊車場	STP	赤柱監獄
ASH	軒尼詩道(熙信樓)	HAG	富欣花園	MHC	海怡半島(美康閣)	STT	石塘咀(皇后大道西)
BAG	寶盈花園	HAH	坑口站	MKR	旺角道	STV	赤柱村
BEB	堅尼地城(卑路乍灣)	HAR	灣仔(港灣道)	MKS	中環(民光街)	SWA	深灣公共運輸總站
BGA	泓景臺	HEC	軒尼詩道(興利中心)	MOS	馬鞍山市中心	SWC	西灣河(西灣河文娛中心對面
BRH	寶馬山	HEF	灣仔(菲林明道以西)	MOT	銅鑼灣(摩頓臺)	SWH	西灣河站
BUS	旺角(彌街)	HEL	灣仔(盧押道以西)	MTC	馬頭涌道	SWO	薄士巴利道永安廣場外
CAB	銅鑼灣	HER	軒尼詩道	MTW	馬頭圍	SYS	洗衣街
CAR	堅道	HFC	杏花邨	MYS	中環(民耀街)	TAK	太古城
CBS	高士威道(銅鑼灣運動場)	HFS	銅鑼灣(興發街)	NAC	南昌站	TAS	金鐘(添馬街)
CCC	中華基督教墳場	HHC	紅勘街市	NAF	旺角(彌敦道與快富街交界)	TGT	告士打道(鵬利中心)
CDA	鶴咀	HHF	紅勘碼頭	NES	旺角(奶路臣街)	THD	大坑徑
CDF	中環(3號碼頭)	HHN	坑口(北)	NHS	耀興道(南康街)	THR	大坑道
CEC	灣仔(會展新翼)	HIW	興華邨	NOH	荔枝角(盈暉臺)	THS	太康街
CEF	中環(中環渡輪碼頭)	HMT	何文田	NPF	北角碼頭	THT	天后廟道
CEL	高士威道(中央圖書館)	HOK	中環(香港站)	NTK	牛頭角站	TIH	銅鑼灣(天后)
CEM	中環(中央市場)	HOL	海麗邨	OCP	海洋公園	TIK	調景嶺公共交通交匯處
CES	西營盤(正街)	HOR	荷李活道	OME	何文田(愛民邨)	TIW	田灣邨
CFD	創富道車廠	HSB	德輔道中(恒生大廈)	OPD	海洋公園車廠	TKD	將軍澳車廠
CFF	置富花園	HSC	北角(健康中街)	OSS	清水灣半島	TKI	將軍澳工業邨
CFO	創富道寫字樓	HSG	將軍澳(康盛花園)	OYS	愛賢街(愛東商場外)	TKM	馬頭圍道(土瓜灣街市)
CFR	杏花邨(創富道)	HUE	香港大學東閘	PAR	柏道	TKO	將軍澳站
CHE	彩虹	HVL	跑馬地(下)	PAT	白田邨	TKW	土瓜灣
CHF	彩福邨	HVR	跑馬地馬場	PEA	山頂	TLL	天樂里
CHI	彩明苑	HVU	跑馬地(上)	PEN	尖沙咀(半島酒店)	TTW	赤柱(東頭灣道)
CHM	彩虹站	IMT	告士打道(入境事務大樓)	PES	銅鑼灣(邊寧頓街)	TWC	慈雲山(中)
CHN	彩虹道(寧遠街)	ISP	港運城	PFR	北角(百福道)	TWN	慈雲山(北)
CHO	澤安邨	ISR	小西灣(藍灣半島)	PHF	寶康路油站	UST	香港科技大學
CHR	香港仔(成都道)	JAH	中環(怡和大廈)	PIS	坪石邨	VPM	維多利亞公園正門
CHT	紅勘(海底隧道收費廣場)	JOV	牛頭角	POA	將軍澳(寶琳)	WAC	灣仔
CHW	柴灣站	KAC	啟德(啟晴邨)	POR	蒲飛路	WAK	華貴邨
CIH	中環(大會堂)	KAY	啟業邨	POT	寶達邨	WCD	黃竹坑車廠(黃廠)
CKO	春坎角	KCF	九龍城碼頭	PRE	太子站	WCF	灣仔碼頭
CKR	上環(中港道)	KET	堅尼地城	PST	銅鑼灣(波斯富街)	WCH	黃竹坑邨
COE	長安邨	KIM	健明邨公共交通交匯處	QRC	皇后大道中	WCR	佐敦(匯翔道)
COG	高樂花園	KKS	景光街	QUB	鰂魚涌	WFC	華富(中)
CON	頌安邨	KLR	調景嶺(景嶺路)	QUE	金鐘(統一中心)	WFN	華富(北)
CRB	堅拿道巴士專用線	KOB	九龍灣	QUS	皇后街	WFS	華富(南)
CRO	尖沙咀(廣東道)	KOP	康山道	RAC	沙田馬場	WHC	西區海底隧道
CRS	漆咸道南(香港科學館外)	KOR	旭和道	REB	淺水灣	WHD	城巴黃竹坑車廠
CSW	長沙灣站	KOS	駱安街	ROR	羅便臣道(花園台)	WHG	黃埔花園
CTD	金鐘(力寶中心)	KTD	堅城殿	ROS	金鐘(美禮街)	WHR	銅鑼灣(威非路道)
CVR	置景道	KTR	太子道東/啟德道	RRC	羅便臣道(高主教書院)	WHS	惠亨街
CWB	清水灣	KWT	觀塘	RUS	中環(林士街)	WIS	銅鑼灣(永興街)
CWC	柴灣填場	KYC	錦英苑	SAK	西貢	WKD	西九龍車廠
CWD	柴灣車廠	LAT	藍田站	SKN	西貢(北)	WKS	烏溪沙站
CWE	柴灣(東)	LAV	海逸豪園	SCO	水泉澳邨	WOR	將軍澳(環澳路)
CWG	長宏邨	LEC	銅鑼灣(禮頓中心)	SFG	赤柱炮台閘口	WOT	衛城道(活倫臺)
CWS	柴灣車廠訓練學校	LEO	利安邨	SFO	赤柱炮台	WTS	黃大仙
CYB	數碼港	LER	禮頓道	SHL	順利邨	WYG	偉恒昌新邨
DOS	德忌利士街	LET	利東邨	SHO	石澳	YIO	耀安邨
DRS	金鐘(德立街)	LHP	日出康城	SHW	上環	YIT	耀東邨
DWB	深水灣	LKC	六國中心	SKW	筲箕灣	YWG	英華女學校
EHC	東區海底隧道	LKR	鯉景道	SMC	秀茂坪(中)	YWS	怡和街
EHR	銅鑼灣(東院道)	LNR	鴨脷洲(利南道工業區)	SOD	海怡路	YYT	又一村

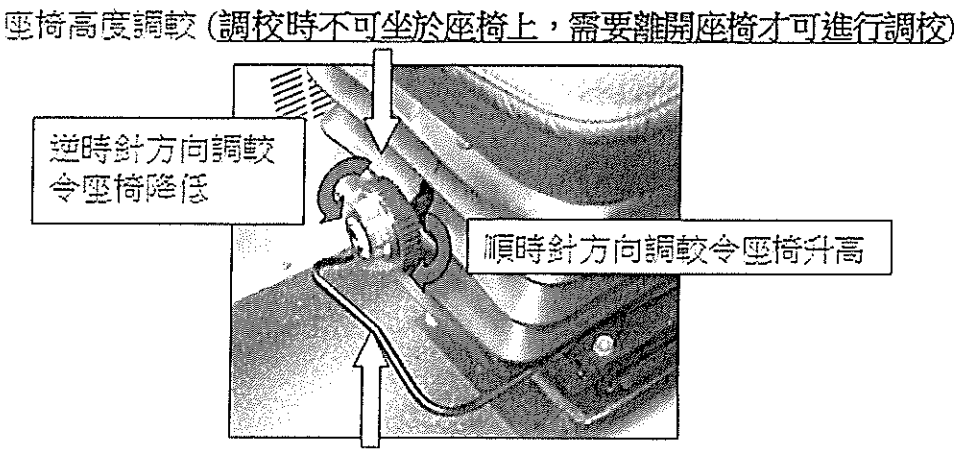
附件五：司機座椅調校

E500 車系司機座椅分為二款，第一款為 USSC 及第二款為 KAB。

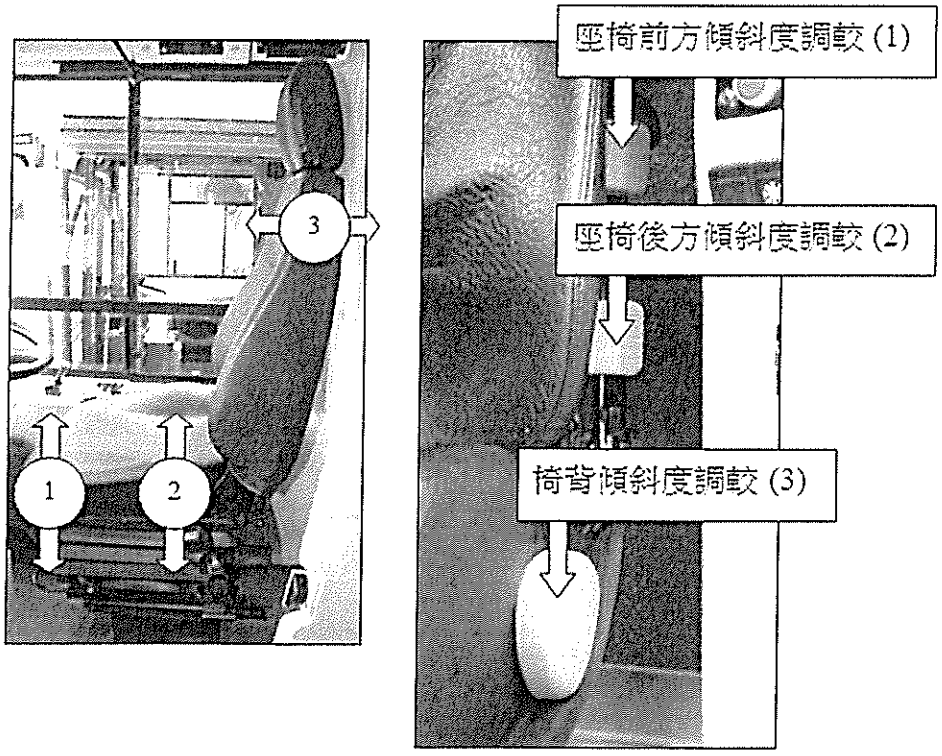
第一款 USSC 司機座椅之調校方法如下：



第二款 KAB 司機座椅之調校方法如下：



座椅前後調較



司機座椅右邊位置

當車長調校座墊或椅背前後傾斜角度時「急 chok」而令安全帶鎖死及不能拉出時，可將司機座椅調校回水平位置及位直椅背，安全帶便可回復正常

附件六：E500 Hanover 電子路線牌操作程序



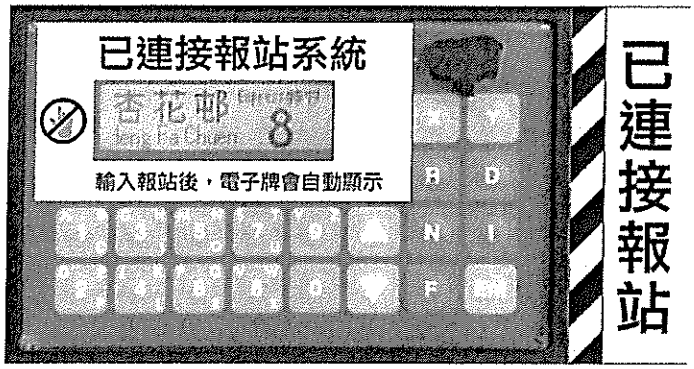
1. 按 [D] 鍵
2. 輸入所需路線號碼，如 23 往北角碼頭，按 [2] [3] 鍵，再按 [Ent] 鍵，便會顯示 [北角碼頭 23]
3. 若輸入路線含英文字母，如 81A 往勵德邨，先按 [8] [1] 鍵，然後按 [1] ，再按 [▲] 一次，便會出現英文字母 “A”，最後按 [Ent] 鍵，便會顯示 [勵德邨 81A]，假如按 [1] ，再按 [▲] 兩次，便會出現英文字母 “B” ，車長可從控制器的按鍵上看到數字包含了哪一組英文字母。
4. 大多數路線的回程方向, 是在該路線號碼後加上英文字母 “Z” ，如 23 回程方向往蒲飛路，就需要輸入路線號碼 23Z，先按 [2] [3] 鍵，然後按 [9] ，再按 [▲] 兩次，便會出現英文字母 “Z” ，最後按 [Ent] 鍵，便會顯示 [蒲飛路 23]。

啟動控制器的預設回程路線代號功能

A. 按 [X] 鍵，控制器畫面會顯示 “去程巴士路線” ，依路線牌操作方法輸入第 1 個路線代號；
B. 按 [Y] 鍵，控制器畫面會顯示 “回程巴士路線” ，依路線牌操作方法輸入第 2 個路線代號；
C. 控制器和電子牌會保持在第 2 個路線代號的顯示。按 [X] 鍵，然後按 [Ent] 鍵，可返回第 1 個路線代號的資料，重覆按 [Y] 鍵，然後按 [Ent] 鍵，會顯示第 2 個路線代號的資料。
D. 若輸入錯誤，可返回步驟 A 再重新輸入。

報站系統自動操作電子路線牌

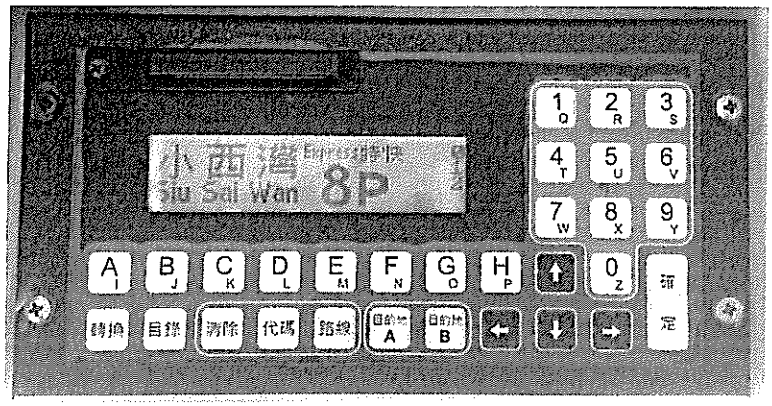
為簡化日常操作程序，部份巴士的報站系統會自動操作電子路線牌。
巴士上的電子路線牌控制器會有清楚標示，如下圖



有關巴士上的電子路線牌已經與報站系統連接。車長只須先正確輸入報站系統，電子路線牌便會在約6秒後自動顯示，無須手動操作。

車長必須確認電子路線牌的顯示正確。如發現出錯，應使用手動操作電子牌更正。系統詳細使用方法，請參考「使用報站系統操作電子路線牌操作指引」。

附件六：Lite Vision 電子路線牌操作程序

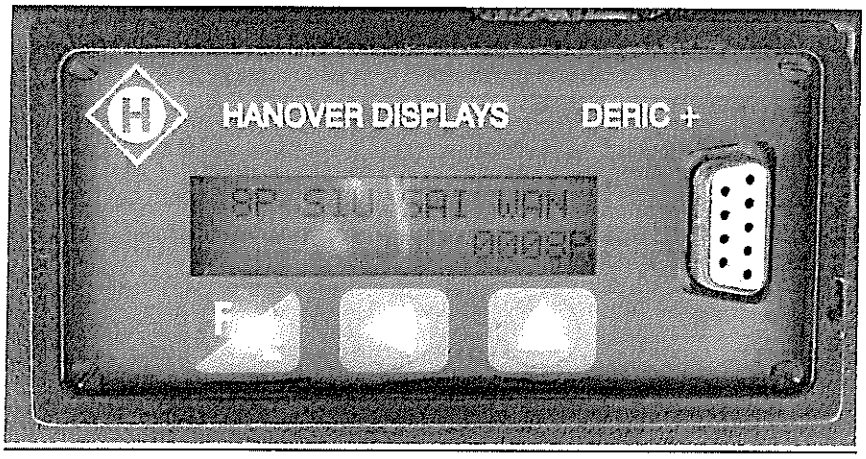


1. 按 [路線] 鍵；
2. 當螢光幕頂中央顯示 [T] 時，可輸入數字 (0-9) 和字母鍵上的大字 (A-H)；
   當螢光幕頂中央顯示 [t] 時，可輸入數字和字母鍵右下角的小字 (I-Z)；
3. 按 [轉換] 鍵令輸入模式由 [T] 變成 [t] 或將模式還原；
4. 按數字 / 字母鍵輸入路線號碼（即 2A、101、680X、N8P 等）；
   注意：部份特別班次的路線號碼會有不同，例如 112Y 代表「112 旺角」，請看特別路線表。
5. 如在輸入時按錯鍵，按 [清除] 鍵返回步驟 2. 重新輸入；
6. 輸入正確資料後按 [確定] 鍵；
7. 如螢光幕的顯示為另一邊總站，按 [目的地 A] 鍵或 [目的地 B] 鍵選擇另一邊目的地資料；

重覆步驟 7. 變更兩邊總站顯示，或返回步驟 1.. 輸入另一條路線。

附件六：DERIC+ 電子路線牌操作程序

新巴 1001- 1190, 12XX, 14XX, 16XX, 30XX, 33XX, 50XX, 60XX



1. 按 F/E 鍵；
2. 按 ▲ 鍵直至螢光幕右上角顯示所需的數字／字母。如出現「過龍」的情況，可繼續按 ▲ 鍵讓所需的數字／字母再出現；
3. 按 ◀ 鍵並重覆步驟 2. 輸入下一個位的數字／字母；若之前的輸入錯誤，按 F/E 鍵讓螢光幕頂出現目的地資料或「Bad Destination」時，由步驟 1. 再開始；
4. 如需要再跳往下一個位，重覆步驟 3.；
5. 按 F/E 鍵完成輸入。

啟動控制器的預設回程路線代號功能

A. 按 ◀ 鍵，螢光幕會出現「Out no: _ 」，依路線牌操作程序步驟 1.至 5.輸入第 1 個路線代號；

B. 再按 ◀ 鍵，螢光幕會出現「Return no: _ 」，依線牌操作程序步驟 1.至 5.輸入第 2 個路線代號；

C. 若輸入錯誤，按 F/E 鍵，然後返回步驟 A.；

D. 控制器和電子牌會保持在第二個路線代號的顯示。
按 ◀ 鍵，然後按 F/E 鍵返回第一個路線代號的資料，
重覆按 ◀ 鍵和 F/E 鍵，會顯示第二個路線代號的資料。

附件七: 報站系統特別訊息列表

	標題	內容
1	緊握扶手	請緊握扶手。
2	放好行李	請將行李妥善咁放喺行李架上，小心看管你嘅私人財物，多謝合作。
3	保持車廂清潔	請保持車廂清潔，請勿吸煙或飲食，多謝合作
4	突發事故過客	各位乘客請注意，由於發生突發事故，本班車未能繼續行駛。我哋正在安排各位轉乘其它巴士繼續行程。請安坐並留意車長進一步指示。不便之處，敬請原諒。
5	上層仍有座位	巴士上層仍有空置座位，乘客請往上層就坐，多謝合作。
6	行入車尾	請儘量行入車廂較後位置，保持車門通道暢通，多謝合作。
7	上層及梯間勿站立	為咗你及其他乘客嘅安全著想，切勿喺上層及梯間站立，多謝合作。
8	擠塞，班次受阻	各位乘客請注意，由於交通擠塞，本班車將會略受阻延。不便之處，敬請原諒。
9	改道，車站受影響	各位乘客請注意，由於交通改道，本班車將受影響，個別巴士站已臨時遷移或取消。不便之處，敬請原諒。
10	改道，車程延長	各位乘客請注意，由於交通改道，本班車嘅行車時間或會延長。不便之處，敬請原諒。
11	調整班次	各位乘客請注意，由於巴士班次臨時調整，本班車將會稍遲開出。不便之處，敬請原諒。
12	請勿收集車資	請勿向其他乘客收集車資，多謝合作。
13	請勿騷擾乘客	請勿以言語、動作或任何其他方式騷擾車內嘅乘客，多謝合作。
14	請讓座	請讓座予有需要嘅乘客，多謝合作。
15	落車請按鐘	如要落車，請喺到站前按鐘一次。落車時，請緊記攜帶您嘅隨身物品，多謝合作。
16	請勿塗污巴士	請愛護公物，切勿塗污或毀壞巴士。
17	此站為終點站	各位乘客請注意，本班車經已到達終點站，請各位乘客離開車廂，緊記攜帶您嘅隨身物品。多謝選用本公司服務。
18	收摺嬰兒車	請緊抱嬰孩，及將嬰兒車收摺好，保持通道暢通，多謝合作。
19	輪椅上落	輪椅使用者正在上落巴士，乘客請儘量讓出輪椅停放位置，及車門之間通道，多謝合作。
20	配戴安全帶	請配戴安全帶，多謝合作。
21	跑馬地馬場站停用	各位乘客請注意，為配合賽馬日特別交通安排，跑馬地馬場外面嘅巴士站已經暫停使用，前往果度嘅乘客，請喺呢個站落車。
22	5B 第一階段改路	各位乘客請注意，由於交通改道，本班車將改經禮頓道和加路連山道，前往東院道。
23	5B 第二階段改路	各位乘客請注意，由於交通改道，本班車未能前往香港大球場和東院道，前往果度嘅乘客，請喺邊寧頓街嘉蘭中心外嘅巴士站落車。
24	海洋公園在此下車	前往海洋公園嘅乘客，請喺呢個站落車。
25	赤柱正灘在此下車	為配合疏導人潮措施，前往赤柱正灘嘅乘客，請喺呢個站落車。
26	不經環翠道	因應特別交通安排，本班車不經環翠道，並改經柴灣道。
27	LED 測試	
28	稍作停留	本路線以循環線形式運作，巴士喺抵達呢個站後會稍作停留，然後繼續行程。
29	轉 N90 往中環	前往中環，你可以喺呢個站轉乘 N90 號線。
30	轉 N72 往鰂魚涌	前往鰂魚涌，你可以喺呢個站轉乘 N72 號線。

	標題	內容
31	深圳灣屬禁區	各位乘客請注意，深圳灣口岸屬於禁區範圍，只准過境旅客或持有有效禁區通行證嘅人仕前往。其他乘客請喺呢個站落車，多謝合作。
32	深圳灣關閉乘小巴	各位乘客請注意，由於深圳灣口岸已經關閉，本班車將會依回程路線返回屯門各站。乘客可以喺屯門乘坐專線小巴，前往其它口岸。不便之處，敬請原諒。
33	深圳灣關閉	各位乘客請注意，由於深圳灣口岸已經關閉，本班車將會依回程路線返回屯門各站。不便之處，敬請原諒。
34	深圳灣因天氣關閉	各位乘客請注意，受惡劣天氣影響，深圳灣大橋已經封閉，本班車將會依回程路線返回屯門各站。乘客可以喺屯門乘坐專線小巴，前往其它口岸。不便之處，敬請原諒。
35	備用	
36	林士街為終點站	各位乘客請注意，因交通改道，本班車將會以中環(林士街)為終點站。
37	經英皇道不經東廊	因馬拉松改道，本班車將改經英皇道而不經東區走廊。
38	經紅隧往港島	因馬拉松改道，本班車將改經紅磡海底隧道前往香港島。
39	到灣仔再往上環	因馬拉松改道，本班車將改經紅磡海底隧道前往香港島，並加停海底隧道收費廣場。巴士將先經灣仔，再往中環及上環，並停靠原往新界區的巴士站，請留意巴士站提示廣播。
40	先到金鐘再往上環	因馬拉松改道，本班車將改經紅磡海底隧道前往香港島，並加停海底隧道收費廣場。巴士將先經金鐘，再往中環及上環，並停靠原往新界區的巴士站，請留意巴士站提示廣播。
41	不經上環請轉車	因馬拉松改道，本班車將改經紅磡海底隧道前往香港島，不停上環及中環。受影響嘅乘客請於海富中心免費轉乘指定路線。

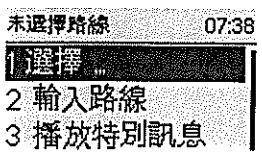
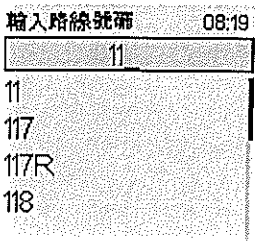
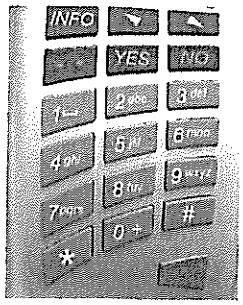
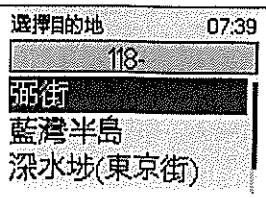
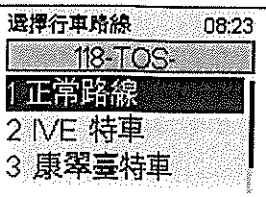
附件八：自動報站機 簡易使用方法

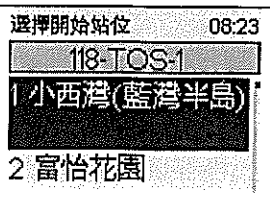
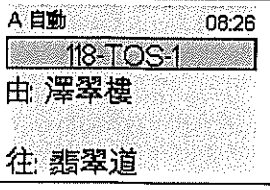
第一代實時報站系統

1 啟動自動報站

當開啟電池總掣後，報站機需要約 1 至 2 分鐘自行啟動。成功啟動後，喇叭會發出一下短叮叮聲，控制器屏幕會顯示出主目錄供車長選擇報站路線，及其他功能。

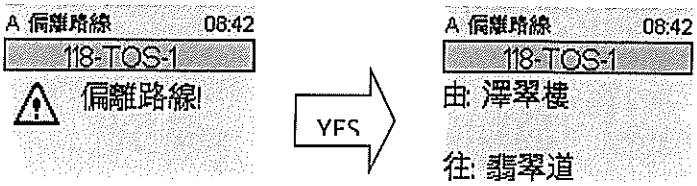
2 步驟

	步驟	控制器顯示
2.1	主目錄 -屏幕頂會顯示「未選擇路線」 用「▲」或「▼」掣選擇「2輸入路線」，再按「YES」進入下一版面。	
2.2	輸入路線號碼 - 屏幕頂會顯示「輸入路線號碼」 - 利用控制器上的數字掣輸入路線數字，先輸入首位數字，待指標移至下一個空白位置，再輸入餘下數字。 - 可輸入完整路線號碼，如 118 則分別輸入「1」「1」「8」，然後按「YES」掣。 - 或部份輸入路線號碼首位數字，如路線 X962，可先輸入「9」「6」「2」，再用「▲」或「▼」掣選擇所需路線，然後按「YES」掣。 - 輸入英文字母，可參照數字鍵上的英文字母提示，於一秒內重覆按掣。例如輸入「A」，可按「2」掣兩次，輸入「C」則按「2」掣四次。 - 可按「NO」掣返回上一畫面。	 
2.3	選擇目的地 - 屏幕頂會顯示「選擇目的地」 用「▲」或「▼」掣選擇路線目的地，按「YES」掣進入下一版面，或按「NO」掣返回上一畫面。	
2.4	選擇行車路線 -屏幕頂會顯示「選擇行車路線」 同一目的地因或會出現不同行車路線，車長可用「▲」或「▼」掣選擇所需的行車路線，按「YES」掣進入下一版面，或按「NO」掣返回上一畫面。	

	步驟	控制器顯示
2.5	選擇開始站位 -屏幕頂會顯示「選擇開始站位」 使用「▲」或「▼」掣選擇當時所在的巴士站作為「開始站位」，然後按「YES」掣開始自動報站，或按「NO」掣返回上一畫面。	
2.6	開始自動報站 - 屏幕頂會顯示「A 自動」。 當選定開始站位後，報站機會開始自動報站。主畫面會顯示正在駛往之巴士站名稱，車長毋須控制。	

3 處理臨時改路

遇到臨時改道（例如汀九橋封閉需改行荃灣路），當駛離原路線後，控制器屏幕會顯示「偏離路線」訊息，車長可按「YES」掣關閉訊息。



按掣後，系統會返回「自動報站」版面（惟屏幕頂會顯示「A 偏離路線」），而車廂 LED 屏會保持顯示站名但不會再轉站。當返回原路線及經系統自動確認後，控制器屏幕會追回正在駛往之巴士站名稱，報站機亦會返回自動報站。

4 暫停自動報站

若有需要，車長可按「＊」掣暫停自動報站，或按「#」掣轉用手動模式。於返回原路線後，車長應按「＊」恢復報站，或按「#」掣轉回自動報站。一般情況下，車長應使用自動報站。若遇上交通改道或報站失準等情況，方可改用手動報站。

5 臨時移站處理方法較

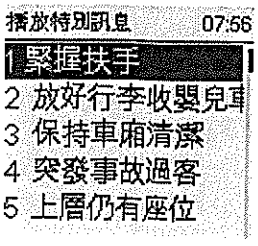
只有在報站系統未有更新站位，而臨時站向車頭方向前移時，車長才需手動操作報站系統。在抵達臨時站前，先按「#」和「YES」轉為手動模式，直至在臨時站開車時才再按「#」轉回自動模式。其餘移站情況則可維持自動報站，無需手動操作。

6 處理報錯站

當車長發覺報站機報錯站時，可在下一個分站停車時，按「NO」返回「選擇開始站位」，再依照步驟 5 選取當時所在的巴士站作為「開始站位」，再按「YES」。系統會重新設定。

2. 特別訊息

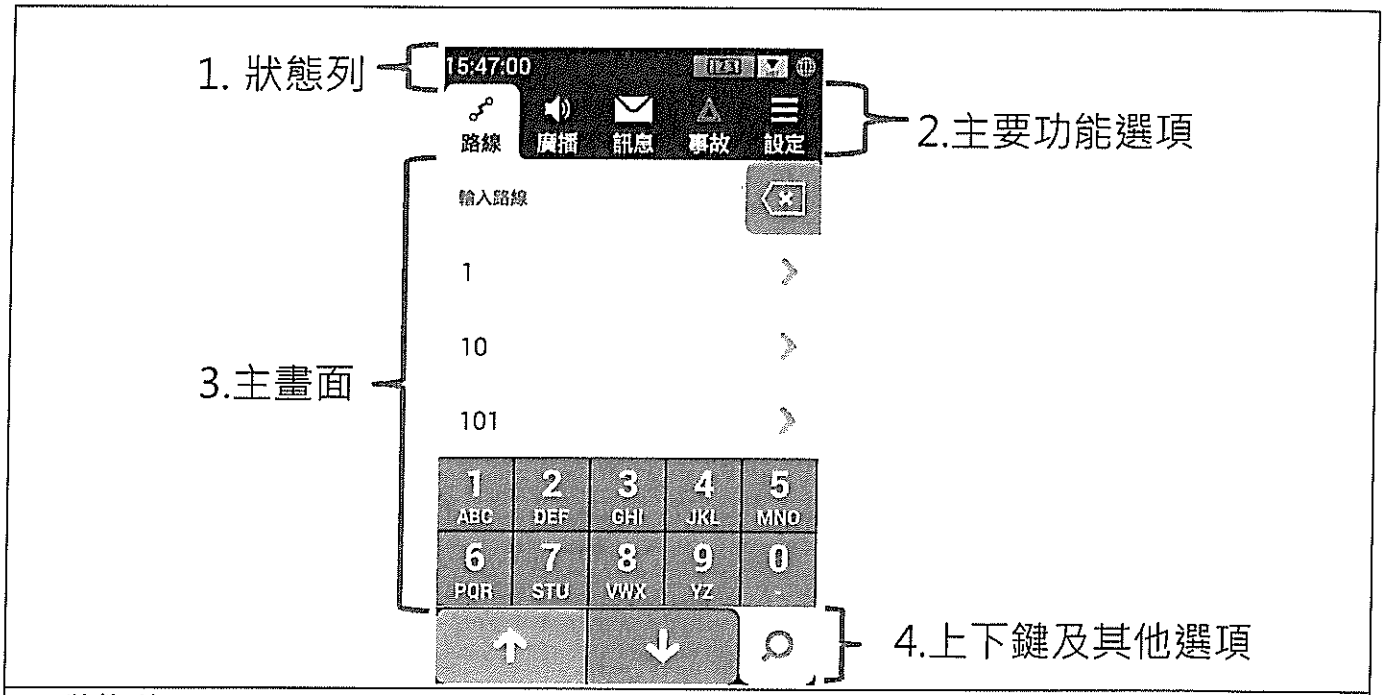
於自動或手動報站模式中，車長可於行車途中按「INFO」掣，再按訊息編號直接播出訊息，或按上「▲」或下「▼」掣選擇所需的播放特別訊息，再按「YES」掣播放訊息。



有關特別訊息的內容，請參考控制器上的清單。

第二代實時報站系統

報站系統於著車後約 2 分鐘自行啟動，車長毋須開/關機



1. 狀態列

15:47:00 顯示系統時間。

123 示報站已連接電子路線牌，灰色代表操作正常、紅色代表連接失靈。如沒有此圖示，則代表未連接電子路線牌。

2. 主要功能選項

「路線」－使用自動報站功能

「廣播」－播放特別訊息

「訊息」－閱讀由控制中心發出訊息

「事故」－此功能尚未啟用；「設定」－只供維修人員使用

2.1 使用自動報站功能

2.1.1 選擇「路線」功能 - 顯示「輸入路線」

按屏幕右下方 開啟數字鍵盤，之後直接輸入路線編號。

輸入英文字: 長按數字鍵 3 秒，按 可清除已輸入的路線。

輸入路線編號後，按 關閉數字鍵盤。
屏幕顯示所輸入的完整路線和相關路線編號，直接點屏幕上的路線編號，選擇路線



2.1.2 擇目的地 - 屏幕上方顯示「選擇目的地」

選擇屏幕上目的地，進入下一版面

2.1.3 選擇行車路線 - 屏幕上方顯示「選擇行車路線」

選擇屏幕上適當的行車路線，進入下一版面

2.1.4 選擇開始站位 - 屏幕上方顯示「選擇開始站位」

選擇正確的開始站位並直接點選站名以啟用報站。

按 修正站位選擇。

如需返回上一畫面可按

如需手動轉換方向，可按右上方

2.1.5 開始自動報站 - 屏幕上方顯示「自動報站」。

選定開始站位後，開始自動報站。

主畫面顯示正在駛往之巴士站，巴士與該站之間的剩餘距離及下三個站的名稱，毋須人手控制。

*****當到達總站開中門、關掉引擎後，報站系統會自動轉方向******

****如因突發改路需暫停／手動報站，按屏幕右下角之符號*****

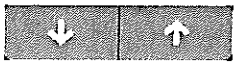
2.2 播放特別訊息

2.2.1 於自動或手動報站模式中，車長可於行車途中輕觸屏幕上的 

開啟特別訊息列表

1. 播放特別訊息，可選擇以下一種方法：

(A) 按所需播放訊息右方的  直接播放該訊息。

按  跳到訊息列表的下一頁。

或

(B) 按右下方  以開啟數字鍵盤，再輸入所需播放的特別訊息編號，系統會在三秒後自動播放訊息。

訊息播放完畢後會自動跳回路線版面。

特別訊息編號與現時 Telargo 報站系統相同

2.2.2 如需中止播放中的特別訊息，可按特別訊息右方的 

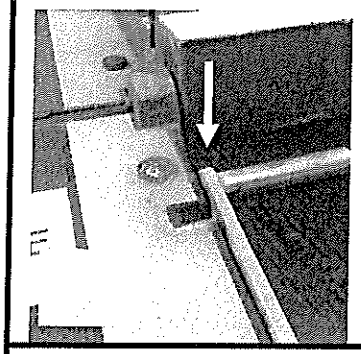
車長可按左上方 

返回報站畫面

備註: 著車後出現系統檢查畫面屬正常

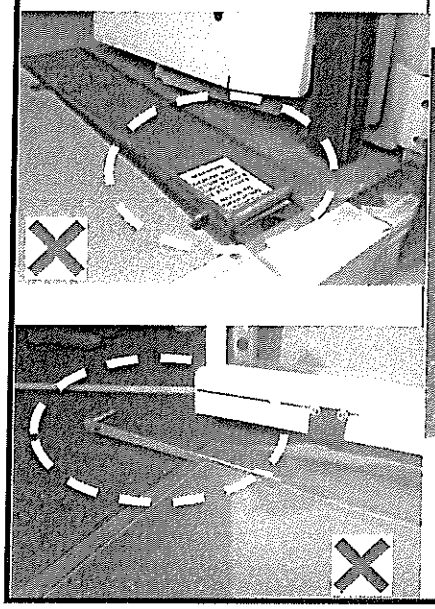
附件九：正確使用輪椅斜板

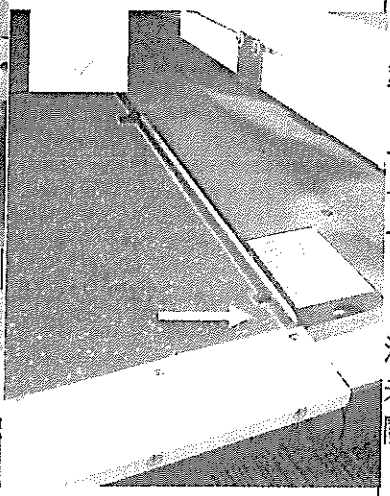
若車長在使用輪椅斜板後未有將斜板的手抽正確放回原位，會引致手抽位內的感應器未能接觸手抽，導致頭門不能關上及車輛不能開動而「擺街」。有關正確程序如下:



斜板手抽使用時擺放位置

- 開啟斜板時使用右旁之手抽並拉起
- 輕放下斜板後，將手抽放回凹位內
- 切勿將手抽擺放地面





斜板手抽收納

- 留意手抽正確收納
- 在收回斜板時，將手抽拉起
- 將斜板輕放回車廂地台上，手抽尾部必須收藏於鐵片內及將冚關上

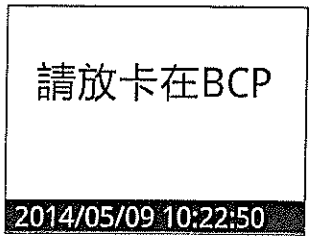
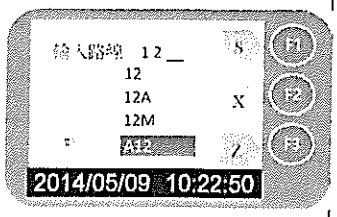
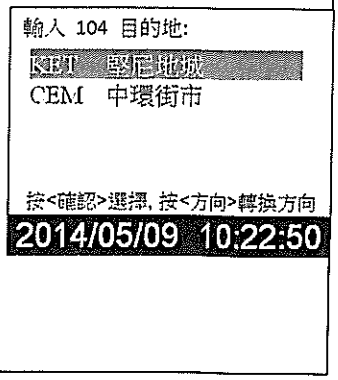
注意：
未有正確放回手抽會導致頭門不能關上及車輛不能開動

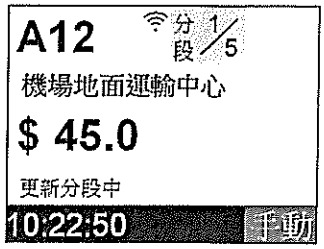
此外，若不正確擺放輪椅斜板，會導致斜板臼位斷裂。車長在使用斜板時，除需遵守車長手冊內之有關指引外，還需特別留意以下要點：

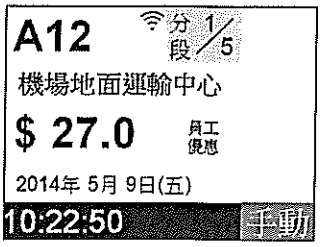
- 拉開斜板前，必須將車身降至最低；
- 確保斜板左右兩邊必須完全平放於行人路上，以免造成危險及損毀。



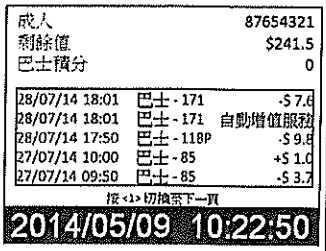
附件十：第二代八達通系統操作

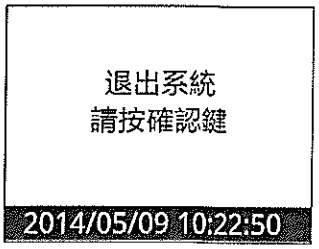
	步驟	DDU 顯示
1	啟動(開機) 長按「開關」掣 2 至 3 秒後，八達通機會於 1 至 2 分鐘內啟動。當成功啟動後，DDU 及 BCP 會分別顯示「請放卡在 BCP」及「用卡進入系統」。	
2	登入 使用八達通員工証/ 開機卡在 BCP 上拍卡。成功登入後，DDU 會顯示收費畫面*。 *收費畫面會顯示上一次系統登出前使用的路線及第一分段收費。	
3	選擇路線 - 按「路線」掣進入路線選擇畫面。輸入完整路線號碼，如 112 則分別輸入「1」「1」「2」，然後按「確認」掣。若需輸入英文字母，可參照數字鍵上的英文字母提示。先按「轉換」掣切換至英文字輸入，再於 1 秒內重覆按掣。例如輸入「A」，可先按「轉換」掣，再按「2」掣一次，輸入「C」則按「2」掣 3 次。在輸入英文字母後，八達通機會自動返回數字輸入。 - 亦可利用「F1」至「F3」掣快速輸入螢幕上預設的英文字母，如圖中情況，可按「F1」輸入「S」，或按「F3」輸入「Z」。 - 若輸入錯誤，可按「取消」消除資料。長按「取消」2-3 秒可返回原先收費畫面。	
4	選擇方向/目的地 - 於收費畫面時按「方向」掣可切換方向，載入期間畫面會顯示「更新方向中」。 - 當按「方向」掣或選擇路線後，若路線的其中一個方向有多於一個目的地，會出現目的地選擇畫面。可用「↑」或「↓」掣選擇路線目的地，或按「方向」轉換另一方向，選擇完成後按「確認」掣。	

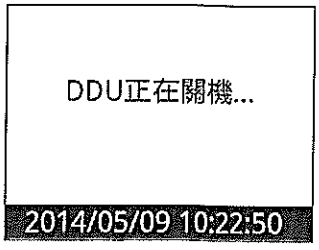




	步驟	DDU 顯示
5	選擇分段收費 - 於收費畫面時按「↑」或「↓」掣更新分段收費，載入期間畫面會顯示「更新分段中」。成功更新分段收費後，八達通機會發出「Do Do」聲響作出提示。	A12 分段 1/5 機場地面運輸中心 $ 45.0 更新分段中 10:22:50 手動
6	機場員工優惠 - 當核實乘客機場員工身份後，可按「員工優惠」掣。當畫面變為員工優惠價時，乘客便可拍卡繳付相應車資。 - 在員工優惠模式下若沒有任何進行交易，八達通機會在 6 秒後自動返回一般收費模式。此外，按「取消」掣可即時返回一般收費模式。	A12 分段 1/5 機場地面運輸中心 $ 27.0 員工優惠 2014年 5月 9日(五) 10:22:50 手動
7	查詢模式 - 如需核實乘客的八達通是否已經成功扣除車資，可按ＤＤＵ左下角的「查詢」掣。待畫面出現「查詢模式」後可請乘客將八達通卡持續放在 BCP 上直至讀卡處查詢完畢。 - 按數字掣「1」可切換第 1 頁及第 2 頁。 ■ 第 1 頁會顯示八達通卡類型、剩餘值和最近期 5 項交易 ■ 第 2 頁會顯示乘客已購買的各類乘車証之到期日(如適用) - 當乘客的八達通卡移離 BCP，八達機會自動返回收費模式。此外，按「取消」掣可即時返回收費模式。	成人 87654321 剩餘值 $241.5 巴士積分 0 28/07/14 18:01 巴士 - 171 -$ 7.6 28/07/14 18:01 巴士 - 171 自動增值服務 28/07/14 17:50 巴士 - 118P -$ 9.8 27/07/14 10:00 巴士 - 85 +$ 1.0 27/07/14 09:50 巴士 - 85 -$ 3.7 按 <1> 切換至下一頁 2014/05/09 10:22:50
8	登出 若要登出，可按「退出」掣，DDU 畫面出現「退出系統 請按確認鍵」，然後按「確認」掣。	退出系統 請按確認鍵 2014/05/09 10:22:50
9	關機 長按「開關」掣 2 至 3 秒後，八達通機會進入關機程序。	DDU正在關機... 2014/05/09 10:22:50







副本存放地點

	車廠	✓
1	CFD	
2	CWD	
3	OPD	
4	TCD	
5	TKD	
6	TMD	
7	WCD	
8	WKD (CTB)	
9	WKD (NW)	
10	OCC (OD1)	
11	OCC (OD2)	
12	OCC (ODN)	
13	OM-D1	
14	OM-D2	
15	OM-N	
16	SOM	

紀律處分通知

根據行車記錄儀（黑盒）車速記錄報告顯示，你於以下時段超速：

日期	時間	車隊編號	路線	方向	位置	時速	車速限制	超速
7/3	22:44	5673	970	CYB	西區海底隧道入口	81km/h	70km/h	11km/h

公司現正式對你發出【口頭警告】之紀律處分，並訓示你在駕駛時必須留意道路的車速限制，不可超速行車，以策安全。

如你有合理辯解，可按公司紀律處分上訴程序，於紀律處分發出日後 10 個工作天內，向人力資源部呈交「紀律處分上訴表格」（表格編號：HR/NT179/08/14），申請上訴。

如有任何疑問，可致電 2136 2280 與人力資源部聯絡。

此致

盧錫良 先生(S/N 20809)

新世界第一巴士服務有限公司

營運經理

馬詹唯 啟

2018 年 04 月 16 日

紀律處分通知

根據行車記錄儀（黑盒）車速記錄報告顯示，你於以下時段超速：

日期	時間	車隊編號	路線	方向	位置	時速	車速限制	超速
19/3	15:03	5605	914	TIH	西區海底隧道入口	81km/h	70 km/h	11 km/h

公司現正式對你發出【口頭警告】之紀律處分，並訓示你在駕駛時必須留意道路的車速限制，不可超速行車，以策安全。

如你有合理辯解，可按公司紀律處分上訴程序，於紀律處分發出日後 10 個工作天內，向人力資源部呈交「紀律處分上訴表格」（表格編號：HR/NT179/08/14），申請上訴。

如有任何疑問，可致電 2136 2280 與人力資源部聯絡。

此致

唐觀信 先生(S/N 21043)

新世界第一巴士服務有限公司

營運經理

馬詹唯 啟

2018 年 04 月 16 日

紀律處分通知

根據行車記錄儀（黑盒）車速記錄報告顯示，你於以下時段超速：

日期	時間	車隊編號	路線	方向	位置	時速	車速限制	超速
19/3	11:18	5670	694	TIK	將軍澳隧道公路	81km/h	70km/h	11km/h

公司現正式對你發出【口頭警告】之紀律處分，並訓示你在駕駛時必須留意道路的車速限制，不可超速行車，以策安全。

如你有合理辯解，可按公司紀律處分上訴程序，於紀律處分發出日後 10 個工作天內，向人力資源部呈交「紀律處分上訴表格」（表格編號：HR/NT179/08/14），申請上訴。

如有任何疑問，可致電 2136 2280 與人力資源部聯絡。

此致

李鶴良 先生(S/N 21923)

新世界第一巴士服務有限公司

營運經理

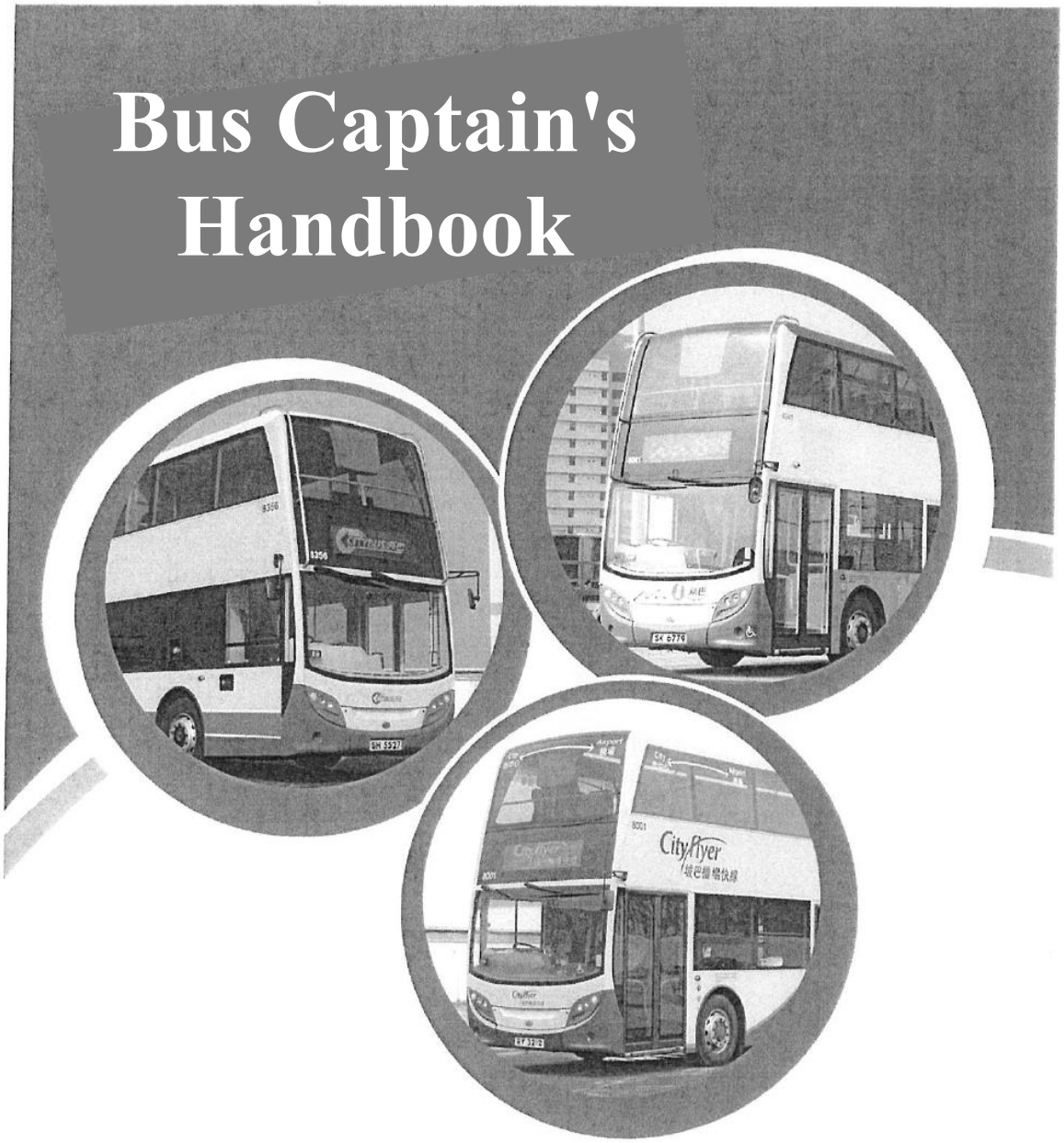
馬詹唯 啟

2018 年 04 月 16 日

This English translation is for reference only. In the event of any discrepancy between the Chinese original and this English translation, the Chinese original shall prevail.
本英文譯本僅供參考。如英文譯本與中文原文有任何差異，以中文原文為準。

Annex 3.7

Bus Captain's Handbook



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Version: April 2018

CITYBUS 城巴 新巴 FIRST BUS

新創建集團成員 Members of NWS Holdings

Rules for use of the Bus Captain's Handbook

All front-line staff of the Operations Department shall comply with the handbooks, staff notices and special instructions from superiors as issued by the Company.

The Bus Captain's Handbook (hereinafter referred to as the "Handbook") shall be subject to the version stored in the intranet of the Company. The Company will update the Handbook on a regular basis. The updated version will be uploaded to the intranet of the Company and placed at all bus depots for staff's reference. The Company will inform all front-line staff by staff notices in case of any update.

Notices or instructions will be issued where necessary. Issued notices will be posted on the notice boards in Operations Department office building, intranet, depots and Terminus supervisor's kiosk (no paper notices will be issued by the Company later and notices shall be available to staff via the intranet or computer stations in major depots). All staff are required to refer to the notices on a daily basis, and carefully read and abide by such notices. Superiors may issue oral instructions as and when necessary, and all staff shall listen carefully to and comply with such instructions.

In the event of any inconsistency between the provisions of the Handbook and the contents of staff notices, the latest version with a more recent issue date shall prevail. The Company has the right to duly modify, delete or supplement contents of the Handbook. If the front-line staff of Operations Department have enquires or confusion about the contents of any codes, instructions, notices or oral instructions, they should immediately consult their superiors. In case of failure to inquire the relevant terminus supervisors or inspectors about such instructions, the bus captain may call the Control Centre for inquiry.

Apart from the applicable departments specifically listed, the codes, guidelines and procedures contained in the Handbook shall also apply to all bus captains. All the bus captains shall comply with the provisions and are obligated to clearly understand the meaning of the provisions and the specified responsibilities thereunder. Under whatever circumstances, including those not specified in the code of conduct and instructions, all staff shall act at discretion according to common sense and reasonable excuse. Staff shall bear in mind that the safety of passengers and the public is of prime importance.

Note: Ignorance will not be accepted as an excuse for staff's non-compliance with the codes, guidelines, notices, oral instructions, etc. issued by the Company. Failure to comply with reasonable and legal orders made by the Company or superiors on purpose may lead to severe disciplinary punishments, including immediate dismissal.

NWFB Operations Department and CTB Operations Department

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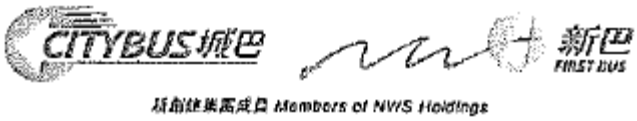

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1. Professional Codes of Conduct, Driving Attitude and Safety

1.1 Professional codes of conduct

- As a professional bus captain, passengers will expect and require you to have excellent driving skills and good service attitude;
- The safety of passengers is our primary concern;
- Abide by laws, especially the Road Traffic Ordinance (Laws of Hong Kong Cap 374), Public Bus Services Ordinance and Public Bus Services Regulations (Laws of Hong Kong Cap 230 and Cap 230A);
- Provide amicable services for every passenger with a friendly and obliging attitude;
- Always look clean and tidy and, whether on duty or not, be cautious about the demeanour when in uniform for the purpose of avoiding damages to the image the Company;
- Be dedicated and responsible, strive to protect interests of the Company, and properly use assets, vehicles, equipment, tools, etc.;
- Protect properties of the Company, do not destroy bus equipment and smear any equipment, facility or notice, and do not put personal belongings in public areas.

1.2 Driving manner

Correct driving attitude of a professional bus captain:

People, vehicle an d road come as the 3 key factors for traffic safety with driver being the most significant factor of all. According to statistics, approximately over 80% of road accidents are due to bad driving attitude of drivers, which shows that the driving attitude of drivers is undoubtedly closely related to traffic safety. A professional bus captain who shoulders the responsibility for safe driving should always effectively communicate and get along well with other road users under a correct driving attitude in order to ensure driving safety. Even in the absence of supervision, you should still maintain self-control when driving, drive safely with self-discipline and by law, and flexibly resolve possible crisis happened on the road under any circumstances.

Protective attitude:

- Drive in a protective driving method;
- Keep highly alert, observe road conditions and movements of other road users thoroughly, predict possible crises, and coordinate with other road users through proper speed and position to reduce and eliminate predicted crisis and risks;
- Obtain adequate information about road conditions and environment, and drive in

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a safe manner accordingly;

- Expand driving space as much as possible to keep enough safe braking distance from other vehicles, enabling enough road space and response time to calmly react to sudden accidents and eliminate the crisis;
- Send signals in advance to alert other road users and give them more time to make adjustment and coordinate with your next driving movement.

Self-discipline attitude:

- Understand your driving responsibility and highly demonstrate rational and responsible driving behaviours;
- Maintain self-constraint and drive with self-discipline and by law;
- Understand your driving skills and do not drive in a manner beyond your driving skills.

Empathic attitude:

- Understand that everyone has the same right to use the road and always give precedence to pedestrians and other drivers;
- Understand the needs of other road users and cooperate with each other;
- Tolerate and understand improper behaviours of other road users with no intention of retaliation;
- Tolerate unskilled drivers;
- Keep a positive attitude when driving under any traffic circumstance;
- Pay attention to environmental protection by driving in an environmentally friendly way, reducing pollution and saving energy.

1.3 Response to road crisis

Road crisis can be classified into practical crisis and potential crisis:

- Practical crisis:

  It refers to any road crisis that a driver is forced to cope with by making changes, such as traffic light, crossroad, roundabout and expressway. This type of crisis can usually give drivers some time to make corresponding responses;

- Potential crisis:

  It refers to anything that will not cause any trouble if kept static, which may, however, interferes with your movement, and may not be an urgent incident but

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highly possible to turn into a sudden accident, such as passing-by vehicles, pedestrians crossing the road, passengers waiting at the bus stop and passengers walking in the compartment.

Therefore, as a professional bus captain, you must maintain a correct driving manner and be alert at all times in order to respond to sudden crises on the road. For preventive purposes, you have to be a smart bus captain by referring to the following responsive measures when coping with various road crises.

1. Driving down a slope:

   Neutral gear driving is strictly forbidden. To ensure safety and prevent damage to the braking system, you should properly use oil pressure reducer "turbocharger" to slow down. If an "overdrive" button is available, press the "overdrive" button to drive in a slow gear.

2. Traffic light:

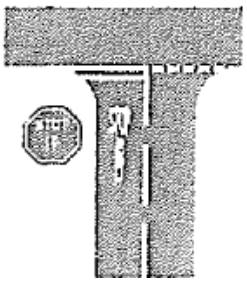
   In addition to strictly complying with traffic signals, as a professional driver, you should properly adjust speed and be mentally prepared for the worst in advance before approaching the traffic light in case other road users who don't act according to traffic light may cause danger.

   If the traffic light is disabled, slow down the bus, treat it as a crossroad without traffic light control, and slowly drive through the crossroad with extra caution.

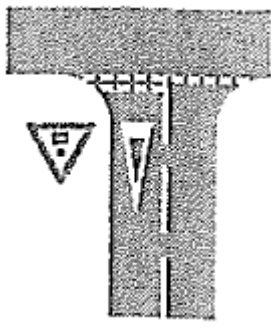
3. Crossroad:

   Crossroad is usually the place where you meet other road users, thus representing a higher chance of accidents. As a professional driver, in addition to being more alert, you should also adjust speed in advance according to the road conditions when approaching the crossroad, strictly abide by traffic signs and take the following steps to drive through the crossroad:

   1. Rearview mirror—understand the traffic condition at the rear of the bus;
   2. Signal—enhance communication with other road users in advance;
   3. Operation—adjust speed and position in advance according to prevailing traffic environment;
   4. Observation—make comprehensive observation of



Stop before the line with a "Stop" sign, and do not



Do not cause danger to vehicles running on the

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	traffic conditions in front of and at the rear of the bus as well as at the crossroad; 5. Evaluation—make correct judgment according to the above information; 6. Decision—put evaluation into practice and drive through the crossroad safely.	cause danger to vehicles running on the road or force such vehicles to change speed or driving route when driving through the crossroad.	road or force such vehicles to change speed or driving route when driving pass the crossroad with a "Give Way" sign.

4. Expressway:

The bus is usually running at a higher speed on expressways. As a result, it takes longer time to complete almost all driving actions. For example, slowing down or stopping the bus requires more time, and so does changing the lane or direction. The driver must stay focused and be more alert. More space is required to be reserved for emergencies and a longer safety distance (2-second safety distance at the speed of 70km/h is about 40m, i.e. beyond the length of three buses) is kept from the preceding vehicle when compared to driving on the general roads.

The driver may unconsciously drive the bus at a high speed on expressways. The driver is likely to underestimate the parking distance required for the actual speed, and is also prone to exceed the speed limit. The driver must check the driving speed from time to time and properly adjust the driving speed according to the road conditions.

The driver should try to stick to the left lane if possible, select an appropriate lane in advance and only switch the lane if really necessary. Do not weaving in and out.

5. Bus terminal:

Characteristics of crises:

- There are limited pedestrian crossing facilities and relatively narrow pedestrian passageways in bus terminals. Pedestrians need to walk on the carriageways and cross the lanes in the terminals from all directions;
- Some terminals are dimly lit;
- Lanes are usually relatively narrow in terminals;
- Passengers may negligently or recklessly rush across the lane to catch the bus;
- Pedestrians may rush across the lane without fully understanding the traffic conditions due to their sight being blocked by vehicles parked in the terminal.

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Driving tips:

- Adjust the speed prior to entering the terminal, and pay attention to movements of pedestrians and passengers while entering the terminal slowly;
- before entering a dimly lit terminal, take off the sunglasses and turn on the headlights and compartment lights until all passengers leave the compartment;
- Stay away from vehicles parked on both sides when driving, be more alert of pedestrians suddenly walking out of the gaps between buses;
- Let passengers leave the compartment after approaching the bus stop platform with elevated pavement, and avoid alighting in the lane;
- Observe the rearview mirrors on both sides and avoid crashing the bus stop platform, railings, upper coverings, etc.;
- Turn on the compartment lights before the boarding of passengers in a dimly lit terminal;
- Look at the surroundings, especially passengers behind the bus who are chasing after the bus, before leaving the terminal.

6. Roundabout:

Characteristics of crises:

- There are more converging points between the driver and vehicles from all directions;
- The roundabout exit is so close that the viewing distance is relatively short;
- It is rather difficult for the driver to make correct judgement on the priority of using the roundabout;
- Vehicles driving from and those passing through the roundabout switch lanes with each other;
- Given a sharper bend of the roundabout, passing through the roundabout may cause large centrifugal force, easily causing the overturn of the bus and making passengers in the compartment lose balance and fall.

Driving tips:

- Understand the traffic conditions behind the bus via the rearview mirrors, slow down the bus and send out the light signal, before entering the roundabout;
- Prepare for a sudden stop as a result of the preceding vehicle failing to enter the roundabout;
- Evaluate the movements of oncoming vehicles in the roundabout, pay attention to the traffic conditions in the leaving direction and safely drive out of the intersection and into the roundabout, so as to avoid a crash-stop after the bus starts moving;

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- Properly adjust the speed and position of the bus in the roundabout and keep an eye on movements of other vehicles;
- Send out correct signals before leaving the roundabout;
- Do not forcibly drive out of the roundabout in the event of missing the exit to result in any danger.

7. Tram stop:

Characteristics of crises:

- Most of the tram stops are set up in the middle of the road, hence tram passengers must walk cross the lanes to reach the tram stop platform;
- Restricted by the environment, some tram stops fail to provide crossing facilities with traffic controls for tram passengers to come to and back from the tram stops;
- Tram passengers may negligently or recklessly rush across the lane to catch the tram;
- Pedestrians do not use appropriate crossing facilities in crossing the lane or walk across the road in front or behind the tram for the sake of convenience;
- With their sight blocked by tram stop facilities (such as billboards), tram passengers and pedestrians walk to the road from the blind spot of the tram stop platform without having a clear view of the traffic conditions;
- The tram has a greater rear slip angle when turning a corner, which easily causes a collision accident.

Driving tips:

- Properly adjust the speed of the tram before passing through the tram stop platform;
- Try to drive on the lane leaving the tram stop where practicable;
- Be aware of the movements of pedestrians on the tram stop, and watch out for pedestrians who suddenly walk out of the tram stop and emerge from the front of and behind the tram;
- Keep an eye on driving dynamics of the tram while driving on road sections of the tram stop without a platform, properly adjust the speed and stop the tram for passengers to get on and off at first. The tram must be stopped at an appropriate location in accordance with road marks and signs in order to let tram passengers leave the tram stop safely.

8. Busy roads:

Characteristics of crises:

- Relatively narrow driving lanes;
- High vehicle and pedestrian flow leading to a higher chance of vehicle-pedestrian conflicts;
- A number of bus routes sharing one bus stop;
- More road users that don't comply with traffic rules, go in hurry and overlook safety;
- Complicated traffic control with yellow box marking in most parts;
- Vehicles parked on the wayside blocking the sight of pedestrians and drivers;
- Other public vehicles suddenly stop for passenger boarding and alighting;
- Traffic accidents frequently occur, with a number of sites in the region listed as traffic black spots.

Driving tips:

- Be careful and patient before switching the lane as well as approaching and departing from the stop;
- When driving on the lane close to sidewalk, align to the right side of the lane when it is safe to do so in order to stay clear of the sidewalk as much as possible;
- Slow down and properly control speed in advance;
- Get familiar with features of the crossroads subject to traffic light control along the lane and order of traffic light switch;
- Strictly abide by traffic light, do not run or jump the light;
- Properly evaluate traffic conditions, drive through the crossroad after making sure the road ahead is clear, and avoid parking in any crossroad, yellow box marking and pedestrian crossing facility.

9. Non-busy/suburb roads:

Characteristics of crises:

- More cars during peak hours and faster speed during off-peak hours;
- Narrow lanes and opposite direction vehicles;
- Circuitous roads result in short view distance;
- Driving down long slopes gives rise to potential crisis;
- Sudden change of lasting green light;
- Wayside trees fall down on rainy days;
- Vehicles turn around on the lane in disregard of safety;

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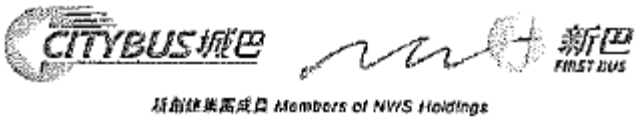

- Vehicle-pedestrian conflicts occur in marketplaces, tourist areas and beach areas on holidays, and noncompliant parking influences driving safety.

Driving tips:

- Properly adjust speed and gear before approaching crooked roads, long downward slope and circuitous upward or downward hill roads;
- In wet seasons, be cautious about slippery roads and broken tree branches on the wayside, and properly increase vehicle distance and driving space;
- Adjust speed before approaching lasting green light, pay attention to the movement of pedestrians waiting to cross the road and be cautious about sudden change of light signal;
- Pay attention to the movement of tourists in marketplaces, tourist areas and beach areas.

10. Vehicular tunnels/toll plazas:

Characteristics of crises:

- More cars during peak hours and faster speed during off-peak hours;
- Multiple lanes are reduced to two to three lanes at the tunnel portal;
- The bus is required to join other vehicles by overtaking from the right lane dedicated for buses when leaving the bus stop;
- Lighting varies a lot before and after entering the tunnel;
- The curve sight distance inside the tunnel is relatively short;
- The toll booth lanes are relatively narrow;
- One-tube-two-way operation;
- Be less alert and unconsciously tailgate.

Driving tips:

- Take off the sunglasses before entering the tunnel;
- Turn on the headlights and compartment lights before entering the tunnel;
- Pay attention to the signal of the tunnel area before entering the tunnel and select the carriageway as early as possible;
- Pay special attention to the unusual movements of other road users in case of tunnel diversion;
- Be cautious about vehicles switching lanes casually in front of the tunnel entrance;
- Spontaneously increase the tailgating distance and the driving space, especially when closely tailgated by the vehicle behind or when the front

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sight is blocked;

- Properly adjust the speed and pay extra attention to vehicles forcibly cutting in before arriving at the tunnel toll booth;
- Keep up the speed and continue to drive forward in case of failure of the automatic toll payment system while passing through the toll booth;
- Pay attention to the bus suddenly departing from the stop and passengers chasing after the bus before entering the franchised bus stop area;
- Be careful and patient before switching the lane, entering and departing from the stop;
- Strengthen observation of traffic conditions on the trunk road before joining the trunk road once departing from the franchised bus stop area.

11. Before approaching the stop:

- Pay attention to the movements of passengers on the bus, especially those walking and standing on the bus;
- Be prepared for the situation where any passenger may ring the bell in the last one second, adjust the speed ahead of time and gently control the accelerator and the foot brake, even though no passenger has rung the bell yet. Do not heavily step on the accelerator and the foot brake;
- Select a desirable lane in advance and gently control the steering wheel. Do not turn the steering wheel quickly;
- Send appropriate signals in advance as a hint to other road users for co-ordination;
- Pay attention to canopies or other objects at the roadside to avoid collisions;
- Pay attention to the movements of passengers waiting at the stop;
- Note whether or not the drop-off door directly faces any obstacles, which causes inconvenience to passengers alighting;
- Note whether or not the boarding door faces the area where passengers are queuing up;
- Stop the bus as close as possible to the sidewalk while driving towards the boarding area;
- Ensure that the bus stops at a safe location for passenger boarding and alighting;
- Pull the hand brake after the bus stops entirely.

12. During boarding and alighting:

- Ensure the safety of road conditions before opening the door to let passengers

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get on or off the bus;

- Make full use of the low-floor equipment of the bus to make it safer, easier and faster for passengers to get on the bus;
- Pay attention to the movements of alighting passengers in the compartment and only close the back door after making sure that all alighting passengers have left the compartment, so as to prevent passengers from being hurt by the closing door;
- Assist passengers in need in boarding. Arrange appropriate places or seats for passengers in need, if necessary;
- If the bus is fully boarded, the bus full display lamp should be turned on to tell passengers to wait for the next bus;
- Politely advise passengers on the bus to move inside the compartment after some passengers get off the bus, and turn off the bus full display lamp;
- Close the front door only after making sure that the door area is unobstructed.

13. Before departing from the stop:
    - Ensure that all doors are completely closed;
    - Ensure that the low-floor equipment has been restored to normal driving condition, if such equipment has been used;
    - Pay attention to movements of passengers on the bus and wait for them to hold the handrails or sit down;
    - Send the appropriate signals in advance as a hint to other road users for co-ordination;
    - Pay attention to movements of passengers who are chasing after the bus;
    - Clearly look at the surrounding traffic conditions and drive the bus only if the road environmental is safe;
    - Remember to look at the left rearview mirror to ensure that passengers and other road users are away from the bus and that no object is clamped by the bus door.
14. During departing from the stop:
    - Take into account that passengers are still moving inside the compartment, avoid crash-stop after starting the bus;
    - Control the accelerator, foot brake and steering wheel in a gentle manner.
15. Driving on rainy days:
    - Check the operation of windscreen wipers and washer nozzles before driving the bus;

- The bus captain should turn on headlights and compartment lights while driving to make it easier for other road users to notice the movements of the bus;
- The bus captain should send out the lane-switching signal as early as possible before being ready to change lanes, so as to give other road users enough time to coordinate;
- Due to the influence of rain, it is rather difficult for the bus captain to accurately assess the speed and position of vehicles behind from the rearview mirror on both sides. Therefore, the bus captain should not forcibly switch the lane;
- Pedestrians may walk out of the sidewalk without accurately noticing the vehicles in motion nearby as rain gears may block their view. The bus captain should pay special attention to the movements of pedestrians. The bus captain should adjust the speed according to the situation and enhance the crisis consciousness after discovering abnormal behaviours of pedestrians, so as to avoid accidents caused by negligence of pedestrians;
- Pedestrians are most likely to stretch their rain gears out of the lane unconsciously, which the bus captain should be careful not to hit;
- The floor of the compartment may get wet, making it easier for passengers to slip in the compartment. The bus captain should pay attention to the conditions of passengers on board and steadily control the accelerator and foot brake;
- In foreseeable circumstances, the bus captain should operate the braking system in a timely and gentle manner to slow down the bus, and try to avoid strong braking;
- The bus captain should drive on a traffic lane on higher ground as far as possible to avoid any flooding road section. If unavoidable, the bus captain should try to slow down and drive through it slowly;
- The cohesive force between the tires and the road surface is weaker due to slippery road surface, so the braking distance required by the bus increases relatively. It is also easier for the bus to slip while braking and changing direction, resulting in dangers. The bus captain must properly control the speed based on the road conditions, and keep a safety distance twice as much as the normal level or even longer (i.e. a minimum 4-second distance) from the preceding vehicle.

16. <u>Driving in typhoon/bad weather:</u>

- Always drive on the left lane. Do not overtake other cars on the road unless encountering obstacles;
- Slow down the bus to a safe level in accordance with the traffic conditions at that time, so as to prevent the bus from deviating from its own lane due to the

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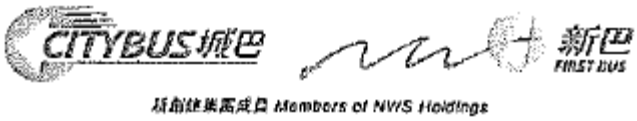

wind;

- Beware that small vehicles may swing when exposed to strong winds;
- Pay attention to signboards, scaffolds and trees at the roadside, and try to stay away from them once finding out that these objects are teetering;
- Notify the control centre as soon as possible wherever safe to do so, once finding out that traffic is affected in some road sections suffering from overwhelming winds (such as, coastal road sections or viaducts).

17 Reversing:

- Firstly, the driver needs to judge the necessity of reversing and try to avoid reversing. The driver can reverse the bus only after making sure that there is no pedestrian or obstacle around or under the bus, or in the pit. The driver must get off the bus to conduct a check in case of any doubt;
- Remove the obstacles before reversing, if the obstacles are moveable;
- Make sure that the hand brake is pulled up and stays in the "N" gear before starting the bus;
- After switching on the engine, the driver needs to step down the brake pedal to enter the startup state and press the reverse gear breaker;
- The reverse gear horn will automatically turn on and send out a warning signal after entering the "reverse gear". Report as soon as possible to the bus breakdown helpline (NWFB) or the control centre (CTB) to arrange inspection and maintenance, if the reverse gear horn is found to be malfunctioned or insufficient in the volume. Sound the horn intermittently on an ongoing basis and turn on the hazard warning lights in case of emergencies as a temporary alternative to the malfunctioned reverse gear horn;
- Sound the horn for three consecutive times before reversing. This reminds others to be careful that there is a vehicle reversing and urges them to stay away from the vehicle in order to avoid accidents:
- Turn on the hazard warning lights to remind pedestrians and other road users when reversing under a dim environment;
- The driver just needs to slightly step on the accelerator and reverses the bus at a speed lower than that of the pedestrian, in order to avoid accidents caused by a sudden backlash;
- The driver must pay attention to mirrors on the left and right sides and the reversing monitoring system display screen, and observe the conditions on both sides and at the rear of the bus while reversing;

- Seek help from colleagues at the rear in reversing, if practicable;
- When reversing the bus, if the driver has any doubt about the reversing environment, he must stop reversing immediately, get off the bus to conduct a check and ensure that there is a safe environment before continuing the reversing of the bus;
- The driver must use "reverse gear" while reversing the bus on a sloping road and not use "neutral gear" to coast. If the driver is not confident in reversing on a sloping road, he/she must seek assistance or guidance from colleagues before reversing;
- Pull on the hand brake and switch to neutral gear for completing the bus operation.

1.4 Safety precautions

In order to ensure a safe drive, staff must comply with the following when performing their bus driving duties:

- Controlling personal mobile electronic devices (including mobile phones/tablets/smart watches/smart glasses/radios/intercoms) in any form and wearing earphones/hands-free devices are prohibited;
- The bus captain must firstly park the bus in a safe location if he/she needs to call the control centre while driving;
- Reading any publication is prohibited;
- Talking to others while driving is not allowed. For passengers' inquiries, give a polite and brief response or indicate that explanations will be given when the bus stops at the bus stop;
- Wear a seat belt while driving. Check whether or not the seat belt works normally before driving. Do not affect the operation of the seat belt;
- Pay attention to the height of signboards, overbridges and trees;
- The doors must be closed except for stopping the bus for boarding and alighting of passengers. The doors must be closed even if the bus is moving slowly;
- Ensure that the emergency exit is closed while driving, except in the case of an emergency;
- The Company classifies some bus stops as compulsory stops. The bus captain must stop the bus whether or not there is any passenger;
- Do not drive the bus onto the kerb;
- Move at a safe speed, comply with the speed limit of the depot and turn on headlights while driving in a bus depot;
- Turn off the engine if it is necessary to leave the bus for whatsoever reason

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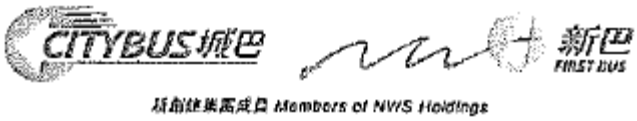

(except for assisting wheelchair passengers in getting on and off the bus);

- Correctly use the rearview mirrors in the bus to monitor the condition of the compartment when carrying passengers.
- Bus captains shall pay attention to personal health, have enough time for rest, maintain a good mental state, and make sure that they only drive when having a right physical condition.

1.5 Eco-driving

- Do not start the engine if not necessary;
- Try to avoid pressing down on the accelerator pedal and air brake;
- Turn off the engine and electrical equipment as soon as possible after ensuring that all passengers have left the compartment;
- Properly adjust the speed according to the traffic conditions on the road;
- Strictly abide by the two-second rule and keep a safe distance from the preceding vehicle while driving;
- Gently control the accelerator and never press down on the accelerator pedal for no reason;
- Keep using the "D" gear during normal driving;
- Always be on the alert, always keep an eye on the road condition, respond in advance and try to avoid pressing down on the accelerator pedal or braking to a stop unnecessarily;
- Turn off unnecessary electrical equipment (such as, compartment lights, upper air conditioning systems) when the bus is not operating;
- Do not use the horn and avoid "pressing down on the air brake" in residential areas or their vicinity during late nights and early morning hours if not necessary.

1.6 Drug driving laws

According to the revised drug driving laws, any person involved in any of the following acts shall be guilty of an offence:

1. under the influence of illicit drugs or other drugs when driving to such an extent of being incapable of proper control of the motor vehicle;
2. with any concentration of the six specified illicit drugs (heroine, cocaine, ketamine ("K"), methamphetamine ("ice"), cannabis ("grass") and MDMA

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("ecstasy")) present in his/her blood or urine when driving, whether his/her driving ability is impaired or not;

3. fails to undergo preliminary drug tests without reasonable excuse; or
4. fails to provide specimens of blood and/or urine for analysis without reasonable excuse.

In addition, if a driver:

- is involved in a traffic accident;
- has committed a traffic offence while the vehicle is in motion; or
- is suspected of driving under the influence of specified illicit drugs or other drugs or driving after use or consumption of the six specified drugs,

a police officer may require the driver to undergo a preliminary drug test either at roadside or in a police station.

Upon conviction of drug driving, offenders are liable to one or more of the following penalties:

- A maximum fine of $25,000;
- A maximum imprisonment for 3 years;

Driving disqualification up to a minimum period from 6 months to 5 years on first conviction, and for a minimum period from 2 years to 10 years on subsequent conviction. A repeated offender may be disqualified for life if the court or magistrate, having considered the circumstances of the offence and the behaviour of the offender, is of the opinion that he or she should not be allowed to drive a motor vehicle anymore.

1.7 Drink driving

In response to Section 39 drink driving legislation of the *Road Traffic Ordinance*, the Company will conduct unannounced alcohol breath tests on bus captains in different locations at different times to ensure that the bus captains will not drive under the influence of alcohol. Bus captains must undergo the alcohol breath test in accordance with the instructions. Results of the test will be recorded and the bus captains must sign the form for confirmation. If any bus captain disagrees with the test results, the tester will require an on-site staff to witness another test of such bus captain and sign the form for confirmation of the result. If the bus captain refuses to undergo the test, the Company will take severe disciplinary actions against the bus captain.

The Company hereby reminds bus captains again not to be influenced by alcohol while on duty. A bus captain must be suspend from his/her driving duties immediately

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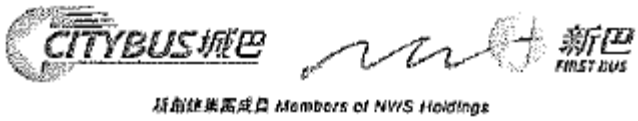

if the test reading exceeds 5mcg. The Company will also take the following disciplinary against the bus captain who violates the law:

6-10mcg	Written warning
11-22mcg	Final written warning
23mcg or above	Summary dismissal

1.8 Road sections with speed detection

The bus captain must always drive at a lawful speed and control the speed based on the road environment. The bus captain must also bear in mind that the maximum speed of heavy vehicles (including buses) per hour cannot exceed 70km/h.

The road sections with speed detection are detailed in Annex I. If the bus exceeds the speed limit for 5km/h and maintains such speed for more than 10 seconds while driving on such road section, the system will automatically record the overspeed report. After reviewing the data in the overspeed report, the Company will handle the matter following the established disciplinary procedures.

The system uses the log-in record of the octopus reader to identify drivers, hence, whether carrying passengers or not, the drivers must:

- Log in the octopus reader using the company card before driving (report to the control centre in advance in the event of borrowing the company card of other employees due to any circumstances);
- Keep the octopus reader on and logged in while driving;
- Remember to log out of the octopus reader after driving the bus.

If the bus captain is found to drive the bus without logging in the octopus reader, the Company may otherwise take disciplinary action.

The Company will review the high-risk road sections with speed detection from time to time, and issue notice to staff before implementation in case of any change. In addition to overspeed reports on the road sections listed in Annex I, the system will also record all traffic conditions second by second. The Company will review the records during investigation of traffic accidents and complaints. Therefore, bus

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captains should also observe the speed limit and maintain a good driving attitude when driving on any road sections.

In order to promptly warn the bus captains who have slightly driven over the speed limit as shown in the report and save the time for the bus captains to come to and back from the office building for meeting, the Company will directly send the "verbal warning" notice to bus captains who are subject to the disciplinary action of "verbal warning" as a result of overspeed, instead of conducting a meeting. Such "verbal warning" notice is a formal "verbal warning" disciplinary action. The "verbal warning" notice will be sent to the personal mailbox of the bus captain on the Company's intranet, and a mobile phone short message (SMS) will also be given to remind the bus captain to log in the internal to view such warning notice. If the bus captain has a reasonable excuse for the alleged overspeed case, he/she can lodge an appeal according to established procedures.

1.9 Motor Vehicle Idling (Fixed Penalty) Ordinance

The *Motor Vehicle Idling (Fixed Penalty) Ordinance* has come into effect, which provides that a driver is prohibited from causing the engine of a motor vehicle to operate for more than 3 minutes in aggregate within any continuous 60-miunute period while the vehicle is in stationary, unless an exemption applies. The Ordinance applies to all roads, including private roads and car parks. Franchised bus captains are exempted from abiding by the rules on idling vehicles with running engines only in the following circumstances:

1. Stopping the bus due to traffic conditions (e.g. traffic jam, following the traffic light);
2. Failure to prevent the motor vehicle from idling due to mechanical breakdown;
3. When any passengers are boarding or alighting from the motor vehicle;
4. When a very hot weather warning or an amber, red or black rainstorm warning signal is in force and until the mid-night of the day when the warning or signal has ceased to be in force;
5. When passengers are on board.

Traffic Wardens and Environmental Protection Inspector will send a Fixed Penalty Notice to the noncompliant drivers. In addition to payment of such penalty, bus captains shall also report to the Company for follow-ups. The Company will impose severe punishment on drivers who conceal such penalty for contravention on purpose.

2. Shifts, Attendance and Holidays

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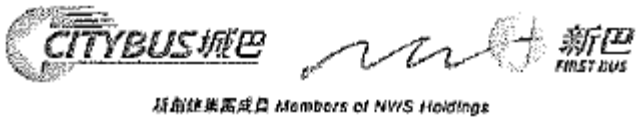

2.1 Notes for bus captain attendance

Shifts and official holidays of bus captains are arranged by the Shift Scheduling Department. Bus captains must sign in on time according to time and place of the arranged shifts and work according to the arrangements on the "Daily Log Form" (hereinafter referred to as the "Assignment Record"). Notes regarding attendance, shift exchange, leave in lieu, leave application, sign in, late arrival/early leave, annual leave, route shift application, etc. will be provided in the following sections. Unless permitted by superiors, bus captains shall not leave their post or abandon the bus.

2.2 "Route familiarisation" arrangement

1. A bus captain should spontaneously understand the works of his/her shift in advance and inform the Shift Scheduling Department as soon as possible if unfamiliar driving routes and stops are found in the scheduled shifts;
2. A bus captain must obtain the prior consent of the Shift Scheduling Department, Depot Inspector or Control Centre before independently taking a bus to familiarise himself/herself with the route during working hours (hereinafter referred to as "route familiarisation");
3. In case of a jointly operated route, the bus captain shall take the bus of the Company;
4. For each trip, the drive shall swipe the staff card through the Octopus reader for certification when getting on and off the bus;
5. After getting on the bus, fill in route concerned, bus number and time of departure in the Route Familiarisation Sheet/Assignment Record;
6. During route familiarisation, the driving bus captain shall not talk with the bus captain doing route familiarisation, and the bus captain doing route familiarisation can only inquire of the driving bus captain about important matters regarding driving on the route before departure and after arrival at the terminal.

2.3 Working time limit and rest period for bus captain

1. It is strictly forbidden to arrange more than 14 hours of working schedule for bus captains.
    - If a bus captain is assigned to a shift or assigned to work overtime after finishing his/her own shift, it is a must to note that handover time of the shift,

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and the total working hours should not exceed 14 hours;

- If there is an accident while driving and the working hours is estimated to exceed 14 hours, it is necessary to seek instructions from the Control Centre as soon as possible. If the bus captain has worked more than 14 hours when arriving at the next destination, the bus captain cannot continue to carry passengers;
- If the bus captain exceeds the working time limit due to any circumstances, he must sign the Assignment Record according to the actual handover time and must not ask the inspector/terminus supervisor to change it to an earlier time.

2. There must be a rest period of more than 10 hours between two shifts.
   - If the former shift time is extended, resulting in less than 10 hours before the sign in time in the following day, the bus captain must take the initiative to contact the Control Centre/Shift Assignment Department to report and seek instructions；
   - When the bus captain is assigned to work extra hours before his assigned shift, if it is found that there is less than 10 hours of interval between the sign in time on that day and the handover time of yesterday, the bus captain must take the initiative to contact the Control Centre/Shift Assignment Department to report and seek instructions.

(The guidelines on working time limit and rest period will be revised. Please pay attention to the notice.)

2.4 The bus captain’s return to work during official holidays

If a bus captain wants to return to work during official holidays, please contact the Shift Scheduling Department. However, it is a must to ensure that the above requirements of rest period are met and the bus captain will thus not work for more than 14 consecutive days.

2.5 Guidelines on applying for temporary shift exchange and holidays

If a bus captain wants to apply for temporary shift change or holidays, he/she must apply in accordance with the following rules, and the relevant application will be subject to approval based on the needs of the Operations Department:

Basic Rules:

1. It is strictly forbidden to exchange shifts/holidays without permission, and offenders will be subject to disciplinary action;
2. All applications for shift/holiday exchange must be filed on a voluntary basis and

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agreed by both parties, which shall not involve the act of accepting benefits or intimidation. The application form must be personally signed by both parties. If it is found out that an application form is signed by someone else, the Company will not approve the application even if it has been permitted by the applicant, and the relevant staff will be subject to disciplinary action;

3. All employees of NWFB and Citybus are "civil servants" under the supervision of *Prevention of Bribery Ordinance* and are required to comply with the *Prevention of Bribery Ordinance*. Employees of the Operations Department may not directly or indirectly provide or receive any form of benefit when negotiating for shift exchange;
4. Only applications in the designated form will be accepted, while oral or telephone applications will not be accepted;
5. Applicants should clearly state the original and new dates of holiday/shifts;
6. All applications shall set out the reasons for holiday/shift exchange;
7. Both parties of the shift exchange have the responsibility to ensure that there will be no need to catch up with the previous shift after the shift exchange (that is, they must have a rest period of at least 10 hours before or after the new shift), otherwise the application will not be accepted;
8. Bus captains who exchange holidays must take a leave for at least one day within 14 days, which means they shall not work for more than 14 consecutive days;
9. If the application involves more than one holiday/shift exchange, it will not be accepted;
10. Bus captains who exchange shifts must be familiar with the other party's route, otherwise they should conduct route familiarisation before the shift exchange, especially if a running captain will exchange for a shift of a standby captain, he must be familiar with all possible routes that he might take over;
11. The application is subject to the approval of the Shift Scheduling Department. The bus captain is responsible for calling the Shift Scheduling Department to inquire about the approval result.
12. All applications together with the relevant supporting documents (if applicable) must be submitted in person or by post to the office. The applicants may also authorize another person to submit the application on their behalf. However, the applicants shall bear the risk of delivery delay or loss.

Additional rules for each department:

NWFB Operations Department	CTB Operations Department One	CTB Operations Department Two
Application for shift exchange	The application form should be	The first draft of shift schedule for the next week will be issued at the station

To apply for shift exchange, the application form should be submitted to the Operations Department at least 7 days prior to effective date of the shift exchange. <u>Application for holiday exchange</u> 1. To apply for holiday exchange, the application form should be submitted to the Operations Department at least 10 days prior to effective date of the holiday exchange. 2. Holiday exchange must be settled within the same year. 3. Each bus captain can only exchange holidays (official holidays or deferred holidays) for at most 3 times a month; 4. Once an application has been approved, it cannot be cancelled except for special circumstances. The application for cancellation must be submitted in writing.	submitted to the Shift Scheduling Department at least 3 days prior to effective date of the application.	and on the intranet every Monday, subject to change due to staff's annual leaves, flexible leaves and shift exchange. Bus captains may apply for shift and holiday exchange in accordance with the contents of the first draft and the application form must delivered to the Shift Scheduling Department on or before Wednesday. Upon approval and processing by the Shift Scheduling Department, all applications for shift exchange will be printed on the final draft of shift schedule, which will be issued and uploaded on the intranet at the weekend. After the final draft is released, it is generally not acceptable to apply for any shift and holiday exchange. The application for shift and holiday exchange can only be accepted in the following conditions: 1. If the final draft is different from the first draft due to arrangement of the Shift Scheduling Department, a bus captain may submit an application form for shift or holiday exchange again to the Shift Scheduling Department to exchange shift or holiday with another bus captain after the finalization of shift schedule. 2. If a bus captain applies for a shift exchange with a standby captain after the first draft is issued and then realises there are unfamiliar routes in the assigned shift after final draft is issued, the bus captain may apply for a shift exchange again according to the above procedures. However, the bus captain must submit an staff report separately. 3. If it is not for the above reasons, an employee report must be submitted,

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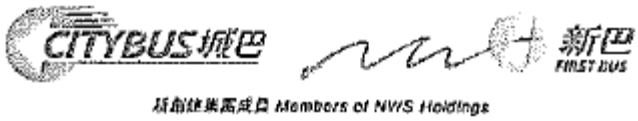

		and the manager should exercise discretion if the bus captain has a reasonable reason to do so, but reasons such as going to a dinner or attending a banquet are not accept.

2.6 Application for temporary short-time shifts by NWFB bus captains

Application for temporary short-time shifts (i.e. shift of less than 10 hours):

1. The bus captain who applies for temporary short-time shift must have an original shift of more than 10 hours, otherwise the application will not be accepted;
2. All applications must be returned to the Company 10 days before the shift;
3. Each bus captain can only apply for temporary short-time shifts for at most 2 days a month;
4. The bus captain can only submit shift applications for the next 30 days. If a bus captain wants to apply for a second temporary short-time shift in the same month, he/she must submit application within 10 days after the first application (subject to the date of receipt), otherwise the second application will not be considered;
5. The daily quota for temporary short-time shift is limited to five people for morning and night shifts respectively on a first-come first-served basis (subject to the date the Company receives the application form), and the Company will also give priority to people who submit application for the first time in the month or do not submit application in the prior month;
6. Whether any application is accepted or not depends on the manpower arrangements of the Company.

2.7 Temporary leave notification procedure

If the bus captain wants to ask for a temporary leave (regardless of sick leave, personal leave or failure to sign in due to traffic or weather condition), he/she must inform the Company one hour before the normal signing in time via the following phone number:

NWFB Operations Department	CTB Operations Department One	CTB Operations Department Two
Call Shift Scheduling Department between 04:30-24:00: For day shifts: 2136 2504, 2136 2502,	Control Centre: 2136 2422	Control Centre: 2136 2432

2136 2641 For night shifts: 2136 2860, 2136 2649 Call the Control Centre between 00:00-04:30: 2136 2222		

The temporary leave application procedures are as follows:

1. Indicate the original shift, employee number and the temporary leave period;
2. Explain the type of leave; (If a bus captain wants to take a sick leave but does not see a doctor, he/she can only apply for a sick leave on that day. If a bus captain sees a doctor and the doctor issues a signed medical certificate for more than 1 day, the bus captain should timely and faithfully notify the Company of the sick leave period on the medical certificate.)
3. A staff who has applied for a sick leave is required to submit the medical certificate issued by a registered medical practitioner on the first day of work after recovery, stating the sick leave period and cause of illness. However, if the staff is in serious condition and needs to take longer sick leave (over 7 days), the medical certificate must be submitted in person or by another person on the staff's behalf within 1 week after being signed by a registered medical practitioner. Failure to submit a valid medical certificate within a reasonable period of time can be considered as absence;
4. Staff who have applied for non-sick leaves must submit reports/ relevant supporting documents on their first day returning to work for approval by the Company.

2.8 Notes on late arrival / early departure

If a bus captain is unable to sign in on time (at normal signing in time) due to incidents (including traffic accidents, private affairs, etc.), he/she must immediately call the Shift Scheduling Department/Control Centre according to the procedures in 2.7 and immediately go to the signing in site. If the bus captain arrives late due to an external emergency, the bus captain must submit a report/relevant supporting documents as soon as possible for approval by the Company. A superior of the bus captain who arrives late has the right to change the bus captain’s working arrangements for the day.

If the bus captain needs to leave early due to personal affairs or illness, he/she must immediately report to the Shift Assignment Department/Control Centre in accordance with the procedures in 2.7. No matter whether the bus captain has worked for 8 hours or not, he/she must submit the medical certificate/relevant supporting documents to the Company for approval on their first day returning to work.

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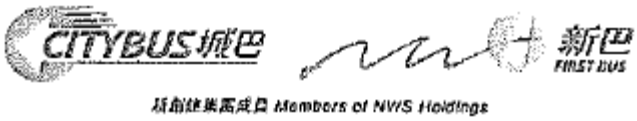

2.9 Notes to the bus captain's reporting for duty

1. Wear uniform neatly and Staff Card;
2. The bus captain can drive the Company's vehicle only when it is verified that he/she holds a valid driver's license for the corresponding vehicle category. If a staff does not bring a valid driver's license to work or his/her driver's license has been suspended, he/she should report immediately to the superior;
3. Go to the designated site or the site instructed by the superior to sign in and get the bus, or take over from the earlier shift and start working;
4. If there is a sign-in record at the site, please sign on the sign-in record;
5. If there is no terminus supervisor on duty at the sign-in site, the bus captain should report for duty to the designated staff via telephone (if any) at the sign-in terminus within 60 minutes before the sign-in time;
6. If there is a Meal Break (hereinafter referred to as "MB") before bus captain's shift, the bus captain must call and report to the designated staff within 60 minutes before the sign-in time so that they can make sure that the bus captain will arrive at the site before the normal departure time. If the bus captain assigned with the above-mentioned shift does not report to the staff according to the procedures, he/she will be deemed as late arrival. If the bus captain fails to arrive at the sign-in site on time after MB, the late arrival will be counted from the original sign-in time, but the Company will pay for another 60 minutes of MB;
7. Start working after getting an Assignment Record, for how to fill in the Assignment Record, please refer to Annex II;
8. The bus captain shall have a clear understanding of the contents in the Assignment Record, which will use codes. For explanation of the codes, please refer to Annex III and Annex IV;
9. Pay attention to and learn about relevant new notices issued by the Company on a daily basis.

2.10 Application for annual leave

When applying for annual leave every year, each bus captain shall comply with the following rules to make an application and the relevant application will be approved in accordance with the following rules:

Basic Rules

1. Application for annual leave must be submitted within a specified period of time. Relevant arrangements will be specified in a notice issued by the Company;

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2. Application for annual leave during some festivals (such as Lunar New Year's Eve, Ching Ming Festival, Chung Yeung Festival, Dragon Boat Festival, Mid-Autumn Festival, etc.) will not be accepted. Any application for annual leave spanning the above mentioned holidays will be void;
3. If an employee is entitled to more than 10 days of annual leave, one of the annual leave must be taken with at least 7 consecutive days. If the applicant has less than 10 days of annual leave, he/she must take annual leave for specific consecutive days in accordance with the labour laws;
4. The application for annual leave can be divided into personal choice and arrangement of the Company. If employees want to apply for annual leave by themselves, they must submit application by the deadline.
5. Whether applications for annual leave chosen by employees themselves are accepted depends on the number of applicants. If the number of applicants for annual leave for a period exceeds the quota, the computer program will be used to conduct draw of lots to decide whose application would be approved; annual leave for employees who fail to apply or who have not made an application will be arranged by the Company and the arrangement will be announced together with application for annual leave accepted by the Company; (the Company will notify employees at least 14 days before the beginning of the annual leave. Please refer to Other Rules below for arrangement of result announcement.)
6. Employees who have applied for annual leave in writing shall not exchange leave days with colleagues if applications are approved; shall not change or cancel applications without reasonable explanation;
7. Employees in same shift who are entitled to annual leave arranged by the Company may apply to exchange leave days with each other in writing upon mutual consent.
8. Applications involving change in a modified annual leave will not be accepted;
9. All applications must be submitted in person or mailed to the office. The applicants may also authorize another person to submit the application on their behalf. However, the applicants shall bear the possibility of delivery delay or loss.

Other Rules

1. NWFB Operations Department
   - The bus captain’s application for the next year’s annual leave shall be received in July every year and the approval results will be announced in October.

If applicants want to	Important matters when filling in relevant application forms	If the applications are not accepted
Take one-time annual leave on dates chosen by themselves	Please specify the starting date and “taking one-time annual leave” (application forms with only the month specified will be deemed	Applicants can choose to take one-time or two-time annual leave on dates arranged by the

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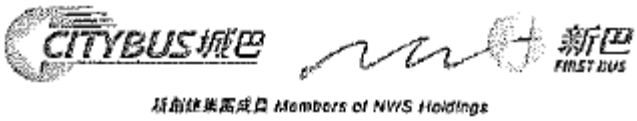

	invalid)	Company
Take one-time annual leave on any dates	Only specify "taking one-time annual leave"; the specific dates will be arranged by the Company	
Take two-time annual leave on dates chosen by themselves (annual leave for 7 days or less is not applicable)	Please specify the starting date and ending date (the first annual leave must not be less than 7 days)	Annual leave will be taken in two times on dates arranged by the Company

- Employees who did not make application will take their annual leave in two times (not applicable for annual leave for 7 days or less), one of the annual leave must be no less than 7 days.
- All applications for annual leave exchange shall be submitted one month prior to the beginning of annual leave (subject to the earlier annual leave date of the two bus captains) and shall become valid upon approval;
- If the applied annual leave period overlaps with official holidays, the applicant can take official holidays immediately after the annual leave.

2. CTB Operations Department

- The employee's annual leave can be taken in two periods, namely the first half and the second half of the year.

Period	Month	Application deadline	Application results announcement date	The number of days to take annual leave
H1	Mon. to Jun.	September of the previous year	October of the previous year	The number of days of annual leave earned during the same period last year but not taken yet
H2	Jul. to Dec.	March of the year	April of the year	

- The Shift Scheduling Department will approve employees' application for annual leave depending on the number of employees for which it can arrange annual leave in each period. The procedures are as follows:

The first round arrangement	Process according to applicants' first choice and give priority to annual leave taken for consecutive days (applications for annual leave taken for 5 or more consecutive days shall enjoy the same priority) and then consider single-day annual leave. If the number of employees who have applied for annual leave exceeds the quota, the JCC representative will publicly conduct draw of lots to decide the priority of annual leave arrangements. (If the applicant's first choice is approved, his or her second choice will be automatically cancelled.)
The second	If the applicant's first choice is not approved, the Shift Scheduling

round arrangement (only for bus captains of CTB Operations Department Two)	Department will conduct the second round arrangement for the annual leave balance of the first round arrangement. If the number of employees who have applied for annual leave exceeds the quota in the second round arrangement, the JCC representative will publicly conduct draw of lots to decide the priority of annual leave arrangements.
Where all choices are not approved, application is not submitted or the number of days of arranged annual leave is less than the actual number of days of annual leave for the period	The Shift Scheduling Department will arrange remaining days of annual leave for employees who have annual leave earned during the same period last year but not taken yet according to manpower arrangement; if there is a lack of manpower, the Shift Scheduling Department will flexibly delay employees' annual leave. If there is no annual leave arranged, the bus captain can make applications separately.

- If the annual leave arranged by the Company or applied by the employee overlaps with official holidays, such official holidays can be considered as flexible holidays which must be taken before the end of the year.

2.11 NWFB's system for removal from shift

If the bus captain of NWFB is subject to disciplinary action of the Company, the Company will calculate the bus captain's score for removal from shift for the one year before the judgment date of the disciplinary action in accordance with standards in the following table on the 14th day after the disciplinary action (if the bus captain applies for an appeal, the scoring will not continue until the appeal is completed). If the bus captain's score exceeds the upper limit, i.e. 11 points or more, the Company will notify the bus captain in writing that he needs to be removed from his shift and assigned as a standby captain. (The bus captain who is removed from his shift still can apply for vacant shifts according to the existing procedures for vacant shift application.)

Matters	Scores for removal from shift
Final written warning	Add 10 points
Written warning	Add 5 points
Oral warning	Add 2 points
Received awards of the Company	Deduct 5 points

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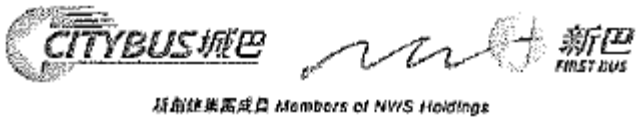

Received letter of appreciation from the Company	Deduct 3 points (at most 1 letter can be counted)

2.12 Procedures for application for vacant shifts made by bus captains of NWFB and the scoring criteria

Rules and notices for application for vacant shifts made by bus captains of NWFB are as follows:

1. Applicants must have at least 1 year of seniority and be familiar with the route that he/she applied for and other special arrangements of the shift;
2. Scoring criteria for application for shift are as follows (application scored less than 86 points will not be considered);

   The basic score for each bus captain is 100 points. The assessment will be based on the service record over one year prior to the vacant shift application period. The criteria are as follows:

Matters	Addition/Deduction of points
Received awards of the Company	Add 5 points
Received letter of appreciation from the Company	Add 3 points
Final written warning	Deduct 10 points
Written warning	Deduct 5 points
Oral warning	Deduct 2 points
Absence from duty (i.e. absence without leave)	Deduct 1 point for each day

The relevant score will increase as the bus captain gains seniority and is calculated as follows:

Seniority	Addition of points
Seniority of less than 1 year	Application unaccepted
1 -2 year(s)	1 points
3 years and above	2 points

3. If application for a vacant shift is made by more than 1 bus captain, the bus captain with higher scores shall be given priority. If they have equal scores, the standby captain shall be given priority. In case of standby captains with equal scores, the standby captain with higher attendance rate shall be given priority. In case of equal attendance rate, the application result shall be determined by drawing lots.

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4. When approving the application of bus captains, the Company has to ensure that the number of bus captains for morning, night and overnight shift is matched with the needs before the application is be implemented so as to avoid insufficient manpower in morning, night and overnight shift.
5. Applicants must submit the application within the specified period of time set out in the application procedures on each vacant shift notice. Each applicant can only submit one application for one specific shift;
6. The applicants can submit application in person or appoint a proxy to submit application on their behalf to the office of the Operations Department for receipt and confirmation during the office hours;
7. After submitting the application, the applicant must pay attention to the result announcement. If the applicant has not obtain approval during the period, the application will be automatically revoked and there will be no other arrangements for waiting list applicants;
8. If applicants who have obtain approval successfully want to further apply for other shift, they must submit the second application 12 months after the effective date of the new shift;
9. For all bus captains who have obtain approval successfully, their official holiday category may be adjusted according to operational needs;
10. All the vacant shift listed for applications are for reference purposes only. Some information may be subject to change due to actual needs or of schedule modification;
11. If the bus captain successfully obtain approval to fill vacant shift, the Company may still make modification for the shift in the future according to operational needs. The shifts of group responsible for affected routes will be then reassigned according to the "Criterion for Reassigning Selected Shifts due to Schedule Change":
12. If the bus captain does not perform well after successfully obtain approval to fill vacant shift, the Company will remove the bus captain from the shift in accordance with the "NWFB's system for removal from shift".

2.13 NWFB matchers for selected shifts due to schedule change

In case of changes in schedule, the NWFB Operations Department will implement the matchers for selected shifts due to schedule change. In case of revising the schedule of Saturdays and holidays or issuing new schedule, the relevant matchers will not be implemented.

On the premise of day shift and night shift handled separately, it is a must to compare each old shift with all new shifts, and the scoring standards consist of the following

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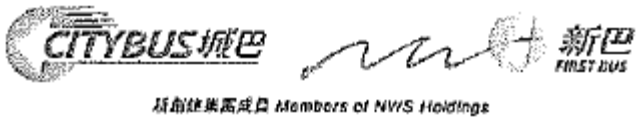

items with the aggregate score up to 6.

1. Compare sign-in time: Maximum score 1.5 (zero will be deducted for the same time, and more scores will be deducted for larger time difference)
2. Compare sign-in site: Maximum score 1 (i.e. the sign-in district of one shift and another shift is the same) *
3. Compare handover time: Maximum score 1 (zero will be deducted for the same time, and more scores will be deducted for larger time difference)
4. Compare handover site: Maximum score 1 (i.e. the sign-in district of one shift and another shift is the same) *
5. Compare labor hour: Maximum score 1.5 (zero will be deducted for the same time, and more scores will be deducted for larger time difference)

*(Sign-in/handover sites are in 5 districts: Eastern District, Western District, Southern District, Kowloon East and Kowloon West. For example, the comparison of sign-in sites of KET and BEB scores at 1, while the comparison of sign-in sites of KET and TKD scores at 0)

The higher score is obtained, the more similar the compared shifts are. The Company will prepare and distribute shifts on the basis of scores related, that is the combination with higher score will be matched earlier, until completing the match of all shifts from high to low.

In addition, in order to minimize the impact on bus captains, the Company sets the following procedures:

1. In case of mutual consent by bus captains affected, it is possible to apply for exchanging each other's shift within 14 days after the implementation of new schedule;
2. For bus captains falling into the following two categories who apply for exchanging shift with each other within 14 days after the implementation of new schedule, they are qualified for the priority of application for shift vacancy for successively 3 times in the future.

A	Comparison of old shifts and new shifts scored at or lower than 5.5 (i.e. the scores of the bus captain's new shift and old shift are not similar).
B	Bus captain failed in matching to the same-route shift due to the reduction in shifts

In case of reduction in shifts of one route as a result of changes in schedule, and increase in shifts of one route in the same schedule, bus captains who failed in being matched due to reduction in shifts can be matched to the shift that has not been distributed of another route in the same schedule. If the relevant bus captains are not willing to accept the shift, they can apply for serving as standby captain and enjoy the above mentioned priorities.

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2.14 NWFB Procedures for applying for shift vacancy with “priority”

NWFB Operations Department will regularly issue notice to bus captains who are subject to shift transfer or matching to unlike shifts as a result of change in schedule (scores lower than 5.5) and have chosen to be standby captains, list all shift vacancies at the time, give them priority to apply for, and do not accept the applications by other bus captains during the period. Such priority for application is valid only for the application notice for successively 3 times immediately after the shift transfer of relevant bus captains, and will be canceled automatically after the successful application for new shift. In case of several bus captains with priority applying for the same shift, it shall be approved according to the following order:

Order 1	Day-shift bus captains shall select day shifts first and night-shift bus captains shall select night shifts first
Order 2	For bus captains falling into day shift/night shift at the same time, the one whose shift applied falls into the same schedule category of the shift before the bus captain becomes standby captain shall have priority
Order 3	For bus captains originally falling into the same schedule, the one whose shift applied falls into the same route of the shift before the bus captain becomes standby captain, shall have priority
Order 4	In case of failure in drawing sequence, score for bus captains would be calculated according to Section 2.12 [Procedures and scoring standards of applying for shift vacancy].

The Company will start “normal” procedures of application for shift vacancies within 1 month after the completion of the above mentioned application procedures, so that qualified bus captains (including the above mentioned bus captains with priority) can apply for the remaining shift vacancies, but the above mentioned priorities will not be considered in such normal application procedures.

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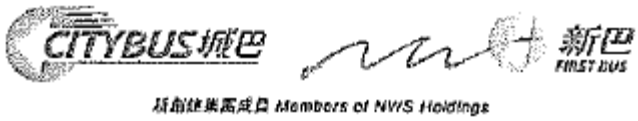

2.15 CTB selection procedures and scoring system of application for route transfer/post transfer

Notice relevant to route vacancy will be issued about once every two months. The CTB Operations Department will approve route-entering applications according to the following precedence order of bus captains:

1. Bus captains transferred out of the route for deletion of route/frequency (two opportunities of priority to approval within 6 months after transfer-out of the route);
2. Standby captains (only applicable to Operations Department One);
3. Bus captains who have enrolled in the route.

In case of the number of applicants in the same category larger than the number of vacancies of route applied, selection shall be conducted according to the following scoring system of applicants:

Part 1 Seniority	A full-time bus captain will get 5 points every month from the commencement date to the day the Company issued route vacancy notice (no score for the number of remaining days that is less than one month)Maximum score for this part is 240Application by a full-time bus captain with a length of service lower than 6 months will not be considered New bus captains whose length of service is longer than 6 months but shorter than 1 year and number of working days is not less than 140 days or length of service is longer than 1 year but number of working days is not less than 280 days, are qualified for the application
Part 2 Personal record	Within 280 days before the Company issuing route vacancy notice: Oral warning each: deducting 100 points Writing warning each: deducting 200 points Final warning each: deducting 400 points Commendatory letter each: adding 50 points, with the maximum scores recording 100 ※Application by the one whose scores deducted reach 900 in this part will not be considered
Part 3 Record of previous route transfer or post transfer	Calculating from the day the Company issues route vacancy notice, if the applicant, from the most recent successful application for enrolling in the route: Within the past 6 to 12 months: Deducting 400 points Within the past 12 to 24 months: Deducting 200 points Within the past 24 months: Deducting 0 point

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The one who gets highest total scores of the above mention 3 parts will be selected. In case of same scores, the Company will select the one with longer seniority (without taking into account the seniority of part-time bus captains or employees who are not bus captain). In case of same scores and seniority, the Company will select the one with lower-numbered employee ID.

The Operations Department shall reserve the rights to change bus schedule, day off and other operational arrangements, and bus captains shall not regard such changes as the reason transferring out of the above mentioned route.

Successful applicants shall voluntarily know each responsible route of the group applied for.

2.16 Notes to CTB Operations Department One selection procedures of application for route transfer/post transfer

According to the CTB selection procedures and scoring system for route transfer/post transfer application in Section 2.15, the CTB Operations Department Two should note the following:1. Bus captain can apply for 3 shift groups at most and must list priority.

2. Applicants for the group of overnight route may be interviewed.
3. Due to labor deployment, the Operations Department reserves the right to assign bus captains to implement the work of the Non-patent Bus Affairs Department.
4. Bus captains for FTN and JCN vacancies shall implement the relevant driving services including patent, non-patent routes and leasing services according to the Company’s arrangements.

2.17 CTB arrangement for transferring personnel absent from work for a long time out of the route

Bus captains of CTB who are absent from work for more than 60 days for occupational injury/sick leave or other reasons will be transferred out of the original route on the basis of the manpower distribution arrangement of the route (“route transfer-out”), and the work arrangement after returning to work is shown as follows:

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Arrangement after returning to work	• When returning to work, bus captains can return to the original route if the Company has not issue route vacancy notice. • When returning to work, bus captains should apply for enrolment in the route according procedures but bus captains who have not returned to work shall not apply for enrolment in the route if the Company has issue route vacancy notice that the bus captains will be transferred to the standby group.

2.18 CTB scoring system for bus captain transferring out of the route (due to deletion of route/frequency)

Part I Seniority	A full-time bus captain will get 5 points every month from the commencement date to the day the Company issued running schedule notice of route delegation (no score for the number of remaining days that is less than one month) i.e. 60 points for each year can be scored for 4 years at most (maximum scores 240)
Part II Personal record	Within 280 days before the Company issues running schedule notice of route delegationOral warning each: deducting 100 points Writing warning each: deducting 200 points Final warning each: deducting 400 points Commendatory letter each: scoring 50 points (calculating two letters at most with maximum scores 100)

The one who got the lowest total scores of the two parts will be transferred to another route first. In case of same scores, the Company will choose to transfer the one with shorter seniority (without taking into account the seniority of part-time bus captains or employees who are not bus captain) to another route.

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3. Bus Pick-up and Withdrawal from Service through Sign-in

3.1 Notes for bus pick-up through sign-in

1. After sign-in, the bus captain must get the right Assignment Record and read the contents of shift for the day, pay attention to the vehicle number and parking place of vehicle allocated, and should never change the vehicle number without permission;
2. The bus captain should recognize the length and height of the bus allocated and define whether the bus is available for the responsible route;
3. When picking up the bus, the bus captain should inspect the vehicle number, pay attention to the labels in the driver's cab, including rear axle steering, 12.8 meters long super-long bus and hybrid power bus, and identify the operational skills needed for the bus;
4. The bus captain should clearly understand and know the use of various devices and instruments in the bus, and ask the superior when in doubt;
5. When examining the inside and outside parts of the vehicle body, the bus captain should pay attention to whether wheels, metal plates, hemline, glasses and facilities in the compartment are damaged or have obvious scratches, whether the emergency door and oil cylinder cover are closed, whether valid vehicle license has been posted and whether the camera lens of the video recording supervision system around the driving seat is covered, and make sure that the camera lens of video recording supervision system is not disturbed at any time;
6. Examine whether Autotoll ("the box") is attached to the windshield, and when the bus is passing through an Autotoll channel of a tunnel, inform the Control Centre if the signaling light machine of such channel shows red light;
7. After starting the engine, examine whether the signal of dash board, oil pressure and draft gauge are under normal operation. When wind pressure is lower than normal level, a noise will be heard;
8. Examine whether the hand brake, foot brake, fare box and head & tail gates are under normal operation;
9. Examine the condition of the air conditioner, and the bus captain should start the air conditioning system when carrying passengers in order to maintain appropriate air conditioning;
10. Examine the seat and safety belt of captain, and adjust the driving seat, rearview mirror and steering wheel appropriately (see Annex V for the adjustment of some of the driving seats);
11. Examine whether the fire extinguisher and emergency hammer are placed in the

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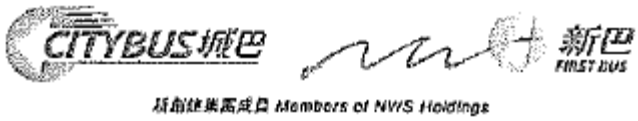

designated place, and whether the head light, tail light, passenger light, wiper and stop bell are under normal operation;

12. Examine whether the Octopus Fare Deducting Processor, upper layer/backing video supervision system, electronic destination sign and stop announcement system are under normal operation, including the stop announcement controller, volume, screen of display, etc.;
13. As the Multi-Media on Board (MMOB) system, which will start automatically when starting the engine of the bus, is still being used for some routes, bus captains driving the related bus should examine whether the screen and sound of the MMOB system works normally;
14. Examine whether the bus is clean from inside to outside;
15. No announcements (including notices of other companies) or slogans that do not belong to the Company can be posted inside and outside the carriage without permission;
16. Expired notice of the Company in the carriage should be removed;
17. Pay attention to whether there is anyone working in the carriage, under the bus or around the bus. If the bus is parked on the maintenance pit, ask for assistance from the superior. Inspect the environment all around and make sure that the bus departs safely;
18. For the above-mentioned examination items, in case of abnormal conditions or breakdown, please report to the terminus supervisor who dispatches buses or the inspector, or take actions according to Article 6.6.

3.2 Procedures of returning to the depot and withdrawal from service

1. Drive the bus to the designated depot for fueling according to the contents in the shift or instructions of the superior;
2. When withdrawing the bus from service at night, enter the depot in the designated route of each depot and do not jump the queue, unless otherwise approval by the inspector;
3. In any case, when returning to the depot, the bus captain should press the "Output" button on the Octopus processor before the petrol station in order to output data in the processor, no matter whether there are any transactions processed in the day. It must be ensured that the Octopus processor shows "Data transfer success" before the bus captain can turn off the Octopus processor after parking (the second generation Octopus processor will automatically output data when arriving at the depot, so bus captains just need to turn off the Octopus processor after parking);
4. As CTB will collect fare boxes every Monday and Thursday while NWFB will

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collect fare boxes every Tuesday and Friday, bus captains should coordinate with the instructions of the fare box collectors so as to complete the procedures of fare box collection. In order to ensure that the fare box collector can work in an environment with sufficient light, the bus captain should turn on the lighting system in the carriage. When the fare box collector works on the bus, the bus captain shall not drive the bus. In case of emergency in the procedures of fare box collection (such as cash in the fare box scattering on the ground), the bus captain must park the bus at the original location or drive the bus to the designated place according to the instructions of the fare box team, and stay in the driving seat and wait for the fare box collector to complete the follow-up work;

5. The buses should be fueled at the hydrant pit (except for electric buses) and the bus captain should pay attention to the stop line on the ground and instructions of the fueling staff; flame out when fueling to ensure safety; check the rearview mirror on the right side from time to time (if the bus captain is not able to see the rearview mirror clearly due to the environment on the site, he/she should get off the bus and observe the environment all around) so as to ensure the completion of fueling and that the fueling staff has pulled the fueling nozzle out, and then drive the bus away;
6. When fueling, submit the Homework Record to the inspector/terminus supervisor stationed in the depot and follow the parking instructions given by the inspector/terminus supervisor. If there is no inspector/terminus supervisor on duty, put the Homework Record in the punch-card machine, and place it in the designated place after the time is printed, and the bus captain shall not modify the sign-in time without permission;
7. The bus captain shall not delay the time submitting the Homework Record to the inspector/terminus supervisor without reason in an attempt to extend working hours;
8. In case of breakdown or any functional and operational issues of the vehicle when sigining in, please report to the terminus supervisor or inspector stationed in the depot or take actions according to Article 6.6 in the absence of terminus supervisor or inspector in the depot;
9. When the car washer is under normal operation, the bus must be driven through the car washer. Before driving to the car washer, fold the left mirror (when folding the left mirror, please use the pushing hook of the left mirror arm), and ensure that the roller of the car washer has returned to the original position and stop rolling, and ensure that the signal shows green light, and then drive to the car washer. Do not drive to the car washer when red light is on as it will cause damage to the vehicle and car washer. If there is an automatic barrier in the front of the car washer, the bus captain should pay attention to the following matters before driving to the car washer:
    - The barrier of the car washer will lift automatically by utilizing the red and green light signals of the car washer;
    - When the red light of the car washer is on and the barrier is down, the bus

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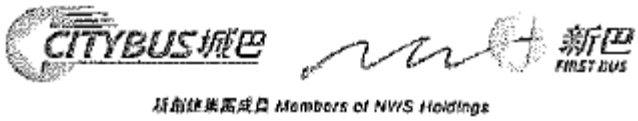

should wait before the barrier;

- After the green light of car washer is on and the barrier is lifted, the bus can be driven to the car washer;
- After driving through the car washer and the bus tail has got past the barrier, the barrier will drop automatically, and the captain of the next bus should wait before the barrier and drive to the car washer when the green light of the car washer is on and the barrier is lifted simultaneously;

In case of any abnormal operation of the car washer or barrier, inform the on-site inspector/terminus supervisor on duty or the Control Centre immediately;

10. When driving through the car washer, the bus should be driven to the passage of the car washer in an extremely slow speed and be washed for about 50 seconds, so that the bus body (especially the tail of the bus) can be thoroughly cleaned by the car washer;
11. Drive the bus to the designated parking lot according to the contents of shift or instructions of the superior; the driver can only leave after he/she has parked the bus at the parking space or any designated location as instructed by the inspector/terminus supervisor; do not park the bus on the passage of the depot as it will cause obstruction. Before getting off the bus, make sure to put it in "neutral gear", draw the hand brake and turn off all electric equipment, such as the inboard air conditioner, inboard light, head light and Octopus processor, and before leaving, turn off the main battery switch and close all doors and windows.

4. Bus Scheduling and Record

4.1 Bus scheduling, on-time departure and accurate record

Data such as bus schedules and route of passenger carriage in the Terminus Supervisor Record should be submitted to the Transport Department, and schedules input in the electric Terminus Supervisor Record (the "OMS" system) will be used for displaying departure time for passengers and estimating arrival time. Bus captains should try their best to keep the relevant data accurate according to the following instructions.

1. Under normal conditions, a bus must depart according to the schedule, and the terminus supervisor, inspector or Control Centre have the right to change the schedule, route, starting point and destination according to the actual situation, and all bus captains should follow the instructions of the terminus supervisor;
2. The bus captain should refer to the time displayed on the Octopus DDU or controller of Bus Stop Announcement System;
3. If the bus captain failed to depart the bus according to the time on the schedule/instructed by the terminus supervisor for reasons including being late due to traffic jam or going to the washroom, he/she should immediately inform the terminus supervisor for adjusting the schedule and keeping an accurate record.

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For terminals without terminus supervisors on duty, bus captains should report to the terminus supervisor in charge of the record/Control Centre, and keep a record in the Terminus Supervisor Record (if any) on their own. If the departure time is 2 minutes or above later than the time on the schedule/instructed by terminus supervisor, a report should be made immediately, or otherwise made to the terminus supervisor after finishing the route;

4. The bus captain should drive according to the route instructed on the schedule and by the terminus supervisor, inspector or Control Centre;
5. Bus captains arranging full or half "dead" without permission will be subject to severe disciplinary actions;
6. For any delay during the journey, to the bus captain should report to the terminus supervisor with information such as location or reason of traffic jam, etc.;
7. When the bus is on "dead" arrangement, it should be driven to the destination directly and safely.

The Company has set procedures for reviewing the Terminus supervisor Record in order to compare the data in the bus's driving recorder with the Terminus supervisor Record, and the Company will impose disciplinary punishment on relevant personnel who neglect their duties in case of inaccurate record in the Terminus supervisor Record.

4.2 Jointly operated route – full "dead" arrangement

In order to provide more stable service, if the bus captains of all jointly operated routes fail to arrive at the terminal, which is not controlled by the Company, at the scheduled time, they are prohibited from "driving to the terminal at the other end of the route without carrying passengers" or "not carrying passengers until after crossing the harbour", unless otherwise approved by the Company's terminus supervisors or inspectors. All bus captains and terminus supervisors must implement the following arrangements:

- Bus captains must contact the Company's responsible terminus supervisors (or Control Centre in case of emergency) by phone for instructions;
- Inspectors or terminus supervisors can re-arrange the bus to "start service on the way" or approve the continuation of "full 'dead' docking" according to the actual situations;
- Bus captains should also write the latest arrangements of terminus supervisor (including departure time) on the Homework Record on their own;
- Bus captains arranging "full 'dead' docking" or " 'dead' but resume service after crossing the harbour" without asking for instruction and permission, the Company will be subject to disciplinary investigation by the Company on such breach of guideline.
- For "dead" originally arranged in the shift, it is exempted from the above

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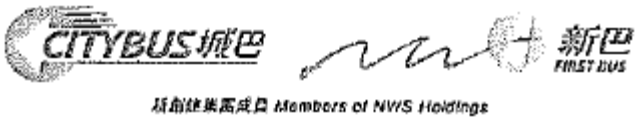

provision and has no further instruction is required.

4.3 Mechanism of supplementary trips for lost trips of jointly operated route

In order to alleviate the impact of irregular service frequencies and lost trips of jointly operated cross harbour routes on passengers, the Company and KMB/LWB reach an agreement on the above mentioned mechanism that the terminus supervisors of KMB/LWB may arrange some of the overrun NWFB/CTB buses to continue to run during the operation period of KMB/LWB. If a bus captain fails in coordinating with the arrangement of KMB/LWB's terminus supervisors for special reasons, he/she must contact the relevant terminus supervisors of the Company by phone to ask for instructions and record the modification in his/her Homework Record.

4.4 Guidelines to non-operational buses for the use of tunnel

All non-operational buses ("dead") shall only use Eastern Harbour Crossing, Western Harbour Crossing, Tai Lam Tunnel or Tate's Cairn Tunnel under the following situations:

1. It has been indicated on the Homework Record of the bus captain;
2. It is so instructed by the terminus supervisor or inspector (if instructions are given by terminus supervisors of KMB/LWB, the bus captain should contact the relevant terminus supervisor of the Company for instructions).

When terminus supervisors or inspectors instruct "dead" buses to use the above mentioned tunnels, bus captains must keep a record in the Homework Record.

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5. Customer Service

5.1 Key points of customer service

1. In order to provide high-quality service, bus captains should pick up passengers earlier at terminals;
2. When picking up passengers, the bus captain should pay attention to passengers' boarding situation and extend a warm welcome. As long as there is room on the bus, the bus captain should pick up as many passengers as possible at the bus stop;
3. When passengers need to get off the bus, the bus captain should stop the bus at the appropriate bus stop and should not let passengers get off until the bus has stopped completely. When passengers are getting on or off the bus, the bus captain should not act impatiently and should wait for bus chasers patiently if possible;
4. When passengers ask any questions related to bus operation (such as the driving route, locations of stops, fare, etc.), the bus captain should try his/her best to provide appropriate assistance. In case a passenger raise a question when the bus is on the way, give a polite and brief response or indicate that explanation will be provided when the bus stops. If the bus captain does not know the accurate answer, he/she should tell the passenger politely to contact the Customer Service Department for details (NWFB 2136 8888/CTB 2873 0818);
5. If the bus captain finds any unauthorized person distributing flyers or other publicity products on the bus, he/she should dissuade such person politely and, if unsuccessful, seek for instructions from the Control Centre;
6. No sundry should be placed at the headstock and anywhere prominent;
7. The bus captain shall not stop and delay the journey of bus for disputes among passengers or between other drivers in any journey;
8. The bus captain shall not quarrel with passengers, and when they become agitated, the bus captain should not argue diametrically against them but should try to control his/her emotion and avoid stimulating them. Bus captains who hit passengers or their colleagues will be fired immediately;
9. The bus captain should immediately inform the Control Centre of any complaint about bus operation put forward by passengers during the operation of bus when arriving at the terminal so as to take actions properly;
10. In the course of service, the bus captain should put the name plate on the plate holder on the bus. If the name plate is lost, the bus captain should apply for a new name plate from the Company as soon as possible and should not print unqualified name plates by himself/herself;
11. When the public have views on the bus captain's work or ask the bus captain to provide his/her name, the bus captain must provide the relevant data cooperatively;
12. For Notes to Passengers listed matters that should be followed by passengers and

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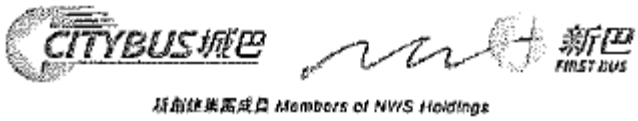

posted in the compartment, all bus captains should read all detailed items in such guideline carefully so as to protect the benefits of the Company and employees themselves;

13. When the bus returns to the terminal, turn off the bus lights (including passenger lights in the compartment and head light), air conditioner and engine after all passengers get off the bus. Bus captain also should tour the upper layer and down layer of the bus and pay attention whether there is lost property or abnormal situation;

14. In case of driving back to the bus terminal/car factory for parking, bus captain should close all bus doors and windows when leaving the compartment.

5.2 General conduct of bus captain in the *Public Bus Services Regulations*

In accordance with the *Public Bus Services Regulations* Chapter 230A, Articles 9, 10, 11, 11A and 12, bus captain

1. should behave in a civil and orderly manner;
2. should be clean and tidy in his person;
3. should not unreasonably delay the bus in any journey;
4. should drive the bus to the named place of destination according to the designated route properly, but not applying for unforeseen events or other emergency incidents, or otherwise ordered by authorized person or policeman;
5. in case of a sign for stop, should stop the bus in each stop along the current route and let passengers get on or get off the bus;
6. should, when picking up or setting down passengers, stop the bus as close to the left or near side of the road as is safe and practicable so to do;
7. should take all reasonable precautions to ensure the safety of passengers in or on or entering or alighting from the bus;
8. should not neglect or refuse to admit and to carry at the lawful fare any passenger or intending passenger who can be accommodated without exceeding the authorized capacity of the bus and to whose admission no reasonable objection is made;
9. should permit any passenger to bring with him such goods as may lawfully, safely and conveniently be carried on the bus;
10. should not permit any animal, other than a guide dog accompanying a blind person, to be carried on the bus;
11. may refuse to permit any person who is in a dirty condition to enter in or travel in the bus;
12. may refuse to permit any person, whom he has reasonable cause to believe to be intoxicated, mentally unbalanced or suffering from an infectious or contagious

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disease, to enter in or travel in the bus;

13. may refuse to permit any person, whom he has reasonable cause to believe is carrying goods of a dangerous or offensive nature, to enter in or travel in the bus;
14. should, if requested by any police officer in uniform or any person authorized by the Commissioner, give particulars of his license, if any, his name and the name and address of the grantee by whom he is employed;
15. should not, at any reasonable time, obstruct, or neglect to give all reasonable information and assistance to, any police officer in uniform, or any person authorized by the Commissioner who produces such authority, to examine the bus;
16. should shut off the engine if, for any reason, he leaves the bus unattended;
17. should shut off the engine and ensure that all the passengers are removed from the bus before filling the petrol or oil tank and keep such engine shut off and ensure that all passengers remain out of the bus until such filling is completed.

5.3 General conduct of passengers in the *Public Bus Services Regulations*

In accordance with the *Public Bus Services Regulations* Chapter 230A, Articles 13, 13A and 13B, employees in uniform of the grantee should be responsible for implementing the following detailed items listed in the Regulations. Bus captain should know clearly his responsibilities and rights. Part of importance regulations are now summarized as follows:

No passenger should

(a) wilfully obstruct, impede or distract the driver of the bus or any authorized person;

(b) wilfully obstruct the driver's view of the road or of any traffic;

(c) wilfully do or cause to be done with respect to any part of the bus or its equipment, anything which

  (i) obstructs or interferes with the workings of the bus or causes damage; or

  (ii) causes injury, discomfort, annoyance or inconvenience to any other person;

(d) improperly interfere with the doors or any other mechanism, device or control which forms part of the bus or which is connected to the bus; or

(e) throw or wilfully drop anything from a bus.

Bus captains may give such directions as they consider necessary in the interests of public safety to any passenger or intending passenger. No passenger should fail to comply with such directions. The bus captain

1. may remove from a bus any person whom he/she has reasonable cause to believe has contravened the *Public Bus Services Regulations*.
2. may require any passenger whom he/she has reasonable cause to believe has contravened the *Public Bus Services Regulations* to give his name and address

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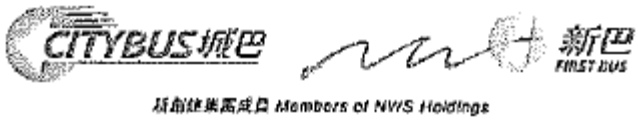

and produce proof of identity.

3. may arrest without a warrant any person whom he/she has reasonable cause to believe has contravened the *Public Bus Services Regulations* and may detain such person until he can be handed over to a police officer.

5.4 Route and destination board

1. The bus captain should know and use the different codes of the route driving in the electronic destination board system. See Annex VI for application methods of each electronic destination board;
2. When carrying passengers, the bus captain should correctly adjust route/destination board, so as to show correct information;
3. The mode “free combination of route number and destination” or the mode “direct text entry" of the electronic destination board system can only be used under the following situations:
   a. No applicable route and destination in the electronic destination board system;
   b. For parking in the bus terminal, show relevant running schedule number or departure time as necessary;

   The mode “free combination of route number and destination” or the mode “entry direct text entry” can not be used when the driving route has suitable code in the electronic destination board system;
4. When not carrying passengers on the road, bus captain should adjust the destination sign to “out of service” and can not show any route, vehicle number or running schedule and other data; as well as can not use other words unless otherwise informed;
5. Under the following situations, bus captain should show the added temporary headsign
   - Driving short-haul vehicle (show the stop board of destination on the head and fare box)
   - Bus changing its route temporarily (show on the head)
   - Driving special trips that do not pass part of bus stations (show on the head)
   - The Company strengthens the publicity of part of routes (show on the head)

   Bus captain should make good use of and try best to recycle the temporary headsign provided by the Company, and can not discard such temporary headsign in the cab (especially behind the chair) for midway handover or knocking off, so as to avoid wasting.

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5.5 Automatic stop announcement system

During operation, the bus captain should correctly use the stop announcement system according to the following formulas

Operation of stop announcement	Carrying from terminal / carrying from midway of route	Enter the number of route in the terminal before carrying passengers; select destination, driving route, and select the stop name of carrying before carrying passengers and the departure of bus, pay attention to whether the stop announcement system is turn on, then drive the bus; for carrying from midway, enroll in the route before driving the bus in the carrying stop, then drive the bus after press the carrying stop name; After driving the bus, the system will announce stop automatically, so bus captain has no need to press buttons along the route; Must exit from the route after arriving at the destination and can not exit from the route before arriving at the last stop or adjust to the opposite place in advance.
	Non-carrying journey	Press  or "NO" before the dead until back to the page of main contents.
Remark	When necessary, bus captain can press "broadcast" to broadcast preset special information to passengers. See Annex VII for the list of special information. Special information can be only used when necessary, please avoid harrying passengers. See Annex VIII "Simple application method of automatic stop announcement machine" for the application methods of automatic stop announcement system in details (including the handling methods of temporary route change).	

As the stop announcement system will transmit location information to the Company's system in real time, bus captain should operation correctly and accurately, so as to avoid affecting the record of frequencies.

5.6 Inboard broadcasting system

The inboard broadcasting system, which can connect the broadcast of upper layer and down layer, aims at providing convenience to bus captain to issue instructions to passengers in the bus when necessary. When issuing instructions, it is a must to issue clear instructions politely with proper speed and clear and definite words (however, bus captain should give priority to the preset special information in the automatic stop announcement system).

5.7 Arrangements relevant to turning on and off the passenger light on the bus

1. When there is sufficient sunlight, no need to turn on the passenger light on the

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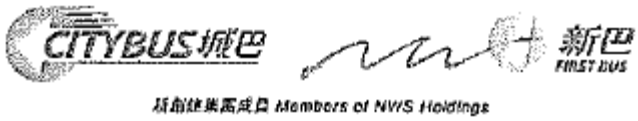

bus;

2. Turn on the passenger light in the compartment when entering in a tunnel/bus stop with cover;
3. Drive with the passenger light on when it is dark or the sunlight outside the bus is insufficient;
4. When driving a bus with two-level intensity of passenger light, adjust to a darker intensity to make passengers comfortable when driving on the road, and adjust to the brightest intensity for the convenience of passengers getting on or off the bus in the sections where need to carrying or dropping off passengers;
5. After the bus has returned to the terminal, the bus captain should turn off the bus lights (including passenger lights in the compartment and head light) before leaving the compartment;
6. For non-operating driving, turn off the passenger lights in the compartment (excluding driving with dead in relatively dark and narrow sections in suburban district).

5.8 Guidelines on opening front door to load passengers

Under normal circumstances, the bus captain should open front doors on both sides for the convenience of passenger's boarding. However, in the following cases, the bus captain may only open the left side door to load passengers:

- When field supervisors give instructions;
- When it is necessary to maintain the order of passenger's boarding;
- When opening front doors on both sides will pose a danger.

5.9 Passengers requiring special care

When the disabled, the elderly, children, pregnant women and people in need use bus services, the bus captain:

1. Should give sufficient time and care;
2. Can lower down bus floor for making boarding and alighting convenient;
3. Can open both the front doors to make the right handrail available to passengers;
4. Can advise passengers to offer priority seats when necessary;
5. Should try to wait for the passengers to be seated before starting the bus.

If the bus captain finds that there are visually impaired people waiting at the bus stop, he/she should stop the bus, open the passenger door and explain the route and direction of the bus that he is driving to those people so that the they can take the correct route they want to take.

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Wheelchair-using passenger’s boarding:

1. If circumstances permit, wheelchair users and their companions (maximum 1 companion for each wheelchair user) should be given priority in boarding;
2. Park the bus at a suitable location on the bus stop (some bus stops have a separate location to allow wheelchair passengers to board the bus, so the bus captain must pay attention since it is far from the bus stop);
   - Make wheelchair users get on the bus safely
   - Offer convenience for wheelchair users’ boarding
   - Make sure there is enough room to start and use the wheelchair ramp on the bus;
3. Pull up the hand brake, enter the neutral gear, and turn on breakdown lights;
4. Press bus body lowering switch to lower the car body to the greatest extent;
5. Open the door for wheelchair ramp and leave the cab to open the wheelchair ramp with the correct posture; (See Annex IX for the use of wheelchair ramps)
6. If wheelchair-using passengers do not have any companion, actively seek consent from the wheelchair-using passengers to assist them to get on the bus (the wheelchair must be pushed forward) and pay the fare;
7. Place the wheelchair at the designated position (refer to the wheelchair position sticker);

   If a third party assists in pushing the wheelchair, it must be confirmed that the wheelchair is placed at the designated location (refer to the wheelchair location sticker);
8. Give instruction and make sure that wheelchair-using passengers lock their wheelchairs;
9. Instruct wheelchair-using passengers to fasten wheelchair seat belts and side straps. Actively seek consent from wheelchair passengers to provide assistance if wheelchair-using passengers are not able to buckle seat belts and side straps on their own;



10. Ask wheelchair-using passengers which stop they will get off and inform wheelchair-using passengers that you will assist in getting off after arrival;

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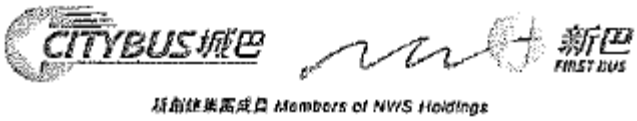

11. Remind wheelchair-using passengers that wheelchairs cannot be moved while the bus is in motion:
12. Put the wheelchair ramp back to allow other passengers to get on the bus, close the doors, lift up the bus body and continue driving;
13. Frequently view inside rearview mirrors, pay attention to conditions of the wheelchair-using passengers and drive the bus in smoother manner;
14. If the wheelchair parking position is occupied by other passenger's items, ask the passenger to take away the item and let the wheelchair users use the area;
15. Most buses can only accommodate one wheelchair user. If the wheelchair position on the bus has already been used by another wheelchair passenger, tell the waiting wheelchair user with courtesy that he/she must wait for the next low-floor bus.
16. The Company has set a message on the bus destination board system to advise other passengers to maintain courtesy and make room for wheelchair-using passengers to get on and get off the bus. The bus captain can use it when needed.

Wheelchair-using passenger's getting off:

1. Stop the bus at a suitable location at the bus stop;
2. Pull up the hand brake, enter the neutral gear, and turn on breakdown lights;
3. Press bus body lowering switch to lower the car body to the greatest extent;
4. Open the door for wheelchair ramp and leave the cab to open the wheelchair ramp with the correct posture;
5. Instruct wheelchair-using passengers to unlock wheelchair seat belts and side straps. Actively seek consent from wheelchair passengers to provide assistance if wheelchair-using passengers are not able to unlock seat belts and side straps on their own;
6. Instruct wheelchair-using passengers to unlock their wheelchairs;
7. Actively seek consent from wheelchair passengers to assist wheelchair-using passengers to get off (the wheelchair must be pushed backward);
8. After the wheelchair-using passenger completely leaves the wheelchair ramp, put the wheelchair ramp back, close the door, lift up the bus body and continue driving.
9. The Company has set a message on the bus destination board system to advise other passengers to maintain courtesy and make room for wheelchair-using passengers to get on and get off the bus. The bus captain can use it when needed.

If the bus captain is driving a bus that does not have wheelchair facilities:

1. Stop the bus at a suitable location at the bus stop;

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2. Pull up the hand brake, enter the neutral gear and turn on breakdown lights;
3. Open the bus door;
4. Inform the wheelchair-using passenger that no wheelchair facilities are installed on this bus in a friendly manner;
5. a. The bus captain should advise the wheelchair-using passenger to take the bus on subsequent frequencies if he/she knows that the bus on subsequent frequencies has wheelchair facilities.

   b. The bus captain should advise the wheelchair-using passenger to call customer service hotline for arrangement if he/she does not know if the bus on subsequent frequencies has wheelchair facilities.

Children's wheelchairs and strollers used by physically handicapped children:

1. Used by physically handicapped children during outdoor activities. They are not suitable for ordinary wheelchairs due to their small size;
2. The bus captain should deal with children's wheelchairs and strollers used by physically handicapped children in a general manner for handling wheelchair-using passengers;
3. The bus captain should not require passengers to fold their manual wheelchairs.

5.10 Guideline on handling people boarding with bicycles or strollers

Please follow the guidelines below to deal with passengers boarding with bicycles or strollers:

	With bicycles	With strollers (children's wheelchairs and strollers used by physically handicapped children should be dealt with in a general manner for handling wheelchair-using passengers)
1	Only allow passengers carrying folded and packaged bicycles to get on the bus, so as to ensure the safety of other passengers.	Require the passenger to pick up the baby before boarding and fold the stroller, so as to ensure the safety of the baby and other passengers. Please give appropriate assistance to passengers if needed.
2	Make sure folded bicycles/strollers will not obstruct passageways or occupy seats in the compartment.	
3	Make sure that passengers have placed their bicycles/strollers in a stable manner without affecting driving safety or posing danger to other passengers.	
4	Assist wheelchair users to use wheelchair position in the compartment with priority.	
5	If the compartment cannot safely accommodate a bicycle/stroller, or a passenger carrying a bicycle/stroller refuses to comply with the above	

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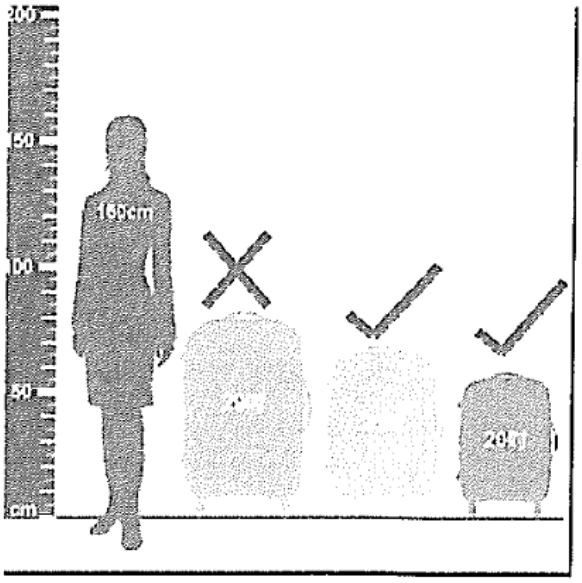
	requirements, the bus captain has the right to refuse to allow the passenger to get on board or continue using the bus in the light of actual circumstances.

During the process of handling such matters, the bus captain must explain to passengers with courtesy and patience. In case of any difficulties or questions, please call the Control Centre for instructions.

5.11 Passengers boarding with luggage

According to *Public Bus Services Regulations*, passengers can carry items with a total weight of no more than 5 KG or a total volume of no more than 0.1 m^3 onto the bus. Items carried onto the bus cannot occupy seats or obstruct passageways; but flexibility can be exercised depending on whether the items will obstruct passageways in the compartment. The reference size of the 0.1 m^3 is 71cm (28 inch) x 56cm (22 inch) x 25cm (10 inch), that is, luggage in 25-inch or less size can be carried onto the bus.



When driving on Airport Route A/E/S/NA/N or Route B at Shenzhen Bay Port, the bus captain may, at his/her discretion, allow luggage suspected to be slightly beyond the limit to get on board to facilitate normal passengers under the safety conditions. The bus captain may also refuse to allow passengers carrying a large number of luggage or oversized luggage to get on board according to compartment space and luggage rack conditions.

When passengers bring their luggage onto the bus, please politely remind passengers to place their luggage securely on the luggage rack. The bus captain can allow passengers to properly place their luggage in the wheelchair area (wheelchair-using passengers have priority to use that area) in his/her sole discretion only when the luggage rack is fully loaded according to the passenger load and the amount of luggage. Large luggage cannot be moved to the upper compartment.

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5.12 Items prohibited on board

When the bus captain notices that the boarding passenger is carrying the following items, please indicate politely that these items cannot be carried onto the bus for safety reasons. If the passenger requests a refund for fare, remind the passenger to contact the Customer Service Department directly and submit an employee report describing the incident (it is necessary to indicate whether the passenger has taken the bus).

Flammable substances: substances or items such as thinner, paint, gasoline, etc. that are covered by the Dangerous Goods Ordinance (Chapter 295);

Compressed gas: such as petroleum gas, refrigerant, hairspray, etc.; (except portable oxygenator used by patients)

Fragile items: such as glass, fish tanks, light tubes, televisions, etc. (except under protection of wrapping materials)

Spraying tools: such as snail guns, firearms, etc. (except being properly packaged)

Long items: such as sticks exceeding 1.2 meters or sharp items;

Animals: cats, dogs, birds, etc.(except for seeing eye dogs accompanying blind people on board)

5.13 Operation of Octopus

In order to charge passengers correct fares or provide interchange concession, the bus captain must ensure that:

- The route and direction of Octopus machine are consistent with the driving direction (especially when driving in the loop route, the bus captain must know the stop for transfer);
- Correct sectional fares have been adjusted on the Octopus along the way. The audible prompt in a quadruplet sound given out twice successively when switching sectional fare charge/direction can be used as reference.

The operating rules of Octopus when driving a dead bus are as follows:

- Log in the rater using the staff Octopus card before starting the bus (reports shall be made to the Control Center in the event of borrowing the card of another employee due to any circumstances);
- Keep the Octopus fare deducting processor on and logged in while driving;
- Remember to log out the Octopus system after driving the bus.

For detailed operation of Octopus fare deducting processor please refer to Attachment X.

5.14 Notes on fare collection

1. The bus captain has the responsibility for checking if every passenger has paid enough fare when boarding. In view of the previous case where a passenger attempted to cheat the bus captain by imitating the sound of Octopus for evasion

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of fare payment when boarding, the bus captain must inspect transaction status on the Octopus fare deducting processor to ensure that passengers pay adequate fares;

2. Each adult can take at most two children under 4 years old who do not take a seat for free;

3. If passengers pay the fares in cash or by a prepaid ticket, the bus captain should instruct the passengers to drop the cash or ticket into the fare box and should not personally take the cash or ticket (except sightseeing bus 1-day tickets). And the bus captain should press the button to make the cash drop into the fare box;

4. In accordance with the *Coinage Ordinance*, passengers can refer to the following provisions when paying fares in cash:

   A: for coins of denomination of not less than $1, for the payment of an amount not exceeding $100;

   B: for coins of denominations of less than $1, for the payment of an amount not exceeding $2;

5. In case where a passenger refuses to pay the fare or underpays the fare, the bus captain should first politely ask such passenger to pay the correct amount of fare. If the passenger still refuses to pay fare or underpays fare, the bus captain should report to the Control Center by telephone and continue to drive the bus where practicable. Unless personal safety is involved or permission is obtained from the Control Center, the bus caption should not call the police lest it may affect other passengers and bus frequencies. After the incident, the bus captain should submit a staff report as soon as possible describing the gender, age and appearance of the involved passenger and incident location and specific circumstance for follow-up by the Company;

6. The Octopus is available for another card swiping in 5 minutes. In other words, no fare will be collected if a passenger swipes the card on the same Octopus fare deducting processor in less than 5 minutes after he pays the fare by Octopus card. For routes with both-way sectional fares, a rebate is available by another card swiping on the Octopus in one minute;

7. In any case where a passenger demands for refund, the bus captain should, instead of making any comment, remind the passenger to directly call the Customer Service Department and report to the Control Center;

8. If routes with both-way sectional fare are available and passengers need to use the both-way sectional fare, the bus captain should open the front door for the convenience of passengers getting off.

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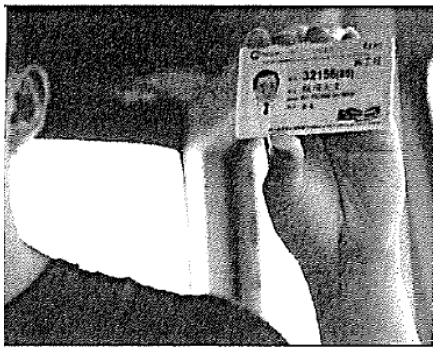
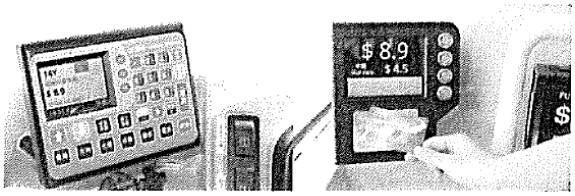
5.15 Taking a bus by staff card or concession card

The Company together with The Kowloon Motor Bus Company (1933) Limited and Long Win Bus Company Limited has started to use "Personalised Octopus Card" as staff card and family concession card (see also HR Department announcement for examples of the cards). Cardholders may take the franchised bus services of the abovementioned companies and Citybus non-franchised routes 61R and 88R for free, excluding other non-franchised route services such as TVB special bus service. Bus captains and inspectors should inspect if cardholders comply with relevant boarding procedures and rules when taking the bus, which are detailed as follows:

1. Cards can be used only by the cardholders. For franchised buses, the bus captain should check if the cardholders present and swipe the cards according to the procedure (including passengers taking the bus with temporary cards without photos). Steps for boarding for cardholders are as follows:

Step 1: Present the front of the card to the bus captain (with not covering the four corners of the card as the standard)	Step 2: Swipe the same card over the Octopus fare deducting processor until effective sound is heard and DDU screen shows words "Concession Card"
	

2. If a cardholder fails to perform any of the above steps, the bus captain, terminus supervisor or inspector should refuse the cardholder to take the bus for free;
3. In case of inconsistency between the appearance of the cardholder and the photo on the card or other suspicious matters, the bus captain, terminus supervisor or inspector can ask the cardholder to show his ID for verification. When reviewing the card of the cardholder, the bus captain, terminus supervisor or inspector must be polite. On the basis of protecting individual information and privacy, do not publicly read the information of the cardholder, copy the card or take a photo for record. The card should be returned to the cardholder after proving that the card belongs to the cardholder. In case of the cardholder keeps being impolite or disturbing, staff may report to the Control Center or call the police for help;
4. If name on the card is inconsistent with that on the ID document or the cardholder refuses to cooperate, staff should confiscate relevant certificates and

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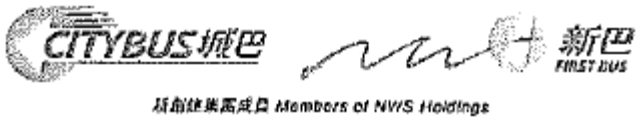

immediately call the Control Center for instructions. After the incident, staff should submit staff report and confiscated certificates to the Company and should not throw such certificates into the fare box. In case of failure to confiscate certificates, staff should try to memorize the name or other information on the certificate and submit a staff report to the Company for handling. Do not disclose personal information of cardholders to irrelevant parties;

5. In case of red light being on and special sound of Octopus fare deducting processor after a cardholder swipes the card (same as the common sound of invalid Octopus cards), the bus captain, terminus supervisor or inspector should require relevant passengers to pay fare for taking the bus, and immediately call the Control Center for instructions if the cardholder refuses to do so;

6. In addition, the Company will issue the following "laminated" certificates, enabling eligible cardholders to take specified routes of the Company for free:

Certificate type	Conditions for free ride	Procedure
Staff card (applicable to part-time staff)	Cardholders can take routes to and from work post for free on duty days and in company uniform.	Cardholders should present the front of the certificate to the bus captain and need not swipe the card.
Concession card for defined routes	Cardholders can only take Citybus non-franchised routes 61R and 88R for free.	

5.16 Hong Kong Government Public Transport Fare Concession Scheme for the Elderly (65 years old or above) and Eligible Persons with Disabilities

Basic rules of the concession scheme and treatment of misuse of the scheme by passengers are as follows.

Eligible passengers:

- Senior citizens of 65 years old or above must use senior Octopus cards or personalised Octopus cards (the concession is not available in case of fare payment in cash);
- Eligible persons with disabilities must use personalised Octopus cards marked with "person with disabilities identity";
- Eligible children with disabilities under 12 must use personalised Octopus cards marked with "person with disabilities identity".

Identification of passengers eligible for the concession scheme:

- Octopus bus captain control desk will show the words "elderly"

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or“disabilities”or “children with disabilities” and deducted fare of $2;

- On the card reader, the word “elderly”will be shown for the elderly while “disabilities” will not be shown for persons with disabilities. And the card reader will show deducted fare of $2 in both cases;
- The sound of successful card swiping of the elderly and persons with disabilities is the same as the current sound of children/elderly cards.

Routes and section:

- All Citybus and NWFB franchised routes (except Racecourse Routes and A Route);
- Applicable to any full fare and sectional fare.

How should the bus captain judge the identity of persons with disabilities:

- Personalised Octopus cards of persons with disabilities look the same as common personalised Octopus card, but the former must bear the photo of the cardholder;
- As Mass Transit Railway and Octopus have reviewed the identity of persons with disabilities before issuing Personalised Octopus cards for persons with disabilities, the bus caption should politely ask the passenger to present his personalised Octopus card for persons with disabilities if being uncertain about the identity of the passenger using a Personalised Octopus card for persons with disabilities, and cease to investigate his identity as person with disabilities if the photo on the card is the same as the cardholder;
- The bus captain should be careful with his words to avoid making the passenger mistake it as discrimination against the disabled.

How should the bus captain treat passengers who misuse the concession scheme:

- If a passenger mistakenly uses an Octopus card for the elderly or persons with disabilities, please politely ask such passenger to pay due fare difference in cash (and put into the fare box), record the Octopus card number, route, direction, section and card swiping time of such passenger and report to the Company via staff report.

5.17 50% discount concession on weekdays and fare concession on holidays for passengers aged between 60 and 64 for Citybus Hong Kong Island routes and Shenzhen West Express

Upon implementation of the government-funded Public Transport HKD2 Fare Concession Scheme for the Elderly (65 years old or above) and Eligible Persons with Disabilities, passengers aged between 60 and 64 will be deemed as beneficiaries of the scheme and uniformly pay HKD2 of fare if they continue to use the Octopus cards for the elderly (general green Octopus cards) for fare payment. As a result, passengers aged between 60 and 64 should not use the Octopus cards for the elderly to pay Citybus fare. Therefore, Citybus passengers aged between 60 and 64 should make the following arrangement for fare payment:

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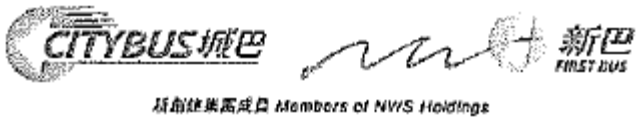

50% discount concession on weekdays

To be eligible for 50% discount concession on weekdays (not weekends or public holidays) for Citybus Hong Kong Island routes and Shenzhen West Express (except harbour-crossing routes and Racecourse Routes*), passengers aged between 60 and 64 may choose to use personalised Octopus cards or cash for fare payment. If a passenger under 65 mistakenly uses an Octopus card for the elderly, please politely ask such passenger to pay due fare difference in cash (and put the same into the fare box), record the number of the Octopus card for the elderly used by such passenger and report to the Company via staff report.

HKD2 fare concession on weekends and public holidays

Citybus will still specially provide HKD2 fare concession for Hong Kong Island routes and Shenzhen West Express (except harbour-crossing routes and Racecourse Routes*) on weekends and public holidays for passengers aged between 60 and 64. The fare calculation method is the same as the government scheme, but personalised Octopus cards must be used for fare payment to prevent relevant fare concession being included in the government-funded concession. If a passenger under 65 mistakenly uses an Octopus card for the elderly, please record the number of the Octopus card for the elderly used by such passenger and report to the Company via staff report.

Routes without concession for elderly passengers aged between 60 and 64 are as follows: Citybus routes 260, 314, 347, 629, all harbour-crossing routes, Racecourse Routes, North Lantau External Bus Route (E Route), Cityflyer (A Route), Disney's Express (R Route) and all NWFB routes. Passengers aged between 60 and 64 will be automatically charged with adult fare when taking these routes by using personalised Octopus cards.

5.18 Fare concession for Citybus non-franchised city one residential bus services

1. Concession for the elderly

   The government-funded Public Transport HKD2 Fare Concession Scheme for the Elderly (65 years old or above) and Eligible Persons with Disabilities does not include Citybus non-franchised city one residential bus services and employee services. However, Citybus city one residential bus services will continue to provide the following fare concession for elderly passengers aged above 60:

   50% discount concession on weekdays

   Elderly passengers aged above 60 are eligible for 50% discount concession on weekdays (exlcuding weekends or public holidays) for Citybus city one residential bus service route 61R or 88R, which the passengers may choose to pay the fare by Octopus or in cash.

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HKD2 fare concession on weekends and public holidays

Elderly passengers aged above 60 that use Octopus cards for the elderly (general green Octopus cards) or personalised Octopus cards for fare payment may still take Citybus city one residential route 88R on weekends and public holidays at a cost of HKD2. Passengers who pay fare in cash may not enjoy the above concession but need to pay half fare.

2. Concession for students

Students with valid City One Shatin student concession cards (issued by the Company) are eligible for 50% discount concession for route 61R or 88R. It should be noted that such students must pay the fare in cash and may not use Octopus cards for children for payment, otherwise they should pay the fare again in cash and the overcharged sum will not be refunded.

5.19 Fare concession for specified customers

"Airport Staff Bus Concession Scheme" applies to the following routes:

Cityflyer routes	A10, All, A12, A20, A21, Ml, A26, A29, A29P
Late night express routes	NA10, NA11, NA12, NA21, NA29
Overnight routes	N23, N26, N29

Passengers eligible for the above fare concession should not be eligible for Cityflyer Same Day Return Discount. To be eligible for fare concession, passengers must meet the following conditions:

Holding "Personalised Octopus Card" marked with "Specified Employee Identity":

(1) Present "Personalised Octopus Card" marked with "specified employee identity" to the bus captain for his review. If the information on the card is incomplete, the bus captain has the right to ask the passenger to pay normal fare;

(2) In case of fare payment by the same "Personalised Octopus Card" marked with "Specified Employee Identity" (other Octopus cards or cash will not be accepted), the bus captain needs not adjust the charge of the Octopus fare deducting processor .



or

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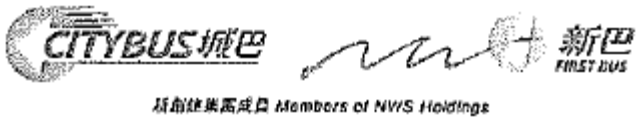

Holding "Airport Staff Personalised Octopus Card" with photo:

(1) Present "airport staff Personalised Octopus card" to the bus captain for his review ("Temporary Airport Staff Personalised Octopus card", other certificates or uniform identification will not be accepted). If the information on the card is incomplete, the bus captain has the right to ask the passenger to pay normal fare;

(2) After the bus captain confirms the identity of the cardholder and adjusts the charge of the Octopus fare deducting processor, pay the fare by the same "Airport Staff Personalised Octopus Card" (other Octopus cards or cash will not be accepted).

5.20 Reminding passengers to move further inside the compartment

If passengers gather at the front end of the bus before the bus becomes full, the bus captain should try to urge the passengers to proceed to the rear end of the compartment and stand back from the yellow line. If the bus captain finds that seats are available on the upper deck through the periscope/cctv system, he may also remind passengers to take a seat on the upper deck. The bus captain may remind passengers by making good use of the special messages of bus stop announcement device. If the bus is full, you should display "Bus Full" card to inform passengers waiting at the bus station.

5.21 Reminding passengers not to stand on the upper deck and stairs

To ensure driving safety, the bus captain must ask passengers standing on upper deck or stairs to return to the lower deck in a polite manner. The bus captain may make good use of the special message of bus stop announcement device.

5.22 No smoking on the bus

In accordance with the *Smoking (Public Health) Ordinance*, the bus captain and passengers are forbidden to smoke on the bus at any time (including where the DEAD code is on). If a passenger is found smoking on the bus, the bus captain should:

1. politely explain to the passenger that a bus is a statutory no smoking area and smoking is forbidden on the bus;
2. politely urge the passenger to put out his cigarette;
3. politely urge the passenger to get off the bus if he refuses to put out his cigarette;
4. politely inform the passenger that assistance from the police will be called for if he refuses to do as described in item (2) or (3);
5. Call police officers for assistance if the passenger still refuses to cooperate.

In addition, pursuant to the *Smoking (Public Health) Ordinance*, employees are forbidden to smoke at the non-smoking area of bus terminal and in the staff lounge. In any individual smokes or carries a lit cigarette, cigar or tobacco pipe in a non-smoking

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area, law enforcement officers have the right to issue a fixed penalty notice to such violator.

5.23 Important notes for lost property

1. According to the *Public Bus Services Regulations*, the bus captain should immediately search the bus so far as is practicable for any property that has been accidentally left therein, and as soon as may be and in any case within 12 hours shall hand any such property in the state in which it came into his possession to the relevant franchise company or such employee of the franchise company as shall be authorized by the company to receive any such property.
2. Do not put any lost items in the fare box;
3. If the bus captain finds the lost property, he must immediately upon arrival at the station hand it to the terminus supervisor or an inspector on duty for handling. Upon a clear and accurate count of the coutent on the sport, the finder must sign a form. In the absence of the terminus supervisor or inspector, the bus captain must call the Control Center by himself and complete the form following the instructions. Failing to report to the Company promptly after arriving at the terminal and being found in possession of passengers' lost property will be considered as an act of theft;
4. The bus captain may inquire the terminus supervisor or inspector about the lost item number for record;
5. The Control Center should cause an inspector to deal with valuable items or dangerous goods (such as, gasoline, weapons and portable liquefied petroleum gas) as soon as possible;
6. Employees should deal with passengers' enquiries about lost property in a polite and sincere manner;
7. The frontline staff shall not on their own contact the owner of the lost property to collect;
8. If the owner claims a lost article at the station, the Control Center must be notified first, and then a verification should be done on the owner's identity card and the owner should be asked to sign for confirmation;
9. Unclaimed lost property like food, beverages or plants should be destroyed upon approval by the Control Center at 12:00 every night. These items are not required to be sent to the depot. Perishable and smelly items can be discarded upon approved by the Control Center immediately (dried or preserved food must be returned to the Company). Other unclaimed lost items must be sent by the inspector to the corresponding depot every night. These items cannot be left in the bus or be handed over by a staff member who is knocking off. Smelly lost articles must be treated separately and delivered to the depot, the Control Center or Customer Service Department for the avoidance of influence on other lost property;
10. The Company, staff representatives and the trade union have reached a

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consensus after discussion that overdue unclaimed lost items or proceeds from disposal thereof will be donated in the name of the NWFB/CTB Lost Property Fund for charitable purposes;

6. Handling Emergencies

Priority must be given to security when dealing with emergencies and efforts should be made to minimize inconvenience to passengers.

In case of any emergency, please report to the control centre as soon as possible in a safe condition.

CTB Operations Department One: 2136 2422

CTB Operations Department Two: 2136 2432

NWFB Operations Department: 2136 2222 (NWFB bus breakdown helpline: 2136 2323)

6.1 Guidelines on fire disaster of buses

1. Inform passengers and call on passengers to calm down;
2. Turn on the hazard warning lights and try to stop the bus at roadside;
3. Pull up the hand brake, enter the neutral gear, open all the doors and turn off the engine and main battery switch;
4. Immediately direct and lead all passengers to leave the bus through the appropriate emergency exit door;
5. Check the upper and lower decks when it is safe after all passengers leave the compartments, to see if any passengers are trapped;
6. Learn about passengers' injuries;
7. Try to use a fire extinguisher to put out the fire under a safe condition (do not open the rear hatch when the engine is on fire and the fire extinguishing agent must be injected through the holes);
8. Call the police and brief the control centre about the situation, if the fire is out of control or someone is injured;
9. Stay at the scene to appease passengers and wait for the rescuers, actively provide information to rescuers and assist the Company's inspectors and the police in investigation;
10. Arrange relevant passengers to transfer to other buses;
11. Submit the "Transport/Vehicle Accident-Bus Captain's Report" to the Company as soon as possible after the incident.

In the event that the preceding vehicle is on fire while passing through the tunnel.

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1. The bus captain should stop the bus at a safe distance with the hazard warning lights on. The bus captain must not attempt to overtake other vehicles by crossing the double white lines, to avoid causing further traffic disruption;
2. Inform passengers of the fire outbreak occurring in front of the bus, call on passengers to stay calm and instruct passengers to stay in the bus as far as possible. The bus captain should also stay on the bus with the passengers and wait for the instructions of the tunnel staff;
3. When it is necessary to leave the bus, the bus captain or passengers should not open the separation door of the tunnel on their own unless necessary, as there may still be vehicles running in the next tunnel, which is likely to pose danger;
4. Do not walk out of the tunnel along the kerb on your own prior to the arrival of tunnel staff, because this will leave the bus unmanned, blocking the tunnel and impeding the deployment of fire engines for carrying out rescue work.

6.2 Handling traffic accidents involving other vehicles including buses and/or injuries

Stop the bus as soon as possible under a safe condition in the event of a traffic accident, and check whether or not there is any injury or damage immediately. Take a photo of the scene if necessary and permitted as soon as possible and immediately inform the corresponding Control Centre. Traffic accidents can be divided into three types, and processed according to the following procedures:

1. Minor accidents (no injuries and unrelated to government property)
    - The bus captain should drive the bus as close as possible to the roadside to wait for the inspector of the Company to take photos and conduct investigation, so as not to obstruct the traffic;
    - Obtain the registration number of the vehicle concerned from the vehicle license affixed to the windshield of the vehicle involved;
    - Find eyewitnesses and try to record their personal information including names and contact numbers;
    - Obtain the following information: for example, the model, damage degree and location of the vehicle involved, the driving license and personal information of the other driver including the name, driving license number and contact number in order to fill in the “Transport/Vehicle Accident-Bus Captain's Report”;
    - Do not argue with a third party on the road, obstructing the traffic;
    - Arrange passengers to transfer to other buses if necessary (see 6.7);
    - All issues related to compensation must be handled by the Company’s Insurance Department;
    - Fill out the “Transport/Vehicle Accident-Bus Captain's Report” within 48 hours after the incident and return it to the relevant person in charge of the Operations Department. Late submission will affect the relevant cases of

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surrender and compensation, and the relevant staff will be subject to disciplinary action;

- Unless the Company gives a special instruction or only the Company's vehicles get involved, all minor damage accidents must be reported at the scene. If the Company instructs the bus captain to report the case to the police station within 24 hours, the bus captain must report relevant details, such as the name of the police station and the case number to the Company as soon as possible after reporting the case.

2. Accidents involving injuries or serious damages to vehicles and related to government property

- Immediately stop the vehicle at the scene. Do not move any vehicle without the permission of the police (except for the purpose of saving lives, putting out fire or any emergency). Article 57 of the *Road Traffic Ordinance*;
- If someone is injured, the bus captain must immediately call 999 and call the ambulance, and immediately notify the Control Centre for assistance;
- Obtain the registration number of the relevant vehicle from the vehicle license affixed to the windshield of the vehicle involved;
- Obtain the relevant information: for example, the model, damage degree and location of the vehicle involved, the driving license and personal information of the other driver including the name, driving license number and contact number in order to fill in the "Transport/Vehicle Accident-Bus Captain's Report";
- Try to find eyewitnesses and record their personal information including names and contact numbers. Record the personal information of the injured people, including their names, sex, age, contact number and injured area. All information must be put into the "Transport/Vehicle Accident-Bus Captain's Report". The bus captain must also provide relevant information at the request of the police;
- Do not argue with a third party on the road, obstructing the traffic;
- Stay at the scene to assist the traffic police officers and the Company's inspectors on site to investigate the accident and listen to instructions;
- Each bus captain must record the UI number of police officers who deal with the case on site and the case number on the Assignment Record;
- Report the accident process to inspectors present at the scene;
- Arrange passengers to transfer to other buses if necessary (see 6.7);
- The bus captain must not discuss the case or provide opinions on responsibility in respect of the traffic accident with the injured people and

their relatives and friends or the media. It is the responsibility of the Company to follow up the case afterwards. If any relevant person contact the bus captain, the bus captain must also refer such person to the Company's relevant departments;

- Fill in the "Transport/Vehicle Accident-Bus Captain's Report: within 24 hours after the accident, and return it to the Operations Department together with the signed notice and letter of authorization. A staff who submits the report and documents late on purpose will be subject to disciplinary action.

3. Accidents involving injuries of passengers in the bus only

- If a passenger falls or crashes upon something in the bus or is clamped by the door of the bus, the bus captain should immediately check whether or not the passenger suffers from any injuries and whether or not it is necessary to call the police and the ambulance;
- If the passenger indicates that there is an injury, but there is no need for calling the police or the ambulance, the bus captain still needs to call the Control Centre to report the relevant incident and report it to the police station following the instructions after getting off work on that day. If the passenger indicates that there is a need for calling the police and the ambulance, the bus captain should call the Control Centre immediately to report the case after calling the police and wait at the scene for the relevant people coming to deal with the matter;
- Arrange passengers to transfer to other buses if necessary (see 6.7);
- Do not drive away from the scene until the accident is properly dealt with;
- Fill in the "Transport/Vehicle Accident-Bus Captain's Report" within 24 hours after the accident, and return it to the person-in-charge of Operations Department together with the signed "notice" and "letter of authorization".

Compensation matters:

1. If any person is injured in a traffic accident, all compensation issues must be handed over to the Company's Insurance Department for further follow-up;
2. If the Company's inspector on site confirms that no one is injured in the traffic accident, and the owner or driver of the other vehicle is willing to compensate the Company for the damage, the inspectors may collect the cash of up to $3,000 from the owner or driver of the other vehicle for damage settlement as per the damage degree and the amount listed in the Company's compensation price list. Note that the bus captain cannot directly receive compensation from the other party;
3. Where the inspector fails to determine the amount of compensation for the damage based on the Company's compensation price list or the owner or driver of the other vehicle is unwilling to offer compensation in the listed amount, all

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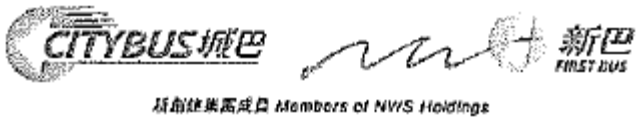

compensation issues must be handed over to the Company's Insurance Department for further follow-up;

4. In any case, the bus captain cannot directly or indirectly acknowledge the responsibility for the accident to the other party or make any promise of compensation. If the Company loses its right to claim or be subject to a claim lodged by the other party for the above reason, the relevant staff will face severe disciplinary action. All issues related to compensation must be handled by the Company's Insurance Department.

Arrangements for case report/confession record/complaint against the other party/appearance in court in relation to traffic accidents:

The arrangements for case report, confession record, complaint against the other party and appearance in court by the bus captain involved in traffic accidents during work are as follows:

1. Case report/record

   Call the police immediately on the scene to deal with the case if the traffic accident involves injuries. If the bus captain still needs to drive the bus back to the depot after finishing handling the accident with the police, the bus captain will be entitled to the working hours until the bus returns to the depot, no matter who is responsible for the case.

   If the bus captain is not required to drive the bus back to the depot after finishing handling the accident with the police and it is then late for signing in for the shift, the working hours for the day will be determined by the responsibility of the incident.

   - In the event of a fault of the bus captain (based on the assessment of the accident report by the Quality Services Department), the salary for that day will be capped by such working hours for which the Bus captain signs in for the shift;
   - In the event of a fault of the other party, the salary for that day will be calculated based on the time when the bus captain and the police finish handling the accident. The inspector responsible for handling the accident will list the departure time of the bus captain on the Assignment Record and sign it for confirmation, for future calculation;
   - If failing to immediately call the police to handle the traffic accident, the bus captain must try to file the case with the nearest police station after getting off work on that day as soon as reasonably practicable in personal time (but within 24 hours after the incident).

2. Invited by the police to make confession record at the police station

   - If the other party is responsible for the accident (assessed based on the

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traffic accident report of the bus captain and the inspector), the time for confession record will be calculated as working hours, for which reimbursement will be made;

- If the responsibility for the accident falls on the bus captain or both parties, the bus captain must take his/her off-duty time to record the confession.

3. The Company instructs the bus captain to complain against the other party at the police station

   The Company will assess the responsibility based on the traffic accident reports of the bus captain and inspector and may instruct the bus captain, on behalf of the owner of the vehicle (i.e. the Company), to complain against the other party at the police station if necessary. The relevant time will be calculated as working hours, for which reimbursement will be made. Non-compliance with the Company's instructions will result in disciplinary action.

4. Appearance in court

   - If the staff is a defendant, the staff must appear in court in his/her own time;
   - If the staff is a witness for suing the other party, the time for the staff to appear in court will be calculated as working hours.

Other issues

1. The staff must submit copies of all documents relevant to the traffic accident to the Operations Department as soon as possible, so that the Company can file them or take follow-up actions;
2. The bus captain involved in the accident must forthwith refer all relevant inquiries (including verbal and written inquiries) in respect of the accident to the relevant department of the Company through the Operations Department. The bus captain must not make a reply on his/her own;
3. Contact the Insurance Department upon receiving any notice to provide any information at the police station in order to obtain relevant information and documents;
4. If the bus captain receives a court summons or all other legal documents concerning the traffic accident, he/she must return it to the Company's Insurance Department for processing. The bus captain may apply for legal assistance or advice from the Company through the Insurance Department if necessary. The Company's lawyers will consider the nature of the case and decide whether they will provide legal assistance or not;
5. Do not disclose or comment on the traffic accident except to the relevant police officers or personnel of the Company who deals with the accident;
6. In case of any questions about the compensation, please call 2136-2235 / 37 (NWFB) or 2136-2837 / 2871 (CTB) for enquiry during office hours.

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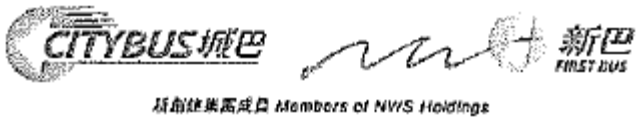

6.3 Receiving complaints about suspected criminal cases in the bus (such as indecent assault and pickpocketing)

1. Stop the bus at roadside where it will not obstruct the traffic;
2. Call the police;
3. Call the Control Centre to make a brief report;
4. Inform all passengers that they are not allowed to leave the compartment for the time being;
5. Stay at the scene until the inspector or police arrives at the scene to handle the case;
6. Submit a report to the Company as soon as possible after the incident.

6.4 Dispute with passengers or other road users

1. Stop the bus at roadside where it will not obstruct the traffic;
2. Call the Control Centre to make a brief report;
3. Call the police for help with the consent of the Control Centre if not related to personal safety;
4. Arrange passengers to transfer to other buses (see 6.7) and stay at the scene until the inspector or police officer arrives at the scene to handle the case if failing to solve the case;
5. Submit a report to the Company as soon as possible after the incident.

6.5 Passenger discomfort

1. Take passengers' life safety as a priority and have a preliminary understanding of the passenger's physical condition;
2. Park the bus at a safe location first and then call the police for help in case of emergency;
3. Drive the bus to a bus stop and then call the police for help as far as the circumstance allows;
4. Call the Control Centre to make a brief report;
5. Arrange passengers to transfer to other buses if necessary (see 6.7).

6.6 Damages to bus body, mechanical problems/failures

1. Where scratches or damages are discovered, the bus captain must handle them immediately according to the following procedures:
    a. Immediately call the terminus supervisor/inspector onsite or the Control Centre for reporting, and check if such scratches/damages are old ones;
    b. In the absence of such record, ask the inspector/terminus supervisor onsite

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to identify if such scratches/damages are new ones before reporting to the Control Centre. At bus depots/terminus without any inspector/terminus supervisor on duty, wait for handling orders from the Control Centre;

c If such scratches/damages are identified as new ones, the Control Centre will track the former bus captain based on the circumstance and order such former captain to fill out the "Traffic/Vehicle Accident" report.

2. Mechanical problems/failures

a. Air pressure inadequacy

In cases of air pressure inadequacy, the captain should press down on the air brake and check if the foot/hand brake leaks air. The captain should be familiar with the correct "air braking" steps: pull tight the hand brake first, then press the "Neutral" gear. During the slow-down process, the engine will push air into the brake cylinder. When the engine has been warmed up, the bus captain may step on the accelerator to medium speed and speed up air braking. After the "Low Air Pressure Waning Light" is off and adequate air pressure is indicated, the captain may start the bus. During the air braking process, the captain should see to that the noise and exhaust emission does not affect others. For Volvo buses, its breaker (commonly known as "mushroom air filter") will pop up in the event of air pressure inadequacy, the bus captain can only drive the bus after pressing down on the breaker after air braking;

b. When the oil temperature alarm of the gearbox sounds, the bus captain must switch to the "Neutral" gear to enable the gearbox to cool down by itself. After the temperature of gearbox falls, the bus captain may try to start the bus again. However, if the oil temperature alarm sounds again, the captain should stop the bus under a safe condition without compromising the traffic and may not drive on again;

c In the event of serious mechanical failures, the dashboard will generally flash on red warning light or words like "STOP" (applicable to new bus models). The bus captain must stop the bus as soon as possible under a safe condition (and trying not to block the traffic). If the bus captain continues to drive on, the bus engine may go dead and fail within one or two minutes. The bus captain, after the bus fully stops, should try to restart the engine. If the word "STOP" pops up again, the captain must shut off the engine immediately and report the failure to the Company;

d. Sudden engine stall while the bus is moving

In such case, the bus captain should stay calm, heed road environment and take the following steps on a safe and viable basis:

- Switch on the hazard warning light (breakdown light);
- Gradually slow the bus down and keep it to the left as possible, and stop the bus at a safe and fit location;

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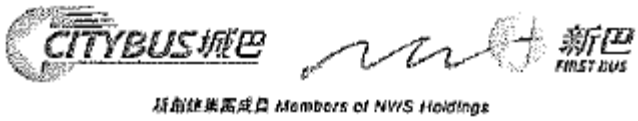

- The braking system will continue to run normally in the event of engine stall, so the captain needs to heed the low air pressure warning on the dashboard. If the low air pressure warning is on, it means that the foot brake will start to work less effectively. In such case, the captain needs to stop the bus as soon as possible on a safe basis; when the engine is stalled, the captain needs to apply greater than normal strength to control the steering wheel.

If there is no improvement after the above steps have been taken or the bus is restarted, the bus captain must call the bus breakdown helpline (NWFB) or the Control Centre (CTB) for instructions as soon as possible. When calling for help, the captain should provide such information as his/her name, staff ID, running schedule number, bus code, exact breakdown location and number of passengers onboard, and describe the exact breakdown details. If it has been determined that the bus is unable to continue its trip, the bus captain should, on a safe basis, arrange for transfer of passengers onboard to other buses (see Section 6.7) and then stay onboard to wait for the arrival of engineering personnel or instructions from the superior before leaving the bus. If no immediate repair is available for the bus, the bus captain may need to help get the bus back to the depot.

3. Minor mechanical failures/problems

In cases of minor mechanical failures, the dashboard will generally display yellow warning light, indicating that there is neither immediate danger to the bus captain, passengers and other road users nor serious adverse impact on the Company's services. The bus captain should report such minor mechanical failures to the bus breakdown helpline (NWFB) or the Control Centre (CTB) after the trip is finished, so that the Engineering Department is informed. In addition, when the engine coolant water level alarm sounds, the bus captain may not arbitrarily open the tank lid to add water.

4. Failure of compartment facilities

a. Fare box failures

1. Any intervention to the fare box by the bus captain is prohibited;
2. If there is any suspicious foreign matter in or other articles fallen in the fare box, the bus captain must immediately notify the Control Centre;
3. If the fare box opening is blocked, please take the following steps
   - Press the fare box brake repeatedly;
   - If the condition is not improved, continue to run the bus and notify the terminus supervisor or the Control Centre

immediately upon driving back to the bus terminal;

- If there is still no improvement after it is handled by the terminus supervisor/inspector, arrange for the return to the bus depot.

b. Failures of the Octopus fare deducting processor

1. In the event of Octopus fare deducting processor failure while the bus is moving, the captain should stop the bus at a safe location as soon as possible to turn off the Octopus fare deducting processor and restart it;
2. If the restart does not work, the captain should immediately notify the Control Centre for instructions;
3. According to the Company's rules, when an individual Octopus reader fails to work while the bus is moving, Octopus cardholders can be exempted from the fare, but passengers paying in cash still have to pay the fare. However, in the event of mass failure of the Octopus system, the Company will issue an announcement to require all passengers to pay fares in cash.

c. Electronic destination sign failures

1. If it is found that the electronic destination sign fails altogether or fails to display clearly destination information before a trip starts*, the bus captain must notify the bus breakdown helpline (NWFB) or the Control Centre (CTB) and place an A3-sized temporary route sign or/and destination sign at the lower left corner of the windshield;
2. If the bus captain finds that the electronic destination sign works abnormally during a trip, the bus captain must stop the bus at an appropriate bus stop to check if the electronic destination sign can resume normal operation. The captain may try to stop the engine first, then turn off the main battery switch, and wait a few seconds before restarting the bus. If the electronic destination sign is still abnormal, the captain needs to continue to drive the bus to the bus terminal and remind the destinations to passengers at every stop along the route. Upon arrival at the bus terminal, the bus captain must notify the bus breakdown helpline (NWFB) or the Control Centre (CTB) such failures. If the same bus has continuously to be used for more trips, the bus captain must also place a temporary route sign or/and destination sign at the lower left corner of the windshield.

* The following are examples of failure to display clearly destination information.

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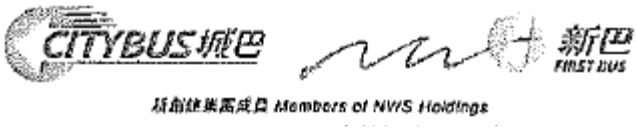
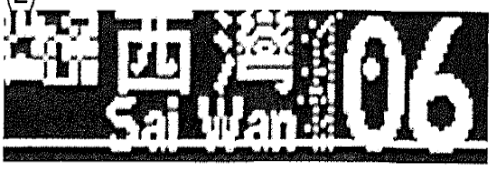


(1)



(2)



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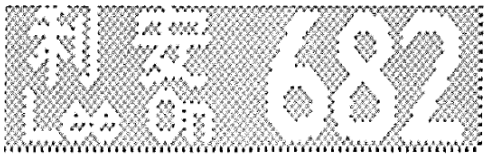

d. Failures of the stop reporting system or multi-media on-board (MMOB) system

In the event of abnormalities in system display, sound wave or operation, the bus captain needs to report to the bus breakdown helpline (NWFB) or the Control Centre (CTB) upon arrival at the bus terminal. If such abnormal sound wave the system emits seriously cause annoyance to passengers, the bus captain should contact the bus breakdown helpline (NWFB) or the Control Centre (CTB) for instructions as soon as possible on a safe basis.

e. CCTV failures

If the upper deck CCTV shows no image, rendering the bus captain unable to monitor the upper deck, upon arrival at the bus terminal, the bus captain is required to report such case to the bus breakdown helpline (NWFB) or the Control Centre (CTB), immediately disable the bus and arrange for repair back at the depot as soon as possible. Where other CCTV cameras onboard fail, the bus may continue to run its trips after reporting.

6.7 Passengers transfer procedures

1. The captain should report the number of passengers onboard, location and direction of the bus to the Control Centre, and listen to the instructions given by the personnel on duty. The bus captain can only arrange for passengers transfer steps after receiving the order from the Control Centre or the NWFB bus breakdown helpline. The bus captain may use a highway phone for help if necessary;
2. The bus captain should explain the reason for bus stall to the passengers and placate passengers as far as possible in a polite manner;
3. The bus captain should tell passengers to wait onboard for transfer, and order them not to leave the compartment (except for emergency evacuations), so as to avoid possible dangers;

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4. In the event of breakdown on an expressway or in a tunnel, the bus captain may not arbitrarily handle passengers transfer. Instead, the bus captain should stay at the location where the bus breaks down to wait for the inspector, the police or highway management company personnel to help with passengers transfer (except for emergency evacuations);
5. Only under safe circumstances may the bus captain allow passengers to leave the compartment and transfer to other vehicles. Where circumstances permit, the captain, together with the ensuing bus captain, should help keep passengers transfer in order. If the environment on the spot is hard to control, the captain may only start passengers transfer procedures after the traffic police officers or highway management company personnel arrive at the site;
6. After the ensuing bus arrives, the right step is to assess the available seats on the ensuing bus first, then arrange for an appropriate number of passengers to get off to avoid passengers standing on the wayside.
7. The bus captain should, in a polite manner, tell passengers the transfer arrangement and remind them to bring along personal belongings;
8. If the route is subject to Octopus two-way sectional fare, the bus captain must first remind passengers who intend to enjoy this concession to tap their card on the Octopus reader onboard the original bus, then arrange for transfer. Also, the bus captain should remind the receiving bus captain to heed those passengers who have tapped their card for this concession, and remind such passengers to get off the bus when necessary.
9. The bus captain should arrange for free-of-charge transfer to NWFB or CTB buses running the same route as practical as possible. If passengers are transferred to other bus franchisee (KMB, LWB, etc.), the bus captain of such counterpart may not charge such passengers transferred any fare. The bus captain must record such information as the number of passengers (adults/half-fare), time, place, counterpart route, fare payable, bus code or license number, and the name of the counterpart bus captain. Back to the bus depot, the bus captain should report such information to the terminus supervisor and fill out passengers transfer record for future follow-up by the Company.
10. The destination sign should keep display due destinations so as to elicit help from buses running the same route or passing by the same stops, and only switch to the “Out of Service” sign until all passengers have been transferred to other vehicles.

If the bus captain encounters another bus running the same route and direction or the same stops and direction that is unable to continue its trip:

1. The bus captain should help take in passengers onboard the bus broken down where safety circumstances permit;
2. When arranging for passengers transfer, the bus captain should stop the bus in front of the broken down bus to ensure passenger safety;

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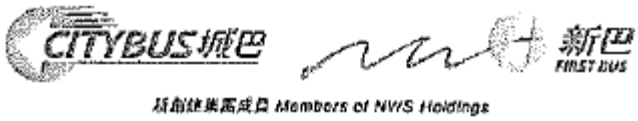

3. The bus captain does not need to charge such passengers fare;
4. Where the broken bus belongs to another bus franchisee, the bus captain must immediately record the number of passengers (adults/half-fare), time aboard, place, counterpart route, fare, bus code, and the name of counterpart bus captain for reporting to the terminus supervisor and filling out passenger transfer report;
5. The Company will directly charge such other bus franchisee due fares.

6.8 Wrong route and sudden route change

If taking a wrong way during a trip, the bus captain should stay calm and take the following steps:

1. Continue to drive along the wrong route, gradually slow down without rapid turn or emergency stop, heed road blocks or hanging objects in the mid air, and stop the bus at a safe place as soon as possible;
2. Immediately call the Control Centre to report the case, and if there are passengers onboard, explain it to passengers in a polite manner;
3. If familiar with the roads around the area, the bus captain may drive back to the original route as soon as possible on a safe basis after notifying the Control Centre;
4. If not familiar with the roads around the area, the captain must keep stopping the bus at a safe location without affecting the traffic, call the Control Centre for instruction and wait for assistance, instead of arbitrarily searching for a way out;
5. Call the Control Centre again upon arrival at the bus terminal for recordkeeping purposes;
6. Submit a staff report to explain the incident to the Operations Department within 24 hours of such occurrence.

Taking the wrong way due to lapse of attention does not constitute gross negligence. Whereas, forced reversing or rapid turn may cause serious consequences, so there is no need for the bus captain to force a correction or hide it deliberately. If there is any doubt on the running route, the bus captain should call the Control Centre for instruction as early as possible.

In case of the need for sudden change of route due to road closure during a trip, the bus captain should stay calm and take the following steps:

1. The bus captain must stop the bus at a safe place without affecting the traffic, call the Control Centre for instruction, and if there are passengers onboard, explain the situation to passengers in a polite manner;
2. Where there are police officers controlling traffic on the spot, the bus captain should follow the instructions of such police officers. However, if the bus captain finds that the road taken after such route change does not fit the bus, the bus captain should stop the bus at a safe place without affecting the traffic, call

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the Control Centre and wait for assistance, instead of forcing a passage;

3. The bus captain should call the Control Centre again upon arrival at the bus terminal for recordkeeping purposes;

6.9 Vomit or excrement on bus

When the bus captain discovers any vomit or excrement onboard the bus during a trip, the bus captain may, where circumstances permit and as acceptable to passengers, continue to drive on and remind passengers to stay away from such vomit or excrement. Upon driving back to the bus terminal, the bus captain should ask the cleaners to clean it up and disinfect. If there is no cleaning staff at the bus terminal, the bus captain should report it to the bus breakdown helpline (NWFB) or the Control Centre (CTB) as soon as possible. Where circumstances do not permit proceeding on, the captain should report the case to the bus breakdown helpline (NWFB) or the Control Centre (CTB) upon arrival at the next bus stop, and organize passengers to switch to other vehicles (see Section 6.7).

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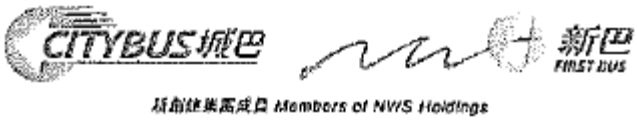

6.10 Guidelines to Handling of suspicious items

A suspicious item has one or more of the following characteristics:

- With words or signs of warning (e.g. “bomb” or “authorized personnel only”);
- With exposed wire;
- With battery;
- With light signal;
- With press-button or timer.

Handling of a suspicious item identified:

- Do not touch or move the item;
- Do not cover the item with any article;
- Do not use wireless talker or mobile phone within a 25m radius of the item;
- Immediately evacuate surrounding people to a place at least 100m away;
- Call the police or the Control Centre or the superior at a distance at least 25m away from the item;
- Do not allow anyone to get close to the item before the police arrive.

Handling methods for discovery of a suspicious item as informed by passengers while the bus is moving;

- Pull the bus over at roadside immediately or, if in a tunnel or on a bridge, continue to drive on until out of the tunnel or passing the bridge before pulling up;
- Persuade passengers to stay calm and do not use their cell phones temporarily;
- Determine whether an item referred to by passengers is suspicious or not according to the identification methods of suspicious items set out above;
- If such item is identified as suspicious, handle it according to the handling method of suspicious items set out above.

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7. Administrative Measures/Procedures

7.1 Purposes of phone numbers of bus termini or the Control Centre

Phone numbers of bus termini or the Control Centre are only for internal bus operations only. In any event of an emergency or customer/passenger enquiry, staff should neither disclose the phone numbers of bus termini or the Control Centre to customers/passengers nor hand over the phone to customers/passengers for direct conversation with staff at the Control Centre. In the event of any passenger/customer complaint, enquiry or opinion, the staff should advise passengers to call the company's customer helpline (2136 8888 at NWFB/ 2873 0818 at CTB) in a polite manner for handling by colleagues at the Customer Service Department. Where a passenger/customer refuses to call the customer helpline, the staff should, with the consent of the passenger/customer, submit the passenger/customer's contact information and opinions to the Company.

7.2 Policy for the use of bus video recording and surveillance system

The policy for the use of bus video recording and surveillance system is set out as below:

1. Notice posting

   Buses equipped with a video recording system should post a notice at a conspicuous position.

2. Recordings

   The video recording system will record images of compartments and road conditions surrounding the bus body.

3. Codes for use of recordings

   3.1 The installation of video recording system is intended to improve the quality of service and assist incident investigation.

   3.2 Retention of recordings

   1. Recordings will be kept in the memory disk of the video recording system and may only be accessed after they are downloaded.
   2. Recordings not downloaded will be replaced by new recordings in about one week (the exact retention time depends on the capacity of the memory disk and the volume of daily recordings added).
   3. Recordings downloaded that are later determined as not requiring any follow-up will be destroyed by the Company.

   3.3 Download of recordings

   1. The Company will not download any recording from the memory disk of the video recording system for any purposes other than those as set out under paragraph 3.1.
   2. If download is necessitated, an assistant operations manager or an

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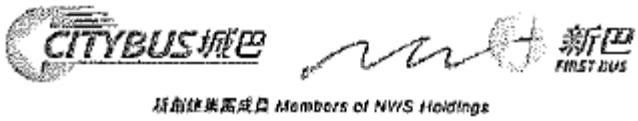

employee authorized by an officer at a higher rank will download the recordings on the relevant bus within three business days upon approval is granted after application, and send the recordings back to the operations manager for processing.

3.4 Approval for applications for downloading or accessing recordings

1. Access to recordings for purposes of performance of duties by office staff of the Company should be subject to approval by a person at assistant manager level or above;
2. Applications by any external person who provides insurance investigation or legal advice to the Company should be subject to approval by a person at director level or above;
3. Where a staff wants access to personally related recordings or ask the Company to provide relevant copies of recordings, an application in writing must be submitted to the operations manager within five days following the recording date. Where relevant recordings contain no such personal information or involve the personal information of other persons, the Company will reject such an application unless express consent has been given by relevant interested parties;
4. The Company will provide recordings to third parties (including law enforcement agencies) if relevant exemptions under the *Personal Data (Privacy) Ordinance* are applicable or relevant interested parties of the recordings have given explicit consent;
5. For applications filed according to the preceding items 3 and 4, whether approved or not, the Company will charge a reasonable administrative fee depending on the volume of recordings proposed to access and relevant handling procedures. The Company may reduce or waive such charges depending on the Company's stance regarding the relevant matter.

4. For inquiries about the aforesaid policy, please contact relevant department manager.

7.3 Codes for use of bus tachograph data

1. Retention of tachograph data
   - Tachograph data will be kept on the Company's computer servers.
   - Detailed tachograph data will only be retained for three months. Excerpted data will be retained for a longer period.
2. Approval for applications by frontline staff and external persons for accessing tachograph data

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- Applications by frontline staff and law enforcement agencies should be subject to approval by a person at assistant manager level or above;
- Applications by any external person who provides insurance investigation or legal advice to the Company should be subject to approval by a person at director level or above;
- Responsible staff will, within three business days following the grant of approval for relevant application, retrieve relevant data from the Company's computer servers and arrange for the handover of such data to the applicant;
- For all applications, whether approved or not, the Company will charge a reasonable administrative fee depending on the volume of data proposed to access and relevant handling procedures. The Company may reduce or waive such charges depending on the Company's stance regarding the relevant matter.

3. For inquiries about the aforesaid policy, please contact relevant department manager.

7.4 Notes on the use of personal video camera (onboard CAM) by bus captains

As the Company has installed video camera on all buses, bus captains are not encouraged to use personal video camera (onboard CAM). If bus captains use personal onboard CAM on their buses, they should be liable for any violation against the *Personal Data (Privacy) Ordinance* on their own.

The *Personal Data (Privacy) Ordinance* should be applicable to all persons who collect, own, process or use personal data. Relevant persons must observe the following six principles of personal data protection:

1. Purpose of and approach to data collection
   - Data users must collect personal data of other people in a lawful and fair manner for purposes directly associated with their functions or activities;
   - Data users must inform interested parties of such data the purpose for collection of personal data and to whom such data may be handed over in a practical manner;
   - Personal data collected must serve practical needs without being excessive.
2. Accuracy, storage and retention of data

   Data users must take all practical steps to ensure that the personal data they hold are accurate and retain such data for a period no longer than what is actually needed for satisfying its originally intended purpose;
3. Data use principle

   Unless otherwise given voluntary and express consent by the interested parties of

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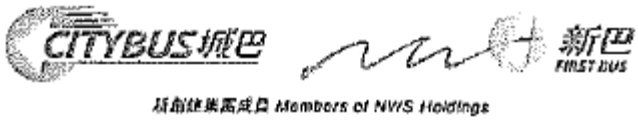

such data, personal data should be used only for purposes expressly stated when it is collected or for directly relevant purposes;

4. Data security principle

   Data users must take all practical steps to ensure that personal data will not be accessed, processed, deleted, lost or used without authorization or accidentally;

5. Disclosure policy principle

   Data users must take all practical steps to disclose the policy of and approach to handling of personal data and explain the categories and purposes of the personal data they hold;

6. Access and correction principle

   Interested parties of personal data are entitled to access to their personal data, and are entitled to asking for correction of any inaccuracy regarding such personal data.

The following should be given consideration regarding the use of personal onboard CAM on buses in order to reduce the risk of violating the *Personal Data (Privacy) Ordinance*:

- The installation of personal onboard CAM is only intended for incident investigation purposes in the event of traffic accidents/on-road disputes. The lens of personal onboard CAM should face the front of bus head and record the road conditions in front of the bus, instead of recording the moves and behaviours of passengers onboard;
- Personal onboard CAM should be placed at a conspicuous position to clearly enable persons who may be recorded to be aware of it;
- Video recordings must be properly handled and immediately destroyed if not in use;
- Recordings should only be used for the aforesaid data collection purposes. No video clips from such recordings should be broadcast or provided for viewing by others, posted on or uploaded to social networking groups or websites.

7.5 Codes for handling of personal data of others by operations staff

All staff are exposed to personal data of others during the course of routine work (e.g. name, phone number, address, ID card number and photos of individuals). All staff must be on the alert when processing personal data of others, strictly comply with relevant provisions under the *Personal Data (Privacy) Ordinance*, and take effective security actions to ensure that personal and sensitive data (including data of staff, passengers, contractors, and persons involved in traffic accidents) are protected.

All staff must comply with the following rules when handling personal data of others:

1. Unless required by practical needs, staff should not collect the personal data of

others. Staff should just collect adequate data, instead of excessive data beyond the practical needs of relevant purposes;

2. Staff should not photograph or photocopy the credential papers of others;
3. Staff should properly keep relevant personal data of others collected and submit such data to the Company as soon as possible. Staff may not retain relevant data without authorization. All scratch papers filled out with personal data should be destroyed immediately and shredded to unidentifiable state at the time of disposal;
4. Where it is necessary to read out personal data of others via phone, staff must ensure that no person irrelevant to the matter in question is present or can hear it;
5. No matter in whatever way personal data of others is acquired, either in person or via the Company's tables or computer systems, staff may not use the relevant data for personal purposes, nor show or provide such data to irrelevant persons;
6. All internal SMS messages of the Company, unless only sent to interested parties of such data, may not list personal data (except for name and license plate).

7.6 Uniform application procedures

When applying for uniform (including new application, replacement or reissuance due to loss), staff need to properly fill out the "Uniform Application Form", and return it to the Operations Department office for processing (staff should heed the opening hours of the pick-up location selected by themselves);

In the event of "uniform reissuance due to loss", the Company will issue the "Lost Uniform Payment Invoice" to relevant applicant for payment of reissuance fee, and will only process the application upon return of the original receipt to the Operations Department after making the payment;

After the uniforms are duly arranged, the Operations Department One at NWFB and CTB will notify staff of pick-up schedule (illustrated as below) via mobile phone text message. Given the limitations of the pick-up location, the CTB Operations Department Two will send delivery notes to relevant termini to inform staff of the pick-up schedule. Staff may bring along their old uniform, if applicable, to collect the new uniform at the time and place specified in the delivery notes;

The following uniform application has been approved Please collect the uniforms at the NWFB Chong Fu Road Depot by May 23: Summer T-shirt: 3 Windbreaker: 1 Summer trousers: 2 Tie: 1 Windbreaker: 1 Winter trousers: 2

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Leather shoes: 1 Winter T-shirt: 3 Verification Number 475734 For collection on behalf of others, please properly fill out the authorisation form and present the verification number and the old uniforms to the responsible colleagues

When collecting uniforms, staff need to present their staff cards and provide the "Verification Number". If a staff entrusts others to collect on his/her behalf, the staff may hand the "Verification Number" to such other staff entrusted. Staff must check the uniforms before signing the acknowledging receipt.

(Staff at the CTB Operations Department Two must present the delivery note and check the uniforms before signing the acknowledging receipt. For entrusting another staff for uniform collection, the staff needs to fill out and sign a letter of authorization.)

For any enquiry regarding uniform application, please contact the corresponding Operations Department office.

Instructions for staff:

1. Staff should send the completed application form to the Operations Department office for processing. Every Wednesday will be a cut-off date. If the uniforms applied for have been available, the Company will send a mobile phone text message on Monday to notify applicants to pick up uniforms;
2. If an applicant has not received a text message within one month following the submission of application, it means that the uniform applied for is still not available or the Company has not received such application.

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Locations where copies are placed

	Bus depot	✓
1	CFD	
2	CWD	
3	OPD	
4	TCD	
5	TKD	
6	TMD	
7	WCD	
8	WKD (OD2)	
9	WKD(ODN)	
10	OCC (OD1)	
11	OCC (OD2)	
12	OCC(ODN)	
13	OM-D1	
14	OM-D2	
15	OM-N	
16	SOM	

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Bus Captain's Handbook (Annexes)

Version: April 2018



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Annex I: Speed detection monitoring areas

All road sections subject to a speed limit of 70km/hr or above and to a speed limit of 50km/hr as set out in the following table

District	Road	Direction	From	To
Eastern District	Shek O Road	Toward Shek O	4 Shek O Road	In front of Big Wave Bay Road
	Cloud View Road	Toward North Point	Behind Braemar Hill Road	In front of Tin Hau Temple Road
	Braemar Hill Road	Toward North Point	Behind Hau Yuen Path	In front of Tin Hau Temple Road
	Chai Wan Road	Toward Shau Kei Wan	Behind intersection with Tai Tam Road	Outside Salesian English School (in front of the fork junction with the flyover)
	Chai Wan Road	Toward Chai Wan	Behind intersection with Tai Tam Road	In front of intersection with Hong Man Street
	Pak Fuk Road	Toward Siu Sai Wan	Behind intersection with Tin Hau Temple Road	In front of intersection with Healthy Street Central
	Yee King Road	Toward Lai Tak Tsuen	Behind Cloud View Road roundabout	In front of Lai Tak Tsuen Bus Terminus
Southern District	Shek Pai Wan Road	Toward Aberdeen	Behind Aberdeen Praya Road	In front of Tin Wan Hill Road
	Repulse Bay Road	Toward Repulse Bay	Behind Wong Nai Chung Gap Road	In front of Island Road
	Nam Fung Road	Toward Wong Chuk Hang	Behind Deep Water Bay Road	In front of Wong Chuk Hang Road
	Pok Fu Lam Road	Toward Sai Ying Pun	Behind Queen Mary Hospital	In front of Hill Road Flyover
	Pok Fu Lam Road	Toward Aberdeen	Pok Fu Lam Village Bus Stop	Yu Chun Keung Compulsory Stop
	Aberdeen Reservoir Road	Toward Aberdeen	Behind intersection with Yue Kwon Road	In front of intersection with Aberdeen Main Road
	Repulse Bay Road	Toward Central	Behind intersection with Chung Hom Kok Road	In front of South Bay roundabout

Kowloon	New Clear Water Bay Road	Toward Choi Hung Estate	Choi Wan Estate	Ping Shek Estate
	Po Kong Village Road	Toward Choi Hung Estate	Behind Heep Woh College	Fu Shan Estate Bus Stop
	Waterloo Road (Moonbeam Terrace)	Toward Ho Man Tin	Opposite to Lung Cheung Road eastbound	Opposite to Moonbeam Terrace (in front of the fork junction with the flyover)
New Territories	Chun Wan Road	Eastward	200m west of the roundabout	In front of the roundabout
	Hiram's Highway and New Hiram's Highway	Toward Sai Kung	Outside the Cheng Chek Chee Secondary School (after coming out from the tunnel)	In front of Nam Pin Wai roundabout
	Clear Water Bay Road	Toward Hang Hau	Behind intersection with Ngan Ying Road	In front of the Silverstrand roundabout
Central and Western District	Stubbs Road	Toward Wan Chai	Behind Peak Road	In front of Queen's Road East
	Wong Nai Chung Gap Road	Toward Wan Chai	Behind Repulse Bay Road	In front of Stubbs Road
	Victoria Road	Toward Central	Caritas Jockey Club Hostel Bus Stop	Sai Ning Street Bus Stop
	Hill Road Flyover	Toward Central	Entrance of the flyover at Pok Fu Lam Road	Above Des Voeux Road West
	Garden Road	Toward Central	Robinson Road Garden Terrace Bus Stop	St John's Cathedral Bus Stop

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Members of NWS Holdings

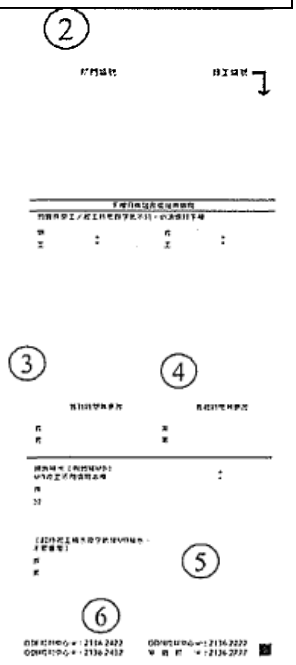
Annex II: Notes for Filling in the Bus Captain's Assignment Record

Illustrations – New Version of Assignment Record (back page)

■Bus Captain's Daily Log Form

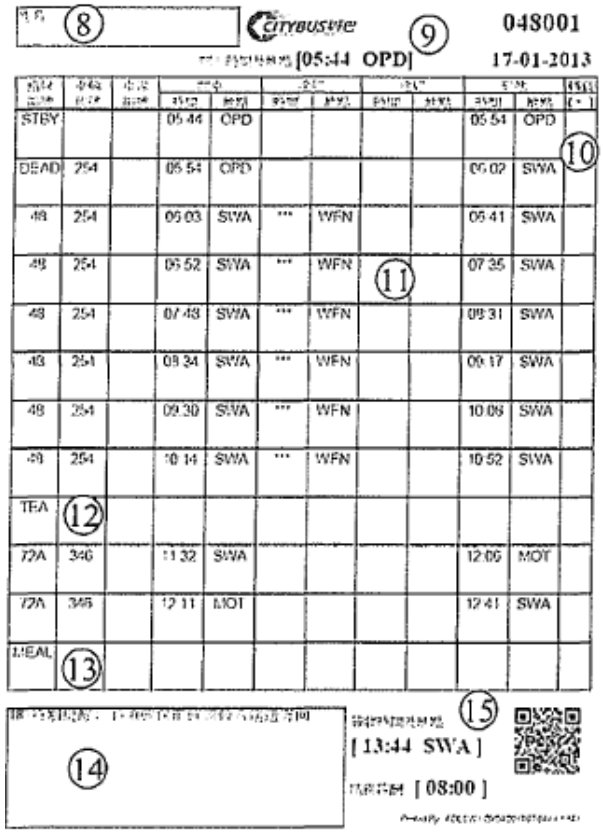
⑦

To avoid difficult reading by the system and facilitate computation of salaries and wages, please be particularly reminded of the following:
"DO NOT" sign beyond the gridlines
"DO NOT" fill in the time beyond the gridlines
Please "DRAW A DOT" after filling in the time
The dot should not be tiny like [⊙] but [⊛] or [⊗]
Do not use a fountain pen or seal which bleeds through the paper



No.	Matters to be reminded:
1	For those on regular duty, please fill in the circle of "on regular duty" for the purpose of accurate computation of salaries and wages
2	Circle B and Circle C are to be used only by non-franchised bus captains of Citybus – terminus supervisors/inspectors should check whether Circle B and Circle C are filled in correctly when they sign for submission from bus captains
3, 4	If the sign-in time or sign-out time of a bus captain requires no change, terminus supervisors/inspectors should fill in this circle; or the above column should otherwise be filled in; in case of any change to the place, terminus supervisors should also manually correct Item 9 or Item 15 on the page on the left and then sign here for confirmation
5	If a bus captain requests overtime extra pay, terminus supervisors/inspectors should fill in with the reasons, time and the circle; provided that this column is not required to be completed if the knock-off time marked has truthfully indicated that overtime extra pay is needed upon delay. Do not make duplicate overtime extra pay. In particular, please be careful when filling in the Running No. for knock-off at MB.
6	Please leave out Circle D and Circle E
7	If bus captains/terminus supervisors have other bus service arrangements or supplementary information, they shall first tick Item 10 on the first page and then fill in with details in Item 7

Illustrations – New Version of Assignment Record (First page)



Serial No.	Matters to be reminded
8	Fill in with the name of the bus captain
9, 15	Sign-in and sign-out times and places in respect of a scheduled Running No.: in case of any change to the place, please write down the correct place by hand; in case of any change to the time, please fill in Item 3 or Item 4
10	If the staff have other bus service arrangements or other supplementary information, they shall first tick Item 10 and then fill in Item 7 on the back page
11	In case of any change to the Running No., terminus supervisors/bus captains may modify it manually and write down the correct information in the blank space
12, 13	Expression of TB/MB
14	Remark section
15	As the QR code contains the scheduled Running Nos., the staff should avoid defacing or folding this pattern

Do not use a fountain pen or seal which bleeds through the paper,
otherwise the circles on the back page will be affected

When stapled,
please avoid the places with circles on the back page

Other matters to be reminded:

1. A bus captain, before starting a run, shall write the number of the bus that he/she is going to drive in the item of "Fleet No.".
2. If the actual time of departure differs from the scheduled time, the bus captain shall cross out the wrong time and write down the actual time in appropriate space. In case of any change to the run, the bus captain must fill in with information of such change on his own or ask the terminus supervisor to do so if there is a terminus supervisor on site.
3. An assignment record shall be submitted to the inspector/terminus supervisor or to a designated place. The responsible inspector/terminus supervisor (if any) responsible for sign for submission of assignment records should also check whether the assignment record is correctly filled in and signatures must be given in the box.
4. The regulator/terminus supervisor must also sign even if there is "no change" to the sign-in and sign-out times.

Annex III: Explanations to the codes on the Assignment Record

STBY	Must stay at a designated station during such period and wait for his/her shift assignment or for the terminus supervisor to make proper work arrangements
PASS/WALK	Take the fastest route to the next position by getting a ride/on foot
DEAD	Drive a bus not in service to the next location
FUEL	Refuel
STFF	Drive a staff bus/Pick up staff
DOCS	Drive the documents vehicle

Annex IV: List of Citybus location codes

AAT	Chun Ping Road outside Asia Airfreight Terminal	GOC	Hong Kong Gold Coast	MOR	Tsim Sha Tsui (Mody Road)	THD	Tai Hang Drive
ABE	Aberdeen	GRT	Greenwood Terrace	MOS	Ma On Shan Town Centre	THE	Tin Heng Estate
ABT	Aberdeen Tunnel	GTC	Airport (Ground Transportation Centre)	MOT	Causeway Bay (Moreton Terrace)	THS	Tai Hong Street
ADE	Admiralty MTR Station (East)	HCS	Quarry Bay (Hoi Chak Street)	NES	Mong Kok (Nelson Street)	TIH	Tin Hau Station
ADW	Admiralty MTR Station (West)	HEC	Hennessy Road (Hennessy Centre)	NFR	Nam Fung Road Depot	TIS	Tin Shui Wai Station
ALC	Ap Lei Chau Estate	HEF	Wan Chai (west of Fleming Road)	NPF	North Point Ferry	TIW	Tin Wan Estate
ALH	Central (Alexandra House)	HEL	Hennessy Road (west of Luard Road)	NTP	Sha Tin (New Town Plaza)	TIK	Tiu Keng Leng PTI
ALM	Ap Lei Chau Main Street	HFC	Heng Fa Chuen	OCP	Ocean Park	TIY	Tin Yiu Estate Bus Terminus
AMA	Airport (Aircraft Maintenance Area)	HFR	Tai Kok Tsui (Hoi Fai Road)	OME	Ho Man Tin (Oi Man Estate)	TKD	Tseung Kwan O Depot
APR	Aberdeen Praya Road	HLY	Hong Lok Yuen	OPD	Ocean Park Depot	TKO	Tseung Kwan O MTR Station
ASG	Wong Chuk Hang (Aberdeen Sports Ground)	HOK	Central (Hong Kong Station)	OPF	Ocean Park Depot Fuel Wong Chuk Hang Depot	TKR	Tin Kwai Road
ATO	Airport (Terminal One)	HSG	Tseung Kwan O (Hong Sing Garden)	OYS	Oi Yin Street	TKT	Tai Kok Tsui (Island Harbourview)
ATT	Airport (Terminal Two)	HUH	Hung Hom Station	PAD	Paddock (Shatin Jockey Club)	TLL	Tin Lok Lane
AWE	Airport (Asia World Expo)	HUK	Hung Kiu	PAR	Park Road	TLT	Tsing Lung Tau
BBP	Belcher Bay Park	HVL	Happy Valley (Lower)	PAS	Causeway Bay (Paterson Street)	TMC	Tuen Mun Central
BEB	Belcher Bay	HVR	Happy Valley Racecourse	PES	Causeway Bay (Pennington Street)	TMD	Tuen Mun Depot
BGA	Banyan Garden	HVU	Happy Valley (Upper)	PHF	Po Hong Road Gas Station	TMF	Tuen Mun Ferry Pier (B3)
BRD	Broadcast Drive	ICW	IVE (Chai Wan)	POA	Tseung Kwan O (Po Lam PTI)	TMP	Tuen Mun Ferry Pier (962)
BRH	Braemar Hill	IMT	Gloucester Road (Immigration Tower)	POR	Pokfield Road	TOS	Sham Shui Po (Tonkin Street)
BUS	Mong Kok	IRC	Inspiration Lake Recreation Centre	PSS	City One Shatin (Po Shing Street)	TPC	Tai Po Central
CAR	Caine Road	IRS	Causeway Bay (Irving Street)	PTB	Airport (Terminal)	TPT	Tai Po Tau
CBS	Causeway Road (Causeway Bay Sports Ground)	ISP	Island Place	PTS	City One Shatin (Pak Tak Street)	TSC	Tin Shui Wai Town Centre
CCC	Chinese Christian Cemetery	ISR	Siu Sai Wan (Island Resort)	QES	Queen Elizabeth Stadium	TSE	Tsim Sha Tsui East
CDF	Central (Pier Three)	JAH	Central (Jardine House)	QUE	Queensway Government Offices	TSF	Tsim Sha Tsui (Star Ferry)
CEC	Wan Chai (Hong Kong Convention and Exhibition Centre Extension)	JAL	Jardine's Lookout	RAC	Sha Tin Racecourse	TSP	Tin Shui Wai Park
CEF	Central (Central Ferry Piers)	KAD	Kai Tak Depot	REB	Repulse Bay	TSU	Ocean Park (Tai Shue Wan)
CEL	Causeway Bay (Hong Kong Central Library)	KBA	Kowloon Bay Station (Kwun Tong Rd East bound)	ROR	Robinson Road (Garden Terrace)	TSY	Tsing Yi Station
CES	Sai Ying Pun (Centre Street)	KBD	Kowloon Bay Depot	ROS	Admiralty (Rodney Street)	TTR	Ting Tai Road
CFD	Chong Fu Road Depot	KBF	Kowloon Bay Fuel	RUS	Central (Rumsey Street)	TTS	LR Tai Tong Road Stop
CFF	Chi Fu Fa Yuen	KCE	Kwai Chung Estate	SCP	Hong Kong Science Park	TTW	Stanley (Tung Tau Wan Road)
CFO	Chong Fu Road Office	KER	Kennedy Road	YYT	Yau Yat Tsuen	TUC	Tung Chung Station
CGO	Admiralty (Central Government Offices)	KET	Kennedy Town	SFO	Stanley Fort	TVC	Tseung Kwan O TVB City
CHE	Choi Hung Estate	KIG	Tin Shui Wai (Kingswood Ginza)	SHD	Siu Ho Wan Depot	TWH	Tai Wo Hau Station
CHF	Choi Fook Estate	KKS	King Kwong Street	SHK	Shan King Estate	TWN	Tsz Wan Shan (North)
CHM	Choi Hung MTR Station	KOP	Kornhill Road	SHL	Shun Lee Estate	TWS	Tsz Wan Shan (South)
CHR	Aberdeen (Chengtu Road)	KOS	Ka On Street	SHP	Shatin Plaza	TWT	Tsuen Wan Town Hall
CHT	Hung Hom (Cross Harbour Tunnel Toll Plaza)	KOT	Kowloon Tong Station	SHS	Sheung Shui Station	TWW	Tsuen Wan West Station
CHY	Chuk Yuen Estate	KTD	Kennedy Town Depot	SHT	Sha Tin KCR Station	TYC	Tsing Yi CLP Power Plant
CKO	Chung Hom Kok	KTS	Kau To Shan	SHW	Sheung Wan	TYE	Tin Yan Estate
CKR	Sheung Wan (Chung Kong Road)	KWY	Kwong Yuen Estate	SIH	Siu Hong Station	WAC	Wan Chai

CLH	Clubhouse (Shatin Jockey Club)	KYC	Kam Ying Court	SKN	Sai Kung (North)	WAK	Wah Kwai Estate
CLS	Causeway Bay (Cleveland Street)	LAC	Laguna City	SKW	Shau Kei Wan	WAT	Watson
CLY	Tuen Mun (Chi Lok Fa Yuen)	LAL	Lantau Link Toll Plaza	SLK	Tsuen Wan (Sai Lau Kok Road)	WCD	NWFB Wong Chuk Hang Depot
COS	City One Shatin	LAT	Lam Tin MTR Station	SNS	Sai Ning Street	WCF	Wan Chai Ferry
CPO	Airport (Car Park One)	LAV	Laguna Verde	SOD	South Horizon Drive	WCH	Wong Chuk Hang
CRB	Canal Road Bus-only Lane	LEC	Causeway Bay (Leighton Centre)	SOH	South Horizons	WES	Sai Ying Pun (Western Street)
CSP	Cheung Sha Wan Plaza	LER	Leighton Road	SOP	Hennessy Road (Southorn Playground)	WFC	Wah Fu (Central)
CSW	Cheung Sha Wan Railway Station	LET	Lei Tung Estate	SPR	Shek Pai Wan Road	WFN	Wah Fu (North)
CTD	Admiralty (Lippo Centre)	LEY	Lek Yuen Estate	SPW	Shek Pai Wan	WHC	Western Harbour Crossing
CUH	The Chinese University of Hong Kong	LKC	Luk Kwok Centre	SSC	Siu Shan Court	WHD	Citybus Wong Chuk Hang Depot
CWA	Choi Wan Estate	LKR	Lei King Road	SSG	Siu Sai Wan Sports Ground	WHR	Causeway Bay (Whitfield Road)
CWD	Chai Wan Depot	LLS	Ap Lei Chau (Lee Lok Street)	SSW	Siu Sai Wan Estate	WKD	West Kowloon Depot
CWE	Chai Wan (East)	LOC	Locwood Court	STA	Hong Kong Stadium	WNB	Wong Nai Chung Road (Broadwood Road)
CWS	Chai Wan Depot Training School	LRC	Wan Chai (Lockhart Road Complex)	STC	Sha Tin College	WOC	Wo Che Estate
CXC	CX City	LRT	Lion Rock Tunnel	STE	Shun Tin Estate	WOH	Wah Fu (Wah On House)
CYB	Cyberport	LTE	Lam Tei (Junction of Castle Peak Road and Lam Tei Main Street)	STF	Central Star Ferry	WOF	Wong Chuk Hang Fire Station
DIH	Diamond Hill Station	LTM	Lei Tung Market	STP	Stanley Prison	WSR	Tuen Mun (Wu Shan Road)
DIP	Tsuen Wan (Discovery Park)	LTN	Lam Tin (North)	STR	Shun Tung Road	WSP	Wong Shek Pier
DIS	Disneyland Resort Station	LUM	Tuen Mun (Lung Mun Oasis)	STS	Sham Tseng	WTT	Tai Po (Wan Tau Tong)
DOS	Douglas Street	LUR	Wan Chai (Luard Road)	STT	Shek Tong Tsui (Queen's Road West)	WWS	Central (Wing Wo Street)
DWB	Deep Water Bay	LWR	Lung Wo Road	STV	Stanley Village	WYR	Wing Yan Road
EHC	Eastern Harbour Crossing	LYC	Locwood Court	SWA	Shum Wan	YAT	Yau Tong
EHR	Causeway Bay (Eastern Hospital Road)	LYR	Lei Yue Mun Road	SWC	Sai Wan Ho (opposite Sai Wan Ho Civic Centre)	YCS	Sham Shui Po (Yen Chow Street)
ENS	Kowloon Bay (Enterprise Square)	MAF	Central (Macau Ferry)	SYB	Sai Sha Road (Symphony Bay)	YIO	Yiu On Estate
ENT	Eagle's Nest Tunnel	MAG	Tsing Yi (Mayfair Garden)	SYS	Sai Yee Street	YLP	Yuen Long Plaza
EXS	Central (Exchange Square)	MAH	Ma Hang	SZB	Shenzhen Bay Port	YMC	Tseung Kwan O (Yuk Ming Court)
FAP	Fairview Park	MAR	MacDonnell Road	TAS	Admiralty (Tamar Street)	YOF	Sinopec Siu Lek Yuen Gas Station
FES	Fenwick Street	MEF	Mei Foo	TCC	Tin Shui Wai (Tin Chung Court)	YPS	Mong Kok (Yim Po Fong Street)
FEV	Felix Villas	MFD	Macau Ferry Depot	TCD	Tung Chung Depot	YTU	Tung Chung (Yat Tung Estate)
FOH	Fortress Hill Station	MHR	Morrison Hill Road	TCF	Tung Chung New Development Ferry	YUC	Yu Chui Court
FTD	Fo Tan Depot	MIK	LR Ming Kum Stop	TEC	Sha Tin Racecourse Telebet Centre	YWS	Yee Wo Street
FUT	Fu Tai Estate	MIR	Tsim Sha Tsui (Middle Road)	TFR	Tung Fai Road	YWV	Tuen Mun (Yuet Wu Villa)
GAL	Gascoigne Road (Labour Tribunal)	MKS	Central (Man Kwong Street)	TGT	Top Glory Tower		

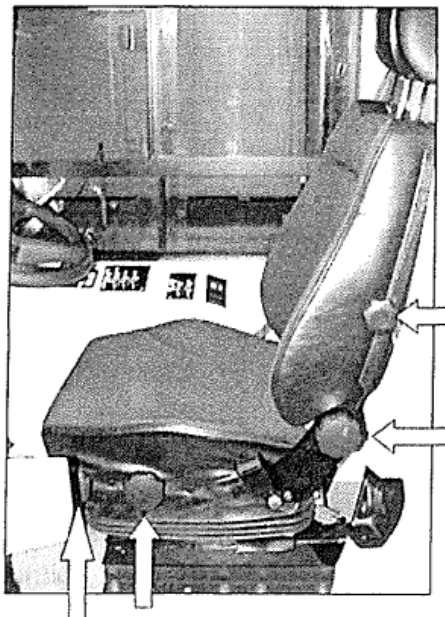
Annex IV: List of NWFB location codes

ABE	Aberdeen	EXS	Central (Exchange Square)	LRC	Wan Chai (Lockhart Road Complex)	SOH	South Horizons
ABT	Aberdeen Tunnel	FES	Fenwick Street	LTM	Lei Tung Market	SOP	Hennessy Road (Southorn Playground)
ADC	Admiralty (Admiralty Centre)	FEV	Felix Villas	LTT	Lai Tak Tsuen	SOU	So Uk Estate
ADE	Admiralty MTR Station (East)	FHR	Fortress Hill Road (Clementi Secondary School)	LUR	Wan Chai (Luard Road)	SPR	Shek Pai Wan Road
ADM	Admiralty MTR Station	FSW	Tsing Yi (Fung Shue Wo Road)	LYS	Aberdeen (Lok Yeung Street)	SPW	Shek Pai Wan
ADW	Admiralty MTR Station (West)	FTD	Fo Tan Depot	MAF	Central (Macau Ferry)	SSG	Siu Sai Wan Sports Ground
ALC	Ap Lei Chau Estate	FUC	Fu Cheong Estate	MAH	Ma Hang Estate	SSW	Siu Sai Wan Bus Terminus
ALP	Mong Kok (Allied Plaza)	GAR	Garden Road (Lower Peak Tram Station)	MCS	Mok Cheong Street	STA	Hong Kong Stadium
APA	The Hong Kong Academy for Performing Arts	GIS	Central (Gilman Street)	MEF	Mei Foo	STE	Shun Tin Estate
APR	Aberdeen Praya Road	GRG	Tsing Yi Greenfield Garden	MEL	Mei Lam Estate	STF	Central (Star Ferry)
AQU	Sham Mong Road (AquaMarine)	GRP	Sai Wan Ho (Grand Promenade)	MET	Mei Tin Estate	STK	Sheung Tak
ASG	Wong Chuk Hang (Aberdeen Sports Ground)	GRT	Greenwood Terrace	MFD	Macau Ferry Deport	STP	Stanley Prison
ASH	Hennessy Road (Asian House)	HAG	Harmony Garden	MHC	South Horizons (Mei Hong Court)	STT	Shek Tong Tsui (Queen's Road West)
BAG	Bauhinia Garden	HAH	Hang Hau Station	MKR	Mong Kok Road	STV	Stanley Village
BEB	Kennedy Town (Belcher Bay)	HAR	Wan Chai (Harbour Road)	MKS	Central (Man Kwong Street)	SWA	Shum Wan Public Transport Terminus
BGA	Banyan Garden	HEC	Hennessy Road (Hennessy Centre)	MOS	Ma On Shan Town Centre	SWC	Sai Wan Ho (opposite Sai Wan Ho Civic Centre)
BRH	Braemar Hill	HEF	Wan Chai (west of Fleming Road)	MOT	Causeway Bay (Moreton Terrace)	SWH	Sai Wan Ho MTR Station
BUS	Mong Kok (Bute Street)	HEL	Hennessy Road (west of Luard Road)	MTC	Ma Tau Chung Road	SWO	Salisbury Road outside Wing On Plaza
CAB	Causeway Bay	HER	Hennessy Road	MTW	Ma Tau Wai	SYS	Sai Yee Street
CAR	Caine Road	HFC	Heng Fa Chuen	MYS	Central (Man Yiu Street)	TAK	Taikoo Shing
CBS	Causeway Road (Causeway Bay Sports Ground)	HFS	Causeway Bay (Hing Fat Street)	NAC	Nam Cheong Station	TAS	Admiralty (Tamar Street)
CCC	Chinese Christian Cemetery	HHC	Hung Hom Complex	NAF	Mong Kok (junction of Nathan Road and Fife Street)	TGT	Gloucester Road (Top Glory Tower)
CDA	Cape D'Aguilar	HHF	Hung Hom Ferry Concourse	NES	Mong Kok (Nelson Street)	THD	Tai Hang Drive
CDF	Central (Pier Three)	HHN	Hang Hau (North)	NHS	Yiu Hing Road (Nam Hong Street)	THR	Tai Hang Road
CEC	Wan Chai (Hong Kong Convention and Exhibition Centre Extension)	HIW	Hong Wah Estate	NOH	Lai Chi Kok (Nob Hill)	THS	Tai Hong Street
CEF	Central (Central Ferry Piers)	HMT	Ho Man Tin	NPF	North Point Ferry	THT	Tin Hau Temple Road
CEL	Causeway Road (Hong Kong Central Library)	HOK	Central (Hong Kong Station)	NTK	Ngau Tau Kok Station	TIH	Causeway Bay (Tin Hau)
CEM	Central (Central Market)	HOL	Hoi Lai Estate	OCP	Ocean Park	TIK	Tiu Keng Leng PTI
CES	Sai Ying Pun (Centre Street)	HOR	Hollywood Road	OME	Ho Man Tin (Oi Man Estate)	TIW	Tin Wan Estate
CFD	Chong Fu Road Depot	HSB	Des Voeux Road Central (Hang Seng Building)	OPD	Ocean Park Depot	TKD	Tseung Kwan O Depot
CFF	Chi Fu Fa Yuen	HSC	North Point (Healthy Street Central)	OSS	Oscar by the Sea	TKI	Tseung Kwan O Industrial Estate
CFO	Chong Fu Road Office	HSG	Tseung Kwan O (Hong Sing Garden)	OYS	Oi Yin Street (outside Oi Tung Shopping Centre)	TKM	Ma Tau Wai Road (To Kwa Wan Market)
CFR	Heng Fa Chuen (Chong Fu Road)	HUE	HKU East Gate	PAR	Park Road	TKO	Tseung Kwan O MTR Station
CHE	Choi Hung Estate	HVL	Happy Valley (Lower)	PAT	Pak Tin Estate	TKW	To Kwa Wan
CHF	Choi Fook Estate	HVR	Happy Valley Racecourse	PEA	The Peak	TLL	Tin Lok Lane
CHI	Choi Ming Court	HVU	Happy Valley (Upper)	PEN	Tsim Sha Tsui (The	TTW	Stanley (Tung Tau Wan

					Peninsula Hotels)		Road)
CHM	Choi Hung MTR Station	IMT	Gloucester Road (Immigration Tower)	PES	Causeway Bay (Pennington Street)	TWC	Tsz Wan Shan (Central)
CHN	Choi Hung Road (Ning Yuen Street)	ISP	Island Place	PFR	North Point (Pak Fuk Road)	TWN	Tsz Wan Shan (North)
CHO	Chak On Estate	ISR	Siu Sai Wan (Island Resort)	PHF	Po Hong Road Gas Station	UST	The Hong Kong University of Science and Technology
CHR	Aberdeen (Chengtu Road)	JAH	Central (Jardine House)	PIS	Ping Shek Estate	VPM	Victoria Park Main Entrance
CHT	Hung Hom (Cross Harbour Tunnel Toll Plaza)	JOV	Jordan Valley	POA	Tseung Kwan O (Po Lam PTL)	WAC	Wan Chai
CHW	Chai Wan Station	KAC	Kai Tak (Kai Ching Estate)	POR	Pokfield Road	WAK	Wah Kwai Estate
CIH	Central (City Hall)	KAY	Kai Yip Estate	POT	Po Tat Estate	WCD	Wong Chuk Hang Depot (Wong Depot)
CKO	Chung Hom Kok	KCF	Kowloon City Ferry	PRE	Prince Edward Station	WCF	Wan Chai Ferry
CKR	Sheung Wan (Chung Kong Road)	KET	Kennedy Town	PST	Causeway Bay (Percival Street)	WCH	Wong Chuk Hang Estate
COE	Cheung On Estate	KIM	Choi Ming Public Transport Interchange	QRC	Queen's Road Central	WCR	Jordan (Wui Cheung Road)
COG	Connaught Garden	KKS	King Kwong Street	QUB	Quarry Bay	WFC	Wah Fu (Central)
CON	Chung On Estate	KLR	Tiu Keng Leng (King Ling Road)	QUE	Admiralty (United Centre)	WFN	Wah Fu (North)
CRB	Canal Road Bus-only Lane	KOB	Kowloon Bay	QUS	Queen Street	WFS	Wah Fu (South)
CRO	Tsim Sha Tsui (Canton Road)	KOP	Kornhill Plaza	RAC	Sha Tin Racecourse	WHC	Western Harbour Crossing
CRS	Chatham Road South (outside HK Science Museum)	KOR	Kotewall Road	REB	Repulse Bay	WHD	Citybus Wong Chuk Hang Depot
CSW	Cheung Sha Wan Railway Station	KOS	Ka On Street	ROR	Robinson Road (Garden Terrace)	WHG	Whampoa Garden
CTD	Admiralty (Lippo Centre)	KTD	Kennedy Town Depot	ROS	Admiralty (Rodney Street)	WHR	Causeway Bay (Whitfield Road)
CVR	Cloud View Road	KTR	Prince Edward Road East/Kai Tak Road	RRC	Robinson Road (Raimondi College)	WHS	Wai Hang Street
CWB	Clear Water Bay	KWT	Kwun Tong	RUS	Central (Rumsey Street)	WIS	Causeway Bay (Wing Hing Street)
CWC	Chai Wan Cemeteries	KYC	Kam Ying Court	SAK	Sai Kung	WKD	West Kowloon Depot
CWD	Chai Wan Depot	LAT	Lam Tin MTR Station	SKN	Sai Kung (North)	WKS	Wu Kai Sha Station
CWE	Chai Wan (East)	LAV	Laguna Verde	SCO	Shui Chuen O Estate	WOR	Tseung Kwan O (Wan O Road)
CWG	Cheung Wang Estate	LEC	Causeway Bay (Leighton Centre)	SFG	Stanley Fort (Gate)	WOT	Castle Road (Woodlands Terrace)
CWS	Chai Wan Depot Training School	LEO	Lee On Estate	SFO	Stanley Fort	WTS	Wong Tai Sin
CYB	Cyberport	LER	Leighton Road	SHL	Shun Lee Estate	WYG	Wyler Gardens
DOS	Douglas Street	LET	Lei Tung Estate	SHO	Shek O	YIO	Yiu On Estate
DRS	Admiralty (Drake Street)	LHP	Lohas Park	SHW	Sheung Wan	YIT	Yiu Tung Estate
DWB	Deep Water Bay	LKC	Luk Kwok Centre	SKW	Shau Kei Wan	YWG	Ying Wa Girls' School
EHC	Eastern Harbour Crossing	LKR	Lei King Road	SMC	Sau Mau Ping (Central)	YWS	Yee Wo Street
EHR	Causeway Bay (Eastern Hospital Road)	LNR	Ap Lei Chau (Lee Nam Road Industrial Area)	SOD	South Horizon Drive	YYT	Yau Yat Tsuen

Annex V: Adjustment of driver's seat

Driver's seats of E500 buses come in two types, i.e. USSC and KAB.
USSC driver's seat should be adjusted as follows:

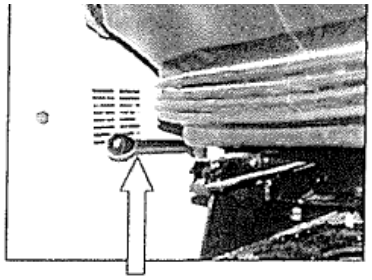


Adjustment to the hardness of the backrest

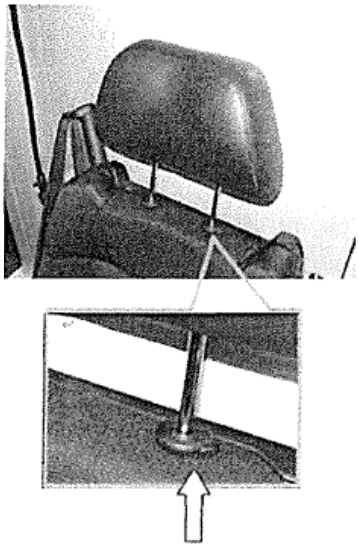
Adjustment to the angle of the backrest (**Adjust with both hands simultaneously**)

Adjustment to the seat angle (**Adjust with both hands simultaneously**)

Adjustment to the hardness of the seat (**Adjust with both hands simultaneously**)



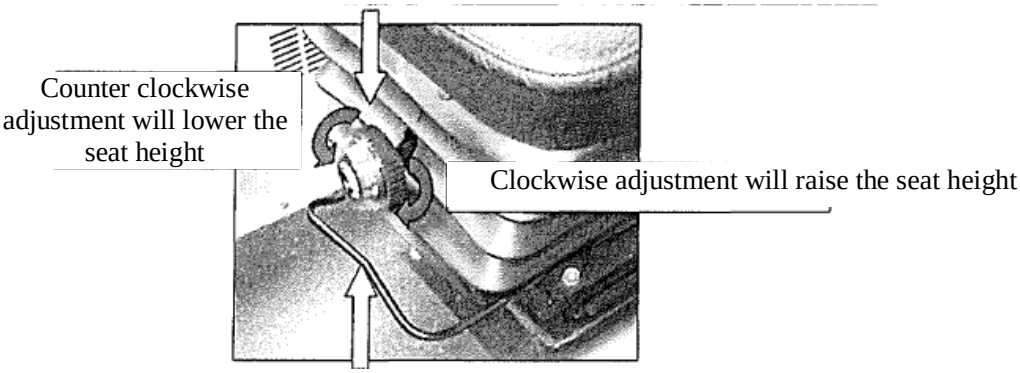
Forward and backward adjustment to the seat



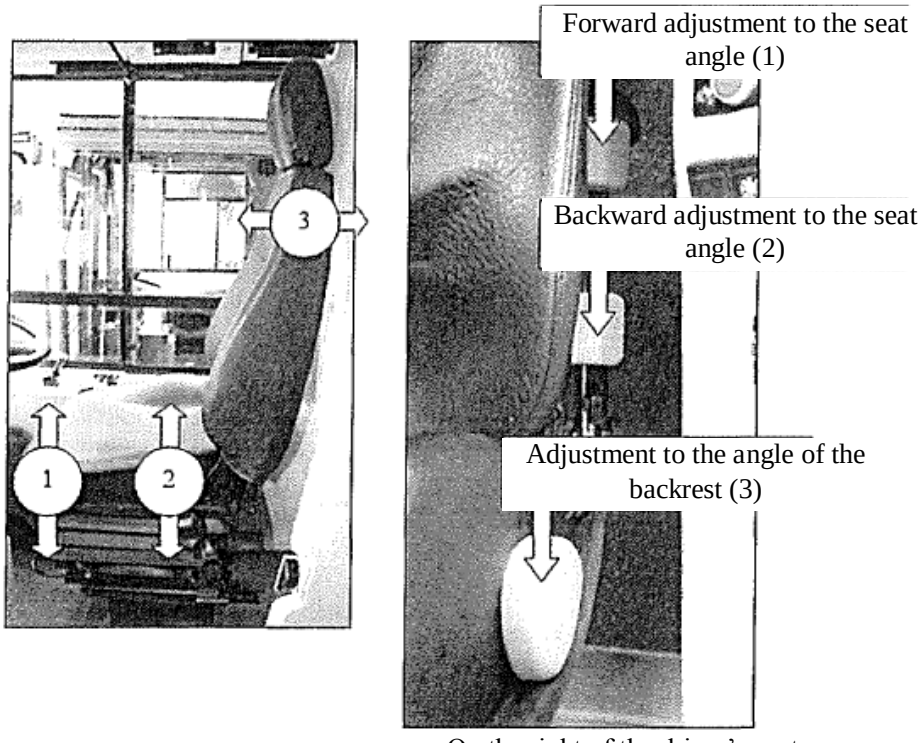
Adjustment to the headrest height

KAB driver's seat should be adjusted as follows:

Adjustment to the seat height (nobody should be on the seat when making an adjustment as adjustment can be made only when the seat is unoccupied)



Forward and backward adjustment to the seat



On the right of the driver's seat

In case of a sharp move when a bus captain adjusts forwards and backwards the angle of the seat pad or the backrest, making the seat belt stuck and unable to be pulled out, the bus captain may return the driver's seat to the horizontal position and keep the backrest upright, and the seat belt will then return to normal.

Annex VI: Operating procedure of E500 Handover electronic destination sign



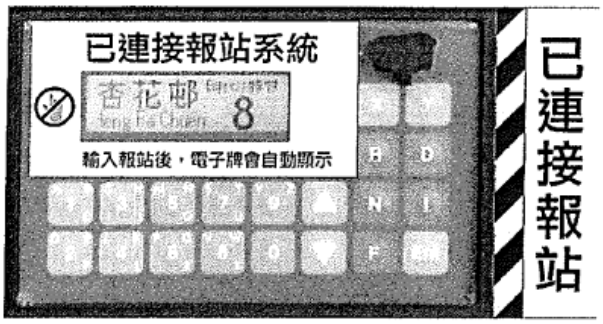
1. Press the [D] key
2. Enter the required route number, e.g. 23 toward North Point Ferry Pier, press the [2] [3] keys and then the [Ent] key, then the North Point Ferry Pier 23 will appear
3. If the route to be entered contains any English letter, e.g. 81A toward Lai Tak Tsuen, first press the [8] [1] keys, and then press the [1] key and press the [▲] key once, then the English letter "A" will appear. Finally, press the [Ent] key, then Lai Tak Tsuen 81A will appear. If [1] is pressed and then [▲] is pressed twice, the English letter "B" will appear. A bus captain can see which group of English letters are attached to the figures from the keys on the controller.
4. For the return trips of most routes, the English letter "Z" should be added after the route number. For example, for the return trip of Route 23 toward Pokfield Road, route number 23Z should be entered, first press the [2][3] keys, then [9], and then [▲] twice. After that, the English letter "Z" will appear. Finally, press the [Ent] key, and Pokfield Road 23 will appear.

Activate the controller's function of pre-setting the return trip route code

A. Press the [X] key, then the screen on the controller will show "Departure Trip Bus Route", and then enter the first route code by following the operation methods of destination sign;
B. Press the [Y] key, then the screen on the controller will show "Return Trip Bus Route", and then enter the second route code by following the operation methods of destination sign;
C. The display of the second route code will remain on the controller and electronic sign. Press the [X] key and then the [Ent] key to return to the information of the first route code. Press the [Y] key repeatedly and then press the [Ent] key to return to the information of the second route code.
D. In case of wrong input, return to Step A to start all over.

Automatic operation of electronic destination sign through the bus stop announcement system

To streamline the daily operation procedure, the bus stop announcement system on some buses will enable automatic operation of the electronic destination sign.
The electronic destination sign controller on the buses will show clear information as below:



The electronic destination signs on those buses have been connected to the bus stop announcement system. Bus captains only need to enter the bus stop announcement system correctly and wait about six seconds for the electronic destination sign to appear automatically, without manual operation.

Bus captains must confirm that the electronic destination sign is showing the correct route. If the electronic destination sign is showing a wrong route, the bus captain should make correction by manually operating the destination sign. For details about how to use the system, please refer to the "Guidelines for Operating the Electronic Destination Sign with the Bus Stop Announcement System".

Annex VI: Operation procedure of Lite Vision electronic destination sign



1. Press the Route key;
2. When [T] appears in the top centre of the screen, you may enter numbers (0-9) and the large letters (A-H) on the letter keys; when [t] appears in the top centre of the screen, you may enter numbers and the small letters (I-Z) on the lower right corner of the letter keys;
3. Press the Shift key to shift between [T] and [t] or restore the input mode;
4. Press the numeral/letter keys to enter the route number (e.g. 2A, 101, 680X, N8P);
   Note: The route numbers of some special runs will be different. For example, 112Y stands for "112 Mong Kok"; please refer to the schedule of special routes.
5. If a wrong key is pressed, press the Clear key to return to Step 2. and enter again;
6. After correct information is entered, press the OK key;
7. If the other terminus appears on the screen, press the Destination A or Destination B keys to select information of the other terminus:

Repeat Step 7. and change the display of both termini, or return to Step 1. and enter another route.

Annex VI: Operation procedure of DERIC+ electronic destination sign

New World Bus routes 1001-1190, 12XX, 14XX, 16XX, 30XX, 33XX, 50XX, 60XX



1. Press the F/E key;
2. Press the ▲ key until the wanted number/letter appears in the upper right corner of the screen. If skipped, continue to press the ▲ key until the wanted number/letter appears again;
3. Press the ◄ key, repeat Step 2. and enter the next number/letter; if the previous entry is incorrect, press the F/E key, and start over from Step 1. when the destination information or "Bad Destination" appears at the top of the screen;
4. Repeat Step 3. if you need to jump to the next entry field;
5. Press the F/E key to complete the entry.

Activate the controller's function of pre-setting the return trip route code

A. Press the ◄ key and "Out no: _" will appear on the screen, then enter the first route code by following Steps 1. to 5.;
B. Press the ◄ key again and "Return no: _" will appear on the screen, then enter the second route code by following Steps 1. to 5.;
C. In case of a wrong input, press the F/E key and return to Step A.;
D. The display of the second route code will remain on the controller and electronic destination sign.
   Press the ◄ key and then the F/E key to return to the information of the first route code, press the ◄ and F/E keys repeatedly to display the information of the second route code.

This English translation is for reference only. In the event of any discrepancy between the Chinese original and this English translation, the Chinese original shall prevail.
本英文譯本僅供參考。如英文譯本與中文原文有任何差異，以中文原文為準。

Annex VII: List of special messages of the bus stop announcement system

	Title	Content
1	Hold the handrail	Please hold the handrail.
2	Put your luggage in the right place	Please properly put your luggage on the luggage rack and take good care of your personal belongings. Thank you for your cooperation.
3	Keep the bus compartment clean	Please keep the bus compartment clean and do not smoke, eat or drink. Thank you for your cooperation.
4	Passenger transfer upon accident	Your attention please, the bus cannot continue with the service due to an accident. We are arranging other buses for you to continue with your journey. Please sit quietly and take note of any further instructions from the bus captain. We apologize for any inconvenience caused.
5	Seats still available on the upper deck	There are still vacant seats on the upper deck of the bus. Please go upstairs to take a seat. Thank you for your cooperation.
6	Proceed to the rear	Please move further inside the bus compartment to keep the doorways clear. Thank you for your cooperation.
7	Do not stand on the upper deck or staircase	For the safety of you and other passengers, please do not stand on the upper deck or staircase. Thank you for your cooperation.
8	Bus delayed due to congestion	Your attention please, there will be a short delay due to traffic congestion. We apologize for any inconvenience caused.
9	Bus stop affected due to diversion	Your attention please, the bus will be affected due to traffic diversion and some stops are temporarily relocated or cancelled. We apologize for any inconvenience caused.
10	Longer travel time due to diversion	Your attention please, the travel time of the bus may be longer due to traffic diversion. We apologize for any inconvenience caused.
11	Adjustment of bus frequency	Your attention please, due to temporary bus frequency adjustment, the bus will depart shortly. We apologize for any inconvenience caused.
12	Please do not collect fares	Please do not collect fares from other passengers. Thank you for your cooperation.
13	Please do not disturb passengers	Please do not disturb other passengers in the bus verbally, physically, or in any other way. Thank you for your cooperation.
14	Please offer your seat	Please offer your seat to any passenger in need. Thank you for your cooperation.
15	To alight, please press the bell	To alight, please press the bell once before the bus arrives at the next stop. Make sure your personal belongings are with you when you alight. Thank you for your cooperation.
16	Please do not deface the bus	Please take care of public property and do not deface or damage the bus.
17	This is the terminus	Your attention please, this is the terminus. Please alight here. Make sure your personal belongings are with you when you alight . Thank you for choosing our services.
18	Fold your baby pram	Please hold your baby tight and fold your baby pram to keep the passage clear. Thank you for your cooperation.
19	Pick-up and drop-off of wheelchair users	A wheelchair user is getting on or off the bus, please keep the doorways clear and make room for the wheelchair. Thank you for your cooperation.
20	Fasten your seat belt	Please fasten your seat belt. Thank you for your cooperation.
21	Bus Stop Suspension at Happy Valley Racecourse	Your attention please, in conjunction with special traffic arrangements on race days, the bus stop outside Happy Valley Racecourse suspended. Passengers going there please alight at this stop.
22	Diversion for 5B Phase I	Your attention please, this bus will divert via Leighton Road and Caroline Hill Road to reach Eastern Hospital Road due to traffic diversion.
23	Diversion for 5B Phase II	Your attention please, this bus cannot reach Hong Kong Stadium and Eastern Hospital Road due to traffic diversion. Passengers going there please alight at the bus stop outside Caroline Centre on Pennington Street.

24	Please alight here for Ocean Park	Passengers going to Ocean Park please alight at this stop.
25	Please alight here for Stanley Main Beach	In conjunction with crowd control measures, passengers going to Stanley Main Beach please alight at this stop.
26	Omit Wan Tsui Road	In connection with special traffic arrangements, this bus will divert via Chai Wan Road in lieu of Wan Tsui Road.
27	LED test	
28	Short stay	This is a circular route, the bus will have a short stay upon arrival at this stop before going on with the journey.
29	Interchange with N90 to Central	You may interchange with Route N90 to Central at this stop.
30	Interchange with N72 to Quarry Bay	You may interchange with Route N72 to Quarry Bay at this stop.

	Title	Content
31	Shenzhen Bay is a restricted area	Your attention please, the Shenzhen Bay Port is a restricted area, which only allows entry of transit passengers or persons with valid Restricted Area Permits. Other passengers please alight at this stop; thank you for your cooperation.
32	Take a minibus due to closure of Shenzhen Bay	Your attention please, as the Shenzhen Bay Port has already been closed, this bus will return to various stops in Tuen Mun via the return-trip route. Passengers may take a minibus in Tuen Mun to other ports. We apologize for any inconvenience caused.
33	Closure of Shenzhen Bay	Your attention please, the Shenzhen Bay Port has already been closed, this bus will return to various stops in Tuen Mun via the return-trip route. We apologize for any inconvenience caused.
34	Shenzhen Bay closed due to weather	Your attention please, the Shenzhen Bay Bridge has already been closed due to bad weather, this bus will return to various stops in Tuen Mun via the return-trip route. Passengers may take a minibus in Tuen Mun to other ports. We apologize for any inconvenience caused.
35	Standby	
36	Rumsey Street as the terminus	Your attention please, this bus will take Central (Rumsey Street) as the terminus due to traffic diversion.
37	Divert via King's Road in lieu of Island Eastern Corridor	Due to diversion for marathon, this bus will divert via King's Road in lieu of Island Eastern Corridor.
38	Divert via Cross Harbour Tunnel to reach Hong Kong Island	Due to diversion for marathon, this bus will divert via Cross Harbour Tunnel to reach Hong Kong Island.
39	Reach Wan Chai and then Sheung Wan	Due to diversion for marathon, this bus will divert via Cross Harbour Tunnel to reach Hong Kong Island with an additional stop at Cross Harbour Tunnel Toll Plaza. The bus will first reach Wan Chai and then Central and Sheung Wan, and will stop at the bus station from which the bus was originally heading to New Territories. Please pay attention to the broadcast reminders of the bus station.
40	First reach Admiralty and then Sheung Wan	Due to diversion for marathon, this bus will divert via Cross Harbour Tunnel to reach Hong Kong Island with an additional stop at Cross Harbour Tunnel Toll Plaza. The bus will first reach Admiralty and then Central and Sheung Wan, and will stop at the bus station from which the bus was originally heading to New Territories. Please pay attention to the broadcast reminders of the bus station.
41	Please interchange with another bus as the bus will omit Sheung Wan	Due to diversion for marathon, this bus will divert via Cross Harbour Tunnel to reach Hong Kong Island and will omit Sheung Wan and Central. Passengers affected please interchange with designated routes for free at Admiralty Centre.

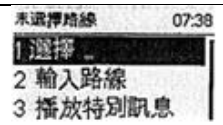
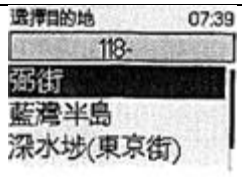
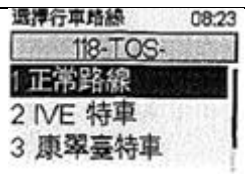
Annex VIII: Simple operation methods for automatic bus stop announcement device

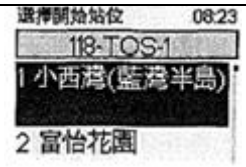
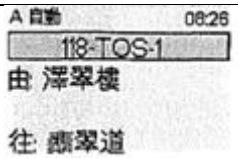
The first generation real-time bus stop announcement system

1 Start of automatic bus stop announcement

After the main power switch is on, it takes about one to two minutes for the bus stop announcement device to start automatically. Upon successful start-up, the loudspeaker will give out a short tinkling and the controller will display the main menu for the bus captain to select the route for bus stop announcement and other functions.

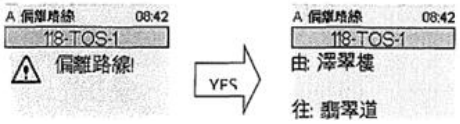
2 Steps

	Steps	Display content of the controller
2.1	Main menu - "No Route Selected" will appear at the top of the screen Press "▲" or "▲" key to select "2 Enter the route", and then press "YES" to go to the next page.	
2.2	**Enter route number - "Enter Route Number" will appear at the top of the screen** - Press the number keys on the controller to enter the route number. First enter the first digit, and then enter the remaining digits after the cursor moves to the next blank entry field. - A complete route number may be entered, e.g. 118, enter "1", "1" and "8" respectively and then press the "YES" key. - Or, partially enter the first digit of the route number, e.g. route X962, first enter "9" "6" "2", then press "▲" or "▼" key to select the route required and after that, press the "YES" key. - Enter English letters. English letters may be entered by repeatedly pressing the number keys within one second. For example, to enter "A", press the "2" key twice, and to enter "C", press the "2" key four times. - Press the "NO" key to return to the pervious page.	 
2.3	Select destination - "Select Destination" will appear at the top of the screen Press "▲" or "▼" keys to select the route destination, press the "YES" key to go to the next page, or press the "NO" key to return to the previous page.	
2.4	Select driving route - "Select Driving Route" will appear at the top of the screen As there may be different driving routes with the same destination, the bus captain may press "▲" or "▼" key to select the driving route required, press the "YES" key to go to the next page, or press the "NO" key to return to the previous page.	

	Steps	Display content of the controller
2.5	Select departure point - "Select Departure point" will appear at the top of the screen Press "▲" or "▼" key to select the bus station where the bus is situated at the time being as the "departure point", then press the "YES" key to start the automatic bus stop announcement, or press the "NO" key to return to the previous page.	
2.6	Start the automatic bus stop announcement - "A Automatic" will appear at the top of the screen. After the departure point is selected, the bus stop announcement device will start with automatic bus stop announcement. The home page will display the name of the bus station which the bus is heading to and the bus captain needs not be in control of it.	

3 Handling of temporary diversion

In case of temporary diversion (for example, the bus needs to divert via Tsuen Wan Road due to the closure of Ting Kau Bridge), when the bus strays away from the original route, the message of "Deviation from the Route" will appear on the screen of the controller and the bus captain may press the "YES" key to close the message.



After the key is pressed, the system will return to the "Automatic Bus Stop Announcement" page (but "A Deviation from the Route" will appear at the top of the screen), and the station name shown on the LED screen in the bus will remain but will not be changed to another station name. When the bus returns to the original route and upon automatic confirmation by the system, the controller will display the name of the bus station which the bus is heading to and the bus stop announcement device will also resume automatic bus stop announcement.

4 Suspension of bus stop announcement system

If necessary, the bus captain may press the "*" key to stop the automatic bus stop announcement system or press the "#" key to shift to the manual mode. After returning to the original route, the bus captain should press "*" to resume the bus stop announcement or press "#" to shift back to automatic announcement mode. In general cases, the bus captain should use the automatic bus stop announcement system. Only in cases of traffic diversion or inaccurate announcement may the bus captain shift to manual announcement mode.

5 Handling of temporary relocation of stop

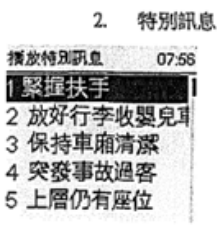
The bus captain needs to manually operate the bus stop announcement system only when the bus stop announcement system has not yet been updated with stop location and a temporary stop is moved toward the direction in which the bus is going. Before arriving at the temporary stop, press "#" and "YES" to shift to the manual mode and press "#" to shift back to automatic

mode only until starting off from the temporary stop. In other cases of relocation of stops, the automatic bus stop announcement mode can be maintained without manual operation.

6 Handling of wrong stop announcement

When the bus captain finds that the bus stop announcement device is announcing a wrong stop, he/she may press "NO" to return to "Select Departure Point" when pulling off at the next sub-station and select the bus stop where the bus is located at the time being as the "departure point" by following Step 5 and then press "YES". The system will be reset.

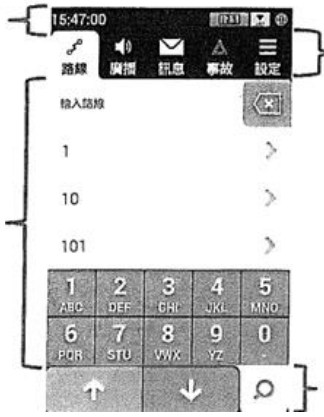
In the automatic or manual bus stop announcement mode, during the run the bus captain may press "INFO" key and then select the message number to directly broadcast the message; or select the special messages to be broadcasted by pressing "▲" or "▼" key and then press "YES" to broadcast them.



For the content of such special messages, please refer to the list on the controller.

The second generation real-time bus stop announcement system

The bus stop announcement system will start automatically in about two minutes after the bus starts and the bus captain needs not switch it on/off



1. Status bar
2. Menu of major functions
3. Home page
4. Arrow keys and other options

1. Status bar



Shows system time.

Shows that the bus stop announcement system has been connected to the electronic destination sign; grey colour stands for normal operation and red colour stands for connection failure. If this icon does not appear, it means that the bus stop announcement system is not connected to the electronic destination sign.

2. Menu of major functions
"Route" – Use the automatic bus stop announcement system
"Broadcast" – Broadcast special messages
"Messages" – Read messages sent from the control centre
"Accident" – This function has not been enabled yet; "Setup" – To be used by maintenance crews only

2.1 How to use the bus stop announcement system

<table>
<tr><td>2.1.1 Select “Route” function – “Enter Route” will appear

Press  in the bottom right corner of the screen to make the numeral keys pop up, and then enter the route number.

Enter English letters: Press the numeral keys and <u>hold</u> for three seconds; the entered route can be cleared by pressing  .

After entering the route number, press  to close the numeral keys.

After the complete route and relevant route number appear on the screen, select the route by <u>directly clicking</u> the route number on the screen</td><td> 
</td></tr>
<tr><td>2.1.2 Select destination – “Select Destination” will appear at the top of the screen

<u>Select</u> the destination on the screen to go to the next interface</td><td rowspan="3">To return to the previous interface, press 

To manually switch the direction, press  in the upper right</td></tr>
<tr><td>2.1.3 Select driving route – “Select Driving Route” will appear at the top of the screen

<u>Select</u> the right driving route on the screen to go to the next interface</td></tr>
<tr><td>2.1.4 Select departure point – “Select Departure point” will appear at the top of the screen

Select the correct departure point and <u>directly click the station name</u> to start the bus stop announcement system.

Press  to revise the selection of departure point.</td></tr>
<tr><td>2.1.5 Start the automatic bus stop announcement – “Automatic Bus Stop Announcement” will appear at the top of the screen.

Automatic bus stop announcement begins after selecting the departure point.

The home page will automatically show the stop which the bus is heading to, the distance between the bus and the said stop, and names of the next three stops, without manual operation.

****Upon arrival at the terminus, and after the middle door opens and the engine is cut off, the bus stop announcement system will reverse the order of stops automatically******

****To suspend the bus stop announcement system/switch to manual mode due to traffic diversion, press  in the bottom right corner of the screen******</td><td></td></tr>
</table>

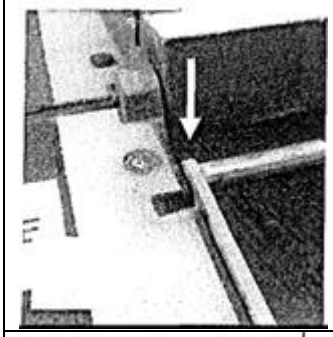
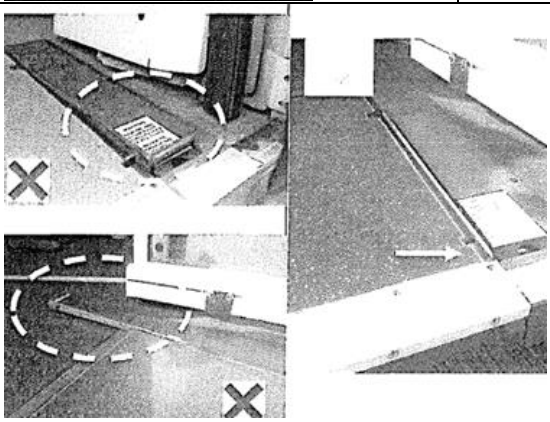
2.2 Broadcast special messages

2.2.1 In automatic or manual bus stop announcement mode, during the run the bus captain may touch  on the screen to broadcast special messages
1. Either of the following enables broadcasting of special messages: (A) Press ▸ on the right of the message to be broadcasted to broadcast the message. Press  to jump to the next page of the message list. OR (B) Make the numeral keys pop up by pressing  in the lower right and then enter the number of special messages to be broadcasted; the system will broadcast relevant message in three seconds. After the broadcasting of the message ends, the system will jump back to the route interface. The numbers of special messages are consistent with the current Telargo bus stop announcement system
2.2.2 To stop a special message being broadcasted, press  on the right of the special message The bus captain may press  in the upper left to return to the bus stop announcement interface

Remarks: It is normal if the system check interface appears after the car starts

Annex IX: Proper use of wheelchair ramp

If the bus captain fails to put the handle of the ramp back to the correct place after using the wheelchair ramp, the sensor in the recess for the handle will not reach the handle, making the front door unable to be closed and the bus unable to be started but "stay put". The correct procedures are as follows:

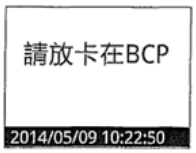
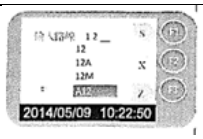
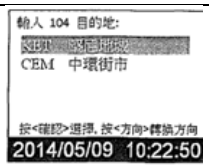
<table>
<tr>
<td>  </td>
<td>The location where the handle of the ramp should be when used
- Pull up the handle on the right to unfold the ramp
- Put the handle back into the recess after putting down the ramp gently
- Do not put the handle on the floor</td>
</tr>
<tr>
<td>  </td>
<td>Tucking away the handle of the ramp
- Pay attention to how the handle should be tucked away correctly
- Pull up the handle when taking back the ramp
- Gently put the ramp back on the floor of the bus compartment, and the tail of the handle must be hidden under the iron plate with the lid on
Note:
Failure to return the handle to its right place will make the front door unable to be closed and the bus unable to be started</td>
</tr>
</table>

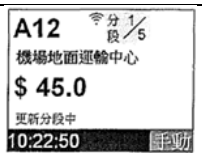
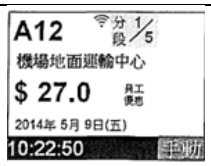
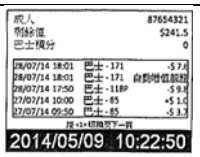
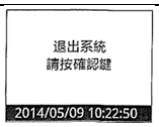
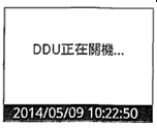
In addition, if the wheelchair ramp is incorrectly placed, the joint of the ramp will break. When using the ramp, the bus captain should also pay special attention to the following in addition to relevant guidelines specified in the Bus Captain's Handbook:

- Before unfolding the ramp, the bus body must be lower to the lowest level;
- It should be ensured that both sides of the ramp are completely laid flat on the sidewalk to avoid danger and damage.



Annex X: Operation of Second-generation Octopus Card System

	Steps	Display of DDU
1	Start (boot) Upon a long press on the "On/Off" key for 2-3 seconds, the Octopus Card machine will start in 1 to 2 minutes. Upon successful start-up, DDU and BCP will display "Please Put Your Card on BCP" and "Enter the System with Your Card", respectively.	
2	Login Swipe the staff Octopus Card/boot card over the BCP. Upon successful login, DDU will show the charges interface*. *The charges interface will show the route used before last logout and the fare for the first section.	
3	Select routes - Press the "Route" key to enter the interface for selecting routes. Enter the complete route number. For example, enter "1", "1" and "2" for "112" and press "OK". If you need to enter English letters, you may refer to the English letters on the number keys. Press "Convert" first to switch to English input, and press the key again within 1 second. For example, if you need to enter "A", press "Convert" first, then press "2" once; if you need to enter "C", press "2" for three times. After entering English letters, the Octopus Card machine will automatically return to the digital input. - You may also use keys "F1" to "F3" to quickly enter the default English letters on the screen. As shown in the image, press "F1" to enter "S" or "F3" to enter "Z". - In case of a wrong input, press "Cancel" to delete the data. Press "Cancel" and hold for 2-3 seconds to return to the original charges interface.	
4	Select direction/destination - Press "Direction" on the charges interface to change directions, and "Updating the Direction" will show on the interface as it is loading. - Having pressed "Direction" or selected a route, the interface for selecting destination will appear if there are more than one destinations on one of the directions of the route. You may select the destination of a route by pressing "↑" or "↓" or change to another direction by pressing "Direction", and press "OK" after the selection is completed.	

	Steps	Display of DDU
5	Select sectional fare - Press "↑" or "↓" on the charges interface to update the sectional fare, and "Updating the Section" will show on the interface as it is loading. The Octopus Card machine will make a "Do-do" sound as a reminder upon successful updated of the sectional fare.	
6	Airport staff concession - Press "Staff Concession" after a passenger's identity as an airport staff is verified, and the passenger may swipe his/her card to pay the corresponding fare when the interface shows the concessionary fare. - If there is no transaction under the staff concession mode, the Octopus Card machine will return to the general charges mode automatically in six seconds. Besides, the general charges mode may resume immediately by pressing "Cancel".	
7	Query mode - Press "Query" at the left corner of DDU to verify whether the fare has been successfully deducted from the passenger's Octopus Card. After the interface shows the "Query Mode", you may ask the passenger to hold his/her Octopus card on the BCP until the card reader completes the query. - Press number key "1" to switch between Page 1 and Page 2. ■ Page 1 will show the type, remaining balance and last five transactions of the Octopus card ■ Page 2 will show the expiry date (if any) of various boarding cards that the passenger already bought - The Octopus Card machine will return to charges mode automatically when the passenger moves the Octopus card away from the BCP. Besides, the charges mode will resume immediately by pressing "Cancel".	
8	Logout Press "Logout" to log out, and press "OK" when "Please Press OK to Log out" appears on the DDU interface.	
9	Shutdown The Octopus Card machine will shut down after a long press on "On/Off" for 2-3 seconds.	

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Where copies are kept and maintained

	Depot	√
1	CFD	
2	CWD	
3	OPD	
4	TCD	
5	TKD	
6	TMD	
7	WCD	
8	WKD(CTB)	
9	WKD(NW)	
10	OCC(OD1)	
11	OCC(OD2)	
12	OCC(ODN)	
13	OM-D1	
14	OM-D2	
15	OM-N	
16	SOM	

Notice of Disciplinary Action

The speed-record report from the in-vehicle data recorder (black box) shows that you were speeding in the following period:

Date	Time	Fleet No.	Route	Direction	Location	Speed per hour	Speed limit	Overspeed
7/3	22:44	5673	970	CYB	Entrance of Western Harbour Crossing	81km/h	70km/h	11km/h

Mr. LO Sik Leung (S/N20809),

The Company hereby gives you a [verbal warning] as a disciplinary action against you, and instructs you to pay attention to speed limits when driving and not to drive at excessive speed limits for the sake of safety.
If you have any reasonable excuse, you may, according to the Company's disciplinary appeal procedures, file for an appeal by submitting a "Disciplinary Appeal Form" (Form No.: HR/NT179/08/14) to the Human Resource Department within 10 workdays upon issue of the disciplinary action.
For any inquiries, please call the Human Resource Department at 2136 2280.

Yours sincerely,
MA Jim Wai
Operation Manager
New World First Bus Services Limited

16 April 2018

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Notice of Disciplinary Action

The speed-record report from the in-vehicle data recorder (black box) shows that you were speeding in the following period:

Date	Time	Fleet No.	Route	Direction	Location	Speed per hour	Speed limit	Overspeed
19/3	15:03	5605	914	TIH	Entrance of Western Harbour Crossing	81km/h	70km/h	11km/h

Mr. TONG Koon Shun (S/N21043),

The Company hereby gives you a [verbal warning] as a disciplinary action against you, and instructs you to pay attention to speed limits when driving and not to drive at excessive speed for the sake of safety.

If you have any reasonable excuse, you may, according to the Company's disciplinary appeal procedures, file for an appeal by submitting a "Disciplinary Appeal Form" (Form No.: HR/NT179/08/14) to the Human Resource Department within 10 workdays upon issue of the disciplinary action.

For any inquiries, please call the Human Resource Department at 2136 2280.

Yours sincerely,
MA Jim Wai
Operation Manager
New World First Bus Services Limited

16 April 2018

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Notice of Disciplinary Action

The speed-record report from the in-vehicle data recorder (black box) shows that you were speeding in the following period(s):

Date	Time	Fleet No.	Route	Direction	Location	Speed per hour	Speed limit	Overspeed
19/3	11:18	5670	694	TIK	Tseung Kwan O Tunnel Road	81km/h	70km/h	11km/h

Mr. LEE Hok Leung (S/N21923),

The Company hereby gives you a [verbal warning] as a disciplinary action against you, and instructs you to pay attention to speed limits when driving and not to drive at excessive speed for the sake of safety.
If you have any reasonable excuse, you may, according to the Company's disciplinary appeal procedures, file for an appeal by submitting a "Disciplinary Appeal Form" (Form No.: HR/NT179/08/14) to the Human Resource Department within 10 workdays upon issue of the disciplinary action.
For any inquiries, please call the Human Resource Department at 2136 2280.

Yours sincerely,
MA Jim Wai
Operation Manager
New World First Bus Services Limited

16 April 2018

新創建集團成員
Member of NWS Holdings

城巴乘客聯絡小組會議

日期：2018 年 2 月 27 日
時間：晚上 6 時 30 分至 8 時
地點：黃竹坑巴士總站

出席：余浩楊 (營運部代表)
黃穎茵 (顧客服務部代表)
游煒文 (顧客服務部代表)

乘客意見	城巴回應
1. 投訴號線 71 11:05am 黃竹坑開出班次經常脫班。	已備悉其意見 由於路面情況難以預計,亦非巴士公司能力可控制,但我們亦已提醒站長，在正常情況下必須依時開出。 另本公司之督察會作出突擊檢查確保運作正常。
2. 議加設號線 48 轉乘優惠: 於黃竹坑站上車並於香港仔海濱公園轉乘如號線 90B / 71 / 91 等往薄扶林道的巴士，因現時只有一架號線 71 並不方便，尤其方便居民由黃竹坑前往瑪麗醫院及西營盤。	我們已備悉有關意見。公司一向以審慎商業原則考慮提供票價優惠，並只能在可行情況下，按實施路線重組計劃所需，才會考慮提供更多轉乘優惠，以維持整體營運效益。
3. 建議巴士全線加設車速顯示器(如小巴), 並於超速時發出響聲。	在巴士上加裝某些設施，本公司會按營運成本、經濟效益、技術層面等等因素作評估，現階段暫無計劃加裝有關設施。
4. 建議號線 75 由現時 30 分鐘一班加密至 20 分鐘一班。	現時班次能滿足乘客需求，暫不考慮加密班次。
5. 建議所有巴士設有 WIFI 及 USB 充電。	現時，新巴城巴共有 299 輛巴士提供免費 Wi-Fi 服務。 在巴士上加裝某些設施，本公司會按營運成本、經濟效益、技術層面等等因素作評估，現階段暫無計劃加裝 USB 充電設施。

6. 建議於手機應用程式顯示巴士的車牌或車號，如要找失物等可方便追蹤巴士。	現階段暫無計劃在手機程式顯示車牌或車號，如有失物，乘客可致電顧客服務熱線尋求協助。
7. 建議加設通宵號線 N71	通宵服務的乘客量一般較低，從善用資源的原則，巴士公司未必可以為每一個別地區或屋苑提供新的通宵巴士服務。在考慮提供新的通宵公共交通服務時，我們會評估多方面的因素，例如乘客需求、現時的通宵公共交通服務安排、建議的服務是否符合營運效益，以及對其他公共交通服務的影響等。公司已備悉有關建議作為參考。
8. 建議加設號線 E21R 於紅館指定日子於活動結束後開往逸東邨 (經東涌北)	公司已備悉意見及記錄作為參考。
9. 建議號線 N21 及 N21A 改以紅磡站開出，並途經尖東往機場(與 A21 同路)	公司已備悉意見及記錄作為參考。
10. 反映號線 182 及號線 170 使用的部分巴士車廂燈太過紫色。	本公司現時沒有計劃更改客燈照明的色溫，但本公司的維修團隊會不時檢討巴士各個系統之設定，包括客燈照明系統，令大部分乘客於車廂內都感到舒適。
11. 建議號線 681 及號線 681P 以聯合班次的形式開出，方便近城門河邊居民搭車來往市區。	公司已備悉意見及記錄作為參考。
12. 建議於手機應用程式加設天文台天氣資訊。	乘客可以下載天文台的手機程式，以得知更詳細的天氣資料，現階段暫無計劃在新巴城巴手機程式加設天氣資訊。

13. 建議號線 182(愉翠苑方向)取消聖佐治大廈分站。	會對現時使用該站的乘客構成不便，公司未有計劃取消。乘客或可選乘路線 182X (不停紅隧、公主道及窩打老道)

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Annex 4.1

新創建集團成員
Member of NWS Holdings

Citybus Passenger Liaison Group Meeting

Date: 27 February 2018

Time: 6:30 pm to 8:00 pm

Venue: Wong Chuk Hang Bus Terminus

Present: Yu Ho Yeung (余浩楊)
(Representative of Operations Department)
Wong Wing Yan (黃穎茵)
(Representative of Customer Service Department)
Yau Wai Man (游煒文)
(Representative of Customer Service Department)

Passengers' Opinions	Citybus' Response
1. Complained about frequent lost trips of Route No. 71 departing from Wong Chuk Hang at 11:05 am.	The opinion has been noted. As the road conditions are difficult to predict and are not controllable by the bus company, we have reminded the terminus supervisors that the bus must depart on time under normal circumstances. In addition, the inspectors of the Company will undertake spot checks to ensure normal operation.
2. Proposal for the provision of interchange concession for Route No. 48: For departure at Wong Chuk Hang Station to interchange with Route No. 90B/71/91 towards Pok Fu Lam Road at Aberdeen Promenade. Currently, only Route No. 71 serves the above route. It is not convenient, especially for residents, to travel from Wong Chuk Hang to Queen Mary Hospital and Sai Ying Pun.	We have noted the relevant opinions. The Company has always considered the provision of fare concessions based on prudent commercial principles, and will consider providing more interchange concession under the implementation of the Bus Service Rationalization plan in order to maintain the overall operation efficiency only when practicable.
3. Proposed to add a bus speed indicator (similar to that of the	In response to the installation of certain facilities on the bus, the Company will

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Member of NWS Holdings

minibus) to all buses and emit noise when they exceed the speed limit.	carry out assessments based on factors such as operation costs, economic benefits and the technical front. Currently, there is no plan to install the relevant facilities.
4. Proposed to increase the frequency of Route No. 75 from arriving every 30 minutes to 20 minutes.	The current bus frequency can meet passengers' demand and the company has no plans to increase the bus frequency.
5. Proposed to install WIFI and USB charging facilities on all buses.	Currently, a total of 299 buses from NWFB and Citybus provide free Wi-Fi. In response to the installation of certain facilities on the buses, the Company will carry out assessment based on factors such as operation costs, economic benefits and the technical front. At the present stage, there is no plan to install any USB charging facilities.
6. Proposed to display the license plate or vehicle number of the bus in the mobile application. If any person wants to find his or her lost item, he or she can easily trace the bus.	At the present stage, there is no plan to display the license plate or vehicle number of the bus in the mobile phone application. If there were any lost items, passengers may dial the Customer Service Hotline for assistance.
7. Proposed to add overnight Route No. N71.	The passenger load for overnight services is generally low. Under the principle of efficient use of resources, bus companies may not be able to provide new overnight bus services to every area or estate. When considering the provision of new overnight public transport services, we will assess various factors such as passenger demand, current overnight public transport service arrangement, whether

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Member of NWS Holdings

	the proposed service would meet the operation efficiency, and its impact on other public transportation services. The Company has noted the relevant proposal for reference.
8. Proposed to add Route No. E21R that runs towards Yat Tung Estate (via Tung Chung North) after the completion of the events at the Coliseum on designated days.	The Company has noted the opinions and recorded it for reference.
9. Proposed to change Route No. N21 and N21A to depart from Hung Hom Station towards the Airport via Tsim Sha Tsui East (same route as A21).	The Company has noted the opinions and recorded it for reference.
10. Reflected that some lights on the buses used for Route No. 182 and 170 were too purple.	Currently, the Company does not have any plans to change the colour temperature of the passenger lamp lighting, but the maintenance team of the Company will review the settings of each bus system from time to time, including the lighting system for passenger lamps, so that most passengers would feel comfortable inside the bus compartment.
11. Proposed to jointly operate Route No. 681 and 681P to facilitate residents near Shing Mun River to travel between downtown.	The Company has noted the opinions and recorded it for reference.
12. Proposed to add Hong Kong Observatory weather information to the mobile application.	Passengers can download the Hong Kong Observatory's mobile application for more detailed weather information. At this stage, there is no plan to add the weather information in the NWFB and Citybus mobile application.
13. Proposed to cancel the sub-station	It will cause inconvenience to those



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at St. George Apartments for Route No. 182. (towards Yu Chui Court).	passengers currently using this bus stop. The Company has no plan to cancel this bus stop. Passengers can take Route No. 182X (no stops at Cross-Harbour Tunnel, Princess Margaret Road and Waterloo Road).

新巴 FIRST BUS

新創建集團成員
Member of NWS Holdings

新巴乘客聯絡小組會議

日期：2018 年 2 月 28 日
時間：晚上 6 時 30 分至 8 時
地點：筲箕灣巴士總站

出席：張晉康 (營運部代表)
劉偉倫 (顧客服務部代表)
黎穎嫻 (顧客服務部代表)

乘客意見	新巴回應
1. 建議 SOGO 在繁忙時間安排外勤同事協助路線 8、路線 8P、路線 2X 及路線 2A 乘客上車	謝謝客人的意見。上址已有排隊地線，如人手許可會多加監察上址之排隊秩序
2. 建議路線 720 由西灣河至太古城路段加增分段收費	我們已備悉有關意見。公司一向以審慎商業原則考慮提供票價優惠，建議客人選乘 2 號或 2A 號線
3. 建議取消路線 8H，因乘客不多	路線 8H 的設立仍方便客人前往東華東院而設，如取消相關路線會令一眾乘客受到影響。
4. 建議路線 9 經鶴咀之班次，改用其他路線號碼	本公司未有計劃更改特別班次之路線號碼
5. 建議夏季新增路線 9R 直達入石澳	若增設不停站路線，會對沿途各站乘客構成影響。本公司暫未有考慮設立相關特快路線
6. 建議路線 682B 水泉澳邨經過博康邨後行源禾崔行城門河對面	本公司會記錄在案，並繼續密切留意路線 682B 的運作情況。
7. 建議新線路線 33X 應行香港仔隧道及建議此路線由西灣河開始載客往數碼港	已備悉有關意見，有關路線之定線得到運輸署經諮詢區議會及地區人士同意後方可批准及落實
8. 由於九巴有月票，我司會否有日後月票呢？	本公司會積極考慮推出各方面之票務計劃

9. 建議路線 682 系列及路線 694 搬往藍灣半島總站，並要求巴士停泊在路線 118 位置	現時小西灣藍灣半島已供多線停泊，現總站上並沒有閒置車坑以供使用，因此，有關建議暫不考慮。
10. 路線 110 來回方向取消途經北角至天后區	路線 110 現時往港島方向途經天后之北角的渣華道，及往九龍方向途經北角。若實施建議之改動，會對沿途乘客構成影響
11. 路線 110 加班至 7 分鐘一班疏導乘客	路線 110 現時之班次能滿足乘客需求，本公司會記錄在案，並繼續密切留意 110 客量以及運作情況。
12. 路線 110 九龍區總站改為大角咀	若把路線 110 延長，需增撥額外之資源維持班次。本公司未有延長 110 號線之計劃。
13. 路線 18X 建議改由城巴營運，路線編號改為 10X	未公司未有相關計劃。
14. 路線 18X 改經筲箕灣愛東邨，耀東邨，興東邨及鯉景灣，鯽魚涌健康邨上東區走廊	備悉乘客之意見，若實施建議之改動，會對沿途乘客構成影響。會把相關意見作為將來改善服務之參考。
15. 路線 720 提早頭班車至 05：25，與路線 2X 相同	現時頭班車已足以應付乘客需求，暫沒有提早頭班車之計劃。
16. 路線 720 日恢復全日服務，在繁忙時間無法疏導來往灣仔及金鐘區龐大客量，黃昏時段灣仔及金鐘區等候路線 720 接近 15 分鐘一班，灣仔碼頭經常滿座，乘客無法登車	現時 720 號線已提供全日服務，本公司會不時監察 720 號線之客量變化，以應付乘客需求。

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新巴 FIRST BUS

新創建集團成員
Member of NWS Holdings

Annex 4 .2

NWFB Passenger Liaison Group Meeting

Date: 28 February 2018

Time: 6:30 pm to 8:00 pm

Venue: Shau Kei Wan Bus Terminus

Present: Cheung Chun Hong (張晉康)
(Representative of Operations Department)
Lau Wai Lun (劉偉倫)
(Representative of Customer Service Department)
Lai Wing Han (黎穎嫻)
(Representative of Customer Service Department)

Passengers' Opinions	NWFB's Responses
1. Proposed to arrange for field personnel to assist passengers outside SOGO for Route No. 8, 8P, 2X and 2A during rush hours.	Thank you for the passengers' opinions. There are queuing lines at the above site. If manpower is available, personnel will be arranged to monitor the queuing order at the above site.
2. Proposed to introduce section fares to Route No. 720 from Sai Wan Ho to Tai Koo Shing.	We have noted the relevant opinions. The Company has always considered the provision of fare concessions on the basis of prudent commercial principles. Passengers are advised to take Route No. 2 or 2A.
3. Proposed to cancel Route No. 8H due to low passenger volume.	The establishment of Route No. 8H is to facilitate passengers traveling towards Tung Wah Eastern Hospital. If the relevant route was cancelled, the passengers would be affected.
4. Proposed to change the Route No. for buses of Route No. 9 that runs via Cape D'Aguilar.	The Company does not have any plans to change the route number of special runs.
5. Proposed to add Route No. 9R for direct access to Shek O during summer.	The addition of non-stop routes will affect passengers at all stations along the route. The Company has not yet considered establishing the relevant



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Member of NWS Holdings

	express route.
6. Proposed Route No. 682B towards Shui Chuen O Estate to run via Yuen Wo Che (opposite to Shing Mun River) after passing by Pok Hong Estate.	The Company will put this on record and continue to closely monitor the operation of Route No. 682B.
7. Proposed Route No. 33X should run via Aberdeen Tunnel and carry passengers from Sai Wan Ho to Cyberport.	The Company has noted the relevant comments. The relevant route shall be approved and implemented upon receiving the approval of the District Council and district leaders through the consultation of Transport Department.
8. As KMB has introduced monthly pass, would the Company also introduce monthly pass in the future?	The Company will actively consider introducing various ticketing plans.
9. Proposed to relocate Line Route No. 682 and Route No. 694 to Island Resort Bus Terminus and requested buses to be parked at the area at Route No. 118.	Multi-line parking is currently being provided at Island Resort Bus Terminus in Siu Sai Wan and there are no idle car pits at the terminus for such use. Therefore, the relevant proposal will not be considered at the moment.
10. To cancel the section between North Point and Tin Hau District from Circular Route No. 110.	Route No. 110 towards Hong Kong Island direction currently runs via Tin Hau along Java Road in North Point and Route No. 110 towards Kowloon runs via North Point. Passengers along the way would be affected if the proposed changes were to be implemented.
11. To increase the frequency of Route No. 110 to departing every 7 minutes to ease the passenger load.	The current frequency of Route No. 110 is able to meet the passengers' demand. The Company will put this on record and continue to closely monitor the passenger volume and operation of Route No. 110.
12. To relocate the Kowloon District Bus Terminus of Route No. 110 to Tai Kok Tsui.	If Route No. 110 was extended, additional resources must be allocated to maintain its frequency. The Company does not have any plans to



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Member of NWS Holdings

	extend Route No. 110.
13. Proposed Route No. 18X to be operated by Citybus and the Route No. to be changed to 10X.	The Company does not have any relevant plans.
14. To change the route of Route No. 18X to run via Oi Tung Estate, Yiu Tung Estate, Hing Tung Estate and Lei King Wan in Shau Kei Wan, and towards Island Eastern Corridor via Healthy Village, Quarry Bay.	The Company has noted the passengers' opinions. Passengers along the way would be affected if the proposed changes were to be implemented. The relevant opinions will be used as reference for future service improvement.
15. Adjusted the schedule of the first bus of Route No. 720 to depart at 05:25 am, the same as Route No. 2X.	The first bus is currently sufficient to meet passengers' demand and there are no plans for adjusting the first bus schedule earlier.
16. To resume full-day service for Route No. 720. It was unable to ease the heavy passenger volume between Wan Chai and Admiralty during rush hours and the waiting time for Route No. 720 in Wan Chai and Admiralty in the evening was close to 15 minutes per frequency. The buses reaching the bus stop at the Wan Chai Pier were often full, and passengers could not board the buses.	Route No. 720 is currently providing full-day service. The Company will monitor the changes in the passenger volume of Route No. 720 from time to time in order to meet passengers' demand.

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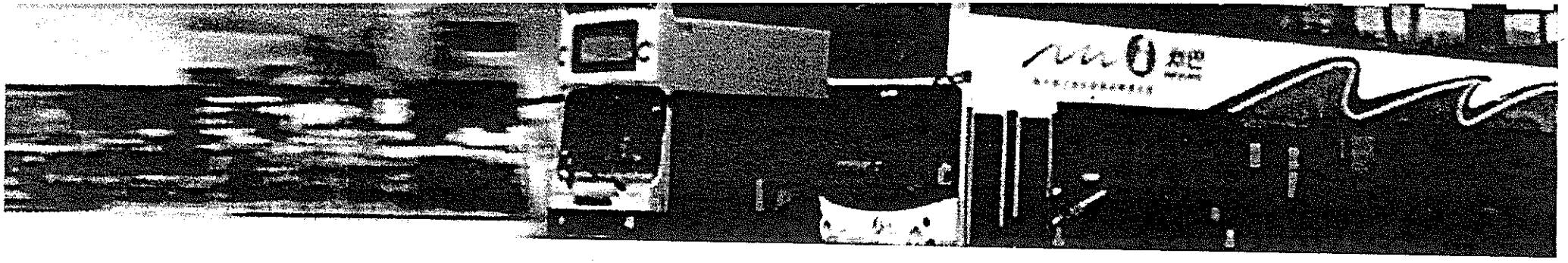


PASSENGER SATISFACTION SURVEY

2016 - 2017

New World First Bus

Yearly Report

Prepared for:
Transport Department
By

ARISTO
MARKET RESEARCH & CONSULTING CO.,LTD
瑞祥市場研究有限公司

運輸署
Transport Department

[Confidential]

Annex 5.1

EXECUTIVE SUMMARY

Summary & Conclusion - 1

The performance ratings of the various service aspects are as follows:

	Apr 16-Jan 17 %	Apr 15-Jan 16 %	Apr 14-Jan 15 %	Apr 13-Jan 14 %	Apr 12-Jan 13 %	Apr 11-Jan 12 %	Apr 10-Jan 11 %	Apr 09-Jan 10 %
Overall satisfaction (very/quite satisfied)	51	51↓	55↓	59	60	61↑	55↑	51
Overall satisfaction (neither)	36	36↑	32↑	28	27↑	22↓	33↓	37
Services vs. expectation	85	83	82	85	86	87↑	78↓	85
Information								
~Bus information at bus stops	65	63	63↓	68	70	72↑	58↓	71
~Information on website	74	72	72	NA	NA	NA	NA	NA
~Information on mobile App	72	73	74	NA	NA	NA	NA	NA
~Bus fare information onboard	68	70	68↓	73	76	79↑	61↓	72
~Bus route information onboard	66	64	64	61	58	61↑	37↓	59
~Customer service hotline onboard	51	50	49↑	45↑	41↓	47↑	40↓	46
~Bus stop announcement system	79↑	75	74	75	NA	NA	NA	NA
Convenience								
~Frequency of buses	60↑	44	47↓	51	53↓	58	60	60
~Reliability of bus frequency	50↑	43↓	48↓	54	51↓	56	58	59
Comfort								
~Smoothness of ride when travelling	63↑	58↓	63↓	68	69↓	73↑	65↓	69
~Shelter at bus stops	54	52	52	53	53↓	63↑	41↓	55
~Number of seats onboard	71	68↑	64↓	70	71↓	76↑	72	74
~Comfort of seats onboard	70↑	64	66	66	69↓	73↑	64	67
~Cleanliness of bus interior	72↑	63	62	64↓	68↓	73↑	61↓	65
~Temperature onboard	55↑	51	51	52	50↓	54↑	46	48
~Comfort of bus termini	49	49	46	47	48	50↑	33↓	49
~Barrier-free facilities onboard	81	78↑	73	NA	NA	NA	NA	NA

Notes: (1) Figures indicate % of respondents who answered very/ quite satisfied.

(2) Figures with ↑ / ↓ indicate significantly increased / decreased as compared with findings of previous year.

(3) "NA" indicates Not Applicable.

Summary & Conclusion - 2

- **The performance ratings of the various service aspects are as follows, continued:**

	Apr 16-Jan 17 %	Apr 15-Jan 16 %	Apr 14-Jan 15 %	Apr 13-Jan 14 %	Apr 12-Jan 13 %	Apr 11-Jan 12 %	Apr 10-Jan 11 %	Apr 09-Jan 10 %
Safety								
~Travelling speed	72 ↑	67	68	69 ↓	75 ↓	79 ↑	73	76
~Driving skills	70	68	68 ↓	72	73 ↓	80 ↑	67 ↓	74
~Obeying the traffic regulations and signals	81	81 ↑	77 ↓	81	83 ↓	88 ↑	80	83
Staff attitude								
~Politeness and friendliness of drivers	68 ↑	63	62 ↓	67	70 ↓	75 ↑	66	68
Listening to customers								
~Listening to customers' suggestions	50 ↑	44	46	44	44 ↓	51 ↑	30 ↓	40
Environment								
~Efforts to minimize air pollution	56 ↑	52	49 ↑	40	39 ↓	45 ↑	27 ↓	37
Value for money								
~Providing value for money services	50	51	49 ↓	54	52	55 ↑	45	46

Notes: (1) Figures indicate % of respondents who answered very/ quite satisfied.

(2) Figures with ↑ / ↓ indicate significantly increased / decreased as compared with findings of previous year.

Summary & Conclusion - 3

Key Drivers to Overall Satisfaction

	Apr 16-Jan 17 %	Apr 15-Jan 16 %	Apr 14-Jan 15 %	Apr 13-Jan 14 %	Apr 12-Jan 13 %	Apr 11-Jan 12 %	Apr 10-Jan 11 %	Apr 09-Jan 10 %
Information								
~Bus information at bus stops		✓	✓		✓	✓		
~Bus fare information onboard		✓		✓				✓
~Bus route information onboard			✓					
~Customer service hotline onboard			✓					
Convenience								
~Frequency of buses	✓	✓	✓	✓	✓	✓	✓	✓
Comfort								
~Smoothness of ride when travelling		✓	✓	✓		✓	✓	
~Shelter at bus stops								
~Number of seats onboard	✓	✓	✓	✓				
~Comfort of seats onboard	✓	✓	✓	✓	✓		✓	
~Cleanliness of bus interior				✓	✓	✓	✓	✓
~Temperature onboard		✓					✓	✓
~Comfort of bus termini			✓					
Safety								
~Travelling speed			✓	✓				✓
~Driving skills		✓			✓	✓		✓
~Obeying the traffic regulations and signals								
Staff attitude								
~Politeness and friendliness of drivers	✓	✓	✓	✓	✓	✓	✓	✓
Listening to customers								
~Listening to customers' suggestions	✓	✓	✓	✓	✓			✓
Environment								
~Efforts to minimize air pollution	✓	✓	✓	✓				
Value for money								
~Providing value for money services	✓	✓	✓	✓	✓	✓		

Note: ✓ means the service aspect is important in driving the overall satisfaction.

Summary & Conclusion - 4

Key highlights in 2016:

- The overall satisfaction sustained when compared with the corresponding result in 2015 (51% in 2016 vs. 51% in 2015).
- The rating of services being able to meet passengers' expectation was consistent with the corresponding result in 2015 (85% in 2016 vs. 83% in 2015).
- When compared with the corresponding results in 2015, the performance of majority of the service aspects remained stable and significant increments were observed in the following aspects:
    - Bus stop announcement system (79% in 2016 vs. 75% in 2015)
    - Frequency of buses (60% in 2016 vs. 44% in 2015)
    - Reliability of bus frequency (50% in 2016 vs. 43% in 2015)
    - Smoothness of ride when travelling (63% in 2016 vs. 58% in 2015)
    - Comfort of seats on board (70% in 2016 vs. 64% in 2015)
    - Cleanliness of bus interior (72% in 2016 vs. 63% in 2015)
    - Temperature on board (55% in 2016 vs. 51% in 2015)
    - Travelling speed (72% in 2016 vs. 67% in 2015)
    - Politeness and friendliness of drivers (68% in 2016 vs. 63% in 2015)
    - Listening to customers' suggestions(50% in 2016 vs. 44% in 2015)
    - Efforts to minimize air pollution (56% in 2016 vs. 52% in 2015)

Summary & Conclusion - 5

To enhance the overall satisfaction, the following aspects were found to be the key drivers in 2016:

- Frequency of buses
- Number of seats onboard
- Comfort of seats onboard
- Politeness and friendliness of drivers
- Listening to customers' suggestions
- Efforts to minimize air pollution
- Providing value for money services

Summary & Conclusion - 6

The 5 most satisfied areas are:

- Barrier-free facilities onboard (81% satisfied)
- Obeying the traffic regulations & signals (81%)
- Bus stop announcement system (79%)
- Information on website (74%)
- Information on smartphone / tablet App (72%)
- Cleanliness of bus interior (72%)
- Travelling speed (72%)

The 5 least satisfied areas are:

- Comfort of bus termini (49% satisfied)
- Listening to customers' suggestions (50%)
- Reliability of bus frequency (50%)
- Providing value for money services (50%)
- Customer service hotline onboard (51%)

Relatively speaking, the 5 most dissatisfied areas are:

- Frequency of buses (23% dissatisfied)
- Reliability of bus frequency (18%)
- Temperature onboard (16%)
- Information on smartphone / tablet App (15%)
- Customer service hotline onboard (15%)

Summary & Conclusion - 7

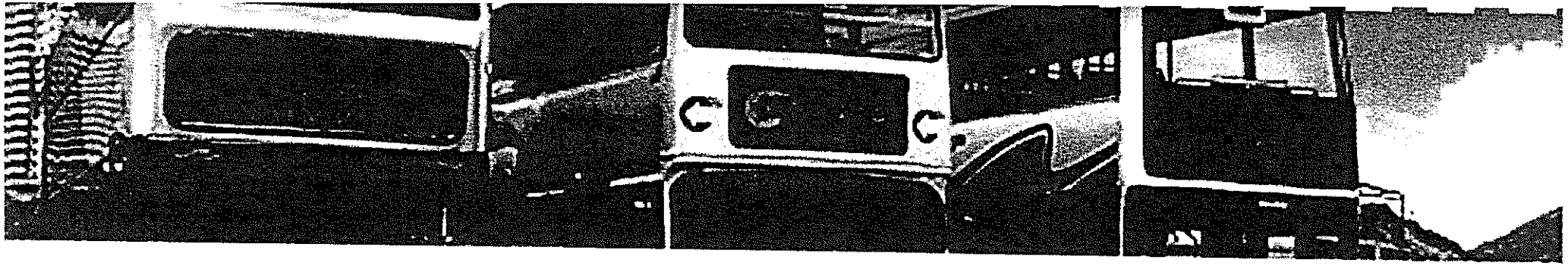
	Apr 16-Jan 17 %	Apr 15-Jan 16 %	Apr 14-Jan 15 %	Apr 13-Jan 14 %	Apr 12-Jan 13 %	Apr 11-Jan 12 %	Apr 10-Jan 11 %	Apr 09-Jan 10 %
Top 5 Most Satisfied Areas								
Information								
~Information on website	74	72	72	NA	NA	NA	NA	NA
~Information on mobile App	72	73	74	NA	NA	NA	NA	NA
~Bus stop announcement system	79	75	74	75	NA	NA	NA	NA
Comfort								
~Barrier-free facilities on board	81	78	73	NA	NA	NA	NA	NA
~Cleanliness of bus interior	72	63	NA	NA	NA	NA	NA	NA
Safety								
~Travelling speed	72	67	68	69	75	79	73	76
~Obeying the traffic regulations and signal	81	81	77	81	83	88	80	83
Top 5 Most Dissatisfied Areas								
Information								
~Information on mobile App	15	5	3	NA	NA	NA	NA	NA
~Customer service hotline on board	15	22	18	27	37	32	21	22
Convenience								
~Frequency of buses	23	31	26	27	30	28	20	23
~Reliability of bus frequency	18	31	25	25	29	28	23	21
Comfort								
~Temperature on board	16	27	23	29	33	35	34	38

"NA" Not applicable.

Summary & Conclusion - 8

Suggested improvement from passengers

- **When the passengers were asked to nominate the most important area for improvement, the top 2 spontaneous mentions were as follows :**
  - Providing more frequent bus services (22%)
  - Punctuality of service (arriving according to the schedule) (12%)



PASSENGER SATISFACTION SURVEY

2016 - 2017

Citybus

Yearly Report

Prepared for:
Transport Department

運輸署
Transport Department

By ARISTO
MARKET RESEARCH & CONSULTING CO., LTD
新峰市場研究有限公司

[Confidential]

Annex 5.2

EXECUTIVE SUMMARY

Summary & Conclusion - 1

- The performance ratings of the various service aspects are as follows:

	Apr 16-Jan 17 %	Apr 15-Jan 16 %	Apr 14-Jan 15 %	Apr 13-Jan 14 %	Apr 12-Jan 13 %	Apr 11-Jan 12 %	Apr 10-Jan 11 %	Apr 09-Jan 10 %
Overall satisfaction (very/quite satisfied)	52	51	54 ↓	58	60	60 ↑	56	54
Overall satisfaction (neither)	34	37	34 ↑	30 ↑	26	24 ↓	31 ↓	36 ↑
Services vs. expectation	83	83	82 ↓	86	86	86 ↑	79 ↓	87 ↑
Information								
~Bus information at bus stops	74 ↑	65	67	69	71	74 ↑	63 ↓	72 ↑
~Information on website	66	69	72	NA	NA	NA	NA	NA
~Information on smartphone / tablet App	71	69	71	NA	NA	NA	NA	NA
~Bus fare information onboard	72	71	71 ↓	75	77	78 ↑	65 ↓	73
~Bus route information onboard	73 ↑	67	67 ↑	63	65	65 ↑	40 ↓	59 ↑
~Customer service hotline onboard	52 ↑	47 ↓	51 ↑	44	45 ↓	50 ↑	46	48
~Bus stop announcement system	79 ↑	74	76	78	NA	NA	NA	NA
Convenience								
~Frequency of buses	56 ↑	48	51	50 ↓	56	59	59	56
~Reliability of bus frequency	55 ↑	46	48	51 ↓	55 ↓	59	56	58
Comfort								
~Smoothness of ride when travelling	63 ↑	59	60 ↓	65	68 ↓	72 ↑	66	67
~Shelter at bus stops	54	52	51	50 ↓	55 ↓	63 ↑	46 ↓	58 ↑
~Number of seats onboard	72 ↑	67 ↑	63 ↓	69	70 ↓	75 ↑	65 ↓	72
~Comfort of seats onboard	71 ↑	65	66	66	69 ↓	73 ↑	54 ↓	64
~Cleanliness of bus interior	69 ↑	64	65	62 ↓	68 ↓	72 ↑	54 ↓	60 ↑
~Temperture onboard	60 ↑	53	52	53	53	52	51 ↑	47
~Comfort of bus termini	51 ↑	47	47	45 ↓	51	52 ↑	36 ↓	47 ↑
~Barrier-free facilities onboard	80 ↑	75	74	NA	NA	NA	NA	NA

Notes: (1) Figures indicate % of respondents who answered very/ quite satisfied.

(2) Figures with ↑ / ↓ indicate significantly increased / decreased as compared with findings of previous year.

(3) "NA" indicates Not Applicable.

Summary & Conclusion - 2

- The performance ratings of the various service aspects are as follows, continued:

	Apr 16-Jan 17 %	Apr 15-Jan 16 %	Apr 14-Jan 15 %	Apr 13-Jan 14 %	Apr 12-Jan 13 %	Apr 11-Jan 12 %	Apr 10-Jan 11 %	Apr 09-Jan 10 %
Safety								
~Travelling speed	74 ↑	67	69	69 ↓	75 ↓	79 ↑	73	71
~Driving skills	77 ↑	70	69	71 ↓	77	80 ↑	71	72 ↑
~Obeying the traffic regulations and signals	84 ↑	80 ↑	76	78 ↓	85	88 ↑	80 ↓	84
Staff attitude								
~Politeness and friendliness of drivers	77 ↑	64	65	66	73	74 ↑	67	70
Listening to customers								
~Listening to customers' suggestions	53 ↑	42 ↓	46	48	50	49 ↑	35 ↓	42 ↑
Environment								
~Efforts to minimize air pollution	54	51	48 ↑	38	41	43 ↑	26 ↓	31
Value for money								
~Providing value for money services	48 ↓	56	56 ↓	60 ↓	65 ↑	59 ↑	53	56

Notes: (1) Figures indicate % of respondents who answered very/ quite satisfied.

(2) Figures with ↑ / ↓ indicate significantly increased / decreased as compared with findings of previous year.

Summary & Conclusion - 3

Key Drivers to Overall Satisfaction

	Apr 16-Jan 17 %	Apr 15-Jan 16 %	Apr 14-Jan 15 %	Apr 13-Jan 14 %	Apr 12-Jan 13 %	Apr 11-Jan 12 %	Apr 10-Jan 11 %	Apr 09-Jan 10 %
Information								
~Bus information at bus stops		✓	✓	✓	✓	✓		✓
~Bus fare information onboard				✓				
~Bus route information onboard		✓	✓	✓	✓			
~Customer service hotline onboard				✓				
Convenience								
~Frequency of buses	✓	✓	✓	✓	✓	✓	✓	✓
Comfort								
~Smoothness of ride when travelling	✓	✓	✓	✓		✓	✓	✓
~Shelter at bus stops		✓						
~Number of seats onboard			✓					✓
~Comfort of seats onboard	✓	✓	✓	✓	✓	✓	✓	
~Cleanliness of bus interior	✓	✓	✓				✓	✓
~Temperature onboard		✓			✓			✓
~Comfort of bus termini			✓					
Safety								
~Travelling speed	✓			✓	✓			
~Driving skills			✓				✓	
~Obeying the traffic regulations and signals								
Staff attitude								
~Politeness and friendliness of drivers		✓		✓	✓	✓	✓	✓
Listening to customers								
~Listening to customers' suggestions	✓		✓	✓	✓	✓		✓
Environment								
~Efforts to minimize air pollution								
Value for money								
~Providing value for money services	✓	✓	✓	✓	✓	✓		✓

Note: ✓ means the service aspect is important in driving the overall satisfaction.

Summary & Conclusion - 4

Key highlights in 2016:

- The overall satisfaction level was consistent with the corresponding result in 2016 (52% in 2016 vs. 51% in 2015).
- Besides, the rating of services being able to meet passengers' expectation sustained when compared with the corresponding result in 2015 (83% in 2016 vs. 83% in 2015).
- When compared with the corresponding results in 2015, significant changes were found in the following aspects.
  - ✓ Significant increment
    - Bus information at bus stops (74% in 2016 vs. 65% in 2015)
    - Bus route information onboard (73% in 2016 vs. 67% in 2015)
    - Customer service hotline onboard (52% in 2016 vs. 47% in 2015)
    - Bus stop announcement system (79% in 2016 vs. 74% in 2015)
    - Reliability of bus Frequency (55% in 2016 vs. 46% in 2015)
    - Listening to customers' suggestions (54% in 2016 vs. 42% in 2015)
    - Number of seats onboard (72% in 2016 vs.67% in 2015)
    - Smoothness of ride when travelling (63% in 2016 vs. 59% in 2015)
    - Comfort of seats onboard (71% in 2016 vs. 65% in 2015)
    - Obeying the traffic regulations and signals (84% in 2016 vs. 80% in 2015)
    - Politeness and friendliness of drivers (77% in 2016 vs. 64% in 2015)
    - Cleanliness of bus interior(69% in 2016 vs. 64% in 2015)
    - Temperature onboard (60% in 2016 vs. 53% in 2015)
    - Comfort of bus termini (51% in 2016 vs. 47% in 2015)
    - Barrier-free facilities onboard (80% in 2016 vs. 75% in 2015)
    - Travelling speed (74% in 2016 vs. 67% in 2015)
    - Driving skills (77% in 2016 vs. 70% in 2015)
    - Frequency of buses (56% in 2016 vs. 48% in 2015)
  - ✓ Significant decrement
    - providing value for money services (48% in 2016 vs. 56% in 2015)

Summary & Conclusion - 5

To enhance the overall satisfaction, the following aspects were found to be the key drivers in 2016:

- Frequency of buses
- Smoothness of ride when travelling
- Comfort of seats on board
- Cleanliness of bus interior
- Travelling Speed
- Listening to customers' suggestions
- Providing value for money service

Summary & Conclusion - 6

The top 5 most satisfied areas were:

- Obeying the traffic regulations and signals (84% satisfied)
- Barrier-free facilities onboard (80%)
- Bus stop announcement system (79%)
- Politeness and friendliness of drivers (77%)
- Driving skills (77%)

The 5 least satisfied areas were:

- Providing value for money services (48% satisfied)
- Comfort of bus termini (51%)
- Customer service hotline onboard (52%)
- Listening to customers' suggestions (53%)
- Shelter at bus stops (54%)
- Efforts to minimize air pollution (54%)

Relatively speaking, the 5 most dissatisfied areas were:

- Frequency of buses (25% dissatisfied)
- Reliability of bus frequency (19%)
- Customer service hotline onboard (17%)
- Temperature onboard (16%)
- Information on smartphone / tablet App (14%)

Summary & Conclusion - 7

	Apr 16-Jan 17 %	Apr 15-Jan 16 %	Apr 14-Jan 15 %	Apr 13-Jan 14 %	Apr 12-Jan 13 %	Apr 11-Jan 12 %	Apr 10-Jan 11 %	Apr 09-Jan 10 %
Top 5 Most Satisfied Areas								
Information								
~Bus stop announcement system	79	74	76	78	NA	NA	NA	NA
Comfort								
~Barrier-free facilities onboard	80	75	74	NA	NA	NA	NA	NA
Safety								
~Driving skills	77	70	69	71	77	80	71	72
~Obeying the traffic regulations and signals	84	80	76	78	85	88	80	84
Staff attitude								
~Politeness and friendliness of drivers	77	64	65	66	73	74	67	70
Top 5 Most Dissatisfied Areas								
Information								
~Information on mobile App	14	6	3	NA	NA	NA	NA	NA
~Customer service hotline onboard	17	16	25	34	32	20	21	23
Convenience								
~Frequency of buses	25	24	29	29	29	23	25	26
~Reliability of bus frequency	19	26	27	29	27	26	20	24
Comfort								
~Temperture onboard	17	21	27	33	37	30	37	38

"NA" Not applicable.

Suggested improvement from passengers

- **When the passengers were asked to nominate the most important area for improvement, the top 2 spontaneous mentions were as follows :**
  - Providing more frequent bus services (24%)
  - Punctuality of service (arriving according to the schedule) (7%)

Passenger Satisfaction Survey 2017
on behalf of the Franchise Two Division
of Citybus Limited

- Survey Report -

Prepared for

CITYBUS 城巴

By

MSA 米嘉道資訊策略有限公司
Mercado Solutions Associates Ltd.

Executive Summary

Survey Objective

The Citybus Limited (CTB) commissioned Mercado Solutions Associates Ltd. (MSA) to conduct the "Passenger Satisfaction Survey 2017" (the "Survey") with the purpose to collect views on the quality of bus service provided by Franchise 2 Division CTB, i.e. Airport and Tung Chung network ("CTB(F2)"), to reflect the degree of satisfaction among passengers towards the performance and to identify areas that require future improvement.

Survey Methodology

(a) Survey Coverage and Target Respondents

The Survey covered 27 routes provided by CTB(F2), including A10, A11, A12, A20, A21, A22, A29, A29P, E11, E11A, E11S, E21, E21A, E21C, E21X, E22, E22A, E22C, E22P, E22S, E22X, E23, S1, S52, S52P, S56 and R8.

The target respondents were all passengers (including both Hong Kong local residents and visitors) aged between 18 and 65 who were travelling on the 27 surveyed routes at the time of the interview, except the following:

i) Passengers who, before being approached by the Enumerators, had already been selected and completed this Survey within the fieldwork period;

ii) Passengers who were aged below 18 or above 65; and

iii) Passengers or any of their family members who were working in any of the following types of industry at the time of the Survey:

- Market research, advertising or public relations companies;
- Bus companies; or
- Other companies providing land transport services.

(b) Data Collection Method

The Survey was conducted on board of the 27 routes through face-to-face interviewing method.

To increase the representativeness of the sample,

- interviews were conducted on both weekdays and weekends to cover passengers from different population segments; and
- for routes with two directions, the number of successful interviews conducted in both directions was about the same.

(c) Fieldwork Period

Fieldwork of the Survey was conducted from 21 November to 4 December 2017. The interviewing time was from 0700 to 2300 hours.

(d) Sample Design and Sample Size

A systematic approach was used to select the passengers per departure. The passengers were numbered starting from the one at the left most and rear most seat of the lower deck. The first passenger was invited for interview; after that, passengers at an interval of three were selected and invited for interview. In other words, the 1st, 4th, 7th, 10th...etc. passengers were selected and invited for interview.

The target sample size was 807. The achieved sample size was 827 with the distribution of successful interviews by route as below:

Route	Target		Achieved	
	Sample Size	Percentage	Sample Size	Percentage
A10	19	2.4%	20	2.4%
A11	37	4.6%	38	4.6%
A12	38	4.7%	40	4.8%
A20	4	0.5%	4	0.5%
A21	70	8.7%	71	8.6%
A22	56	6.9%	56	6.8%
A29	28	3.5%	32	3.9%
A29P	10	1.2%	10	1.2%
E11	23	2.9%	24	2.9%
E11A	25	3.1%	25	3.0%
E11S	2	0.2%	2	0.2%
E21	64	7.9%	65	7.9%
E21A	75	9.3%	76	9.2%
E21C	1	0.1%	1	0.1%
E21X	1	0.1%	1	0.1%
E22	79	9.8%	81	9.8%
E22A	33	4.1%	34	4.1%
E22C	1	0.1%	1	0.1%
E22P	4	0.5%	4	0.5%
E22S	1	0.1%	1	0.1%
E22X	4	0.5%	4	0.5%
E23	74	9.2%	75	9.1%
S1	51	6.3%	52	6.3%
S52	59	7.3%	60	7.3%
S52P	4	0.5%	4	0.5%
S56	36	4.5%	37	4.5%
R8	8	1.0%	9	1.1%
Total	**807**	**100%***	**827**	**100%***

* The sum of percentages might not add up to 100% due to rounding

(e) Response Rate

Response rate was defined as the number of successful cases divided by the total number of eligible cases. A response rate of 83.8% was achieved for the Survey [827 / (1 070 – 83) = 83.8%].

Successful cases	**827**
Unsuccessful cases	**160**
Partially completed	3
Refused	157
Ineligible cases	**83**
Completed the same survey within the fieldwork period	5
Aged below 18 or above 65	47
Respondents or any of their family members who were working in any of the following types of industry at the time of the Survey: - Market research, advertising or public relations companies - Bus companies - Other companies providing land transport services	20
Did not speak Cantonese, English or Putonghua	11
Total cases	**1 070**
Response rate	***83.8%***

(f) Weighting of Data

In compiling the survey findings, adjustment factors based on the target sample sizes were applied to the routes where necessary in order to correct potential bias introduced during the selection of the individual samples.

Route	Target Sample Size	Achieved Sample Size	Adjustment Factor
A10	19	20	0.950
A11	37	38	0.974
A12	38	40	0.950
A20	4	4	1.000
A21	70	71	0.986
A22	56	56	1.000
A29	28	32	0.875
A29P	10	10	1.000
E11	23	24	0.958
E11A	25	25	1.000
E11S	2	2	1.000
E21	64	65	0.985
E21A	75	76	0.987
E21C	1	1	1.000
E21X	1	1	1.000
E22	79	81	0.975
E22A	33	34	0.971
E22C	1	1	1.000
E22P	4	4	1.000
E22S	1	1	1.000
E22X	4	4	1.000
E23	74	75	0.987
S1	51	52	0.981
S52	59	60	0.983
S52P	4	4	1.000
S56	36	37	0.973
R8	8	9	0.889
Total	**807**	**827**	

Comparison of Findings

A similar survey was carried out by CTB(F2) in the last year. The survey results of 2017 are compared with the survey results of 2016 where appropriate.

Questionnaire Design

The questionnaire of the Survey was divided into the following 9 sections:

a) Screener;

b) Information provided by the bus service;

c) Comfort of the bus service;

d) Driving Safety and Attitude of the bus service;

e) Convenience of the bus service;

f) Value for Money of the bus service;

g) Value-Added Service of the bus service;

h) Areas of improvement of the bus service; and

i) Demographics profile of passengers.

Key Survey Findings

The survey results in 2017 are compared with those in 2016 based on various service aspects (answers of "no comment" are not counted). The summary of findings is as follow:

Items	% of Respondents who answered "Satisfied" / "Strongly Satisfied"		Change (%)
	2016	2017	
Information			
➢ General information at bus stops	85	87	+2%
➢ Information provided on the electronic display onboard in Citybus "A" services	88	89	+1%
➢ Information on the Citybus website	75	75	-
➢ Information on the Citybus mobile phone apps	70	63	-7%
➢ Accuracy of the Next Bus Arrival Time Enquiry	73	74	+1%
Comfort			
➢ Comfort of the seats onboard	82	88	+6%
➢ Cleanliness inside the bus cabin	85	85	-
➢ Temperature inside the bus	74	82	+8%
➢ Arrangement of handrails and bell pushes	92	93	+1%
Driving Safety and Attitude			
➢ Speed in accordance with the traffic condition	80	81	+1%
➢ Driving skills of the bus captain	78	78	-
➢ Awareness of the traffic regulations and signals of the bus captain	87	86	-1%
➢ Service attitude of the bus captain	74	71	-3%
Convenience			
➢ Reliability of Citybus Airport & North Lantau bus services	74	80	+6%
➢ Frequency of Citybus Airport & North Lantau bus services	63	66	+3%
➢ Octopus payment method	95	98	+3%
➢ Locations of the bus stops	89	92	+3%
➢ Shelter provided at bus stops	60	65	+5%
➢ Access ramp	76 (caution: small base (n=18))	93 (caution: small base (n=16))	+17%
Value of Money			
➢ Reasonableness of the fare paid for the journey	80	81	+1%
Value-Added Service			
➢ Information provided by the TV system onboard	56	50	-6%
Conclusion			
➢ Overall satisfaction rate	80	82	+2%

The top 5 most satisfied areas (including "Satisfied" and "Strongly satisfied") are:

- Octopus payment method (98%)
- Arrangement of handrails and bell pushes (93%)
- Satisfaction of the access ramp (93%)
- Locations of the bus stops (92%)
- Information provided on the electronic display onboard in Citybus "A" services (89%)

The 5 areas attaining the lowest satisfactory ratings (including "Satisfied" and "Strongly satisfied") are:

- Information provided by the TV system onboard (50%)
- Information on the Citybus mobile phone apps (63%)
- Shelter provided at bus stops (65%)
- Frequency of Citybus Airport & North Lantau bus services (66%)
- Service attitude of the bus captain (71%)

The 5 most dissatisfied areas (including "Dissatisfied" and "Strongly dissatisfied") are:

- Information on the Citybus mobile phone apps (19%)
- Frequency of Citybus Airport & North Lantau bus services (14%)
- Shelter provided at bus stops (11%)
- Accuracy of the Next Bus Arrival Time enquiry (10%)
- Reliability of Citybus Airport and North Lantau bus services & MMOB system (7% each)

The top 3 suggested areas of improvement from surveyed passengers are:

- Frequency of buses (25%)
- Punctuality of buses (18%)
- Bus fare (7%)

The overall satisfaction rate in the Passenger Satisfaction Survey 2017 is calculated with the same method used in 2016. Respondents were asked to rate the level of importance of the 5 service aspects. The mean weighting of each service aspect was applied to the respective score of each aspect to calculate a weighted average score which then became the satisfaction index. Details of calculations are presented in Section 3.7.

運輸署
Transport Department

BY FAX

Our Ref: (25) in BE50/131/148 Pt. 2
Your Ref:
Tel : 2829 5471
Fax : 2824 4255

17 October 2003

Dear Sirs,

Installation of Electronic Data Recording Devices on New Buses

The minimum requirements for Electronic Data Recording Device was discussed and agreed at the Joint Engineering Liaison Meeting on 8 July 2003. The amended version is now attached.

If there is no further amendment proposed, we shall start implementation of the new requirements with effect from **1st July 2004.** Buses first registered after this date should be installed with a suitable Electronic Data Recording Device complying with the stated technical specification.

I would be grateful for your confirmation by 31 October 2003.

Yours faithfully,

(Walter FOO)
for Commissioner for Transport

Encl.

Distribution

Citybus Ltd. (Attn : Mr. Paul Li)
Kowloon-Canton Railway Corporation (Mr. Wilson Lee)
Kowloon Motor Bus Co. (1933) Ltd. (Mr. Kane Shum)
Long Win Bus Co. Ltd. (Mr. T.Y. Chan)
New Lantao Bus Co. (1973) Ltd. (Mr. Wong Wah)
New World First Bus Services Ltd. (Mr. Graham Russell)

SEVS, SMB

香港灣仔告士打道七號入境事務大樓四十一樓
41st floor Immigration Tower 7 Gloucester Road Wan Chai Hong Kong
電話 Tel (852) 2829 5258 傳真 Fax (852) 2824 0433

Basic Minimum Requirements for Electronic Data Recording Device

1. The purpose of the Electronic Data Recording Device is to provide tools for the bus company to monitor and manage the on-road speed- and safety-related behaviour of its buses, and indirectly to encourage better driving behaviour.

2. The device should sample the following data at 1 second intervals, and store data every 30 seconds for a period of 2 weeks :-

   (a) Operation Times (real time)
   - start time
   - rolling time
   - idle time
   - finish time

   (b) Vehicle Speed

3. The software for analyzing onboard or downloaded data should be capable of reporting the following :-

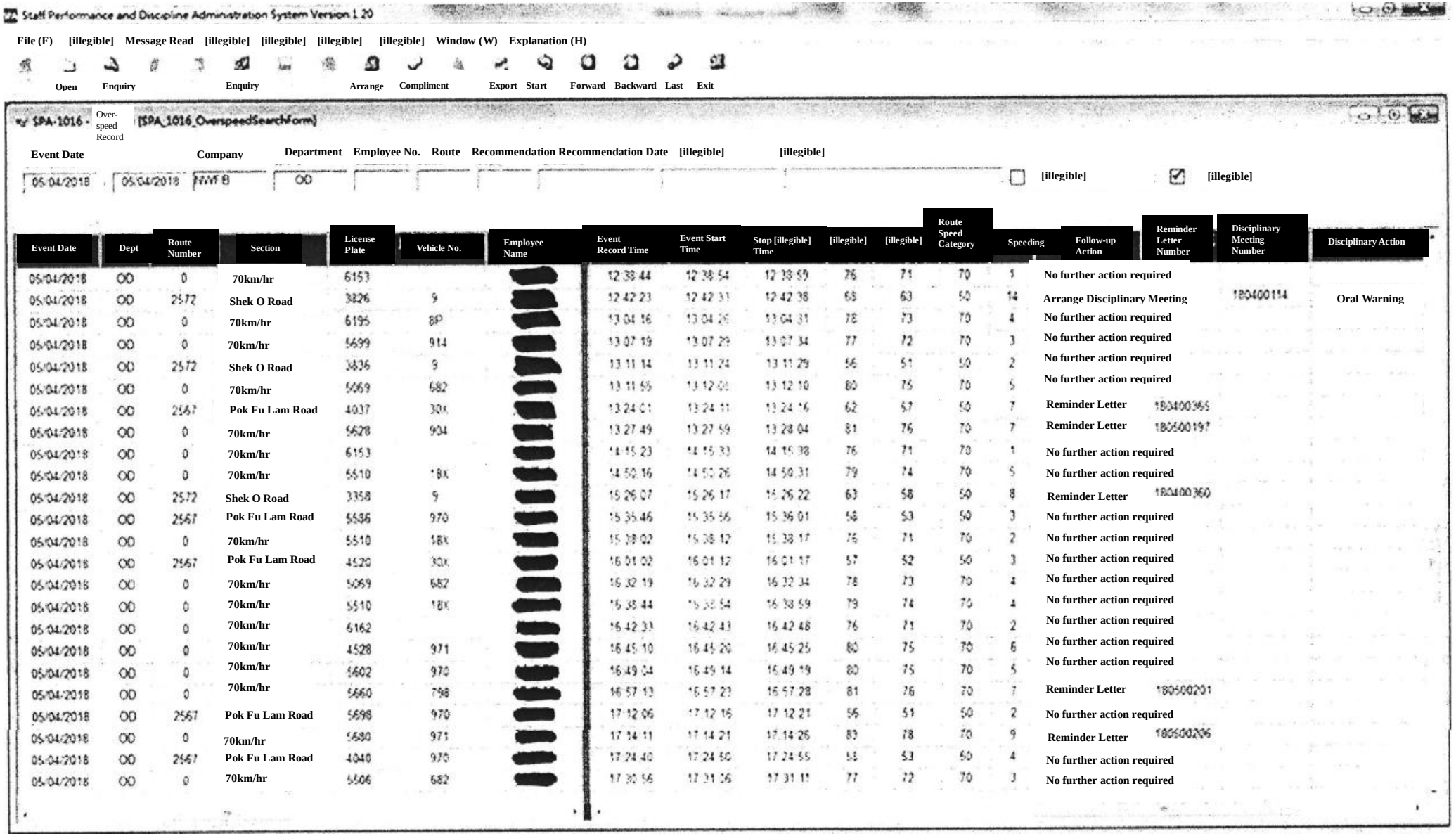
   (a) Accident Report - vehicle speed profile at time interval of 1 second for the 3 minutes period preceding detection of a a 0.2G deceleration.

   (b) Overspeeding Report – frequency, maximum speed attained and overspeeding duration for speeds over 70 km/h.

VSSD
Transport Department
17 October 2003

This English translation is for reference only. In the event of any discrepancy between the Chinese original and this English translation, the Chinese original shall prevail.

本英文譯本僅供參考。如英文譯本與中文原文有任何差異，以中文原文為準。



Staff Performance and Discipline Administration System Version 1.20

File (F) [illegible] Message Read [illegible] [illegible] [illegible] [illegible] Window (W) Explanation (H)

Open Enquiry Enquiry Arrange Compliment Export Start Forward Backward Last Exit

SPA-1016 - Over-speed Record (SPA_1016_OverspeedSearchForm)

Event Date: 05/04/2018 – 05/04/2018 | Company: NWFB | Department: OO | Employee No. | Route | Recommendation | Recommendation Date | [illegible] | [illegible] | [illegible] | [illegible]

Event Date	Dept	Route Number	Section	License Plate	Vehicle No.	Employee Name	Event Record Time	Event Start Time	Stop [illegible] Time	[illegible]	[illegible]	Route Speed Category	Speeding	Follow-up Action	Reminder Letter Number	Disciplinary Meeting Number	Disciplinary Action
05/04/2018	OO	0	70km/hr	6153			12:38:44	12:38:54	12:38:59	76	71	70	1	No further action required			
05/04/2018	OO	2572	Shek O Road	3826	9		12:42:23	12:42:33	12:42:38	68	63	50	14	Arrange Disciplinary Meeting	180400114		Oral Warning
05/04/2018	OO	0	70km/hr	6195	8P		13:04:16	13:04:26	13:04:31	78	73	70	4	No further action required			
05/04/2018	OO	0	70km/hr	5699	914		13:07:19	13:07:29	13:07:34	77	72	70	3	No further action required			
05/04/2018	OO	2572	Shek O Road	3836	9		13:11:14	13:11:24	13:11:29	56	51	50	2	No further action required			
05/04/2018	OO	0	70km/hr	5069	682		13:11:55	13:12:05	13:12:10	80	75	70	5	No further action required			
05/04/2018	OO	2567	Pok Fu Lam Road	4037	30X		13:24:01	13:24:11	13:24:16	62	57	50	7	Reminder Letter	180400365		
05/04/2018	OO	0	70km/hr	5628	904		13:27:49	13:27:59	13:28:04	81	76	70	7	Reminder Letter	180500197		
05/04/2018	OO	0	70km/hr	6153			14:15:23	14:15:33	14:15:38	76	71	70	1	No further action required			
05/04/2018	OO	0	70km/hr	5510	18X		14:50:16	14:50:26	14:50:31	79	74	70	5	No further action required			
05/04/2018	OO	2572	Shek O Road	3358	9		15:26:07	15:26:17	15:26:22	63	58	50	8	Reminder Letter	180400360		
05/04/2018	OO	2567	Pok Fu Lam Road	5586	970		15:35:46	15:35:56	15:36:01	58	53	50	3	No further action required			
05/04/2018	OO	0	70km/hr	5510	18X		15:38:02	15:38:12	15:38:17	76	71	70	2	No further action required			
05/04/2018	OO	2567	Pok Fu Lam Road	4520	30X		16:01:02	16:01:12	16:01:17	57	52	50	3	No further action required			
05/04/2018	OO	0	70km/hr	5069	682		16:32:19	16:32:29	16:32:34	78	73	70	4	No further action required			
05/04/2018	OO	0	70km/hr	5510	18X		16:38:44	16:38:54	16:38:59	79	74	70	4	No further action required			
05/04/2018	OO	0	70km/hr	6162			16:42:33	16:42:43	16:42:48	76	71	70	2	No further action required			
05/04/2018	OO	0	70km/hr	4528	971		16:45:10	16:45:20	16:45:25	80	75	70	6	No further action required			
05/04/2018	OO	0	70km/hr	5602	970		16:49:04	16:49:14	16:49:19	80	75	70	5	No further action required			
05/04/2018	OO	0	70km/hr	5660	798		16:57:13	16:57:23	16:57:28	81	76	70	7	Reminder Letter	180500201		
05/04/2018	OO	2567	Pok Fu Lam Road	5698	970		17:12:06	17:12:16	17:12:21	56	51	50	2	No further action required			
05/04/2018	OO	0	70km/hr	5680	971		17:14:11	17:14:21	17:14:26	83	78	70	9	Reminder Letter	180500206		
05/04/2018	OO	2567	Pok Fu Lam Road	4040	970		17:24:40	17:24:50	17:24:55	58	53	50	4	No further action required			
05/04/2018	OO	0	70km/hr	5606	682		17:30:56	17:31:06	17:31:11	77	72	70	3	No further action required			

Record Number 156

Database Profile Data33APAppSPAConnectionProfile

User RONALDWONG Log on time 16/05/18 16:24

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新世界第一巴士服務有限公司 (2018年4月1日版本)
一般站長及車長違規事件紀律處分指引 (只供內部參閱)

紀律行動之級別

由輕至重次序如下	處分之警告期限 （由判定日起計）*	發出人職級
訓示 或 提示信 (不當作處分)	不適用	主任級或以上
口頭警告	3 個月內有效	主任級或以上
書面警告	9 個月內有效	主任級或以上
最後書面警告	12 個月內有效	高級主任或以上
無須給予代通知金之即時解僱	不適用	經理級或以上

* 來源：通告HR/NT/6482/M4/15

有需要執行紀律處分時，負責面見之員工必須按照下列為各項違規事件所定出之判刑標準發出紀律處分。若將被處分之員工過往表現良好或能提出合理而真確之求請理由，負責面見之員工可向經理級員工建議減輕一級之處分，並於得到經理級員工同意後方可發出該酌情紀律行動，負責面見之員工不需於紀律調查通知書上寫上酌情減輕處分之原因，而經理級員工需於有關事件之報告上註明同意使用酌情權減輕處分並以簽名作實。相反，若違規員工過往表現拙劣，負責面見之員工可向經理級員工商討加重處分。

執行紀律處分時（不包括解僱事項），公司會考慮員工於過往 2 年內發生之類同違規事項之紀律處分，和是否有仍未過期限的警告，作為判定之基礎，將紀律行動提升。

2年之參考期是由發出紀律處分當日起計算，若有上訴而又能成功減刑，則以上訴結果書面發出日起計算。

A. 涉及安全之違規事項

超速

條件一 (超速哩數)	條件二	紀律行動
6-10 公里	無	發出提示信至該車長的公司內聯網收件箱
6-10 公里	員工過往 6 個月 有 2 次以上的提示信記錄 (*** 不論提示信發出的數量，每次提示信發出日期必須相隔至少 7 天才當作 1 次)	紀律面見
6-10 公里	員工過往已被警告處分	紀律面見
11-15 公里	無	發出口頭警告信至該車長的公司內聯網收件箱
16-20 公里	無	書面警告
21 或以上公里	無	嚴厲處分 (包括無須給予代通知金之即時解僱)

員工重犯者會以參考期限內發生之類同違規事項紀律處分作為判定之基礎，並將紀律行動級別提升。

城巴有限公司
一般站長及車長違規事件紀律處分指引

(2018 年 4 月 1 日版本)

紀律行動之級別

由輕至重次序如下	處分之警告期限 （由判定日起計）*	發出人職級
訓示或提示信（不當作處分）	不適用	主任級或以上
口頭警告	3 個月內有效	主任級或以上
書面警告	9 個月內有效	主任級或以上
最後書面警告	12 個月內有效	高級主任或以上
無須給予代通知金之即時解僱	不適用	經理級或以上

* 來源：通告 HR/NT/6482/M4/15

有需要執行紀律處分時，負責面見之員工必須按照下列為各項違規事件所定出之判刑標準發出紀律處分。若將被處分之員工過往表現良好或能提出合理而真確之求請理由，負責面見之員工可向經理級員工建議減輕一級之處分，並於得到經理級員工同意後方可發出該酌情紀律行動，負責面見之員工不需於紀律調查通知書上寫上酌情減輕處分之原因，而經理級員工需於有關事件之報告上註明同意使用酌情權減輕處分並以簽名作實。相反，若違規員工過往表現拙劣，負責面見之員工可向經理級員工商討加重處分。

執行紀律處分時（不包括解僱事項），公司會考慮員工於過往 2 年內發生之類同違規事項之紀律處分，和是否有仍未過期限的警告，作為判定之基礎，將紀律行動提升。

2 年之參考期是由發出紀律處分當日起計算，若有上訴而又能成功減刑，則以上訴結果書面發出日起計算。

A. 涉及安全之違規事項

超速

條件一 （超速哩數）	條件二	紀律行動
6- 10 公里	無	發出提示信至該車長的公司內聯網收件箱
6- 10 公里	員工過往 6 個月有 2 次以上的提示信記錄 （*** 不論提示信發出的數量，每次提示信發出日期必須相隔至少 7 天才當作 1 次）	紀律面見
6- 10 公里	員工過往已被警告處分	紀律面見
11- 15 公里	無	發出口頭警告信至該車長的公司內聯網收件箱
16- 20 公里	無	書面警告
21 公里或以上	無	嚴厲處分（包括無須給予代通知金之即時解僱）

員工重犯者會以參考期限內發生之類同違規事項紀律處分作為判定之基礎，並將紀律行動級別提升。

This English translation is for reference only. In the event of any discrepancy between the Chinese original and this English translation, the Chinese original shall prevail.
本英文譯本僅供參考。如英文譯本與中文原文有任何差異，以中文原文為準。

Annex 3

(1 April 2018 version)

New World First Bus Services Limited

Guidelines for Disciplinary Actions against Normal Bus Terminus Supervisors and Bus Captains who are in Breach

Level of Disciplinary Action

In ascending order of seriousness	Validity of warning (from the date of decision)*	Warning to be issued by
Reminder or reminder letter (not regarded as disciplinary action)	Not applicable	Officer grade or above
Oral warning	Valid within 3 months	Officer grade or above
Written warning	Valid within 9 months	Officer grade or above
Final written warning	Valid within 12 months	Senior officer grade or above
Immediate dismissal without the need for payment in lieu of notice	Not applicable	Manager grade or above

* Source: Circular HR/NT/6482/M4/15

When there is a need for execution of disciplinary action, the officer responsible for interview must issue the disciplinary action in accordance with the below disciplinary action standards for each type of breach. If the employee subject to disciplinary action has good previous performance or can provide reasonable and genuine plea, the officer responsible for interview can recommend to a manager-grade staff to issue disciplinary action that is one level less serious. A discretionary disciplinary action can be only issued after approval is obtained from the manager-grade staff. There is no need for the officer responsible for interview to include the reason for discretionary disciplinary action in a lower degree on the notice of results of disciplinary investigation, and the manager-grade staff shall state on the relevant report that he / she has agreed to lower the disciplinary action and sign on the said report. In contrast, if the employee in breach has poor previous performance, the officer responsible for interview can recommend to a manager-grade staff to increase the level of disciplinary action.

During execution of the disciplinary action (except for dismissal matters), the company will consider the disciplinary actions against the employee occurred in the past 2 years for similar breaches and any unexpired warning(s) as be the basis of the decision to see if the disciplinary action shall be elevated.

The 2-year reference period shall be counted from the date of issue of the disciplinary action. If there is appeal and the disciplinary action is lowered, then calculation shall start from the date of issue of the notice of appeal result.

A. <u>Safety-related breach</u>

Speeding

Condition 1 (speed in excess)	Condition 2	Disciplinary action
6-10km	None	Issue reminder letter to the internal mailbox of the company where the relevant bus captain is employed under
6-10km	There are 2 or more reminder letter issued in the past 6 months against the employee (*** regardless of the number of warning issued, date of issue for each reminder letter must be 7 days apart to be counted as 1 reminder)	Disciplinary meeting
6-10km	Employee has received disciplinary action previously	Disciplinary meeting
11-15km	None	Issue oral warning letter to the internal mailbox of the company where the relevant bus captain is employed under
16-20km	None	Written warning
21km or more	None	Serious disciplinary action (including immediate dismissal without the need for payment in lieu of notice)

Disciplinary action for employees in repeated breach shall be determined with reference to similar disciplinary actions issued against the employee within the reference period, and elevate the level of disciplinary action.

Citybus Limited

Guidelines for Disciplinary Actions against Normal Bus Terminus Supervisors and Bus Captains who are in Breach

(1 April 2018 version)

Level of Disciplinary Action

In ascending order of seriousness	Validity of warning (from the date of decision)*	Warning to be issued by
Reminder or reminder letter (not regarded as disciplinary action)	Not applicable	Officer grade or above
Oral warning	Valid within 3 months	Officer grade or above
Written warning	Valid within 9 months	Officer grade or above
Final written warning	Valid within 12 months	Senior officer grade or above
Immediate dismissal without the need for payment in lieu of notice	Not applicable	Manager grade or above

* Source: Circular HR/NT/6482/M4/15

When there is a need for execution of disciplinary action, the officer responsible for interview must issue the disciplinary action in accordance with the below disciplinary action standards for each type of breach. If the employee subject to disciplinary action has good previous performance or can provide reasonable and genuine plea, the officer responsible for interview can recommend to a manager-grade staff to issue disciplinary action that is one level less serious. A discretionary disciplinary action can be only issued after approval is obtained from the manager-grade staff. There is no need for the officer responsible for interview to include the reason for discretionary disciplinary action in a lower degree on the notice of results of disciplinary investigation, and the manager-grade staff shall state on the relevant report that he / she has agreed to lower the disciplinary action and sign on the said report. In contrast, if the employee in breach has poor previous performance, the officer responsible for interview can recommend to a manager-grade staff to increase the level of disciplinary action.

During execution of the disciplinary action (except for dismissal matters), the company will consider the disciplinary actions against the employee occurred in the past 2 years for similar breaches and any unexpired warning(s) as be the basis of the decision to see if the disciplinary action shall be elevated.

The 2-year reference period shall be counted from the date of issue of the disciplinary action. If there is appeal and the disciplinary action is lowered, then calculation shall start from the date of issue of the notice of appeal result.

B. <u>Safety-related breach</u>

Speeding

Condition 1 (speed in excess)	Condition 2	Disciplinary action
6-10km	None	Issue reminder letter to the internal mailbox of the company where the relevant bus captain is employed under
6-10km	There are 2 or more reminder letter issued in the past 6 months against the employee (*** regardless of the number of warning issued, date of issue for each reminder letter must be 7 days apart to be counted as 1 reminder)	Disciplinary meeting
6-10km	Employee has received disciplinary action previously	Disciplinary meeting
11-15km	None	Issue oral warning letter to the internal mailbox of the company where the relevant bus captain is employed under
16-20km	None	Written warning
21km or more	None	Serious disciplinary action (including immediate dismissal without the need for payment in lieu of notice)

Disciplinary action for employees in repeated breach shall be determined with reference to similar disciplinary actions issued against the employee within the reference period, and elevate the level of disciplinary action.

Monthly Report on Monitoring Measures relating to Bus Safety

Month/ Year: Mar-18
Franchisee: CTB(F1) ~~/ CTB(F2) / KMB / LW / NWFB / NLB~~ (*Delete where inappropriate)

(A) Number of Reported Cases relating to Driving Offences of Bus Captains

No. of Reported Cases (as at end Month)	Follow up actions taken e.g. X no. of warning issued, X no. of training courses arranged, etc.
3	2 warnings issued

(B) Mysterious Ride Checks for Monitoring of Driving Behaviours of Bus Captains

No. of Routine Mysterious Ride Checks Conducted (as at end Month)	No. of Mal-practice Cases found (as at end Month)	Follow up actions taken e.g. X no. of warning issued, X no. of training courses arranged, etc.
199	6	1 warning issued, 5 verbal reminder

No. of Ad-hoc Mysterious Ride Checks Conducted (For instance, complaints) (as at end Month)	No. of Mal-practice Cases found (as at end Month)	Follow up actions taken e.g. X no. of warning issued, X no. of training courses arranged, etc.
12	3	2 warning issued and retraining, 1 verbal instruction and retraining

(C) Checking Black Box Data for Monitoring of Driving Behaviours of Bus Captains

No. of Routine Checks on Black Box Data Conducted (as at end Month)	No. of Mal-practice Cases found (as at end Month) Please provide breakdown of cases by nature - Speeding - Braking Suddenly - Others (please specify)	Follow up actions taken e.g. X no. of warning issued, X no. of training courses arranged, etc.
The system will check the data logger record of all buses passing the pre-defined route segments. But the system doesn't count the total number of trips passing the pre-defined route segments.	Speeding: 64 mal-practice cases with disciplinary action; Another 15 cases pending investigation	53 Reminder issued, 8 Verbal Warning issued, 2 Written Warning issued, 1 Final Warning issued

No. of Ad-hoc Checks on Black Box Data Conducted (For instance, complaints) (as at end Month)	No. of Mal-practice Cases found (as at end Month) Please provide breakdown of cases by nature - Speeding - Braking Suddenly - Others (please specify)	Follow up actions taken e.g. X no. of warning issued, X no. of training courses arranged, etc.
Complaints: 331 cases checked Accidents: 203 cases checked	198 mal-practice cases with disciplinary action; Another 29 cases pending investigation	166 Reminder issued, 28 Verbal Warning issued, 4 Written Warning issued

(D) Alcoholic Breathing Test on Bus Captains

No. of Routine Checks Conducted (as at end Month)	No. of Mal-practice Cases found (as at end Month)	Follow up actions taken e.g. X no. of warning issued, X no. of training courses arranged, etc.
71	Nil	Nil

No. of Ad-hoc Checks Conducted (For instance, complaints) (as at end Month)	No. of Mal-practice Cases found (as at end Month)	Follow up actions taken e.g. X no. of warning issued, X no. of training courses arranged, etc.
Nil	Nil	Nil

Monthly Report on Monitoring Measures relating to Bus Safety

Month/ Year: Mar-18
Franchisee: ~~CTB(F1) /~~ CTB(F2) ~~/ KMB / LW / NWFB / NLB~~ (*Delete where inappropriate)

(A) Number of Reported Cases relating to Driving Offences of Bus Captains

No. of Reported Cases (as at end Month)	Follow up actions taken e.g. X no. of warning issued, X no. of training courses arranged, etc.
10	8 warnings issued

(B) Mysterious Ride Checks for Monitoring of Driving Behaviours of Bus Captains

No. of Routeine Mysterious Ride Checks Conducted (as at end Month)	No. of Mal-practice Cases found (as at end Month)	Follow up actions taken e.g. X no. of warning issued, X no. of training courses arranged, etc.
25	1	warning issued

No. of Ad-hoc Mysterious Ride Checks Conducted (For instance, complaints) (as at end Month)	No. of Mal-practice Cases found (as at end Month)	Follow up actions taken e.g. X no. of warning issued, X no. of training courses arranged, etc.
3	1	warning issued and retraining

(C) Checking Black Box Data for Monitoring of Driving Behaviours of Bus Captains

No. of Routeine Checks on Black Box Data Conducted (as at end Month)	No. of Mal-practice Cases found (as at end Month) Please provide breakdown of cases by nature - Speeding - Braking Suddenly - Others (please specify)	Follow up actions taken e.g. X no. of warning issued, X no. of training courses arranged, etc.
The system will check the data logger record of all buses passing the pre-defined route segments. But the system doesn't count the total number of trips passing the pre-defined route segments.	Speeding: 25 mal-practice cases with disciplinary action; Another 10 cases pending investigation	20 Reminder issued, 3 Verbal Warning issued, 2 Written Warning issued

No. of Ad-hoc Checks on Black Box Data Conducted (For instance, complaints) (as at end Month)	No. of Mal-practice Cases found (as at end Month) Please provide breakdown of cases by nature - Speeding - Braking Suddenly - Others (please specify)	Follow up actions taken e.g. X no. of warning issued, X no. of training courses arranged, etc.
Complaints: 118 cases checked Accidents: 110 cases checked	88 mal-practice cases with disciplinary action; Another 9 cases pending investigation	72 Reminder issued, 11 Verbal Warning issued, 4 Written Warning issued, 1 Dismissed

(D) Alcoholic Breathing Test on Bus Captains

No. of Routines Checks Conducted (as at end Month)	No. of Mal-practice Cases found (as at end Month)	Follow up actions taken e.g. X no. of warning issued, X no. of training courses arranged, etc.
60	Nil	Nil

No. of Ad-hoc Checks Conducted (For instance, complaints) (as at end Month)	No. of Mal-practice Cases found (as at end Month)	Follow up actions taken e.g. X no. of warning issued, X no. of training courses arranged, etc.
Nil	Nil	Nil

Monthly Report on Monitoring Measures relating to Bus Safety

Month/ Year: Mar-18
Franchisee: ~~CTB(F1) / CTB(F2) / KMB / LW /~~ NWFB ~~/ NLB~~ (*Delete where inappropriate)

(A) Number of Reported Cases relating to Driving Offences of Bus Captains

No. of Reported Cases (as at end Month)	Follow up actions taken e.g. X no. of warning issued, X no. of training courses arranged, etc.
5	1 warnings issued, 3 cases pending for action taken

(B) Mysterious Ride Checks for Monitoring of Driving Behaviours of Bus Captains

No. of Routeine Mysterious Ride Checks Conducted (as at end Month)	No. of Mal-practice Cases found (as at end Month)	Follow up actions taken e.g. X no. of warning issued, X no. of training courses arranged, etc.
109	4	4 warning issued

No. of Ad-hoc Mysterious Ride Checks Conducted (For instance, complaints) (as at end Month)	No. of Mal-practice Cases found (as at end Month)	Follow up actions taken e.g. X no. of warning issued, X no. of training courses arranged, etc.
11	3	1 warning issued and retraining, 2 verbal reminder

(C) Checking Black Box Data for Monitoring of Driving Behaviours of Bus Captains

No. of Routeine Checks on Black Box Data Conducted (as at end Month)	No. of Mal-practice Cases found (as at end Month) Please provide breakdown of cases by nature - Speeding - Braking Suddenly - Others (please specify)	Follow up actions taken e.g. X no. of warning issued, X no. of training courses arranged, etc.
The system will check the data logger record of all buses passing the pre-defined route segments. But the system doesn't count the total number of trips passing the pre-defined route segments.	Speeding: 162 mal-practice cases with disciplinary action; Another 86 cases pending investigation	150 Reminder issued, 10 Verbal Warning issued, 2 Written Warning issued

No. of Ad-hoc Checks on Black Box Data Conducted (For instance, complaints) (as at end Month)	No. of Mal-practice Cases found (as at end Month) Please provide breakdown of cases by nature - Speeding - Braking Suddenly - Others (please specify)	Follow up actions taken e.g. X no. of warning issued, X no. of training courses arranged, etc.
Complaints: 451 cases checked Accidents: 233 cases checked	211 mal-practice cases with disciplinary action; Another 50 cases pending investigation	201 Reminder issued, 8 Verbal Warning issued, 2 Written Warning issued

(D) Alcoholic Breathing Test on Bus Captains

No. of Routeine Checks Conducted (as at end Month)	No. of Mal-practice Cases found (as at end Month)	Follow up actions taken e.g. X no. of warning issued, X no. of training courses arranged, etc.
27	Nil	Nil

No. of Ad-hoc Checks Conducted (For instance, complaints) (as at end Month)	No. of Mal-practice Cases found (as at end Month)	Follow up actions taken e.g. X no. of warning issued, X no. of training courses arranged, etc.
Nil	Nil	Nil

乘务员手册

CITYBUS 城巴

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Annex 5.1

2000.09

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車務員工手冊之使用

此手冊所列之守則、指引及程序，均適用於所有車務員工，所有車務員工必須遵守及有責任瞭解清楚條文之意思及其所規範之責任。

除此之外，各車務員工亦須遵守所有由公司發出之車務通告及上級之特別指令。通告或指令會視乎需要而發出。通告於發出後會張貼於有關寫字樓、控制中心及站長亭之報告板上。各員工有責任每天檢視報告板上之通告，並細心閱讀及瞭解。而上級在有需要時可能發出口頭指令，各員工均有責任清楚聆聽及遵守有關指令。

各車務員工如對任何守則、指引、通告或口頭指令內容有疑問或不清楚時，應立即向上級尋求解答。

切記：無知並不會被接受為你不遵守公司所發出之守則、指引、通告、口頭指令等的原因。員工若故意不服從公司或上級合理合法之命令時將可導致嚴重紀律處分，包括即時解僱。

如發現手冊內之條文與員工通告之內容有所差別時，應以發出日期為較近期的作準。

在任何情況下，包括員工守則及指令未有申明之事件中，各員工應以一般常識及理性判決去處事。但你須緊記，乘客及公眾之安全乃最為重要。

注意：所有車務員工都應小心保存此手冊，如有遺失，必須向人力資源部報告並申請補領。公司有權要求你繳交補領費用。

備註：公司有權對本手冊之內容作適當修正、刪改或增補。員工於領取此手冊時須另紙簽收作實。

甲、一般責任及工作操守

甲一、一般行為守則

一、你必須依照編更表之時間及地點準時返工報到。車務部員工必須守時可靠，公司方可提供可靠之巴士服務。

二、應保持強健之體魄以應付每日之工作。當你感到身體不適及預計不能正常履行職責時應向上級報告。

三、員工應盡力保障公司之利益、財物及客戶。

四、必須遵守道路交通法例（香港法例第三百七十四章）及公共巴士服務條例（香港法例第二百三十章）。

五、對乘客要保持禮貌及耐性，尤需關注小童、孕婦、老人、傷殘人仕及攜帶重物之乘客。絕不可與乘客爭吵，如乘客變得激動時，絕不宜與其針鋒相對。盡量控制自己情緒，適當時可以用道歉方式以使對方冷靜。切記：毆打乘客或同事者會被即時解僱。

六、當公眾人仕對你之工作表現有意見或對你的職級有疑問而要求你提供身份時，必須以合作的態度提供有關資料。

七、於日常履行職責時遇上公眾人仕查前交通及行車資料時，應提供正確之資料。如對查詢之事項未能知道答案，須向查詢人仕提供可供詢問之途徑，或禮貌地建議乘客致電服務熱線。

八、要遵從及執行上級合法及合理的指令。如對上級之指令持不同意見時，應先執行有關指令，然後依正常之申訴程序（乙十一段）提出申訴。

九、如上級要求提供個別工作或事件之報告，有關員工應儘快提交。

十、除得到上級的批准外，無論何時，均須依照行車時間表行車。

十一、因工作原因所涉及的法律問題，及後所收到的所有有關文件，都須儘快通知及呈交公司。

十二、員工如職責規定需要向公眾或乘客收取金錢或收回車票，必須依照公司指示進行交收及處理。

十三、員工應經常留意自己之駕駛執照有否過期。如已換領新的駕駛執照，必須將新執照之副本交回人力資源部作記錄。

十四、車務員工必須穿著整齊之制服。當值時如被發現制服穿著不齊全或不整潔，會可能被命令停止工作。「公共巴士服務條例第八節」。

十五、按公共巴士服務規例第十一節乙段，各車務前線員工於當值期間必須保持儀容整潔。整潔儀容包括個人衛生、整潔衣著及端莊的外表。為保持良好專業形象，各車務前線員工在穿著制服時必須遵守下列各守則：

1、頭髮須梳理整齊；

2、髮色及髮型不可標奇立異；

3、不可穿著或加穿非公司指定之制服；

4、制服須為清潔及毋貼的；（如制服已褪色或變殘舊，須填寫制服換領申請表安排更換。）

6、領帶須打緊；

7、須穿著黑色密封皮鞋；

8、須穿著襪子；

9、不可穿戴前衛飾物，如鼻環、唇環等。車長尤不可穿戴所有有礙駕駛工作之飾物。

10、注意個人品格及操守，切勿做出損害公司及個人形象之行為，如亂拋垃圾、隨地吐痰或小解、大聲喧嘩、粗言穢語等。

十六、在工作時間內必須佩帶員工証。而所有穿著制服之全職員工，在當值時（不包括膳食時間）必須將員工証佩帶在外衣外。沒有遵守以上指示之員工，將被視為在當值時沒有穿著整齊的制服。

十七、員工須清楚及瞭解由公司以通訊文件之形式發出之行車時間表、收費詳情、一般乘客資料等。而公司在突發性情況下所發出之口頭命令，例如臨時改道措施，你都必須遵守。

十八、不可曠工，無論你因何原因不能依時上班，均應最遲在簽到時間一小時前以電話通知控制中心。如（乙二、二）段之所列。

十九、當值時或在公司範圍內（包括巴士車廂、休息室等）不可賭博。切記：聚賭是刑事罪行。

二十、在工作時間應保持精神飽滿之狀態，不能受酒精或違禁藥物之影響，亦不能攜帶任何含有酒精成份之飲料或任何違禁藥物。即使在下班後但仍穿著制服時，仍不應飲用該類飲料或服食違禁藥物。

二十一、駕駛巴士時嚴禁聽收音機或配戴耳筒音響等設備，亦嚴禁使用手提或免提式電話或閱讀任何讀物。

二十二、所有員工無論任何時間不得於巴士車廂內吸煙及飲食。

二十三、員工如沒有持有／及攜帶有效之駕駛執照而移動或駕駛巴士皆屬違法。各員工如得悉此類事件，應立刻勸阻該員工及向上級報告。員工如未得上級批准而擅自移動或駕駛巴士，亦可被紀律處分。

二十四、不得毀壞、塗改或移除公司張貼之各類通告。在公司範圍內，嚴禁私自張貼任何非公司批准之通告。

二十五、不可於工作地點飼養寵物禽畜（包括提供食物）。

二十六、未經上級批准，不得擅離工作崗位。

二十七、員工証及家屬証均為公司之物品，不得毀壞、塗改、轉交別人使用或擅自複製。員工亦有責任通知及確保其家屬當日須將所有公司証件交回，遲交或拒交者將按公司規定處理。

二十八、員工在公司認為有需要的情況下，須接受體格、心理、技術或其他檢查，以證定員工是否仍能符合工作要求。任何員工不能達到所需水平時，可被停止其現時之職務，甚或終止相方的僱佣契約。

甲二、牽涉公司及個人利益之行為指引

一、公司不容許員工之間有任何金錢轇轕，特別是在有上級與下屬關係的情況下。

二、公司深信誠實、廉潔、公平是公司重要的商業資產，因此各員工必須遵守防止賄賂條例（香港法例第二百零一章）以確保公司的聲譽不會因欺詐、不忠或貪污而受損。

三、公司不容許員工向客戶、供應商或其他與公司業務有關的人士索取或收受任何利益。並且無論在任何情況下，員工不得為謀取或維持某項生意而向任何人士或任何公司行賄。

四、任何員工不可偽造文件或提供虛假帳目記錄。

五、任何員工或其直系親屬在某行業或其他機構內有直接或間接的財務利益，而那行業或機構又與公司有業務來往或進行競爭，員工必須填寫「利益衝突申報書」將有關利益向公司申報。

六、員工應避免參與那些與公司利益有衝突的外間兼職工作、業務、投資或其他活動。員工如欲同時兼任外間工作，不論是固定的職務或屬顧問性質的工作，必須先獲得人力資源經理或直接由總經理書面批准，才可接受有關方面的聘用。

七、無論在任何情況下，員工不得向外界人士洩露公司的任何機密資料，也不得利用機密資料謀取個人利益，例如進行內幕交易。

八、公司嚴禁員工私下擅取或轉售公司財物，包括原料及製成品。

九、各員工如得悉有員工違反公司行為指引紀律之事件，應主動與公司聯絡。

甲三、對傳播媒介之正確態度

任何員工不可在未經公司授權下以公司代表身份向傳播媒介發放有關公司之資料及發表對公司事務之意見。所有有關之邀請，必須先遞過所屬部門主管轉交企業傳訊部處理。而員工對傳播媒介人仕必須保持禮貌。

乙、一般行政手續

乙一、制服

一、所有須穿著制服之車務員工均會獲發公司制服。你絕對不可將制服借與他人穿著或使用。如制服有遺失或損毀時，你應以書面形式向公司報告解釋原因及填寫有關申請表格申請補發。在非正常損耗下僱員須按成本作出補償。

二、肩章之派發及更換是按僱員之服務年資及工作表現而分發。

三、員工離職、轉級或調職時須將所有公司派發之制服交回人力資源部。未能交回制服者將須按成本作出補償。

乙二、請假

各類假期之請假程序如下列。若違反有關規定或未有遵照規定程序請假及批核，將會引致紀律處分。各員工亦須留意遞交申請並不等同申請已獲批准。可享有勤工獎之員工，其獲發放勤工獎金額及發放規則將按員工出勤記錄及公司之規定為依據。

一、年假及浮動假：

車務部員工如要求在指定日期放取特定年假或浮動假，必須於公司指定日期內向公司申請。如無特定要求，則會由公司編排。

二、病假：

車務員工如因身體不適而不能上班，必須最遲在正常簽到時間一小時前通知控側中心或指定地點。如獲醫生簽發病假多於一天者，應即時知會控制中心。切記：當你在工作時感到不適及預計不能正常履行職責時，你應即時向上級報告，以便作出相應之安排。除非得到上級批准，否則不可擅自離開工作崗位，而車長絕不可棄下巴士不顧。

員工須在病假康復後首天上班時，呈交註冊西醫發出之病假證明書，列明病假日期及病因。惟因病情嚴重而需放較長病假者（八天或以上者）則須在醫生簽發病假證明書後壹星期內親身或由他人代交形式遞交該病假證明書，可被視作缺勤論。

所有有關病假類別及病假薪酬計算，公司會依據香港僱傭條例處理。根據香港僱傭條例，少於連續四天的病假被界定為無薪病假。唯公司可行使其酌情權，對少於連續四天的病假個別作有薪病假處理。

三、分娩假：

分娩假只適用於按連續性合約受僱於本公司及已給予公司懷孕通知之女性員工。

申請分娩假：妳必須以書面形式通知公司／編更部及提出申請，並提交有效之醫生證明書，以證明妳已懷孕及說明預產期。如要享有有薪之分娩假，妳必須在分娩假期前已在公司連續受僱最少四十個星期。分娩假之所有規定會按僱傭條例處理。

四、調假或調更

各員工若需提出調假或調更申請時，申請人和互調者必須在不少於七天前填妥申請表格及相方簽署作實（以印章作簽署一律不予受理）。若被發現有冒簽行為，將會引致紀律處分。有關申請，公司將按營運需要及編制情況決定核准與否。

五、事假

除非有特別或嚴重事故，否則公司通常不會批核事假。有關員工通常須在不少於七天前向所屬車務部呈交有關之申請，以便批核及作出安排。電話或口頭申請一律不予受理。

六、因事遲到／早退：

如你因突發事件不能依時上班，你必須最遲在正常簽到時間一小時前通知控制中心及取得批准。任何遲到之員工，上級有權更改其當天之工作安排，並可能被紀律處分。如在工作時因要事需要早退，必須先取得主管批准。切記：不可擅自離開工作崗位，而車長絕不可棄下巴士不顧。上述不能依時上班或早退之情況，雖已獲口頭批准，但在復工後仍須呈交一份報告解釋因由。

乙三、*簽到及簽走*

你每天必須依據時間表上規定之時間及地點簽到簽走。任何超出編定工作時間之工時，早退或突發事件請假，必須先經主管簽字批准，方可作實。

你有責任去瞭解更份的編排及編更表內所列示的資料。如有任何疑問，應立即向車務辦公室／控制中心查詢。

乙四、*因工受傷*

一、員工須於工作時注意安全，如車長在搬車牌時應站立適當位置及盡量接近搬手棒，切勿過度拗腰而弄傷肩膊及腰部。在駕駛時，坐姿要正確及預留足夠距離以避免急速轉彎而傷及腰部。離開車廂時必須小心，不可跳車以免扭傷足部。

二、當你在工作時因意外而受傷，你應立即報告上級及儘快通知人力資源部並填寫工傷報告，以免延誤工傷補償事宜。為保障你及其他員工之安全，你應向上級報告任何對工作有危險或潛在危險之情況。

三、員工於受僱工作期間因工遊過意外而致受傷，其中包括延續工傷病假之申請，員工必須前往公立醫院接受治療。所付費用收據，須連同病假紙交回人力資源部，以作付還之根據。員工如沒有合理理由或解釋而沒有前往公立醫院接受檢

四、於領取按期款項期間，你不能為其他僱主工作，包括僱主是本人或你之親友，及包括工作為暫時性、兼職或全職。

五、虛報或濫用工傷賠償，或經常不小心工作或不依指示引致工傷事件之員工將受紀律處分。

乙五、*城巴勞資協商*

城巴勞資協商會由員工代表及管理層代表所組成。其宗旨為加強管理層和員工間之溝通，以協商形式，作出各方面的改善。每一個勞資協商會均為某指定職級之員工而設。員工代表須經員工投票而產生，所有隸屬於有關職級之全職員工（兼職及臨時工不包括在內）均可享有投票資格。而員工代表任期正常為兩年。

有關勞資協商之詳細資料，可參閱勞資協商會會議憲章。

乙六、*員工創議*

一、目的：鼓勵員工提供有創意及有建設性之意見，以增加公司之營運表現及利潤，減低成本及提高效率，增強員工之溝通及合作性，或改善公司之公眾形象等。

二、方法：所有建議可呈交所屬部門經理。如員工要求，其建議將會保密處理。

三、凡有能令公司增加利潤或重大實質性改進及符合節約原則等創議，將會獲發創議獎金不超過港幣壹仟元。

乙七、*公司財物*

一、員工應盡力保障公司之利益、財物及客戶。如發現任何對公司業務及財物有關之罪行，在不危害本身及乘客之安全情況下，應提供適當協助阻止其發生。員工有責任向公司匯報有關事件，及在有需要時尋求警方協助。

二、員工有責任保持其工作環境及所使用之公司設備清潔及完整。

三、員工不可惡意毀壞或偷竊公司之財物，亦不可濫用公司物品於私人用途上。

四、所有員工在離職前必須將所有制服、公司証件、工具及其他公司物品交還予公司。如所交還之物件數目不符或已損毀，員工須按成本或公司規定之賠償金額作出賠償。如未有繳交有關款項或款額不足，公司將依法向各有關員工追討。

乙八、*失物處理*

一、車長於每次駕駛完畢到達總站時，應巡查車廂有無乘客遺下任何物件。（公共巴士服務條例第十六節）。

二、根據法例，所有在車廂發現之失物，無論由員工或乘客發現，都須儘快交予當值之站長或上級，他們會根據有關手續處理。各員工須留意個別區域所訂立之失物處理程序。未有即時向公司匯報而被發現藏有乘客失物，將被視作盜竊行為。

乙九、*終止僱傭合約*

一、辭職

所有員工辭職，必須根據僱傭合約中所列之通知期以書面形式預先通知公司。未能給予規定通知期者須以代通知金代替。

二、自動離職

員工如連續性曠工，其間並沒有給予公司任何正式及合理通知，將會被公司即時解僱或被視為自動離職。自動離職之有關員工須向公司補償僱傭合約中所列之代通知金。

三、其他

當員工如因交通意外被扣滿分或其他事故而被停牌，依法該員工不能再擔任駕駛工作。而車長或工作上必須駕駛車輛之員工在沒有有效駕駛執照下，則相方的僱傭契約將會即時終止。

如因身體狀況不適合或不能完全履行及完成其所負責之工作之員工，將按情況被停工或終止合約。

乙十、*個人資料*

如個人資料有任何更改，你須立即填妥規定表格（HR001（99））經由所屬部門經理轉交人力資源部。個人資料包括與受僱及員工福利有關之資料，如：

- 地址及聯絡電話號碼
- 婚姻狀況
- 子女出生
- 支薪戶口號碼
- 履歷（如學歷、專業資格、駕駛執照類別等）

乙十一、*申訴程序*

公司對於『僱員申訴』的政策是僱員在其工作中所提出之任何申訴或投訴均應獲得公平而迅速的解決。為此，公司特別設立了一套『僱員申訴程序』提供適當之申訴渠道給予各車務員工。申訴程序如下：

一、僱員如有任何申訴或投訴，應先與其直屬上司進行討論。如在第一階段未能解決，可將其申訴轉到更高一層處理。

二、在第二階段，僱員可視情況與助理營運經理，或營運經理討論其問題，如有需要，可再檢討及對該問題展開調查。

三、僱員如在在第二階段未能解決其問題，則可將其申訴轉呈助理總經理（車務部）或總經理處理。

四、若僱員所申訴事項為非車務問題，負責之部門經理會將其申訴轉呈有關部門或人仕處理。

五、匿名投訴或申訴由於缺乏引証及解釋渠道，故恕不受理。

丙、紀律程序

丙一、宗旨

在員工有逃紀行為時，公司有必要採取適當之紀律程序，其主要目的乃冀望員工能提供良好服務。公司會儘量輔導及改進員工，但在某些情況下，紀律處分乃不可避免。如發現某員工確無希望改善時，公司方會考慮進一步紀律處分包括解僱。

公司對不同的事件，會根據事實及員工過往記錄作為考慮因素而施以不同程度的紀律處分。一般來說，處分的嚴重程度是漸進的，而員工亦有足夠的機會作出改善。

丙二、範疇

任何員工如有失職或逃紀行為，都可引致紀律處分。而公司會根據事件之實際情況而作出不同程度的處分。

丙三、嚴重失職及違紀事項

一、違背或抗拒上級之合法及合理指示
1、拒絕執行上級委派合法及合理之工作（包括工作調動）
2、煽動及教唆他人拒絕執行上級委派合法及合理之工作（包括工作調動）

二、行為不當
1、在當值時喝酒、受酒精或葯物影響
2、在當值時或公司範圍內賭博或進行其他博彩遊戲
3、辱罵、毆打、恫嚇及騷擾上級、同事、乘客或工作中遇到之人仕
4、擅自洩露公司資料或散播謠言損害公司之利益
5、嚴重疏忽而引致意外
6、惡意毀壞公司財物

7、未經許可在公司範圍內籌款、非法集會、銷售物品、派發傳單或張貼告示
8、在工作時間內匯兌或擅離工作崗位
9、蓄意妨礙公司營運或其他員工工作
10、任何時間觸犯刑事罪行及被定罪

三、欺詐、不忠實
1、擅自更改或偽造任何文件（包括出勤資料、醫生病假證明書等）
2、偷竊公司之財物或他人之私有財物
3、濫用公司之資源於私人用途上
4、在未經公司同意下擅自處理金錢或車票之往來
5、故意虛報或隱瞞個人資料（包括但不限於個人與公司有利益衝突之資料）
6、在明知或故意情況下向公司作出虛假報告

四、慣常疏忽職守
1、出勤情況經警告後仍未能作出改善
2、經常被客戶或同事投訴服務水平，而証據確鑿
3、駕駛安全水平或駕駛態度經警告後仍未能作出改善
4、屢次觸犯公司規例或經常重覆地觸犯一些輕微紀律事件
5、經常需要上級緊密監察及指導始能完成工作
6、對公司的指令抱著一個消極，抵制或破壞性的態度
7、雖經適當訓練和鼓勵，工作表現仍未符合公司要求之水平

五、因工作或工餘時間違反交通法例被定罪及勒令吊銷駕駛執照或根據違例駕駛扣分法例被吊銷駕駛執照。（此項只適用於工作上必須駕駛車輛之員工。）

以上所列之過失未包括所有可能發生之不同事項，若僱員行為証實不當而該事件未有在以上條文內列出，公司仍會對違反紀律之員工作出適當之紀律處分。僱員亦須留意遵循所有本手冊內或公司通告中所列條文。

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丙四、紀律程序

一、輕微事件的查詢

當公司接獲員工行為不當、失職、違紀或公眾投訴之報告時，倘若事件性質輕微，部門經理會委派適當職級之人員聯絡有關之員工，向其詳述事件，並給予該員工充份機會就此作出解釋，此類查詢並非紀律處分。

除非該員工之解釋未能使負責查詢之職員明白及滿意，或如事件須進一步查詢，或有須要進行正式的紀律程序，否則，事件便會就此終結並同時知會該員工。於查詢時向有關員工所作出之指導或提示並非正式紀律處分。

二、輕微及一般事件之接見及聆訊

此聆訊適用於「嚴重失職及違紀」以外之情況及條文。

此聆訊由有關部門之主任級或以上人員主持。公司會安排有關員工前往有關部門進行聆訊，在聆訊過程中，負責聆訊之職員會向有關之員工詳述事件，並給予該員工充份機會作出解釋／辯護。

三、嚴重事件之接見及聆訊

此聆訊適用於丙三所載之「嚴重失職及違紀」之情況及條文。

聆訊由有關部門之助理經理級或以上人員主持。

公司會安排有關員工前往有關部門進行聆訊。在聆訊過程中，負責聆訊之職員會向有關之員工詳述事件，並給予該員工充份機會作出解釋／辯護。

在二及三項之聆訊完畢後，負責聆訊之職員會作出以下判決：

- 接受員工之解釋，或
- 施以紀律處分

員工會被即時通知判決，並獲發HR03B表格作實。員工亦會被知會其上訴權利。無論員工對判決滿意與否，亦必須在表格上簽署確認已收到通知。

丙五、紀律處分類別

當員工在聆訊後被証實違紀時，公司會參考員工過往的工作記錄，始決定施行何種紀律處分。紀律處分之形式總括有如下幾項：

一、口頭或書面警告

表示主持聆訊之職員在聆訊完畢後，認為該員工確有違紀行為，而需要警告該員工，指明此類行為是不被公司接納者。

二、最後書面警告

表示員工的違紀行為如失職，疏於職守等，繼續或重複地再發生，最後書面警告後如續再犯，則可能引致該員工被即時解僱。

主持聆訊之職員認為員工之違紀行為嚴重，或員工仍未能改善其工作表現，因而給予最後機會予該員工改過。

三、暫時停發或停發津貼

當員工出現缺勤、遲到、病假、拙劣服務態度或因疏忽而導致交通意外等之不合規格工作表現，公司有權因事件之嚴重性而停發或部份停發其專利獎、勤工獎、服務獎、安全獎金等。

四、有通知解僱

表示主持聆訊之職員，在聆訊完畢後，認為有需要終止該員工之僱傭合約，並決定以通知期通知員工，或以通知金代替。

五、即時解僱

表示主持聆訊之職員在聆訊完畢後，認為該員工之違紀行為非常嚴重，有需要即時解僱。

丙六、其他非紀律處分的行政措施

一、訓示及正確指引

表示主持聆訊之職員，在聆訊完畢後，認為有需要向該員工清楚地解釋其應有之工作責任，執行其任務之正確方法或態度。

二、暫停正常職務

表示員工所涉及之違紀事件須等候進一步資料或調查後才進行正式之紀律聆訊，該員工須於指定之時間及地點當值，但無須履行正常職務。

三、無薪停工

表示員工所涉及之違紀事件須等候進一步資料或調查後才進行正式之紀律聆訊，該員工在此期間無須當值，直至另行通知。

四、安全性無薪停工

通常在員工發生交通意外後基於安全理由而作出，該員工在此期間無須當值，直至另行通知。

丙七、紀律處分之記錄

員工如在違紀接受處分（不包括解僱事項）後兩年內，未有再觸犯同類事件，則其紀律處分之記錄可考慮全數或部份被取銷或不再以此記錄作為日後同類事件之紀律處分判定的考慮基礎。

丙八、上訴程序

員工不服其所受之紀律處分，必須於接到紀律處分後七天內利用表格HR03-ED末端部份向助理總經理（營運）正式提出上訴。逾期提出之上訴將不獲處理。

上訴將由助理總經理（營運）及／或其委派之高級職員主持聆訊，主持上訴聆訊者之判決為最終裁決，員工不可向公司再提出上訴。

丁、車長責任及操守

丁一、基本要求

一、你必須通過嚴謹的培訓及考核，方能成為一個專業巴士車長。作為專業車長，乘客會期望及要求你具備優良的駕駛技術，及良好的服務態度。

二、公司的信念是為公眾提供安全、有效率及舒適之公共巴士服務。當車上有空位而不會超載時，你應盡量接載候車乘客。當乘客需要下車時，則應在適當的巴士站讓乘客下車。每當乘客上落車時，切勿表現得不耐煩，尤須照顧傷殘人仕、長者、兒童及孕婦，以愛心關懷對待每一位乘客。

三、耐心、謹慎及安全駕駛是你的責任，運用你優良的技術避免交通意外發生，保障市民及公司利益。

丁二、駕駛技術

一、你在駕駛巴士時應保持高度的警覺性，在天雨或颳風情況下，更應加倍小心，配合路面情況，保持安全及適當車速，及保持較長停車距離，避免使用重腳掣。下微雨時應亮著車身燈，而在大雨時，則需亮著車頭燈或霧燈。

二、在車輛入彎時應小心，加速及減速時應保持平順。當行駛時如乘客對你駕駛技術有信心及認為安全時，通常會在未到站前預先行近落車處準備下車。在每次乘客上落車時更要留心切勿把乘客夾在車門間。

三、停站時必須依站停車上落客，特別當路旁有欄杆或站亭時，停車更須要準確，勿於埋站上落客時無故踏油門，以致發出不必要噪音，埋站時如已有巴士在站上落客，須耐心輪候埋站。你應盡量貼近路邊石壁停車，但亦須注意簷遮或路邊其他物件，避免發生碰撞。「公共巴士服務規例第十二節」。

四、駕駛時須注意天橋及大樹之高度，但必須依指定路線行車。只有在得到上級指使下，方可更改行車路線。如有警察指示改路，而你對所改行道路環境不熟悉，你應向當值警員解釋，你需要公司協助，然後將車停在路邊，避免阻塞交通，並立刻向上級求助及對乘客解釋。須知在未經許可下，擅自改路而引致巴士毀壞，你必須負責。「公共巴士服務規例第九節乙」。

五、行車時應預計其他道路使用者之行動。一般情況下亦要留意小童，長者，行動不便人仕，遊蕩之動物、單車及手推車等。

六、在下山或下斜坡時，應使用較低波檔行車，以防止制動系統受損。如車輛已裝有自動傳送系統，則應按下『限波』掣及適當使用油壓減速器（吹梳）減速，以策安全。

七、如有需要倒後，應特別留心。你應先觀察環境及發出適當的警告訊號方可倒後，遇有懷疑應先停車及確保車後通道暢通，方可繼續。

八、你應熟習『叉風』正確步驟：先拉緊手掣，按下『空波』。待慢速中之引擎將空氣壓進制動氣缸中。在引擎已熱身之情況下，可以將油門踏下至引擎中速，加快叉風。待『低風壓警告燈』熄滅及風壓錶顯示有足夠風壓時，始可開車行駛。在叉風過程中應注意噪音及廢氣排放，切勿擾及居民及候車乘客。

九、須正確使用指揮燈及盡量靠左或慢線行車。

十、在駕駛巴士時，你必須清楚瞭解及認識車上各種不同儀器之使用，如有任何疑問，應立刻向上級請教。

十一、駕駛時須適當配戴安全帶。你應在開車前已檢查清楚安全帶是否運作正常。

十二、在任何情況下，均應留意路面車速限制指示，切勿超越政府所定之車速，尤其於濕滑路面駕駛時，必須加倍小心及調節適當車速，並與前車保持較充裕之剎車距離。「道路交通法例第四十一條」。

十三、要有耐性地續漸加速，不可猛力踏向加速器，使引擎在短時間內加速。

十四、深夜及清晨時份，在住宅區內或其附近範圍，應小心使用警號，切勿濫用。

十五、當錶板上之水溫或油溫紅色警告燈亮著時，你必須在最近之安全地點停車及聯絡控制中心尋求指示。水溫及油溫過高會令引擎受損。

丁三、服務規則及操守

一、在指定路線行車時，必須在沿途各指定車站停車，讓乘客上落。唯一許可的例外情況，是當車上已載滿乘客，而你亦已顯示『客滿』牌。「公共巴士服務規例第九節丙」。

二、為提供優質服務，在總站應提早上客。

三、駕駛時嚴禁使用手提或免提式電話、不准聆聽收音機或配戴耳筒式音響、閱讀任何讀物，或與乘客任何人交談，對於乘客查詢，應禮貌地簡短回應或示意於停站時再作解釋。如車長須致電「控制中心」，必須先將巴士停泊在安全位置。「公共巴士服務規例第十二節乙」。

四、你應留意乘客上車時，有否繳付適當車資。不可讓乘客從中門上車。

五、當乘客繳付車資不足時，你須有禮貌地提醒乘客繳付足夠車資。保障公司收入是非常重要之職責。如乘客拒絕補付車資，你應聯絡控制中心或督察處理。

六、乘客每次入錢後你都必須即時按錢箱鍵，以確保乘客所入之硬幣或紙幣已跌進箱內。切勿讓錢銀累積於錢箱入口而引致阻塞。

七、裝置於錢箱上之保險絲是一個非常重要之防盜裝置，你應經常檢查此保險絲有否扣上。如發現損壞或未有裝上，你需立刻通知上級，否則你須負上責任。

八、你不可直接向乘客收取車資。如乘客主動遞錢給你要求協助，你須有禮貌地通知乘客自行入錢。

九、在行車時，你必須顯示正確之路線編號及目的地指示，車資及其他路線資料。每當行車時，必須檢查車前後及兩則之路線號碼及地點顯示牌以確保資料正確，當車輛行駛途中或到達總站前，不得輪換。「公共巴士條例第七節」。

十、當上級指示車輛暫停載客，或當壞車時候，你應將目的地指示牌展示『暫停載客』或其他指定字樣，在晚上或天色昏暗時應亮著車廂燈。你應以最短及最安全的路線，駛往目的地。請參閱（丁二）～四節）。

十一、無論在任何情況下，你都不能展示錯誤之地點顯示牌或路線號碼。此乃違反道路交通法例。

十二、車廂內之樓梯及上層均嚴禁乘客站立，如發現此情況你須禮貌地勸喻乘客返回下層。

十三、在不防礙其他乘客之情況下，盡量方便乘客攜帶無危險性物品。

十四、在黃昏或天色昏暗的情況下，你須亮著車廂及車頭牌內之照明光管。在駛經隧道時，必須亮著車廂內之照明系統。但當回總站後而未上客之中間時間，則應把所有光管關掉。

十五、車長須在巴士載客期間開啟冷氣系統，保持適當空氣調節。

十六、每次車程完畢後，你應檢查車廂內是否有乘客留下物件。如發現可疑物件，須保持鎮定及通知控制中心，必要時疏散乘客至安全地點。

十七、嚴禁任何人仕（包括車長）在車廂內吸煙。

十八、當駕駛巴士在隧道內或快速公路發生事故時，如非緊急，須通知乘客在車上等候至有關人員如督察之指示，如屬危急須即時安排乘客有秩序地離開車廂，指示乘客沿路旁走離危險地區，並儘快通知隧道公司及控制中心。勿在快速公路上單獨處理過客。

十九、除停車上落客外，車門必須保持關閉。即使在慢駛的情況下，亦需把車門關上。而車長在離開巴士前（即到站停車或收工泊車時）必須確保司機位右旁之小窗關閉。

二十、你須根據公司指引正確地處理及調較『八達通』機，以方便乘客正確使用。

丁四、車輛之每日例行檢查

一、每日簽到後，你須閱讀當天工作表，留意所編配之車輛號碼及停泊處。取車時須注意，車廂或車底是否有如車停泊於車坑上，你應請當值技工協助，避免車輛在駛出車坑時受損。視察四周環境，確保巴士能順利開出。不可私自轉換車號。

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二、檢查油缸口蓋是否關上，及滅火筒是否放在指定地方。
三、檢查車身時，要注意沙板、玻璃、裙腳、表板訊號、錢箱及其保險扣「絲佬」、車吹、倒後鏡、車頭燈、尾燈及客燈、水掇、落車顯示器及頭尾閘門是否正常。亦須檢查太平門是否關牢及應細心檢查車輛是否有損毀或明顯之花痕。檢查路線牌及收費價目表是否正確。
四、引擎開動後，檢查風壓表是否正常操作。當風壓低於正常水平時，該表會發出『必』聲響。如車輛使用風壓制動系統，可能腳踏剎車掣，使風壓減低，以測試警告聲響是否正常。
五、在駛離車廠或控制中心前，應檢查手掣，腳掣，油壓，車門是否操作正常。
六、如有任何故障或車身損毀，必須向上級報告並安排修理。
七、勿在車輛前面擋風玻璃放置什物及私人物品。

丁五、離車前須知

一、在駛回總站後，你須將引擎、空氣調節及所有車燈關掉，以免對外界環境造成滋擾。
二、香港法例238章公共巴士服務規例第十二節戊列出，當巴士車長在任何原因下離開，及不能看管巴士時，引擎必須關掉。任何時候你都要遵守此規例。
三、將車輛駛回車廠或控制中心時，你應依照上級的指示，把車輛停泊在指定地點。在離開車廂前，你必須確保波櫉是在『空檔』、拉上手掣及關上所有耗電設備，如車廂冷氣、房燈、車頭燈，最後關上電池總掣及所有門窗。
四、在泊車前你可能需要駛入油泵及洗車機，你須注意慢駛及遵守有關步驟。
五、在簽名下班時，你須向上級報告車輛情況，及任何操作上之問題。

戊、事故之處理

戊一、車輛機件故障處理程序

戊一、一 原則

一、車長須先照顧乘客及其他道路使用者之安全

二、盡快疏導，減少對乘客的延誤及不便。

戊一、二 要求協助

一、當機件發生故障而引致車輛不能行駛時，你應立刻透過電話或無線電對講機，通知控制室或總站，要求協助。在求助時，你應提供你的姓名，工作編號，車輛編號，正確駛車地點，乘客人數，及準確地說出故障原因。
二、當收到要求協助之消息後，在區域辦公室／控制中心／總站之上級會作出建議及提供協助。

戊一、三 輕微故障

一、輕微故障，是指當時情況未嚴重影響或危及車長、乘客或其他道路使用者安全，或嚴重影響公司之服務。
二、在任何情況下，你都需要將機件故障之情況向上級報告，而上級將瞭解情況，作出適當安排。

戊一、四 嚴重故障

一、嚴重故障，是指車輛已不適合行駛，但仍能駛至一個安全地點而不阻礙交通，或更壞情況，即車輛已不能啟動。
二、當嚴重故障發生後，你應有禮貌地向所有乘客解釋因由，並盡量令乘客保持冷靜，等候安排。
三、如當時情況安全，可讓乘客離開車廂。
四、你可以視乎當時情況，安排乘客轉乘公司其他之車輛而不需額外收取車資，或等待後備車輛接載。如情況需要轉乘其他專利巴士車輛，或你要接載由其他專利巴士公司之乘客，則必須將乘客數量記錄下來，及向公司站長報告有關資料。在任何情況下應優先考慮安排乘客轉乘本公司巴士。如你遇見相同方向之巴士發生故障，應在安全情況下主動駛近故障巴士，協助疏導被滯留的乘客。
五、如有需要，上級會到場協助。
六、等候維修人員到達壞車現場修理，如不能即時修理妥當，車輛將被拖回車廠。車長或需協助駕駛巴士回廠。
七、控制中心因應情況安排後備車輛及後備車長替代失誤班次，以維持乘客信心及保障公司收益。
八、處理壞車事件後，你應向上級請示餘下時間之工作安排。

戊一、五 預防措施

預防勝於治療，你應小心使用車上之各種系統，及避免引致任何故障，尤應特別留意以下各點：
一、減低對傳動系統的壓力。在短時間內需要引動較大馬力，特別是當車已滿載，或上落斜坡時，應使用低排檔。

二、如車輛裝有半自動傳動系統，在轉變至較高排檔時，小心使用加速器，排檔切勿放在『空』檔位置。

三、如在駕駛時發覺車輛有外傾或內傾的情況時，請小心駕駛，並注意輪呔是否受損。如輪呔已漏氣時，除非得上級批准，你不應繼續行駛。

戊一、六 輕微問題處理

一、檢查電池總掣及引擎開動掣是否關掉，排檔掣是否在『空檔』中，引擎保護罩是否蓋好，等候壹分鐘，然後再試行發動引擎。

二、在過熱的情況下，錶板上的警報器會發出聲響並閃動。

三、在車頭過熱時，應停車使引擎降溫，檢查水箱是否水量足夠。如不足夠應立即要求協助。注意：勿自行打開水箱口蓋。

四、所有車輛都裝置有風壓表，如風壓過低，紅色警告燈會亮著及發出警告聲響，車長應將車停在安全而不阻礙交通之地點進行『叉風』。注意風壓表，正常氣壓應為每平方吋一百二十磅，檢查腳掣及手掣是否有漏氣現象，如發現有洩漏情況，你應停車及要求協助。

五、員工須認識有關富豪車風壓不足彈保險掣及有關後波保險掣之處理程序。

六、當波箱油溫警告響起，須入『空檔』待波箱自行降溫。若波箱油溫回落後，可試再次行駛，但波箱油溫警告再響起，應將車停在安全而不阻礙交通之地點，並要求協助。注意：當波箱油溫警告第二度響起，勿再次行駛。

戊二、涉及其他車輛包括巴士及／或有人受傷之交通意外處理「道路交通法例第五十六條」。

戊二、一 意外中車輛僅受輕微損毀

一、如無人受傷，應盡量駛近路旁，以免阻礙交通，並須立刻通知所屬控制中心，要求協助。如具爭議性之交通意外，應盡量不移動車輛，待公司督察到場影相及調查。

二、從貼於聲事車輛擋風玻璃之行車證上，取得有關車輛之登記號碼。

三、找尋取得目睹證人及盡量記錄其個人資料包括姓名及聯絡電話等。

四、取得有關資料，如聲事車輛之款式、損毀程度和位置，他方司機之駕駛執照與個人資料包括姓名及聯絡電話等，以便填寫交通意外報告。

五、切勿和第三者在路面上爭吵而阻礙交通。

六、必須在事發後四十八小時內填寫「交通意外報告」，及連同員工証、身份証和駕駛執照之影印副本交回所屬車務部有關之負責人。故意拖延會影響有關投案及賠償事宜，有關員工將受紀律處分。

七、除非有公司之特別指示，否則所有意外中受輕微損毀之情況，亦須於二十四小時內盡快報案，並向公司報告有關詳情，如警署名稱，報案編號等。

戊二、二 意外中有人受傷或車輛嚴重損毀

一、立即將車輛停於肇事地點，未經警務人員許可，不得移動車輛。若為了拯救生命，撲滅火警，或遇上任何緊急情況而將車輛移動，則當別論。「道路交通法例第五十七條」。

二、如意外中有人受傷，車長須立即撥九九九報警及召喚救傷車，並須立刻通知所屬控制中心，要求協助。

三、從貼於肇事車輛擋風玻璃之行車證上，取得有關車輛之登記號碼。

四、盡力找尋目睹證人及記錄其個人資料包括姓名及聯絡電話等。記錄傷者之個人資料包括姓名及聯絡電話等及受傷部位。所有資料須向公司填報。而你在警方要求下亦須提供有關資料。

五、切勿和第三者在路面上爭吵而阻礙交通。

六、你不可與傷者及其家人有任何聯絡。一切事後跟進會由公司負責。如有關人仕主動與你聯絡，亦須將其轉介公司有關部門處理。

七、必須在事發後二十四小時內，填寫「交通意外報告」，及連同員工証、身份証和駕駛執照之影印副本交回所屬車務部有關之負責人。故意拖延會影響有關投案及賠償事宜，有關員工將受紀律處分。

八、除非有公司之特別指示，否則所有意外中有人受傷或車輛嚴重損毀之情況，必須立即報案，並向公司報告有關詳情，如警署名稱，報案號碼。

戊二、三 賠償事宜

一、如他方車輛之車主或司機願意賠償本公司之損失，在場之督導人員需要求對方填寫一份交通意外「賠償意願書」，日後由公司向他方追討。注意：你不能直接收取他方賠償。

二、在任何情況下，你都不能向他方直接或間接承認意外之責任，或作出任何承諾。否則公司若因此而喪失追討權利，有關員工將受嚴重紀律處分。

戊二、四 其他事項

一、遇事車長必須就事故之所有有關查詢（包括口頭及文件）即時轉介公司有關部門處理，切勿自行回覆。

二、當接獲任何通知須要到警署提供資料前，請儘可能與賠償組聯絡，以便於得到適當之協助。

戊三、車上火警

當你察覺到車上發生火警時，你應按下列步驟處理：

一、保持鎮定，立即將車輛停泊在安全地點，盡量靠左。

二、亮著壞車燈，拉手掣，轉空波，把引擎及電池總掣關掉。將頭門及中門開啟。如不能從駕駛室開啟車門，應使用緊急門掣。

三、鎮定地大聲通知乘客，並確保上下層所有乘客有秩序及安全地離開車廂。有必要時及在安全情況下應開啟太平門。

四、在安全情況下應取用車上之滅火筒滅火。緊記先把滅火筒上之保險絲取去，並將噴咀向著火源。你應保持一個安全而又接近火源之距離，按動滅火筒之手柄，並集中噴向火源之底部。滅火筒一般來說能維持噴射十五至二十秒。

五、如果火勢不受控制，你應盡快報警並顧及自身的安全，儘速離開車廂。

六、待報警完畢後，你應立即將所發生之事情始末通知控制中心。然後安排乘客轉車。

七、在某些車型中，滅火筒喉管是直接駁至車尾引擎。當使用滅火筒時，你可直接按動手柄，滅火化學劑即直噴到引擎。你必須在平日預先瞭解及清楚正確使用之方法。

5、恤衫鈕扣必須扣上；

己、颱風及暴雨警告生效期間措施

作為一間公共服務機構之僱員，有需要在颱風或黑色暴雨警告訊號懸掛時負責接載或疏導乘客。在此情況下，工作時更須提高警覺，加倍小心。於八號或以上風球懸掛下或黑色暴雨警告生效期間根據公司指示工作（包括過境線），公司購買之有關員工保險將仍然有效。

己一、工作指引

己一、一 八號風球以下及暴雨警告生效時：

在八號風球以下及暴雨警告生效時，一切運作如常，但估計部份路線或許會有特別情況出現（例如：客量突然上升），公司方面將作出特別安排。而負責各線之督察亦應與控制中心保持密切聯絡，報告任何突發情況。例如：強風、大樹倒塌、交通意外造成阻塞等。以便採取適當應變措施。車長，站長之工作如常不變。若情況需要，督察可作出適當安排，而各車長，站長應遵從指示配合調動。

己一、二 八號或以上風球時

一、在八號風球懸掛後，公司會因應乘客需求繼續維持部份服務。故此，在八號風球懸掛期間，除部份職位外，所有車務部員工包括車長仍需按其更份及簽到地點上班。

二、員工若未能依時上班，須按規定在更份簽到前之一小時致電控制中心，員工致電時需提供個人資料予當值督察，包括員工姓名、員工編號、當日之工作字軌及居住地點。

控制中心督察會記錄有關員工資料及會即時發給一個記錄編號給有關員工。而日後有關之員工如發現計糧出現問題，可循此編號向所屬部門之主管查詢。控制中心可能因線路繁忙而未能接通，員工需耐心繼續致電。

三、當懸掛九號或十號風球時，仍未離家上班之員工需留在家中候命而無需致電控制中心。在九號或十號風球掛八號風球後，員工需於兩小時內到簽到地點上班或登上員工巴士，否則需遵從上項（二）之指引。

四、公司在八號風球懸掛期間將提供颱風員工巴士接載員工（詳情請參閱有關之通告），而每日編定之各線員工巴士則仍會依照正常時間表開出。員工有責任留意公司透過電台之特別廣播。

五、公司會因應當時之情況及員工巴士之安排，而批准部份員工提早簽收。若員工不願意提早簽收，則可工作至原定字軌時間收工，但收工後等候員工巴士之時間，則不會獲發工資。

六、在八號風球除下後，在該日未能上班之員工若其宇航時間已超過八小時，則不用上班及不需要再致電控制中心，當日工資以八小時基本底薪計算；不足八小時者需儘快到簽到地點上班。

七、若員工於八號風球除下後一小時未能回到工作崗位，則須再次致電控制中心，申明原因及提供員工資料。控制中心督察在登記有關資料後，會再發給一個記錄編號給有關員工。

己二、颱風暴雨行車注意事項

一、留意行車速度及強風令車身搖晃。車長應與左右之重型車輛保持距離。

二、留意半空懸掛物，如樹枝、招牌等，以免碰擦。

三、留意路面障礙或高空墜物，另周圍環境如山邊、天橋等有可能發生山泥傾瀉，又或接近當風之位置時，應小心駕駛，並須與站長緊密聯絡，確知最新颱風消息，以預備適當應變措施。

四、切勿將車輛泊近樹旁或懸空物體，以免造成損毀。

庚、私人租賃或長途車服務車長注意守則

一、路線細則

私人租賃之詳細路線將於出發前提供予車長，車長應盡量預先熟習路線，如有問題應與編更部同事聯絡。

二、臨時改道

車長應依指示行走指定路線，但如有臨時修路工程及意外等，則需要改道。車長應留意車輛的長、闊、高度及路面情況以免產生危險。另外亦需特別留意矮樹、矮橋、招牌及電線。除公司高級職員許可外，不得駕駛雙層巴士在不熟習之路線行駛。

三、開頂車

如駕駛開頂車而上層有乘客，車長應保持安全速度，最高約時速五十公里。要注意高懸之樹枝或路面的高空物體，以保上層乘客之安全。另外橋底高度如不容許普通雙層巴士通過，則要避免穿過，亦不要穿過懸空的電線，如必要穿過時，則應先要求上層乘客到下層，或要求其中一乘客負責照顧及確保上層乘客能全部留於座位。另上層乘客不能有魚竿、竹竿等能接觸電線之物體。

四、乘客數目

過境線或私人租賃的車長要注意上客總人數，及特別留意沿途上客數目，以確保回程時或過關後能接回所有乘客。

車長應知會乘客回程時間、中途及上客地點，如有人走失或遺漏之乘客，最多於該站等候十五分鐘，當返回站頭時，應即通知督察有關遺失乘客之事宜。負責過境線車長，若發現有乘客在關口遺失時，須立刻通知控制中心或於關口當值職員。

五、泊車

車長要繳付在目的地之泊車費用，並憑單據向公司取回泊車費。

申、廣播系統使用守則

廣播系統可接駁上、下層廣播，其操作簡易，此系統旨在方便車長與車內乘客聯絡，故要謹慎使用。如使用不當，則車長可能受紀律處分。同時亦注意，此設備既為了方便車長工作，則無需害怕使用。

一、使用指引

1、不得在廣播系統咪前大聲呼叫，說話要清楚及明確，時常保持禮貌。

2、在最後要加「多謝」二字，令乘客留下好印象。

二、廣播系統之用途

1、勸喻乘客盡量行入車廂內。

2、通知乘客上層不可企立。

3、供私人租賃主辦人使用。

4、如巴士發生意外，可徵求目擊証人。

三、自動報站系統

車長駕駛有自動報站系統之巴士時，應確保資料正確。

壬、無線電通話器使用守則

一、無線電通話器之使用守則

1、在車輛行駛時，不可亂用通話機。

2、說話要清楚、簡單、明確及有組織。

3、在通訊前要確知無人用無線電頻道。

4、通話時不得用粗言穢語。不得以系統傳遞賭博、私人或偵察車速訊息。任何人被發現濫用電台，將受紀律處分。

5、系統存有一些接收盲點，如未能成功聯絡，應於較後時間，在其他地點再次嘗試聯絡。

6、車長開車時需開啟無線電通話器及選擇適當頻道，而在返廠後應關掉通話器。

二、無線電通話器之用途

1、報告嚴重交通擠塞情況。

2、報告客量多少。

3、報告因交通意外將會遲誤。

4、報告壞車或其他車輛中途壞車。

5、通知其他人報警。

6、其他有關工作上之資料，不能用無線電作不必要通話。

新巴
FIRST BUS

服務優質·乘客第一

員工手冊

我要贏取乘客上新巴

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Annex 5.2

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序言

我代表新世界第一巴士服務有限公司熱烈歡迎閣下加入本公司服務。

我們以代表新世界第一巴士服務有限公司為顧客提供超越他們期望的服務承諾而自豪。

我們的服務承諾已從空前投資興建的創富道巴士廠和自 1998 年 9 月 1 日開始提供公共巴士服務後購入了超過 600 部新巴士足以證明。

新世界第一巴士服務有限公司在投入服務後致力於提升香港的巴士服務質素。我們成功引入超低地台巴士、改善巴士安全設備及提供優質員工培訓。

我們亦認真地採取措施保護環境。我們是香港第一家機構試用和全面使用超低硫柴油，從而減少廢氣排放。我們亦承諾為全部巴士安裝廢氣消滅器，進一步減少廢氣排放。

閣下已加入一間由一批力求令公司達至市場領導地位，竭誠服務的員工組成的新世界第一巴士服務有限公司。我相信我能信賴閣下的承諾、努力和專業技能以協助我們，進一步達成公司的目標。

新世界第一巴士服務有限公司以尊重、坦誠及體察的態度對待員工而自豪。讓閣下能全心全意地提供優質巴士客運服務，與公司共襄發展。

本僱員手冊是特為新世界第一巴士服務有限公司員工而編製，手冊內詳載本公司適用之政策、條件及員工福利，不獨可作為新員工之指南，亦可給予現職員工作溫故知新之參考。

謹此再次歡迎各新加入之員工。祝工作順利、愉快。

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許雄
董事總經理
二零零三年一月

公司簡介

新世界第一巴士服務有限公司於1998年3月為籌備競投88條港島巴士路線專營權而成立，同年４月成功投得該專營權，並於同年９月１日開始提供公共巴士服務。 現時，公司有超過750輛巴士行走近100條路線，並聘用約2,500名員工為平均每日超過500,000名乘客服務。我們現時為香港第三大的專營巴士服務公司，面對巴士、鐵路、小巴、的士等交通運輸工具的激烈競爭。

新世界第一巴士服務有限公司是新世界第一控股有限公司旗下的其中一間公司。

新世界第一控股有限公司是一間專注交通運輸服務的主要營運公司。新世界第一控股有限公司旗下的附屬公司包括新世界第一巴士服務有限公司，新世界第一渡輪服務有限公司，新世界第一渡輪服務(澳門)有限公司，新世界停車系統管理有限公司，新世界第一巴士服務(中國)有限公司，新世界第一科技有限公司，新世界第一廣州交通資訊有限公司。新世界第一控股有限公司是新世界創建有限公司的附屬公司。

新世界創建有限公司旨為商業機構及市民大眾提供多元化服務。新世界創建有限公司的主要業務範圍包括設施管理、建築機電、交通運輸、金融保險、環境保護及與服務業有關的投資。新世界創建有限公司亦是新世界發展有限公司的附屬公司。

新世界發展有限公司是在香港聯合交易所有限公司上市。新世界發展有限公司的四大核心業務遍及物業、基建、服務及電訊。新世界發展有限公司的投資領域遍及香港及發展中的中國市場。

新世界第一巴士服務有限公司在新世界集團旗下公司的優勢互補下，有信心成功訂立業務發展的策略及發揮本身的優勢。

我們的抱負及經營理念

我們致力為香港提供優質客運服務，並在此領域內成為一家領導機構。我們務使乘客能更方便及快捷地到達目的地； 與此同時，為投資者帶來穩定及合理的回報，亦使專業進取的員工樂於其業。

為業內確立新的服務標準，令乘客稱心滿意，並超越他們的期望，我們透過以下3項的經營理念和運作策略致力在本港提供最優質的巴士服務：

1) 全新概念 以客為尊
2) 追求卓越 與時並進
3) 注重溝通 開放坦誠

欲知更進一步的資料，請瀏覽新巴網頁〔http://www.nwfb.com.hk〕

1. 僱傭

公司一直以僱員為本，而一切的僱傭政策均符合法律規定，以公平、公正地對待每一位員工； 並建立一支積極進取、勤奮盡責及高效率的僱員隊伍，以服務乘客。公司在決定招聘、升職、調職及培訓時均有一套劃一的甄選準則。

1.1 招聘

1.1.1 聘用程序

除獲高層管理人員批准外，公司不會考慮續聘已辭職或離職的前僱員。聘用前必須獲得擬被聘用員工授權其目前或以前僱主提供的滿意推薦書，運輸署發出的滿意交通違例扣分紀錄(如職位需要駕駛公司車輛)及由公司醫生簽發合格醫療報告。驗身費用先由擬被聘用的員工預先支付，於試用期滿後由公司發還。

合約可以是長約〔無固定期限〕、期約〔有固定期限〕、臨時〔正常情況下不超過6個月〕或兼職〔每星期工作少於18小時〕的僱傭形式。除非另有訂明，按臨時或兼職受僱的員工不會享有下開所述的員工福利。

1.1.2 試用期

除非另有訂明，試用期一般為3個月。人力資源部會以書面向員工確認試用期滿或須延長試用期。未獲書面通知者作繼續試用論。如員工於試用期間之工作表現未合乎公司之要求，公司有權終止僱用或延長試用期。

1.1.3 晉升、轉職、調職及借調

根據公司現行政策，每有職位空缺，都會將有關空缺之資料，張貼於報告板上，有興趣的員工可向人力資源部申請。公司有權因應營運需要將員工轉職或調職、調班或借調到新世界集團公司工作，服務或作支援。

1.1.4 終止僱傭

員工或公司擬終止僱傭合約，須以書面通知對方或以薪金代替通知期。通知期限請參閱有關的僱傭合約。若員工因健康理由而不能履行本身職責，公司有權依法終止員工的僱傭合約。若員工嚴重觸犯公司守則，公司可隨時毋須給予通知期或代通知金及部份雙糧等補償將其即時解僱。

1.1.5 退休

除高層管理人員外，正常的退休年齡為65歲。

1.2. 工作安排

1.2.1 工作時間

公司於錄用時會通知員工的工作時間。 工作時間視乎員工的部門或崗位因時而異。 除非另有訂明，一般的工作時間規定如下：-

1.2.1.1 前線員工

所有前線員工每天工作8小時，須按照公司營運需要而不定時工作。公司有權因應營運需要，隨時更改更份。

1.2.1.2 非前線員工

星期一至五　上午9時至下午6時

星期六　上午9時至中午12時（長短週）

視乎營運需要，員工需在上述時間以外提供服務而不獲超時津貼。

1.2.2 考勤

在任何情況下，員工都不可遲到或曠工及代人'打咭'，違規者會受到公司紀律處分，甚或即時解僱。任何超時工作，早退或因突發事故而需要請假，必須先經部門主管批准方可。

工程部員工參加全日培訓課程應直接往上課地點，毋須回廠打咭；倘參加半日培訓課程，完成上午培訓回廠'打咭'後開工；完成上午工作'打咭'後往參加下午培訓及毋須回廠'打咭'。組長應調動有關員工的更份以配合半日培訓課程的需要。

1.2.3 假期及休息日

1.2.3.1 假期

按香港特區政府於憲報刊登的《公眾假期條例》，非前線員工享有公眾假期，前線員工享有法定假期。前線員工於法定假期前服務滿三個月可享全薪。公司會安排補假予須在法定假期工作的員工。

1.2.3.2 休息日

員工每工作七天可享有休息日一天，寫字樓員工通常星期日休息。前線員工須按更表指定的休息日休息，但未必一定是星期日。

1.2.3.3 交通部前線員工假期安排

交通部前線員工採取"返五放一"制，包括52天休息日及12天法定假期。 指定的休息日及法定假期會在更表通知員工。

1.2.4 更份改動手續

前線員工欲申請更份改動，須向部門主管申請，主管會根據員工所述理由及視乎人手需求作詳細審核。審批車長字軌更份會按申請者的年資、獎懲及出勤等記錄決定。

1.2.5 車長手冊 / 技工手冊

公司每年會向車長派發車長手冊，向技工派發技工手冊。手冊內詳載電話備忘、工作指引、守則及遇事應變程序。

1.2.6 颱風信號下的工作安排

公司主要業務是提供公共巴士服務。 於颱風信號懸掛時，公司將採取有效的應變措施及提供有限度的公共巴士服務協助疏導乘客。

1.2.6.1 1號或3號颱風信號

員工須照常上班報到，或繼續留在工作崗位。 並採取有關的預防颱風措施。

1.2.6.2 8號或以上颱風信號

(a) 交通部前線員工

員工應繼續提供服務，直至公司另行通告為止。若改懸9號或以上信號，公司在一般情況下會停止巴士服務。已當值員工應按公司指示收工或留廠候命。

(b) 工程部員工

信號於上班前2小時或於工作期間掛起，員工〔預先選定的除外〕毋須上班。正當值的須按公司指示，方可下班回家，超時補薪按離開工作崗位時計算。

工程事務經理預先選定的員工，包括：

- 工程部接待處、電器組、機修組、車身組、工程車及車房司機的指定的人員應即上班或繼續工作至有人接班為止；
- 所有當值入油及入水員工應即上班及工作至全部巴士回廠為止。
- 除有特別理由，經批准方可缺席或離開工作崗位。

(c) 非前線 / 文職員工

信號於正常工作時間開始前2小時內懸掛，員工毋須上班。信號於工作時間內懸掛，須獲得部門經理指示，方可離開。

如天氣情況極度惡劣，員工可於收工後選擇留在較安全地方待天氣情況轉好後才離開。

員工應留意天文台之廣播及公司透過電台或電視台發出的上班指示，或致電控制室、所屬派更組或工程部接待處查詢上班安排。

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1.2.6.3 8號颱風信號除下時復工安排

(a) 交通部前線員工必須按編更表當值時間盡快上班。

(b) 信號在編更表當值時間結束前不少於3小時除下，工程部員工必須盡快返回工作崗位上班。由信號除下起計，最多不能超過2小時返回工作崗位，特別理由除外。

(c) 除信號於週一至週五下午2時或以後，或週六上午10時或以後除下，非前線/文職員工必須盡快上班。

員工對上班有任何困難，應即致電直屬上司或主管及提供證明。

1.2.7 暴雨警告下的工作安排

公司在惡劣天氣下仍需維持正常運作，服務市民。 故此，倘若天文台發出暴雨警告，員工亦必須照常上班。

(a) 不論天文台發出黃色、紅色或黑色暴雨警告，交通部、工程部、品質檢定組、士多及財務部錢箱組員工必須照常上班。

(b) 其他部門員工在黃色或紅色暴雨警告下均須照常上班報到。 若天文台在辦公時間內發出黑色暴雨警告，應繼續辦公。如黑色暴雨警告在辦公時間前發出，上班與否須由各部門主管作出適當工作安排。 在黑色暴雨警告消除後須立即返回工作崗位。

1.3. 工作條件

1.3.1 職責範圍

各員工應盡忠職守，為公司及乘客服務。 除本身之職責範圍外，若因營運上之需要，各級員工均有機會被指派到不同的工作單位或地點工作，而工作性質及環境與其本身現職級或職責可能有所分別，各員工亦必須加以配合。各員工應服從上司指示，於指定之時間內完成被委派之工作。在一般情況下，公司不會對內部員工發放任可超時補薪及津貼。

1.3.2 基本乘客服務標準

禮貌是巴士服務的先決條件，員工應主動地向乘客微笑點頭，這可給予乘客一個熱誠可靠的印象。 每位代表公司的員工，應以誠懇的態度去對待乘客，特別是在身穿制服之時，均須經常謙恭有禮，談吐得體，不可粗言穢語，以保持公司的良好聲譽及員工的專業形象。

1.3.3 儀容

各員工的儀容包括衣服要整潔，並以樸素為原則。男員工應勤刮鬍鬚，不時修剪鬢腳； 女員工化妝宜清淡大方，不要濃妝艷抹。 頭髮整齊清潔，勤於梳洗，修剪護理得宜，頭髮染色亦不可過份誇張。

1.3.4 整齊制服

員工穿著制服包括領帶及安全鞋等旨為識別職級、企業形象及安全保護。特定的制服必須於適當的季節穿著。不可於制服上配上私人服飾及於執勤時穿著拖鞋。

員工需經常保持制服清潔整齊，熨燙畢挺，擦亮皮鞋。制服為公司財物，離職時必須將全部制服交還予公司，否則需根據制服本身之價值賠償。

1.3.5 有效駕駛執照

員工必須確定持有有效車輛類別的駕駛執照才可駕駛公司車輛，將更換有效駕駛執照的副本交予人力資源部存檔，及每年12月授權公司向運輸署申請駕駛記分記錄。

員工如被定罪違反交通規例應在七日內通知公司及授權公司向香港警務處領取違例駕駛證明書。違者可能被紀律處分，甚或遭公司解僱。

1.3.6 員工証

長約或期約受僱的員工於入職後均獲發八達通員工証，臨時或兼職受僱的員工則獲發臨時員工証或委任証。員工証必須在當值時佩帶以確認員工之身份。

持有有效八達通員工証者可免費乘坐：

・新巴〔於收費器有效地閱讀後，展示証件的正面予車長查閱〕，及

・新渡輪的過海及港外線服務，特快及頭等客位須當場繳付船費差額。

八達通員工証可增值，而車長的同時兼具開關八達通收費器的功能。

員工証屬公司財物，不可複製，損毀或轉讓他人；於更換、補領及離職時必須交回人力資源部。 若非法使用假証或偽造証件，公司會按個案之嚴重性或會交由警方處理。

遺失員工証，必須先到警署報失，報失紙在補領時交人力資源部。行政費需在補領或未能交回舊証時繳付。

1.3.7 車長名牌

在行車時，車長必須將車長名牌放置在巴士車箱內的名牌架上，以方便與乘客溝通。名牌不可複製，損毀或轉讓他人。 若非法使用複製或他人的名牌，違者會受到紀律處分。遺失名牌，必須立刻向人力資源部補領。

1.3.8 一般性安全責任

1.3.8.1 公司的一般性安全責任

公司已制定一套安全及健康管理制度，從而有效地管理公司內的職業安全及健康管理的事宜。 公司亦已訂定安全及健康政策，確保各階層成員明白實施及維持該政策，並取得員工的參與，目的令員工具備安全及在不危害健康的情況下工作。

另一方面，公司會透過裝置安全裝備，訂定安全指引及監察措施，並鼓勵員工注意安全，盡力減低發生意外的機會。

所有管理階層及主管人員必須確保及提供安全機器及工具、安全工作系統、安全工作間及其通道及健康環境予所有員工。同時提供足夠的資料、指引、訓練及監管以確保員工的健康及安全。

1.3.8.2 員工的一般性安全責任

所有員工必須適當地顧及因自己及其他員工在工作時的行為或疏忽而受影響人士的健康及安全。 員工不但要避免做出一些危害自己或其他人士的行為，更應採取積極的步驟，瞭解工作場地的危險，遵守必要的安全規則及程序。

1.3.9 善用公司資源

員工必須小心使用及善用公司資源。在不需要或無人在室內時必須關掉電燈、冷氣機、風扇、收音機及電視機；節約用水，切勿使用蒸餾水洗滌及讓非本公司人士飲用...等等。浪費公司資源會受到公司紀律處分。

1.4. 職業發展

1.4.1 考績

公司每年會評核員工的工作表現，藉此，主管與員工檢討往年的表現，從而訂立來年的工作目標，確定培訓需要及發展個人潛能。

1.4.2 優質員工訓練

公司的宗旨是栽培員工，發展其事業。 公司採取內部晉升政策，是鼓勵員工增進學識，提高專業技術，以便好好把握晉升機會。

為培育員工提高服務質素，公司不時按員工的培訓需要安排適當的培訓課程，如迎新課程、優質顧客服務、增值顧客服務、防衛駕駛、汽車修理技術、工業安全、品質管理、電腦軟件操作、督導及管理技巧等培訓課程。員工可按照本身的學習需要提出申請。除可被接受的理由外，若員工缺席公司要求指定必修的培訓課程或於出席時在課堂上表現不合作者，會受到公司紀律處分，甚或即時解僱。

2. 薪酬

公司深信，若要吸引、保留及激勵優秀員工，其聘用條件，包括薪酬水平，應定期檢討及保持在合理水平。公司制訂薪酬政策是基於香港經濟近況及公司本身的財務及發展狀況。

2.1. 薪酬管理

2.1.1 薪金及支付方式

員工入職時薪金乃根據職責、人力市場薪金水平、個人資歷，工作經驗及有關職位相對其他內部職位而定。

每月的薪金會在每月的最後一天之前一個工作天，經自動轉賬，存入各員工指定之匯豐銀行集團戶口，其他銀行戶口則遲一個工作天。 若員工在該月24日後始入職，在正常的截糧情況下，其首次薪酬將在下月發放。

2.1.2 薪金檢討

公司每年一月會根據公司業績及個別長約受僱員工（期約，臨時及兼職受僱員工除外）的表現進行薪金檢討。在薪金檢討前未通過試用期之員工，並不包括在檢討之列。除在董事總經理批准下，於七月一日升級或重新量值之職位外，公司的政策是不會在週年薪金檢討間考慮員工的升遷及薪金調整。

2.1.3 薪金扣減

公司將在法律許可下扣減員工的薪金以補償公司損失，如遺失或損毀授予托管之公司財物或設備，或由其負責的款項；缺勤，扣減率為日薪相等於三十分之一的月薪(包括停止支付定額獎金/津貼，如適用)；辭職時沒有按規定給予適當的通知期；離職時預支的年假、超額醫療費用、拖欠公司金錢、法庭指令或稅務局指令。

2.2. 獎金 / 津貼

2.2.1 超時津貼

公司政策是獲部門主管批准的超時工作應以補假作償，但前線員工則不在此限。未獲部門主管批准的超時工作，超逾正常工時的全日培訓課程，及經理級員工不會獲得任何形式的補償。

註：每小時超時津貼的計算為：底薪 /240 x 超時補薪率

2.2.2 雙糧

除於僱傭合約中訂定者外，所有新聘的員工都不會享有雙糧。雙糧酬金期為每年之1月1日至12月31日。在僱傭合約中訂定可享有雙糧的員工，除非另有訂明，其年資不足一年者，必須在雙糧酬金期內服務超過3個月及通過試用期，其雙糧將按該年度的年資比例計算。

前線員工的雙糧相等於往年12月份的一個月的底薪；其他員工的雙糧相等於往年12個月的平均底薪。雙糧於每年的農曆新年前發放。員工被公司按僱傭條例〔第57章〕第9條即時解僱，該員工不能享有任何雙糧。

2.2.3 按工作表現酌情支付的獎金 / 津貼

為鼓勵提供安全及高效服務，公司於每月出糧日向各優良駕駛、出勤或服務紀錄的前線員工酌情支付僱傭合約訂定的獎金 / 津貼，概括如下：

(a) 向站長酌情支付服務獎金
(b) 向車長及車房司機酌情支付安全獎金及勤工獎金
(c) 向車房營運員工酌情支付勤工獎金，服務獎金及額外服務津貼〔新入職者除外〕
(d) 向錢箱部助理酌情支付輪班津貼

但員工的工作表現未能達到合理水平，公司有權酌情決定停止支付。若員工被調職，其應否繼續享有按工作表現酌情支付的獎金/津貼則按新的職位作準。

2.2.4 當值津貼

2.2.4.1 通宵更津貼

交通部前線員工及廠務督察於零晨零時之前開工而工作時間跨逾零晨 3 時者方可享有通宵更津貼。

車房營運前線員工（除廠務督察外），於零晨零時之前開工而於：

- 零晨 1 時 45 分至零晨 4 時正之間收工可享有低額通宵更津貼；或
- 零晨 4 時正之後收工者可享有高額通宵更津貼，或低額通宵更津貼加超時補薪，兩者計算金額較高之津貼。

註：計算通宵更津貼的計算為：底薪 /30 x 高額或低額

2.2.4.2 節日特別津貼

交通部前線員工因節日營運須於中秋節晚上，或農曆年初一前夕晚上經部門主管額外編排加班當值，可享有節日特別津貼。

2.2.4.3 颱風特別津貼

颱風特別津貼旨在補償於 8 號或以上颱風信號懸掛後依然因營運需要而需執行職務、留下候命或返工之前線員工。颱風特別津貼以每一更份計算。

(a) 車長

如 8 號颱風信號在車長開車中途掛起，該車長到總站後按站長指示收車(不論返廠或在站頭收車)，不足8小時收工之車長，將獲該日底薪； 超逾8小時收工之車長，將按工作紙上實際收工時間計算。 在此情況下，車長不享有颱風特別津貼。

如 8 號颱風信號在車長開車中途掛起，該車長到總站後按站長或控制室指示繼續開車，該車長可享有颱風特別津貼。

如車長應公司要求須在 8 號或以上颱風信號懸掛期間上班報到，無論有否開車，他們都可獲發放颱風特別津貼。

(b) 交通督察、站長及車房營運前線員工

員工如於 8 號或以上颱風信號懸掛後仍需返工或留守崗位者，可獲發放颱風特別津貼。

3. 福利

公司提供員工福利的目的是照顧員工及家人的需要，以便員工能安心為公司服務。公司亦不時為員工向其他公司爭取優惠，從而為員工節省生活開支。

3.1. 假期

部門主管有責任安排其屬下員工編訂假期，人力資源部確保在計算、放取及記錄方面都能符合規定。

假期申請必須在放假前經部門主管批准。未經部門主管批准而放假者作曠工論，有關員工會被紀律處分。經批准的假期申請表必須交人力資源部存檔。

如員工因病或其他原因不能返工，他/她們必須按下列規定致電部門主管請假：

・輪班員工：值班前 1 小時，或

・非輪班員工：辦公時間開始後半小時內。

在以上情況，員工須於 5 個工作天內補辦休假申請及向人力資源部提交有關證明。未能照辦者作曠工論。

3.1.1 年假

員工按連續性合約受聘為公司服務不少於12個月，可享有有薪年假。 員工應享有年假之日數已在員工的聘書內列明。共同假期年由每年一月一日開始。新聘員工於一月一日時年資不足一年者，按比例計算年假，不足一天當一天計。所賺年假須於工作滿十二個月後同一曆年尾終前放取。

年假須在該假期共同年內放取，除在公司要求或特殊情況下得到部門主管批准方可將年假轉存。在任何情況下，超逾一曆年的剩餘年假會被視為員工自願下取消，不會獲任何形式補償。

交通部前線員工之年假通常會因應營運需要，由交通部，在人力資員部見證下，以電腦抽籤決定。前線員工如欲互調年假，必須填寫「假期申請表」，闡述理由，於放假前不少於一個月遞交編更組。互調年假只限同一休假組別及更份之員工申請，每位員工每年只可互調年假一次。

公司會支付未放取的有效年假給離職員工。同樣地，員工須補回工資以代替超額放取的年假。年假薪酬計算方法如下：

每日薪金計算率＊ x 未曾享用年假 或 超額放取的年假日數

註： ＊每日薪金計算率＝每月平均收入 x 12/365

3.1.2 病假

員工按連續性合約受聘，最初受僱的12個月每服務滿1整月，便可累積2天有薪病假；之後每服務滿1整月可累積4天。最多可累積至120日。累積足夠有薪病假的員工，其疾病津貼會按僱傭合約訂定的條款支付。超額病假作無薪病假論。試用期的員工放取非連續病假作無薪病假處理。員工在法定假日、休息日、年假或其他休假期間患病不會轉作病假。

3.1.3 工傷假

因工受傷的員工必須向其直屬主管或部門主管報告。為方便索償，部門主管須於 24 小時內向保險部呈交意外報告。

有關員工於驗傷後，必須盡快親自將病假證明書交予保險部，以便完成有關手續。

員工經醫生證明不能如常工作，可獲相等於每月平均收入的 4/5 薪酬。

員工在復工後須按勞工處通知往僱員補償組判傷。

3.1.4 產假

女性僱員在產假開始前按連續性合約為公司服務不少於40星期，並給予公司懷孕通知，可享有連續10星期的產假。產假薪酬相等於員工每月平均薪金的 4/5 。

產假申請表必須連同由香港政府註冊醫生簽發的懷孕及預產期證明書一併遞交。

員工須於產後 1 個月內通知人力資源部分娩日期及預計之復工日期。

3.1.5 婚假

按長約或期約受僱的員工通過試用期後，可申請 3 天的有薪婚假。

員工須於結婚前一個月連同有關證明文件（如排期信，結婚證明書等）向公司申請。追溯性的婚假一概不會受理。婚假必須在註冊當日〔註冊日必須於試用期滿後〕或其後之 6 個月內放取。

員工須填寫「更改個人資料表格」，交予人力資源部，以便更新個人資料。

3.1.6 恩恤假

按長約或期約受僱的員工如不幸有直系親屬(父母、配偶或子女)身故，可申請 2 天有薪恩恤假。

員工必須盡早連同有關證明文件（如親屬之死亡證）向公司申請。恩恤假須於直系親屬身故後一個月內放取。員工如因其他家庭成員身故而申請恩恤假，假期應作年假或事假處理。去世親屬之家屬乘車證必須交回人力資源部註銷。

1.7 無薪事假

公司不鼓勵放取事假，員工應盡量考慮其他安排，如申請例假或年假代替事假。公司只在非常特殊的恩恤或有充分理由情況下始給予事假。未經批准而曠工會被紀律處分。

若在公司同意下放取無薪事假的整段時間，包括期間內的休息日、公眾或法定假期，不會享有薪金及津貼。每天無薪事假的扣減薪金計算方法是該月的底薪加定額津貼或獎金（如適用）除以該月的總日數。

1.8 陪審員假

作為一個良好企業公民，公司必定對社會公益有所承擔。員工接法院通知需履行陪審員義務可享全薪。員工於接到法院通知後必須連同有關通知向其直屬主管申請。

1.9 考試假

公司可酌情給予員工有薪假期以應付在其工作時間內經部門主管核准與工作有關課程的考試。員工應提交有關證明文件向部門主管申請。

3.2. 其他福利

3.2.1 醫療福利

通過試用期之長約或期約受聘的員工，可享有公司提供的基本醫療福利。

3.2.1.1 普通科門診服務

合資格員工於診症時須出示醫療咭及身份証 / 員工証。醫療咭不可轉讓他人，員工於離職前必須交還醫療咭。離職後仍然使用醫療咭乃屬違法。

3.2.1.2 X光及化驗服務

往指定化驗所進行化驗項目，員工可享有優惠及須繳付現金。

3.2.1.3 住院福利

合資格員工在有限情況、並非全包及依據受惠範圍下，申請發還住院醫療費用。

詳情請參閱有關的福利單張。公司有權按需要更改醫療福利計劃。

3.2.2 公積金計劃

公司透過「新世界發展公積金計劃」或強積金計劃為所有員工提供退休福利。

員工可選擇參與公積金或強積金計劃。

3.2.3 僱員賠償保險

公司已為所有員工購買保險。條款亦包括保障員工於8號颱風信號或暴雨警告下，往返其居所和工作地點途中遭遇意外引致受傷或死亡的賠償。公司保險部備有全套賠償條款及法例。員工可向保險部查詢有關的詳情。

3.2.4 乘車証

3.2.4.1 家屬乘車証

按長約或期約受聘的員工可為其合資格之家屬申請家屬乘車証。合資格之家屬乃直系家屬，包括員工的父母、配偶及16歲以下的子女（或25歲以下未婚及在香港就讀全日制學校的子女）。傷健者則無年齡限制。

3.2.4.2 退休員工乘車証

在公司工作滿二十年後榮休，包括前中華汽車有限公司工作之年期，可申請退休員工乘車証。

註：服務年資包括前中巴年資，但有關員工須直接於1998年由中巴轉職新巴而其間工作並無間斷。

乘車証屬公司財物，不可複製，損毀或轉讓他人；於更換、補領、持証人身故及離職時必須交回人力資源部。 若非法使用假証或偽造証件，公司會按個案之嚴重性或會交由警方處理。

遺失乘車証，必須先到警署報失，報失紙在補領時交人力資源部。行政費需在補領或未能交回舊証時繳付。

3.2.5 子女教育津貼

於該學年度8月31日或之前通過試用期之長約員工〔期約，臨時及兼職受僱的員工除外〕，其在該日不超過25歲的子女在本港就讀之全職學生，均可申請子女教育津貼。人力資源部會於每年九月初發出通告接受申請。

3.2.6 恩恤津貼

如員工在執行職務期間，因意外或任何原因，不幸去世，公司會因應個別情況，發放恩恤津貼予員工家屬，以協助辦理有關事宜。

3.2.7 車長週年體格檢驗

按公司規章，凡入職滿一年後及年齡50歲或以上之車長均須每年接受體格檢驗，以確保身體狀況良好，適合駕駛巴士。人力資源部會於每年八月以專函通知個別的車長接受週年體格檢驗。

3.2.8 自願牙齒護理計劃

牙齒護理服務由指定的牙醫網絡提供。按長約或期約受僱的員工及其家屬（包括配偶及年齡18歲以下子女或年齡介乎19至21歲但為全職學生的子女）可選擇參加與否。若員工不參加此計劃，其家屬之申請亦不會被接納。此計劃之年費由員工自已支付。無論何時加入，其保障期將按計劃的指定的有效年度計算。在有效保障期內，就算員工中途離職，仍然可繼續享用有關服務。計劃及收費詳情可向人力資源部查詢。

3.2.9 購物優惠

公司積極與其他大機構如銀行、電器行、旅行社等合作，提供特別優惠予本公司員工，詳情請留意佈告版的通告。

4. 員工關係

任何員工在個人或工作上遇有問題，可循適當渠道尋求解決辦法。人力資源部隨時樂意提供意見和給予協助。

4.1. 員工溝通

公司鼓勵員工公開表達意見，員工可直接向其部門主管、專責經理、或透過員工熱線、站頭及廠房探訪、員工座談會、員工意見箱提出意見，作出申訴或投訴。公司將盡力協助解決及跟進及將結果向有關的員工回覆。

4.1.1 員工熱線

公司特設立一條員工熱線，電話：2136 2138，讓員工查詢及提出意見。員工可透過員工熱線向公司查詢如薪酬計算、請假手續、申請薪金/在職証明書、報失証件等事宜，表達建議或提出任何投訴。

4.1.2 探訪

4.1.2.1 站頭及廠房探訪

管理層代表會定期每週到各站頭及廠房探訪，歡迎員工提出任何意見。

4.1.2.2 探病及家訪

員工因健康問題或因工作受傷入院留醫，公司代表會探望有關員工，作出慰問及有需要時提供適當協助。

4.1.3 座談會

座談會每兩個月舉行一次，由營運處高層管理人員主持。員工代表須於座談會前收集同事就工作環境安全及改善服務等意見，以便在座談會提出討論。

4.1.4 提交意見

員工如有任何意見或提議，可利用設於各廠房內的意見箱提交意見。意見表可於站頭，廠房及人力資源部索取。提交意見須具姓名及提供聯絡資料以便跟進。

4.1.5 員工康體活動

公司定期安排康樂活動，例如百萬行、腳踏車慈善拉力賽、旅行、日營、足球及聚餐等。歡迎員工參加。

4.1.6 員工通告

公司會在報告板或利用電子郵件張貼員工通告通知員工有關公司政策、措施、巴士服務運作修改、員工活動，優惠等最新動態，員工有責任經常留意和仔細閱讀。

4.1.7 公司刊物《新一篇》

公司定期每兩個月出版一份員工刊物，名為《新一篇》，載述公司的各項活動、業務的發展動向，開闢園地讓員工投稿及發表意見，使大家暢所欲言，令公司更瞭解員工的需要。

4.2. 紀律

為了維持紀律，公司已訂立一套公平合理的規例及程序。 所有員工需遵守公司守則及服從上司指派與同事合作，確保服務運作正常。 若員工未能履行公司的基本要求，公司會根據事件之實際情況而作出不同的紀律行動。

4.2.1 辦事能力及紀律程序

管理層及主管級員工有責任維持屬下員工的表現水平，在有需要時發出正式辦事能力及紀律處分的警告。

公司認同絕大部份員工的工作表現都令人滿意，但為了促進及維持良好勞資關係，必須制訂清晰程序，應付有關員工不時發生的辦事能力、品行及違規情況。

公司制訂辦事能力及紀律程序的目的是確保營運安全及效率及公平對待每一位員工。此程序適用於本公司所有僱員。有關可引致正式紀律程序的行為請參閱最新的員工通告。

4.2.1.1 一般程序

公司如對員工的工作、疏忽、行為、遲到或出勤記錄不滿而認為有必要採取正式辦事能力或紀律處分時，部門經理或其授權的管理級人員會召見有關員工告訴他們不滿的原因及記錄。若辦事能力及紀律聆訊牽涉嚴重的不當行為，會交由高級部門經理負責面見。面見時會給予員工適當機會解釋及辯護。

聆訊或面見前，有關員工會接到書面通知須答辯的事項。調查及一般投訴性質的面見除外。若涉及交通意外，有關員工會以電話通知。

公司會知會員工有關紀律處分的程度。所有警告都會以書面確認及存檔。

員工有權於本程序的任何階段傳召證人協助答辯。證人可包括非本公司僱員。但員工必須留意，證人出席與否，責任全在員工。如果證人是本公司僱員，公司會盡量容許他/她們於不影響收入的情況下於辦公時間出席聆訊。公餘時間出席不會獲得補償。

4.2.1.2 紀律處分形式

本程序循序漸進，令員工知到進展及予員工機會改善行為及表現。

在一般情況下，程序依下述步驟進行。視乎個別事件的嚴重性，在某種情況下，部份程序會被省去。（例如：辦事不力或紀律面見可導致書面警告、最後書面警告、甚至解僱。口頭警告後亦可直接予以最後書面警告或解僱）。未經警告而採取革職程序只會於非常嚴重的情況下才會進行。警告書必須在紀律會面時即時簽署確認。

i) 勸喻及訓示

輕微違規者會予以勸喻及訓示。該等勸喻及訓示會記錄於員工的個人檔案中。

ii) 口頭警告

除非問題嚴重，初次警告通常會是口頭警告，並會以書面確認並記錄在其個人檔案。

iii) 書面警告

再犯同樣過錯或口頭警告後觸犯其他過錯或未能改善出勤率或辦事能力者會被書面警告，並記錄在其個人檔案。

iv) 最後書面警告

書面警告後仍然犯錯或未能改善者會按事件情況，受到再次書面警告或最後書面警告的處分。有關面見通常由員工的部門經理主持及所作的決定將記錄在其個人檔案。

v) 停止支付按工作表現酌情支付的獎金 / 津貼

酌情決定停止支付勤工獎金、安全獎金、服務獎金、額外服務津貼及輪班津貼等是紀律處分形式的一種，並適用於程序中與警告相連的任何階段。有關的決定將記錄在其個人檔案。

vi) 停職停薪

如涉及嚴重行為不當或需時調查的交通意外，調查期間，有關員工可被停職。停職期盡可能短暫。涉及交通意外的

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調查，有關前線員工如需在派更組報到候查足一更份，將獲該日底薪。有時須按部門經理指示回家待查。

vii) 解僱

此程序之最高懲罰是解僱。所以只在其他懲罰未能奏效時或有員工嚴重行為不當時才會施行。

(a) 有通知解僱

基於紀律或辦事能力，而之前警告無效而要解僱有關員工時，有關員工會被部門經理或其授權的管理級人員召見及告知不滿其服務之原因，並給予適當的機會解釋及辯護。如決定解僱員工，公司通常都會給予最低限度的通知期。

(b) 即時解僱

員工如犯嚴重行為不當，而公司需時調查時，有關員工可被停職停薪不超過 14 天。有關員工會被高級部門經理面見。如調查完畢後，高級部門經理認為所犯嚴重行為不當屬實，結果會是即時解僱。

公司將根據僱傭條例，毋須對即時解僱員工給予通知期通知或任何補償包括通知金及部份雙糧等；及將根據有關公積金計劃的信託條文，毋須支付在強制性公積金生效前公司累積之供款及與該供款有關之回報。

4.2.1.3 **免除警告期限**

每一階段的正式警告有效期如下：

(a) 初次干犯任何性質的違規都可以發出勸喻或訓示。
(b) 口頭警告於接獲書面通知日期起 3 個月內有效。
(c) 書面警告於接獲書面通知日期起 9 個月內有效。
(d) 最後書面警告於接獲書面通知日期起 12 個月內有效。

4.2.2 **申訴及上訴程序**

各級員工如遇到不公平待遇或其他不滿事宜，包括個人投訴、主管不合理對待等，可向公司提出申訴。如果員工認為他/她的直屬上司或部門主管向其施以的書面或以上的警告紀律處分不合理或太苛刻，他 / 她可提出上訴。

4.2.2.1 **申訴程序**

除可以透過員工熱線與公司溝通外，員工可填寫申訴表格，列明申訴性質，簡述問題所在。申訴表格可向各廠派更部，工程部或人力資源部索取。

將申訴表格送交人力資源部，轉交部門主管。 除有特殊情況外，部門主管必須盡快於 7 天內安排面見有關員工。

面見後，部門主管須在 7 天內通知有關員工申訴結果。如果員工對結果不滿，可依 4.2.2.2 段上訴程序提出上訴。

如被投訴人為部門主管，員工可向其上司投訴，即處別主管或總經理。

4.2.2.2 **上訴程序**

員工可對部門經理於執行辦事能力及紀律程序時所作的書面或以上的警告提出上訴。但必須列明上訴理由，例如與事實不符、錯誤懲罰或要求減輕懲罰。上訴表格可於人力資源部索取。

註：上訴結果可能加重或減輕懲罰

上訴表格必須於收到紀律處分通知書後 7 日內提交人力資源經理。除有特殊理由，超過時限才提交的上訴申請將不獲受理。

人力資源經理會收集有關資料，整理後，轉交上訴委員會。上訴委員會成員包括營運處、企業傳訊處及行政處高層管理人員。

上訴委員會會於收到有關資料後 14 天內召見當事人及有關人仕。上訴人可由同事或工會代表陪同出席上訴委員會聆訊。但陪同出席的代表或同事不會有薪。

上訴委員會會進行調查，並會於7至14天內書面通知上訴人有關其上訴結果。

如上訴人不同意上訴委員會的裁決（只限解僱個案），員工需親自以書面詳述理據向董事總經理及 / 或營運總監提出最後上訴。由其他人士（包括工會）代為提交的申請一概不予受理。

最後上訴必須於收到上訴委員會的裁決後14天內提出。除非在特殊情況下或有合理解釋，超出限期才提交的上訴將不被受理。

註：雖然被解僱的員工有權提出上訴，他們只可於出席上訴聆訊時踏足公司範圍。而解僱及上訴期間不會獲得薪酬。

5. 操作守則

公司相信正直、誠信及公平對待是業務上重要的公司資產。 故此所有員工切戒不誠實、不正直或貪污行徑，令公司名譽玷污。 下列指引列舉行為準則，並請員工因應不同環境處理公務。

5.1. 防止賄賂條例

新巴屬於香港法例201章防止賄賂條例下的「公共機構」。 所有公司僱員，不論全職或兼職、臨時或永久均屬於「公共機構人員」要遵守防止賄賂條例有關規定。

所有員工須留意法例中以下條文：

(a) 第2條(1)："利益"定義是指包括任何饋贈、貸款、佣金、受僱工作、合約、其他服務等。

(b) 第4條：禁止 "公職人員"在未有合法批准的情況下，因職務關係索取或收受任何利益。

(c) 第5, 6及7條：禁止 "公職人員" 與 "公共機構"在特別事務包括為合約事務上，投標及與拍賣有關而作的賄賂。

(d) 第8條：禁止與 "公共機構"有事務往來的人仕提供利益。

5.1.1 索取利益

公司政策禁止員工向與公司有業務關係的供應商或承判公司要求索取利益。

5.1.2 接受利益

如接受利益會影響員工客觀意向或誘發他/她違反公司利益，他/她應當拒絕接受。 同樣，此等接受利益將會導致有關員工被查問或投訴偏私或不適當行為應當被拒絕。

倘利益屬自願性提供，員工在以下情況才可考慮接受：

(a) 接受後不會影響他/她的工作表現；

(b) 他/她不會覺得需為提供者做事作為回報；

(c) 他/她可以公開討論接受與否，而不需有所保留；及

(d) 如拒絕接受利益會被視為不禮貌或不合社會禮儀。

有鑑於此，我們訂定禮物價值的上限(如下列表)。 當員工收到禮物，價值超越上限或對方重覆主動送禮與同一員工，該員工應即時向部門主管申報。如有關員工為部門主管或董事總經理助理，則需向董事總經理申報。

	禮物總值	
	督導級或以下	經理級或以上
(i) 現金或利是	$50	$50
(ii) 禮券/贈券/紀念品/其他物品	$200	$500

5.1.3 提供利益

在任何情況下員工不能賄賂任何人或公司以求得到業務利益。 任何提供公職人員在職關係上利益之人士，均屬違法。

5.1.4 公司紀錄及賬戶

造假賬或提供假會計文件，均屬違反防止賄賂條例的罪行，為本公司所嚴禁。

5.1.5 利益衝突

當員工的個人利益與公司的利益有競爭或衝突時，便會出現利益衝突情況。所有員工應當避免上述情況(包括實際或可能性)，以免他們的誠信及公司的利益和聲譽受損。 所有員工必須向公司申報個人或家庭成員任何直接或間接財務利益，將會在業務上或其他機構與公司有競爭或與公司有業務往來。

所有員工應盡量不以私人名義向與公司有業務關係的機構要求提供貨品或服務，作私人用途。 如上述情況不可避免，有關員工必須支付該機構收取其他顧客的相同價錢。

5.1.6 兼職/投資

所有員工不應在外兼職，參與和公司利益有所衝突的私人業務、投資或活動。 所有員工未經部門經理批准，不可在外從事生意業務或受僱工作。

5.1.7 款待/貸款/賭博

雖然款待是一般事務及社交活動的接受形式，員工應當婉拒過份的晚宴或頻密提供的款待，避免尷尬或處理公司事務時失卻客觀性，如拒絕邀請屬不禮貌，員工應在對方承諾接受禮尚往來的款待下始可接受。

員工或其直屬家庭成員不應提供或擔保貸款，透過個別人士或與公司有事務往來的機構協助下接受貸款。 不過，正常銀行借貸則沒有限制。

員工不應與公司有業務往來的人士作經常性及過份的賭博(包括麻雀耍樂)。 在社交活動中，與客戶，承判公司或供應商往來時，員工必須判斷及避免高風險的活動。

5.1.8 處理公司財物 / 機密資料

公司嚴禁員工私下盜用或轉售公司財物，包括原料及製成品，如有觸犯者，將被即時解僱。

在任何情況下員工不能向外界人士洩露機密資料或引用該等資料作私人利益，例如內幕交易。

5.1.9 遵守員工操守法則

員工須熟識操守法則內容及予以遵守。 如有疑問，員工應即時向直屬部門主管或人力資源部主管查詢。

5.1.10 紀律處分 / 投訴

違反上述規定之員工，將被紀律處分，包括被解僱。 嚴重者將交由廉政公署依法處理。

任何有關違反上述規定之投訴可向董事總經理舉報(電話：2147 3622)。所有舉報將會盡速及公正處理。

如對員工操守法則有疑問，員工應即時向直屬部門主管或人力資源部主管查詢。

5.2. 利益申報

我們是一家看重商譽的公司。 站在僱主的立場，公司為要保障自己的利益，需要提供清晰的指引給予各員工； 使他們擁有的私人投資或打算參與私人投資時，避免與公司利益發生衝突。

5.2.1 政策

5.2.1.1 投資及利益衝突的定義

(a) "投資"是指一名員工持有任何公司或企業之投資、股權、直接或間接之利益，而該公司或企業是在香港(中華人民共和國或海外國家)註冊或進行商業活動，包括投資在香港(中華人民共和國或海外國家)之任何土地或物業之利益。投資亦包括員工以其丈夫 / 妻子或任何人士名義持有之利益。

(b) " 投資 " 不包括員工作為信託人，或因慈善目的，或在其他情況下員工都並無得益之任何股權。

(c) " 利益衝突 " 是指當員工的投資或員工與其他有投資人士之關係，影響員工執行其職務，該類衝突包括員工利用其職權所獲得資料後，導致他 / 她可以獲得財務利益。

(d) " 直系親屬 " 包括員工的配偶，父母及其子女。

5.2.1.2 指引

(a) 員工申報利益衝突

員工如在執行職務時，會影響他/她的任何投資，應即時向其部門主管報告。 部門主管將安排其他員工執行該項工作。 如該員工為部門主管，則應向處別主管報告，處別主管或董事總經理私人助理則向董事總經理報告。 此等利益申報書必須送交人力資源部存案。

員工如在執行職務時，據其所知，會影響其直系親屬之任何投資，或直系親屬有投資之任何公司或企業，員工應即時向其部門主管申報利益。 假若日後發現員工在執行職務時有上述情況而沒有申報利益者，在進行紀律處理程序時，該員工有舉証責任以表明他/她對該項投資並不知情。

(b) 員工不申報利益衝突

假如員工不遵守上述任何條例，公司將會對他/她採取紀律處分，此外，他 / 她亦可能被要求放棄他 / 她的投資。 如有涉及賄賂情況，公司將保留權利根據防止賄賂條例第九條向廉政公署舉報。

5.2.2 利益申報程序

人力資源部應提供「如何處理利益衝突政策及程序」文件予所有高級行政人員及有關部門員工參閱。 新員工到職時，人力資源部亦須發出「如何處理利益衝突政策及程序」文件給予該員工參閱。

人力資源部必須將已簽署之「員工利益申報書」正本存放於員工之個人檔案。

各員工必須遵守上述政策及程序之指引。 若違反該指引，將被紀律處分。 情況嚴重者，將交由廉政公署依法處理。

5.3. 平等就業機會

本公司是一個平等機會僱主、一直致力於確保在工作環境中，人人機會平等，並不會基於員工的性別、年齡、婚姻狀況、宗教信仰、種族、國籍或殘疾而作出歧視。公司特別致力於消除性別及殘疾歧視。

公司支持平等機會委員會的目標，並依從該會的訓示及頒布的規則。公司會確保其人力資源政策，尤其是在員工招聘、培訓、發展及晉升方面，都合乎平等機會的原則。

招聘，刊登廣告及遴選純粹基於工作上的需求。應徵者不會因其性別、年齡、婚姻狀況、宗教信仰、種族、國籍或殘疾而有別。公司會考慮聘用弱能人士，如其殘障並不影響其執行的職務。

每一職位的薪酬都是取決於該職位持有人的職責及表現。選擇員工晉升、接受培訓及發展時，只會考慮員工是否具備有關職位所需要的技能及潛能。

所有對歧視、懲處或騷擾都會在公司的申訴程序下徹底調查。調查後會採取適當的補救行動。所有投訴的處理都會保密。

5.4. 防止騷擾行爲

5.4.1 騷擾行爲政策

公司有責任提供一個舒適、安全的工作環境。並致力於防止及消除性騷擾及性別歧視。所有員工都要有極高的情操及警覺性，以確保其行為不會侵犯他人。

性騷擾是指工作間所有不受歡迎的性冒犯行為。 此等行為在正常人來說是會令他人覺得被侵犯。當中包括不受歡迎的性親近、不受歡迎的性要求及其他有關性的行為。並包括製造一個令人厭惡的工作環境。

如任何員工受到其他同事/上司/下屬的性騷擾，必須向對方表示不滿，而情況未有改善者，可立刻向所屬部門主管呈報。有關人等，包括證人，的資料都會絕對保密。任何人挺身投訴，都不會因而被針對或懲罰。公司對工作間的性騷擾行為極之重視。證據確鑿的性騷擾行為會導致正式警告以至解僱的紀律處分。

5.4.2 投訴程序

員工若感覺受到性騷擾，可向其所屬部門主管或人力資源經理報告。

為令公司得到所需實情作進一步調查，員工必須以書面設訴，詳列事件發生的日期、時間、地點，性質及證人姓名等。所有投訴必須盡早報告及保密。

公司會對每一宗投訴盡速作徹底調查及採取適當行動。投訴人亦可向平等機會委員會或地方法院作出投訴。

5.5. 個人資料保障

5.5.1 個人資料保障政策

根據《個人資料〔私隱〕條例》的規定，公司搜集到的個人資料只供合法及有關連的用途； 公司並將盡一切可行的方法確保個人資料的正確及保密性，以防止擅自盜用或錯誤取得資料、意外刪除或轉作其他用途的情況發生。

5.5.2 人事紀錄

人力資源部儲存每名員工之個人檔案及/或電子檔案。

在個人資料（私隱）條例下，員工有權要求查閱或修改與他/她僱傭有關之個人資料。如果他/她想行使這些權力，他/她必須填寫私隱專員指定的要求查閱個人資料（私隱）條例表格(OPS003)（查閱資料用）或公司的更改個人資料表格（更改資料用），交人力資源部處理。

5.6. 知識產權保護

本公司一向致力維護香港法治及保障知識產權，因此而制定了《知識產權法例公司政策及守則》，為員工在處理與上述條例有關之事項時，提供適當的指引。

5.6.1 政策及守則

公司只向獲公司管理層認可之電腦軟件供應商購買及採用已經註冊之電腦軟件。除獲有關軟件擁有人授權外，公司不可複製有關電腦軟件或其相關文件。

除獲公司資訊科技部批准外，員工不得

- 在公司電腦內私自安裝任何已經或未經註冊之電腦軟件；
- 在互聯網上下載電腦軟件於公司電腦；
- 在業務上使用本身知道或有理由相信是侵犯版權的貨品或產品，例如盜版電腦軟件、插圖、書籍或雜誌；

除非得到有關版權擁有人或擁有機構之批准，切勿在業務上使用複製的書籍、雜誌、報紙、電腦軟件或其他具版權的產品。

員工如要升級、更改、或刪除裝置於公司電腦內之電腦軟件時，須向資訊科技部申請安排有關事宜；若進行該等升級、更改、或刪除裝置於公司電腦內之電腦軟件時，會導致出現侵犯版權或侵犯其他知識產權時，則該等申請一律不獲批准。嚴禁任何員工在公司電腦安裝有侵犯版權的電腦軟件。

資訊科技部會派員對公司電腦中的軟件資產進行定期或不定期的審查。如發現有違例情況，須即時向公司管理層報告。

5.6.2 罰則

違此例者，一經定罪，最高刑罰在每份侵犯版權的複製品可處罰款伍萬元及監禁四年。

除負上法律責任外，任何員工若把侵犯版權的電腦軟件安裝於公司的電腦內，均須為其個人行為承擔公司因此而向其施行之後果（嚴重者可遭受即時解僱）。

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車長手冊







版本：2016年11月

CITYBUS城巴 新巴 FIRST BUS

Members of Chow Tai Fook Enterprises and NWS Holdings

本車長手冊之使用守則

各營運部前線員工須遵守所有由公司發出之手冊、員工通告及上級之特別指令。

車長手冊(後稱「本手冊」)以儲存於公司內聯網之版本為準。公司會定期更新本手冊，更新版會上載至公司內聯網及存放於各巴士車廠以供員工參閱，更新時公司會發出員工通告通知所有前線員工。

通告或指令會視乎需要而發出。通告於發出後會張貼於營運部寫字樓、內聯網、各車廠及站長亭之報告板上。各員工有責任每天檢視通告，並細心閱讀及遵守。而上級在有需要時可能發出口頭指令，各員工均有責任清楚聆聽及遵守有關指令。

如發現手冊內之條文與員工通告之內容有所差別時，應以發出日期為較近期的版本作準。公司有權對本手冊之內容作適當修正、刪改或增補。各營運部前線員工如對任何守則、指引、通告或口頭指令內容有疑問或不清楚時，應立即向上級尋求解答。如未能與相關站長或督察查問有關指令時，車長可致電控制中心查問。

本手冊所列之守則、指引及程序，除列明適用部門，均適用於所有車長，所有車長必須遵守及有責任瞭解清楚條文之意思及其所規範之責任。在任何情況下，包括員工守則及指令未有申明之事件中，各員工應以一般常識及合理辯解去酌情處事。你須謹記，乘客及公眾之安全乃最為重要。

切記：無知並不會被接納為你不遵守公司所發出之守則、指引、通告、口頭指令等的辯解。員工若故意不服從公司或上級合理合法之命令時將可導致嚴重紀律處分，包括即時解僱。

新巴營運部 及 城巴營運部

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1. 專業守則、駕駛態度及安全

1.1 專業守則

- 作為專業車長，乘客會期望及要求你具備優良的駕駛技術及良好的服務態度；
- 乘客的安全是我們的首要考慮；
- 必須守法，尤其是道路交通法例 (香港法例第 374 章)、公共巴士服務條例及規例(香港法例第 230 章及 230A 章) ；
- 本著友善、樂於助人的態度，令每一位乘客都能感受到親切服務；
- 時刻保持整潔儀容，穿著制服期間，不論當值與否，均須留意言行舉止，避免損害公司形象；
- 盡忠職守，致力保障公司利益，善用資產、妥善使用車輛、儀器及工具等；
- 應愛護公司財物，不可破壞車廂設備，不可塗污任何儀器、設施及通告，公眾地方不可擺放個人物品。

1.2 駕駛態度

專業車長正確駕駛心態:

人、車及道路是構成交通安全的 3 大要素，尤以駕駛者最為重要。根據統計，約 8 成以上的交通事故是由駕駛者的不良駕駛心態所導致，由此可見，駕駛者的駕駛心態與交通安全絕對是息息相關的。作為 1 位專業車長，肩負安全駕駛的責任，應時刻抱持正確的駕駛心態與其他道路使用者有效溝通及和諧共處，確保行車安全。同時在沒有任何人監管的情況下，仍能時刻在行車期間保持自我約束，自律守法地安全駕駛，在任何環境下均能靈巧地化解道路上可能出現的危機。

防衛心態:

- 以保護性的駕駛方式駕駛；
- 保持高度警覺性，充分觀察路面環境及其他道路使用者的動態，預測有可能出現的危機，以合適車速及位置來配合其他道路使用者，把已預知的危機風險降低及解除；
- 充分瞭解路面狀況及環境，以相應方法安全駕駛；
- 儘量拓寬駕駛空間，與其他車輛保持足夠的煞車安全距離，有助提供足夠的路面空間及反應時間從容應付突如其來的事故，將危機化險為夷；
- 預早發出訊號，帶動其他道路使用者有更多時間作出協調，配合你下一步的駕駛行動。

自律心態:

- 瞭解自己駕駛的責任，高度表現理性與具責任感的駕駛行為；
- 保持自我約束，克己守法地駕駛車輛；
- 瞭解自己的駕駛技能，切勿以超越自己駕駛技能的行為駕駛。

同理心態:

- 明白任何人均擁有使用道路的相同權利，時刻禮讓行人和其他駕駛者；
- 瞭解其他道路使用者的需要，互相協調；

- 包容及體諒其他道路使用者的不當行為，不存報復之心；
- 忍讓技術生疏的駕駛者；
- 在任何交通環境下駕駛，均保持正面的情緒；
- 關顧環境保護，以環保之方式駕駛，減低污染及節約能源。

1.3 路面危機處理

路面危機可分為真正危機和潛在危機兩類：

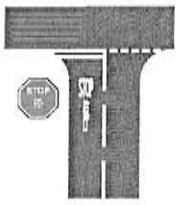
- 真正危機：
  任何會迫使駕駛者作出改變去配合的路面危機；例如：交通燈、路口、迴旋處、快速公路等等，此類危機通常能給予駕駛者有時間作出相對應變去配合；
- 潛在危機：
  如果停留不動便不會產生問題的事物，但卻可能干擾你的動向，不一定是緊急的事故，但有很大機會變成突發性事故；例如：從路旁開出的車輛、要過馬路的行人、在巴士站候車和在車廂內走動的乘客等。

故此，作為一位專業車長，必須保持正確的駕駛心態及時刻保持警覺，以應付路面突如其來的危機。防患於未然，當大家遇到各種路面危機時，可參考以下的處理方法，做個醒目車長。

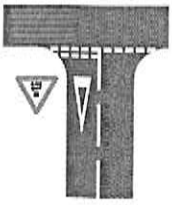
1. 下斜坡:
   行車時嚴禁使用空波行車。為確保安全及防止制動系統受損，應適當使用油壓減速器「吹疏」減速，如車輛裝有「限波」掣，則應按下「限波」掣以使用較低波檔行車。

2. 交通燈:
   作為專業駕駛者，大家除嚴格遵守交通燈號外，當駛近交通燈位前，必須預早適當調整車速及作出最壞打算之心理準備，以防其他道路使用者不依交通燈號，造成危險。
   如果交通燈失靈，應該減低車速，視作為一個非交通燈控制路口處理，格外小心，緩緩駛過路口。

3. 路口:
   路口往往是與其他道路使用者交匯之地方，較容易發生意外。作為專業駕駛者，當駛近路口時，除了提高警覺，更須配合路面情況預早調整車速，嚴格遵守交通標誌，並採取下列步驟駛過路口：
   1. 後鏡 - 瞭解後方交通情況
   2. 訊號 - 預早加強與其他道路使用者的溝通
   3. 操作 - 配合當時交通環境預早調整適當車速及位置
   4. 觀望 - 對前後及路口交通情況作全面觀察
   5. 評估 - 綜合上述資料而作出精確判斷
   6. 決定 - 將評估付諸行動，安全駛出路口



必須在“停”字標誌的橫線前停車，在駛出路口時，不可對在大路上行駛的車輛造成危險，或不可令大路上行駛車輛需要改變車速或行駛路線。



在駛出“讓”字路口時，不可對在大路上行駛的車輛造成危險，或不可令大路上行駛車輛需要改變車速或行駛路線。

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4. 快速公路:

快速公路的行車速度通常都較高，因此，幾乎所有駕駛動作都需要較長的時間完成，例如：慢駛或停車需要較長時間，改變行車線道或方向也需要較長時間完成。駕駛者必須集中精神，提高警覺，比較於在普通路面行車，需要預留更多空間作突發事故之準備，與前車保持較遠的安全距離 (時速 70 公里之 2 秒安全距離約為 40 米 - 即超過 3 輛巴士之長度)。

在快速公路上駕駛，可能車速高而不自覺。駕駛者不但可能對實際車速所需的停車距離估計過低，更會很容易超出車速限制。駕駛者除須不時檢視車速，並須按照路面情況適當調整車速。

儘量保持在左邊行車線行駛，預早選擇適當行車線，在有確實需要時才切線，切勿忽左忽右，或左穿右插。

5. 巴士總站:

危機特色:

- 巴士總站內行人過路設施有限及行人路較狹窄，行人需要走到行車道上及從四方八面橫越巴士總站的車道；
- 部份總站較為昏暗；
- 總站內車道一般較為狹窄；
- 乘客因心急追趕巴士，疏忽或妄顧安全橫越車道；
- 行人視線會被停泊在總站內的車輛阻擋，在未能充分瞭解交通情況下，便橫越車道。

駕駛貼士:

- 駛入總站前，應預先調整車速，留意行人及乘客的動態，緩緩駛入總站；
- 駛入昏暗的總站前，脫下太陽眼鏡，開啟車頭大燈及車廂照明，直至所有乘客離開車廂；
- 遠離兩旁停泊的車輛行駛，提高警覺，提防行人突然從車罅中走出；
- 駛近有石壆的車站月台讓乘客離開車廂，避免在車道上落客；
- 觀察兩側倒後鏡，避免碰及車站月台、欄杆及上蓋物等；
- 在昏暗總站上客前，亮起車廂照明；
- 駛離總站前，必須察看四周環境，尤其是從巴士後方追趕巴士的乘客。

6. 迴旋處:

危機特色:

- 駕駛者與四方八面車輛之匯合點較多；
- 迴旋處出口近以致視距較短；
- 駕駛者較難正確判斷使用迴旋處之優先權；
- 駛出與通過迴旋處之車輛互相切線；
- 迴旋處彎道較急，駛過迴旋處時所產生之離心力較大，容易造成翻車及令車廂內乘客失平衡跌傷。

駕駛貼士:

- 駛入迴旋處前利用倒後鏡，瞭解後方交通情況，預早減速及發出燈號；
- 預備前面車輛未能駛入迴旋處而急速停車；

- 評估迴旋處內駛來方向車輛的動態，亦要注意駛離方向的交通情況，安全駛出路口進入迴旋處，以免車輛起步後需要急停；
- 在迴旋處內適當調整車速、行車位置及留意其他車輛之動態；
- 離開迴旋處前發出正確訊號；
- 如錯過出口，切勿強行駛離迴旋處而導致危險。

7. 電車站:

危機特色:

- 大部份電車站都設置在道路中央，電車乘客必須橫越車道，才能到達電車站月台；
- 部份電車站受環境所限，未能提供有交通管制之過路設施，供電車乘客往返電車站；
- 電車乘客因心急追趕電車，疏忽或妄顧安全橫越車道；
- 路人貪圖方便，不使用合適過路設施橫過車路或在電車前後過路；
- 電車乘客及路人的視線受電車站設施 (如廣告牌) 阻擋，在未有清楚察看交通情況下，從電車月台之盲點位置走出馬路；
- 電車轉彎時車尾擺幅較大，容易發生碰撞意外。

駕駛貼士:

- 駛過電車月台前預先適當調整車速；
- 在可行之情況下，儘量在離開電車站台之車道上行駛；
- 留意電車站台上行人之動態，提防行人突然從電車站台及電車前後走出；
- 在沒有設置站台之電車站路段行駛時，留意電車行駛動態，適當調整車速，先讓電車停車上落乘客，必須按照道路標記及標誌，停在適當位置，以便電車乘客安全離開電車站。

8. 繁忙路段:

危機特色:

- 行車線較為狹窄；
- 車輛及行人流量高，容易造成人車爭路；
- 多條巴士路線同時共用同一巴士站；
- 較多出現不守交通規則、心急及妄顧安全的道路使用者；
- 交通管制較為複雜，大部份都設有黃格；
- 停泊路旁車輛阻礙過路人及駕駛者視線；
- 其他公共交通工具突然停車上落乘客；
- 較多交通意外發生，區內多處地點都被列為交通黑點。

駕駛貼士:

- 轉線前、埋站及離站時，小心忍讓；
- 在靠近行人路的行車線行駛時，在安全情況下，偏向該行車線的右方行駛，儘量離開行人路；
- 預先收慢及適當控制車速；
- 熟習沿途燈號管制路口之特點及燈號轉換之次序；
- 嚴格遵守交通燈號，切勿衝燈或搶燈；
- 適當評估交通情況，確定前路暢通時才駛過路口，避免橫亙在路口、黃格及行人過路設施上。

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9. 非繁忙/郊區路段:

危機特色:

- 繁忙時段多車，非繁忙時段車速較高；
- 路窄及對頭車；
- 迂迴彎曲之路面縮短視距；
- 長命斜坡落斜潛在危機；
- 長綠燈之燈號突變；
- 天雨路旁樹木下墜；
- 車輛妄顧安全在車路上掉頭；
- 假日在市集裏、旅遊區及泳灘區人車爭路，違例泊車影響行車安全。

駕駛貼士:

- 彎前、落長命斜前和迂迴上落斜山路適當調整車速和波段；
- 在潮濕季節裏提防天雨路滑及路旁樹枝下墜，及適當地增加跟車距離和駕駛空間；
- 長綠燈位前預先調整車速，留意等候橫過馬路行人之動態，提防燈號突然改變；
- 在市集裏、旅遊區及泳灘區留意遊客動態。

10. 行車隧道/收費廣場:

危機特色:

- 繁忙時段多車，非繁忙時段車速較快；
- 管道口由多行車線道減少為 2 至 3 線道；
- 巴士需要從巴士專線巴士站右切與其他車輛匯合；
- 進出管道之光線變化較大；
- 管道內彎道視距較短；
- 收費亭通道較為狹窄；
- 單管道往來行車；
- 警覺性降低，不自覺地跟車太貼。

駕駛貼士:

- 駛入管道前除下太陽眼鏡；
- 駛入管道前亮起車燈；
- 駛進管道前留意隧道區域之訊號，及早選定行車道；
- 如遇上管道改道時，格外留意其他道路使用者之異常動態；
- 管道入口前提防胡亂轉線之車輛；
- 主動增加跟車距離和駕駛空間，特別是當被後方車輛緊貼時或前方視線被妨礙時；
- 到達管道之收費亭前，應適當調整車速，格外留意強行切入之車輛；
- 駛過收費亭時，如遇上自動繳費系統失效，應保持車速繼續行駛；
- 駛入專利巴士站之範圍前留意停站巴士突然開出及追趕登車之乘客；
- 轉線前、埋站、離站需小心忍讓；
- 駛出專利巴士站之範圍匯合主幹道前須加強觀察幹道上之交通情況。

11. 埋站前:
- 留意車內乘客的動態，特別是在車內正在走動及站立的乘客；
- 即使未有客打鐘亦預算隨時有客在最後 1 秒打鐘，預早調整車速，柔順操控油門及腳掣，切勿重腳操控油門及腳掣；
- 預早選定合適行車線，柔順操控軚盤，切勿急速扭軚；
- 預早發出合適訊號，提示其他道路使用者，互相協調；
- 注意簷蓬或路邊其他物件，避免發生碰撞；
- 留意車站候車乘客的動態；
- 注意落客門是否對著障礙物對落車乘客構成不便；
- 注意上客門是否對應乘客排隊位置；
- 接近上客位時，儘量靠近行人路邊停車；
- 確保巴士停在上落客安全的位置；
- 待巴士完全停定後，才拉上手掣。

12. 上落客時:
- 確保道路環境安全，才可開門讓乘客上車及落車；
- 充份使用巴士低地台設備，令乘客上車更為安全、容易及快捷；
- 關顧車廂正在落車乘客之動態，確保所有落車乘客已離開車廂才可關尾門，避免乘客被車門夾傷；
- 協助有需要的乘客上車。有需要時，安排合適位置或座位予有需要的乘客；
- 如巴士客滿，應亮著客滿燈及通知乘客等候下一班車；
- 當部分乘客落車後，禮貌地勸喻車上乘客移入車廂，熄掉客滿燈；
- 確保車門通道暢通才可關頭門。

13. 離站前:
- 確保所有車門已完全關妥；
- 如曾使用巴士低地台設備，確保低地台設備已還原至正常行車狀態；
- 留意車內乘客動態，待乘客扶穩或坐定；
- 預早發出合適訊號，提示其他道路使用者，互相協調；
- 留意追車乘客動態；
- 清楚環顧四周交通情況，在道路環境安全的情況下才可開行；
- 緊記翻看左倒後鏡，確保乘客及其他道路使用者已遠離巴士及沒有任何物品被車門夾著。

14. 離站時:
- 考慮乘客仍在車廂內移動，避免車輛起步後需要急停；
- 柔順操控油門、腳掣及軚盤。

15. 雨天駕駛:
- 在出車前，檢查水撥及啲水器操作；
- 行車時，車長應亮起車頭大燈及車廂燈，令其他道路使用者更容易察覺已方車輛的動態；

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- 在準備改變行車路線前，車長應及早發出轉線訊號，讓其他道路使用者有足夠時間作出協調；
- 在天雨影響下，車長較難從兩側倒後鏡準確評估後方車輛車速及位置，切勿強行切線；
- 由於行人的視線有可能會被雨具遮擋，未能準確察覺周邊車輛動態便從路旁走出。車長應格外留意行人的動態。當車長發現行人有異常行為時，應按情況調整車速及提高危機意識，避免行人疏忽而釀成意外；
- 行人的雨具極可能不自覺地伸出行車線，車長應小心避免碰撞；
- 由於車廂地台會可能被弄濕，令乘客較容易在車廂內滑倒。車長應關顧車上乘客狀況，穩定地操控油門及腳掣；
- 在可預見的情況下，車長應預早及以較柔順平和的方式操控制動系統將巴士減速，儘量避免重力剎車；
- 車長應儘可能使用地勢較高的行車線，避免駛過水浸路段。如無法避免，應儘量減低車速緩緩駛過；
- 由於路面濕滑，輪胎與路面的附著力降低，巴士所需的制動距離相對增加，同時亦會較容易在制動及轉向時發生滑移現象，造成危險。車長必須按照路面情況適當控制車速，同時與前方車輛保持比正常多一倍或更長的安全距離 (即最少 4 秒距離)

16. 颱風/惡劣天氣駕駛:
    - 經常靠左線行車，除遇上障礙物否則切勿爬頭；
    - 按當時交通情況減低車速至安全水平，以避免巴士可能因受風而偏離本身行車線；
    - 提防小型車輛可能被強風吹至搖擺不定；
    - 留意招牌、棚架及路旁樹木，如發現該等物體搖搖欲墜，儘量遠離；
    - 如發現某些路段風勢過大影響行車(如近海路段或高架橋)，在安全情況下儘快通知控制中心。

17. 倒車:
    - 首先駕駛者需判斷倒車的必要性及儘可能避免倒車。確定沒有行人或障礙物在車子的四周，車底或車坑內，才可倒車。如有懷疑，必須下車查察；
    - 假如障礙物是可以移動的，把障礙物移開才倒車；
    - 撻車前必須確保手掣已拉上及在「N」的波段位置；
    - 引擎啟動後， 駕駛者需踏下迫力入波及按下後波保險掣；
    - 入「後波」後，後波響號會自動開啟及發出警告訊號。若發覺後波響號失靈或音量不足，應儘速向工程部報告安排檢修。在緊急情況下，可連續地以間斷形式響號及亮起壞車燈暫時代替失靈的後波響號；
    - 倒車前，必須連續響號 3 次。此舉提醒旁人小心有車輛將會倒後行駛，促請他們遠離此車，以免發生意外；
    - 於光線不足情況下進行倒車，可亮起壞車燈，提示行人和其他道路使用者；
    - 為了避免車輛突然向後衝而造成意外，駕駛者只需輕踏油門，並以低於人行之速度倒車；
    - 倒車時，駕駛者必需留意左右側鏡及倒車監察系統顯示屏幕，觀察兩旁及車尾的情況；

- 在切實可行之情況下找同事從後協助倒車；
- 倒車時，駕駛者若對倒車環境有任何懷疑，必須立刻停止倒車，下車查察，確保環境安全才可繼續倒車；
- 當車輛在斜路倒車時，必須使用「後波」，不得「空波」滑行。假如駕駛者對斜路倒車沒有信心，必須找同事協助或指導才可倒車；
- 完成車輛操作時，必須拉上手掣及入空波。

1.4 安全注意事項

為確保駕駛安全，員工在執行巴士駕駛職務時

- 禁止以任何形式操控個人流動電子裝置(包括流動電話/平板電腦/智能手錶/智能眼鏡/收音機/對講機等)及禁止配戴耳筒/免提裝置；
- 若車長需在行車途中致電控制中心，必須先將巴士停泊在安全位置；
- 禁止閱讀任何刊物；
- 行車時不可與他人談話，對於乘客查詢，應禮貌地簡短回應或示意於停站時再作解釋；
- 駕駛時須配戴安全帶。在開車前應檢查安全帶是否運作正常，不可干擾安全帶運作；
- 須注意招牌、天橋及大樹之高度；
- 除停車上落客外，車門必須保持關閉。即使在慢駛的情況下，亦須把車門關上；
- 除緊急情況外，行車時須確保太平門關閉；
- 公司將部份巴士站列為必停站，無論有客與否，車長必須停站；
- 切勿將巴士駛上壆；
- 於巴士車廠內駕駛時，須以安全車速行走，遵照廠內限制車速，同時亦必須開著大燈；
- 如因任何理由而需離開巴士，則須將引擎關掉(協助輪椅乘客上落車除外)。

1.5 環保駕駛

- 如非必要，不應啟動引擎；
- 儘量避免踩油叉風；
- 當確定所有乘客離開車廂後，應儘快關掉引擎及電器設備；
- 按照路面交通情況，適當調節車速；
- 嚴格遵守兩秒守則，行車時與前車保持合適的安全距離；
- 柔順地操控油門，決不無故踩油；
- 正常行車時，保持使用「D」波段；
- 經常提高警覺，時刻留意路面情況，預先作出反應，儘力避免不必要之踩油或剎車；
- 若非營運行車，關掉不需用之電力設備 (例如 ： 車廂燈、上層空調系統等)；
- 深夜及清晨時份，在住宅區內或其附近範圍，如非必要不應使用響號及避免進行「叉風」。

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1.6 毒後及藥後駕駛法例

根據毒後及藥後駕駛法例修訂，任何人若涉及下列行為均屬違法：

1. 駕駛時受毒品或藥物影響，其程度達到使他沒有能力妥當地控制汽車；
2. 駕駛時他的血液或尿液含有任何濃度的六種指明毒品(海洛英、可卡因、氯胺酮(「K 仔」)、甲基安非他明(「冰」)、大麻(「草」)及 3,4－亞甲二氧基甲基安非他明(「搖頭丸」)，不論他的駕駛能力有否因而受損；
3. 無合理辯解而拒絕接受初步藥物測試；或
4. 無合理辯解而拒絕提供血液樣本及／或尿液樣本作分析。

另外，如司機涉及以下情況：

- 涉及交通意外；
- 行車時干犯交通罪行；或
- 疑在駕駛時受指明毒品或藥物的影響，或在服用或吸食六種指明毒品後駕駛，

警務人員可要求司機在路旁或警署進行初步藥物測試。

毒後和藥後駕駛一經定罪，可被判處下列一項或多項罰則：

- 最高罰款 25,000 元；
- 最長監禁期 3 年；

如屬首次定罪，至少取消駕駛資格 6 個月至 5 年；再次定罪，則至少取消駕駛資格 2 至 10 年。司機如屬再犯而被定罪，法庭或裁判官在考慮犯罪情節及干犯者的行為後，若認為不宜繼續容許其駕駛汽車，可終生取消該司機的駕駛資格。

1.7 酒後駕駛

因應《道路交通條例》第 39 條酒後駕駛法例，公司會在不同時間及地點為車長進行突擊酒精呼氣測試，以確保車長在駕駛時不受酒精所影響。車長必須依照指示進行酒精呼氣測試，測試之結果會作記錄，車長必須在表格上簽署作實。若車長對測試結果有異議，測試員會即時要求一個在場員工見証車長再進行另一次測試，見証人須於表格上簽署，以確定結果。車長若拒絕接受測試，公司會對車長作出嚴厲之紀律處分。

公司在此再提醒車長，在當值時不能受酒精影響。若測試之讀數超出 5 微克，車長須即時暫停駕駛職務，公司亦會對違規之車長作出以下之處分：

6-10 微克	書面警告及停發$500 之安全獎金
11-22 微克	最後書面警告及停發$1000 之安全獎金
23 微克或以上	即時解僱

1.8 車速偵測路段

車長須時刻以合法車速行駛，並因應路面環境操控車速，亦須緊記重型車輛(包括巴士)之最高時速不可超越每小時 70 公里。

車速偵測路段詳見於**附件一**。若巴士在該路段行駛時超逾限速 5 km/h 及維持超過 10 秒時，系統便會自動記錄為超速報告。在覆核超速報告內之數據後，公司會按既定紀律程序處理。

由於系統是利用八達通收費器的登入紀錄辨別駕駛者，不論載客與否，各車長必須：

- 開車前，使用公司卡登入八達通收費器 (若因任何情況借用其他員工之公司卡，需事先向控制中心匯報)；
- 在駕駛期間，保持八達通收費器處於開機及已登入狀態；
- 駕駛該車完畢後，緊記登出八達通收費器。

倘若車長被發現未有登入八達通收費器行車，公司或會另作紀律處分。

公司會不時檢討偵測車速之高風險路段，如有更改，會於實施前再發出員工通告。除**附件一**內列明之路段會有超速報告外，系統亦會逐秒記錄所有行車狀況，公司會在調查交通意外及投訴時查閱紀錄，故車長於任何路段駕駛時，亦應遵守車速限制及保持良好駕駛態度。

1.9 汽車引擎空轉(定額罰款)條例

《汽車引擎空轉(定額罰款)條例》已經生效，除非獲得豁免，任何司機均不得在車輛停定時讓引擎於任何連續的 60 分鐘時段內合計運作超過 3 分鐘。條例適用於所有道路，包括私家路及停車場。專營巴士車長只容許在下列情況豁免遵守停車熄匙規定：

1. 因交通情況而停定車輛 (例如：交通擠塞，遵守交通燈等)；
2. 因機械故障而無法阻止車輛引擎空轉；
3. 正有任何乘客上車或落車；
4. 當酷熱天氣警告或黃色、紅色或黑色暴雨警告訊號生效時，直至這些警告終止生效當天的午夜期間；
5. 載有乘客。

交通督導員和環境保護督察會向違例司機發出定額罰款通知書。車長除須繳交罰款外，亦須向公司提交報告，以便作出跟進，公司會嚴厲懲處蓄意隱瞞違例被罰者。

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2.更份、出勤及假期

2.1 車長出勤注意事項

車長更份及例假由編更部安排。車長必須依照所編排更份之時間及地點準時簽到，及按「每日工作記錄紙」(後稱「功課紙」)上的安排工作。有關出勤、調更、調假、告假、簽到、遲到/早退、年假、路線更份申請等的注意事項會在以下說明。除非得到上級批准，否則不可擅自離開工作崗位，而車長絕不可棄下巴士不顧。

2.2 「跟線」安排

1. 車長要預先主動理解更份的工作內容，如被編的更份內有不熟識的行車路線及站位時，須儘快通知編更部；
2. 所有車長必須先得到編更部、駐廠督察或控制中心同意，方可在工作時間內自行坐車熟習路線(後稱「跟線」)；
3. 如需要跟聯營路線，應乘搭本公司之巴士；
4. 每程跟線，上車時及下車時須以員工証拍八達通機以茲証明；
5. 上車後，在跟線紙/功課紙內填上跟車路線、車號及開出時間；
6. 乘車跟線時，負責駕駛之車長與跟線之車長不可交談，跟線之車長只可在開車前及到總站後向負責駕駛之車長詢問駕駛該路線需留意之事項。

2.3 車長工作時限及休息時間

1. 嚴禁編排車長工時超過 14 小時。
   - 車長在獲派更份或在原有更份後獲安排加班工作，必須留意該更份之簽收時間及總工作時間不得超過 14 小時；
   - 若駕駛時在途中遇有突發事故，而估計工時將超過 14 小時，需儘快向控制中心尋求指示。若於到達下一個目的地後工時已超過 14 小時，不可繼續載客；
   - 車長若因任何情況超過工作時限，在交功課紙時必須按當時之實際時間簽收，不得向督察/站長要求改簽較早之時間。
2. 更份之間必須有 10 小時或以上之休息時間。
   - 若收工時間延遲而與翌日之簽到時間相隔不足 10 小時，須主動致電控制中心/派更部報告及尋求指示；
   - 車長在原有更份前獲安排加班工作，若發現當日之簽到時間與昨日之簽收時間相隔不足 10 小時，必須主動向控制中心/派更部報告及尋求指引。

2.4 車長例假返工

車長如欲例假返工，請致電編更部登記，但必須確保符合上述休息時間規定及不會因而連續工作超過 14 天。

2.5 申請臨時調更份及假期的指引

各車長若需申請調更或調假時，必須遵守下列守則提出申請，而有關申請將按照營運部需要批核：

基本守則：

1. 嚴禁私自互換更份/假期，違者將會受到紀律處分；
2. 所有調更/調假申請必須雙方自願及同意，當中不可涉及收受利益或威嚇之行為，申請表必須由雙方親自簽名作實。若發現有他人代為簽署之申請表，即使已獲申請人允許代簽，公司亦不會審批申請，並會對有關員工作出紀律處分；
3. 只接受使用指定表格填寫申請，並不接受口頭或電話申請；
4. 申請人要清楚列明原休及調休日期/更份；
5. 所有申請需列明互調原因；
6. 互調更份雙方有責任確保互調後不會出現追更情況(即調更當日之前後必須有不少於 10 小時休息)，否則不接受該申請；
7. 互調假期之車長必須於 14 天內放假 1 天，即是連續工作日不能超過 14 天；
8. 如申請涉及調上調不會被接納；
9. 互調之車長必須熟悉對調路線，否則自行跟線，尤其是字軌車長如調做替更士啤車長工作，必須熟悉所有可能要攝替的路線；
10. 申請必須得編更部批准方可作實，車長有責任致電查詢批核結果；
11. 所有申請須連同有關証明文件(如適用者)親自交到或郵遞至寫字樓，申請人亦可委託他人代交，惟申請人須承擔郵遞延誤或遺失之可能性。

各部門之額外守則：

新巴營運部	城巴營運壹部	城巴營運貳部
申請互調更份 申請互調更份，申請表格在不少於互調生效日期 7 天前交到營運部。 申請互調假期 1. 申請互調假期，申請表格在不少於互調生效日期 10 天前交到營運部； 2. 互調假期必須及在同 1 年度清還；	申請表最少3天前交到編更部。	每逢週一在站頭及內聯網發出下週的更表初稿，因應期內大假、浮假及替更份員工而修改排位表。 車長可以因應初稿內容申請調更份及調假，申請表必須於星期三或之前送抵編更部。 經編更部審批及處理後，所有申請調更事項概由定稿登出，定稿會於週末發出及上載內聯表。 定稿登出後，一般不接受任何調更份及調

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3. 互調假期(例假及補假)，每位車長每月只限 3 次； 4. 申請一經批准，除特殊情況外，不可取消，取消申請必須書面呈交。		假申請，惟有以下情況下可再作更改: 1. 如定稿跟初稿不同，是因編更部的安排，車長可在定稿後再次提交調更申請表予編更部跟另一車長調更。 2. 如車長在初稿時自行申請調更至士啤車長更份，然後在定稿被編定之更份有不熟悉路線，車長可按上述程序再次調更，惟車長須另交員工報告。 3. 如不是上述原因，須交員工報告，由經理給予有合理原因者酌情處理，不接受晚飯飲宴之類理由。

2.6 新巴申請臨時短工時更份

申請臨時短工時更份（即工時 10 小時以下之更份）：

1. 申請臨時執行短工時更份之車長原更份工時必須為 10 小時或以上，否則一律不接受申請；
2. 所有申請必須於 10 天前交回公司；
3. 每位車長每月申請臨時執行短工時更份之天數只限兩天；
4. 車長只限遞交未來 30 天內之申請。如車長於同一月份內欲申請第 2 次短工時，則必須於第 1 次申請後 10 天方可遞交(以收到日期為準)，否則一律作廢；
5. 臨時執行短工時更份的每日名額為早更及夜更各 5 名，先到先得(以公司收到申請表之日期為準)，同時公司亦會視乎有關申請於該月是否屬首次或之前 1 個月內沒有遞交申請者為優先考慮；
6. 所有申請接納與否，需因應公司人手安排決定。

2.7 臨時告假程序

車長如欲臨時告假 (不論病假、事假或因交通天氣情況不能簽到)，必須在正常簽到時間 1 小時前致電以下電話通知公司告假：

新巴營運部	城巴營運壹部	城巴營運貳部
04:30-24:00 致電派更部: 日更 2136 2504, 2136 2502, 2136 2641 夜更 2136 2860, 2136 2649 00:00-04:30 致電控制中心: 2136 2222	控制中心 : 2136 2422	控制中心 : 2136 2432

臨時請假步驟如下：

1. 說明原更份、員工編號及請假日期；
2. 說明請假類別；(如欲請病假，但又未看醫生，只可申請當天病假。看醫生後如獲醫生簽發病假多於 1 天者，應即時如實通知公司病假紙上之病假日期。)
3. 申請病假之員工須在病假康復後首天上班時，呈交註冊醫生發出之病假證明書，列明病假日期及病因。惟因病情嚴重而需放較長病假者(超過 7 天或以上者)則須在醫生簽發病假證明書後 1 星期

期內親身或由他人代交形式遞交該病假證明書。未有在合理時間內遞交有效之病假証明書，可被視作缺勤論；

4. 申請非病假之員工須在復工首天上班時，提交報告/有關證明文件，待公司審批。

2.8 遲到/早退需知

車長如因事(包括交通意外、私人事件等)導致未能準時於正常簽到時間前簽到，需立刻按 2.7 之程序致電派更部/控制中心報告及立刻趕返簽到地點簽到。若遲到因外在突發因素引起，車長須儘快提交報告/有關證明文件，待公司審批。任何遲到之車長，上級有權更改其當天之工作安排。
車長凡因事或病需要早退，需立刻按 2.7 之程序致電派更部/控制中心報告。不論是否工作滿 8 小時，車長須在復工首天上班時，將病假紙/有關證明文件交回公司審批。

2.9 車長報到注意事項安排

1. 穿著整齊制服及佩帶員工証；
2. 確定本身持有有效車輛類別的駕駛執照才可駕駛公司車輛。員工若沒有攜帶有效之駕駛執照上班或已被停牌，應立刻向上級報告；
3. 根據更份，準時到指定或上級所指示之地點簽到取車或接更開工；
4. 如簽到地點設有簽到紙，在簽到紙上簽名；
5. 若簽到站位沒有站長當值，車長在簽到時間前 60 分鐘內，要使用簽到站頭電話(如有)，向指定人員報到；
6. 若被派用膳(後稱「MB」)後開工更份，車長必須於簽到時間前 60 分鐘內，致電指定人員報到，以便他們確定車長會在班次正常開出前，到站簽到。若上述更份的車長沒有依據程序報簽到，會被當作遲到。若車長於 MB 時間後未能按時到達簽到地點，該遲到會以原簽到時間起計算，但公司會另補回 60 分鐘 MB 工時；
7. 領取功課紙後開工，填寫功課紙方法可參閱**附件二**；
8. 車長須清楚了解功課紙上的內容，功課紙上會使用代號，代號之解釋可參閱**附件三**及**附件四**；
9. 每日留意及了解公司新發出有關之通告。

2.10 申請年假

各車長每年申請年假時，須遵守下列守則作出申請，而有關申請將按照下列守則作批核：

基本守則

1. 年假必須於指定日期內作出申請，公司到時會發出通告詳細列明有關安排；
2. 部分節日(如農曆年除夕日、清明節、重陽節、端午節、中秋節等)均不接受申請，若跨越上述節日，一律作廢；
3. 凡僱員若享有年假日數超過 10 天或以上者，其中 1 期必須最少連續放取 7 天年假，若申請人的年假日數少過 10 天，則需按勞工法例規定安排連續放取指定日數；
4. 年假申請分為個人自選及公司編排，若申請自選年假須於截止日期前申請；
5. 個人自選之年假申請是否獲得批准，視乎同期申請人數的多寡而定。若申請年假的人數超出該時

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段的配額，將以電腦程式進行抽籤；未能成功申請或沒有作出申請之員工年假將由公司編排，並與成功獲批的自選年假申請一併公佈結果；(公司會於年假開始最少 14 天前通知員工，公佈結果安排請參考以下之其他守則)

6. 個人自選入紙申請之年假，如獲批准則不能再與同事互調；在沒有合理解釋下，不得更改或取消；
7. 由公司編排之年假，員工如雙方同意及同更份可入紙申請互調；
8. 不接受以調上調的方式申請互調年假；
9. 申請人並須承擔所有郵遞延誤之可能性。

其他守則

1. 新巴營運部
   - 約於每年 7 月份接受車長申請下一年之年假，並約於 10 月份公佈結果；

申請者如欲	填交有關申請表時應注意事項	如未獲批准
自選日期，一次過放年假	需註明開始日期及一次過放年假(若只填寫月份，將不獲處理)	可選擇安排一次過放或分 2 次放年假，日期由公司編排
在任何日期，一次過放年假	只需註明安排一次過放年假，日期由公司編排	
自選日期，分 2 次放(年假 7 天或少於 7 天不適用)	需註明年假開始日期及結束日期(首次放之年假必須不少於 7 天)	會安排其年假分 2 次放，日期由公司編排

   - 不提出申請的員工，公司會安排其年假分兩次放(年假 7 天或少於 7 天不適用)，其中 1 次必須不少於 7 天；
   - 所有互調年假申請須於年假開始(以先放年假之車長為準)之 1 個月前提出，經批准後作實；
   - 如申請年假的時段內其中有與例假重疊，當中的例假則會緊接該年假後放取。
2. 城巴營運部
   - 員工年假分為上下半年兩個週期。

週期	月份	截止申請日期	申請公佈	放假日數
上半年	1 月至 6 月	上一年 9 月	上一年 10 月	去年同期賺取而仍未清放的年假日數
下半年	7 月至 12 月	同年 3 月	同年 4 月	

   - 編更部將視乎各時段可編排員工放假的人數，批准員工的年假申請，程序如下：

第 1 輪分配	按申請人的第 1 選擇處理，以連續年假為優先，單日年假為其次（5 天或以上的連續年假申請，享有同等優先權）。如申請年假的人數超出配額，將公開由 JCC 代表抽籤，決定年假的先後安排。 （若申請人的第 1 選擇獲得批准，其第 2 選擇將會自動取消。）
第 2 輪分配 (只限城巴貳部車長)	若申請人的第 1 選擇落選，編更部將按第 1 輪分配後的年假餘額進行第 2 輪分配。假如在第 2 輪分配中，申請年假的人數超出配額，將公開由 JCC 代表抽籤，決定年假的先後安排。
所有選擇均落選、未有提交或日數少於該期實得年假數目	由編更部按人手情況，自行替員工安排其餘在去年同期賺取而仍未清放的年假日數；若員工人手緊張，編更部將彈性押後清放員工的年假。未有編定之年假，車長可個別作出申請。

   - 公司編排或申請年假日子內如有例假重疊，則該例假可作浮假及必須於年終前放取。

2.11 新巴調離更份制度

新巴車長如被公司紀律處分，公司會於處分之後14日(如車長申請上訴，計分會直至上訴完成才繼續)，以下表之標準為車長計算由是次處分之判決日前過往1年內之分數。若車長超出分數上限，即11分或以上，公司會以書面通知車長需調離更份，並調為士啤車長。(被調離更份之車長仍可按照現有申請更份空缺程序申請其他更份空缺。)

事項	脫離更份分數計算
最後書面警告	加10分
書面警告	加5分
口頭警告	加2分
獲公司獎項	減5分
獲公司讚賞信	減3分 (最多計1封)

2.12 新巴車長申請更份空缺程序及評分標準

新巴車長申請更份空缺之申請守則及須知如下:

1. 申請人必須有1年年資，並熟識其申請之路線及該更份之其他特別安排；
2. 申請更份評分標準如下，如分數低於86分之車長則不作考慮；
   每位車長之基本分數為100分，並會以更份空缺之申請期前1年之服務記錄為評核，標準如下:

事項	加/減分數
獲公司獎項	加5分
獲公司讚賞信	加3分
最後書面警告	減10分
書面警告	減5分
口頭警告	減2分
缺勤(即不告不返)	每缺席1天減1分

有關分數將會因車長之年資而增加，計算方式如下:

年資	增加分數
未有1年年資	不接受申請
1-2年	1分
3年或以上	2分

3. 若空缺更份有多於1位車長申請則評分較高者優先，如遇同分則優先考慮士啤車長，如再遇同分則會以出勤率最高者優先考慮，若有同樣出勤率，由抽籤決定；
4. 公司批核車長申請時會確保早、夜及通宵更車長人數能配合需求，有關申請才會落實，以免出現早、夜或通宵更出現人數不足情況。
5. 申請人必須於每期更份空缺通告上申請程序列出之指定期限內遞交申請書，而每1位申請人祇可遞交1份申請書及指定某一個更份；

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6. 申請人可親自或委託代表在辦公時間內，將申請書交到營運部辦公室簽收作實；
7. 遞交申請書後，必須留意公佈結果，如申請人於該期公佈中未獲批核，該次申請將會自動作廢而不會有其他輪候申請安排；
8. 所有成功獲批之申請人如欲再申請其他更份，必須於新更份之生效日期起計 12 個月後才可遞交第 2 份申請書；
9. 路線 590、590A 需於每月 16 日『輪更份』；
10. 所有成功獲批之車長，其例假組別會因應營運需要或會有所調動；
11. 所有列出申請之空缺更份只作參考用，部份資料會因實際需要或修改行車時間表而有所改變；
12. 倘若車長成功申請更份，公司日後仍會因營運需要而更改更份內容，再按「時間表改動更份人選重編準則」程序分配受影響路線組別之更份；
13. 若車長成功申請更份後表現不佳，公司會按照「新巴調離更份制度」將有關車長調離其更份。

2.13 新巴時間表改動更份人選配對程序

當時間表有改動時，新巴營運部會執行時間表改動更份人選配對程序。修改星期六及假日之時間表或推出特別時間表時，將不會進行有關配對程序。

在早更及夜更分開處理的前提下，將每一個舊更份與所有新更份作對比，計分準則會以下列項目組成，總分最高為 6 分。

1. 比較簽到時間 ： 最高 1.5 分 (相同時間減分為零，時間相距越大，減分越大)
2. 比較簽到地點 ： 最高 1 分 (即更份與更份之簽到地區相同)*
3. 比較簽收時間 ： 最高 1 分 (相同時間減分為零，時間相距越大，減分越大)
4. 比較簽收地點 ： 最高 1 分 (即更份與更份之簽收地區相同)*
5. 比較工時 ： 最高 1.5 分 (相同時間減分為零，時間相距越大，減分越大)

*(簽到/簽收地點會歸納為 5 區：港島東、港島西、港島南、九龍東、九龍西，例如簽到地點 KET 與 BEB 之比較評分為 1，而簽到地點 KET 與 TKD 之比較評分為 0)

獲愈高分者即代表更份愈為近似，公司會因應有關評分編配更份，越高分之組合越先進行配對，由高至低直至完成配對所有更份為止。

此外，為儘量減少對車長之影響，公司亦設有以下程序:

1. 若受影響之車長得到雙方同意，可在新時間表實施起之 14 天內申請互調更份；
2. 下列兩類車長若於時間表生效起之 14 天內申請調離更份，即可有資格參與未來連續 3 次優先更份空缺申請。

A	新舊更份對比之評分低於或等於 5.5 分(即車長之新更份與舊更份評為不相似)。
B	因更份減少而未能配對同線更份之車長

若時間表改動引致某路線縮減更份，而在同一組時間表內另一條路線加更份，因減少更份沒被配對的車長可被配同一組時間表內另一條路線沒能被配對之更份。若有關車長不願接受該更份，可申請為士啤車長及享有上述優先權。

2.14 新巴「優先」申請更份空缺程序

新巴營運部會定期發出通告予受時間表改動而導致調離更份或被編排不相似更份(低於 5.5 分)而已選擇做士啤之車長，列出當時所有更份空缺，讓他們優先申請，於此階段暫不接受其他車長之申請。此優先申請資格只會於有關車長調離更份後即時起計之連續 3 次優先申請通告中生效，成功申請新更份後優先權自動取消。若有多名有優先權之車長申請同一更份，則以下列次序批核:

次序 1	早更車長先取早更更份，夜更車長先取夜更更份
次序 2	若車長同屬早更/夜更，其申請的更份與該車長在未成為士啤前之更份屬同一時間表組別者有優先
次序 3	若車長原屬同一時間表組別，其申請的更份與該車長在未成為士啤前之更份屬同一路線者有優先
次序 4	若仍未能分出先後，即根據 2.12 節「申請更份空缺程序及評分標準」為有關車長計分。

公司會於完成上述優先申請程序後之 1 個月內啟動「正常」之申請更份空缺程序，將剩下之更份空缺讓所有合資格車長申請(包括上述有優先權之車長)，但此正常之申請程序將不會考慮上述之優先權。

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2.15 城巴調線/調職申請甄選程序及計分制度

路線空缺之通告會約每兩個月發出 1 次。城巴營運部會按下列車長類別之先後次序審批入線申請：

1. 因路線/班次刪減而被調離路線之車長(被調離路線 6 個月內有兩次優先審批之機會)；
2. 士啤車長 (祇適用於營運壹部) ；
3. 已入路線之車長。

若同一類別之申請人數比所申請路線空缺為多，則按申請入線之計分制度甄選如下：

第 1 部分 年資	全職車長入職日至公司發出路線空缺通告日： 每 1 個月得 5 分（不足 1 個月之餘下日數不予計分） 此部份最高得分為 240 分 成為全職車長服務年資不足 6 個月者申請不獲考慮 新車長年資滿 6 個月但不足 1 年而工作日不少於 140 日 或年資超過 1 年而工作日不少於 280 日，才有資格申請
第 2 部分 個人紀錄	公司發出路線空缺通告日前 280 個工作天內： 每 1 個口頭警告：扣 100 分 每 1 個書面警告：扣 200 分 每 1 個最後警告：扣 400 分 每 1 封讚賞信：加 50 分，最高得分為 100 分 ※凡於此部份被扣滿 900 分者，申請不會被考慮
第 3 部分 過去調線或 調職紀錄	由公司發出路線空缺通告日起計算，若申請人最近 1 次成功申請入線於： 過去 6 至 12 個月內：扣 400 分 過去 12 至 24 個月內：扣 200 分 過去 24 個月前：扣 0 分

上述 3 個部份的分數總和最多者會先被選取。若出現同分情況，公司會選取年資（兼職車長年資或非車長年資將不計算在內）較長者。若出現同分及相同年資，公司會選取員工編號較細者。

營運部將保留更改行車時間表、放假日和其它營運安排的權利，車長日後不得以此等變動，作為調離上述路線的原因。

成功申請者需自行熟習所申請組別要求的各條負責路線。

2.16 城巴營運貳部調線/調職申請甄選程序注意事項

按 2.15 節所述的城巴調線/調職申請甄選程序及計分制度，城巴營運貳部有下列注意事項:

1. 車長可申請最多 3 個更份組別，但必須列明優先次序。
2. 通宵路線組別的申請人或需接受面試。
3. 因應人力調配，營運部保留調派車長執行非專利車務部的工作之權利。
4. FTN 和 JCN 空缺的車長要按公司安排執行相關駕駛服務，包括專利、非專利路線及租賃服務。

2.17 城巴長期缺勤調離路線安排

城巴車長若因工傷/病假或其他原因而出現連續超過 60 天缺勤，基於路線人手分配安排會被調離所屬路線(「甩線」)，復工後之工作安排如下:

復工安排：	● 復工日時，公司並無發出過路線空缺通告，車長可返回所屬路線工作 ● 復工日時，公司已曾經發出路線空缺通告，車長會被調往士啤組別。車長需再按程序申請入線，仍未復工之車長不可以申請入線。

2.18 城巴車長調離路線計分制度(因路線/班次刪減)

第一部分 年資	全職車長入職日至公司發出削減路線字軌通告日起，每 1 個月得 5 分（不足 1 個月之餘下日數不予計分） 即每年 60 分最多計 4 年（最高得分為 240 分）
第二部分 個人紀錄	公司發出有關削減路線字軌通告日前 280 個工作天內 每一個口頭警告：扣 100 分 每一個書面警告：扣 200 分 每一個最後警告：扣 400 分 每一封讚賞信：得 50 分（最多計算兩封，最高得 100 分）

兩部份的分數總和最少者會先被調離路線。若出現同分情況，公司會選取年資（兼職車長年資或非車長年資將不計算在內）較短者調離路線。若出現同分及相同年資，公司會調離員工編號較大者。

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3. 簽到取車及收車

3.1 簽到取車時注意事項

1. 簽到後，車長需領取正確的功課紙及閱讀當天更份內容，留意所編配之車輛號碼及停泊處，不可擅自轉換車號；
2. 必須認清所編配巴士之長度及高度，確定是否可行走負責之路線；
3. 取車時須檢視車輛號碼，並留意駕駛室所展示之標貼，包括尾軸轉向、12.8 米特長巴士及混合動力巴士，以識別該巴士之所需操作技巧；
4. 必須清楚瞭解及認識車上各種不同裝置及儀器之使用，如有任何疑問，應向上級查詢；
5. 檢查車身內外時，要注意車輪、沙板、裙腳、玻璃、車廂內設施是否有損毀或明顯之花痕、太平門及油缸口蓋是否關上、是否已貼上有效之行車證及司機位之視像錄影監察系統鏡頭是否被掩蓋，任何時候不可干擾視像錄影監察系統鏡頭；
6. 檢查快易通(「盒仔」)是否附於擋風玻璃，當駕駛巴士駛過任何隧道自動收費通道時，如見該通道燈號機亮著紅燈，員工須通知控制中心；
7. 引擎開動後，檢查錶板訊號、油壓、風壓表是否正常操作。當風壓低於正常水平時，會發出聲響；
8. 檢查手掣、腳掣、錢箱及頭尾閘門是否操作正常；
9. 檢查空調系統狀況，車長需在巴士載客期間開啟空調系統，保持適當空氣調節；
10. 檢查車長座椅及安全帶，適當調較車長座椅、倒後鏡及軚盤(部份座椅款式之調較參閱**附件五**)；
11. 檢查滅火筒及緊急手鎚是否放在指定地方，車頭燈、尾燈及客燈、水撥及落客鐘是否正常；
12. 檢查八達通收費器、上層/倒車 CCTV、電子路線牌及報站系統是否操作正常。包括報站控制器、音量、顯示器屏幕等；
13. 若巴士設有多媒體廣播系統(MMOB)，MMOB 系統會於引擎開動時自動開啟，車長須檢查 MMOB 系統畫面及聲浪是否正常運作；
14. 檢查車輛內外是否清潔；
15. 不可擅自張貼非公司告示(包括其他公司通告)或標語於車廂內外；
16. 如發現車廂內有過期之公司通告需將其除去；
17. 注意車廂、車底或四周是否有人正在工作。如車停泊於維修車坑上，你應向上級尋求協助。視察四周環境，確保巴士能安全開出；
18. 就上述各項檢查，如有不正常或故障情況，請向派車站長或督察報告，或按章節 6.6 處理。

3.2 回廠收車程序

1. 按更份編定內容或上級指示將巴士駛回指定車廠入油；
2. 晚上收車時需依從各廠之指定排隊路線入廠，除非得到負責督察批准，不可插隊；

3. 車長在任何情況回廠時，不論八達通機在當日有否交易，均必須於油站前按八達通機「輸出」鍵，以輸出機內數據。車長必須確保八達通機已顯示「資料轉載成功 」，才可於泊車後關掉八達通機(第二代八達通機會於到廠後自動輸出機內數據，車長於泊車後關掉八達通機即可)；
4. 城巴逢星期一及星期四收錢箱，新巴逢星期二及星期五收錢箱，車長必須配合錢箱收集員指示以完成收集錢箱程序。為確保錢箱收集員能於光線充足之環境下工作，車長必須開啟車廂內照明系統。當錢箱收集員於車上工作時，車長不可移動巴士。若錢箱收集程序上出現突發情況(例如發生錢箱中之現金散落地上)，車長必須按錢箱組指示，將巴士停留在原地或駛往指定地方，並留在司機位等候錢箱收集員完成跟進工作；
5. 必須駛入油坑為車輛補充燃油(電動巴士除外)，應留意地上之停車線位及入油員工的指示，進行補油時必須死火，確保安全，不時翻看右邊倒後鏡(車長如因現場環境因素而未能看清楚倒後鏡，應下車觀察清楚周邊環境)，確定整個入油過程已經完成而且入油員工已將油槍拔走，方可將巴士駛離；
6. 於入油時將功課紙交予駐廠督察/站長，並聽從督察/站長泊車之指示。如該車廠沒有督察/站長當值，須將功課紙放進打卡機，於印上時間後存放在指定位置，車長不可自行修改簽收時間；
7. 車長不可以無故拖延遞交功課紙予督察／打卡的時間，以圖延長工時；
8. 簽收時如車輛有故障情況或任何性能操作上之問題，請向駐廠站長或督察報告，若該廠不設站長或督察，則按章節 6.6 處理；
9. 在洗車機正常運作情況下，必須駛經洗車機。駛進洗車機前，摺左鏡(如需要)，並確保洗車機滾筒已收回原位並停止滾動及確定燈號為綠燈才可駛進。切勿在紅燈下仍強行駛進洗車機，導致車輛及洗車機損毀。如洗車機前裝有自動閘桿，各車長駛進洗車機前須注意下列事項：
    - 洗車機閘桿利用洗車機紅綠燈訊號而自動升降；
    - 當洗車機之紅燈亮起及閘桿處於降下的位置時，巴士應停在閘桿前等候；
    - 待洗車機之綠燈亮起及閘桿升起後才可駛過洗車機；
    - 當巴士駛過洗車機及車尾過了閘桿後，閘桿會自動降下，後車之車長應在閘桿前等待，直到洗車機之綠燈亮起及閘桿同時升起後才過洗車機；

    如洗車機或閘桿有任何不正常運作，須立即通知在場當值督察/站長或控制中心；
10. 駛過洗車機時，應以極慢速度駛入洗車機通道，並必須保持大概有 50 秒的洗車過程，待洗車機能徹底地清洗巴士車身(尤其是車尾部份)；
11. 按更份內容或上級指示將巴士駛往指定地點停泊，泊車時必須將巴士泊入車位內或按督察/站長指示泊在指定位置才可離開，切勿將巴士泊在車廠內通道阻礙運作。在離開車廂前，必須確保「空波」、拉上手掣及關上所有電力設備，如車廂冷氣、車廂燈、車頭燈及八達通機，最後關上電池總掣及所有門窗方可離開。

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4. 班次調度及記錄

4.1 班次調度、準時開車及準確記錄

站長紙上所填寫之班次時間及載客路程等資料需要呈交運輸署，而電子站長紙(「OMS」系統)上輸入的班次亦會用於向乘客顯示開車及計算到站時間。車長必須按下列指示儘力確保有關資料準確無誤。

1. 在正常情況下必須按時間表開車，站長、督察或控制中心有權因應實際情況更改編定之開出班次時間、路線、起點及終點，各車長必須遵從站長之指示；
2. 車長應使用八達通 DDU 或報站系統控制器顯示之時間作為標準；
3. 若車長未能按照時間表上/站長指示之時間開車(包括因交阻遲到或去廁所)，必須儘快通知站長以作班次調整及正確輸入記錄。在沒有站長當值之總站，車長應向負責記錄的站長/控制中心報告，及自行記錄於站長紙(如有)。若開車時間較時間表上/站長指示之時間延遲 2 分鐘或以上需要即時報告，否則可於完成班次後再向站長報告；
4. 車長需按照時間表上、站長、督察或控制中心指示之路線行走；
5. 車長自行安排全私牌或半私牌會被嚴重紀律處分；
6. 車長在行程中的任何延誤事故，都必須向站長報告，例如塞車位置或原因等。
7. 私牌時應以直接及安全的路線，駛往目的地。

公司已設立核查站長紙程序，定期及有系統地利用巴士行車記錄儀之資料與站長紙作出比較，如發現站長紙上之記錄不準確，公司會向有關失職員工作出處分。

4.2 聯營路線 - 全私牌安排

為提供更穩定之服務，所有聯營路線之車長如未能依原定時間到達非本公司調控的總站時，除得到本公司站長或督察之批准，否則禁止「全私牌對站」或「私牌過海後才開始載客」。各車長及站長必須執行以下安排：

- 車長必須致電本公司負責之站長尋求指示(如情況緊急可致電控制中心)；
- 督察或站長因應實際情況，重新安排該班次於「中途起載」，或批准繼續「全私牌對站」；
- 車長亦必須自行將站長之最新安排(包括開出時間)填寫於功課紙上；
- 車長如未有尋求指示，而擅自「全私牌對站」或「私牌過海後才開始載客」，公司將對是次違反指引作出紀律調查；
- 更份原安排之私牌(「DEAD」)不在此限，無需再次尋求指示。

4.3 聯營路線脫班時填補班次的機制

為減少聯營過海路線因失班及脫班對乘客的影響，公司與九巴/龍運就上述機制達成共識，九巴/龍運站長或會於嚴重脫班情況下，安排部份過鐘新巴/城巴於九巴/龍運營運時段繼續營運。

如車長因特殊原因而未能配合九巴/龍運站長之安排，車長須致電向公司相關站長報告聽取指示及將更改記錄於車長功課紙上。

4.4 非營運巴士隧道使用指引

所有非營運巴士(「私牌」)，只可於下列情況使用東隧、西隧、大欖隧道或大老山隧道：

1. 車長功課紙上已列明;
2. 站長或督察指示(如九巴/龍運站長指示，車長必須致電公司相關站長等候指示)。

在站長或督察指示「私牌」使用上述隧道後，車長需於功課紙上記錄。

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5. 顧客服務

5.1 顧客服務要點

1. 為提供優質服務，在總站應提早上客；
2. 上客時，應留意乘客登車情況及展示歡迎態度。當車上有空位時，你應儘量接載候車乘客；
3. 當乘客需要下車時，則應在適當的巴士站確保車輛停定才讓乘客下車。乘客上落車時，切勿表現得不耐煩，並在情況許可時耐心等候追車乘客；
4. 當遇上有乘客詢問任何有關車務運作上的問題 (如行車路線，分站停站位置或車資等問題)，應儘量給予適當的協助。於行車時遇有查詢，應禮貌地簡短回應或示意於停站時再作解釋。若不清楚確實答案的話，亦應禮貌地回答乘客可致電顧客服務部查詢 (新巴 2136 8888 / 城巴 2873 0818)；
5. 車長如發現有任何未授權人士在巴士上派發傳單或其他宣傳產品，車長應禮貌地勸阻，如該人士未有任何理會，車長請向控制中心尋求指示；
6. 車頭及顯眼處不可擺放雜物；
7. 車長不應在任何旅程中因與乘客或其他駕駛者爭議而阻延該巴士行程；
8. 車長絕不可與乘客爭吵，如乘客變得激動時，絕不宜與其針鋒相對，儘量控制自己情緒，避免刺激對方。毆打乘客或同事者會被即時解僱；
9. 車長在巴士運作期間，若有乘客對巴士運作上作出任何投訴，車長須於到達總站後，即時通知控制中心以作出適當處理；
10. 車長於載客服務時，必須把名牌正確地放置在車廂內之名牌架上。車長如遺失名牌，請儘快向公司補領，切勿自行印製不合規格的名牌使用；
11. 當公眾人士對你之工作表現有意見或要求你提供姓名時，必須以合作的態度提供有關資料；
12. 張貼在車廂內的《乘客須知》列出乘客必須遵守的事宜，各車長需熟讀該指引所列明的細項，保障公司及員工自身的利益；
13. 當巴士返回總站，需待所有乘客下車後，方可關掉車燈，冷氣及引擎；
14. 若駕駛巴士返回總站/車廠停泊，車長在離開車廂時必須將所有車門及車窗關上。

5.2《公共巴士服務規例》有關車長的一般行為

根據香港法例第 230A 章《公共巴士服務規例》第 9、10、11、11A 及 12 條，車長

1. 須表現有禮和有紀律；
2. 其本人須清潔整齊；
3. 不得在任何旅程中不合理地阻延該巴士；
4. 須依照指定路綫將該巴士妥為駛往指定目的地，但因意外或其他緊急事故而無法如此行事，或獲授權的人或警務人員命令不得如此行事的，則不在此限；
5. 如獲示意停車，須在其巴士正行走的路綫沿綫各站停車，讓乘客上車或下車；
6. 當接載或放下乘客時，須在安全和切實可行情況下，將該巴士盡量靠近道路的左側或路邊停下；

7. 須採取一切合理預防措施，確保乘客在該巴士內或該巴士上，或在登上或離開該巴士時的安全；
8. 不得忽略或拒絕讓繳付合法車費的乘客登車和將其運載，而該乘客是該巴士能將其容納但沒有超逾該巴士的獲准載運量者，以及沒有人對該乘客登車提出合理反對者；
9. 須准許乘客攜帶可由該巴士合法地、安全地和方便地運載的物品；
10. 不得准許任何動物由該巴士運載，但陪同失明人士乘車的領行狗隻除外；
11. 可拒絕准許任何骯髒的人登上或乘搭該巴士；
12. 可拒絕准許其有合理因由相信是神智不清、精神不平衡或患有傳染病或接觸性傳染病的人登上或乘搭該巴士；
13. 可拒絕准許其有合理因由相信是攜帶着危險性或厭惡性物品的人登上或乘搭該巴士；
14. 如有穿著制服的警務人員或署長授權的人提出要求，須提供其執照(如有的話)的詳情、其姓名，以及將其聘用的專營公司的名稱及地址；
15. 不得在任何合理時間妨礙穿著制服的警務人員或署長授權而能出示授權書的人檢驗該巴士，或不得在任何合理時間忽略向穿著制服的警務人員或署長授權而能出示授權書的人提供一切合理資料及協助，以檢驗該巴士；
16. 如因任何理由而讓該巴士無人看管，則須將引擎關掉；
17. 在將油注入汽油缸或燃油缸前，須關掉引擎和確保所有乘客已移離該巴士，並須將引擎保持在關掉狀態和確保所有乘客均留在該巴士外面，直至注油完畢為止。

5.3《公共巴士服務規例》有關乘客的一般行為

根據香港法例第 230A 章《公共巴士服務規例》第 13、13A 及 13B 條，專營巴士公司穿著制服的員工有責任執行條例中所列明的細項。車長須認清自己的職責及權力。現歸納部份重要之條文如下:
任何乘客均不得
(a) 故意阻礙或妨礙巴士司機或任何獲授權的人，或故意分散他們的注意力；
(b) 故意阻礙司機望向道路或交通的視線；
(c) 對巴士的任何部分或其設備故意作出或故意安排作出任何事情，而該等事情
(i) 阻礙或干擾巴士的操作，或引致損壞；或
(ii) 導致他人受傷、不安、煩擾或不便；
(d) 不適當地干擾車門，或不適當地干擾構成巴士一部分或與巴士連接的任何其他機械、裝置或控制器；或
(e) 從巴士拋出或故意掉下任何物件。

巴士車長可向乘客發出其認為為公眾安全着想而需要發出的指示。任何乘客均不得不遵從。車長
1. 可將其有合理因由相信已違反《公共巴士服務規例》的任何人移離巴士；
2. 可要求其有合理因由相信已違反《公共巴士服務規例》的任何乘客提供其姓名地址，以及出示身份證明；
3. 可無須手令而逮捕任何其有合理因由相信已違反《公共巴士服務規例》的人，並可扣留該人直至能將該人交予警務人員為止。

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5.4 路線及目的地牌

1. 車長需瞭解所駕駛路線於電子目的地牌系統之不同代號並予以使用。**附件六**介紹各款電子目的地牌之使用方法；
2. 於載客時，車長必須正確調校路線/目的地牌以顯示正確訊息；
3. 電子目的地牌系統之「路線號碼及目的地自由組合」模式或「直接文字輸入」模式，只供於下列情況下使用：
   a. 電子目的地牌系統內沒有適用之路線及目的地；
   b. 於巴士總站內泊車，在有需要時展示有關字軌編號或開出時間；
   當所駕駛路線於電子目的地牌系統已有合適代號，則不應使用「路線號碼及目的地自由組合」模式或「直接文字輸入」模式；
4. 於馬路上不接載乘客時，車長應將目的地指示牌調校至「暫停載客」，不可展示任何路線、車號或字軌等資料；除另行通告外，不可使用其他字句；
5. 在有下列情況，車長需展示附加之臨時車頭牌
   - 駕駛短途車(於車頭及錢箱展示終點站牌)
   - 巴士臨時改道(於車頭展示)
   - 駕駛不經部份巴士站之特別班次(於車頭展示)
   - 公司為部份路線加強宣傳(於車頭展示)

   車長請善用由公司提供之臨時車頭牌，儘量回收再用，跳車或收工時切勿將臨時車頭牌棄置於駕駛室內 (尤其在座椅後)，以免造成浪費。

5.5 自動報站系統

車長於營運時，必須按下列程序正確使用報站系統

報站運作	總站起載／ 中途入線起載	班次開出前，輸入路線號碼；選擇目的地、行車路線； 在載客站起選擇開始站位 (中途站載)； 最後按「YES」掣及留意報站系統是否已開啟運作； 開車後，系統會全自動報站，車長無須沿途按鍵; 班次未到達終點站，切勿預早調校反方向地點或按「NO」掣。
	非載客行程	於私牌前車長按「NO」掣直至返回到主目錄畫面。
臨時改路	如路線臨時改道，當駛離原路線後，控制器屏幕會顯示「偏離路線」警告訊息，車長可按「**YES**」掣關閉訊息，下一站的到站提示會暫停更新。當巴士返回原路線後，報站機會返回自動追回報站。 若有需要，車長可按「＊」掣暫停自動報站，或按「#」掣轉用手動報站模式。	
備註	於需要時車長可按「Info」掣向乘客播放預計的特別訊息，特別訊息列表請參閱**附件七**，特別訊息只供有需要時使用，請避免騷擾乘客。 系統詳細使用自動報站系統方法，請參考**附件八「自動報站機 簡易使用方法」**。	

5.6 車內廣播系統

車內廣播系統可接駁上、下層廣播，此系統旨在方便車長必要時向車內乘客發出指示，使用時必須有禮，指示要清晰，說話要清楚明確不要太快 (但車長應先考慮使用自動報站系統內之預設特別訊息)。

5.7 車廂客燈開關安排

1. 在日光充足的情況下，毋須開啟車廂客燈；
2. 在進入隧道／有蓋巴士站內應開啟車廂客燈；
3. 當天色昏暗或車外光線不足時應開啟客燈行車；
4. 當駕駛設有兩級客燈光度的巴士，在公路上行駛時可調至較暗光度令乘客舒適，在需要上落客的路段則調至最光方便乘客上落；
5. 當巴士返回總站落客後，車長在離開車廂前，應關掉車燈（包括客燈及車頭燈）；
6. 若非營運行車，關掉車廂燈。（於郊區較黑及狹窄路段私牌行車時除外）。

5.8 開啟頭門上客指引

於正常情況下，車長應開啟車頭兩邊閘門，方便乘客登車。但在下列情況，車長亦可只開啟左頭閘門上客：

- 有外勤督導人員發出指示；
- 需維持乘客登車秩序；
- 若開啟兩邊閘門會構成危險。

5.9 需要特別照顧的乘客

對於傷健人士、長者、兒童、孕婦及有需要人士使用巴士服務時：

1. 需給予充足時間及照顧；
2. 可降低巴士地台方便上落；
3. 開啟車頭兩邊閘門使右邊扶手可供乘客使用；
4. 有需要時勸喻乘客讓出優先座；
5. 儘量待乘客坐好始開動巴士。

車長如發現有視障人士在巴士站候車，應停定巴士，打開客門，向他說明自己所駕駛之巴士路線及方向，以便該視障人士能乘搭他所需要之正確路線。

輪椅乘客上車：

1. 將巴士停於巴士站合適位置(部份巴士站設有獨立位置讓輪椅乘客登車，由於偏離正站，車長必須留意)；
   - 令輪椅使用者上車最安全；
   - 令輪椅使用者上車最方便；
   - 有足夠空間，啟動及使用車上輪椅設備(如輪椅斜板)。

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2. 拉上手掣、空波及必須亮起壞車燈；
3. 按下車身降低掣；
4. 開啟設置輪椅設備之車門，離開司機座椅，以正確姿勢開啟輪椅斜板；(輪椅斜板之使用請參閱附件九)
5. 主動徵詢輪椅乘客同意，協助輪椅乘客上車(輪椅必須向前推動)、繳付車資；
6. 將輪椅擺放於指定位置 (可參考輪椅位置貼紙指示)；
   如由第三者協助推動輪椅，必須確定擺放於指定位置(可參考輪椅位置貼紙指示)；



7. 指示及確保輪椅乘客將輪椅上鎖；
8. 如巴士設有輪椅安全帶，指示輪椅乘客扣上輪椅安全帶；
9. 預早確定輪椅乘客落車地點，並知會輪椅乘客會協助安排落車；
10. 指示輪椅乘客不可在行車時移動輪椅；
11. 收起輪椅斜板，讓其他乘客上車，關閉車門，回升車身，繼續行車；
12. 經常檢視房鏡，留意該輪椅乘客之狀況，同時應較柔順操控巴士；
13. 如情況許可，優先讓輪椅使用者及其最多一名陪同者登車；
14. 如輪椅停泊位被乘客的物品佔據，須向乘客提出移除該物品，讓輪椅使用者優先使用該位置；
15. 每輛低地台巴士只能容納一名輪椅使用者。如車上已有其他輪椅使用者，須禮貌地告知候車中的輪椅使用者等候下一班低地台巴士。
16. 公司已於巴士報站廣播系統設置訊息，勸喻其他乘客保持禮讓及騰出空間，讓輪椅乘客上落巴士。車長有需要時可使用。

輪椅乘客下車：

1. 將巴士停於巴士站合適位置；
2. 拉上手掣、空波及必須亮起壞車燈；
3. 按下車身降低掣；
4. 開啟設置輪椅設備之車門，離開司機座椅，以正確姿勢開啟輪椅斜板；
5. 指示輪椅乘客將輪椅安全帶鬆開；
6. 指示輪椅乘客將輪椅鎖鬆開；
7. 主動徵詢輪椅乘客同意，協助輪椅乘客下車 (輪椅必須倒後拉動) ；
8. 收起輪椅斜板，關閉車門，回升車身，繼續行車。

若車長所駕駛之巴士並不設有輪椅設備：

1. 將巴士停於巴士站合適位置；
2. 拉上手掣、空波及必須亮起壞車燈；
3. 打開車門；
4. 友善地通知該名輪椅乘客此巴士並無裝設輪椅設備；
5. a. 如車長知悉以後班次之巴士設有輪椅設備，應建議該名輪椅乘客乘坐以後班次之巴士。
   b. 如車長不知悉以後班次之巴士是否設有輪椅設備，應建議該名輪椅乘客致電顧客服務熱線，以作安排。

兒童輪椅及由肢體弱能小孩使用之嬰兒車

1. 身體殘缺兒童在戶外活動時使用，他們因體型較小不適合使用一般輪椅；
2. 車長須以一般處理輪椅乘客之程序，處理兒童輪椅及由肢體弱能小孩使用之嬰兒車；
3. 車長不應要求乘客摺疊手推輪椅。

5.10 處理攜帶單車或嬰兒車人士登車指引

請按照下列指引處理攜帶單車或嬰兒車登車之乘客：

	攜帶單車	攜帶嬰兒車 (兒童輪椅及由肢體弱能小孩使用之嬰兒車按一般輪椅乘客之程序處理)
1	只容許乘客攜帶已摺合及包裹好的單車登上巴士，以確保其他乘客的安全。	要求乘客於登車前將嬰孩抱起及把嬰兒車收摺起，以確保嬰孩及其他乘客的安全。若乘客有需要時，請給予適當的協助。
2	確保摺合之單車/嬰兒車在車廂內不阻礙通道或佔用座位。	
3	確保乘客已將摺合之單車/嬰兒車穩固地擺放好，不會影響行車安全或對其他乘客構成危險。	
4	協助輪椅使用者優先使用車廂內之輪椅位置。	
5	如車廂已不能安全地容納摺合單車/嬰兒車，或攜帶摺合單車/嬰兒車之乘客拒絕依從上述要求，車長有權因應實際情況拒絕該乘客登上或繼續乘搭巴士。	

在處理過程中，必須有禮貌及耐心向乘客解釋，如遇有困難或疑問，請致電控制中心尋求指示。

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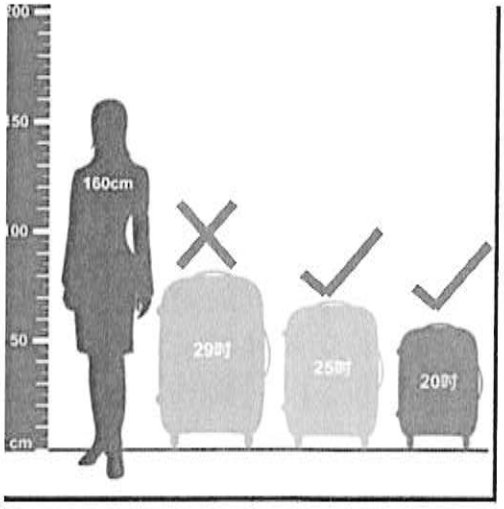
5.11 乘客攜帶行李上車



根據《公共巴士服務規例》，乘客可攜帶總重量不多於 5 公斤或總體積不多於 0.1 立方米的物件登上巴士，而攜帶上巴士的物件，不可佔用座位或阻礙通道; 但可視乎該物是否阻礙車廂通道而作彈性處理。0.1 立方米的大小參考為 71 厘米(28 吋) x 56 厘米(22 吋) x 25 厘米(10 吋) ，即市面一般 25 吋或以下的行李喼均可攜帶上車。

駕駛機場 A/E/S/NA/N 線或深圳灣口岸 B 線時，在安全情況下，車長可酌情容許懷疑稍微超出限制之行李上車，以方便正常之旅客。車長亦可以因應車廂空間及行李架情況，拒絕攜帶大量或過大尺寸的行李登車。

當乘客攜帶行李上車，請禮貌提示乘客必須把行李安穩妥當地放置於行李架上。當行李架滿載，才因應車廂客量及行李量情況酌情容許乘客把行李妥善平放在輪椅區內(輪椅乘客有優先使用權)，大型行李不可搬到上層車廂。

5.12 禁止乘客攜帶上車之物品

當車長發現登車乘客攜帶有下列物件，請禮貌地指出該物件基於安全理由不可攜帶上車，若乘客要求退回車資，須提示乘客致電直接與顧客服務部聯絡及呈交員工報告描述事件(需說明乘客有否乘坐該程車)。

易燃物品： 如天拿水、油漆、汽油等《危險品條例》(第 295 章)所適用的物質或物品；
壓縮氣體： 如石油氣、雪種、噴髮膠等；
易碎物品： 如玻璃、魚缸、光管、電視機等；(如有包裹物保護則屬例外)
噴射工具： 如石屎槍、槍械等；(如有妥善包裝保護則例外)
長　　物： 如條狀物超過 1.2 米或尖銳物；
動　　物： 貓、狗、禽鳥等。(陪同失明人士乘車的導盲犬除外)

5.13 八達通之操作

為向乘客收取正確車資或提供轉乘優惠，車長必須確保：

- 八達通機的路線、方向與行車方向吻合 (尤其於駕駛循環線時必須清楚需轉方向之分站位置)；
- 沿途八達通已調校至正確的分段收費。可參考報站系統於轉分段收費/方向前發出連續 2 次「4 連音」的聲響提示。

私牌行車時八達通之操作規則如下：

- 開車前，必須使用員工八達通咭登入收費器(若因任何情況借用其他員工之公司卡，需向控制中心匯報)；
- 在駕駛期間，必須保持八達通收費器處於開機及已登入狀態；
- 駕駛該車完畢後，緊記登出八達通系統。

八達通收費器詳細操作請參閱**附件十**。

5.14 收取車資有關事項

1. 車長有責任檢查每位乘客上車時繳付足夠車資。因曾有乘客於登車時，試圖以模擬八達通響聲欺騙車長，藉以逃避繳付車資的事件，車長須從八達通收費器上監察交易狀況，以確保乘客已繳付適當車資
2. 每位成人乘客免費攜同最多兩名不足四歲而不佔座位之兒童乘車；
3. 如乘客以現金或預付車票繳付車資，車長應指示乘客把款項或車票投進錢箱，絕不可接觸款項或車票(觀光巴士發售日票除外)，並每次按掣使款項跌入錢箱膽內；
4. 根據《硬幣條例》，乘客以現金繳付車資，可參考以下條款:
   甲、以面額不少於$1 的硬幣而言，所支付的款額不超逾$100；
   乙、以面額少於$1 的硬幣而言，所支付的款額不超逾$2；
5. 當遇有乘客拒付或短付車資時，必須先禮貌地提醒有關乘客繳付正確車資。若乘客仍然拒付或短付車資，車長需致電控制中心報告，並視乎實際情況繼續行車。除非涉及自身安全或得到控制中心同意，否則不可自行報警處理，以免影響其他乘客及班次。車長事後需儘快呈交員工報告，描述拒付 / 短付車資乘客之性別、年齡及外貌特徵，說明事發位置及當時之情況，以便公司跟進；
6. 任何情況下，當遇上乘客要求退回車資，車長不應作任何評論，只須提示乘客致電直接與顧客服務部聯絡及通知控制中心；
7. 當駕駛設有雙向分段收費之路線時，若乘客需享用雙向分段收費，車長需開啟前門方便乘客下車。

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5.15 員工証或乘車証登車

公司與九龍巴士(1933)有限公司及龍運巴士有限公司已轉用「個人八達通卡」作為員工証及家屬乘車証("証件"各款式樣另見人力資源部通告)，持証人可使用其証件免費乘搭上述各公司之專營巴士服務及城巴非專營路線 61R 及 88R，但不包括其他非專營路線服務，例如 TVB 專車服務等。各車長及督察於工作時須監察各持証人乘車時遵守有關乘車程序及規則，詳情如下：-

1. 証件只供持有人使用，車長於營運巴士時須監察持証人按程序出示証件及拍卡乘車(包括持臨時証而証上無附相片者)。持証人登車步驟如下：-

第一步： 向車長**展示**証件正面 (以不遮蓋証件四角為標準)	**第二步：** 以同一証件**拍向**八達通讀卡機直至聽到有效聲響，DDU 畫面會同時顯示「乘車証」字樣
	

2. 若持証人沒有做以上其中一個步驟，車長、站長或督察應拒絕持証人免費乘搭巴士；
3. 若發現持証人之樣貌與証件上相片有出入或有其他可疑地方，車長、站長或督察可要求持証人出示身份証明文件作核對。查核持証人之証件時，車長、站長或督察必須保持禮貌，基於保護個人資料及私隱，切勿公開宣讀持証人資料，抄寫証件或拍照作記錄。查核證實証件屬持証人後，需將証件交回持証人。若持証人持續作出不禮貌或騷擾行為，員工可向控制中心報告或報警求助；
4. 如証件與身份証明文件之姓名不符或持証人拒絕合作，應沒收有關証件並即時向控制中心尋求指示。員工事後需呈交員工報告及將沒收之証件交回公司處理，切勿將証件投入錢箱內。若無法沒收証件，員工需儘量憶述証件上之姓名或其他資料，事後呈交員工報告回公司處理。切勿將持証人之個人資料向無關人仕披露；
5. 若持証人拍咭後，八達通讀卡機亮紅燈及發出特別聲響(此聲響與一般八達通卡失效聲響相同)，車長、站長或督察應要求有關人士繳付車資乘車，若持証人拒絕繳付車資，應即時向控制中心尋求指示。
6. 此外，公司亦會印發下列之「過膠」証件，持証人在符合條件下可免費乘搭本公司之指定路線：

証件類別	免費乘車條件	乘車程序
員工証 (兼職員工適用)	持証人可於當值期間及穿著公司制服下免費乘搭往返工作崗位之路線。	持証人需向車長展示証件之正面，無需拍卡。
限定路線乘車証	持証人只可免費乘搭城巴非專營路線 61R 及 88R	

5.16 政府 65 歲或以上長者及合資格殘疾人士公共交通票價優惠計劃

上述優惠計劃之基本細則及乘客誤用此計劃之處理方式如下。

合資格乘客:

- 65 歲或以上長者，必須使用長者八達通或個人八達通(以現金繳付車資不能享有以上優惠)；
- 合資格殘疾人士必須使用已加註「殘疾人士身份」的個人八達通；
- 12 歲以下合資格殘疾小童，須使用已加註「殘疾人士身分」的個人八達通。

識別享有此優惠之乘客:

- 八達通車長控制台，將顯示「長者」或「傷殘」或「傷殘小童」字眼及已扣取之 $2 車費；
- 讀咭器上，長者見到「長者」字眼，但殘疾人士不會見到「傷殘」兩字。兩者均顯示已扣取之 $2 車費；
- 長者及殘疾人士在成功拍咭時發出之音效均與現時小童/長者拍咭音效相同。

路線及分段:

- 所有城巴及新巴專利路線（馬場路線及 A 線除外）；
- 適用於任何全程及分段收費。

車長如何判斷殘疾人士身份:

- 殘疾人士個人八達通咭與一般個人八達通咭的外表一樣，但殘疾人士個人八達通咭必定印有持咭人的照片；
- 由於港鐵公司及八達通公司已經審核殘疾人士的身份，才簽發殘疾人士個人八達通咭，如車長不確定使用殘疾人士個人八達通咭的身份，只需禮貌地要求乘客出示其殘疾人士個人八達通咭，如咭上照片與使用人相同，則毋須再查究其殘疾人士的身份；
- 車長用詞必須小心，避免乘客誤會被殘疾歧視；

車長如何處理誤用優惠計劃之乘客:

- 若發現有乘客錯誤使用長者或殘疾人士八達通，請禮貌地要求該乘客以現金補回應付之車資差額(放入錢箱)，及記錄該乘客所使用之八達通號碼、路線、方向、分段及拍咭時間，以員工報告方式交回公司處理。

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5.17 城巴港島路線及深西快線 60 至 64 歲乘客平日半價及假日優惠車資

由政府資助之 65 歲或以上長者及合資格殘疾人士公共交通兩元票價優惠計劃實施後，60 至 64 歲之乘客若繼續使用長者八達通（一般綠色八達通）繳付車資，會被視為此計劃的受惠對象而一律扣減兩元車資，故 60 至 64 歲之乘客，不可再使用長者八達通繳付城巴車資。因此，60 至 64 歲之城巴乘客需作下列繳付車資的安排：

平日半價車資優惠

60 至 64 歲之乘客若要在平日(非星期日及公眾假期)享有半價優惠乘搭城巴港島路線及深西快線(過海及馬場路線除外*)，可選擇使用個人八達通或現金繳付車資。若發現有 65 歲以下之乘客錯誤使用長者八達通，請禮貌地要求該乘客以現金補回應付之車資差額(放入錢箱)，及記錄該乘客所使用之長者八達通號碼，以員工報告方式交回公司處理。

星期日及公眾假期兩元車資優惠

城巴仍會特別為 60 至 64 歲之乘客提供星期日及公眾假期兩元乘搭港島路線及深西快線（過海及馬場線除外*）之優惠，車費計算方法與政府計劃相同，但必須使用個人八達通繳付車資，以免有關車資優惠被計算入政府資助的優惠內。若發現有 65 歲以下之乘客錯誤使用長者八達通，請記錄該乘客所使用之長者八達通號碼，以員工報告方式交回公司處理。

不提供 60 至 64 歲長者乘客優惠的路線如下: 城巴路線 260、314、347、629 系、所有過海路線、馬場路線、北大嶼山對外路線(E 線)、城巴機場快線(A 線)、迪士尼樂園快線(R 線) 及所有新巴路線。60 至 64 歲之乘客使用個人八達通乘坐此等路線將自動扣除成人車費。

5.18 城巴非專利第一城居民巴士服務優惠車資

1. 長者優惠

   政府資助 65 歲或以上長者及合資格殘疾人士公共交通兩元票價優惠計劃，不包括城巴非專營之第一城居民巴士服務及僱員服務。但城巴第一城居民巴士服務仍會繼續為 60 歲以上之長者乘客提供以下車資優惠：

   平日半價車資優惠

   60 歲以上之長者乘客在平日(非星期日及公眾假期)可享有半價優惠乘搭城巴第一城居民服務路線 61R 或 88R，可選擇使用八達通或現金繳付車資。

   星期日及公眾假期兩元車資優惠

   使用長者八達通（一般綠色八達通）或個人八達通繳付車資之 60 歲以上長者，在星期日及公眾假期仍可以兩元乘搭城巴第一城居民路線 88R。以現金繳付車資的乘客則不能享有以上優惠，需要繳付半價車資。

2. 學童優惠

   持有有效沙田第一城學童乘車証(由本公司發出)的學童，乘坐路線 61R 或 88R 時，可獲半價優惠。惟持証學童必須以現金繳付車資，不得以小童八達通卡付款，否則須以現金再次繳付車資，多收款項概不退回。

5.19 指定客戶優惠車資

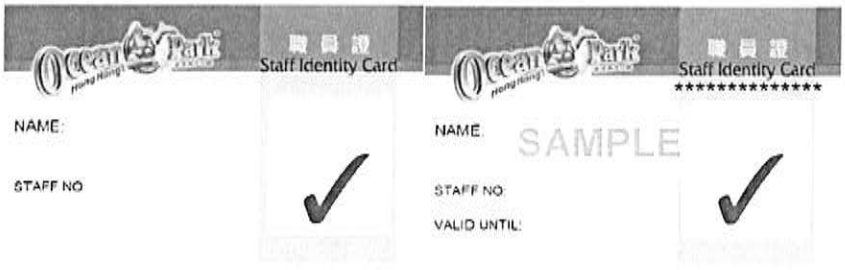
1. 「機場員工乘車優惠計劃」適用路線如下：

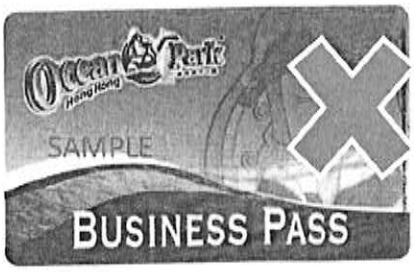
城巴機場快線	A10, A11, A12, A21, A22, A29, A29P
深宵特快路線	NA11, NA21, NA29
通宵路線	N23, N26, N29

機場員工於登車時需向車長出示個人持有之「機場員工個人八達通咭」以茲証明(如下圖示)，每証一人 (恕不接受臨時八達通咭/ 個別公司發行之証件/ 以任何制服作識別)；



2. 「海洋公園員工乘車優惠計劃」只適用路線 629 及 629A。海洋公園員工登車時需向車長出示個人持有之「下列全職/兼職職員證，或不時以通告形式指定的臨時職員證」以茲証明(如下圖示)，每証一人(恕不接受 商務證「Business Pass」)；





3. 咭上資料(相片及名字)必須清晰，車長有權拒絕資料不全的持咭人享用優惠車資；
4. 車長確認乘客身份後，按八達通機「0」掣或「員工優惠」掣約三秒轉至合適員工車資；
5. 機場員工必須以其「機場員工個人八達通咭」繳付車資，海洋公園員工則可以使用其他八達通咭繳付車資。(不接受現金)。

5.20 提醒乘客行入車廂

當乘客聚滿車頭部份但巴士仍未客滿時，車長應當儘力勸喻乘客行入車廂後方及站於黃線以後。若通過潛望鏡/視像系統發現上層尚有空置座位，亦可提示乘客往上層就座。車長可善用報站機的特別訊息向乘客作出提示。當車上已載滿乘客，你需顯示「客滿」牌，讓在站候車之乘客知悉。

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5.21 提醒乘客上層及梯級禁止站立

為確保行車安全，如發現巴士上層或梯級有乘客站立，必須禮貌地請乘客返回下層。車長可善用報站機的特別訊息。

5.22 巴士內禁止吸煙

根據《吸煙<公眾衞生>條例》，車長及乘客任何時候(包括私牌時)禁止在巴士上吸煙。若發現巴士上有乘客吸煙，車長須：

1. 有禮貌地向該名乘客解釋巴士是法定禁止吸煙區，不可在巴士上吸煙；
2. 有禮貌地勸喻該名乘客弄熄燃點着的香煙；
3. 若該名乘客拒絕弄熄燃着的香煙，有禮貌地勸喻該名乘客離開巴士；
4. 若該名乘客拒絕上述 (2) 或 (3) 項時，有禮貌地通知該名乘客會召喚警務人員協助；
5. 若該名乘客仍不合作，召喚警務人員協助。

5.23 失物處理注意事項

1. 根據《公共巴士服務規例》，車長在切實可行範圍內須儘量立即搜查該巴士，以尋找任何意外地留在巴士內的財物，並須儘快(無論如何亦須在 12 小時內)將該財物，以他獲得該財物的管有時該財物的狀態，交予有關的專營公司或該專營公司授權接收該等財物的該專營公司的僱員。
2. 切勿把失物放進錢箱；
3. 若車長拾獲失物，於到站後須立刻交予當值站長或督察處理，當面點算清楚無誤後，拾獲人須在表格上簽署。如未能遇上站長或督察，車長須自行致電控制中心，並按指示填寫表格。到達總站後未有即時向公司匯報而被發現藏有乘客失物，將被視作盜竊行為；
4. 車長可向站長或督察查詢失物編號以作記錄；
5. 貴重物品 或 帶有危險性物品(例如電油、武器、便攜式石油氣)，由控制中心安排督察儘快處理；
6. 員工應禮貌及誠懇地處理乘客對失物的查詢；
7. 前線員工 不可以 自行聯絡失主領取失物；
8. 如在站有失主認領，必須先通知控制中心，並清楚核對失主身份證後要求對方簽署確認；
9. 無人認領食物、飲品或植物之失物應於每晚 12:00 時獲得控制中心批准後銷毀，不須送回廠；可腐壞及發出異味的物品可於獲得控制中心批准後即時棄置 (已經風乾或防腐處理之食品必須交回公司) ；其他無人認領失物必須每晚由督察送交所屬車廠。不可以寄車或由收工員工轉交。有異味的失物須分開處理及傳遞至廠、控制中心或客戶服務部，以免影響其他失物；
10. 而公司與員工代表及工會商討後得到共識，逾期無人認領的失物或變賣後的款項，會以新巴/城巴失物基金之名義捐贈作慈善用途；

6.處理突發事件

處理突發事件時必須以安全為第一考慮，並將對乘客構成之不便減至最低。
如遇任何緊急事故，請在安全情況下儘快向控制中心報告。
城巴營運壹部 ：2136 2422
城巴營運貳部 ：2136 2432
新巴營運部 ：2136 2222 (新巴壞車熱線 ：2136 2323)

6.1 車輛發生火警指引

1. 通知乘客，並呼籲乘客鎮定；
2. 亮起壞車燈，儘可能將巴士駛靠路邊停車；
3. 拉上手掣，空波，將所有車門打開，熄掉引擎及電池總掣；
4. 立刻指示及引領所有乘客，利用適當的逃生門離開巴士；
5. 待所有乘客離開車廂後，在安全情況下檢查上下層車廂，以確定是否有乘客受困；
6. 了解乘客受傷情況；
7. 在安全情況下，嘗試利用滅火筒滅火 (引擎起火時切勿打開尾冚，必須從孔穴射入滅火劑)；
8. 若火勢不受控或有人受傷，致電報警，再通知控制中心簡報情況；
9. 留守現場，安撫乘客，等候救援人員到場，主動向救援人員提供資料，並協助公司督察及警方調查；
10. 安排相關乘客過車；
11. 事後儘快向公司呈交「交通/車輛事故--車長報告」。

若經過隧道途中前面的車輛發生火警

1. 車長應在安全距離下停車，亮著危險警告燈號，切勿企圖超越雙白線爬頭，避免進一步引起交通混亂;
2. 通知乘客前面有火警發生，呼籲乘客保持冷靜，指示乘客儘量留在車上，車長應該留下陪伴乘客及等待隧道職員指示;
3. 萬一需要離開車輛時，車長或乘客如非必要不可自行打開管道之分隔門，因隔鄰管道可能仍有車輛行駛，易生危險;
4. 在隧道職員到達前亦不要自行沿壆行出隧道，因此舉會令巴士無人駕駛，阻礙隧道及阻礙消防車埋位展開救援工作。

6.2 涉及其他車輛包括巴士及/或有人受傷之交通意外處理

當遇有交通意外時，在安全情況下儘快停車，即時檢查是否有人受傷及損毀情況，如有需要及情況許可儘快用相機拍下現場情況，立刻通知所屬控制中心。交通意外可分為三種，其處理程序如下:

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1. 輕微事故 (無人受傷及不涉及政府公物)
   - 車長應儘量駛近路旁待公司督察到場影相及調查，以免阻礙交通；
   - 從貼於肇事車輛擋風玻璃之行車證上，取得所涉及車輛之登記號碼；
   - 找尋目擊證人及儘量記錄其個人資料包括姓名及聯絡電話等；
   - 取得以下資料：如肇事車輛之款式、損毀程度和位置，他方司機之駕駛執照與個人資料包括姓名、駕駛執照編號及聯絡電話等，以便填寫「交通/車輛事故--車長報告」；
   - 切勿與第三者在路面上爭吵而阻礙交通；
   - 如有需要，安排過客(參閱 6.7)；
   - 一切有關賠償問題，須交由公司保險部處理；
   - 必須在事發後 48 小時內填寫「交通/車輛事故--車長報告」，交回所屬營運部有關之負責人。拖延遞交會影響有關投案及賠償事宜，有關員工將受紀律處分；
   - 除非有公司之特別指示或只涉及本公司車輛，否則所有輕微損毀之意外須於現場報案。如公司指示於 24 小時內到警署報案，車長需於報案後儘快向公司報告有關詳情，如警署名稱，報案編號等。

2. 有人受傷 或 車輛嚴重損毀及涉及政府公物
   - 立即將車輛停於肇事地點，未經警務人員許可，不得移動車輛 (為了拯救生命，撲滅火警，或任何緊急情況而將車輛移動除外)。《道路交通法例第五十七條》；
   - 如有人受傷，車長須立即撥 999 報警及召喚救傷車，並立刻通知控制中心要求協助；
   - 從貼於肇事車輛擋風玻璃之行車證上，取得有關車輛之登記號碼；
   - 取得有關資料，如肇事車輛之款式、損毀程度和位置，他方司機之駕駛執照與個人資料包括姓名、駕駛執照編號及聯絡電話等，以便填寫「交通/車輛事故--車長報告」；
   - 儘力找尋目擊證人及記錄其個人資料包括姓名及聯絡電話等。記錄傷者之個人資料包括姓名、性別、年齡、聯絡電話及受傷部位。所有資料須於「交通/車輛事故--車長報告」內填報。而車長在警方要求下亦須提供有關資料；
   - 切勿與第三者在路面上爭吵而阻礙交通；
   - 留守現場，協助現場交通警員及公司之督察調查意外，並聽取指示；
   - 各車長必須記錄到場處理之警員編號及報案編號於功課紙上；
   - 向到場的督察報告事發經過；
   - 如情況許可，安排過客(參閱 6.7)；
   - 車長不可與傷者及其親友或傳媒對該交通意外討論案情或提供責任意見。一切事後跟進會由公司負責。如有關人士與車長聯絡，亦須將其轉介至公司有關部門處理；
   - 在事發後 24 小時內，填寫「交通/車輛事故--車長報告」及連同簽署之通告及授權書交回所屬營運部。故意拖延遞交報告及文件之員工將受紀律處分。

3. 只涉及車內乘客受傷
   - 若乘客在車內跌倒、發生碰撞或被車門夾到等事故發生，車長應即時向乘客查詢有否受傷、是否需要報警及召喚救傷車；
   - 如乘客表示有受傷但無需要報警或召喚救傷車，車長仍需致電控制中心報告有關事件及按指

示於收工後往警署備案。如乘客表示有需要，車長於報警後應立即致電控制中心報告及留守現場等候有關人員前來處理；

- 如有需要，安排過客(參閱 6.7)；
- 事件未妥善處理之前，切勿開車離開現場；
- 必須在事發後 24 小時內，填寫「交通/車輛事故--車長報告」，及連同簽署之通告及授權書、交回所屬營運部之負責人。

賠償事宜:

1. 如交通意外中有任何人受傷，一切賠償問題須交回公司保險部繼續跟進；
2. 如在場之公司督察確認交通意外中無任何人受傷，他方車輛之車主或司機願意賠償本公司之損失，督察可按損毀情況及公司賠償價目表列出之金額向他方車輛之車主或司機收取現金不多於$3000以作賠償和解。注意，車長不能直接收取他方賠償；
3. 督察未能根據公司賠償價目表定出損毀賠款金額或他方車輛之車主或司機不願意賠償列出之金額時，一切賠償問題須交回公司保險部繼續跟進；
4. 在任何情況下，車長都不能向他方直接或間接承認意外之責任，或作出承諾任何賠償安排。否則公司若因此而喪失追討權利，或被他方追討賠償，有關員工將受嚴重紀律處分。一切賠償問題須由公司保險部處理。

交通事故報案/落口供/投訴對方/上庭之安排:

車長於工作期間涉及交通事故而需報案、落口供、投訴對方及上庭等各種事項之安排方法如下：

1. 報案/備案

   發生傷人之交通事故，必須即時現場報警處理。若車長與警方在該事故處理完結後仍需駕駛巴士回廠，無論責任誰屬，車長都會獲發工時至巴士返抵車廠。

   若車長與警方在該事故處理完結後毋須駕駛巴士回廠而當時亦已超過更份簽到時間，當日之工時將會按事件之責任而決定。

   - 若屬車長過失(根據優質服務部就事故報告作出評估)，該天之工資會以更份簽收工時為上限；
   - 若屬對方過失，該天之工資會以車長與警方處理完結事故後之時間計算。負責處理事故之督察會於功課紙上列出車長離開時間及簽署作實，以便日後計算；
   - 若交通事故無即時報警處理，車長須於收工後以私人時間在合理切實可行的範圍內儘快往最近的警署備案（但必須在事發後 24 小時內）。

2. 被警方邀請到警署落口供

   - 如該事故乃對方責任（根據車長及督察之交通事故報告作出評估），落口供之時間會以工作時間計算，實報實銷；
   - 如該事故乃我方車長或雙方責任，車長須以自己休班時間前往落口供。

3. 公司指令車長到警署投訴對方

   公司會根據車長及督察之交通事故報告作出責任評估，如有需要公司會指令車長代表車主即公司往警署投訴對方。有關之時間會以工作時間計算，實報實銷。不遵從公司指令者會被紀律處分。

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4. 上庭
   - 若員工是被告，員工需以自己時間出庭；
   - 若員工是控告對方證人，則出庭時間會以工作時間計算。

其他事項

1. 員工須儘快向營運部提交所有有關交通事故之文件副本，以便公司存檔或作出跟進；
2. 遇事車長必須就事故之所有有關查詢（包括口頭及文件）即時經營運部轉介公司有關部門處理，切勿自行回覆；
3. 當接獲任何通知須要到警署提供資料，可與保險部聯絡，以便於得到有關之資料及文件；
4. 若車長接獲有關交通事故之法庭傳票或其他一切法律文件，必須交回公司保險部處理。若有需要，可通過保險部向公司申請法律協助或給予意見。公司律師會考慮個案的特質而決定會否提供法律協助；
5. 除有關警員或公司處理該事故之人員外，不可向外界透露或評論有關該交通意外事故；
6. 如有任何賠償問題，可於辦公時間內致電 2136-2235 / 37(新巴)或 2136-2837 / 2871(城巴)查詢。

6.3 接獲投訴懷疑車內發生之刑事案件 (如非禮、扒竊等)

1. 將車停在路旁不阻礙交通的位置；
2. 致電報警；
3. 通知控制中心簡報情況；
4. 通知所有乘客暫時不容許離開車廂；
5. 留守現場直至督察或警員到場處理；
6. 事後儘快向公司呈交報告。

6.4 與乘客或其他道路使用者發生爭執

1. 將車停在路旁不阻礙交通的位置；
2. 通知控制中心簡報情況；
3. 如不涉及人身安全，在控制中心同意下方可報警求助；
4. 如未能解決事件，安排過客(參閱 6.7)及留守現場直至督察或警員到場處理；
5. 事後儘快向公司呈交報告。

6.5 乘客不適

1. 以乘客生命安全為優先考慮，初步了解乘客身體狀況；
2. 如情況危急，優先將車停泊在安全的位置及報警求助；
3. 如情況許可，將車駛至巴士站再報警求助；
4. 通知控制中心簡報情況；
5. 如有需要安排過客(參閱 6.7)。

只供新巴及城巴員工使用，不可翻印或刊載

6.6 車身損毀、機件問題/故障

1. 車長如發現車身有花痕或損毀，必須立刻依照以下程序處理：
   a. 立即親自致電在場站長/督察或控制中心報告，查詢是否舊痕/舊損毀；
   b. 若沒有記錄，應當場請求督察/站長鑑定是否新痕/新損毀後向控制中心報告。如在沒有督察/站長當值的車廠/站頭，概由控制中心發出處理指示；
   c. 如確定為新痕/新損毀，控制中心會因應情況追查上手車長，指示上手車長填寫「交通/車輛事故」報告。

2. 巴士機件問題/故障
   a. 巴士出現風壓不足
      當出現風壓不足時，要進行『叉風』及檢查腳掣/手掣是否有漏風現象，車長應熟習『叉風』正確步驟：先拉緊手掣，按下「空波」。待慢速中之引擎將空氣壓進制動氣缸中。在引擎已熱身之情況下，可以將油門踏下至引擎中速，加快叉風。待「低風壓警告燈」熄滅及風壓錶顯示有足夠風壓時，始可開車行駛。在叉風過程中應注意噪音及廢氣排放，切勿影響他人。富豪車種於風壓不足時保險掣 (俗稱「冬菇掣」) 會彈起，於叉風後需按下保險掣才可行駛；
   b. 當波箱油溫警告響起，須入「空檔」待波箱自行降溫。波箱溫度回落，可試再次行駛，但若波箱油溫警告再次響起，應在安全而不阻礙交通的情況下停車，切勿再次行駛；
   c. 當巴士機件出現嚴重故障，在一般情況下，錶板上會出現紅色警告燈或「STOP」的字樣(適用於較新型號巴士)。車長必須在安全情況下儘快停車(儘量不阻礙交通)，應先嘗試重新啟動有關裝置；
   d. 行駛中巴士的引擎突然熄掉
      車長應保持鎮定，留意道路環境，在安全及可行之情況下，採取下列措施：
      - 亮起危險警告燈 (壞車燈)；
      - 緩緩降低車速，儘量將巴士靠左行駛，在一個安全合適之位置停車；
      - 制動系統在引擎熄掉之情況下仍會維持正常操作，車長需要留意錶板儀上之低風壓警告。若低風壓警告啟動，即表示腳掣剎車效能會開始下降，車長需要儘快在安全情況下停車；在引擎熄掉之情況下，車長需要使用比正常較大的力度操控軚盤。

   若採取以上處理方法或重啟巴士後情況沒有改善，必須儘快聯絡壞車熱線(新巴)或控制中心(城巴)尋求指示。在致電求助時，應提供姓名、員工編號、字軌編號、巴士編號、準確壞車地點、乘客人數及準確地說出故障情況。若確定巴士無法繼續行程，在安全情況下安排乘客轉乘其他車輛(參閱 6.7)，完成後須留守車廂等候工程部人員到來或上級指示方可離開車廂。如巴士不能即時維修，車長或需協助駕駛巴士回廠。

3. 機件輕微故障/問題
   當巴士機件出現輕微故障，在一般情況下，錶板上會以黃色警告燈顯示，亦即情況沒有對車長、乘客及其他道路使用者構成即時性危險或嚴重影響公司之服務，車長請於完成車程後向壞車熱線(新巴)或控制中心(城巴)報告，以便工程部備悉；另外，當引擎冷卻水位警告響起，切勿自行打開水箱口蓋及加水。

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4. 車廂設備故障

a. 錢箱故障

1. 嚴禁車長對錢箱作出任何干擾；
2. 若錢箱頸出現可疑異物或有其他物品落入錢箱內，必須即時通知控制中心；
3. 若錢箱口出現阻塞，請依照以下步驟
   - 重複按錢箱掣；
   - 如情況沒有改善，繼續營運，回總站後即時通知站長或控制中心；
   - 站長或督察處理後若仍未改善，安排巴士回廠。

b. 八達通收費器故障

1. 如行車途中八達通收費器發生故障，車長應儘快於安全位置將巴士停下並將八達通收費器關掉，再重複開機步驟；
2. 若重新啟動無效，車長應即時通知控制中心尋求指示；
3. 按公司規定，當個別八達通收費器於行車時未能提供服務，持八達通卡的乘客可免付車資，以現金繳付的乘客則仍需付款。但若是八達通系統出現大規模故障，公司會發出公告要求所有乘客必須以現金繳付車資。

c. 電子牌故障

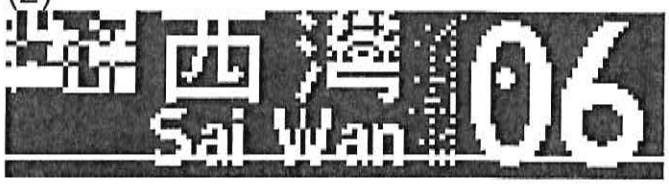
1. 如於班次開出前發現電子牌故障或未能清楚顯示路線資料*，須通知壞車熱線(新巴)或控制中心(城巴)，並於擋風玻璃左下方展示 A3 尺寸臨時路線牌或/及目的地顯示牌；
2. 車長在行車途中如發現電子牌運作不正常，須於合適之巴士站位置停車檢查電子牌是否可恢復正常運作。車長可嘗試先死火、關掉電池總掣，並等候數秒再重新著車。若仍未能正常顯示，需繼續營運至總站，並於沿途各站提示乘客所營運之路線。於抵達總站後，須通知壞車熱線(新巴)或控制中心(城巴)，若仍須繼續使用該車營運，亦須於擋風玻璃左下方展示臨時路線牌或/及目的地顯示牌。

*未能清楚顯示路線資料之例子如下

(1)



(2)



(3)



d. 報站系統或多媒體廣播系統(MMOB)故障

當系統之顯示、聲浪或操作出現不正常情況，於抵達總站後，車長需向壞車熱線(新巴)或控制中心(城巴)報告。若系統發出的不正常聲浪會嚴重滋擾乘客，請在安全情況下儘快向壞車熱線(新巴)或控制中心(城巴)尋求指示。

e. 閉路電視故障
如上層閉路電視無影像，車長未能監察上層情況，於抵達總站後，車長需向壞車熱線(新巴)或控制中心(城巴)報告，立即停用該車，儘快安排回廠維修。若車輛其他閉路電視鏡頭故障，報告後可繼續營運。

6.7 過客之程序

1. 向控制中心報告乘客人數、地點及方向，聽取當值員工指示。在得到控制中心或新巴壞車熱線的指示下，才安排下列之過客程序。如有需要可利用公路電話求助；
2. 車長應禮貌地向乘客解釋車輛停頓原因及儘量安撫乘客情緒；
3. 車長應通知乘客在車上等候過客，指示乘客切勿離開車廂(緊急疏散情況例外)，免生危險；
4. 於快速公路上或隧道管內壞車，不可單獨處理過客，車長應留守壞車地點等候督察、警方或公路管理公司職員到場協助過客(緊急疏散除外)；
5. 於安全情況下，車長才可讓乘客離開車廂轉乘其他車輛。於情況許可下，聯同後車共兩名車長一起協助維持乘客過車秩序。如現場環境難於控制，可待交通警員或公路管理公司職員到場後，始行過客；
6. 後車到達後，先評估後車餘下之載客量，才安排合適數量的乘客下車，以免乘客站立在公路旁；
7. 禮貌地通知乘客轉車安排，並提醒乘客取回隨身物品；
8. 若路線設有八達通雙向分段收費，須先提示欲享有該優惠之乘客於原車八達通機再次拍咭，才安排過客，車長請同時提示後車車長留意已拍咭享有該優惠之乘客，並於有需要時提示乘客落車；
9. 車長應儘量安排乘客免費轉乘新巴或城巴相同性質路線之車輛。如需過客於其他專利巴士公司(如九巴，龍運等)，對方車長不可向過車之乘客收取任何車資。車長必須記錄乘客 (成人/半費) 數目、時間、地點、對方路線、應付車資、對方車號或車牌號碼及對方車長姓名。回總站後向站長報告及填寫過客記錄，方便公司日後跟進。
10. 路線牌保持顯示行駛中的路線，以便同線或同站之巴士協助，直至過客完畢始改為顯示「暫停載客」。

如車長遇見同線同向或同站同向之巴士不能繼續開行時:
1. 在安全情況許可下，協助接載壞車之乘客；
2. 在安排乘客過車時，應將車停在壞車的前方進行，以確保乘客安全；
3. 無需向乘客收取車資；
4. 如壞車屬於其他專利巴士公司，車長須立刻記錄乘客(成人/半費)數目、上車時間、地點、對方路線、車資、車號、車長姓名，向站長報告及填寫過客報告；
5. 公司會向有關之巴士公司直接收取車資。

6.8 行錯路及突發改路

若駕駛中途行錯路，應保持鎮定並採取以下措施:
1. 繼續在錯誤的路線上行駛，逐漸減慢車速，切勿急速扭軚或避免緊急煞車，留意路面障礙或半空懸掛物，儘快將巴士停於安全地方；

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2. 即時致電控制中心作出報告，如載有乘客，車長需向乘客禮貌地解釋；
3. 若熟悉該區路面，車長於通知控制中心後，可於安全情況下儘快駛回原有路線；
4. 若不熟悉該區路面，車長必須把巴士繼續停於安全及不影響交通的位置，致電控制中心尋求指示及等候協助，絕不可自行找路；
5. 到達總站後，車長需再致電控制中心，以作記錄；
6. 車長需於 24 小時內向營運部提交員工報告解釋事故；

因一時大意而行錯路，並不算嚴重過失。反之，強行倒車或急速扭軚可能造成嚴重後果，故車長無需勉強作出糾正或刻意隱瞞。若對行車路線存有疑問，車長應儘早致電控制中心尋求指示。

若駕駛中途發現道路封閉而需要突發改路，應保持鎮定並採取以下措施:

1. 車長必須把巴士停於安全及不影響交通的位置，致電控制中心尋求指示，如載有乘客，車長需向乘客禮貌地解釋；
2. 若現場有警員指揮交通，應遵從警員的指示，但如發現該改道後之道路不適合巴士行駛，應停於安全及不影響交通的位置，致電控制中心等候協助，絕不可強行通過；
3. 到達總站後，車長需再致電控制中心，以作記錄。

6.9 巴士上發現嘔吐物或排泄物

當在駕駛途中發現巴士內有嘔吐物或排泄物，如情況許可及乘客接受可繼續行程，提醒乘客與嘔吐物或排泄物儘量保持距離，於返回總站後要求清潔員工作出清理及消毒。若總站不設清潔員工，儘快向壞車熱線(新巴)或控制中心(城巴)報告。如情況不容許繼續行程，在到達下一個巴士站後，向壞車熱線(新巴)或控制中心(城巴)報告，並安排乘客轉乘其他車輛(參閱 6.7)。

6.10 可疑物品處理指引

可疑物品有以下其中一種或多種特徵:

- 有警告字眼或標誌（如炸彈或生人勿近）；
- 有電線外露；
- 有電池；
- 有燈號；
- 有按鈕或計時器。

介定為可疑物品後之處理方法:

- 千萬不可再觸摸或移動該物品；
- 不要用物件遮蓋可疑物品；
- 不可在該物件 25 米範圍內使用無線電通話器或手提電話；
- 立即疏散附近之人士離開至 100 米之外；
- 在 25 米範圍外致電報警及致電控制中心或上司報告；
- 在警察到場前，不可讓任何人士走近可疑物品。

行車時乘客告知發現可疑物品之處理方法:

- 立即靠近路邊停車，如在隧道管道內或大橋上，則繼續行車至隧道管道外或過了大橋後才停車；
- 勸喻乘客保持冷靜及暫時切勿使用手提電話；
- 根據上述介定可疑物品之方法，確定乘客所指的是否可疑物品；
- 介定為可疑物品後，依照上述可疑物品之處理方法處理。

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7. 行政措施/程序

7.1 總站及控制中心電話用途

總站及控制中心之電話只供內部車務運作使用，員工在任何時候若遇上突發事故或客人查詢，不應向客人透露總站或控制中心電話號碼或將電話轉交予客人與控制中心職員對話。如客人有任何投訴、查詢或意見，員工應禮貌地通知乘客致電公司顧客服務專線 (新巴 2136 8888 / 城巴 2873 0818)，由顧客服務部同事處理。若客人拒絕致電顧客服務專線，在客人同意下將客人聯絡資料及意見交回公司。

7.2 巴士視像錄影監察系統使用政策

巴士視像錄影監察系統使用政策如下：

1. 張貼告示
   裝有視像錄影系統的巴士，會於當眼處張貼告示。
2. 錄像資料
   視像錄影系統將就巴士車廂及巴士車身外圍進行錄影。
3. 使用錄像資料守則
   - 3.1 裝設視像錄影系統的目的是用作提升服務質素及協助事件調查。
   - 3.2 錄像資料之保留
     1. 錄像資料將保存在錄影系統的記憶硬盤內，須經下載才可查閱。
     2. 未經下載的錄像資料會於約1星期後被新資料取代(確實保存時間視乎記憶硬盤之容量及每天新增之錄像資料量)。
     3. 經下載而其後確定毋須進一步跟進的錄像資料，公司將予以銷毀。
   - 3.3 錄像資料之下載
     1. 除因3.1所述的目的外，公司不會從錄影系統的記憶硬盤下載錄像資料。
     2. 如需下載，助理營運經理或以上職級人士所授權的員工會於有關申請獲批准後3個工作天內，到相關巴士下載錄像資料，並送回營運經理處理。
   - 3.4 要求下載及查閱錄像資料申請之批核
     1. 公司寫字樓員工執行職務所需 – 須由助理經理級或以上人士批准；
     2. 為公司提供保險調查或法律意見之非公司人士 – 須由總監級或以上人士批准；
     3. 員工如欲查閱有關他個人的錄像資料，或要求公司提供有關複本，必須於資料攝錄日期起計5天內，以書面向營運經理提出申請。如有關錄像未有記錄其個人資料，或該錄像涉及其他人士之個人資料，則除非有關當事人給予訂明同意，本公司將拒絕申請；
     4. 在《個人資料(私隱)條例》下有關豁免條文可應用或資料當事人給予訂明同意的情況下，公司會向第3方(包括執法機構)提供錄像資料；
     5. 根據上述(3)及(4)項提出的申請，無論獲批准與否，公司都會因應欲查閱資料多寡及處理程序，收取適度的行政費用。公司或會因應公司對相關事件的立場而減免收費。

4. 有關上述政策的查詢，請聯絡所屬部門經理。

7.3 使用巴士行車紀錄儀資料守則

1. 行車紀錄資料之保留
   - 行車紀錄資料將保存於公司電腦伺服器內。
   - 行車紀錄詳盡資料只會保留3個月。節錄資料會保留較長時間。
2. 前線員工及外界人士要求查閱行車紀錄資料申請之批核
   - 前線員工及執法部門 – 須由助理經理級或以上人士批准；
   - 為公司提供保險調查或法律意見之非公司人士 – 須由總監級或以上人士批准；
   - 負責員工會於有關申請獲批准後3個工作天內，從公司電腦伺服器取得有關資料，然後安排交予申請人。
   - 所有申請無論獲批准與否，公司都會因應欲查閱資料多寡及處理程序，收取適度的行政費用。公司或會因應公司對相關事件的立場而減免收費。
3. 有關上述政策的查詢，請聯絡所屬部門經理。

7.4 車務員工處理他人之個人資料守則

各員工於日常工作中有機會接觸其他人士的個人資料(例如個人的姓名、電話號碼、地址、身份證號碼、相片)。所有員工當處理他人的個人資料時務須提高警惕，確切遵守有關《個人資料(私隱)條例》，並採取有效的保安措施，確保個人及敏感資料受到保障，當中包括員工、乘客、承辦商、以及交通事故所涉及人士的資料。

當員工處理他人的個人資料時必須遵守下列各點：

1. 如非實際需要，不可收集他人的個人資料；所收集到的資料足夠便可，而不應超過有關目的之實際需要；
2. 他人之証件不可拍照或影印；
3. 當收集他人之個人資料後，必須妥善保存有關資料並儘快向公司呈交。員工不可私自保存有關資料，所有填上個人資料之草稿紙必須立即銷毀，棄置時必須撕碎至不能辨認有關資料之狀態；
4. 若有需要透過電話讀出他人的個人資料，必須確保與事件無關人士不在場或不能聽到有關資料；
5. 不論他人的個人資料是親身獲得、由公司表格或公司電腦系統獲悉，員工不可利用有關資料作個人用途，亦不可將有關資料展示或提供予無關人士；
6. 所有公司內部之 SMS 信息，除非只發給當事人，否則不可列出個人資料(姓名及車牌除外)。

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7.5 申請制服程序

員工申請制服(包括全新申請、更換或遺失補領)，需填妥『制服申請表格』，並交回營運部寫字樓處理(員工請留意其自行選擇提貨點之開放時間)；
如屬『補領遺失制服』，公司會向有關員工發出『遺失制服繳費單』以繳交補領費用，入數後連同正本入數收據交回營運部，方會處理申請；
當制服安排好後，新巴及城巴營運壹部會使用手機短訊通知員工提貨安排(如下圖)。由於提貨地點的限制，城巴營運貳部會將提貨單寄往有關站頭通知員工提貨安排。員工可按通知之時間及地點，並帶同舊制服(如適用)前往領取制服；



領取制服時需先出示員工證及提供『核實號碼』，如委託其他員工代領，則可將『核實號碼』交予代領員工；員工須於檢查制服後簽收。
(城巴營運貳部員工則須提供提貨單及於檢查制服後簽收。如委託其他員工代領，需要填寫及簽署授權書)
任何有關申請制服之查詢，請致電所屬營運部寫字樓。

員工注意事項：

1. 填好之申請表格請寄往營運部寫字樓處理，逢星期三會作截數，如所申請之制服已有貨，會於星期一發出手機短訊通知提貨；
2. 如 1 個月內未有收到短訊，即表示申請之制服未有貨或公司未有收到申請。

副本存放地點

	車廠	✓
1	CFD	
2	CWD	
3	OPD	
4	TCD	
5	TKD	
6	TMD	
7	WCD	
8	WKD (OD2)	
9	WKD (ODN)	
10	OCC (OD1)	
11	OCC (OD2)	
12	OCC (ODN)	
13	OM-D1	
14	OM-D2	
15	OM-N	

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車長手冊(附件)







版本：2016年11月

CITYBUS城巴 新巴 FIRST BUS

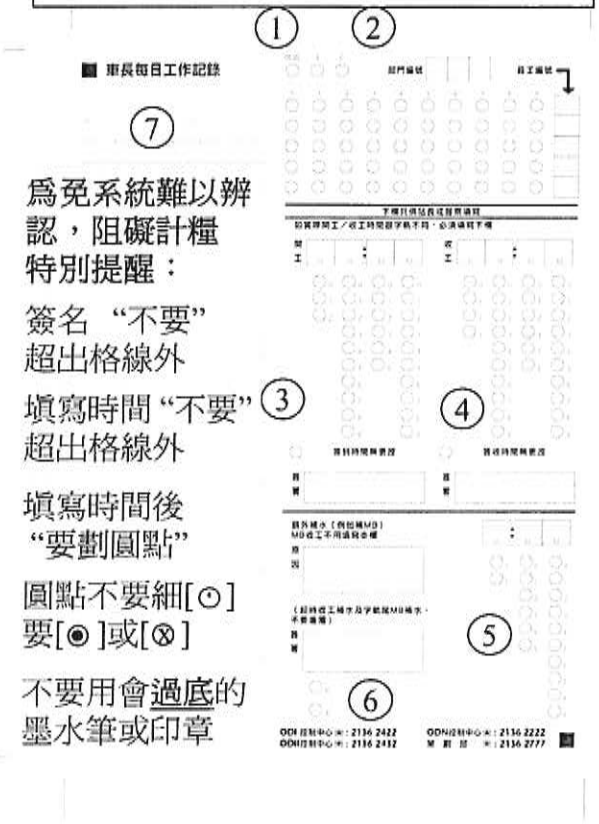
附件一：車速偵測監察區

區域	道路	方向	由	至	限速
東區	柴灣道	往筲箕灣	大潭道路口後	慈幼中學外 (天橋分叉路前)	50
	柴灣道	往柴灣	大潭道路口後	康民街路口前	
	百福道	往小西灣	天后廟道路口後	健康中街路口前	
	怡景道	往勵德邨	雲景道迴旋處後	勵德邨總站前	
南區	薄扶林道	往香港仔	薄扶林村站	余振強必停站	
	香港仔水塘道	往香港仔	漁光道路口後	香港仔大道路口前	
	淺水灣道	往中環	春磡角道路口後	南灣迴旋處前	
中西區	域多利道	往中環	明愛賽馬會宿舍站	西寧街站	
	山道天橋	往中環	薄扶林道天橋入口	德輔道西對上	
	花園道	往中環	羅便臣道花園台站	聖約翰座堂站	
九龍	蒲崗村道	往彩虹	協和書院後	富山邨站	
	窩打老道 (映月臺)	往何文田	龍翔道東行對上	映月臺對面 (天橋分叉路前)	
新界	西貢公路及 新西貢公路	往西貢	鄭植之中學外 (出隧道後)	南邊圍迴旋處前	
	清水灣道	往坑口	銀影路路口後	銀線灣迴旋處前	

- 完 -

附件二:填寫車長功課紙注意事項

圖解 - 新版功課紙 (背頁)

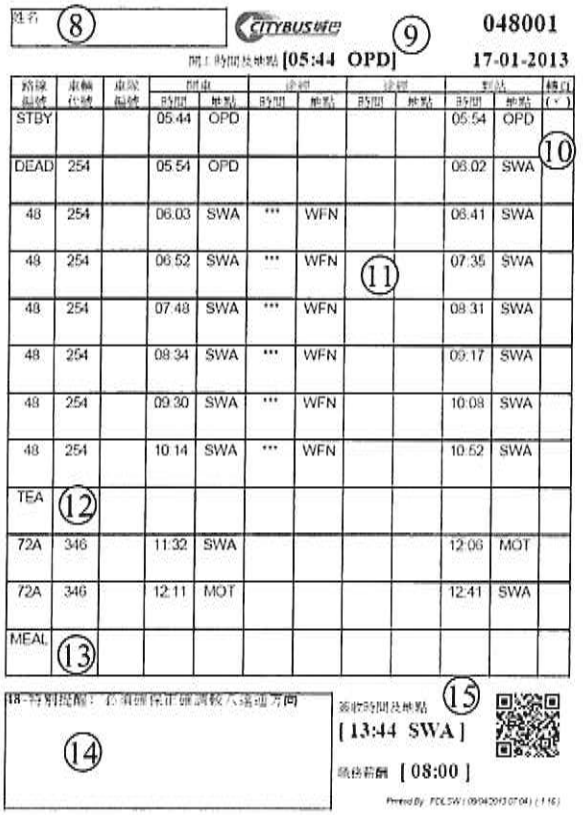


編號	留意事項
1	如屬例返，必須填滿「例返」圈，以便正確計糧
2	B圈 及 C圈 只供城巴非專利車長使用 - 站長／督察簽收車長時須核對 B圈及C圈有無誤填
3, 4	如車長簽到或簽收時間無更改，站長／督察須填滿此圈；否則須在上欄另行填寫；如有更改地點，站長亦須手改左頁第 9 或 15 項，然後在此簽署作實
5	如車長需要額外補水，站長／督察須填寫原因、時間及填圈；惟如已填寫的收工時間已如實反映延遲後所需補水，則不須再填此欄。不要重覆補水，特別是 MB 收工的字軌，小心填寫。
6	不用理會 D圈 及 E圈
7	車長／站長如有其他車務安排或資料補充，須先於首頁第 10 項加上「✔」號，後於第 7 項填寫詳情

CITYBUS 城巴　新巴 FIRST BUS

周大福企業及新創建集團成員
Members of Chow Tai Fook Enterprises and NWS Holdings

圖解 - 新版功課紙 (首頁)



路線編號	車輛位號	車隊編號	開車 時間	開車 地點	途經 時間	途經 地點	途經 時間	途經 地點	到站 時間	到站 地點	轉頁 (✔)
STBY			05:44	OPD					05:54	OPD	
DEAD	254		05:54	OPD					06:02	SWA	
48	254		06:03	SWA	***	WFN			06:41	SWA	
48	254		06:52	SWA	***	WFN			07:35	SWA	
48	254		07:48	SWA	***	WFN			08:31	SWA	
48	254		08:34	SWA	***	WFN			09:17	SWA	
48	254		09:30	SWA	***	WFN			10:08	SWA	
48	254		10:14	SWA	***	WFN			10:52	SWA	
TEA											
72A	346		11:32	SWA					12:06	MOT	
72A	346		12:11	MOT					12:41	SWA	
MEAL											

編號	留意事項
8	填寫車長姓名
9, 15	預編字軌簽到及簽收的時間及地點；如地點有改，須手寫正確地點於空白位置；如時間有改須填第 3 或 4 項
10	員工如有其他車務安排或資料補充，須先於第 10 項加上「✔」號，後於背頁第 7 項填寫
11	字軌內容，如有任何調動，站長／車長可以手改，填寫正確資料於空白位置
12, 13	TB / MB 的表達方法
14	備註部份
15	已預編字軌內容於二維條碼圖案內，各員工應避免弄髒或摺疊此圖案

不要用會過底的墨水筆或印章
會影響背頁的圓點

要用釘書釘時，
要避開背面圓圈 ○位置

其他留意事項：

1. 車長開出班次前，於項目「車隊編號」填上所駕駛之巴士編號。
2. 如原編開出時間與實際時間有所不同，須於適當的位置用筆刪去及填上實際時間。有關班次改動資料，如現場設有站長，車長須主動交由站長填寫，否則車長自行填寫。
3. 收工需將功課紙交予督察/站長或指定位置，負責簽收的督察/站長(如有)亦應檢查功課紙是否正確填寫及必須在方格內簽名。
4. 即使簽到／簽收時間「無更改」，站長／督察亦必須簽名。

附件三 :功課紙代號的解釋

STBY	在該段時間內必須留守在指定崗位，等候派更或站長安排適當工作
PASS/ WALK	自行使用最快捷的路線，乘車/步行前往下一個位置
DEAD	駕駛巴士私牌前往下一個位置
FUEL	入油
STFF	駕駛員工車/員工接送
DOCS	駕駛寄文件車

附件四：城巴地點代號一覽

AAT	駿坪路亞洲空運貨站外	GOC	香港黃金海岸	MOR	尖沙咀（麼地道）	THD	大坑徑
ABE	香港仔	GRT	康翠臺	MOS	馬鞍山市中心	THE	天恒邨
ABT	香港仔隧道	GTC	機場（地面運輸中心）	MOT	銅鑼灣（摩頓臺）	THS	太康街
ADE	金鐘站（東）	HCS	鯽魚涌（海澤街）	NES	旺角（奶路臣街）	TIH	天后站
ADW	金鐘站（西）	HEC	軒尼詩道（興利中心）	NFR	南風道泊車場	TIS	天水圍站
ALC	鴨脷洲邨	HEF	灣仔（菲林明道以西）	NPF	北角碼頭	TIW	田灣邨
ALH	中環（歷山大廈）	HEL	灣仔（盧押道以西）	NTP	沙田（新城市廣場）	TIK	調景嶺公共交通交匯處
ALM	鴨脷洲大街	HFC	杳花邨	OCP	海洋公園	TIY	天耀邨
AMA	機場（飛機維修區）	HFR	大角咀（海輝道）	OME	何文田（愛民邨）	TKD	將軍澳車廠
APR	香港仔海旁道	HLY	康樂園	OPD	海洋公園車廠	TKO	將軍澳站
ASG	黃竹坑（香港仔運動場）	HOK	中環（香港站）	OPF	黃竹坑車廠入油後往海厳	TKR	天葵路
ATO	機場1號客運大樓	HSG	將軍澳（厚盛花園）	OYS	愛賢街（愛東商場外）	TKT	大角咀（維港灣）
ATT	機場2號客運大樓	HUH	紅磡站	PAD	沙田馬場天幕	TLL	天樂里
AWE	亞洲國際博覽館	HUK	紅橋	PAR	柏道	TLT	青龍頭
BBP	卑路乍灣公園	HVL	跑馬地（下）	PAS	銅鑼灣（百德新街）	TMC	屯門市中心
BEB	卑路乍灣	HVR	跑馬地馬場	PES	銅鑼灣（邊寧頓街）	TMD	屯門車廠
BGA	泓景臺	HVU	跑馬地（上）	PHF	寶康路油站	TMF	屯門碼頭（B3）
BRD	廣播道	ICW	香港專業教育學院（柴灣）	POA	將軍澳（寶琳）	TMP	屯門碼頭（962）
BRH	寶馬山	IMT	告士打道（入境事務大樓）	POR	蒲飛路	TOS	深水埗（東京街）
BUS	旺角	IRC	迪欣湖	PSS	沙田第一城（寶城街）	TPC	大埔中心
CAR	堅道	IRS	銅鑼灣（伊榮街）	PTB	機場（客運大樓）	TPT	大埔頭
CBS	高士威道（銅鑼灣運動場）	ISP	港運城	PTS	沙田第一城（百得街）	TSC	天水圍市中心
CCC	中華基督教墳場	ISR	小西灣（藍灣半島）	QES	伊利沙伯體育館	TSE	尖沙咀東
CDF	中環（3號碼頭）	JAH	中環（怡和大廈）	QUE	金鐘道政府合署	TSF	天星碼頭
CEC	灣仔（會展新翼）	JAL	渣甸山	RAC	沙田馬場	TSP	天水圍公園
CEF	中環碼頭	KAD	啟東泊車場	REB	淺水灣	TSU	海洋公園（大樹灣）
CEL	銅鑼灣（中央圖書館）	KBA	九龍灣站（觀塘道東行）	ROR	羅便臣道（花園台）	TSY	青衣站
CES	西營盤（正街）	KBD	九龍灣泊車場	ROS	金鐘（樂禮街）	TTR	汀太路
CFD	創富道車廠	KBF	九龍灣補油	RUS	中環（林士街）	TTS	輕鐵大欖站
CFF	置富花園	KCE	葵涌邨	SCP	科學園	TTW	赤柱（東頭灣道）
CFO	創富道寫字樓	KER	堅尼地道	YYT	又一村	TUC	東涌站
CGO	金鐘（政府總部）	KET	堅尼地城	SFO	赤柱炮台	TVC	將軍澳電視城
CHE	彩虹	KIG	天水圍（嘉湖銀座）	SHD	小濠灣車廠	TWH	大窩口站
CHF	彩福邨	KKS	景光街	SHK	山景邨	TWN	慈雲山（北）
CHM	彩虹站	KOP	康山道	SHL	順利	TWS	慈雲山（南）
CHR	香港仔（成都道）	KOS	寧安街	SHP	沙田置場	TWT	荃灣大會堂
CHT	紅磡（海底隧道收費廣場）	KOT	九龍塘站	SHS	上水站	TWW	荃灣西站
CHY	竹園邨	KTD	堅城廠	SHT	沙田站	TYC	青衣中華電力發電廠
CKO	春坎角	KTS	九肚山	SHW	上環	TYE	天恩邨
CKR	上環（中港道）	KWY	廣源邨	SIH	兆康站	WAC	灣仔
CLH	沙田馬場會所	KYC	錦英苑	SKN	西貢（北）	WAK	華貴邨
CLS	銅鑼灣（加寧街）	LAC	麗港城	SKW	筲箕灣	WAT	屈臣氏
CLY	屯門（置樂花園）	LAL	青嶼幹線繳費廣場	SLK	荃灣（西樓角路）	WCD	新巴黃竹坑車廠
COS	沙田第一城	LAT	藍田站	SNS	西寧街	WCF	灣仔碼頭
CPO	機場（1號停車場）	LAV	海逸豪園	SOD	海怡路	WCH	黃竹坑
CRB	堅拿道巴士專線	LEC	銅鑼灣（禮頓中心）	SOH	海怡半島	WES	西營盤（西邊街）
CSP	長沙灣廣場	LER	灣頓道	SOP	軒尼詩道（修頓球場）	WFC	華富（中）
CSW	長沙灣站	LET	利東邨	SPR	石排灣道	WFN	華富（北）
CTD	金鐘（力寶中心）	LEY	漆源邨	SPW	石排灣	WHC	西區海底隧道
CUH	香港中文大學	LKC	六國中心	SSC	兆山苑	WHD	城巴黃竹坑車廠
CWA	彩雲	LKR	鯉景道	SSG	小西灣運動場	WHR	銅鑼灣（威非路道）
CWD	柴灣車廠	LLS	鴨脷洲（利樂街）	SSW	小西灣邨	WKD	西九龍車廠
CWE	柴灣（東）	LOC	樂湖居	STA	香港大球場	WNB	黃泥涌道（樂活道）
CWS	柴灣車廠訓練學校	LRC	灣仔（駱克道市政大廈）	STC	沙田英童學院	WOC	禾輋邨
CXC	國泰城	LRT	獅子山隧道	STE	順天邨	WOH	華富邨華安樓
CYB	數碼港	LTE	藍地（青山公路與藍地大街交界）	STF	中環天星碼頭	WOF	黃竹坑消防局
DIH	鑽石山站	LTM	利東街市	STP	赤柱監獄	WSR	屯門（湖山路）
DIP	荃灣（愉景新城）	LTN	藍田（北）	STR	順東路	WSP	黃石碼頭
DIS	迪士尼站	LUM	屯門（龍門居）	STS	深井	WTT	大埔（運頭塘）
DOS	德忌利士街	LUR	灣仔（盧押道）	STT	石塘咀（皇后大道西）	WWS	中環（永和街）
DWB	深水灣	LWR	龍和道	STV	赤柱村	WYR	榮欣路
EHC	東區海底隧道	LYC	麗湖居	SWA	深灣	YAT	油塘
EHR	銅鑼灣（東院道）	LYR	鯉魚門道	SWC	西灣河（西灣河文娛中心對面）	YCS	深水埗（欽州街）
ENS	九龍灣（企業廣場）	MAF	中環（港澳碼頭）	SYB	西沙路（帝琴灣）	YIO	耀安
ENT	尖山隧道	MAG	青衣（美景花園）	SYS	洗衣街	YLP	元朗廣場
EXS	中環（交易廣場）	MAH	馬坑	SZB	深圳灣口岸	YMC	將軍澳（煜明苑）
FAP	錦繡花園	MAR	麥當勞道	TAS	金鐘（添馬街）	YOF	中國石化小濕源油站
FES	分域街	MEF	美孚	TCC	天水圍（天頌苑）	YPS	旺角（染布房街）
FEV	摩星嶺	MFD	港澳碼頭停車場	TCD	東涌車廠	YTU	東涌（逸東邨）
FOH	炮台山站	MHR	摩理臣山道	TCF	東涌新發展碼頭	YUC	愉翠苑
FTD	火炭車廠	MIK	輕鐵鳴琴站	TEC	沙田馬場電話投注中心	YWS	怡和街
FUT	富泰邨	MIR	尖沙咀（中間道）	TFR	東輋路	YWV	屯門（悅湖山莊）
GAL	加士居道勞資審裁處	MKS	中環（民光街）	TGT	鵬利中心		

附件四: 新巴地點代號一覽

ABE	香港仔	EXS	中環(交易廣場)	LRC	灣仔(駱克道市政大廈)	SOH	海怡半島
ABT	香港仔隧道	FES	分域街	LTM	利東街市	SOP	軒尼詩道(修頓球場)
ADC	金鐘(海富中心)	FEV	摩星嶺	LTT	勵德邨	SOU	蘇屋邨
ADE	金鐘(東)	FHR	炮台山道(金文泰中學)	LUR	灣仔(盧押道)	SPR	石排灣道
ADM	金鐘站	FSW	青衣(楓樹窩路)	LYS	香港仔(洛陽街)	SPW	石排灣
ADW	金鐘(西)	FTD	火炭車廠	MAF	中環(港澳碼頭)	SSG	小西灣運動場
ALC	鴨脷洲邨	FUC	富昌邨	MAH	馬坑邨	SSW	小西灣巴士總站
ALP	旺角(聯合廣場)	GAR	花園道(下纜車總站)	MCS	木廠街	STA	香港大球場
APA	香港演藝學院	GIS	中環(機利民街)	MEF	美孚	STE	順天邨
APR	香港仔海旁道	GRG	青衣翠怡花園	MEL	美林邨	STF	中環(天星碼頭)
AQU	深旺道(碧海藍天)	GRP	西灣河(嘉亨灣)	MET	美田邨	STK	尚德
ASG	黃竹坑(香港仔運動場)	GRT	康翠臺	MFD	港澳碼頭泊車場	STP	赤柱監獄
ASH	軒尼詩道(熙信樓)	HAG	富欣花園	MHC	海怡半島(美康閣)	STT	石塘咀(皇后大道西)
BAG	寶盈花園	HAH	坑口站	MKR	旺角道	STV	赤柱村
BEB	堅尼地城(卑路乍灣)	HAR	灣仔(港灣道)	MKS	中環(民光街)	SWA	深灣公共運輸總站
BGA	泓景臺	HEC	軒尼詩道(興利中心)	MOS	馬鞍山市中心	SWC	西灣河(西灣河文娛中心對面
BRH	寶馬山	HEF	灣仔(菲林明道以西)	MOT	銅鑼灣(摩頓臺)	SWH	西灣河站
BUS	旺角(彌街)	HEL	灣仔(盧押道以西)	MTC	馬頭涌道	SWO	梳士巴利道永安廣場外
CAB	銅鑼灣	HER	軒尼詩道	MTW	馬頭圍	SYS	洗衣街
CAR	堅道	HFC	杏花邨	MYS	中環(民耀街)	TAK	太古城
CBS	高士威道(銅鑼灣運動場)	HFS	銅鑼灣(興發街)	NAC	南昌站	TAS	金鐘(添馬街)
CCC	中華基督教墳場	HHC	紅磡街市	NAF	旺角(彌敦道與快富街交界)	TGT	告士打道(鵬利中心)
CDA	鶴咀	HHF	紅磡碼頭	NES	旺角(奶路臣街)	THD	大坑徑
CDF	中環(3號碼頭)	HHN	坑口(北)	NHS	耀興道(南康街)	THR	大坑道
CEC	灣仔(會展新翼)	HIW	興華邨	NOH	荔枝角(盈昌臺)	THS	太康街
CEF	中環(中環渡輪碼頭)	HMT	何文田	NPF	北角碼頭	THT	天后廟道
CEL	高士威道(中央圖書館)	HOK	中環(香港站)	NTK	牛頭角站	TIH	銅鑼灣(天后)
CEM	中環(中央市場)	HOL	海麗邨	OCP	海洋公園	TIK	調景嶺公共交通交匯處
CES	西營盤(正街)	HOR	荷李活道	OME	何文田(愛民邨)	TIW	田灣邨
CFD	創富道車廠	HSB	德輔道中(恒生大廈)	OPD	海洋公園車廠	TKD	將軍澳車廠
CFF	置富花園	HSC	北角(健康中街)	OSS	清水灣半島	TKI	將軍澳工業邨
CFO	創富道寫字樓	HSG	將軍澳(康盛花園)	OYS	愛賢街(愛東商場外)	TKM	馬頭圍道(土瓜灣街市)
CFR	杏花邨(創富道)	HUE	香港大學東閘	PAR	柏道	TKO	將軍澳站
CHE	彩虹	HVL	跑馬地(下)	PAT	白田邨	TKW	土瓜灣
CHF	彩福邨	HVR	跑馬地馬場	PEA	山頂	TLL	天樂里
CHI	彩明苑	HVU	跑馬地(上)	PEN	尖沙咀(半島酒店)	TTW	赤柱(東頭灣道)
CHM	彩虹站	IMT	告士打道(入境事務大樓)	PES	銅鑼灣(邊寧頓街)	TWC	慈雲山(中)
CHN	彩虹道(寮遺街)	ISP	港運城	PFR	北角(百福道)	TWN	慈雲山(北)
CHO	漾安邨	ISR	小西灣(藍灣半島)	PHF	寶康路油站	UST	香港科技大學
CHR	香港仔(成都道)	JAH	中環(怡和大廈)	PIS	坪石邨	VPM	維多利亞公園正門
CHT	紅磡(海底隧道收費廣場)	JOV	牛頭角	POA	將軍澳(寶琳)	WAC	灣仔
CHW	柴灣站	KAC	啟德(啟晴邨)	POR	蒲飛路	WAK	華貴邨
CIH	中環(大會堂)	KAY	啟業邨	POT	寶達邨	WCD	黃竹坑車廠(黃廠)
CKO	春坎角	KCF	九龍城碼頭	PRE	太子站	WCF	灣仔碼頭
CKR	上環(中港道)	KET	堅尼地城	PST	銅鑼灣(波斯富街)	WCH	黃竹坑邨
COE	長安邨	KIM	健明邨公共交通交匯處	QRC	皇后大道中	WCR	佐敦(匯翔道)
COG	高樂花園	KKS	景光街	QUB	鰂魚涌	WFC	華富(中)
CON	頌安邨	KLR	調景嶺(景嶺路)	QUE	金鐘(統一中心)	WFN	華富(北)
CRB	堅拿道巴士專用線	KOB	九龍灣	QUS	皇后街	WFS	華富(南)
CRO	尖沙咀(廣東道)	KOP	康山道	RAC	沙田馬場	WHC	西區海底隧道
CRS	漆咸道南(香港科學館外)	KOR	旭和道	REB	淺水灣	WHD	城巴黃竹坑車廠
CSW	長沙灣站	KOS	嘉安街	ROR	羅便臣道(花園台)	WHG	黃埔花園
CTD	金鐘(力寶中心)	KTD	堅城廠	ROS	金鐘(樂禮街)	WHR	銅鑼灣(威非路道)
CVR	賽景道	KTR	太子道東/啟德道	RRC	羅便臣道(高主教書院)	WHS	惠亨街
CWB	清水灣	KWT	觀塘	RUS	中環(林士街)	WIS	銅鑼灣(永興街)
CWC	柴灣墳場	KYC	錦英苑	SAK	西貢	WKD	西九龍車廠
CWD	柴灣車廠	LAT	藍田站	SKN	西貢(北)	WKS	烏溪沙站
CWE	柴灣(東)	LAV	海逸豪園	SCO	水泉澳邨	WOR	將軍澳(環澳路)
CWG	長宏邨	LEC	銅鑼灣(禮頓中心)	SFG	赤柱炮台閘口	WOT	衛城道(活倫臺)
CWS	柴灣車廠訓練學校	LEO	利安邨	SFO	赤柱炮台	WTS	黃大仙
CYB	數碼港	LER	禮頓道	SHL	順利邨	WYG	偉恒昌新邨
DOS	德忌利士街	LET	利東邨	SHO	石澳	YIO	耀安邨
DRS	金鐘(德立街)	LHP	日出康城	SHW	上環	YIT	耀東邨
DWB	深水灣	LKC	六國中心	SKW	筲箕灣	YWG	英華女學校
EHC	東區海底隧道	LKR	鯉景道	SMC	秀茂坪(中)	YWS	怡和街
EHR	銅鑼灣(東院道)	LNR	鴨脷洲(利南道工業區)	SOD	海怡路	YYT	又一村

附件五：司機座椅調校

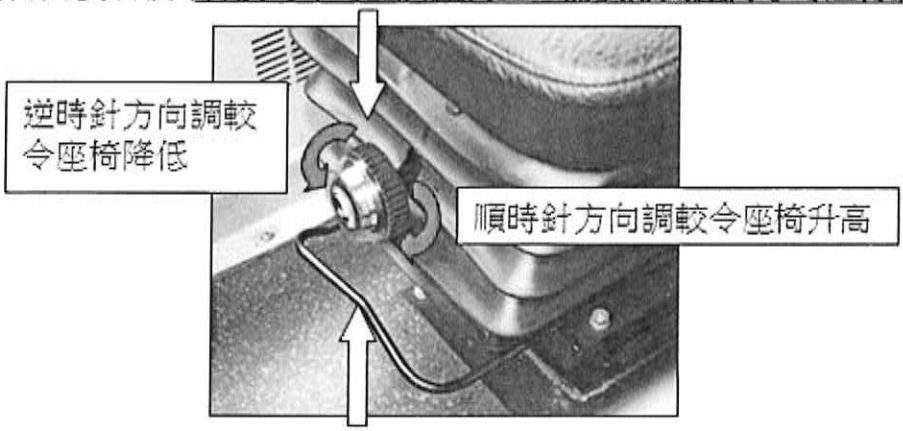
E500 車系司機座椅分為二款，第一款為 USSC 及第二款為 KAB。

第一款 USSC 司機座椅之調校方法如下：

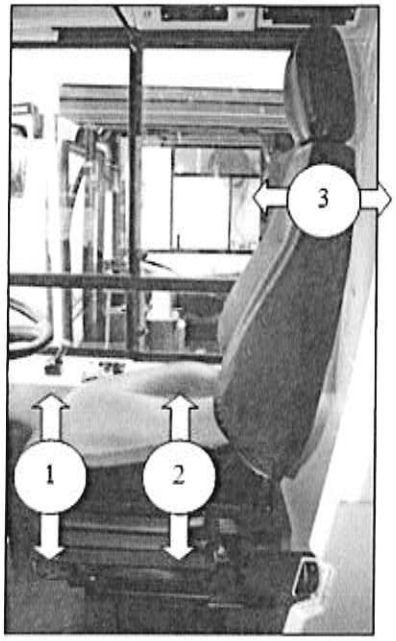


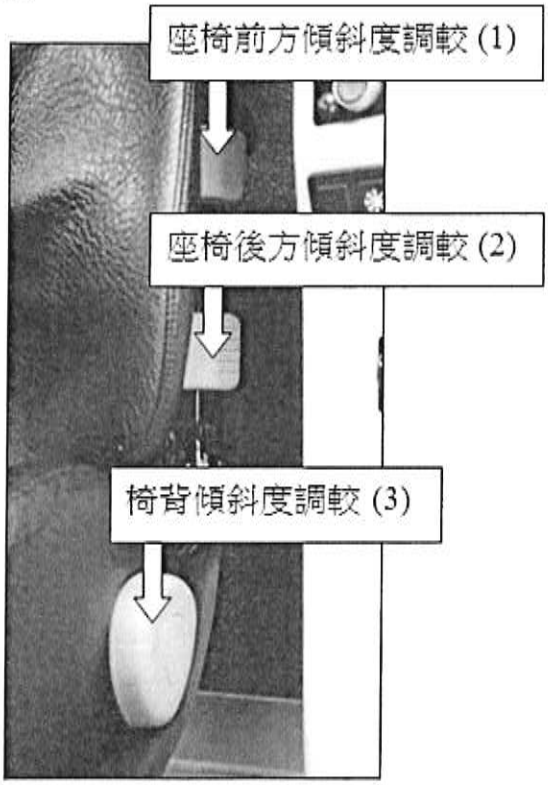
第二款 KAB 司機座椅之調校方法如下：

座椅高度調較 (**調校時不可坐於座椅上，需要離開座椅才可進行調校**)



座椅前後調較

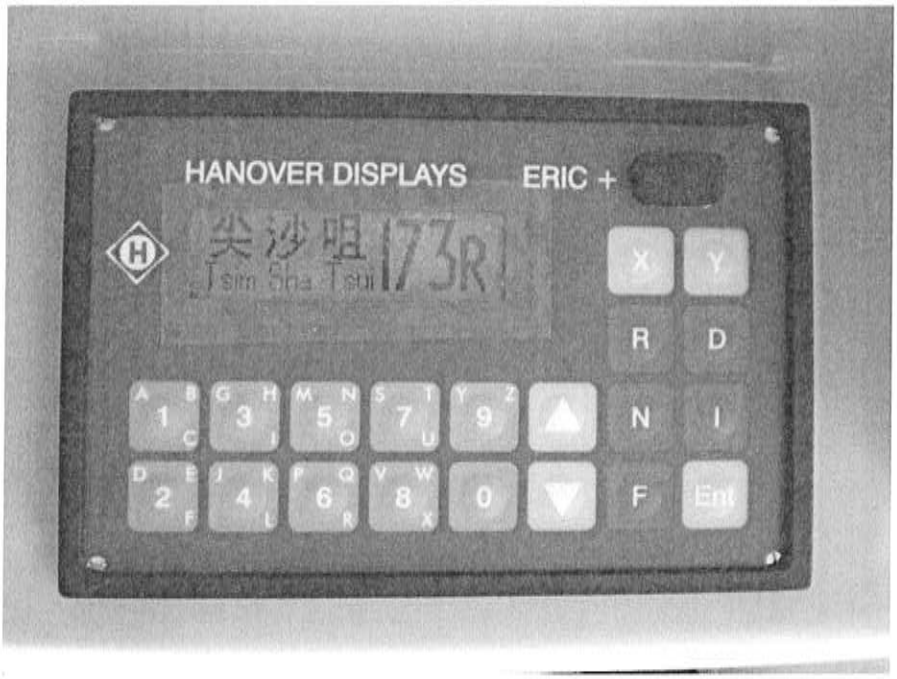




司機座椅右邊位置

當車長調校座墊或椅背前後傾斜角度時「急 chok」而令安全帶鎖死及不能拉出時，可將司機座椅調校回水平位置及位直椅背，安全帶便可回復正常

附件六：E500 Hanover 電子路線牌操作程序



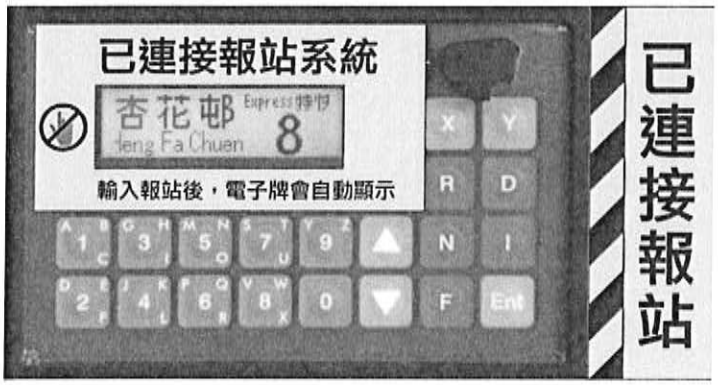
1. 按 [D] 鍵
2. 輸入所需路線號碼，如 23 往北角碼頭，按 [2] [3] 鍵，再按 [Ent] 鍵，便會顯示 [北角碼頭 23]
3. 若輸入路線含英文字母，如 81A 往勵德邨，先按 [8] [1] 鍵，然後按 [1] ，再按 [▲] 一次，便會出現英文字母 “A”，最後按 [Ent] 鍵，便會顯示 [勵德邨 81A]，假如按 [1] ，再按 [▲] 兩次，便會出現英文字母 “B” ，車長可從控制器的按鍵上看到數字包含了哪一組英文字母。
4. 大多數路線的回程方向，是在該路線號碼後加上英文字母 “Z” ，如 70 回程方向往香港仔，就需要輸入路線號碼 23Z，先按 [2] [3] 鍵，然後按 [9] ，再按 [▲] 兩次，便會出現英文字母 “Z” ，最後按 [Ent] 鍵，便會顯示 [蒲飛路 23]。

啟動控制器的預設回程路線代號功能

A. 按 [X] 鍵，控制器畫面會顯示 “去程巴士路線” ，依路線牌操作方法輸入第 1 個路線代號；
B. 按 [Y] 鍵，控制器畫面會顯示 “回程巴士路線” ，依路線牌操作方法輸入第 2 個路線代號；
C. 控制器和電子牌會保持在第 2 個路線代號的顯示。按 [X] 鍵，然後按 [Ent] 鍵，可返回第 1 個路線代號的資料，重覆按 [Y] 鍵，然後按 [Ent] 鍵，會顯示第 2 個路線代號的資料。
D. 若輸入錯誤，可返回步驟 A 再重新輸入。

報站系統自動操作電子路線牌

為簡化日常操作程序，部份巴士的報站系統會自動操作電子路線牌。
巴士上的電子路線牌控制器會有清楚標示，如下圖



有關巴士上的電子路線牌已經與報站系統連接。車長只須先正確輸入報站系統，電子路線牌便會在約6秒後自動顯示，無須手動操作。

車長必須確認電子路線牌的顯示正確。如發現出錯，應使用手動操作電子牌更正。系統詳細使用方法，請參考「使用報站系統操作電子路線牌操作指引」。

附件六：Lite Vision 電子路線牌操作程序



1. 按 **路線** 鍵；
2. 當螢光幕頂中央顯示 **[T]** 時，可輸入數字 (0-9) 和字母鍵上的大字 (A-H)；
   當螢光幕頂中央顯示 **[t]** 時，可輸入數字和字母鍵右下角的小字 (I-Z)；
3. 按 **轉換** 鍵令輸入模式由 **[T]** 變成 **[t]** 或將模式還原；
4. 按數字 / 字母鍵輸入路線號碼（即 2A、101、680X、N8P 等）；
   注意：部份特別班次的路線號碼會有不同，例如 112Y 代表「112 旺角」，請看特別路線表。
5. 如在輸入時按錯鍵，按 **清除** 鍵返回步驟 2. 重新輸入；
6. 輸入正確資料後按 **確定** 鍵；
7. 如螢光幕的顯示為另一邊總站，按 **目的地 A** 鍵或 **目的地 B** 鍵選擇另一邊目的地資料；

重覆步驟 7. 變更兩邊總站顯示，或返回步驟 2. 輸入另一條路線。

附件六：DERIC+ 電子路線牌操作程序

新巴 1001- 1190, 12XX, 14XX, 16XX, 30XX, 33XX, 50XX, 60XX



1. 按 F/E 鍵；
2. 按 ▲ 鍵直至螢光幕右上角顯示所需的數字 / 字母。如出現「過龍」的情況，可繼續按 ▲ 鍵讓所需的數字 / 字母再出現；
3. 按 ◀ 鍵並重覆步驟 2. 輸入下一個位的數字 / 字母；若之前的輸入錯誤，按 F/E 鍵讓螢光幕頂出現目的地資料或「Bad Destination」時，由步驟 1. 再開始；
4. 如需要再跳往下一個位，重覆步驟 3.；
5. 按 F/E 鍵完成輸入。

啟動控制器的預設回程路線代號功能

A. 按 ◀ 鍵，螢光幕會出現「Out no: _ 」，依路線牌操作程序步驟 1.至 5.輸入第 1 個路線代號；

B. 再按 ◀ 鍵，螢光幕會出現「Return no: _ 」，依線牌操作程序步驟 1.至 5.輸入第 2 個路線代號；

C. 若輸入錯誤，按 F/E 鍵，然後返回步驟 A.；

D. 控制器和電子牌會保持在第二個路線代號的顯示。
按 ◀ 鍵，然後按 F/E 鍵返回**第一個**路線代號的資料，
重覆按 ◀ 鍵和 F/E 鍵，會顯示第二個路線代號的資料。

附件七: 報站系統特別訊息列表

	標題	內容
1	緊握扶手	請緊握扶手。
2	放好行李	請將行李妥善咁放喺行李架上，小心看管你嘅私人財物，多謝合作。
3	保持車廂清潔	請保持車廂清潔，請勿吸煙或飲食，多謝合作
4	突發事故過客	各位乘客請注意，由於發生突發事故，本班車未能繼續行駛。我哋正在安排各位轉乘其它巴士繼續行程。請安坐並留意車長進一步指示。不便之處，敬請原諒。
5	上層仍有座位	巴士上層仍有空置座位，乘客請往上層就坐，多謝合作。
6	行入車尾	請儘量行入車廂較後位置，保持車門通道暢通，多謝合作。
7	上層及梯間勿站立	為咗你及其他乘客嘅安全著想，切勿喺上層及梯間站立，多謝合作。
8	擠塞，班次受阻	各位乘客請注意，由於交通擠塞，本班車將會略受阻延。不便之處，敬請原諒。
9	改道，車站受影響	各位乘客請注意，由於交通改道，本班車將受影響，個別巴士站已臨時遷移或取消。不便之處，敬請原諒。
10	改道，車程延長	各位乘客請注意，由於交通改道，本班車嘅行車時間或會延長。不便之處，敬請原諒。
11	調整班次	各位乘客請注意，由於巴士班次臨時調整，本班車將會稍遲開出。不便之處，敬請原諒。
12	請勿收集車資	請勿向其他乘客收集車資，多謝合作。
13	請勿騷擾乘客	請勿以言語、動作或任何其他方式騷擾車內嘅乘客，多謝合作。
14	請讓座	請讓座予有需要嘅乘客，多謝合作。
15	落車請按鐘	如要落車，請喺到站前按鐘一次。落車時，請緊記攜帶您嘅隨身物品，多謝合作。
16	請勿塗污巴士	請愛護公物，切勿塗污或毀壞巴士。
17	此站為終點站	各位乘客請注意，本班車經已到達終點站，請各位乘客離開車廂，緊記攜帶您嘅隨身物品。多謝選用本公司服務。
18	收摺嬰兒車	請緊抱嬰孩，及將嬰兒車收摺好，保持通道暢通，多謝合作。
19	輪椅上落	輪椅使用者正在上落巴士，乘客請儘量讓出輪椅停放位置，及車門之間通道，多謝合作。
20	配戴安全帶	請配戴安全帶，多謝合作。
21	跑馬地馬場站停用	各位乘客請注意，為配合賽馬日特別交通安排，跑馬地馬場外面嘅巴士站已經暫停使用，前往果度嘅乘客，請喺呢個站落車。
22	5B 第一階段改路	各位乘客請注意，由於交通改道，本班車將改經禮頓道和加路連山道，前往東院道。
23	5B 第二階段改路	各位乘客請注意，由於交通改道，本班車未能前往香港大球場和東院道，前往果度嘅乘客，請喺邊寧頓街嘉蘭中心外嘅巴士站落車。
24	海洋公園在此下車	前往海洋公園嘅乘客，請喺呢個站落車。
25	赤柱正灘在此下車	為配合疏導人潮措施，前往赤柱正灘嘅乘客，請喺呢個站落車。
26	不經環翠道	因應特別交通安排，本班車不經環翠道，並改經柴灣道。
27	LED 測試	
28	稍作停留	本路線以循環線形式運作，巴士喺抵達呢個站後會稍作停留，然後繼續行程。
29	轉 N90 往中環	前往中環，你可以喺呢個站轉乘 N90 號線。
30	轉 N72 往鰂魚涌	前往鰂魚涌，你可以喺呢個站轉乘 N72 號線。

	標題	內容
31	深圳灣屬禁區	各位乘客請注意，深圳灣口岸屬於禁區範圍，只准過境旅客或持有有效禁區通行證嘅人仕前往。其他乘客請喺呢個站落車，多謝合作。
32	深圳灣關閉乘小巴	各位乘客請注意，由於深圳灣口岸已經關閉，本班車將會依回程路線返回屯門各站。乘客可以喺屯門乘坐專線小巴，前往其它口岸。不便之處，敬請原諒。
33	深圳灣關閉	各位乘客請注意，由於深圳灣口岸已經關閉，本班車將會依回程路線返回屯門各站。不便之處，敬請原諒。
34	深圳灣因天氣關閉	各位乘客請注意，受惡劣天氣影響，深圳灣大橋已經封閉，本班車將會依回程路線返回屯門各站。乘客可以喺屯門乘坐專線小巴，前往其它口岸。不便之處，敬請原諒。
35	備用	
36	林士街為終點站	各位乘客請注意，因交通改道，本班車將會以中環(林士街)為終點站。
37	經英皇道不經東廊	因馬拉松改道，本班車將改經英皇道而不經東區走廊。
38	經紅隧往港島	因馬拉松改道，本班車將改經紅磡海底隧道前往香港島。
39	到灣仔再往上環	因馬拉松改道，本班車將改經紅磡海底隧道前往香港島，並加停海底隧道收費廣場。巴士將先經灣仔，再往中環及上環，並停靠原往新界區的巴士站，請留意巴士站提示廣播。
40	先到金鐘再往上環	因馬拉松改道，本班車將改經紅磡海底隧道前往香港島，並加停海底隧道收費廣場。巴士將先經金鐘，再往中環及上環，並停靠原往新界區的巴士站，請留意巴士站提示廣播。
41	不經上環請轉車	因馬拉松改道，本班車將改經紅磡海底隧道前往香港島，不停上環及中環。受影響嘅乘客請於海富中心免費轉乘指定路線。

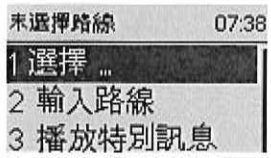
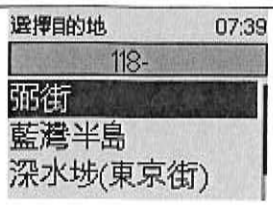
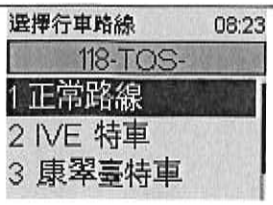
附件八：自動報站機 簡易使用方法

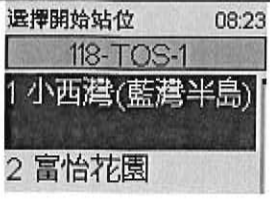
1. 自動報站模式

1.1 啟動自動報站

當開啟電池總掣後，報站機需要約 1 至 2 分鐘自行啟動。成功啟動後，喇叭會發出一下短叮叮聲，控制器屏幕會顯示出主目錄供車長選擇報站路線，及其他功能。

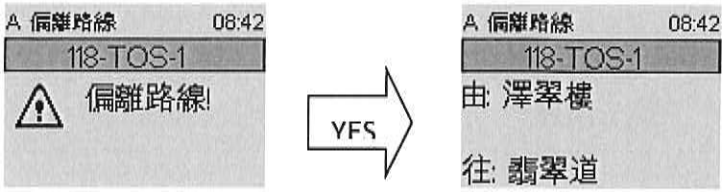
1.2 步驟

	步驟	控制器顯示
1	**主目錄** -屏幕頂會顯示「未選擇路線」 用「▲」或「▼」掣選擇「2 輸入路線」，再按「YES」進入下一版面。	
2	**輸入路線號碼** - 屏幕頂會顯示「輸入路線號碼」 - 利用控制器上的數字掣輸入路線數字，先輸入首位數字，待指標移至下一個空白位置，再輸入餘下數字。 - 可輸入完整路線號碼，如 118 則分別輸入「1」「1」「8」，然後按「YES」掣。 - 或部份輸入路線號碼首位數字，如路線 X962，可先輸入「9」「6」「2」，再用「▲」或「▼」掣選擇所需路線，然後按「YES」掣。 - 輸入英文字母，可參照數字鍵上的英文字母提示，於一秒內重覆按掣。例如輸入「A」，可按「2」掣兩次，輸入「C」則按「2」掣四次。 - 可按「NO」掣返回上一畫面。	 
3	**選擇目的地** - 屏幕頂會顯示「選擇目的地」 用「▲」或「▼」掣選擇路線目的地，按「YES」掣進入下一版面，或按「NO」掣返回上一畫面。	
4	**選擇行車路線** -屏幕頂會顯示「選擇行車路線」 同一目的地因或會出現不同行車路線，車長可用「▲」或「▼」掣選擇所需的行車路線，按「YES」掣進入下一版面，或按「NO」掣返回上一畫面。	

	步驟	控制器顯示
5	**選擇開始站位** -屏幕頂會顯示「選擇開始站位」 使用「▲」或「▼」掣選擇<u>當時所在</u>的巴士站作為「開始站位」，然後按「YES」掣開始自動報站，或按「NO」掣返回上一畫面。	
6	開始**自動報站** - 屏幕頂會顯示「A 自動」。 當選定開始站位後，報站機會開始自動報站。主畫面會顯示正在駛往之巴士站名稱，車長毋須控制。	

1.3 處理臨時改路

遇到臨時改道（例如汀九橋封閉需改行荃灣路），當駛離原路線後，控制器屏幕會顯示「偏離路線」訊息，車長可按「YES」掣關閉訊息。



按掣後，系統會返回「自動報站」版面（惟屏幕頂會顯示「A 偏離路線」），而車廂 LED 屏會保持顯示站名但不會再轉站。當返回原路線及經系統自動確認後，控制器屏幕會追回正在駛往之巴士站名稱，報站機亦會返回自動報站。

1.4 暫停自動報站

若有需要，車長可按「＊」掣暫停自動報站，或按「#」掣轉用手動模式。於返回原路線後，車長應按「＊」恢復報站，或按「#」掣轉回自動報站。**<u>一般情況下，車長應使用自動報站。若遇上交通改道或報站失準等情況，方可改用手動報站。</u>**

1.5 臨時移站處理方法較

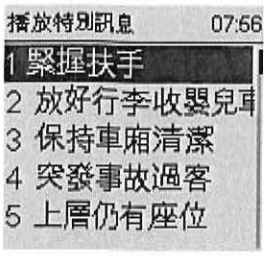
只有在報站系統未有更新站位，而**<u>臨時站向車頭方向前移</u>**時，車長才需手動操作報站系統。在抵達臨時站前，先按「#」和「YES」轉為手動模式，直至在臨時站開車時才再按「#」轉回自動模式。其餘移站情況則可維持自動報站，無需手動操作。

1.6 處理報錯站

當車長發覺報站機報錯站時，可在下一個分站停車時，按「NO」返回「選擇開始站位」，再依照步驟 5 選取<u>當時所在</u>的巴士站作為「開始站位」，再按「YES」。系統會重新設定。

2. 特別訊息

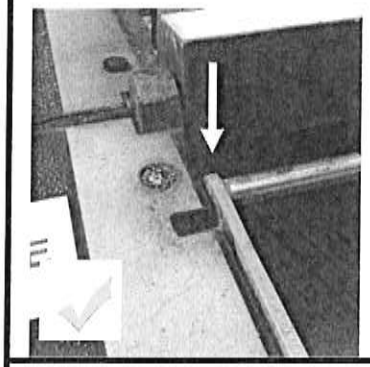
於自動或手動報站模式中，車長可於行車途中按「INFO」掣，再按訊息編號直接播出訊息，或按上「▲」或下「▼」掣選擇所需的播放特別訊息，再按「YES」掣播放訊息。



有關特別訊息的內容，請參考控制器上的清單。

附件九：正確使用輪椅斜板

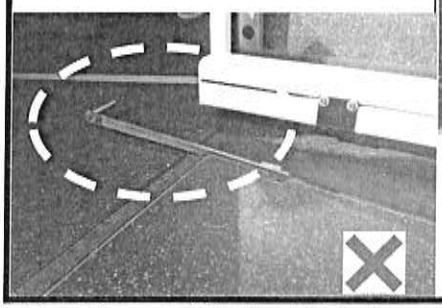
若車長在使用輪椅斜板後未有將斜板的手抽正確放回原位，會引致手抽位內的感應器未能接觸手抽，導致頭門不能關上及車輛不能開動而「擺街」。有關正確程序如下:

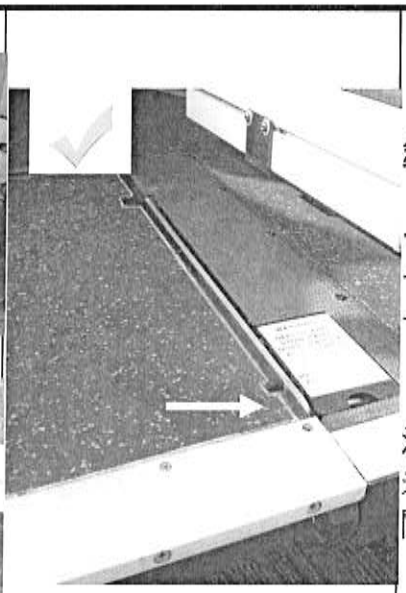


斜板手抽使用時擺放位置

- 開啟斜板時使用右旁之手抽並拉起
- 輕放下斜板後，將手抽放回凹位內
- 切勿將手抽擺放地面







斜板手抽收納

- 留意手抽正確收納
- 在收回斜板時，將手抽拉起
- 將斜板輕放回車廂地台上，手抽尾部必須收藏於鐵片內及將它關上

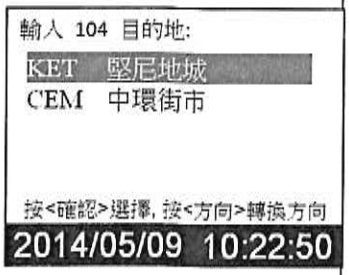
注意：
未有正確放回手抽會導致頭門不能關上及車輛不能開動

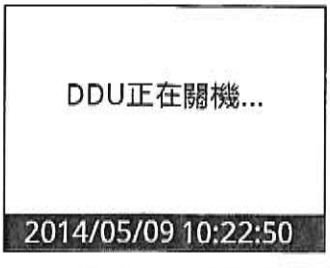
此外，若不正確擺放輪椅斜板，會導致斜板臼位斷裂。車長在使用斜板時，除需遵守車長手冊內之有關指引外，還需特別留意以下要點：

- 拉開斜板前，必須將車身降至最低；
- 確保斜板左右兩邊必須完全平放於行人路上，以免造成危險及損毀。



附件十：第二代八達通系統操作

	步驟	DDU 顯示
1	啟動(開機) 長按「開關」掣 2 至 3 秒後，八達通機會於 1 至 2 分鐘內啟動。當成功啟動後，DDU 及 BCP 會分別顯示「請放卡在 BCP」及「用卡進入系統」。	
2	登入 使用八達通員工証/ 開機卡在 BCP 上拍卡。成功登入後，DDU 會顯示收費畫面*。 *收費畫面會顯示上一次系統登出前使用的路線及第一分段收費。	
3	選擇路線 - 按「路線」掣進入路線選擇畫面。輸入完整路線號碼，如 112 則分別輸入「1」「1」「2」，然後按「確認」掣。若需輸入英文字母，可參照數字鍵上的英文字母提示。先按「轉換」掣切換至英文字輸入，再於 1 秒內重覆按掣。例如輸入「A」，可先按「轉換」掣，再按「2」掣一次，輸入「C」則按「2」掣 3 次。在輸入英文字母後，八達通機會自動返回數字輸入。 - 亦可利用「F1」至「F3」掣快速輸入螢幕上預設的英文字母，如圖中情況，可按「F1」輸入「S」，或按「F3」輸入「Z」。 - 若輸入錯誤，可按「取消」消除資料。長按「取消」2-3 秒可返回原先收費畫面。	
4	選擇方向/目的地 - 於收費畫面時按「方向」掣可切換方向，載入期間畫面會顯示「更新方向中」。 - 當按「方向」掣或選擇路線後，若路線的其中一個方向有多於一個目的地，會出現目的地選擇畫面。可用「↑」或「↓」掣選擇路線目的地，或按「方向」轉換另一方向，選擇完成後按「確認」掣。	

	步驟	DDU 顯示
5	選擇分段收費 - 於收費畫面時按「↑」或「↓」掣更新分段收費，載入期間畫面會顯示「更新分段中」。成功更新分段收費後，八達通機會發出「Do Do」聲響作出提示。	
6	機場/海洋公園員工優惠 - 當核實乘客機場/海洋公園員工身份後，可按「員工優惠」掣。當畫面變為員工優惠價時，乘客便可拍卡繳付相應車資。 - 在員工優惠模式下若沒有任何進行交易，八達通機會在 6 秒後自動返回一般收費模式。此外，按「取消」掣可即時返回一般收費模式。	
7	查詢模式 - 如需核實乘客的八達通是否已經成功扣除車資，可按ＤＤＵ左下角的「查詢」掣。待畫面出現「查詢模式」後可請乘客將八達通卡持續放在 BCP 上直至讀卡處查詢完畢。 - 按數字掣「1」可切換第 1 頁及第 2 頁。 ■ 第 1 頁會顯示八達通卡類型、剩餘值和最近期 5 項交易 ■ 第 2 頁會顯示乘客已購買的各類乘車証之到期日(如適用) - 當乘客的八達通卡移離 BCP，八達機會自動返回收費模式。此外，按「取消」掣可即時返回收費模式。	
8	登出 若要登出，可按「退出」掣，DDU 畫面出現「退出系統 請按確認鍵」，然後按「確認」掣。	
9	關機 長按「開關」掣 2 至 3 秒後，八達通機會進入關機程序。	

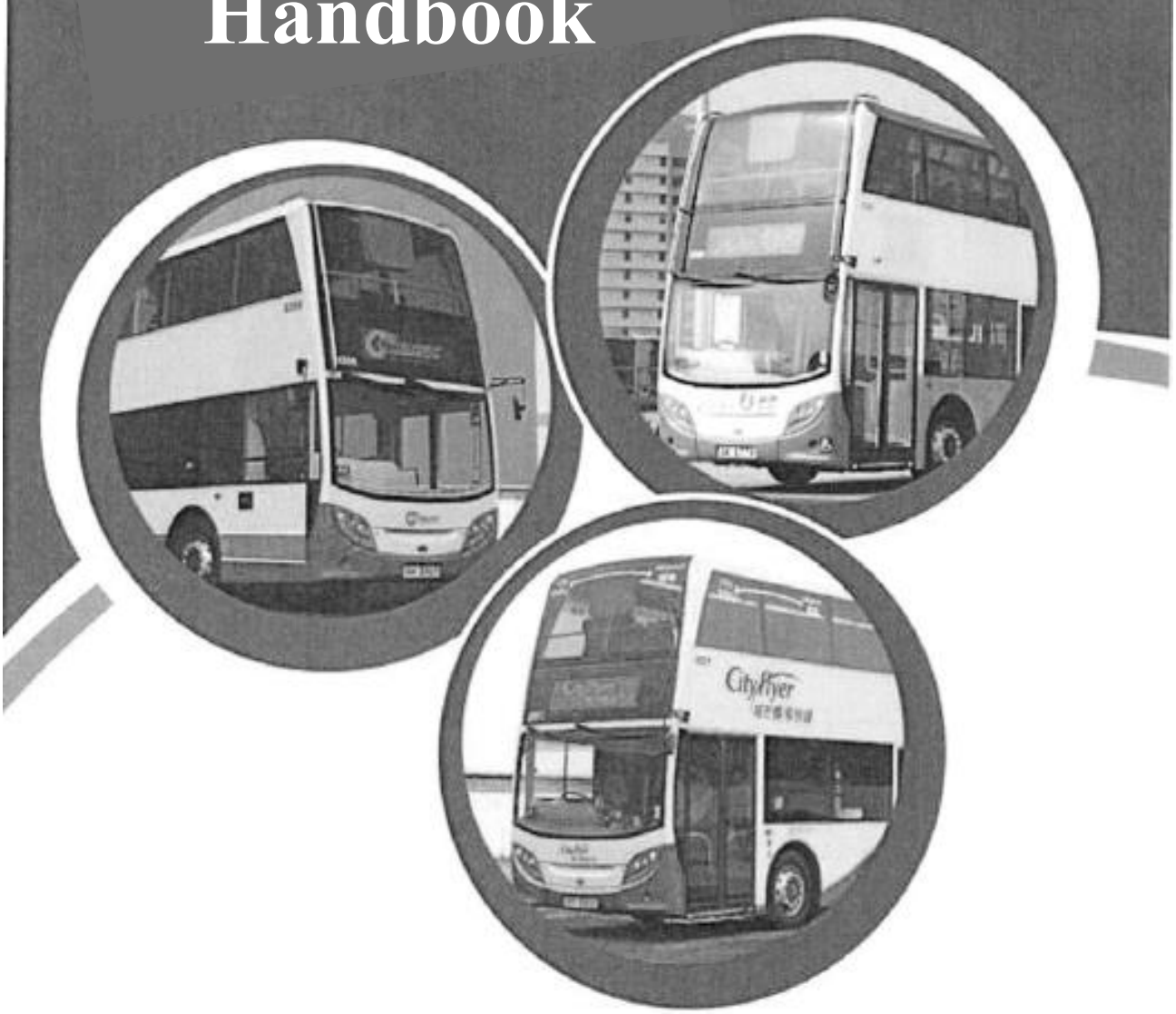
副本存放地點

	車廠	✓
1	CFD	
2	CWD	
3	OPD	
4	TCD	
5	TKD	
6	TMD	
7	WCD	
8	WKD (CTB)	
9	WKD (NW)	
10	OCC (OD1)	
11	OCC (OD2)	
12	OCC (ODN)	
13	OM-D1	
14	OM-D2	
15	OM-N	

This English translation is for reference only. In the event of any discrepancy between the Chinese original and this English translation, the Chinese original shall prevail.
本英文譯本僅供參考。如英文譯本與中文原文有任何差異，以中文原文為準。

Annex 5.3

Bus Captain's Handbook



Version: November 2016

CITYBUS 城巴 新巴 FIRST BUS

Members of Chow Tai Fook Enterprises and NWS Holdings

Rules for use of the Bus Captain’s Handbook

All front-line staff of the Operations Department shall comply with the handbooks, staff notices and special instructions from superiors as issued by the Company.

The Bus Captain’s Handbook (hereinafter referred to as the “Handbook”) shall be subject to the version stored in the intranet of the Company. The Company will update the Handbook on a regular basis. The updated version will be uploaded to the intranet of the Company and placed at all bus depots for staff’s reference. The Company will inform all front-line staff by staff notices in case of any update.

Notices or instructions will be issued where necessary. Issued notices will be posted on the notice boards in Operations Department office building, intranet, depots and Terminus supervisor’s kiosk. All staff are required to refer to the notices on a daily basis, and carefully read and abide by such notices. Superiors may issue oral instructions as and when necessary, and all staff shall listen carefully to and comply with such instructions.

In the event of any inconsistency between the provisions of the Handbook and the contents of staff notices, the latest version with a more recent issue date shall prevail. The Company has the right to duly modify, delete or supplement contents of the Handbook. If the front-line staff of Operations Department have enquires or confusion about the contents of any codes, instructions, notices or oral instructions, they should immediately consult their superiors. In case of failure to inquire the relevant terminus supervisors or inspectors about such instructions, the bus captain may call the Control Centre for inquiry.

Apart from the applicable departments specifically listed, the codes, guidelines and procedures contained in the Handbook shall also apply to all bus captains. All the bus captains shall comply with the provisions and are obligated to clearly understand the meaning of the provisions and the specified responsibilities thereunder. Under whatever circumstances, including those not specified in the code of conduct and instructions, all staff shall act at discretion according to common sense and reasonable excuse. You shall bear in mind that the safety of passengers and the public is of prime importance.

Note: Ignorance will not be accepted as an excuse for your non-compliance with the codes, guidelines, notices, oral instructions, etc. issued by the Company. Failure to comply with reasonable and legal orders made by the Company or superiors on purpose may lead to severe disciplinary punishments, including immediate dismissal.

NWFB Operations Department and CTB Operations Department

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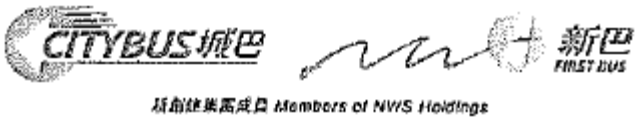

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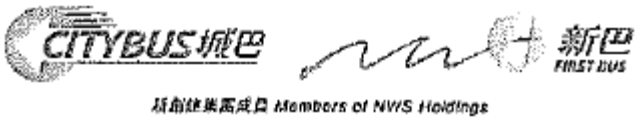

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1. Professional Codes of Conduct, Driving Attitude and Safety

1.1 Professional codes of conduct

- As a professional bus captain, passengers will expect and require you to have excellent driving skills and good service attitude;
- The safety of passengers is our primary concern;
- Abide by laws, especially the Road Traffic Ordinance (Laws of Hong Kong Cap 374), Public Bus Services Ordinance and Public Bus Services Regulations (Laws of Hong Kong Cap 230 and Cap 230A);
- Provide amicable services for every passenger with a friendly and obliging attitude;
- Always look clean and tidy and, whether on duty or not, be cautious about the demeanour when in uniform for the purpose of avoiding damages to the image the Company;
- Be dedicated and responsible, strive to protect interests of the Company, and properly use assets, vehicles, equipment, tools, etc.;
- Protect properties of the Company, do not destroy bus equipment and smear any equipment, facility or notice, and do not put personal belongings in public areas.

1.2 Driving manner

Correct driving attitude of a professional bus captain:

People, vehicle an d road come as the 3 key factors for traffic safety with driver being the most significant factor of all. According to statistics, approximately over 80% of road accidents are due to bad driving attitude of drivers, which shows that the driving attitude of drivers is undoubtedly closely related to traffic safety. A professional bus captain who shoulders the responsibility for safe driving should always effectively communicate and get along well with other road users under a correct driving attitude in order to ensure driving safety. Even in the absence of supervision, you should still maintain self-control when driving, drive safely with self-discipline and by law, and flexibly resolve possible crisis happened on the road under any circumstances.

Protective attitude:

- Drive in a protective driving method;
- Keep highly alert, observe road conditions and movements of other road users thoroughly, predict possible crises, and coordinate with other road users through proper speed and position to reduce and eliminate predicted crisis and risks;
- Obtain adequate information about road conditions and environment, and drive in

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a safe manner accordingly;

- Expand driving space as much as possible to keep enough safe braking distance from other vehicles, enabling enough road space and response time to calmly react to sudden accidents and eliminate the crisis;
- Send signals in advance to alert other road users and give them more time to make adjustment and coordinate with your next driving movement.

Self-discipline attitude:

- Understand your driving responsibility and highly demonstrate rational and responsible driving behaviours;
- Maintain self-constraint and drive with self-discipline and by law;
- Understand your driving skills and do not drive in a manner beyond your driving skills.

Empathic attitude:

- Understand that everyone has the same right to use the road and always give precedence to pedestrians and other drivers;
- Understand the needs of other road users and cooperate with each other;
- Tolerate and understand improper behaviours of other road users with no intention of retaliation;
- Tolerate unskilled drivers;
- Keep a positive attitude when driving under any traffic circumstance;
- Pay attention to environmental protection by driving in an environmentally friendly way, reducing pollution and saving energy.

1.3 Response to road crisis

Road crisis can be classified into practical crisis and potential crisis:

- Practical crisis:

  It refers to any road crisis that a driver is forced to cope with by making changes, such as traffic light, crossroad, roundabout and expressway. This type of crisis can usually give drivers some time to make corresponding responses;

- Potential crisis:

  It refers to anything that will not cause any trouble if kept static, which may, however, interferes with your movement, and may not be an urgent incident but

highly possible to turn into a sudden accident, such as passing-by vehicles, pedestrians crossing the road, passengers waiting at the bus stop and passengers walking in the compartment.

Therefore, as a professional bus captain, you must maintain a correct driving manner and be alert at all times in order to respond to sudden crises on the road. For preventive purposes, you have to be a smart bus captain by referring to the following responsive measures when coping with various road crises.

1. Driving down a slope:

   Neutral gear driving is strictly forbidden. To ensure safety and prevent damage to the braking system, you should properly use oil pressure reducer "turbocharger" to slow down. If an "overdrive" button is available, press the "overdrive" button to drive in a slow gear.

2. Traffic light:

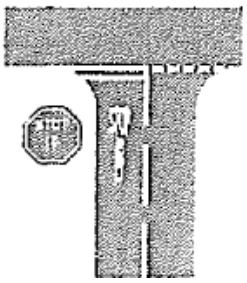
   In addition to strictly complying with traffic signals, as a professional driver, you should properly adjust speed and be mentally prepared for the worst in advance before approaching the traffic light in case other road users who don't act according to traffic light may cause danger.

   If the traffic light is disabled, slow down the bus, treat it as a crossroad without traffic light control, and slowly drive through the crossroad with extra caution.

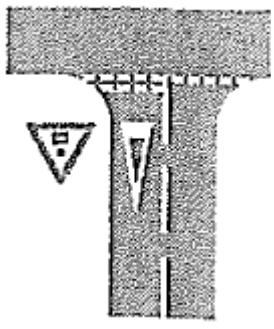
3. Crossroad:

   Crossroad is usually the place where you meet other road users, thus representing a higher chance of accidents. As a professional driver, in addition to being more alert, you should also adjust speed in advance according to the road conditions when approaching the crossroad, strictly abide by traffic signs and take the following steps to drive through the crossroad:

   1. Rearview mirror—understand the traffic condition at the rear of the bus;
   2. Signal—enhance communication with other road users in advance;
   3. Operation—adjust speed and position in advance according to prevailing traffic environment;
   4. Observation—make comprehensive observation of



Stop before the line with a "Stop" sign, and do not



Do not cause danger to vehicles running on the

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	traffic conditions in front of and at the rear of the bus as well as at the crossroad; 5. Evaluation—make precise and accurate judgment according to the above information; 6. Decision—put evaluation into practice and drive through the crossroad safely.	cause danger to vehicles running on the road or force such vehicles to change speed or driving route when driving through the crossroad.	road or force such vehicles to change speed or driving route when driving pass the crossroad with a "Give Way" sign.

4. Expressway:

The bus is usually running at a higher speed on expressways. As a result, it takes longer time to complete almost all driving actions. For example, slowing down or stopping the bus requires more time, and so does changing the lane or direction. The driver must stay focused and be more alert. More space is required to be reserved for emergencies and a longer safety distance (2-second safety distance at the speed of 70km/h is about 40m, i.e. beyond the length of three buses) is kept from the preceding vehicle when compared to driving on the general roads.

The driver may unconsciously drive the bus at a high speed on expressways. The driver is likely to underestimate the parking distance required for the actual speed, and is also prone to exceed the speed limit. The driver must check the driving speed from time to time and properly adjust the driving speed according to the road conditions.

The driver should try to stick to the left lane if possible, select an appropriate lane in advance and only switch the lane if really necessary. Do not weaving in and out.

5. Bus terminal:

Characteristics of crises:

- There are limited pedestrian crossing facilities and relatively narrow pedestrian passageways in bus terminals. Pedestrians need to walk on the carriageways and cross the lanes in the terminals from all directions;
- Some terminals are dimly lit;
- Lanes are usually relatively narrow in terminals;
- Passengers may negligently or recklessly rush across the lane to catch the bus;
- Pedestrians may rush across the lane without fully understanding the traffic conditions due to their sight being blocked by vehicles parked in the terminal.

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Driving tips:

- Adjust the speed prior to entering the terminal, and pay attention to movements of pedestrians and passengers while entering the terminal slowly;
- before entering a dimly lit terminal, take off the sunglasses and turn on the headlights and compartment lights until all passengers leave the compartment;
- Stay away from vehicles parked on both sides when driving, be more alert of pedestrians suddenly walking out of the gaps between buses;
- Let passengers leave the compartment after approaching the bus stop platform with elevated pavement, and avoid alighting in the lane;
- Observe the rearview mirrors on both sides and avoid crashing the bus stop platform, railings, upper coverings, etc.;
- Turn on the compartment lights before the boarding of passengers in a dimly lit terminal;
- Look at the surroundings, especially passengers behind the bus who are chasing after the bus, before leaving the terminal.

6. Roundabout:

Characteristics of crises:

- There are more converging points between the driver and vehicles from all directions;
- The roundabout exit is so close that the viewing distance is relatively short;
- It is rather difficult for the driver to make correct judgement on the priority of using the roundabout;
- Vehicles driving from and those passing through the roundabout switch lanes with each other;
- Given a sharper bend of the roundabout, passing through the roundabout may cause large centrifugal force, easily causing the overturn of the bus and making passengers in the compartment lose balance and fall.

Driving tips:

- Understand the traffic conditions behind the bus via the rearview mirrors, slow down the bus and send out the light signal, before entering the roundabout;
- Prepare for a sudden stop of the preceding vehicle failing to enter the roundabout;
- Evaluate the movements of oncoming vehicles in the roundabout, pay attention to the traffic conditions in the leaving direction and safely drive out of the intersection and into the roundabout, so as to avoid a crash-stop after the bus starts moving;

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- Properly adjust the speed and position of the bus in the roundabout and keep an eye on movements of other vehicles;
- Send out correct signals before leaving the roundabout;
- Do not forcibly drive out of the roundabout in the event of missing the exit to result in any danger.

7. Tram stop:

Characteristics of crises:

- Most of the tram stops are set up in the middle of the road, hence tram passengers must walk cross the lanes to reach the tram stop platform;
- Restricted by the environment, some tram stops fail to provide crossing facilities with traffic controls for tram passengers to come to and back from the tram stops;
- Tram passengers may negligently or recklessly rush across the lane to catch the tram;
- Pedestrians do not use appropriate crossing facilities in crossing the lane or walk across the road in front or behind the tram for the sake of convenience;
- With their sight blocked by tram stop facilities (such as billboards), tram passengers and pedestrians walk to the road from the blind spot of the tram stop platform without having a clear view of the traffic conditions;
- The tram has a greater rear slip angle when turning a corner, which easily causes a collision accident.

Driving tips:

- Properly adjust the speed of the tram before passing through the tram stop platform;
- Try to drive on the lane leaving the tram stop where practicable;
- Be aware of the movements of pedestrians on the tram stop, and watch out for pedestrians who suddenly walk out of the tram stop and emerge from the front of and behind the tram;
- Keep an eye on driving dynamics of the tram while driving on road sections of the tram stop without a platform, properly adjust the speed and stop the tram for passengers to get on and off at first. The tram must be stopped at an appropriate location in accordance with road marks and signs in order to let tram passengers leave the tram stop safely.

8. Busy roads:

Characteristics of crises:

- Relatively narrow driving lanes;
- High vehicle and pedestrian flow leading to a higher chance of vehicle-pedestrian conflicts;
- A number of bus routes sharing one bus stop;
- More road users that don't comply with traffic rules, go in hurry and overlook safety;
- Complicated traffic control with yellow box marking in most parts;
- Vehicles parked on the wayside blocking the sight of pedestrians and drivers;
- Other public vehicles suddenly stop for passenger boarding and alighting;
- Traffic accidents frequently occur, with a number of sites in the region listed as traffic black spots.

Driving tips:

- Be careful and patient before switching the lane as well as approaching and departing from the stop;
- When driving on the lane close to sidewalk, align to the right side of the lane when it is safe to do so in order to stay clear of the sidewalk as much as possible;
- Slow down and properly control speed in advance;
- Get familiar with features of the crossroads subject to traffic light control along the lane and order of traffic light switch;
- Strictly abide by traffic light, do not run or jump the light;
- Properly evaluate traffic conditions, drive through the crossroad after making sure the road ahead is clear, and avoid parking in any crossroad, yellow box marking and pedestrian crossing facility.

9. Non-busy/suburb roads:

Characteristics of crises:

- More cars during peak hours and faster speed during off-peak hours;
- Narrow lanes and opposite direction vehicles;
- Circuitous roads result in short view distance;
- Driving down long slopes gives rise to potential crisis;
- Sudden change of lasting green light;
- Wayside trees fall down on rainy days;
- Vehicles turn around on the lane in disregard of safety;

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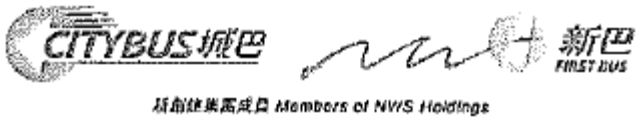

- Vehicle-pedestrian conflicts occur in marketplaces, tourist areas and beach areas on holidays, and noncompliant parking influences driving safety.

Driving tips:

- Properly adjust speed and gear before approaching crooked roads, long downward slope and circuitous upward or downward hill roads;
- In wet seasons, be cautious about slippery roads and broken tree branches on the wayside, and properly increase vehicle distance and driving space;
- Adjust speed before approaching lasting green light, pay attention to the movement of pedestrians waiting to cross the road and be cautious about sudden change of light signal;
- Pay attention to the movement of tourists in marketplaces, tourist areas and beach areas.

10. Vehicular tunnels/toll plazas:

Characteristics of crises:

- More cars during peak hours and faster speed during off-peak hours;
- Multiple lanes are reduced to two to three lanes at the tunnel portal;
- The bus is required to join other vehicles by overtaking from the right lane dedicated for buses when leaving the bus stop;
- Lighting varies a lot before and after entering the tunnel;
- The curve sight distance inside the tunnel is relatively short;
- The toll booth lanes are relatively narrow;
- One-tube-two-way operation;
- Be less alert and unconsciously tailgate.

Driving tips:

- Take off the sunglasses before entering the tunnel;
- Turn on the lights before entering the tunnel;
- Pay attention to the signal of the tunnel area before entering the tunnel and select the carriageway as early as possible;
- Pay special attention to the unusual movements of other road users in case of tunnel diversion;
- Be cautious about vehicles switching lanes casually in front of the tunnel entrance;
- Spontaneously increase the tailgating distance and the driving space, especially when closely tailgated by the vehicle behind or when the front

sight is blocked;

- Properly adjust the speed and pay extra attention to vehicles forcibly cutting in before arriving at the tunnel toll booth;
- Keep up the speed and continue to drive forward in case of failure of the automatic toll payment system while passing through the toll booth;
- Pay attention to the bus suddenly departing from the stop and passengers chasing after the bus before entering the franchised bus stop area;
- Be careful and patient before switching the lane, entering and departing from the stop;
- Strengthen observation of traffic conditions on the trunk road before joining the trunk road once departing from the franchised bus stop area.

11. Before approaching the stop:

- Pay attention to the movements of passengers on the bus, especially those walking and standing on the bus;
- Be prepared for the situation where any passenger may ring the bell in the last one second, adjust the speed ahead of time and gently control the accelerator and the foot brake, even though no passenger has rung the bell yet. Do not heavily step on the accelerator and the foot brake;
- Select a desirable lane in advance and gently control the steering wheel. Do not turn the steering wheel quickly;
- Send appropriate signals in advance as a hint to other road users for co-ordination;
- Pay attention to canopies or other objects at the roadside to avoid collisions;
- Pay attention to the movements of passengers waiting at the stop;
- Note whether or not the drop-off door directly faces any obstacles, which causes inconvenience to passengers alighting;
- Note whether or not the boarding door faces the area where passengers are queuing up;
- Stop the bus as close as possible to the sidewalk while driving towards the boarding area;
- Ensure that the bus stops at a safe location for passenger boarding and alighting;
- Pull the hand brake after the bus stops entirely.

12. During boarding and alighting:

- Ensure the safety of road conditions before opening the door to let passengers

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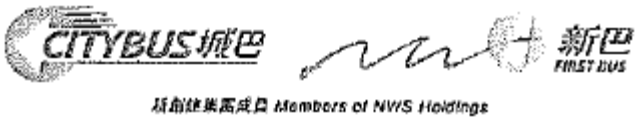

get on or off the bus;

- Make full use of the low-floor equipment of the bus to make it safer, easier and faster for passengers to get on the bus;
- Pay attention to the movements of alighting passengers in the compartment and only close the back door after making sure that all alighting passengers have left the compartment, so as to prevent passengers from being hurt by the closing door;
- Assist passengers in need in boarding. Arrange appropriate places or seats for passengers in need, if necessary;
- If the bus is fully boarded, the bus full display lamp should be turned on to tell passengers to wait for the next bus;
- Politely advise passengers on the bus to move inside the compartment after some passengers get off the bus, and turn off the bus full display lamp;
- Close the front door only after making sure that the door area is unobstructed.

13. Before departing from the stop:
    - Ensure that all doors are completely closed;
    - Ensure that the low-floor equipment has been restored to normal driving condition, if such equipment has been used;
    - Pay attention to movements of passengers on the bus and wait for them to hold the handrails or sit down;
    - Send the appropriate signals in advance as a hint to other road users for co-ordination;
    - Pay attention to movements of passengers who are chasing after the bus;
    - Clearly look at the surrounding traffic conditions and drive the bus only if the road environmental is safe;
    - Remember to look at the left rearview mirror to ensure that passengers and other road users are away from the bus and that no object is clamped by the bus door.
14. During departing from the stop:
    - Take into account that passengers are still moving inside the compartment, avoid crash-stop after starting the bus;
    - Control the accelerator, foot brake and steering wheel in a gentle manner.
15. Driving on rainy days:
    - Check the operation of windscreen wipers and washer nozzles before driving the bus;

- The bus captain should turn on headlights and compartment lights while driving to make it easier for other road users to notice the movements of the bus;
- The bus captain should send out the lane-switching signal as early as possible before being ready to change lanes, so as to give other road users enough time to coordinate;
- Due to the influence of rain, it is rather difficult for the bus captain to accurately assess the speed and position of vehicles behind from the rearview mirror on both sides. Therefore, the bus captain should not forcibly switch the lane;
- Pedestrians may walk out of the sidewalk without accurately noticing the vehicles in motion nearby as rain gears may block their view. The bus captain should pay special attention to the movements of pedestrians. The bus captain should adjust the speed according to the situation and enhance the crisis consciousness after discovering abnormal behaviours of pedestrians, so as to avoid accidents caused by negligence of pedestrians;
- Pedestrians are most likely to stretch their rain gears out of the lane unconsciously, which the bus captain should be careful not to hit;
- The floor of the compartment may get wet, making it easier for passengers to slip in the compartment. The bus captain should pay attention to the conditions of passengers on board and steadily control the accelerator and foot brake;
- In foreseeable circumstances, the bus captain should operate the braking system in a timely and gentle manner to slow down the bus, and try to avoid strong braking;
- The bus captain should drive on a traffic lane on higher ground as far as possible to avoid any flooding road section. If unavoidable, the bus captain should try to slow down and drive through it slowly;
- The cohesive force between the tires and the road surface is weaker due to slippery road surface, so the braking distance required by the bus increases relatively. It is also easier for the bus to slip while braking and changing direction, resulting in dangers. The bus captain must properly control the speed based on the road conditions, and keep a safety distance twice as much as the normal level or even longer (i.e. a minimum 4-second distance) from the preceding vehicle.

16. <u>Driving in typhoon/bad weather:</u>

- Always drive on the left lane. Do not overtake other cars on the road unless encountering obstacles;
- Slow down the bus to a safe level in accordance with the traffic conditions at that time, so as to prevent the bus from deviating from its own lane due to the

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wind;

- Beware that small vehicles may swing when exposed to strong winds;
- Pay attention to signboards, scaffolds and trees at the roadside, and try to stay away from them once finding out that these objects are teetering;
- Notify the control centre as soon as possible wherever safe to do so, once finding out that traffic is affected in some road sections suffering from overwhelming winds (such as, coastal road sections or viaducts).

17 Reversing:

- Firstly, the driver needs to judge the necessity of reversing and try to avoid reversing. The driver can reverse the bus only after making sure that there is no pedestrian or obstacle around or under the bus, or in the pit. The driver must get off the bus to conduct a check in case of any doubt;
- Remove the obstacles before reversing, if the obstacles are moveable;
- Make sure that the hand brake is pulled up and stays in the "N" gear before starting the bus;
- After switching on the engine, the driver needs to step down the brake pedal to enter the startup state and press the reverse gear breaker;
- The reverse gear horn will automatically turn on and send out a warning signal after entering the "reverse gear". Report as soon as possible to the Engineering Department to arrange for inspection and maintenance, if the reverse gear horn is found to be malfunctioned or insufficient in the volume. Sound the horn intermittently on an ongoing basis and turn on the hazard warning lights in case of emergencies as a temporary alternative to the malfunctioned reverse gear horn;
- Sound the horn for three consecutive times before reversing. This reminds others to be careful that there is a vehicle reversing and urges them to stay away from the vehicle in order to avoid accidents:
- Turn on the hazard warning lights to remind pedestrians and other road users when reversing under a dim environment;
- The driver just needs to slightly step on the accelerator and reverses the bus at a speed lower than that of the pedestrian, in order to avoid accidents caused by a sudden backlash;
- The driver must pay attention to mirrors on the left and right sides and the reversing monitoring system display screen, and observe the conditions on both sides and at the rear of the bus while reversing;
- Seek help from colleagues at the rear in reversing, if practicable;

- When reversing the bus, if the driver has any doubt about the reversing environment, he must stop reversing immediately, get off the bus to conduct a check and ensure that there is a safe environment before continuing the reversing of the bus;
- The driver must use “reverse gear” while reversing the bus on a sloping road and not use “neutral gear” to coast. If the driver is not confident in reversing on a sloping road, he/she must seek assistance or guidance from colleagues before reversing;
- Pull on the hand brake and switch to neutral gear for completing the bus operation.

1.4 Safety precautions

In order to ensure a safe drive, when staff are performing their bus driving duties:

- Controlling personal mobile electronic devices (including mobile phones/tablets/smart watches/smart glasses/radios/intercoms) in any form and wearing earphones/hands-free devices are prohibited;
- The bus captain must firstly park the bus in a safe location if he/she needs to call the control centre while driving;
- Reading any publication is prohibited;
- Talking to others while driving is not allowed. For passengers’ inquiries, give a polite and brief response or indicate that explanations will be given when the bus stops at the bus stop;
- Wear a seat belt while driving. Check whether or not the seat belt works normally before driving. Do not affect the operation of the seat belt;
- Pay attention to the height of signboards, overbridges and trees;
- The doors must be closed except for stopping the bus for boarding and alighting of passengers. The doors must be closed even if the bus is moving slowly;
- Ensure that the emergency exit is closed while driving, except in the case of an emergency;
- The Company classifies some bus stops as compulsory stops. The bus captain must stop the bus whether or not there is any passenger;
- Do not drive the bus onto the kerb;
- Move at a safe speed, comply with the speed limit of the depot and turn on headlights while driving in a bus depot;
- Turn off the engine if it is necessary to leave the bus for whatsoever reason (except for assisting wheelchair passengers in getting on and off the bus);

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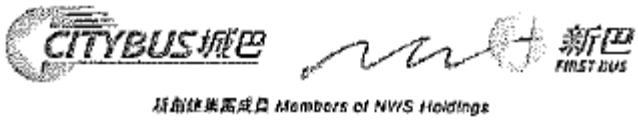

1.5 Eco-driving

- Do not start the engine if not necessary;
- Try to avoid pressing down on the accelerator pedal and air brake;
- Turn off the engine and electrical equipment as soon as possible after ensuring that all passengers have left the compartment;
- Properly adjust the speed according to the traffic conditions on the road;
- Strictly abide by the two-second rule and keep a safe distance from the preceding vehicle while driving;
- Gently control the accelerator and never press down on the accelerator pedal for no reason;
- Keep using the "D" gear during normal driving;
- Always be on the alert, always keep an eye on the road condition, respond in advance and try to avoid pressing down on the accelerator pedal or braking to a stop unnecessarily;
- Turn off unnecessary electrical equipment (such as, compartment lights, upper air conditioning systems) when the bus is not operating;
- Do not use the horn and avoid "pressing down on the air brake" in residential areas or their vicinity during late nights and early morning hours if not necessary.

1.6 Drug driving laws

According to the revised drug driving laws, any person involved in any of the following acts shall be guilty of an offence:

1. under the influence of illicit drugs or other drugs when driving to such an extent of being incapable of proper control of the motor vehicle;
2. with any concentration of the six specified illicit drugs (heroine, cocaine, ketamine ("K"), methamphetamine ("ice"), cannabis ("grass") and MDMA ("ecstasy")) present in his/her blood or urine when driving, whether his/her driving ability is impaired or not;
3. fails to undergo preliminary drug tests without reasonable excuse; or
4. fails to provide specimens of blood and/or urine for analysis without reasonable excuse.

In addition, if a driver:

- is involved in a traffic accident;
- has committed a traffic offence while the vehicle is in motion; or
- is suspected of driving under the influence of specified illicit drugs or other drugs or driving after use or consumption of the six specified drugs,

a police officer may require the driver to undergo a preliminary drug test either at roadside or in a police station.

Upon conviction of drug driving, offenders are liable to one or more of the following penalties:

- A maximum fine of $25,000;
- A maximum imprisonment for 3 years;

Driving disqualification up to a minimum period from 6 months to 5 years on first conviction, and for a minimum period from 2 years to 10 years on subsequent conviction. A repeated offender may be disqualified for life if the court or magistrate, having considered the circumstances of the offence and the behaviour of the offender, is of the opinion that he or she should not be allowed to drive a motor vehicle anymore.

1.7 Drink driving

In response to Section 39 drink driving legislation of the *Road Traffic Ordinance*, the Company will conduct unannounced alcohol breath tests on bus captains in different locations at different times to ensure that the bus captains will not drive under the influence of alcohol. Bus captains must undergo the alcohol breath test in accordance with the instructions. Results of the test will be recorded and the bus captains must sign the form for confirmation. If any bus captain disagrees with the test results, the tester will require an on-site staff to witness another test of such bus captain and sign the form for confirmation of the result. If the bus captain refuses to undergo the test, the Company will take severe disciplinary actions against the bus captain.

The Company hereby reminds bus captains again not to be influenced by alcohol while on duty. A bus captain must be suspend from his/her driving duties immediately if the test reading exceeds 5mcg. The Company will also take the following disciplinary against the bus captain who violates the law:

6-10mcg	Written warning and stop awarding of the $500 safety bonus
11-22mcg	Final written warning and stop awarding of the $1000 safety bonus

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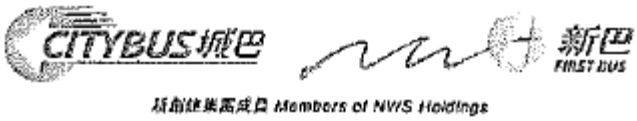

23mcg or above Summary dismissal

1.8 Road sections with speed detection

The bus captain must always drive at a lawful speed and control the speed based on the road environment. The bus captain must also bear in mind that the maximum speed of heavy vehicles (including buses) per hour cannot exceed 70km/h.

The road sections with speed detection are detailed in Annex I. If the bus exceeds the speed limit for 5km/h and maintains such speed for more than 10 seconds while driving on such road section, the system will automatically record the overspeed report. After reviewing the data in the overspeed report, the Company will handle the matter following the established disciplinary procedures.

The system uses the log-in record of the octopus reader to identify drivers, hence, whether carrying passengers or not, the drivers must:

- Log in the octopus reader using the company card before driving (report to the control centre in advance in the event of borrowing the company card of other employees due to any circumstances);
- Keep the octopus reader on and logged in while driving;
- Remember to log out of the octopus reader after driving the bus.

If the bus captain is found to drive the bus without logging in the octopus reader, the Company may otherwise take disciplinary action.

The Company will review the high-risk road sections with speed detection from time to time, and issue notice to staff before implementation in case of any change. In addition to overspeed reports on the road sections listed in Annex I, the system will also record all traffic conditions second by second. The Company will review the records during investigation of traffic accidents and complaints. Therefore, bus captains should also observe the speed limit and maintain a good driving attitude when driving on any road sections.

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1.9 Motor Vehicle Idling (Fixed Penalty) Ordinance

The *Motor Vehicle Idling (Fixed Penalty) Ordinance* has come into effect, which provides that a driver is prohibited from causing the engine of a motor vehicle to operate for more than 3 minutes in aggregate within any continuous 60-miunute period while the vehicle is in stationary, unless an exemption applies. The Ordinance applies to all roads, including private roads and car parks. Franchised bus captains are exempted from abiding by the rules on idling vehicles with running engines only in the following circumstances:

1. Stopping the bus due to traffic conditions (e.g. traffic jam, following the traffic light);
2. Failure to prevent the motor vehicle from idling due to mechanical breakdown;
3. When any passengers are boarding or alighting from the motor vehicle;
4. When a very hot weather warning or an amber, red or black rainstorm warning signal is in force and until the mid-night of the day when the warning or signal has ceased to be in force;
5. When passengers are on board.

Traffic Wardens and Environmental Protection Inspector will send a Fixed Penalty Notice to the noncompliant drivers. In addition to payment of such penalty, bus captains shall also report to the Company for follow-ups. The Company will impose severe punishment on drivers who conceal such penalty for contravention on purpose.

2. Shifts, Attendance and Holidays

2.1 Notes for bus captain attendance

Shifts and official holidays of bus captains are arranged by the Shift Scheduling Department. Bus captains must sign in on time according to time and place of the arranged shifts and work according to the arrangements on the "Daily Log Form" (hereinafter referred to as the "Assignment Record"). Notes regarding attendance, shift exchange, leave in lieu, leave application, sign in, late arrival/early leave, annual leave, route shift application, etc. will be provided in the following sections. Unless permitted by superiors, bus captains shall not leave their post or abandon the bus.

2.2 "Route familiarisation" arrangement

1. A bus captain should spontaneously understand the works of his/her shift in

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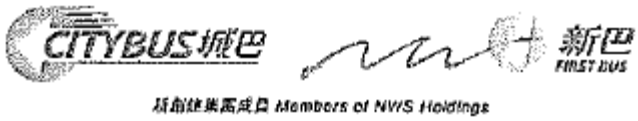

advance and inform the Shift Scheduling Department as soon as possible if unfamiliar driving routes and stops are found in the scheduled shifts;

2. A bus captain must obtain the prior consent of the Shift Scheduling Department, Depot Inspector or Control Centre before independently taking a bus to familiarise himself/herself with the route during working hours (hereinafter referred to as "route familiarisation");
3. In case of a jointly operated route, the bus captain shall take the bus of the Company;
4. For each trip, the drive shall swipe the staff card through the Octopus reader for certification when getting on and off the bus;
5. After getting on the bus, fill in route concerned, bus number and time of departure in the Route Familiarisation Sheet/Assignment Record;
6. During route familiarisation, the driving bus captain shall not talk with the bus captain doing route familiarisation, and the bus captain doing route familiarisation can only inquire of the driving bus captain about important matters regarding driving on the route before departure and after arrival at the terminal.

2.3 Working time limit and rest period for bus captain

1. It is strictly forbidden to arrange more than 14 hours of working schedule for bus captains.
   - If a bus captain is assigned to a shift or assigned to work overtime after finishing his/her own shift, it is a must to note that handover time of the shift, and the total working hours should not exceed 14 hours;
   - If there is an accident while driving and the working hours is estimated to exceed 14 hours, it is necessary to seek instructions from the Control Centre as soon as possible. If the bus captain has worked more than 14 hours when arriving at the next destination, the bus captain cannot continue to carry passengers;
   - If the bus captain exceeds the working time limit due to any circumstances, he must sign the Assignment Record according to the actual handover time and must not ask the inspector/terminus supervisor to change it to an earlier time.
2. There must be a rest period of more than 10 hours between two shifts.
   - If the former shift time is extended, resulting in less than 10 hours before the sign in time in the following day, the bus captain must take the initiative to contact the Control Centre/Shift Assignment Department to report and seek

instructions；

- When the bus captain is assigned to work extra hours before his assigned shift, if it is found that there is less than 10 hours of interval between the sign in time on that day and the handover time of yesterday, the bus captain must take the initiative to contact the Control Centre/Shift Assignment Department to report and seek instructions.

2.4 The bus captain’s return to work during official holidays

If a bus captain wants to return to work during official holidays, please contact the Shift Scheduling Department. However, it is a must to ensure that the above requirements of rest period are met and the bus captain will thus not work for more than 14 consecutive days.

2.5 Guidelines on applying for temporary shift exchange and holidays

If a bus captain wants to apply for temporary shift change or holidays, he/she must apply in accordance with the following rules, and the relevant application will be subject to approval based on the needs of the Operations Department:

Basic Rules:

1. It is strictly forbidden to exchange shifts/holidays without permission, and offenders will be subject to disciplinary action;
2. All applications for shift/holiday exchange must be filed on a voluntary basis and agreed by both parties, which shall not involve the act of accepting benefits or intimidation. The application form must be personally signed by both parties. If it is found out that an application form is signed by someone else, the Company will not approve the application even if it has been permitted by the applicant, and the relevant staff will be subject to disciplinary action;
3. Only applications in the designated form will be accepted, while oral or telephone applications will not be accepted;
4. Applicants should clearly state the original and new dates of holiday/shifts;
5. All applications shall set out the reasons for holiday/shift exchange;
6. Both parties of the shift exchange have the responsibility to ensure that there will be no need to catch up with the previous shift after the shift exchange (that is, they must have a rest period of at least 10 hours before or after the new shift), otherwise the application will not be accepted;
7. Bus captains who exchange holidays must take a leave for at least one day within 14 days, which means they shall not work for more than 14 consecutive days;

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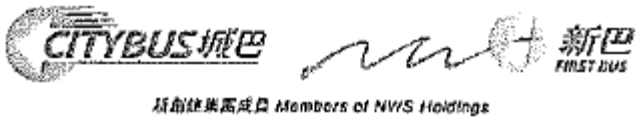

8. If the application involves more than one holiday/shift exchange, it will not be accepted;
9. Bus captains who exchange shifts must be familiar with the other party's route, otherwise they should conduct route familiarisation before the shift exchange, especially if a running captain will exchange for a shift of a standby captain, he must be familiar with all possible routes that he might take over;
10. The application is subject to the approval of the Shift Scheduling Department. The bus captain is responsible for calling the Shift Scheduling Department to inquire about the approval result.
11. All applications together with the relevant supporting documents (if applicable) must be submitted in person or by post to the office. The applicants may also authorize another person to submit the application on their behalf. However, the applicants shall bear the risk of delivery delay or loss.

Additional rules for each department:

NWFB Operations Department	CTB Operations Department One	CTB Operations Department Two
Application for shift exchange To apply for shift exchange, the application form should be submitted to the Operations Department at least 7 days prior to effective date of the shift exchange. Application for holiday exchange 1. To apply for holiday exchange, the application form should be submitted to the Operations Department at least 10 days prior to effective date of the holiday exchange. 2. Holiday exchange must be settled within the same year. 3. Each bus captain can	The application form should be submitted to the Shift Scheduling Department at least 3 days prior to effective date of the application.	The first draft of shift schedule for the next week will be issued at the station and on the intranet every Monday, subject to change due to staff's annual leaves, flexible leaves and shift exchange. Bus captains may apply for shift and holiday exchange in accordance with the contents of the first draft and the application form must delivered to the Shift Scheduling Department on or before Wednesday. Upon approval and processing by the Shift Scheduling Department, all applications for shift exchange will be printed on the final draft of shift schedule, which will be issued and uploaded on the intranet at the weekend. After the final draft is released, it is generally not acceptable to apply for any shift and holiday exchange. The application for shift and holiday exchange can only be accepted in the following conditions: 1. If the final draft is different from

only exchange holidays (official holidays or deferred holidays) for at most 3 times a month; 4. Once an application has been approved, it cannot be cancelled except for special circumstances. The application for cancellation must be submitted in writing.		the first draft due to arrangement of the Shift Scheduling Department, a bus captain may submit an application form for shift or holiday exchange again to the Shift Scheduling Department to exchange shift or holiday with another bus captain after the finalization of shift schedule. 2. If a bus captain applies for a shift exchange with a standby captain after the first draft is issued and then realises there are unfamiliar routes in the assigned shift after final draft is issued, the bus captain may apply for a shift exchange again according to the above procedures. However, the bus captain must submit an staff report separately. 3. If it is not for the above reasons, an employee report must be submitted, and the manager should exercise discretion if the bus captain has a reasonable reason to do so, but reasons such as going to a dinner or attending a banquet are not accept.

2.6 Application for temporary short-time shifts by NWFB bus captains

Application for temporary short-time shifts (i.e. shift of less than 10 hours):

1. The bus captain who applies for temporary short-time shift must have an original shift of more than 10 hours, otherwise the application will not be accepted;
2. All applications must be returned to the Company 10 days before the shift;
3. Each bus captain can only apply for temporary short-time shifts for at most 2 days a month;
4. The bus captain can only submit shift applications for the next 30 days. If a bus captain wants to apply for a second temporary short-time shift in the same month, he/she must submit application within 10 days after the first application (subject to the date of receipt), otherwise the second application will not be considered;
5. The daily quota for temporary short-time shift is limited to five people for morning and night shifts respectively on a first-come first-served basis (subject to

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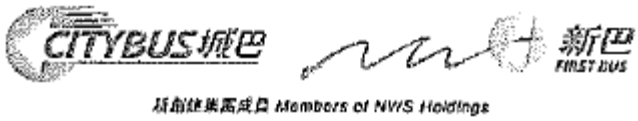

the date the Company receives the application form), and the Company will also give priority to people who submit application for the first time in the month or do not submit application in the prior month;

6. Whether any application is accepted or not depends on the manpower arrangements of the Company.

2.7 Temporary leave notification procedure

If the bus captain wants to ask for a temporary leave (regardless of sick leave, personal leave or failure to sign in due to traffic or weather condition), he/she must inform the Company one hour before the normal signing in time via the following phone number:

NWFB Operations Department	CTB Operations Department One	CTB Operations Department Two
Call Shift Scheduling Department between 04:30-24:00: For day shifts: 2136 2504, 2136 2502, 2136 2641 For night shifts: 2136 2860, 2136 2649 Call the Control Centre between 00:00-04:30: 2136 2222	Control Centre: 2136 2422	Control Centre: 2136 2432

The temporary leave application procedures are as follows:

1. Indicate the original shift, employee number and the temporary leave period;
2. Explain the type of leave; (If a bus captain wants to take a sick leave but does not see a doctor, he/she can only apply for a sick leave on that day. If a bus captain sees a doctor and the doctor issues a signed medical certificate for more than 1 day, the bus captain should timely and faithfully notify the Company of the sick leave period on the medical certificate.)
3. A staff who has applied for a sick leave is required to submit the medical certificate issued by a registered medical practitioner on the first day of work after recovery, stating the sick leave period and cause of illness. However, if the staff is in serious condition and needs to take longer sick leave (over 7 days), the medical certificate must be submitted in person or by another person on the staff's behalf within 1 week after being signed by a registered medical practitioner. Failure to submit a valid medical certificate within a reasonable period of time can be considered as absence;
4. Staff who have applied for non-sick leaves must submit reports/ relevant supporting documents on their first day returning to work for approval by the

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Company.

2.8 Notes on late arrival / early departure

If a bus captain is unable to sign in on time (at normal signing in time) due to incidents (including traffic accidents, private affairs, etc.), he/she must immediately call the Shift Scheduling Department/Control Centre according to the procedures in 2.7 and immediately go to the signing in site. If the bus captain arrives late due to an external emergency, the bus captain must submit a report/relevant supporting documents as soon as possible for approval by the Company. A superior of the bus captain who arrives late has the right to change the bus captain's working arrangements for the day.

If the bus captain needs to leave early due to personal affairs or illness, he/she must immediately report to the Shift Assignment Department/Control Centre in accordance with the procedures in 2.7. No matter whether the bus captain has worked for 8 hours or not, he/she must submit the medical certificate/relevant supporting documents to the Company for approval on their first day returning to work.

2.9 Notes to the bus captain's reporting for duty

1. Wear uniform neatly and Staff Card;
2. The bus captain can drive the Company's vehicle only when it is verified that he/she holds a valid driver's license for the corresponding vehicle category. If a staff does not bring a valid driver's license to work or his/her driver's license has been suspended, he/she should report immediately to the superior;
3. Go to the designated site or the site instructed by the superior to sign in and get the bus, or take over from the earlier shift and start working;
4. If there is a sign-in record at the site, please sign on the sign-in record;
5. If there is no terminus supervisor on duty at the sign-in site, the bus captain should report for duty to the designated staff via telephone (if any) at the sign-in terminus within 60 minutes before the sign-in time;
6. If there is a Meal Break (hereinafter referred to as "MB") before bus captain's shift, the bus captain must call and report to the designated staff within 60 minutes before the sign-in time so that they can make sure that the bus captain will arrive at the site before the normal departure time. If the bus captain assigned with the above-mentioned shift does not report to the staff according to the procedures, he/she will be deemed as late arrival. If the bus captain fails to arrive at the sign-in site on time after MB, the late arrival will be counted from the original sign-in time, but the Company will pay for another 60 minutes of MB;

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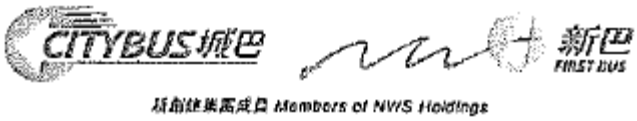

7. Start working after getting an Assignment Record, for how to fill in the Assignment Record, please refer to Annex II;
8. The bus captain shall have a clear understanding of the contents in the Assignment Record, which will use codes. For explanation of the codes, please refer to Annex III and Annex IV;
9. Pay attention to and learn about relevant new notices issued by the Company on a daily basis.

2.10 Application for annual leave

When applying for annual leave every year, each bus captain shall comply with the following rules to make an application and the relevant application will be approved in accordance with the following rules:

Basic Rules

1. Application for annual leave must be submitted within a specified period of time. Relevant arrangements will be specified in a notice issued by the Company;
2. Application for annual leave during some festivals (such as Lunar New Year's Eve, Ching Ming Festival, Chung Yeung Festival, Dragon Boat Festival, Mid-Autumn Festival, etc.) will not be accepted. Any application for annual leave spanning the above mentioned holidays will be void;
3. If an employee is entitled to more than 10 days of annual leave, one of the annual leave must be taken with at least 7 consecutive days. If the applicant has less than 10 days of annual leave, he/she must take annual leave for specific consecutive days in accordance with the labour laws;
4. The application for annual leave can be divided into personal choice and arrangement of the Company. If employees want to apply for annual leave by themselves, they must submit application by the deadline.
5. Whether applications for annual leave chosen by employees themselves are accepted depends on the number of applicants. If the number of applicants for annual leave for a period exceeds the quota, the computer program will be used to conduct draw of lots to decide whose application would be approved; annual leave for employees who fail to apply or who have not made an application will be arranged by the Company and the arrangement will be announced together with application for annual leave accepted by the Company; (the Company will notify employees at least 14 days before the beginning of the annual leave. Please refer to Other Rules below for arrangement of result announcement.)
6. Employees who have applied for annual leave in writing shall not exchange leave days with colleagues if applications are approved; shall not change or cancel

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applications without reasonable explanation;

7. Employees in same shift who are entitled to annual leave arranged by the Company may apply to exchange leave days with each other in writing upon mutual consent.
8. Applications involving change in a modified annual leave will not be accepted;
9. The applicants shall bear the possibility of delivery delay or loss.

Other Rules

1. NWFB Operations Department
    - The bus captain's application for the next year's annual leave shall be received in July every year and the approval results will be announced in October.

If applicants want to	Important matters when filling in relevant application forms	If the applications are not accepted
Take one-time annual leave on dates chosen by themselves	Please specify the starting date and "taking one-time annual leave" (application forms with only the month specified will be deemed invalid)	Applicants can choose to take one-time or two-time annual leave on dates arranged by the Company
Take one-time annual leave on any dates	Only specify "taking one-time annual leave"; the specific dates will be arranged by the Company	
Take two-time annual leave on dates chosen by themselves (annual leave for 7 days or less is not applicable)	Please specify the starting date and ending date (the first annual leave must not be less than 7 days)	Annual leave will be taken in two times on dates arranged by the Company

    - Employees who did not make application will take their annual leave in two times (not applicable for annual leave for 7 days or less), one of the annual leave must be no less than 7 days.
    - All applications for annual leave exchange shall be submitted one month prior to the beginning of annual leave (subject to the earlier annual leave date of the two bus captains) and shall become valid upon approval;
    - If the applied annual leave period overlaps with official holidays, the applicant can take official holidays immediately after the annual leave.
2. CTB Operations Department
    - The employee's annual leave can be taken in two periods, namely the first half and the second half of the year.

Period	Month	Application deadline	Application results announcement date	The number of days to take annual leave
H1	Mon. to Jun.	September of the	October of the	The number of days

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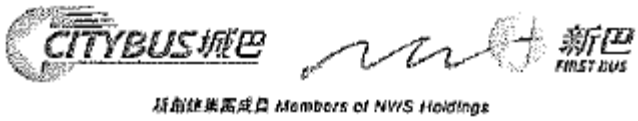

		previous year	previous year	of annual leave earned during the same period last year but not taken yet
H2	Jul. to Dec.	March of the year	April of the year	

- The Shift Scheduling Department will approve employees' application for annual leave depending on the number of employees for which it can arrange annual leave in each period. The procedures are as follows:

The first round arrangement	Process according to applicants' first choice and give priority to annual leave taken for consecutive days (applications for annual leave taken for 5 or more consecutive days shall enjoy the same priority) and then consider single-day annual leave. If the number of employees who have applied for annual leave exceeds the quota, the JCC representative will publicly conduct draw of lots to decide the priority of annual leave arrangements. (If the applicant's first choice is approved, his or her second choice will be automatically cancelled.)
The second round arrangement (only for bus captains of CTB Operations Department Two)	If the applicant's first choice is not approved, the Shift Scheduling Department will conduct the second round arrangement for the annual leave balance of the first round arrangement. If the number of employees who have applied for annual leave exceeds the quota in the second round arrangement, the JCC representative will publicly conduct draw of lots to decide the priority of annual leave arrangements.
Where all choices are not approved, application is not submitted or the number of days of arranged annual leave is less than the actual number of days of annual leave for the period	The Shift Scheduling Department will arrange remaining days of annual leave for employees who have annual leave earned during the same period last year but not taken yet according to manpower arrangement; if there is a lack of manpower, the Shift Scheduling Department will flexibly delay employees' annual leave. If there is no annual leave arranged, the bus captain can make applications separately.

- If the annual leave arranged by the Company or applied by the employee overlaps with official holidays, such official holidays can be considered as flexible holidays which must be taken before the end of the year.

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2.11 NWFB's system for removal from shift

If the bus captain of NWFB is subject to disciplinary action of the Company, the Company will calculate the bus captain's score for removal from shift for the one year before the judgment date of the disciplinary action in accordance with standards in the following table on the 14th day after the disciplinary action (if the bus captain applies for an appeal, the scoring will not continue until the appeal is completed). If the bus captain's score exceeds the upper limit, i.e. 11 points or more, the Company will notify the bus captain in writing that he needs to be removed from his shift and assigned as a standby captain. (The bus captain who is removed from his shift still can apply for vacant shifts according to the existing procedures for vacant shift application.)

Matters	Scores for removal from shift
Final written warning	Add 10 points
Written warning	Add 5 points
Oral warning	Add 2 points
Received awards of the Company	Deduct 5 points
Received letter of appreciation from the Company	Deduct 3 points (at most 1 letter can be counted)

2.12 Procedures for application for vacant shifts made by bus captains of NWFB and the scoring criteria

Rules and notices for application for vacant shifts made by bus captains of NWFB are as follows:

1. Applicants must have at least 1 year of seniority and be familiar with the route that he/she applied for and other special arrangements of the shift;
2. Scoring criteria for application for shift are as follows (application scored less than 86 points will not be considered);

   The basic score for each bus captain is 100 points. The assessment will be based on the service record over one year prior to the vacant shift application period. The criteria are as follows:

Matters	Addition/Deduction of points
Received awards of the Company	Add 5 points
Received letter of appreciation from the Company	Add 3 points
Final written warning	Deduct 10 points
Written warning	Deduct 5 points
Oral warning	Deduct 2 points

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Absence from duty (i.e. absence without leave)	Deduct 1 point for each day

The relevant score will increase as the bus captain gains seniority and is calculated as follows:

Seniority	Addition of points
Seniority of less than 1 year	Application unaccepted
1 -2 year(s)	1 points
3 years and above	2 points

3. If application for a vacant shift is made by more than 1 bus captain, the bus captain with higher scores shall be given priority. If they have equal scores, the standby captain shall be given priority. In case of standby captains with equal scores, the standby captain with higher attendance rate shall be given priority. In case of equal attendance rate, the application result shall be determined by drawing lots.
4. When approving the application of bus captains, the Company has to ensure that the number of bus captains for morning, night and overnight shift is matched with the needs before the application is be implemented so as to avoid insufficient manpower in morning, night and overnight shift.
5. Applicants must submit the application within the specified period of time set out in the application procedures on each vacant shift notice. Each applicant can only submit one application for one specific shift;
6. The applicants can submit application in person or appoint a proxy to submit application on their behalf to the office of the Operations Department for receipt and confirmation during the office hours;
7. After submitting the application, the applicant must pay attention to the result announcement. If the applicant has not obtain approval during the period, the application will be automatically revoked and there will be no other arrangements for waiting list applicants;
8. If applicants who have obtained approval successfully want to further apply for other shift, they must submit the second application 12 months after the effective date of the new shift;
9. Routes 590 and 590A shall have "shift rotation" on the 16th day of each month;
10. For all bus captains who have obtained approval successfully, their official holiday category may be adjusted according to operational needs;
11. All the vacant shift listed for applications are for reference purposes only. Some information may be subject to change due to actual needs or of schedule modification;

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12. If the bus captain successfully obtain approval to fill vacant shift, the Company may still make modification for the shift in the future according to operational needs. The shifts of group responsible for affected routes will be then reassigned according to the "Criterion for Reassigning Selected Shifts due to Schedule Change":
13. If the bus captain does not perform well after successfully obtain approval to fill vacant shift, the Company will remove the bus captain from the shift in accordance with the "NWFB's system for removal from shift".

2.13 NWFB matchers for selected shifts due to schedule change

In case of changes in schedule, the NWFB Operations Department will implement the matchers for selected shifts due to schedule change. In case of revising the schedule of Saturdays and holidays or issuing new schedule, the relevant matchers will not be implemented.

On the premise of day shift and night shift handled separately, it is a must to compare each old shift with all new shifts, and the scoring standards consist of the following items with the aggregate score up to 6.

1. Compare sign-in time: Maximum score 1.5 (zero will be deducted for the same time, and more scores will be deducted for larger time difference)
2. Compare sign-in site: Maximum score 1 (i.e. the sign-in district of one shift and another shift is the same) *
3. Compare handover time: Maximum score 1 (zero will be deducted for the same time, and more scores will be deducted for larger time difference)
4. Compare handover site: Maximum score 1 (i.e. the sign-in district of one shift and another shift is the same) *
5. Compare labor hour: Maximum score 1.5 (zero will be deducted for the same time, and more scores will be deducted for larger time difference)

*(Sign-in/handover sites are in 5 districts: Eastern District, Western District, Southern District, Kowloon East and Kowloon West. For example, the comparison of sign-in sites of KET and BEB scores at 1, while the comparison of sign-in sites of KET and TKD scores at 0)

The higher score is obtained, the more similar the compared shifts are. The Company will prepare and distribute shifts on the basis of scores related, that is the combination with higher score will be matched earlier, until completing the match of all shifts from high to low.

In addition, in order to minimize the impact on bus captains, the Company sets the following procedures:

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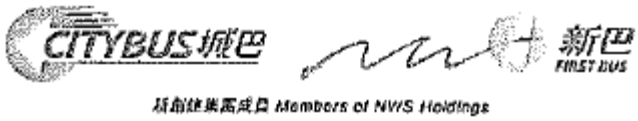

1. In case of mutual consent by bus captains affected, it is possible to apply for exchanging each other's shift within 14 days after the implementation of new schedule;

2. For bus captains falling into the following two categories who apply for exchanging shift with each other within 14 days after the implementation of new schedule, they are qualified for the priority of application for shift vacancy for successively 3 times in the future.

A	Comparison of old shifts and new shifts scored at or lower than 5.5 (i.e. the scores of the bus captain's new shift and old shift are not similar).
B	Bus captain failed in matching to the same-route shift due to the reduction in shifts

In case of reduction in shifts of one route as a result of changes in schedule, and increase in shifts of one route in the same schedule, bus captains who failed in being matched due to reduction in shifts can be matched to the shift that has not been distributed of another route in the same schedule. If the relevant bus captains are not willing to accept the shift, they can apply for serving as standby captain and enjoy the above mentioned priorities.

2.14 NWFB Procedures for applying for shift vacancy with "priority"

NWFB Operations Department will regularly issue notice to bus captains who are subject to shift transfer or matching to unlike shifts as a result of change in schedule (scores lower than 5.5) and have chosen to be standby captains, list all shift vacancies at the time, give them priority to apply for, and do not accept the applications by other bus captains during the period. Such priority for application is valid only for the application notice for successively 3 times immediately after the shift transfer of relevant bus captains, and will be canceled automatically after the successful application for new shift. In case of several bus captains with priority applying for the same shift, it shall be approved according to the following order:

Order 1	Day-shift bus captains shall select day shifts first and night-shift bus captains shall select night shifts first
Order 2	For bus captains falling into day shift/night shift at the same time, the one whose shift applied falls into the same schedule category of the shift before the bus captain becomes standby captain shall have priority
Order 3	For bus captains originally falling into the same schedule, the one whose shift applied falls into the same route of the shift before the bus captain becomes standby captain, shall have priority
Order 4	In case of failure in drawing sequence, score for bus captains would be calculated according to Section 2.12 [Procedures and scoring standards of applying for shift vacancy].

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The Company will start “normal” procedures of application for shift vacancies within 1 month after the completion of the above mentioned application procedures, so that qualified bus captains (including the above mentioned bus captains with priority) can apply for the remaining shift vacancies, but the above mentioned priorities will not be considered in such normal application procedures.

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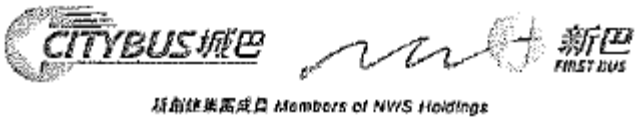

2.15 CTB selection procedures and scoring system of application for route transfer/post transfer

Notice relevant to route vacancy will be issued about once every two months. The CTB Operations Department will approve route-entering applications according to the following precedence order of bus captains:

1. Bus captains transferred out of the route for deletion of route/frequency (two opportunities of priority to approval within 6 months after transfer-out of the route);
2. Standby captains (only applicable to Operations Department One);
3. Bus captains who have enrolled in the route.

In case of the number of applicants in the same category larger than the number of vacancies of route applied, selection shall be conducted according to the following scoring system of applicants:

Part 1 Seniority	A full-time bus captain will get 5 points every month from the commencement date to the day the Company issued route vacancy notice (no score for the number of remaining days that is less than one month)Maximum score for this part is 240Application by a full-time bus captain with a length of service lower than 6 months will not be considered New bus captains whose length of service is longer than 6 months but shorter than 1 year and number of working days is not less than 140 days or length of service is longer than 1 year but number of working days is not less than 280 days, are qualified for the application
Part 2 Personal record	Within 280 days before the Company issuing route vacancy notice: Oral warning each: deducting 100 points Writing warning each: deducting 200 points Final warning each: deducting 400 points Commendatory letter each: adding 50 points, with the maximum scores recording 100 ※Application by the one whose scores deducted reach 900 in this part will not be considered
Part 3 Record of previous route transfer or post transfer	Calculating from the day the Company issues route vacancy notice, if the applicant, from the most recent successful application for enrolling in the route: Within the past 6 to 12 months: Deducting 400 points Within the past 12 to 24 months: Deducting 200 points Within the past 24 months: Deducting 0 point

The one who gets highest total scores of the above mention 3 parts will be selected. In case of same scores, the Company will select the one with longer seniority (without taking into account the seniority of part-time bus captains or employees who are not bus captain). In case of same scores and seniority, the Company will select the one with lower-numbered employee ID.

The Operations Department shall reserve the rights to change bus schedule, day off and other operational arrangements, and bus captains shall not regard such changes as the reason transferring out of the above mentioned route.

Successful applicants shall voluntarily know each responsible route of the group applied for.

2.16 Notes to CTB Operations Department One selection procedures of application for route transfer/post transfer

According to the CTB selection procedures and scoring system for route transfer/post transfer application in Section 2.15, the CTB Operations Department Two should note the following:1. Bus captain can apply for 3 shift groups at most and must list priority.

2. Applicants for the group of overnight route may be interviewed.
3. Due to labor deployment, the Operations Department reserves the right to assign bus captains to implement the work of the Non-patent Bus Affairs Department.
4. Bus captains for FTN and JCN vacancies shall implement the relevant driving services including patent, non-patent routes and leasing services according to the Company’s arrangements.

2.17 CTB arrangement for transferring personnel absent from work for a long time out of the route

Bus captains of CTB who are absent from work for more than 60 days for occupational injury/sick leave or other reasons will be transferred out of the original route on the basis of the manpower distribution arrangement of the route (“route transfer-out”), and the work arrangement after returning to work is shown as follows:

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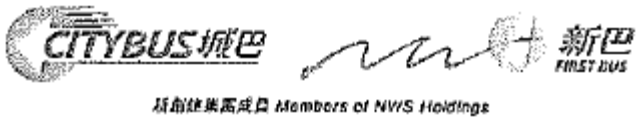

Arrangement after returning to work	• When returning to work, bus captains can return to the original route if the Company has not issue route vacancy notice. • When returning to work, bus captains should apply for enrolment in the route according procedures but bus captains who have not returned to work shall not apply for enrolment in the route if the Company has issue route vacancy notice that the bus captains will be transferred to the standby group.

2.18 CTB scoring system for bus captain transferring out of the route (due to deletion of route/frequency)

Part I Seniority	A full-time bus captain will get 5 points every month from the commencement date to the day the Company issued running schedule notice of route delegation (no score for the number of remaining days that is less than one month) i.e. 60 points for each year can be scored for 4 years at most (maximum scores 240)
Part II Personal record	Within 280 days before the Company issues running schedule notice of route delegationOral warning each: deducting 100 points Writing warning each: deducting 200 points Final warning each: deducting 400 points Commendatory letter each: scoring 50 points (calculating two letters at most with maximum scores 100)

The one who got the lowest total scores of the two parts will be transferred to another route first. In case of same scores, the Company will choose to transfer the one with shorter seniority (without taking into account the seniority of part-time bus captains or employees who are not bus captain) to another route.

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3. Bus Pick-up and Withdrawal from Service through Sign-in

3.1 Notes for bus pick-up through sign-in

1. After sign-in, the bus captain must get the right Assignment Record and read the contents of shift for the day, pay attention to the vehicle number and parking place of vehicle allocated, and should never change the vehicle number without permission;
2. The bus captain should recognize the length and height of the bus allocated and define whether the bus is available for the responsible route;
3. When picking up the bus, the bus captain should inspect the vehicle number, pay attention to the labels in the driver's cab, including rear axle steering, 12.8 meters long super-long bus and hybrid power bus, and identify the operational skills needed for the bus;
4. The bus captain should clearly understand and know the use of various devices and instruments in the bus, and ask the superior when in doubt;
5. When examining the inside and outside parts of the vehicle body, the bus captain should pay attention to whether wheels, metal plates, hemline, glasses and facilities in the compartment are damaged or have obvious scratches, whether the emergency door and oil cylinder cover are closed, whether valid vehicle license has been posted and whether the camera lens of the video recording supervision system around the driving seat is covered, and make sure that the camera lens of video recording supervision system is not disturbed at any time;
6. Examine whether Autotoll ("the box") is attached to the windshield, and when the bus is passing through an Autotoll channel of a tunnel, inform the Control Centre if the signaling light machine of such channel shows red light;
7. After starting the engine, examine whether the signal of dash board, oil pressure and draft gauge are under normal operation. When wind pressure is lower than normal level, a noise will be heard;
8. Examine whether the hand brake, foot brake, fare box and head & tail gates are under normal operation;
9. Examine the condition of the air conditioner, and the bus captain should start the air conditioning system when carrying passengers in order to maintain appropriate air conditioning;
10. Examine the seat and safety belt of captain, and adjust the driving seat, rearview mirror and steering wheel appropriately (see Annex V for the adjustment of some of the driving seats);
11. Examine whether the fire extinguisher and emergency hammer are placed in the

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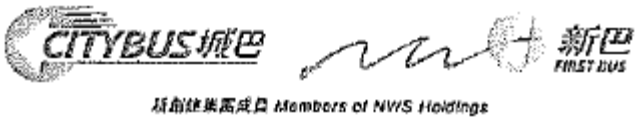

designated place, and whether the head light, tail light, passenger light, wiper and stop bell are under normal operation;

12. Examine whether the Octopus Fare Deducting Processor, upper layer/backing video supervision system, electronic destination sign and stop announcement system are under normal operation, including the stop announcement controller, volume, screen of display, etc.;
13. If there is Multi-Media on Board (MMOB) system installed on the bus, it will start automatically when starting the engine of the bus, and bus captain driving the related bus should examine whether the screen and sound of the MMOB system works normally;
14. Examine whether the bus is clean from inside to outside;
15. No announcements (including notices of other companies) or slogans that do not belong to the Company can be posted inside and outside the carriage without permission;
16. Expired notice of the Company in the carriage should be removed;
17. Pay attention to whether there is anyone working in the carriage, under the bus or around the bus. If the bus is parked on the maintenance pit, you shall ask for assistance from the superior. Inspect the environment all around and make sure that the bus departs safely;
18. For the above-mentioned examination items, in case of abnormal conditions or breakdown, please report to the terminus supervisor who dispatches buses or the inspector, or take actions according to Article 6.6.

3.2 Procedures of returning to the depot and withdrawal from service

1. Drive the bus to the designated depot for fueling according to the contents in the shift or instructions of the superior;
2. When withdrawing the bus from service at night, enter the depot in the designated route of each depot and do not jump the queue, unless otherwise approval by the inspector;
3. In any case, when returning to the depot, the bus captain should press the "Output" button on the Octopus processor before the petrol station in order to output data in the processor, no matter whether there are any transactions processed in the day. It must be ensured that the Octopus processor shows "Data transfer success" before the bus captain can turn off the Octopus processor after parking (the second generation Octopus processor will automatically output data when arriving at the depot, so bus captains just need to turn off the Octopus processor after parking);
4. As CTB will collect fare boxes every Monday and Thursday while NWFB will

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collect fare boxes every Tuesday and Friday, bus captains should coordinate with the instructions of the fare box collectors so as to complete the procedures of fare box collection. In order to ensure that the fare box collector can work in an environment with sufficient light, the bus captain should turn on the lighting system in the carriage. When the fare box collector works on the bus, the bus captain shall not drive the bus. In case of emergency in the procedures of fare box collection (such as cash in the fare box scattering on the ground), the bus captain must park the bus at the original location or drive the bus to the designated place according to the instructions of the fare box team, and stay in the driving seat and wait for the fare box collector to complete the follow-up work;

5. The buses should be fueled at the hydrant pit (except for electric buses) and the bus captain should pay attention to the stop line on the ground and instructions of the fueling staff; flame out when fueling to ensure safety; check the rearview mirror on the right side from time to time (if the bus captain is not able to see the rearview mirror clearly due to the environment on the site, he/she should get off the bus and observe the environment all around) so as to ensure the completion of fueling and that the fueling staff has pulled the fueling nozzle out, and then drive the bus away;
6. When fueling, submit the Homework Record to the inspector/terminus supervisor stationed in the depot and follow the parking instructions given by the inspector/terminus supervisor. If there is no inspector/terminus supervisor on duty, put the Homework Record in the punch-card machine, and place it in the designated place after the time is printed, and the bus captain shall not modify the sign-in time without permission;
7. The bus captain shall not delay the time submitting the Homework Record to the inspector/terminus supervisor without reason in an attempt to extend working hours;
8. In case of breakdown or any functional and operational issues of the vehicle when sigining in, please report to the terminus supervisor or inspector stationed in the depot or take actions according to Article 6.6 in the absence of terminus supervisor or inspector in the depot;
9. When the car washer is under normal operation, the bus must be driven through the car washer. Before driving to the car washer, fold the left mirror (if necessary), and ensure that the roller of the car washer has returned to the original position and stop rolling, and ensure that the signal shows green light, and then drive to the car washer. Do not drive to the car washer when red light is on as it will cause damage to the vehicle and car washer. If there is an automatic barrier in the front of the car washer, the bus captain should pay attention to the following matters before driving to the car washer:
    - The barrier of the car washer will lift automatically by utilizing the red and green light signals of the car washer;
    - When the red light of the car washer is on and the barrier is down, the bus should wait before the barrier;

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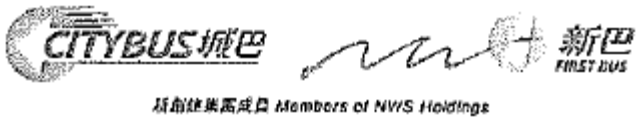

- After the green light of car washer is on and the barrier is lifted, the bus can be driven to the car washer;
- After driving through the car washer and the bus tail has got past the barrier, the barrier will drop automatically, and the captain of the next bus should wait before the barrier and drive to the car washer when the green light of the car washer is on and the barrier is lifted simultaneously;

In case of any abnormal operation of the car washer or barrier, inform the on-site inspector/terminus supervisor on duty or the Control Centre immediately;

10. When driving through the car washer, the bus should be driven to the passage of the car washer in an extremely slow speed and be washed for about 50 seconds, so that the bus body (especially the tail of the bus) can be thoroughly cleaned by the car washer;
11. Drive the bus to the designated parking lot according to the contents of shift or instructions of the superior; the driver can only leave after he/she has parked the bus at the parking space or any designated location as instructed by the inspector/terminus supervisor; do not park the bus on the passage of the depot as it will cause obstruction. Before getting off the bus, make sure to put it in "neutral gear", draw the hand brake and turn off all electric equipment, such as the inboard air conditioner, inboard light, head light and Octopus processor, and before leaving, turn off the main battery switch and close all doors and windows.

4. Bus Scheduling and Record

4.1 Bus scheduling, on-time departure and accurate record

Data such as bus schedules and route of passenger carriage in the Terminus Supervisor Record should be submitted to the Transport Department, and schedules input in the electric Terminus Supervisor Record (the "OMS" system) will be used for displaying departure time for passengers and estimating arrival time. Bus captains should try their best to keep the relevant data accurate according to the following instructions.

1. Under normal conditions, a bus must depart according to the schedule, and the terminus supervisor, inspector or Control Centre have the right to change the schedule, route, starting point and destination according to the actual situation, and all bus captains should follow the instructions of the terminus supervisor;
2. The bus captain should refer to the time displayed on the Octopus DDU or controller of Bus Stop Announcement System;
3. If the bus captain failed to depart the bus according to the time on the schedule/instructed by the terminus supervisor for reasons including being late due to traffic jam or going to the washroom, he/she should immediately inform the terminus supervisor for adjusting the schedule and keeping an accurate record. For terminals without terminus supervisors on duty, bus captains should report to

the terminus supervisor in charge of the record/Control Centre, and keep a record in the Terminus Supervisor Record (if any) on their own. If the departure time is 2 minutes or above later than the time on the schedule/instructed by terminus supervisor, a report should be made immediately, or otherwise made to the terminus supervisor after finishing the route;

4. The bus captain should drive according to the route instructed on the schedule and by the terminus supervisor, inspector or Control Centre;
5. Bus captains arranging full or half "dead" without permission will be subject to severe disciplinary actions;
6. For any delay during the journey, to the bus captain should report to the terminus supervisor with information such as location or reason of traffic jam, etc.;
7. When the bus is on "dead" arrangement, it should be driven to the destination directly and safely.

The Company has set procedures for reviewing the Terminus supervisor Record in order to compare the data in the bus's driving recorder with the Terminus supervisor Record, and the Company will impose disciplinary punishment on relevant personnel who neglect their duties in case of inaccurate record in the Terminus supervisor Record.

4.2 Jointly operated route – full "dead" arrangement

In order to provide more stable service, if the bus captains of all jointly operated routes fail to arrive at the terminal, which is not controlled by the Company, at the scheduled time, they are prohibited from "driving to the terminal at the other end of the route without carrying passengers" or "not carrying passengers until after crossing the harbour", unless otherwise approved by the Company's terminus supervisors or inspectors. All bus captains and terminus supervisors must implement the following arrangements:

- Bus captains must contact the Company's responsible terminus supervisors (or Control Centre in case of emergency) by phone for instructions;
- Inspectors or terminus supervisors can re-arrange the bus to "start service on the way" or approve the continuation of "full 'dead' docking" according to the actual situations;
- Bus captains should also write the latest arrangements of terminus supervisor (including departure time) on the Homework Record on their own;
- Bus captains arranging "full 'dead' docking" or " 'dead' but resume service after crossing the harbour" without asking for instruction and permission, the Company will be subject to disciplinary investigation by the Company on such breach of guideline.
- For "dead" originally arranged in the shift, it is exempted from the above provision and has no further instruction is required.

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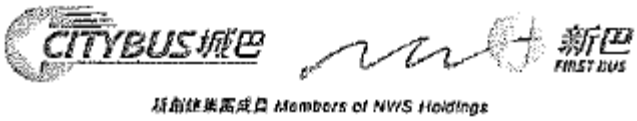

4.3 Mechanism of supplementary trips for lost trips of jointly operated route

In order to alleviate the impact of irregular service frequencies and lost trips of jointly operated cross harbour routes on passengers, the Company and KMB/LWB reach an agreement on the above mentioned mechanism that the terminus supervisors of KMB/LWB may arrange some of the overrun NWFB/CTB buses to continue to run during the operation period of KMB/LWB. If a bus captain fails in coordinating with the arrangement of KMB/LWB's terminus supervisors for special reasons, he/she must contact the relevant terminus supervisors of the Company by phone to ask for instructions and record the modification in his/her Homework Record.

4.4 Guidelines to non-operational buses for the use of tunnel

All non-operational buses ("dead") shall only use Eastern Harbour Crossing, Western Harbour Crossing, Tai Lam Tunnel or Tate's Cairn Tunnel under the following situations:

1. It has been indicated on the Homework Record of the bus captain;
2. It is so instructed by the terminus supervisor or inspector (if instructions are given by terminus supervisors of KMB/LWB, the bus captain should contact the relevant terminus supervisor of the Company for instructions).

When terminus supervisors or inspectors instruct "dead" buses to use the above mentioned tunnels, bus captains must keep a record in the Homework Record.

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5. Customer Service

5.1 Key points of customer service

1. In order to provide high-quality service, bus captains should pick up passengers earlier at terminals;
2. When picking up passengers, the bus captain should pay attention to passengers' boarding situation and extend a warm welcome. As long as there is room on the bus, the bus captain should pick up as many passengers as possible at the bus stop;
3. When passengers need to get off the bus, the bus captain should stop the bus at the appropriate bus stop and should not let passengers get off until the bus has stopped completely. When passengers are getting on or off the bus, the bus captain should not act impatiently and should wait for bus chasers patiently if possible;
4. When passengers ask any questions related to bus operation (such as the driving route, locations of stops, fare, etc.), the bus captain should try his/her best to provide appropriate assistance. In case a passenger raise a question when the bus is on the way, give a polite and brief response or indicate that explanation will be provided when the bus stops. If the bus captain does not know the accurate answer, he/she should tell the passenger politely to contact the Customer Service Department for details (NWFB 2136 8888/CTB 2873 0818);
5. If the bus captain finds any unauthorized person distributing flyers or other publicity products on the bus, he/she should dissuade such person politely and, if unsuccessful, seek for instructions from the Control Centre;
6. No sundry should be placed at the headstock and anywhere prominent;
7. The bus captain shall not stop and delay the journey of bus for disputes among passengers or between other drivers in any journey;
8. The bus captain shall not quarrel with passengers, and when they become agitated, the bus captain should not argue diametrically against them but should try to control his/her emotion and avoid stimulating them. Bus captains who hit passengers or their colleagues will be fired immediately;
9. The bus captain should immediately inform the Control Centre of any complaint about bus operation put forward by passengers during the operation of bus when arriving at the terminal so as to take actions properly;
10. In the course of service, the bus captain should put the name plate on the plate holder on the bus. If the name plate is lost, the bus captain should apply for a new name plate from the Company as soon as possible and should not print unqualified name plates by himself/herself;
11. When the public have views on the bus captain's work or ask the bus captain to provide his/her name, the bus captain must provide the relevant data cooperatively;
12. For Notes to Passengers listed matters that should be followed by passengers and

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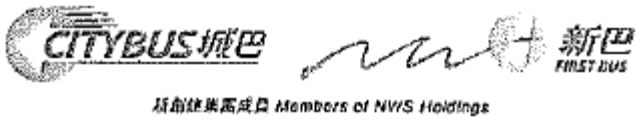

posted in the compartment, all bus captains should read all detailed items in such guideline carefully so as to protect the benefits of the Company and employees themselves;

13. When the bus returns to the terminal, turn off the bus lights, air conditioner and engine after all passengers get off the bus;
14. In case of driving back to the bus terminal/car factory for parking, bus captain should close all bus doors and windows when leaving the compartment.

5.2 General conduct of bus captain in the *Public Bus Services Regulations*

In accordance with the *Public Bus Services Regulations* Chapter 230A, Articles 9, 10, 11, 11A and 12, bus captain

1. should behave in a civil and orderly manner;
2. should be clean and tidy in his person;
3. should not unreasonably delay the bus in any journey;
4. should drive the bus to the named place of destination according to the designated route properly, but not applying for unforeseen events or other emergency incidents, or otherwise ordered by authorized person or policeman;
5. in case of a sign for stop, should stop the bus in each stop along the current route and let passengers get on or get off the bus;
6. should, when picking up or setting down passengers, stop the bus as close to the left or near side of the road as is safe and practicable so to do;
7. should take all reasonable precautions to ensure the safety of passengers in or on or entering or alighting from the bus;
8. should not neglect or refuse to admit and to carry at the lawful fare any passenger or intending passenger who can be accommodated without exceeding the authorized capacity of the bus and to whose admission no reasonable objection is made;
9. should permit any passenger to bring with him such goods as may lawfully, safely and conveniently be carried on the bus;
10. should not permit any animal, other than a guide dog accompanying a blind person, to be carried on the bus;
11. may refuse to permit any person who is in a dirty condition to enter in or travel in the bus;
12. may refuse to permit any person, whom he has reasonable cause to believe to be intoxicated, mentally unbalanced or suffering from an infectious or contagious disease, to enter in or travel in the bus;
13. may refuse to permit any person, whom he has reasonable cause to believe is

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carrying goods of a dangerous or offensive nature, to enter in or travel in the bus;

14. should, if requested by any police officer in uniform or any person authorized by the Commissioner, give particulars of his license, if any, his name and the name and address of the grantee by whom he is employed;
15. should not, at any reasonable time, obstruct, or neglect to give all reasonable information and assistance to, any police officer in uniform, or any person authorized by the Commissioner who produces such authority, to examine the bus;
16. should shut off the engine if, for any reason, he leaves the bus unattended;
17. should shut off the engine and ensure that all the passengers are removed from the bus before filling the petrol or oil tank and keep such engine shut off and ensure that all passengers remain out of the bus until such filling is completed.

5.3 General conduct of passengers in the *Public Bus Services Regulations*

In accordance with the *Public Bus Services Regulations* Chapter 230A, Articles 13, 13A and 13B, employees in uniform of the grantee should be responsible for implementing the following detailed items listed in the Regulations. Bus captain should know clearly his responsibilities and rights. Part of importance regulations are now summarized as follows:

No passenger should

(a) wilfully obstruct, impede or distract the driver of the bus or any authorized person;

(b) wilfully obstruct the driver's view of the road or of any traffic;

(c) wilfully do or cause to be done with respect to any part of the bus or its equipment, anything which

  (i) obstructs or interferes with the workings of the bus or causes damage; or

  (ii) causes injury, discomfort, annoyance or inconvenience to any other person;

(d) improperly interfere with the doors or any other mechanism, device or control which forms part of the bus or which is connected to the bus; or

(e) throw or wilfully drop anything from a bus.

Bus captains may give such directions as they consider necessary in the interests of public safety to any passenger or intending passenger. No passenger should fail to comply with such directions. The bus captain

1. may remove from a bus any person whom he/she has reasonable cause to believe has contravened the *Public Bus Services Regulations*.
2. may require any passenger whom he/she has reasonable cause to believe has contravened the *Public Bus Services Regulations* to give his name and address and produce proof of identity.
3. may arrest without a warrant any person whom he/she has reasonable cause to

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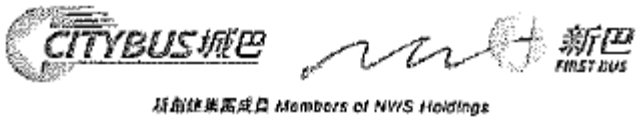

believe has contravened the *Public Bus Services Regulations* and may detain such person until he can be handed over to a police officer.

5.4 Route and destination board

1. The bus captain should know and use the different codes of the route driving in the electronic destination board system. See Annex VI for application methods of each electronic destination board;
2. When carrying passengers, the bus captain should correctly adjust route/destination board, so as to show correct information;
3. The mode “free combination of route number and destination” or the mode “direct text entry" of the electronic destination board system can only be used under the following situations:
   a. No applicable route and destination in the electronic destination board system;
   b. For parking in the bus terminal, show relevant running schedule number or departure time as necessary;

   The mode “free combination of route number and destination” or the mode “entry direct text entry” can not be used when the driving route has suitable code in the electronic destination board system;
4. When not carrying passengers on the road, bus captain should adjust the destination sign to “out of service” and can not show any route, vehicle number or running schedule and other data; as well as can not use other words unless otherwise informed;
5. Under the following situations, bus captain should show the added temporary headsign
   - Driving short-haul vehicle (show the stop board of destination on the head and fare box)
   - Bus changing its route temporarily (show on the head)
   - Driving special trips that do not pass part of bus stations (show on the head)
   - The Company strengthens the publicity of part of routes (show on the head)

   Bus captain should make good use of and try best to recycle the temporary headsign provided by the Company, and can not discard such temporary headsign in the cab (especially behind the chair) for midway handover or knocking off, so as to avoid wasting.

5.5 Automatic stop announcement system

During operation, the bus captain should correctly use the stop announcement system according to the following formulas

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Operation of stop announcement	Carrying from terminal / carrying from midway of route	Enter the route number before departing; select destination, driving route; and select the starting stop from the stop of carrying passenger (carrying from midway of route); finally press "YES" and pay attention to whether the stop announcement system is turned on; after driving the bus, the system will announce the stops automatically, so bus captain does not need to press the buttons along the route; When the bus has not arrived the terminal point, do not set the opposite direction stop or press "NO" in advance.
	Non-carrying journey	Press "NO" before termination of service until it is back to the main menu page.
Temporary change of route	If the route is changed temporarily, after deviating from the original route, the control screen would show a warning message, "Deviated from the Route", bus captain can press "YES" to close the message, and update of the next stop reminder would be temporarily suspended. After the bus is back to the original track, the automatic stop announcement system would go back to announcing stops automatically. Where necessary, bus captain can press "*" to pause the automatic stop announcement, or press "#" to switch to the manual stop announcement mode.	
Remark	When necessary, bus captain can press "**Info**" to broadcast preset special information to passengers. See **Annex VII** for the list of special information. Special information can only be used when necessary, please avoid creating nuisance to passengers. See **Annex VIII "Simple application method of automatic stop announcement machine**" for the detailed ways to use the automatic stop announcement system.	

5.6 Inboard broadcasting system

The inboard broadcasting system, which can connect the broadcast of upper layer and down layer, aims at providing convenience to bus captain to issue instructions to passengers in the bus when necessary. When issuing instructions, it is a must to issue clear instructions politely with proper speed and clear and definite words (however, bus captain should give priority to the preset special information in the automatic stop announcement system).

5.7 Arrangements relevant to turning on and off the passenger light on the bus

1. When there is sufficient sunlight, no need to turn on the passenger light on the bus;
2. Turn on the passenger light in the compartment when entering in a tunnel/bus

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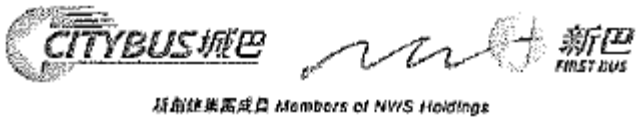

stop with cover;

3. Drive with the passenger light on when it is dark or the sunlight outside the bus is insufficient;
4. When driving a bus with two-level intensity of passenger light, adjust to a darker intensity to make passengers comfortable when driving on the road, and adjust to the brightest intensity for the convenience of passengers getting on or off the bus in the sections where need to carrying or dropping off passengers;
5. After the bus has returned to the terminal, the bus captain should turn off the bus lights (including passenger lights in the compartment and head light) before leaving the compartment;
6. For non-operating driving, turn off the passenger lights in the compartment (excluding driving with dead in relatively dark and narrow sections in suburban district).

5.8 Guidelines on opening front door to load passengers

Under normal circumstances, the bus captain should open front doors on both sides for the convenience of passenger's boarding. However, in the following cases, the bus captain may only open the left side door to load passengers:

- When field supervisors give instructions;
- When it is necessary to maintain the order of passenger's boarding;
- When opening front doors on both sides will pose a danger.

5.9 Passengers requiring special care

When the disabled, the elderly, children, pregnant women and people in need use bus services, the bus captain:

1. Should give sufficient time and care;
2. Can lower down bus floor for making boarding and alighting convenient;
3. Can open both the front doors to make the right handrail available to passengers;
4. Can advise passengers to offer priority seats when necessary;
5. Should try to wait for the passengers to be seated before starting the bus.

If the bus captain finds that there are visually impaired people waiting at the bus stop, he/she should stop the bus, open the passenger door and explain the route and direction of the bus that he is driving to those people so that they can take the correct route they want to take.

Wheelchair-using passenger’s boarding:

1. Park the bus at a suitable location on the bus stop (some bus stops have a

separate location to allow wheelchair passengers to board the bus, so the bus captain must pay attention since it is far from the bus stop);

- Make wheelchair users get on the bus safely
- Offer convenience for wheelchair users' boarding
- Make sure there is enough room to start and use the wheelchair ramp on the bus;

2. Pull up the hand brake, enter the neutral gear, and turn on breakdown lights;
3. Press bus body lowering switch;
4. Open the door for wheelchair ramp and leave the driver's seat to open the wheelchair ramp with the correct posture; (See Annex IX for the use of wheelchair ramps)
5. Actively seek consent from the wheelchair-using passengers to assist them to get on the bus (the wheelchair must be pushed forward) and pay the fare;
6. Place the wheelchair at the designated position (refer to the wheelchair position sticker);

   If a third party assists in pushing the wheelchair, it must be confirmed that the wheelchair is placed at the designated location (refer to the wheelchair location sticker);



7. Give instruction and make sure that wheelchair-using passengers lock their wheelchairs;
8. If the bus has wheelchair seatbelts, instruct wheelchair-using passengers to fasten wheelchair seatbelts;
9. Ask wheelchair-using passengers ahead of time which stop they will get off and inform wheelchair-using passengers that you will assist in getting off after arrival;
10. Remind wheelchair-using passengers that wheelchairs cannot be moved while the bus is in motion:
11. Put the wheelchair ramp back to allow other passengers to get on the bus, close the doors, lift up the bus body and continue driving;

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12. Frequently view inside rearview mirrors, pay attention to conditions of the wheelchair-using passengers and drive the bus in smoother manner;
13. If circumstances permit, wheelchair users and their companions (maximum 1 companion for each wheelchair user) should be given priority in boarding;
14. If the wheelchair parking position is occupied by other passenger's items, ask the passenger to take away the item and let the wheelchair users use the area;
15. Most buses can only accommodate one wheelchair user. If the wheelchair position on the bus has already been used by another wheelchair passenger, politely tell the waiting wheelchair user with courtesy that he/she must wait for the next low-floor bus.
16. The Company has set a message on the bus destination board system to advise other passengers to maintain courtesy and make room for wheelchair-using passengers to get on and get off the bus. The bus captain can use it when needed.

Wheelchair-using passenger's getting off:

1. Stop the bus at a suitable location at the bus stop;
2. Pull up the hand brake, enter the neutral gear, and turn on breakdown lights;
3. Press bus body lowering switch;
4. Open the door for wheelchair ramp and leave the cab to open the wheelchair ramp with the correct posture;
5. Instruct wheelchair-using passengers to unlock wheelchair seat belts;
6. Instruct wheelchair-using passengers to unlock their wheelchairs;
7. Actively seek consent from wheelchair passengers to assist wheelchair-using passengers to get off (the wheelchair must be pushed backward);
8. Put the wheelchair ramp back, close the door, lift up the bus body and continue driving.

If the bus captain is driving a bus that does not have wheelchair facilities:

1. Stop the bus at a suitable location at the bus stop;
2. Pull up the hand brake, enter the neutral gear and turn on breakdown lights;
3. Open the bus door;
4. Inform the wheelchair-using passenger that no wheelchair facilities are installed on this bus in a friendly manner;
5. a. The bus captain should advise the wheelchair-using passenger to take the bus on subsequent frequencies if he/she knows that the bus on subsequent frequencies has wheelchair facilities.

   b. The bus captain should advise the wheelchair-using passenger to call

customer service hotline for arrangement if he/she does not know if the bus on subsequent frequencies has wheelchair facilities.

Children's wheelchairs and strollers used by physically handicapped children:

1. Used by physically handicapped children during outdoor activities. They are not suitable for ordinary wheelchairs due to their small size;
2. The bus captain should deal with children's wheelchairs and strollers used by physically handicapped children in a general manner for handling wheelchair-using passengers;
3. The bus captain should not require passengers to fold their manual wheelchairs.

5.10 Guideline on handling people boarding with bicycles or strollers

Please follow the guidelines below to deal with passengers boarding with bicycles or strollers:

	With bicycles	With strollers (children's wheelchairs and strollers used by physically handicapped children should be dealt with in a general manner for handling wheelchair-using passengers)
1	Only allow passengers carrying folded and packaged bicycles to get on the bus, so as to ensure the safety of other passengers.	Require the passenger to pick up the baby before boarding and fold the stroller, so as to ensure the safety of the baby and other passengers. Please give appropriate assistance to passengers if needed.
2	Make sure folded bicycles/strollers will not obstruct passageways or occupy seats in the compartment.	
3	Make sure that passengers have placed their bicycles/strollers in a stable manner without affecting driving safety or posing danger to other passengers.	
4	Assist wheelchair users to use wheelchair position in the compartment with priority.	
5	If the compartment cannot safely accommodate a bicycle/stroller, or a passenger carrying a bicycle/stroller refuses to comply with the above requirements, the bus captain has the right to refuse to allow the passenger to get on board or continue using the bus in the light of actual circumstances.	

During the process of handling such matters, the bus captain must explain to passengers with courtesy and patience. In case of any difficulties or questions, please call the Control Centre for instructions.

5.11 Passengers boarding with luggage

According to *Public Bus Services Regulations*, passengers can carry items with a total weight of no more than 5 KG or a total volume of no more than 0.1 m^3 onto the bus. Items carried onto the bus cannot occupy seats or obstruct passageways; but flexibility

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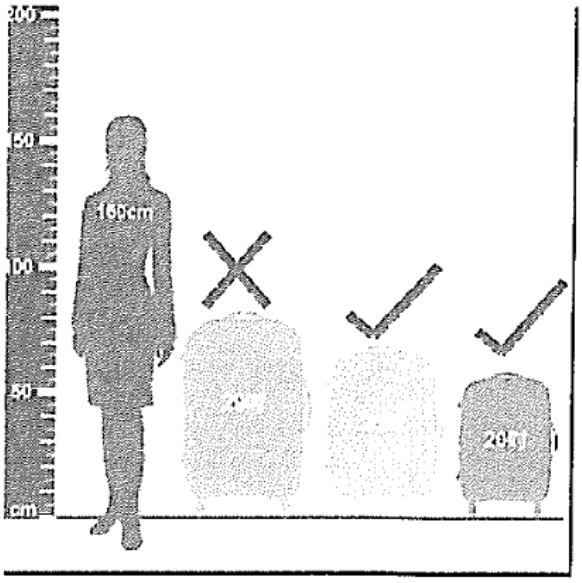
can be exercised depending on whether the items will obstruct passageways in the compartment. The reference size of the 0.1 m^3 is 71cm (28 inch) x 56cm (22 inch) x 25cm (10 inch), that is, luggage in 25-inch or less size can be carried onto the bus.



When driving on Airport Route A/E/S/NA/N or Route B at Shenzhen Bay Port, the bus captain may, at his/her discretion, allow luggage suspected to be slightly beyond the limit to get on board to facilitate normal passengers under the safety conditions. The bus captain may also refuse to allow passengers carrying a large number of luggage or oversized luggage to get on board according to compartment space and luggage rack conditions.

When passengers bring their luggage onto the bus, please politely remind passengers to place their luggage securely on the luggage rack. The bus captain can allow passengers to properly place their luggage in the wheelchair area (wheelchair-using passengers have priority to use that area) in his/her sole discretion only when the luggage rack is fully loaded according to the passenger load and the amount of luggage. Large luggage cannot be moved to the upper compartment.

5.12 Items prohibited on board

When the bus captain notices that the boarding passenger is carrying the following items, please indicate politely that these items cannot be carried onto the bus for safety reasons. If the passenger requests a refund for fare, remind the passenger to contact the Customer Service Department directly and submit an employee report describing the incident (it is necessary to indicate whether the passenger has taken the bus).

Flammable substances: substances or items such as thinner, paint, gasoline, etc. that are covered by the Dangerous Goods Ordinance (Chapter 295);

Compressed gas: such as petroleum gas, refrigerant, hairspray, etc.; (except portable

oxygenator used by patients)

Fragile items: such as glass, fish tanks, light tubes, televisions, etc. (except under protection of wrapping materials)

Spraying tools: such as snail guns, firearms, etc. (except being properly packaged)

Long items: such as sticks exceeding 1.2 meters or sharp items;

Animals: cats, dogs, birds, etc.(except for seeing eye dogs accompanying blind people on board)

5.13 Operation of Octopus

In order to charge passengers correct fares or provide interchange concession, the bus captain must ensure that:

- The route and direction of Octopus machine are consistent with the driving direction (especially when driving in the loop route, the bus captain must know the stop for transfer);
- Correct sectional fares have been adjusted on the Octopus along the way. The audible prompt in a quadruplet sound given out twice successively when switching sectional fare charge/direction can be used as reference.

The operating rules of Octopus when driving a dead bus are as follows:

- Log in the rater using the staff Octopus card before starting the bus (reports shall be made to the Control Center in the event of borrowing the card of another employee due to any circumstances);
- Keep the Octopus fare deducting processor on and logged in while driving;
- Remember to log out the Octopus system after driving the bus.

For detailed operation of Octopus fare deducting processor please refer to Attachment X.

5.14 Notes on fare collection

1. The bus captain has the responsibility for checking if every passenger has paid enough fare when boarding. In view of the previous case where a passenger attempted to cheat the bus captain by imitating the sound of Octopus for evasion of fare payment when boarding, the bus captain must inspect transaction status on the Octopus fare deducting processor to ensure that passengers pay adequate fares;
2. Each adult can take at most two children under 4 years old who do not take a seat for free;
3. If passengers pay the fares in cash or by a prepaid ticket, the bus captain should instruct the passengers to drop the cash or ticket into the fare box and should not personally take the cash or ticket (except sightseeing bus 1-day tickets). And the bus captain should press the button to make the cash drop into the fare box;

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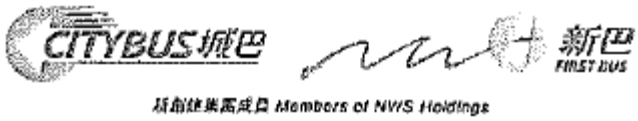


4. In accordance with the *Coinage Ordinance*, passengers can refer to the following provisions when paying fares in cash:

   A: for coins of denomination of not less than $1, for the payment of an amount not exceeding $100;

   B: for coins of denominations of less than $1, for the payment of an amount not exceeding $2;

   In case where a passenger refuses to pay the fare or underpays the fare, the bus captain should first politely ask such passenger to pay the correct amount of fare. If the passenger still refuses to pay fare or underpays fare, the bus captain should report to the Control Center by telephone and continue to drive the bus where practicable. Unless personal safety is involved or permission is obtained from the Control Center, the bus caption should not call the police lest it may affect other passengers and bus frequencies. After the incident, the bus captain should submit a staff report as soon as possible describing the gender, age and appearance of the involved passenger and incident location and specific circumstance for follow-up by the Company;

6. In any case where a passenger demands for refund, the bus captain should, instead of making any comment, remind the passenger to directly call the Customer Service Department and report to the Control Center;

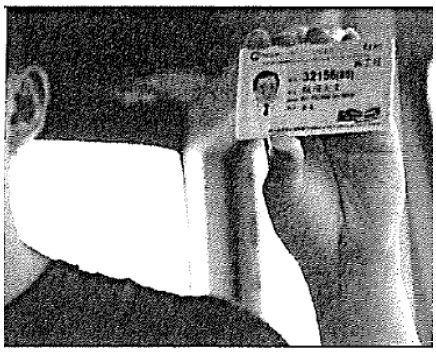
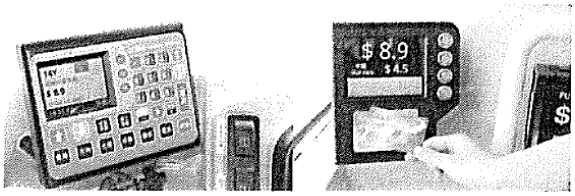
7. If routes with both-way sectional fare are available and passengers need to use the both-way sectional fare, the bus captain should open the front door for the convenience of passengers getting off.

5.15 Taking a bus by staff card or concession card

The Company together with The Kowloon Motor Bus Company (1933) Limited and Long Win Bus Company Limited has started to use "Personalised Octopus Card" as staff card and family concession card (see also HR Department announcement for examples of the cards). Cardholders may take the franchised bus services of the abovementioned companies and Citybus non-franchised routes 61R and 88R for free, excluding other non-franchised route services such as TVB special bus service. Bus captains and inspectors should inspect if cardholders comply with relevant boarding procedures and rules when taking the bus, which are detailed as follows:

1. Cards can be used only by the cardholders. For franchised buses, the bus captain should check if the cardholders present and swipe the cards according to the procedure (including passengers taking the bus with temporary cards without photos). Steps for boarding for cardholders are as follows:

Step 1: Present the front of the card to the bus captain (with not covering the four corners	Step 2: Swipe the same card over the Octopus fare deducting processor until effective sound is heard and DDU screen

of the card as the standard)	shows words “Concession Card”
	

2. If a cardholder fails to perform any of the above steps, the bus captain, terminus supervisor or inspector should refuse the cardholder to take the bus for free;

3. In case of inconsistency between the appearance of the cardholder and the photo on the card or other suspicious matters, the bus captain, terminus supervisor or inspector can ask the cardholder to show his ID for verification. When reviewing the card of the cardholder, the bus captain, terminus supervisor or inspector must be polite. On the basis of protecting individual information and privacy, do not publicly read the information of the cardholder, copy the card or take a photo for record. The card should be returned to the cardholder after proving that the card belongs to the cardholder. In case of the cardholder keeps being impolite or disturbing, staff may report to the Control Center or call the police for help;

4. If name on the card is inconsistent with that on the ID document or the cardholder refuses to cooperate, staff should confiscate relevant certificates and immediately call the Control Center for instructions. After the incident, staff should submit staff report and confiscated certificates to the Company and should not throw such certificates into the fare box. In case of failure to confiscate certificates, staff should try to memorize the name or other information on the certificate and submit a staff report to the Company for handling. Do not disclose personal information of cardholders to irrelevant parties;

5. In case of red light being on and special sound of Octopus fare deducting processor after a cardholder swipes the card (same as the common sound of invalid Octopus cards), the bus captain, terminus supervisor or inspector should require relevant passengers to pay fare for taking the bus, and immediately call the Control Center for instructions if the cardholder refuses to do so;

6. In addition, the Company will issue the following “laminated” certificates, enabling eligible cardholders to take specified routes of the Company for free:

Certificate type	Conditions for free ride	Procedure
Staff card (applicable to part-time staff)	Cardholders can take routes to and from work post for free on	Cardholders should present the front of the

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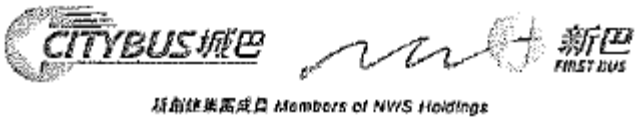

	duty days and in company uniform.	certificate to the bus captain and need not swipe the card.
Concession card for defined routes	Cardholders can only take Citybus non-franchised routes 61R and 88R for free.	

5.16 Hong Kong Government Public Transport Fare Concession Scheme for the Elderly (65 years old or above) and Eligible Persons with Disabilities

Basic rules of the concession scheme and treatment of misuse of the scheme by passengers are as follows.

Eligible passengers:

- Senior citizens of 65 years old or above must use senior Octopus cards or personalised Octopus cards (the concession is not available in case of fare payment in cash);
- Eligible persons with disabilities must use personalised Octopus cards marked with "person with disabilities identity";
- Eligible children with disabilities under 12 must use personalised Octopus cards marked with "person with disabilities identity".

Identification of passengers eligible for the concession scheme:

- Octopus bus captain control desk will show the words "elderly" or"disabilities"or "children with disabilities" and deducted fare of $2;
- On the card reader, the word "elderly"will be shown for the elderly while "disabilities" will not be shown for persons with disabilities. And the card reader will show deducted fare of $2 in both cases;
- The sound of successful card swiping of the elderly and persons with disabilities is the same as the current sound of children/elderly cards.

Routes and section:

- All Citybus and NWFB franchised routes (except Racecourse Routes and A Route);
- Applicable to any full fare and sectional fare.

How should the bus captain judge the identity of persons with disabilities:

- Personalised Octopus cards of persons with disabilities look the same as common personalised Octopus card, but the former must bear the photo of the cardholder;
- As Mass Transit Railway and Octopus have reviewed the identity of persons

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with disabilities before issuing Personalised Octopus cards for persons with disabilities, the bus caption should politely ask the passenger to present his personalised Octopus card for persons with disabilities if being uncertain about the identity of the passenger using a Personalised Octopus card for persons with disabilities, and cease to investigate his identity as person with disabilities if the photo on the card is the same as the cardholder;

- The bus captain should be careful with his words to avoid making the passenger mistake it as discrimination against the disabled.

How should the bus captain treat passengers who misuse the concession scheme:

- If a passenger mistakenly uses an Octopus card for the elderly or persons with disabilities, please politely ask such passenger to pay due fare difference in cash (and put into the fare box), record the Octopus card number, route, direction, section and card swiping time of such passenger and report to the Company via staff report.

5.17 50% discount concession on weekdays and fare concession on holidays for passengers aged between 60 and 64 for Citybus Hong Kong Island routes and Shenzhen West Express

Upon implementation of the government-funded Public Transport HKD2 Fare Concession Scheme for the Elderly (65 years old or above) and Eligible Persons with Disabilities, passengers aged between 60 and 64 will be deemed as beneficiaries of the scheme and uniformly pay HKD2 of fare if they continue to use the Octopus cards for the elderly (general green Octopus cards) for fare payment. As a result, passengers aged between 60 and 64 should not use the Octopus cards for the elderly to pay Citybus fare. Therefore, Citybus passengers aged between 60 and 64 should make the following arrangement for fare payment:

50% discount concession on weekdays

To be eligible for 50% discount concession on weekdays (not weekends or public holidays) for Citybus Hong Kong Island routes and Shenzhen West Express (except harbour-crossing routes and Racecourse Routes*), passengers aged between 60 and 64 may choose to use personalised Octopus cards or cash for fare payment. If a passenger under 65 mistakenly uses an Octopus card for the elderly, please politely ask such passenger to pay due fare difference in cash (and put the same into the fare box), record the number of the Octopus card for the elderly used by such passenger and report to the Company via staff report.

HKD2 fare concession on weekends and public holidays

Citybus will still specially provide HKD2 fare concession for Hong Kong Island routes and Shenzhen West Express (except harbour-crossing routes and Racecourse Routes*) on weekends and public holidays for passengers aged between 60 and 64. The fare calculation method is the same as the government scheme, but personalised Octopus cards must be used for fare payment to prevent relevant fare concession being included in the government-funded concession. If a passenger under 65 mistakenly uses an Octopus card for the elderly, please record the number of the

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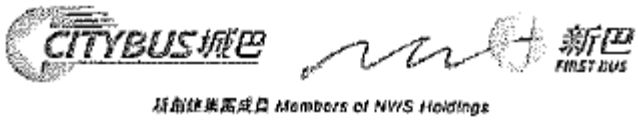


Octopus card for the elderly used by such passenger and report to the Company via staff report.

Routes without concession for elderly passengers aged between 60 and 64 are as follows: Citybus routes 260, 314, 347, 629, all harbour-crossing routes, Racecourse Routes, North Lantau External Bus Route (E Route), Cityflyer (A Route), Disney's Express (R Route) and all NWFB routes. Passengers aged between 60 and 64 will be automatically charged with adult fare when taking these routes by using personalised Octopus cards.

5.18 Fare concession for Citybus non-franchised city one residential bus services

1. Concession for the elderly

   The government-funded Public Transport HKD2 Fare Concession Scheme for the Elderly (65 years old or above) and Eligible Persons with Disabilities does not include Citybus non-franchised city one residential bus services and employee services. However, Citybus city one residential bus services will continue to provide the following fare concession for elderly passengers aged above 60:

   50% discount concession on weekdays

   Elderly passengers aged above 60 are eligible for 50% discount concession on weekdays (exlcuding weekends or public holidays) for Citybus city one residential bus service route 61R or 88R, which the passengers may choose to pay the fare by Octopus or in cash.

   HKD2 fare concession on weekends and public holidays

   Elderly passengers aged above 60 that use Octopus cards for the elderly (general green Octopus cards) or personalised Octopus cards for fare payment may still take Citybus city one residential route 88R on weekends and public holidays at a cost of HKD2. Passengers who pay fare in cash may not enjoy the above concession but need to pay half fare.

2. Concession for students

   Students with valid City One Shatin student concession cards (issued by the Company) are eligible for 50% discount concession for route 61R or 88R. It should be noted that such students must pay the fare in cash and may not use Octopus cards for children for payment, otherwise they should pay the fare again in cash and the overcharged sum will not be refunded.

5.19 Fare concession for specified customers

1. "Airport Staff Bus Concession Scheme" applies to the following routes:

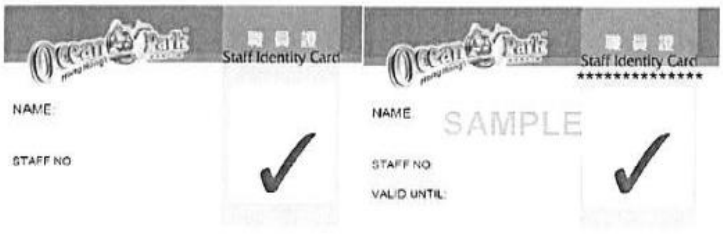
Cityflyer routes	A10, A11, A12, A21, A22, A29, A29P
Late night express routes	NA11, NA21, NA29

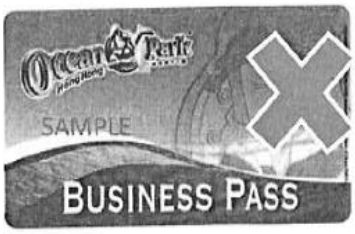
Overnight routes	N23, N26, N29

Airport staff shall present to the bus captain their "Airport Staff Personalised Octopus Card" when boarding for identification purpose (as shown below), only one person is admitted for each card (temporary octopus card/ identification issued by the company/ any uniforms will not be accepted for identification purpose);



2. "Ocean Park Staff Bus Concession Scheme" applies only to routes 629 and 629A. Ocean Park staff shall present to the bus captain their "Below mentioned Full-time / Part-time Staff Card, or Temporary Staff Card Designed by Notice from Time to Time" when they go on-board for identification purpose (as shown below), only one person is admitted for each card ("Business Pass" will not be accepted);





3. The information on the card (photo and name) should be clear. If the information on the card is incomplete, bus captain has to right to refuse to let the cardholder enjoy the fare concession;
4. After bus captain confirms the identity of the passenger, press "O" or "Staff concession" on the Octopus fare deducting processor for about 3 seconds to adjust to the suitable staff fare;
5. Airport staff shall pay the fare by his/her "Airport Staff Personalised Octopus Card"; Ocean Park staff can use other Octopus card to pay the fare (cash will not be accepted).

5.20 Reminding passengers to move further inside the compartment

If passengers gather at the front end of the bus before the bus becomes full, the bus captain should try to urge the passengers to proceed to the rear end of the compartment and stand back from the yellow line. If the bus captain finds that seats are available on the upper deck through the periscope/cctv system, he may also remind passengers to take a seat on the upper deck. The bus captain may remind passengers by making good use of the special messages of bus stop announcement device. If the

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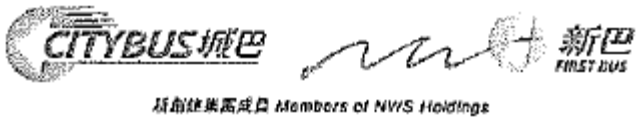

bus is full, you should display "Bus Full" card to inform passengers waiting at the bus station.

5.21 Reminding passengers not to stand on the upper deck and stairs

To ensure driving safety, the bus captain must ask passengers standing on upper deck or stairs to return to the lower deck in a polite manner. The bus captain may make good use of the special message of bus stop announcement device.

5.22 No smoking on the bus

In accordance with the *Smoking (Public Health) Ordinance*, the bus captain and passengers are forbidden to smoke on the bus at any time (including where the DEAD code is on). If a passenger is found smoking on the bus, the bus captain should:

1. politely explain to the passenger that a bus is a statutory no smoking area and smoking is forbidden on the bus;
2. politely urge the passenger to put out his cigarette;
3. politely urge the passenger to get off the bus if he refuses to put out his cigarette;
4. politely inform the passenger that assistance from the police will be called for if he refuses to do as described in item (2) or (3);
5. Call police officers for assistance if the passenger still refuses to cooperate.

In addition, pursuant to the *Smoking (Public Health) Ordinance*, employees are forbidden to smoke at the non-smoking area of bus terminal and in the staff lounge. In any individual smokes or carries a lit cigarette, cigar or tobacco pipe in a non-smoking area, law enforcement officers have the right to issue a fixed penalty notice to such violator.

5.23 Important notes for lost property

1. According to the *Public Bus Services Regulations*, the bus captain should immediately search the bus so far as is practicable for any property that has been accidentally left therein, and as soon as may be and in any case within 12 hours shall hand any such property in the state in which it came into his possession to the relevant franchise company or such employee of the franchise company as shall be authorized by the company to receive any such property.
2. Do not put any lost items in the fare box;
3. If the bus captain finds the lost property, he must immediately upon arrival at the station hand it to the terminus supervisor or an inspector on duty for handling. Upon a clear and accurate count of the coutent on the sport, the finder must sign a form. In the absence of the terminus supervisor or inspector, the bus captain must call the Control Center by himself and complete the form following the instructions. Failing to report to the Company promptly after arriving at the terminal and being found in possession of passengers' lost property will be considered as an act of theft;

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4. The bus captain may inquire the terminus supervisor or inspector about the lost item number for record;
5. The Control Center should cause an inspector to deal with valuable items or dangerous goods (such as, gasoline, weapons and portable liquefied petroleum gas) as soon as possible;
6. Employees should deal with passengers' enquiries about lost property in a polite and sincere manner;
7. The frontline staff shall not on their own contact the owner of the lost property to collect;
8. If the owner claims a lost article at the station, the Control Center must be notified first, and then a verification should be done on the owner's identity card and the owner should be asked to sign for confirmation;
9. Unclaimed lost property like food, beverages or plants should be destroyed upon approval by the Control Center at 12:00 every night. These items are not required to be sent to the depot. Perishable and smelly items can be discarded upon approved by the Control Center immediately (dried or preserved food must be returned to the Company). Other unclaimed lost items must be sent by the inspector to the corresponding depot every night. These items cannot be left in the bus or be handed over by a staff member who is knocking off. Smelly lost articles must be treated separately and delivered to the depot, the Control Center or Customer Service Department for the avoidance of influence on other lost property;
10. The Company, staff representatives and the trade union have reached a consensus after discussion that overdue unclaimed lost items or proceeds from disposal thereof will be donated in the name of the NWFB/CTB Lost Property Fund for charitable purposes;

6. Handling Emergencies

Priority must be given to security when dealing with emergencies and efforts should be made to minimize inconvenience to passengers.

In case of any emergency, please report to the control centre as soon as possible in a safe condition.

CTB Operations Department One: 2136 2422

CTB Operations Department Two: 2136 2432

NWFB Operations Department: 2136 2222 (NWFB bus breakdown helpline: 2136 2323)

6.1 Guidelines on fire disaster of buses

1. Inform passengers and call on passengers to calm down;
2. Turn on the hazard warning lights and try to stop the bus at roadside;

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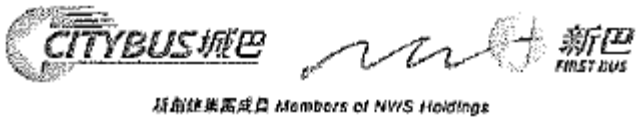

3. Pull up the hand brake, enter the neutral gear, open all the doors and turn off the engine and main battery switch;
4. Immediately direct and lead all passengers to leave the bus through the appropriate emergency exit door;
5. Check the upper and lower decks when it is safe after all passengers leave the compartments, to see if any passengers are trapped;
6. Learn about passengers' injuries;
7. Try to use a fire extinguisher to put out the fire under a safe condition (do not open the rear hatch when the engine is on fire and the fire extinguishing agent must be injected through the holes);
8. Call the police and brief the control centre about the situation, if the fire is out of control or someone is injured;
9. Stay at the scene to appease passengers and wait for the rescuers, actively provide information to rescuers and assist the Company's inspectors and the police in investigation;
10. Arrange relevant passengers to transfer to other buses;
11. Submit the "Transport/Vehicle Accident-Bus Captain's Report" to the Company as soon as possible after the incident.

In the event that the preceding vehicle is on fire while passing through the tunnel.

1. The bus captain should stop the bus at a safe distance with the hazard warning lights on. The bus captain must not attempt to overtake other vehicles by crossing the double white lines, to avoid causing further traffic disruption;
2. Inform passengers of the fire outbreak occurring in front of the bus, call on passengers to stay calm and instruct passengers to stay in the bus as far as possible. The bus captain should also stay on the bus with the passengers and wait for the instructions of the tunnel staff;
3. When it is necessary to leave the bus, the bus captain or passengers should not open the separation door of the tunnel on their own unless necessary, as there may still be vehicles running in the next tunnel, which is likely to pose danger;
4. Do not walk out of the tunnel along the kerb on your own prior to the arrival of tunnel staff, because this will leave the bus unmanned, blocking the tunnel and impeding the deployment of fire engines for carrying out rescue work.

6.2 Handling traffic accidents involving other vehicles including buses and/or injuries

Stop the bus as soon as possible under a safe condition in the event of a traffic accident, and check whether or not there is any injury or damage immediately. Take a photo of the scene if necessary and permitted as soon as possible and immediately

inform the corresponding Control Centre. Traffic accidents can be divided into three types, and processed according to the following procedures:

1. Minor accidents (no injuries and unrelated to government property)
    - The bus captain should drive the bus as close as possible to the roadside to wait for the inspector of the Company to take photos and conduct investigation, so as not to obstruct the traffic;
    - Obtain the registration number of the vehicle concerned from the vehicle license affixed to the windshield of the vehicle involved;
    - Find eyewitnesses and try to record their personal information including names and contact numbers;
    - Obtain the following information: for example, the model, damage degree and location of the vehicle involved, the driving license and personal information of the other driver including the name, driving license number and contact number in order to fill in the "Transport/Vehicle Accident-Bus Captain's Report";
    - Do not argue with a third party on the road, obstructing the traffic;
    - Arrange passengers to transfer to other buses if necessary (see 6.7);
    - All issues related to compensation must be handled by the Company's Insurance Department;
    - Fill out the "Transport/Vehicle Accident-Bus Captain's Report" within 48 hours after the incident and return it to the relevant person in charge of the Operations Department. Late submission will affect the relevant cases of surrender and compensation, and the relevant staff will be subject to disciplinary action;
    - Unless the Company gives a special instruction or only the Company's vehicles get involved, all minor damage accidents must be reported at the scene. If the Company instructs the bus captain to report the case to the police station within 24 hours, the bus captain must report relevant details, such as the name of the police station and the case number to the Company as soon as possible after reporting the case.
2. Accidents involving injuries or serious damages to vehicles and related to government property
    - Immediately stop the vehicle at the scene. Do not move any vehicle without the permission of the police (except for the purpose of saving lives, putting out fire or any emergency). Article 57 of the *Road Traffic Ordinance*;
    - If someone is injured, the bus captain must immediately call 999 and call the ambulance, and immediately notify the Control Centre for assistance;
    - Obtain the registration number of the relevant vehicle from the vehicle license affixed to the windshield of the vehicle involved;

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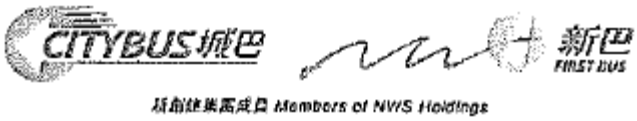

- Obtain the relevant information: for example, the model, damage degree and location of the vehicle involved, the driving license and personal information of the other driver including the name, driving license number and contact number in order to fill in the "Transport/Vehicle Accident-Bus Captain's Report";
- Try to find eyewitnesses and record their personal information including names and contact numbers. Record the personal information of the injured people, including their names, sex, age, contact number and injured area. All information must be put into the "Transport/Vehicle Accident-Bus Captain's Report". The bus captain must also provide relevant information at the request of the police;
- Do not argue with a third party on the road, obstructing the traffic;
- Stay at the scene to assist the traffic police officers and the Company's inspectors on site to investigate the accident and listen to instructions;
- Each bus captain must record the UI number of police officers who deal with the case on site and the case number on the Assignment Record;
- Report the accident process to inspectors present at the scene;
- Arrange passengers to transfer to other buses if necessary (see 6.7);
- The bus captain must not discuss the case or provide opinions on responsibility in respect of the traffic accident with the injured people and their relatives and friends or the media. It is the responsibility of the Company to follow up the case afterwards. If any relevant person contact the bus captain, the bus captain must also refer such person to the Company's relevant departments;
- Fill in the "Transport/Vehicle Accident-Bus Captain's Report: within 24 hours after the accident, and return it to the Operations Department together with the signed notice and letter of authorization. A staff who submits the report and documents late on purpose will be subject to disciplinary action.

3. Accidents involving injuries of passengers in the bus only

- If a passenger falls or crashes upon something in the bus or is clamped by the door of the bus, the bus captain should immediately check whether or not the passenger suffers from any injuries and whether or not it is necessary to call the police and the ambulance;
- If the passenger indicates that there is an injury, but there is no need for calling the police or the ambulance, the bus captain still needs to call the Control Centre to report the relevant incident and report it to the police station following the instructions after getting off work on that day. If the passenger indicates that there is a need for calling the police and the

ambulance, the bus captain should call the Control Centre immediately to report the case after calling the police and wait at the scene for the relevant people coming to deal with the matter;

- Arrange passengers to transfer to other buses if necessary (see 6.7);
- Do not drive away from the scene until the accident is properly dealt with;
- Fill in the "Transport/Vehicle Accident-Bus Captain's Report" within 24 hours after the accident, and return it to the person-in-charge of Operations Department together with the signed "notice" and "letter of authorization".

Compensation matters:

1. If any person is injured in a traffic accident, all compensation issues must be handed over to the Company's Insurance Department for further follow-up;
2. If the Company's inspector on site confirms that no one is injured in the traffic accident, and the owner or driver of the other vehicle is willing to compensate the Company for the damage, the inspectors may collect the cash of up to $3,000 from the owner or driver of the other vehicle for damage settlement as per the damage degree and the amount listed in the Company's compensation price list. Note that the bus captain cannot directly receive compensation from the other party;
3. Where the inspector fails to determine the amount of compensation for the damage based on the Company's compensation price list or the owner or driver of the other vehicle is unwilling to offer compensation in the listed amount, all compensation issues must be handed over to the Company's Insurance Department for further follow-up;
4. In any case, the bus captain cannot directly or indirectly acknowledge the responsibility for the accident to the other party or make any promise of compensation. If the Company loses its right to claim or be subject to a claim lodged by the other party for the above reason, the relevant staff will face severe disciplinary action. All issues related to compensation must be handled by the Company's Insurance Department.

Arrangements for case report/confession record/complaint against the other party/appearance in court in relation to traffic accidents:

The arrangements for case report, confession record, complaint against the other party and appearance in court by the bus captain involved in traffic accidents during work are as follows:

1. Case report/record

   Call the police immediately on the scene to deal with the case if the traffic accident involves injuries. If the bus captain still needs to drive the bus back to the depot after finishing handling the accident with the police, the bus captain will be entitled to the working hours until the bus returns to the depot, no matter

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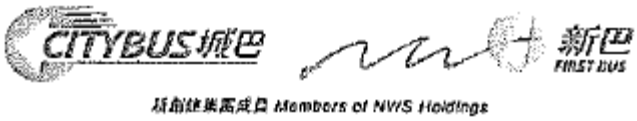

who is responsible for the case.

If the bus captain is not required to drive the bus back to the depot after finishing handling the accident with the police and it is then late for signing in for the shift, the working hours for the day will be determined by the responsibility of the incident.

- In the event of a fault of the bus captain (based on the assessment of the accident report by the Quality Services Department), the salary for that day will be capped by such working hours for which the Bus captain signs in for the shift;
- In the event of a fault of the other party, the salary for that day will be calculated based on the time when the bus captain and the police finish handling the accident. The inspector responsible for handling the accident will list the departure time of the bus captain on the Assignment Record and sign it for confirmation, for future calculation;
- If failing to immediately call the police to handle the traffic accident, the bus captain must try to file the case with the nearest police station after getting off work on that day as soon as reasonably practicable in personal time (but within 24 hours after the incident).

2. Invited by the police to make confession record at the police station
   - If the other party is responsible for the accident (assessed based on the traffic accident report of the bus captain and the inspector), the time for confession record will be calculated as working hours, for which reimbursement will be made;
   - If the responsibility for the accident falls on the bus captain or both parties, the bus captain must take his/her off-duty time to record the confession.
3. The Company instructs the bus captain to complain against the other party at the police station

   The Company will assess the responsibility based on the traffic accident reports of the bus captain and inspector and may instruct the bus captain, on behalf of the owner of the vehicle (i.e. the Company), to complain against the other party at the police station if necessary. The relevant time will be calculated as working hours, for which reimbursement will be made. Non-compliance with the Company's instructions will result in disciplinary action.
4. Appearance in court
   - If the staff is a defendant, the staff must appear in court in his/her own time;
   - If the staff is a witness for suing the other party, the time for the staff to

appear in court will be calculated as working hours.

Other issues

1. The staff must submit copies of all documents relevant to the traffic accident to the Operations Department as soon as possible, so that the Company can file them or take follow-up actions;
2. The bus captain involved in the accident must forthwith refer all relevant inquiries (including verbal and written inquiries) in respect of the accident to the relevant department of the Company through the Operations Department. The bus captain must not make a reply on his/her own;
3. Contact the Insurance Department upon receiving any notice to provide any information at the police station in order to obtain relevant information and documents;
4. If the bus captain receives a court summons or all other legal documents concerning the traffic accident, he/she must return it to the Company's Insurance Department for processing. The bus captain may apply for legal assistance or advice from the Company through the Insurance Department if necessary. The Company's lawyers will consider the nature of the case and decide whether they will provide legal assistance or not;
5. Do not disclose or comment on the traffic accident except to the relevant police officers or personnel of the Company who deals with the accident;
6. In case of any questions about the compensation, please call 2136-2235 / 37 (NWFB) or 2136-2837 / 2871 (CTB) for enquiry during office hours.

6.3 Receiving complaints about suspected criminal cases in the bus (such as indecent assault and pickpocketing)

1. Stop the bus at roadside where it will not obstruct the traffic;
2. Call the police;
3. Call the Control Centre to make a brief report;
4. Inform all passengers that they are not allowed to leave the compartment for the time being;
5. Stay at the scene until the inspector or police arrives at the scene to handle the case;
6. Submit a report to the Company as soon as possible after the incident.

6.4 Dispute with passengers or other road users

1. Stop the bus at roadside where it will not obstruct the traffic;
2. Call the Control Centre to make a brief report;
3. Call the police for help with the consent of the Control Centre if not related to personal safety;
4. Arrange passengers to transfer to other buses (see 6.7) and stay at the scene until

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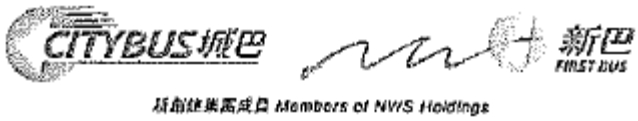

the inspector or police officer arrives at the scene to handle the case if failing to solve the case;

5. Submit a report to the Company as soon as possible after the incident.

6.5 Passenger discomfort

1. Take passengers' life safety as a priority and have a preliminary understanding of the passenger's physical condition;
2. Park the bus at a safe location first and then call the police for help in case of emergency;
3. Drive the bus to a bus stop and then call the police for help as far as the circumstance allows;
4. Call the Control Centre to make a brief report;
5. Arrange passengers to transfer to other buses if necessary (see 6.7).

6.6 Damages to bus body, mechanical problems/failures

1. Where scratches or damages are discovered, the bus captain must handle them immediately according to the following procedures:
    a. Immediately call the terminus supervisor/inspector onsite or the Control Centre for reporting, and check if such scratches/damages are old ones;
    b. In the absence of such record, ask the inspector/terminus supervisor onsite to identify if such scratches/damages are new ones before reporting to the Control Centre. At bus depots/terminus without any inspector/terminus supervisor on duty, wait for handling orders from the Control Centre;
    c If such scratches/damages are identified as new ones, the Control Centre will track the former bus captain based on the circumstance and order such former captain to fill out the "Traffic/Vehicle Accident" report.
2. Mechanical problems/failures
    a. Air pressure inadequacy

    In cases of air pressure inadequacy, the captain should press down on the air brake and check if the foot/hand brake leaks air. The captain should be familiar with the correct "air braking" steps: pull tight the hand brake first, then press the "Neutral" gear. During the slow-down process, the engine will push air into the brake cylinder. When the engine has been warmed up, the bus captain may step on the accelerator to medium speed and speed up air braking. After the "Low Air Pressure Waning Light" is off and adequate air pressure is indicated, the captain may start the bus. During the air braking process, the captain should see to that the noise and exhaust emission does not affect others. For Volvo buses, its breaker (commonly known as "mushroom air filter") will pop up in the event of

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air pressure inadequacy, the bus captain can only drive the bus after pressing down on the breaker after air braking;

b. When the oil temperature alarm of the gearbox sounds, the bus captain must switch to the "Neutral" gear to enable the gearbox to cool down by itself. After the temperature of gearbox falls, the bus captain may try to start the bus again. However, if the oil temperature alarm sounds again, the captain should stop the bus under a safe condition without compromising the traffic and may not drive on again;

c In the event of serious mechanical failures, the dashboard will generally flash on red warning light or words like "STOP" (applicable to new bus models). The bus captain must stop the bus as soon as possible under a safe condition (and trying not to block the traffic), and should try to restart the relevant device;

d. Sudden engine stall while the bus is moving

In such case, the bus captain should stay calm, heed road environment and take the following steps on a safe and viable basis:

- Switch on the hazard warning light (breakdown light);
- Gradually slow the bus down and keep it to the left as possible, and stop the bus at a safe and fit location;
- The braking system will continue to run normally in the event of engine stall, so the captain needs to heed the low air pressure warning on the dashboard. If the low air pressure warning is on, it means that the foot brake will start to work less effectively. In such case, the captain needs to stop the bus as soon as possible on a safe basis; when the engine is stalled, the captain needs to apply greater than normal strength to control the steering wheel.

If there is no improvement after the above steps have been taken or the bus is restarted, the bus captain must call the bus breakdown helpline (NWFB) or the Control Centre (CTB) for instructions as soon as possible. When calling for help, the captain should provide such information as his/her name, staff ID, running schedule number, bus code, exact breakdown location and number of passengers onboard, and describe the exact breakdown details. If it has been determined that the bus is unable to continue its trip, the bus captain should, on a safe basis, arrange for transfer of passengers onboard to other buses (see Section 6.7) and then stay onboard to wait for the arrival of engineering personnel or instructions from the superior before leaving the bus. If no immediate repair is available for the bus, the bus captain may need to help get the bus back to the depot.

3. Minor mechanical failures/problems

In cases of minor mechanical failures, the dashboard will generally display

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yellow warning light, indicating that there is neither immediate danger to the bus captain, passengers and other road users nor serious adverse impact on the Company's services. The bus captain should report such minor mechanical failures to the bus breakdown helpline (NWFB) or the Control Centre (CTB) after the trip is finished, so that the Engineering Department is informed. In addition, when the engine coolant water level alarm sounds, the bus captain may not arbitrarily open the tank lid to add water.

4. Failure of compartment facilities

   a. Fare box failures

      1. Any intervention to the fare box by the bus captain is prohibited;
      2. If there is any suspicious foreign matter in or other articles fallen in the fare box, the bus captain must immediately notify the Control Centre;
      3. If the fare box opening is blocked, please take the following steps
         - Press the fare box brake repeatedly;
         - If the condition is not improved, continue to run the bus and notify the terminus supervisor or the Control Centre immediately upon driving back to the bus terminal;
         - If there is still no improvement after it is handled by the terminus supervisor/inspector, arrange for the return to the bus depot.

   b. Failures of the Octopus fare deducting processor

      1. In the event of Octopus fare deducting processor failure while the bus is moving, the captain should stop the bus at a safe location as soon as possible to turn off the Octopus fare deducting processor and restart it;
      2. If the restart does not work, the captain should immediately notify the Control Centre for instructions;
      3. According to the Company's rules, when an individual Octopus reader fails to work while the bus is moving, Octopus cardholders can be exempted from the fare, but passengers paying in cash still have to pay the fare. However, in the event of mass failure of the Octopus system, the Company will issue an announcement to require all passengers to pay fares in cash.

   c. Electronic destination sign failures

      1. If it is found that the electronic destination sign fails altogether or fails to display clearly destination information before a trip starts*, the bus captain must notify the bus breakdown helpline (NWFB) or

the Control Centre (CTB) and place an A3-sized temporary route sign or/and destination sign at the lower left corner of the windshield;

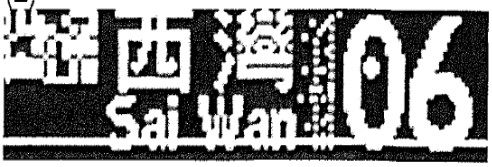
2. If the bus captain finds that the electronic destination sign works abnormally during a trip, the bus captain must stop the bus at an appropriate bus stop to check if the electronic destination sign can resume normal operation. The captain may try to stop the engine first, then turn off the main battery switch, and wait a few seconds before restarting the bus. If the electronic destination sign is still abnormal, the captain needs to continue to drive the bus to the bus terminal and remind the destinations to passengers at every stop along the route. Upon arrival at the bus terminal, the bus captain must notify the bus breakdown helpline (NWFB) or the Control Centre (CTB) such failures. If the same bus has continuously to be used for more trips, the bus captain must also place a temporary route sign or/and destination sign at the lower left corner of the windshield.

* The following are examples of failure to display clearly destination information.

(1)



(2)



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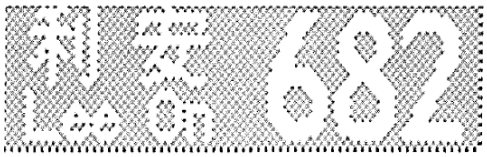

d. Failures of the stop reporting system or multi-media on-board (MMOB) system

In the event of abnormalities in system display, sound wave or operation, the bus captain needs to report to the bus breakdown helpline (NWFB) or the Control Centre (CTB) upon arrival at the bus terminal. If such abnormal sound wave the system emits seriously cause annoyance to passengers, the bus captain should contact the bus breakdown helpline (NWFB) or the Control Centre (CTB) for instructions as soon as possible on a safe basis.

e. CCTV failures

If the upper deck CCTV shows no image, rendering the bus captain unable to monitor the upper deck, upon arrival at the bus terminal, the bus captain is required to report such case to the bus breakdown helpline (NWFB) or the Control Centre (CTB), immediately disable the bus and arrange for repair back at the depot as soon as possible. Where other

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CCTV cameras onboard fail, the bus may continue to run its trips after reporting.

6.7 Passengers transfer procedures

1. The captain should report the number of passengers onboard, location and direction of the bus to the Control Centre, and listen to the instructions given by the personnel on duty. The bus captain can only arrange for passengers transfer steps after receiving the order from the Control Centre or the NWFB bus breakdown helpline. The bus captain may use a highway phone for help if necessary;
2. The bus captain should explain the reason for bus stall to the passengers and placate passengers as far as possible in a polite manner;
3. The bus captain should tell passengers to wait onboard for transfer, and order them not to leave the compartment (except for emergency evacuations), so as to avoid possible dangers;
4. In the event of breakdown on an expressway or in a tunnel, the bus captain may not arbitrarily handle passengers transfer. Instead, the bus captain should stay at the location where the bus breaks down to wait for the inspector, the police or highway management company personnel to help with passengers transfer (except for emergency evacuations);
5. Only under safe circumstances may the bus captain allow passengers to leave the compartment and transfer to other vehicles. Where circumstances permit, the captain, together with the ensuing bus captain, should help keep passengers transfer in order. If the environment on the spot is hard to control, the captain may only start passengers transfer procedures after the traffic police officers or highway management company personnel arrive at the site;
6. After the ensuing bus arrives, the right step is to assess the available seats on the ensuing bus first, then arrange for an appropriate number of passengers to get off to avoid passengers standing on the wayside.
7. The bus captain should, in a polite manner, tell passengers the transfer arrangement and remind them to bring along personal belongings;
8. If the route is subject to Octopus two-way sectional fare, the bus captain must first remind passengers who intend to enjoy this concession to tap their card on the Octopus reader onboard the original bus, then arrange for transfer. Also, the bus captain should remind the receiving bus captain to heed those passengers who have tapped their card for this concession, and remind such passengers to get off the bus when necessary.
9. The bus captain should arrange for free-of-charge transfer to NWFB or CTB buses running the same route as practical as possible. If passengers are transferred to other bus franchisee (KMB, LWB, etc.), the bus captain of such

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counterpart may not charge such passengers transferred any fare. The bus captain must record such information as the number of passengers (adults/half-fare), time, place, counterpart route, fare payable, bus code or license number, and the name of the counterpart bus captain. Back to the bus depot, the bus captain should report such information to the terminus supervisor and fill out passengers transfer record for future follow-up by the Company.

10. The destination sign should keep display due destinations so as to elicit help from buses running the same route or passing by the same stops, and only switch to the "Out of Service" sign until all passengers have been transferred to other vehicles.

If the bus captain encounters another bus running the same route and direction or the same stops and direction that is unable to continue its trip:

1. The bus captain should help take in passengers onboard the bus broken down where safety circumstances permit;
2. When arranging for passengers transfer, the bus captain should stop the bus in front of the broken down bus to ensure passenger safety;
3. The bus captain does not need to charge such passengers fare;
4. Where the broken bus belongs to another bus franchisee, the bus captain must immediately record the number of passengers (adults/half-fare), time aboard, place, counterpart route, fare, bus code, and the name of counterpart bus captain for reporting to the terminus supervisor and filling out passenger transfer report;
5. The Company will directly charge such other bus franchisee due fares.

6.8 Wrong route and sudden route change

If taking a wrong way during a trip, the bus captain should stay calm and take the following steps:

1. Continue to drive along the wrong route, gradually slow down without rapid turn or emergency stop, heed road blocks or hanging objects in the mid air, and stop the bus at a safe place as soon as possible;
2. Immediately call the Control Centre to report the case, and if there are passengers onboard, explain it to passengers in a polite manner;
3. If familiar with the roads around the area, the bus captain may drive back to the original route as soon as possible on a safe basis after notifying the Control Centre;
4. If not familiar with the roads around the area, the captain must keep stopping the bus at a safe location without affecting the traffic, call the Control Centre for instruction and wait for assistance, instead of arbitrarily searching for a way out;
5. Call the Control Centre again upon arrival at the bus terminal for recordkeeping purposes;
6. Submit a staff report to explain the incident to the Operations Department within

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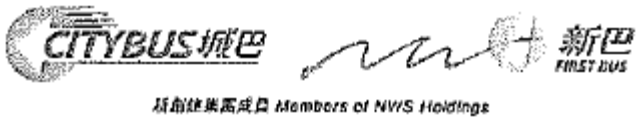

24 hours of such occurrence.

Taking the wrong way due to lapse of attention does not constitute gross negligence. Whereas, forced reversing or rapid turn may cause serious consequences, so there is no need for the bus captain to force a correction or hide it deliberately. If there is any doubt on the running route, the bus captain should call the Control Centre for instruction as early as possible.

In case of the need for sudden change of route due to road closure during a trip, the bus captain should stay calm and take the following steps:

1. The bus captain must stop the bus at a safe place without affecting the traffic, call the Control Centre for instruction, and if there are passengers onboard, explain the situation to passengers in a polite manner;
2. Where there are police officers controlling traffic on the spot, the bus captain should follow the instructions of such police officers. However, if the bus captain finds that the road taken after such route change does not fit the bus, the bus captain should stop the bus at a safe place without affecting the traffic, call the Control Centre and wait for assistance, instead of forcing a passage;
3. The bus captain should call the Control Centre again upon arrival at the bus terminal for recordkeeping purposes;

6.9 Vomit or excrement on bus

When the bus captain discovers any vomit or excrement onboard the bus during a trip, the bus captain may, where circumstances permit and as acceptable to passengers, continue to drive on and remind passengers to stay away from such vomit or excrement. Upon driving back to the bus terminal, the bus captain should ask the cleaners to clean it up and disinfect. If there is no cleaning staff at the bus terminal, the bus captain should report it to the bus breakdown helpline (NWFB) or the Control Centre (CTB) as soon as possible. Where circumstances do not permit proceeding on, the captain should report the case to the bus breakdown helpline (NWFB) or the Control Centre (CTB) upon arrival at the next bus stop, and organize passengers to switch to other vehicles (see Section 6.7).

6.10 Guidelines to Handling of suspicious items

A suspicious item has one or more of the following characteristics:

- With words or signs of warning (e.g. “bomb” or “authorized personnel only”);
- With exposed wire;
- With battery;
- With light signal;
- With press-button or timer.

Handling of a suspicious item identified:

- Do not touch or move the item;
- Do not cover the item with any article;
- Do not use wireless talker or mobile phone within a 25m radius of the item;
- Immediately evacuate surrounding people to a place at least 100m away;
- Call the police or the Control Centre or the superior at a distance at least 25m away from the item;
- Do not allow anyone to get close to the item before the police arrive.

Handling methods for discovery of a suspicious item as informed by passengers while the bus is moving;

- Pull the bus over at roadside immediately or, if in a tunnel or on a bridge, continue to drive on until out of the tunnel or passing the bridge before pulling up;
- Persuade passengers to stay calm and do not use their cell phones temporarily;
- Determine whether an item referred to by passengers is suspicious or not according to the identification methods of suspicious items set out above;
- If such item is identified as suspicious, handle it according to the handling method of suspicious items set out above.

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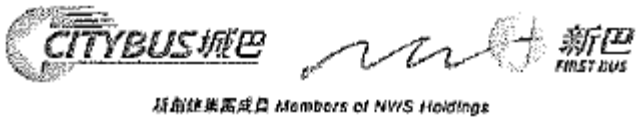

7. Administrative Measures/Procedures

7.1 Purposes of phone numbers of bus termini or the Control Centre

Phone numbers of bus termini or the Control Centre are only for internal bus operations only. In any event of an emergency or customer/passenger enquiry, staff should neither disclose the phone numbers of bus termini or the Control Centre to customers/passengers nor hand over the phone to customers/passengers for direct conversation with staff at the Control Centre. In the event of any passenger/customer complaint, enquiry or opinion, the staff should advise passengers to call the company's customer helpline (2136 8888 at NWFB/ 2873 0818 at CTB) in a polite manner for handling by colleagues at the Customer Service Department. Where a passenger/customer refuses to call the customer helpline, the staff should, with the consent of the passenger/customer, submit the passenger/customer's contact information and opinions to the Company.

7.2 Policy for the use of bus video recording and surveillance system

The policy for the use of bus video recording and surveillance system is set out as below:

1. Notice posting

   Buses equipped with a video recording system should post a notice at a conspicuous position.

2. Recordings

   The video recording system will record images of compartments and road conditions surrounding the bus body.

3. Codes for use of recordings

   3.1 The installation of video recording system is intended to improve the quality of service and assist incident investigation.

   3.2 Retention of recordings

   1. Recordings will be kept in the memory disk of the video recording system and may only be accessed after they are downloaded.
   2. Recordings not downloaded will be replaced by new recordings in about one week (the exact retention time depends on the capacity of the memory disk and the volume of daily recordings added).
   3. Recordings downloaded that are later determined as not requiring any follow-up will be destroyed by the Company.

   3.3 Download of recordings

   1. The Company will not download any recording from the memory disk of the video recording system for any purposes other than

those as set out under paragraph 3.1.

2. If download is necessitated, an assistant operations manager or an employee authorized by an officer at a higher rank will download the recordings on the relevant bus within three business days upon approval is granted after application, and send the recordings back to the operations manager for processing.

3.4 Approval for applications for downloading or accessing recordings

1. Access to recordings for purposes of performance of duties by office staff of the Company should be subject to approval by a person at assistant manager level or above;
2. Applications by any external person who provides insurance investigation or legal advice to the Company should be subject to approval by a person at director level or above;
3. Where a staff wants access to personally related recordings or ask the Company to provide relevant copies of recordings, an application in writing must be submitted to the operations manager within five days following the recording date. Where relevant recordings contain no such personal information or involve the personal information of other persons, the Company will reject such an application unless express consent has been given by relevant interested parties;
4. The Company will provide recordings to third parties (including law enforcement agencies) if relevant exemptions under the *Personal Data (Privacy) Ordinance* are applicable or relevant interested parties of the recordings have given explicit consent;
5. For applications filed according to the preceding items 3 and 4, whether approved or not, the Company will charge a reasonable administrative fee depending on the volume of recordings proposed to access and relevant handling procedures. The Company may reduce or waive such charges depending on the Company's stance regarding the relevant matter.

4. For inquiries about the aforesaid policy, please contact relevant department manager.

7.3 Codes for use of bus tachograph data

1. Retention of tachograph data
   - Tachograph data will be kept on the Company's computer servers.
   - Detailed tachograph data will only be retained for three months. Excerpted data will be retained for a longer period.
2. Approval for applications by frontline staff and external persons for accessing tachograph data

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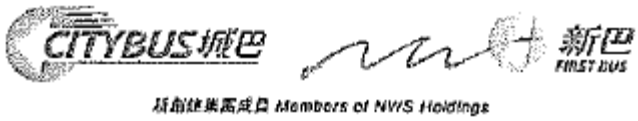

- Applications by frontline staff and law enforcement agencies should be subject to approval by a person at assistant manager level or above;
- Applications by any external person who provides insurance investigation or legal advice to the Company should be subject to approval by a person at director level or above;
- Responsible staff will, within three business days following the grant of approval for relevant application, retrieve relevant data from the Company's computer servers and arrange for the handover of such data to the applicant;
- For all applications, whether approved or not, the Company will charge a reasonable administrative fee depending on the volume of data proposed to access and relevant handling procedures. The Company may reduce or waive such charges depending on the Company's stance regarding the relevant matter.

3. For inquiries about the aforesaid policy, please contact relevant department manager.

7.4 Codes for handling of personal data of others by operations staff

All staff are exposed to personal data of others during the course of routine work (e.g. name, phone number, address, ID card number and photos of individuals). All staff must be on the alert when processing personal data of others, strictly comply with relevant provisions under the *Personal Data (Privacy) Ordinance*, and take effective security actions to ensure that personal and sensitive data (including data of staff, passengers, contractors, and persons involved in traffic accidents) are protected.

All staff must comply with the following rules when handling personal data of others:

1. Unless required by practical needs, staff should not collect the personal data of others. Staff should just collect adequate data, instead of excessive data beyond the practical needs of relevant purposes;
2. Staff should not photograph or photocopy the credential papers of others;
3. Staff should properly keep relevant personal data of others collected and submit such data to the Company as soon as possible. Staff may not retain relevant data without authorization. All scratch papers filled out with personal data should be destroyed immediately and shredded to unidentifiable state at the time of disposal;
4. Where it is necessary to read out personal data of others via phone, staff must ensure that no person irrelevant to the matter in question is present or can hear it;
5. No matter in whatever way personal data of others is acquired, either in person or via the Company's tables or computer systems, staff may not use the relevant data for personal purposes, nor show or provide such data to irrelevant persons;

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6. All internal SMS messages of the Company, unless only sent to interested parties of such data, may not list personal data (except for name and license plate).

7.5 Uniform application procedures

When applying for uniform (including new application, replacement or reissuance due to loss), staff need to properly fill out the "Uniform Application Form", and return it to the Operations Department office for processing (staff should heed the opening hours of the pick-up location selected by themselves);

In the event of "uniform reissuance due to loss", the Company will issue the "Lost Uniform Payment Invoice" to relevant applicant for payment of reissuance fee, and will only process the application upon return of the original receipt to the Operations Department after making the payment;

After the uniforms are duly arranged, the Operations Department One at NWFB and CTB will notify staff of pick-up schedule (illustrated as below) via mobile phone text message. Given the limitations of the pick-up location, the CTB Operations Department Two will send delivery notes to relevant termini to inform staff of the pick-up schedule. Staff may bring along their old uniform, if applicable, to collect the new uniform at the time and place specified in the delivery notes;

The following uniform application has been approved Please collect the uniforms at the NWFB Chong Fu Road Depot by May 23: Summer T-shirt: 3 Windbreaker: 1 Summer trousers: 2 Tie: 1 Windbreaker: 1 Winter trousers: 2 Leather shoes: 1 Winter T-shirt: 3 Verification Number 475734 For collection on behalf of others, please properly fill out the authorisation form and present the verification number and the old uniforms to the responsible colleagues

When collecting uniforms, staff need to present their staff cards and provide the "Verification Number". If a staff entrusts others to collect on his/her behalf, the staff may hand the "Verification Number" to such other staff entrusted. Staff must check the uniforms before signing the acknowledging receipt.

(Staff at the CTB Operations Department Two must present the delivery note and check the uniforms before signing the acknowledging receipt. For entrusting another

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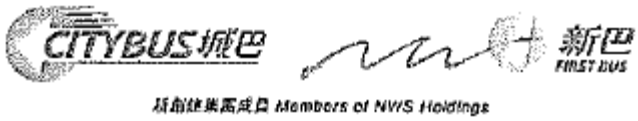

staff for uniform collection, the staff needs to fill out and sign a letter of authorization.)

For any enquiry regarding uniform application, please contact the corresponding Operations Department office.

Instructions for staff:

1. Staff should send the completed application form to the Operations Department office for processing. Every Wednesday will be a cut-off date. If the uniforms applied for have been available, the Company will send a mobile phone text message on Monday to notify applicants to pick up uniforms;
2. If an applicant has not received a text message within one month following the submission of application, it means that the uniform applied for is still not available or the Company has not received such application.

Locations where copies are placed

	Bus depot	✓
1	CFD	
2	CWD	
3	OPD	
4	TCD	
5	TKD	
6	TMD	
7	WCD	
8	WKD (OD2)	
9	WKD(ODN)	
10	OCC (OD1)	
11	OCC (OD2)	
12	OCC(ODN)	
13	OM-D1	
14	OM-D2	
15	OM-N	

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Bus Captain's Handbook (Annexes)



Version: November 2016

CITYBUS 城巴　新巴 FIRST BUS

Members of Chow Tai Fook Enterprises and NWS Holdings

322-85

CITYBUS 城巴 新巴 FIRST BUS
Members of NWS Holdings

Annex I: Speed detection monitoring areas

District	Road	Direction	From	To	Speed Limit
Eastern District	**Chai Wan Road**	Toward Shau Kei Wan	Behind intersection with Tai Tam Road	Outside Salesian English School (in front of the fork junction with the flyover)	50
	Chai Wan Road	Toward Chai Wan	Behind intersection with Tai Tam Road	In front of intersection with Hong Man Street	
	Pak Fuk Road	Toward Siu Sai Wan	Behind intersection with Tin Hau Temple Road	In front of intersection with Healthy Street Central	
	Yee King Road	Toward Lai Tak Tsuen	Behind Cloud View Road roundabout	In front of Lai Tak Tsuen Bus Terminus	
Southern District	**Pok Fu Lam Road**	Toward Aberdeen	Pok Fu Lam Village Bus Stop	Yu Chun Keung Compulsory Stop	
	Aberdeen Reservoir Road	Toward Aberdeen	Behind intersection with Yue Kwon Road	In front of intersection with Aberdeen Main Road	
	Repulse Bay Road	Toward Central	Behind intersection with Chung Hom Kok Road	In front of South Bay roundabout	
Central and Western District	**Victoria Road**	Toward Central	Caritas Jockey Club Hostel Bus Stop	Sai Nin Street Bus Stop	
	Hill Road Flyover	Toward Central	Entrance of the Flyover at Pok Fu Lam Road	Above Des Voeux Road West	
	Garden Road	Toward Central	Robinson Road Garden Terrace Bus Stop	St John's Cathedral Bus Stop	
Kowloon	**Po Kong Village Road**	Toward Choi Hung Estate	Behind Heep Woh College	Fu Shan Estate Bus Stop	
	Waterloo Road (Moonbeam Terrace)	Toward Ho Man Tin	Opposite to Lung Cheung Road eastbound	Opposite to Moonbeam Terrace (in front of the fork junction with the flyover)	
New Territories	**Hiram's Highway and New Hiram's Highway**	Toward Sai Kung	Outside the Cheng Chek Chee Secondary School (after coming out from the tunnel)	In front of Nam Pin Wai roundabout	
	Clear Water Bay Road	Toward Hang Hau	Behind intersection with Ngan Ying Road	In front of the Silverstrand roundabout	

- END -

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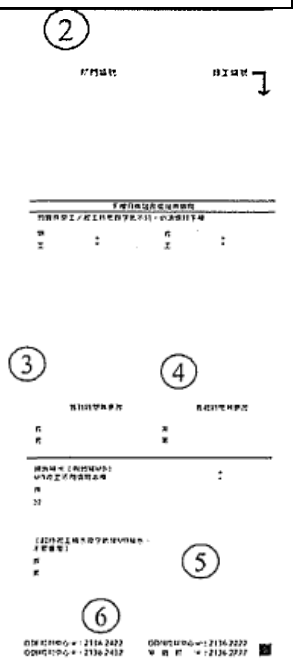
Annex II: Notes for Filling in the Bus Captain's Assignment Record

Illustrations – New Version of Assignment Record (back page)

■Bus Captain's Daily Log Form

⑦

To avoid difficult reading by the system and facilitate computation of salaries and wages, please be particularly reminded of the following:
"DO NOT" sign beyond the gridlines
"DO NOT" fill in the time beyond the gridlines
Please "DRAW A DOT" after filling in the time
The dot should not be tiny like [⊙] but [◉] or [⊗]
Do not use a fountain pen or seal which bleeds through the paper



No.	Matters to be reminded:
1	For those on regular duty, please fill in the circle of "on regular duty" for the purpose of accurate computation of salaries and wages
2	Circle B and Circle C are to be used only by non-franchised bus captains of Citybus – terminus supervisors/inspectors should check whether Circle B and Circle C are filled in correctly when they sign for submission from bus captains
3, 4	If the sign-in time or sign-out time of a bus captain requires no change, terminus supervisors/inspectors should fill in this circle; or the above column should otherwise be filled in; in case of any change to the place, terminus supervisors should also manually correct Item 9 or Item 15 on the page on the left and then sign here for confirmation
5	If a bus captain requests overtime extra pay, terminus supervisors/inspectors should fill in with the reasons, time and the circle; provided that this column is not required to be completed if the knock-off time marked has truthfully indicated that overtime extra pay is needed upon delay. Do not make duplicate overtime extra pay. In particular, please be careful when filling in the Running No. for knock-off at MB.
6	Please leave out Circle D and Circle E
7	If bus captains/terminus supervisors have other bus service arrangements or supplementary information, they shall first tick Item 10 on the first page and then fill in with details in Item 7

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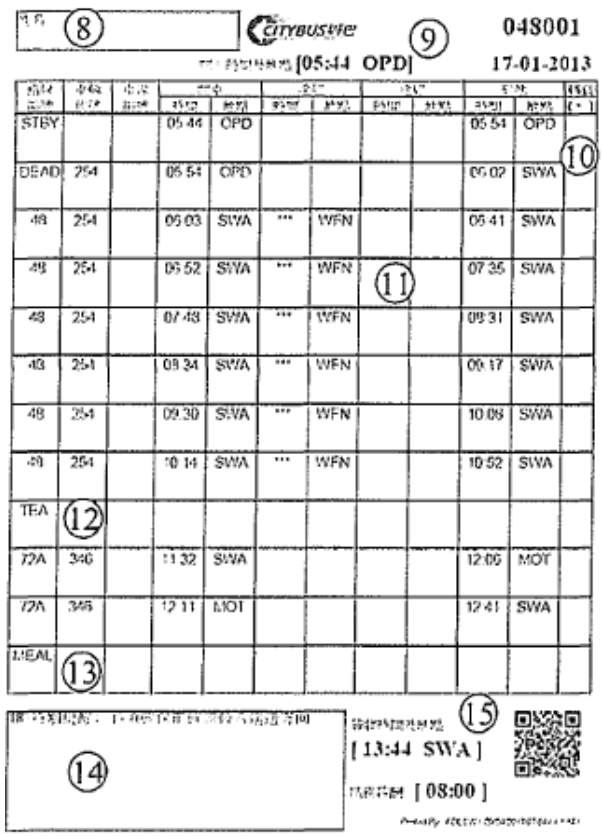
Illustrations – New Version of Assignment Record (First page)



Serial No.	Matters to be reminded
8	Fill in with the name of the bus captain
9, 15	Sign-in and sign-out times and places in respect of a scheduled Running No.: in case of any change to the place, please write down the correct place by hand; in case of any change to the time, please fill in Item 3 or Item 4
10	If the staff have other bus service arrangements or other supplementary information, they shall first tick Item 10 and then fill in Item 7 on the back page
11	In case of any change to the Running No., terminus supervisors/bus captains may modify it manually and write down the correct information in the blank space
12, 13	Expression of TB/MB
14	Remark section
15	As the QR code contains the scheduled Running Nos., the staff should avoid defacing or folding this pattern

Do not use a fountain pen or seal which bleeds through the paper,
otherwise the circles on the back page will be affected

When stapled,
please avoid the places with circles on the back page

Other matters to be reminded:

1. A bus captain, before starting a run, shall write the number of the bus that he/she is going to drive in the item of "Fleet No.".
2. If the actual time of departure differs from the scheduled time, the bus captain shall cross out the wrong time and write down the actual time in appropriate space. In case of any change to the run, the bus captain must fill in with information of such change on his own or ask the terminus supervisor to do so if there is a terminus supervisor on site.
3. An assignment record shall be submitted to the inspector/terminus supervisor or to a designated place. The responsible inspector/terminus supervisor (if any) responsible for sign for submission of assignment records should also check whether the assignment record is correctly filled in and signatures must be given in the box.
4. The regulator/terminus supervisor must also sign even if there is "no change" to the sign-in and sign-out times.

Annex III: Explanations to the codes on the Assignment Record

STBY	Must stay at a designated station during such period and wait for his/her shift assignment or for the terminus supervisor to make proper work arrangements
PASS/WALK	Take the fastest route to the next position by getting a ride/on foot
DEAD	Drive a bus not in service to the next location
FUEL	Refuel
STFF	Drive a staff bus/Pick up staff
DOCS	Drive the documents vehicle

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Annex IV: List of Citybus location codes

AAT	Chun Ping Road outside Asia Airfreight Terminal	GOC	Hong Kong Gold Coast	MOR	Tsim Sha Tsui (Mody Road)	THD	Tai Hang Drive
ABE	Aberdeen	GRT	Greenwood Terrace	MOS	Ma On Shan Town Centre	THE	Tin Heng Estate
ABT	Aberdeen Tunnel	GTC	Airport (Ground Transportation Centre)	MOT	Causeway Bay (Moreton Terrace)	THS	Tai Hong Street
ADE	Admiralty MTR Station (East)	HCS	Quarry Bay (Hoi Chak Street)	NES	Mong Kok (Nelson Street)	TIH	Tin Hau Station
ADW	Admiralty MTR Station (West)	HEC	Hennessy Road (Hennessy Centre)	NFR	Nam Fung Road Depot	TIS	Tin Shui Wai Station
ALC	Ap Lei Chau Estate	HEF	Wan Chai (west of Fleming Road)	NPF	North Point Ferry	TIW	Tin Wan Estate
ALH	Central (Alexandra House)	HEL	Hennessy Road (west of Luard Road)	NTP	Sha Tin (New Town Plaza)	TIK	Tiu Keng Leng PTI
ALM	Ap Lei Chau Main Street	HFC	Heng Fa Chuen	OCP	Ocean Park	TIY	Tin Yiu Estate Bus Terminus
AMA	Airport (Aircraft Maintenance Area)	HFR	Tai Kok Tsui (Hoi Fai Road)	OME	Ho Man Tin (Oi Man Estate)	TKD	Tseung Kwan O Depot
APR	Aberdeen Praya Road	HLY	Hong Lok Yuen	OPD	Ocean Park Depot	TKO	Tseung Kwan O MTR Station
ASG	Wong Chuk Hang (Aberdeen Sports Ground)	HOK	Central (Hong Kong Station)	OPF	Ocean Park Depot Fuel Wong Chuk Hang Depot	TKR	Tin Kwai Road
ATO	Airport (Terminal One)	HSG	Tseung Kwan O (Hong Sing Garden)	OYS	Oi Yin Street	TKT	Tai Kok Tsui (Island Harbourview)
ATT	Airport (Terminal Two)	HUH	Hung Hom Station	PAD	Paddock (Shatin Jockey Club)	TLL	Tin Lok Lane
AWE	Airport (Asia World Expo)	HUK	Hung Kiu	PAR	Park Road	TLT	Tsing Lung Tau
BBP	Belcher Bay Park	HVL	Happy Valley (Lower)	PAS	Causeway Bay (Paterson Street)	TMC	Tuen Mun Central
BEB	Belcher Bay	HVR	Happy Valley Racecourse	PES	Causeway Bay (Pennington Street)	TMD	Tuen Mun Depot
BGA	Banyan Garden	HVU	Happy Valley (Upper)	PHF	Po Hong Road Gas Station	TMF	Tuen Mun Ferry Pier (B3)
BRD	Broadcast Drive	ICW	IVE (Chai Wan)	POA	Tseung Kwan O (Po Lam PTI)	TMP	Tuen Mun Ferry Pier (962)
BRH	Braemar Hill	IMT	Gloucester Road (Immigration Tower)	POR	Pokfield Road	TOS	Sham Shui Po (Tonkin Street)
BUS	Mong Kok	IRC	Inspiration Lake Recreation Centre	PSS	City One Shatin (Po Shing Street)	TPC	Tai Po Central
CAR	Caine Road	IRS	Causeway Bay (Irving Street)	PTB	Airport (Terminal)	TPT	Tai Po Tau
CBS	Causeway Road (Causeway Bay Sports Ground)	ISP	Island Place	PTS	City One Shatin (Pak Tak Street)	TSC	Tin Shui Wai Town Centre
CCC	Chinese Christian Cemetery	ISR	Siu Sai Wan (Island Resort)	QES	Queen Elizabeth Stadium	TSE	Tsim Sha Tsui East
CDF	Central (Pier Three)	JAH	Central (Jardine House)	QUE	Queensway Government Offices	TSF	Tsim Sha Tsui (Star Ferry)
CEC	Wan Chai (Hong Kong Convention and Exhibition Centre Extension)	JAL	Jardine's Lookout	RAC	Sha Tin Racecourse	TSP	Tin Shui Wai Park
CEF	Central (Central Ferry Piers)	KAD	Kai Tak Depot	REB	Repulse Bay	TSU	Ocean Park (Tai Shue Wan)
CEL	Causeway Bay (Hong Kong Central Library)	KBA	Kowloon Bay Station (Kwun Tong Rd East bound)	ROR	Robinson Road (Garden Terrace)	TSY	Tsing Yi Station
CES	Sai Ying Pun (Centre Street)	KBD	Kowloon Bay Depot	ROS	Admiralty (Rodney Street)	TTR	Ting Tai Road
CFD	Chong Fu Road Depot	KBF	Kowloon Bay Fuel	RUS	Central (Rumsey Street)	TTS	LR Tai Tong Road Stop
CFF	Chi Fu Fa Yuen	KCE	Kwai Chung Estate	SCP	Hong Kong Science Park	TTW	Stanley (Tung Tau Wan Road)
CFO	Chong Fu Road Office	KER	Kennedy Road	YYT	Yau Yat Tsuen	TUC	Tung Chung Station
CGO	Admiralty (Central Government Offices)	KET	Kennedy Town	SFO	Stanley Fort	TVC	Tseung Kwan O TVB City
CHE	Choi Hung Estate	KIG	Tin Shui Wai (Kingswood Ginza)	SHD	Siu Ho Wan Depot	TWH	Tai Wo Hau Station
CHF	Choi Fook Estate	KKS	King Kwong Street	SHK	Shan King Estate	TWN	Tsz Wan Shan (North)
CHM	Choi Hung MTR Station	KOP	Kornhill Road	SHL	Shun Lee Estate	TWS	Tsz Wan Shan (South)
CHR	Aberdeen (Chengtu Road)	KOS	Ka On Street	SHP	Shatin Plaza	TWT	Tsuen Wan Town Hall
CHT	Hung Hom (Cross Harbour Tunnel Toll Plaza)	KOT	Kowloon Tong Station	SHS	Sheung Shui Station	TWW	Tsuen Wan West Station
CHY	Chuk Yuen Estate	KTD	Kennedy Town Depot	SHT	Sha Tin KCR Station	TYC	Tsing Yi CLP Power Plant

CKO	Chung Hom Kok	KTS	Kau To Shan	SHW	Sheung Wan	TYE	Tin Yan Estate
CKR	Sheung Wan (Chung Kong Road)	KWY	Kwong Yuen Estate	SIH	Siu Hong Station	WAC	Wan Chai
CLH	Clubhouse (Shatin Jockey Club)	KYC	Kam Ying Court	SKN	Sai Kung (North)	WAK	Wah Kwai Estate
CLS	Causeway Bay (Cleveland Street)	LAC	Laguna City	SKW	Shau Kei Wan	WAT	Watson
CLY	Tuen Mun (Chi Lok Fa Yuen)	LAL	Lantau Link Toll Plaza	SLK	Tsuen Wan (Sai Lau Kok Road)	WCD	NWFB Wong Chuk Hang Depot
COS	City One Shatin	LAT	Lam Tin MTR Station	SNS	Sai Ning Street	WCF	Wan Chai Ferry
CPO	Airport (Car Park One)	LAV	Laguna Verde	SOD	South Horizon Drive	WCH	Wong Chuk Hang
CRB	Canal Road Bus-only Lane	LEC	Causeway Bay (Leighton Centre)	SOH	South Horizons	WES	Sai Ying Pun (Western Street)
CSP	Cheung Sha Wan Plaza	LER	Leighton Road	SOP	Hennessy Road (Southorn Playground)	WFC	Wah Fu (Central)
CSW	Cheung Sha Wan Railway Station	LET	Lei Tung Estate	SPR	Shek Pai Wan Road	WFN	Wah Fu (North)
CTD	Admiralty (Lippo Centre)	LEY	Lek Yuen Estate	SPW	Shek Pai Wan	WHC	Western Harbour Crossing
CUH	The Chinese University of Hong Kong	LKC	Luk Kwok Centre	SSC	Siu Shan Court	WHD	Citybus Wong Chuk Hang Depot
CWA	Choi Wan Estate	LKR	Lei King Road	SSG	Siu Sai Wan Sports Ground	WHR	Causeway Bay (Whitfield Road)
CWD	Chai Wan Depot	LLS	Ap Lei Chau (Lee Lok Street)	SSW	Siu Sai Wan Estate	WKD	West Kowloon Depot
CWE	Chai Wan (East)	LOC	Locwood Court	STA	Hong Kong Stadium	WNB	Wong Nai Chung Road (Broadwood Road)
CWS	Chai Wan Depot Training School	LRC	Wan Chai (Lockhart Road Complex)	STC	Sha Tin College	WOC	Wo Che Estate
CXC	CX City	LRT	Lion Rock Tunnel	STE	Shun Tin Estate	WOH	Wah Fu (Wah On House)
CYB	Cyberport	LTE	Lam Tei (Junction of Castle Peak Road and Lam Tei Main Street)	STF	Central Star Ferry	WOF	Wong Chuk Hang Fire Station
DIH	Diamond Hill Station	LTM	Lei Tung Market	STP	Stanley Prison	WSR	Tuen Mun (Wu Shan Road)
DIP	Tsuen Wan (Discovery Park)	LTN	Lam Tin (North)	STR	Shun Tung Road	WSP	Wong Shek Pier
DIS	Disneyland Resort Station	LUM	Tuen Mun (Lung Mun Oasis)	STS	Sham Tseng	WTT	Tai Po (Wan Tau Tong)
DOS	Douglas Street	LUR	Wan Chai (Luard Road)	STT	Shek Tong Tsui (Queen's Road West)	WWS	Central (Wing Wo Street)
DWB	Deep Water Bay	LWR	Lung Wo Road	STV	Stanley Village	WYR	Wing Yan Road
EHC	Eastern Harbour Crossing	LYC	Locwood Court	SWA	Shum Wan	YAT	Yau Tong
EHR	Causeway Bay (Eastern Hospital Road)	LYR	Lei Yue Mun Road	SWC	Sai Wan Ho (opposite Sai Wan Ho Civic Centre)	YCS	Sham Shui Po (Yen Chow Street)
ENS	Kowloon Bay (Enterprise Square)	MAF	Central (Macau Ferry)	SYB	Sai Sha Road (Symphony Bay)	YIO	Yiu On Estate
ENT	Eagle's Nest Tunnel	MAG	Tsing Yi (Mayfair Garden)	SYS	Sai Yee Street	YLP	Yuen Long Plaza
EXS	Central (Exchange Square)	MAH	Ma Hang	SZB	Shenzhen Bay Port	YMC	Tseung Kwan O (Yuk Ming Court)
FAP	Fairview Park	MAR	MacDonnell Road	TAS	Admiralty (Tamar Street)	YOF	Sinopec Siu Lek Yuen Gas Station
FES	Fenwick Street	MEF	Mei Foo	TCC	Tin Shui Wai (Tin Chung Court)	YPS	Mong Kok (Yim Po Fong Street)
FEV	Felix Villas	MFD	Macau Ferry Depot	TCD	Tung Chung Depot	YTU	Tung Chung (Yat Tung Estate)
FOH	Fortress Hill Station	MHR	Morrison Hill Road	TCF	Tung Chung New Development Ferry	YUC	Yu Chui Court
FTD	Fo Tan Depot	MIK	LR Ming Kum Stop	TEC	Sha Tin Racecourse Telebet Centre	YWS	Yee Wo Street
FUT	Fu Tai Estate	MIR	Tsim Sha Tsui (Middle Road)	TFR	Tung Fai Road	YWV	Tuen Mun (Yuet Wu Villa)
GAL	Gascoigne Road (Labour Tribunal)	MKS	Central (Man Kwong Street)	TGT	Top Glory Tower		

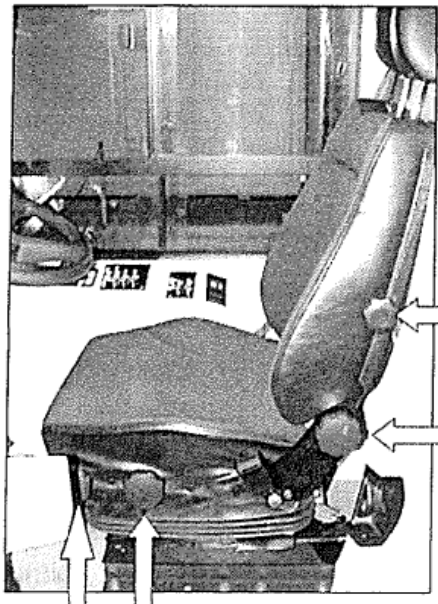
Annex IV: List of NWFB location codes

ABE	Aberdeen	EXS	Central (Exchange Square)	LRC	Wan Chai (Lockhart Road Complex)	SOH	South Horizons
ABT	Aberdeen Tunnel	FES	Fenwick Street	LTM	Lei Tung Market	SOP	Hennessy Road (Southorn Playground)
ADC	Admiralty (Admiralty Centre)	FEV	Felix Villas	LTT	Lai Tak Tsuen	SOU	So Uk Estate
ADE	Admiralty MTR Station (East)	FHR	Fortress Hill Road (Clementi Secondary School)	LUR	Wan Chai (Luard Road)	SPR	Shek Pai Wan Road
ADM	Admiralty MTR Station	FSW	Tsing Yi (Fung Shue Wo Road)	LYS	Aberdeen (Lok Yeung Street)	SPW	Shek Pai Wan
ADW	Admiralty MTR Station (West)	FTD	Fo Tan Depot	MAF	Central (Macau Ferry)	SSG	Siu Sai Wan Sports Ground
ALC	Ap Lei Chau Estate	FUC	Fu Cheong Estate	MAH	Ma Hang Estate	SSW	Siu Sai Wan Bus Terminus
ALP	Mong Kok (Allied Plaza)	GAR	Garden Road (Lower Peak Tram Station)	MCS	Mok Cheong Street	STA	Hong Kong Stadium
APA	The Hong Kong Academy for Performing Arts	GIS	Central (Gilman Street)	MEF	Mei Foo	STE	Shun Tin Estate
APR	Aberdeen Praya Road	GRG	Tsing Yi Greenfield Garden	MEL	Mei Lam Estate	STF	Central (Star Ferry)
AQU	Sham Mong Road (AquaMarine)	GRP	Sai Wan Ho (Grand Promenade)	MET	Mei Tin Estate	STK	Sheung Tak
ASG	Wong Chuk Hang (Aberdeen Sports Ground)	GRT	Greenwood Terrace	MFD	Macau Ferry Deport	STP	Stanley Prison
ASH	Hennessy Road (Asian House)	HAG	Harmony Garden	MHC	South Horizons (Mei Hong Court)	STT	Shek Tong Tsui (Queen's Road West)
BAG	Bauhinia Garden	HAH	Hang Hau Station	MKR	Mong Kok Road	STV	Stanley Village
BEB	Kennedy Town (Belcher Bay)	HAR	Wan Chai (Harbour Road)	MKS	Central (Man Kwong Street)	SWA	Shum Wan Public Transport Terminus
BGA	Banyan Garden	HEC	Hennessy Road (Hennessy Centre)	MOS	Ma On Shan Town Centre	SWC	Sai Wan Ho (opposite Sai Wan Ho Civic Centre)
BRH	Braemar Hill	HEF	Wan Chai (west of Fleming Road)	MOT	Causeway Bay (Moreton Terrace)	SWH	Sai Wan Ho MTR Station
BUS	Mong Kok (Bute Street)	HEL	Hennessy Road (west of Luard Road)	MTC	Ma Tau Chung Road	SWO	Salisbury Road outside Wing On Plaza
CAB	Causeway Bay	HER	Hennessy Road	MTW	Ma Tau Wai	SYS	Sai Yee Street
CAR	Caine Road	HFC	Heng Fa Chuen	MYS	Central (Man Yiu Street)	TAK	Taikoo Shing
CBS	Causeway Road (Causeway Bay Sports Ground)	HFS	Causeway Bay (Hing Fat Street)	NAC	Nam Cheong Station	TAS	Admiralty (Tamar Street)
CCC	Chinese Christian Cemetery	HHC	Hung Hom Complex	NAF	Mong Kok (junction of Nathan Road and Fife Street)	TGT	Gloucester Road (Top Glory Tower)
CDA	Cape D'Aguilar	HHF	Hung Hom Ferry Concourse	NES	Mong Kok (Nelson Street)	THD	Tai Hang Drive
CDF	Central (Pier Three)	HHN	Hang Hau (North)	NHS	Yiu Hing Road (Nam Hong Street)	THR	Tai Hang Road
CEC	Wan Chai (Hong Kong Convention and Exhibition Centre Extension)	HIW	Hong Wah Estate	NOH	Lai Chi Kok (Nob Hill)	THS	Tai Hong Street
CEF	Central (Central Ferry Piers)	HMT	Ho Man Tin	NPF	North Point Ferry	THT	Tin Hau Temple Road
CEL	Causeway Road (Hong Kong Central Library)	HOK	Central (Hong Kong Station)	NTK	Ngau Tau Kok Station	TIH	Causeway Bay (Tin Hau)
CEM	Central (Central Market)	HOL	Hoi Lai Estate	OCP	Ocean Park	TIK	Tiu Keng Leng PTI
CES	Sai Ying Pun (Centre Street)	HOR	Hollywood Road	OME	Ho Man Tin (Oi Man Estate)	TIW	Tin Wan Estate
CFD	Chong Fu Road Depot	HSB	Des Voeux Road Central (Hang Seng Building)	OPD	Ocean Park Depot	TKD	Tseung Kwan O Depot
CFF	Chi Fu Fa Yuen	HSC	North Point (Healthy Street Central)	OSS	Oscar by the Sea	TKI	Tseung Kwan O Industrial Estate
CFO	Chong Fu Road Office	HSG	Tseung Kwan O (Hong Sing Garden)	OYS	Oi Yin Street (outside Oi Tung Shopping Centre)	TKM	Ma Tau Wai Road (To Kwa Wan Market)
CFR	Heng Fa Chuen (Chong Fu Road)	HUE	HKU East Gate	PAR	Park Road	TKO	Tseung Kwan O MTR Station
CHE	Choi Hung Estate	HVL	Happy Valley (Lower)	PAT	Pak Tin Estate	TKW	To Kwa Wan
CHF	Choi Fook Estate	HVR	Happy Valley Racecourse	PEA	The Peak	TLL	Tin Lok Lane
CHI	Choi Ming Court	HVU	Happy Valley (Upper)	PEN	Tsim Sha Tsui (The Peninsula Hotels)	TTW	Stanley (Tung Tau Wan Road)
CHM	Choi Hung MTR Station	IMT	Gloucester Road (Immigration Tower)	PES	Causeway Bay (Pennington Street)	TWC	Tsz Wan Shan (Central)

CHN	Choi Hung Road (Ning Yuen Street)	ISP	Island Place	PFR	North Point (Pak Fuk Road)	TWN	Tsz Wan Shan (North)
CHO	Chak On Estate	ISR	Siu Sai Wan (Island Resort)	PHF	Po Hong Road Gas Station	UST	The Hong Kong University of Science and Technology
CHR	Aberdeen (Chengtu Road)	JAH	Central (Jardine House)	PIS	Ping Shek Estate	VPM	Victoria Park Main Entrance
CHT	Hung Hom (Cross Harbour Tunnel Toll Plaza)	JOV	Jordan Valley	POA	Tseung Kwan O (Po Lam PTL)	WAC	Wan Chai
CHW	Chai Wan Station	KAC	Kai Tak (Kai Ching Estate)	POR	Pokfield Road	WAK	Wah Kwai Estate
CIH	Central (City Hall)	KAY	Kai Yip Estate	POT	Po Tat Estate	WCD	Wong Chuk Hang Depot (Wong Depot)
CKO	Chung Hom Kok	KCF	Kowloon City Ferry	PRE	Prince Edward Station	WCF	Wan Chai Ferry
CKR	Sheung Wan (Chung Kong Road)	KET	Kennedy Town	PST	Causeway Bay (Percival Street)	WCH	Wong Chuk Hang Estate
COE	Cheung On Estate	KIM	Choi Ming Public Transport Interchange	QRC	Queen's Road Central	WCR	Jordan (Wui Cheung Road)
COG	Connaught Garden	KKS	King Kwong Street	QUB	Quarry Bay	WFC	Wah Fu (Central)
CON	Chung On Estate	KLR	Tiu Keng Leng (King Ling Road)	QUE	Admiralty (United Centre)	WFN	Wah Fu (North)
CRB	Canal Road Bus-only Lane	KOB	Kowloon Bay	QUS	Queen Street	WFS	Wah Fu (South)
CRO	Tsim Sha Tsui (Canton Road)	KOP	Kornhill Plaza	RAC	Sha Tin Racecourse	WHC	Western Harbour Crossing
CRS	Chatham Road South (outside HK Science Museum)	KOR	Kotewall Road	REB	Repulse Bay	WHD	Citybus Wong Chuk Hang Depot
CSW	Cheung Sha Wan Railway Station	KOS	Ka On Street	ROR	Robinson Road (Garden Terrace)	WHG	Whampoa Garden
CTD	Admiralty (Lippo Centre)	KTD	Kennedy Town Depot	ROS	Admiralty (Rodney Street)	WHR	Causeway Bay (Whitfield Road)
CVR	Cloud View Road	KTR	Prince Edward Road East/Kai Tak Road	RRC	Robinson Road (Raimondi College)	WHS	Wai Hang Street
CWB	Clear Water Bay	KWT	Kwun Tong	RUS	Central (Rumsey Street)	WIS	Causeway Bay (Wing Hing Street)
CWC	Chai Wan Cemeteries	KYC	Kam Ying Court	SAK	Sai Kung	WKD	West Kowloon Depot
CWD	Chai Wan Depot	LAT	Lam Tin MTR Station	SKN	Sai Kung (North)	WKS	Wu Kai Sha Station
CWE	Chai Wan (East)	LAV	Laguna Verde	SCO	Shui Chuen O Estate	WOR	Tseung Kwan O (Wan O Road)
CWG	Cheung Wang Estate	LEC	Causeway Bay (Leighton Centre)	SFG	Stanley Fort (Gate)	WOT	Castle Road (Woodlands Terrace)
CWS	Chai Wan Depot Training School	LEO	Lee On Estate	SFO	Stanley Fort	WTS	Wong Tai Sin
CYB	Cyberport	LER	Leighton Road	SHL	Shun Lee Estate	WYG	Wyler Gardens
DOS	Douglas Street	LET	Lei Tung Estate	SHO	Shek O	YIO	Yiu On Estate
DRS	Admiralty (Drake Street)	LHP	Lohas Park	SHW	Sheung Wan	YIT	Yiu Tung Estate
DWB	Deep Water Bay	LKC	Luk Kwok Centre	SKW	Shau Kei Wan	YWG	Ying Wa Girls' School
EHC	Eastern Harbour Crossing	LKR	Lei King Road	SMC	Sau Mau Ping (Central)	YWS	Yee Wo Street
EHR	Causeway Bay (Eastern Hospital Road)	LNR	Ap Lei Chau (Lee Nam Road Industrial Area)	SOD	South Horizon Drive	YYT	Yau Yat Tsuen

Annex V: Adjustment of driver's seat

Driver's seats of E500 buses come in two types, i.e. USSC and KAB.
First type: USSC driver's seat should be adjusted as follows:

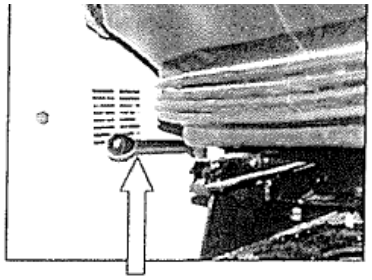


Adjustment to the hardness of the backrest

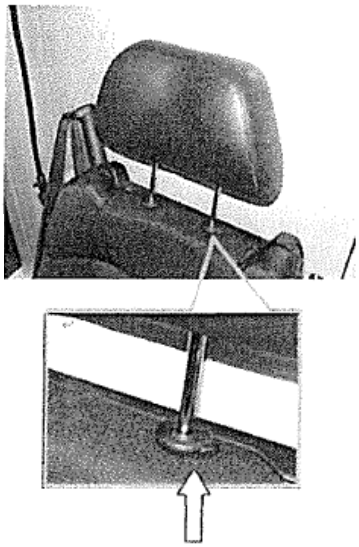
Adjustment to the angle of the backrest (**Adjust with both hands simultaneously**)

Adjustment to the seat angle (**Adjust with both hands simultaneously**)

Adjustment to the hardness of the seat (**Adjust with both hands simultaneously**)



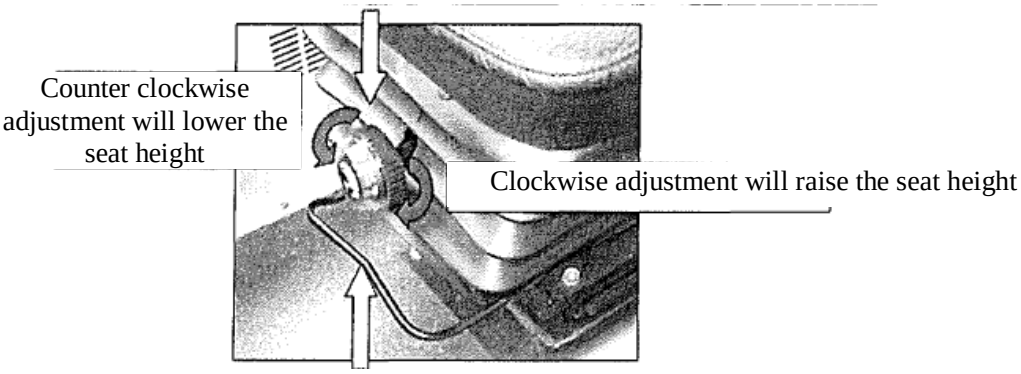
Forward and backward adjustment to the seat



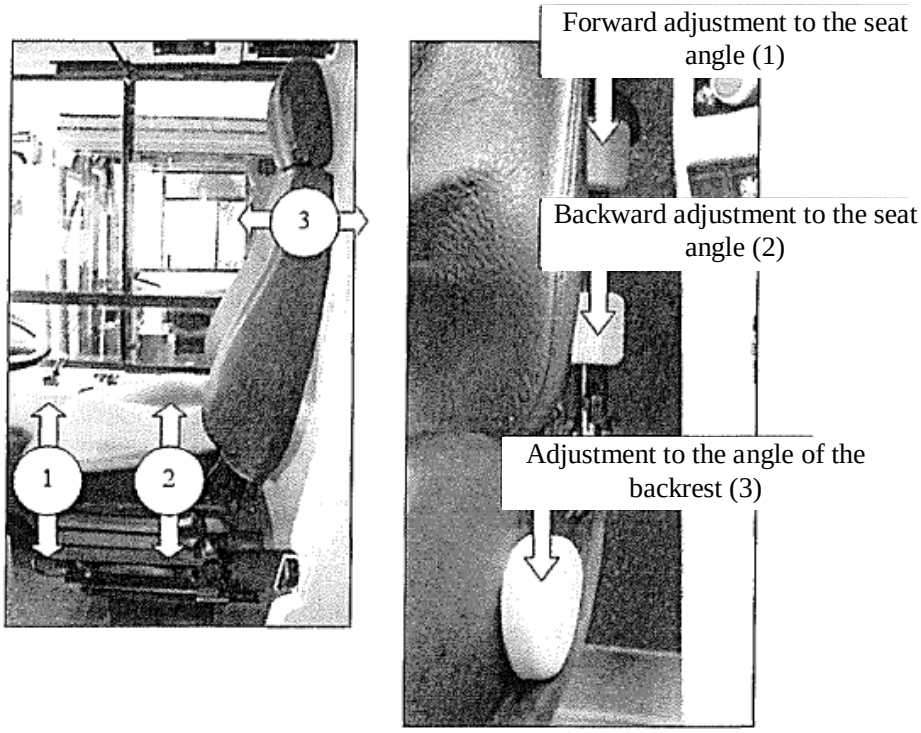
Adjustment to the headrest height

Second type: KAB driver's seat should be adjusted as follows:

Adjustment to the seat height (nobody should be on the seat when making an adjustment as adjustment can be made only when the seat is unoccupied)



Forward and backward adjustment to the seat



On the right of the driver's seat

In case of a sharp move when a bus captain adjusts forwards and backwards the angle of the seat pad or the backrest, making the seat belt stuck and unable to be pulled out, the bus captain may return the driver's seat to the horizontal position and keep the backrest upright, and the seat belt will then return to normal.

Annex VI: Operating procedure of E500 Hanover electronic destination sign



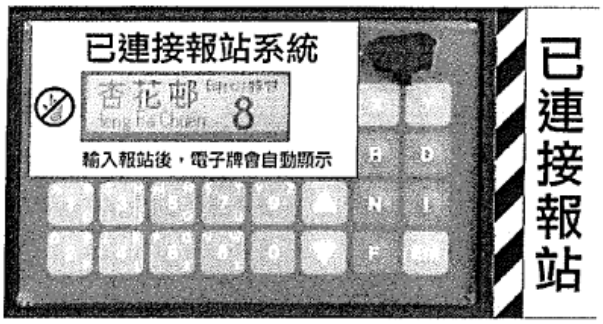
1. Press the [D] key
2. Enter the required route number, e.g. 23 toward North Point Ferry Pier, press the [2] [3] keys and then the [Ent] key, then the North Point Ferry Pier 23 will appear
3. If the route to be entered contains any English letter, e.g. 81A toward Lai Tak Tsuen, first press the [8] [1] keys, and then press the [1] key and press the [▲] key once, then the English letter "A" will appear. Finally, press the [Ent] key, then Lai Tak Tsuen 81A will appear. If [1] is pressed and then [▲] is pressed twice, the English letter "B" will appear. A bus captain can see which group of English letters are attached to the figures from the keys on the controller.
4. For the return trips of most routes, the English letter "Z" should be added after the route number. For example, for the return trip of Route 23 toward Pokfield Road, route number 23Z should be entered, first press the [2][3] keys, then [9], and then [▲] twice. After that, the English letter "Z" will appear. Finally, press the [Ent] key, and Pokfield Road 23 will appear.

Activate the controller's function of pre-setting the return trip route code

A. Press the [X] key, then the screen on the controller will show "Departure Trip Bus Route", and then enter the first route code by following the operation methods of destination sign;
B. Press the [Y] key, then the screen on the controller will show "Return Trip Bus Route", and then enter the second route code by following the operation methods of destination sign;
C. The display of the second route code will remain on the controller and electronic sign. Press the [X] key and then the [Ent] key to return to the information of the first route code. Press the [Y] key repeatedly and then press the [Ent] key to return to the information of the second route code.
D. In case of wrong input, return to Step A to start all over.

Automatic operation of electronic destination sign through the bus stop announcement system

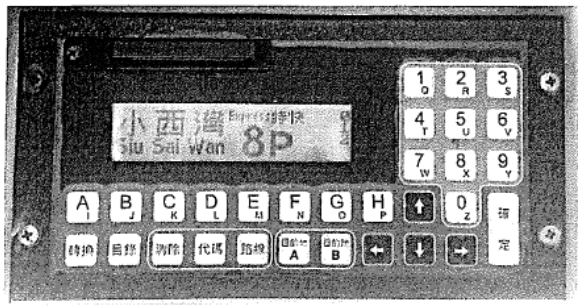
To streamline the daily operation procedure, the bus stop announcement system on some buses will enable automatic operation of the electronic destination sign.
The electronic destination sign controller on the buses will show clear information as below:



The electronic destination signs on those buses have been connected to the bus stop announcement system. Bus captains only need to enter the bus stop announcement system correctly and wait about six seconds for the electronic destination sign to appear automatically, without manual operation.

Bus captains must confirm that the electronic destination sign is showing the correct route. If the electronic destination sign is showing a wrong route, the bus captain should make correction by manually operating the destination sign. For details about how to use the system, please refer to the "Guidelines for Operating the Electronic Destination Sign with the Bus Stop Announcement System".

Annex VI: Operation procedure of Lite Vision electronic destination sign



1. Press the Route key;
2. When [T] appears in the top centre of the screen, you may enter numbers (0-9) and the large letters (A-H) on the letter keys; when [t] appears in the top centre of the screen, you may enter numbers and the small letters (I-Z) on the lower right corner of the letter keys;
3. Press the Shift key to shift between [T] and [t] or restore the input mode;
4. Press the numeral/letter keys to enter the route number (e.g. 2A, 101, 680X, N8P);
   Note: The route numbers of some special runs will be different. For example, 112Y stands for "112 Mong Kok"; please refer to the schedule of special routes.
5. If a wrong key is pressed, press the Clear key to return to Step 2. and enter again;
6. After correct information is entered, press the OK key;
7. If the other terminus appears on the screen, press the Destination A or Destination B keys to select information of the other terminus:

Repeat Step 7. and change the display of both termini, or return to Step 1. and enter another route.

Annex VI: Operation procedure of DERIC+ electronic destination sign

New World Bus routes 1001-1190, 12XX, 14XX, 16XX, 30XX, 33XX, 50XX, 60XX



1. Press the F/E key;
2. Press the ▲ key until the wanted number/letter appears in the upper right corner of the screen. If skipped, continue to press the ▲ key until the wanted number/letter appears again;
3. Press the ◄ key, repeat Step 2. and enter the next number/letter; if the previous entry is incorrect, press the F/E key, and start over from Step 1. when the destination information or "Bad Destination" appears at the top of the screen;
4. Repeat Step 3. if you need to jump to the next entry field;
5. Press the F/E key to complete the entry.

Activate the controller's function of pre-setting the return trip route code

A. Press the ◄ key and "Out no: _" will appear on the screen, then enter the first route code by following Steps 1. to 5.;
B. Press the ◄ key again and "Return no: _" will appear on the screen, then enter the second route code by following Steps 1. to 5.;
C. In case of a wrong input, press the F/E key and return to Step A.;
D. The display of the second route code will remain on the controller and electronic destination sign.
   Press the ◄ key and then the F/E key to return to the information of the first route code, press the ◄ and F/E keys repeatedly to display the information of the second route code.

Annex VII: List of special messages of the bus stop announcement system

	Title	Content
1	Hold the handrail	Please hold the handrail.
2	Put your luggage in the right place	Please properly put your luggage on the luggage rack and take good care of your personal belongings. Thank you for your cooperation.
3	Keep the bus compartment clean	Please keep the bus compartment clean and do not smoke, eat or drink. Thank you for your cooperation.
4	Passenger transfer upon accident	Your attention please, the bus cannot continue with the service due to an accident. We are arranging other buses for you to continue with your journey. Please sit quietly and take note of any further instructions from the bus captain. We apologize for any inconvenience caused.
5	Seats still available on the upper deck	There are still vacant seats on the upper deck of the bus. Please go upstairs to take a seat. Thank you for your cooperation.
6	Proceed to the rear	Please move further inside the bus compartment to keep the doorways clear. Thank you for your cooperation.
7	Do not stand on the upper deck or staircase	For the safety of you and other passengers, please do not stand on the upper deck or staircase. Thank you for your cooperation.
8	Bus delayed due to congestion	Your attention please, there will be a short delay due to traffic congestion. We apologize for any inconvenience caused.
9	Bus stop affected due to diversion	Your attention please, the bus will be affected due to traffic diversion and some stops are temporarily relocated or cancelled. We apologize for any inconvenience caused.
10	Longer travel time due to diversion	Your attention please, the travel time of the bus may be longer due to traffic diversion. We apologize for any inconvenience caused.
11	Adjustment of bus frequency	Your attention please, due to temporary bus frequency adjustment, the bus will depart shortly. We apologize for any inconvenience caused.
12	Please do not collect fares	Please do not collect fares from other passengers. Thank you for your cooperation.
13	Please do not disturb passengers	Please do not disturb other passengers in the bus verbally, physically, or in any other way. Thank you for your cooperation.
14	Please offer your seat	Please offer your seat to any passenger in need. Thank you for your cooperation.
15	To alight, please press the bell	To alight, please press the bell once before the bus arrives at the next stop. Make sure your personal belongings are with you when you alight. Thank you for your cooperation.
16	Please do not deface the bus	Please take care of public property and do not deface or damage the bus.
17	This is the terminus	Your attention please, this is the terminus. Please alight here. Make sure your personal belongings are with you when you alight . Thank you for choosing our services.
18	Fold your baby pram	Please hold your baby tight and fold your baby pram to keep the passage clear. Thank you for your cooperation.
19	Pick-up and drop-off of wheelchair users	A wheelchair user is getting on or off the bus, please keep the doorways clear and make room for the wheelchair. Thank you for your cooperation.
20	Fasten your seat belt	Please fasten your seat belt. Thank you for your cooperation.
21	Bus Stop Suspension at Happy Valley Racecourse	Your attention please, in conjunction with special traffic arrangements on race days, the bus stop outside Happy Valley Racecourse suspended. Passengers going there please alight at this stop.
22	Diversion for 5B Phase I	Your attention please, this bus will divert via Leighton Road and Caroline Hill Road to reach Eastern Hospital Road due to traffic diversion.
23	Diversion for 5B Phase II	Your attention please, this bus cannot reach Hong Kong Stadium and Eastern Hospital Road due to traffic diversion. Passengers going there please alight at the bus stop outside Caroline Centre on Pennington Street.
24	Please alight here for	Passengers going to Ocean Park please alight at this stop.

	Ocean Park	
25	Please alight here for Stanley Main Beach	In conjunction with crowd control measures, passengers going to Stanley Main Beach please alight at this stop.
26	Omit Wan Tsui Road	In connection with special traffic arrangements, this bus will divert via Chai Wan Road in lieu of Wan Tsui Road.
27	LED test	
28	Short stay	This is a circular route, the bus will have a short stay upon arrival at this stop before going on with the journey.
29	Interchange with N90 to Central	You may interchange with Route N90 to Central at this stop.
30	Interchange with N72 to Quarry Bay	You may interchange with Route N72 to Quarry Bay at this stop.

	Title	Content
31	Shenzhen Bay is a restricted area	Your attention please, the Shenzhen Bay Port is a restricted area, which only allows entry of transit passengers or persons with valid Restricted Area Permits. Other passengers please alight at this stop; thank you for your cooperation.
32	Take a minibus due to closure of Shenzhen Bay	Your attention please, as the Shenzhen Bay Port has already been closed, this bus will return to various stops in Tuen Mun via the return-trip route. Passengers may take a minibus in Tuen Mun to other ports. We apologize for any inconvenience caused.
33	Closure of Shenzhen Bay	Your attention please, the Shenzhen Bay Port has already been closed, this bus will return to various stops in Tuen Mun via the return-trip route. We apologize for any inconvenience caused.
34	Shenzhen Bay closed due to weather	Your attention please, the Shenzhen Bay Bridge has already been closed due to bad weather, this bus will return to various stops in Tuen Mun via the return-trip route. Passengers may take a minibus in Tuen Mun to other ports. We apologize for any inconvenience caused.
35	Standby	
36	Rumsey Street as the terminus	Your attention please, this bus will take Central (Rumsey Street) as the terminus due to traffic diversion.
37	Divert via King's Road in lieu of Island Eastern Corridor	Due to diversion for marathon, this bus will divert via King's Road in lieu of Island Eastern Corridor.
38	Divert via Cross Harbour Tunnel to reach Hong Kong Island	Due to diversion for marathon, this bus will divert via Cross Harbour Tunnel to reach Hong Kong Island.
39	Reach Wan Chai and then Sheung Wan	Due to diversion for marathon, this bus will divert via Cross Harbour Tunnel to reach Hong Kong Island with an additional stop at Cross Harbour Tunnel Toll Plaza. The bus will first reach Wan Chai and then Central and Sheung Wan, and will stop at the bus station from which the bus was originally heading to New Territories. Please pay attention to the broadcast reminders of the bus station.
40	First reach Admiralty and then Sheung Wan	Due to diversion for marathon, this bus will divert via Cross Harbour Tunnel to reach Hong Kong Island with an additional stop at Cross Harbour Tunnel Toll Plaza. The bus will first reach Admiralty and then Central and Sheung Wan, and will stop at the bus station from which the bus was originally heading to New Territories. Please pay attention to the broadcast reminders of the bus station.
41	Please interchange with another bus as the bus will omit Sheung Wan	Due to diversion for marathon, this bus will divert via Cross Harbour Tunnel to reach Hong Kong Island and will omit Sheung Wan and Central. Passengers affected please interchange with designated routes for free at Admiralty Centre.

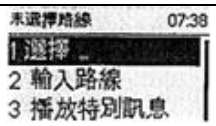
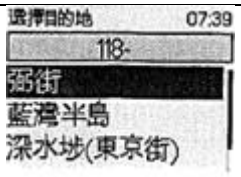
Annex VIII: Simple operation methods for automatic bus stop announcement device

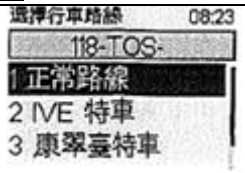
The first generation real-time bus stop announcement system

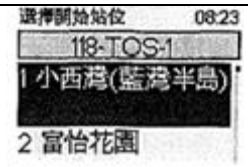
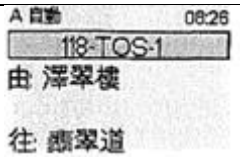
1 Start of automatic bus stop announcement

After the main power switch is on, it takes about one to two minutes for the bus stop announcement device to start automatically. Upon successful start-up, the loudspeaker will give out a short tinkling and the controller will display the main menu for the bus captain to select the route for bus stop announcement and other functions.

1.2 Steps

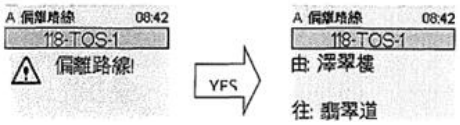
	Steps	Display content of the controller
1	Main menu - "No Route Selected" will appear at the top of the screen Press "▲" or "▲" key to select "2 Enter the route", and then press "YES" to go to the next page.	
2	**Enter route number - "Enter Route Number" will appear at the top of the screen** - Press the number keys on the controller to enter the route number. First enter the first digit, and then enter the remaining digits after the cursor moves to the next blank entry field. - A complete route number may be entered, e.g. 118, enter "1", "1" and "8" respectively and then press the "YES" key. - Or, partially enter the first digit of the route number, e.g. route X962, first enter "9" "6" "2", then press "▲" or "▼" key to select the route required and after that, press the "YES" key. - Enter English letters. English letters may be entered by repeatedly pressing the number keys within one second. For example, to enter "A", press the "2" key twice, and to enter "C", press the "2" key four times. - Press the "NO" key to return to the pervious page.	 
3	Select destination - "Select Destination" will appear at the top of the screen Press "▲" or "▼" keys to select the route destination, press the "YES" key to go to the next page, or press the "NO" key to return to the previous page.	

4	Select driving route - “Select Driving Route” will appear at the top of the screen As there may be different driving routes with the same destination, the bus captain may press “▲” or “▼” key to select the driving route required, press the “YES” key to go to the next page, or press the “NO” key to return to the previous page.	

	Steps	Display content of the controller
5	Select departure point - "Select Departure point" will appear at the top of the screen Press "▲" or "▼" key to select the bus station where the bus is situated at the time being as the "departure point", then press the "YES" key to start the automatic bus stop announcement, or press the "NO" key to return to the previous page.	
6	Start the automatic bus stop announcement - "A Automatic" will appear at the top of the screen. After the departure point is selected, the bus stop announcement device will start with automatic bus stop announcement. The home page will display the name of the bus station which the bus is heading to and the bus captain needs not be in control of it.	

1.3 Handling of temporary diversion

In case of temporary diversion (for example, the bus needs to divert via Tsuen Wan Road due to the closure of Ting Kau Bridge), when the bus strays away from the original route, the message of "Deviation from the Route" will appear on the screen of the controller and the bus captain may press the "YES" key to close the message.



After the key is pressed, the system will return to the "Automatic Bus Stop Announcement" page (but "A Deviation from the Route" will appear at the top of the screen), and the station name shown on the LED screen in the bus will remain but will not be changed to another station name. When the bus returns to the original route and upon automatic confirmation by the system, the controller will display the name of the bus station which the bus is heading to and the bus stop announcement device will also resume automatic bus stop announcement.

1.4 Suspension of bus stop announcement system

If necessary, the bus captain may press the "*" key to stop the automatic bus stop announcement system or press the "#" key to shift to the manual mode. After returning to the original route, the bus captain should press "*" to resume the bus stop announcement or press "#" to shift back to automatic announcement mode. In general cases, the bus captain should use the automatic bus stop announcement system. Only in cases of traffic diversion or inaccurate announcement may the bus captain shift to manual announcement mode.

1.5 Handling of temporary relocation of stop

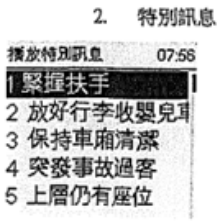
The bus captain needs to manually operate the bus stop announcement system only when the bus stop announcement system has not yet been updated with stop location and a temporary stop is moved toward the direction in which the bus is going. Before arriving at the temporary stop, press "#" and "YES" to shift to the manual mode and press "#" to shift back to automatic mode only until starting off from the temporary stop. In other cases of relocation of stops, the

automatic bus stop announcement mode can be maintained without manual operation.

1.6 Handling of wrong stop announcement

When the bus captain finds that the bus stop announcement device is announcing a wrong stop, he/she may press "NO" to return to "Select Departure Point" when pulling off at the next sub-station and select the bus stop where the bus is located at the time being as the "departure point" by following Step 5 and then press "YES". The system will be reset.

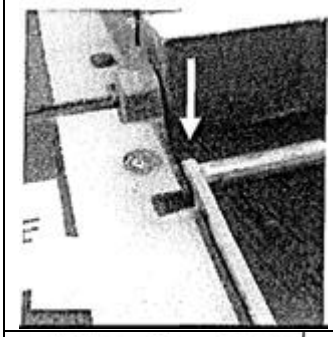
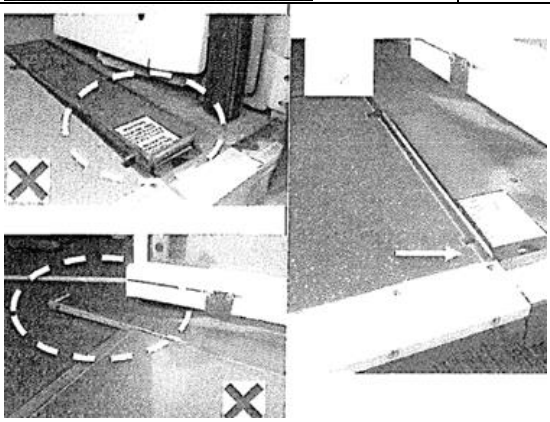
In the automatic or manual bus stop announcement mode, during the run the bus captain may press "INFO" key and then select the message number to directly broadcast the message; or select the special messages to be broadcasted by pressing "▲" or "▼" key and then press "YES" to broadcast them.



For the content of such special messages, please refer to the list on the controller.

Annex IX: Proper use of wheelchair ramp

If the bus captain fails to put the handle of the ramp back to the correct place after using the wheelchair ramp, the sensor in the recess for the handle will not reach the handle, making the front door unable to be closed and the bus unable to be started but "stay put". The correct procedures are as follows:

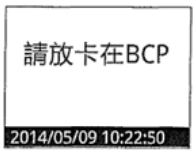
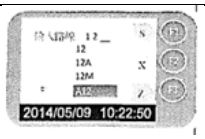
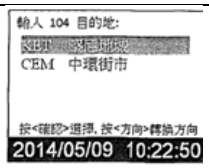
	The location where the handle of the ramp should be when used - Pull up the handle on the right to unfold the ramp - Put the handle back into the recess after putting down the ramp gently - Do not put the handle on the floor
	Tucking away the handle of the ramp - Pay attention to how the handle should be tucked away correctly - Pull up the handle when taking back the ramp - Gently put the ramp back on the floor of the bus compartment, and the tail of the handle must be hidden under the iron plate with the lid on Note: Failure to return the handle to its right place will make the front door unable to be closed and the bus unable to be started

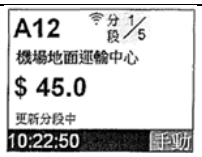
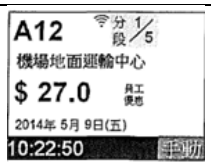
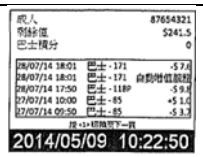
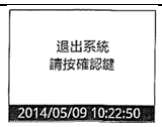
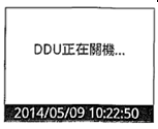
In addition, if the wheelchair ramp is incorrectly placed, the joint of the ramp will break. When using the ramp, the bus captain should also pay special attention to the following in addition to relevant guidelines specified in the Bus Captain's Handbook:

- Before unfolding the ramp, the bus body must be lower to the lowest level;
- It should be ensured that both sides of the ramp are completely laid flat on the sidewalk to avoid danger and damage.



Annex X: Operation of Second-generation Octopus Card System

	Steps	Display of DDU
1	Start (boot) Upon a long press on the "On/Off" key for 2-3 seconds, the Octopus Card machine will start in 1 to 2 minutes. Upon successful start-up, DDU and BCP will display "Please Put Your Card on BCP" and "Enter the System with Your Card", respectively.	
2	Login Swipe the staff Octopus Card/boot card over the BCP. Upon successful login, DDU will show the charges interface*. *The charges interface will show the route used before last logout and the fare for the first section.	
3	Select routes - Press the "Route" key to enter the interface for selecting routes. Enter the complete route number. For example, enter "1", "1" and "2" for "112" and press "OK". If you need to enter English letters, you may refer to the English letters on the number keys. Press "Convert" first to switch to English input, and press the key again within 1 second. For example, if you need to enter "A", press "Convert" first, then press "2" once; if you need to enter "C", press "2" for three times. After entering English letters, the Octopus Card machine will automatically return to the digital input. - You may also use keys "F1" to "F3" to quickly enter the default English letters on the screen. As shown in the image, press "F1" to enter "S" or "F3" to enter "Z". - In case of a wrong input, press "Cancel" to delete the data. Press "Cancel" and hold for 2-3 seconds to return to the original charges interface.	
4	Select direction/destination - Press "Direction" on the charges interface to change directions, and "Updating the Direction" will show on the interface as it is loading. - Having pressed "Direction" or selected a route, the interface for selecting destination will appear if there are more than one destinations on one of the directions of the route. You may select the destination of a route by pressing "↑" or "↓" or change to another direction by pressing "Direction", and press "OK" after the selection is completed.	

	Steps	Display of DDU
5	Select sectional fare - Press "↑" or "↓" on the charges interface to update the sectional fare, and "Updating the Section" will show on the interface as it is loading. The Octopus Card machine will make a "Do-do" sound as a reminder upon successful updated of the sectional fare.	
6	Airport staff concession - Press "Staff Concession" after a passenger's identity as an airport staff is verified, and the passenger may swipe his/her card to pay the corresponding fare when the interface shows the concessionary fare. - If there is no transaction under the staff concession mode, the Octopus Card machine will return to the general charges mode automatically in six seconds. Besides, the general charges mode may resume immediately by pressing "Cancel".	
7	Query mode - Press "Query" at the left corner of DDU to verify whether the fare has been successfully deducted from the passenger's Octopus Card. After the interface shows the "Query Mode", you may ask the passenger to hold his/her Octopus card on the BCP until the card reader completes the query. - Press number key "1" to switch between Page 1 and Page 2. ■ Page 1 will show the type, remaining balance and last five transactions of the Octopus card ■ Page 2 will show the expiry date (if any) of various boarding cards that the passenger already bought - The Octopus Card machine will return to charges mode automatically when the passenger moves the Octopus card away from the BCP. Besides, the charges mode will resume immediately by pressing "Cancel".	
8	Logout Press "Logout" to log out, and press "OK" when "Please Press OK to Log out" appears on the DDU interface.	
9	Shutdown The Octopus Card machine will shut down after a long press on "On/Off" for 2-3 seconds.	

This English translation is for reference only. In the event of any discrepancy between the Chinese original and this English translation, the Chinese original shall prevail.
本英文譯本僅供參考。如英文譯本與中文原文有任何差異，以中文原文為準。

Where copies are kept and maintained

	Depot	√
1	CFD	
2	CWD	
3	OPD	
4	TCD	
5	TKD	
6	TMD	
7	WCD	
8	WKD(CTB)	
9	WKD(NW)	
10	OCC(OD1)	
11	OCC(OD2)	
12	OCC(ODN)	
13	OM-D1	
14	OM-D2	
15	OM-N	

車長手冊







版本：2017年7月

CITYBUS 城巴　新巴 FIRST BUS

新創建集團成員 Members of NWS Holdings

CITYBUS 城巴 新巴 FIRST BUS

新創建集團成員 Members of NWS Holdings

本車長手冊之使用守則

各營運部前線員工須遵守所有由公司發出之手冊、員工通告及上級之特別指令。

車長手冊(後稱「本手冊」)以儲存於公司內聯網之版本為準。公司會定期更新本手冊，更新版會上載至公司內聯網及存放於各巴士車廠以供員工參閱，更新時公司會發出員工通告通知所有前線員工。

通告或指令會視乎需要而發出。通告於發出後會張貼於營運部寫字樓、內聯網、各車廠及站長亭之報告板上(公司稍後將停止張貼紙張通告，員工須使用內聯網或於主要廠房的電腦站查閱通告)。各員工有責任每天檢視通告，並細心閱讀及遵守。而上級在有需要時可能發出口頭指令，各員工均有責任清楚聆聽及遵守有關指令。

如發現手冊內之條文與員工通告之內容有所差別時，應以發出日期為較近期的版本作準。公司有權對本手冊之內容作適當修正、刪改或增補。各營運部前線員工如對任何守則、指引、通告或口頭指令內容有疑問或不清楚時，應立即向上級尋求解答。如未能與相關站長或督察查詢有關指令時，車長可致電控制中心查詢。

本手冊所列之守則、指引及程序，除列明適用部門外，均適用於所有車長，所有車長必須遵守及有責任瞭解清楚條文之意思及其所規範之責任。在任何情況下，包括員工守則及指令未有申明之事件中，各員工應以一般常識及合理辯解去酌情處事。員工須謹記，乘客及公眾之安全乃最為重要。

切記：無知並不會被接納為員工不遵守公司所發出之守則、指引、通告、口頭指令等的辯解。員工若故意不服從公司或上級合理合法之命令時將可導致嚴重紀律處分，包括即時解僱。

新巴營運部 及 城巴營運部

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新創建集團成員 Members of NWS Holdings

1. 專業守則、駕駛態度及安全

1.1 專業守則

- 作為專業車長，乘客會期望及要求你具備優良的駕駛技術及良好的服務態度；
- 乘客的安全是我們的首要考慮；
- 必須守法，尤其是道路交通法例 (香港法例第 374 章)、公共巴士服務條例及規例(香港法例第 230 章及 230A 章) ；
- 本著友善、樂於助人的態度，令每一位乘客都能感受到親切服務；
- 時刻保持整潔儀容，穿著制服期間，不論當值與否，均須留意言行舉止，避免損害公司形象；
- 盡忠職守，致力保障公司利益，善用資產、妥善使用車輛、儀器及工具等；
- 應愛護公司財物，不可破壞車廂設備，不可塗污任何儀器、設施及通告，公眾地方不可擺放個人物品。

1.2 駕駛態度

專業車長正確駕駛心態：

人、車及道路是構成交通安全的 3 大要素，尤以駕駛者最為重要。根據統計，約 8 成以上的交通事故是由駕駛者的不良駕駛心態所導致，由此可見，駕駛者的駕駛心態與交通安全絕對是息息相關的。作為一位專業車長，肩負安全駕駛的責任，應時刻抱持正確的駕駛心態與其他道路使用者有效溝通及和諧共處，確保行車安全。同時在沒有任何人監管的情況下，仍能時刻在行車期間保持自我約束，自律守法地安全駕駛，在任何環境下均能靈巧地化解道路上可能出現的危機。

防衛心態：

- 以保護性的駕駛方式駕駛；
- 保持高度警覺性，充分觀察路面環境及其他道路使用者的動態，預測有可能出現的危機，以合適車速及位置來配合其他道路使用者，把已預知的危機風險降低及解除；
- 充分瞭解路面狀況及環境，以相應方法安全駕駛；
- 儘量拓寬駕駛空間，與其他車輛保持足夠的煞車安全距離，有助提供足夠的路面空間及反應時間從容應付突如其來的事故，將危機化險為夷；
- 預早發出訊號，帶動其他道路使用者有更多時間作出協調，配合你下一步的駕駛行動。

自律心態：

- 瞭解自己駕駛的責任，高度表現理性與具責任感的駕駛行為；
- 保持自我約束，克己守法地駕駛車輛；
- 瞭解自己的駕駛技能，切勿以超越自己駕駛技能的行為駕駛。

同理心態：

- 明白任何人均擁有使用道路的相同權利，時刻禮讓行人和其他駕駛者；

- 瞭解其他道路使用者的需要，互相協調；
- 包容及體諒其他道路使用者的不當行為，不存報復之心；
- 忍讓技術生疏的駕駛者；
- 在任何交通環境下駕駛，均保持正面的情緒；
- 關顧環境保護，以環保之方式駕駛，減低污染及節約能源。

1.3 路面危機處理

路面危機可分為真正危機和潛在危機兩類：

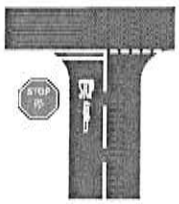
- 真正危機：
  任何會迫使駕駛者作出改變去配合的路面危機；例如：交通燈、路口、迴旋處、快速公路等等，此類危機通常能給予駕駛者有時間作出相對應變去配合；
- 潛在危機：
  如果停留不動便不會產生問題的事物，但卻可能干擾你的動向，不一定是緊急的事故，但有很大機會變成突發性事故；例如：從路旁開出的車輛、要過馬路的行人、在巴士站候車和在車廂內走動的乘客等。

故此，作為一位專業車長，必須保持正確的駕駛心態及時刻保持警覺，以應付路面突如其來的危機。防患於未然，當大家遇到各種路面危機時，可參考以下的處理方法，做個醒目車長。

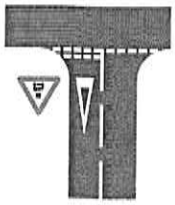
1. 下斜坡：
   行車時嚴禁使用空波行車。為確保安全及防止制動系統受損，應適當使用油壓減速器「吹疏」減速，如車輛裝有「限波」掣，則應按下「限波」掣以使用較低波檔行車。

2. 交通燈：
   作為專業駕駛者，大家除嚴格遵守交通燈號外，當駛近交通燈位前，必須預早適當調整車速及作出最壞打算之心理準備，以防其他道路使用者不依交通燈號，造成危險。
   如果交通燈失靈，應該減低車速，視作為一個非交通燈控制路口處理，格外小心，緩緩駛過路口。

3. 路口：
   路口往往是與其他道路使用者交匯之地方，較容易發生意外。作為專業駕駛者，當駛近路口時，除了提高警覺，更須配合路面情況預早調整車速，嚴格遵守交通標誌，並採取下列步驟駛過路口：
   1. 後鏡 - 瞭解後方交通情況
   2. 訊號 - 預早加強與其他道路使用者的溝通
   3. 操作 - 配合當時交通環境預早調整適當車速及位置
   4. 觀望 - 對前後及路口交通情況作全面觀察
   5. 評估 - 綜合上述資料而作出正確判斷
   6. 決定 - 將評估付諸行動，安全駛出路口



必須在“停”字標誌的橫線前停車，在駛出路口時，不可對在大路上行駛的車輛造成危險，或不可令大路上行駛車輛需要改變車速或行駛路線。



在駛出“讓”字路口時，不可對在大路上行駛的車輛造成危險，或不可令大路上行駛車輛需要改變車速或行駛路線。

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4. 快速公路：

快速公路的行車速度通常都較高，因此，幾乎所有駕駛動作都需要較長的時間完成，例如：慢駛或停車需要較長時間，改變行車線道或方向也需要較長時間完成。駕駛者必須集中精神，提高警覺，比較於在普通路面行車，需要預留更多空間作突發事故之準備，與前車保持較遠的安全距離(時速 70 公里之 2 秒安全距離約為 40 米 - 即超過 3 輛巴士之長度)。

在快速公路上駕駛，可能車速高而不自覺。駕駛者不但可能對實際車速所需的停車距離估計過低，更會很容易超出車速限制。駕駛者除須不時檢視車速，並須按照路面情況適當調整車速。

儘量保持在左邊行車線行駛，預早選擇適當行車線，在有確實需要時才切線，切勿忽左忽右，或左穿右插。

5. 巴士總站：

危機特色：

- 巴士總站內行人過路設施有限及行人路較狹窄，行人需要走到行車道上及從四方八面橫越巴士總站的車道；
- 部份總站較為昏暗；
- 總站內車道一般較為狹窄；
- 乘客因心急追趕巴士，疏忽或妄顧安全橫越車道；
- 行人視線會被停泊在總站內的車輛阻擋，在未能充分瞭解交通情況下，便橫越車道。

駕駛貼士：

- 駛入總站前，應預先調整車速，留意行人及乘客的動態，緩緩駛入總站；
- 駛入昏暗的總站前，脫下太陽眼鏡，開啟車頭大燈及車廂照明，直至所有乘客離開車廂；
- 遠離兩旁停泊的車輛行駛，提高警覺，提防行人突然從車縫中走出；
- 駛近有石壆的車站月台讓乘客離開車廂，避免在車道上落客；
- 觀察兩側倒後鏡，避免碰及車站月台、欄杆及上蓋物等；
- 在昏暗總站上客前，亮起車廂照明；
- 駛離總站前，必須察看四周環境，尤其是從巴士後方追趕巴士的乘客。

6. 迴旋處：

危機特色：

- 駕駛者與四方八面車輛之匯合點較多；
- 迴旋處出口近以致視距較短；
- 駕駛者較難正確判斷使用迴旋處之優先權；
- 駛出與通過迴旋處之車輛互相切線；
- 迴旋處彎道較急，駛過迴旋處時所產生之離心力較大，容易造成翻車及令車廂內乘客失平衡跌傷。

駕駛貼士：

- 駛入迴旋處前利用倒後鏡，瞭解後方交通情況，預早減速及發出燈號；

- 預備前面車輛因未能駛入迴旋處而急速停車；
- 評估迴旋處內駛來方向車輛的動態，亦要注意駛離方向的交通情況，安全駛出路口進入迴旋處，以免車輛起步後需要急停；
- 在迴旋處內適當調整車速、行車位置及留意其他車輛之動態；
- 離開迴旋處前發出正確訊號；
- 如錯過出口，切勿強行駛離迴旋處而導致危險。

7. 電車站：

危機特色：

- 大部份電車站都設置在道路中央，電車乘客必須橫越車道，才能到達電車站月台；
- 部份電車站受環境所限，未能提供有交通管制之過路設施，供電車乘客往返電車站；
- 電車乘客因心急追趕電車，疏忽或妄顧安全橫越車道；
- 路人貪圖方便，不使用合適過路設施橫過車路或在電車前後過路；
- 電車乘客及路人的視線受電車站設施 (如廣告牌) 阻擋，在未有清楚察看交通情況下，從電車月台之盲點位置走出馬路；
- 電車轉彎時車尾擺幅較大，容易發生碰撞意外。

駕駛貼士：

- 駛過電車月台前預先適當調整車速；
- 在可行之情況下，儘量在離開電車站台之車道上行駛；
- 留意電車站台上行人之動態，提防行人突然從電車站台及電車前後走出；
- 在沒有設置站台之電車站路段行駛時，留意電車行駛動態，適當調整車速，先讓電車停車上落乘客，必須按照道路標記及標誌，停在適當位置，以便電車乘客安全離開電車站。

8. 繁忙路段：

危機特色：

- 行車線較為狹窄；
- 車輛及行人流量高，容易造成人車爭路；
- 多條巴士路線同時共用同一巴士站；
- 較多出現不守交通規則、心急及妄顧安全的道路使用者；
- 交通管制較為複雜，大部份都設有黃格；
- 停泊路旁車輛阻礙過路人及駕駛者視線；
- 其他公共交通工具突然停車上落乘客；
- 較多交通意外發生，區內多處地點都被列為交通黑點。

駕駛貼士：

- 轉線前、埋站及離站時，小心忍讓；
- 在靠近行人路的行車線行駛時，在安全情況下，偏向該行車線的右方行駛，儘量離開行人路；
- 預先收慢及適當控制車速；
- 熟習沿途燈號管制路口之特點及燈號轉換之次序；
- 嚴格遵守交通燈號，切勿衝燈或搶燈；
- 適當評估交通情況，確定前路暢通時才駛過路口，避免橫亙在路口、黃格及行人過路設施上。

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9. 非繁忙/郊區路段：

危機特色：

- 繁忙時段多車，非繁忙時段車速較高；
- 路窄及對頭車；
- 迂迴彎曲之路面縮短視距；
- 長命斜坡落斜潛在危機；
- 長綠燈之燈號突變；
- 天雨路旁樹木下墜；
- 車輛妄顧安全在車路上掉頭；
- 假日在市集裏、旅遊區及泳灘區人車爭路，違例泊車影響行車安全。

駕駛貼士：

- 彎前、落長命斜前和迂迴上落斜山路適當調整車速和波段；
- 在潮濕季節，提防天雨路滑及路旁樹枝下墜，及適當地增加跟車距離和駕駛空間；
- 長綠燈位前預先調整車速，留意等候橫過馬路行人之動態，提防燈號突然改變；
- 在市集裏、旅遊區及泳灘區留意遊客動態。

10. 行車隧道/收費廣場：

危機特色：

- 繁忙時段多車，非繁忙時段車速較快；
- 管道口由多行車線道減少為 2 至 3 線道；
- 巴士需要從巴士專線巴士站右切與其他車輛匯合；
- 進出管道之光線變化較大；
- 管道內彎道視距較短；
- 收費亭通道較為狹窄；
- 單管道往來行車；
- 警覺性降低，不自覺地跟車太貼。

駕駛貼士：

- 駛入管道前除下太陽眼鏡；
- 駛入管道前亮起車頭大燈及車廂客燈；
- 駛進管道前留意隧道區域之訊號，及早選定行車道；
- 如遇上管道改道時，格外留意其他道路使用者之異常動態；
- 管道入口前提防胡亂轉線之車輛；
- 主動增加跟車距離和駕駛空間，特別是當被後方車輛緊貼時或前方視線被妨礙時；
- 到達管道之收費亭前，應適當調整車速，格外留意強行切入之車輛；
- 駛過收費亭時，如遇上自動繳費系統失效，應保持車速繼續行駛；
- 駛入專利巴士站之範圍前留意停站巴士突然開出及追趕登車之乘客；
- 轉線前、埋站、離站需小心忍讓；
- 駛出專利巴士站之範圍匯合主幹道前須加強觀察幹道上之交通情況。

11. 埋站前：
- 留意車內乘客的動態，特別是在車內正在走動及站立的乘客；
- 即使未有乘客打鐘亦預算隨時有乘客在最後1秒打鐘，預早調整車速，柔順操控油門及腳掣，切勿重腳操控油門及腳掣；
- 預早選定合適行車線，柔順操控軚盤，切勿急速扭軚；
- 預早發出合適訊號，提示其他道路使用者，互相協調；
- 注意簷蓬或路邊其他物件，避免發生碰撞；
- 留意車站候車乘客的動態；
- 注意落客門是否對著障礙物對落車乘客構成不便；
- 注意上客門是否對應乘客排隊位置；
- 接近上客位時，儘量靠近行人路邊停車；
- 確保巴士停在上落客安全的位置；
- 待巴士完全停定後，才拉上手掣。

12. 上落客時：
- 確保道路環境安全，才可開門讓乘客上車及落車；
- 充份使用巴士低地台設備，令乘客上車更為安全、容易及快捷；
- 關顧車廂正在落車乘客之動態，確保所有落車乘客已離開車廂才可關尾門，避免乘客被車門夾傷；
- 協助有需要的乘客上車。有需要時，安排合適位置或座位予有需要的乘客；
- 如巴士客滿，應亮著客滿燈及通知乘客等候下一班車；
- 當部份乘客落車後，禮貌地勸喻車上乘客移入車廂，熄掉客滿燈；
- 確保車門通道暢通才可關頭門。

13. 離站前：
- 確保所有車門已完全關妥；
- 如曾使用巴士低地台設備，確保低地台設備已還原至正常行車狀態；
- 留意車內乘客動態，待乘客扶穩或坐定；
- 預早發出合適訊號，提示其他道路使用者，互相協調；
- 留意追車乘客動態；
- 清楚環顧四周交通情況，在道路環境安全的情況下才可開行；
- 緊記翻看左倒後鏡，確保乘客及其他道路使用者已遠離巴士及沒有任何物品被車門夾著。

14. 離站時：
- 考慮乘客仍在車廂內移動，避免車輛起步後需要急停；
- 柔順操控油門、腳掣及軚盤。

15. 雨天駕駛：
- 在出車前，檢查水撥及啷水器操作；
- 行車時，車長應亮起車頭大燈及車廂燈，令其他道路使用者更容易察覺己方車輛的動態；

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- 在準備改變行車路線前，車長應及早發出轉線訊號，讓其他道路使用者有足夠時間作出協調；
- 在天雨影響下，車長較難從兩側倒後鏡準確評估後方車輛車速及位置，切勿強行切線；
- 由於行人的視線有可能會被雨具遮擋，未能準確察覺周邊車輛動態便從路旁走出。車長應格外留意行人的動態。當車長發現行人有異常行為時，應按情況調整車速及提高危機意識，避免行人疏忽而釀成意外；
- 行人的雨具極可能不自覺地伸出行車線，車長應小心避免碰撞；
- 由於車廂地台會可能被弄濕，令乘客較容易在車廂內滑倒。車長應關顧車上乘客狀況，穩定地操控油門及腳掣；
- 在可預見的情況下，車長應預早及以較柔順平和的方式操控制動系統將巴士減速，儘量避免重力剎車；
- 車長應儘可能使用地勢較高的行車線，避免駛過水浸路段。如無法避免，應儘量減低車速緩緩駛過；
- 由於路面濕滑，輪胎與路面的附著力降低，巴士所需的制動距離相對增加，同時亦會較容易在制動及轉向時發生滑移現象，造成危險。車長必須按照路面情況適當控制車速，同時與前方車輛保持比正常多一倍或更長的安全距離 (即最少 4 秒距離)

16. 颱風/惡劣天氣駕駛：
    - 經常靠左線行車，除遇上障礙物否則切勿爬頭；
    - 按當時交通情況減低車速至安全水平，以避免巴士可能因受風而偏離本身行車線；
    - 提防小型車輛可能被強風吹至搖擺不定；
    - 留意招牌、棚架及路旁樹木，如發現該等物體搖搖欲墜，儘量遠離；
    - 如發現某些路段風勢過大影響行車(如近海路段或高架橋)，在安全情況下儘快通知控制中心。

17. 倒車：
    - 首先駕駛者需判斷倒車的必要性及儘可能避免倒車。確定沒有行人或障礙物在車子的四周，車底或車坑內，才可倒車。如有懷疑，必須下車查察；
    - 假如障礙物是可以移動的，把障礙物移開才倒車；
    - 撻車前必須確保手掣已拉上及在「N」的波段位置；
    - 引擎啟動後，駕駛者需踏下迫力入波及按下後波保險掣；
    - 入「後波」後，後波響號會自動開啟及發出警告訊號。若發覺後波響號失靈或音量不足，應儘速向壞車熱線(新巴)或控制中心(城巴)報告以安排檢修。在緊急情況下，可連續地以間斷形式響號及亮起壞車燈暫時代替失靈的後波響號；
    - 倒車前，必須連續響號 3 次。此舉提醒旁人小心有車輛將會倒後行駛，促請他們遠離此車，以免發生意外；
    - 於光線不足情況下進行倒車，可亮起壞車燈，提示行人和其他道路使用者；
    - 為了避免車輛突然向後衝而造成意外，駕駛者只需輕踏油門，並以低於人行之速度倒車；

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- 倒車時，駕駛者必需留意左右側鏡及倒車監察系統顯示屏幕，觀察兩旁及車尾的情況；
- 在切實可行之情況下找同事從後協助倒車；
- 倒車時，駕駛者若對倒車環境有任何懷疑，必須立刻停止倒車，下車查察，確保環境安全才可繼續倒車；
- 當車輛在斜路倒車時，必須使用「後波」，不得「空波」滑行。假如駕駛者對斜路倒車沒有信心，必須找同事協助或指導才可倒車；
- 完成車輛操作時，必須拉上手掣及入空波。

1.4 安全注意事項

為確保駕駛安全，員工在執行巴士駕駛職務時必須遵守以下事項：

- 禁止以任何形式操控個人流動電子裝置(包括流動電話/平板電腦/智能手錶/智能眼鏡/收音機/對講機等)及禁止配戴耳筒/免提裝置；
- 若車長需在行車途中致電控制中心，必須先將巴士停泊在安全位置；
- 禁止閱讀任何刊物；
- 行車時不可與他人談話，對於乘客查詢，應禮貌地簡短回應或示意於停站時再作解釋；
- 駕駛時須配戴安全帶。在開車前應檢查安全帶是否運作正常，不可干擾安全帶運作；
- 須注意招牌、天橋及大樹之高度；
- 除停車上落客外，車門必須保持關閉。即使在慢駛的情況下，亦須把車門關上；
- 除緊急情況外，行車時須確保太平門關閉；
- 公司將部份巴士站列為必停站，無論有客與否，車長必須停站；
- 切勿將巴士駛上墜；
- 於巴士車廠內駕駛時，須以安全車速行走，遵照廠內限制車速，同時亦必須開著車頭大燈；
- 如因任何理由而需離開巴士，則須將引擎關掉(協助輪椅乘客上落車除外)；
- 正確使用車內倒後鏡監察載客期間的車廂內情況。

1.5 環保駕駛

- 如非必要，不應啟動引擎；
- 儘量避免踩油叉風；
- 當確定所有乘客離開車廂後，應儘快關掉引擎及電器設備；
- 按照路面交通情況，適當調節車速；
- 嚴格遵守兩秒守則，行車時與前車保持合適的安全距離；
- 柔順地操控油門，決不無故踩油；
- 正常行車時，保持使用「D」波段；
- 經常提高警覺，時刻留意路面情況，預先作出反應，儘力避免不必要之踩油或剎車；
- 若非營運行車，關掉不需用之電力設備 (例如：車廂燈、上層空調系統等)；
- 深夜及清晨時份，在住宅區內或其附近範圍，如非必要不應使用響號及避免進行「叉風」。

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1.6 毒後及藥後駕駛法例

根據毒後及藥後駕駛法例修訂，任何人若涉及下列行為均屬違法：

1. 駕駛時受毒品或藥物影響，其程度達到使他沒有能力妥當地控制汽車；
2. 駕駛時他的血液或尿液含有任何濃度的六種指明毒品(海洛英、可卡因、氯胺酮(「K 仔」)、甲基安非他明(「冰」)、大麻(「草」)及 3,4－亞甲二氧基甲基安非他明(「搖頭丸」)，不論他的駕駛能力有否因而受損；
3. 無合理辯解而拒絕接受初步藥物測試；或
4. 無合理辯解而拒絕提供血液樣本及／或尿液樣本作分析。

另外，如司機涉及以下情況：

- 涉及交通意外；
- 行車時干犯交通罪行；或
- 疑在駕駛時受指明毒品或藥物的影響，或在服用或吸食六種指明毒品後駕駛，

警務人員可要求司機在路旁或警署進行初步藥物測試。

毒後和藥後駕駛一經定罪，可被判處下列一項或多項罰則：

- 最高罰款 25,000 元；
- 最長監禁期 3 年；

如屬首次定罪，至少取消駕駛資格 6 個月至 5 年；再次定罪，則至少取消駕駛資格 2 至 10 年。司機如屬再犯而被定罪，法庭或裁判官在考慮犯罪情節及干犯者的行為後，若認為不宜繼續容許其駕駛汽車，可終生取消該司機的駕駛資格。

1.7 酒後駕駛

因應《道路交通條例》第 39 條酒後駕駛法例，公司會在不同時間及地點為車長進行突擊酒精呼氣測試，以確保車長在駕駛時不受酒精所影響。車長必須依照指示進行酒精呼氣測試，測試之結果會作記錄，車長必須在表格上簽署作實。若車長對測試結果有異議，測試員會即時要求一個在場員工見証車長再進行另一次測試，見証人須於表格上簽署，以確定結果。車長若拒絕接受測試，公司會對車長作出嚴厲之紀律處分。

公司在此再提醒車長，在當值時不能受酒精影響。若測試之讀數超出 5 微克，車長須即時暫停駕駛職務，公司亦會對違規之車長作出以下之紀律處分：

6-10 微克	書面警告及停發$500 之安全獎金
11-22 微克	最後書面警告及停發$1,000 之安全獎金
23 微克或以上	即時解僱

1.8 車速偵測路段

車長須時刻以合法車速行駛，並因應路面環境操控車速，亦須緊記重型車輛(包括巴士)之最高時速不可超越每小時 70 公里。

車速偵測路段詳見於**附件一**。若巴士在該路段行駛時超逾限速 5 km/h 及維持超過 10 秒時，系統便會自動記錄為超速報告。在覆核超速報告內之數據後，公司會按既定紀律程序處理。

由於系統是利用八達通收費器的登入紀錄辨別駕駛者，不論載客與否，各車長必須：

- 開車前，使用公司卡登入八達通收費器 (若因任何情況借用其他員工之公司卡，需事先向控制中心匯報)；
- 在駕駛期間，保持八達通收費器處於開機及已登入狀態；
- 駕駛該車完畢後，緊記登出八達通收費器。

倘若車長被發現未有登入八達通收費器行車，公司或會另作紀律處分。

公司會不時檢討偵測車速之高風險路段，如有更改，會於實施前再發出員工通告。除**附件一**內列明之路段會有超速報告外，系統亦會逐秒記錄所有行車狀況，公司會在調查交通意外及投訴時查閱紀錄，故車長於任何路段駕駛時，亦應遵守車速限制及保持良好駕駛態度。

1.9 汽車引擎空轉(定額罰款)條例

《汽車引擎空轉(定額罰款)條例》已經生效，除非獲得豁免，任何司機均不得在車輛停定時讓引擎於任何連續的 60 分鐘時段內合計運作超過 3 分鐘。條例適用於所有道路，包括私家路及停車場。專營巴士車長只容許在下列情況豁免遵守停車熄匙規定：

1. 因交通情況而停定車輛 (例如：交通擠塞，遵守交通燈等)；
2. 因機械故障而無法阻止車輛引擎空轉；
3. 正有任何乘客上車或落車；
4. 當酷熱天氣警告或黃色、紅色或黑色暴雨警告訊號生效時，直至這些警告終止生效當天的午夜期間；
5. 載有乘客。

交通督導員和環境保護督察會向違例司機發出定額罰款通知書。車長除須繳交罰款外，亦須向公司提交報告，以便作出跟進，公司會嚴厲懲處蓄意隱瞞違例被罰者。

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2.更份、出勤及假期

2.1 車長出勤注意事項

車長更份及例假由編更部安排。車長必須依照所編排更份之時間及地點準時簽到，及按「每日工作記錄紙」(後稱「功課紙」)上的安排工作。有關出勤、調更、調假、告假、簽到、遲到/早退、年假、路線更份申請等的注意事項會在以下說明。除非得到上級批准，否則不可擅自離開工作崗位，而車長絕不可棄下巴士不顧。

2.2 「跟線」安排

1. 車長要預先主動理解更份的工作內容，如被編的更份內有不熟識的行車路線及站位時，須儘快通知編更部；
2. 所有車長必須先得到編更部、駐廠督察或控制中心同意，方可在工作時間內自行坐車熟習路線(後稱「跟線」)；
3. 如需要跟聯營路線，應乘搭本公司之巴士；
4. 每程跟線，上車時及下車時須以員工証拍八達通機以茲証明；
5. 上車後，在跟線紙/功課紙內填上跟車路線、車號及開出時間；
6. 乘車跟線時，負責駕駛之車長與跟線之車長不可交談，跟線之車長只可在開車前及到總站後向負責駕駛之車長詢問駕駛該路線需留意之事項。

2.3 車長工作時限及休息時間

1. 嚴禁編排車長工時超過 14 小時。
   - 車長在獲派更份或在原有更份後獲安排加班工作，必須留意該更份之簽收時間及總工作時間不得超過 14 小時；
   - 若駕駛時在途中遇有突發事故，而估計工時將超過 14 小時，需儘快向控制中心尋求指示。若於到達下一個目的地後工時已超過 14 小時，不可繼續載客；
   - 車長若因任何情況超過工作時限，在交功課紙時必須按當時之實際時間簽收，不得向督察/站長要求改簽較早之時間。
2. 更份之間必須有 10 小時或以上之休息時間。
   - 若收工時間延遲而與翌日之簽到時間相隔不足 10 小時，須主動致電控制中心/派更部報告及尋求指示；
   - 車長在原有更份前獲安排加班工作，若發現當日之簽到時間與昨日之簽收時間相隔不足 10 小時，必須主動向控制中心/派更部報告及尋求指引。

2.4 車長例假返工

車長如欲例假返工，請致電編更部登記，但必須確保符合上述休息時間規定及不會因而連續工作超過 14 天。

2.5 申請臨時調更份及假期的指引

各車長若需申請調更或調假時，必須遵守下列守則提出申請，而有關申請將按照營運部需要批核：

基本守則：

1. 嚴禁私自互換更份/假期，違者將會受到紀律處分；
2. 所有調更/調假申請必須雙方自願及同意，當中不可涉及收受利益或威嚇之行為，申請表必須由雙方親自簽名作實。若發現有他人代為簽署之申請表，即使已獲申請人允許代簽，公司亦不會審批申請，並會對有關員工作出紀律處分；
3. 只接受使用指定表格填寫申請，並不接受口頭或電話申請；
4. 申請人要清楚列明原休及調休日期/更份；
5. 所有申請需列明互調原因；
6. 互調更份雙方有責任確保互調後不會出現追更情況(即調更當日之前後必須有不少於 10 小時休息)，否則不接受該申請；
7. 互調假期之車長必須於 14 天內放假 1 天，即是連續工作日不能超過 14 天；
8. 如申請涉及調上調不會被接納；
9. 互調之車長必須熟悉對調路線，否則自行跟線，尤其是字軌車長如調做替更士啤車長工作，必須熟悉所有可能要攝替的路線；
10. 申請必須得編更部批准方可作實，車長有責任致電查詢批核結果；
11. 所有申請須連同有關証明文件(如適用者)親自交到或郵遞至寫字樓，申請人亦可委託他人代交，惟申請人須承擔郵遞延誤或遺失之可能性。

各部門之額外守則：

新巴營運部	城巴營運壹部	城巴營運貳部
申請互調更份 申請互調更份，申請表格在不少於互調生效日期 7 天前交到營運部。 申請互調假期 1. 申請互調假期，申請表格在不少於互調生效日期 10 天前交到營運部； 2. 互調假期必須在同 1 年度清還； 3. 互調假期(例假及補假)，每位車長每月只限 3 次；	申請表最少3天前交到編更部。	每逢週一在站頭及內聯網發出下週的更表初稿，因應期內大假、浮假及替更份員工而修改排位表。 車長可以因應初稿內容申請調更份及調假，申請表必須於星期三或之前送抵編更部。 經編更部審批及處理後，所有申請調更事項概由定稿登出，定稿會於週末發出及上載內聯網。 定稿登出後，一般不接受任何調更份及調假申請，惟有以下情況下可再作更改： 1. 如定稿跟初稿不同，是因編更部的安

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4. 申請一經批准，除特殊情況外，不可取消，取消申請必須書面呈交。		排，車長可在定稿後再次提交調更申請表予編更部跟另一車長調更。 2. 如車長在初稿時自行申請調更至士啤車長更份，然後在定稿被編定之更份有不熟悉路線，車長可按上述程序再次調更，惟車長須另交員工報告。 3. 如不是上述原因，須交員工報告，由經理給予有合理原因者酌情處理，不接受晚飯飲宴之類理由。

2.6 新巴申請臨時短工時更份

申請臨時短工時更份（即工時 10 小時以下之更份）：

1. 申請臨時執行短工時更份之車長原更份工時必須為 10 小時或以上，否則一律不接受申請；
2. 所有申請必須於 10 天前交回公司；
3. 每位車長每月申請臨時執行短工時更份之天數只限兩天；
4. 車長只限遞交未來 30 天內之申請。如車長於同一月份內欲申請第 2 次短工時，則必須於第 1 次申請後 10 天方可遞交(以收到日期為準)，否則一律作廢；
5. 臨時執行短工時更份的每日名額為早更及夜更各 5 名，先到先得(以公司收到申請表之日期為準)，同時公司亦會視乎有關申請於該月是否屬首次或之前 1 個月內沒有遞交申請者為優先考慮；
6. 所有申請接納與否，需因應公司人手安排決定。

2.7 臨時告假程序

車長如欲臨時告假 (不論病假、事假或因交通天氣情況不能簽到)，必須在正常簽到時間 1 小時前致電以下電話通知公司告假：

新巴營運部	城巴營運壹部	城巴營運貳部
04:30-24:00 致電派更部： 日更 2136 2504, 2136 2502, 2136 2641 夜更 2136 2860, 2136 2649 00:00-04:30 致電控制中心：2136 2222	控制中心：2136 2422	控制中心：2136 2432

臨時請假步驟如下：

1. 說明原更份、員工編號及請假日期；
2. 說明請假類別；(如欲請病假，但又未看醫生，只可申請當天病假。看醫生後如獲醫生簽發病假多於 1 天者，應即時如實通知公司病假紙上之病假日期。)
3. 申請病假之員工須在病假康復後首天上班時，呈交註冊醫生發出之病假證明書，列明病假日期及病因。惟因病情嚴重而需放較長病假者(超過 7 天或以上者)則須在醫生簽發病假證明書後 1 星期期內親身或由他人代交形式遞交該病假證明書。未有在合理時間內遞交有效之病假証明書，可被

視作缺勤論；

4. 申請非病假之員工須在復工首天上班時，提交報告/有關證明文件，待公司審批。

2.8 遲到/早退需知

車長如因事(包括交通意外、私人事件等)導致未能準時於正常簽到時間前簽到，需立刻按 2.7 之程序致電派更部/控制中心報告及立刻趕返簽到地點簽到。若遲到因外在突發因素引起，車長須儘快提交報告/有關證明文件，待公司審批。任何遲到之車長，上級有權更改其當天之工作安排。
車長凡因事或病需要早退，需立刻按 2.7 之程序致電派更部/控制中心報告。不論是否工作滿 8 小時，車長須在復工首天上班時，將病假紙/有關證明文件交回公司審批。

2.9 車長報到注意事項安排

1. 穿著整齊制服及佩帶員工証；
2. 確定本身持有有效車輛類別的駕駛執照才可駕駛公司車輛。員工若沒有攜帶有效之駕駛執照上班或已被停牌，應立刻向上級報告；
3. 根據更份，準時到指定或上級所指示之地點簽到取車或接更開工；
4. 如簽到地點設有簽到紙，在簽到紙上簽名；
5. 若簽到站位沒有站長當值，車長在簽到時間前 60 分鐘內，要使用簽到站頭電話(如有)，向指定人員報到；
6. 若被派用膳(後稱「MB」)後開工更份，車長必須於簽到時間前 60 分鐘內，致電指定人員報到，以便他們確定車長會在班次正常開出前，到站簽到。若上述更份的車長沒有依據程序報簽到，會被當作遲到。若車長於 MB 時間後未能按時到達簽到地點，該遲到會以原簽到時間起計算，但公司會另補回 60 分鐘 MB 工時；
7. 領取功課紙後開工，填寫功課紙方法可參閱**附件二**；
8. 車長須清楚了解功課紙上的內容，功課紙上會使用代號，代號之解釋可參閱**附件三**及**附件四**；
9. 每日留意及了解公司新發出有關之通告。

2.10 申請年假

各車長每年申請年假時，須遵守下列守則作出申請，而有關申請將按照下列守則作批核：

基本守則

1. 年假必須於指定日期內作出申請，公司到時會發出通告詳細列明有關安排；
2. 部份節日(如農曆年除夕日、清明節、重陽節、端午節、中秋節等)均不接受申請，若跨越上述節日，一律作廢；
3. 凡僱員若享有年假日數超過 10 天或以上者，其中 1 期必須最少連續放取 7 天年假，若申請人的年假日數少過 10 天，則需按勞工法例規定安排連續放取指定日數；
4. 年假申請分為個人自選及公司編排，若申請自選年假須於截止日期前申請；
5. 個人自選之年假申請是否獲得批准，視乎同期申請人數的多寡而定。若申請年假的人數超出該時段的配額，將以電腦程式進行抽籤；未能成功申請或沒有作出申請之員工年假將由公司編排，並

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與成功獲批的自選年假申請一併公佈結果；(公司會於年假開始最少 14 天前通知員工，公佈結果安排請參考以下之其他守則)

6. 個人自選入紙申請之年假，如獲批准則不能再與同事互調；在沒有合理解釋下，不得更改或取消；
7. 由公司編排之年假，員工如雙方同意及同更份可入紙申請互調；
8. 不接受以調上調的方式申請互調年假；
9. 所有申請須親自交到或郵遞至寫字樓，申請人亦可委託他人代交，惟申請人須承擔郵遞延誤或遺失之可能性。

其他守則

1. 新巴營運部

- 約於每年 7 月份接受車長申請下一年之年假，並約於 10 月份公佈結果；

申請者如欲	填交有關申請表時應注意事項	如未獲批准
自選日期，一次過放年假	需註明開始日期及一次過放年假(若只填寫月份，將不獲處理)	可選擇安排一次過放或分 2 次放年假，日期由公司編排
在任何日期，一次過放年假	只需註明安排一次過放年假，日期由公司編排	
自選日期，分 2 次放(年假 7 天或少於 7 天不適用)	需註明年假開始日期及結束日期(首次放之年假必須不少於 7 天)	會安排其年假分 2 次放，日期由公司編排

- 不提出申請的員工，公司會安排其年假分兩次放(年假 7 天或少於 7 天不適用)，其中 1 次必須不少於 7 天；
- 所有互調年假申請須於年假開始(以先放年假之車長為準)之 1 個月前提出，經批准後作實；
- 如申請年假的時段內其中有與例假重疊，當中的例假則會緊接該年假後放取。

2. 城巴營運部

- 員工年假分為上下半年兩個週期。

週期	月份	截止申請日期	申請公佈	放假日數
上半年	1 月至 6 月	上一年 9 月	上一年 10 月	去年同期賺取而仍未清放的年假日數
下半年	7 月至 12 月	同年 3 月	同年 4 月	

- 編更部將視乎各時段可編排員工放假的人數，批准員工的年假申請，程序如下：

第 1 輪分配	按申請人的第 1 選擇處理，以連續年假為優先，單日年假為其次（5 天或以上的連續年假申請，享有同等優先權）。如申請年假的人數超出配額，將公開由 JCC 代表抽籤，決定年假的先後安排。 （若申請人的第 1 選擇獲得批准，其第 2 選擇將會自動取消。）
第 2 輪分配 (只限城巴貳部車長)	若申請人的第 1 選擇落選，編更部將按第 1 輪分配後的年假餘額進行第 2 輪分配。假如在第 2 輪分配中，申請年假的人數超出配額，將公開由 JCC 代表抽籤，決定年假的先後安排。
所有選擇均落選、未有提交或日數少於該期實得年假數目	由編更部按人手情況，自行替員工安排其餘在去年同期賺取而仍未清放的年假日數；若員工人手緊張，編更部將彈性押後清放員工的年假。未有編定之年假，車長可個別作出申請。

- 公司編排或申請年假日子內如有例假重疊，則該例假可作浮假及必須於年終前放取。

2.11 新巴調離更份制度

新巴車長如被公司紀律處分，公司會於處分之後14日(如車長申請上訴，計分會直至上訴完成才繼續)，以下表之標準為車長計算由是次處分之判決日前過往1年內之分數。若車長超出分數上限，即11分或以上，公司會以書面通知車長需調離更份，並調為士啤車長。(被調離更份之車長仍可按照現有申請更份空缺程序申請其他更份空缺。)

事項	脫離更份分數計算
最後書面警告	加10分
書面警告	加5分
口頭警告	加2分
獲公司獎項	減5分
獲公司讚賞信	減3分 (最多計1封)

2.12 新巴車長申請更份空缺程序及評分標準

新巴車長申請更份空缺之申請守則及須知如下：

1. 申請人必須最少有1年年資，並熟識其申請之路線及該更份之其他特別安排；
2. 申請更份評分標準如下，如分數低於86分之車長則不作考慮；
   每位車長之基本分數為100分，並會以更份空缺之申請期前1年之服務紀錄為評核，標準如下：

事項	加/減分數
獲公司獎項	加5分
獲公司讚賞信	加3分
最後書面警告	減10分
書面警告	減5分
口頭警告	減2分
缺勤(即不告不返)	每缺席1天減1分

   有關分數將會因車長之年資而增加，計算方式如下：

年資	增加分數
未有1年年資	不接受申請
1-2年	1分
3年或以上	2分

3. 若空缺更份有多於1位車長申請則評分較高者優先，如遇同分則優先考慮士啤車長，如再遇同分則會以出勤率最高者優先考慮，若有同樣出勤率，由抽籤決定；
4. 公司批核車長申請時會確保早、夜及通宵更車長人數能配合需求，有關申請才會落實，以免出現早、夜或通宵更出現人數不足情況。
5. 申請人必須於每期更份空缺通告上申請程序列出之指定期限內遞交申請書，而每1位申請人祇可遞交1份申請書及指定某一個更份；

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6. 申請人可親自或委託代表在辦公時間內，將申請書交到營運部辦公室簽收作實；
7. 遞交申請書後，必須留意公佈結果，如申請人於該期公佈中未獲批核，該次申請將會自動作廢而不會有其他輪候申請安排；
8. 所有成功獲批之申請人如欲再申請其他更份，必須於新更份之生效日期起計 12 個月後才可遞交第 2 份申請書；
9. 所有成功獲批之車長，其例假組別會因應營運需要或會有所調動；
10. 所有列出申請之空缺更份只作參考用，部份資料會因實際需要或修改行車時間表而有所改變；
11. 倘若車長成功申請更份，公司日後仍會因營運需要而更改更份內容，再按「時間表改動更份人選重編準則」程序分配受影響路線組別之更份；
12. 若車長成功申請更份後表現不佳，公司會按照「新巴調離更份制度」將有關車長調離其更份。

2.13 新巴時間表改動更份人選配對程序

當時間表有改動時，新巴營運部會執行時間表改動更份人選配對程序。修改星期六及假日之時間表或推出特別時間表時，將不會進行有關配對程序。

在早更及夜更分開處理的前提下，將每一個舊更份與所有新更份作對比，計分準則會以下列項目組成，總分最高為 6 分。

1. 比較簽到時間 ： 最高 1.5 分 (相同時間減分為零，時間相距越大，減分越大)
2. 比較簽到地點 ： 最高 1 分 (即更份與更份之簽到地區相同)*
3. 比較簽收時間 ： 最高 1 分 (相同時間減分為零，時間相距越大，減分越大)
4. 比較簽收地點 ： 最高 1 分 (即更份與更份之簽收地區相同)*
5. 比較工時 ： 最高 1.5 分 (相同時間減分為零，時間相距越大，減分越大)

*(簽到/簽收地點會歸納為 5 區：港島東、港島西、港島南、九龍東、九龍西，例如簽到地點 KET 與 BEB 之比較評分為 1，而簽到地點 KET 與 TKD 之比較評分為 0)

獲越高分者即代表更份越為近似，公司會因應有關評分編配更份，越高分之組合越先進行配對，由高至低直至完成配對所有更份為止。

此外，為儘量減少對車長之影響，公司亦設有以下程序：

1. 若受影響之車長得到雙方同意，可在新時間表實施起之 14 天內申請互調更份；
2. 下列兩類車長若於時間表生效起之 14 天內申請調離更份，即可有資格參與未來連續 3 次優先更份空缺申請。

A	新舊更份對比之評分低於或等於 5.5 分(即車長之新更份與舊更份評為不相似)。
B	因更份減少而未能配對同線更份之車長

若時間表改動引致某路線縮減更份，而在同一組時間表內另一條路線加更份，因減少更份沒被配對的車長可被配同一組時間表內另一條路線沒能被配對之更份。若有關車長不願接受該更份，可申請為士啤車長及享有上述優先權。

2.14 新巴「優先」申請更份空缺程序

新巴營運部會定期發出通告予受時間表改動而導致調離更份或被編排不相似更份(低於 5.5 分)而已選擇做士啤之車長，列出當時所有更份空缺，讓他們優先申請，於此階段暫不接受其他車長之申請。此優先申請資格只會於有關車長調離更份後即時起計之連續 3 次優先申請通告中生效，成功申請新更份後優先權自動取消。若有多名有優先權之車長申請同一更份，則以下列次序批核：

次序 1	早更車長先取早更更份，夜更車長先取夜更更份
次序 2	若車長同屬早更/夜更，其申請的更份與該車長在未成為士啤前之更份屬同一時間表組別者有優先
次序 3	若車長原屬同一時間表組別，其申請的更份與該車長在未成為士啤前之更份屬同一路線者有優先
次序 4	若仍未能分出先後，即根據 2.12 節「申請更份空缺程序及評分標準」為有關車長計分。

公司會於完成上述優先申請程序後之 1 個月內啟動「正常」之申請更份空缺程序，將剩下之更份空缺讓所有合資格車長申請(包括上述有優先權之車長)，但此正常之申請程序將不會考慮上述之優先權。

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2.15 城巴調線/調職申請甄選程序及計分制度

路線空缺之通告會約每兩個月發出 1 次。城巴營運部會按下列車長類別之先後次序審批入線申請：

1. 因路線/班次刪減而被調離路線之車長(被調離路線 6 個月內有兩次優先審批之機會)；
2. 士啤車長 (祇適用於營運壹部) ；
3. 已入路線之車長。

若同一類別之申請人數比所申請路線空缺為多，則按申請入線之計分制度甄選如下：

第 1 部份 年資	全職車長入職日至公司發出路線空缺通告日起，每 1 個月得 5 分（不足 1 個月之餘下日數不予計分） 此部份最高得分為 240 分 成為全職車長服務年資不足 6 個月者申請不獲考慮 新車長年資滿 6 個月但不足 1 年而工作日不少於 140 日 或年資超過 1 年而工作日不少於 280 日，才有資格申請
第 2 部份 個人紀錄	公司發出路線空缺通告日前 280 個工作天內： 每 1 個口頭警告：扣 100 分 每 1 個書面警告：扣 200 分 每 1 個最後警告：扣 400 分 每 1 封讚賞信：加 50 分，最高得分為 100 分 ※凡於此部份被扣滿 900 分者，申請不會被考慮
第 3 部份 過去調線或 調職紀錄	由公司發出路線空缺通告日起計算，若申請人最近 1 次成功申請入線於： 過去 6 至 12 個月內：扣 400 分 過去 12 至 24 個月內：扣 200 分 過去 24 個月前：扣 0 分

上述 3 個部份的分數總和最多者會先被選取。若出現同分情況，公司會選取年資（兼職車長年資或非車長年資將不計算在內）較長者。若出現同分及相同年資，公司會選取員工編號較細者。

營運部將保留更改行車時間表、放假日和其它營運安排的權利，車長日後不得以此等變動，作為調離上述路線的原因。

成功申請者需自行熟習所申請組別要求的各條負責路線。

2.16 城巴營運貳部調線/調職申請甄選程序注意事項

按 2.15 節所述的城巴調線/調職申請甄選程序及計分制度，城巴營運貳部有下列注意事項：

1. 車長可申請最多 3 個更份組別，但必須列明優先次序。
2. 通宵路線組別的申請人或需接受面試。
3. 因應人力調配，營運部保留調派車長執行非專利車務部的工作之權利。
4. FTN 和 JCN 空缺的車長要按公司安排執行相關駕駛服務，包括專利、非專利路線及租賃服務。

2.17 城巴長期缺勤調離路線安排

城巴車長若因工傷/病假或其他原因而出現連續超過 60 天缺勤，基於路線人手分配安排會被調離所屬路線(「甩線」)，復工後之工作安排如下:

復工安排	● 復工日時，公司並無發出過路線空缺通告，車長可返回所屬路線工作 ● 復工日時，公司已曾經發出路線空缺通告，車長會被調往士啤組別。車長需再按程序申請入線，仍未復工之車長不可以申請入線。

2.18 城巴車長調離路線計分制度(因路線/班次刪減)

第一部份 年資	全職車長入職日至公司發出削減路線字軌通告日起，每 1 個月得 5 分（不足 1 個月之餘下日數不予計分） 即每年 60 分最多計 4 年（最高得分為 240 分）
第二部份 個人紀錄	公司發出有關削減路線字軌通告日前 280 個工作天內 每一個口頭警告：扣 100 分 每一個書面警告：扣 200 分 每一個最後警告：扣 400 分 每一封讚賞信：得 50 分（最多計算兩封，最高得 100 分）

兩部份的分數總和最少者會先被調離路線。若出現同分情況，公司會選取年資（兼職車長年資或非車長年資將不計算在內）較短者調離路線。若出現同分及相同年資，公司會調離員工編號較大者。

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3. 簽到取車及收車

3.1 簽到取車時注意事項

1. 簽到後，車長需領取正確的功課紙及閱讀當天更份內容，留意所編配之車輛號碼及停泊處，不可擅自轉換車號；
2. 必須認清所編配巴士之長度及高度，確定是否可行走負責之路線；
3. 取車時須檢視車輛號碼，並留意駕駛室所展示之標貼，包括尾軸轉向、12.8 米特長巴士及混合動力巴士，以識別該巴士之所需操作技巧；
4. 必須清楚瞭解及認識車上各種不同裝置及儀器之使用，如有任何疑問，應向上級查詢；
5. 檢查車身內外時，要注意車輪、沙板、裙腳、玻璃、車廂內設施是否有損毀或明顯之花痕、太平門及油缸蓋是否關上、是否已貼上有效之行車證及司機位之視像錄影監察系統鏡頭是否被掩蓋，任何時候不可干擾視像錄影監察系統鏡頭；
6. 檢查快易通(「盒仔」)是否附於擋風玻璃，當駕駛巴士駛過任何隧道自動收費通道時，如見該通道燈號機亮著紅燈，員工須通知控制中心；
7. 引擎開動後，檢查錶板訊號、油壓、風壓表是否正常操作。當風壓低於正常水平時，會發出聲響；
8. 檢查手掣、腳掣、錢箱及頭尾閘門是否操作正常；
9. 檢查空調系統狀況，車長需在巴士載客期間開啟空調系統，保持適當空氣調節；
10. 檢查車長座椅及安全帶，適當調較車長座椅、倒後鏡及軚盤(部份座椅款式之調較參閱**附件五**)；
11. 檢查滅火筒及緊急手鎚是否放在指定地方，車頭燈、尾燈及客燈、水撥及落客鐘是否正常；
12. 檢查八達通收費器、上層/倒車視像監察系統、電子路線牌及報站系統是否操作正常。包括報站控制器、音量、顯示器屏幕等；
13. 部份路線仍使用車廂內之多媒體廣播系統(MMOB)，MMOB 系統會於有關巴士之引擎開動時自動開啟，駕駛有關巴士之車長須檢查 MMOB 系統畫面及聲浪是否正常運作；
14. 檢查車輛內外是否整潔；
15. 不可擅自張貼非公司告示(包括其他公司通告)或標語於車廂內外；
16. 如發現車廂內有過期之公司通告需將其除去；
17. 注意車廂、車底或四周是否有人正在工作。如車停泊於維修車坑上，應向上級尋求協助。視察四周環境，確保巴士能安全開出；
18. 就上述各項檢查，如有不正常或故障情況，請向派車站長或督察報告，或按章節 6.6 處理。

3.2 回廠收車程序

1. 按更份編定內容或上級指示將巴士駛回指定車廠入油；
2. 晚上收車時需依從各廠之指定排隊路線入廠，除非得到負責督察批准，不可插隊；

3. 車長在任何情況回廠時，不論八達通機在當日有否交易，均必須於油站前按八達通機「輸出」鍵，以輸出機內數據。車長必須確保八達通機已顯示「資料轉載成功 」，才可於泊車後關掉八達通機(第二代八達通機會於到廠後自動輸出機內數據，車長於泊車後關掉八達通機即可)；
4. 城巴逢星期一及星期四收錢箱，新巴逢星期二及星期五收錢箱，車長必須配合錢箱收集員指示以完成收集錢箱程序。為確保錢箱收集員能於光線充足之環境下工作，車長必須開啟車廂內照明系統。當錢箱收集員於車上工作時，車長不可移動巴士。若錢箱收集程序上出現突發情況(例如發生錢箱中之現金散落地上)，車長必須按錢箱組指示，將巴士停留在原地或駛往指定地方，並留在司機位等候錢箱收集員完成跟進工作；
5. 必須駛入油坑為車輛補充燃油(電動巴士除外)，應留意地上之停車線位及入油員工的指示，進行補油時必須死火，確保安全，不時翻看右邊倒後鏡(車長如因現場環境因素而未能看清楚倒後鏡，應下車觀察清楚周邊環境)，確定整個入油過程已經完成而且入油員工已將油槍拔走，方可將巴士駛離；
6. 於入油時將功課紙交予駐廠督察/站長，並聽從督察/站長泊車之指示。如該車廠沒有督察/站長當值，須將功課紙放進打卡機，於印上時間後存放在指定位置，車長不可自行修改簽收時間；
7. 車長不可以無故拖延遞交功課紙予督察／打卡的時間，以圖延長工時；
8. 簽收時如車輛有故障情況或任何性能操作上之問題，請向駐廠站長或督察報告，若該廠不設站長或督察，則按章節 6.6 處理；
9. 在洗車機正常運作情況下，必須駛經洗車機。駛進洗車機前，摺左鏡(開摺左鏡時，請使用設置於洗車機出入口之左側鏡臂推鈎)，並確保洗車機滾筒已收回原位並停止滾動及確定燈號為綠燈才可駛進。切勿在紅燈下仍強行駛進洗車機，導致車輛及洗車機損毀。如洗車機前裝有自動閘桿，各車長駛進洗車機前須注意下列事項：
    - 洗車機閘桿利用洗車機紅綠燈訊號而自動升降；
    - 當洗車機之紅燈亮起及閘桿處於降下的位置時，巴士應停在閘桿前等候；
    - 待洗車機之綠燈亮起及閘桿升起後才可駛過洗車機；
    - 當巴士駛過洗車機及車尾過了閘桿後，閘桿會自動降下，後車之車長應在閘桿前等待，直到洗車機之綠燈亮起及閘桿同時升起後才過洗車機；

    如洗車機或閘桿有任何不正常運作，須立即通知在場當值督察/站長或控制中心；
10. 駛過洗車機時，應以極慢速度駛入洗車機通道，並必須保持大概有 50 秒的洗車過程，待洗車機能徹底地清洗巴士車身(尤其是車尾部份)；
11. 按更份內容或上級指示將巴士駛往指定地點停泊，泊車時必須將巴士泊入車位內或按督察/站長指示泊在指定位置才可離開，切勿將巴士泊在車廠內通道阻礙運作。在離開車廂前，必須確保「空波」、拉上手掣及關上所有電力設備，如車廂冷氣、車廂燈、車頭燈及八達通機，最後關上電池總掣及所有門窗方可離開。

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4. 班次調度及記錄

4.1 班次調度、準時開車及準確記錄

站長紙上所填寫之班次時間及載客路程等資料需要呈交運輸署，而電子站長紙(「OMS」系統)上輸入的班次亦會用於向乘客顯示開車及計算到站時間。車長必須按下列指示儘力確保有關資料準確無誤。

1. 在正常情況下必須按時間表開車，站長、督察或控制中心有權因應實際情況更改編定之開出班次時間、路線、起點及終點，各車長必須遵從站長之指示；
2. 車長應使用八達通 DDU 或報站系統控制器顯示之時間作為標準；
3. 若車長未能按照時間表上/站長指示之時間開車(包括因交阻遲到或去廁所)，必須儘快通知站長以作班次調整及正確輸入紀錄。在沒有站長當值之總站，車長應向負責記錄的站長/控制中心報告，及自行記錄於站長紙(如有)。若開車時間較時間表上/站長指示之時間延遲 2 分鐘或以上需要即時報告，否則可於完成班次後再向站長報告；
4. 車長需按照時間表上、站長、督察或控制中心指示之路線行走；
5. 車長自行安排全私牌或半私牌會被嚴重紀律處分；
6. 車長在行程中的任何延誤事故，都必須向站長報告，例如塞車位置或原因等；
7. 私牌時應以直接及安全的路線，駛往目的地。

公司已設立核查站長紙程序，定期及有系統地利用巴士行車紀錄儀之資料與站長紙作出比較，如發現站長紙上之紀錄不準確，公司會向有關失職員工作出紀律處分。

4.2 聯營路線 - 全私牌安排

為提供更穩定之服務，所有聯營路線之車長如未能依原定時間到達非本公司調控的總站時，除得到本公司站長或督察之批准，否則禁止「全私牌對站」或「私牌過海後才開始載客」。各車長及站長必須執行以下安排：

- 車長必須致電本公司負責之站長尋求指示(如情況緊急可致電控制中心)；
- 督察或站長因應實際情況，重新安排該班次於「中途起載」，或批准繼續「全私牌對站」；
- 車長亦必須自行將站長之最新安排(包括開出時間)填寫於功課紙上；
- 車長如未有尋求指示，而擅自「全私牌對站」或「私牌過海後才開始載客」，公司將對是次違反指引作出紀律調查；
- 更份原安排之私牌(「DEAD」)不在此限，無需再次尋求指示。

4.3 聯營路線脫班時填補班次的機制

為減少聯營過海路線因失班及脫班對乘客的影響，公司與九巴/龍運就上述機制達成共識，九巴/龍運站長或會於嚴重脫班情況下，安排部份過鐘新巴/城巴於九巴/龍運營運時段繼續營運。

如車長因特殊原因而未能配合九巴/龍運站長之安排，車長須致電向公司相關站長報告聽取指示及將更改記錄於車長功課紙上。

4.4 非營運巴士隧道使用指引

所有非營運巴士(「私牌」)，只可於下列情況使用東隧、西隧、大欖隧道或大老山隧道：

1. 車長功課紙上已列明；
2. 站長或督察指示(如九巴/龍運站長指示，車長必須致電公司相關站長等候指示)。

在站長或督察指示「私牌」使用上述隧道後，車長需於功課紙上記錄。

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5. 顧客服務

5.1 顧客服務要點

1. 為提供優質服務，在總站應提早上客；
2. 上客時，應留意乘客登車情況及展示歡迎態度。當車上有空位時，你應儘量接載候車乘客；
3. 當乘客需要下車時，則應在適當的巴士站確保車輛停定才讓乘客下車。乘客上落車時，切勿表現得不耐煩，並在情況許可時耐心等候追車乘客；
4. 當遇上有乘客詢問任何有關車務運作上的問題 (如行車路線，分站停站位置或車資等問題)，應儘量給予適當的協助。於行車時遇有查詢，應禮貌地簡短回應或示意於停站時再作解釋。若不清楚確實答案的話，亦應禮貌地回答乘客可致電顧客服務部查詢 (新巴 2136 8888 / 城巴 2873 0818)；
5. 車長如發現有任何未授權人士在巴士上派發傳單或其他宣傳產品，車長應禮貌地勸阻，如該人士未有任何理會，車長請向控制中心尋求指示；
6. 車頭及顯眼處不可擺放雜物；
7. 車長不應在任何旅程中因與乘客或其他駕駛者爭議而阻延該巴士行程；
8. 車長絕不可與乘客爭吵，如乘客變得激動時，絕不宜與其針鋒相對，儘量控制自己情緒，避免刺激對方。毆打乘客或同事者會被即時解僱；
9. 車長在巴士運作期間，若有乘客對巴士運作上作出任何投訴，車長須於到達總站後，即時通知控制中心以作出適當處理；
10. 車長於載客服務時，必須把名牌正確地放置在車廂內之名牌架上。車長如遺失名牌，請儘快向公司補領，切勿自行印製不合規格的名牌使用；
11. 當公眾人士對你之工作表現有意見或要求你提供姓名時，必須以合作的態度提供有關資料；
12. 張貼在車廂內的《乘客須知》列出乘客必須遵守的事宜，各車長需熟讀該指引所列明的細項，保障公司及員工自身的利益；
13. 當巴士返回總站，需待所有乘客下車後，方可關掉車燈（包括車廂客燈及車頭燈），冷氣及引擎。車長亦需巡視巴士上下層，留意有沒有失物及異常情況；
14. 若駕駛巴士返回總站/車廠停泊，車長在離開車廂時必須將所有車門及車窗關上。

5.2《公共巴士服務規例》有關車長的一般行為

根據香港法例第 230A 章《公共巴士服務規例》第 9、10、11、11A 及 12 條，車長

1. 須表現有禮和有紀律；
2. 其本人須清潔整齊；
3. 不得在任何旅程中不合理地阻延該巴士；
4. 須依照指定路綫將該巴士妥為駛往指定目的地，但因意外或其他緊急事故而無法如此行事，或獲授權的人或警務人員命令不得如此行事的，則不在此限；

5. 如獲示意停車，須在其巴士正行走的路綫沿綫各站停車，讓乘客上車或下車；
6. 當接載或放下乘客時，須在安全和切實可行情況下，將該巴士儘量靠近道路的左側或路邊停下；
7. 須採取一切合理預防措施，確保乘客在該巴士內或該巴士上，或在登上或離開該巴士時的安全；
8. 不得忽略或拒絕讓繳付合法車費的乘客登車和將其運載，而該乘客是該巴士能將其容納但沒有超逾該巴士的獲准載運量者，以及沒有人對該乘客登車提出合理反對者；
9. 須准許乘客攜帶可由該巴士合法地、安全地和方便地運載的物品；
10. 不得准許任何動物由該巴士運載，但陪同失明人士乘車的領行狗隻除外；
11. 可拒絕准許任何骯髒的人登上或乘搭該巴士；
12. 可拒絕准許其有合理因由相信是神智不清、精神不平衡或患有傳染病或接觸性傳染病的人登上或乘搭該巴士；
13. 可拒絕准許其有合理因由相信是攜帶着危險性或厭惡性物品的人登上或乘搭該巴士；
14. 如有穿著制服的警務人員或署長授權的人提出要求，須提供其執照(如有的話)的詳情、其姓名，以及將其聘用的專營公司的名稱及地址；
15. 不得在任何合理時間妨礙穿著制服的警務人員或署長授權而能出示授權書的人檢驗該巴士，或不得在任何合理時間忽略向穿著制服的警務人員或署長授權而能出示授權書的人提供一切合理資料及協助，以檢驗該巴士；
16. 如因任何理由而讓該巴士無人看管，則須將引擎關掉；
17. 在將油注入汽油缸或燃油缸前，須關掉引擎和確保所有乘客已移離該巴士，並須將引擎保持在關掉狀態和確保所有乘客均留在該巴士外面，直至注油完畢為止。

5.3《公共巴士服務規例》有關乘客的一般行為

根據香港法例第 230A 章《公共巴士服務規例》第 13、13A 及 13B 條，專營巴士公司穿著制服的員工有責任執行條例中所列明的細項。車長須認清自己的職責及權力。現歸納部份重要之條文如下:
任何乘客均不得

(a) 故意阻礙或妨礙巴士司機或任何獲授權的人，或故意分散他們的注意力；
(b) 故意阻礙司機望向道路或交通的視線；
(c) 對巴士的任何部份或其設備故意作出或故意安排作出任何事情，而該等事情
  (i) 阻礙或干擾巴士的操作，或引致損壞；或
  (ii) 導致他人受傷、不安、煩擾或不便；
(d) 不適當地干擾車門，或不適當地干擾構成巴士一部份或與巴士連接的任何其他機械、裝置或控制器；或
(e) 從巴士拋出或故意掉下任何物件。

巴士車長可向乘客發出其認為為公眾安全着想而需要發出的指示。任何乘客均不得不遵從。車長

1. 可將其有合理因由相信已違反《公共巴士服務規例》的任何人移離巴士；
2. 可要求其有合理因由相信已違反《公共巴士服務規例》的任何乘客提供其姓名地址，以及出示身份證明；
3. 可無須手令而逮捕任何其有合理因由相信已違反《公共巴士服務規例》的人，並可扣留該人直至能將該人交予警務人員為止。

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5.4 路線及目的地牌

1. 車長需瞭解所駕駛路線於電子目的地牌系統之不同代號並予以使用。**附件六**介紹各款電子目的地牌之使用方法；
2. 於載客時，車長必須正確調校路線/目的地牌以顯示正確訊息；
3. 電子目的地牌系統之「路線號碼及目的地自由組合」模式或「直接文字輸入」模式，只供於下列情況下使用：
   a. 電子目的地牌系統內沒有適用之路線及目的地；
   b. 於巴士總站內泊車，在有需要時展示有關字軌編號或開出時間；
   當所駕駛路線於電子目的地牌系統已有合適代號，則不應使用「路線號碼及目的地自由組合」模式或「直接文字輸入」模式；
4. 於馬路上不接載乘客時，車長應將目的地指示牌調校至「暫停載客」，不可展示任何路線、車號或字軌等資料；除另行通告外，不可使用其他字句；
5. 在有下列情況，車長需展示附加之臨時車頭牌
   - 駕駛短途車(於車頭及錢箱展示終點站牌)
   - 巴士臨時改道(於車頭展示)
   - 駕駛不經部份巴士站之特別班次(於車頭展示)
   - 公司為部份路線加強宣傳(於車頭展示)

   車長請善用由公司提供之臨時車頭牌，儘量回收再用，跳車或收工時切勿將臨時車頭牌棄置於駕駛室內 (尤其在座椅後)，以免造成浪費。

5.5 自動報站系統

車長於營運時，必須按下列程序正確使用報站系統

報站運作	總站起載／ 中途入線起載	班次開出前，輸入路線號碼；選擇目的地、行車路線； 在載客站起選擇開始站位 (中途站載)； 最後按「YES」掣及留意報站系統是否已開啟運作； 開車後，系統會全自動報站，車長無須沿途按鍵; 班次未到達終點站，切勿預早調校反方向地點或按「NO」掣。
	非載客行程	於私牌前車長按「NO」掣直至返回到主目錄畫面。
臨時改路	如路線臨時改道，當駛離原路線後，控制器屏幕會顯示「偏離路線」警告訊息，車長可按「**YES**」掣關閉訊息，下一站的到站提示會暫停更新。當巴士返回原路線後，報站機會返回自動追回報站。 若有需要，車長可按「＊」掣暫停自動報站，或按「**#**」掣轉用手動報站模式。	
備註	於需要時車長可按「Info」掣向乘客播放預計的特別訊息，特別訊息列表請參閱**附件七**，特別訊息只供有需要時使用，請避免騷擾乘客。 系統詳細使用自動報站系統方法，請參考**附件八「自動報站機 簡易使用方法」**。	

5.6 車內廣播系統

車內廣播系統可接駁上、下層廣播，此系統旨在方便車長必要時向車內乘客發出指示，使用時必須有禮，指示要清晰，說話要清楚明確不要太快 (但車長應先考慮使用自動報站系統內之預設特別訊息)。

5.7 車廂客燈開關安排

1. 在日光充足的情況下，毋須開啟車廂客燈；
2. 在進入隧道／有蓋巴士站內應開啟車廂客燈；
3. 當天色昏暗或車外光線不足時應開啟客燈行車；
4. 當駕駛設有兩級客燈光度的巴士，在公路上行駛時可調至較暗光度令乘客舒適，在需要上落客的路段則調至最光方便乘客上落；
5. 當巴士返回總站落客後，車長在離開車廂前，應關掉車燈（包括客燈及車頭燈）；
6. 若非營運行車，關掉車廂客燈。（於郊區較黑及狹窄路段私牌行車時除外）。

5.8 開啟頭門上客指引

於正常情況下，車長應開啟車頭兩邊閘門，方便乘客登車。但在下列情況，車長亦可只開啟左頭閘門上客：

- 有外勤督導人員發出指示；
- 需維持乘客登車秩序；
- 若開啟兩邊閘門會構成危險。

5.9 需要特別照顧的乘客

對於傷健人士、長者、兒童、孕婦及有需要人士使用巴士服務時：

1. 需給予充足時間及照顧；
2. 可降低巴士地台方便上落；
3. 開啟車頭兩邊閘門使右邊扶手可供乘客使用；
4. 有需要時勸喻乘客讓出優先座；
5. 儘量待乘客坐好始開動巴士。

車長如發現有視障人士在巴士站候車，應停定巴士，打開客門，向他說明自己所駕駛之巴士路線及方向，以便該視障人士能乘搭他所需要之正確路線。

輪椅乘客上車：

1. 如情況許可，應優先讓輪椅使用者及其最多一名陪同者登車；
2. 將巴士停靠於巴士站合適位置(部份巴士站設有獨立位置讓輪椅乘客登車，由於偏離正站，車長必須留意):

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- 令輪椅使用者安全地上車
- 方便輪椅使用者上車
- 有足夠空間，啟動及使用車上輪椅斜板;

3. 拉上手掣、空波及必須亮起壞車燈；
4. 按下車身降低掣將車身降至最低位置；
5. 開啟設置輪椅斜板之車門，離開駕駛室，以正確姿勢開啟輪椅斜板；(輪椅斜板之使用請參閱**附件九**)
6. 若輪椅乘客沒有陪同者，主動徵詢輪椅乘客同意，協助輪椅乘客上車(輪椅必須向前推動)、繳付車資；
7. 將輪椅擺放於指定位置 (可參考輪椅位置貼紙指示)；
   如由第三者協助推動輪椅，必須確定輪椅擺放於指定位置(可參考輪椅位置貼紙指示)；
8. 指示及確保輪椅乘客將輪椅上鎖；
9. 指示輪椅乘客扣上輪椅安全帶及側帶，如發現輪椅乘客不能自行扣上輪椅安全帶及側帶，需主動徵詢輪椅乘客同意並提供協助；



10. 詢問輪椅乘客落車地點，並告知輪椅乘客到站後會協助安排落車；
11. 提示輪椅乘客不可在行車期間移動輪椅；
12. 收起輪椅斜板，讓其他乘客上車，關閉車門，回升車身，繼續行車；
13. 經常檢視房鏡，留意該輪椅乘客之動態，同時應較柔順操控巴士；
14. 如輪椅停泊位置被乘客的物品佔用，須向乘客提出移開該物品，讓輪椅使用者使用該位置；
15. 大部份巴士只能容納一名輪椅使用者，如巴士上輪椅位置已被輪椅乘客使用，須禮貌地告知候車中的輪椅使用者等候下一班低地台巴士。
16. 公司已於巴士報站廣播系統設置訊息，勸喻其他乘客保持禮讓及騰出空間，讓輪椅乘客上、落巴士。車長有需要時可使用。

輪椅乘客下車：

1. 將巴士停靠於巴士站合適位置；
2. 拉上手掣、空波及必須亮起壞車燈；
3. 按下車身降低掣將車身降至最低位置；
4. 開啟設置輪椅斜板之車門，離開駕駛室，以正確姿勢開啟輪椅斜板；
5. 指示輪椅乘客將輪椅安全帶及側帶鬆開，如發現輪椅乘客不能自行鬆開輪椅安全帶及側帶，需主動徵詢輪椅乘客同意並提供協助；

6. 指示輪椅乘客將輪椅鎖鬆開；
7. 主動徵詢輪椅乘客同意，協助輪椅乘客下車 (輪椅必須倒後拉動下車) ；
8. 待輪椅乘客完全離開輪椅斜板後，收起輪椅斜板，關閉車門，回升車身，繼續行車。
9. 公司已於巴士報站廣播系統設置訊息，勸喻其他乘客保持禮讓及騰出空間，讓輪椅乘客上、落巴士。車長有需要時可使用。

若車長所駕駛之巴士並不設有輪椅設備：

1. 將巴士停於巴士站合適位置；
2. 拉上手掣、空波及必須亮起壞車燈；
3. 打開車門；
4. 友善地通知該名輪椅乘客此巴士並無裝設輪椅設備；
5. a. 如車長知悉以後班次之巴士設有輪椅設備，應建議該名輪椅乘客乘坐以後班次之巴士。
   b. 如車長不知悉以後班次之巴士是否設有輪椅設備，應建議該名輪椅乘客致電顧客服務熱線，以作安排。

兒童輪椅及由肢體弱能小孩使用之嬰兒車：

1. 身體殘缺兒童在戶外活動時使用，他們因體型較小不適合使用一般輪椅；
2. 車長須以一般處理輪椅乘客之程序，處理兒童輪椅及由肢體弱能小孩使用之嬰兒車；
3. 車長不應要求乘客摺疊手推輪椅。

5.10 處理攜帶單車或嬰兒車人士登車指引

請按照下列指引處理攜帶單車或嬰兒車登車之乘客：

	攜帶單車	**攜帶嬰兒車 (兒童輪椅及由肢體弱能小孩使用之嬰兒車按一般輪椅乘客之程序處理)**
1	只容許乘客攜帶已摺合及包裹好的單車登上巴士，以確保其他乘客的安全。	要求乘客於登車前將嬰孩抱起及把嬰兒車收摺起，以確保嬰孩及其他乘客的安全。若乘客有需要時，請給予適當的協助。
2	確保摺合之單車/嬰兒車在車廂內不阻礙通道或佔用座位。	
3	確保乘客已將摺合之單車/嬰兒車穩固地擺放好，不會影響行車安全或對其他乘客構成危險。	
4	協助輪椅使用者優先使用車廂內之輪椅位置。	
5	如車廂已不能安全地容納摺合單車/嬰兒車，或攜帶摺合單車/嬰兒車之乘客拒絕依從上述要求，車長有權因應實際情況拒絕該乘客登上或繼續乘搭巴士。	

在處理過程中，必須有禮貌及耐心向乘客解釋，如遇有困難或疑問，請致電控制中心尋求指示。

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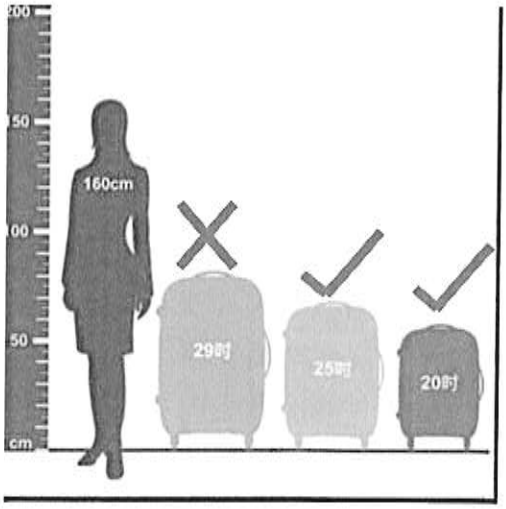
5.11 乘客攜帶行李上車



根據《公共巴士服務規例》，乘客可攜帶總重量不多於 5 公斤或總體積不多於 0.1 立方米的物件登上巴士，而攜帶上巴士的物件，不可佔用座位或阻礙通道；但可視乎該物是否阻礙車廂通道而作彈性處理。0.1 立方米的大小參考為 71 厘米(28 吋) x 56 厘米(22 吋) x 25 厘米(10 吋) ，即市面一般 25 吋或以下的行李喼均可攜帶上車。

駕駛機場 A/E/S/NA/N 線或深圳灣口岸 B 線時，在安全情況下，車長可酌情容許懷疑稍微超出限制之行李上車，以方便正常之旅客。車長亦可以因應車廂空間及行李架情況，拒絕攜帶大量或過大尺寸的行李登車。

當乘客攜帶行李上車，請禮貌提示乘客必須把行李安穩妥當地放置於行李架上。當行李架滿載，才因應車廂客量及行李量情況酌情容許乘客把行李妥善平放在輪椅區內(輪椅乘客有優先使用權)，大型行李不可搬到上層車廂。

5.12 禁止乘客攜帶上車之物品

當車長發現登車乘客攜帶有下列物件，請禮貌地指出該物件基於安全理由不可攜帶上車，若乘客要求退回車資，須提示乘客致電直接與顧客服務部聯絡及呈交員工報告描述事件(需說明乘客有否乘坐該程車)。

易燃物品： 如天拿水、油漆、汽油等《危險品條例》(第 295 章)所適用的物質或物品；
壓縮氣體： 如石油氣、雪種、噴髮膠等；
易碎物品： 如玻璃、魚缸、光管、電視機等；(如有包裹物保護則屬例外)
噴射工具： 如石屎槍、槍械等；(如有妥善包裝保護則例外)
長　　物： 如條狀物超過 1.2 米或尖銳物；
動　　物： 貓、狗、禽鳥等。(陪同失明人士乘車的導盲犬除外)

5.13 八達通之操作

為向乘客收取正確車資或提供轉乘優惠，車長必須確保：

- 八達通機的路線、方向與行車方向吻合 (尤其於駕駛循環線時必須清楚需轉方向之分站位置)；
- 沿途八達通已調校至正確的分段收費。可參考報站系統於轉分段收費/方向前發出連續 2 次「4 連音」的聲響提示。

私牌行車時八達通之操作規則如下：

- 開車前，必須使用員工八達通卡登入收費器(若因任何情況借用其他員工之公司卡，需向控制中心匯報)；
- 在駕駛期間，必須保持八達通收費器處於開機及已登入狀態；
- 駕駛該車完畢後，緊記登出八達通系統。

八達通收費器詳細操作請參閱**附件十**。

5.14 收取車資有關事項

1. 車長有責任檢查每位乘客上車時繳付足夠車資。因曾有乘客於登車時，試圖以模擬八達通響聲欺騙車長，藉以逃避繳付車資的事件，車長須從八達通收費器上監察交易狀況，以確保乘客已繳付適當車資；
2. 每位成人乘客免費攜同最多兩名不足四歲而不佔座位之兒童乘車；
3. 如乘客以現金或預付車票繳付車資，車長應指示乘客把款項或車票投進錢箱，絕不可接觸款項或車票(觀光巴士發售日票除外)，並每次按掣使款項跌入錢箱膽內；
4. 根據《硬幣條例》，乘客以現金繳付車資，可參考以下條款:
   甲、以面額不少於$1 的硬幣而言，所支付的款額不超逾$100；
   乙、以面額少於$1 的硬幣而言，所支付的款額不超逾$2；
5. 當遇有乘客拒付或短付車資時，必須先禮貌地提醒有關乘客繳付正確車資。若乘客仍然拒付或短付車資，車長需致電控制中心報告，並視乎實際情況繼續行車。除非涉及自身安全或得到控制中心同意，否則不可自行報警處理，以免影響其他乘客及班次。車長事後需儘快呈交員工報告，描述拒付 / 短付車資乘客之性別、年齡及外貌特徵，說明事發位置及當時之情況，以便公司跟進；
6. 八達通可再次拍卡時間為 5 分鐘，即乘客使用八達通卡繳付車資後，在少於 5 分鐘內再次於同一部八達通收費器拍卡，不會被扣除車資。而一般設有雙向分段收費之路線其八達通可再次拍卡享有回贈時間為 1 分鐘；
7. 任何情況下，當遇上乘客要求退回車資，車長不應作任何評論，只須提示乘客致電直接與顧客服務部聯絡及通知控制中心；
8. 當駕駛設有雙向分段收費之路線時，若乘客需享用雙向分段收費，車長需開啟前門方便乘客下車。

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5.15 員工証或乘車証登車

公司與九龍巴士(1933)有限公司及龍運巴士有限公司已轉用「個人八達通卡」作為員工証及家屬乘車証("証件"各款式樣另見人力資源部通告)，持証人可使用其証件免費乘搭上述各公司之專營巴士服務及城巴非專營路線 61R 及 88R，但不包括其他非專營路線服務，例如 TVB 專車服務等。各車長及督察於工作時須監察各持証人乘車時遵守有關乘車程序及規則，詳情如下：-

1. 証件只供持有人使用，車長於營運巴士時須監察持証人按程序出示証件及拍卡乘車(包括持臨時証而証上無附相片者)。持証人登車步驟如下：-

第一步： 向車長**展示**証件正面 (以不遮蓋証件四角為標準)	**第二步：** 以同一証件**拍向**八達通讀卡機直至聽到有效聲響，DDU 畫面會同時顯示「乘車証」字樣
	

2. 若持証人沒有做以上其中一個步驟，車長、站長或督察應拒絕持証人免費乘搭巴士；
3. 若發現持証人之樣貌與証件上相片有出入或有其他可疑地方，車長、站長或督察可要求持証人出示身份証明文件作核對。查核持証人之証件時，車長、站長或督察必須保持禮貌，基於保護個人資料及私隱，切勿公開宣讀持証人資料，抄寫証件或拍照作記錄。查核證實証件屬持証人後，需將証件交回持証人。若持証人持續作出不禮貌或騷擾行為，員工可向控制中心報告或報警求助；
4. 如証件與身份証明文件之姓名不符或持証人拒絕合作，應沒收有關証件並即時向控制中心尋求指示。員工事後需呈交員工報告及將沒收之証件交回公司處理，切勿將証件投入錢箱內。若無法沒收証件，員工需儘量憶述証件上之姓名或其他資料，事後呈交員工報告回公司處理。切勿將持証人之個人資料向無關人士披露；
5. 若持証人拍卡後，八達通讀卡機亮紅燈及發出特別聲響(此聲響與一般八達通卡失效聲響相同)，車長、站長或督察應要求有關人士繳付車資乘車，若持証人拒絕繳付車資，應即時向控制中心尋求指示。
6. 此外，公司亦會印發下列之「過膠」証件，持証人在符合條件下可免費乘搭本公司之指定路線：

証件類別	免費乘車條件	乘車程序
員工証 (兼職員工適用)	持証人可於當值期間及穿著公司制服下免費乘搭往返工作崗位之路線。	持証人需向車長展示証件之正面，無需拍卡。
限定路線乘車証	持証人只可免費乘搭城巴非專營路線 61R 及 88R	

5.16 政府 65 歲或以上長者及合資格殘疾人士公共交通票價優惠計劃

上述優惠計劃之基本細則及乘客誤用此計劃之處理方式如下。

合資格乘客：

- 65 歲或以上長者，必須使用長者八達通或個人八達通(以現金繳付車資不能享有以上優惠)；
- 合資格殘疾人士必須使用已加註「殘疾人士身份」的個人八達通；
- 12 歲以下合資格殘疾小童，須使用已加註「殘疾人士身分」的個人八達通。

識別享有此優惠之乘客：

- 八達通車長控制台，將顯示「長者」或「傷殘」或「傷殘小童」字眼及已扣取之 $2 車費；
- 讀卡器上，長者見到「長者」字眼，但殘疾人士不會見到「傷殘」兩字。兩者均顯示已扣取之 $2 車費；
- 長者及殘疾人士在成功拍卡時發出之音效均與現時小童/長者拍卡音效相同。

路線及分段：

- 所有城巴及新巴專利路線（馬場路線及 A 線除外）；
- 適用於任何全程及分段收費。

車長如何判斷殘疾人士身份：

- 殘疾人士個人八達通卡與一般個人八達通卡的外表一樣，但殘疾人士個人八達通卡必定印有持卡人的照片；
- 由於港鐵公司及八達通公司已經審核殘疾人士的身份，才簽發殘疾人士個人八達通卡，如車長不確定使用殘疾人士個人八達通卡的身份，只需禮貌地要求乘客出示其殘疾人士個人八達通卡，如卡上照片與使用人相同，則毋須再查究其殘疾人士的身份；
- 車長用詞必須小心，避免乘客誤會被殘疾歧視；

車長如何處理誤用優惠計劃之乘客：

- 若發現有乘客錯誤使用長者或殘疾人士八達通，請禮貌地要求該乘客以現金補回應付之車資差額(放入錢箱)，及記錄該乘客所使用之八達通號碼、路線、方向、分段及拍卡時間，以員工報告方式交回公司處理。

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5.17 城巴港島路線及深西快線 60 至 64 歲乘客平日半價及假日優惠車資

由政府資助之 65 歲或以上長者及合資格殘疾人士公共交通兩元票價優惠計劃實施後，60 至 64 歲之乘客若繼續使用長者八達通（一般綠色八達通）繳付車資，會被視為此計劃的受惠對象而一律扣減兩元車資，故 60 至 64 歲之乘客，不可再使用長者八達通繳付城巴車資。因此，60 至 64 歲之城巴乘客需作下列繳付車資的安排：

平日半價車資優惠

60 至 64 歲之乘客若要在平日(非星期日及公眾假期)享有半價優惠乘搭城巴港島路線及深西快線(過海及馬場路線除外*)，可選擇使用個人八達通或現金繳付車資。若發現有 65 歲以下之乘客錯誤使用長者八達通，請禮貌地要求該乘客以現金補回應付之車資差額(放入錢箱)，及記錄該乘客所使用之長者八達通號碼，以員工報告方式交回公司處理。

星期日及公眾假期兩元車資優惠

城巴仍會特別為 60 至 64 歲之乘客提供星期日及公眾假期兩元乘搭港島路線及深西快線（過海及馬場線除外*）之優惠，車費計算方法與政府計劃相同，但必須使用個人八達通繳付車資，以免有關車資優惠被計算入政府資助的優惠內。若發現有 65 歲以下之乘客錯誤使用長者八達通，請記錄該乘客所使用之長者八達通號碼，以員工報告方式交回公司處理。

不提供 60 至 64 歲長者乘客優惠的路線如下：城巴路線 260、314、347、629 系、所有過海路線、馬場路線、北大嶼山對外路線(E 線)、城巴機場快線(A 線)、迪士尼樂園快線(R 線) 及所有新巴路線。60 至 64 歲之乘客使用個人八達通乘坐此等路線將自動扣除成人車費。

5.18 城巴非專利第一城居民巴士服務優惠車資

1. 長者優惠

   政府資助 65 歲或以上長者及合資格殘疾人士公共交通兩元票價優惠計劃，不包括城巴非專營之第一城居民巴士服務及僱員服務。但城巴第一城居民巴士服務仍會繼續為 60 歲以上之長者乘客提供以下車資優惠：

   平日半價車資優惠

   60 歲以上之長者乘客在平日(非星期日及公眾假期)可享有半價優惠乘搭城巴第一城居民服務路線 61R 或 88R，可選擇使用八達通或現金繳付車資。

   星期日及公眾假期兩元車資優惠

   使用長者八達通（一般綠色八達通）或個人八達通繳付車資之 60 歲以上長者，在星期日及公眾假期仍可以兩元乘搭城巴第一城居民路線 88R。以現金繳付車資的乘客則不能享有以上優惠，需要繳付半價車資。

2. 學童優惠

   持有有效沙田第一城學童乘車証(由本公司發出)的學童，乘坐路線 61R 或 88R 時，可獲半價優惠。惟持証學童必須以現金繳付車資，不得以小童八達通卡付款，否則須以現金再次繳付車資，多收款項概不退回。

5.19 指定客戶優惠車資

1. 「機場員工乘車優惠計劃」適用路線如下：

城巴機場快線	A10, A11, A12, A20, A21, A22, A29, A29P
深宵特快路線	NA10, NA11, NA12, NA21, NA29
通宵路線	N23, N26, N29

機場員工於登車時需向車長出示個人持有之「機場員工個人八達通卡」以茲証明(如下圖示)，每証一人 (恕不接受臨時八達通卡/ 個別公司發行之証件/ 以任何制服作識別)；



2. 卡上資料(相片及名字)必須清晰，車長有權拒絕資料不全的持卡人享用優惠車資；
3. 車長確認乘客身份後，按八達通機「員工優惠」掣轉至合適員工車資；
4. 機場員工必須以其「機場員工個人八達通卡」繳付車資 (不接受現金)。

5.20 提醒乘客行入車廂

當乘客聚滿車頭部份但巴士仍未客滿時，車長應當儘力勸喻乘客行入車廂後方及站於黃線以後。若通過潛望鏡/視像系統發現上層尚有空置座位，亦可提示乘客往上層就座。車長可善用報站機的特別訊息向乘客作出提示。當車上已載滿乘客，你需顯示「客滿」牌，讓在站候車之乘客知悉。

5.21 提醒乘客上層及梯級禁止站立

為確保行車安全，如發現巴士上層或梯級有乘客站立，必須禮貌地請乘客返回下層。車長可善用報站機的特別訊息。

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5.22 巴士內禁止吸煙

根據《吸煙<公眾衞生>條例》，車長及乘客任何時候(包括私牌時)禁止在巴士上吸煙。若發現巴士上有乘客吸煙，車長須：

1. 有禮貌地向該名乘客解釋巴士是法定禁止吸煙區，不可在巴士上吸煙；
2. 有禮貌地勸喻該名乘客弄熄燃點着的香煙；
3. 若該名乘客拒絕弄熄燃着的香煙，有禮貌地勸喻該名乘客離開巴士；
4. 若該名乘客拒絕上述 (2) 或 (3) 項時，有禮貌地通知該名乘客會召喚警務人員協助；
5. 若該名乘客仍不合作，召喚警務人員協助。

此外，根據《禁煙條例》，員工切勿在巴士總站禁煙區及員工休息室內違例吸煙。任何人士於禁煙區內吸煙或携帶燃著的香煙、雪茄或煙斗，執法人員有權向違例者發出定額罰款通知書。

5.23 失物處理注意事項

1. 根據《公共巴士服務規例》，車長在切實可行範圍內須儘量立即搜查該巴士，以尋找任何意外地留在巴士內的財物，並須儘快(無論如何亦須在 12 小時內)將該財物，以他獲得該財物的管有時該財物的狀態，交予有關的專營公司或該專營公司授權接收該等財物的該專營公司的僱員。
2. 切勿把失物放進錢箱；
3. 若車長拾獲失物，於到站後須立刻交予當值站長或督察處理，當面點算清楚無誤後，拾獲人須在表格上簽署。如未能遇上站長或督察，車長須自行致電控制中心，並按指示填寫表格。到達總站後未有即時向公司匯報而被發現藏有乘客失物，將被視作盜竊行為；
4. 車長可向站長或督察查詢失物編號以作記錄；
5. 貴重物品 或 帶有危險性物品(例如電油、武器、便攜式石油氣)，由控制中心安排督察儘快處理；
6. 員工應禮貌及誠懇地處理乘客對失物的查詢；
7. 前線員工 不可以 自行聯絡失主領取失物；
8. 如在站有失主認領，必須先通知控制中心，並清楚核對失主身份證後要求對方簽署確認；
9. 無人認領食物、飲品或植物之失物應於每晚 12:00 時獲得控制中心批准後銷毀，不須送回廠；可腐壞及發出異味的物品可於獲得控制中心批准後即時棄置 (已經風乾或防腐處理之食品必須交回公司) ；其他無人認領失物必須每晚由督察送交所屬車廠。不可以寄車或由收工員工轉交。有異味的失物須分開處理及傳遞至廠、控制中心或客戶服務部，以免影響其他失物；
10. 而公司與員工代表及工會商討後得到共識，逾期無人認領的失物或變賣後的款項，會以新巴/城巴失物基金之名義捐贈作慈善用途；

6. 處理突發事件

處理突發事件時必須以安全為第一考慮，並將對乘客構成之不便減至最低。
如遇任何緊急事故，請在安全情況下儘快向控制中心報告。
城巴營運壹部：2136 2422
城巴營運貳部：2136 2432
新巴營運部　：2136 2222　(新巴壞車熱線：2136 2323)

6.1 車輛發生火警指引

1. 通知乘客，並呼籲乘客鎮定；
2. 亮起壞車燈，儘可能將巴士駛靠路邊停車；
3. 拉上手掣，空波，將所有車門打開，熄掉引擎及電池總掣；
4. 立刻指示及引領所有乘客，利用適當的逃生門離開巴士；
5. 待所有乘客離開車廂後，在安全情況下檢查上下層車廂，以確定是否有乘客受困；
6. 了解乘客受傷情況；
7. 在安全情況下，嘗試利用滅火筒滅火 (引擎起火時切勿打開尾冚，必須從孔穴射入滅火劑)；
8. 若火勢不受控或有人受傷，致電報警，再通知控制中心簡報情況；
9. 留守現場，安撫乘客，等候救援人員到場，主動向救援人員提供資料，並協助公司督察及警方調查；
10. 安排相關乘客過車；
11. 事後儘快向公司呈交「交通/車輛事故--車長報告」。

若經過隧道途中前面的車輛發生火警

1. 車長應在安全距離下停車，亮著危險警告燈號，切勿企圖超越雙白線爬頭，避免進一步引起交通混亂；
2. 通知乘客前面有火警發生，呼籲乘客保持冷靜，指示乘客儘量留在車上，車長應該留下陪伴乘客及等待隧道職員指示；
3. 萬一需要離開車輛時，車長或乘客如非必要不可自行打開管道之分隔門，因隔鄰管道可能仍有車輛行駛，易生危險；
4. 在隧道職員到達前亦不要自行沿壁行出隧道，因此舉會令巴士無人駕駛，阻礙隧道及阻礙消防車埋位展開救援工作。

6.2 涉及其他車輛包括巴士及/或有人受傷之交通意外處理

當遇有交通意外時，在安全情況下儘快停車，即時檢查是否有人受傷及損毀情況，如有需要及情況許可儘快用相機拍下現場情況，立刻通知所屬控制中心。交通意外可分為三種，其處理程序如下：

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1. 輕微事故 (無人受傷及不涉及政府公物)
   - 車長應儘量駛近路旁待公司督察到場影相及調查，以免阻礙交通；
   - 從貼於肇事車輛擋風玻璃之行車證上，取得所涉及車輛之登記號碼；
   - 找尋目擊證人及儘量記錄其個人資料包括姓名及聯絡電話等；
   - 取得以下資料：如肇事車輛之款式、損毀程度和位置，他方司機之駕駛執照與個人資料包括姓名、駕駛執照編號及聯絡電話等，以便填寫「交通/車輛事故--車長報告」；
   - 切勿與第三者在路面上爭吵而阻礙交通；
   - 如有需要，安排過客(參閱 6.7)；
   - 一切有關賠償問題，須交由公司保險部處理；
   - 必須在事發後 48 小時內填寫「交通/車輛事故--車長報告」，交回所屬營運部有關之負責人。拖延遞交會影響有關投案及賠償事宜，有關員工將受紀律處分；
   - 除非有公司之特別指示或只涉及本公司車輛，否則所有輕微損毀之意外須於現場報案。如公司指示於 24 小時內到警署報案，車長需於報案後儘快向公司報告有關詳情，如警署名稱，報案編號等。

2. 有人受傷 或 車輛嚴重損毀及涉及政府公物
   - 立即將車輛停於肇事地點，未經警務人員許可，不得移動車輛 (為了拯救生命，撲滅火警，或任何緊急情況而將車輛移動除外)。《道路交通法例第五十七條》；
   - 如有人受傷，車長須立即撥 999 報警及召喚救傷車，並立刻通知控制中心要求協助；
   - 從貼於肇事車輛擋風玻璃之行車證上，取得有關車輛之登記號碼；
   - 取得有關資料，如肇事車輛之款式、損毀程度和位置，他方司機之駕駛執照與個人資料包括姓名、駕駛執照編號及聯絡電話等，以便填寫「交通/車輛事故--車長報告」；
   - 儘力找尋目擊證人及記錄其個人資料包括姓名及聯絡電話等。記錄傷者之個人資料包括姓名、性別、年齡、聯絡電話及受傷部位。所有資料須於「交通/車輛事故--車長報告」內填報。而車長在警方要求下亦須提供有關資料；
   - 切勿與第三者在路面上爭吵而阻礙交通；
   - 留守現場，協助現場交通警員及公司之督察調查意外，並聽取指示；
   - 各車長必須記錄到場處理之警員編號及報案編號於功課紙上；
   - 向到場的督察報告事發經過；
   - 如情況許可，安排過客(參閱 6.7)；
   - 車長不可與傷者及其親友或傳媒對該交通意外討論案情或提供責任意見。一切事後跟進會由公司負責。如有關人士與車長聯絡，亦須將其轉介至公司有關部門處理；
   - 在事發後 24 小時內，填寫「交通/車輛事故--車長報告」及連同簽署之通告及授權書交回所屬營運部。故意拖延遞交報告及文件之員工將受紀律處分。

3. 只涉及車內乘客受傷
   - 若乘客在車內跌倒、發生碰撞或被車門夾到等事故發生，車長應即時向乘客查詢有否受傷、是否需要報警及召喚救傷車；
   - 如乘客表示有受傷但無需要報警或召喚救傷車，車長仍需致電控制中心報告有關事件及按指

示於收工後往警署備案。如乘客表示有需要，車長於報警後應立即致電控制中心報告及留守現場等候有關人員前來處理；

- 如有需要，安排過客(參閱 6.7)；
- 事件未妥善處理之前，切勿開車離開現場；
- 必須在事發後 24 小時內，填寫「交通/車輛事故--車長報告」，及連同簽署之「通告」及「授權書」、交回所屬營運部之負責人。

賠償事宜：

1. 如交通意外中有任何人受傷，一切賠償問題須交回公司保險部繼續跟進；
2. 如在場之公司督察確認交通意外中無任何人受傷，他方車輛之車主或司機願意賠償本公司之損失，督察可按損毀情況及公司賠償價目表列出之金額向他方車輛之車主或司機收取現金不多於 $3,000 以作賠償和解。注意，車長不能直接收取他方賠償；
3. 督察未能根據公司賠償價目表定出損毀賠款金額或他方車輛之車主或司機不願意賠償列出之金額時，一切賠償問題須交回公司保險部繼續跟進；
4. 在任何情況下，車長都不能向他方直接或間接承認意外之責任，或作出承諾任何賠償安排。否則公司若因此而喪失追討權利，或被他方追討賠償，有關員工將受嚴重紀律處分。一切賠償問題須由公司保險部處理。

交通事故報案/落口供/投訴對方/上庭之安排：

車長於工作期間涉及交通事故而需報案、落口供、投訴對方及上庭等各種事項之安排方法如下：

1. 報案/備案

   發生傷人之交通事故，必須即時現場報警處理。若車長與警方在該事故處理完結後仍需駕駛巴士回廠，無論責任誰屬，車長都會獲發工時至巴士返抵車廠。

   若車長與警方在該事故處理完結後毋須駕駛巴士回廠而當時亦已超過更份簽到時間，當日之工時將會按事件之責任而決定。

   - 若屬車長過失(根據優質服務部就事故報告作出評估)，該天之工資會以更份簽收工時為上限；
   - 若屬對方過失，該天之工資會以車長與警方處理完結事故後之時間計算。負責處理事故之督察會於功課紙上列出車長離開時間及簽署作實，以便日後計算；
   - 若交通事故無即時報警處理，車長須於收工後以私人時間在合理切實可行的範圍內儘快往最近的警署備案（但必須在事發後 24 小時內）。

2. 被警方邀請到警署落口供

   - 如該事故乃對方責任（根據車長及督察之交通事故報告作出評估），落口供之時間會以工作時間計算，實報實銷；
   - 如該事故乃我方車長或雙方責任，車長須以自己休班時間前往落口供。

3. 公司指令車長到警署投訴對方

   公司會根據車長及督察之交通事故報告作出責任評估，如有需要公司會指令車長代表車主即公司往警署投訴對方。有關之時間會以工作時間計算，實報實銷。不遵從公司指令者會被紀律處分。

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4. 上庭
   - 若員工是被告，員工需以自己時間出庭；
   - 若員工是控告對方證人，則出庭時間會以工作時間計算。

其他事項

1. 員工須儘快向營運部提交所有有關交通事故之文件副本，以便公司存檔或作出跟進；
2. 遇事車長必須就事故之所有有關查詢（包括口頭及文件）即時經營運部轉介公司有關部門處理，切勿自行回覆；
3. 當接獲任何通知須要到警署提供資料，可與保險部聯絡，以便於得到有關之資料及文件；
4. 若車長接獲有關交通事故之法庭傳票或其他一切法律文件，必須交回公司保險部處理。若有需要，可通過保險部向公司申請法律協助或給予意見。公司律師會考慮個案的特質而決定會否提供法律協助；
5. 除有關警員或公司處理該事故之人員外，不可向外界透露或評論有關該交通意外事故；
6. 如有任何賠償問題，可於辦公時間內致電 2136-2235 / 37(新巴)或 2136-2837 / 2871(城巴)查詢。

6.3 接獲投訴懷疑車內發生之刑事案件 (如非禮、扒竊等)

1. 將車停在路旁不阻礙交通的位置；
2. 致電報警；
3. 通知控制中心簡報情況；
4. 通知所有乘客暫時不容許離開車廂；
5. 留守現場直至督察或警員到場處理；
6. 事後儘快向公司呈交報告。

6.4 與乘客或其他道路使用者發生爭執

1. 將車停在路旁不阻礙交通的位置；
2. 通知控制中心簡報情況；
3. 如不涉及人身安全，在控制中心同意下方可報警求助；
4. 如未能解決事件，安排過客(參閱 6.7)及留守現場直至督察或警員到場處理；
5. 事後儘快向公司呈交報告。

6.5 乘客不適

1. 以乘客生命安全為優先考慮，初步了解乘客身體狀況；
2. 如情況危急，優先將車停泊在安全的位置及報警求助；
3. 如情況許可，將車駛至巴士站再報警求助；
4. 通知控制中心簡報情況；
5. 如有需要安排過客(參閱 6.7)。

6.6 車身損毀、機件問題/故障

1. 車長如發現車身有花痕或損毀，必須立刻依照以下程序處理：
   a. 立即親自致電在場站長/督察或控制中心報告，查詢是否舊痕/舊損毀；
   b. 若沒有紀錄，應當場請求督察/站長鑑定是否新痕/新損毀後向控制中心報告。如在沒有督察/站長當值的車廠/站頭，概由控制中心發出處理指示；
   c. 如確定為新痕/新損毀，控制中心會因應情況追查上手車長，指示上手車長填寫「交通/車輛事故」報告。

2. 巴士機件問題/故障
   a. 巴士出現風壓不足
      當出現風壓不足時，要進行『叉風』及檢查腳掣/手掣是否有漏風現象，車長應熟習『叉風』正確步驟：先拉緊手掣，按下「空波」。待慢速中之引擎將空氣壓進制動氣缸中。在引擎已熱身之情況下，可以將油門踏下至引擎中速，加快叉風。待「低風壓警告燈」熄滅及風壓錶顯示有足夠風壓時，始可開車行駛。在叉風過程中應注意噪音及廢氣排放，切勿影響他人。富豪車種於風壓不足時保險掣 (俗稱「冬菇掣」) 會彈起，於叉風後需按下保險掣才可行駛；
   b. 當波箱油溫警告響起，須入「空檔」待波箱自行降溫。波箱溫度回落，可試再次行駛，但若波箱油溫警告再次響起，應在安全而不阻礙交通的情況下停車，切勿再次行駛；
   c. 當巴士機件出現嚴重故障，在一般情況下，錶板上會出現紅色警告燈或「STOP」的字樣(適用於較新型號巴士)。車長必須在安全情況下儘快停車(儘量不阻礙交通)，應先嘗試重新啟動引擎；
   d. 行駛中巴士的引擎突然熄掉
      車長應保持鎮定，留意道路環境，在安全及可行之情況下，採取下列措施：
      - 亮起危險警告燈 (壞車燈)；
      - 緩緩降低車速，儘量將巴士靠左行駛，在一個安全合適之位置停車；
      - 制動系統在引擎熄掉之情況下仍會維持正常操作，車長需要留意錶板儀上之低風壓警告。若低風壓警告啟動，即表示腳掣剎車效能會開始下降，車長需要儘快在安全情況下停車；在引擎熄掉之情況下，車長需要使用比正常較大的力度操控軚盤。

   若採取以上處理方法或重啟巴士後情況沒有改善，必須儘快聯絡壞車熱線(新巴)或控制中心(城巴)尋求指示。在致電求助時，應提供姓名、員工編號、字軌編號、巴士編號、準確壞車地點、乘客人數及準確地說出故障情況。若確定巴士無法繼續行程，在安全情況下安排乘客轉乘其他車輛(參閱 6.7)，完成後須留守車廂等候工程部人員到來或上級指示方可離開車廂。如巴士不能即時維修，車長或需協助駕駛巴士回廠。

3. 機件輕微故障/問題
   當巴士機件出現輕微故障，在一般情況下，錶板上會以黃色警告燈顯示，亦即情況沒有對車長、乘客及其他道路使用者構成即時性危險或嚴重影響公司之服務，車長請於完成車程後向壞車熱線(新巴)或控制中心(城巴)報告，以便工程部備悉；另外，當引擎冷卻水位警告響起，切勿自行打開水箱蓋及加水。

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4. 車廂設備故障

a. 錢箱故障

1. 嚴禁車長對錢箱作出任何干擾；
2. 若錢箱頸出現可疑異物或有其他物品落入錢箱內，必須即時通知控制中心；
3. 若錢箱口出現阻塞，請依照以下步驟
   - 重複按錢箱掣；
   - 如情況沒有改善，繼續營運，回總站後即時通知站長或控制中心；
   - 站長或督察處理後若仍未改善，安排巴士回廠。

b. 八達通收費器故障

1. 如行車途中八達通收費器發生故障，車長應儘快於安全位置將巴士停下並將八達通收費器關掉，再重複開機步驟；
2. 若重新啟動無效，車長應即時通知控制中心尋求指示；
3. 按公司規定，當個別八達通收費器於行車時未能提供服務，持八達通卡的乘客可免付車資，以現金繳付的乘客則仍需付款。但若是八達通系統出現大規模故障，公司會發出公告要求所有乘客必須以現金繳付車資。

c. 電子牌故障

1. 如於班次開出前發現電子牌故障或未能清楚顯示路線資料*，須通知壞車熱線(新巴)或控制中心(城巴)，並於擋風玻璃左下方展示 A3 尺寸臨時路線牌或/及目的地顯示牌；
2. 車長在行車途中如發現電子牌運作不正常，須於合適之巴士站位置停車檢查電子牌是否可恢復正常運作。車長可嘗試先死火、關掉電池總掣，並等候數秒再重新著車。若仍未能正常顯示，需繼續營運至總站，並於沿途各站提示乘客所營運之路線。於抵達總站後，須通知壞車熱線(新巴)或控制中心(城巴)，若仍須繼續使用該車營運，亦須於擋風玻璃左下方展示臨時路線牌或/及目的地顯示牌。

*未能清楚顯示路線資料之例子如下

(1)



(2)



(3)



d. 報站系統或多媒體廣播系統(MMOB)故障

當系統之顯示、聲浪或操作出現不正常情況，於抵達總站後，車長需向壞車熱線(新巴)或控制中心(城巴)報告。若系統發出的不正常聲浪會嚴重滋擾乘客，請在安全情況下儘快向壞車熱線(新巴)或控制中心(城巴)尋求指示。

e. 閉路電視故障
如上層閉路電視無影像，車長未能監察上層情況，於抵達總站後，車長需向壞車熱線(新巴)或控制中心(城巴)報告，立即停用該車，儘快安排回廠維修。若車輛其他閉路電視鏡頭故障，報告後可繼續營運。

6.7 過客之程序

1. 向控制中心報告乘客人數、地點及方向，聽取當值員工指示。在得到控制中心或新巴壞車熱線的指示下，才安排下列之過客程序。如有需要可利用公路電話求助；
2. 車長應禮貌地向乘客解釋車輛停頓原因及儘量安撫乘客情緒；
3. 車長應通知乘客在車上等候過客，指示乘客切勿離開車廂(緊急疏散情況例外)，免生危險；
4. 於快速公路上或隧道管內壞車，不可單獨處理過客，車長應留守壞車地點等候督察、警方或公路管理公司職員到場協助過客(緊急疏散除外)；
5. 於安全情況下，車長才可讓乘客離開車廂轉乘其他車輛。於情況許可下，聯同後車共兩名車長一起協助維持乘客過車秩序。如現場環境難於控制，可待交通警員或公路管理公司職員到場後，始行過客；
6. 後車到達後，先評估後車餘下之載客量，才安排合適數量的乘客下車，以免乘客站立在公路旁；
7. 禮貌地通知乘客轉車安排，並提醒乘客取回隨身物品；
8. 若路線設有八達通雙向分段收費，須先提示欲享有該優惠之乘客於原車八達通機再次拍卡，才安排過客，車長請同時提示後車車長留意已拍卡享有該優惠之乘客，並於有需要時提示乘客落車；
9. 車長應儘量安排乘客免費轉乘新巴或城巴相同性質路線之車輛。如需過客於其他專利巴士公司(如九巴，龍運等)，對方車長不可向過車之乘客收取任何車資。車長必須記錄乘客 (成人/半費) 數目、時間、地點、對方路線、應付車資、對方車號或車牌號碼及對方車長姓名。回總站後向站長報告及填寫過客紀錄，方便公司日後跟進。
10. 路線牌保持顯示行駛中的路線，以便同線或同站之巴士協助，直至過客完畢始改為顯示「暫停載客」。

如車長遇見同線同向或同站同向之巴士不能繼續開行時：
1. 在安全情況許可下，協助接載壞車之乘客；
2. 在安排乘客過車時，應將車停在壞車的前方進行，以確保乘客安全；
3. 無需向乘客收取車資；
4. 如壞車屬於其他專利巴士公司，車長須立刻記錄乘客(成人/半費)數目、上車時間、地點、對方路線、車資、車號、車長姓名，向站長報告及填寫過客報告；
5. 公司會向有關之巴士公司直接收取車資。

6.8 行錯路及突發改路

若駕駛中途行錯路，應保持鎮定並採取以下措施：
1. 繼續在錯誤的路線上行駛，逐漸減慢車速，切勿急速扭軚或避免緊急煞車，留意路面障礙或半空懸掛物，儘快將巴士停於安全地方；

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2. 即時致電控制中心作出報告，如載有乘客，車長需向乘客禮貌地解釋；
3. 若熟悉該區路面，車長於通知控制中心後，可於安全情況下儘快駛回原有路線；
4. 若不熟悉該區路面，車長必須把巴士繼續停於安全及不影響交通的位置，致電控制中心尋求指示及等候協助，絕不可自行找路；
5. 到達總站後，車長需再致電控制中心，以作記錄；
6. 車長需於 24 小時內向營運部提交員工報告解釋事故；

因一時大意而行錯路，並不算嚴重過失。反之，強行倒車或急速扭軚可能造成嚴重後果，故車長無需勉強作出糾正或刻意隱瞞。若對行車路線存有疑問，車長應儘早致電控制中心尋求指示。

若駕駛中途發現道路封閉而需要突發改路，應保持鎮定並採取以下措施：

1. 車長必須把巴士停於安全及不影響交通的位置，致電控制中心尋求指示，如載有乘客，車長需向乘客禮貌地解釋；
2. 若現場有警員指揮交通，應遵從警員的指示，但如發現該改道後之道路不適合巴士行駛，應停於安全及不影響交通的位置，致電控制中心等候協助，絕不可強行通過；
3. 到達總站後，車長需再致電控制中心，以作記錄。

6.9 巴士上發現嘔吐物或排泄物

當在駕駛途中發現巴士內有嘔吐物或排泄物，如情況許可及乘客接受可繼續行程，提醒乘客與嘔吐物或排泄物儘量保持距離，於返回總站後要求清潔員工作出清理及消毒。若總站不設清潔員工，儘快向壞車熱線(新巴)或控制中心(城巴)報告。如情況不容許繼續行程，在到達下一個巴士站後，向壞車熱線(新巴)或控制中心(城巴)報告，並安排乘客轉乘其他車輛(參閱 6.7)。

6.10 可疑物品處理指引

可疑物品有以下其中一種或多種特徵：

- 有警告字眼或標誌（如炸彈或生人勿近）；
- 有電線外露；
- 有電池；
- 有燈號；
- 有按鈕或計時器。

介定為可疑物品後之處理方法：

- 千萬不可再觸摸或移動該物品；
- 不要用物件遮蓋可疑物品；
- 不可在該物件 25 米範圍內使用無線電通話器或手提電話；
- 立即疏散附近之人士離開至 100 米之外；
- 在 25 米範圍外致電報警及致電控制中心或上司報告；
- 在警察到場前，不可讓任何人士走近可疑物品。

行車時乘客告知發現可疑物品之處理方法：

- 立即靠近路邊停車，如在隧道管道內或大橋上，則繼續行車至隧道管道外或過了大橋後才停車；
- 勸喻乘客保持冷靜及暫時切勿使用手提電話；
- 根據上述介定可疑物品之方法，確定乘客所指的是否可疑物品；
- 介定為可疑物品後，依照上述可疑物品之處理方法處理。

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7. 行政措施/程序

7.1 總站及控制中心電話用途

總站及控制中心之電話只供內部車務運作使用，員工在任何時候若遇上突發事故或客人查詢，不應向客人透露總站或控制中心電話號碼或將電話轉交予客人與控制中心職員對話。如客人有任何投訴、查詢或意見，員工應禮貌地通知乘客致電公司顧客服務專線 (新巴 2136 8888 / 城巴 2873 0818)，由顧客服務部同事處理。若客人拒絕致電顧客服務專線，在客人同意下將客人聯絡資料及意見交回公司。

7.2 巴士視像錄影監察系統使用政策

巴士視像錄影監察系統使用政策如下：

1. 張貼告示
   裝有視像錄影系統的巴士，會於當眼處張貼告示。
2. 錄像資料
   視像錄影系統將就巴士車廂及巴士車身外圍進行錄影。
3. 使用錄像資料守則
   - 3.1 裝設視像錄影系統的目的是用作提升服務質素及協助事件調查。
   - 3.2 錄像資料之保留
     1. 錄像資料將保存在錄影系統的記憶硬盤內，須經下載才可查閱。
     2. 未經下載的錄像資料會於約1星期後被新資料取代(確實保存時間視乎記憶硬盤之容量及每天新增之錄像資料量)。
     3. 經下載而其後確定毋須進一步跟進的錄像資料，公司將予以銷毀。
   - 3.3 錄像資料之下載
     1. 除因3.1所述的目的外，公司不會從錄影系統的記憶硬盤下載錄像資料。
     2. 如需下載，助理營運經理或以上職級人士所授權的員工會於有關申請獲批准後3個工作天內，到相關巴士下載錄像資料，並送回營運經理處理。
   - 3.4 要求下載及查閱錄像資料申請之批核
     1. 公司寫字樓員工執行職務所需 – 須由助理經理級或以上人士批准；
     2. 為公司提供保險調查或法律意見之非公司人士 – 須由總監級或以上人士批准；
     3. 員工如欲查閱有關他個人的錄像資料，或要求公司提供有關複本，必須於資料攝錄日期起計5天內，以書面向營運經理提出申請。如有關錄像未有記錄其個人資料，或該錄像涉及其他人士之個人資料，則除非有關當事人給予訂明同意，本公司將拒絕申請；
     4. 在《個人資料(私隱)條例》下有關豁免條文可應用或資料當事人給予訂明同意的情況下，公司會向第3方(包括執法機構)提供錄像資料；

5. 根據上述(3)及(4)項提出的申請，無論獲批准與否，公司都會因應欲查閱資料多寡及處理程序，收取適度的行政費用。公司或會因應公司對相關事件的立場而減免收費。

4. 有關上述政策的查詢，請聯絡所屬部門經理。

7.3 使用巴士行車紀錄儀資料守則

1. 行車紀錄資料之保留
   - 行車紀錄資料將保存於公司電腦伺服器內。
   - 行車紀錄詳盡資料只會保留3個月。節錄資料會保留較長時間。
2. 前線員工及外界人士要求查閱行車紀錄資料申請之批核
   - 前線員工及執法部門 – 須由助理經理級或以上人士批准；
   - 為公司提供保險調查或法律意見之非公司人士 – 須由總監級或以上人士批准；
   - 負責員工會於有關申請獲批准後3個工作天內，從公司電腦伺服器取得有關資料，然後安排交予申請人。
   - 所有申請無論獲批准與否，公司都會因應欲查閱資料多寡及處理程序，收取適度的行政費用。公司或會因應公司對相關事件的立場而減免收費。
3. 有關上述政策的查詢，請聯絡所屬部門經理。

7.4 車長使用個人錄像攝錄器(車 CAM)應注意事項

由於公司已在所有巴士上裝置錄像攝錄器，故並不鼓勵車長使用個人錄像攝錄器(車 CAM)。若車長在巴士上使用個人車 CAM，須自行承擔觸犯《個人資料(私隱)條例》之責任。

《個人資料(私隱)條例》適用於任何收集、持有、處理或使用個人資料的人士，而有關人士須遵守下列六項保障個人資料之原則：

1. 收集目的及方式
   - 資料使用者須以合法和公平的方式，收集他人的個人資料，其目的應直接與其職能或活動有關；
   - 須以切實可行的方法告知資料當事人收集其個人資料的目的，以及資料可能會被轉移給哪類人士；
   - 收集的資料是有實際需要的，而不超乎適度。
2. 準確性、儲存及保留
   資料使用者須採取切實可行的步驟以確保持有的個人資料準確無誤，而資料的保留時間不應超過達致原來目的的實際所需；
3. 使用資料原則
   除非得到資料當事人自願和明確的同意，個人資料只限用於收集時述明的目的或直接相關的目的；
4. 資料保安原則
   資料使用者須採取切實可行的步驟，保障個人資料不會未經授權或意外地被查閱、處理、刪除、喪失或使用；

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5. 公開政策原則
   資料使用者須採取切實可行的步驟來公開其處理個人資料的政策和行事方式，並交代其持有的個人資料類別和用途；
6. 查閱及改正原則
   資料當事人有權要求查閱其個人資料；若發現有關個人資料不準確，有權要求更正。

為減低觸犯《個人資料(私隱)條例》之風險，在巴士上使用個人車 CAM 應注意下列事項：

- 裝設個人車 CAM 目的只能為若遇上交通事故/路面爭執等作事件調查之用，個人車 CAM 的鏡頭應對向車頭前方及錄影車前環境，不應攝錄車內乘客動態；
- 個人車 CAM 應放置在當眼地方，清楚讓可能被攝錄之人士知悉；
- 錄像資料須適當處理，若毋須使用，有關錄像資料應立即銷毀。
- 錄像資料只供上述收集目的之用，切勿將該等資料片段播放或提供予他人觀看、轉寄或上載至社交群組或網絡平台。

7.5 車務員工處理他人之個人資料守則

各員工於日常工作中有機會接觸其他人士的個人資料(例如個人的姓名、電話號碼、地址、身份證號碼、相片)。所有員工當處理他人的個人資料時務須提高警惕，確切遵守有關《個人資料(私隱)條例》，並採取有效的保安措施，確保個人及敏感資料受到保障，當中包括員工、乘客、承辦商、以及交通事故所涉及人士的資料。

當員工處理他人的個人資料時必須遵守下列各點：

1. 如非實際需要，不可收集他人的個人資料；所收集到的資料足夠便可，而不應超過有關目的之實際需要；
2. 他人之証件不可拍照或影印；
3. 當收集他人之個人資料後，必須妥善保存有關資料並儘快向公司呈交。員工不可私自保存有關資料，所有填上個人資料之草稿紙必須立即銷毀，棄置時必須撕碎至不能辨認有關資料之狀態；
4. 若有需要透過電話讀出他人的個人資料，必須確保與事件無關人士不在場或不能聽到有關資料；
5. 不論他人的個人資料是親身獲得、由公司表格或公司電腦系統獲悉，員工不可利用有關資料作個人用途，亦不可將有關資料展示或提供予無關人士；
6. 所有公司內部之 SMS 信息，除非只發給當事人，否則不可列出個人資料(姓名及車牌除外)。

7.6 申請制服程序

員工申請制服(包括全新申請、更換或遺失補領)，需填妥『制服申請表格』，並交回營運部寫字樓處理(員工請留意其自行選擇提貨點之開放時間)；
如屬『補領遺失制服』，公司會向有關員工發出『遺失制服繳費單』以繳交補領費用，入數後連同正本入數收據交回營運部，方會處理申請；
當制服安排好後，新巴及城巴營運壹部會使用手機短訊通知員工提貨安排(如下圖)。由於提貨地點的限制，城巴營運貳部會將提貨單寄往有關站頭通知員工提貨安排。員工可按通知之時間及地點，並帶同舊制服(如適用)前往領取制服；



領取制服時需先出示員工証及提供『核實號碼』，如委託其他員工代領，則可將『核實號碼』交予代領員工；員工須於檢查制服後簽收。
(城巴營運貳部員工則須提供提貨單及於檢查制服後簽收。如委託其他員工代領，需要填寫及簽署授權書)
任何有關申請制服之查詢，請致電所屬營運部寫字樓。

員工注意事項：

1. 填好之申請表格請寄往營運部寫字樓處理，逢星期三會作截數，如所申請之制服已有貨，會於星期一發出手機短訊通知提貨；
2. 如 1 個月內未有收到短訊，即表示申請之制服未有貨或公司未有收到申請。

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副本存放地點

	車廠	✓
1	CFD	
2	CWD	
3	OPD	
4	TCD	
5	TKD	
6	TMD	
7	WCD	
8	WKD (OD2)	
9	WKD (ODN)	
10	OCC (OD1)	
11	OCC (OD2)	
12	OCC (ODN)	
13	OM-D1	
14	OM-D2	
15	OM-N	
16	SOM	

車長手冊(附件)







版本：2017年7月

CITYBUS城巴 新巴 FIRST BUS

新創建集團成員 Members of NWS Holdings

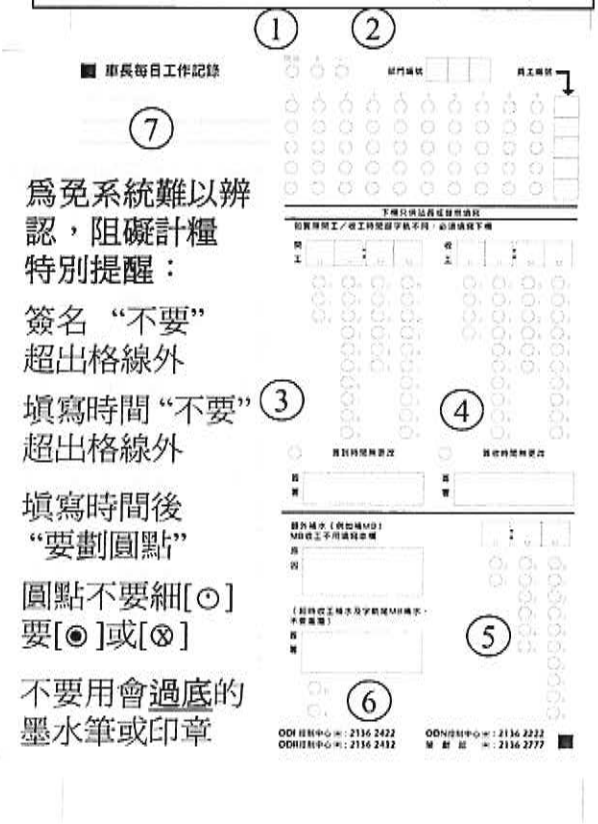
附件一：車速偵測監察區

區域	道路	方向	由	至	限速
東區	柴灣道	往筲箕灣	大潭道路口後	慈幼中學外 (天橋分叉路前)	50
	柴灣道	往柴灣	大潭道路口後	康民街路口前	
	百福道	往小西灣	天后廟道路口後	健康中街路口前	
	怡景道	往勵德邨	雲景道迴旋處後	勵德邨總站前	
南區	薄扶林道	往香港仔	薄扶林村站	余振強必停站	
	香港仔水塘道	往香港仔	漁光道路口後	香港仔大道路口前	
	淺水灣道	往中環	春磡角道路口後	南灣迴旋處前	
中西區	域多利道	往中環	明愛賽馬會宿舍站	西寧街站	
	山道天橋	往中環	薄扶林道天橋入口	德輔道西對上	
	花園道	往中環	羅便臣道花園台站	聖約翰座堂站	
九龍	蒲崗村道	往彩虹	協和書院後	富山邨站	
	窩打老道 (映月臺)	往何文田	龍翔道東行對上	映月臺對面 (天橋分叉路前)	
新界	西貢公路及 新西貢公路	往西貢	鄭植之中學外 (出隧道後)	南邊圍迴旋處前	
	清水灣道	往坑口	銀影路路口後	銀線灣迴旋處前	

- 完 -

附件二:填寫車長功課紙注意事項

圖解 - 新版功課紙 (背頁)

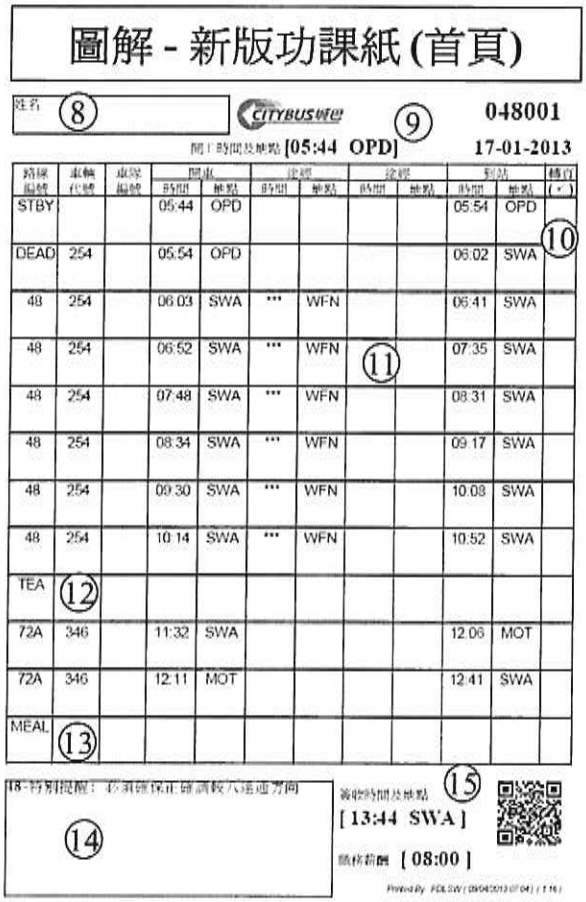


編號	留意事項
1	如屬例返，必須填滿「例返」圈，以便正確計糧
2	B圈 及 C圈 只供城巴非專利車長使用 - 站長／督察簽收車長時須核對 B圈及C圈有無誤填
3, 4	如車長簽到或簽收時間無更改，站長／督察須填滿此圈；否則須在上欄另行填寫；如有更改地點，站長亦須手改左頁第 9 或 15 項，然後在此簽署作實
5	如車長需要額外補水，站長／督察須填寫原因、時間及填圈；惟如已填寫的收工時間已如實反映延遲後所需補水，則不須再填此欄。不要重覆補水，特別是 MB 收工的字軌，小心填寫。
6	不用理會 D圈 及 E圈
7	車長／站長如有其他車務安排或資料補充，須先於首頁第 10 項加上「✔」號，後於第 7 項填寫詳情

CITYBUS 城巴　新巴 FIRST BUS

新創建集團成員 Members of NWS Holdings

圖解 - 新版功課紙 (首頁)



編號	留意事項
8	填寫車長姓名
9, 15	預編字軌簽到及簽收的時間及地點；如地點有改，須手寫正確地點於空白位置；如時間有改須填第 3 或 4 項
10	員工如有其他車務安排或資料補充，須先於第 10 項加上「✔」號，後於背頁第 7 項填寫
11	字軌內容，如有任何調動，站長／車長可以手改，填寫正確資料於空白位置
12, 13	TB / MB 的表達方法
14	備註部份
15	已預編字軌內容於二維條碼圖案內，各員工應避免弄髒或摺疊此圖案

不要用會過底的墨水筆或印章
會影響背頁的圓點

要用釘書釘時,
要避開背面圓圈 ○位置

其他留意事項：

1. 車長開出班次前，於項目「車隊編號」填上所駕駛之巴士編號。
2. 如原編開出時間與實際時間有所不同，須於適當的位置用筆刪去及填上實際時間。有關班次改動資料，如現場設有站長，車長須主動交由站長填寫，否則車長自行填寫。
3. 收工需將功課紙交予督察/站長或指定位置，負責簽收的督察/站長(如有)亦應檢查功課紙是否正確填寫及必須在方格內簽名。
4. 即使簽到／簽收時間「無更改」，站長／督察亦必須簽名。

附件三 :功課紙代號的解釋

STBY	在該段時間內必須留守在指定崗位，等候派更或站長安排適當工作
PASS/ WALK	自行使用最快捷的路線，乘車/步行前往下一個位置
DEAD	駕駛巴士私牌前往下一個位置
FUEL	入油
STFF	駕駛員工車/員工接送
DOCS	駕駛寄文件車

附件四：城巴地點代號一覽

AAT	駿坪路亞洲空運貨站外	GOC	香港黃金海岸	MOR	尖沙咀（麼地道）	THD	大坑徑
ABE	香港仔	GRT	康翠臺	MOS	馬鞍山市中心	THE	天恒邨
ABT	香港仔隧道	GTC	機場（地面運輸中心）	MOT	銅鑼灣（摩頓臺）	THS	太原街
ADE	金鐘站（東）	HCS	鯽魚涌（海澤街）	NES	旺角（奶路臣街）	TIH	天后站
ADW	金鐘站（西）	HEC	軒尼詩道（興利中心）	NFR	南風道泊車場	TIS	天水圍站
ALC	鴨脷洲邨	HEF	灣仔（菲林明道以西）	NPF	北角碼頭	TIW	田灣邨
ALH	中環（歷山大廈）	HEL	灣仔（盧押道以西）	NTP	沙田（新城市廣場）	TIK	調景嶺公共交通交匯處
ALM	鴨脷洲大街	HFC	杏花邨	OCP	海洋公園	TIY	天耀邨
AMA	機場（飛機維修區）	HFR	大角咀（海輝道）	OME	何文田（愛民邨）	TKD	將軍澳車廠
APR	香港仔海旁道	HLY	康樂園	OPD	海洋公園車廠	TKO	將軍澳站
ASG	黃竹坑（香港仔運動場）	HOK	中環（香港站）	OPF	黃竹坑車廠入油後往海廠	TKR	天慈路
ATO	機場1號客運大樓	HSG	將軍澳（康盛花園）	OYS	愛賢街（愛東商場外）	TKT	大角咀（維港灣）
ATT	機場2號客運大樓	HUH	紅磡站	PAD	沙田馬場天幕	TLL	天樂里
AWE	亞洲國際博覽館	HUK	紅橋	PAR	柏道	TLT	青龍頭
BBP	卑路乍灣公園	HVL	跑馬地（下）	PAS	銅鑼灣（百德新街）	TMC	屯門市中心
BEB	卑路乍灣	HVR	跑馬地馬場	PES	銅鑼灣（邊寧頓街）	TMD	屯門車廠
BGA	泓景臺	HVU	跑馬地（上）	PHF	寶康路油站	TMF	屯門碼頭（B3）
BRD	廣播道	ICW	香港專業教育學院（柴灣）	POA	將軍澳（寶琳）	TMP	屯門碼頭（962）
BRH	寶馬山	IMT	告士打道（入境事務大樓）	POR	蒲飛路	TOS	深水埗（東京街）
BUS	旺角	IRC	迪欣湖	PSS	沙田第一城（寶城街）	TPC	大埔中心
CAR	堅道	IRS	銅鑼灣（伊榮街）	PTB	機場（客運大樓）	TPT	大埔頭
CBS	高士威道（銅鑼灣運動場）	ISP	港運城	PTS	沙田第一城（百得街）	TSC	天水圍市中心
CCC	中華基督教墳場	ISR	小西灣（藍灣半島）	QES	伊利沙伯體育館	TSE	尖沙咀東
CDF	中環（3號碼頭）	JAH	中環（怡和大廈）	QUE	金鐘道政府合署	TSF	天星碼頭
CEC	灣仔（會展新翼）	JAL	渣甸山	RAC	沙田馬場	TSP	天水圍公園
CEF	中環碼頭	KAD	啟東泊車場	REB	淺水灣	TSU	海洋公園（大樹灣）
CEL	銅鑼灣（中央圖書館）	KBA	九龍灣站（觀塘道東行）	ROR	羅便臣道（花園台）	TSY	青衣站
CES	西營盤（正街）	KBD	九龍灣泊車場	ROS	金鐘（樂禮街）	TTR	汀太路
CFD	創富道車廠	KBF	九龍灣補油	RUS	中環（林士街）	TTS	輕鐵大窩站
CFF	置富花園	KCE	葵涌邨	SCP	科學園	TTW	赤柱（東頭灣道）
CFO	創富道寫字樓	KER	堅尼地道	YYT	又一村	TUC	東涌站
CGO	金鐘（政府總部）	KET	堅尼地城	SFO	赤柱炮台	TVC	將軍澳電視城
CHE	彩虹	KIG	天水圍（嘉湖銀座）	SHD	小蓬灣車廠	TWH	大窩口站
CHF	彩福邨	KKS	景光街	SHK	山景邨	TWN	慈雲山（北）
CHM	彩虹站	KOP	康山道	SHL	順利	TWS	慈雲山（南）
CHR	香港仔（成都道）	KOS	嘉安街	SHP	沙田廣場	TWT	荃灣大會堂
CHT	紅磡（海底隧道收費廣場）	KOT	九龍塘站	SHS	上水站	TWW	荃灣西站
CHY	竹園邨	KTD	堅城廠	SHT	沙田站	TYC	青衣中華電力發電廠
CKO	春坎角	KTS	九肚山	SHW	上環	TYE	天恩邨
CKR	上環（中港道）	KWY	廣源邨	SIH	兆康站	WAC	灣仔
CLH	沙田馬場會所	KYC	錦英苑	SKN	西貢（北）	WAK	華貴邨
CLS	銅鑼灣（加寧街）	LAC	麗港城	SKW	筲箕灣	WAT	屈臣氏
CLY	屯門（置樂花園）	LAL	青衣幹線繳費廣場	SLK	荃灣（西樓角路）	WCD	新巴黃竹坑車廠
COS	沙田第一城	LAT	藍田站	SNS	西寧街	WCF	灣仔碼頭
CPO	機場（1號停車場）	LAV	海逸豪園	SOD	海怡路	WCH	黃竹坑
CRB	堅拿道巴士專線	LEC	銅鑼灣（禮頓中心）	SOH	海怡半島	WES	西營盤（西邊街）
CSP	長沙灣廣場	LER	禮頓道	SOP	軒尼詩道（修頓球場）	WFC	華富（中）
CSW	長沙灣站	LET	利東邨	SPR	石排灣道	WFN	華富（北）
CTD	金鐘（力寶中心）	LEY	滙源邨	SPW	石排灣	WHC	西區海底隧道
CUH	香港中文大學	LKC	六國中心	SSC	兆山苑	WHD	城巴黃竹坑車廠
CWA	彩雲	LKR	鯉景道	SSG	小西灣運動場	WHR	銅鑼灣（威非路道）
CWD	柴灣車廠	LLS	鴨脷洲（利樂街）	SSW	小西灣邨	WKD	西九龍車廠
CWE	柴灣（東）	LOC	樂湖居	STA	香港大球場	WNB	黃泥涌道（樂活道）
CWS	柴灣車廠訓練學校	LRC	灣仔（駱克道市政大廈）	STC	沙田英童學院	WOC	禾輋邨
CXC	國泰城	LRT	獅子山隧道	STE	順天邨	WOH	華富邨華安樓
CYB	數碼港	LTE	藍地（青山公路與藍地大街交界）	STF	中環天星碼頭	WOF	黃竹坑消防局
DIH	鑽石山站	LTM	利東街市	STP	赤柱監獄	WSR	屯門（湖山路）
DIP	荃灣（愉景新城）	LTN	藍田（北）	STR	順東路	WSP	黃石碼頭
DIS	迪士尼站	LUM	屯門（龍門居）	STS	深井	WTT	大埔（運頭塘）
DOS	德忌利士街	LUR	灣仔（盧押道）	STT	石塘咀（皇后大道西）	WWS	中環（永和街）
DWB	深水灣	LWR	龍和道	STV	赤柱村	WYR	榮欣路
EHC	東區海底隧道	LYC	麗湖居	SWA	深灣	YAT	油塘
EHR	銅鑼灣（東院道）	LYR	鯉魚門道	SWC	西灣河（西灣河文娛中心對面）	YCS	深水埗（欽州街）
ENS	九龍灣（企業廣場）	MAF	中環（港澳碼頭）	SYB	西沙路（帝琴灣）	YIO	耀安
ENT	尖山隧道	MAG	青衣（美景花園）	SYS	洗衣街	YLP	元朗廣場
EXS	中環（交易廣場）	MAH	馬坑	SZB	深圳灣口岸	YMC	將軍澳（規明苑）
FAP	錦繡花園	MAR	麥當勞道	TAS	金鐘（添馬街）	YOF	中國石化小瀝源油站
FES	分域街	MEF	美孚	TCC	天水圍（天頌苑）	YPS	旺角（登布房街）
FEV	摩星嶺	MFD	港澳碼頭停車場	TCD	東涌車廠	YTU	東涌（逸東邨）
FOH	炮台山站	MHR	摩理臣山道	TCF	東涌新發展碼頭	YUC	愉翠苑
FTD	火炭車廠	MIK	輕鐵鳴琴站	TEC	沙田馬場電話投注中心	YWS	怡和街
FUT	富泰邨	MIR	尖沙咀（中間道）	TFR	東頭路	YWV	屯門（悅湖山莊）
GAL	加士居道勞資審裁處	MKS	中環（民光街）	TGT	鵬利中心		

附件四: 新巴地點代號一覽

ABE	香港仔	EXS	中環(交易廣場)	LRC	灣仔(駱克道市政大廈)	SOH	海怡半島
ABT	香港仔隧道	FES	分域街	LTM	利東街市	SOP	軒尼詩道(修頓球場)
ADC	金鐘(海富中心)	FEV	摩星嶺	LTT	勘德邨	SOU	蘇屋邨
ADE	金鐘(東)	FHR	炮台山道(金文泰中學)	LUR	灣仔(盧押道)	SPR	石排灣道
ADM	金鐘站	FSW	青衣(楓樹窩路)	LYS	香港仔(洛陽街)	SPW	石排灣
ADW	金鐘(西)	FTD	火炭車廠	MAF	中環(港澳碼頭)	SSG	小西灣運動場
ALC	鴨脷洲邨	FUC	富昌邨	MAH	馬坑邨	SSW	小西灣巴士總站
ALP	旺角(聯合廣場)	GAR	花園道(下纜車總站)	MCS	木廠街	STA	香港大球場
APA	香港演藝學院	GIS	中環(機利民街)	MEF	美孚	STE	順天邨
APR	香港仔海旁道	GRG	青衣翠怡花園	MEL	美林邨	STF	中環(天星碼頭)
AQU	深旺道(碧海藍天)	GRP	西灣河(嘉亨灣)	MET	美田邨	STK	尚德
ASG	黃竹坑(香港仔運動場)	GRT	康翠臺	MFD	港澳碼頭泊車場	STP	赤柱監獄
ASH	軒尼詩道(熙信樓)	HAG	富欣花園	MHC	海怡半島(美康閣)	STT	石塘咀(皇后大道西)
BAG	寶盈花園	HAH	坑口站	MKR	旺角道	STV	赤柱村
BEB	堅尼地城(卑路乍灣)	HAR	灣仔(港灣道)	MKS	中環(民光街)	SWA	深灣公共運輸總站
BGA	泓景臺	HEC	軒尼詩道(興利中心)	MOS	馬鞍山市中心	SWC	西灣河(西灣河文娛中心對面
BRH	寶馬山	HEF	灣仔(菲林明道以西)	MOT	銅鑼灣(摩頓臺)	SWH	西灣河站
BUS	旺角(彌街)	HEL	灣仔(盧押道以西)	MTC	馬頭涌道	SWO	梳士巴利道永安廣場外
CAB	銅鑼灣	HER	軒尼詩道	MTW	馬頭圍	SYS	洗衣街
CAR	堅道	HFC	杏花邨	MYS	中環(民耀街)	TAK	太古城
CBS	高士威道(銅鑼灣運動場)	HFS	銅鑼灣(興發街)	NAC	南昌站	TAS	金鐘(添馬街)
CCC	中華基督教墳場	HHC	紅磡街市	NAF	旺角(彌敦道與快富街交界)	TGT	告士打道(鵬利中心)
CDA	鶴咀	HHF	紅磡碼頭	NES	旺角(奶路臣街)	THD	大坑徑
CDF	中環(3號碼頭)	HHN	坑口(北)	NHS	耀興道(南康街)	THR	大坑道
CEC	灣仔(會展新翼)	HIW	興華邨	NOH	荔枝角(盈暉臺)	THS	太康街
CEF	中環(中環渡輪碼頭)	HMT	何文田	NPF	北角碼頭	THT	天后廟道
CEL	高士威道(中央圖書館)	HOK	中環(香港站)	NTK	牛頭角站	TIH	銅鑼灣(天后)
CEM	中環(中央市場)	HOL	海麗邨	OCP	海洋公園	TIK	調景嶺公共交通交匯處
CES	西營盤(正街)	HOR	荷李活道	OME	何文田(愛民邨)	TIW	田灣邨
CFD	創富道車廠	HSB	德輔道中(恒生大廈)	OPD	海洋公園車廠	TKD	將軍澳車廠
CFF	置富花園	HSC	北角(健康中街)	OSS	清水灣半島	TKI	將軍澳工業邨
CFO	創富道寫字樓	HSG	將軍澳(康盛花園)	OYS	愛賢街(愛東商場外)	TKM	馬頭圍道(土瓜灣街市)
CFR	杏花邨(創富道)	HUE	香港大學東閘	PAR	柏道	TKO	將軍澳站
CHE	彩虹	HVL	跑馬地(下)	PAT	白田邨	TKW	土瓜灣
CHF	彩福邨	HVR	跑馬地馬場	PEA	山頂	TLL	天樂里
CHI	彩明苑	HVU	跑馬地(上)	PEN	尖沙咀(半島酒店)	TTW	赤柱(東頭灣道)
CHM	彩虹站	IMT	告士打道(入境事務大樓)	PES	銅鑼灣(邊寧頓街)	TWC	慈雲山(中)
CHN	彩虹道(寧蜜街)	ISP	港運城	PFR	北角(百福道)	TWN	慈雲山(北)
CHO	澤安邨	ISR	小西灣(藍灣半島)	PHF	寶康路油站	UST	香港科技大學
CHR	香港仔(成都道)	JAH	中環(怡和大廈)	PIS	坪石邨	VPM	維多利亞公園正門
CHT	紅磡(海底隧道收費廣場)	JOV	牛頭角	POA	將軍澳(寶琳)	WAC	灣仔
CHW	柴灣站	KAC	啟德(啟晴邨)	POR	蒲飛路	WAK	華貴邨
CIH	中環(大會堂)	KAY	啟業邨	POT	寶達邨	WCD	黃竹坑車廠(黃廠)
CKO	春坎角	KCF	九龍城碼頭	PRE	太子站	WCF	灣仔碼頭
CKR	上環(中港道)	KET	堅尼地城	PST	銅鑼灣(波斯富街)	WCH	黃竹坑邨
COE	長安邨	KIM	健明邨公共交通交匯處	QRC	皇后大道中	WCR	佐敦(匯翔道)
COG	高築花園	KKS	景光街	QUB	鰂魚涌	WFC	華富(中)
CON	頌安邨	KLR	調景嶺(景嶺路)	QUE	金鐘(統一中心)	WFN	華富(北)
CRB	堅拿道巴士專用線	KOB	九龍灣	QUS	皇后街	WFS	華富(南)
CRO	尖沙咀(廣東道)	KOP	康山道	RAC	沙田馬場	WHC	西區海底隧道
CRS	漆咸道南(香港科學館外)	KOR	旭和道	REB	淺水灣	WHD	城巴黃竹坑車廠
CSW	長沙灣站	KOS	嘉安街	ROR	羅便臣道(花園台)	WHG	黃埔花園
CTD	金鐘(力寶中心)	KTD	堅城廠	ROS	金鐘(樂禮街)	WHR	銅鑼灣(威非路道)
CVR	愛景道	KTR	太子道東/啟德道	RRC	羅便臣道(高主教書院)	WHS	惠亨街
CWB	清水灣	KWT	觀塘	RUS	中環(林士街)	WIS	銅鑼灣(永興街)
CWC	柴灣墳場	KYC	錦英苑	SAK	西貢	WKD	西九龍車廠
CWD	柴灣車廠	LAT	藍田站	SKN	西貢(北)	WKS	烏溪沙站
CWE	柴灣(東)	LAV	海逸豪園	SCO	水泉澳邨	WOR	將軍澳(環澳路)
CWG	長宏邨	LEC	銅鑼灣(禮頓中心)	SFG	赤柱炮台閘口	WOT	衛城道(活倫臺)
CWS	柴灣車廠訓練學校	LEO	利安邨	SFO	赤柱炮台	WTS	黃大仙
CYB	數碼港	LER	禮頓道	SHL	順利邨	WYG	偉恒昌新邨
DOS	德忌利士街	LET	利東邨	SHO	石澳	YIO	耀安邨
DRS	金鐘(德立街)	LHP	日出康城	SHW	上環	YIT	耀東邨
DWB	深水灣	LKC	六國中心	SKW	筲箕灣	YWG	英華女學校
EHC	東區海底隧道	LKR	鯉景道	SMC	秀茂坪(中)	YWS	怡和街
EHR	銅鑼灣(東院道)	LNR	鴨脷洲(利南道工業區)	SOD	海怡路	YYT	又一村

附件五：司機座椅調校

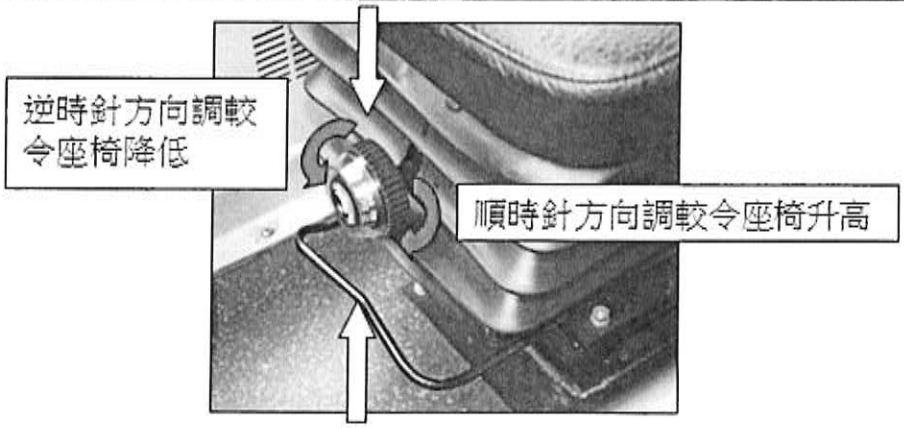
E500 車系司機座椅分為二款，第一款為 USSC 及第二款為 KAB。

第一款 USSC 司機座椅之調校方法如下：

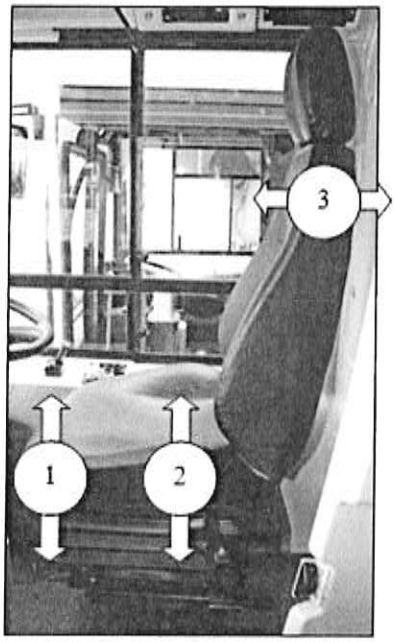


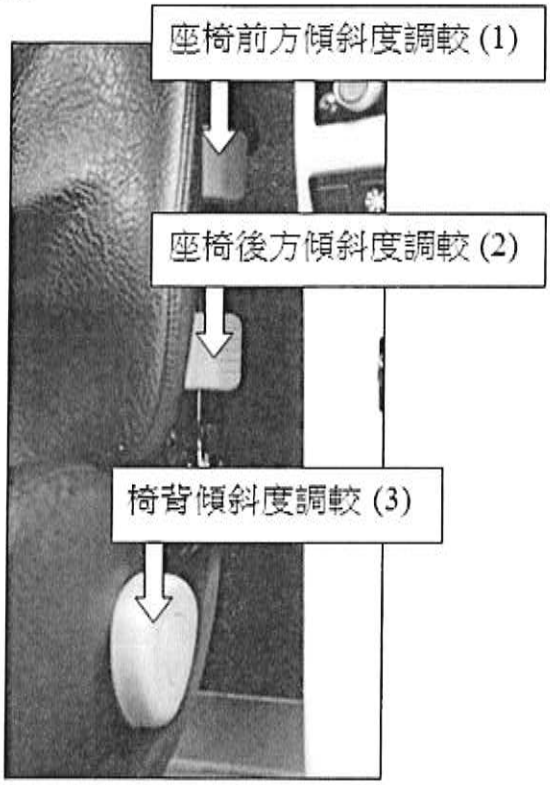
第二款 KAB 司機座椅之調校方法如下：

座椅高度調較 (**調校時不可坐於座椅上，需要離開座椅才可進行調校**)



座椅前後調較





司機座椅右邊位置

當車長調校座墊或椅背前後傾斜角度時「急 chok」而令安全帶鎖死及不能拉出時，可將司機座椅調校回水平位置及位直椅背，安全帶便可回復正常

附件六：E500 Hanover 電子路線牌操作程序



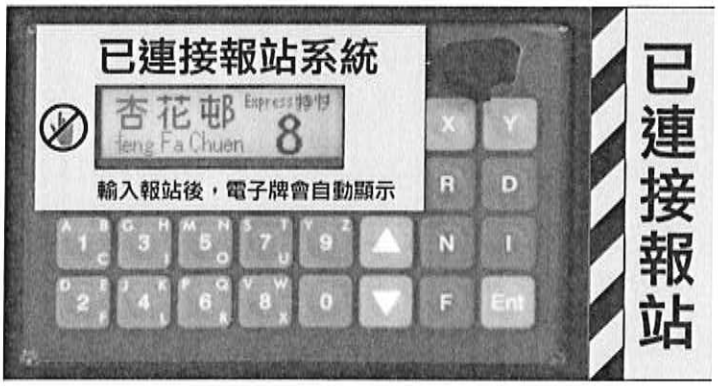
1. 按 [D] 鍵
2. 輸入所需路線號碼，如 23 往北角碼頭，按 [2] [3] 鍵，再按 [Ent] 鍵，便會顯示 [北角碼頭 23]
3. 若輸入路線含英文字母，如 81A 往勵德邨，先按 [8] [1] 鍵，然後按 [1] ，再按 [▲] 一次，便會出現英文字母 “A”，最後按 [Ent] 鍵，便會顯示 [勵德邨 81A]，假如按 [1] ，再按 [▲] 兩次，便會出現英文字母 “B” ，車長可從控制器的按鍵上看到數字包含了哪一組英文字母。
4. 大多數路線的回程方向，是在該路線號碼後加上英文字母 “Z” ，如 23 回程方向往蒲飛路，就需要輸入路線號碼 23Z，先按 [2] [3] 鍵，然後按 [9] ，再按 [▲] 兩次，便會出現英文字母 “Z” ，最後按 [Ent] 鍵，便會顯示 [蒲飛路 23]。

啟動控制器的預設回程路線代號功能

A. 按 [X] 鍵，控制器畫面會顯示 “去程巴士路線” ，依路線牌操作方法輸入第 1 個路線代號；
B. 按 [Y] 鍵，控制器畫面會顯示 “回程巴士路線” ，依路線牌操作方法輸入第 2 個路線代號；
C. 控制器和電子牌會保持在第 2 個路線代號的顯示。按 [X] 鍵，然後按 [Ent] 鍵，可返回第 1 個路線代號的資料，重覆按 [Y] 鍵，然後按 [Ent] 鍵，會顯示第 2 個路線代號的資料。
D. 若輸入錯誤，可返回步驟 A 再重新輸入。

報站系統自動操作電子路線牌

為簡化日常操作程序，部份巴士的報站系統會自動操作電子路線牌。
巴士上的電子路線牌控制器會有清楚標示，如下圖



有關巴士上的電子路線牌已經與報站系統連接。車長只須先正確輸入報站系統，電子路線牌便會在約6秒後自動顯示，無須手動操作。

車長必須確認電子路線牌的顯示正確。如發現出錯，應使用手動操作電子牌更正。系統詳細使用方法，請參考「使用報站系統操作電子路線牌操作指引」。

附件六：Lite Vision 電子路線牌操作程序



1. 按 **路線** 鍵；
2. 當螢光幕頂中央顯示 [T] 時，可輸入數字 (0-9) 和字母鍵上的大字 (A-H)；
   當螢光幕頂中央顯示 [t] 時，可輸入數字和字母鍵右下角的小字 (I-Z)；
3. 按 **轉換** 鍵令輸入模式由 [T] 變成 [t] 或將模式還原；
4. 按數字 / 字母鍵輸入路線號碼（即 2A、101、680X、N8P 等）；
   注意：部份特別班次的路線號碼會有不同，例如 112Y 代表「112 旺角」，請看特別路線表。
5. 如在輸入時按錯鍵，按 **清除** 鍵返回步驟 2. 重新輸入；
6. 輸入正確資料後按 **確定** 鍵；
7. 如螢光幕的顯示為另一邊總站，按 **目的地 A** 鍵或 **目的地 B** 鍵選擇另一邊目的地資料；

重覆步驟 7. 變更兩邊總站顯示，或返回步驟 1.. 輸入另一條路線。

附件六：DERIC+ 電子路線牌操作程序

新巴 1001- 1190, 12XX, 14XX, 16XX, 30XX, 33XX, 50XX, 60XX



1. 按 F/E 鍵；
2. 按 ▲ 鍵直至螢光幕右上角顯示所需的數字 / 字母。如出現「過龍」的情況，可繼續按 ▲ 鍵讓所需的數字 / 字母再出現；
3. 按 ◀ 鍵並重覆步驟 2. 輸入下一個位的數字 / 字母；若之前的輸入錯誤，按 F/E 鍵讓螢光幕頂出現目的地資料或「Bad Destination」時，由步驟 1. 再開始；
4. 如需要再跳往下一個位，重覆步驟 3.；
5. 按 F/E 鍵完成輸入。

啟動控制器的預設回程路線代號功能

A. 按 ◀ 鍵，螢光幕會出現「Out no: _ 」，依路線牌操作程序步驟 1.至 5.輸入第 1 個路線代號；

B. 再按 ◀ 鍵，螢光幕會出現「Return no: _ 」，依線牌操作程序步驟 1.至 5.輸入第 2 個路線代號；

C. 若輸入錯誤，按 F/E 鍵，然後返回步驟 A.；

D. 控制器和電子牌會保持在第二個路線代號的顯示。
按 ◀ 鍵，然後按 F/E 鍵返回第一個路線代號的資料，
重覆按 ◀ 鍵和 F/E 鍵，會顯示第二個路線代號的資料。

附件七: 報站系統特別訊息列表

	標題	內容
1	緊握扶手	請緊握扶手。
2	放好行李	請將行李妥善咁放喺行李架上，小心看管你嘅私人財物，多謝合作。
3	保持車廂清潔	請保持車廂清潔，請勿吸煙或飲食，多謝合作
4	突發事故過客	各位乘客請注意，由於發生突發事故，本班車未能繼續行駛。我哋正在安排各位轉乘其它巴士繼續行程。請安坐並留意車長進一步指示。不便之處，敬請原諒。
5	上層仍有座位	巴士上層仍有空置座位，乘客請往上層就坐，多謝合作。
6	行入車尾	請儘量行入車廂較後位置，保持車門通道暢通，多謝合作。
7	上層及梯間勿站立	為咗你及其他乘客嘅安全著想，切勿喺上層及梯間站立，多謝合作。
8	擠塞，班次受阻	各位乘客請注意，由於交通擠塞，本班車將會略受阻延。不便之處，敬請原諒。
9	改道，車站受影響	各位乘客請注意，由於交通改道，本班車將受影響，個別巴士站已臨時遷移或取消。不便之處，敬請原諒。
10	改道，車程延長	各位乘客請注意，由於交通改道，本班車嘅行車時間或會延長。不便之處，敬請原諒。
11	調整班次	各位乘客請注意，由於巴士班次臨時調整，本班車將會稍遲開出。不便之處，敬請原諒。
12	請勿收集車資	請勿向其他乘客收集車資，多謝合作。
13	請勿騷擾乘客	請勿以言語、動作或任何其他方式騷擾車內嘅乘客，多謝合作。
14	請讓座	請讓座予有需要嘅乘客，多謝合作。
15	落車請按鐘	如要落車，請喺到站前按鐘一次。落車時，請緊記攜帶您嘅隨身物品，多謝合作。
16	請勿塗污巴士	請愛護公物，切勿塗污或毀壞巴士。
17	此站為終點站	各位乘客請注意，本班車經已到達終點站，請各位乘客離開車廂，緊記攜帶您嘅隨身物品。多謝選用本公司服務。
18	收摺嬰兒車	請緊抱嬰孩，及將嬰兒車收摺好，保持通道暢通，多謝合作。
19	輪椅上落	輪椅使用者正在上落巴士，乘客請儘量讓出輪椅停放位置，及車門之間通道，多謝合作。
20	配戴安全帶	請配戴安全帶，多謝合作。
21	跑馬地馬場站停用	各位乘客請注意，為配合賽馬日特別交通安排，跑馬地馬場外面嘅巴士站已經暫停使用，前往果度嘅乘客，請喺呢個站落車。
22	5B 第一階段改路	各位乘客請注意，由於交通改道，本班車將改經禮頓道和加路連山道，前往東院道。
23	5B 第二階段改路	各位乘客請注意，由於交通改道，本班車未能前往香港大球場和東院道，前往果度嘅乘客，請喺邊寧頓街嘉蘭中心外嘅巴士站落車。
24	海洋公園在此下車	前往海洋公園嘅乘客，請喺呢個站落車。
25	赤柱正灘在此下車	為配合疏導人潮措施，前往赤柱正灘嘅乘客，請喺呢個站落車。
26	不經環翠道	因應特別交通安排，本班車不經環翠道，並改經柴灣道。
27	LED 測試	
28	稍作停留	本路線以循環線形式運作，巴士喺抵達呢個站後會稍作停留，然後繼續行程。
29	轉 N90 往中環	前往中環，你可以喺呢個站轉乘 N90 號線。
30	轉 N72 往鰂魚涌	前往鰂魚涌，你可以喺呢個站轉乘 N72 號線。

	標題	內容
31	深圳灣屬禁區	各位乘客請注意，深圳灣口岸屬於禁區範圍，只准過境旅客或持有有效禁區通行證嘅人仕前往。其他乘客請喺呢個站落車，多謝合作。
32	深圳灣關閉乘小巴	各位乘客請注意，由於深圳灣口岸已經關閉，本班車將會依回程路線返回屯門各站。乘客可以喺屯門乘坐專線小巴，前往其它口岸。不便之處，敬請原諒。
33	深圳灣關閉	各位乘客請注意，由於深圳灣口岸已經關閉，本班車將會依回程路線返回屯門各站。不便之處，敬請原諒。
34	深圳灣因天氣關閉	各位乘客請注意，受惡劣天氣影響，深圳灣大橋已經封閉，本班車將會依回程路線返回屯門各站。乘客可以喺屯門乘坐專線小巴，前往其它口岸。不便之處，敬請原諒。
35	備用	
36	林士街為終點站	各位乘客請注意，因交通改道，本班車將會以中環(林士街)為終點站。
37	經英皇道不經東廊	因馬拉松改道，本班車將改經英皇道而不經東區走廊。
38	經紅隧往港島	因馬拉松改道，本班車將改經紅磡海底隧道前往香港島。
39	到灣仔再往上環	因馬拉松改道，本班車將改經紅磡海底隧道前往香港島，並加停海底隧道收費廣場。巴士將先經灣仔，再往中環及上環，並停靠原往新界區的巴士站，請留意巴士站提示廣播。
40	先到金鐘再往上環	因馬拉松改道，本班車將改經紅磡海底隧道前往香港島，並加停海底隧道收費廣場。巴士將先經金鐘，再往中環及上環，並停靠原往新界區的巴士站，請留意巴士站提示廣播。
41	不經上環請轉車	因馬拉松改道，本班車將改經紅磡海底隧道前往香港島，不停上環及中環。受影響嘅乘客請於海富中心免費轉乘指定路線。

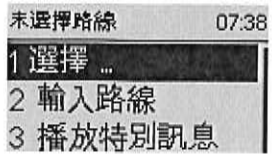
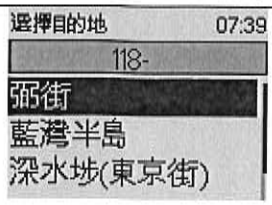
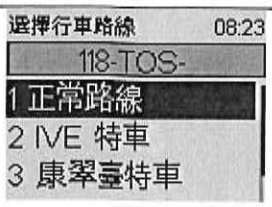
附件八：自動報站機 簡易使用方法

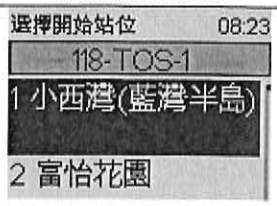
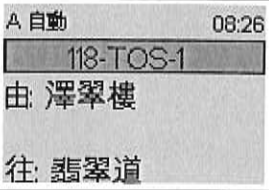
1. 自動報站模式

1.1 啟動自動報站

當開啟電池總掣後，報站機需要約 1 至 2 分鐘自行啟動。成功啟動後，喇叭會發出一下短叮叮聲，控制器屏幕會顯示出主目錄供車長選擇報站路線，及其他功能。

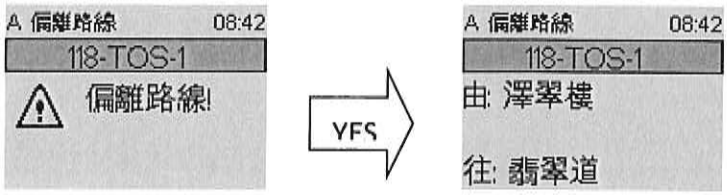
1.2 步驟

	步驟	控制器顯示
1	**主目錄** -屏幕頂會顯示「未選擇路線」 用「▲」或「▼」掣選擇「2 輸入路線」，再按「YES」進入下一版面。	
2	**輸入路線號碼** - 屏幕頂會顯示「輸入路線號碼」 - 利用控制器上的數字掣輸入路線數字，先輸入首位數字，待指標移至下一個空白位置，再輸入餘下數字。 - 可輸入完整路線號碼，如 118 則分別輸入「1」「1」「8」，然後按「YES」掣。 - 或部份輸入路線號碼首位數字，如路線 X962，可先輸入「9」「6」「2」，再用「▲」或「▼」掣選擇所需路線，然後按「YES」掣。 - 輸入英文字母，可參照數字鍵上的英文字母提示，於一秒內重覆按掣。例如輸入「A」，可按「2」掣兩次，輸入「C」則按「2」掣四次。 - 可按「NO」掣返回上一畫面。	 
3	**選擇目的地** - 屏幕頂會顯示「選擇目的地」 用「▲」或「▼」掣選擇路線目的地，按「YES」掣進入下一版面，或按「NO」掣返回上一畫面。	
4	**選擇行車路線** -屏幕頂會顯示「選擇行車路線」 同一目的地因或會出現不同行車路線，車長可用「▲」或「▼」掣選擇所需的行車路線，按「YES」掣進入下一版面，或按「NO」掣返回上一畫面。	

	步驟	控制器顯示
5	**選擇開始站位** -屏幕頂會顯示「選擇開始站位」 使用「▲」或「▼」掣選擇<u>當時所在</u>的巴士站作為「開始站位」，然後按「YES」掣開始自動報站，或按「NO」掣返回上一畫面。	
6	開始**自動報站** - 屏幕頂會顯示「A 自動」。 當選定開始站位後，報站機會開始自動報站。主畫面會顯示正在駛往之巴士站名稱，車長毋須控制。	

1.3 處理臨時改路

遇到臨時改道（例如汀九橋封閉需改行荃灣路），當駛離原路線後，控制器屏幕會顯示「偏離路線」訊息，車長可按「YES」掣關閉訊息。



按掣後，系統會返回「自動報站」版面（惟屏幕頂會顯示「A 偏離路線」），而車廂 LED 屏會保持顯示站名但不會再轉站。當返回原路線及經系統自動確認後，控制器屏幕會追回正在駛往之巴士站名稱，報站機亦會返回自動報站。

1.4 暫停自動報站

若有需要，車長可按「＊」掣暫停自動報站，或按「#」掣轉用手動模式。於返回原路線後，車長應按「＊」恢復報站，或按「#」掣轉回自動報站。**<u>一般情況下，車長應使用自動報站。若遇上交通改道或報站失準等情況，方可改用手動報站。</u>**

1.5 臨時移站處理方法較

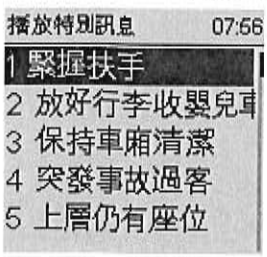
只有在報站系統未有更新站位，而**<u>臨時站向車頭方向前移</u>**時，車長才需手動操作報站系統。在抵達臨時站前，先按「#」和「YES」轉為手動模式，直至在臨時站開車時才再按「#」轉回自動模式。其餘移站情況則可維持自動報站，無需手動操作。

1.6 處理報錯站

當車長發覺報站機報錯站時，可在下一個分站停車時，按「NO」返回「選擇開始站位」，再依照步驟 5 選取<u>當時所在</u>的巴士站作為「開始站位」，再按「YES」。系統會重新設定。

2. 特別訊息

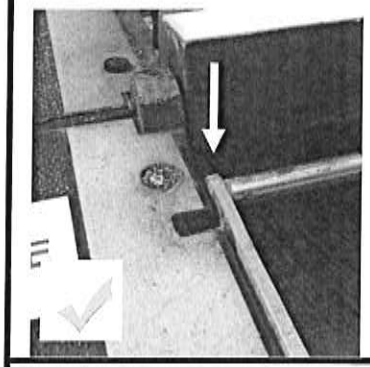
於自動或手動報站模式中，車長可於行車途中按「INFO」掣，再按訊息編號直接播出訊息，或按上「▲」或下「▼」掣選擇所需的播放特別訊息，再按「YES」掣播放訊息。



有關特別訊息的內容，請參考控制器上的清單。

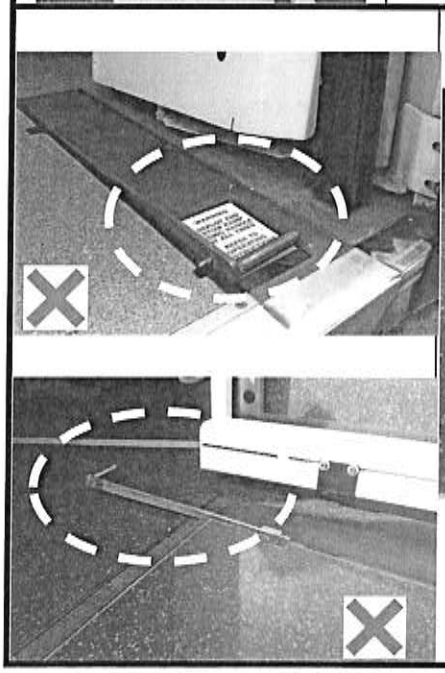
附件九：正確使用輪椅斜板

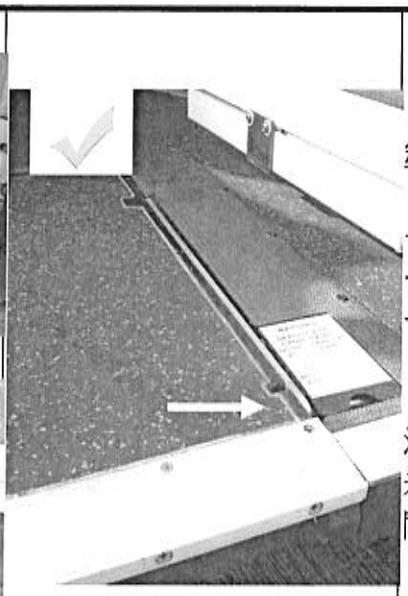
若車長在使用輪椅斜板後未有將斜板的手抽正確放回原位，會引致手抽位內的感應器未能接觸手抽，導致頭門不能關上及車輛不能開動而「擺街」。有關正確程序如下:



斜板手抽使用時擺放位置

- 開啟斜板時使用右旁之手抽並拉起
- 輕放下斜板後，將手抽放回凹位內
- 切勿將手抽擺放地面





斜板手抽收納

- 留意手抽正確收納
- 在收回斜板時，將手抽拉起
- 將斜板輕放回車廂地台上，手抽尾部必須收藏於鐵片內及將它關上

注意：
未有正確放回手抽會導致頭門不能關上及車輛不能開動

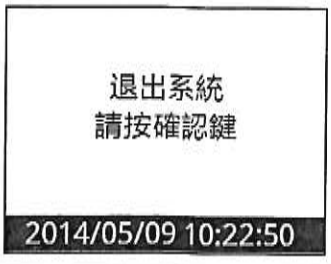
此外，若不正確擺放輪椅斜板，會導致斜板臼位斷裂。車長在使用斜板時，除需遵守車長手冊內之有關指引外，還需特別留意以下要點：

- 拉開斜板前，必須將車身降至最低；
- 確保斜板左右兩邊必須完全平放於行人路上，以免造成危險及損毀。



附件十：第二代八達通系統操作

	步驟	DDU 顯示
1	啟動(開機) 長按「開關」掣 2 至 3 秒後，八達通機會於 1 至 2 分鐘內啟動。當成功啟動後，DDU 及 BCP 會分別顯示「請放卡在 BCP」及「用卡進入系統」。	
2	登入 使用八達通員工証/ 開機卡在 BCP 上拍卡。成功登入後，DDU 會顯示收費畫面*。 *收費畫面會顯示上一次系統登出前使用的路線及第一分段收費。	
3	選擇路線 - 按「路線」掣進入路線選擇畫面。輸入完整路線號碼，如 112 則分別輸入「1」「1」「2」，然後按「確認」掣。若需輸入英文字母，可參照數字鍵上的英文字母提示。先按「轉換」掣切換至英文字輸入，再於 1 秒內重覆按掣。例如輸入「A」，可先按「轉換」掣，再按「2」掣一次，輸入「C」則按「2」掣 3 次。在輸入英文字母後，八達通機會自動返回數字輸入。 - 亦可利用「F1」至「F3」掣快速輸入螢幕上預設的英文字母，如圖中情況，可按「F1」輸入「S」，或按「F3」輸入「Z」。 - 若輸入錯誤，可按「取消」消除資料。長按「取消」2-3 秒可返回原先收費畫面。	
4	選擇方向/目的地 - 於收費畫面時按「方向」掣可切換方向，載入期間畫面會顯示「更新方向中」。 - 當按「方向」掣或選擇路線後，若路線的其中一個方向有多於一個目的地，會出現目的地選擇畫面。可用「↑」或「↓」掣選擇路線目的地，或按「方向」轉換另一方向，選擇完成後按「確認」掣。	

	步驟	DDU 顯示
5	選擇分段收費 - 於收費畫面時按「↑」或「↓」掣更新分段收費，載入期間畫面會顯示「更新分段中」。成功更新分段收費後，八達通機會發出「Do Do」聲響作出提示。	
6	機場員工優惠 - 當核實乘客機場員工身份後，可按「員工優惠」掣。當畫面變為員工優惠價時，乘客便可拍卡繳付相應車資。 - 在員工優惠模式下若沒有任何進行交易，八達通機會在 6 秒後自動返回一般收費模式。此外，按「取消」掣可即時返回一般收費模式。	
7	查詢模式 - 如需核實乘客的八達通是否已經成功扣除車資，可按ＤＤＵ左下角的「查詢」掣。待畫面出現「查詢模式」後可請乘客將八達通卡持續放在 BCP 上直至讀卡處查詢完畢。 - 按數字掣「1」可切換第 1 頁及第 2 頁。 ■ 第 1 頁會顯示八達通卡類型、剩餘值和最近期 5 項交易 ■ 第 2 頁會顯示乘客已購買的各類乘車証之到期日(如適用) - 當乘客的八達通卡移離 BCP，八達機會自動返回收費模式。此外，按「取消」掣可即時返回收費模式。	
8	登出 若要登出，可按「退出」掣，DDU 畫面出現「退出系統 請按確認鍵」，然後按「確認」掣。	
9	關機 長按「開關」掣 2 至 3 秒後，八達通機會進入關機程序。	

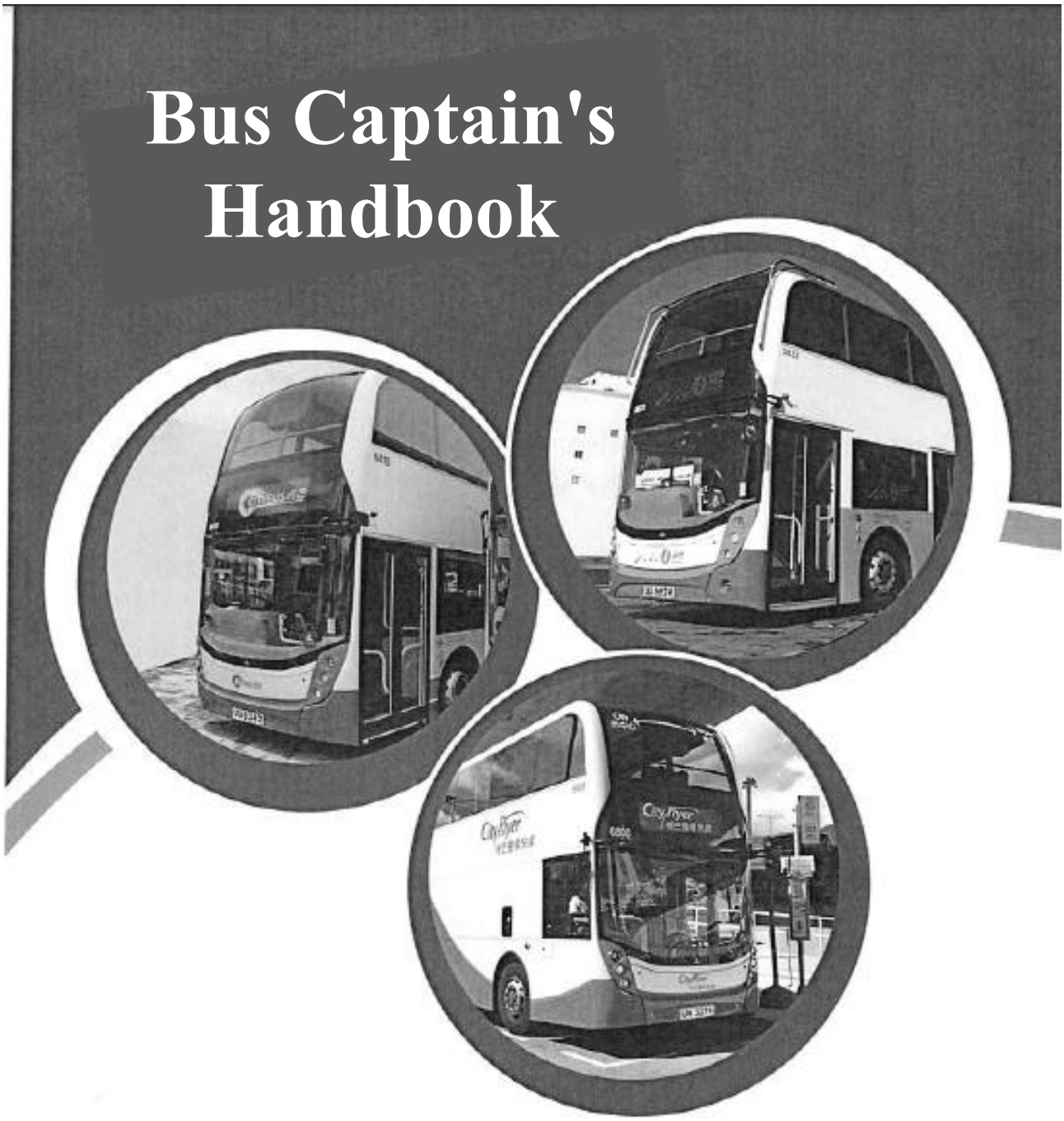
副本存放地點

	車廠	✓
1	CFD	
2	CWD	
3	OPD	
4	TCD	
5	TKD	
6	TMD	
7	WCD	
8	WKD (CTB)	
9	WKD (NW)	
10	OCC (OD1)	
11	OCC (OD2)	
12	OCC (ODN)	
13	OM-D1	
14	OM-D2	
15	OM-N	
16	SOM	

This English translation is for reference only. In the event of any discrepancy between the Chinese original and this English translation, the Chinese original shall prevail.
本英文譯本僅供參考。如英文譯本與中文原文有任何差異，以中文原文為準。

Annex 5.4

Bus Captain's Handbook



Version: July 2017

CITYBUS 城巴 新巴 FIRST BUS

新創建集團成員 Members of NWS Holdings

Rules for use of the Bus Captain's Handbook

All front-line staff of the Operations Department shall comply with the handbooks, staff notices and special instructions from superiors as issued by the Company.

The Bus Captain's Handbook (hereinafter referred to as the "Handbook") shall be subject to the version stored in the intranet of the Company. The Company will update the Handbook on a regular basis. The updated version will be uploaded to the intranet of the Company and placed at all bus depots for staff's reference. The Company will inform all front-line staff by staff notices in case of any update.

Notices or instructions will be issued where necessary. Issued notices will be posted on the notice boards in Operations Department office building, intranet, depots and Terminus supervisor's kiosk (no paper notices will be issued by the Company later and notices shall be available to staff via the intranet or computer stations in major depots). All staff are required to refer to the notices on a daily basis, and carefully read and abide by such notices. Superiors may issue oral instructions as and when necessary, and all staff shall listen carefully to and comply with such instructions.

In the event of any inconsistency between the provisions of the Handbook and the contents of staff notices, the latest version with a more recent issue date shall prevail. The Company has the right to duly modify, delete or supplement contents of the Handbook. If the front-line staff of Operations Department have enquires or confusion about the contents of any codes, instructions, notices or oral instructions, they should immediately consult their superiors. In case of failure to inquire the relevant terminus supervisors or inspectors about such instructions, the bus captain may call the Control Centre for inquiry.

Apart from the applicable departments specifically listed, the codes, guidelines and procedures contained in the Handbook shall also apply to all bus captains. All the bus captains shall comply with the provisions and are obligated to clearly understand the meaning of the provisions and the specified responsibilities thereunder. Under whatever circumstances, including those not specified in the code of conduct and instructions, all staff shall act at discretion according to common sense and reasonable excuse. Staff shall bear in mind that the safety of passengers and the public is of prime importance.

Note: Ignorance will not be accepted as an excuse for staff's non-compliance with the codes, guidelines, notices, oral instructions, etc. issued by the Company. Failure to comply with reasonable and legal orders made by the Company or superiors on purpose may lead to severe disciplinary punishments, including immediate dismissal.

NWFB Operations Department and CTB Operations Department

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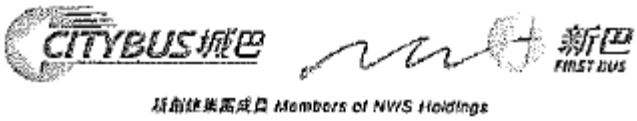

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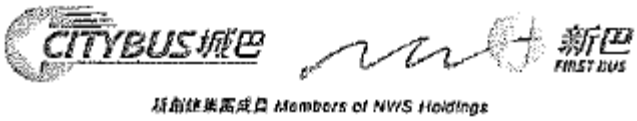

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1. Professional Codes of Conduct, Driving Attitude and Safety

1.1 Professional codes of conduct

- As a professional bus captain, passengers will expect and require you to have excellent driving skills and good service attitude;
- The safety of passengers is our primary concern;
- Abide by laws, especially the Road Traffic Ordinance (Laws of Hong Kong Cap 374), Public Bus Services Ordinance and Public Bus Services Regulations (Laws of Hong Kong Cap 230 and Cap 230A);
- Provide amicable services for every passenger with a friendly and obliging attitude;
- Always look clean and tidy and, whether on duty or not, be cautious about the demeanour when in uniform for the purpose of avoiding damages to the image the Company;
- Be dedicated and responsible, strive to protect interests of the Company, and properly use assets, vehicles, equipment, tools, etc.;
- Protect properties of the Company, do not destroy bus equipment and smear any equipment, facility or notice, and do not put personal belongings in public areas.

1.2 Driving manner

Correct driving attitude of a professional bus captain:

People, vehicle an d road come as the 3 key factors for traffic safety with driver being the most significant factor of all. According to statistics, approximately over 80% of road accidents are due to bad driving attitude of drivers, which shows that the driving attitude of drivers is undoubtedly closely related to traffic safety. A professional bus captain who shoulders the responsibility for safe driving should always effectively communicate and get along well with other road users under a correct driving attitude in order to ensure driving safety. Even in the absence of supervision, you should still maintain self-control when driving, drive safely with self-discipline and by law, and flexibly resolve possible crisis happened on the road under any circumstances.

Protective attitude:

- Drive in a protective driving method;
- Keep highly alert, observe road conditions and movements of other road users thoroughly, predict possible crises, and coordinate with other road users through proper speed and position to reduce and eliminate predicted crisis and risks;
- Obtain adequate information about road conditions and environment, and drive in

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a safe manner accordingly;

- Expand driving space as much as possible to keep enough safe braking distance from other vehicles, enabling enough road space and response time to calmly react to sudden accidents and eliminate the crisis;
- Send signals in advance to alert other road users and give them more time to make adjustment and coordinate with your next driving movement.

Self-discipline attitude:

- Understand your driving responsibility and highly demonstrate rational and responsible driving behaviours;
- Maintain self-constraint and drive with self-discipline and by law;
- Understand your driving skills and do not drive in a manner beyond your driving skills.

Empathic attitude:

- Understand that everyone has the same right to use the road and always give precedence to pedestrians and other drivers;
- Understand the needs of other road users and cooperate with each other;
- Tolerate and understand improper behaviours of other road users with no intention of retaliation;
- Tolerate unskilled drivers;
- Keep a positive attitude when driving under any traffic circumstance;
- Pay attention to environmental protection by driving in an environmentally friendly way, reducing pollution and saving energy.

1.3 Response to road crisis

Road crisis can be classified into practical crisis and potential crisis:

- Practical crisis:

  It refers to any road crisis that a driver is forced to cope with by making changes, such as traffic light, crossroad, roundabout and expressway. This type of crisis can usually give drivers some time to make corresponding responses;

- Potential crisis:

  It refers to anything that will not cause any trouble if kept static, which may, however, interferes with your movement, and may not be an urgent incident but

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highly possible to turn into a sudden accident, such as passing-by vehicles, pedestrians crossing the road, passengers waiting at the bus stop and passengers walking in the compartment.

Therefore, as a professional bus captain, you must maintain a correct driving manner and be alert at all times in order to respond to sudden crises on the road. For preventive purposes, you have to be a smart bus captain by referring to the following responsive measures when coping with various road crises.

1. Driving down a slope:

   Neutral gear driving is strictly forbidden. To ensure safety and prevent damage to the braking system, you should properly use oil pressure reducer "turbocharger" to slow down. If an "overdrive" button is available, press the "overdrive" button to drive in a slow gear.

2. Traffic light:

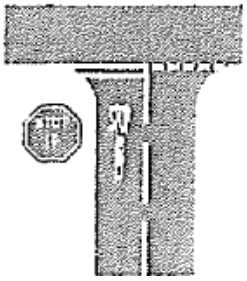
   In addition to strictly complying with traffic signals, as a professional driver, you should properly adjust speed and be mentally prepared for the worst in advance before approaching the traffic light in case other road users who don't act according to traffic light may cause danger.

   If the traffic light is disabled, slow down the bus, treat it as a crossroad without traffic light control, and slowly drive through the crossroad with extra caution.

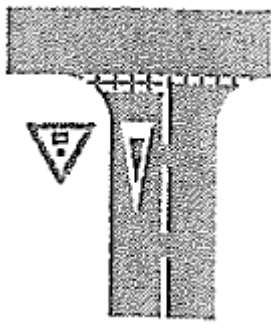
3. Crossroad:

   Crossroad is usually the place where you meet other road users, thus representing a higher chance of accidents. As a professional driver, in addition to being more alert, you should also adjust speed in advance according to the road conditions when approaching the crossroad, strictly abide by traffic signs and take the following steps to drive through the crossroad:

   1. Rearview mirror—understand the traffic condition at the rear of the bus;
   2. Signal—enhance communication with other road users in advance;
   3. Operation—adjust speed and position in advance according to prevailing traffic environment;
   4. Observation—make comprehensive observation of



Stop before the line with a "Stop" sign, and do not



Do not cause danger to vehicles running on the

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	traffic conditions in front of and at the rear of the bus as well as at the crossroad; 5. Evaluation—make correct judgment according to the above information; 6. Decision—put evaluation into practice and drive through the crossroad safely.	cause danger to vehicles running on the road or force such vehicles to change speed or driving route when driving through the crossroad.	road or force such vehicles to change speed or driving route when driving pass the crossroad with a "Give Way" sign.

4. Expressway:

The bus is usually running at a higher speed on expressways. As a result, it takes longer time to complete almost all driving actions. For example, slowing down or stopping the bus requires more time, and so does changing the lane or direction. The driver must stay focused and be more alert. More space is required to be reserved for emergencies and a longer safety distance (2-second safety distance at the speed of 70km/h is about 40m, i.e. beyond the length of three buses) is kept from the preceding vehicle when compared to driving on the general roads.

The driver may unconsciously drive the bus at a high speed on expressways. The driver is likely to underestimate the parking distance required for the actual speed, and is also prone to exceed the speed limit. The driver must check the driving speed from time to time and properly adjust the driving speed according to the road conditions.

The driver should try to stick to the left lane if possible, select an appropriate lane in advance and only switch the lane if really necessary. Do not weaving in and out.

5. Bus terminal:

Characteristics of crises:

- There are limited pedestrian crossing facilities and relatively narrow pedestrian passageways in bus terminals. Pedestrians need to walk on the carriageways and cross the lanes in the terminals from all directions;
- Some terminals are dimly lit;
- Lanes are usually relatively narrow in terminals;
- Passengers may negligently or recklessly rush across the lane to catch the bus;
- Pedestrians may rush across the lane without fully understanding the traffic conditions due to their sight being blocked by vehicles parked in the terminal.

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Driving tips:

- Adjust the speed prior to entering the terminal, and pay attention to movements of pedestrians and passengers while entering the terminal slowly;
- before entering a dimly lit terminal, take off the sunglasses and turn on the headlights and compartment lights until all passengers leave the compartment;
- Stay away from vehicles parked on both sides when driving, be more alert of pedestrians suddenly walking out of the gaps between buses;
- Let passengers leave the compartment after approaching the bus stop platform with elevated pavement, and avoid alighting in the lane;
- Observe the rearview mirrors on both sides and avoid crashing the bus stop platform, railings, upper coverings, etc.;
- Turn on the compartment lights before the boarding of passengers in a dimly lit terminal;
- Look at the surroundings, especially passengers behind the bus who are chasing after the bus, before leaving the terminal.

6. Roundabout:

Characteristics of crises:

- There are more converging points between the driver and vehicles from all directions;
- The roundabout exit is so close that the viewing distance is relatively short;
- It is rather difficult for the driver to make correct judgement on the priority of using the roundabout;
- Vehicles driving from and those passing through the roundabout switch lanes with each other;
- Given a sharper bend of the roundabout, passing through the roundabout may cause large centrifugal force, easily causing the overturn of the bus and making passengers in the compartment lose balance and fall.

Driving tips:

- Understand the traffic conditions behind the bus via the rearview mirrors, slow down the bus and send out the light signal, before entering the roundabout;
- Prepare for a sudden stop as a result of the preceding vehicle failing to enter the roundabout;
- Evaluate the movements of oncoming vehicles in the roundabout, pay attention to the traffic conditions in the leaving direction and safely drive out of the intersection and into the roundabout, so as to avoid a crash-stop after the bus starts moving;

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- Properly adjust the speed and position of the bus in the roundabout and keep an eye on movements of other vehicles;
- Send out correct signals before leaving the roundabout;
- Do not forcibly drive out of the roundabout in the event of missing the exit to result in any danger.

7. Tram stop:

Characteristics of crises:

- Most of the tram stops are set up in the middle of the road, hence tram passengers must walk cross the lanes to reach the tram stop platform;
- Restricted by the environment, some tram stops fail to provide crossing facilities with traffic controls for tram passengers to come to and back from the tram stops;
- Tram passengers may negligently or recklessly rush across the lane to catch the tram;
- Pedestrians do not use appropriate crossing facilities in crossing the lane or walk across the road in front or behind the tram for the sake of convenience;
- With their sight blocked by tram stop facilities (such as billboards), tram passengers and pedestrians walk to the road from the blind spot of the tram stop platform without having a clear view of the traffic conditions;
- The tram has a greater rear slip angle when turning a corner, which easily causes a collision accident.

Driving tips:

- Properly adjust the speed of the tram before passing through the tram stop platform;
- Try to drive on the lane leaving the tram stop where practicable;
- Be aware of the movements of pedestrians on the tram stop, and watch out for pedestrians who suddenly walk out of the tram stop and emerge from the front of and behind the tram;
- Keep an eye on driving dynamics of the tram while driving on road sections of the tram stop without a platform, properly adjust the speed and stop the tram for passengers to get on and off at first. The tram must be stopped at an appropriate location in accordance with road marks and signs in order to let tram passengers leave the tram stop safely.

8. Busy roads:

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Characteristics of crises:

- Relatively narrow driving lanes;
- High vehicle and pedestrian flow leading to a higher chance of vehicle-pedestrian conflicts;
- A number of bus routes sharing one bus stop;
- More road users that don't comply with traffic rules, go in hurry and overlook safety;
- Complicated traffic control with yellow box marking in most parts;
- Vehicles parked on the wayside blocking the sight of pedestrians and drivers;
- Other public vehicles suddenly stop for passenger boarding and alighting;
- Traffic accidents frequently occur, with a number of sites in the region listed as traffic black spots.

Driving tips:

- Be careful and patient before switching the lane as well as approaching and departing from the stop;
- When driving on the lane close to sidewalk, align to the right side of the lane when it is safe to do so in order to stay clear of the sidewalk as much as possible;
- Slow down and properly control speed in advance;
- Get familiar with features of the crossroads subject to traffic light control along the lane and order of traffic light switch;
- Strictly abide by traffic light, do not run or jump the light;
- Properly evaluate traffic conditions, drive through the crossroad after making sure the road ahead is clear, and avoid parking in any crossroad, yellow box marking and pedestrian crossing facility.

9. Non-busy/suburb roads:

Characteristics of crises:

- More cars during peak hours and faster speed during off-peak hours;
- Narrow lanes and opposite direction vehicles;
- Circuitous roads result in short view distance;
- Driving down long slopes gives rise to potential crisis;
- Sudden change of lasting green light;
- Wayside trees fall down on rainy days;
- Vehicles turn around on the lane in disregard of safety;

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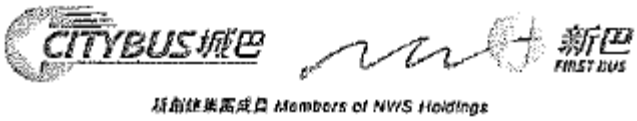

- Vehicle-pedestrian conflicts occur in marketplaces, tourist areas and beach areas on holidays, and noncompliant parking influences driving safety.

Driving tips:

- Properly adjust speed and gear before approaching crooked roads, long downward slope and circuitous upward or downward hill roads;
- In wet seasons, be cautious about slippery roads and broken tree branches on the wayside, and properly increase vehicle distance and driving space;
- Adjust speed before approaching lasting green light, pay attention to the movement of pedestrians waiting to cross the road and be cautious about sudden change of light signal;
- Pay attention to the movement of tourists in marketplaces, tourist areas and beach areas.

10. Vehicular tunnels/toll plazas:

Characteristics of crises:

- More cars during peak hours and faster speed during off-peak hours;
- Multiple lanes are reduced to two to three lanes at the tunnel portal;
- The bus is required to join other vehicles by overtaking from the right lane dedicated for buses when leaving the bus stop;
- Lighting varies a lot before and after entering the tunnel;
- The curve sight distance inside the tunnel is relatively short;
- The toll booth lanes are relatively narrow;
- One-tube-two-way operation;
- Be less alert and unconsciously tailgate.

Driving tips:

- Take off the sunglasses before entering the tunnel;
- Turn on the headlights and compartment lights before entering the tunnel;
- Pay attention to the signal of the tunnel area before entering the tunnel and select the carriageway as early as possible;
- Pay special attention to the unusual movements of other road users in case of tunnel diversion;
- Be cautious about vehicles switching lanes casually in front of the tunnel entrance;
- Spontaneously increase the tailgating distance and the driving space, especially when closely tailgated by the vehicle behind or when the front

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sight is blocked;

- Properly adjust the speed and pay extra attention to vehicles forcibly cutting in before arriving at the tunnel toll booth;
- Keep up the speed and continue to drive forward in case of failure of the automatic toll payment system while passing through the toll booth;
- Pay attention to the bus suddenly departing from the stop and passengers chasing after the bus before entering the franchised bus stop area;
- Be careful and patient before switching the lane, entering and departing from the stop;
- Strengthen observation of traffic conditions on the trunk road before joining the trunk road once departing from the franchised bus stop area.

11. Before approaching the stop:

- Pay attention to the movements of passengers on the bus, especially those walking and standing on the bus;
- Be prepared for the situation where any passenger may ring the bell in the last one second, adjust the speed ahead of time and gently control the accelerator and the foot brake, even though no passenger has rung the bell yet. Do not heavily step on the accelerator and the foot brake;
- Select a desirable lane in advance and gently control the steering wheel. Do not turn the steering wheel quickly;
- Send appropriate signals in advance as a hint to other road users for co-ordination;
- Pay attention to canopies or other objects at the roadside to avoid collisions;
- Pay attention to the movements of passengers waiting at the stop;
- Note whether or not the drop-off door directly faces any obstacles, which causes inconvenience to passengers alighting;
- Note whether or not the boarding door faces the area where passengers are queuing up;
- Stop the bus as close as possible to the sidewalk while driving towards the boarding area;
- Ensure that the bus stops at a safe location for passenger boarding and alighting;
- Pull the hand brake after the bus stops entirely.

12. During boarding and alighting:

- Ensure the safety of road conditions before opening the door to let passengers

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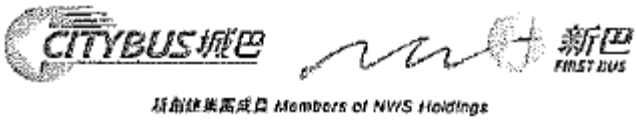

get on or off the bus;

- Make full use of the low-floor equipment of the bus to make it safer, easier and faster for passengers to get on the bus;
- Pay attention to the movements of alighting passengers in the compartment and only close the back door after making sure that all alighting passengers have left the compartment, so as to prevent passengers from being hurt by the closing door;
- Assist passengers in need in boarding. Arrange appropriate places or seats for passengers in need, if necessary;
- If the bus is fully boarded, the bus full display lamp should be turned on to tell passengers to wait for the next bus;
- Politely advise passengers on the bus to move inside the compartment after some passengers get off the bus, and turn off the bus full display lamp;
- Close the front door only after making sure that the door area is unobstructed.

13. Before departing from the stop:
    - Ensure that all doors are completely closed;
    - Ensure that the low-floor equipment has been restored to normal driving condition, if such equipment has been used;
    - Pay attention to movements of passengers on the bus and wait for them to hold the handrails or sit down;
    - Send the appropriate signals in advance as a hint to other road users for co-ordination;
    - Pay attention to movements of passengers who are chasing after the bus;
    - Clearly look at the surrounding traffic conditions and drive the bus only if the road environmental is safe;
    - Remember to look at the left rearview mirror to ensure that passengers and other road users are away from the bus and that no object is clamped by the bus door.
14. During departing from the stop:
    - Take into account that passengers are still moving inside the compartment, avoid crash-stop after starting the bus;
    - Control the accelerator, foot brake and steering wheel in a gentle manner.
15. Driving on rainy days:
    - Check the operation of windscreen wipers and washer nozzles before driving the bus;

- The bus captain should turn on headlights and compartment lights while driving to make it easier for other road users to notice the movements of the bus;
- The bus captain should send out the lane-switching signal as early as possible before being ready to change lanes, so as to give other road users enough time to coordinate;
- Due to the influence of rain, it is rather difficult for the bus captain to accurately assess the speed and position of vehicles behind from the rearview mirror on both sides. Therefore, the bus captain should not forcibly switch the lane;
- Pedestrians may walk out of the sidewalk without accurately noticing the vehicles in motion nearby as rain gears may block their view. The bus captain should pay special attention to the movements of pedestrians. The bus captain should adjust the speed according to the situation and enhance the crisis consciousness after discovering abnormal behaviours of pedestrians, so as to avoid accidents caused by negligence of pedestrians;
- Pedestrians are most likely to stretch their rain gears out of the lane unconsciously, which the bus captain should be careful not to hit;
- The floor of the compartment may get wet, making it easier for passengers to slip in the compartment. The bus captain should pay attention to the conditions of passengers on board and steadily control the accelerator and foot brake;
- In foreseeable circumstances, the bus captain should operate the braking system in a timely and gentle manner to slow down the bus, and try to avoid strong braking;
- The bus captain should drive on a traffic lane on higher ground as far as possible to avoid any flooding road section. If unavoidable, the bus captain should try to slow down and drive through it slowly;
- The cohesive force between the tires and the road surface is weaker due to slippery road surface, so the braking distance required by the bus increases relatively. It is also easier for the bus to slip while braking and changing direction, resulting in dangers. The bus captain must properly control the speed based on the road conditions, and keep a safety distance twice as much as the normal level or even longer (i.e. a minimum 4-second distance) from the preceding vehicle.

16. <u>Driving in typhoon/bad weather:</u>

- Always drive on the left lane. Do not overtake other cars on the road unless encountering obstacles;
- Slow down the bus to a safe level in accordance with the traffic conditions at that time, so as to prevent the bus from deviating from its own lane due to the

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wind;

- Beware that small vehicles may swing when exposed to strong winds;
- Pay attention to signboards, scaffolds and trees at the roadside, and try to stay away from them once finding out that these objects are teetering;
- Notify the control centre as soon as possible wherever safe to do so, once finding out that traffic is affected in some road sections suffering from overwhelming winds (such as, coastal road sections or viaducts).

17 Reversing:

- Firstly, the driver needs to judge the necessity of reversing and try to avoid reversing. The driver can reverse the bus only after making sure that there is no pedestrian or obstacle around or under the bus, or in the pit. The driver must get off the bus to conduct a check in case of any doubt;
- Remove the obstacles before reversing, if the obstacles are moveable;
- Make sure that the hand brake is pulled up and stays in the "N" gear before starting the bus;
- After switching on the engine, the driver needs to step down the brake pedal to enter the startup state and press the reverse gear breaker;
- The reverse gear horn will automatically turn on and send out a warning signal after entering the "reverse gear". Report as soon as possible to the bus breakdown helpline (NWFB) or the control centre (CTB) to arrange inspection and maintenance, if the reverse gear horn is found to be malfunctioned or insufficient in the volume. Sound the horn intermittently on an ongoing basis and turn on the hazard warning lights in case of emergencies as a temporary alternative to the malfunctioned reverse gear horn;
- Sound the horn for three consecutive times before reversing. This reminds others to be careful that there is a vehicle reversing and urges them to stay away from the vehicle in order to avoid accidents:
- Turn on the hazard warning lights to remind pedestrians and other road users when reversing under a dim environment;
- The driver just needs to slightly step on the accelerator and reverses the bus at a speed lower than that of the pedestrian, in order to avoid accidents caused by a sudden backlash;
- The driver must pay attention to mirrors on the left and right sides and the reversing monitoring system display screen, and observe the conditions on both sides and at the rear of the bus while reversing;

- Seek help from colleagues at the rear in reversing, if practicable;
- When reversing the bus, if the driver has any doubt about the reversing environment, he must stop reversing immediately, get off the bus to conduct a check and ensure that there is a safe environment before continuing the reversing of the bus;
- The driver must use "reverse gear" while reversing the bus on a sloping road and not use "neutral gear" to coast. If the driver is not confident in reversing on a sloping road, he/she must seek assistance or guidance from colleagues before reversing;
- Pull on the hand brake and switch to neutral gear for completing the bus operation.

1.4 Safety precautions

In order to ensure a safe drive, staff must comply with the following when performing their bus driving duties:

- Controlling personal mobile electronic devices (including mobile phones/tablets/smart watches/smart glasses/radios/intercoms) in any form and wearing earphones/hands-free devices are prohibited;
- The bus captain must firstly park the bus in a safe location if he/she needs to call the control centre while driving;
- Reading any publication is prohibited;
- Talking to others while driving is not allowed. For passengers' inquiries, give a polite and brief response or indicate that explanations will be given when the bus stops at the bus stop;
- Wear a seat belt while driving. Check whether or not the seat belt works normally before driving. Do not affect the operation of the seat belt;
- Pay attention to the height of signboards, overbridges and trees;
- The doors must be closed except for stopping the bus for boarding and alighting of passengers. The doors must be closed even if the bus is moving slowly;
- Ensure that the emergency exit is closed while driving, except in the case of an emergency;
- The Company classifies some bus stops as compulsory stops. The bus captain must stop the bus whether or not there is any passenger;
- Do not drive the bus onto the kerb;
- Move at a safe speed, comply with the speed limit of the depot and turn on headlights while driving in a bus depot;
- Turn off the engine if it is necessary to leave the bus for whatsoever reason

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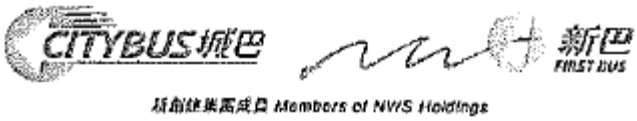

(except for assisting wheelchair passengers in getting on and off the bus);

- Correctly use the rearview mirrors in the bus to monitor the condition of the compartment when carrying passengers.

1.5 Eco-driving

- Do not start the engine if not necessary;
- Try to avoid pressing down on the accelerator pedal and air brake;
- Turn off the engine and electrical equipment as soon as possible after ensuring that all passengers have left the compartment;
- Properly adjust the speed according to the traffic conditions on the road;
- Strictly abide by the two-second rule and keep a safe distance from the preceding vehicle while driving;
- Gently control the accelerator and never press down on the accelerator pedal for no reason;
- Keep using the "D" gear during normal driving;
- Always be on the alert, always keep an eye on the road condition, respond in advance and try to avoid pressing down on the accelerator pedal or braking to a stop unnecessarily;
- Turn off unnecessary electrical equipment (such as, compartment lights, upper air conditioning systems) when the bus is not operating;
- Do not use the horn and avoid "pressing down on the air brake" in residential areas or their vicinity during late nights and early morning hours if not necessary.

1.6 Drug driving laws

According to the revised drug driving laws, any person involved in any of the following acts shall be guilty of an offence:

1. under the influence of illicit drugs or other drugs when driving to such an extent of being incapable of proper control of the motor vehicle;
2. with any concentration of the six specified illicit drugs (heroine, cocaine, ketamine ("K"), methamphetamine ("ice"), cannabis ("grass") and MDMA ("ecstasy")) present in his/her blood or urine when driving, whether his/her driving ability is impaired or not;
3. fails to undergo preliminary drug tests without reasonable excuse; or

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4. fails to provide specimens of blood and/or urine for analysis without reasonable excuse.

In addition, if a driver:

- is involved in a traffic accident;
- has committed a traffic offence while the vehicle is in motion; or
- is suspected of driving under the influence of specified illicit drugs or other drugs or driving after use or consumption of the six specified drugs,

a police officer may require the driver to undergo a preliminary drug test either at roadside or in a police station.

Upon conviction of drug driving, offenders are liable to one or more of the following penalties:

- A maximum fine of $25,000;
- A maximum imprisonment for 3 years;

Driving disqualification up to a minimum period from 6 months to 5 years on first conviction, and for a minimum period from 2 years to 10 years on subsequent conviction. A repeated offender may be disqualified for life if the court or magistrate, having considered the circumstances of the offence and the behaviour of the offender, is of the opinion that he or she should not be allowed to drive a motor vehicle anymore.

1.7 Drink driving

In response to Section 39 drink driving legislation of the *Road Traffic Ordinance*, the Company will conduct unannounced alcohol breath tests on bus captains in different locations at different times to ensure that the bus captains will not drive under the influence of alcohol. Bus captains must undergo the alcohol breath test in accordance with the instructions. Results of the test will be recorded and the bus captains must sign the form for confirmation. If any bus captain disagrees with the test results, the tester will require an on-site staff to witness another test of such bus captain and sign the form for confirmation of the result. If the bus captain refuses to undergo the test, the Company will take severe disciplinary actions against the bus captain.

The Company hereby reminds bus captains again not to be influenced by alcohol while on duty. A bus captain must be suspend from his/her driving duties immediately if the test reading exceeds 5mcg. The Company will also take the following disciplinary against the bus captain who violates the law:

6-10mcg Written warning and suspension of the Safety Bonus of

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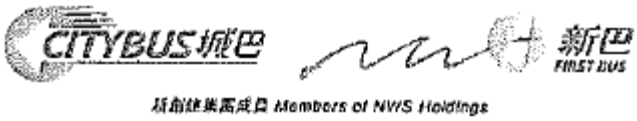

	$500
11-22mcg	Final written warning and suspension of the Safety Bonus of $1000
23mcg or above	Summary dismissal

1.8 Road sections with speed detection

The bus captain must always drive at a lawful speed and control the speed based on the road environment. The bus captain must also bear in mind that the maximum speed of heavy vehicles (including buses) per hour cannot exceed 70km/h.

The road sections with speed detection are detailed in Annex I. If the bus exceeds the speed limit for 5km/h and maintains such speed for more than 10 seconds while driving on such road section, the system will automatically record the overspeed report. After reviewing the data in the overspeed report, the Company will handle the matter following the established disciplinary procedures.

The system uses the log-in record of the octopus reader to identify drivers, hence, whether carrying passengers or not, the drivers must:

- Log in the octopus reader using the company card before driving (report to the control centre in advance in the event of borrowing the company card of other employees due to any circumstances);
- Keep the octopus reader on and logged in while driving;
- Remember to log out of the octopus reader after driving the bus.

If the bus captain is found to drive the bus without logging in the octopus reader, the Company may otherwise take disciplinary action.

The Company will review the high-risk road sections with speed detection from time to time, and issue notice to staff before implementation in case of any change. In addition to overspeed reports on the road sections listed in **Annex I**, the system will also record all traffic conditions second by second. The Company will review the records during investigation of traffic accidents and complaints. Therefore, bus captains should also observe the speed limit and maintain a good driving attitude when driving on any road sections.

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1.9 Motor Vehicle Idling (Fixed Penalty) Ordinance

The *Motor Vehicle Idling (Fixed Penalty) Ordinance* has come into effect, which provides that a driver is prohibited from causing the engine of a motor vehicle to operate for more than 3 minutes in aggregate within any continuous 60-minute period while the vehicle is in stationary, unless an exemption applies. The Ordinance applies to all roads, including private roads and car parks. Franchised bus captains are exempted from abiding by the rules on idling vehicles with running engines only in the following circumstances:

1. Stopping the bus due to traffic conditions (e.g. traffic jam, following the traffic light);
2. Failure to prevent the motor vehicle from idling due to mechanical breakdown;
3. When any passengers are boarding or alighting from the motor vehicle;
4. When a very hot weather warning or an amber, red or black rainstorm warning signal is in force and until the mid-night of the day when the warning or signal has ceased to be in force;
5. When passengers are on board.

Traffic Wardens and Environmental Protection Inspector will send a Fixed Penalty Notice to the noncompliant drivers. In addition to payment of such penalty, bus captains shall also report to the Company for follow-ups. The Company will impose severe punishment on drivers who conceal such penalty for contravention on purpose.

2. Shifts, Attendance and Holidays

2.1 Notes for bus captain attendance

Shifts and official holidays of bus captains are arranged by the Shift Scheduling Department. Bus captains must sign in on time according to time and place of the arranged shifts and work according to the arrangements on the "Daily Log Form" (hereinafter referred to as the "Assignment Record"). Notes regarding attendance, shift exchange, leave in lieu, leave application, sign in, late arrival/early leave, annual leave, route shift application, etc. will be provided in the following sections. Unless permitted by superiors, bus captains shall not leave their post or abandon the bus.

2.2 "Route familiarisation" arrangement

1. A bus captain should spontaneously understand the works of his/her shift in

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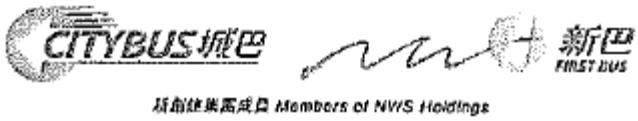

advance and inform the Shift Scheduling Department as soon as possible if unfamiliar driving routes and stops are found in the scheduled shifts;

2. A bus captain must obtain the prior consent of the Shift Scheduling Department, Depot Inspector or Control Centre before independently taking a bus to familiarise himself/herself with the route during working hours (hereinafter referred to as "route familiarisation");
3. In case of a jointly operated route, the bus captain shall take the bus of the Company;
4. For each trip, the drive shall swipe the staff card through the Octopus reader for certification when getting on and off the bus;
5. After getting on the bus, fill in route concerned, bus number and time of departure in the Route Familiarisation Sheet/Assignment Record;
6. During route familiarisation, the driving bus captain shall not talk with the bus captain doing route familiarisation, and the bus captain doing route familiarisation can only inquire of the driving bus captain about important matters regarding driving on the route before departure and after arrival at the terminal.

2.3 Working time limit and rest period for bus captain

1. It is strictly forbidden to arrange more than 14 hours of working schedule for bus captains.
   - If a bus captain is assigned to a shift or assigned to work overtime after finishing his/her own shift, it is a must to note that handover time of the shift, and the total working hours should not exceed 14 hours;
   - If there is an accident while driving and the working hours is estimated to exceed 14 hours, it is necessary to seek instructions from the Control Centre as soon as possible. If the bus captain has worked more than 14 hours when arriving at the next destination, the bus captain cannot continue to carry passengers;
   - If the bus captain exceeds the working time limit due to any circumstances, he must sign the Assignment Record according to the actual handover time and must not ask the inspector/terminus supervisor to change it to an earlier time.
2. There must be a rest period of more than 10 hours between two shifts.
   - If the former shift time is extended, resulting in less than 10 hours before the sign in time in the following day, the bus captain must take the initiative to contact the Control Centre/Shift Assignment Department to report and seek

instructions；

- When the bus captain is assigned to work extra hours before his assigned shift, if it is found that there is less than 10 hours of interval between the sign in time on that day and the handover time of yesterday, the bus captain must take the initiative to contact the Control Centre/Shift Assignment Department to report and seek instructions.

2.4 The bus captain’s return to work during official holidays

If a bus captain wants to return to work during official holidays, please contact the Shift Scheduling Department. However, it is a must to ensure that the above requirements of rest period are met and the bus captain will thus not work for more than 14 consecutive days.

2.5 Guidelines on applying for temporary shift exchange and holidays

If a bus captain wants to apply for temporary shift change or holidays, he/she must apply in accordance with the following rules, and the relevant application will be subject to approval based on the needs of the Operations Department:

Basic Rules:

1. It is strictly forbidden to exchange shifts/holidays without permission, and offenders will be subject to disciplinary action;
2. All applications for shift/holiday exchange must be filed on a voluntary basis and agreed by both parties, which shall not involve the act of accepting benefits or intimidation. The application form must be personally signed by both parties. If it is found out that an application form is signed by someone else, the Company will not approve the application even if it has been permitted by the applicant, and the relevant staff will be subject to disciplinary action;
3. All employees of NWFB and Citybus are “civil servants” under the supervision of *Prevention of Bribery Ordinance* and are required to comply with the *Prevention of Bribery Ordinance*. Employees of the Operations Department may not directly or indirectly provide or receive any form of benefit when negotiating for shift exchange;
4. Only applications in the designated form will be accepted, while oral or telephone applications will not be accepted;
5. Applicants should clearly state the original and new dates of holiday/shifts;
6. All applications shall set out the reasons for holiday/shift exchange;
7. Both parties of the shift exchange have the responsibility to ensure that there will be no need to catch up with the previous shift after the shift exchange (that is,

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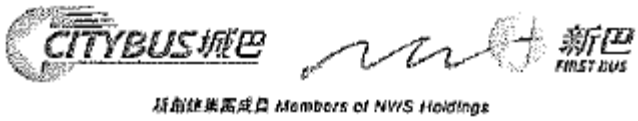

they must have a rest period of at least 10 hours before or after the new shift), otherwise the application will not be accepted;

8. Bus captains who exchange holidays must take a leave for at least one day within 14 days, which means they shall not work for more than 14 consecutive days;
9. If the application involves more than one holiday/shift exchange, it will not be accepted;
10. Bus captains who exchange shifts must be familiar with the other party's route, otherwise they should conduct route familiarisation before the shift exchange, especially if a running captain will exchange for a shift of a standby captain, he must be familiar with all possible routes that he might take over;
11. The application is subject to the approval of the Shift Scheduling Department. The bus captain is responsible for calling the Shift Scheduling Department to inquire about the approval result.
12. All applications together with the relevant supporting documents (if applicable) must be submitted in person or by post to the office. The applicants may also authorize another person to submit the application on their behalf. However, the applicants shall bear the risk of delivery delay or loss.

Additional rules for each department:

NWFB Operations Department	CTB Operations Department One	CTB Operations Department Two
Application for shift exchange To apply for shift exchange, the application form should be submitted to the Operations Department at least 7 days prior to effective date of the shift exchange. Application for holiday exchange 1. To apply for holiday exchange, the application form should be submitted to the Operations Department at least 10 days prior to effective date of the	The application form should be submitted to the Shift Scheduling Department at least 3 days prior to effective date of the application.	The first draft of shift schedule for the next week will be issued at the station and on the intranet every Monday, subject to change due to staff's annual leaves, flexible leaves and shift exchange. Bus captains may apply for shift and holiday exchange in accordance with the contents of the first draft and the application form must delivered to the Shift Scheduling Department on or before Wednesday. Upon approval and processing by the Shift Scheduling Department, all applications for shift exchange will be printed on the final draft of shift schedule, which will be issued and uploaded on the intranet at the weekend. After the final draft is released, it is generally not acceptable to apply for any

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holiday exchange. 2. Holiday exchange must be settled within the same year. 3. Each bus captain can only exchange holidays (official holidays or deferred holidays) for at most 3 times a month; 4. Once an application has been approved, it cannot be cancelled except for special circumstances. The application for cancellation must be submitted in writing.		shift and holiday exchange. The application for shift and holiday exchange can only be accepted in the following conditions: 1. If the final draft is different from the first draft due to arrangement of the Shift Scheduling Department, a bus captain may submit an application form for shift or holiday exchange again to the Shift Scheduling Department to exchange shift or holiday with another bus captain after the finalization of shift schedule. 2. If a bus captain applies for a shift exchange with a standby captain after the first draft is issued and then realises there are unfamiliar routes in the assigned shift after final draft is issued, the bus captain may apply for a shift exchange again according to the above procedures. However, the bus captain must submit an staff report separately. 3. If it is not for the above reasons, an employee report must be submitted, and the manager should exercise discretion if the bus captain has a reasonable reason to do so, but reasons such as going to a dinner or attending a banquet are not accept.

2.6 Application for temporary short-time shifts by NWFB bus captains

Application for temporary short-time shifts (i.e. shift of less than 10 hours):

1. The bus captain who applies for temporary short-time shift must have an original shift of more than 10 hours, otherwise the application will not be accepted;
2. All applications must be returned to the Company 10 days before the shift;
3. Each bus captain can only apply for temporary short-time shifts for at most 2 days a month;
4. The bus captain can only submit shift applications for the next 30 days. If a bus

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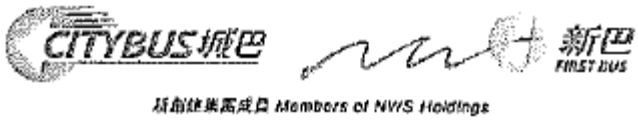

captain wants to apply for a second temporary short-time shift in the same month, he/she must submit application within 10 days after the first application (subject to the date of receipt), otherwise the second application will not be considered;

5. The daily quota for temporary short-time shift is limited to five people for morning and night shifts respectively on a first-come first-served basis (subject to the date the Company receives the application form), and the Company will also give priority to people who submit application for the first time in the month or do not submit application in the prior month;
6. Whether any application is accepted or not depends on the manpower arrangements of the Company.

2.7 Temporary leave notification procedure

If the bus captain wants to ask for a temporary leave (regardless of sick leave, personal leave or failure to sign in due to traffic or weather condition), he/she must inform the Company one hour before the normal signing in time via the following phone number:

NWFB Operations Department	CTB Operations Department One	CTB Operations Department Two
Call Shift Scheduling Department between 04:30-24:00: For day shifts: 2136 2504, 2136 2502, 2136 2641 For night shifts: 2136 2860, 2136 2649 Call the Control Centre between 00:00-04:30: 2136 2222	Control Centre: 2136 2422	Control Centre: 2136 2432

The temporary leave application procedures are as follows:

1. Indicate the original shift, employee number and the temporary leave period;
2. Explain the type of leave; (If a bus captain wants to take a sick leave but does not see a doctor, he/she can only apply for a sick leave on that day. If a bus captain sees a doctor and the doctor issues a signed medical certificate for more than 1 day, the bus captain should timely and faithfully notify the Company of the sick leave period on the medical certificate.)
3. A staff who has applied for a sick leave is required to submit the medical certificate issued by a registered medical practitioner on the first day of work after recovery, stating the sick leave period and cause of illness. However, if the staff is in serious condition and needs to take longer sick leave (over 7 days), the medical certificate must be submitted in person or by another person on the

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staff's behalf within 1 week after being signed by a registered medical practitioner. Failure to submit a valid medical certificate within a reasonable period of time can be considered as absence;

4. Staff who have applied for non-sick leaves must submit reports/ relevant supporting documents on their first day returning to work for approval by the Company.

2.8 Notes on late arrival / early departure

If a bus captain is unable to sign in on time (at normal signing in time) due to incidents (including traffic accidents, private affairs, etc.), he/she must immediately call the Shift Scheduling Department/Control Centre according to the procedures in 2.7 and immediately go to the signing in site. If the bus captain arrives late due to an external emergency, the bus captain must submit a report/relevant supporting documents as soon as possible for approval by the Company. A superior of the bus captain who arrives late has the right to change the bus captain's working arrangements for the day.

If the bus captain needs to leave early due to personal affairs or illness, he/she must immediately report to the Shift Assignment Department/Control Centre in accordance with the procedures in 2.7. No matter whether the bus captain has worked for 8 hours or not, he/she must submit the medical certificate/relevant supporting documents to the Company for approval on their first day returning to work.

2.9 Notes to the bus captain's reporting for duty

1. Wear uniform neatly and Staff Card;
2. The bus captain can drive the Company's vehicle only when it is verified that he/she holds a valid driver's license for the corresponding vehicle category. If a staff does not bring a valid driver's license to work or his/her driver's license has been suspended, he/she should report immediately to the superior;
3. Go to the designated site or the site instructed by the superior to sign in and get the bus, or take over from the earlier shift and start working;
4. If there is a sign-in record at the site, please sign on the sign-in record;
5. If there is no terminus supervisor on duty at the sign-in site, the bus captain should report for duty to the designated staff via telephone (if any) at the sign-in terminus within 60 minutes before the sign-in time;
6. If there is a Meal Break (hereinafter referred to as "MB") before bus captain's shift, the bus captain must call and report to the designated staff within 60 minutes before the sign-in time so that they can make sure that the bus captain

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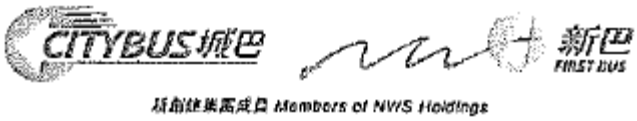

will arrive at the site before the normal departure time. If the bus captain assigned with the above-mentioned shift does not report to the staff according to the procedures, he/she will be deemed as late arrival. If the bus captain fails to arrive at the sign-in site on time after MB, the late arrival will be counted from the original sign-in time, but the Company will pay for another 60 minutes of MB;

7. Start working after getting an Assignment Record, for how to fill in the Assignment Record, please refer to Annex II;
8. The bus captain shall have a clear understanding of the contents in the Assignment Record, which will use codes. For explanation of the codes, please refer to Annex III and Annex IV;
9. Pay attention to and learn about relevant new notices issued by the Company on a daily basis.

2.10 Application for annual leave

When applying for annual leave every year, each bus captain shall comply with the following rules to make an application and the relevant application will be approved in accordance with the following rules:

Basic Rules

1. Application for annual leave must be submitted within a specified period of time. Relevant arrangements will be specified in a notice issued by the Company;
2. Application for annual leave during some festivals (such as Lunar New Year's Eve, Ching Ming Festival, Chung Yeung Festival, Dragon Boat Festival, Mid-Autumn Festival, etc.) will not be accepted. Any application for annual leave spanning the above mentioned holidays will be void;
3. If an employee is entitled to more than 10 days of annual leave, one of the annual leave must be taken with at least 7 consecutive days. If the applicant has less than 10 days of annual leave, he/she must take annual leave for specific consecutive days in accordance with the labour laws;
4. The application for annual leave can be divided into personal choice and arrangement of the Company. If employees want to apply for annual leave by themselves, they must submit application by the deadline.
5. Whether applications for annual leave chosen by employees themselves are accepted depends on the number of applicants. If the number of applicants for annual leave for a period exceeds the quota, the computer program will be used to conduct draw of lots to decide whose application would be approved; annual leave for employees who fail to apply or who have not made an application will be arranged by the Company and the arrangement will be announced together

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with application for annual leave accepted by the Company; (the Company will notify employees at least 14 days before the beginning of the annual leave. Please refer to Other Rules below for arrangement of result announcement.)

6. Employees who have applied for annual leave in writing shall not exchange leave days with colleagues if applications are approved; shall not change or cancel applications without reasonable explanation;
7. Employees in same shift who are entitled to annual leave arranged by the Company may apply to exchange leave days with each other in writing upon mutual consent.
8. Applications involving change in a modified annual leave will not be accepted;
9. All applications must be submitted in person or mailed to the office. The applicants may also authorize another person to submit the application on their behalf. However, the applicants shall bear the possibility of delivery delay or loss.

Other Rules

1. NWFB Operations Department
    - The bus captain's application for the next year's annual leave shall be received in July every year and the approval results will be announced in October.

If applicants want to	Important matters when filling in relevant application forms	If the applications are not accepted
Take one-time annual leave on dates chosen by themselves	Please specify the starting date and "taking one-time annual leave" (application forms with only the month specified will be deemed invalid)	Applicants can choose to take one-time or two-time annual leave on dates arranged by the Company
Take one-time annual leave on any dates	Only specify "taking one-time annual leave"; the specific dates will be arranged by the Company	
Take two-time annual leave on dates chosen by themselves (annual leave for 7 days or less is not applicable)	Please specify the starting date and ending date (the first annual leave must not be less than 7 days)	Annual leave will be taken in two times on dates arranged by the Company

- Employees who did not make application will take their annual leave in two times (not applicable for annual leave for 7 days or less), one of the annual leave must be no less than 7 days.
- All applications for annual leave exchange shall be submitted one month prior to the beginning of annual leave (subject to the earlier annual leave date of the two bus captains) and shall become valid upon approval;
- If the applied annual leave period overlaps with official holidays, the applicant can take official holidays immediately after the annual leave.

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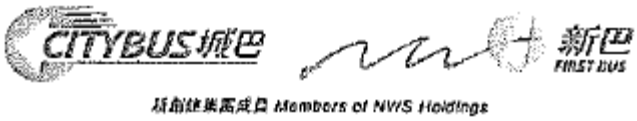

2. CTB Operations Department

- The employee's annual leave can be taken in two periods, namely the first half and the second half of the year.

Period	Month	Application deadline	Application results announcement date	The number of days to take annual leave
H1	Mon. to Jun.	September of the previous year	October of the previous year	The number of days of annual leave earned during the same period last year but not taken yet
H2	Jul. to Dec.	March of the year	April of the year	

- The Shift Scheduling Department will approve employees' application for annual leave depending on the number of employees for which it can arrange annual leave in each period. The procedures are as follows:

The first round arrangement	Process according to applicants' first choice and give priority to annual leave taken for consecutive days (applications for annual leave taken for 5 or more consecutive days shall enjoy the same priority) and then consider single-day annual leave. If the number of employees who have applied for annual leave exceeds the quota, the JCC representative will publicly conduct draw of lots to decide the priority of annual leave arrangements. (If the applicant's first choice is approved, his or her second choice will be automatically cancelled.)
The second round arrangement (only for bus captains of CTB Operations Department Two)	If the applicant's first choice is not approved, the Shift Scheduling Department will conduct the second round arrangement for the annual leave balance of the first round arrangement. If the number of employees who have applied for annual leave exceeds the quota in the second round arrangement, the JCC representative will publicly conduct draw of lots to decide the priority of annual leave arrangements.
Where all choices are not approved, application is not submitted or the number of days of arranged annual leave is less than the	The Shift Scheduling Department will arrange remaining days of annual leave for employees who have annual leave earned during the same period last year but not taken yet according to manpower arrangement; if there is a lack of manpower, the Shift Scheduling Department will flexibly delay employees' annual leave. If there is no annual leave arranged, the bus captain can make applications separately.

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actual number of days of annual leave for the period	

- If the annual leave arranged by the Company or applied by the employee overlaps with official holidays, such official holidays can be considered as flexible holidays which must be taken before the end of the year.

2.11 NWFB's system for removal from shift

If the bus captain of NWFB is subject to disciplinary action of the Company, the Company will calculate the bus captain's score for removal from shift for the one year before the judgment date of the disciplinary action in accordance with standards in the following table on the 14th day after the disciplinary action (if the bus captain applies for an appeal, the scoring will not continue until the appeal is completed). If the bus captain's score exceeds the upper limit, i.e. 11 points or more, the Company will notify the bus captain in writing that he needs to be removed from his shift and assigned as a standby captain. (The bus captain who is removed from his shift still can apply for vacant shifts according to the existing procedures for vacant shift application.)

Matters	Scores for removal from shift
Final written warning	Add 10 points
Written warning	Add 5 points
Oral warning	Add 2 points
Received awards of the Company	Deduct 5 points
Received letter of appreciation from the Company	Deduct 3 points (at most 1 letter can be counted)

2.12 Procedures for application for vacant shifts made by bus captains of NWFB and the scoring criteria

Rules and notices for application for vacant shifts made by bus captains of NWFB are as follows:

1. Applicants must have at least 1 year of seniority and be familiar with the route that he/she applied for and other special arrangements of the shift;
2. Scoring criteria for application for shift are as follows (application scored less than 86 points will not be considered);

   The basic score for each bus captain is 100 points. The assessment will be based on the service record over one year prior to the vacant shift application period. The criteria are as follows:

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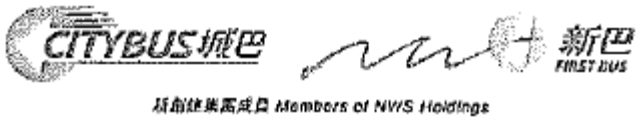

Matters	Addition/Deduction of points
Received awards of the Company	Add 5 points
Received letter of appreciation from the Company	Add 3 points
Final written warning	Deduct 10 points
Written warning	Deduct 5 points
Oral warning	Deduct 2 points
Absence from duty (i.e. absence without leave)	Deduct 1 point for each day

The relevant score will increase as the bus captain gains seniority and is calculated as follows:

Seniority	Addition of points
Seniority of less than 1 year	Application unaccepted
1 -2 year(s)	1 points
3 years and above	2 points

3. If application for a vacant shift is made by more than 1 bus captain, the bus captain with higher scores shall be given priority. If they have equal scores, the standby captain shall be given priority. In case of standby captains with equal scores, the standby captain with higher attendance rate shall be given priority. In case of equal attendance rate, the application result shall be determined by drawing lots.

4. When approving the application of bus captains, the Company has to ensure that the number of bus captains for morning, night and overnight shift is matched with the needs before the application is be implemented so as to avoid insufficient manpower in morning, night and overnight shift.

5. Applicants must submit the application within the specified period of time set out in the application procedures on each vacant shift notice. Each applicant can only submit one application for one specific shift;

6. The applicants can submit application in person or appoint a proxy to submit application on their behalf to the office of the Operations Department for receipt and confirmation during the office hours;

7. After submitting the application, the applicant must pay attention to the result announcement. If the applicant has not obtain approval during the period, the application will be automatically revoked and there will be no other arrangements for waiting list applicants;

8. If applicants who have obtain approval successfully want to further apply for other shift, they must submit the second application 12 months after the effective date of the new shift;

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9. For all bus captains who have obtain approval successfully, their official holiday category may be adjusted according to operational needs;
10. All the vacant shift listed for applications are for reference purposes only. Some information may be subject to change due to actual needs or of schedule modification;
11. If the bus captain successfully obtain approval to fill vacant shift, the Company may still make modification for the shift in the future according to operational needs. The shifts of group responsible for affected routes will be then reassigned according to the "Criterion for Reassigning Selected Shifts due to Schedule Change":
12. If the bus captain does not perform well after successfully obtain approval to fill vacant shift, the Company will remove the bus captain from the shift in accordance with the "NWFB's system for removal from shift".

2.13 NWFB matchers for selected shifts due to schedule change

In case of changes in schedule, the NWFB Operations Department will implement the matchers for selected shifts due to schedule change. In case of revising the schedule of Saturdays and holidays or issuing new schedule, the relevant matchers will not be implemented.

On the premise of day shift and night shift handled separately, it is a must to compare each old shift with all new shifts, and the scoring standards consist of the following items with the aggregate score up to 6.

1. Compare sign-in time: Maximum score 1.5 (zero will be deducted for the same time, and more scores will be deducted for larger time difference)
2. Compare sign-in site: Maximum score 1 (i.e. the sign-in district of one shift and another shift is the same) *
3. Compare handover time: Maximum score 1 (zero will be deducted for the same time, and more scores will be deducted for larger time difference)
4. Compare handover site: Maximum score 1 (i.e. the sign-in district of one shift and another shift is the same) *
5. Compare labor hour: Maximum score 1.5 (zero will be deducted for the same time, and more scores will be deducted for larger time difference)

*(Sign-in/handover sites are in 5 districts: Eastern District, Western District, Southern District, Kowloon East and Kowloon West. For example, the comparison of sign-in sites of KET and BEB scores at 1, while the comparison of sign-in sites of KET and TKD scores at 0)

The higher score is obtained, the more similar the compared shifts are. The Company

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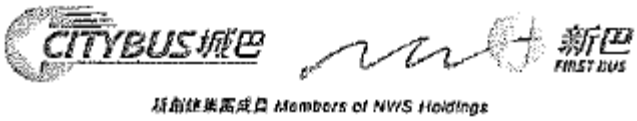

will prepare and distribute shifts on the basis of scores related, that is the combination with higher score will be matched earlier, until completing the match of all shifts from high to low.

In addition, in order to minimize the impact on bus captains, the Company sets the following procedures:

1. In case of mutual consent by bus captains affected, it is possible to apply for exchanging each other's shift within 14 days after the implementation of new schedule;
2. For bus captains falling into the following two categories who apply for exchanging shift with each other within 14 days after the implementation of new schedule, they are qualified for the priority of application for shift vacancy for successively 3 times in the future.

A	Comparison of old shifts and new shifts scored at or lower than 5.5 (i.e. the scores of the bus captain's new shift and old shift are not similar).
B	Bus captain failed in matching to the same-route shift due to the reduction in shifts

In case of reduction in shifts of one route as a result of changes in schedule, and increase in shifts of one route in the same schedule, bus captains who failed in being matched due to reduction in shifts can be matched to the shift that has not been distributed of another route in the same schedule. If the relevant bus captains are not willing to accept the shift, they can apply for serving as standby captain and enjoy the above mentioned priorities.

2.14 NWFB Procedures for applying for shift vacancy with "priority"

NWFB Operations Department will regularly issue notice to bus captains who are subject to shift transfer or matching to unlike shifts as a result of change in schedule (scores lower than 5.5) and have chosen to be standby captains, list all shift vacancies at the time, give them priority to apply for, and do not accept the applications by other bus captains during the period. Such priority for application is valid only for the application notice for successively 3 times immediately after the shift transfer of relevant bus captains, and will be canceled automatically after the successful application for new shift. In case of several bus captains with priority applying for the same shift, it shall be approved according to the following order:

Order 1	Day-shift bus captains shall select day shifts first and night-shift bus captains shall select night shifts first
Order 2	For bus captains falling into day shift/night shift at the same time, the one whose shift applied falls into the same schedule category of the shift before the bus captain becomes standby captain shall have priority
Order	For bus captains originally falling into the same schedule, the one whose shift

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3	applied falls into the same route of the shift before the bus captain becomes standby captain, shall have priority
Order 4	In case of failure in drawing sequence, score for bus captains would be calculated according to Section 2.12 [Procedures and scoring standards of applying for shift vacancy].

The Company will start “normal” procedures of application for shift vacancies within 1 month after the completion of the above mentioned application procedures, so that qualified bus captains (including the above mentioned bus captains with priority) can apply for the remaining shift vacancies, but the above mentioned priorities will not be considered in such normal application procedures.

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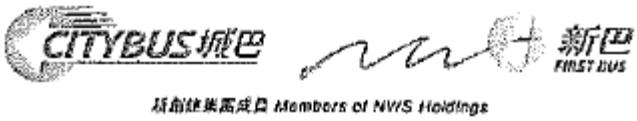

2.15 CTB selection procedures and scoring system of application for route transfer/post transfer

Notice relevant to route vacancy will be issued about once every two months. The CTB Operations Department will approve route-entering applications according to the following precedence order of bus captains:

1. Bus captains transferred out of the route for deletion of route/frequency (two opportunities of priority to approval within 6 months after transfer-out of the route);
2. Standby captains (only applicable to Operations Department One);
3. Bus captains who have enrolled in the route.

In case of the number of applicants in the same category larger than the number of vacancies of route applied, selection shall be conducted according to the following scoring system of applicants:

Part 1 Seniority	A full-time bus captain will get 5 points every month from the commencement date to the day the Company issued route vacancy notice (no score for the number of remaining days that is less than one month)Maximum score for this part is 240Application by a full-time bus captain with a length of service lower than 6 months will not be considered New bus captains whose length of service is longer than 6 months but shorter than 1 year and number of working days is not less than 140 days or length of service is longer than 1 year but number of working days is not less than 280 days, are qualified for the application
Part 2 Personal record	Within 280 days before the Company issuing route vacancy notice: Oral warning each: deducting 100 points Writing warning each: deducting 200 points Final warning each: deducting 400 points Commendatory letter each: adding 50 points, with the maximum scores recording 100 ※Application by the one whose scores deducted reach 900 in this part will not be considered
Part 3 Record of previous route transfer or post transfer	Calculating from the day the Company issues route vacancy notice, if the applicant, from the most recent successful application for enrolling in the route: Within the past 6 to 12 months: Deducting 400 points Within the past 12 to 24 months: Deducting 200 points Within the past 24 months: Deducting 0 point

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The one who gets highest total scores of the above mention 3 parts will be selected. In case of same scores, the Company will select the one with longer seniority (without taking into account the seniority of part-time bus captains or employees who are not bus captain). In case of same scores and seniority, the Company will select the one with lower-numbered employee ID.

The Operations Department shall reserve the rights to change bus schedule, day off and other operational arrangements, and bus captains shall not regard such changes as the reason transferring out of the above mentioned route.

Successful applicants shall voluntarily know each responsible route of the group applied for.

2.16 Notes to CTB Operations Department One selection procedures of application for route transfer/post transfer

According to the CTB selection procedures and scoring system for route transfer/post transfer application in Section 2.15, the CTB Operations Department Two should note the following:1. Bus captain can apply for 3 shift groups at most and must list priority.

2. Applicants for the group of overnight route may be interviewed.
3. Due to labor deployment, the Operations Department reserves the right to assign bus captains to implement the work of the Non-patent Bus Affairs Department.
4. Bus captains for FTN and JCN vacancies shall implement the relevant driving services including patent, non-patent routes and leasing services according to the Company’s arrangements.

2.17 CTB arrangement for transferring personnel absent from work for a long time out of the route

Bus captains of CTB who are absent from work for more than 60 days for occupational injury/sick leave or other reasons will be transferred out of the original route on the basis of the manpower distribution arrangement of the route (“route transfer-out”), and the work arrangement after returning to work is shown as follows:

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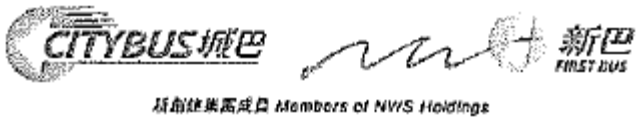

Arrangement after returning to work	• When returning to work, bus captains can return to the original route if the Company has not issue route vacancy notice. • When returning to work, bus captains should apply for enrolment in the route according procedures but bus captains who have not returned to work shall not apply for enrolment in the route if the Company has issue route vacancy notice that the bus captains will be transferred to the standby group.

2.18 CTB scoring system for bus captain transferring out of the route (due to deletion of route/frequency)

Part I Seniority	A full-time bus captain will get 5 points every month from the commencement date to the day the Company issued running schedule notice of route delegation (no score for the number of remaining days that is less than one month) i.e. 60 points for each year can be scored for 4 years at most (maximum scores 240)
Part II Personal record	Within 280 days before the Company issues running schedule notice of route delegationOral warning each: deducting 100 points Writing warning each: deducting 200 points Final warning each: deducting 400 points Commendatory letter each: scoring 50 points (calculating two letters at most with maximum scores 100)

The one who got the lowest total scores of the two parts will be transferred to another route first. In case of same scores, the Company will choose to transfer the one with shorter seniority (without taking into account the seniority of part-time bus captains or employees who are not bus captain) to another route.

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3. Bus Pick-up and Withdrawal from Service through Sign-in

3.1 Notes for bus pick-up through sign-in

1. After sign-in, the bus captain must get the right Assignment Record and read the contents of shift for the day, pay attention to the vehicle number and parking place of vehicle allocated, and should never change the vehicle number without permission;
2. The bus captain should recognize the length and height of the bus allocated and define whether the bus is available for the responsible route;
3. When picking up the bus, the bus captain should inspect the vehicle number, pay attention to the labels in the driver's cab, including rear axle steering, 12.8 meters long super-long bus and hybrid power bus, and identify the operational skills needed for the bus;
4. The bus captain should clearly understand and know the use of various devices and instruments in the bus, and ask the superior when in doubt;
5. When examining the inside and outside parts of the vehicle body, the bus captain should pay attention to whether wheels, metal plates, hemline, glasses and facilities in the compartment are damaged or have obvious scratches, whether the emergency door and oil cylinder cover are closed, whether valid vehicle license has been posted and whether the camera lens of the video recording supervision system around the driving seat is covered, and make sure that the camera lens of video recording supervision system is not disturbed at any time;
6. Examine whether Autotoll ("the box") is attached to the windshield, and when the bus is passing through an Autotoll channel of a tunnel, inform the Control Centre if the signaling light machine of such channel shows red light;
7. After starting the engine, examine whether the signal of dash board, oil pressure and draft gauge are under normal operation. When wind pressure is lower than normal level, a noise will be heard;
8. Examine whether the hand brake, foot brake, fare box and head & tail gates are under normal operation;
9. Examine the condition of the air conditioner, and the bus captain should start the air conditioning system when carrying passengers in order to maintain appropriate air conditioning;
10. Examine the seat and safety belt of captain, and adjust the driving seat, rearview mirror and steering wheel appropriately (see Annex V for the adjustment of some of the driving seats);
11. Examine whether the fire extinguisher and emergency hammer are placed in the

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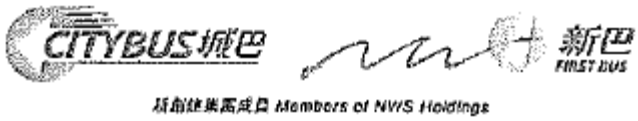

designated place, and whether the head light, tail light, passenger light, wiper and stop bell are under normal operation;

12. Examine whether the Octopus Fare Deducting Processor, upper layer/backing video supervision system, electronic destination sign and stop announcement system are under normal operation, including the stop announcement controller, volume, screen of display, etc.;
13. As the Multi-Media on Board (MMOB) system, which will start automatically when starting the engine of the bus, is still being used for some routes, bus captains driving the related bus should examine whether the screen and sound of the MMOB system works normally;
14. Examine whether the bus is clean from inside to outside;
15. No announcements (including notices of other companies) or slogans that do not belong to the Company can be posted inside and outside the carriage without permission;
16. Expired notice of the Company in the carriage should be removed;
17. Pay attention to whether there is anyone working in the carriage, under the bus or around the bus. If the bus is parked on the maintenance pit, ask for assistance from the superior. Inspect the environment all around and make sure that the bus departs safely;
18. For the above-mentioned examination items, in case of abnormal conditions or breakdown, please report to the terminus supervisor who dispatches buses or the inspector, or take actions according to Article 6.6.

3.2 Procedures of returning to the depot and withdrawal from service

1. Drive the bus to the designated depot for fueling according to the contents in the shift or instructions of the superior;
2. When withdrawing the bus from service at night, enter the depot in the designated route of each depot and do not jump the queue, unless otherwise approval by the inspector;
3. In any case, when returning to the depot, the bus captain should press the "Output" button on the Octopus processor before the petrol station in order to output data in the processor, no matter whether there are any transactions processed in the day. It must be ensured that the Octopus processor shows "Data transfer success" before the bus captain can turn off the Octopus processor after parking (the second generation Octopus processor will automatically output data when arriving at the depot, so bus captains just need to turn off the Octopus processor after parking);
4. As CTB will collect fare boxes every Monday and Thursday while NWFB will

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collect fare boxes every Tuesday and Friday, bus captains should coordinate with the instructions of the fare box collectors so as to complete the procedures of fare box collection. In order to ensure that the fare box collector can work in an environment with sufficient light, the bus captain should turn on the lighting system in the carriage. When the fare box collector works on the bus, the bus captain shall not drive the bus. In case of emergency in the procedures of fare box collection (such as cash in the fare box scattering on the ground), the bus captain must park the bus at the original location or drive the bus to the designated place according to the instructions of the fare box team, and stay in the driving seat and wait for the fare box collector to complete the follow-up work;

5. The buses should be fueled at the hydrant pit (except for electric buses) and the bus captain should pay attention to the stop line on the ground and instructions of the fueling staff; flame out when fueling to ensure safety; check the rearview mirror on the right side from time to time (if the bus captain is not able to see the rearview mirror clearly due to the environment on the site, he/she should get off the bus and observe the environment all around) so as to ensure the completion of fueling and that the fueling staff has pulled the fueling nozzle out, and then drive the bus away;
6. When fueling, submit the Homework Record to the inspector/terminus supervisor stationed in the depot and follow the parking instructions given by the inspector/terminus supervisor. If there is no inspector/terminus supervisor on duty, put the Homework Record in the punch-card machine, and place it in the designated place after the time is printed, and the bus captain shall not modify the sign-in time without permission;
7. The bus captain shall not delay the time submitting the Homework Record to the inspector/terminus supervisor without reason in an attempt to extend working hours;
8. In case of breakdown or any functional and operational issues of the vehicle when sigining in, please report to the terminus supervisor or inspector stationed in the depot or take actions according to Article 6.6 in the absence of terminus supervisor or inspector in the depot;
9. When the car washer is under normal operation, the bus must be driven through the car washer. Before driving to the car washer, fold the left mirror (when folding the left mirror, please use the pushing hook of the left mirror arm), and ensure that the roller of the car washer has returned to the original position and stop rolling, and ensure that the signal shows green light, and then drive to the car washer. Do not drive to the car washer when red light is on as it will cause damage to the vehicle and car washer. If there is an automatic barrier in the front of the car washer, the bus captain should pay attention to the following matters before driving to the car washer:
    - The barrier of the car washer will lift automatically by utilizing the red and green light signals of the car washer;
    - When the red light of the car washer is on and the barrier is down, the bus

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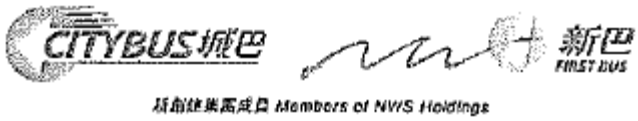

should wait before the barrier;

- After the green light of car washer is on and the barrier is lifted, the bus can be driven to the car washer;
- After driving through the car washer and the bus tail has got past the barrier, the barrier will drop automatically, and the captain of the next bus should wait before the barrier and drive to the car washer when the green light of the car washer is on and the barrier is lifted simultaneously;

In case of any abnormal operation of the car washer or barrier, inform the on-site inspector/terminus supervisor on duty or the Control Centre immediately;

10. When driving through the car washer, the bus should be driven to the passage of the car washer in an extremely slow speed and be washed for about 50 seconds, so that the bus body (especially the tail of the bus) can be thoroughly cleaned by the car washer;
11. Drive the bus to the designated parking lot according to the contents of shift or instructions of the superior; the driver can only leave after he/she has parked the bus at the parking space or any designated location as instructed by the inspector/terminus supervisor; do not park the bus on the passage of the depot as it will cause obstruction. Before getting off the bus, make sure to put it in "neutral gear", draw the hand brake and turn off all electric equipment, such as the inboard air conditioner, inboard light, head light and Octopus processor, and before leaving, turn off the main battery switch and close all doors and windows.

4. Bus Scheduling and Record

4.1 Bus scheduling, on-time departure and accurate record

Data such as bus schedules and route of passenger carriage in the Terminus Supervisor Record should be submitted to the Transport Department, and schedules input in the electric Terminus Supervisor Record (the "OMS" system) will be used for displaying departure time for passengers and estimating arrival time. Bus captains should try their best to keep the relevant data accurate according to the following instructions.

1. Under normal conditions, a bus must depart according to the schedule, and the terminus supervisor, inspector or Control Centre have the right to change the schedule, route, starting point and destination according to the actual situation, and all bus captains should follow the instructions of the terminus supervisor;
2. The bus captain should refer to the time displayed on the Octopus DDU or controller of Bus Stop Announcement System;
3. If the bus captain failed to depart the bus according to the time on the schedule/instructed by the terminus supervisor for reasons including being late due to traffic jam or going to the washroom, he/she should immediately inform the terminus supervisor for adjusting the schedule and keeping an accurate record.

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For terminals without terminus supervisors on duty, bus captains should report to the terminus supervisor in charge of the record/Control Centre, and keep a record in the Terminus Supervisor Record (if any) on their own. If the departure time is 2 minutes or above later than the time on the schedule/instructed by terminus supervisor, a report should be made immediately, or otherwise made to the terminus supervisor after finishing the route;

4. The bus captain should drive according to the route instructed on the schedule and by the terminus supervisor, inspector or Control Centre;
5. Bus captains arranging full or half "dead" without permission will be subject to severe disciplinary actions;
6. For any delay during the journey, to the bus captain should report to the terminus supervisor with information such as location or reason of traffic jam, etc.;
7. When the bus is on "dead" arrangement, it should be driven to the destination directly and safely.

The Company has set procedures for reviewing the Terminus supervisor Record in order to compare the data in the bus's driving recorder with the Terminus supervisor Record, and the Company will impose disciplinary punishment on relevant personnel who neglect their duties in case of inaccurate record in the Terminus supervisor Record.

4.2 Jointly operated route – full "dead" arrangement

In order to provide more stable service, if the bus captains of all jointly operated routes fail to arrive at the terminal, which is not controlled by the Company, at the scheduled time, they are prohibited from "driving to the terminal at the other end of the route without carrying passengers" or "not carrying passengers until after crossing the harbour", unless otherwise approved by the Company's terminus supervisors or inspectors. All bus captains and terminus supervisors must implement the following arrangements:

- Bus captains must contact the Company's responsible terminus supervisors (or Control Centre in case of emergency) by phone for instructions;
- Inspectors or terminus supervisors can re-arrange the bus to "start service on the way" or approve the continuation of "full 'dead' docking" according to the actual situations;
- Bus captains should also write the latest arrangements of terminus supervisor (including departure time) on the Homework Record on their own;
- Bus captains arranging "full 'dead' docking" or " 'dead' but resume service after crossing the harbour" without asking for instruction and permission, the Company will be subject to disciplinary investigation by the Company on such breach of guideline.
- For "dead" originally arranged in the shift, it is exempted from the above

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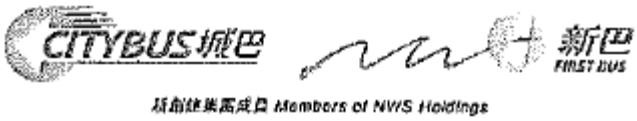

provision and has no further instruction is required.

4.3 Mechanism of supplementary trips for lost trips of jointly operated route

In order to alleviate the impact of irregular service frequencies and lost trips of jointly operated cross harbour routes on passengers, the Company and KMB/LWB reach an agreement on the above mentioned mechanism that the terminus supervisors of KMB/LWB may arrange some of the overrun NWFB/CTB buses to continue to run during the operation period of KMB/LWB. If a bus captain fails in coordinating with the arrangement of KMB/LWB's terminus supervisors for special reasons, he/she must contact the relevant terminus supervisors of the Company by phone to ask for instructions and record the modification in his/her Homework Record.

4.4 Guidelines to non-operational buses for the use of tunnel

All non-operational buses ("dead") shall only use Eastern Harbour Crossing, Western Harbour Crossing, Tai Lam Tunnel or Tate's Cairn Tunnel under the following situations:

1. It has been indicated on the Homework Record of the bus captain;
2. It is so instructed by the terminus supervisor or inspector (if instructions are given by terminus supervisors of KMB/LWB, the bus captain should contact the relevant terminus supervisor of the Company for instructions).

When terminus supervisors or inspectors instruct "dead" buses to use the above mentioned tunnels, bus captains must keep a record in the Homework Record.

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5. Customer Service

5.1 Key points of customer service

1. In order to provide high-quality service, bus captains should pick up passengers earlier at terminals;
2. When picking up passengers, the bus captain should pay attention to passengers' boarding situation and extend a warm welcome. As long as there is room on the bus, the bus captain should pick up as many passengers as possible at the bus stop;
3. When passengers need to get off the bus, the bus captain should stop the bus at the appropriate bus stop and should not let passengers get off until the bus has stopped completely. When passengers are getting on or off the bus, the bus captain should not act impatiently and should wait for bus chasers patiently if possible;
4. When passengers ask any questions related to bus operation (such as the driving route, locations of stops, fare, etc.), the bus captain should try his/her best to provide appropriate assistance. In case a passenger raise a question when the bus is on the way, give a polite and brief response or indicate that explanation will be provided when the bus stops. If the bus captain does not know the accurate answer, he/she should tell the passenger politely to contact the Customer Service Department for details (NWFB 2136 8888/CTB 2873 0818);
5. If the bus captain finds any unauthorized person distributing flyers or other publicity products on the bus, he/she should dissuade such person politely and, if unsuccessful, seek for instructions from the Control Centre;
6. No sundry should be placed at the headstock and anywhere prominent;
7. The bus captain shall not stop and delay the journey of bus for disputes among passengers or between other drivers in any journey;
8. The bus captain shall not quarrel with passengers, and when they become agitated, the bus captain should not argue diametrically against them but should try to control his/her emotion and avoid stimulating them. Bus captains who hit passengers or their colleagues will be fired immediately;
9. The bus captain should immediately inform the Control Centre of any complaint about bus operation put forward by passengers during the operation of bus when arriving at the terminal so as to take actions properly;
10. In the course of service, the bus captain should put the name plate on the plate holder on the bus. If the name plate is lost, the bus captain should apply for a new name plate from the Company as soon as possible and should not print unqualified name plates by himself/herself;
11. When the public have views on the bus captain's work or ask the bus captain to provide his/her name, the bus captain must provide the relevant data cooperatively;
12. For Notes to Passengers listed matters that should be followed by passengers and

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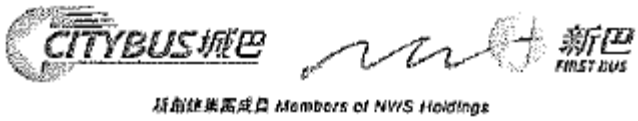

posted in the compartment, all bus captains should read all detailed items in such guideline carefully so as to protect the benefits of the Company and employees themselves;

13. When the bus returns to the terminal, turn off the bus lights (including passenger lights in the compartment and head light), air conditioner and engine after all passengers get off the bus. Bus captain also should tour the upper layer and down layer of the bus and pay attention whether there is lost property or abnormal situation;
14. In case of driving back to the bus terminal/car factory for parking, bus captain should close all bus doors and windows when leaving the compartment.

5.2 General conduct of bus captain in the *Public Bus Services Regulations*

In accordance with the *Public Bus Services Regulations* Chapter 230A, Articles 9, 10, 11, 11A and 12, bus captain

1. should behave in a civil and orderly manner;
2. should be clean and tidy in his person;
3. should not unreasonably delay the bus in any journey;
4. should drive the bus to the named place of destination according to the designated route properly, but not applying for unforeseen events or other emergency incidents, or otherwise ordered by authorized person or policeman;
5. in case of a sign for stop, should stop the bus in each stop along the current route and let passengers get on or get off the bus;
6. should, when picking up or setting down passengers, stop the bus as close to the left or near side of the road as is safe and practicable so to do;
7. should take all reasonable precautions to ensure the safety of passengers in or on or entering or alighting from the bus;
8. should not neglect or refuse to admit and to carry at the lawful fare any passenger or intending passenger who can be accommodated without exceeding the authorized capacity of the bus and to whose admission no reasonable objection is made;
9. should permit any passenger to bring with him such goods as may lawfully, safely and conveniently be carried on the bus;
10. should not permit any animal, other than a guide dog accompanying a blind person, to be carried on the bus;
11. may refuse to permit any person who is in a dirty condition to enter in or travel in the bus;
12. may refuse to permit any person, whom he has reasonable cause to believe to be intoxicated, mentally unbalanced or suffering from an infectious or contagious

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disease, to enter in or travel in the bus;

13. may refuse to permit any person, whom he has reasonable cause to believe is carrying goods of a dangerous or offensive nature, to enter in or travel in the bus;
14. should, if requested by any police officer in uniform or any person authorized by the Commissioner, give particulars of his license, if any, his name and the name and address of the grantee by whom he is employed;
15. should not, at any reasonable time, obstruct, or neglect to give all reasonable information and assistance to, any police officer in uniform, or any person authorized by the Commissioner who produces such authority, to examine the bus;
16. should shut off the engine if, for any reason, he leaves the bus unattended;
17. should shut off the engine and ensure that all the passengers are removed from the bus before filling the petrol or oil tank and keep such engine shut off and ensure that all passengers remain out of the bus until such filling is completed.

5.3 General conduct of passengers in the *Public Bus Services Regulations*

In accordance with the *Public Bus Services Regulations* Chapter 230A, Articles 13, 13A and 13B, employees in uniform of the grantee should be responsible for implementing the following detailed items listed in the Regulations. Bus captain should know clearly his responsibilities and rights. Part of importance regulations are now summarized as follows:

No passenger should

(a) wilfully obstruct, impede or distract the driver of the bus or any authorized person;

(b) wilfully obstruct the driver's view of the road or of any traffic;

(c) wilfully do or cause to be done with respect to any part of the bus or its equipment, anything which

  (i) obstructs or interferes with the workings of the bus or causes damage; or

  (ii) causes injury, discomfort, annoyance or inconvenience to any other person;

(d) improperly interfere with the doors or any other mechanism, device or control which forms part of the bus or which is connected to the bus; or

(e) throw or wilfully drop anything from a bus.

Bus captains may give such directions as they consider necessary in the interests of public safety to any passenger or intending passenger. No passenger should fail to comply with such directions. The bus captain

1. may remove from a bus any person whom he/she has reasonable cause to believe has contravened the *Public Bus Services Regulations*.
2. may require any passenger whom he/she has reasonable cause to believe has contravened the *Public Bus Services Regulations* to give his name and address

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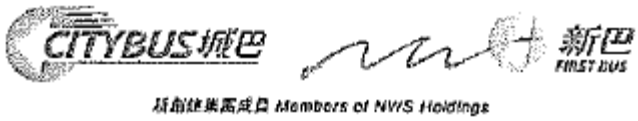

and produce proof of identity.

3. may arrest without a warrant any person whom he/she has reasonable cause to believe has contravened the *Public Bus Services Regulations* and may detain such person until he can be handed over to a police officer.

5.4 Route and destination board

1. The bus captain should know and use the different codes of the route driving in the electronic destination board system. See Annex VI for application methods of each electronic destination board;
2. When carrying passengers, the bus captain should correctly adjust route/destination board, so as to show correct information;
3. The mode “free combination of route number and destination” or the mode “direct text entry" of the electronic destination board system can only be used under the following situations:
   a. No applicable route and destination in the electronic destination board system;
   b. For parking in the bus terminal, show relevant running schedule number or departure time as necessary;

   The mode “free combination of route number and destination” or the mode “entry direct text entry” can not be used when the driving route has suitable code in the electronic destination board system;
4. When not carrying passengers on the road, bus captain should adjust the destination sign to “out of service” and can not show any route, vehicle number or running schedule and other data; as well as can not use other words unless otherwise informed;
5. Under the following situations, bus captain should show the added temporary headsign
   - Driving short-haul vehicle (show the stop board of destination on the head and fare box)
   - Bus changing its route temporarily (show on the head)
   - Driving special trips that do not pass part of bus stations (show on the head)
   - The Company strengthens the publicity of part of routes (show on the head)

   Bus captain should make good use of and try best to recycle the temporary headsign provided by the Company, and can not discard such temporary headsign in the cab (especially behind the chair) for midway handover or knocking off, so as to avoid wasting.

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5.5 Automatic stop announcement system

During operation, the bus captain should correctly use the stop announcement system according to the following formulas

Operation of stop announcement	Carrying from terminal / carrying from midway of route	Enter the route number before departing; select destination, driving route; and select the starting stop from the stop of carrying passenger (carrying from midway of route); finally press "YES" and pay attention to whether the stop announcement system is turned on; after starting the bus, the system will announce the stops automatically, so bus captain does not need to press the buttons along the route; When the bus has not arrived the terminal point, do not set the opposite direction stop or press "NO" in advance.
	Non-carrying journey	Press "NO" before termination of service until it is back to the main menu page.
Temporary change of route	If the route is changed temporarily, after deviating from the original route, the control screen would show a warning message, "Deviated from the Route", bus captain can press "YES" to close the message, and update of the next stop reminder would be temporarily suspended. After the bus is back to the original track, the automatic stop announcement system would go back to announcing stops automatically. Where necessary, bus captain can press "*" to pause the automatic stop announcement, or press "#" to switch to the manual stop announcement mode.	
Remark	When necessary, bus captain can press "**Info**" to broadcast preset special information to passengers. See Annex VII for the list of special information. Special information can only be used when necessary, please avoid creating nuisance to passengers. See Annex VIII "**Simple application method of automatic stop announcement machine**" for the detailed ways to use the automatic stop announcement system.	

5.6 Inboard broadcasting system

The inboard broadcasting system, which can connect the broadcast of upper layer and down layer, aims at providing convenience to bus captain to issue instructions to passengers in the bus when necessary. When issuing instructions, it is a must to issue clear instructions politely with proper speed and clear and definite words (however, bus captain should give priority to the preset special information in the automatic stop announcement system).

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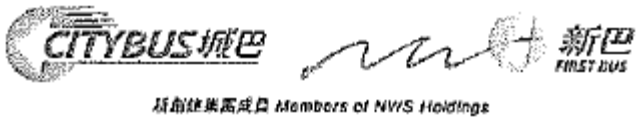

5.7 Arrangements relevant to turning on and off the passenger light on the bus

1. When there is sufficient sunlight, no need to turn on the passenger light on the bus;
2. Turn on the passenger light in the compartment when entering in a tunnel/bus stop with cover;
3. Drive with the passenger light on when it is dark or the sunlight outside the bus is insufficient;
4. When driving a bus with two-level intensity of passenger light, adjust to a darker intensity to make passengers comfortable when driving on the road, and adjust to the brightest intensity for the convenience of passengers getting on or off the bus in the sections where need to carrying or dropping off passengers;
5. After the bus has returned to the terminal, the bus captain should turn off the bus lights (including passenger lights in the compartment and head light) before leaving the compartment;
6. For non-operating driving, turn off the passenger lights in the compartment (excluding driving with dead in relatively dark and narrow sections in suburban district).

5.8 Guidelines on opening front door to load passengers

Under normal circumstances, the bus captain should open front doors on both sides for the convenience of passenger's boarding. However, in the following cases, the bus captain may only open the left side door to load passengers:

- When field supervisors give instructions;
- When it is necessary to maintain the order of passenger's boarding;
- When opening front doors on both sides will pose a danger.

5.9 Passengers requiring special care

When the disabled, the elderly, children, pregnant women and people in need use bus services, the bus captain:

1. Should give sufficient time and care;
2. Can lower down bus floor for making boarding and alighting convenient;
3. Can open both the front doors to make the right handrail available to passengers;
4. Can advise passengers to offer priority seats when necessary;
5. Should try to wait for the passengers to be seated before starting the bus.

If the bus captain finds that there are visually impaired people waiting at the bus stop,

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he/she should stop the bus, open the passenger door and explain the route and direction of the bus that he is driving to those people so that the they can take the correct route they want to take.

Wheelchair-using passenger's boarding:

1. If circumstances permit, wheelchair users and their companions (maximum 1 companion for each wheelchair user) should be given priority in boarding;
2. Park the bus at a suitable location on the bus stop (some bus stops have a separate location to allow wheelchair passengers to board the bus, so the bus captain must pay attention since it is far from the bus stop);
    - Make wheelchair users get on the bus safely
    - Offer convenience for wheelchair users' boarding
    - Make sure there is enough room to start and use the wheelchair ramp on the bus;
3. Pull up the hand brake, enter the neutral gear, and turn on breakdown lights;
4. Press bus body lowering switch to lower the car body to the greatest extent;
5. Open the door for wheelchair ramp and leave the cab to open the wheelchair ramp with the correct posture; (See Annex IX for the use of wheelchair ramps)
6. If wheelchair-using passengers do not have any companion, actively seek consent from the wheelchair-using passengers to assist them to get on the bus (the wheelchair must be pushed forward) and pay the fare;
7. Place the wheelchair at the designated position (refer to the wheelchair position sticker);

    If a third party assists in pushing the wheelchair, it must be confirmed that the wheelchair is placed at the designated location (refer to the wheelchair location sticker);
8. Give instruction and make sure that wheelchair-using passengers lock their wheelchairs;
9. Instruct wheelchair-using passengers to fasten wheelchair seat belts and side straps. Actively seek consent from wheelchair passengers to provide assistance if wheelchair-using passengers are not able to buckle seat belts and side straps on their own;

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10. Ask wheelchair-using passengers which stop they will get off and inform wheelchair-using passengers that you will assist in getting off after arrival;
11. Remind wheelchair-using passengers that wheelchairs cannot be moved while the bus is in motion:
12. Put the wheelchair ramp back to allow other passengers to get on the bus, close the doors, lift up the bus body and continue driving;
13. Frequently view inside rearview mirrors, pay attention to conditions of the wheelchair-using passengers and drive the bus in smoother manner;
14. If the wheelchair parking position is occupied by other passenger's items, ask the passenger to take away the item and let the wheelchair users use the area;
15. Most buses can only accommodate one wheelchair user. If the wheelchair position on the bus has already been used by another wheelchair passenger, tell the waiting wheelchair user with courtesy that he/she must wait for the next low-floor bus.
16. The Company has set a message on the bus destination board system to advise other passengers to maintain courtesy and make room for wheelchair-using passengers to get on and get off the bus. The bus captain can use it when needed.

Wheelchair-using passenger’s getting off:

1. Stop the bus at a suitable location at the bus stop;
2. Pull up the hand brake, enter the neutral gear, and turn on breakdown lights;
3. Press bus body lowering switch to lower the car body to the greatest extent;
4. Open the door for wheelchair ramp and leave the cab to open the wheelchair ramp with the correct posture;
5. Instruct wheelchair-using passengers to unlock wheelchair seat belts and side straps. Actively seek consent from wheelchair passengers to provide assistance if wheelchair-using passengers are not able to unlock seat belts and side straps on their own;
6. Instruct wheelchair-using passengers to unlock their wheelchairs;

7. Actively seek consent from wheelchair passengers to assist wheelchair-using passengers to get off (the wheelchair must be pushed backward);
8. After the wheelchair-using passenger completely leaves the wheelchair ramp, put the wheelchair ramp back, close the door, lift up the bus body and continue driving.
9. The Company has set a message on the bus destination board system to advise other passengers to maintain courtesy and make room for wheelchair-using passengers to get on and get off the bus. The bus captain can use it when needed.

If the bus captain is driving a bus that does not have wheelchair facilities:

1. Stop the bus at a suitable location at the bus stop;
2. Pull up the hand brake, enter the neutral gear and turn on breakdown lights;
3. Open the bus door;
4. Inform the wheelchair-using passenger that no wheelchair facilities are installed on this bus in a friendly manner;
5. a. The bus captain should advise the wheelchair-using passenger to take the bus on subsequent frequencies if he/she knows that the bus on subsequent frequencies has wheelchair facilities.

   b. The bus captain should advise the wheelchair-using passenger to call customer service hotline for arrangement if he/she does not know if the bus on subsequent frequencies has wheelchair facilities.

Children's wheelchairs and strollers used by physically handicapped children:

1. Used by physically handicapped children during outdoor activities. They are not suitable for ordinary wheelchairs due to their small size;
2. The bus captain should deal with children's wheelchairs and strollers used by physically handicapped children in a general manner for handling wheelchair-using passengers;
3. The bus captain should not require passengers to fold their manual wheelchairs.

5.10 Guideline on handling people boarding with bicycles or strollers

Please follow the guidelines below to deal with passengers boarding with bicycles or strollers:

	With bicycles	With strollers (children's wheelchairs and strollers used by physically handicapped children should be dealt with in a general manner for handling wheelchair-using passengers)
1	Only allow passengers carrying folded and packaged bicycles to get	Require the passenger to pick up the baby before boarding and fold the stroller, so

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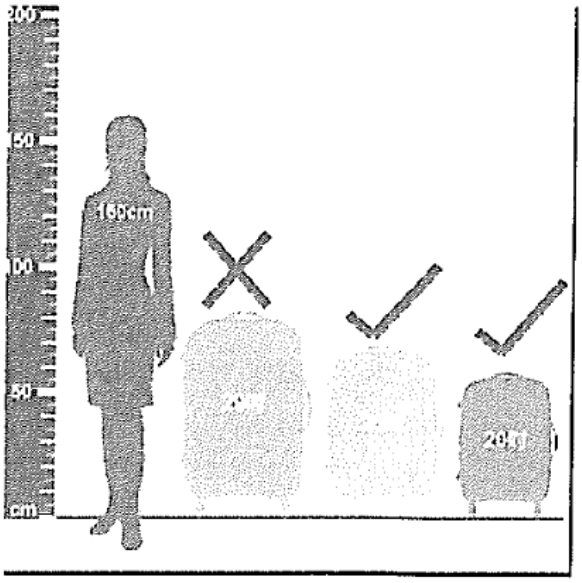
	on the bus, so as to ensure the safety of other passengers.	as to ensure the safety of the baby and other passengers. Please give appropriate assistance to passengers if needed.
2	Make sure folded bicycles/strollers will not obstruct passageways or occupy seats in the compartment.	
3	Make sure that passengers have placed their bicycles/strollers in a stable manner without affecting driving safety or posing danger to other passengers.	
4	Assist wheelchair users to use wheelchair position in the compartment with priority.	
5	If the compartment cannot safely accommodate a bicycle/stroller, or a passenger carrying a bicycle/stroller refuses to comply with the above requirements, the bus captain has the right to refuse to allow the passenger to get on board or continue using the bus in the light of actual circumstances.	

During the process of handling such matters, the bus captain must explain to passengers with courtesy and patience. In case of any difficulties or questions, please call the Control Centre for instructions.

5.11 Passengers boarding with luggage

According to *Public Bus Services Regulations*, passengers can carry items with a total weight of no more than 5 KG or a total volume of no more than 0.1 m^3 onto the bus. Items carried onto the bus cannot occupy seats or obstruct passageways; but flexibility can be exercised depending on whether the items will obstruct passageways in the compartment. The reference size of the 0.1 m^3 is 71cm (28 inch) x 56cm (22 inch) x 25cm (10 inch), that is, luggage in 25-inch or less size can be carried onto the bus.



When driving on Airport Route A/E/S/NA/N or Route B at Shenzhen Bay Port, the bus captain may, at his/her discretion, allow luggage suspected to be slightly beyond the limit to get on board to facilitate normal passengers under the safety conditions.

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The bus captain may also refuse to allow passengers carrying a large number of luggage or oversized luggage to get on board according to compartment space and luggage rack conditions.

When passengers bring their luggage onto the bus, please politely remind passengers to place their luggage securely on the luggage rack. The bus captain can allow passengers to properly place their luggage in the wheelchair area (wheelchair-using passengers have priority to use that area) in his/her sole discretion only when the luggage rack is fully loaded according to the passenger load and the amount of luggage. Large luggage cannot be moved to the upper compartment.

5.12 Items prohibited on board

When the bus captain notices that the boarding passenger is carrying the following items, please indicate politely that these items cannot be carried onto the bus for safety reasons. If the passenger requests a refund for fare, remind the passenger to contact the Customer Service Department directly and submit an employee report describing the incident (it is necessary to indicate whether the passenger has taken the bus).

Flammable substances:	substances or items such as thinner, paint, gasoline, etc. that are covered by the Dangerous Goods Ordinance (Chapter 295);
Compressed gas:	such as petroleum gas, refrigerant, hairspray, etc.;
Fragile items:	such as glass, fish tanks, light tubes, televisions, etc.; (except under protection of wrapping materials)
Spraying tools:	such as snail guns, firearms, etc.; (except being properly packaged)
Long items:	such as sticks exceeding 1.2 meters or sharp items;
Animals:	cats, dogs, birds, etc.(**except for seeing eye dogs accompanying blind people on board**)

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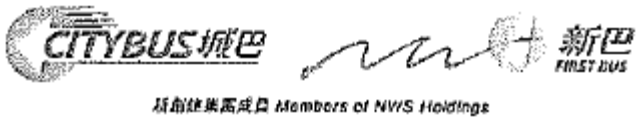

5.13 Operation of Octopus

In order to charge passengers correct fares or provide interchange concession, the bus captain must ensure that:

- The route and direction of Octopus machine are consistent with the driving direction (especially when driving in the loop route, the bus captain must know the stop for transfer);
- Correct sectional fares have been adjusted on the Octopus along the way. The audible prompt in a quadruplet sound given out twice successively when switching sectional fare charge/direction can be used as reference.

The operating rules of Octopus when driving a dead bus are as follows:

- Log in the rater using the staff Octopus card before starting the bus (reports shall be made to the Control Center in the event of borrowing the card of another employee due to any circumstances);
- Keep the Octopus fare deducting processor on and logged in while driving;
- Remember to log out the Octopus system after driving the bus.

For detailed operation of Octopus fare deducting processor please refer to Attachment X.

5.14 Notes on fare collection

1. The bus captain has the responsibility for checking if every passenger has paid enough fare when boarding. In view of the previous case where a passenger attempted to cheat the bus captain by imitating the sound of Octopus for evasion of fare payment when boarding, the bus captain must inspect transaction status on the Octopus fare deducting processor to ensure that passengers pay adequate fares;
2. Each adult can take at most two children under 4 years old who do not take a seat for free;
3. If passengers pay the fares in cash or by a prepaid ticket, the bus captain should instruct the passengers to drop the cash or ticket into the fare box and should not personally take the cash or ticket (except sightseeing bus 1-day tickets). And the bus captain should press the button to make the cash drop into the fare box;
4. In accordance with the *Coinage Ordinance*, passengers can refer to the following provisions when paying fares in cash:

   A: for coins of denomination of not less than $1, for the payment of an amount not exceeding $100;

   B: for coins of denominations of less than $1, for the payment of an amount not exceeding $2;

5. In case where a passenger refuses to pay the fare or underpays the fare, the bus

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captain should first politely ask such passenger to pay the correct amount of fare. If the passenger still refuses to pay fare or underpays fare, the bus captain should report to the Control Center by telephone and continue to drive the bus where practicable. Unless personal safety is involved or permission is obtained from the Control Center, the bus caption should not call the police lest it may affect other passengers and bus frequencies. After the incident, the bus captain should submit a staff report as soon as possible describing the gender, age and appearance of the involved passenger and incident location and specific circumstance for follow-up by the Company;

6. The Octopus is available for another card swiping in 5 minutes. In other words, no fare will be collected if a passenger swipes the card on the same Octopus fare deducting processor in less than 5 minutes after he pays the fare by Octopus card. For routes with both-way sectional fares, a rebate is available by another card swiping on the Octopus in one minute;
7. In any case where a passenger demands for refund, the bus captain should, instead of making any comment, remind the passenger to directly call the Customer Service Department and report to the Control Center;
8. If routes with both-way sectional fare are available and passengers need to use the both-way sectional fare, the bus captain should open the front door for the convenience of passengers getting off.

5.15 Taking a bus by staff card or concession card

The Company together with The Kowloon Motor Bus Company (1933) Limited and Long Win Bus Company Limited has started to use "Personalised Octopus Card" as staff card and family concession card (see also HR Department announcement for examples of the cards). Cardholders may take the franchised bus services of the abovementioned companies and Citybus non-franchised routes 61R and 88R for free, excluding other non-franchised route services such as TVB special bus service. Bus captains and inspectors should inspect if cardholders comply with relevant boarding procedures and rules when taking the bus, which are detailed as follows:

1. Cards can be used only by the cardholders. For franchised buses, the bus captain should check if the cardholders present and swipe the cards according to the procedure (including passengers taking the bus with temporary cards without photos). Steps for boarding for cardholders are as follows:

Step 1: Present the front of the card to the bus captain (with not covering the four corners of the card as the standard)	Step 2: Swipe the same card over the Octopus fare deducting processor until effective sound is heard and DDU screen shows words "Concession Card"

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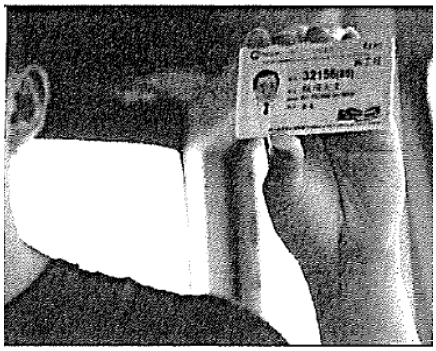	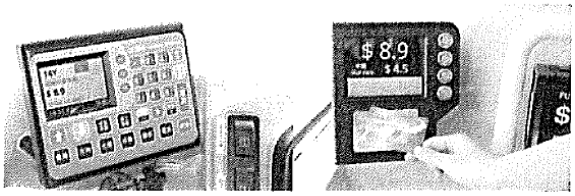

2. If a cardholder fails to perform any of the above steps, the bus captain, terminus supervisor or inspector should refuse the cardholder to take the bus for free;

3. In case of inconsistency between the appearance of the cardholder and the photo on the card or other suspicious matters, the bus captain, terminus supervisor or inspector can ask the cardholder to show his ID for verification. When reviewing the card of the cardholder, the bus captain, terminus supervisor or inspector must be polite. On the basis of protecting individual information and privacy, do not publicly read the information of the cardholder, copy the card or take a photo for record. The card should be returned to the cardholder after proving that the card belongs to the cardholder. In case of the cardholder keeps being impolite or disturbing, staff may report to the Control Center or call the police for help;

4. If name on the card is inconsistent with that on the ID document or the cardholder refuses to cooperate, staff should confiscate relevant certificates and immediately call the Control Center for instructions. After the incident, staff should submit staff report and confiscated certificates to the Company and should not throw such certificates into the fare box. In case of failure to confiscate certificates, staff should try to memorize the name or other information on the certificate and submit a staff report to the Company for handling. Do not disclose personal information of cardholders to irrelevant parties;

5. In case of red light being on and special sound of Octopus fare deducting processor after a cardholder swipes the card (same as the common sound of invalid Octopus cards), the bus captain, terminus supervisor or inspector should require relevant passengers to pay fare for taking the bus, and immediately call the Control Center for instructions if the cardholder refuses to do so;

6. In addition, the Company will issue the following "laminated" certificates, enabling eligible cardholders to take specified routes of the Company for free:

Certificate type	Conditions for free ride	Procedure
Staff card (applicable	Cardholders can take routes to	Cardholders should

to part-time staff)	and from work post for free on duty days and in company uniform.	present the front of the certificate to the bus captain and need not swipe the card.
Concession card for defined routes	Cardholders can only take Citybus non-franchised routes 61R and 88R for free.	

5.16 Hong Kong Government Public Transport Fare Concession Scheme for the Elderly (65 years old or above) and Eligible Persons with Disabilities

Basic rules of the concession scheme and treatment of misuse of the scheme by passengers are as follows.

Eligible passengers:

- Senior citizens of 65 years old or above must use senior Octopus cards or personalised Octopus cards (the concession is not available in case of fare payment in cash);
- Eligible persons with disabilities must use personalised Octopus cards marked with “person with disabilities identity”;
- Eligible children with disabilities under 12 must use personalised Octopus cards marked with “person with disabilities identity”.

Identification of passengers eligible for the concession scheme:

- Octopus bus captain control desk will show the words “elderly” or“disabilities”or “children with disabilities” and deducted fare of $2;
- On the card reader, the word “elderly”will be shown for the elderly while “disabilities” will not be shown for persons with disabilities. And the card reader will show deducted fare of $2 in both cases;
- The sound of successful card swiping of the elderly and persons with disabilities is the same as the current sound of children/elderly cards.

Routes and section:

- All Citybus and NWFB franchised routes (except Racecourse Routes and A Route);
- Applicable to any full fare and sectional fare.

How should the bus captain judge the identity of persons with disabilities:

- Personalised Octopus cards of persons with disabilities look the same as common personalised Octopus card, but the former must bear the photo of the cardholder;
- As Mass Transit Railway and Octopus have reviewed the identity of persons with disabilities before issuing Personalised Octopus cards for persons with disabilities, the bus caption should politely ask the passenger to present his

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personalised Octopus card for persons with disabilities if being uncertain about the identity of the passenger using a Personalised Octopus card for persons with disabilities, and cease to investigate his identity as person with disabilities if the photo on the card is the same as the cardholder;

- The bus captain should be careful with his words to avoid making the passenger mistake it as discrimination against the disabled.

How should the bus captain treat passengers who misuse the concession scheme:

- If a passenger mistakenly uses an Octopus card for the elderly or persons with disabilities, please politely ask such passenger to pay due fare difference in cash (and put into the fare box), record the Octopus card number, route, direction, section and card swiping time of such passenger and report to the Company via staff report.

5.17 50% discount concession on weekdays and fare concession on holidays for passengers aged between 60 and 64 for Citybus Hong Kong Island routes and Shenzhen West Express

Upon implementation of the government-funded Public Transport HKD2 Fare Concession Scheme for the Elderly (65 years old or above) and Eligible Persons with Disabilities, passengers aged between 60 and 64 will be deemed as beneficiaries of the scheme and uniformly pay HKD2 of fare if they continue to use the Octopus cards for the elderly (general green Octopus cards) for fare payment. As a result, passengers aged between 60 and 64 should not use the Octopus cards for the elderly to pay Citybus fare. Therefore, Citybus passengers aged between 60 and 64 should make the following arrangement for fare payment:

50% discount concession on weekdays

To be eligible for 50% discount concession on weekdays (not weekends or public holidays) for Citybus Hong Kong Island routes and Shenzhen West Express (except harbour-crossing routes and Racecourse Routes*), passengers aged between 60 and 64 may choose to use personalised Octopus cards or cash for fare payment. If a passenger under 65 mistakenly uses an Octopus card for the elderly, please politely ask such passenger to pay due fare difference in cash (and put the same into the fare box), record the number of the Octopus card for the elderly used by such passenger and report to the Company via staff report.

HKD2 fare concession on weekends and public holidays

Citybus will still specially provide HKD2 fare concession for Hong Kong Island routes and Shenzhen West Express (except harbour-crossing routes and Racecourse Routes*) on weekends and public holidays for passengers aged between 60 and 64. The fare calculation method is the same as the government scheme, but personalised Octopus cards must be used for fare payment to prevent relevant fare concession being included in the government-funded concession. If a passenger under 65 mistakenly uses an Octopus card for the elderly, please record the number of the

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Octopus card for the elderly used by such passenger and report to the Company via staff report.

Routes without concession for elderly passengers aged between 60 and 64 are as follows: Citybus routes 260, 314, 347, 629, all harbour-crossing routes, Racecourse Routes, North Lantau External Bus Route (E Route), Cityflyer (A Route), Disney's Express (R Route) and all NWFB routes. Passengers aged between 60 and 64 will be automatically charged with adult fare when taking these routes by using personalised Octopus cards.

5.18 Fare concession for Citybus non-franchised city one residential bus services

1. Concession for the elderly

   The government-funded Public Transport HKD2 Fare Concession Scheme for the Elderly (65 years old or above) and Eligible Persons with Disabilities does not include Citybus non-franchised city one residential bus services and employee services. However, Citybus city one residential bus services will continue to provide the following fare concession for elderly passengers aged above 60:

   50% discount concession on weekdays

   Elderly passengers aged above 60 are eligible for 50% discount concession on weekdays (exlcuding weekends or public holidays) for Citybus city one residential bus service route 61R or 88R, which the passengers may choose to pay the fare by Octopus or in cash.

   HKD2 fare concession on weekends and public holidays

   Elderly passengers aged above 60 that use Octopus cards for the elderly (general green Octopus cards) or personalised Octopus cards for fare payment may still take Citybus city one residential route 88R on weekends and public holidays at a cost of HKD2. Passengers who pay fare in cash may not enjoy the above concession but need to pay half fare.

2. Concession for students

   Students with valid City One Shatin student concession cards (issued by the Company) are eligible for 50% discount concession for route 61R or 88R. It should be noted that such students must pay the fare in cash and may not use Octopus cards for children for payment, otherwise they should pay the fare again in cash and the overcharged sum will not be refunded.

5.19 Fare concession for specified customers

1. "Airport Staff Bus Concession Scheme" applies to the following routes:

Cityflyer routes	A10, A11, A12, A20, A21, A22, A29, A29P
Late night express routes	NA10, NA11, NA12, NA21, NA29
Overnight routes	N23, N26, N29

When boarding, airport staff shall present his/her "Airport Staff Personalised

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Octopus Card" to the bus captain for identification purpose (as shown below), only one person is admitted for each card (temporary Octopus card/ identification issued by respective companies/ any uniforms will not be accepted for identification purpose);



2. The information on the card (photo and name) must be clear. If the information on the card is incomplete, bus captain has to right to refuse to let the cardholder enjoy the fare concession;
3. After bus captain confirms the identity of the passenger, press "Staff concession" on the Octopus fare deducting processor to adjust to the suitable staff fare;
4. Airport staff shall pay the fare by his/her "Airport Staff Personalised Octopus Card" (cash will not be accepted).

5.20 Reminding passengers to move further inside the compartment

If passengers gather at the front end of the bus before the bus becomes full, the bus captain should try to urge the passengers to proceed to the rear end of the compartment and stand back from the yellow line. If the bus captain finds that seats are available on the upper deck through the periscope/cctv system, he may also remind passengers to take a seat on the upper deck. The bus captain may remind passengers by making good use of the special messages of bus stop announcement device. If the bus is full, you should display "Bus Full" card to inform passengers waiting at the bus station.

5.21 Reminding passengers not to stand on the upper deck and stairs

To ensure driving safety, the bus captain must ask passengers standing on upper deck or stairs to return to the lower deck in a polite manner. The bus captain may make good use of the special message of bus stop announcement device.

5.22 No smoking on the bus

In accordance with the *Smoking (Public Health) Ordinance*, the bus captain and passengers are forbidden to smoke on the bus at any time (including where the DEAD code is on). If a passenger is found smoking on the bus, the bus captain should:

1. politely explain to the passenger that a bus is a statutory no smoking area and smoking is forbidden on the bus;

2. politely urge the passenger to put out his cigarette;
3. politely urge the passenger to get off the bus if he refuses to put out his cigarette;
4. politely inform the passenger that assistance from the police will be called for if he refuses to do as described in item (2) or (3);
5. Call police officers for assistance if the passenger still refuses to cooperate.

In addition, pursuant to the *Smoking (Public Health) Ordinance*, employees are forbidden to smoke at the non-smoking area of bus terminal and in the staff lounge. In any individual smokes or carries a lit cigarette, cigar or tobacco pipe in a non-smoking area, law enforcement officers have the right to issue a fixed penalty notice to such violator.

5.23 Important notes for lost property

1. According to the *Public Bus Services Regulations*, the bus captain should immediately search the bus so far as is practicable for any property that has been accidentally left therein, and as soon as may be and in any case within 12 hours shall hand any such property in the state in which it came into his possession to the relevant franchise company or such employee of the franchise company as shall be authorized by the company to receive any such property.
2. Do not put any lost items in the fare box;
3. If the bus captain finds the lost property, he must immediately upon arrival at the station hand it to the terminus supervisor or an inspector on duty for handling. Upon a clear and accurate count of the coutent on the sport, the finder must sign a form. In the absence of the terminus supervisor or inspector, the bus captain must call the Control Center by himself and complete the form following the instructions. Failing to report to the Company promptly after arriving at the terminal and being found in possession of passengers' lost property will be considered as an act of theft;
4. The bus captain may inquire the terminus supervisor or inspector about the lost item number for record;
5. The Control Center should cause an inspector to deal with valuable items or dangerous goods (such as, gasoline, weapons and portable liquefied petroleum gas) as soon as possible;
6. Employees should deal with passengers' enquiries about lost property in a polite and sincere manner;
7. The frontline staff shall not on their own contact the owner of the lost property to collect;
8. If the owner claims a lost article at the station, the Control Center must be notified first, and then a verification should be done on the owner's identity card and the owner should be asked to sign for confirmation;
9. Unclaimed lost property like food, beverages or plants should be destroyed upon approval by the Control Center at 12:00 every night. These items are not

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required to be sent to the depot. Perishable and smelly items can be discarded upon approved by the Control Center immediately (dried or preserved food must be returned to the Company). Other unclaimed lost items must be sent by the inspector to the corresponding depot every night. These items cannot be left in the bus or be handed over by a staff member who is knocking off. Smelly lost articles must be treated separately and delivered to the depot, the Control Center or Customer Service Department for the avoidance of influence on other lost property;

10. The Company, staff representatives and the trade union have reached a consensus after discussion that overdue unclaimed lost items or proceeds from disposal thereof will be donated in the name of the NWFB/CTB Lost Property Fund for charitable purposes;

6. Handling Emergencies

Priority must be given to security when dealing with emergencies and efforts should be made to minimize inconvenience to passengers.

In case of any emergency, please report to the control centre as soon as possible in a safe condition.

CTB Operations Department One: 2136 2422

CTB Operations Department Two: 2136 2432

NWFB Operations Department: 2136 2222 (NWFB bus breakdown helpline: 2136 2323)

6.1 Guidelines on fire disaster of buses

1. Inform passengers and call on passengers to calm down;
2. Turn on the hazard warning lights and try to stop the bus at roadside;
3. Pull up the hand brake, enter the neutral gear, open all the doors and turn off the engine and main battery switch;
4. Immediately direct and lead all passengers to leave the bus through the appropriate emergency exit door;
5. Check the upper and lower decks when it is safe after all passengers leave the compartments, to see if any passengers are trapped;
6. Learn about passengers' injuries;
7. Try to use a fire extinguisher to put out the fire under a safe condition (do not open the rear hatch when the engine is on fire and the fire extinguishing agent must be injected through the holes);
8. Call the police and brief the control centre about the situation, if the fire is out of

control or someone is injured;

9. Stay at the scene to appease passengers and wait for the rescuers, actively provide information to rescuers and assist the Company's inspectors and the police in investigation;
10. Arrange relevant passengers to transfer to other buses;
11. Submit the "Transport/Vehicle Accident-Bus Captain's Report" to the Company as soon as possible after the incident.

In the event that the preceding vehicle is on fire while passing through the tunnel.

1. The bus captain should stop the bus at a safe distance with the hazard warning lights on. The bus captain must not attempt to overtake other vehicles by crossing the double white lines, to avoid causing further traffic disruption;
2. Inform passengers of the fire outbreak occurring in front of the bus, call on passengers to stay calm and instruct passengers to stay in the bus as far as possible. The bus captain should also stay on the bus with the passengers and wait for the instructions of the tunnel staff;
3. When it is necessary to leave the bus, the bus captain or passengers should not open the separation door of the tunnel on their own unless necessary, as there may still be vehicles running in the next tunnel, which is likely to pose danger;
4. Do not walk out of the tunnel along the kerb on your own prior to the arrival of tunnel staff, because this will leave the bus unmanned, blocking the tunnel and impeding the deployment of fire engines for carrying out rescue work.

6.2 Handling traffic accidents involving other vehicles including buses and/or injuries

Stop the bus as soon as possible under a safe condition in the event of a traffic accident, and check whether or not there is any injury or damage immediately. Take a photo of the scene if necessary and permitted as soon as possible and immediately inform the corresponding Control Centre. Traffic accidents can be divided into three types, and processed according to the following procedures:

1. Minor accidents (no injuries and unrelated to government property)
    - The bus captain should drive the bus as close as possible to the roadside to wait for the inspector of the Company to take photos and conduct investigation, so as not to obstruct the traffic;
    - Obtain the registration number of the vehicle concerned from the vehicle license affixed to the windshield of the vehicle involved;
    - Find eyewitnesses and try to record their personal information including names and contact numbers;
    - Obtain the following information: for example, the model, damage degree and location of the vehicle involved, the driving license and personal information of the other driver including the name, driving license

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number and contact number in order to fill in the "Transport/Vehicle Accident-Bus Captain's Report";

- Do not argue with a third party on the road, obstructing the traffic;
- Arrange passengers to transfer to other buses if necessary (see 6.7);
- All issues related to compensation must be handled by the Company's Insurance Department;
- Fill out the "Transport/Vehicle Accident-Bus Captain's Report" within 48 hours after the incident and return it to the relevant person in charge of the Operations Department. Late submission will affect the relevant cases of surrender and compensation, and the relevant staff will be subject to disciplinary action;
- Unless the Company gives a special instruction or only the Company's vehicles get involved, all minor damage accidents must be reported at the scene. If the Company instructs the bus captain to report the case to the police station within 24 hours, the bus captain must report relevant details, such as the name of the police station and the case number to the Company as soon as possible after reporting the case.

2. Accidents involving injuries or serious damages to vehicles and related to government property

- Immediately stop the vehicle at the scene. Do not move any vehicle without the permission of the police (except for the purpose of saving lives, putting out fire or any emergency). Article 57 of the *Road Traffic Ordinance*;
- If someone is injured, the bus captain must immediately call 999 and call the ambulance, and immediately notify the Control Centre for assistance;
- Obtain the registration number of the relevant vehicle from the vehicle license affixed to the windshield of the vehicle involved;
- Obtain the relevant information: for example, the model, damage degree and location of the vehicle involved, the driving license and personal information of the other driver including the name, driving license number and contact number in order to fill in the "Transport/Vehicle Accident-Bus Captain's Report";
- Try to find eyewitnesses and record their personal information including names and contact numbers. Record the personal information of the injured people, including their names, sex, age, contact number and injured area. All information must be put into the "Transport/Vehicle Accident-Bus Captain's Report". The bus captain must also provide relevant information at the request of the police;

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- Do not argue with a third party on the road, obstructing the traffic;
- Stay at the scene to assist the traffic police officers and the Company's inspectors on site to investigate the accident and listen to instructions;
- Each bus captain must record the UI number of police officers who deal with the case on site and the case number on the Assignment Record;
- Report the accident process to inspectors present at the scene;
- Arrange passengers to transfer to other buses if necessary (see 6.7);
- The bus captain must not discuss the case or provide opinions on responsibility in respect of the traffic accident with the injured people and their relatives and friends or the media. It is the responsibility of the Company to follow up the case afterwards. If any relevant person contact the bus captain, the bus captain must also refer such person to the Company's relevant departments;
- Fill in the "Transport/Vehicle Accident-Bus Captain's Report: within 24 hours after the accident, and return it to the Operations Department together with the signed notice and letter of authorization. A staff who submits the report and documents late on purpose will be subject to disciplinary action.

3. Accidents involving injuries of passengers in the bus only

- If a passenger falls or crashes upon something in the bus or is clamped by the door of the bus, the bus captain should immediately check whether or not the passenger suffers from any injuries and whether or not it is necessary to call the police and the ambulance;
- If the passenger indicates that there is an injury, but there is no need for calling the police or the ambulance, the bus captain still needs to call the Control Centre to report the relevant incident and report it to the police station following the instructions after getting off work on that day. If the passenger indicates that there is a need for calling the police and the ambulance, the bus captain should call the Control Centre immediately to report the case after calling the police and wait at the scene for the relevant people coming to deal with the matter;
- Arrange passengers to transfer to other buses if necessary (see 6.7);
- Do not drive away from the scene until the accident is properly dealt with;
- Fill in the "Transport/Vehicle Accident-Bus Captain's Report" within 24 hours after the accident, and return it to the person-in-charge of Operations Department together with the signed "notice" and "letter of authorization".

Compensation matters:

1. If any person is injured in a traffic accident, all compensation issues must be handed over to the Company's Insurance Department for further follow-up;

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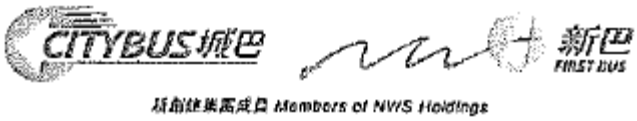

2. If the Company's inspector on site confirms that no one is injured in the traffic accident, and the owner or driver of the other vehicle is willing to compensate the Company for the damage, the inspectors may collect the cash of up to $3,000 from the owner or driver of the other vehicle for damage settlement as per the damage degree and the amount listed in the Company's compensation price list. Note that the bus captain cannot directly receive compensation from the other party;
3. Where the inspector fails to determine the amount of compensation for the damage based on the Company's compensation price list or the owner or driver of the other vehicle is unwilling to offer compensation in the listed amount, all compensation issues must be handed over to the Company's Insurance Department for further follow-up;
4. In any case, the bus captain cannot directly or indirectly acknowledge the responsibility for the accident to the other party or make any promise of compensation. If the Company loses its right to claim or be subject to a claim lodged by the other party for the above reason, the relevant staff will face severe disciplinary action. All issues related to compensation must be handled by the Company's Insurance Department.

Arrangements for case report/confession record/complaint against the other party/appearance in court in relation to traffic accidents:

The arrangements for case report, confession record, complaint against the other party and appearance in court by the bus captain involved in traffic accidents during work are as follows:

1. Case report/record

   Call the police immediately on the scene to deal with the case if the traffic accident involves injuries. If the bus captain still needs to drive the bus back to the depot after finishing handling the accident with the police, the bus captain will be entitled to the working hours until the bus returns to the depot, no matter who is responsible for the case.

   If the bus captain is not required to drive the bus back to the depot after finishing handling the accident with the police and it is then late for signing in for the shift, the working hours for the day will be determined by the responsibility of the incident.

   - In the event of a fault of the bus captain (based on the assessment of the accident report by the Quality Services Department), the salary for that day will be capped by such working hours for which the Bus captain signs in for the shift;
   - In the event of a fault of the other party, the salary for that day will be

calculated based on the time when the bus captain and the police finish handling the accident. The inspector responsible for handling the accident will list the departure time of the bus captain on the Assignment Record and sign it for confirmation, for future calculation;

- If failing to immediately call the police to handle the traffic accident, the bus captain must try to file the case with the nearest police station after getting off work on that day as soon as reasonably practicable in personal time (but within 24 hours after the incident).

2. Invited by the police to make confession record at the police station
   - If the other party is responsible for the accident (assessed based on the traffic accident report of the bus captain and the inspector), the time for confession record will be calculated as working hours, for which reimbursement will be made;
   - If the responsibility for the accident falls on the bus captain or both parties, the bus captain must take his/her off-duty time to record the confession.
3. The Company instructs the bus captain to complain against the other party at the police station

   The Company will assess the responsibility based on the traffic accident reports of the bus captain and inspector and may instruct the bus captain, on behalf of the owner of the vehicle (i.e. the Company), to complain against the other party at the police station if necessary. The relevant time will be calculated as working hours, for which reimbursement will be made. Non-compliance with the Company's instructions will result in disciplinary action.
4. Appearance in court
   - If the staff is a defendant, the staff must appear in court in his/her own time;
   - If the staff is a witness for suing the other party, the time for the staff to appear in court will be calculated as working hours.

Other issues

1. The staff must submit copies of all documents relevant to the traffic accident to the Operations Department as soon as possible, so that the Company can file them or take follow-up actions;
2. The bus captain involved in the accident must forthwith refer all relevant inquiries (including verbal and written inquiries) in respect of the accident to the relevant department of the Company through the Operations Department. The bus captain must not make a reply on his/her own;
3. Contact the Insurance Department upon receiving any notice to provide any information at the police station in order to obtain relevant information and documents;

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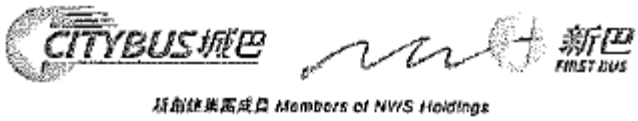

4. If the bus captain receives a court summons or all other legal documents concerning the traffic accident, he/she must return it to the Company's Insurance Department for processing. The bus captain may apply for legal assistance or advice from the Company through the Insurance Department if necessary. The Company's lawyers will consider the nature of the case and decide whether they will provide legal assistance or not;
5. Do not disclose or comment on the traffic accident except to the relevant police officers or personnel of the Company who deals with the accident;
6. In case of any questions about the compensation, please call 2136-2235 / 37 (NWFB) or 2136-2837 / 2871 (CTB) for enquiry during office hours.

6.3 Receiving complaints about suspected criminal cases in the bus (such as indecent assault and pickpocketing)

1. Stop the bus at roadside where it will not obstruct the traffic;
2. Call the police;
3. Call the Control Centre to make a brief report;
4. Inform all passengers that they are not allowed to leave the compartment for the time being;
5. Stay at the scene until the inspector or police arrives at the scene to handle the case;
6. Submit a report to the Company as soon as possible after the incident.

6.4 Dispute with passengers or other road users

1. Stop the bus at roadside where it will not obstruct the traffic;
2. Call the Control Centre to make a brief report;
3. Call the police for help with the consent of the Control Centre if not related to personal safety;
4. Arrange passengers to transfer to other buses (see 6.7) and stay at the scene until the inspector or police officer arrives at the scene to handle the case if failing to solve the case;
5. Submit a report to the Company as soon as possible after the incident.

6.5 Passenger discomfort

1. Take passengers' life safety as a priority and have a preliminary understanding of the passenger's physical condition;
2. Park the bus at a safe location first and then call the police for help in case of emergency;
3. Drive the bus to a bus stop and then call the police for help as far as the circumstance allows;

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4. Call the Control Centre to make a brief report;
5. Arrange passengers to transfer to other buses if necessary (see 6.7).

6.6 Damages to bus body, mechanical problems/failures

1. Where scratches or damages are discovered, the bus captain must handle them immediately according to the following procedures:
    a. Immediately call the terminus supervisor/inspector onsite or the Control Centre for reporting, and check if such scratches/damages are old ones;
    b. In the absence of such record, ask the inspector/terminus supervisor onsite to identify if such scratches/damages are new ones before reporting to the Control Centre. At bus depots/terminus without any inspector/terminus supervisor on duty, wait for handling orders from the Control Centre;
    c If such scratches/damages are identified as new ones, the Control Centre will track the former bus captain based on the circumstance and order such former captain to fill out the "Traffic/Vehicle Accident" report.
2. Mechanical problems/failures
    a. Air pressure inadequacy

        In cases of air pressure inadequacy, the captain should press down on the air brake and check if the foot/hand brake leaks air. The captain should be familiar with the correct "air braking" steps: pull tight the hand brake first, then press the "Neutral" gear. During the slow-down process, the engine will push air into the brake cylinder. When the engine has been warmed up, the bus captain may step on the accelerator to medium speed and speed up air braking. After the "Low Air Pressure Waning Light" is off and adequate air pressure is indicated, the captain may start the bus. During the air braking process, the captain should see to that the noise and exhaust emission does not affect others. For Volvo buses, its breaker (commonly known as "mushroom air filter") will pop up in the event of air pressure inadequacy, the bus captain can only drive the bus after pressing down on the breaker after air braking;
    b. When the oil temperature alarm of the gearbox sounds, the bus captain must switch to the "Neutral" gear to enable the gearbox to cool down by itself. After the temperature of gearbox falls, the bus captain may try to start the bus again. However, if the oil temperature alarm sounds again, the captain should stop the bus under a safe condition without compromising the traffic and may not drive on again;
    c In the event of serious mechanical failures, the dashboard will generally flash on red warning light or words like "STOP" (applicable to newer bus models). The bus captain must stop the bus as soon as possible under a safe condition (and try not to block the traffic), and should try to restart the engine first;
    d. Sudden engine stall while the bus is moving

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In such case, the bus captain should stay calm, heed road environment and take the following steps on a safe and viable basis:

- Switch on the hazard warning light (breakdown light);
- Gradually slow the bus down and keep it to the left as possible, and stop the bus at a safe and fit location;
- The braking system will continue to run normally in the event of engine stall, so the captain needs to heed the low air pressure warning on the dashboard. If the low air pressure warning is on, it means that the foot brake will start to work less effectively. In such case, the captain needs to stop the bus as soon as possible on a safe basis; when the engine is stalled, the captain needs to apply greater than normal strength to control the steering wheel.

If there is no improvement after the above steps have been taken or the bus is restarted, the bus captain must call the bus breakdown helpline (NWFB) or the Control Centre (CTB) for instructions as soon as possible. When calling for help, the captain should provide such information as his/her name, staff ID, running schedule number, bus code, exact breakdown location and number of passengers onboard, and describe the exact breakdown details. If it has been determined that the bus is unable to continue its trip, the bus captain should, on a safe basis, arrange for transfer of passengers onboard to other buses (see Section 6.7) and then stay onboard to wait for the arrival of engineering personnel or instructions from the superior before leaving the bus. If no immediate repair is available for the bus, the bus captain may need to help get the bus back to the depot.

3. Minor mechanical failures/problems

   In cases of minor mechanical failures, the dashboard will generally display yellow warning light, indicating that there is neither immediate danger to the bus captain, passengers and other road users nor serious adverse impact on the Company's services. The bus captain should report such minor mechanical failures to the bus breakdown helpline (NWFB) or the Control Centre (CTB) after the trip is finished, so that the Engineering Department is informed. In addition, when the engine coolant water level alarm sounds, the bus captain may not arbitrarily open the tank lid to add water.

4. Failure of compartment facilities

   a. Fare box failures

      1. Any intervention to the fare box by the bus captain is prohibited;
      2. If there is any suspicious foreign matter in or other articles fallen in the fare box, the bus captain must immediately notify the Control

Centre;

3. If the fare box opening is blocked, please take the following steps
   - Press the fare box brake repeatedly;
   - If the condition is not improved, continue to run the bus and notify the terminus supervisor or the Control Centre immediately upon driving back to the bus terminal;
   - If there is still no improvement after it is handled by the terminus supervisor/inspector, arrange for the return to the bus depot.

b. Failures of the Octopus fare deducting processor

1. In the event of Octopus fare deducting processor failure while the bus is moving, the captain should stop the bus at a safe location as soon as possible to turn off the Octopus fare deducting processor and restart it;
2. If the restart does not work, the captain should immediately notify the Control Centre for instructions;
3. According to the Company's rules, when an individual Octopus reader fails to work while the bus is moving, Octopus cardholders can be exempted from the fare, but passengers paying in cash still have to pay the fare. However, in the event of mass failure of the Octopus system, the Company will issue an announcement to require all passengers to pay fares in cash.

c. Electronic destination sign failures

1. If it is found that the electronic destination sign fails altogether or fails to display clearly destination information before a trip starts*, the bus captain must notify the bus breakdown helpline (NWFB) or the Control Centre (CTB) and place an A3-sized temporary route sign or/and destination sign at the lower left corner of the windshield;
2. If the bus captain finds that the electronic destination sign works abnormally during a trip, the bus captain must stop the bus at an appropriate bus stop to check if the electronic destination sign can resume normal operation. The captain may try to stop the engine first, then turn off the main battery switch, and wait a few seconds before restarting the bus. If the electronic destination sign is still abnormal, the captain needs to continue to drive the bus to the bus terminal and remind the destinations to passengers at every stop along the route. Upon arrival at the bus terminal, the bus captain must notify the bus breakdown helpline (NWFB) or the Control Centre (CTB) such failures. If the same bus has continuously to be used for more trips, the bus captain must also place a temporary route sign or/and destination sign at the lower left corner of the

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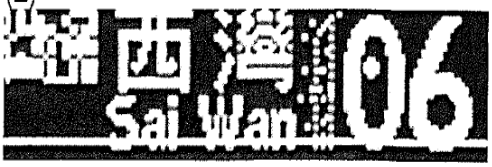
windshield.

* The following are examples of failure to display clearly destination information.

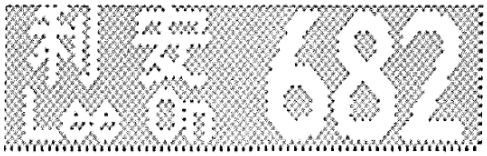
(1)



(2)



(3)



d. Failures of the stop reporting system or multi-media on-board (MMOB) system

In the event of abnormalities in system display, sound wave or operation, the bus captain needs to report to the bus breakdown helpline (NWFB) or the Control Centre (CTB) upon arrival at the bus terminal. If such abnormal sound wave the system emits seriously cause annoyance to passengers, the bus captain should contact the bus breakdown helpline (NWFB) or the Control Centre (CTB) for instructions as soon as possible on a safe basis.

e. CCTV failures

If the upper deck CCTV shows no image, rendering the bus captain unable to monitor the upper deck, upon arrival at the bus terminal, the bus captain is required to report such case to the bus breakdown helpline (NWFB) or the Control Centre (CTB), immediately disable the bus and arrange for repair back at the depot as soon as possible. Where other CCTV cameras onboard fail, the bus may continue to run its trips after reporting.

6.7 Passengers transfer procedures

1. The captain should report the number of passengers onboard, location and direction of the bus to the Control Centre, and listen to the instructions given by the personnel on duty. The bus captain can only arrange for passengers transfer steps after receiving the order from the Control Centre or the NWFB bus breakdown helpline. The bus captain may use a highway phone for help if necessary;
2. The bus captain should explain the reason for bus stall to the passengers and placate passengers as far as possible in a polite manner;

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3. The bus captain should tell passengers to wait onboard for transfer, and order them not to leave the compartment (except for emergency evacuations), so as to avoid possible dangers;
4. In the event of breakdown on an expressway or in a tunnel, the bus captain may not arbitrarily handle passengers transfer. Instead, the bus captain should stay at the location where the bus breaks down to wait for the inspector, the police or highway management company personnel to help with passengers transfer (except for emergency evacuations);
5. Only under safe circumstances may the bus captain allow passengers to leave the compartment and transfer to other vehicles. Where circumstances permit, the captain, together with the ensuing bus captain, should help keep passengers transfer in order. If the environment on the spot is hard to control, the captain may only start passengers transfer procedures after the traffic police officers or highway management company personnel arrive at the site;
6. After the ensuing bus arrives, the right step is to assess the available seats on the ensuing bus first, then arrange for an appropriate number of passengers to get off to avoid passengers standing on the wayside.
7. The bus captain should, in a polite manner, tell passengers the transfer arrangement and remind them to bring along personal belongings;
8. If the route is subject to Octopus two-way sectional fare, the bus captain must first remind passengers who intend to enjoy this concession to tap their card on the Octopus reader onboard the original bus, then arrange for transfer. Also, the bus captain should remind the receiving bus captain to heed those passengers who have tapped their card for this concession, and remind such passengers to get off the bus when necessary.
9. The bus captain should arrange for free-of-charge transfer to NWFB or CTB buses running the same route as practical as possible. If passengers are transferred to other bus franchisee (KMB, LWB, etc.), the bus captain of such counterpart may not charge such passengers transferred any fare. The bus captain must record such information as the number of passengers (adults/half-fare), time, place, counterpart route, fare payable, bus code or license number, and the name of the counterpart bus captain. Back to the bus depot, the bus captain should report such information to the terminus supervisor and fill out passengers transfer record for future follow-up by the Company.
10. The destination sign should keep display due destinations so as to elicit help from buses running the same route or passing by the same stops, and only switch to the “Out of Service” sign until all passengers have been transferred to other vehicles.

If the bus captain encounters another bus running the same route and direction or the same stops and direction that is unable to continue its trip:

1. The bus captain should help take in passengers onboard the bus broken down where safety circumstances permit;

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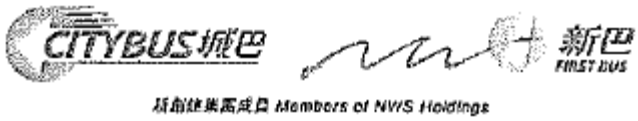

2. When arranging for passengers transfer, the bus captain should stop the bus in front of the broken down bus to ensure passenger safety;
3. The bus captain does not need to charge such passengers fare;
4. Where the broken bus belongs to another bus franchisee, the bus captain must immediately record the number of passengers (adults/half-fare), time aboard, place, counterpart route, fare, bus code, and the name of counterpart bus captain for reporting to the terminus supervisor and filling out passenger transfer report;
5. The Company will directly charge such other bus franchisee due fares.

6.8 Wrong route and sudden route change

If taking a wrong way during a trip, the bus captain should stay calm and take the following steps:

1. Continue to drive along the wrong route, gradually slow down without rapid turn or emergency stop, heed road blocks or hanging objects in the mid air, and stop the bus at a safe place as soon as possible;
2. Immediately call the Control Centre to report the case, and if there are passengers onboard, explain it to passengers in a polite manner;
3. If familiar with the roads around the area, the bus captain may drive back to the original route as soon as possible on a safe basis after notifying the Control Centre;
4. If not familiar with the roads around the area, the captain must keep stopping the bus at a safe location without affecting the traffic, call the Control Centre for instruction and wait for assistance, instead of arbitrarily searching for a way out;
5. Call the Control Centre again upon arrival at the bus terminal for recordkeeping purposes;
6. Submit a staff report to explain the incident to the Operations Department within 24 hours of such occurrence.

Taking the wrong way due to lapse of attention does not constitute gross negligence. Whereas, forced reversing or rapid turn may cause serious consequences, so there is no need for the bus captain to force a correction or hide it deliberately. If there is any doubt on the running route, the bus captain should call the Control Centre for instruction as early as possible.

In case of the need for sudden change of route due to road closure during a trip, the bus captain should stay calm and take the following steps:

1. The bus captain must stop the bus at a safe place without affecting the traffic, call the Control Centre for instruction, and if there are passengers onboard, explain the situation to passengers in a polite manner;
2. Where there are police officers controlling traffic on the spot, the bus captain

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should follow the instructions of such police officers. However, if the bus captain finds that the road taken after such route change does not fit the bus, the bus captain should stop the bus at a safe place without affecting the traffic, call the Control Centre and wait for assistance, instead of forcing a passage;

3. The bus captain should call the Control Centre again upon arrival at the bus terminal for recordkeeping purposes;

6.9 Vomit or excrement on bus

When the bus captain discovers any vomit or excrement onboard the bus during a trip, the bus captain may, where circumstances permit and as acceptable to passengers, continue to drive on and remind passengers to stay away from such vomit or excrement. Upon driving back to the bus terminal, the bus captain should ask the cleaners to clean it up and disinfect. If there is no cleaning staff at the bus terminal, the bus captain should report it to the bus breakdown helpline (NWFB) or the Control Centre (CTB) as soon as possible. Where circumstances do not permit proceeding on, the captain should report the case to the bus breakdown helpline (NWFB) or the Control Centre (CTB) upon arrival at the next bus stop, and organize passengers to switch to other vehicles (see Section 6.7).

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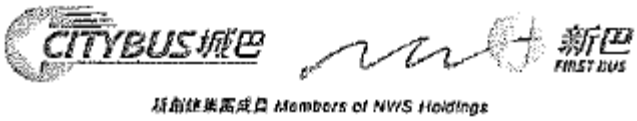

6.10 Guidelines to Handling of suspicious items

A suspicious item has one or more of the following characteristics:

- With words or signs of warning (e.g. “bomb” or “authorized personnel only”);
- With exposed wire;
- With battery;
- With light signal;
- With press-button or timer.

Handling of a suspicious item identified:

- Do not touch or move the item;
- Do not cover the item with any article;
- Do not use wireless talker or mobile phone within a 25m radius of the item;
- Immediately evacuate surrounding people to a place at least 100m away;
- Call the police or the Control Centre or the superior at a distance at least 25m away from the item;
- Do not allow anyone to get close to the item before the police arrive.

Handling methods for discovery of a suspicious item as informed by passengers while the bus is moving;

- Pull the bus over at roadside immediately or, if in a tunnel or on a bridge, continue to drive on until out of the tunnel or passing the bridge before pulling up;
- Persuade passengers to stay calm and do not use their cell phones temporarily;
- Determine whether an item referred to by passengers is suspicious or not according to the identification methods of suspicious items set out above;
- If such item is identified as suspicious, handle it according to the handling method of suspicious items set out above.

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7. Administrative Measures/Procedures

7.1 Purposes of phone numbers of bus termini or the Control Centre

Phone numbers of bus termini or the Control Centre are only for internal bus operations only. In any event of an emergency or customer/passenger enquiry, staff should neither disclose the phone numbers of bus termini or the Control Centre to customers/passengers nor hand over the phone to customers/passengers for direct conversation with staff at the Control Centre. In the event of any passenger/customer complaint, enquiry or opinion, the staff should advise passengers to call the company's customer helpline (2136 8888 at NWFB/ 2873 0818 at CTB) in a polite manner for handling by colleagues at the Customer Service Department. Where a passenger/customer refuses to call the customer helpline, the staff should, with the consent of the passenger/customer, submit the passenger/customer's contact information and opinions to the Company.

7.2 Policy for the use of bus video recording and surveillance system

The policy for the use of bus video recording and surveillance system is set out as below:

1. Notice posting

   Buses equipped with a video recording system should post a notice at a conspicuous position.

2. Recordings

   The video recording system will record images of compartments and road conditions surrounding the bus body.

3. Codes for use of recordings

   3.1 The installation of video recording system is intended to improve the quality of service and assist incident investigation.

   3.2 Retention of recordings

   1. Recordings will be kept in the memory disk of the video recording system and may only be accessed after they are downloaded.
   2. Recordings not downloaded will be replaced by new recordings in about one week (the exact retention time depends on the capacity of the memory disk and the volume of daily recordings added).
   3. Recordings downloaded that are later determined as not requiring any follow-up will be destroyed by the Company.

   3.3 Download of recordings

   1. The Company will not download any recording from the memory disk of the video recording system for any purposes other than those as set out under paragraph 3.1.
   2. If download is necessitated, an assistant operations manager or an

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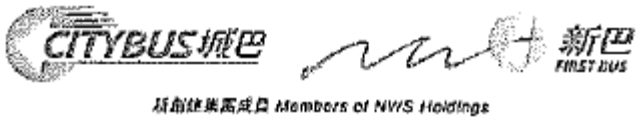

employee authorized by an officer at a higher rank will download the recordings on the relevant bus within three business days upon approval is granted after application, and send the recordings back to the operations manager for processing.

3.4 Approval for applications for downloading or accessing recordings

1. Access to recordings for purposes of performance of duties by office staff of the Company should be subject to approval by a person at assistant manager level or above;
2. Applications by any external person who provides insurance investigation or legal advice to the Company should be subject to approval by a person at director level or above;
3. Where a staff wants access to personally related recordings or ask the Company to provide relevant copies of recordings, an application in writing must be submitted to the operations manager within five days following the recording date. Where relevant recordings contain no such personal information or involve the personal information of other persons, the Company will reject such an application unless express consent has been given by relevant interested parties;
4. The Company will provide recordings to third parties (including law enforcement agencies) if relevant exemptions under the *Personal Data (Privacy) Ordinance* are applicable or relevant interested parties of the recordings have given explicit consent;
5. For applications filed according to the preceding items 3 and 4, whether approved or not, the Company will charge a reasonable administrative fee depending on the volume of recordings proposed to access and relevant handling procedures. The Company may reduce or waive such charges depending on the Company's stance regarding the relevant matter.

4. For inquiries about the aforesaid policy, please contact relevant department manager.

7.3 Codes for use of bus tachograph data

1. Retention of tachograph data
   - Tachograph data will be kept on the Company's computer servers.
   - Detailed tachograph data will only be retained for three months. Excerpted data will be retained for a longer period.
2. Approval for applications by frontline staff and external persons for accessing tachograph data

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- Applications by frontline staff and law enforcement agencies should be subject to approval by a person at assistant manager level or above;
- Applications by any external person who provides insurance investigation or legal advice to the Company should be subject to approval by a person at director level or above;
- Responsible staff will, within three business days following the grant of approval for relevant application, retrieve relevant data from the Company's computer servers and arrange for the handover of such data to the applicant;
- For all applications, whether approved or not, the Company will charge a reasonable administrative fee depending on the volume of data proposed to access and relevant handling procedures. The Company may reduce or waive such charges depending on the Company's stance regarding the relevant matter.

3. For inquiries about the aforesaid policy, please contact relevant department manager.

7.4 Notes on the use of personal video camera (onboard CAM) by bus captains

As the Company has installed video camera on all buses, bus captains are not encouraged to use personal video camera (onboard CAM). If bus captains use personal onboard CAM on their buses, they should be liable for any violation against the *Personal Data (Privacy) Ordinance* on their own.

The *Personal Data (Privacy) Ordinance* should be applicable to all persons who collect, own, process or use personal data. Relevant persons must observe the following six principles of personal data protection:

1. Purpose of and approach to data collection
   - Data users must collect personal data of other people in a lawful and fair manner for purposes directly associated with their functions or activities;
   - Data users must inform interested parties of such data the purpose for collection of personal data and to whom such data may be handed over in a practical manner;
   - Personal data collected must serve practical needs without being excessive.
2. Accuracy, storage and retention of data

   Data users must take all practical steps to ensure that the personal data they hold are accurate and retain such data for a period no longer than what is actually needed for satisfying its originally intended purpose;
3. Data use principle

   Unless otherwise given voluntary and express consent by the interested parties of

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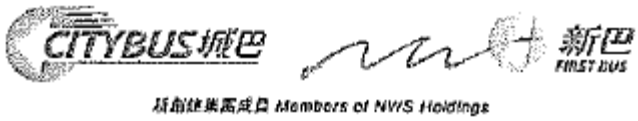

such data, personal data should be used only for purposes expressly stated when it is collected or for directly relevant purposes;

4. Data security principle

   Data users must take all practical steps to ensure that personal data will not be accessed, processed, deleted, lost or used without authorization or accidentally;

5. Disclosure policy principle

   Data users must take all practical steps to disclose the policy of and approach to handling of personal data and explain the categories and purposes of the personal data they hold;

6. Access and correction principle

   Interested parties of personal data are entitled to access to their personal data, and are entitled to asking for correction of any inaccuracy regarding such personal data.

The following should be given consideration regarding the use of personal onboard CAM on buses in order to reduce the risk of violating the *Personal Data (Privacy) Ordinance*:

- The installation of personal onboard CAM is only intended for incident investigation purposes in the event of traffic accidents/on-road disputes. The lens of personal onboard CAM should face the front of bus head and record the road conditions in front of the bus, instead of recording the moves and behaviours of passengers onboard;
- Personal onboard CAM should be placed at a conspicuous position to clearly enable persons who may be recorded to be aware of it;
- Video recordings must be properly handled and immediately destroyed if not in use;
- Recordings should only be used for the aforesaid data collection purposes. No video clips from such recordings should be broadcast or provided for viewing by others, posted on or uploaded to social networking groups or websites.

7.5 Codes for handling of personal data of others by operations staff

All staff are exposed to personal data of others during the course of routine work (e.g. name, phone number, address, ID card number and photos of individuals). All staff must be on the alert when processing personal data of others, strictly comply with relevant provisions under the *Personal Data (Privacy) Ordinance*, and take effective security actions to ensure that personal and sensitive data (including data of staff, passengers, contractors, and persons involved in traffic accidents) are protected.

All staff must comply with the following rules when handling personal data of others:

1. Unless required by practical needs, staff should not collect the personal data of

others. Staff should just collect adequate data, instead of excessive data beyond the practical needs of relevant purposes;

2. Staff should not photograph or photocopy the credential papers of others;
3. Staff should properly keep relevant personal data of others collected and submit such data to the Company as soon as possible. Staff may not retain relevant data without authorization. All scratch papers filled out with personal data should be destroyed immediately and shredded to unidentifiable state at the time of disposal;
4. Where it is necessary to read out personal data of others via phone, staff must ensure that no person irrelevant to the matter in question is present or can hear it;
5. No matter in whatever way personal data of others is acquired, either in person or via the Company's tables or computer systems, staff may not use the relevant data for personal purposes, nor show or provide such data to irrelevant persons;
6. All internal SMS messages of the Company, unless only sent to interested parties of such data, may not list personal data (except for name and license plate).

7.6 Uniform application procedures

When applying for uniform (including new application, replacement or reissuance due to loss), staff need to properly fill out the "Uniform Application Form", and return it to the Operations Department office for processing (staff should heed the opening hours of the pick-up location selected by themselves);

In the event of "uniform reissuance due to loss", the Company will issue the "Lost Uniform Payment Invoice" to relevant applicant for payment of reissuance fee, and will only process the application upon return of the original receipt to the Operations Department after making the payment;

After the uniforms are duly arranged, the Operations Department One at NWFB and CTB will notify staff of pick-up schedule (illustrated as below) via mobile phone text message. Given the limitations of the pick-up location, the CTB Operations Department Two will send delivery notes to relevant termini to inform staff of the pick-up schedule. Staff may bring along their old uniform, if applicable, to collect the new uniform at the time and place specified in the delivery notes;

The following uniform application has been approved Please collect the uniforms at the NWFB Chong Fu Road Depot by May 23: Summer T-shirt: 3 Windbreaker: 1 Summer trousers: 2 Tie: 1 Windbreaker: 1 Winter trousers: 2

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Leather shoes: 1
Winter T-shirt: 3
Verification Number 475734
For collection on behalf of others, please properly fill out the authorisation form and present the verification number and the old uniforms to the responsible colleagues

When collecting uniforms, staff need to present their staff cards and provide the "Verification Number". If a staff entrusts others to collect on his/her behalf, the staff may hand the "Verification Number" to such other staff entrusted. Staff must check the uniforms before signing the acknowledging receipt.

(Staff at the CTB Operations Department Two must present the delivery note and check the uniforms before signing the acknowledging receipt. For entrusting another staff for uniform collection, the staff needs to fill out and sign a letter of authorization.)

For any enquiry regarding uniform application, please contact the corresponding Operations Department office.

Instructions for staff:

1. Staff should send the completed application form to the Operations Department office for processing. Every Wednesday will be a cut-off date. If the uniforms applied for have been available, the Company will send a mobile phone text message on Monday to notify applicants to pick up uniforms;
2. If an applicant has not received a text message within one month following the submission of application, it means that the uniform applied for is still not available or the Company has not received such application.

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Locations where copies are placed

	Bus depot	✓
1	CFD	
2	CWD	
3	OPD	
4	TCD	
5	TKD	
6	TMD	
7	WCD	
8	WKD (OD2)	
9	WKD(ODN)	
10	OCC (OD1)	
11	OCC (OD2)	
12	OCC(ODN)	
13	OM-D1	
14	OM-D2	
15	OM-N	
16	SOM	

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Bus Captain's Handbook (Annexes)



Version: July 2017

CITYBUS 城巴 新巴 FIRST BUS

399-87

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Annex I: Speed detection monitoring areas

District	Road	Direction	From	To	Speed Limit
Eastern District	**Chai Wan Road**	Toward Shau Kei Wan	Behind intersection with Tai Tam Road	Outside Salesian English School (in front of the flyover junction)	**50**
	Chai Wan Road	Toward Chai Wan	Behind intersection with Tai Tam Road	In front of intersection with Hong Man Street	
	Pak Fuk Road	Toward Siu Sai Wan	Behind intersection with Tin Hau Temple Road	In front of intersection with Healthy Street Central	
	Yee King Road	Toward Lai Tak Tsuen	Behind Cloud View Road roundabout	In front of Lai Tak Tsuen Bus Terminus	
Southern District	**Pok Fu Lam Road**	Toward Aberdeen	Pok Fu Lam Village Bus Stop	Yu Chun Keung Compulsory Stop	
	Aberdeen Reservoir Road	Toward Aberdeen	Behind intersection with Yue Kwon Road	In front of intersection with Aberdeen Main Road	
	Repulse Bay Road	Toward Central	Behind intersection with Chung Hom Kok Road	In front of South Bay roundabout	
Central and Western District	**Victoria Road**	Toward Central	Caritas Jockey Club Hostel Bus Stop	Sai Nin Street Bus Stop	
	Hill Road Flyover	Toward Central	Entrance of the Flyover at Pok Fu Lam Road	Above Des Voeux Road West	
	Garden Road	Toward Central	Robinson Road Garden Terrace Bus Stop	St John's Cathedral Bus Stop	
Kowloon	**Po Kong Village Road**	Toward Choi Hung Estate	Behind Heep Woh College	Fu Shan Estate Bus Stop	
	Waterloo Road (Moonbeam Terrace)	Toward Ho Man Tin	Opposite to Lung Cheung Road eastbound	Opposite to Moonbeam Terrace (in front of the flyover junction)	
New Territories	**Hiram's Highway and New Hiram's Highway**	Toward Sai Kung	Outside the Cheng Chek Chee Secondary School (after coming out from the tunnel)	In front of Nam Pin Wai roundabout	
	Clear Water Bay Road	Toward Hang Hau	Behind intersection with Ngan Ying Road	In front of the Silverstrand roundabout	

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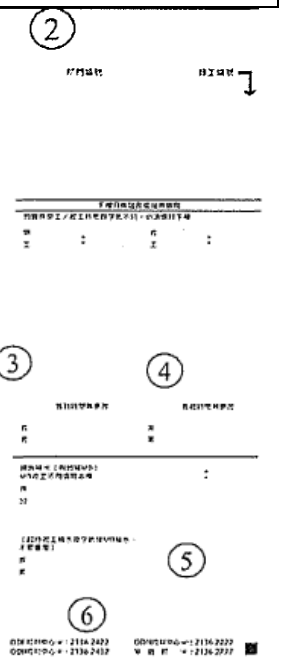
Annex II: Notes for Filling in the Bus Captain's Assignment Record

Illustrations – New Version of Assignment Record (back page)

■Bus Captain's Daily Log Form



⑦

To avoid difficult reading by the system and facilitate computation of salaries and wages, please be particularly reminded of the following:

"DO NOT" sign beyond the gridlines

"DO NOT" fill in the time beyond the gridlines

Please "DRAW A DOT" after filling in the time

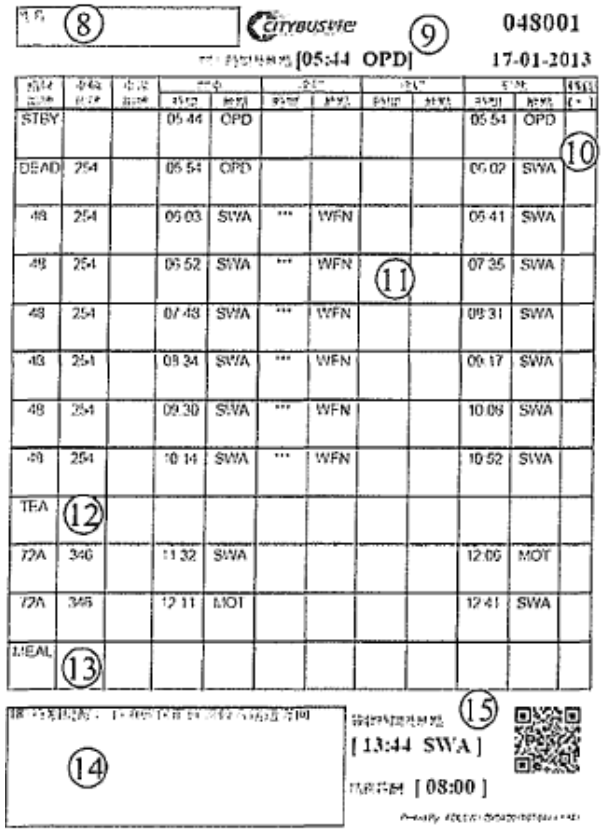
The dot should not be tiny like [⊙] but [⊗] or [⊗]

Do not use a fountain pen or seal which bleeds through the paper

No.	Matters to be reminded:
1	For those on regular duty, please fill in the circle of "on regular duty" for the purpose of accurate computation of salaries and wages
2	Circle B and Circle C are to be used only by non-franchised bus captains of Citybus – terminus supervisors/inspectors should check whether Circle B and Circle C are filled in correctly when they sign for submission from bus captains
3, 4	If the sign-in time or sign-out time of a bus captain requires no change, terminus supervisors/inspectors should fill in this circle; or the above column should otherwise be filled in; in case of any change to the place, terminus supervisors should also manually correct Item 9 or Item 15 on the page on the left and then sign here for confirmation
5	If a bus captain requests overtime extra pay, terminus supervisors/inspectors should fill in with the reasons, time and the circle; provided that this column is not required to be completed if the knock-off time marked has truthfully indicated that overtime extra pay is needed upon delay. Do not make duplicate overtime extra pay. In particular, please be careful when filling in the Running No. for knock-off at MB.
6	Please leave out Circle D and Circle E
7	If bus captains/terminus supervisors have other bus service arrangements or supplementary information, they shall first tick Item 10 on the first page and then fill in with details in Item 7

CITYBUS 城巴 新巴 FIRST BUS
Members of NWS Holdings

Illustrations – New Version of Assignment Record (First page)



Serial No.	Matters to be reminded
8	Fill in with the name of the bus captain
9, 15	Sign-in and sign-out times and places in respect of a scheduled Running No.: in case of any change to the place, please write down the correct place by hand; in case of any change to the time, please fill in Item 3 or Item 4
10	If the staff have other bus service arrangements or other supplementary information, they shall first tick Item 10 and then fill in Item 7 on the back page
11	In case of any change to the Running No., terminus supervisors/bus captains may modify it manually and write down the correct information in the blank space
12, 13	Expression of TB/MB
14	Remark section
15	As the QR code contains the scheduled Running Nos., the staff should avoid defacing or folding this pattern

Do not use a fountain pen or seal which bleeds through the paper,
otherwise the circles on the back page will be affected

When stapled,
please avoid the places with circles on the back page

Other matters to be reminded:

1. A bus captain, before starting a run, shall write the number of the bus that he/she is going to drive in the item of "Fleet No.".
2. If the actual time of departure differs from the scheduled time, the bus captain shall cross out the wrong time and write down the actual time in appropriate space. In case of any change to the run, the bus captain must fill in with information of such change on his own or ask the terminus supervisor to do so if there is a terminus supervisor on site.
3. An assignment record shall be submitted to the inspector/terminus supervisor or to a designated place. The responsible inspector/terminus supervisor (if any) responsible for sign for submission of assignment records should also check whether the assignment record is correctly filled in and signatures must be given in the box.
4. The regulator/terminus supervisor must also sign even if there is "no change" to

the sign-in and sign-out times.

Annex III: Explanations to the codes on the Assignment Record

STBY	Must stay at a designated station during such period and wait for his/her shift assignment or for the terminus supervisor to make proper work arrangements
PASS/WALK	Take the fastest route to the next position by getting a ride/on foot
DEAD	Drive a bus not in service to the next location
FUEL	Refuel
STFF	Drive a staff bus/Pick up staff
DOCS	Drive the documents vehicle

Annex IV: List of Citybus location codes

AAT	Chun Ping Road outside Asia Airfreight Terminal	GOC	Hong Kong Gold Coast	MOR	Tsim Sha Tsui (Mody Road)	THD	Tai Hang Drive
ABE	Aberdeen	GRT	Greenwood Terrace	MOS	Ma On Shan Town Centre	THE	Tin Heng Estate
ABT	Aberdeen Tunnel	GTC	Airport (Ground Transportation Centre)	MOT	Causeway Bay (Moreton Terrace)	THS	Tai Hong Street
ADE	Admiralty MTR Station (East)	HCS	Quarry Bay (Hoi Chak Street)	NES	Mong Kok (Nelson Street)	TIH	Tin Hau Station
ADW	Admiralty MTR Station (West)	HEC	Hennessy Road (Hennessy Centre)	NFR	Nam Fung Road Depot	TIS	Tin Shui Wai Station
ALC	Ap Lei Chau Estate	HEF	Wan Chai (west of Fleming Road)	NPF	North Point Ferry	TIW	Tin Wan Estate
ALH	Central (Alexandra House)	HEL	Hennessy Road (west of Luard Road)	NTP	Sha Tin (New Town Plaza)	TIK	Tiu Keng Leng PTI
ALM	Ap Lei Chau Main Street	HFC	Heng Fa Chuen	OCP	Ocean Park	TIY	Tin Yiu Estate Bus Terminus
AMA	Airport (Aircraft Maintenance Area)	HFR	Tai Kok Tsui (Hoi Fai Road)	OME	Ho Man Tin (Oi Man Estate)	TKD	Tseung Kwan O Depot
APR	Aberdeen Praya Road	HLY	Hong Lok Yuen	OPD	Ocean Park Depot	TKO	Tseung Kwan O MTR Station
ASG	Wong Chuk Hang (Aberdeen Sports Ground)	HOK	Central (Hong Kong Station)	OPF	Ocean Park Depot Fuel Wong Chuk Hang Depot	TKR	Tin Kwai Road
ATO	Airport (Terminal One)	HSG	Tseung Kwan O (Hong Sing Garden)	OYS	Oi Yin Street	TKT	Tai Kok Tsui (Island Harbourview)
ATT	Airport (Terminal Two)	HUH	Hung Hom Station	PAD	Paddock (Shatin Jockey Club)	TLL	Tin Lok Lane
AWE	Airport (Asia World Expo)	HUK	Hung Kiu	PAR	Park Road	TLT	Tsing Lung Tau
BBP	Belcher Bay Park	HVL	Happy Valley (Lower)	PAS	Causeway Bay (Paterson Street)	TMC	Tuen Mun Central
BEB	Belcher Bay	HVR	Happy Valley Racecourse	PES	Causeway Bay (Pennington Street)	TMD	Tuen Mun Depot
BGA	Banyan Garden	HVU	Happy Valley (Upper)	PHF	Po Hong Road Gas Station	TMF	Tuen Mun Ferry Pier (B3)
BRD	Broadcast Drive	ICW	IVE (Chai Wan)	POA	Tseung Kwan O (Po Lam PTI)	TMP	Tuen Mun Ferry Pier (962)
BRH	Braemar Hill	IMT	Gloucester Road (Immigration Tower)	POR	Pokfield Road	TOS	Sham Shui Po (Tonkin Street)
BUS	Mong Kok	IRC	Inspiration Lake Recreation Centre	PSS	City One Shatin (Po Shing Street)	TPC	Tai Po Central
CAR	Caine Road	IRS	Causeway Bay (Irving Street)	PTB	Airport (Terminal)	TPT	Tai Po Tau
CBS	Causeway Road (Causeway Bay Sports Ground)	ISP	Island Place	PTS	City One Shatin (Pak Tak Street)	TSC	Tin Shui Wai Town Centre
CCC	Chinese Christian Cemetery	ISR	Siu Sai Wan (Island Resort)	QES	Queen Elizabeth Stadium	TSE	Tsim Sha Tsui East
CDF	Central (Pier Three)	JAH	Central (Jardine House)	QUE	Queensway Government Offices	TSF	Tsim Sha Tsui (Star Ferry)
CEC	Wan Chai (Hong Kong Convention and Exhibition Centre Extension)	JAL	Jardine's Lookout	RAC	Sha Tin Racecourse	TSP	Tin Shui Wai Park
CEF	Central (Central Ferry Piers)	KAD	Kai Tak Depot	REB	Repulse Bay	TSU	Ocean Park (Tai Shue Wan)
CEL	Causeway Bay (Hong Kong Central Library)	KBA	Kowloon Bay Station (Kwun Tong Rd East bound)	ROR	Robinson Road (Garden Terrace)	TSY	Tsing Yi Station
CES	Sai Ying Pun (Centre Street)	KBD	Kowloon Bay Depot	ROS	Admiralty (Rodney Street)	TTR	Ting Tai Road
CFD	Chong Fu Road Depot	KBF	Kowloon Bay Fuel	RUS	Central (Rumsey Street)	TTS	LR Tai Tong Road Stop
CFF	Chi Fu Fa Yuen	KCE	Kwai Chung Estate	SCP	Hong Kong Science Park	TTW	Stanley (Tung Tau Wan Road)
CFO	Chong Fu Road Office	KER	Kennedy Road	YYT	Yau Yat Tsuen	TUC	Tung Chung Station
CGO	Admiralty (Central Government Offices)	KET	Kennedy Town	SFO	Stanley Fort	TVC	Tseung Kwan O TVB City
CHE	Choi Hung Estate	KIG	Tin Shui Wai (Kingswood Ginza)	SHD	Siu Ho Wan Depot	TWH	Tai Wo Hau Station
CHF	Choi Fook Estate	KKS	King Kwong Street	SHK	Shan King Estate	TWN	Tsz Wan Shan (North)
CHM	Choi Hung MTR Station	KOP	Kornhill Road	SHL	Shun Lee Estate	TWS	Tsz Wan Shan (South)
CHR	Aberdeen (Chengtu Road)	KOS	Ka On Street	SHP	Shatin Plaza	TWT	Tsuen Wan Town Hall
CHT	Hung Hom (Cross Harbour Tunnel Toll Plaza)	KOT	Kowloon Tong Station	SHS	Sheung Shui Station	TWW	Tsuen Wan West Station
CHY	Chuk Yuen Estate	KTD	Kennedy Town Depot	SHT	Sha Tin KCR Station	TYC	Tsing Yi CLP Power Plant

CKO	Chung Hom Kok	KTS	Kau To Shan	SHW	Sheung Wan	TYE	Tin Yan Estate
CKR	Sheung Wan (Chung Kong Road)	KWY	Kwong Yuen Estate	SIH	Siu Hong Station	WAC	Wan Chai
CLH	Clubhouse (Shatin Jockey Club)	KYC	Kam Ying Court	SKN	Sai Kung (North)	WAK	Wah Kwai Estate
CLS	Causeway Bay (Cleveland Street)	LAC	Laguna City	SKW	Shau Kei Wan	WAT	Watson
CLY	Tuen Mun (Chi Lok Fa Yuen)	LAL	Lantau Link Toll Plaza	SLK	Tsuen Wan (Sai Lau Kok Road)	WCD	NWFB Wong Chuk Hang Depot
COS	City One Shatin	LAT	Lam Tin MTR Station	SNS	Sai Ning Street	WCF	Wan Chai Ferry
CPO	Airport (Car Park One)	LAV	Laguna Verde	SOD	South Horizon Drive	WCH	Wong Chuk Hang
CRB	Canal Road Bus-only Lane	LEC	Causeway Bay (Leighton Centre)	SOH	South Horizons	WES	Sai Ying Pun (Western Street)
CSP	Cheung Sha Wan Plaza	LER	Leighton Road	SOP	Hennessy Road (Southorn Playground)	WFC	Wah Fu (Central)
CSW	Cheung Sha Wan Railway Station	LET	Lei Tung Estate	SPR	Shek Pai Wan Road	WFN	Wah Fu (North)
CTD	Admiralty (Lippo Centre)	LEY	Lek Yuen Estate	SPW	Shek Pai Wan	WHC	Western Harbour Crossing
CUH	The Chinese University of Hong Kong	LKC	Luk Kwok Centre	SSC	Siu Shan Court	WHD	Citybus Wong Chuk Hang Depot
CWA	Choi Wan Estate	LKR	Lei King Road	SSG	Siu Sai Wan Sports Ground	WHR	Causeway Bay (Whitfield Road)
CWD	Chai Wan Depot	LLS	Ap Lei Chau (Lee Lok Street)	SSW	Siu Sai Wan Estate	WKD	West Kowloon Depot
CWE	Chai Wan (East)	LOC	Locwood Court	STA	Hong Kong Stadium	WNB	Wong Nai Chung Road (Broadwood Road)
CWS	Chai Wan Depot Training School	LRC	Wan Chai (Lockhart Road Complex)	STC	Sha Tin College	WOC	Wo Che Estate
CXC	CX City	LRT	Lion Rock Tunnel	STE	Shun Tin Estate	WOH	Wah Fu (Wah On House)
CYB	Cyberport	LTE	Lam Tei (Junction of Castle Peak Road and Lam Tei Main Street)	STF	Central Star Ferry	WOF	Wong Chuk Hang Fire Station
DIH	Diamond Hill Station	LTM	Lei Tung Market	STP	Stanley Prison	WSR	Tuen Mun (Wu Shan Road)
DIP	Tsuen Wan (Discovery Park)	LTN	Lam Tin (North)	STR	Shun Tung Road	WSP	Wong Shek Pier
DIS	Disneyland Resort Station	LUM	Tuen Mun (Lung Mun Oasis)	STS	Sham Tseng	WTT	Tai Po (Wan Tau Tong)
DOS	Douglas Street	LUR	Wan Chai (Luard Road)	STT	Shek Tong Tsui (Queen's Road West)	WWS	Central (Wing Wo Street)
DWB	Deep Water Bay	LWR	Lung Wo Road	STV	Stanley Village	WYR	Wing Yan Road
EHC	Eastern Harbour Crossing	LYC	Locwood Court	SWA	Shum Wan	YAT	Yau Tong
EHR	Causeway Bay (Eastern Hospital Road)	LYR	Lei Yue Mun Road	SWC	Sai Wan Ho (opposite Sai Wan Ho Civic Centre)	YCS	Sham Shui Po (Yen Chow Street)
ENS	Kowloon Bay (Enterprise Square)	MAF	Central (Macau Ferry)	SYB	Sai Sha Road (Symphony Bay)	YIO	Yiu On Estate
ENT	Eagle's Nest Tunnel	MAG	Tsing Yi (Mayfair Garden)	SYS	Sai Yee Street	YLP	Yuen Long Plaza
EXS	Central (Exchange Square)	MAH	Ma Hang	SZB	Shenzhen Bay Port	YMC	Tseung Kwan O (Yuk Ming Court)
FAP	Fairview Park	MAR	MacDonnell Road	TAS	Admiralty (Tamar Street)	YOF	Sinopec Siu Lek Yuen Gas Station
FES	Fenwick Street	MEF	Mei Foo	TCC	Tin Shui Wai (Tin Chung Court)	YPS	Mong Kok (Yim Po Fong Street)
FEV	Felix Villas	MFD	Macau Ferry Depot	TCD	Tung Chung Depot	YTU	Tung Chung (Yat Tung Estate)
FOH	Fortress Hill Station	MHR	Morrison Hill Road	TCF	Tung Chung New Development Ferry	YUC	Yu Chui Court
FTD	Fo Tan Depot	MIK	LR Ming Kum Stop	TEC	Sha Tin Racecourse Telebet Centre	YWS	Yee Wo Street
FUT	Fu Tai Estate	MIR	Tsim Sha Tsui (Middle Road)	TFR	Tung Fai Road	YWV	Tuen Mun (Yuet Wu Villa)
GAL	Gascoigne Road (Labour Tribunal)	MKS	Central (Man Kwong Street)	TGT	Top Glory Tower		

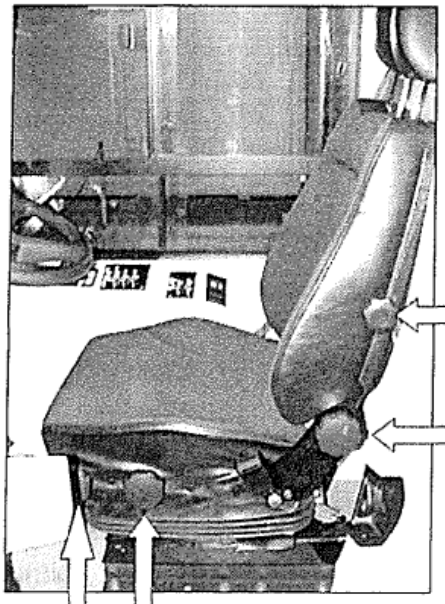
Annex IV: List of NWFB location codes

ABE	Aberdeen	EXS	Central (Exchange Square)	LRC	Wan Chai (Lockhart Road Complex)	SOH	South Horizons
ABT	Aberdeen Tunnel	FES	Fenwick Street	LTM	Lei Tung Market	SOP	Hennessy Road (Southorn Playground)
ADC	Admiralty (Admiralty Centre)	FEV	Felix Villas	LTT	Lai Tak Tsuen	SOU	So Uk Estate
ADE	Admiralty MTR Station (East)	FHR	Fortress Hill Road (Clementi Secondary School)	LUR	Wan Chai (Luard Road)	SPR	Shek Pai Wan Road
ADM	Admiralty MTR Station	FSW	Tsing Yi (Fung Shue Wo Road)	LYS	Aberdeen (Lok Yeung Street)	SPW	Shek Pai Wan
ADW	Admiralty MTR Station (West)	FTD	Fo Tan Depot	MAF	Central (Macau Ferry)	SSG	Siu Sai Wan Sports Ground
ALC	Ap Lei Chau Estate	FUC	Fu Cheong Estate	MAH	Ma Hang Estate	SSW	Siu Sai Wan Bus Terminus
ALP	Mong Kok (Allied Plaza)	GAR	Garden Road (Lower Peak Tram Station)	MCS	Mok Cheong Street	STA	Hong Kong Stadium
APA	The Hong Kong Academy for Performing Arts	GIS	Central (Gilman Street)	MEF	Mei Foo	STE	Shun Tin Estate
APR	Aberdeen Praya Road	GRG	Tsing Yi Greenfield Garden	MEL	Mei Lam Estate	STF	Central (Star Ferry)
AQU	Sham Mong Road (AquaMarine)	GRP	Sai Wan Ho (Grand Promenade)	MET	Mei Tin Estate	STK	Sheung Tak
ASG	Wong Chuk Hang (Aberdeen Sports Ground)	GRT	Greenwood Terrace	MFD	Macau Ferry Deport	STP	Stanley Prison
ASH	Hennessy Road (Asian House)	HAG	Harmony Garden	MHC	South Horizons (Mei Hong Court)	STT	Shek Tong Tsui (Queen's Road West)
BAG	Bauhinia Garden	HAH	Hang Hau Station	MKR	Mong Kok Road	STV	Stanley Village
BEB	Kennedy Town (Belcher Bay)	HAR	Wan Chai (Harbour Road)	MKS	Central (Man Kwong Street)	SWA	Shum Wan Public Transport Terminus
BGA	Banyan Garden	HEC	Hennessy Road (Hennessy Centre)	MOS	Ma On Shan Town Centre	SWC	Sai Wan Ho (opposite Sai Wan Ho Civic Centre)
BRH	Braemar Hill	HEF	Wan Chai (west of Fleming Road)	MOT	Causeway Bay (Moreton Terrace)	SWH	Sai Wan Ho MTR Station
BUS	Mong Kok (Bute Street)	HEL	Hennessy Road (west of Luard Road)	MTC	Ma Tau Chung Road	SWO	Salisbury Road outside Wing On Plaza
CAB	Causeway Bay	HER	Hennessy Road	MTW	Ma Tau Wai	SYS	Sai Yee Street
CAR	Caine Road	HFC	Heng Fa Chuen	MYS	Central (Man Yiu Street)	TAK	Taikoo Shing
CBS	Causeway Road (Causeway Bay Sports Ground)	HFS	Causeway Bay (Hing Fat Street)	NAC	Nam Cheong Station	TAS	Admiralty (Tamar Street)
CCC	Chinese Christian Cemetery	HHC	Hung Hom Complex	NAF	Mong Kok (junction of Nathan Road and Fife Street)	TGT	Gloucester Road (Top Glory Tower)
CDA	Cape D'Aguilar	HHF	Hung Hom Ferry Concourse	NES	Mong Kok (Nelson Street)	THD	Tai Hang Drive
CDF	Central (Pier Three)	HHN	Hang Hau (North)	NHS	Yiu Hing Road (Nam Hong Street)	THR	Tai Hang Road
CEC	Wan Chai (Hong Kong Convention and Exhibition Centre Extension)	HIW	Hong Wah Estate	NOH	Lai Chi Kok (Nob Hill)	THS	Tai Hong Street
CEF	Central (Central Ferry Piers)	HMT	Ho Man Tin	NPF	North Point Ferry	THT	Tin Hau Temple Road
CEL	Causeway Road (Hong Kong Central Library)	HOK	Central (Hong Kong Station)	NTK	Ngau Tau Kok Station	TIH	Causeway Bay (Tin Hau)
CEM	Central (Central Market)	HOL	Hoi Lai Estate	OCP	Ocean Park	TIK	Tiu Keng Leng PTI
CES	Sai Ying Pun (Centre Street)	HOR	Hollywood Road	OME	Ho Man Tin (Oi Man Estate)	TIW	Tin Wan Estate
CFD	Chong Fu Road Depot	HSB	Des Voeux Road Central (Hang Seng Building)	OPD	Ocean Park Depot	TKD	Tseung Kwan O Depot
CFF	Chi Fu Fa Yuen	HSC	North Point (Healthy Street Central)	OSS	Oscar by the Sea	TKI	Tseung Kwan O Industrial Estate
CFO	Chong Fu Road Office	HSG	Tseung Kwan O (Hong Sing Garden)	OYS	Oi Yin Street (outside Oi Tung Shopping Centre)	TKM	Ma Tau Wai Road (To Kwa Wan Market)
CFR	Heng Fa Chuen (Chong Fu Road)	HUE	HKU East Gate	PAR	Park Road	TKO	Tseung Kwan O MTR Station
CHE	Choi Hung Estate	HVL	Happy Valley (Lower)	PAT	Pak Tin Estate	TKW	To Kwa Wan
CHF	Choi Fook Estate	HVR	Happy Valley Racecourse	PEA	The Peak	TLL	Tin Lok Lane
CHI	Choi Ming Court	HVU	Happy Valley (Upper)	PEN	Tsim Sha Tsui (The Peninsula Hotels)	TTW	Stanley (Tung Tau Wan Road)
CHM	Choi Hung MTR Station	IMT	Gloucester Road (Immigration Tower)	PES	Causeway Bay (Pennington Street)	TWC	Tsz Wan Shan (Central)

CHN	Choi Hung Road (Ning Yuen Street)	ISP	Island Place	PFR	North Point (Pak Fuk Road)	TWN	Tsz Wan Shan (North)
CHO	Chak On Estate	ISR	Siu Sai Wan (Island Resort)	PHF	Po Hong Road Gas Station	UST	The Hong Kong University of Science and Technology
CHR	Aberdeen (Chengtu Road)	JAH	Central (Jardine House)	PIS	Ping Shek Estate	VPM	Victoria Park Main Entrance
CHT	Hung Hom (Cross Harbour Tunnel Toll Plaza)	JOV	Jordan Valley	POA	Tseung Kwan O (Po Lam PTL)	WAC	Wan Chai
CHW	Chai Wan Station	KAC	Kai Tak (Kai Ching Estate)	POR	Pokfield Road	WAK	Wah Kwai Estate
CIH	Central (City Hall)	KAY	Kai Yip Estate	POT	Po Tat Estate	WCD	Wong Chuk Hang Depot (Wong Depot)
CKO	Chung Hom Kok	KCF	Kowloon City Ferry	PRE	Prince Edward Station	WCF	Wan Chai Ferry
CKR	Sheung Wan (Chung Kong Road)	KET	Kennedy Town	PST	Causeway Bay (Percival Street)	WCH	Wong Chuk Hang Estate
COE	Cheung On Estate	KIM	Choi Ming Public Transport Interchange	QRC	Queen's Road Central	WCR	Jordan (Wui Cheung Road)
COG	Connaught Garden	KKS	King Kwong Street	QUB	Quarry Bay	WFC	Wah Fu (Central)
CON	Chung On Estate	KLR	Tiu Keng Leng (King Ling Road)	QUE	Admiralty (United Centre)	WFN	Wah Fu (North)
CRB	Canal Road Bus-only Lane	KOB	Kowloon Bay	QUS	Queen Street	WFS	Wah Fu (South)
CRO	Tsim Sha Tsui (Canton Road)	KOP	Kornhill Plaza	RAC	Sha Tin Racecourse	WHC	Western Harbour Crossing
CRS	Chatham Road South (outside HK Science Museum)	KOR	Kotewall Road	REB	Repulse Bay	WHD	Citybus Wong Chuk Hang Depot
CSW	Cheung Sha Wan Railway Station	KOS	Ka On Street	ROR	Robinson Road (Garden Terrace)	WHG	Whampoa Garden
CTD	Admiralty (Lippo Centre)	KTD	Kennedy Town Depot	ROS	Admiralty (Rodney Street)	WHR	Causeway Bay (Whitfield Road)
CVR	Cloud View Road	KTR	Prince Edward Road East/Kai Tak Road	RRC	Robinson Road (Raimondi College)	WHS	Wai Hang Street
CWB	Clear Water Bay	KWT	Kwun Tong	RUS	Central (Rumsey Street)	WIS	Causeway Bay (Wing Hing Street)
CWC	Chai Wan Cemeteries	KYC	Kam Ying Court	SAK	Sai Kung	WKD	West Kowloon Depot
CWD	Chai Wan Depot	LAT	Lam Tin MTR Station	SKN	Sai Kung (North)	WKS	Wu Kai Sha Station
CWE	Chai Wan (East)	LAV	Laguna Verde	SCO	Shui Chuen O Estate	WOR	Tseung Kwan O (Wan O Road)
CWG	Cheung Wang Estate	LEC	Causeway Bay (Leighton Centre)	SFG	Stanley Fort (Gate)	WOT	Castle Road (Woodlands Terrace)
CWS	Chai Wan Depot Training School	LEO	Lee On Estate	SFO	Stanley Fort	WTS	Wong Tai Sin
CYB	Cyberport	LER	Leighton Road	SHL	Shun Lee Estate	WYG	Wyler Gardens
DOS	Douglas Street	LET	Lei Tung Estate	SHO	Shek O	YIO	Yiu On Estate
DRS	Admiralty (Drake Street)	LHP	Lohas Park	SHW	Sheung Wan	YIT	Yiu Tung Estate
DWB	Deep Water Bay	LKC	Luk Kwok Centre	SKW	Shau Kei Wan	YWG	Ying Wa Girls' School
EHC	Eastern Harbour Crossing	LKR	Lei King Road	SMC	Sau Mau Ping (Central)	YWS	Yee Wo Street
EHR	Causeway Bay (Eastern Hospital Road)	LNR	Ap Lei Chau (Lee Nam Road Industrial Area)	SOD	South Horizon Drive	YYT	Yau Yat Tsuen

Annex V: Adjustment of driver's seat

Driver's seats of E500 buses come in two types, i.e. USSC and KAB.
USSC driver's seat should be adjusted as follows:

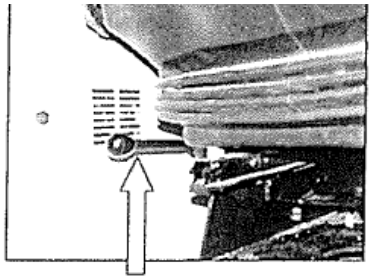


Adjustment to the hardness of the backrest

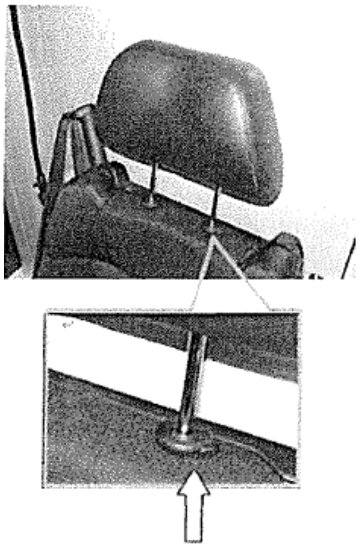
Adjustment to the angle of the backrest (**Adjust with both hands simultaneously**)

Adjustment to the seat angle (**Adjust with both hands simultaneously**)

Adjustment to the hardness of the seat (**Adjust with both hands simultaneously**)



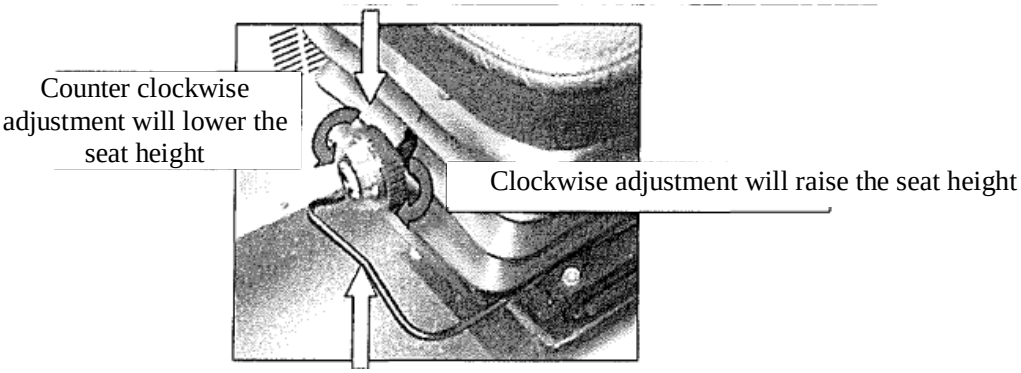
Forward and backward adjustment to the seat



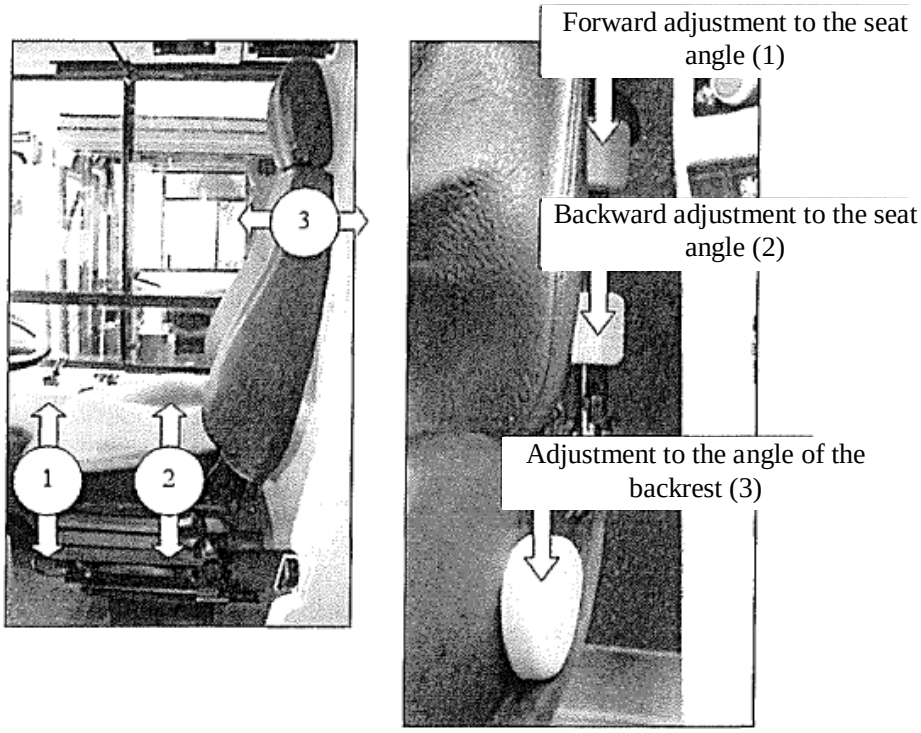
Adjustment to the headrest height

KAB driver's seat should be adjusted as follows:

Adjustment to the seat height (**nobody should be on the seat when making an adjustment as adjustment can be made only when the seat is unoccupied**)



Forward and backward adjustment to the seat



On the right of the driver's seat

In case of a sharp move when a bus captain adjusts forwards and backwards the angle of the seat pad or the backrest, making the seat belt stuck and unable to be pulled out, the bus captain may return the driver's seat to the horizontal position and keep the backrest upright, the seat belt will then return to normal.

Annex VI: Operating procedure of E500 Hanover electronic destination sign



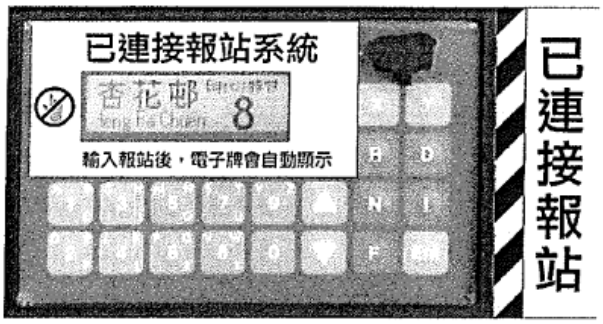
1. Press the [D] key
2. Enter the required route number, e.g. 23 toward North Point Ferry Pier, press the [2] [3] keys and then the [Ent] key, then the North Point Ferry Pier 23 will appear
3. If the route to be entered contains any English letter, e.g. 81A toward Lai Tak Tsuen, first press the [8] [1] keys, and then press the [1] key and press the [▲] key once, then the English letter "A" will appear. Finally, press the [Ent] key, then Lai Tak Tsuen 81A will appear. If [1] is pressed and then [▲] is pressed twice, the English letter "B" will appear. A bus captain can see which group of English letters are attached to the figures from the keys on the controller.
4. For the return trips of most routes, the English letter "Z" should be added after the route number. For example, for the return trip of Route 23 toward Pokfield Road, route number 23Z should be entered, first press the [2][3] keys, then [9], and then [▲] twice. After that, the English letter "Z" will appear. Finally, press the [Ent] key, and Pokfield Road 23 will appear.

Activate the controller's function of pre-setting the return trip route code

A. Press the [X] key, then the screen on the controller will show "Departure Trip Bus Route", and then enter the first route code by following the operation methods of destination sign;
B. Press the [Y] key, then the screen on the controller will show "Return Trip Bus Route", and then enter the second route code by following the operation methods of destination sign;
C. The display of the second route code will remain on the controller and electronic sign. Press the [X] key and then the [Ent] key to return to the information of the first route code. Press the [Y] key repeatedly and then press the [Ent] key to return to the information of the second route code.
D. In case of wrong input, return to Step A to start all over.

Automatic operation of electronic destination sign through the bus stop announcement system

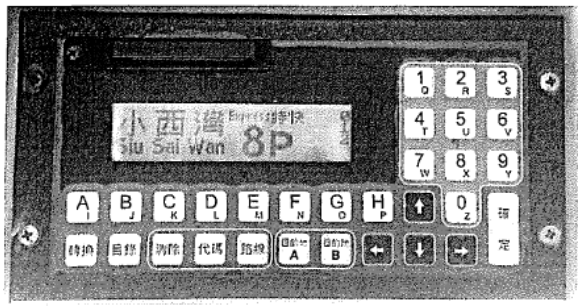
To streamline the daily operation procedure, the bus stop announcement system on some buses will enable automatic operation of the electronic destination sign.
The electronic destination sign controller on the buses will show clear information as below:



The electronic destination signs on those buses have been connected to the bus stop announcement system. Bus captains only need to enter the bus stop announcement system correctly and wait about six seconds for the electronic destination sign to appear automatically, without manual operation.

Bus captains must confirm that the electronic destination sign is showing the correct route. If the electronic destination sign is showing a wrong route, the bus captain should make correction by manually operating the destination sign. For details about how to use the system, please refer to the "Guidelines for Operating the Electronic Destination Sign with the Bus Stop Announcement System".

Annex VI: Operation procedure of Lite Vision electronic destination sign



1. Press the Route key;
2. When [T] appears in the top centre of the screen, you may enter numbers (0-9) and the large letters (A-H) on the letter keys; when [t] appears in the top centre of the screen, you may enter numbers and the small letters (I-Z) on the lower right corner of the letter keys;
3. Press the Shift key to shift between [T] and [t] or restore the input mode;
4. Press the numeral/letter keys to enter the route number (e.g. 2A, 101, 680X, N8P);
   Note: The route numbers of some special runs will be different. For example, 112Y stands for "112 Mong Kok"; please refer to the schedule of special routes.
5. If a wrong key is pressed, press the Clear key to return to Step 2. and enter again;
6. After correct information is entered, press the OK key;
7. If the other terminus appears on the screen, press the Destination A or Destination B keys to select information of the other terminus:

Repeat Step 7. and change the display of both termini, or return to Step 1. and enter another route.

Annex VI: Operation procedure of DERIC+ electronic destination sign

New World Bus routes 1001-1190, 12XX, 14XX, 16XX, 30XX, 33XX, 50XX, 60XX



1. Press the F/E key;
2. Press the ▲ key until the wanted number/letter appears in the upper right corner of the screen. If skipped, continue to press the ▲ key until the wanted number/letter appears again;
3. Press the ◄ key, repeat Step 2. and enter the next number/letter; if the previous entry is incorrect, press the F/E key, and start over from Step 1. when the destination information or "Bad Destination" appears at the top of the screen;
4. Repeat Step 3. if you need to jump to the next entry field;
5. Press the F/E key to complete the entry.

Activate the controller's function of pre-setting the return trip route code

A. Press the ◄ key and "Out no: _" will appear on the screen, then enter the first route code by following Steps 1. to 5.;
B. Press the ◄ key again and "Return no: _" will appear on the screen, then enter the second route code by following Steps 1. to 5.;
C. In case of a wrong input, press the F/E key and return to Step A.;
D. The display of the second route code will remain on the controller and electronic destination sign.
   Press the ◄ key and then the F/E key to return to the information of the first route code, press the ◄ and F/E keys repeatedly to display the information of the second route code.

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Annex VII: List of special messages of the bus stop announcement system

	Title	Content
1	Hold the handrail	Please hold the handrail.
2	Put your luggage in the right place	Please properly put your luggage on the luggage rack and take good care of your personal belongings. Thank you for your cooperation.
3	Keep the bus compartment clean	Please keep the bus compartment clean and do not smoke, eat or drink. Thank you for your cooperation.
4	Passenger transfer upon accident	Your attention please, the bus cannot continue with the service due to an accident. We are arranging other buses for you to continue with your journey. Please sit quietly and take note of any further instructions from the bus captain. We apologize for any inconvenience caused.
5	Seats still available on the upper deck	There are still vacant seats on the upper deck of the bus. Please go upstairs to take a seat. Thank you for your cooperation.
6	Proceed to the rear	Please move further inside the bus compartment to keep the doorways clear. Thank you for your cooperation.
7	Do not stand on the upper deck or staircase	For the safety of you and other passengers, please do not stand on the upper deck or staircase. Thank you for your cooperation.
8	Bus delayed due to congestion	Your attention please, there will be a short delay due to traffic congestion. We apologize for any inconvenience caused.
9	Bus stop affected due to diversion	Your attention please, the bus will be affected due to traffic diversion and some stops are temporarily relocated or cancelled. We apologize for any inconvenience caused.
10	Longer travel time due to diversion	Your attention please, the travel time of the bus may be longer due to traffic diversion. We apologize for any inconvenience caused.
11	Adjustment of bus frequency	Your attention please, due to temporary bus frequency adjustment, the bus will depart shortly. We apologize for any inconvenience caused.
12	Please do not collect fares	Please do not collect fares from other passengers. Thank you for your cooperation.
13	Please do not disturb passengers	Please do not disturb other passengers in the bus verbally, physically, or in any other way. Thank you for your cooperation.
14	Please offer your seat	Please offer your seat to any passenger in need. Thank you for your cooperation.
15	To alight, please press the bell	To alight, please press the bell once before the bus arrives at the next stop. Make sure your personal belongings are with you when you alight. Thank you for your cooperation.
16	Please do not deface the bus	Please take care of public property and do not deface or damage the bus.
17	This is the terminus	Your attention please, this is the terminus. Please alight here. Make sure your personal belongings are with you when you alight . Thank you for choosing our services.
18	Fold your baby pram	Please hold your baby tight and fold your baby pram to keep the passage clear. Thank you for your cooperation.
19	Pick-up and drop-off of wheelchair users	A wheelchair user is getting on or off the bus, please keep the doorways clear and make room for the wheelchair. Thank you for your cooperation.
20	Fasten your seat belt	Please fasten your seat belt. Thank you for your cooperation.
21	Bus Stop Suspension at Happy Valley Racecourse	Your attention please, in conjunction with special traffic arrangements on race days, the bus stop outside Happy Valley Racecourse suspended. Passengers going there please alight at this stop.
22	Diversion for 5B Phase I	Your attention please, this bus will divert via Leighton Road and Caroline Hill Road to reach Eastern Hospital Road due to traffic diversion.

23	Diversion for 5B Phase II	Your attention please, this bus cannot reach Hong Kong Stadium and Eastern Hospital Road due to traffic diversion. Passengers going there please alight at the bus stop outside Caroline Centre on Pennington Street.
24	Please alight here for Ocean Park	Passengers going to Ocean Park please alight at this stop.
25	Please alight here for Stanley Main Beach	In conjunction with crowd control measures, passengers going to Stanley Main Beach please alight at this stop.
26	Omit Wan Tsui Road	In connection with special traffic arrangements, this bus will divert via Chai Wan Road in lieu of Wan Tsui Road.
27	LED test	
28	Short stay	This is a circular route, the bus will have a short stay upon arrival at this stop before going on with the journey.
29	Interchange with N90 to Central	You may interchange with Route N90 to Central at this stop.
30	Interchange with N72 to Quarry Bay	You may interchange with Route N72 to Quarry Bay at this stop.

	Title	Content
31	Shenzhen Bay is a restricted area	Your attention please, the Shenzhen Bay Port is a restricted area, which only allows entry of transit passengers or persons with valid Restricted Area Permits. Other passengers please alight at this stop; thank you for your cooperation.
32	Take a minibus due to closure of Shenzhen Bay	Your attention please, as the Shenzhen Bay Port has already been closed, this bus will return to various stops in Tuen Mun via the return-trip route. Passengers may take a minibus in Tuen Mun to other ports. We apologize for any inconvenience caused.
33	Closure of Shenzhen Bay	Your attention please, the Shenzhen Bay Port has already been closed, this bus will return to various stops in Tuen Mun via the return-trip route. We apologize for any inconvenience caused.
34	Shenzhen Bay closed due to weather	Your attention please, the Shenzhen Bay Bridge has already been closed due to bad weather, this bus will return to various stops in Tuen Mun via the return-trip route. Passengers may take a minibus in Tuen Mun to other ports. We apologize for any inconvenience caused.
35	Standby	
36	Rumsey Street as the terminus	Your attention please, this bus will take Central (Rumsey Street) as the terminus due to traffic diversion.
37	Divert via King's Road in lieu of Island Eastern Corridor	Due to diversion for marathon, this bus will divert via King's Road in lieu of Island Eastern Corridor.
38	Divert via Cross Harbour Tunnel to reach Hong Kong Island	Due to diversion for marathon, this bus will divert via Cross Harbour Tunnel to reach Hong Kong Island.
39	Reach Wan Chai and then Sheung Wan	Due to diversion for marathon, this bus will divert via Cross Harbour Tunnel to reach Hong Kong Island with an additional stop at Cross Harbour Tunnel Toll Plaza. The bus will first reach Wan Chai and then Central and Sheung Wan, and will stop at the bus station from which the bus was originally heading to New Territories. Please pay attention to the broadcast reminders of the bus station.
40	First reach Admiralty and then Sheung Wan	Due to diversion for marathon, this bus will divert via Cross Harbour Tunnel to reach Hong Kong Island with an additional stop at Cross Harbour Tunnel Toll Plaza. The bus will first reach Admiralty and then Central and Sheung Wan, and will stop at the bus station from which the bus was originally heading to New Territories. Please pay attention to the broadcast reminders of the bus station.
41	Please interchange with another bus as the bus will omit Sheung Wan	Due to diversion for marathon, this bus will divert via Cross Harbour Tunnel to reach Hong Kong Island and will omit Sheung Wan and Central. Passengers affected please interchange with designated routes for free at Admiralty Centre.

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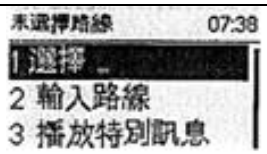
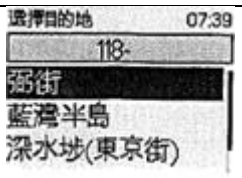
Annex VIII: Simple operation methods for automatic bus stop announcement device

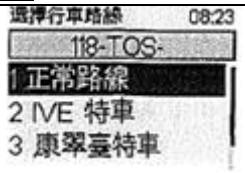
1. Automatic stop announcement mode

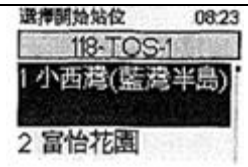
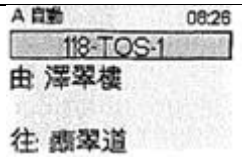
1.1 Start of automatic bus stop announcement

After the main power switch is on, it takes about one to two minutes for the bus stop announcement device to start automatically. Upon successful start-up, the loudspeaker will give out a short tinkling and the controller will display the main menu for the bus captain to select the route for bus stop announcement and other functions.

1.2 Steps

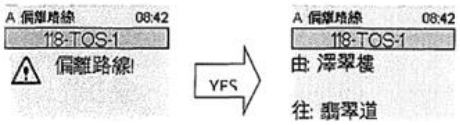
	Steps	Display content of the controller
1	**Main menu** - "No Route Selected" will appear at the top of the screen Press "▲" or "▲" key to select "2 Enter the route", and then press "YES" to go to the next page.	
2	**Enter route number - "Enter Route Number" will appear at the top of the screen** - Press the number keys on the controller to enter the route number. First enter the first digit, and then enter the remaining digits after the cursor moves to the next blank entry field. - A complete route number may be entered, e.g. 118, enter "1", "1" and "8" respectively and then press the "YES" key. - Or, partially enter the first digit of the route number, e.g. route X962, first enter "9" "6" "2", then press "▲" or "▼" key to select the route required and after that, press the "YES" key. - Enter English letters. English letters may be entered by repeatedly pressing the number keys within one second. For example, to enter "A", press the "2" key twice, and to enter "C", press the "2" key four times. - Press the "NO" key to return to the pervious page.	 
3	**Select destination** - "Select Destination" will appear at the top of the screen Press "▲" or "▼" keys to select the route destination, press the "YES" key to go to the next page, or press the "NO" key to return to the previous page.	

4	**Select driving route** - "Select Driving Route" will appear at the top of the screen As there may be different driving routes with the same destination, the bus captain may press "▲" or "▼" key to select the driving route required, press the "YES" key to go to the next page, or press the "NO" key to return to the previous page.	

	Steps	Display content of the controller
5	**Select departure point** - "Select Departure point" will appear at the top of the screen Press "▲" or "▼" key to select the bus station where the bus is situated at the time being as the "departure point", then press the "YES" key to start the automatic bus stop announcement, or press the "NO" key to return to the previous page.	
6	**Start the automatic bus stop announcement** - "A Automatic" will appear at the top of the screen. After the departure point is selected, the bus stop announcement device will start with automatic bus stop announcement. The home page will display the name of the bus station which the bus is heading to and the bus captain needs not be in control of it.	

1.3 Handling of temporary diversion

In case of temporary diversion (for example, the bus needs to divert via Tsuen Wan Road due to the closure of Ting Kau Bridge), when the bus strays away from the original route, the message of "Deviation from the Route" will appear on the screen of the controller and the bus captain may press the "YES" key to close the message.



After the key is pressed, the system will return to the "Automatic Bus Stop Announcement" page (but "A Deviation from the Route" will appear at the top of the screen), and the station name shown on the LED screen in the bus will remain but will not be changed to another station name. When the bus returns to the original route and upon automatic confirmation by the system, the controller will display the name of the bus station which the bus is heading to and the bus stop announcement device will also resume automatic bus stop announcement.

1.4 Suspension of bus stop announcement system

If necessary, the bus captain may press the "*" key to stop the automatic bus stop announcement system or press the "#" key to shift to the manual mode. After returning to the original route, the bus captain should press "*" to resume the bus stop announcement or press "#" to shift back to automatic announcement mode. In general cases, the bus captain should use the automatic bus stop announcement system. Only in cases of traffic diversion or inaccurate announcement may the bus captain shift to manual announcement mode.

1.5 Handling of temporary relocation of stop

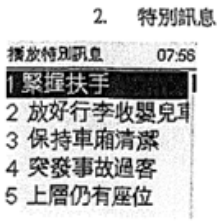
The bus captain needs to manually operate the bus stop announcement system only when the bus stop announcement system has not yet been updated with stop location and a temporary stop is moved toward the direction in which the bus is going. Before arriving at the temporary stop, press "#" and "YES" to shift to the manual mode and press "#" to shift back to automatic mode only until starting off from the temporary stop. In other cases of relocation of stops, the

automatic bus stop announcement mode can be maintained without manual operation.

1.6 Handling of wrong stop announcement

When the bus captain finds that the bus stop announcement device is announcing a wrong stop, he/she may press "NO" to return to "Select Departure Point" when pulling off at the next sub-station and select the bus stop where the bus is located at the time being as the "departure point" by following Step 5 and then press "YES". The system will be reset.

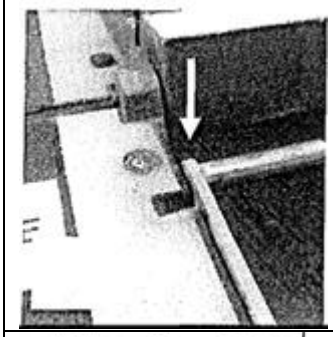
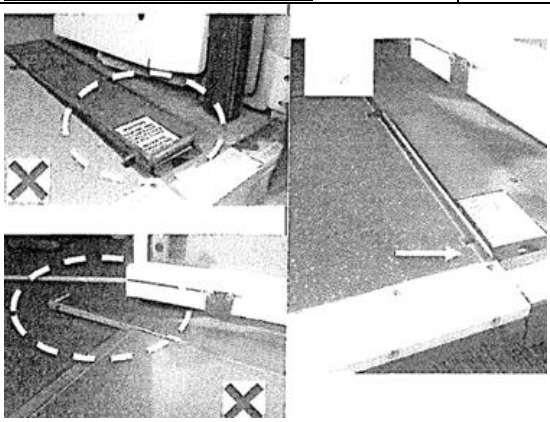
In the automatic or manual bus stop announcement mode, during the run the bus captain may press "INFO" key and then select the message number to directly broadcast the message; or select the special messages to be broadcasted by pressing "▲" or "▼" key and then press "YES" to broadcast them.



For the content of such special messages, please refer to the list on the controller.

Annex IX: Proper use of wheelchair ramp

If the bus captain fails to put the handle of the ramp back to the correct place after using the wheelchair ramp, the sensor in the recess for the handle will not reach the handle, making the front door unable to be closed and the bus unable to be started but "stay put". The correct procedures are as follows:

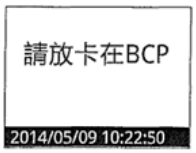
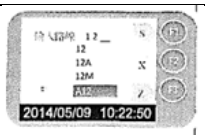
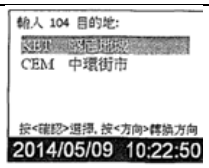
<table>
<tr>
<td>  </td>
<td>The location where the handle of the ramp should be when used
- Pull up the handle on the right to unfold the ramp
- Put the handle back into the recess after putting down the ramp gently
- Do not put the handle on the floor</td>
</tr>
<tr>
<td>  </td>
<td>Tucking away the handle of the ramp
- Pay attention to how the handle should be tucked away correctly
- Pull up the handle when taking back the ramp
- Gently put the ramp back on the floor of the bus compartment, and the tail of the handle must be hidden under the iron plate with the lid on
Note:
Failure to return the handle to its right place will make the front door unable to be closed and the bus unable to be started</td>
</tr>
</table>

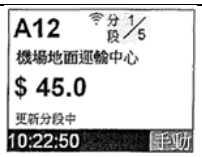
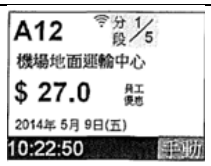
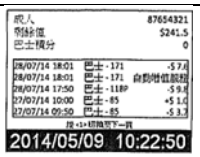
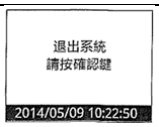
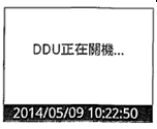
In addition, if the wheelchair ramp is incorrectly placed, the joint of the ramp will break. When using the ramp, the bus captain should also pay special attention to the following in addition to relevant guidelines specified in the Bus Captain's Handbook:

- Before unfolding the ramp, the bus body must be lower to the lowest level;
- It should be ensured that both sides of the ramp are completely laid flat on the sidewalk to avoid danger and damage.



Annex X: Operation of Second-generation Octopus Card System

	Steps	Display of DDU
1	Start (boot) Upon a long press on the "On/Off" key for 2-3 seconds, the Octopus Card machine will start in 1 to 2 minutes. Upon successful start-up, DDU and BCP will display "Please Put Your Card on BCP" and "Enter the System with Your Card", respectively.	
2	Login Swipe the staff Octopus Card/boot card over the BCP. Upon successful login, DDU will show the charges interface*. *The charges interface will show the route used before last logout and the fare for the first section.	
3	Select routes - Press the "Route" key to enter the interface for selecting routes. Enter the complete route number. For example, enter "1", "1" and "2" for "112" and press "OK". If you need to enter English letters, you may refer to the English letters on the number keys. Press "Convert" first to switch to English input, and press the key again within 1 second. For example, if you need to enter "A", press "Convert" first, then press "2" once; if you need to enter "C", press "2" for three times. After entering English letters, the Octopus Card machine will automatically return to the digital input. - You may also use keys "F1" to "F3" to quickly enter the default English letters on the screen. As shown in the image, press "F1" to enter "S" or "F3" to enter "Z". - In case of a wrong input, press "Cancel" to delete the data. Press "Cancel" and hold for 2-3 seconds to return to the original charges interface.	
4	Select direction/destination - Press "Direction" on the charges interface to change directions, and "Updating the Direction" will show on the interface as it is loading. - Having pressed "Direction" or selected a route, the interface for selecting destination will appear if there are more than one destinations on one of the directions of the route. You may select the destination of a route by pressing "↑" or "↓" or change to another direction by pressing "Direction", and press "OK" after the selection is completed.	

	Steps	Display of DDU
5	Select sectional fare - Press "↑" or "↓" on the charges interface to update the sectional fare, and "Updating the Section" will show on the interface as it is loading. The Octopus Card machine will make a "Do-do" sound as a reminder upon successful updated of the sectional fare.	
6	Airport staff concession - Press "Staff Concession" after a passenger's identity as an airport staff is verified, and the passenger may swipe his/her card to pay the corresponding fare when the interface shows the concessionary fare. - If there is no transaction under the staff concession mode, the Octopus Card machine will return to the general charges mode automatically in six seconds. Besides, the general charges mode may resume immediately by pressing "Cancel".	
7	Query mode - Press "Query" at the left corner of DDU to verify whether the fare has been successfully deducted from the passenger's Octopus Card. After the interface shows the "Query Mode", you may ask the passenger to hold his/her Octopus card on the BCP until the card reader completes the query. - Press number key "1" to switch between Page 1 and Page 2. ■ Page 1 will show the type, remaining balance and last five transactions of the Octopus card ■ Page 2 will show the expiry date (if any) of various boarding cards that the passenger already bought - The Octopus Card machine will return to charges mode automatically when the passenger moves the Octopus card away from the BCP. Besides, the charges mode will resume immediately by pressing "Cancel".	
8	Logout Press "Logout" to log out, and press "OK" when "Please Press OK to Log out" appears on the DDU interface.	
9	Shutdown The Octopus Card machine will shut down after a long press on "On/Off" for 2-3 seconds.	

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本英文譯本僅供參考。如英文譯本與中文原文有任何差異，以中文原文為準。

Where copies are kept and maintained

	Depot	√
1	CFD	
2	CWD	
3	OPD	
4	TCD	
5	TKD	
6	TMD	
7	WCD	
8	WKD(CTB)	
9	WKD(NW)	
10	OCC(OD1)	
11	OCC(OD2)	
12	OCC(ODN)	
13	OM-D1	
14	OM-D2	
15	OM-N	
16	SOM	

CITYBUS 城巴　新創建交通服務 NWS TRANSPORT　新巴 FIRST BUS

新創建集團成員 Members of NWS Holdings

職位申請表（駕駛工作）

近照

個人資料

中文姓名	英文姓名	
香港身份證號碼	出生日期 年　月　日	在香港居住年期
01,02號執照 首次簽發日期 年　月　日	09,10號執照 首次簽發日期 年　月　日	17號執照 首次簽發日期 年　月　日

住宅電話	辦事處電話	手提電話	電郵地址

中文地址

教育程度 （於合適之☐填上✓）

☐ 小學　☐ 中三　☐ 中五　☐ 其他 _____

最高班級之畢業年份 _____

語言能力 （於合適之☐填上✓）

廣東話	☐ 良	☐ 可	☐ 劣
英文	☐ 良	☐ 可	☐ 劣
普通話	☐ 良	☐ 可	☐ 劣

交通違例事項〔此欄每項必須作答/填寫〕

閣下過往有否以下紀錄? 如無，請填"無"。如有，請填寫下列各項:

違反交通規例事項	次數	事發日期 / 年份	結果	
危險駕駛			☐ 已判 (罰款$_____; 被記_____分)	☐ 待判
不小心駕駛			☐ 已判 (罰款$_____; 被記_____分)	☐ 待判
在酒類或藥物影響下駕駛汽車			☐ 已判 (罰款$_____; 被記_____分)	☐ 待判
以高出速度限制的速度駕駛			☐ 已判 (罰款$_____; 被記_____分)	☐ 待判
沒有遵從交通燈的指示			☐ 已判 (罰款$_____; 被記_____分)	☐ 待判
其他事項				
沒有遵從交通指示 (例如：違例泊車、禁區上落客/貨、超重、行車時使用手提電話、行車時沒有扣上安全帶)			☐ 已判 (罰款$_____; 被記_____分)	☐ 待判
吊銷駕駛執照或停牌			☐ 已判 (判罰年期_____)	☐ 待判
交通意外				

現時已被記之違例駕駛分數 _____ 分

重要資料〔此欄每項必須作答/填寫〕 (於合適之☐填上✓)

		有	無
1.	閣下有否被革職或被迫辭職？ 若有，請詳述細則 _____	☐	☐
2.	現時有否接受任何退休金，傷殘金等？	☐	☐
3.	現時有否兼職工作？ 如有,工作類型及時間 _____	☐	☐
4.	現時是否其他公司東主？ 如是, 公司 _____	☐	☐
5.	以前有否申請城巴/新巴的工作？ 如有， 何時 _____ 職位 _____	☐	☐
6.	有否於其他公共巴士公司工作？ 如有， 年份 _____ 職位 _____ 公司 _____	☐	☐
7.	以前有否被捕或任何刑事案件？	☐	☐
8.	現時或曾否有毒癮？如有，何種？ _____	☐	☐
9.	有否任何家庭成員在城巴/新巴工作？如有, 姓名 _____ 關係 _____	☐	☐
10.	有否家庭成員在其他巴士公司工作？如有, 公司 _____ 職位 _____	☐	☐

疾病及身體傷殘

下列七項疾病及身體傷殘均是根據《道路交通(駕駛執照)規例》(香港法例第 374 章，附屬法例)內附表 1 而編寫。 閣下曾否患上下列各項病症:-

疾病及身體傷殘	曾有	現有	從沒有
1. 癲癇症。			
2. 高血壓或其他因由，以致有可能突然暈眩或昏倒以致失去能力。			
3. 精神紊亂，以致執照申請人或持有人(視屬何情況而定)有可能根據《精神健康條例》(第 136 章)被羈留或以住院病人身分在該條例所指的精神病院接受治療。			
4. 任何導致肌肉不受控制的狀況。			
5. 未受控制的糖尿病。			
6. 不能在白天充足光線下讀出與他相距 23 米的登記號碼(有需要者在配戴眼鏡或其他矯正視力鏡片作為協助，仍不能讀出)。			
7. 任何其他疾病或傷殘，而該疾病或傷殘很可能令申請人或持有人沒有能力在不危及公眾安全的情況下，有效地駕駛或控制該執照所指的汽車或經適當改裝的汽車；但失聰本身並不當作為上述的傷殘。			

其他資料

閣下從何種途徑獲悉此職位空缺？(於合適之☐填上✓)

☐勞工處 ☐報紙、雜誌(請註明)_____ ☐親友介紹 (親友姓名)_____ ☐其他_____

最早到職日期 _____ 希望起碼待遇 _____

****

申請人注意事項

1. 本表格必須全部填寫清楚，如日後經僱用後發現有任何虛報或隱藏資料，會遭公司即時解僱。
2. 申請人必須經過面試、路試及身體檢查。
3. 閣下必須親身到〔警察交通部〕申請查牌駕駛記錄，費用由閣下自付。

申請人簽署	日期
	401

聲明書

致： 新創建交通服務有限公司／城巴有限公司／新世界第一巴士服務有限公司

本人 _____，身份證號碼 _____(____)，茲聲明下列第一部份之工作經驗及第二部份之路面駕駛經驗如下：

第一部份：以往工作經驗

（由現任或最近之工作開始）

	公司資料	職位及任職年期	離職原因 (於合適之☐填上✓)	補充資料*
1	公司名稱： _____ 電話*：_____ 地址*：_____ _____	聘用形式： ☐ 全職 ☐ 兼職 職位： _____ 任職年期： 由 _____ 至 _____	☐ 自動辭職 ☐ 被公司解僱 ☐ 被公司裁員/遣散 ☐ 退休 ☐ 其他原因，請註明： _____	每月底薪 HK$_____ 其他津貼及獎金(如有)每月合共 HK$_____ 加班津貼每月約 HK$ _____ 年終雙糧/花紅 ☐有，款額 HK$_____ ☐沒有 每日基本工作_____小時；加班工作_____小時 須否輪班? ☐須要 ☐不須要
2	公司名稱： _____ 電話*：_____ 地址*：_____ _____	聘用形式： ☐ 全職 ☐ 兼職 職位： _____ 任職年期： 由 _____ 至 _____	☐ 自動辭職 ☐ 被公司解僱 ☐ 被公司裁員/遣散 ☐ 退休 ☐ 其他原因，請註明： _____	每月底薪 HK$_____ 其他津貼及獎金(如有)每月合共 HK$_____ 加班津貼每月約 HK$ _____ 年終雙糧/花紅 ☐有，款額 HK$_____ ☐沒有 每日基本工作_____小時；加班工作_____小時 須否輪班? ☐須要 ☐不須要
3	公司名稱： _____ 電話*：_____ 地址*：_____ _____	聘用形式： ☐ 全職 ☐ 兼職 職位： _____ 任職年期： 由 _____ 至 _____	☐ 自動辭職 ☐ 被公司解僱 ☐ 被公司裁員/遣散 ☐ 退休 ☐ 其他原因，請註明： _____	每月底薪 HK$_____ 其他津貼及獎金(如有)每月合共 HK$_____ 加班津貼每月約 HK$ _____ 年終雙糧/花紅 ☐有，款額 HK$_____ ☐沒有 每日基本工作_____小時；加班工作_____小時 須否輪班? ☐須要 ☐不須要
4	公司名稱： _____ 電話*：_____ 地址*：_____ _____	聘用形式： ☐ 全職 ☐ 兼職 職位： _____ 任職年期： 由 _____ 至 _____	☐ 自動辭職 ☐ 被公司解僱 ☐ 被公司裁員/遣散 ☐ 退休 ☐ 其他原因，請註明： _____	每月底薪 HK$_____ 其他津貼及獎金(如有)每月合共 HK$_____ 加班津貼每月約 HK$ _____ 年終雙糧/花紅 ☐有，款額 HK$_____ ☐沒有 每日基本工作_____小時；加班工作_____小時 須否輪班? ☐須要 ☐不須要

請轉後頁

第二部份：路面駕駛經驗申報

路面駕駛經驗 (車種及路面駕駛經驗)

以過往 4 年路面駕駛經驗計算。
(請詳細列出車種及駕駛頻密次數，並附上有關証明文件之副本)

曾駕駛車種：	駕駛頻密次數：	有關証明文件：
☐ 私家車	- 年份：_____ - 每 (星期 / 月) 駕駛次數為_____	☐ 工作証明 ☐ 車主牌簿 ☐ 其他_____
☐ 輕型貨車 / 中型貨車 / 重型貨車	- 年份：_____ - 每 (星期 / 月) 駕駛次數為_____	☐ 工作証明 ☐ 車主牌簿 ☐ 其他_____
☐ 小巴 / 旅遊巴 / 巴士	- 年份：_____ - 每 (星期 / 月) 駕駛次數為_____	☐ 工作証明 ☐ 車主牌簿 ☐ 其他_____
☐ 的士	- 年份：_____ - 每 (星期 / 月) 駕駛次數為_____	☐ 工作証明 ☐ 車主牌簿 ☐ 其他_____

其他補充資料

_____

_____

如申請兼職職位，請提供可以在本公司兼職之工作時間

1) 逢星期_____
上/下午_____時_____分至_____時_____分

及 / 或 2) 其他_____

聲明及簽署

本人現謹此聲明，除上列附*之項目為盡本人之所知及記憶外，本人填報之以上過往工作經驗及路面駕駛經驗資料均為真實。日後如被發現有隱瞞或不實，本人明白會不獲 貴公司聘用或會被即時終止與 貴公司之僱傭關係而不獲任何補償。

_____ _____

簽署 日期

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Annex 6

新創建集團成員 Members of NWS Holdings

Recent photo

Personal information

Job application form (Driving)

Chinese name	English name	
Hong Kong ID no.	Date of Birth Y M D	Year of residing in H.K.
Code 1, 2 Licenses Date of first issuance Y M D	Code 9, 10 Licenses Date of first issuance Y M D	Code 17 License Date of first issuance Y M D

Home phone no.	Office phone no.	Mobile phone no.	Email address
Address in Chinese			

Education Background

(enter ✓ in the appropriate ☐)

☐ Primary ☐ Secondary Form 3 ☐ Secondary Form 5 ☐ Others: _____

Year of graduating from the highest education level _____

Language ability

(enter ✓ in the appropriate ☐)

Cantonese ☐ Good ☐ Fair ☐ Poor

English ☐ Good ☐ Fair ☐ Poor

Mandarin ☐ Good ☐ Fair ☐ Poor

Traffic offense (must fill in/answer each item of this column)

Did you previously have any of the following record? If not, write "No". If yes, please fill in the following items.

Violation of traffic regulation	Frequencies	Date/year of incident	Results	
Dangerous driving			☐ sentenced (fine$_____; ___offence points recorded)	☐ pending sentence
Careless driving			☐ sentenced (fine$_____; ___offence points recorded)	☐ pending sentence
Driving while under the influence of alcohol or drugs			☐ sentenced (fine$_____; ___offence points recorded)	☐ pending sentence
Driving in excess of speed limit			☐ sentenced (fine$_____; ___offence points recorded)	☐ pending sentence
Failing to comply with traffic signals			☐ sentenced (fine$_____; ___offence points recorded)	☐ pending sentence
Others				
Failing to comply with traffic directions (e.g. illegal parking, loading/unloading goods or picking up/setting down passengers in a restricted zones; overloading; use of mobile telephones while driving; failure to wear a safety belts while driving			☐ sentenced (fine$_____; ___offence points recorded)	☐ pending sentence
Suspension of driving license			☐ sentenced (suspended for _____ years)	☐ pending sentence
Traffic accidents				

Driving-offence points recorded now: _____ points

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Important information (must fill/answer in each item of this column) (enter ✓ in the appropriate ☐)

		Yes	No
1.	Have you been dismissed or forced to resign? If yes, please elaborate on the details_____	☐	☐
2.	Are you currently receiving any pension, or disability allowance?	☐	☐
3.	Are you currently working part-time? If yes, what is the work nature and working hours _____	☐	☐
4.	Are you currently an owner of any other company? If yes, the company is _____	☐	☐
5.	Did you apply for any jobs with Citybus/NWF bus before? If yes, when ____ position _____	☐	☐
6.	Have you worked for other public bus companies? If yes, year_____ position _____ company _____	☐	☐
7.	Have you ever been arrested or involved in any criminal cases?	☐	☐
8.	Are you now or have you in the past been addicted to drugs? If yes, which kind? _____	☐	☐
9.	Any of your family members work for Citybus/NWF bus? If yes, name____ relation_____	☐	☐
10.	Any of your family members work for other bus companies? If yes, company name_____ position_____	☐	☐

Diseases and Physical Disabilities

The following seven diseases and physical disabilities are listed in accordance with Schedule 1 of the Road Traffic (Driving Licenses) Regulations (Chapter 374B of the Laws of Hong Kong, Subsidiary legislation). Have you suffered from the following diseases:-

Diseases and Physical Disabilities	**Once**	**Currently**	**Never**
1. Epilepsy.			
2. Liability to sudden attacks of disabling giddiness or fainting due to hypertension or any other cause.			
3. Mental disorder for which the applicant for the licence, or, as the case may be, the holder of the licence is liable to be detained under the Mental Health Ordinance (Cap. 136) or is receiving treatment as an in-patient in a mental hospital within the meaning of that Ordinance.			
4. Any condition causing muscular incoordination.			
5. Uncontrolled diabetes mellitus.			
6. Inability to read at a distance of 23 metres in good daylight (with the aid of spectacles or other corrective lenses, if worn) a registration mark.			
7. Any other disease or disability which is likely to render him incapable of effectively driving and controlling a motor vehicle or suitably adapted motor vehicle to which such licence refers without endangering public safety, provided that deafness shall not of itself be deemed to be any such disability.			

Other information

How did you know about this job vacancy? (enter ✓ in the appropriate ☐)

☐ Labour Department ☐ Newspaper, magazines (please specify) _____
☐ relatives/friends recommendation (name of the relative/friend_____) ☐ Others_____

Earliest date to commence work_____ Expected minimum remuneration_____

Notes to applicants:

1. This form must be completely filled in. If any information is found to be false or hidden after employment, the company will summarily dismiss you.
2. The applicant must pass interviews, road test and body checks
3. You must personally attend (the Police Traffic Division) to apply to check your license and driving record, the fees to be borne by yourself.

Applicant's signature	Date

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Declaration

To: NWS Transport Services Limited/ CityBus Limited/ New World First Bus Services Limited

I _____, Identity Card Number_____(____), hereby declares that the work experience under section I and the road driving experience of Section II as follows:-

Section I: Past Work Experience

(Starting from the present or recent job)

	Company Information	Position and Tenure	Reason for Leaving (Please tick in the appropriate ☐)	Supplemental Information*
1	Company Name: _____ Phone*:_____ Address*:_____	Term of hiring: ☐Full time ☐Part time Position:_____ Period of Tenure: From _____ to _____	☐ Resignation ☐ Layoff ☐ Redundancy/ severance ☐ Retirement ☐ Other reasons, please specify: _____	Monthly basic salary HK$_____ Other benefits and allowance (if any) monthly in total HK$_____ Overtime allowance monthly total about HK$_____ Year-end double pay/bonus ☐yes, in the sum of HK$_____ ☐nil Daily basic work ____ hours; Overtime work ____ hours Need to rotate? ☐yes ☐no
2	Company Name: _____ Phone*:_____ Address*:_____	Term of hiring: ☐Full time ☐Part time Position:_____ Period of Tenure: From _____ to _____	☐ Resignation ☐ Layoff ☐ Redundancy/ severance ☐ Retirement ☐ Other reasons, please specify: _____	Monthly basic salary HK$_____ Other benefits and allowance (if any) monthly in total HK$_____ Overtime allowance monthly total about HK$_____ Year-end double pay/bonus ☐yes, in the sum of HK$_____ ☐nil Daily basic work ____ hours; Overtime work ____ hours Need to rotate? ☐yes ☐no
3	Company Name: _____ Phone*:_____ Address*:_____	Term of hiring: ☐Full time ☐Part time Position:_____ Period of Tenure: From _____ to _____	☐ Resignation ☐ Layoff ☐ Redundancy/ severance ☐ Retirement ☐ Other reasons, please specify: _____	Monthly basic salary HK$_____ Other benefits and allowance (if any) monthly in total HK$_____ Overtime allowance monthly total about HK$_____ Year-end double pay/bonus ☐yes, in the sum of HK$_____ ☐nil Daily basic work ____ hours; Overtime work ____ hours Need to rotate? ☐yes ☐no
4	Company Name: _____ Phone*:_____ Address*:_____	Term of hiring: ☐Full time ☐Part time Position:_____ Period of Tenure: From _____ to _____	☐ Resignation ☐ Layoff ☐ Redundancy/ severance ☐ Retirement ☐ Other reasons, please specify: _____	Monthly basic salary HK$_____ Other benefits and allowance (if any) monthly in total HK$_____ Overtime allowance monthly total about HK$_____ Year-end double pay/bonus ☐yes, in the sum of HK$_____ ☐nil Daily basic work ____ hours; Overtime work ____ hours Need to rotate? ☐yes ☐no

Section II: Declaration of Road Traffic Experience

Road Traffic Experience (Vehicle Types and Road Traffic Experience)

With reference to road traffic experience for the past 4 years
(Please list out the vehicle types and driving frequencies, and provide copies of the relevant supporting documents)

Vehicle types driven in the past	Frequencies of Driving	Relevant supporting documents
☐ Private Car	- Year: _____ - Driving __ times per (month/week)	☐ Work Proof ☐ Vehicle Registration Book ☐ Others _____
☐ Light duty truck/ Medium duty truck/ Heavy duty truck	- Year: _____ - Driving __ times per (month/week)	☐ Work Proof ☐ Vehicle Registration Book ☐ Others _____
☐ Mini van/ Travel Coach/ Bus	- Year: _____ - Driving __ times per (month/week)	☐ Work Proof ☐ Vehicle Registration Book ☐ Others _____
☐ Taxi	- Year: _____ - Driving __ times per (month/week)	☐ Work Proof ☐ Vehicle Registration Book ☐ Others _____

Other Supplemental Information

_____
_____
_____

If an application for part-time positions is intended, please provide the available timeslots for working part-time with our company

1) Every _____-day
From _____ a.m./p.m. to _____ a.m./p.m.
and/or 2) Others _____

Declaration and Signature

I hereby declare that, save and except the above items with * are within the best of my knowledge and recollection, the information of the past work experience and road driving experience declared are all true. If any omission or falsity is found later, I understand that I will not be employed by your Company or the employment relationship with your Company will be immediately terminated without receiving any compensation.

_____
_____
Signature
Date

員工須依時填妥此申報書及交回人力資源部

表格編號: HR/NT/216/11/15

Annex 7

P

新創建交通服務 NWS TRANSPORT

新創建集團成員 Members of NWS Holdings

僱員行為及紀律守則/外間工作申報書

員工姓名	: _____	員工編號	: _____
職位	: _____	所屬部門	: _____
直屬公司	: ❑新創建交通服務有限公司 ❑城巴有限公司 ❑新世界第一巴士服務有限公司		

致： 新創建交通服務、城巴及新巴

甲部 - 僱員行為及紀律守則

本人已詳閱刊於公司通告及/或載於公司內聯網頁之整份僱員行為及紀律守則，及已明白內文各點。

乙部 - 『新創建交通服務、城巴及新巴』以外之其他工作

(如沒有填報此欄，即表示本人沒有任何外間工作)

(1)	受僱公司名稱		職位		☐全職 ☐兼職
	工作時間	每星期工作_____ 天, 每日工作_____小時			
	每月底薪		每月之平均逾時工作津貼及其他津貼總額		
	享有年終雙糧	☐ 是 金額 _____		☐ 否	
	享有年終花紅	☐ 是 金額 _____		☐ 否	
	其他 _____		金額 _____		
(2)	受僱公司名稱		職位		☐全職 ☐兼職
	工作時間	每星期工作_____ 天, 每日工作_____小時			
	每月底薪		每月之平均逾時工作津貼及其他津貼總額		
	享有年終雙糧	☐ 是 金額 _____		☐ 否	
	享有年終花紅	☐ 是 金額 _____		☐ 否	
	其他 _____		金額 _____		

丙部 - 聲明及簽署

1. 本人已就上述甲部及乙部向公司作出聲明或申報，本人完全明白如本人違反有關僱員行為及紀律守則，將會受到內部紀律處分，包括被即時解僱。
2. 本人在執行職務時如遇到私人利益與公司利益有實際或潛在衝突時，必會儘快填妥公司指定之表格向公司作出申報。
3. 本人明白如涉嫌觸犯《防止賄賂條例》者，公司會呈報廉政公署作進一步調查。

_____ _____

員工簽署 日期

404

This English translation is for reference only. In the event of any discrepancy between the Chinese original and this English translation, the Chinese original shall prevail.
本英文譯本僅供參考。如英文譯本與中文原文有任何差異，以中文原文為準。

Employees shall fill in this declaration form and return to the Human Resources Department within the prescribed time

Form no. HR/NT/216/11/15
Annex 7

P

新創建集團成員 Members of NWS Holdings

Employee Code of Conduct and Discipline / Declaration for External Works

Name of employee: _____ Employee ID no.: _____
Position: _____ Department: _____
Employed under: □ NWS Transport Services Limited □ Kowloon Motor Bus Company
□ New World First Bus

To: NWS Transport Services, Kowloon Bus and New World Bus

Part A – Employee Code of Conduct and Discipline					
I have read the entire Employee Code of Conduct and Discipline published on the Company's circular and / or contained in the Company's intranet and understand the content therein.					
Part B – Work outside of "NWS Transport Services, Kowloon Bus and New World Bus" (If this section is not completed, it means I have not undertaken any external work)					
(1)	Employer's name		Position		□ Full-time □ Part-time
	Working hour	_____ hours per day, _____ days per week			
	Basic monthly salary		Average total monthly overtime subsidy and other subsidy		
	Entitled to year-end 13th month salary □ Yes Amount _____ □ No Entitled to year-end bonus □ Yes Amount _____ □ No Other _____ Amount: _____				
(2)	Employer's name		Position		□ Full-time □ Part-time
	Working hour	_____ hours per day, _____ days per week			
	Basic monthly salary		Average total monthly overtime subsidy and other subsidy		
	Entitled to year-end 13th month salary □ Yes Amount _____ □ No Entitled to year-end bonus □ Yes Amount _____ □ No Other _____ Amount: _____				

Part C – Declaration and Signature
1. I have made declaration or declared to the Company in relation to Part A and B above. I fully understand if I violate the relevant Employee Code of Conduct and Discipline, I will be subject to internal disciplinary action, including being dismissed immediately. 2. If I encounter actual or potential conflict of interest between my personal interest and the interest of the company during the execution of my work, I will fill out the designated form and declare the same to the Company as soon as possible. 3. I understand that if the "Prevention of Bribery Ordinance" is infringed, the Company will report the same to the ICAC for further investigation. _____ _____ Signature of the Employee Date

To : [redacted] HR: [redacted]

| TRAINING ATTENDANCE RECORD (DRIVER) | | |

CO_CODE	員工編號	部門編號	英文姓名	員工姓名	職位	聯絡電話	居住地區
CTB	[redacted]	247	[redacted]	[redacted]	兼職巴士車長	[redacted]	[redacted]
CTB	[redacted]	247	[redacted]	[redacted]	兼職巴士車長	[redacted]	[redacted]

合約總日數	訓練日數	總休息日	訓練合約起始日	訓練合約終止日	公司名稱	合約編號	Training Ref.
2	2	0	1日3月2017年	2日3月2017年	城巴有限公司	[redacted]	NWST17-10C
2	2	0	1日3月2017年	2日3月2017年	城巴有限公司	[redacted]	NWST17-10C

CITYBUS 城巴　　新創建交通服務 NWS TRANSPORT　　新巴 FIRST BUS

訓練用車記錄 (NWST-TD-037)

訓練用車車號	T19	日期	1/3/17	負責導師姓名及簽署	[redacted]
開始時間及咪數	09:00	結束時間及咪數	17:00	入油地點及入油量	CWD/~~CFR/WCH~~ 42 升

詳細駕駛內容

(NWST 17/0C)

開始時間	起點	結束時間	終點	駕駛員姓名	員工編號	駕駛員簽署	備註
09:00		10:00			(劍宮區簽約)		
10:10	劍宮	11:55	女漢	[redacted]	[redacted]	[redacted]	789往金城
12:00	女漢	12:20	紫東	[redacted]	[redacted]	[redacted]	789
12:20		13:20					M.B
13:20	紫東	14:35	女漢	[redacted]	[redacted]	[redacted]	789往金城
14:40	女漢	16:00	女漢	[redacted]	[redacted]	[redacted]	789
16:05	女漢	16:45	劍宮	[redacted]	[redacted]	[redacted]	
16:45		17:00			劍宮區工作		

CITYBUS 城巴　新創建交通服務 NWS TRANSPORT　新巴 FIRST BUS

訓練用車記錄 (NWST-TD-037)

訓練用車車號	6339	日期	2-Mar-2017	負責導師姓名及簽署	[redacted]
開始時間及咪數	: 14 10	結束時間及咪數	: 14 55	入油地點及入油量	CWD/CFR/WCH ____ 升

詳細駕駛內容

開始時間	起點	結束時間	終點	駕駛員姓名	員工編號	駕駛員簽署	備註
14:10	CFD	14:30	SKW	[redacted]	[redacted]	[redacted]	17-10C 畢業試車
14:30	SKW	14:55	CFD	[redacted]	[redacted]	[redacted]	17-10C 畢業試車
:		:					
:		:					
:		:					
:		:					
:		:					
:		:					
:		:					
:		:					
:		:					
:		:					

CITYBUS 城巴　　新創建交通服務 NWS TRANSPORT　　新巴 FIRSTBUS

訓練用車記錄 (NWST-TD-037)

訓練用車車號	6339	日期	2/3/17	負責導師姓名及簽署	[redacted]
開始時間及咪數	09:00	結束時間及咪數	17:00	入油地點及入油量	CWD/CFR/WCH 52 升

詳細駕駛內容

(NWST 1710C)

開始時間	起點	結束時間	終點	駕駛員姓名	員工編號	駕駛員簽署	備註
09:00		10:10			(港澳站設備事)		
10:15	港澳	11:55	港澳	[redacted]	[redacted]	[redacted]	7 [illegible] 往[illegible]
11:55	港澳	12:40	紫東	[redacted]	[redacted]		7 [illegible]
12:40		13:40					MB
13:40	紫東	14:10	劍窩	[redacted]	[redacted]		往[illegible]
14:10		15:00			[redacted]	導師畢業試事)	
15:00		15:20			(劍窩取派更)		
15:20	劍窩	15:40	紫取	[redacted]	[redacted]		52 升
15:45	紫取	16:30	港澳	[redacted]	[redacted]		
16:30		17:00			港澳站工作		

CITYBUS 城巴

新創建交通服務
NWS TRANSPORT

新巴 FIRST BUS

Bus Type Familiarization Training Attendance Sheet

巴士型號訓練出席記錄表

巴士型號 尾軸轉向巴士　　車輛編號 6339

上課地點 [redacted]　　日期 2/3/17

導師姓名 [redacted]　　導師簽署 [redacted]

	員工編號	學員姓名	時間(始)	時間(終)	學員表現	學員簽署	備注
1	[redacted]	[redacted]	10:45	11:55	合格	[redacted]	
2	[redacted]	[redacted]	11:55	12:40	合格	[redacted]	
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							

表格編號：NWST-TD-005A

CITYBUS 城巴　新巴 FIRST BUS

新創建交通服務
NWS TRANSPORT

路線技術測試評分表 (第一頁)

姓名	[redacted]	駕駛執照編號	[redacted]	部門 (內部申請)	OD1 NWST 17-10C
日期	2 Mar 2017	時間	14:10-14:30	路線	創富 荃灣	使用車輛	6339

	安全意識	駕駛技術	對大型車輛適應能力
開車前準備			
1. 開車前準備不足			
開行			
2. 未有查看交通情況			
3. 車輛溜後			
停車			
4. 未有查看交通情況			
5. 車輛溜後/滑前			
6. 停車位置不正確			
倒後及停泊			
7. 未有查看交通情況			
8. 車輛溜後/滑前			
9. 碰及物體			
10. 泊車位置不正確			
道路規矩			
11. 轉換行車線前，未有查看交通情況			
12. 未能在適當行車線行駛			
13. 佔用迎面車輛使用之行車線			
14. 在接近前面物體時，急速扭軚駛出			
15. 在超越前面物體後，急速扭軚切入			
16. 太接近其他物體			
17. 未能依照其他車輛發出的訊號而作出適當反應			
18. 不顧及其他道路使用者			
速度控制			
19. 超過限制速度			
20. 未能調整車速以適應交通情況		/	
訊號的使用			
21. 未能及時發出訊號			
22. 未有將燈號取消			
23. 發出不正確訊號			
24. 未有發出訊號			
此欄總扣分		/	

	安全意識	駕駛技術	對大型車輛適應能力
駕駛技術			
25. 未有使用手掣			
26. 碰及物體			
27. 掌握軚盤位置不正確		/	
28. 未能充分使用駕駛鏡		/	
29. 駕駛錯誤導致考核員採取行動			
超越前車			
30. 未有查看交通情況			
31. 在不適當情況下超越前車			
32. 未能改用正確車速			
路口			
33. 未有查看交通情況			
34. 轉彎時位置不正確			
35. 不讓路給有權先行的車輛			
36. 不利用先行權			
交通標誌 / 道路標記			
37. 未有遵照交通標誌/道路標記的指示			
交通訊號			
38. 未有遵照交通訊號的指示			
行人過路線			
39. 未有停車讓人使用斑馬線			
40. 接近斑馬線或行人輔助線時未能減低車速			
控制方面			
41. 手掣控制不當			
42. 腳掣控制不當		/	
43. 油門控制不當			
44. 軚盤控制不當			
其他			
45. 警覺性及判斷力			
46. 面對道路變化的應變力			
47. 面對駕駛大型車輛的壓力			
此欄總扣分		3	

CITYBUS 城巴　新創建交通服務 NWS TRANSPORT　新巴 FIRST BUS

路線技術測試評分表 (第二頁)

	安全意識	駕駛技術	營運能力
開車前準備			
O1. 未有適當巡車			
路線熟悉程度			
O2. 未有正確依照指定路線行車			
O3. 未有在指定巴士站埋站			
埋站及離站			
O4. 未有查看交通情況			
O5. 未有在適當位置埋站停車			
營運服務			
O6. 未有在指定位置展示合適名牌			
O6. 未能適當調校路線牌			
O7. 未能適當調較價錢牌			
O8. 未能適當調較八達通			
O9. 未能適當調較分段收費 (如有)			
O10. 未有適當啟動流動資訊系統			
O11. 未能適當使用錢箱			
O12. 未有適當開啟車廂空調			
O13. 未能適當開啟車廂照明			
O13. 未能適當使用報站器 (如有)			
O14. 未能適當操作前門			
O15. 未能適當操作中門			
工作結束			
O16. 未有正確拉上手掣			
O17. 未有空波			
O18. 未有關掉引擎			
O19. 未有關掉匙掣			
O20. 未有關掉電池總掣 (三叉戟，單層 M.A.N.，新里程，單層飛鏢適用)			
O21. 未有關掉車廂電力設備			
O22. 離開車廂後未有關掉車門			
O23. 未有適當巡車			
此欄總扣分			

測試成績：☑ 合格　☐ 不合格，建議延長訓練期 _____ 天

評核員姓名: [redacted]　簽署: [redacted]

註: 嚴重犯錯扣 5 分，輕微犯錯扣 1 分，總扣分超過 10 分者，測試會被評為不合格。

表格編號 – NWSTD-028

CITYBUS城巴　新創建交通服務 NWS TRANSPORT　新巴 FIRST BUS

路線技術測試評分表 (第一頁)

姓名	[redacted]	駕駛執照編號	[redacted]	部門 (內部申請)	OD1 NWST 17-10C
日期	2 Mar 2017	時間	14:30-14:55	路線	嘉業街創富	使用車輛	6339

	安全意識	駕駛技術	對大型車輛適應能力
開車前準備			
1. 開車前準備不足			
開行			
2. 未有查看交通情況			
3. 車輛溜後			
停車			
4. 未有查看交通情況			
5. 車輛溜後/滑前			
6. 停車位置不正確			
倒後及停泊			
7. 未有查看交通情況			
8. 車輛溜後/滑前			
9. 碰及物體			
10. 泊車位置不正確			
道路規矩			
11. 轉換行車線前，未有查看交通情況			
12. 未能在適當行車線行駛	/		
13. 佔用迎面車輛使用之行車線			
14. 在接近前面物體時，急速扭軚駛出			
15. 在超越前面物體後，急速扭軚切入			
16. 太接近其他物體			
17. 未能依照其他車輛發出的訊號而作出適當反應	/		
18. 不顧及其他道路使用者			
速度控制			
19. 超過限制速度			
20. 未能調整車速以適應交通情況		/	
訊號的使用			
21. 未能及時發出訊號		/	
22. 未有將燈號取消			
23. 發出不正確訊號			
24. 未有發出訊號			
此欄總扣分	2	2	

	安全意識	駕駛技術	對大型車輛適應能力
駕駛技術			
25. 未有使用手掣			
26. 碰及物體			
27. 掌握軚盤位置不正確			
28. 未能充分使用駕駛鏡		/	
29. 駕駛錯誤導致考核員採取行動			
超越前車			
30. 未有查看交通情況			
31. 在不適當情況下超越前車			
32. 未能改用正確車速			
路口			
33. 未有查看交通情況			
34. 轉彎時位置不正確			
35. 不讓路給有權先行的車輛			
36. 不利用先行權			
交通標誌 / 道路標記			
37. 未有遵照交通標誌/道路標記的指示			
交通訊號			
38. 未有遵照交通訊號的指示			
行人過路線			
39. 未有停車讓人使用斑馬線			
40. 接近斑馬線或行人輔助線時未能減低車速			
控制方面			
41. 手掣控制不當			
42. 腳掣控制不當		/	
43. 油門控制不當			
44. 軚盤控制不當			
其他			
45. 警覺性及判斷力			
46. 面對道路變化的應變力			
47. 面對駕駛大型車輛的壓力			
此欄總扣分		2	

CITYBUS城巴　新創建交通服務 NWS TRANSPORT　新巴 FIRST BUS

路線技術測試評分表　(第二頁)

	安全意識	駕駛技術	營運能力
開車前準備			
O1. 未有適當巡車			
路線熟悉程度			
O2. 未有正確依照指定路線行車			
O3. 未有在指定巴士站埋站			
埋站及離站			
O4. 未有查看交通情況			
O5. 未有在適當位置埋站停車			
營運服務			
O6. 未有在指定位置展示合適名牌			
O6. 未能適當調校路線牌			
O7. 未能適當調較價錢牌			
O8. 未能適當調較八達通			
O9. 未能適當調較分段收費 (如有)			
O10. 未有適當啟動流動資訊系統			
O11. 未能適當使用錢箱			
O12. 未有適當開啟車廂空調			
O13. 未能適當開啟車廂照明			
O13. 未能適當使用報站器 (如有)			
O14. 未能適當操作前門			
O15. 未能適當操作中門			
工作結束			
O16. 未有正確拉上手掣			
O17. 未有空波			
O18. 未有關掉引擎			
O19. 未有關掉匙掣			
O20. 未有關掉電池總掣 (三叉戟，單層 M.A.N.，新里程，單層飛鏢適用)			
O21. 未有關掉車廂電力設備			
O22. 離開車廂後未有關掉車門			
O23. 未有適當巡車			
此欄總扣分			

測試成績：☑ 合格　☐ 不合格，建議延長訓練期 _____ 天

評核員姓名: [redacted]　簽署: [redacted]

註: 嚴重犯錯扣 5 分，輕微犯錯扣 1 分，總扣分超過 10 分者，測試會被評為不合格。

表格編號 – NWST[illegible]-018

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To : [redacted] HR: [redacted]

TRAINING ATTENDANCE RECORD (DRIVER)

CLASS CODE : 17-10C DATE :1-March-2017

TRAINING INSTRUCTOR : [redacted] R. T. 788、789

(註): ✕ Absent ⊘ Half-day ✓ Normal

| Name | Day | | |

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CO_CODE	Employee Number	Department Number	Name in English	Employee Name	Position	Contact Number	District of Residence
CTB	[redacted]	247	[redacted]	[redacted]	Part-time bus captain	[redacted]	[redacted]
CTB	[redacted]	247	[redacted]	[redacted]	Part-time bus captain	[redacted]	[redacted]

Total Number of Contract Days	Training Days	Total Rest Days	Commencement Date of Training Contract	Termination Date of Training Contract	Company Name	Contract Number	Training Ref.
2	2	0	1 March 2017	2 March 2017	Citybus Limited	[redacted]	NWST17-10C
2	2	0	1 March 2017	2 March 2017	Citybus Limited	[redacted]	NWST17-10C

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CITYBUS 城巴　新創建交通服務 NWS TRANSPORT　新巴 FIRST BUS

Record of vehicle used for training (NWST-TD-037)

Vehicle number of the vehicle used for training	T19	Date	1/3/17	Name and signature of the responsible instructor	[redacted]
Start time and meter reading	09:00	End time and meter reading	17:00	Location for refilling petroleum and volume refilled	CWD/~~CFR/WCH~~ 42 Litre

Driving Content in detail

(NWST 17(0C)

Start Time	Starting Point	End Time	Ending Point	Name of Driver	Employee Number	Signature of driver	Remarks
09:00		10:00			Contract signed at Chong Fu Depot		
10:10	Chong Fu	11:[illegible]	[illegible] Wan	[redacted]	[redacted]		789 towards Admiralty
12:00	[illegible] Wan	12:20	Chai East	[redacted]	[redacted]		789
12:20		13:20					M.B
13:20	Chai East	14:[illegible]	[illegible] Wan	[redacted]	[redacted]		789 towards Admiralty
14:40	[illegible] Wan	16:[illegible]	[illegible] Wan	[redacted]	[redacted]		789
16:[illegible]	[illegible] Wan	16:[illegible]	Chong Fu	[redacted]	[redacted]		
16:[illegible]		17:00			Worked at Chong Fu Depot		

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CITYBUS 城巴　新創建交通服務 NWS TRANSPORT　新巴 FIRST BUS

Record of vehicle used for training (NWST-TD-037)

Vehicle number of the vehicle used for training	6339	Date	2-Mar-2017	Name and signature of the responsible instructor	[redacted]
Start time and meter reading	: 14 10	End time and meter reading	: 14 55	Location for refilling petroleum and volume refilled	CWD/CFR/WCH Litre

Driving Content in detail

Start Time	Starting Point	End Time	Ending Point	Name of Driver	Employee Number	Signature of driver	Remarks
14:10	CFD	14:30	SKW	[redacted]	[redacted]	[redacted]	17-10C Graduation vehicle examination
14:30	SKW	14:55	CFD	[redacted]	[redacted]	[redacted]	17-10C Graduation vehicle examination
:		:					
:		:					
:		:					
:		:					
:		:					
:		:					
:		:					
:		:					
:		:					
:		:					

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CITYBUS 城巴　新創建交通服務 NWS TRANSPORT　新巴 NWFBUS

Record of vehicle used for training (NWST-TD-037)

Vehicle number of the vehicle used for training	6339	Date	2/3/17	Name and signature of the responsible instructor	[redacted]
Start time and meter reading	09:00	End time and meter reading	17:00	Location for refilling petroleum and volume refilled	CWD/CFR/WCH 52 Litre

Driving Content in detail

(NWST 1710c)

Start Time	Starting Point	End Time	Ending Point	Name of Driver	Employee Number	Signature of driver	Remarks
09:00		10:10			HK-Macau terminus borrow vehicle		
10:47	HK-Macau	11:57	HK-Macau	[redacted]	[redacted]		788 to [illegible] wan
11:57	HK-Macau	12:40	Chai East	[redacted]	[redacted]		788
12:40		13:40					MCB
13:40	Chai East	14:10	Chong Fu	[redacted]	[redacted]		To Shau Kei Wan
14:10		15:00		[redacted]			Instructor Graduation Vehicle Examination
15:00		15:20			Allocation of shift at Chong Fu Depot		
15:20	Chong Fu	15:40	Chai Depot	[redacted]	[redacted]		52
15:47	Chai Depot	16:30	HK-Macau	[redacted]	[redacted]		
16:30		17:00			HK-Macau station on duty		

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CITYBUS 城巴

新創建交通服務 NWS TRANSPORT

新巴 FIRSTBUS

Bus Type Familiarization Training Attendance Sheet

巴士型號訓練出席記錄表

Bus Type: Rear Axle Steering Bus

Vehicle Number: 6339

Training Location: HK-Macau

Date: 2/3/17

Name of Instructor: [redacted]

Signature of Instructor: [redacted]

	Employee Number	Name of Student	Time (Start)	Time (End)	Performance of Student	Signature of Student	Remarks
1	[redacted]	[redacted]	10:45	11:55	Pass	[redacted]	
2	[redacted]	[redacted]	11:55	12:40	Pass	[redacted]	
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							

Form Number : NWST-TD-005A

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CITYBUS 城巴 | 新創建交通服務 NWS TRANSPORT | 新巴 FIRST BUS

Route Technical Test Assessment Sheet (First Page)

Name	[redacted]			Driving Licence Number	[redacted]	Department (Internal Application)	OD1 NWST 17-10C
Date	2 Mar 2017	Time	14:10 - 14:30	Route	Chong Fu Shau Kei Wan	Vehicle Used	6339

	Safety Awareness	Driving Skill	Adaptability to heavy vehicle
Pre-ride preparations			
1. Insufficient pre-ride preparations			
Starting			
2. Failed to check the traffic conditions			
3. Vehicle rolled back			
Stopping			
4. Failed to check the traffic conditions			
5. Vehicle rolled back/slide to the front			
6. Incorrect stopping position			
Reversing and Parking			
7. Failed to check the traffic conditions			
8. Vehicle rolled back/slide to the front			
9. Hitting objects			
10 Incorrect parking position			
Road Regulations			
11 Failed to check the traffic conditions before changing lanes			
12. Failed to drive in the correct lane			
13. Occupied lane used by oncoming vehicle			
14. Suddenly steered and drove out after approaching object in the front			
15. Suddenly steered and cut in after approaching object in the front			
16. Too close to other objects			
17. Failed to react appropriately according to the signals given by other vehicles			
18. Failed to consider other road users			
Speed Control			
19. Exceeding speed limit			
20. Failed to adjust the speed to adapt to traffic conditions		1	
Use of Signals			
21. Failed to give signals in time			
22. Failed to cancel signal			
23. Giving incorrect signal			
24. Failed to give signal			
Total marks deducted for this column		1	

	Safety Awareness	Driving Skill	Adaptability to heavy vehicle
Driving Skills			
25. Failed to use handbrake			
26. Touching objects			
27. Incorrect position for holding steer wheel		1	
28. Failed to use driving mirror sufficiently		1	
29. Driving error causing assessor to take action			
Overtaking			
30. Failed to check the traffic conditions			
31. Overtaking under inappropriate circumstances			
32. Failed to change into correct speed			
Road Junction			
33 Failed to check the traffic conditions			
34. Incorrect position for turning			
35 Failed to give way to vehicles with priority			
36. Failed to use priority right			
Traffic Signs/ Road Markings			
37. Failed to follow instructions of traffic signs/ road markings			
Traffic Signals			
38. Failed to follow instructions of traffic signals			
Pedestrian crossing			
39. Failed to stop to allow pedestrians to use zebra crossing			
40. Failed to slow down when approaching zebra crossing or pedestrian crossing			
Control			
41. Inappropriate control of handbrake			
42. Inappropriate control of footbrake		1	
43. Inappropriate control of accelerator			
44. Inappropriate control of steer wheel			
Others			
45. Alertness and Judgment			
46. Adaptability to road changes			
47. Stress when driving heavy vehicles			
Total marks deducted for this column		3	

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CITYBUS 城巴 | 新創建交通服務 NWS TRANSPORT | 新巴 FIRST BUS

Route Technical Test Assessment Sheet (Second Page)

		Safety Awareness	Driving Skill	Operating Ability
	Pre-ride preparation			
O1	Failed to patrol appropriately			
	Familiarity with the route			
O2	Failed to drive correctly according to the designated route			
O3	Failed to pull in at the designed stop			
	Pulling in and Pulling out			
O4	Failed to check the traffic conditions			
O5	Failed to stop at appropriate location to pull in			
	Operating Service			
O6.	Failed to show appropriate name tag at designated place			
O6.	Failed to adjust route display appropriately			
O7.	Failed to adjust fare display appropriately			
O8.	Failed to adjust octopus appropriately			
O9.	Failed to adjust sectional bus fare appropriately (if any)			
O10.	Failed to activate mobile info system appropriately			
O11.	Failed to use cash box appropriately			
O12.	Failed to switch on air con appropriately			
O13.	Failed to turn on lighting appropriately			
O13.	Failed to use bus-stop announcement appropriately			
O14.	Failed to operate front door appropriately			
O15.	Failed to operate middle door appropriately			
	End of Duty			
O16.	Failed to pull up handbrake appropriately			
O17.	Failed to use neutral gear			
O18.	Failed to switch off engine			
O19.	Failed to switch off key button			
O20.	Failed to switch off main power switch (applicable to Trident, single decker M.A.N., Network, single decker Dart)			
O21.	Failed to turn off compartment electricity system			
O22.	Failed to close the door after leaving the compartment			
O23.	Failed to patrol appropriately			
	Total marks deducted for this column			

Assessment Result : ☑ **Pass** ☐ **Fail, suggest extending the training period for ___ day(s)**

Name of assessor : [redacted] Signature : [redacted]

Form Number – NW

Remarks: 5 marks will be deducted for serious mistake, 1 mark will be ducted for minor mistake.
The assessment will be considered failed if deduction exceeds 10 marks in total.

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CITYBUS 城巴 | 新創建交通服務 NWS TRANSPORT | 新巴 FIRST BUS

Route Technical Test Assessment Sheet (First Page)

Name	[redacted]	Driving Licence Number	[redacted]	Department (Internal Application)	OD1 NWST 17-10C		
Date	2 Mar 2017	Time	14:30 - 14:55	Route	Shau Kei Wan Chong Fu	Vehicle Used	6339

	Safety Awareness	Driving Skill	Adaptability to heavy vehicle
Pre-ride preparation			
1. Insufficient pre-ride preparations			
Starting			
2. Failed to check the traffic conditions			
3. Vehicle rolled back			
Stopping			
4. Failed to check the traffic conditions			
5. Vehicle rolled back/slide to the front			
6. Incorrect stopping position			
Reversing and Parking			
7. Failed to check the traffic conditions			
8. Vehicle rolled back/slide to the front			
9. Hitting objects			
10. Incorrect parking position			
Road Regulations			
11. Failed to check the traffic conditions before changing lanes			
12. Failed to drive in the correct lane		/	
13. Occupied lane used by oncoming vehicle			
14. Suddenly steered and drove out after approaching object in the front			
15. Suddenly steered and cut in after approaching object in the front			
16. Too close to other objects			
17. Failed to react appropriately according to the signals given by other vehicles		/	
18. Failed to consider other road users			
Speed Control			
19. Exceeding speed limit			
20. Failed to adjust the speed to adapt to traffic conditions		/	
Use of Signals			
21. Failed to give signals in time		/	
22. Failed to cancel signal			
23. Giving incorrect signal			
24. Failed to give signal			
Total marks deducted for this column	5	2	

	Safety Awareness	Driving Skill	Adaptability to heavy vehicle
Driving Skills			
25. Failed to use handbrake			
26. Touching objects			
27. Incorrect position for holding steer wheel			
28. Failed to use driving mirror sufficiently		/	
29. Driving error causing assessor to take action			
Overtaking			
30. Failed to check the traffic conditions			
31. Overtaking under inappropriate circumstances			
32. Failed to change into correct speed			
Road Junction			
33. Failed to check the traffic conditions			
34. Incorrect position for turning			
35. Failed to give way to vehicles with priority			
36. Failed to use priority right			
Traffic Signs/ Road Markings			
37. Failed to follow instructions of traffic signs/ road markings			
Traffic Signals			
38. Failed to follow instructions of traffic signals			
Pedestrian crossing			
39. Failed to slow down when approaching zebra crossing or pedestrian crossing			
40. Failed to stop to allow pedestrians to use zebra crossing			
Control			
41. Inappropriate control of handbrake			
42. Inappropriate control of footbrake		/	
43. Inappropriate control of accelerator			
44. Inappropriate control of steer wheel			
Others			
45. Alertness and Judgment			
46. Adaptability to road changes			
47. Stress when driving heavy vehicles			
Total marks deducted for this column		2	

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CITYBUS 城巴 | 新創建交通服務 NWS TRANSPORT | 新巴 FIRST BUS

Route Technical Test Assessment Sheet (Second Page)

		Safety Awareness	Driving Skill	Operating Ability
	Pre-ride preparation			
O1.	Failed to patrol appropriately			
	Familiarity with the route			
O2	Failed to drive correctly according to the designated route			
O3.	Failed to pull in at the designed stop			
	Pulling in and Pulling out			
O4.	Failed to check the traffic conditions			
O5.	Failed to stop at appropriate location to pull in			
	Operating Service			
O6.	Failed to show appropriate name tag at designated place			
O6.	Failed to adjust route display appropriately			
O7.	Failed to adjust fare display appropriately			
O8.	Failed to adjust octopus appropriately			
O9.	Failed to adjust sectional bus fare appropriately (if any)			
O10	Failed to activate mobile info system appropriately			
O11.	Failed to use cash box appropriately			
O12	Failed to switch on air con appropriately			
O13	Failed to turn on lighting appropriately			
O13.	Failed to use bus-stop announcement appropriately			
O14.	Failed to operate front door appropriately			
O15.	Failed to operate middle door appropriately			
	End of Duty			
O16.	Failed to pull up handbrake appropriately			
O17.	Failed to use neutral gear			
O18.	Failed to switch off engine			
O19.	Failed to switch off key button			
O20.	Failed to switch off main power switch (applicable to Trident, single decker M.A.N., Network, single decker Dart)			
O21.	Failed to switch off compartment electricity			
O22.	Failed to close the door after leaving the compartment			
O23.	Failed to patrol appropriately			
	Total marks deducted for this column			

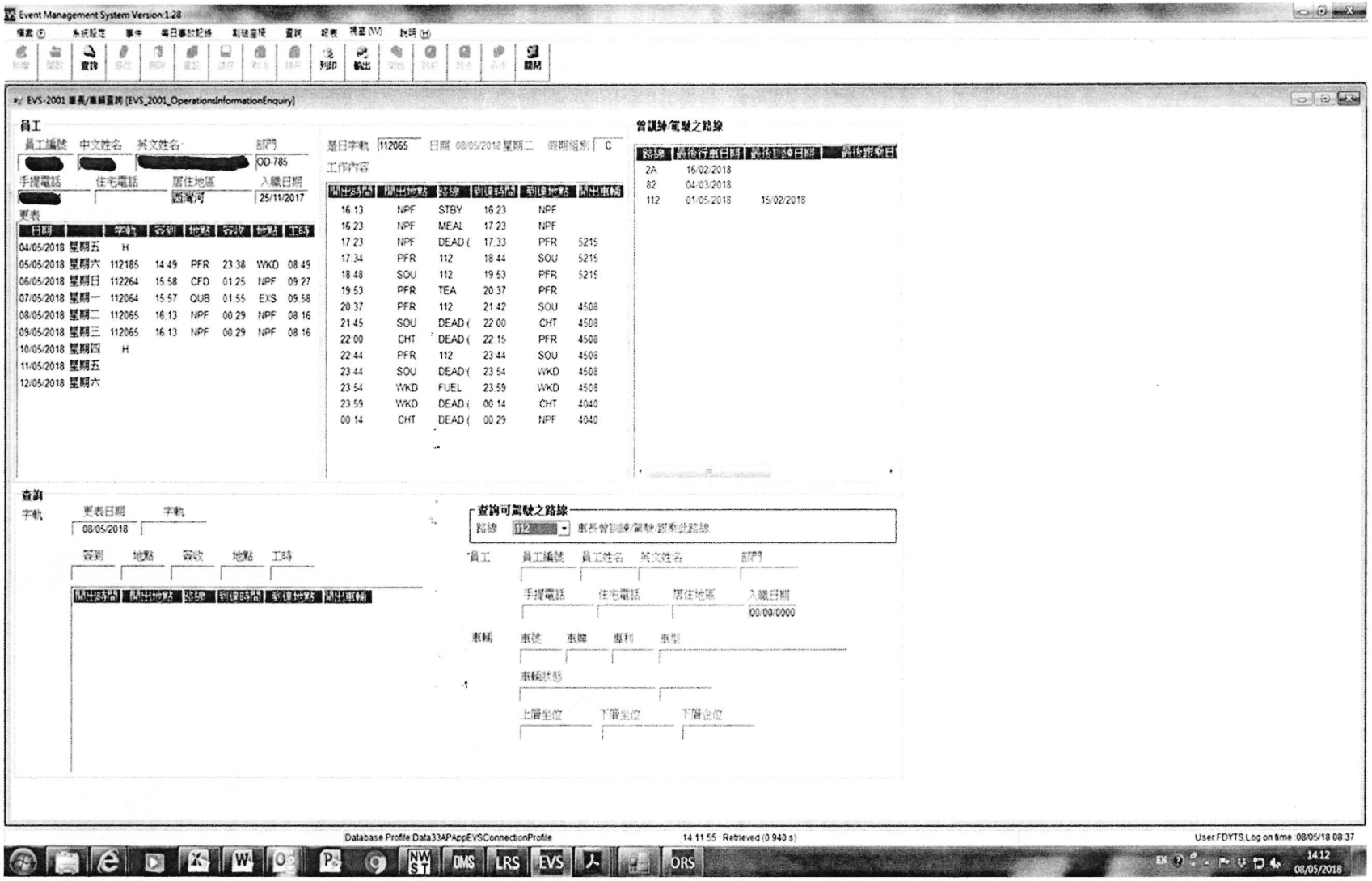
Assessment Result : ☑ **Pass** ☐ **Fail, suggest extending the training period for ___ day(s)**

Name of assessor : 

Signature : 

Remarks: 5 marks will be deducted for serious mistake, 1 mark will be ducted for minor mistake.
The assessment will be considered failed if deduction exceeds 10 marks in total.

Form Number – NWS


Event Management System Version:1.28
EVS-2001 車長/車輛查詢 [EVS_2001_OperationsInformationEnquiry]
員工
員工編號 中文姓名 英文姓名 部門
OD-785
手提電話 住宅電話 居住地區 入職日期
西灣河 25/11/2017
更表
日期 字軌 簽到 地點 簽收 地點 工時
04/05/2018 星期五 H
05/05/2018 星期六 112185 14:49 PFR 23:38 WKD 08:49
06/05/2018 星期日 112264 15:58 CFD 01:25 NPF 09:27
07/05/2018 星期一 112064 15:57 QUB 01:55 EXS 09:58
08/05/2018 星期二 112065 16:13 NPF 00:29 NPF 08:16
09/05/2018 星期三 112065 16:13 NPF 00:29 NPF 08:16
10/05/2018 星期四 H
11/05/2018 星期五
12/05/2018 星期六
是日字軌 112065 日期 08/05/2018 星期二 假期組別 C
工作內容
開出站時間 開出地點 路線 到達時間 到達地點 開出車輛
16:13 NPF STBY 16:23 NPF
16:23 NPF MEAL 17:23 NPF
17:23 NPF DEAD (17:33 PFR 5215
17:34 PFR 112 18:44 SOU 5215
18:48 SOU 112 19:53 PFR 5215
19:53 PFR TEA 20:37 PFR
20:37 PFR 112 21:42 SOU 4508
21:45 SOU DEAD (22:00 CHT 4508
22:00 CHT DEAD (22:15 PFR 4508
22:44 PFR 112 23:44 SOU 4508
23:44 SOU DEAD (23:54 WKD 4508
23:54 WKD FUEL 23:59 WKD 4508
23:59 WKD DEAD (00:14 CHT 4040
00:14 CHT DEAD (00:29 NPF 4040
曾訓練/駕駛之路線
路線 最後行車日期 最後訓練日期 最後駕駛日
2A 16/02/2018
82 04/03/2018
112 01/05/2018 15/02/2018
查詢
字軌 更表日期 字軌
08/05/2018
簽到 地點 簽收 地點 工時
開出站時間 開出地點 路線 到達時間 到達地點 開出車輛
查詢可駕駛之路線
路線 112 車長曾訓練/駕駛此路線
員工 員工編號 員工姓名 英文姓名 部門
手提電話 住宅電話 居住地區 入職日期
00/00/0000
車輛 車號 車廂 專利 車型
車輛狀態
上層坐位 下層坐位 下層企位
Database Profile Data33APpEVSConnectionProfile
14:11:55 Retrieved (0.940 s)
User FDYTS Log on time 08/05/18 08:37
14:12
08/05/2018

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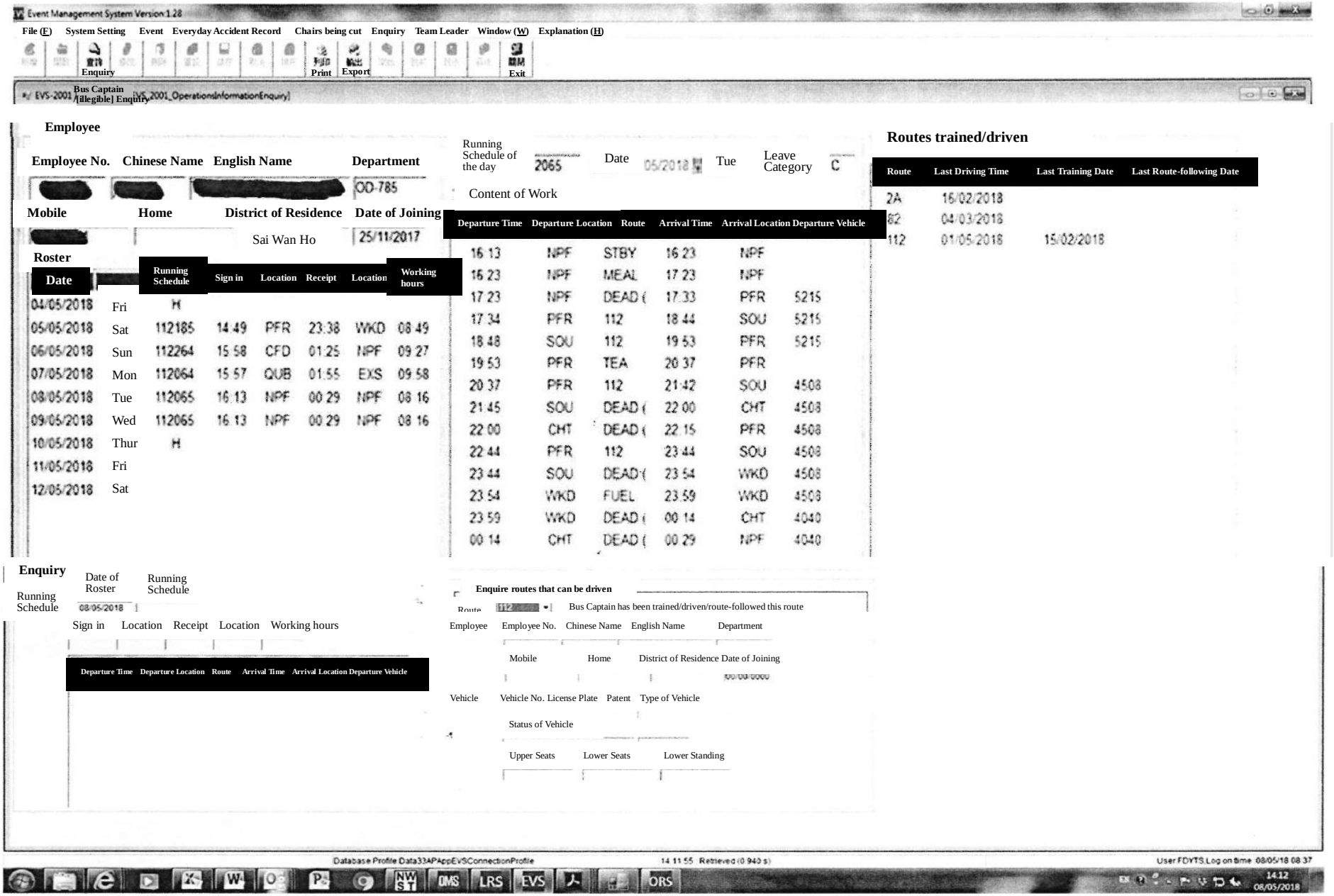

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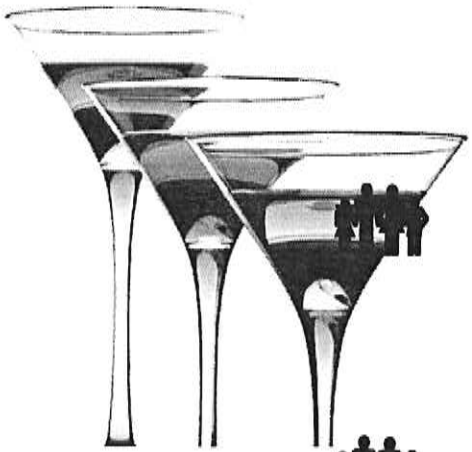
顧客服務



CITYBUS 城巴　新巴 FIRST BUS

新創建集團成員 Members of NWS Holdings

每個人都有受到別人服務的經驗：



- 乘搭交通工具
- 上酒樓飲茶食飯
- 逛街購物

如果遇到差劣的服務時：

- 會感覺非常掃興
- 整日心情都受到影響
- 發誓以後也不再去光顧
- 告訴親戚朋友千萬不要去光顧
- 甚至詛咒他們『冇生意倒閉』

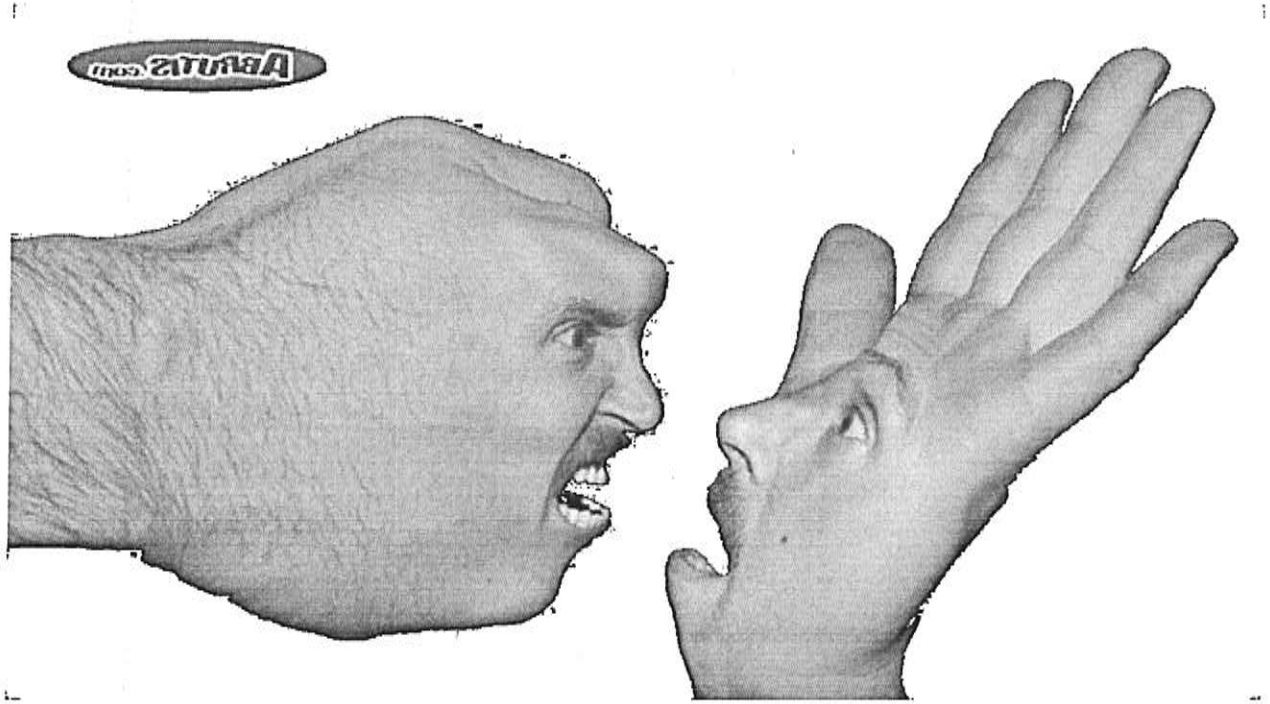
如果遇到差劣的服務時：

- *97%* 不滿意的顧客會選擇默默離開
- 不滿的顧客會將這件事告訴其他人

當顧客選擇了乘搭巴士

但卻未獲得適當的服務

便會將影響直接反映到車長身上



以顧客立場思考

- ☒ 勿以個人觀點及立場面對問題
- ☒ 勿認為自己只是打工而已
- ☒ 勿以為了解顧客的感受及需求

以顧客立場思考

- ☑ 以顧客的角度思考及評估
- ☑ 持續的改進服務質素
- ☑ 比競爭者更先提供優質的顧客服務

以顧客立場思考

- ☑ 做到公司承諾顧客的事
- ☑ 錯誤對公司而言只是百分之一
- ☑ 但對顧客而言錯誤就是百分之百
- ☑ 令不滿的顧客再成為滿意的顧客

CITYBUS城巴 新巴 FIRST BUS
新創建集團成員 Members of NWS Holdings

服務態度

- 保持儀容整潔
  整齊制服
  頭髮梳理整齊
  保持精神飽滿之狀態

- 禮貌回答乘客 / 途人查詢
  提供協助
  回應簡單直接

CITYBUS城巴 新巴 FIRST BUS
新創建集團成員 Members of NWS Holdings

服務態度

- 乘客查詢目的地 / 落車車站

  若在駕駛期間通知乘客稍等，待停下時回答，須要時通知乘客留意車廂報站器示屏之顯示

  若車長不認識乘客所查詢之目的地，應禮貌回答對方，唔好意思我都不太清楚，提議乘客向其他乘客查詢

- 乘客在上車前向車長查詢是否到達其前往之目的地

  例：乘客在 天水圍 / 東涌 / 沙田 /九龍 ，車長請問經唔經灣仔莊士敦道?

  莊士敦道無站，你可以係軒尼詩道修頓球場站落車行過一條街就係莊士敦道

CITYBUS城巴 新巴 FIRST BUS
新創建集團成員 Members of NWS Holdings

服務態度

- 乘客拍卡時未能成功

  先生/太太剛才拍卡未得，麻煩你拍多次

- 乘客拍卡時顯示[沒有餘值]

  先生/太太 你張八達通卡用晒，過唔到機，或者你比現金

  切勿 喂, 你無錢，你聽唔到過唔到機咩?

CITYBUS城巴 新巴 FIRST BUS
新創建集團成員 Members of NWS Holdings

服務態度

- 乘客質問候車時間太耐

  例：乘客在入境事務大樓等候路線780往柴灣，我等咗半個鐘啦! 788都嚟咗4部嗱！

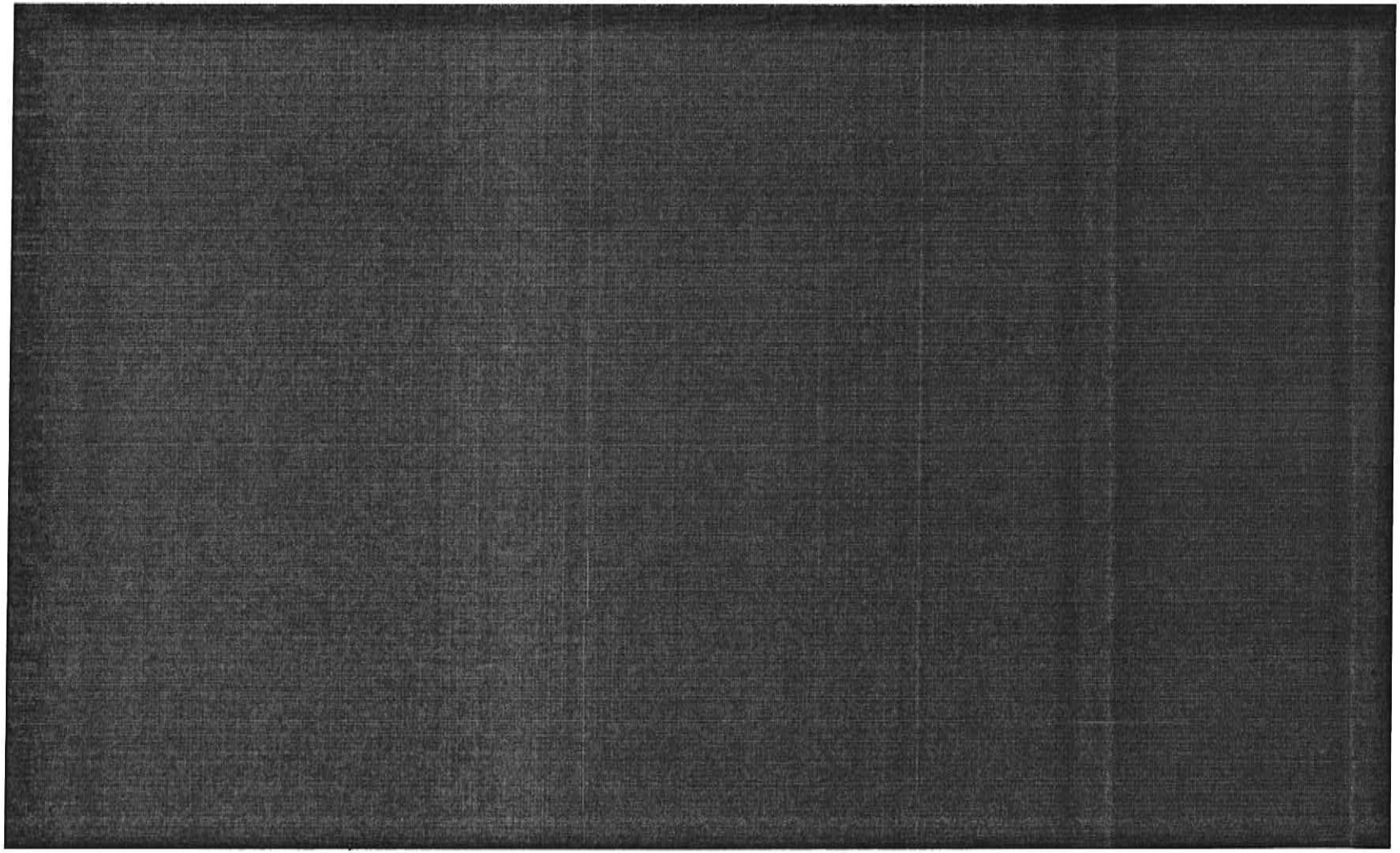
  先生/太太，早前中環碼頭有交通意外，好塞車遲咗 ...

  切勿與乘客爭論，唔關我事，你搭的士囉 .....

- 營運時發覺樓上有乘客企立

  使用報站器，按編號7 “上層及梯間勿站內”

影片 - 顧客服務



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Customer Service



CITYBUS 城巴　新巴 FIRST BUS

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Annex 10

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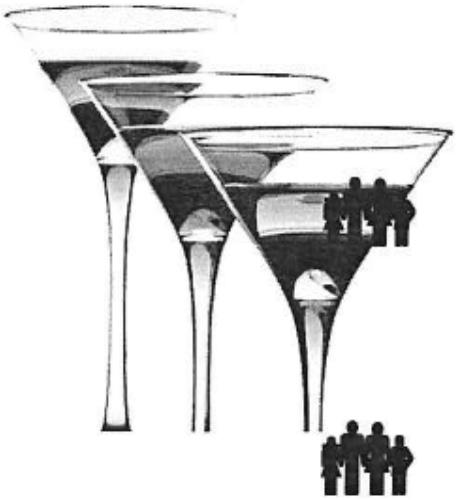
Everyone has the experience of being served by others :



Taking public transport

Dining at restaurants

Shopping

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If encounter poor services :

- **Will feel very upset**
- **The mood of the whole day will be affected**
- **Swear not to visit again**
- **Tell relatives and friends never visit it**
- **Or even curse them “close down with no business”**

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If encounter poor services :

- **97% unsatisfied customers would choose to leave quietly**
- **Unsatisfied customers would tell others about this incident**

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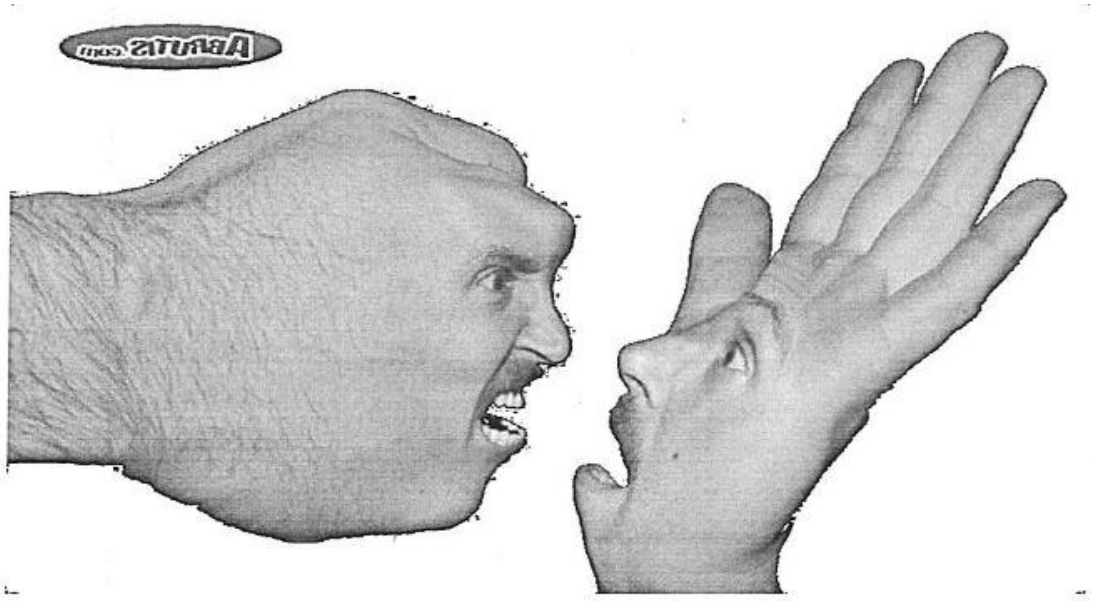
When customers chose to take bus

but failed to receive appropriate services

they would reflect it directly on bus captains



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Think from the perspective of customers

- ☒ **Don’t face the question from personal viewpoint and stance**
- ☒ **Don’t think I am just an employee**
- ☒ **Don’t assume you understand the customer’s feeling and needs**

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Think from the perspective of customers

- ☑ **Think and assess from the perspective of customers**
- ☑ **Continuously improve the quality of service**
- ☑ **Provide excellent customer service before the competitors**

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Think from the perspective of customers

- ☑ **Do what the company promised the customers**
- ☑ **Error is only 1% to the company**
- ☑ **But to customers error is 100%**
- ☑ **Turn the unsatisfied customers into satisfied customers again**

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CITYBUS 城巴 新巴 FIRST BUS
新創建集團成員 Members of NWS Holdings

Service Attitude

- Keep your appearance clean
  Tidy uniform
  Tidy hair
  Keep yourself in an energetic state

- Politely reply passengers/ passers-by's inquiry
  Provide assistance
  Respond in a simple and direct way

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CITYBUS城巴 新巴 FIRST BUS
Members of NWS Holdings

Service Attitude

- **Passenger inquiring destination/ station to get off**

  If during the course of driving, ask the passenger to wait and answer when the bus has stopped. If necessary, notify passenger to pay attention to the display of the bus stop announcement system in the compartment

  If bus captain does not know the destination that the passenger inquired, should respond politely, Sorry I am not very sure, suggest the passenger to ask other passengers

- **Passenger asking bus captain whether it goes to his/her intended destination before alighting**

  E.g.: Passenger at Tin Shui Wai/ Tung Chung/ Sha Tin/ Kowloon, bus captain, may I know whether it pass by Johnston Road, Wanchai?
  There is no stop on Johnston Road, you can get off at Hennessy Road Southorn Playground stop and walk one street, and then that is Johnston Road

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CITYBUS城巴 新巴 FIRST BUS
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Service Attitude

- Passenger failed when tapping his/her card

  Sir/Madam, the tapping just now was not successful, can you please try again

- Passenger tapped the card and it showed [No value]

  Sir/Madam, your Octopus card is out of value, may be you can pay in cash

  Do not Hey, you have no money, can't you hear it failed?

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Service Attitude

- Passenger questioning the long waiting time

  E.g.: Passenger waiting for route 780 at Immigration Tower to Chai Wan, I waited for half an hour! Four 788 had arrived!
  Sir/Madam, there was a traffic accident at Central Pier earlier, the traffic was very congested and therefore the bus was late…
  Do not argue with the passengers, none of my business, you can get a taxi…..

- Discovered that there is passenger standing on the upper deck when operating
  Use the bus stop announcement system, press number 7 “Do not stand on upper deck and stairs”

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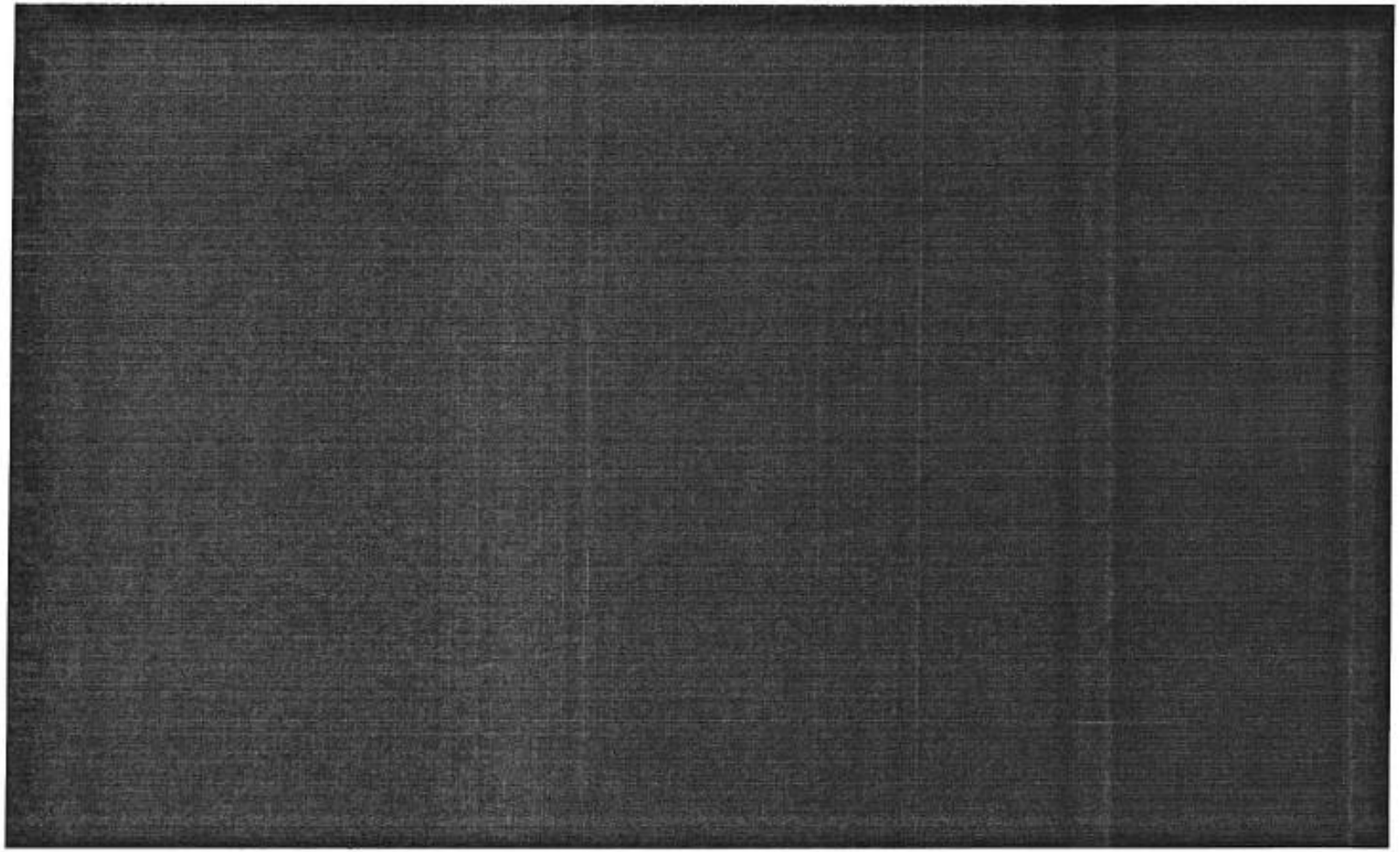
Video – Customer Service



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情緒管理

情緒影響駕駛

- 駕駛者之情緒會因個人之性格、家庭背景、工作壓力、交通環境而產生變化。性格魯莽而衝動之駕駛者，經常有自我中心傾向、輕視法則、容易動怒、

情緒影響駕駛

- 莽顧其他道路使用者之安全
  而作出挑釁行為，做成交通意外

情緒影響駕駛

作為良好駕駛者應時常保持心境平和，
多作體諒和忍讓，碰上沒有禮貌之
駕駛者或行人，切勿動怒和心存報復，
經常保持忍讓及警覺駕駛，
作為其他駕駛者良好的榜樣。

情緒影響駕駛

- 車長與乘客溝通期間，

時常因語言間之誤會，產生磨擦，

車長之情緒會起變化，可能會影響正常操作而發生意外，所以車長對乘客應保持優質的顧客服務，

避免乘客影響自己的情緒，

確保駕駛安全。

EQ（情緒智商）

是我們個人管理情緒的能力，代表一個人能否適當的處理自己的情緒。

EQ 愈高，管理情緒的能力愈好。

IQ (智力商數)

是我們個人思考和推理的能力。

IQ 愈高，思考和推理的能力愈好。

IQ 高

學習較快。
做事效率較高。

EQ 高

能夠承受壓力。
能夠控制情緒。
能夠與其他人保持良好關係。

EQ 對我們是否重要

IQ高通常學業成績優異，但不見得能與將來的幸福、快樂、成功畫上等號。

根據統計，只有 **4%** 之成功人士單憑 **IQ**高而成功。

EQ高的人在人生各個領域都較佔優勢，無論人際關係、成功機會、對生活滿意度等，且對人生也持較積極的態度。

EQ 對我們是否重要

20 %
IQ

+

80 %
EQ

=

100 %
成功

情緒是什麼

我們對外在或內在環境的轉變而產生的反應。

產生情緒的主要原因

當你正面對一個問題或是一件事件，
而你十分在意這個問題或是事情的結果。

控制情緒的方法

盡量避免影響你情緒的事情發生

避免負面情緒的出現。

當出現負面情緒時，應合適地得到紓解。

個案練習 (1)

平時的屯門公路交通都十分暢通，但今天卻十分擠塞，而你所駕駛的巴士就在擠塞的車群中：

(1) 你現在處於什麼情緒？

(2) 你應該怎樣控制你的情緒？

個案練習 (2)

有一輛的士妄顧安全，從你所駕駛巴士的右邊行車線突然切入，短距離停下接載截車的乘客，而你需要緊急煞車避免意外發生：

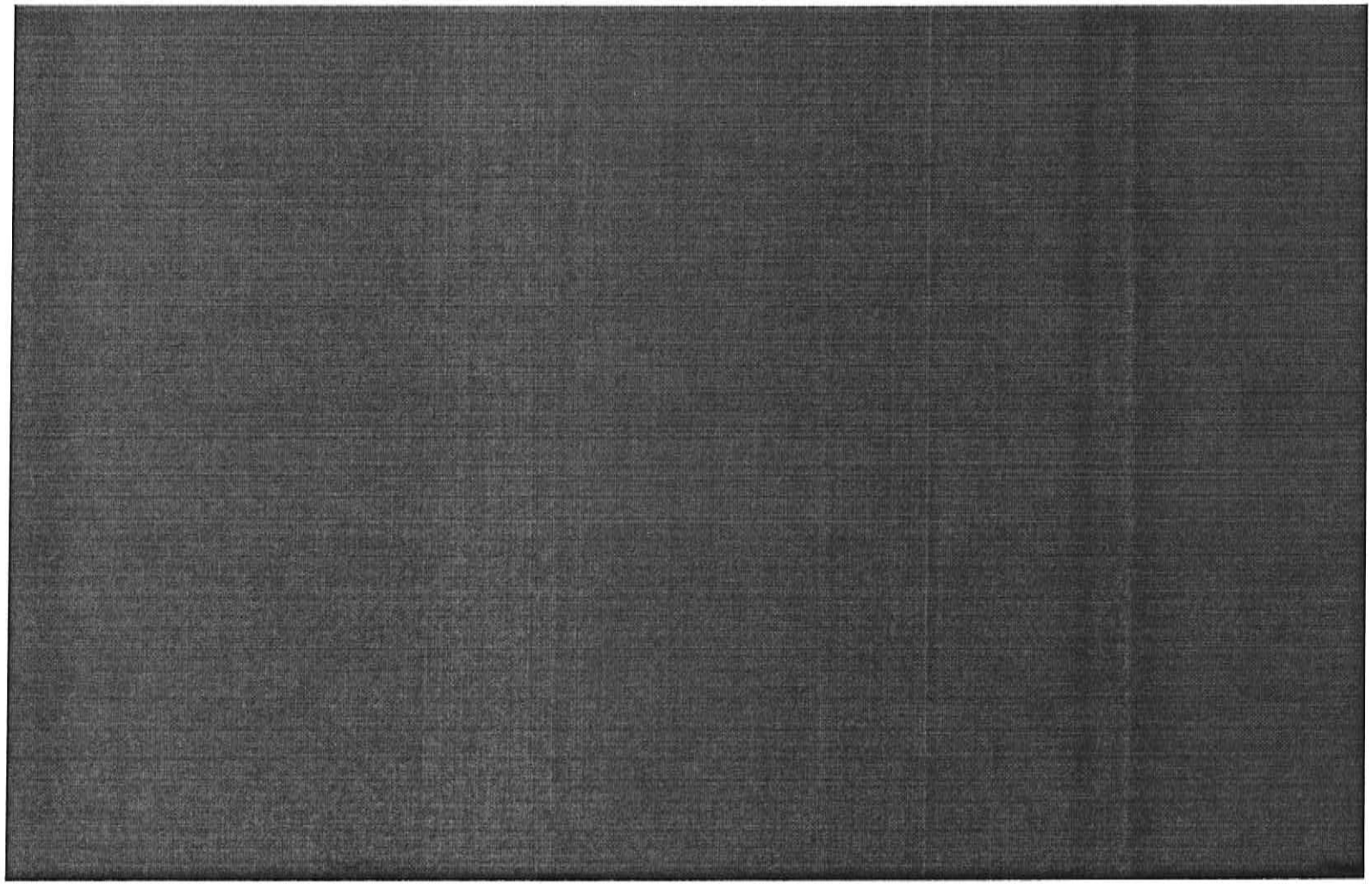
(1) 你現在處於什麼情緒？

(2) 你應該怎樣控制你的情緒？

IQ / EQ



影片：香隧口-巴士與的士路面爭執事件



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Emotion Management

Annex 11

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Emotions affect driving

- Driver's emotions would be affected by his/her personal character, family background, work pressure, traffic environment. Impulsive and reckless drivers tend to be self-centered, having little regard to laws and regulations, ill-tempered,

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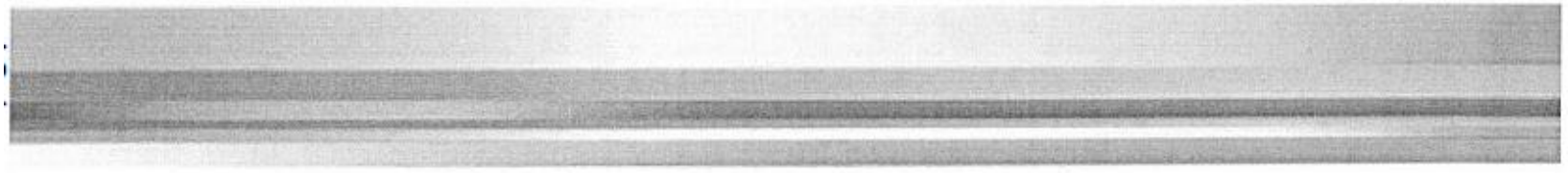
Emotions affect driving

- do provocative acts disregarding other road users' safety, leading to traffic accident



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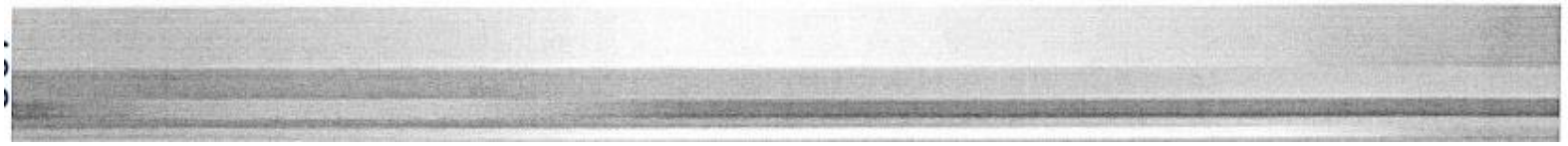
Emotions affect driving

A good driver shall always stay calm, be understanding and tolerant, when facing impolite drivers or passengers, do not get angry and revengeful, always stay patient and alert when driving, build a good role model for other drivers.



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Emotions affect driving

- When bus captains communicate with passengers, misunderstandings might often lead to clashes; normal operation might be affected when there is change in bus captains' emotion. Bus captains should therefore maintain excellent customer service, avoid disturbance of own emotion by passengers, ensure safety in driving.

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EQ (Emotional Quotient)

is our capability to control emotion, representing whether one can appropriately handle his/her own emotion.

The higher the EQ, the better the ability to control emotion.

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IQ (Intelligence Quotient)

is our thinking and reasoning skills.

The higher the IQ, the better the thinking and reasoning skills.

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High IQ

Learn faster.

Do things more efficiently.

High EQ

Ability to withstand pressure.

Ability to control emotions.

Ability to maintain good relationships with others.

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Whether EQ is important to us

High IQ usually means excellence in academics, but it does not necessarily equate with joy, happiness, success in the future.

According to statistics, only 4% of successful people succeeded solely by reason of high IQ.

High EQ would be advantageous in all areas of life, whether inter-personal relationships, opportunities, satisfaction in life, and would also have a more positive attitude towards life.

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Whether EQ is important to us

20 % IQ + **80 % EQ** = **100 % Success**

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What is emotion

Our response to changes in the external or internal environment.

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The main cause of emotion

When you are facing a problem or an incident, and you are very concerned about the result of this problem or incident.

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Ways to control emotion

Try to avoid things that affect your mood from happening.

Prevent negative emotions from arising.

When negative emotions occur, they should be properly relieved.

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Case Study (1)

Normally the traffic is very smooth on Tuen Mun Road, yet today it is very congested, and the bus you are driving is in the crowd of vehicles:

(1) What emotion are you having now?

(2) How should you control you emotion?

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Case Study (2)

A taxi which has no regard to safety suddenly cut in from the right lane to which you are driving the bus, stopping in a short distance to pick up customers , and you have to apply the emergency brake to prevent accidents from happening:

(1) What emotion are you having now?

(2) How should you control you emotion?

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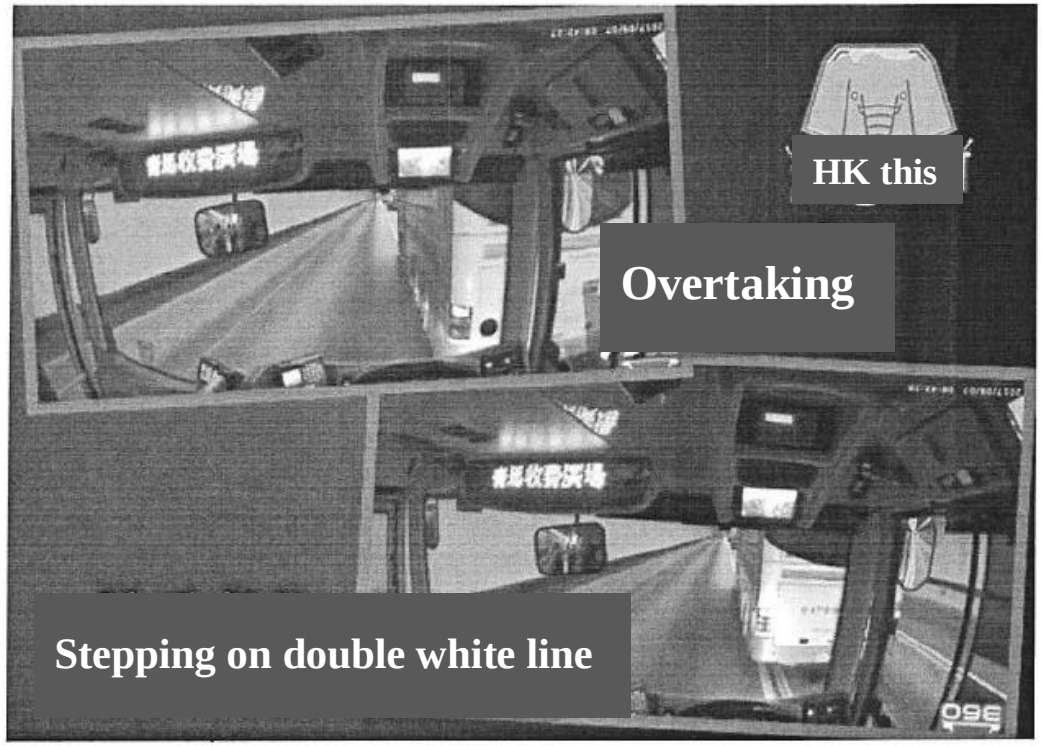
IQ / EQ



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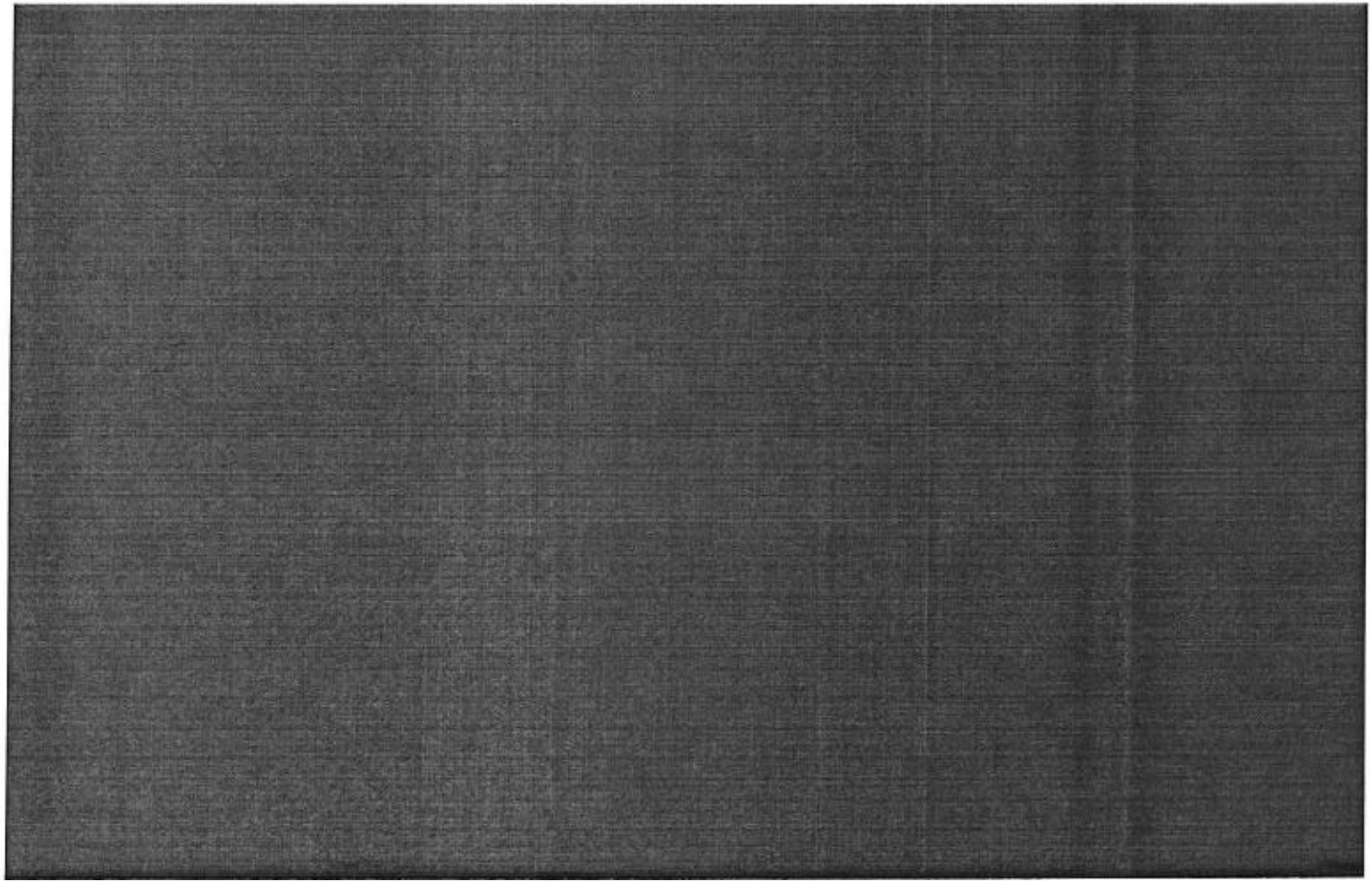
Video: Aberdeen Tunnel Exit – Road dispute between bus and taxi



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Annual Medical Examination Report – Bus Driver

Company: Exam Date:

Name: Sex: Age:

HKID No: Staff No.:

Position:

Past Medical History:

PHYSICAL EXAMINATION:

Weight:	kg	Height:	cm	
Blood Pressure:		Pulse Rate:	/ min	Rhythm:
Visual Acuity:		Left Eye		Right Eye
Near Vision:		Left Eye		Right Eye

Abnormalities of the following:

	Yes	No		Yes	No
(a) Eyes	☐	☐	(b) Colour Vision	☐	☐
(c) Ears	☐	☐	(d) Hearing	☐	☐
(e) Head & Neck	☐	☐	(f) Heart	☐	☐
(g) Chest	☐	☐	(h) Abdomen	☐	☐
(i) Spine	☐	☐	(j) Extremities	☐	☐
(k) Nervous System	☐	☐	(l) Skin	☐	☐
(m) Mental State	☐	☐	(n) Other	☐	☐

Details of all "Yes" answers or abnormalities:

Chest X-ray: (Date)

Electrocardiogram:

Urinalysis: Protein: Sugar: Blood:

Blood: Glucose: mmol/L (3.9-5.5 mmol/L)
Total Cholesterol: mmol/L (Desirable <5.18 mmol/L)

ESS: ☐0-10 Normal Range ☐11-12 Borderline ☐13-24 Abnormal ☐N/A

Fitness for Employment:
- ☐ Yes
- ☐ Yes, follow up of medical condition recommended.
- ☐ Pending for clearance of medical condition, driving duty suspended until further notice.
- ☐ No

Remarks:

Signature: _____

CITYBUS 城巴 新巴 FIRST BUS

周大福企業及新鴻基地產成員
Members of Chow Tai Fook Enterprises and NWS Holdings

健康聲明書

(私人及保密 - 祇作內部參考用途)

姓名 :_____身份証號碼:_____

申請/現時職位：_____出生日期：_____
(日日/月月/年年)

你是否曾經被診斷為患有下列疾病或被處方任何藥物? 請在適當的空格 ☐ 內加上剔號 {✓}，並提供詳細資料。

	有	沒有	請在下面提供詳細資料:
(1) 任何外科手術	☐	☐	_____
(2) 正接受藥物治療	☐	☐	
(3) 心臟病	☐	☐	_____
(4) 高血壓	☐	☐	
高血壓病者，有否使用降壓藥	☐	☐	_____
(5) 眼疾病	☐	☐	
(6) 耳聾	☐	☐	_____
(7) 眩暈或耳水不平衡	☐	☐	
(8) 中風	☐	☐	_____
(9) 羊癇	☐	☐	
(10) 哮喘	☐	☐	_____
(11) 肺癆	☐	☐	
(12) 慢性氣管病	☐	☐	_____
(13) 糖尿病	☐	☐	
糖尿病患者，有否注射胰島素	☐	☐	_____
(14) 慢性腎病	☐	☐	
(15) 嚴重意外損傷	☐	☐	_____
(16) 嚴重脊骨病	☐	☐	
(17) 精神病或情緒病	☐	☐	_____
有否被處方藥物治療	☐	☐	
(18) 服用上癮性藥物	☐	☐	
(19) 家族遺傳性疾病	☐	☐	_____
(20) 過敏反應	☐	☐	
(21) 吸煙習慣	☐	☐	_____
(22) 飲酒習慣	☐	☐	
(23) 睡眠窒息症	☐	☐	_____
駕車時曾否出現瞌睡的情況	☐	☐	
(24) 任何導致肌肉不受控制的狀況	☐	☐	_____
(25) 任何其他疾病	☐	☐	

本人鄭重聲明，本人確信以上所填各項，均為真確無訛。

_____

聲明人簽署_____見証人簽署 _____

日期_____見証人姓名_____

This English translation is for reference only. In the event of any discrepancy between the Chinese original and this English translation, the Chinese original shall prevail.

本英文譯本僅供參考。如英文譯本與中文原文有任何差異，以中文原文為準。

CITYBUS 城巴 新巴 FIRST BUS

Members of Chow Tai Fook Enterprises and NWS Holdings

Declaration of Health

(private and confidential – for internal reference only)

Name:_____ HKID No.:_____

Position Applied-for/Current Position:_____ Date of Birth:_____

(Date/Month/Year)

Have you ever been diagnosed with the following diseases or been prescribed any medications? Please put a {✓}in the appropriate box(es)☐, and provide the relevant details.

	Yes	No	Please provide details in the space below:
(1) Any surgery…….....	☐	☐	_____
(2) Currently receiving medical treatment……...	☐	☐	
(3) Heart disease……...	☐	☐	_____
(4) High blood pressure…….....	☐	☐	
High blood pressure patient, whether Antihypertensive drugs have been used……...	☐	☐	_____
(5) Disease of the eye ……...	☐	☐	
(6) Deaf……...……...	☐	☐	_____
(7) Dizziness or unbalanced ear fluid……...	☐	☐	
(8) Stroke……...…….....	☐	☐	_____
(9) Epilepsy……...……	☐	☐	
(10) Asthma……...……	☐	☐	_____
(11) Tuberculosis……...……	☐	☐	
(12) Chronic respiratory disease…….....	☐	☐	_____
(13) Diabetes……..……	☐	☐	
Diabetes patient, whether insulin has been used……..….	☐	☐	_____
(14) Chronic kidney disease……...……	☐	☐	
(15) Serious accident injury……...……	☐	☐	_____
(16) Serious spine disease……...……...……	☐	☐	
(17) Mental illness or mood disorder……	☐	☐	_____
whether medications have been prescribed……..……..….	☐	☐	
(18) Taking addictive drugs……..……..……...	☐	☐	
(19) Genetically inherited diseases……..……...……...	☐	☐	_____
(20) Allergic reaction……..……..……..……...	☐	☐	
(21) Smoking habits……..……...…..……...	☐	☐	_____
(22) Drinking habits……..…….……...	☐	☐	
(23) Sleep Apnea……..…….…….……...	☐	☐	_____
whether dozing has taken place during driving…….…..	☐	☐	
(24) Any situation causing muscles to be out of control…	☐	☐	_____
(25) Any other diseases……..…….…….……	☐	☐	

I hereby make this declaration believing all the above items filled in to be true.

Signature of the Declarant_____ Signature of the Witness_____

Date _____ Name of the Witness _____

Last updated: May 24, 2016 by CCMD

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HKQAA
HONG KONG QUALITY ASSURANCE AGENCY
香港品質保證局

Report on Independent Audit according to
"Clause 34 of CTB (F1) Franchise granted by the Chief Executive in Council"

FOR

CITYBUS LIMITED
(FRANCHISED I)

15 August 2017

PREPARED BY HKQAA

This report has been prepared by Hong Kong Quality Assurance Agency (HKQAA), with all reasonable skill, care and diligence within the scope of work agreed with the client. We disclaim any responsibility to the client and other in respect of any matters outside the scope of work as stated in the proposal in July 2017.

This report is confidential to the client and we accept no whatsoever nature to third parties to whom this report, or any part thereof, is made known. Any such party relies upon the report at their own risk.

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Appendix – Data Verification Plan

Executive Summary

Scope and Objective

Hong Kong Quality Assurance Agency (HKQAA) was commissioned by the Citybus Limited (CTB) to carry out an independent verification for the data and information as specified in "Clause 34 of CTB (F1) Franchise granted by the Chief Executive in Council".

The data verification was conducted in July and August 2017 at CTB Head Office and Chai Wan Depot. The verification covered CTB's data between 1 January 2016 and 31 December 2016.

The objective of the verification was to assess the adequacy of CTB's data calculation and data collection control systems in relation to Bus Service Provision, and identify the areas for improvement (if any) with recommendation.

Methodology

The data verification was carried out by adopting a sampling approach. Representative samples of data were selected from relevant documents for verification. The selected samples were examined in an upstream or downstream sequential trail as to evaluate the integrity of raw data collection, data compilation and data presentation mechanism. The responsible employees were interviewed during the verification.

Result and Conclusion

All data verified by HKQAA was substantiated by supporting information which was examined by the verification team. The data was accurately presented in all material respects. The existing systems and procedures for data collection and compilation were proved to be adequate and reliable.

It is HKQAA's opinion that CTB has put in place internal control systems and procedures to adequately measure and record, as far as practicable, the accurate operation statistics and information which may be required by the Commissioner for Transport under the Public Bus Services Ordinance or the Franchise dated 1 July 2006.

Results of Independent Audit

(1) Number and capacity of the buses in use on each specified route each day

The submissions of Table C – Bus Fleet information were provided for verification. The records in March, July and December 2016 were sampled. The submissions of Table C included a list of the fleet number, the vehicle registration number, the first registration date and the carrying capacities of public buses registered, and engine type. The data were found accurate against the Vehicle Registration Document [Public bus (CTB)].

The selected samples for verification (in Fleet No. of Franchise I) included #8109, #8209. #9109, #8333, #8459, #8489, #8400, #1833, #694, #2800 and #8900.

The related bus Registration Marks and license expiry dates were checked. All the data reviewed above were substantiated by Vehicle Registration Document [Public bus (CTB)] of the selected fleet and supporting e-records in the internal system – Engineering and Operation Management System. The sampled data were concluded to be accurate in material respects.

(2) Number of journeys and the total kilometers traveled by each bus on each day and route

Number of journeys on each day and each route was presented in the document Table A1 – Operational data (By Date) (report ID TDR-1101), and the total kilometers traveled on each day and each route was presented in the document Table B – Financial Related Data (By Date) (report ID TDR-1201). The total kilometers travelled included the operation KM (actual trips and additional trips) and Dead KM. Dead KM of each route was determined by the aggregate sum of dead KM of each trip, which was derived from the dead mileage ratio reported in daily DBR-7125 Daily Mileage % Report (report ID DBR-7125). The following routes were randomly selected to verify the above data generated from operations:

- Route 41A on 7 March, 11 July and 28 December, 2016
- Route 99/99X on 7 March, 11 July and 28 December, 2016
- Route 969/969A/969B/969C/969P/969X on 7 March, 11 July and 28 December, 2016
- Route N962 on 7 March, 11 July and 28 December, 2016

Regulator sheets and Table E1 – Bus Departure Record (Report ID: TDR-1501) for the above routes and dates were used for cross-checking. Table E1 – Bus Departure Record (Report ID: TDR-1501) was the processed record of Regulator Sheets with initial internal checking on accuracy by Octopus data and GPS information. All sampled data was verified by the supporting records, however, one raw data of a sampled daily regulator sheet was found incorrect. The corresponding reported data on the Table E1 was found accurate because the incorrect raw data was corrected in the initial internal checking by Octopus data and the GPS information. CTB is recommended to investigate into the cause of this and to implement appropriate preventive action.

(3) Number of passengers carried by each bus on each day on each route and (4) Daily receipts on each route

Number of passengers carried by each bus on each day on each route and daily receipts on each route were provided in Table B – Financial Related Data (By Date) (report ID TDR-1201). The daily receipts were calculated by summation of three types of payment (coins, octopus cards and tickets) received each day. The data of the following routes were selected:

- Route 41A on 7 March, 11 July and 28 December, 2016
- Route 99/99X on 7 March, 11 July and 28 December, 2016
- Route 969/969A/969B/969C/969P/969X on 7 March, 11 July and 28 December, 2016
- Route N962 on 7 March, 11 July and 28 December, 2016

The sampled data was cross-checked with the Daily Patronage and Revenue Per Route (Report ID: OPS-951) and the Daily Passenger Report (Report ID: OPS-981), no discrepancy was found. It was concluded to be accurate in material respects.

(5) Total kilometers lost each day in relation to each route in relation to accidents, breakdowns and vehicle and staff shortages, respectively

Total kilometers lost each day were provided in Table B – Financial Related Data (By Date) (report ID TDR-1201), and was determined according to the number of lost trip reported in "TD Reporting System – Table A1- Operational data (Report ID: TDR-1101)".

The lost trip data of the following routes were selected for verification:

- Route 41A on 7 March, 11 July and 28 December, 2016
- Route 99/99X on 7 March, 11 July and 28 December, 2016
- Route 969/969A/969B/969C/969P/969X on 7 March, 11 July and 28 December, 2016
- Route N962 on 7 March, 11 July and 28 December, 2016

The sampled data were cross-checked with the corresponding Daily Regulator Sheets and Table E1 – Bus Departure Record (Report ID: TDR-1501). The reported lost trip each day was determined from the set of data including scheduled trip and actual trip within each period (aggregate sum of scheduled trips missed within each period of the day). In addition, the system logic has been amended since June 2015, "the number of actual trip within the time zone" is the sum of "the number of scheduled trip within the time zone matched with actual trip" and "the number of additional trip with actual departure time within the time zone".
Total kilometers lost each day of each route were then calculated by CTB internal computer system according to kilometers travelled of the particular route. All sampled data examined was substantiated by supporting records and was concluded to be accurate in material respects.

(6) Maintenance of vehicles and stores

The reports of "Annex G (Franchised I) – 2007 Under Clause 18(2) of P. B. S. O." for March, July, December 2016 were selected for data verification. The data in those reports was cross-checked with the calculation supporting and Table C – Bus Fleet Information.

Daily Breakdown and Detail Reports for reporting periods of 1 March 2016 to 31 March 2016, 1 July 2016 to 31 July 2016 and 1 December 2016 to 31 December 2016 were checked. Meanwhile, the Monthly Maintenance Schedules for March, July and December 2016, and the Annual Maintenance Schedule (COR) were checked and reviewed.

Maintenance History Report (Report ID: EOM-9101) for the following fleet numbers were selected from Engineering and Operation Management System:

- Fleet #8109 in March, July and December 2016
- Fleet #8209 in March, July and December 2016
- Fleet #9109 in March, July and December 2016

Work Order #TMD16030028 3 MAR 2016, #WCD16072193 31 JUL 2016, #CWD16120434 5 DEC 2016, #WKC16030219 12 March 2016, #CWD16120537 5 DEC 2016, #CWD16031835 15 MAR 2016, #CWD16070305 4 JUL 2016 and #CWD16120626 were reviewed for cross-checking with Work Order Reception (Report ID: EOM-4111).

The following fleet numbers were selected for tracing the maintenance records from Engineering and Operation Management System and the corresponding Work Orders for Monthly Inspection were reviewed for cross-checking:

Fleet#	Date	Monthly Inspection Work Order No.
8109	15 March 2016	TMD16030205
	8 July 2016	WKC16070128
	6 December 2016	CWD16120628
8209	30 March 2016	WKC16030506
	30 July 2016	WKC16070549
	24 December 2016	CWD16122711
9109	Remarks: COR WO#: CWD16032899 on 24 March 2016	
	6 July 2016	CWD16070441
	3 December 2016	CWD16120270
8333	23 March 2016	CWD16032874
	27 July 2016	CWD16073261
	28 December 2016	CWD16123034
8459	11 March 2016	CWD16031291
	Remarks: COR WO#: CWD16070883 on 9 July 2016	
	10 December 2016	CWD16121124
8489	Remarks: COR WO#: CWD16032456 on 24 March 2016	
	26 July 2016	CWD16073016
	24 December 2016	CWD16122788
8400	29 March 2016	TMD16030397
	27 July 2016	TMD16070499
	31 December 2016	TMD16120547
1833	24 March 2016	CWD16032880
	27 July 2016	CWD16073133
	22 December 2016	CWD16122427
694	7 March 2016	CWD16030772
	6 July 2016	CWD16070570
	16 December 2016	CWD16121837

Fleet#	Date	Monthly Inspection Work Order No.
2800	12 March 2016	CWD16031358
	13 July 2016	CWD16071333
	29 December 2016	CWD16123049
8900	2 March 2016	CWD16030149
	Remarks: There was no monthly inspection in July 2016 because of out of services (WO#CWD16071641 from 15 July 2016 to 29 August 2016)	
	31 December 2016	CWD16123293

The Work Orders for Annual Inspection were reviewed for cross-checking against Maintenance Schedule for sampled fleets:

Fleet#	Date	Monthly Inspection Work Order No.
9109	24 March 2016	CWB16032899
8459	9 July 2016	CWD16070883
8489	24 March 2016	CWD16032456

The Procurement and Inventory Control System in relation to the inventory of stores was reviewed. 10 items (Stock Code: 9992-02201, 1101-14327, 4301-23142, 6401-00322, 5601-01965, 4301-20121, 8401-05221, 3301-02791, 9913-00157 and 9909-00095) were selected randomly from the store of Chai Wan Depot. Those records on Spot Check Count Sheet were cross checked with the quantities of the actual stocks and the physical location. It was found that the location and quantities matched with the records in the Procurement and Inventory Control System.

The sampled data examined was substantiated by supporting records and was concluded to be accurate in material respects.

(7) Number and types of buses and their carrying capacity on order or under construction

Bus data presented in the document Annex E2 Fleet Composition of Monthly Operating Report of March, July and December 2016 were sampled to review. The selected data was sample-checked with the relevant Vehicle Supply Agreement documents, order confirmation letters and internal inventory records such as Engineering and Operation Management System – Registered Fleet Listing and Fleet Master Maintenance. The sampled data were concluded to be accurate in material respects.

(8) Frequency at 4 periods on every day during which bus service is operated on each route

Frequency at 4 periods on every day on each route was presented in the document TD Reporting System – Table A1- Operational data (Report ID: TDR-1101). The 4 periods were classified as follows:

- Morning Peak – First departure to 0959
- Inter-Peak – 1000 to 1559
- Evening – 1600 to 1959
- After Evening Peak – 2000 to last departure

Frequency at 4 periods was originally counted according to actual departure time but was adjusted to scheduled departure time since 1 June 2015. The following bus routes were sample-checked:

- Route 41A on 7 March, 11 July and 28 December, 2016
- Route 99/99X on 7 March, 11 July and 28 December, 2016
- Route 969/969A/969B/969C/969P/969X on 7 March, 11 July and 28 December, 2016
- Route N962 on 7 March, 11 July and 28 December, 2016

The corresponding Regulator Sheet and Table E1 – Bus Departure Record (Report ID: TDR-1501) for the above routes and time periods were sampled for cross-checking. The data sampled were found accurate.

According to CTB's internal instruction, departure time recorded in Regulator Sheets was regarded as accurate when it was within 2 minutes of actual departure time. An internal checking procedure was in place since July 2015 to verify the departure time recorded with the data extracted from Data Logger. According to the procedure, each regulator was checked on a quarterly basis with his records sample checked by the responsible District Operations Officers. At least 50 departures were selected on the same day and same period for the regulator, and the recorded departure times were checked against with the actual departure times extracted from Data Logger. If the records on the Regulator Sheets were found not correct with discrepancy > 1m59s, the records at both the system and/or true copy of regulator sheets were amended immediately. The Officer would also investigate the case and relevant disciplinary action, as defined in the procedure, would be implemented.

Regulator Sheet Accuracy Checking in March, July and December, 2016 was sampled for verification. Records of the regulator with Staff No. #33939 on 11 July 2016, Staff No. #38375 on 13 December 2016 and Staff No. #39742 on 28 December 2016 were sampled to cross checked with the actual departure time indicated in the Data Logger and Bus Stop Announcement Report System (DBR-8111 Call Stop Report and DBR-8121 Bus Journey Report) and the departure time recorded in the Operation Management System (OMS-2001 Regulating Sheet). The data sampled were found accurate and the internal checking procedure was found reliable.

(9) Number of buses and other vehicles and their technical specifications, used, kept or ordered by the Company for purpose of the franchised bus services

The information of vehicle specification, number of registered, number of licensed, number of temporarily de-licensed, authorized capacity and total licensed capacity was reviewed from Annex E1 – Fleet Composition Citybus – Franchised I Bus in Monthly Operating Report. Reports of March, July and December 2016 were examined. The following fleet number: #8109, #8209. #9109, #8333, #8459, #8489, #8400, #1833, #694, #2800, #8900, #324, #680 and #699 were sampled for cross-checking with Engineering and Operation Management System.

All sampled data was verified by the supporting records, however, one sampled vehicle specification information recorded on the Annex E1 – Fleet Composition Citybus – Franchised I Bus in Monthly Operating Report was found inaccurate by data input mistake. It is recommended to review the data input work process to minimize human error in data input.

(10) Number of additional journeys operated on each specified route on each day

The report of "TD Reporting System – Table A1- Operational data (Report ID: TDR-1101)" in March, July and December 2016 were selected for verification. Additional journeys were calculated based on scheduled journeys and actual journeys.

The scheduled journeys and actual journeys for the following routes and time periods were verified against the Regulator Sheets and Table E1 – Bus Departure Record (Report ID: TDR-1501). The data of following routes presented were found accurate:

- Route 41A on 7 March, 11 July and 28 December, 2016
- Route 99/99X on 7 March, 11 July and 28 December, 2016

- Route 969/969A/969B/969C/969P/969X on 7 March, 11 July and 28 December, 2016
- Route N962 on 7 March, 11 July and 28 December, 2016

(11) Number of drivers allocated to each route each day

The number of drivers allocated to each route each day was presented as "Establishment" and "Strength" in the internal document "Full-time Franchised Driver Report". The document of "Full-time Franchised Driver Report" for March, July and December 2016 were reviewed for determination of "Establishment" and "Strength" for routes 41A, 99, 969 and N962.

The report was cross-checked with those records with the following routes:

Route 41A:
- Roster for the period of 11-17 July 2016
- Drivers' (staff nos. 12230, 06528) Daily Operation Records on 11 July 2016

Route 99:
- Roster for the period of 26-31 December 2016
- Drivers' (staff nos. 16157, 37436) Daily Operation Records on 28 December 2016

Route 969:
- Roster for the date of 7 March 2016
- Drivers' (staff nos. 10315, 37469) Daily Operation Records on 7 March 2016

Route N962:
- Roster for the dates of 6-7 March 2016
- Drivers' (staff nos. 03617, 15615) Daily Operation Records on 7 March 2016

The sampled data examined was substantiated by the supporting records and was concluded to be accurate in material respects.

Monthly summary on number of drivers was reported via Table D4 – Bus Captain Situation (Report ID: TDR-1404). The data was calculated by CTB internal computer system according to the number of full time and part time drivers, and the corresponding monthly working hours. The following drivers' working hours were sample checked:

- #03617, #15615, #10315, #37469 and #37042 on 7 March 2016
- #12230, #06528, #37904 and #16001 on 11 July 2016
- #16157, #37436, #38979 and #11028 on 28 December 2016

The sampled data examined was substantiated by the supporting records and was concluded to be accurate in material respects.

(12) Number of drivers on reserve each day

The number of drivers on reserve each day was provided in the record of「明天車長字軌變更」. The data of drivers reserved with the date of 7 March, 11 July and 28 December, 2016 were reviewed. Records of corresponding Driver's Daily Operations Records for Bus Captains #37042, #37904, #16001, #38979 and #11028 were used for sample checking. No material discrepancy was identified among relevant records.

(13) The working hours of drivers on each day

The working hours of drivers on each day were scheduled in the document "Schedule Time Table". The working hours of drivers for routes as shown below were selected randomly for verification.

- Route 41A on 7 March, 11 July and 28 December 2016
- Route 99 on 7 March, 11 July and 28 December 2016
- Route 969 on 7 March, 11 July and 28 December 2016
- Route N962 on 7 March, 11 July and 28 December 2016

The Driver's Daily Operation Records (staff nos. 12230, 06528, 37904, 16157, 37469, 03617, 15615) for 7 March, 11 July and 28 December 2016 were sampled and cross-checked with roster schedules and the schedule time tables. The sampled data examined was substantiated by the supporting records and was concluded to be accurate in material respects.

(14) Maintenance schedule of the buses and other vehicles and inventory of stores

Daily Breakdown and Detail Reports for reporting periods of 1 to 31 March 2016, 1 to 31 July 2016 and 1 to 31 December 2016 were checked. Meanwhile, the Monthly Maintenance Schedules for March, July and December 2016, and the Annual

Maintenance Schedule (COR) were checked and reviewed.

The following fleet numbers were selected for tracing the maintenance records from Engineering and Operation Management System and the corresponding Work Orders for Monthly Inspection were reviewed for cross-checking:

Fleet#	Date	Monthly Inspection Work Order No.
8109	15 March 2016	TMD16030205
	8 July 2016	WKC16070128
	6 December 2016	CWD16120628
8209	30 March 2016	WKC16030506
	30 July 2016	WKC16070549
	24 December 2016	CWD16122711
9109	Remarks: COR WO#: CWD16032899 on 24 March 2016	
	6 July 2016	CWD16070441
	3 December 2016	CWD16120270
8333	23 March 2016	CWD16032874
	27 July 2016	CWD16073261
	28 December 2016	CWD16123034
8459	11 March 2016	CWD16031291
	Remarks: COR WO#: CWD16070883 on 9 July 2016	
	10 December 2016	CWD16121124
8489	Remarks: COR WO#: CWD16032456 on 24 March 2016	
	26 July 2016	CWD16073016
	24 December 2016	CWD16122788
8400	29 March 2016	TMD16030397
	27 July 2016	TMD16070499
	31 December 2016	TMD16120547
1833	24 March 2016	CWD16032880
	27 July 2016	CWD16073133
	22 December 2016	CWD16122427
694	7 March 2016	CWD16030772
	6 July 2016	CWD16070570
	16 December 2016	CWD16121837
2800	12 March 2016	CWD16031358
	13 July 2016	CWD16071333
	29 December 2016	CWD16123049
8900	2 March 2016	CWD16030149
	Remarks: There was no monthly inspection in July 2016	

Fleet#	Date	Monthly Inspection Work Order No.
	because of out of services (WO#CWD16071641 from 15 July 2016 to 29 August 2016)	
	31 December 2016	CWD16123293

The Work Orders for Annual Inspection were reviewed for cross-checking against Maintenance Schedule for sampled fleets:

Fleet#	Date	Monthly Inspection Work Order No.
9109	24 March 2016	CWB16032899
8459	9 July 2016	CWD16070883
8489	24 March 2016	CWD16032456

The Procurement and Inventory Control System in relation to the inventory of stores was reviewed. 10 items (Stock Code: 9992-02201, 1101-14327, 4301-23142, 6401-00322, 5601-01965, 4301-20121, 8401-05221, 3301-02791, 9913-00157 and 9909-00095) were selected randomly from the store of Chai Wan Depot. Those records on Spot Check Count Sheet were cross checked with the quantities of the actual stocks and the physical location. The location and quantities were found aligned with the records in the Procurement and Inventory Control System.

(15) Number of passengers boarding and alighting at bus stops daily and at peak-hours on each of the specified routes as determined by survey and
(16) The times for journeys between terminal points on each route determined by survey

The number of passengers boarding and alighting at bus stop daily and the times for journeys between terminal points on each route were recorded by surveyors on specific bus routes according to the proposed survey schedule by CTB. The surveys were conducted for each specific route on an annual basis.

The survey results were cross checked with Octopus data and processed by internal computer system, and presented in the Passenger vs Bus Stop survey reports. The survey results of following routes were examined:

- Route 41A with date of 24 February, 2 and 9 March 2016
- Route 99 with date of 23, 25, 26 February and 4 March 2016
- Route 969 with date of 6-9 December 2016

- Route N969 with date of 28-30 September and 1 October 2016

The calculation of data was found adequate and the reported data was concluded to be accurate in material respects.

(17) Survey results in respect of the operation of CTB (F1)'s franchised bus services

(a) Surveys on the MMOB service

Monthly check was conducted by the advertising agent and Transport Department according to the appointment of Transport Department. The selection of fleet and the equipment is provided by Transport Department for the monthly joint check. The reports of CTB MMOB Volume Inspection with the date of 17 March, 14 July, 14 December, 15 December, 22 December and 28 December 2016 were reviewed.

At the same time, internal checking was conducted by the advertising agent bi-monthly. The sampling size was 5% of number of buses with TV broadcasting. The report of "Bi-monthly Check on the Arrangements for TV Broadcasting on Franchised Buses" of March-April 2016, July-August 2016, and November-December 2016 were selected for verification.

The sampled data examined was substantiated by the supporting records and was concluded to be accurate in material respects.

(b) Surveys on the elderly patronage for the purpose of calculating reimbursement of STT rental

It was not applicable for CTB Franchised I bus services in 2016.

(18) Information on the fare revenue foregone under various fare concession schemes, including but not limited to the existing schemes such as fare concession schemes implemented since October 2003

- **Elderly Concession Fare Scheme**
- **Same Day Return Discount Scheme**
- **BBI concessions**
- **Public Transport Fare Concession Scheme for the Elderly and Eligible Persons with Disabilities (PTFCS)**
- **$2 Flat Fare Elderly Concession Scheme for passengers aged 60-64**
- **$2 fare discount to adult passengers ($1 fare discount for child and elderly passengers) on the second trip of every two trips**

Data presented in the following reports for Routes 41A, 99/99X, 969/969A/969B/969C/969P/969X and N962 were sampled:

- Monthly Report on Revenue Foregone under Public Transport Fare Concession Scheme (PTFCS) for March, July and December 2016
- Monthly Reports on Revenue Foregone for March, July and December 2016

The sampled data examined was substantiated by records in Operation Statistics Report (formerly known as Octopus Statistics Information System) and was concluded to be accurate in material respects.

(19) Actual fare paid by passengers against the bus fare approved by the Commissioner for Transport

Fare collected in the Octopus system was examined. A computer system was used to perform daily screening of all Octopus transaction to inspect the actual fare paid by passengers against the bus fare approved by the Commissioner for Transport (reference: Schedule of Service). The transactions was sampled checked with Octopus Transaction Detail (Report ID: OSR-9007) of the same period.

Octopus transaction records of selected routes were sample checked against the bus fare table specified in the Schedule of Service of the corresponding routes. No overcharged transaction was identified.

The sampled data examined was substantiated by supporting records and was concluded to be accurate in material respects.

(20) Number and breakdown of complaints and suggestions

Number and breakdown of complaints were provided in Customer Services Management System (2010, version 2.17) – Report of All Complaints (Report ID: CMS-9107) and Grand Total of All Complaints/Suggestions Received. Number of complaints and suggestions were cross-checked with Customer Services Management System records, emails and letters received in March, July and December 2016.

The sampled data examined was substantiated by supporting records from the Customer Services Management System with the corresponding statistics reviewed. The sampled

data was concluded to be accurate in material respects.

(21) Number of days required for providing interim and full reply to complaints and suggestions

An old pledge with percentages of full reply to complaints within 10 working days or interim reply within 5 working days was implemented before 1 June 2016. The TD Complaint Report (Report ID: CMS-9116) for March 2016 were sampled and checked, and the achievement for March 2016 and whole 2016 were reviewed. The target value for the old pledge was 95% according to CTB- F1 – TAC Performance Assessment. The performance for achieving the target value was 95.31% in March 2016, while that for whole year 2016 is 95.59%.

New pledge was implemented since 1 June 2016, with details as follows:

(a) Public complaints:
- For straight forward cases: to give a substantive reply within 10 working days, and
- For more complicated cases: to give a substantive reply within 21 working dats if an interim reply has been issued within 10 working days

(b) TD/TCU complaint referrals
- For straight forward cases: to give a substantive reply within 6 working days; and
- For more complicated cases: to give a substantive reply within 14 working days

TD Complaint Report (Report ID: CMS-9119) for July and December 2016 were sampled and checked. The performance achievements were summarized as follows:

	July 2016	December 2016	2016*
Public complaints	96.39%	96.06%	95.5 %
TD/TCU complaint referrals (within 14 working days)	100%	100%	97.0%

* Figures from 1 June 2016 which is the effective date of new service pledge

The monthly data was substantiated by the records in Customer Services Management System. However, the annual figures reported were not replicated from the System during the time of verification. This may be a result of continuous updates of reply

status while the System reports cumulative figures. As such, the cumulative achievement percentage of 2016 generated in January 2017 may be different from that generated in the following months. It is therefore recommended to retain relevant records of Customer Services Management System during the time of report to facilitate data verification exercise.

(22) Number of Passenger Liaison Group (PLG) meetings

The number of PLG meeting was recorded in CTB F1 – TAC Performance Assessment. There were totally 6 PLG meetings conducted in 2016. All sets of meeting minutes were reviewed. (Remarks: The Citybus Limited – Franchised I & II held the meetings together and shared the same set of records.)

(23)Number of proposals made at the PLG meetings and implementation of these proposals

PLG meetings were held in order to receive proposals and comments from passengers for both Franchised I and II Citybus Limited. Number of proposals made at the PLG meetings and implementation of these proposals were recorded in the same PLG meeting minutes. The proposals made by passengers and the feedback from CTB were reviewed and summarized as follow:

Date of PLG Meeting	Bus Terminal Venue	No. of proposal and comment	No. of response by Citybus	No. of items being further processed
23 February 2016	Ap Lei Chau Estate	12	12	0
19 April 2016	Hong Kong and Macau Terminals	29	29	0
21 June 2016	Tin Yan Estate	19	19	1
23 August 2016	North Point Ferry Pier	22	22	1
18 October 2016	Wong Chuk Hang	18	18	0
13 December 2016	Lam Tin (North)	5	5	0

Remarks: The Citybus Limited – Franchised I & II held the meetings together and shared the same set of record.

(24) Percentage of newly recruited bus drivers received driver training before providing service to passengers

The newly recruit drivers training records with the training sessions were selected as below:
Training Attendance Record (Driver)
Staff# 39197
Starting Date: 26 February 2016
Route: 780, 788, 789, 19, 8X

Staff# 38027
Starting Date: 26 February 2016
Route: 780, 788, 789, 19, 8X

Staff# 39481
Starting Date: 8 July 2016
Route: 48, 72A, 75, 96, 97, 88

Staff# 39432
Starting Date: 8 July 2016
Route: 48, 72A, 75, 96, 97, 88

Staff# 39828
Starting Date: 24 November 2016
Route: 780, 788, 789, 19, 8X

The training records of sampled newly recruit drivers listed below were reviewed:
1. 訓練用車記錄 (Form#: NWST-TD-037)
2. 路線技術測試評分表 (Form#: NWST-TD-028)
3. 駕駛訓練進程記錄表(每日) (Form#: CTB-TD-036)
4. 巴士設備認識及使用訓練記錄 (Form#: CTM-TD-003, rev.10/2007)
5. 日常工作及課室訓練記錄 (Form#: CTB-TD-002 ,rev. 10/2007)
6. 型號及路線訓練記錄 (Form#: CTB-TD-001, rev. 10/2007)
7. 路面駕駛實習訓練記錄 (Form#: CTB-TD-004, rev. 10/2007)

All sampled newly recruited bus drivers completed driver training before providing services to passengers. The target of 100% of newly recruit bus drivers received training before providing service to passengers was achieved in 2016, according to CTB-F1 TAC Performance Assessment. The sampled data was concluded to be accurate in material respects.

(25) Percentage of drivers received at least one training session per every three years

The record of CTB Bus Driver Training Summary 2016 Q1 to Q4 (for F1) has been crossed-checked. In the Summary of Training Record, training sessions were categorized into: Refresher Training, Remedial Training, Route Training, Model Training, New Driver Training etc. For the training for in-services drivers, the target of 100% of drivers received at least one training session per every three years was achieved in 2016, according to CTB F1-TAC Performance Assessment. Five bus drivers (Staff No.: 12619, 11300, 11081, 06506 and 12872) were randomly selected and were cross-checked with Training Attendance Records Sheet with the dates of 21-22 March 2016, 8-9 July 2016, 13-14 July 2016 and 5-6 December 2016. All sampled drivers received at least one training session per every three years.

(26) Percentage of bus with body washing (once daily)

CTB & NWFB Franchise Bus Exterior Cleaning Report (including 巴士大洗檢查記錄, 每日洗車機清洗巴士數量記錄, Report ID EOM-9105 and EOM-4111 of Engineering and Operation Management System Version 1.79) for March, July and December 2016 were sampled and checked. The achievement percentages for the above period were verified against the internal records. According to CTB – TAC Performance Assessment, the target value of bus body washing percentage for CTB Franchise I in the whole year of 2016 was 98%, while the actual overall bus body washing percentage in 2016 was 100%. The data was checked and found to be accurate in material respects.

It was observed that the number of body washing on 31 December 2016 was not included in the report of December 2016. CTB is recommended to investigate the cause of the omission and to implement appropriate preventive measures to avoid missing out any data.

(27) Percentage of bus with minimum 2 sweeping of floors per day

Records of 清潔員工每日工作記錄 with the date of 7 March, 11 July and 28 December of 2016 were sampled and checked. The Daily Bus Cleaning Report (清潔員工掃車記錄) for the combined data of CTB Franchise I & II and NWFB for March, July and December 2016 were checked in which the total number of cleaning for 7 March, 11 July and 28 December of 2016 were reviewed. In addition, the PVR for the combined data of CTB Franchise I & II and NWFB on 7 March, 11 July and 28 December of 2016

were also checked.

The achievement percentages for the above periods were verified against the record from the terminals and depots. The target of 98% of bus with minimum 2 sweeping of floors per day on average was achieved in 2016 (100%), according to CTB F1 – TAC Performance Assessment.

(28) Degree of compliance with the Bus Captains' Working Hours Guidelines issued by Transport Department

The Guidelines on Bus Captain – Working Hours, Rest Times and Meal Breaks (revised in October 2010) was issued by Transport Department. An internal system has built-in rules to prevent any breach of "Guidelines on Bus Captain Working Hours".

Driver's Daily Operation Records (DDO) mentioned below was selected to check for the compliance with "Guidelines on Bus Captain Working Hours". Those DDOs were complied with the Guidelines.

- Route 41A on 7 March, 11 July and 28 December 2016
- Route 99 on 7 March, 11 July and 28 December 2016
- Route 969 on 7 March, 11 July and 28 December 2016
- Route N962 on 7 March, 11 July and 28 December 2016

The sampled data examined was substantiated by supporting records and was concluded to be accurate in material respects.

Data Verification Plan for CTB (F1, F2), NWFB

Date	Manday(s)	Verified by	Department	Items
7 Jul 2017	1	Caroline Ma	OSD	(1) Number and capacity of the buses in use on each specified route each day (2) Number of journeys and the total kilometers travelled by each bus on each day and each route (3) Number of passengers carried by each bus on each day on each route (4) Daily receipts on each route (5) The number of journeys and total kilometers lost each day in relation to each specified route due to traffic congestion, accidents, breakdowns and vehicle staff shortages (8) Frequency at 4 periods on every day during which bus service is operated on each route (10) The number of additional journeys operated on each specified route on each day (12) The total number of drivers on reserve (for relief of duty drivers) (18) Information on the fare revenue foregone under various fare concession schemes, including but not limited to the existing schemes such as fare concession schemes implemented since Oct 03, i.e. Elderly Concession Fare Scheme, Same Day Return Discount Scheme, BBI concessions, PTFCS, $2 Flat Fare Elderly Concession Scheme for passengers aged 60-64, $2 fare discount to adult passengers (19) Actual fare paid by passengers against the bus fare approved by the Commissioner for Transport

Date	Manday(s)	Verified by	Department	Items
13 Jul 2017	2	Caroline Ma	OSD	Follow-up of OSD Document
		Vincci Tang	ENG - NW Chai Wan (PM)	(6) Maintenance of vehicles and stores (14) Maintenance schedule of the buses and other vehicles and inventory of stores
14 Jul 2017	2	Caroline Ma	OSD	Follow-up of OSD Document
		Vincci Tang	ENG - F2 SHW	(6) Maintenance of vehicles and stores (14) Maintenance schedule of the buses and other vehicles and inventory of stores
18 Jul 2017	2	Caroline Ma	OSD	Follow-up of OSD Document
		Vincci Tang (AM)	MKD	(17) Survey results in respect of the operation of franchised bus services, including but not limited to surveys on the MMOB service
		Vincci Tang (PM)	ENG - F1 Chai Wan (AM)	(6) Maintenance of vehicles and stores (14) Maintenance schedule of the buses and other vehicles and inventory of stores
19 Jul 2017	1	Caroline Ma	OSD	Follow-up of OSD Document
20 Jul 2017	1	Caroline Ma	PSD	(15) Number of passengers boarding and alighting at bus stops daily and at peak hours on each of the specified routes as determined by survey (16) The times for journeys between terminal points on each route determined by survey (17) Surveys on the elderly patronage for the purpose of calculating reimbursement of STT rental (28) Degree of compliance with the Bus Captains' Working Hours Guidelines issued by Transport Department

Date	Manday(s)	Verified by	Department	Items
21 Jul 2017	2	Caroline Ma	PSD	Follow up of Documents (PSD)
		Winniss Kong	CSD	(20) Number of breakdown of complaints and suggestions (21) Number of days required for providing interim and full reply to complaints and suggestions (22) Number of Passenger Liaison Group (PLG) meetings (23) Number of proposals made at the PLG meetings and implementation of these proposals
31 Jul 2017	2	Caroline Ma / Winniss Kong	ENG ADMIN	(7) Number and types of buses and their carrying capacity on order or under construction (9) Number of buses and other vehicles and their technical specifications, used, kept or ordered by the Company for purpose of the franchised bus services (26) Percentage of bus with body washing once daily
1 Aug 2017	3	Caroline Ma / Winniss Kong	ODN/OD1/OD2	(5) Total kilometers lost each day in relation to each route due to accidents, breakdowns and vehicle and staff shortages (10) Number of additional journeys operated on each route each day (11) Number of drivers allocated to each route each day (12) Number of drivers on reserve each day (13) The working hours of drivers on each day (27) Percentage of bus with minimum 2 sweeping of floors per day
		Vincci Tang	Training	(24) Percentage of newly recruited bus drivers received driver training before providing service to passengers (25) Percentage of drivers received at least one training sessions per every three years

Date	Manday(s)	Verified by	Department	Items
2 Aug 2017	3	Caroline Ma / Winniss Kong	ODN/OD1/OD2	Follow up of Documents (OD)
		Vincci Tang	/	Loose Follow Up and Findings Follow Up
10 Aug 2017	1	Caroline Ma	/	Loose Follow Up and Findings Follow Up
11 Aug 2017	1	Caroline Ma	/	Findings Discussion and Closing Meeting

HKQAA
HONG KONG QUALITY ASSURANCE AGENCY
香港品質保證局

Report on Independent Audit according to
"Clause 35 of CTB (F2) Franchise granted by the Chief Executive in Council"

FOR

CITYBUS LIMITED
(FRANCHISED II)

CONFIDENTIAL

15 August 2017

PREPARED BY HKQAA

This report has been prepared by Hong Kong Quality Assurance Agency (HKQAA), with all reasonable skill, care and diligence within the scope of work agreed with the client. We disclaim any responsibility to the client and other in respect of any matters outside the scope of work as stated in the proposal dated July 2017.

This report is confidential to the client and we accept no whatsoever nature to third parties to whom this report, or any part thereof, is made known. Any such party relies upon the report at their own risk.

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Executive Summary

Scope and Objective

Hong Kong Quality Assurance Agency (HKQAA) was commissioned by the Citybus Limited (CTB) to carry out an independent verification for the data and information as specified in "Clause 35 of CTB (F2) Franchise granted by the Chief Executive in Council".

The data verification was conducted in July and August 2017 at CTB Head Office and Siu Ho Wan Depot. The verification covered CTB's data between 1 January 2016 and 31 December 2016.

The objective of the verification was to assess the adequacy of CTB's data calculation and data collection control systems in relation to Bus Service Provision, and identify the areas for improvement (if any) with recommendation.

Methodology

The data verification was carried out by adopting a sampling approach. Representative samples of data were selected from relevant documents for verification. The selected samples were examined in an upstream or downstream sequential trail as to evaluate the integrity of raw data collection, data compilation and data presentation mechanism. The responsible employees were interviewed during the verification.

Result and Conclusion

All data verified by HKQAA was substantiated by supporting information which was examined by the verification team. The data was accurately presented in all material respects. The existing systems and procedures for data collection and compilation were proved to be adequate and reliable.

It is HKQAA's opinion that CTB has put in place internal control systems and procedures to adequately measure and record, as far as practicable, the accurate operation statistics and information which may be required by the Commissioner for Transport under the Public Bus Services Ordinance or the Franchise dated 1 May 2013.

Results of Independent Audit

(1) Number and capacity of the buses in use on each specified route each day

The submissions of Table C – Bus Fleet information were provided for verification. The records in March, July and December 2016 were sampled. The submissions of Table C included a list of the fleet number, the vehicle registration number, the first registration date and the carrying capacities of public buses registered, and engine type. The data were found accurate against the Vehicle Registration Document [Public bus (CTB 2)].

The selected samples for verification (in Fleet No. of Franchise II) included #8019, #8020, #8032, #8521, #6517, #2214, #6514, #8048 and #8515.

The related bus Registration Marks and license expiry dates were checked. All the data reviewed above were substantiated by Vehicle Registration Document [Public bus (CTB 2)] of the selected fleet and supporting e-records in the internal system – Engineering and Operation Management System. The sampled data were concluded to be accurate in material respects.

(2) Number of journeys and the total kilometers traveled by each bus on each day and route

Number of journeys on each day and each route was presented in the document Table A1 – Operational data (By Date) (report ID TDR-1101), and the total kilometers traveled on each day and each route was presented in the document Table B – Financial Related Data (By Date) (report ID TDR-1201). The total kilometers travelled included the operation KM (actual trips and additional trips) and Dead KM. Dead KM of each route was determined by the aggregate sum of dead KM of each trip, which was derived from the dead mileage ratio reported in daily DBR-7125 Daily Mileage % Report (report ID DBR-7125). The following routes were randomly selected to verify the above data generated from operations:

- Route A10 on 7 March, 11 July and 28 December, 2016
- Route N11 on 7 March, 11 July and 28 December, 2016
- Route S52/S52P on 7 March, 11 July and 28 December, 2016

Regulator sheets and Table E1 – Bus Departure Record (Report ID: TDR-1501) for the above routes and dates were used for cross-checking. Table E1 – Bus Departure Record (Report ID: TDR-1501) was the processed record of Regulator Sheets with initial

internal checking on accuracy by Octopus data and GPS information. An instruction of replacing the handwritten regulator sheet to electronic data input on the Operation Management System (OMS) has been issued to the internal checkers and regulators in Feb 2016. The regulators should update the OMS instead of the handwritten regulator sheet. All sampled data was verified by the supporting records. The corresponding reported data on the Table E1 and Table A1 are supported by the data recorded on the Operation Management System (OMS-2001 Regulating Sheet).

(3) Number of passengers carried by each bus on each day on each route and (4) Daily receipts on each route

Number of passengers carried by each bus on each day on each route and daily receipts on each route were provided in Table B – Financial Related Data (By Date) (report ID TDR-1201). The daily receipts were calculated by summation of three types of payment (coins, octopus cards and tickets) received each day. The data of the following routes were selected:

- Route A10 on 7 March, 11 July and 28 December, 2016
- Route N11 on 7 March, 11 July and 28 December, 2016
- Route S52/S52P on 7 March, 11 July and 28 December, 2016

The sampled data was cross-checked with the Daily Patronage and Revenue Per Route (Report ID: OPS-951) and the Daily Passenger Report (Report ID: OPS-981), no discrepancy was found. It was concluded to be accurate in material respects.

(5) Total kilometers lost each day in relation to each route in relation to accidents, breakdowns and vehicle and staff shortages, respectively

Total kilometers lost each day were provided in Table B – Financial Related Data (By Date) (report ID TDR-1201), and was determined according to the number of lost trip reported in "TD Reporting System – Table A1- Operational data (Report ID: TDR-1101)".

The lost trip data of the following routes were selected for verification:

- Route A10 on 7 March, 11 July and 28 December, 2016
- Route N11 on 7 March, 11 July and 28 December, 2016
- Route S52/S52P on 7 March, 11 July and 28 December, 2016

The sampled data were cross-checked with the corresponding Daily Regulator Sheets and Table E1 – Bus Departure Record (Report ID: TDR-1501). The reported lost trip each day was determined from the set of data including scheduled trip and actual trip within each period (aggregate sum of scheduled trips missed within each period of the day). In addition, the system logic has been amended since June 2015, "the number of actual trip within the time zone" is the sum of "the number of scheduled trip within the time zone matched with actual trip" and "the number of additional trip with actual departure time within the time zone".

Total kilometers lost each day of each route were then calculated by CTB internal computer system according to kilometers travelled of the particular route. All sampled data examined was substantiated by supporting records and was concluded to be accurate in material respects.

(6) Maintenance of vehicles and stores

The reports of "Annex G (Franchised II) – 2007 Under Clause 18(2) of P. B. S. O." for March, July and December 2016 were selected for data verification. The data in those reports was cross-checked with the calculation supporting and Table C – Bus Fleet Information.

Daily Breakdown Monthly Report (Report ID: EOM9914) for March, July and December 2016 was checked. Meanwhile, Monthly Maintenance Schedule for March, July and December 2016 and Engineering and Operation Management System Registered Fleet Listing (Report ID: EOM-9903) were checked.

Maintenance History Report (Report ID: EOM-9101) for the following fleet numbers were selected from Engineering and Operation Management System:

- Fleet #8019 in March, July and December 2016
- Fleet #8020 in March, July and December 2016
- Fleet #8032 in March, July and December 2016

Work Order #SHD16030591, #SHD16120457, #SHD16070809, #SHD16030812, #SHD16070746, and #SHD16120418 were reviewed for cross-checking.

The Procurement and Inventory Control System in relation to the inventory of stores was reviewed 10 items (Stock Code: 5102-00015, 3802-01301, 7501-01542, 3701-01467, 3604-00097, 3201-06277, 2109-02042, 1101-15715, 5803-00431, and 6401-01057) were selected randomly from the store of Siu Ho Wan Depot. Those records on Spot Check Count Sheet (Random) (Report ID: RPT-108B) were cross-

checked with the quantity of the actual stock and the physical location.

The sample data examined was substantiated by supporting records. It concluded that the data appeared reasonably accurate.

(7) Number and types of buses and their carrying capacity on order or under construction

Bus data presented in the document Annex E2 Fleet Composition of Monthly Operating Report of March, July and December 2016 were sampled to review. The selected data was sample-checked with the relevant Vehicle Supply Agreement documents, order confirmation letters and internal inventory records such as Engineering and Operation Management System – Registered Fleet Listing and Fleet Master Maintenance. The sampled data were concluded to be accurate in material respects.

(8) Frequency at 4 periods on every day during which bus service is operated on each route

Frequency at 4 periods on every day on each route was presented in the document TD Reporting System – Table A1- Operational data (Report ID: TDR-1101). The 4 periods were classified as follows:

- Morning Peak – First departure to 0959
- Inter-Peak – 1000 to 1559
- Evening – 1600 to 1959
- After Evening Peak – 2000 to last departure

Frequency at 4 periods was originally counted according to actual departure time but was adjusted to scheduled departure time since 1 June 2015. The following bus routes were sample-checked:

- Route A10 on 7 March, 11 July and 28 December, 2016
- Route N11 on 7 March, 11 July and 28 December, 2016
- Route S52/S52P on 7 March, 11 July and 28 December, 2016

The corresponding Regulator Sheet and Table E1 – Bus Departure Record (Report ID: TDR-1501) for the above routes and time periods were sampled for cross-checking. The data sampled were found accurate.

According to CTB's internal instruction, departure time recorded in Regulator Sheets was regarded as accurate when it was within 2 minutes of actual departure time. An internal checking procedure was in place since July 2015 to verify the departure time recorded with the data extracted from Data Logger. According to the procedure, each regulator was checked on a quarterly basis with his records sample checked by the responsible District Operations Officers. At least 50 departures were selected on the same day and same period for the regulator, and the recorded departure times were checked against with the actual departure times extracted from Data Logger. If the records on the Regulator Sheets were found not correct with discrepancy > 1m59s, the records at both the system and/or true copy of regulator sheets were amended immediately. The Officer would also investigate the case and relevant disciplinary action, as defined in the procedure, would be implemented.

Regulator Sheet Accuracy Checking in March, July and December, 2016 was sampled for verification. Records of the regulator with Staff No. #39370 on 4 July 2016, Staff No. #39174 on 22 December 2016 and Staff No. #13984 on 14 December 2016 were sampled to cross checked with the actual departure time indicated in the Data Logger and Bus Stop Announcement Report System (DBR-8111 Call Stop Report and DBR-8121 Bus Journey Report) and the departure time recorded in the Operation Management System (OMS-2001 Regulating Sheet). The data sampled were found accurate and the internal checking procedure was found reliable.

(9) Number of buses and other vehicles and their technical specifications, used, kept or ordered by the Company for purpose of the franchised bus services

The information of vehicle specification, number of registered, number of licensed, number of temporarily de-licensed, authorized capacity and total licensed capacity was reviewed from Annex E1 – Fleet Composition Citybus – Franchised II Bus in Monthly Operating Report. Reports of March, July and December 2016 were examined. The following fleet number: #8019, #8020, #8032, #8521, #6517, #2214, #6514, #8048, #8515, #2217, #2261 and #2285 were sampled for cross-checking with Engineering and Operation Management System.

The sampled data examined was substantiated by supporting records and was concluded to be accurate in material respects.

(10) Number of additional journeys operated on each specified route on each day

The report of "TD Reporting System – Table A1- Operational data (Report ID: TDR-1101)" in March, July and December 2016 were selected for data verification. Additional journeys were calculated based on scheduled journeys and actual journeys.

The scheduled journeys and actual journeys for the following routes and time periods were verified against the Regulator Sheets and Table E1 – Bus Departure Record (Report ID: TDR-1501). The data of following routes presented were found accurate:

- Route A10 on 7 March, 11 July and 28 December, 2016
- Route N11 on 7 March, 11 July and 28 December, 2016
- Route S52/S52P on 7 March, 11 July and 28 December, 2016

(11) Number of drivers allocated to each route each day

The number of drivers allocated to each route each day was presented as "Establishment" and "Strength" in the document "Full-time Franchised Driver Report". The document of "Full-time Franchised Driver Report" for March, July and December 2016 were reviewed for determination of "Establishment" and "Strength" for route A10, N11 and S52.

The report was cross-checked with those records with the following route:

Route A10:

- Roster for the period of 7-13 March 2016
- Driver's (staff nos. 06447, 15590) Daily Operation Records on 7 March 2016

Route N11:

- Roster for the period of 26-30 December 2016
- Driver's (staff nos. 13920, 13921) Daily Operation Records on 28 December 2016

Route S52:

- Roster for the period of 11-17 July 2016
- Driver's (staff nos. 14203, 12441) Daily Operation Records on 11 July 2016

The sampled data examined was substantiated by the supporting records and was concluded to be accurate in material respects.

Monthly summary on number of drivers was reported via Table D4 – Bus Captain Situation (Report ID: TDR-1404). The data was calculated by CTB internal computer system according to the number of full time and part time drivers, and the corresponding monthly working hours. The following drivers' working hours were sample checked:

- #06447, #15590, #36890 and #35159 on 7 March 2016
- #14203, #12441 and #14033 on 11 July 2016
- #13920, #13921, #34979 and #15620 on 28 December 2016

The sampled data examined was substantiated by the supporting records and was concluded to be accurate in material respects.

(12) Number of drivers on reserve each day

The number of drivers on reserve each day was provided in the records of 「後備車長工作表」 and 「夜更士啤工作安排記錄」. The data of drivers reserved with the date of 7 March, 11 July and 28 December, 2016 were reviewed. Records of corresponding Driver's Daily Operations Records for Bus Captains #36890, #35159, #14033, #34979 and #15620 were used for sample checking. No material discrepancy was identified among relevant records.

(13) The working hours of drivers on each day

The working hours of drivers on each day were scheduled in the document "Schedule Time Table". The working hours of drivers for routes as below were selected randomly for verification.

- Route A10 on 7 March, 11 July and 28 December 2016
- Route N11 on 7 March, 11 July and 28 December 2016
- Route S52 on 7 March, 11 July and 28 December 2016

The Driver's Daily Operation Records (staff nos. 06447, 15590, 13920, 13921, 14203, 12441) for 7 March, 11 July and 28 December 2016 were sampled and cross-checked with roster schedules and the schedule time tables. The sampled data examined was substantiated by the supporting records and was concluded to be accurate in material respects.

(14) Maintenance schedule of the buses and other vehicles and inventory of stores

Maintenance History Report (Report ID: EOM-9101) for the following fleet numbers were selected from Engineering and Operation Management System:

- Fleet #8019 in March, July and December 2016
- Fleet #8020 in March, July and December 2016
- Fleet #8032 in March, July and December 2016
- Fleet #8521 in March, July and December 2016
- Fleet #6517 in March, July and December 2016
- Fleet #2214 in March, July and December 2016
- Fleet #6514 in March, July and December 2016
- Fleet #8048 in March, July and December 2016
- Fleet #8515 in March, July and December 2016

Engineering and Operation Management System Registered Fleet Listing (Report ID: EOM-9903) was checked.

Monthly Inspection Schedule (Ref# SHW/MI2006/2) for March, July and December 2016 was checked. Work Order #SHD16030058, #SHD16120534, #SHD16030903, #SHD16120354, #SHD16030511, #SHD16070659, #SHD16120448, #SHD16070520, #SHD16061159, #SHD16080027, #SHD16031005, #SHD16071213, #SHD16120037, #SHD16070544, #SHD16070217, #SHD16120408, #SHD16070574 and #SHD120516 were reviewed for cross-checking.

Annual Inspection Schedule (Ref# SHW/MI2006/2) for March, July and December 2016 was checked. Work Order #SHD16070033, #SHD16071104, #SHD16031148, #SHD16120454, #SHD16100146, #SHD16120863, #SHD16121141, #SHD16120073, #SHD16030829 and #SHD16030018 were reviewed for cross-checking.

The Procurement and Inventory Control System in relation to the inventory of stores was reviewed. 10 items (Stock Code: 5102-00015, 3802-01301, 7501-01542, 3701-01467, 3604-00097, 3201-06277, 2109-02042, 1101-15715, 5803-00431, and 6401-01057) were selected randomly from the store of Siu Ho Wan Depot. Those records on Spot Check Count Sheet (Random) (Report ID: RPT-108B) were cross checked with the quantity of the actual stock and the physical location. The location and quantity were found aligned with the records in the Procurement and Inventory Control System.

(15) Number of passengers boarding and alighting at bus stops daily and at peak-hours on each of the specified routes as determined by survey and
(16) The times for journeys between terminal points on each route determined by survey

The number of passengers boarding and alighting at bus stop daily and the times for journeys between terminal points on each route were recorded by surveyors on specific bus routes according to the proposed survey schedule by CTB. The surveys were conducted for each specific route on an annual basis.

The survey results were cross checked with Octopus data and processed by internal computer system, and presented in the Passenger vs Bus Stop survey reports. The survey results of following routes were examined:

- Route A10 with date of 25 July and 5 August 2016
- Route N11 with date of 4-7 July 2016
- Route S52 with date of 27, 29 July and 8 August 2016

The calculation of data was found adequate and the reported data was concluded to be accurate in material respects.

(17) Survey results in respect of the operation of CTB (F2)'s franchised bus services
(a) Surveys on the MMOB service

Monthly check was conducted by the advertising agent and Transport Department according to the appointment of Transport Department. The selection of fleet and the equipment is provided by Transport Department for the monthly joint check. The reports of CTB MMOB Volume Inspection with the date of 17 March, 14 July, 14 December, 15 December, 22 December and 28 December 2016 were reviewed.

At the same time, internal checking was conducted by the advertising agent bi-monthly. The sampling size was 5% of number of buses with TV broadcasting. The report of "Bi-monthly Check on the Arrangements for TV Broadcasting on Franchised Buses" of March-April 2016, July-August 2016, and November-December 2016 were selected for verification.

The sampled data examined was substantiated by the supporting records and was concluded to be accurate in material respects.

(b) Surveys on the elderly patronage for the purpose of calculating reimbursement of STT rental

The procedure of Survey on Elderly Passengers paid by Cash under the Elderly Concessionary Fare Scheme (ECFS) was reviewed. The record of Revenue foregone due to elderly passengers paid by cash (1 January to 31 December 2016) was checked.

The survey was conducted on 3-5 December 2016. Routes A10, N11 and S52 were selected for cross checking with the survey data and the calculations.

The sampled data examined was substantiated by the supporting records and was concluded to be accurate in material respects.

(18) Information on the fare revenue foregone under various fare concession schemes, including but not limited to the existing schemes such as fare concession schemes implemented since October 2003

- **Elderly Concession Fare Scheme**
- **Same Day Return Discount Scheme**
- **BBI concessions**
- **Public Transport Fare Concession Scheme for the Elderly and Eligible Persons with Disabilities (PTFCS)**
- **$2 Flat Fare Elderly Concession Scheme for passengers aged 60-64**
- **$2 fare discount to adult passengers ($1 fare discount for child and elderly passengers) on the second trip of every two trips**

Data presented in the following reports for Routes A10, N11 and S52/S52P were sampled:

- Monthly Report on Revenue Foregone under Public Transport Fare Concession Scheme (PTFCS) for March, July and December 2016
- Monthly Reports on Revenue Foregone for March, July and December 2016

The sampled data examined was substantiated by records in Operation Statistics Report (formerly known as Octopus Statistics Information System) and was concluded to be accurate in material respects.

(19) Actual fare paid by passengers against the bus fare approved by the Commissioner for Transport

Fare collected in the Octopus system was examined. A computer system was used to perform daily screening of all Octopus transaction to inspect the actual fare paid by passengers against the bus fare approved by the Commissioner for Transport (reference: Schedule of Service). The transactions was sampled checked with Octopus Transaction Detail (Report ID: OSR-9007) of the same period.

Octopus transaction records of selected routes are sample checked against the bus fare table specified in the Schedule of Service of the corresponding routes. No overcharged transaction was identified.

The sampled data examined was substantiated by supporting records and was concluded to be accurate in material respects.

(20) Number and breakdown of complaints and suggestions

Number and breakdown of complaints were provided in Customer Services Management System (2010, version 2.17) – Report of All Complaints (Report ID: CMS-9107) and Grand Total of All Complaints/Suggestions Received. Number of complaints and suggestions were cross-checked with emails and letters received in March, July and December 2016.

The sampled data examined was substantiated by supporting records from the Customer Services Management System with the corresponding statistics reviewed. The sampled data was concluded to be accurate in material respects.

(21) Number of days required for providing interim and full reply to complaints and suggestions

An old pledge with percentages of full reply to complaints within 10 working days or interim reply within 5 working days was implemented before 1 June 2016. The TD Complaint Report (Report ID: CMS-9116) for March 2016 were sampled and checked, and the achievement for March 2016 and whole 2016 were reviewed. The target value for the old pledge was 95% according to CTB- F1 – TAC Performance Assessment. The performance for achieving the target value was 96.11% March 2016, while that for whole year 2016 is 94.30%.

New pledge was implemented since 1 June 2016, with details as follows:

(a) Public complaints:
- For straight forward cases: to give a substantive reply within 10 working days, and
- For more complicated cases: to give a substantive reply within 21 working dats if an interim reply has been issued within 10 working days

(b) TD/TCU complaint referrals
- For straight forward cases: to give a substantive reply within 6 working days; and
- For more complicated cases: to give a substantive reply within 14 working days

TD Complaint Report (Report ID: CMS-9119) for July and December 2016 were sampled and checked. The performance achievements were summarized as follows:

	July 2016	December 2016	2016*
Public complaints	97.46%	95.10%	94.56 %
TD/TCU complaint referrals (within 14 working days)	96.30%	100%	99.16%

* from 1 June 2016 to 31 December 2016

The monthly data was substantiated by the records in Customer Services Management System. However, the annual figures reported were not replicated from the System during the time of verification. This may be a result of continuous updates of reply status while the System reports cumulative figures. As such, the cumulative achievement percentage of 2016 generated in January 2017 may be different from that generated in the following months. It is therefore recommended to retain relevant records of Customer Services Management System during the time of report to facilitate data verification exercise.

(22) Number of Passenger Liaison Group (PLG) meetings

The number of PLG meeting was recorded in CTB F2 – TAC Performance Assessment. There were totally 6 PLG meetings conducted in 2016. All sets of meeting minutes were reviewed. (Remarks: The Citybus Limited – Franchised I & II held the meetings together and shared the same set of records.)

(23) Number of proposals made at the PLG meetings and implementation of these proposals

PLG meetings were held in order to receive proposal and comments from passengers for both Franchised I and II Citybus Limited. Number of proposals made at the PLG meetings and implementation of these proposals were recorded in the same PLG meeting minutes. The proposals made by passengers and the feedback from CTB were reviewed and summarized as follow:

Date of PLG Meeting	Bus Terminal Venue	No. of proposal and comment	No. of response by Citybus	No. of items being further processed
23 February 2016	Ap Lei Chau Estate	12	12	0
19 April 2016	Hong Kong and Macau Terminals	29	29	0
21 June 2016	Tin Yan Estate	19	19	1
23 August 2016	North Point Ferry Pier	22	22	1
18 October 2016	Wong Chuk Hang	18	18	0
13 December 2016	Lam Tin (North)	5	5	0

Remarks: The Citybus Limited – Franchised I & II held the meetings together and shared the same set of record.

(24) Percentage of newly recruited bus drivers received driver training before providing service to passengers

The newly recruit drivers training records with the following training session were selected:

Staff# 39901
Starting Date: 8 December 2016
Route: E23, S1, S56

Staff# 39792
Starting Date: 28 November 2016
Route: E23, S1, S56

Staff# 39328
Starting Date: 25 April 2016
Route: E23

Staff# 39292
Starting Date: 4 March 2016
Route: E23

Staff# 39155
Starting Date: 5 January 2016
Route: E23

The training records of sampled newly recruit drivers listed below were reviewed:

1. 訓練用車記錄 (form #: NWST-TD-037)
2. 巴士設備認識及使用訓練記錄 (form #: CTB-TD-003, rev.10/2007)
3. 日常工作及課室訓練記錄 (form #: CTB-TD-002, rev.10/2007)
4. 型號及路線訓練記錄 (form #: CTB-TD-001, rev.10/2007)
5. 路面駕駛實習訓練記錄 (form #: CTN-TD-004, rev.10/2007)

All sampled newly recruited bus drivers completed driver training before providing services to passengers. The target of 100% of newly recruit bus drivers received training before providing service to passengers was achieved in 2016, according to CTB F2 – TAC Performance Assessment. The sampled data was concluded to be accurate in material respects.

(25) Percentage of drivers received at least one training session per every three years

The record of CTB Bus Driver Training Summary 2016 Q1 to Q4 (for F2) has been cross-checked. In the Summary of Training Record, training sessions were categorized into: Refresher Training, Remedial Training, Route Training, Model Training, New Driver Training etc. For the training for in-services drivers, the target of 100% of drivers received at least one training session per every three years was achieved in 2016, according to CTB F2-TAC Performance Assessment. Five bus drivers (Staff No.: 37180, 06467, 13307, 14167 and 37828) were randomly selected and were cross-checked with Training Attendance Records Sheet with the date of 21-22 March 2016, 8-9 July 2016, 13-14 July 2016 and 5-6 December 2016. All sampled drivers received at least one training session per every three years.

(26) Percentage of bus with body washing (once daily)

CTB & NWFB Franchise Bus Exterior Cleaning Report (including 巴士大洗檢查記錄, 每日洗車機清洗巴士數量記錄, Report ID EOM-9105 and EOM-4111 of Engineering and Operation Management System Version 1.79) for March, July and December 2016 were sampled and checked. The achievement percentages for the above period were verified against the internal records. According to CTB – TAC Performance Assessment, the target value of bus body washing percentage for CTB Franchise II in the whole year of 2016 was 95%, while the actual overall bus body washing percentage in 2016 was 99.39%. The data was checked and found to be accurate in material respects.

It was observed that the number of body washing on 31 December 2016 was not included in the report of December 2016. CTB is recommended to investigate the cause of the omission and to implement appropriate preventive measures to avoid missing out any data.

(27) Percentage of bus with minimum 2 sweeping of floors per day

Records of 清潔員工每日工作記錄 with the date of 7 March, 11 July and 28 December of 2016 were sampled and checked. The Daily Bus Cleaning Report (清潔員工掃車記錄) for the combined data of CTB Franchise I & II and NWFB for March, July and December 2016 were checked in which the total number of cleaning for 7 March, 11 July and 28 December of 2016 were reviewed. In addition, the PVR for the combined data of CTB Franchise I & II and NWFB on 7 March, 11 July and 28 December of 2016 were also checked.

The achievement percentages for the above periods were verified against the record from the terminals and depots. The target of 95% of bus with minimum 2 sweeping of floors per day on average was achieved in 2016 (99.39%), according to CTB F2 – TAC Performance Assessment. The data was found reliable.

(28) Degree of compliance with the Bus Captains' Working Hours Guidelines issued by Transport Department

The Guidelines on Bus Captain – Working Hours, Rest Times and Meal Breaks (revised in October 2010) was issued by Transport Department. An internal system has built-in rules to prevent any breach of "Guidelines on Bus Captain Working Hours"

Driver's Daily Operation Records (DDO) mentioned below was selected to check for the compliance with "Guidelines on Bus Captain Working Hours". Those DDOs were complied with the Guidelines.

- Route A10 on 7 March, 11 July and 28 December 2016
- Route N11 on 7 March, 11 July and 28 December 2016
- Route S52 on 7 March, 11 July and 28 December 2016

The sampled data examined was substantiated by supporting records and was concluded to be accurate in material respects.

Data Verification Plan for CTB (F1, F2), NWFB

Date	Manday(s)	Verified by	Department	Items
7 Jul 2017	1	Caroline Ma	OSD	(1) Number and capacity of the buses in use on each specified route each day (2) Number of journeys and the total kilometers travelled by each bus on each day and each route (3) Number of passengers carried by each bus on each day on each route (4) Daily receipts on each route (5) The number of journeys and total kilometers lost each day in relation to each specified route due to traffic congestion, accidents, breakdowns and vehicle staff shortages (8) Frequency at 4 periods on every day during which bus service is operated on each route (10) The number of additional journeys operated on each specified route on each day (12) The total number of drivers on reserve (for relief of duty drivers) (18) Information on the fare revenue foregone under various fare concession schemes, including but not limited to the existing schemes such as fare concession schemes implemented since Oct 03, i.e. Elderly Concession Fare Scheme, Same Day Return Discount Scheme, BBI concessions, PTFCS, $2 Flat Fare Elderly Concession Scheme for passengers aged 60-64, $2 fare discount to adult passengers (19) Actual fare paid by passengers against the bus fare approved by the Commissioner for Transport

Date	Manday(s)	Verified by	Department	Items
13 Jul 2017	2	Caroline Ma	OSD	Follow-up of OSD Document
		Vincci Tang	ENG - NW Chai Wan (PM)	(6) Maintenance of vehicles and stores (14) Maintenance schedule of the buses and other vehicles and inventory of stores
14 Jul 2017	2	Caroline Ma	OSD	Follow-up of OSD Document
		Vincci Tang	ENG - F2 SHW	(6) Maintenance of vehicles and stores (14) Maintenance schedule of the buses and other vehicles and inventory of stores
18 Jul 2017	2	Caroline Ma	OSD	Follow-up of OSD Document
		Vincci Tang (AM)	MKD	(17) Survey results in respect of the operation of franchised bus services, including but not limited to surveys on the MMOB service
		Vincci Tang (PM)	ENG - F1 Chai Wan (AM)	(6) Maintenance of vehicles and stores (14) Maintenance schedule of the buses and other vehicles and inventory of stores
19 Jul 2017	1	Caroline Ma	OSD	Follow-up of OSD Document
20 Jul 2017	1	Caroline Ma	PSD	(15) Number of passengers boarding and alighting at bus stops daily and at peak hours on each of the specified routes as determined by survey (16) The times for journeys between terminal points on each route determined by survey (17) Surveys on the elderly patronage for the purpose of calculating reimbursement of STT rental (28) Degree of compliance with the Bus Captains' Working Hours Guidelines issued by Transport Department

Date	Manday(s)	Verified by	Department	Items
21 Jul 2017	2	Caroline Ma	PSD	Follow up of Documents (PSD)
		Winniss Kong	CSD	(20) Number of breakdown of complaints and suggestions (21) Number of days required for providing interim and full reply to complaints and suggestions (22) Number of Passenger Liaison Group (PLG) meetings (23) Number of proposals made at the PLG meetings and implementation of these proposals
31 Jul 2017	2	Caroline Ma / Winniss Kong	ENG ADMIN	(7) Number and types of buses and their carrying capacity on order or under construction (9) Number of buses and other vehicles and their technical specifications, used, kept or ordered by the Company for purpose of the franchised bus services (26) Percentage of bus with body washing once daily
1 Aug 2017	3	Caroline Ma / Winniss Kong	ODN/OD1/OD2	(5) Total kilometers lost each day in relation to each route due to accidents, breakdowns and vehicle and staff shortages (10) Number of additional journeys operated on each route each day (11) Number of drivers allocated to each route each day (12) Number of drivers on reserve each day (13) The working hours of drivers on each day (27) Percentage of bus with minimum 2 sweeping of floors per day
		Vincci Tang	Training	(24) Percentage of newly recruited bus drivers received driver training before providing service to passengers (25) Percentage of drivers received at least one training sessions per every three years

Date	Manday(s)	Verified by	Department	Items
2 Aug 2017	3	Caroline Ma / Winniss Kong	ODN/OD1/OD2	Follow up of Documents (OD)
		Vincci Tang	/	Loose Follow Up and Findings Follow Up
10 Aug 2017	1	Caroline Ma	/	Loose Follow Up and Findings Follow Up
11 Aug 2017	1	Caroline Ma	/	Findings Discussion and Closing Meeting

Report on Independent Audit according to
"Clause 36 of NWFB Services of Franchise granted by the Chief Executive in Council"

FOR

NEW WORLD FIRST BUS SERVICES LIMITED

15 August 2017

PREPARED BY HKQAA

This report has been prepared by Hong Kong Quality Assurance Agency (HKQAA), with all reasonable skill, care and diligence within the scope of work agreed with the client. We disclaim any responsibility to the client and other in respect of any matters outside the scope of work as stated in the proposal in July 2017.

This report is confidential to the client and we accept no whatsoever nature to third parties to whom this report, or any part thereof, is made known. Any such party relies upon the report at their own risk.

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Executive Summary

Scope and Objective

Hong Kong Quality Assurance Agency (HKQAA) was commissioned by the New World First Bus Services Limited (NWFB) to carry out an independent verification for the data and information as specified in "Clause 36 of NWFB Services of Franchise granted by the Chief Executive in Council ".

The data verification was conducted in July and August 2017 at NWFB Head Office and Chai Wan Depot. This verification covered NWFB's data between 1 January 2016 and 31 December 2016.

The objective of the verification was to assess the adequacy of NWFB's data calculation and data collection control systems in relation to Bus Service Provision, and identify the areas for improvement (if any) with recommendation.

Methodology

The data verification was carried out by adopting a sampling approach. Representative samples of data were selected from relevant documents for verification. The selected samples were examined in an upstream or downstream sequential trail as to evaluate the integrity of raw data collection, data compilation and data presentation mechanism. The responsible employees were interviewed during the verification.

Result and Conclusion

All data verified by HKQAA was substantiated by supporting information which was examined by the verification team. The data was accurately presented in all material respects. The existing systems and procedures for data collection and compilation were proved to be adequate and reliable.

It is HKQAA's opinion that NWFB Limited has put in place internal control systems and procedures to adequately measure and record, as far as practicable, the accurate operation statistics and information which may be required by the Commissioner for Transport under the Public Bus Services Ordinance or the Franchise dated 1 May 2013.

Results of Independent Audit

(1) Number and capacity of the buses in use on each specified route each day

The submissions of Table C – Bus Fleet information were provided for data verification. The records in March, July and December 2016 were sampled. The submissions of Table C included a list of the fleet number, the vehicle registration number, the first registration date and the carrying capacities of public buses registered, and engine type. The data were found accurate against the Vehicle Registration Document [Public bus (NWFB)].

The selected samples for verification (in Fleet No. of NWFB) included #1661, #2601, #3601, #4041, #5023, #5086, #5611, #5677, #6001, #6028, #2051, #6030, #3351, #4025 and #5089.

The related bus Registration Marks and license expiry dates were checked. All the data reviewed above were substantiated by Vehicle Registration Document [Public bus (NWFB)] of the selected fleet and supporting e-records in the internal system – Engineering and Operation Management System. The sampled data were concluded to be accurate in material respects.

(2) Number of journeys and the total kilometers traveled by each bus on each day and route

Number of journeys on each day and each route was presented in the document Table A1 – Operational data (By Date) (report ID TDR-1101), and the total kilometers traveled on each day and each route was presented in the document Table B – Financial Related Data (By Date) (report ID TDR-1201). The total kilometers travelled included the operation KM (actual trips and additional trips) and Dead KM. Dead KM of each route was determined by the aggregate sum of dead KM of each trip, which was derived from the dead mileage ratio reported in daily DBR-7125 Daily Mileage % Report (report ID DBR-7125). The following routes were randomly selected to verify the above data generated from operations:

- Route 2 on 7 March, 11 July and 28 December, 2016
- Route 590 on 7 March, 11 July and 28 December, 2016
- Route 682/682A/682B/682C/682P on 7 March, 11 July and 28 December, 2016
- Route 792M on 7 March, 11 July and 28 December, 2016

Regulator sheets and Table E1 – Bus Departure Record (Report ID: TDR-1501) for the above routes and dates were used for cross-checking. Table E1 – Bus Departure Record (Report ID: TDR-1501) was the processed record of Regulator Sheets with initial internal checking on accuracy by Octopus data and GPS information. All sampled data examined was substantiated by supporting records and was concluded to be accurate in material respects.

(3) Number of passengers carried by each bus on each day on each route and (4) Daily receipts on each route

Number of passengers carried by each bus on each day on each route and daily receipts on each route were provided in Table B – Financial Related Data (By Date) (report ID TDR-1201). The daily receipts were calculated by summation of three types of payment (coins, octopus cards and tickets) received each day. The data of the following routes were selected:

- Route 2 on 7 March, 11 July and 28 December, 2016
- Route 590 on 7 March, 11 July and 28 December, 2016
- Route 682/682A/682B/682C/682P on 7 March, 11 July and 28 December, 2016
- Route 792M on 7 March, 11 July and 28 December, 2016

The sampled data was cross-checked with the Daily Patronage and Revenue Per Route (Report ID: OPS-951) and the Daily Passenger Report (Report ID: OPS-981), no discrepancy was found. It was concluded to be accurate in material respects.

(5) Total kilometers lost each day in relation to each route in relation to accidents, breakdowns and vehicle and staff shortages, respectively

Total kilometers lost each day were provided in Table B – Financial Related Data (By Date) (report ID TDR-1201), and was determined according to the number of lost trip reported in "TD Reporting System – Table A1- Operational data (Report ID: TDR-1101)".

The lost trip data of the following routes were selected for verification:

- Route 2 on 7 March, 11 July and 28 December, 2016
- Route 590 on 7 March, 11 July and 28 December, 2016
- Route 682/682A/682B/682C/682P on 7 March, 11 July and 28 December, 2016

- Route 792M on 7 March, 11 July and 28 December, 2016

The sampled data were cross-checked with the corresponding Daily Regulator Sheets and Table E1 – Bus Departure Record (Report ID: TDR-1501). The reported lost trip each day was determined from the set of data including scheduled trip and actual trip within each period (aggregate sum of scheduled trips missed within each period of the day). In addition, the system logic has been amended since June 2015, "the number of actual trip within the time zone" is the sum of "the number of scheduled trip within the time zone matched with actual trip" and "the number of additional trip with actual departure time within the time zone".
Total kilometers lost each day of each route were then calculated by NWFB internal computer system according to kilometers travelled of the particular route. All sampled data examined was substantiated by supporting records and was concluded to be accurate in material respects.

(6) Maintenance of vehicles and stores

The reports of "Annex Section (D): Vehicle Maintenance Information – D1/Annex G" and "Monthly Return of Vehicle Maintenance under Clause 18(2) of P. B. S. O." for March, July, December 2016 were selected for verification. The data in those reports was cross-checked with the calculation supporting and Table C – Bus Fleet Information.

Daily Breakdown and Detail Reports for reporting periods of 1 March 2016 to 31 March 2016, 1 July 2016 to 31 July 2016 and 1 December 2016 to 31 December 2016 were checked. Meanwhile, the Monthly Maintenance Schedules for March, July and December 2016, the Annual Maintenance Preparation Schedule (COR), and the Actual Monthly Service Internal Reports for March, July and December 2016 were also checked and reviewed.

The following fleet numbers were selected for tracing the maintenance records from Engineering and Operation Management System and the corresponding Work Orders for Monthly Inspection were reviewed for cross-checking:

Fleet#	Date	Monthly Inspection Work Order No.
1661	28 March 2016	CFD16035203
	23 July 2016	CFD16074773
	16 December 2016	CFD16123086
2601	18 March 2016	CFD16033334

	28 July 2016	CFD16075607
	21 December 2016	CFD16123791
3601	3 March 2016	CFD16030638
	2 July 2017	CFD16070295
	3 December 2016	CFD16120580
4041	8 March 2016	CFD16031413
	8 July 2016	CFD16071503
	23 December 2016	CFD16124278
5023	14 March 2016	CFD16032567
	25 July 2016	CFD16075032
	24 December 2016	CFD16124394
5086	12 March 2016	CFD16032283
	13 July 2016	CFD16072464
	23 December 2016	CFD16124174
5611	24 March 2016	CFD16034477
	25 July 2016	CFD16075002
	22 December 2016	CFD16124153
5677	25 March 2016	CFD16034657
	26 July 2016	CFD16075244
	13 December 2016	CFD16122400
6001	15 March 2016	CFD16032795
	19 July 2016	CFD16073685
	14 December 2016	CFD16122514
6028	Remarks: COR WO#: CFD16030070 on 14 March 2016	
	13 July 2016	CFD16072463
	8 December 2016	CFD16121346
2051	24 March 2016	CFD16034423
	22 July 2016	CFD16074375
	No MI Arrangement in December 2016 Reason: No Service for Testing of BYD Buses Evidence: the relevant email was checked.	
6030	Remarks: COR WO#: CFD16031856 on 16 March 2016	
	27 July 2016	CFD16075448
	17 December 2016	CFD16123176
3351	26 March 2016	CFD16034986
	Remarks: COR WO#: CFD16064799 from 24 June 2016 to 20 July 2016. Therefore, there was no any monthly inspection in June and July 2016. NWO#: CFD16084172 on 20 August 2016	
	15 December 2016	CFD160122855

4025	1 March 2016	CFD16030089
	21 July 2016	CFD16074221
	Remarks: COR WO#: CFD16122801 on 20 December 2016	
5089	25 March 2016	CFD16034658
	21 July 2016	CFD16074166
	Remarks: COR WO#: CFD16122609 on 22 December 2016	

The Work Orders for Annual Inspection were reviewed for cross-checking against Maintenance Schedule for sampled fleets:

Fleet#	Date	Annual Inspection Work Order No.
6030	16 March 2016	CFD16031856
3351	2 July 2016	CFD16064799
4025	20 December 2016	CFD16122801
5089	22 December 2016	CFD16122609
6028	14 March 2016	CFD16030070

The Procurement and Inventory Control System in relation to the inventory of stores was reviewed. 10 items (Stock Code: 2604-02448, 8303-02245, 5807-00072, 5801-01024, 2503-00387, 2611-03044, 2109-00455, 3301-01030, 3201-05951 and 3702-00401) were selected randomly from the store of Chai Wan Depot. Those records on Spot Check Count Sheet were cross checked with the quantity of the actual stock and the physical location. It was found that the location and quantity were matched with the records in the Procurement and Inventory Control System.

The sampled data examined was substantiated by supporting records and was concluded to be accurate in material respects.

(7) Number and types of buses and their carrying capacity on order or under construction

Bus data presented in the document Annex E2 Fleet Composition of Monthly Operating Report of March, July and December 2016 were sampled to review. The selected data was sample-checked with the relevant Vehicle Supply Agreement documents, order confirmation letters and internal inventory records such as Engineering and Operation Management System – Registered Fleet Listing and Fleet Master Maintenance. The sampled data were concluded to be accurate in material respects.

(8) Frequency at 4 periods on every day during which bus service is operated on each route

Frequency at 4 periods on every day on each route was presented in the document TD Reporting System – Table A1- Operational data (Report ID: TDR-1101). The 4 periods were classified as follows:

- Morning Peak – First departure to 0959
- Inter-Peak – 1000 to 1559
- Evening – 1600 to 1959
- After Evening Peak – 2000 to last departure

Frequency at 4 periods was originally counted according to actual departure time but was adjusted to scheduled departure time since 1 June 2015. The following bus routes were sample-checked:

- Route 2 on 7 March, 11 July and 28 December, 2016
- Route 590 on 7 March, 11 July and 28 December, 2016
- Route 682/682A/682B/682C/682P on 7 March, 11 July and 28 December, 2016
- Route 792M on 7 March, 11 July and 28 December, 2016

The corresponding Regulator Sheets and Table E1 – Bus Departure Record (Report ID: TDR-1501) for the above routes and time periods were sampled for cross-checking. The data sampled were found accurate.

According to NWFB's internal instruction, departure time recorded in Regulator Sheets was regarded as accurate when it was within 2 minutes of actual departure time. An internal checking procedure was in place since July 2015 to verify the departure time recorded with the data extracted from Data Logger. According to the procedure, each regulator was checked on a quarterly basis with his records sample checked by the responsible District Operations Officers. At least 50 departures were selected on the same day and same period for the regulator, and the recorded departure times were checked against with the actual departure times extracted from Data Logger. If the records on the Regulator Sheets were found not correct with discrepancy > 1m59s, the records at both the system and/or true copy of regulator sheets were amended immediately. The Officer would also investigate the case and relevant disciplinary action, as defined in the procedure, would be implemented.

Regulator Sheet Accuracy Checking in March, July and December, 2016 was sampled for verification. Records of the regulator with Staff No. #20991 on 16 March 2016

Staff No. #20911 on 6 July 2016 and Staff No. #37303 on 20 December 2016 were sampled to cross checked with the actual departure time indicated in the Data Logger and Bus Stop Announcement Report System (DBR-8111 Call Stop Report and DBR-8121 Bus Journey Report) and the departure time recorded in the Operation Management System (OMS-2001 Regulating Sheet). The data sampled were found accurate and the internal checking procedure was found reliable.

(9) Number of buses and other vehicles and their technical specifications, used, kept or ordered by the Company for purpose of the franchised bus services

The information of vehicle specification, number of registered, number of licensed, number of temporarily de-licensed, authorized capacity and total licensed capacity was reviewed from Section B: Fleet Information - B1/ Annex E1 in Monthly Operating Report. Reports of March, July and December 2016 were examined. The following fleet number: #1661, #2601, #3601, #4041, #5023, #5086, #5611, #5677, #6001, #6028, #2051, #6030, #3351, #4025, #5089, #1103, #1128 and #3016 were sampled for cross-checking with Engineering and Operation Management System.

The sampled data examined was substantiated by supporting records and was concluded to be accurate in material respects.

(10) Number of additional journeys operated on each specified route on each day

The report of "TD Reporting System – Table A1- Operational data (Report ID: TDR-1101)" in March, July and December 2016 were selected for verification. Additional journeys were calculated based on scheduled journeys and actual journeys.

The scheduled journeys and actual journeys for the following routes and time periods were verified against the Regulator Sheets and Table E1 – Bus Departure Record (Report ID: TDR-1501). The data of following routes presented were found accurate:

- Route 2 on 7 March, 11 July and 28 December, 2016
- Route 590 on 7 March, 11 July and 28 December, 2016
- Route 682/682A/682B/682C/682P on 7 March, 11 July and 28 December, 2016
- Route 792M on 7 March, 11 July and 28 December, 2016

505

(11)Number of drivers allocated to each route each day

Monthly summary on number of drivers was reported via Table D4 – Bus Captain Situation (Report ID: TDR-1404). The data was calculated by NWFB internal computer system according to the number of full time and part time drivers, and the corresponding monthly working hours. The following drivers' working hours were sample checked:

- #35959, #33623, #38155 and #20346 on 7 March 2016
- #21221, #38894, #25139, #22215, #36414 and #20777 on 11 July 2016
- #22783, #35632, #21576 and #37723 on 28 December 2016

The sampled data examined was substantiated by the supporting records and was concluded to be accurate in material respects.

The daily roster records (OMS-2012 and LRS-4102) and Drivers' Daily Operation Records were also cross-checked with details as follows:

Route 2:

- Roster for 7 March 2016
- Driver's (staff nos. 35959, 20346) Daily Operation Records on 7 March 2016

Route 590:

- Roster for 11 July 2016
- Driver's (staff nos. 21221, 38894) Daily Operation Record on 11 July 2016

Route 682:

- Roster for 11 July 2016
- Driver's (staff nos. 25139, 22215) Daily Operation Record on 11 July 2016

Route 792M:

- Roster for 28 December 2016
- Driver's (staff nos. 22783, 35632) Daily Operation Record on 12 December 2016

The sampled data examined was substantiated by the supporting records and was concluded to be accurate in material respects.

(12) Number of drivers on reserve each day

The number of drivers on reserve each day was provided in the record of Spare Bus Captain Reports. The data of drivers reserved with the date of 7 March, 11 July and 28 December 2016 were reviewed. Records of corresponding Driver's Daily Operations Record for Bus Captains #33623, #38155, #36414, #20777, #21576 and #37723 were used for cross checking. No material discrepancy was identified among relevant records.

(13) The working hours of drivers on each day

The working hours of drivers on each day were scheduled in the document "Schedule Time Table". The working hours of drivers for routes as shown below were selected randomly for verification:

- Route 2 on 7 March, 11 July and 28 December, 2016
- Route 590 on 7 March, 11 July and 28 December, 2016
- Route 682 on 7 March, 11 July and 28 December, 2016
- Route 792M on 7 March, 11 July and 28 December, 2016

The Driver's Daily Operation Records (staff nos. 35959, 20346, 21221, 38894, 25139, 22783, 35632) for 7 March, 11 July and 28 December 2016 were sampled and cross-checked with roster schedules and the schedule time table. The sampled data examined was substantiated by the supporting records and was concluded to be accurate in material respects.

(14) Maintenance schedule of the buses and other vehicles and inventory of stores

Daily Breakdown and Detail Reports for reporting periods of 1 to 31 March 2016, 1 to 31 July 2016 and 1 to 31 December 2016 were checked. Meanwhile, the Monthly Maintenance Schedules for March, July and December 2016, the Annual Maintenance Preparation Schedule (COR), and the Actual Monthly Service Internal Reports for March, July and December 2016 were checked and reviewed.

The following fleet numbers were selected for tracing the maintenance records from Engineering and Operation Management System and the corresponding Work Orders for Monthly Inspection were reviewed for cross-checking:

Fleet#	Date	Monthly Inspection Work Order No.
1661	28 March 2016	CFD16035203
	23 July 2016	CFD16074773
	16 December 2016	CFD16123086
2601	18 March 2016	CFD16033334
	28 July 2016	CFD16075607
	21 December 2016	CFD16123791
3601	3 March 2016	CFD16030638
	2 July 2017	CFD16070295
	3 December 2016	CFD16120580
4041	8 March 2016	CFD16031413
	8 July 2016	CFD16071503
	23 December 2016	CFD16124278
5023	14 March 2016	CFD16032567
	25 July 2016	CFD16075032
	24 December 2016	CFD16124394
5086	12 March 2016	CFD16032283
	13 July 2016	CFD16072464
	23 December 2016	CFD16124174
5611	24 March 2016	CFD16034477
	25 July 2016	CFD16075002
	22 December 2016	CFD16124153
5677	25 March 2016	CFD16034657
	26 July 2016	CFD16075244
	13 December 2016	CFD16122400
6001	15 March 2016	CFD16032795
	19 July 2016	CFD16073685
	14 December 2016	CFD16122514
6028	Remarks: COR WO#: CFD16030070 on 14 March 2016	
	13 July 2016	CFD16072463
	8 December 2016	CFD16121346
2051	24 March 2016	CFD16034423
	22 July 2016	CFD16074375
	No MI Arrangement in December 2016 Reason: No Service for Testing of BYD Buses Evidence: the relevant email was checked.	
6030	Remarks: COR WO#: CFD16031856 on 16 March 2016	
	27 July 2016	CFD16075448
	17 December 2016	CFD16123176

3351	26 March 2016	CFD16034986
	Remarks: COR WO#: CFD16064799 from 24 June 2016 to 20 July 2016. Therefore, there was no any monthly inspection in June and July 2016. NWO#: CFD16084172 on 20 August 2016	
	15 December 2016	CFD160122855
4025	1 March 2016	CFD16030089
	21 July 2016	CFD16074221
	Remarks: COR WO#: CFD16122801 on 20 December 2016	
5089	25 March 2016	CFD16034658
	21 July 2016	CFD16074166
	Remarks: COR WO#: CFD16122609 on 22 December 2016	

The Work Orders for Annual Inspection were reviewed for cross-checking against Maintenance Schedule for sampled fleets:

Fleet#	Date	Annual Inspection Work Order No.
6030	16 March 2016	CFD16031856
3351	2 July 2016	CFD16064799
4025	20 December 2016	CFD16122801
5089	22 December 2016	CFD16122609
6028	14 March 2016	CFD16030070

The Procurement and Inventory Control System in relation to the inventory of stores was reviewed. 10 items (Stock Code: 2604-02448, 8303-02245, 5807-00072, 5801-01024, 2503-00387, 2611-03044, 2109-00455, 3301-01030, 3201-05951 and 3702-00401) were selected randomly from the store of Chai Wan Depot. Those records on Spot Check Count Sheet were cross checked with the quantity of the actual stock and the physical location. It was found that the location and quantity were matched with the records in the Procurement and Inventory Control System.

The sampled data examined was substantiated by supporting records and was concluded to be accurate in material respects.

509

(15) Number of passengers boarding and alighting at bus stops daily and at peak-hours on each of the specified routes as determined by survey and
(16) The times for journeys between terminal points on each route determined by survey

The number of passengers boarding and alighting at bus stop daily and the times for journeys between terminal points on each route were recorded by surveyors on specific bus routes according to the proposed survey schedule by NWFB. The surveys were conducted for each specific route on an annual basis.

The survey results were cross checked with Octopus data and processed by internal computer system, and presented in the Passenger vs Bus Stop survey reports. The survey results of following routes were examined:

- Route 2 with date of 12-15 April 2016
- Route 590 with date of 18, 19, 22, 25 January 2016
- Route 682 with date of 13, 14 and 20 October 2016
- Route 792M with date of 20 October and 23 November 2016

The calculation of data was found adequate and the reported data was concluded to be accurate in material respects.

(17) Survey results in respect of the operation of NWFB's franchised bus services

(a) Surveys on the MMOB service

Monthly check was conducted by the advertising agent and Transport Department according to the appointment of Transport Department. The selection of fleet and the equipment was provided by Transport Department for the monthly joint check.

The report of NWFB MMOB Volume Inspection with the date of 17 March, 14 July, 14 December and 15 December 2016 were reviewed. At the same time, internal checking is conducted by the advertising agent bi-monthly. The sampling size is 5% of number of buses with TV broadcasting.

The report of "Bi-monthly Check" on the Arrangements for TV Broadcasting on Franchised Buses" of MAR-APR 2016, JUL-AUG 2016, and NOV-DEC 2016 were selected for verification.

The sampled data examined was substantiated by the supporting records and was concluded to be accurate in material respects.

(b) Surveys on the elderly patronage for the purpose of calculating reimbursement of STT rental

It was not applicable for NWFB bus services in 2016.

(18) Information on the fare revenue foregone under various fare concession schemes, including but not limited to the existing schemes such as fare concession schemes implemented since October 2003

- **Elderly Concession Fare Scheme**
- **Same Day Return Discount Scheme**
- **BBI concessions**
- **Public Transport Fare Concession Scheme for the Elderly and Eligible Persons with Disabilities (PTFCS)**
- **$2 Flat Fare Elderly Concession Scheme for passengers aged 60-64**
- **$2 fare discount to adult passengers ($1 fare discount for child and elderly passengers) on the second trip of every two trips**

Data presented in the following reports for Routes 2, 590, 682/682A/682B/682C/682P and 792M were sampled:

- Monthly Report on Revenue Foregone under Public Transport Fare Concession Scheme (PTFCS) for March, July and December 2016
- Monthly Reports on Revenue Foregone for March, July and December 2016

The sampled data examined was substantiated by records in Operation Statistics Report (formerly known as Octopus Statistics Information System) and was concluded to be accurate in material respects.

(19) Actual fare paid by passengers against the bus fare approved by the Commissioner for Transport

Fare collected in the Octopus system was examined. A computer system was used to perform daily screening of all Octopus transaction to inspect the actual fare paid by passengers against the bus fare approved by the Commissioner for Transport (reference: Schedule of Service). The transactions was sampled checked with Octopus Tra[illegible]

Detail (Report ID: OSR-9007) of the same period.

Octopus transaction records of selected routes were sample checked against the bus fare table specified in the Schedule of Service of the corresponding routes. No overcharged transaction was identified.

The sampled data examined was substantiated by supporting records and was concluded to be accurate in material respects.

(20) Number and breakdown of complaints and suggestions

Number and breakdown of complaints were provided in Customer Services Management System (2010, version 2.17) – Report of All Complaints (Report ID: CMS-9107). Number of complaints and suggestions were cross-checked with emails and letters received in March, July and December 2016.

The sampled data examined was substantiated by supporting records from the Customer Services Management System with the corresponding statistics reviewed. The sampled data was concluded to be accurate in material respects.

(21) Number of days required for providing interim and full reply to complaints and suggestions

An old pledge with percentages of full reply to complaints within 10 working days or interim reply within 5 working days was implemented before 1 June 2016. The TD Complaint Report (Report ID: CMS-9116) for March 2016 were sampled and checked, and the achievement for March 2016 and whole 2016 were reviewed. The target value for the old pledge was 95% according to CTB- F1 – TAC Performance Assessment. The performance for achieving the target value was 97.09% March 2016, while that for whole year 2016 is 95.63%.

New pledge was implemented since 1 June 2016, with details as follows:

(a) Public complaints:

- For straight forward cases: to give a substantive reply within 10 working days, and
- For more complicated cases: to give a substantive reply within 21 working dats if an interim reply has been issued within 10 working days

(b) TD/TCU complaint referrals

- For straight forward cases: to give a substantive reply within 6 working days; and
- For more complicated cases: to give a substantive reply within 14 working days

TD Complaint Report (Report ID: CMS-9119) for July and December 2016 were sampled and checked. The performance achievements were summarized as follows:

	July 2016	December 2016	2016*
Public complaints	98.28%	98.57 %	95.72 %
TD/TCU complaint referrals (within 14 working days)	99.21%	97.75%	94.49%

* from 1 June 2016 to 31 December 2016

The monthly data was substantiated by the records in Customer Services Management System. However, the annual figures reported were not replicated from the System during the time of verification. This may be a result of continuous updates of reply status while the System reports cumulative figures. As such, the cumulative achievement percentage of 2016 generated in January 2017, may be different from that generated in the following months. It is therefore recommended to retain relevant records of Customer Services Management System during the time of report to facilitate data verification exercise.

(22) Number of Passenger Liaison Group (PLG) meetings

The number of PLG meeting was recorded in NW – TAC Performance Assessment. There were totally 6 PLG meetings conducted in 2016. All sets of meeting minutes were reviewed.

(23) Number of proposals made at the PLG meetings and implementation of these proposals

Number of proposals made at the PLG meetings and implementation of these proposals were recorded in the PLG meeting minutes. The proposals made by passengers and the replies from NWFB were reviewed and summarized as followed:

Date of PLG Meeting	Bus Terminal Venue	No. of proposal and comment	No. of response by NWFB	No. of items being further processed
25 February 2016	Yiu Tung Estate	15	15	1
21 April 2016	Wah Fu (South)	19	19	0
23 June 2016	Wu Kai Sha	18	18	0
25 August 2016	Siu Sai Wan Estate	17	17	0
20 October 2016	Choi Ming Street	19	19	0
15 December 2016	Admiralty (East)	9	9	1

(24) Percentage of newly recruited bus drivers received driver training before providing service to passengers

The newly recruit drivers training records with training sessions were selected as below:

Training Attendance Record (Driver)

Staff# 39189
Starting Date: 20 February 2016
Route: 2A, 8P, 82, 91, 720

Staff# 39382
Starting Date: 22 May 2016
Route: 2A, 8P, 82, 91, 720

Staff# 39729
Starting Date: 24 September 2016
Route: 2A, 8P, 82, 91, 720

Staff# 39734
Starting Date: 21 October 2016
Route: 2A, 8P, 82, 91, 720

Staff# 39865
Starting Date: 21 November 2016
Route: 2A, 8P, 82, 91, 720

The training records of sampled newly recruit drivers listed below were reviewed:

1. 路線技術測試評分表 (Form#NWST-TD-028)
2. 巴士設備認識及使用訓練記錄 (Form#NWFB-TD-003 Rev. 1)
3. 日常工作及課室訓練記錄
4. 型號及路線訓練記錄 (Form#NWFB-TD-001)
5. 路面駕駛實習訓練記錄
6. 車長訓練駕駛表現評核報告 (Form#NWFB-TD-006 (Rev. 10/2007)

All sampled newly recruited bus drivers completed driver training before providing services to passengers. The target of 100% of newly recruit bus drivers received training before providing service to passengers was achieved in 2016, according to NW –TAC Performance Assessment. The sampled data was concluded to be accurate in material respects.

(25) Percentage of drivers received at least one training session per every three years

The record of NWF Bus Driver Training Summary 2016 Q1 to Q4 (for NWFB) has been crossed-checked. In the Summary of Training Record, training sessions were categorized into: Refresher Training, Remedial Training, Route Training, Model Training, New Driver Training etc. For the training for in-services drivers, the target of 100% of drivers received at least one training session per every three years was achieved in 2016, according to NW - TAC Performance Assessment. Five bus drivers (Staff No.: 21050, 21198, 20398, 21529 and 20486) were randomly selected and were cross-checked with Training Attendance Records Sheet with the dates of 7-8 March 2016, 4-5 July 2016 and 18-19 November 2016. All sampled drivers received at least one training session per every three years.

(26) Percentage of bus with body washing (once daily)

CTB & NWFB Franchise Bus Exterior Cleaning Report (including 巴士大洗檢查記錄, 每日洗車機清洗巴士數量記錄, Report ID EOM-9105 and EOM-4111 of Engineering and Operation Management System Version 1.79) for March, July and December 2016 were sampled and checked. The achievement percentages for the above period were verified against relevant internal records. According to NW – TAC Performance Assessment, the target value of body washing percentage for NWFB in the whole year of 2016 was 90%, while the actual overall bus body washing percentage in 2016 was 100%. The data was checked and found to be accurate in material respects.

It was observed that the number body of washing on 31 December 2016 was not included in the report of December 2016. NWFB is recommended to investigate the cause of the omission and to implement the appropriate preventive measure to avoid missing out any data.

(27) Percentage of bus with minimum 2 sweeping of floors per day

Records of 清潔員工每日工作記錄 with the date of 7 March, 11 July and 28 December of 2016 were sampled and checked. The Daily Bus Cleaning Report (清潔員工掃車記錄) for the combined data of CTB Franchise I & II and NWFB for March, July and December 2016 were checked in which the total number of cleaning for 7 March, 11 July and 28 December of 2016 were reviewed. In addition, the PVR for the combined data of CTB Franchise I & II and NWFB on 7 March, 11 July and 28 December of 2016 were also checked.

The achievement percentages for the above periods were verified against the record from the terminals and depots. The target of 95% of bus with minimum 2 sweeping of floors per day on average was achieved in 2016 (100%), according to NW – TAC Performance Assessment. The data was found reliable.

(28) Degree of compliance with the Bus Captains' Working Hours Guidelines issued by Transport Department

The Guidelines on Bus Captain – Working Hours, Rest Times and Meal Breaks (revised in October 2010) was issued by Transport Department. An internal system has built-in rules to prevent any breach of the Guidelines.

Driver's Daily Operation Records (DDO) mentioned below was sampled to check for the compliance with "Guidelines on Bus Captain Working Hours". Those DDOs were complied with the Guidelines.

- Route 2 on 7 March, 11 July and 28 December 2016
- Route 590 on 7 March, 11 July and 28 December 2016
- Route 682 on 7 March, 11 July and 28 December 2016
- Route 792M on 7 March, 11 July and 28 December 2016

The sampled data examined was substantiated by supporting records and was concluded to be accurate in material respects.

Data Verification Plan for CityBus (F1, F2), NWFB

Date	Manday(s)	Verified by	Department	Items
7 Jul 2017	1	Caroline Ma	OSD	(1) Number and capacity of the buses in use on each specified route each day (2) Number of journeys and the total kilometers travelled by each bus on each day and each route (3) Number of passengers carried by each bus on each day on each route (4) Daily receipts on each route (5) The number of journeys and total kilometers lost each day in relation to each specified route due to traffic congestion, accidents, breakdowns and vehicle staff shortages (8) Frequency at 4 periods on every day during which bus service is operated on each route (10) The number of additional journeys operated on each specified route on each day (12) The total number of drivers on reserve (for relief of duty drivers) (18) Information on the fare revenue foregone under various fare concession schemes, including but not limited to the existing schemes such as fare concession schemes implemented since Oct 03, i.e. Elderly Concession Fare Scheme, Same Day Return Discount Scheme, BBI concessions, PTFCS, $2 Flat Fare Elderly Concession Scheme for passengers aged 60-64, $2 fare discount to adult passengers (19) Actual fare paid by passengers against the bus fare approved by the Commissioner for Transport

Date	Manday(s)	Verified by	Department	Items
13 Jul 2017	2	Caroline Ma	OSD	Follow-up of OSD Document
		Vincci Tang	ENG - NW Chai Wan (PM)	(6) Maintenance of vehicles and stores (14) Maintenance schedule of the buses and other vehicles and inventory of stores
14 Jul 2017	2	Caroline Ma	OSD	Follow-up of OSD Document
		Vincci Tang	ENG - F2 SHW	(6) Maintenance of vehicles and stores (14) Maintenance schedule of the buses and other vehicles and inventory of stores
18 Jul 2017	2	Caroline Ma	OSD	Follow-up of OSD Document
		Vincci Tang (AM)	MKD	(17) Survey results in respect of the operation of franchised bus services, including but not limited to surveys on the MMOB service
		Vincci Tang (PM)	ENG - F1 Chai Wan (AM)	(6) Maintenance of vehicles and stores (14) Maintenance schedule of the buses and other vehicles and inventory of stores
19 Jul 2017	1	Caroline Ma	OSD	Follow-up of OSD Document
20 Jul 2017	1	Caroline Ma	PSD	(15) Number of passengers boarding and alighting at bus stops daily and at peak hours on each of the specified routes as determined by survey (16) The times for journeys between terminal points on each route determined by survey (17) Surveys on the elderly patronage for the purpose of calculating reimbursement of STT rental (28) Degree of compliance with the Bus Captains' Working Hours Guidelines issued by Transport Department

Date	Manday(s)	Verified by	Department	Items
21 Jul 2017	2	Caroline Ma	PSD	Follow up of Documents (PSD)
		Winniss Kong	CSD	(20) Number of breakdown of complaints and suggestions (21) Number of days required for providing interim and full reply to complaints and suggestions (22) Number of Passenger Liaison Group (PLG) meetings (23) Number of proposals made at the PLG meetings and implementation of these proposals
31 Jul 2017	2	Caroline Ma / Winniss Kong	ENG ADMIN	(7) Number and types of buses and their carrying capacity on order or under construction (9) Number of buses and other vehicles and their technical specifications, used, kept or ordered by the Company for purpose of the franchised bus services (26) Percentage of bus with body washing once daily
1 Aug 2017	3	Caroline Ma / Winniss Kong	ODN/OD1/OD2	(5) Total kilometers lost each day in relation to each route due to accidents, breakdowns and vehicle and staff shortages (10) Number of additional journeys operated on each route each day (11) Number of drivers allocated to each route each day (12) Number of drivers on reserve each day (13) The working hours of drivers on each day (27) Percentage of bus with minimum 2 sweeping of floors per day
		Vincci Tang	Training	(24) Percentage of newly recruited bus drivers received driver training before providing service to passengers (25) Percentage of drivers received at least one training sessions per every three years

Date	Manday(s)	Verified by	Department	Items
2 Aug 2017	3	Caroline Ma / Winniss Kong	ODN/OD1/OD2	Follow up of Documents (OD)
		Vincci Tang	/	Loose Follow Up and Findings Follow Up
10 Aug 2017	1	Caroline Ma	/	Loose Follow Up and Findings Follow Up
11 Aug 2017	1	Caroline Ma	/	Findings Discussion and Closing Meeting

Medical cover provided to CTB / NWFB bus captains - 2018

Annex 2

A. Out-patient schemes

Services	CTB Recruited on or before Jan 1999	NWFB Recruited on or before Nov 2003	NWFB Recruited after Nov 2003	CTB Recruited after Jan 1999
General Consultation (Incl. 2 to 3 days medication) One visit per day Max. visits per year*	24	20	10	
Specialist Consultation (Incl. 2 to 3 days medication) One visit per day Co-payment per visit Max. visits per year*	 $130 24	 $130 20	 $130 10	
Physiotherapy# One visit per day Co-payment per visit Max. visits per year*	 $60 24	 $60 20	 $60 10	

* Total number visits shared among General Consultation, Specialist Consultation and Physiotherapy in the year.

\# Referral by panel doctor is required.

B. 2018 年團體醫療保險 (非退休員工再次聘用計劃)

項目	每宗病症 最高限額(港幣)
每日食宿費, 最多 45 日	850
每日醫生巡房費, 最多 45 日	850
醫院雜費	11,000
手術費用	
複雜手術	45,000
大手術	22,500
中手術	11,250
小手術	5,625
麻醉師費	
複雜手術	14,400
大手術	7,200
中手術	3,600
小手術	1,800
手術室費用	
複雜手術	14,400
大手術	7,200
中手術	3,600
小手術	1,800
每宗病症所需之專科費[註一]	5,050
住院/手術後之覆診費用[註二]	1,000
每宗病症每日深切治療護理費[註一]，最多 7 日	750
內窺鏡檢查-胃鏡[註三]	6,000
內窺鏡檢查-腸鏡[註三]	8,000

附加額外醫療保障 (不適用於豪華及貴賓病房)	
最高病房類別	普通病房
每宗最高賠償限額	90,000
賠償百分比	
普通病房	80%
級至半私家病房	50%
越級至私家病房	25%

註一　需由主診醫生轉介。

註二　住院/手術後之覆診費用只包括出院後 180 日內之治療費用。

註三　腸、胃內窺鏡治療之每宗病症設最高限額，及須以不需住院形式進行。若須住院接受腸、胃內窺鏡者，須事先向人力資源部提交由主診專科醫生填寫及簽署之『住院腸胃鏡程序預先批核表格』申請。具充分醫學理由並獲批核者，方可以表列之賠償項目及附加額外醫療保障索償。

住院津貼 (退休員工再次聘用計劃)

員工可向公司申請發還政府醫院住院及登記費(但不包括急症室收費、出院後之覆診費用、自費的手術儀器、支架及藥物)，現時限額為每年港幣 3,000 元。

合約編號 :
員工姓名 :
員工編號 :

僱傭合約

公司現按下列條款聘用 台端(以下簡稱 "員工")，有關聘用條件及薪酬條款如下：-

1. 職位：合約巴士車長

2. 合約生效日期

此合約由 **2018年4月21日** 正式開始。

3. 合約期

除根據合約條款提前終止外，合約期為24個月，即由**2018年4月21日**至**2020年4月20日**止。

合約期滿時，本合約將會自動終止。

4. 試用期

試用期為此合約生效日起計三個月，惟公司有權延長試用期。

5. 工作時間

每天工作為八小時(包括壹小時膳食時間)，須輪班及按照公司營運需要而安排在不同區域、線路、更份及加班工作。

6. 薪金及津貼

6.1. 底薪
每月港幣15,364元。

6.2. 加班津貼
加班工作按基本時薪(按每月30天及每天8小時為基礎計算) X 1.5 計算。員工如於假日

或休息日工作，將按加班時薪計算。

6.3. 津貼

6.3.1. *通宵更津貼：* 員工如在凌晨零時前開工而工作時間跨逾凌晨三時，而期間已工作不少於八小時者，可獲通宵津貼每更港幣103元。

6.3.2. *節日津貼：* 員工如在農曆新年前夕、新曆新年前夕、聖誕節前夕或中秋節夜工作超過凌晨二時 (以營運日計)，而每節日工作不少於八小時者，可按公司規定獲發節日津貼，已獲發節日津貼之員工將不會同時獲發通宵更津貼。所有節日期間之加班津貼按正常加班率，即時薪之1.5倍計算。

6.3.3. *颱風津貼：* 員工在八號或以上風球懸掛時當值，若在正常工作時間內，可按實際工作時間獲得額外相應基本時薪作為津貼。若當值時間為超時工作期間，該段時間之每小時加班工資將按基本時薪兩倍計算。此外在八號或以上風球懸掛時段內當值者，將可獲額外港幣100元之津貼。

6.3.4. 除本合約規定外，員工不享有其他津貼。

6.4. 有關缺勤、遲到早退等之薪酬計算，詳列於附件一。

7. 發糧日

公司按月發放底薪及其他津貼。在公司認為有需要更改發糧日或發糧期時，會以通告形式通知有關員工。

8. 酌情發放之年度特別獎金

公司會按每年業績情況、市場環境及員工的工作表現向員工酌情發放年度特別獎金。公司對此獎金之發放與否及發放金額有最終決定權。

9. 終止合約

在試用期內的第一個月內，僱傭任何一方可隨時以書面終止雙方之僱傭關係，而無須給予任何通知期。

在試用期內的第一個月後，僱傭任何一方如欲終止僱傭關係，須預先給予對方不少於七日書面通知或付給對方七日之代通知金代替。代通知金之款額將按《僱傭條例》規定計算。

試用期滿，僱傭任何一方則須預先給予對方不少於一個月書面通知或以一個月代通知金代替，以終止雙方僱傭的關係。未用的年假不能用作終止合約的通知期。

惟假若員工作出任何不誠實、違法或嚴重違反公司規例或不負責任的行為，公司可即時終止僱傭關係而無須作出任何補償。

員工如被停牌/吊銷駕駛執照，此僱傭合約會即時終止。

員工須接受由本公司安排的體格檢查，以確保員工之健康狀況適合擔任巴士車長之職位。此外，為顧及駕駛安全，員工如放取 30 天或以上之長病假/工傷假、或患有按《道路交通(駕駛執照)規例》第 374B 章附表所列的疾病或身體傷殘，員工須向公司提交由香港註冊醫生簽發之可復工証明書以証明健康狀況適合駕駛巴士，及如有需要須向公司提交運輸署簽發的駕駛批准信。在公司認為有需要時，員工須授權公司向員工之主診醫生索取有關文件，以確定員工之健康情況適合擔任駕駛巴士工作。

如因健康理由而不能履行員工職責，此僱傭合約會即時終止。

10. 假期

10.1. 休息日及法定假日

員工須輪休，每七天內可享有一天休息日。

員工可享有由香港特別行政區政府所定之法定假日。由於員工須輪休而未能於法定假日之正日放取假期，公司將以員工每一曆月出現最先之例休(包括調休及補假)作為公司指定的法定假日之「另定假日」(如該月內包含兩天公曆上的法定假日，則首兩天之「例休」將為「另定假日」，如此類推)。

員工若在離職時未受僱滿3個月，須在離職時補回已發放之法定假日薪酬。

10.2. 有薪年假

公司所定之假期年度為每年之 1 月 1 日至 12 月 31 日。每完整共同假期年，員工可享有 10 天有薪年假。所有年假申請均需獲得公司批准。

員工離職時，若其年假已超額或提前放取，則員工須向公司補回等值工資。

10.3. 病假及疾病津貼

所有領取疾病津貼之資格、計算方法及有薪病假累積日數等均按《僱傭條例》規定。

放取少於連續 4 天病假者，則按無薪病假計算(詳見附件一)。

10.4. 無薪事假

公司不設固定日數之無薪事假供員工申請，但員工仍可在特別情況下申請，批核與否由部門主管決定。員工如放取任何無薪事假，其底薪將按比例計算停止支付。

10.5. 有薪婚假及恩恤假

員工通過試用期後，可按公司規定享有 2 天有薪婚假最多一次，及如不幸有直系家屬(即父母、合法配偶或子女)身故，可享有 2 天有薪恩恤假。

10.6 考試假

員工不享有任何有薪考試假。

員工福利

公司可按需要更改有關之員工福利。

11.1. 門診醫療福利

員工通過試用期後，可享有門診醫療福利。員工使用醫療福利，須於指定診所求診，並須出示員工証及身份証。現時每年上限為十次。

11.2. 保險及住院福利

除法定之工傷保險外、員工可享有免費之人壽保險及人身意外保險。員工在通過試用期後，可享有免費之住院保險福利。

11.3. 家屬乘車証

員工通過試用期後，可為四位合資格之直系家屬申請家屬乘車証。而入職滿一年後，員工可享有之家屬乘車証數量增至五張。

合資格之直系家屬乃指員工的父母、合法配偶及 25 歲以下的子女。傷殘之子女則無年齡限制。

員工及家屬乘車証持有人須遵守員工及家屬乘車証的申請及使用之守則。

11.4. 退休員工乘車証

員工符合公司規定可享有退休員工乘車証。

11.5. 強積金計劃

員工須根據《強制性公積金計劃條例》參加公司提供之強積金計劃。人力資源部會提供有關資料。

11.6. 除本合約規定外，員工不享有其他福利。

12. 紀律及守則

12.1. 紀律及操守
凡員工有任何違規行為、影響公司正常運作、虛報或隱瞞資料等，將受到公司紀律處分。

12.2. 制服 / 公司証件
工作時間內員工須穿著整齊制服及佩帶員工証。如終止受僱，須將所有制服及公司証件交還公司。

12.3. 一般工作守則
員工有責任閱讀及必須遵守所有公司通告及其他工作指引及規則。公司會適時修改有關規則。

公司發出之員工手冊、守則、指令及日後以信函或通告形式公佈的其他最新規則和規章也成為本合約的一部分。員工有責任細心閱讀、瞭解及遵守。所有增減修改，以最新公佈之通告及最新版本之指引為準。無知並不會接受為員工不遵守通告或指令的原因。

12.4. 處理公司財物/機密資料
公司嚴禁員工盜用或轉售公司財物，如有觸犯，將被即時解僱。無論於受聘期間或其後，員工均須將公司之商業資料及事務保密。

12.5. 嚴禁行賄貪污
根據香港《防止賄賂條例》，員工屬該法例所指的「公職人員」，故此，員工在未經公司事前書面允許下，不得索取或接受任何利益，違者除會受有關法律制裁外，亦會被即時解僱。

12.6. 利益申報
員工在執行職務時其或其相關人士與本公司有業務來往之人士、機構或公司出現或潛在有利益關係時，須以書面向公司申報。如違反公司有關利益衝突之守則，將會導致被紀律處分，包括被公司即時解僱。

12.7. 禮貌及儀容
禮貌是巴士服務的先決條件。員工應遵循公司之服務守則，以保持公司的良好聲譽及員工的專業形象。

員工應保持整齊清潔的儀容，不得作太前衛或誇張的打扮。

12.8. 禁止接受其他受聘

未經公司書面同意，員工不得於受聘期間從事其他有薪或無薪的職業或工作。

12.9. 有效駕駛執照

員工在駕駛公司車輛時，必須確定本身持有有效及適用於相關車輛類別的駕駛執照。違規者將受到公司紀律處分。員工更換駕駛執照後，必須於七日內將副本交予公司人力資源部記錄及存檔。

員工如被定罪違反交通規例，須在定罪後七日內通知公司。在公司作出定期抽查時，員工須授權公司向有關機構申請員工之駕駛記分記錄。違規者將受到公司紀律處分。

12.10. 評核及培訓

員工需定期接受公司安排之評核，包括駕駛技術、服務表現評核及身體檢查等。員工於評核時，有不符合公司要求者，公司將終止此僱傭合約。

13. 部門轉換

公司有權安排員工在任何地方或在新創建交通服務集團名下任何公司作相關職能的工作、服務或支援。

14. 除本合約各方外，任何人均沒有權利強制本合約任何一方執行本合約的條款，尤其是因與本合約其中一方的關係而享有利益的人士（或其繼承人或受讓人）將不會根據合約（第三方權益）條例享有向本合約另一方索償的權利。

雙方均清楚明白上述各項內容，並同意簽字作實，並保存壹份合約文本作紀錄。

新世界第一巴士服務有限公司
公司代表簽名

黃偉業

姓名 : 黃偉業
職位 : 人力資源經理
日期 : 2018 年 4 月 19 日

員工簽名

姓名 :
身份證號碼 :
日期 : 2018 年 4 月 19 日

新巴 FIRST BUS
新創建集團成員
Member of NWS Holdings

附件一

缺勤及遲到/早退之薪酬計算

A. 缺勤

缺勤種類 (註A1, A2, A3)	停止發放金額 (以每期糧*[見備考[3]]內每一日缺勤計) 底薪
不假不到	一日
臨時申請事假或未有病假証明之臨時稱病	一日
無通知病假 / 無按照公司程序申請病假	一日
已獲批准之事假	一日
無薪停工	一日
非連續四日或以上有通知病假	一日
連續四日或以上病假	按僱傭條例處理
工傷	按僱員補償條例處理

註A1: 所有病假必須有公司規定之合適醫生紙。
註A2: 所有病假必須於一小時前通知公司指定部門, 否則作無通知病假論。
註A3: 由於缺勤變化種類不一，所有計算方法只列出基本原則。

B. 遲到、早退

遲到、早退種類 (註B1, B2)	停止發放金額 (以每期糧*[見備考[3]]內每一次遲到、早退計) 底薪
遲到	按比例扣減 (以八小時一工計)
早退(工作不足八小時)無醫生紙	按比例扣減 (以八小時一工計)
早退(工作足八小時)無醫生紙	/
早退(工作不足八小時)有醫生紙	按比例扣減 (以八小時一工計)
早退(工作足八小時)有醫生紙	/

註B1: 遲到當日之超時津貼按編定字軌計算。
註B2: 由於遲到/早退變化種類不一，所有計算方法只列出基本原則。

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備考: (1) 在計算每月之病假日數時，所有病假紙之缺勤及早退均會計算。
(2) 上列薪酬計算方法，將不會影響公司現行的紀律處分政策。
(3) 在計算缺勤及遲到/早退之薪酬時，將按公司規定之截數日作計算。
(4) 公司保留權利對有關薪酬計算方法在有需要時作出適當修改。

(附件於合約編號：　　)

新巴 FIRST BUS
新創建集團成員
Member of NWS Holdings

合約編號 :
員工姓名
員工編號

本公司現按以下第一部份之條件提供兼職巴士車長訓練課程予 台端(以下簡稱“學員”)。完成訓練及通過公司安排之指定學員駕駛技術測試後，本公司會按第二部份之僱用條件正式聘用 學員為兼職巴士車長 (以下簡稱“員工”)。員工須接受由本公司安排的體格檢查，以確保員工之健康狀況，適合擔任兼職巴士車長之職位。

第一部份

兼職巴士車長訓練合約

1. 訓練課程
學員須於2018年5月11日至2018年5月12日內完成由公司安排之駕駛技術訓練課程，課程共2天。訓練日期及時間將由培訓部駕駛導師安排，每天訓練八小時 (另有壹小時膳食時間)。訓練地點會按照公司需要而安排於不同區域及線路接受訓練。公司會按學員的訓練情況而考慮延長或縮短學員的訓練期。

公司將考慮 學員之駕駛表現及工作態度、駕駛巴士的身體狀況及其他因素，包括考勤、營運需要等才決定 學員是否通過此訓練課程。

2. 訓練津貼
學員須按公司指定時間出席及完成整段訓練課程，於訓練完成後及成功通過公司指定學員駕駛技術測試後，公司將於緊接糧期向 學員發放每訓練日港幣570.-元之訓練津貼。若因任何理由未能符合上述規定者，均不會獲發任何有關津貼。

學員如因重要事故或身體不適須缺席訓練， 學員須於訓練當天開始時間一小時前致電培訓部，並於缺席後翌日填回公司之假期申請表連同有關證明文件交回人力資源部審批，否則當缺勤論並可能被公司終止訓練合約及視為未能完成合約處理。經人力資源部確認及獲批准之缺席、遲到或早退，訓練津貼將會按比例被扣減。

訓練當天如超過基本時間，並不會有額外津貼。

3. 職前驗身費用
公司將於學員獲聘為兼職巴士車長並工作滿一百小時後之緊接糧期發還基本職前驗身費用。

4. 終止訓練課程
公司或 學員任何一方可隨時以書面即時終止此訓練課程。

在2018年5月12日後，本合約之第一部份將會自動終止。

新巴 FIRST BUS
新創建集團成員
Member of NWS Holdings

第二部份

僱傭合約

1. 職位：兼職巴士車長

2. 合約生效日期
此合約由2018年5月13日正式開始。

3. 工作時間
公司在合約期內若有需要時會通知台端(以下簡稱“員工”)該次公司要求的工作時段，員工可按個人情況決定是否接受有關工作安排；如員工接受工作安排，將按下列計算薪酬。

4. 時薪及津貼

4.1 時薪

每小時工作薪金為港幣80元，員工所得之工資是以實際工作的時間計算 [休息日(如有)及膳食時間不計算為工作時間]。

4.2 津貼

4.2.1 *通宵更津貼：* 員工如在凌晨零時前簽到開工而工作時間跨逾凌晨三時，而期間已工作不少於三小時者，可獲通宵更津貼每更港幣70元；若工作時數超過八小時則獲通宵更津貼每更港幣103元。

4.2.2 *節日津貼：* 員工如在農曆新年前夕、新曆新年前夕、聖誕節前夕或中秋節夜工作超過凌晨二時 (以營運日計)，而每節日工作不少於五小時者，可按公司規定享有節日津貼，而獲得節日津貼者將不會同時再獲發通宵更津貼。

4.2.3 *颱風津貼：* 員工在八號或以上颱風訊號懸掛時按指示當值，每小時之薪酬以基本時薪兩倍計算。

4.3 除本合約規定外，員工不享有其他獎金或津貼。

5. 發糧日
公司按糧期發放薪金。在公司認為有需要更改發糧日或發糧期時，會以通告形式通知員工。

6. 終止合約

僱傭任何一方可隨時通知另外一方以終止雙方之僱傭關係，而無須給予任何通知期。

員工如被停牌/吊銷駕駛執照，此僱傭合約會即時終止。

員工須接受由本公司指定的週年體格檢查，以確保員工之健康狀況適合擔任巴士車長之職位。此外，為顧及駕駛安全，員工如患有按《道路交通(駕駛執照)規例》第374B章附表所列的疾病或身體傷殘，員工須向公司提交由香港註冊醫生簽發之証明書以証明健康狀況適合駕駛巴士，及如有需要須向公司提交運輸署簽發的駕駛批准信。在公司認為有需要時，員工須授權公司向員工之主診醫生索取有關文件，以確定員工之健康情況適合擔任駕駛巴士工作。

如因健康理由而不能履行駕駛巴士職責，此僱傭合約會即時終止。

7. 員工福利

公司可按需要更改有關之員工福利。

7.1 員工須根據《強制性公積金計劃條例》參加公司提供之強積金計劃。人力資源部會提供有關的詳細資料。

7.2 公司會按職位的勞工市場情況酌情發出兼職員工乘車証，員工持証可隨時免費乘搭公司之巴士服務。乘車証有效期為半曆年，續証與否按公司有關政策執行。員工於離職時需向人力資源部交回乘車証。

持有人須遵守兼職員工乘車証使用手則。公司會適時按情況及需要對乘車証之派發及續証條件作出檢討及修訂。

7.3 其他

員工不可以享有其他員工福利。

8. 紀律及守則

8.1 紀律及操守

凡員工有任何違規行為、影響公司正常運作、虛報或隱瞞資料等，將受到公司紀律處分。

8.2 制服 / 公司証件

工作時間內員工須穿著整齊制服及佩帶員工証。如終止受僱，須將所有制服及公司証件交還公司。

8.3 一般工作守則

員工有責任閱讀及必須遵守所有公司通告及其他工作指引及規則。公司會適時修改有關規則。

公司發出之員工手冊、守則、指令及日後以信函或通告形式公佈的其他最新規則和規章也成為本合約的一部分。員工有責任細心閱讀、瞭解及遵守。所有增減修

改，以最新公佈之通告及最新版本之指引為準。無知並不會接受為員工不遵守通告或指令的原因。

8.4 禮貌及儀容

禮貌是巴士服務的先決條件。員工應遵循公司之服務守則，以保持公司的良好聲譽及員工的專業形象。

員工應保持整齊清潔的儀容，不得作太前衛或誇張的打扮。

8.5 處理公司財物/機密資料

公司嚴禁員工盜用或轉售公司財物，如有觸犯，將被即時解僱。無論於受聘期間或其後，員工均須將公司之商業資料及事務保密。

8.6 利益申報

員工在執行職務時其或其相關人士與本公司有業務來往之人士、機構或公司出現或潛在有利益關係時，須以書面向公司申報。如違反公司有關利益衝突之守則，將會導致被紀律處分，包括被公司即時解僱。

8.7 嚴禁行賄貪污

根據香港《防止賄賂條例》，員工屬該法例所指的「公職人員」，故此，員工在未經公司事前書面允許下，不得索取或接受任何利益，違者除會受有關法律制裁外，亦會被即時解僱。

9. 部門轉換

公司有權安排員工在任何地方或在新創建交通服務集團名下任何公司作相關職能的工作、服務或支援。

10. 除本合約各方外，任何人均沒有權利強制本合約任何一方執行本合約的條款，尤其是因與本合約其中一方的關係而享有利益的人士（或其繼承人或受讓人）將不會根據合約（第三方權益）條例享有向本合約另一方索償的權利。

雙方均清楚明白上述各項內容，並同意簽字作實，並保存壹份合約文本作紀錄。

新世界第一巴士服務有限公司
公司代表簽名

黃偉業

姓名 : 黃偉業
職位 : 人力資源經理
日期 : 2018年5月11日

員工簽名

姓名 :
身份證號碼 :
日期 : 2018 年 5 月 11 日

(2018年6月起使用)

合約編號 ：

員工姓名

員工編號

本公司現按以下第一部份之條件提供兼職巴士車長訓練課程予 台端(以下簡稱“學員”)。學員成功通過訓練課程後，本公司會按第二部份之僱用條件聘用 學員為兼職巴士車長 (以下簡稱“員工”)。

第一部份

兼職巴士車長訓練合約

1. 訓練課程

學員須於[日]內完成由公司安排之駕駛技術訓練課程，課程共3天。訓練日期及時間將由培訓部駕駛導師安排，每天訓練八小時 (另有壹小時膳食時間)。訓練地點會按照公司需要而安排於不同區域及線路接受訓練。公司會按學員的訓練情況而考慮延長或縮短學員的訓練期。

公司將根據學員之駕駛表現(包括公司指定之駕駛技術測試)及工作態度、駕駛巴士的身體狀況及其他因素(包括考勤、營運需要等)，決定 學員是否成功通過此訓練課程。

2. 訓練津貼

學員須按公司指定時間出席及完成整段訓練課程，成功通過訓練課程後，公司將於緊接糧期向學員發放每訓練日港幣.-元之訓練津貼。若因任何理由未能成功通過訓練課程者，均不會獲發任何有關津貼。

學員如因重要事故或身體不適須缺席、遲到或早退訓練課程， 學員須於不遲於訓練當天開始時間一小時前致電培訓部，並於翌日填寫假期申請表連同有關證明文件交回人力資源部審批，否則當缺席論並可能被公司終止訓練合約及視為未能完成合約處理。經人力資源部確認及獲批准之缺席、遲到或早退，訓練津貼將會按比例被扣減。

訓練當天如超過基本時間，並不會有額外津貼。

3. 職前驗身費用

公司將於學員獲聘為兼職巴士車長並工作滿一百小時後之緊接糧期發還基本職前驗身費用。

4. 終止訓練課程

在[日]後，本合約之第一部份將會自動終止。在本合約第一部份終止前，公司或學員任何一方可隨時以書面即時終止此合約。

第二部份

僱傭合約

1. 職位：兼職巴士車長

2. 合約生效日期
學員(下稱“員工”)經公司確認成功通過第一部份之訓練課程後，此合約由[日]正式開始。

3. 工作時間
公司會通知員工工作時段，員工可按個人情況決定是否接受有關工作安排；如員工接受工作安排，將按下列計算薪酬。

4. 時薪及津貼
4.1 時薪

每小時薪金為港幣80元，工資是以實際工作的時間計算。

4.2 津貼

4.2.1 *通宵更津貼：* 員工如在凌晨零時前簽到開工而工作時間跨逾凌晨三時，該更份工作時數不少於三小時但少於八小時者，可獲通宵更津貼每更港幣70元；若工作時數不少於八小時則獲通宵更津貼每更港幣103元。

4.2.2 *節日津貼：* 員工如在農曆新年前夕、新曆新年前夕、聖誕節前夕或中秋節夜工作超過凌晨二時 (以營運日計)，而每節日工作不少於五小時者，可按公司規定享有節日津貼，而獲得節日津貼者將不會同時再獲發通宵更津貼。

4.2.3 *颱風津貼：* 員工在八號或以上颱風訊號懸掛時按指示當值，每小時之薪酬以時薪兩倍計算。

4.3 除上述津貼外，員工不享有其他獎金或津貼。

5. 發糧日
公司按糧期發放薪金。在公司認為有需要更改發糧日或發糧期時，會以通告形式通知員工。

6. 終止合約
6.1 僱傭任何一方可隨時書面通知另外一方以終止此僱傭合約，而無須給予任何通知期。

6.2 員工如被停牌/吊銷駕駛執照，或因健康理由而不能履行駕駛巴士職責，此僱傭合約會即時終止。

7. 員工福利

公司可按需要更改有關之員工福利。

7.1 員工須根據《強制性公積金計劃條例》參加公司提供之強積金計劃。人力資源部會提供有關資料。

7.2 公司會酌情發出兼職員工乘車証，員工持証可免費乘搭公司之巴士，但須遵守相關使用守則。乘車証有效期為半曆年，公司對乘車証之簽發及續証條件有最終決定權。

7.3 員工不享有其他員工福利。

8. 紀律及守則

8.1 紀律及操守

凡員工有任何違規行為、影響公司正常運作、虛報或隱瞞資料等，將受到公司紀律處分。

8.2 制服 / 公司証件

工作時間內員工須穿著整齊制服及佩帶員工証。如終止受僱，須將所有制服及公司証件交還公司。

8.3 一般工作守則

員工有責任閱讀及必須遵守所有公司通告及其他工作指引及規則。公司會適時修改有關規則。

公司發出之員工手冊、守則、指令及日後以信函或通告形式公佈的其他最新規則和規章也成為本合約的一部分。員工有責任細心閱讀、瞭解及遵守。所有增減修改，以最新公佈之通告及最新版本之指引為準。無知並不會接受為員工不遵守通告或指令的原因。

8.4 禮貌及儀容

禮貌是巴士服務的先決條件。員工應遵循公司之服務守則，以保持公司的良好聲譽及員工的專業形象。員工應保持整齊清潔的儀容，不得作太前衛或誇張的打扮。

8.5 體格檢查

員工須接受由本公司指定的體格檢查，以確保員工之健康狀況適合擔任巴士車長之職位。此外，為顧及駕駛安全，員工如患有《道路交通(駕駛執照)規例》第374B章附表所列的疾病或身體傷殘或其他有可能影響操控巴士之疾病時，須即時向公司申報，並(如適用)向公司提交由主診醫生簽發之醫療報告或有關病歷，以証明健康狀況適合駕駛巴士，或簽署同意書讓公司索取相關資料。如公司要求，須提交運輸署簽發的駕駛批准信。

8.6 此合約生效期間，若員工之外間工作(即本公司以外之其他工作)的工作時間有任何更改，須即時向公司申報有關變更。

8.7 處理公司財物/機密資料
公司嚴禁員工盜用或轉售公司財物，如有觸犯，將被即時解僱。無論於受聘期間或其後，員工均須將公司之資料及事務保密。

8.8 利益申報
員工在執行職務時其或其相關人士與本公司有業務來往之人士、機構或公司出現或潛在有利益關係時，須以書面向公司申報。如違反公司有關利益衝突之守則，將會導致被紀律處分，包括被公司即時解僱。

8.9 嚴禁行賄貪污
根據香港《防止賄賂條例》，員工屬該法例所指的「公職人員」，故此，員工在未經公司事前書面允許下，不得索取或接受任何利益，違者除會受有關法律制裁外，亦會被即時解僱。

9. 部門轉換
公司有權安排員工在任何地方或在新創建交通服務集團名下任何公司作相關職能的工作、服務或支援。

10. 除本合約各方外，任何人均沒有權利強制本合約任何一方執行本合約的條款，因與本合約其中一方的關係而享有利益的人士（或其繼承人或受讓人）將不會根據合約（第三者權益）條例享有向本合約另一方索償的權利。

雙方均清楚明白上述各項內容，並同意簽字作實，並各自保存壹份合約文本作紀錄。

城巴有限公司 公司代表簽名	員工簽名
_____	_____
姓名 : 職位 : 人力資源經理 日期 :	姓名 : 身份證號碼 : 日期 : _____年____月____日

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日期 : 一九九七年八月二十二日

編號 :

敬啓者 :

本公司現依據下列僱傭條件聘用台端就任本公司車長一職 : -

〔一〕 入職日期 : 1997年8月25日。

〔二〕 薪金 : 入職每月基本薪金爲港幣7,433.00元，於每月的7日及22日分兩次發放。另有其他獎金，將按公司的規定發放。

〔三〕 試用期 : 試用期爲三個月*，延長試用期與否將視乎試用期間之工作表現。

〔四〕 年終酬金 : 年終酬金相等於一個月之基本薪金，發放與否將由公司決定，工作不足一年者，酬金將按工作日數比例計算。

〔五〕 工作日及休假 : 依照更期表所編訂班次及可能在不同時間工作，公司會因應情況有權調動員工負責工作於不同線路及區域，通常每工作滿五天，便有一天休假，全年休假合計爲63天，已包括平常休息日及勞工法定假期在內。

〔六〕 年假 : 員工每工作滿一年可享有十天不可累積的有薪假期，未經管理階層特許，員工不可以預支年假。

〔七〕 福利 : 員工工作滿一年，可享有須供款的公積金計劃及不須供款的人壽/住院津貼福利。

員工在試用期滿後可享有公司特定之醫療計劃，但不包括牙醫保健。

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Tel 電話 : 2963 4888 Fax 傳真 : 2579 0202
TSIMSHATSUI OFFICE:Rm 28 Lower G/F, China Hong Kong City, 33 Canton Road, TST, Kowloon. 九龍尖沙咀廣東道 33 號中港城地庫 28 室
Tel 電話 : 2736 3888 Fax 傳真 : 2735 9085
ABERDEEN OFFICE:18/F, On Shine Commercial Bldg, 8-10 Tung Sing Rd, Aberdeen, Hong Kong. 香港仔東勝道 8-10 號朗盛商業大廈 18 樓
Tel 電話 : 2873 0807 Fax 傳真 : 2553 5094

../續

〔八〕 終止合約 ： 在試用期內，僱傭任何一方如欲終止僱傭關係，可預先給予對方七日書面通知或付給對方七日之薪酬以代替通知，試用期滿， 僱傭雙方則須給予一個月通知期或以一個月薪金代替通知以終止合約。未用的年假不能用作終止合約。

若閣下同意接納上述條件就職時，請在副本上簽名。

* 在試用期內如因工作表現不符合公司要求而被辭退，在公司內並不能享有上訴權利，但可向香港勞工處申訴。

閣下 如因交通意外扣分或其他事故引致被香港運輸處停牌，則相方的僱傭契約將會終止。

此致

城巴有限公司
人力資源部經理

簽名 ：
日期 ：

CITYBUS 城巴

日期 ： 一九九九年四月七日

編號 ：

敬啓者 ：

本公司現依據下列僱傭條件聘用台端就任本公司車長一職 ：-

〔一〕 入職日期 ： 1999年4月7日。

〔二〕 薪金 ： 入職每月基本薪金爲港幣6,000.00元，於每月的7日及22日分兩次發放。另有其他獎金，將按公司的規定發放（340組別）。加班工作則按固定每小時港幣40元計算。

〔三〕 試用期 ： 試用期爲三個月*，延長試用期與否將視乎試用期間之工作表現。

〔四〕 年終酬金 ： 年終酬金（340組別）相等於一個月之基本薪金，發放與否將由公司決定，工作不足一年者，酬金將按工作日數比例計算。

〔五〕 工作日及休假 ： 依照更期表所編訂班次及可能在不同時間工作，公司會因應情況有權調動員工負責工作於不同線路及區域，通常每工作滿五天，便有一天休假，全年休假合計爲64天，已包括平常休息日及勞工法定假期在內。

〔六〕 年假 ： 員工每工作滿一年可享有七天不可累積的有薪假期，未經管理階層特許，員工不可以預支年假。

〔七〕 福利 ： 員工工作滿一年，可享有須供款的公積金計劃。

員工在試用期滿後可享有公司特定之門診醫療計劃（340組別），但不包括牙醫保健。

所有340組別之員工不能享有家屬証的福利。

/續

Citybus Limited
城巴有限公司

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Rm 28, Lower G/F China Hong Kong City
33 Canton Road, TST, Kowloon
九龍尖沙咀廣東道33號中港城地庫28室

〔八〕 終止合約 ： 在試用期內，僱傭任何一方如欲終止僱傭關係，可預先給予對方七日書面通知或付給對方七日之薪酬以代替通知，試用期滿， 僱傭雙方則須給予一個月通知期或以一個月薪金代替通知以終止合約。未用的年假不能用作終止合約。

若閣下同意接納上述條件就職時，請在副本上簽名。

1. 在試用期內如因工作表現不符合公司要求而被辭退，在公司內並不能享有上訴權利，但可向香港勞工處申訴。

2. 如日後經僱用後發現有任何虛報或隱藏資料，會遭公司即時解僱，並不作任何賠償。

3. 閣下 如因交通意外扣分或其他事故引致被香港運輸處停牌，則相方的僱傭契約將會終止。

此致

城巴有限公司
人力資源經理

簽名 ：
日期 ：

CITYBUS 城巴

周大福企業及新創建集團成員
Member of Chow Tai Fook Enterprises and NWS Holdings

編號 :

敬啓者 :

本公司現按下列僱用條件聘用 台端爲巴士車長 (以下簡稱 "員工")。

一、 合約生效日期

此合約由2011年6月28日正式開始。

二、 工作時間

每天基本工作八小時(包括壹小時膳食時間)，須輪班及按照公司營運需要而安排在不同區域、線路、更份及超時工作。

三、 薪金及津貼

1. 底薪
員工之底薪爲每月港幣8,714元。
此底薪不設薪級點調整制度。

2. 加班津貼
加班工作按基本時薪(每月30天及每天8小時) X 1.4 計算。員工如於假日或休息日工作，將按加班時薪計算。

3. 安全獎金
爲鼓勵員工安全駕駛，公司於每月向駕駛紀錄優良的員工支付安全獎金港幣1,242元。

但員工牽涉須負上責任的交通意外或不良駕駛態度，公司有權停止支付此獎金之全部或部份。

4. 勤工獎金
爲鼓勵員工準時出勤，公司於每月向出勤優良的員工支付勤工獎金港幣658元。

但員工如曠職、臨時申請事假、少於公司規定時間前通知公司而申請病假、遲到或早退等不良出勤事項，則該月的勤工獎金將全部或部份停止支付。另外，如行爲不當被紀律處分，公司將按事件嚴重性停止支付此獎金之全部或部份。

5. 服務表現獎金

為鼓勵員工提供優質顧客服務，公司於每月向員工支付服務表現獎金港幣350元。

但員工之服務表現如不理想，公司有權停止支付此獎金之全部或部份。

6. 其他津貼

A *通宵更津貼*：員工如在凌晨零時前簽到開工而工作時間跨逾凌晨三時，而期間已工作不少於八小時者，可獲通宵津貼每更港幣40元。

B *節日特別津貼*：員工如在農曆新年前夕、新曆新年前夕、聖誕節前夕或中秋節夜由公司額外編排加班工作超過凌晨二時三十分(以營運日計，確實日期將由公司以通告形式通知員工)，而每節日工作不少於八小時者，該每一節日可享有節日特別津貼港幣150元。此節日特別津貼不適用於正常通宵更及正常替更員工。所有節日期間之加班津貼按正常加班率，即時薪之1.4倍計算。

C *颱風特別津貼*：員工在八號或以上風球懸掛時當值，若在正常工作時間內，每工作一小時除原已享有之正常基本薪金外，亦可多得一小時之基本時薪作為津貼，若當值時間為超時工作期間，該段時間之每小時加班工資將按基本時薪兩倍計算。此外在八號或以上風球懸掛時段內當值者，將可獲額外港幣100元之津貼。

D 除本合約規定外，員工不享有其他津貼或獎金。

7. 有關缺勤、遲到早退等之薪酬計算，詳列於附表一。

四、 發糧日

公司按月發放底薪及其他獎金/津貼（發糧日為每月之7號，而所計算之糧期為上一整月「即上月之1號至月底」之有關薪酬）。在公司認為有需要更改發糧日或發糧期時，會以通告形式通知有關員工。

五、 雙糧

員工不享有年終雙糧或其他形式的年終酬金。

六、 終止合約

僱傭任何一方須預先給予對方不少於一個月書面通知或以一個月代通知金代替，以終止雙方僱傭的關係。未用的年假不能用作終止合約的通知期。代通知金之款額將按《僱傭

條例》規定計算。

若員工作出任何不誠實、違法或嚴重違反公司規例或不負責任的行爲，公司可即時終止僱傭關係而無須作出任何補償。

員工如被停牌/吊銷駕駛執照，此僱傭合約會即時終止。

員工須接受由本公司安排的體格檢查，以確保員工之健康狀況適合擔任巴士車長之職位。此外，爲顧及駕駛安全，員工如放取30天或以上之長病假/工傷假、或患有按《道路交通(駕駛執照)規例》第374B章附表所列的疾病或身體傷殘，員工須向公司提交由香港註冊醫生簽發之可復工証明書以証明健康狀況適合駕駛巴士，及如有需要須向公司提交運輸署簽發的駕駛批准信。在公司認爲有需要時，員工須授權公司向員工之主診醫生索取有關文件，以確定員工之健康情況適合擔任駕駛巴士工作。

如因健康理由而不能履行員工職責，此僱傭合約會即時終止。

七、 <u>假期</u>

1. 休息日及法定假日
員工須輪休，每工作七天內可享有一天休息日。

員工可享有由香港特別行政區政府所定之法定假期，實際的放假日期由公司決定。

2. 有薪年假
員工可根據《僱傭條例》之規定享有不可累積的有薪年假。所有年假申請均需獲得公司批准。未經公司特許，不可預支年假。

公司將支付按比例計算的年假薪酬給離職員工（被公司即時解僱的員工除外）以代替未曾享用的年假。同樣地，離職員工須向公司補回按多放取的年假天數而計算的工資。

公司所定之假期年度爲每年之 1 月 1 日至 12 月 31 日。

3. 病假及疾病津貼
員工可根據《僱傭條例》規定享有疾病津貼。所有領取疾病津貼之資格、計算方法及有薪病假累積日數等均按《僱傭條例》規定。

放取少於連續 4 天病假者，則按無薪病假計算。

4. 婚假、喪假及考試假
員工不享有任何有薪婚假、喪假(恩恤假)或考試假。如有需要，員工可以申請無薪事假，批核與否由部門主管決定。員工如放取任何無薪事假，其底薪、安全獎金、勤工獎金、服務表現獎金及其他固定津貼/獎金將按比例計算停止支付。

八、 員工福利
公司可按需要更改有關之員工福利。

1. 門診醫療福利
員工可享有門診醫療福利。員工使用醫療福利，須於指定診所求診，並須出示醫療咭及身分證。每年上限爲十次。其後員工可以優惠診金於指定診所求診。人力資源部會給予員工有關的詳細資料。

2. 保險及住院福利
員工可享有法定之工傷保險、不需員工供款的人壽保險福利及個人意外保險，但不包括住院保險。員工可按公司之規定申請發還員工在政府醫院住院時費用(但不包括急症室收費、出院後之覆診費用、自費的手術儀器、支架及藥物)，現時限額爲每年港幣3,000元。

3. 家屬乘車証
員工可爲下列其中三位合資格之家屬申請家屬乘車証。

合資格家屬乃指合法直系家屬，包括員工的父母、合法配偶及 16 歲以下的子女(或 25 歲以下未婚及在香港就讀全日或半日制學校的子女)。傷殘之子女則無年齡限制。

員工須遵守員工証及家屬乘車証的申請及使用守則。

4. 長期服務 / 退休福利
員工須根據《強制性公積金計劃條例》參加公司提供之強積金計劃。人力資源部會提供有關資料。

員工只享有按《僱傭條例》所規定之長期服務 / 退休福利。員工並不享有十年服務獎。

5. 除本合約規定外，員工不享有其他福利。

九、 紀律及守則

1. 紀律
凡員工作出影響公司運作或有任何違規行爲，將受到公司紀律處分。

2. 制服 / 員工証
工作時間內員工須穿著整齊制服及配戴員工証。如終止受僱，須將所有制服及員工証交還公司。員工須遵守有關持有公司制服及公司証件的守則。

3. 一般工作守則
員工有責任閱讀及必須遵守所有公司通告及其他工作指引及規則。所有增減修改，以最新公佈之通告及最新版本之指引爲準。公司有權隨時修改有關規則。

4. 禮貌及儀容
禮貌是巴士服務的先決條件。員工應遵循公司規定之服務守則，以保持公司的良好聲譽及員工的專業形象。

員工應保持整齊清潔的儀容，不得作太前衛或誇張的打扮。

5. 保密
無論於受聘期間或其後，員工均須將公司之商業資料及事務保密。

6. 禁止接受其他受聘
未經公司書面同意，員工不得於受聘期間從事其他職業或工作。

7. 有效駕駛執照
員工在駕駛公司車輛時，必須確定本身持有有效及適用於相關車輛類別的駕駛執照。違規者將受到公司紀律處分。員工更換駕駛執照後，必須於七日內將副本交予公司人力資源部記錄及存檔。

員工如被定罪違反交通規例，須在定罪後七日內通知公司。在公司作出定期抽查時，員工須授權公司向有關機構申請員工之駕駛記分記錄。

違規者將受到公司紀律處分。

8. 評核及培訓
員工需定期接受公司安排之評核，包括駕駛技術、服務表現評核及身體檢查等。員工於評核時，有不符合公司要求者，公司將終止此僱傭合約。

爲提高服務質素，公司不時按培訓需要安排培訓課程。若員工缺席公司指定必修的培訓課程或於出席時在課堂上表現不合作者，可受到公司紀律處分。

9. 嚴禁盜竊
公司嚴禁員工盜用公司財物，如有觸犯者，將被即時解僱。

10. 嚴禁行賄貪污
根據香港《防止賄賂條例》，員工屬該法例所指的「公職人員」，故此，員工在未經公司事前書面允許下，不得索取或接受任何利益，違者除會受有關法律制裁外，亦會被即時解僱。

11. 其他守則
如經僱用後發現有任何虛報或隱瞞資料，會遭公司即時解僱。

十、 部門轉換
公司有權將員工安排在任何地方或在新創建交通服務集團名下任何公司作相關職能的工作、服務或支援。

十一、 員工手冊及以信函或通告形式公佈的其他最新規則和規章也成爲本合約的一部分。

公司及員工雙方均清楚明白上述各項內容，並同意簽字作實。
雙方均須保存壹份合約文本作日後參考。

城巴有限公司
公司代表簽名

員工簽名

黃偉業

姓名	:	黃偉業	姓名	:	
職位	:	人力資源經理	身份證號碼	:	
日期	:	_____年____月___日	日期	:	_____年_ _月_ _日

附件一

缺勤及遲到/早退之薪酬計算

A. 缺勤

缺勤種類 (註A1, A2, A3)	停止發放金額 (以每期糧*[見備考3]內每一日缺勤計)		
	基本底薪	勤工獎 (註A4)	安全獎/服務表現獎/其他津貼或獎金
不假不到	一日	停止發放每月固有獎金之 1/4	一日
臨時申請事假或未有病假証明之臨時稱病	一日	停止發放每月固有獎金之 1/4	一日
無通知病假 / 無按照公司程序申請病假	一日	停止發放每月固有獎金之1/4	一日
已獲批准之事假	一日	一日	一日
無薪停工	一日	一日	一日
非連續四日或以上有通知病假	一日	一日	一日
連續四日或以上病假	按僱傭條例處理		
工傷	按僱員補償條例處理		

註A1: 所有病假必須有公司規定之合適醫生紙。
註A2: 所有病假必須於一小時前通知公司指定部門, 否則作無通知病假論。
註A3: 由於缺勤變化種類不一，所有計算方法只列出基本原則。
註A4: 停止發放勤工獎上限爲該月固有之勤工獎。

B. 遲到、早退

遲到、早退種類 (註B1, B2, B3)	停止發放金額 (以每期糧*[見備考3]內每一次遲到、早退計)		
	基本底薪	勤工獎	安全獎/服務表現獎/其他津貼或獎金
遲到	按比例扣減 (以八小時一工計)	每半小時停止發放該月固有之勤工獎3.75% (註B4)	按比例停止發放 (以八小時一工計)
早退(工作不足八小時)無醫生紙	按比例扣減 (以八小時一工計)	每半小時停止發放該月固有之勤工獎3.75% (註B4)	按比例停止發放 (以八小時一工計)
早退(工作足八小時)無醫生紙	/	每半小時停止發放該月固有之勤工獎3.75% (註B4)	/
早退(工作不足八小時)有醫生紙	按比例扣減 (以八小時一工計)		
早退(工作足八小時)有醫生紙	/	/	/

註B1: 遲到當日之超時津貼按編定字軌計算。
註B2: 無醫生紙之遲到早退扣除上限爲「不假不到」扣除金額。
註B3: 由於遲到/早退變化種類不一，所有計算方法只列出基本原則。
註B4: 每半小時停止發放該月固有之勤工獎3.75%，以每半小時計算(不足半小時亦作半小時計算)，上限爲該月固有之勤工獎。計算至字軌編定完結時間。

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備考: (1) 在計算每月之病假日數時，所有有病假紙之缺勤及早退均會計算。
(2) 上列薪酬計算方法，將不會影響公司現行的紀律處分政策。
(3) 在計算缺勤及遲到/早退之薪酬時，將按公司規定之截數日作計算。
(4) 公司保留權利對有關薪酬計算方法在有需要時作出適當修改。

(附件於合約編號：

敬啓者:

本公司現正式聘用台端 爲巴士車長。此項聘用只於台端 接獲中華汽車有限公司因專利權屆滿向台端 發出之終止僱傭合約通知書後生效。台端 須於一九九八年九月一日前向本公司遞交該通知書之影印本。此外，台端 須接受由本公司安排之體格檢查，以確保台端 之健康狀況，適合擔任巴士車長之職位。

開始受聘日期
受聘日期將於一九九八年九月一日正式開始。

工作時間
每天工作八小時，須輪班工作，另有超時補薪。

有薪年假
台端 於公司服務滿十二個月後，將享有七個工作天的有薪年假。所有年假申請均需獲得台端 所屬部門之主管或經理簽署批准。

薪酬及福利
1. 台端 月薪爲港幣 $10,500.00 。公司將於每年九月調整台端之薪酬。
2. 當台端於公司連續服務滿十二個月後，將獲公司於農曆新年前發放雙糧。 而雙糧之總額乃農曆新年前台端之月薪另加中巴員工轉職特惠金。如果員工於公司服務少於一年，雙糧將會根據已服務的月數按比例發放。

附帶福利
台端 無須經過試用期，而直接被公司僱用爲正式員工。台端 可以享有以下福利。而其中詳細資料將詳列於給予台端之員工《附帶福利》資料當中：

1. 公積金計劃
2. 醫療福利
3. 住院及手術津貼
4. 其他

終止受聘
僱主與僱員任何一方必須於至少一個月前以書面通知或以相等於一個月的薪金代替通知對方，以終止雙方僱傭的關係。

惟假若台端 作出任何不誠實、違法或嚴重違反公司規例或不負責任的行爲，公司仍保留其法例賦予的權力，隨時終止此僱傭關係而無須作出通知或補償。

新僱傭合約

台端 明白本合約是台端與公司訂立的一份新僱傭合約，本合約並非台端以往的任何僱傭合約的延續。

部門轉換

公司有權將其全職，兼職及合約僱員安排在任何新世界集團名下的其他公司工作，服務或作支援。

保密

無論於受聘期間或其後，台端 均需將公司 (包括所有新世界集團所屬公司) 之商業資料及事務保密。

禁止接受其他受聘

台端 受聘於公司期間，需全情投入工作，並且於工作時間準時返回工作崗位及於公司業務繁忙期間超時工作。未經公司同意，台端 不得於受聘期間從事其他職業或受薪工作。

如台端 同意及接受公司以上的受聘條件，敬請將此函之副本簽妥並交回本公司。

新世界第一巴士服務有限公司
人力資源經理

一九九八年八月六日

本人同意及接受此函提及之所有條件。

簽署：_____ _____

日期：_____ _____

新巴 FIRST BUS

服務優質 乘客第一

Annex 5.5

____ _____先生

敬啓者 :

本公司現正式聘用 台端爲初級巴士車長。台端須接受由本公司安排之體格檢查，以確保 台端之健康狀況，適合擔任初級巴士車長之職位。

開始受聘日期

受聘日期將於一九九九年七月五日正式開始。

受訓期

受訓期約爲兩個星期。受訓期滿經公司認可後，方可成爲初級巴士車長。

工作時間

每天工作八小時，須輪班或按照公司營運需要而不定時工作，另有超時補薪。

有薪年假

台端於公司服務滿十二個月後，將享有七個工作天的有薪年假。所有年假申請均需獲得 台端所屬部門之主管或經理簽署批准。

法定假日

台端可享有由香港特別行政區政府所定之法定假日。

薪酬及福利

1. 受訓期間的津貼爲每日港幣$250.00。該筆津貼將於 台端試用期滿後發放。若 台端於試用期內離職或被解僱，該筆津貼將不獲發放。
2. 受訓完畢後，台端之月薪爲港幣$8,400.00。
3. 當 台端於公司連續服務滿十二個月後，將獲公司於農曆新年前發放雙糧。而雙糧之總額乃農曆新年前 台端之月薪。如果員工於公司服務少於一年而又於十二月三十一日已通過其試用期，雙糧將會根據已服務的日數按比例發放。於十二月三十一日仍未通過試用期員工，將不獲發放雙糧。

試用期

試用期爲三個月。首個月內，僱主與僱員任何一方必須於至少一天前以書面通知或以相等於一天的薪金代替通知對方，以終止雙方僱傭的關係。

隨後兩個月內，僱主與僱員任何一方必須於至少七天前以書面通知或以相等於七天的薪金代替通知對方，以終止雙方僱傭的關係。試用期滿後，僱主與僱員任何一方必須於至少一個月前以書面通知或以相等於一個月的薪金代替通知對方，以終止雙方僱傭的關係。

新世界第一巴士服務有限公司 香港柴灣新業街8號八號商業廣場25字樓
NEW WORLD FIRST BUS SERVICES LIMITED 25/F., Eight Commercial Tower, No.8 Sun Yip Street, Chai Wan, Hong Kong.
電話 / TEL: (852) 2136 2140 傳真 / FAX: (852) 2147 3611
新世界集團成員

附帶福利

台端於試用期滿後，可以享有以下福利。而其中詳細資料將詳列於給予 台端之員工附帶福利資料當中：

1. 公積金計劃
2. 醫療福利
3. 住院及手術津貼
4. 其他

惟假若 台端作出任何不誠實、違法或嚴重違反公司規例或不負責任的行爲，公司仍保留其法例賦予的權力，隨時終止此僱傭關係而無須作出通知或補償。

部門轉換

公司有權將其全職，兼職及合約僱員安排在任何新世界集團名下的其他公司工作，服務或作支援。

保密

無論於受聘期間或其後，台端均需將公司 (包括所有新世界集團所屬公司) 之商業資料及事務保密。

禁止接受其他受聘

台端受聘於公司期間，需全情投入工作，並且於工作時間準時返回工作崗位及於公司業務繁忙期間超時工作。未經公司同意，台端不得於受聘期間從事其他職業或受薪工作。

如 台端同意及接受公司以上的受聘條件，敬請將此函之副本簽妥並交回本公司。

新世界第一巴士服務有限公司
人力資源經理

一九九九年七月三日

本人同意及接受此函提及之所有條件。

簽署：_____

身份證號碼：_____

日期：_____

新巴 FIRST BUS

Annex 5.6

___ ___先生

敬啓者：

本公司現正式聘用 台端爲合約巴士車長 (以下簡稱 "員工")。

開始受聘日期

受聘日期將於二零零四年三月一日正式開始。

合約期

合約期爲兩年：由二零零四年三月一日至二零零六年二月二十八日止。合約期滿時，公司將考慮員工之工作表現、健康狀況及其他因素，如考勤等才決定是否於本合約屆滿後再另行續約。

工作時間

每天工作八小時，須輪班或按照公司營運需要而不定時工作，另有超時補薪。

薪酬及福利

員工之月薪爲港幣$8,000.00。

當員工於公司連續服務滿十二個月後，將獲公司於農曆新年前發放雙糧。而雙糧之總額乃農曆新年前員工之月薪。如果員工於公司服務少於一年，雙糧將會根據已服務的日數按比例發放。員工被公司於任何時間按僱傭條例第九條被即時解僱者，將不獲發放雙糧。

終止合約

公司與員工任何一方必須於至少一個月前以書面通知或以相等於一個月的薪金(即月薪、津貼及平均超時補薪)代替通知對方，以終止雙方僱傭的關係。

惟假若員工作出任何不誠實、違法或嚴重違反公司規例或不負責任的行爲，公司仍保留其法例賦予的權力，隨時終止此僱傭關係而無須作出通知或補償。

有薪年假

員工按連續性合約受聘不少於十二個月，將享有七個工作天或根據僱傭條例按員工受僱年資遞增的有薪年假。所有年假申請均需獲得員工所屬部門之主管或經理簽署批准。

公司將支付按比例計算的年假薪酬給離職員工以代替未曾享用的年假。同樣地，員工需補回工資以代替多放取的年假天數。

法定假日

員工可享有由香港特別行政區政府所定之法定假日。

門診醫療福利

員工可以享有門診醫療福利。

公積金計劃

員工仍須參加先前所選取的職業退休計劃或強積金計劃。

有關計劃之詳情請參閱前僱傭合約之有關附件。

禮貌及儀容

禮貌是巴士服務的先決條件。穿著整齊制服之員工應以誠懇、謙恭有禮的態度，並談吐得體，不可粗言穢語對待乘客，這樣可保持公司的良好聲譽及員工的專業形象。

主動地向乘客微笑點頭，亦會給予乘客一個熱誠可靠的印象。

在儀容方面，男同事應勤刮鬍鬚；女同事化妝宜清淡大方，不要濃妝艷抹。

頭髮須整齊清潔，勤於梳洗，修剪護理得宜，頭髮染色亦不可太前衛或過份誇張。

服務規則

員工需參照交通組發出有關車長工作之指引，所有增減或修改，以最新公佈之通告及最新版本之指引爲準。公司有權隨時單方面修改有關規則。

評核

員工需定期接受公司安排之考試，包括駕駛技術及服務表現評核，另外需定期接受體格檢驗。上述兩項考試，倘有不符合公司要求者，公司保留停止僱用的權利。

紀律

凡員工在工作時間內作出任何影響公司正常運作的行爲，會受到公司紀律處分。

保密

無論於受聘期間或其後，員工均需將公司 (包括所有新世界集團所屬公司) 之商業資料及事務保密。

禁止接受其他受聘

員工受聘於公司期間，需全情投入工作，並且於工作時間準時返回工作崗位及於公司業務繁忙期間超時工作。未經公司同意，員工不得於受聘期間從事其他職業或受薪工作。

有效駕駛執照

員工在駕駛公司車輛時，必須確定本身持有有效車輛類別的香港駕駛執照，以免觸犯交通條例。 違規者將受到公司紀律處分。 當員工在更換有效駕駛執照時，必須將副本交予人力資源部記錄及存檔。

員工如被定罪違反交通規例應在七日內通知公司及授權公司向香港警務處領取違例駕駛證明書。公司每年須由員工授權向運輸處申請駕駛記分記錄。人力資源部會在每年12月向員工收集授權書。

違者可能受到紀律處分，甚至遭公司解僱。

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新巴 FIRST BUS

部門轉換

公司有權將其全職，兼職及合約僱員安排在任何新世界集團名下的其他公司工作，服務或作支援。

如員工同意及接受公司以上的受聘條件，敬請將此函之副本簽妥並交回本公司。

新世界第一巴士服務有限公司
人力資源經理

二零零四年二月二十三日

本人同意及接受此函提及之所有條件。

簽署：_____ 日期：26-2-04
姓名：
香港身份證號碼：_____)

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新巴 FIRST BUS

周大福企業及新創建集團成員
Member of Chow Tai Fook Enterprises and NWS Holdings

編號 :

敬啓者 :

本公司現按下列僱用條件聘用 台端爲巴士車長 (以下簡稱“員工”)。

一、 合約生效日期

此合約由2011年7月12日正式開始。

二、 工作時間

每天基本工作八小時(包括壹小時膳食時間)，須輪班及按照公司營運需要而安排在不同區域、線路、更份及超時工作。

三、 薪金及津貼

1. 底薪
員工之底薪爲每月港幣8,714元。
此底薪不設薪級點調整制度。

2. 加班津貼
加班工作按基本時薪(每月30天及每天8小時) X 1.4 計算。員工如於假日或休息日工作，將按加班時薪計算。

3. 安全獎金
爲鼓勵員工安全駕駛，公司於每月向駕駛紀錄優良的員工支付安全獎金港幣1,242元。

但員工牽涉須負上責任的交通意外或不良駕駛態度，公司有權停止支付此獎金之全部或部份。

4. 勤工獎金
爲鼓勵員工準時出勤，公司於每月向出勤優良的員工支付勤工獎金港幣658元。

但員工如曠職、臨時申請事假、少於公司規定時間前通知公司而申請病假、遲到或早退等不良出勤事項，則該月的勤工獎金將全部或部份停止支付。另外，如行爲不當被紀律處分，公司將按事件嚴重性停止支付此獎金之全部或部份。

5. 服務表現獎金

爲鼓勵員工提供優質顧客服務，公司於每月向員工支付服務表現獎金港幣350元。

但員工之服務表現如不理想，公司有權停止支付此獎金之全部或部份。

6. 其他津貼

A *通宵更津貼：* 員工如在凌晨零時前簽到開工而工作時間跨逾凌晨三時，而期間已工作不少於八小時者，可獲通宵津貼每更港幣40元。

B *節日特別津貼：* 員工如在農曆新年前夕、新曆新年前夕、聖誕節前夕或中秋節夜由公司額外編排加班工作超過凌晨二時三十分(以營運日計，確實日期將由公司以通告形式通知員工)，而每節日工作不少於八小時者，該每一節日可享有節日特別津貼港幣150元。此節日特別津貼不適用於正常通宵更及正常替更員工。所有節日期間之加班津貼按正常加班率，即時薪之1.4倍計算。

C *颱風特別津貼：* 員工在八號或以上風球懸掛時當值，若在正常工作時間內，每工作一小時除原已享有之正常基本薪金外，亦可多得一小時之基本時薪作爲津貼，若當值時間爲超時工作期間，該段時間之每小時加班工資將按基本時薪兩倍計算。此外在八號或以上風球懸掛時段內當值者，將可獲額外港幣100元之津貼。

D 除本合約規定外，員工不享有其他津貼或獎金。

7. 有關缺勤、遲到早退等之薪酬計算，詳列於附表一。

四、 發糧日

公司按月發放底薪及其他獎金/津貼。在公司認爲有需要更改發糧日或發糧期時，會以通告形式通知有關員工。

五、 雙糧

員工不享有年終雙糧或其他形式的年終酬金。

六、 終止合約

僱傭任何一方須預先給予對方不少於一個月書面通知或以一個月代通知金代替，以終止雙方僱傭的關係。未用的年假不能用作終止合約的通知期。代通知金之款額將按《僱傭條例》規定計算。

惟假若員工作出任何不誠實、違法或嚴重違反公司規例或不負責任的行爲，公司可即時終止僱傭關係而無須作出任何補償。

員工如被停牌/吊銷駕駛執照，此僱傭合約會即時終止。

員工須接受由本公司安排的體格檢查，以確保員工之健康狀況適合擔任巴士車長之職位。此外，爲顧及駕駛安全，員工如放取30天或以上之長病假/工傷假、或患有按《道路交通(駕駛執照)規例》第374B章附表所列的疾病或身體傷殘，員工須向公司提交由香港註冊醫生簽發之可復工証明書以証明健康狀況適合駕駛巴士，及如有需要須向公司提交運輸署簽發的駕駛批准信。在公司認爲有需要時，員工須授權公司向員工之主診醫生索取有關文件，以確定員工之健康情況適合擔任駕駛巴士工作。

如因健康理由而不能履行員工職責，此僱傭合約會即時終止。

七、 假期

1. 休息日及法定假日
   員工須輪休，每工作七天內可享有一天休息日。

   員工可享有由香港特別行政區政府所定之法定假期，實際的放假日期由公司決定。

2. 有薪年假
   員工可根據《僱傭條例》之規定享有不可累積的有薪年假。所有年假申請均需獲得公司批准。未經公司特許，不可預支年假。

   公司將支付按比例計算的年假薪酬給離職員工（被公司即時解僱的員工除外）以代替未曾享用的年假。同樣地，離職員工須向公司補回按多放取的年假天數而計算的工資。

   公司所定之假期年度爲每年之 1 月 1 日至 12 月 31 日。

3. 病假及疾病津貼
   員工可根據《僱傭條例》規定享有疾病津貼。所有領取疾病津貼之資格、計算方法及有薪病假累積日數等均按《僱傭條例》規定。

   放取少於連續 4 天病假者，則按無薪病假計算。

4. 無薪假期
   公司不設固定日數之無薪假期供員工申請。

5. 婚假、喪假及考試假
   員工不享有任何有薪婚假、喪假(恩恤假)或考試假。如有需要員工可以申請無薪事

假，批核與否由部門主管決定。員工如放取任何無薪事假，其底薪、安全獎金、勤工獎金、服務表現獎金及其他固定津貼/獎金將按比例計算停止支付。

八、 員工福利

公司可按需要更改有關之員工福利。

1. 門診醫療福利

員工可享有門診醫療福利。員工使用醫療福利，須於指定診所求診，並須出示醫療咭及身分證。每年上限爲十次。其後員工可以優惠診金於指定診所求診。人力資源部會給予員工有關的詳細資料。

2. 保險及住院福利

員工可享有法定之工傷保險、不需員工供款的人壽保險福利及個人意外保險，但不包括住院保險。員工可按公司之規定申請發還員工在政府醫院住院時費用(但不包括急症室收費、出院後之覆診費用、自費的手術儀器、支架及藥物)，現時限額爲每年港幣3,000元。

3. 家屬乘車証

員工可爲下列其中三位合資格之家屬申請家屬乘車証。

合資格家屬乃指合法直系家屬，包括員工的父母、合法配偶及 16 歲以下的子女(或 25 歲以下未婚及在香港就讀全日或半日制學校的子女)。傷殘之子女則無年齡限制。

員工須遵守員工及家屬乘車証的申請及使用之守則。

4. 長期服務 / 退休福利

員工須根據《強制性公積金計劃條例》參加公司提供之強積金計劃。人力資源部會提供有關資料。

員工只享有按《僱傭條例》所規定之長期服務 / 退休福利。員工並不享有退休乘車證。

5. 除本合約規定外，員工不享有其他福利。

九、 紀律及守則

1. 紀律

凡員工作出影響公司正常運作或有任何違規行爲，將受到公司紀律處分。

2. 制服 / 員工証
工作時間內員工須穿著整齊制服及配戴員工証。如終止受僱，須將所有制服及員工証交還公司。員工須遵守有關持有公司制服及公司証件的守則。

3. 一般工作守則
員工有責任閱讀及必須遵守所有公司通告及其他工作指引及規則。所有增減修改，以最新公佈之通告及最新版本之指引爲準。公司有權隨時修改有關規則。

4. 禮貌及儀容
禮貌是巴士服務的先決條件。員工應遵循公司規定之服務守則，以保持公司的良好聲譽及員工的專業形象。

員工應保持整齊清潔的儀容，不得作太前衛或誇張的打扮。

5. 保密
無論於受聘期間或其後，員工均須將公司之商業資料及事務保密。

6. 禁止接受其他受聘
未經公司同意，員工不得於受聘期間從事其他職業或工作。

7. 有效駕駛執照
員工在駕駛公司車輛時，必須確定本身持有有效及適用於相關車輛類別的駕駛執照。違規者將受到公司紀律處分。員工更換駕駛執照後，必須於七日內將副本交予公司人力資源部記錄及存檔。

員工如被定罪違反交通規例，須在定罪後七日內通知公司。在公司作出定期抽查時，員工須授權公司向有關機構申請員工之駕駛記分記錄。

違規者將受到公司紀律處分。

8. 評核及培訓
員工需定期接受公司安排之評核，包括駕駛技術、服務表現評核及身體檢查等。員工於評核時，有不符合公司要求者，公司將終止此僱傭合約。

爲提高服務質素，公司不時按培訓需要安排培訓課程。若員工缺席公司指定必修的培訓課程或於出席時在課堂上表現不合作者，可受到公司紀律處分。

9. 嚴禁盜竊
公司嚴禁員工盜用公司財物，如有觸犯者，將被即時解僱。

10. 嚴禁行賄貪污
根據香港《防止賄賂條例》，員工屬該法例所指的「公職人員」，故此，員工在未經公司事前書面允許下，不得索取或接受任何利益，違者除會受有關法律制裁外，亦會被即時解僱。

11. 其他守則
如經僱用後發現有任何虛報或隱瞞資料，會遭公司即時解僱。

十、 部門轉換
公司有權將員工安排在任何地方或在新創建交通服務集團名下任何公司作相關職能的工作、服務或支援。

十一、 員工手冊及以信函或通告形式公佈的其他最新規則和規章也成爲本合約的一部分。

公司及員工雙方均清楚明白上述各項內容，並同意簽字作實。
雙方均須保存壹份合約文本作日後參考。

新世界第一巴士服務有限公司
公司代表簽名

黃偉業

姓名 : 黃偉業
職位 : 人力資源經理
日期 : 2011 年 5 月 27 日

員工簽名

姓名 :
身份證號碼 :
日期 : 2011 年 5 月 27 日

新巴 FIRST BUS
周大福企業及新創建集團成員
Member of Chow Tai Fook Enterprises and NWS Holdings

附件一

缺勤及遲到/早退之薪酬計算

A. 缺勤

缺勤種類 (註A1, A2, A3)	停止發放金額 (以每期糧*[見備考3]內每一日缺勤計)		
	基本底薪	勤工獎 (註A4)	安全獎/服務表現獎/其他津貼或獎金
不假不到	一日	停止發放每月固有獎金之 1/4	一日
臨時申請事假或未有病假証明之臨時稱病	一日	停止發放每月固有獎金之 1/4	一日
無通知病假 / 無按照公司程序申請病假	一日	停止發放每月固有獎金之1/4	一日
已獲批准之事假	一日	一日	一日
無薪停工	一日	一日	一日
非連續四日或以上有通知病假	一日	一日	一日
連續四日或以上病假	按僱傭條例處理		
工傷	按僱員補償條例處理		

註A1: 所有病假必須有公司規定之合適醫生紙。
註A2: 所有病假必須於一小時前通知公司指定部門, 否則作無通知病假論。
註A3: 由於缺勤變化種類不一，所有計算方法只列出基本原則。
註A4: 停止發放勤工獎上限爲該月固有之勤工獎。

B. 遲到、早退

遲到、早退種類 (註B1, B2, B3)	停止發放金額 (以每期糧*[見備考3]內每一次遲到、早退計)		
	基本底薪	勤工獎	安全獎/服務表現獎/其他津貼或獎金
遲到	按比例扣減 (以八小時一工計)	每半小時停止發放該月固有之勤工獎3.75% (註B4)	按比例停止發放 (以八小時一工計)
早退(工作不足八小時)無醫生紙	按比例扣減 (以八小時一工計)	每半小時停止發放該月固有之勤工獎3.75% (註B4)	按比例停止發放 (以八小時一工計)
早退(工作足八小時)無醫生紙	/	每半小時停止發放該月固有之勤工獎3.75% (註B4)	/
早退(工作不足八小時)有醫生紙	按比例扣減 (以八小時一工計)		
早退(工作足八小時)有醫生紙	/	/	/

註B1: 遲到當日之超時津貼按編定字軌計算。
註B2: 無醫生紙之遲到早退扣除上限爲「不假不到」扣除金額。
註B3: 由於遲到/早退變化種類不一，所有計算方法只列出基本原則。
註B4: 每半小時停止發放該月固有之勤工獎3.75%，以每半小時計算(不足半小時亦作半小時計算)，上限爲該月固有之勤工獎。計算至字軌編定完結時間。

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備考: (1) 在計算每月之病假日數時，所有有病假紙之缺勤及早退均會計算。
(2) 上列薪酬計算方法，將不會影響公司現行的紀律處分政策。
(3) 在計算缺勤及遲到/早退之薪酬時，將按公司規定之截數日作計算。
(4) 公司保留權利對有關薪酬計算方法在有需要時作出適當修改。

(附件於合約編號： 563)

CITYBUS 城巴

周大福企業及新創建集團成員
Member of Chow Tai Fook Enterprises and NWS Holdings

Year 2009 Contract

(Part-Time BC)

編號 :

敬啓者 :

本公司現按以下第一部份之條件提供兼職巴士車長訓練課程予 台端。完成訓練及通過公司安排之指定學員駕駛技術測試後，本公司會按第二部份之僱用條件正式聘用台端爲合約兼職巴士車長 (以下簡稱“員工”)。員工須接受由本公司安排的體格檢查，以確保員工之健康狀況，適合擔任兼職巴士車長之職位。

第一部份

一、 訓練課程

台端須於2009年10月12日開始至2009年10月13日內完成由公司安排之駕駛技術訓練課程，課程共2天。訓練日期及時間將由培訓部駕駛導師安排，每訓練日基本訓練爲八小時 (包括壹小時膳食時間)。訓練地點會按照公司需要而安排於不同區域及線路接受訓練。如有需要，公司亦有可能延長或縮短 台端之訓練日數。

公司將考慮 台端之駕駛表現及工作態度、駕駛巴士的身體狀況及其他因素，包括考勤、營運需要等才決定 台端是否通過此訓練課程。

二、 訓練津貼

台端須按公司指定時間出席及完成整段訓練課程，於訓練完成後及成功通過公司指定學員駕駛技術測試並已爲公司提供服務後，公司將於緊接糧期向 台端發放港幣$500.00元之訓練津貼。若因任何理由未能符合上述規定者，均不會獲發任何有關津貼。

台端如因重要事故或身體不適須缺席訓練， 台端須於訓練當天開始時間一小時前致電培訓部，並於缺席後翌日填回公司之假期申請表連同有關證明文件交回人力資源部審批，否則當缺勤論並可能被公司終止訓練合約及視爲未能完成合約處理。經人力資源部確認及獲批准之缺席、遲到或早退，訓練津貼將會按比例被扣減。

訓練當天如超過基本時間，並不會有額外津貼。

三 終止訓練課程

公司或 台端任何一方可隨時以書面即時終止此訓練課程。

在2009年10月13日後，本合約之第一部份將會自動終止。

第二部份

台端完成訓練及通過學員駕駛技術測試後，本公司按下列僱用條件正式聘用 台端爲合約兼職巴士車長 (以下簡稱“員工”)。

一、 合約生效日期
此合約由2009年10月14日正式開始。

二、 合約期
合約期由2009年10月14日至2009年12月31日止。

三、 工作時間
須依照由公司編定之時間工作。

四、 薪酬
台端之時薪爲港幣 $50.-。台端所得之工資是以 台端實際工作的時間計算。

五、 發糧日
公司按月發放薪金。在公司認爲有需要更改發糧日或發糧期時，會以通告形式通知有關員工。

六、 終止合約
僱主與員工任何一方可隨時以書面通知對方，以終止雙方僱傭的關係，任何一方無須作出任何補償，終止合約的情況包括但不限於：

1) 任何一方因任何個人或公司的原因欲終止合約時；
2) 在公司認爲員工經常不依照公司編定或要求之時間工作(不論任何原因，但除有合法病假紙証明之病假外)，或公司認爲員工實際可以兼職工作時間過少時；
3) 在員工之工作表現不符合公司標準，或員工作出任何不誠實、違法或嚴重違反公司規例或不負責任的行爲時；
4) 如員工因健康理由而不能履行本身職責時；
5) 在日後經僱用後發現員工有任何虛報或隱瞞資料時。

如 台端未能完成訓練、或未能通過學員駕駛技術測試，或在 2009 年 12 月 31 日後，本合約之第二部份將會自動終止。

七、 員工福利

1. 員工須根據《強制性公積金計劃條例》參加公司提供之強積金計劃。人力資源部屆時會給予員工有關的詳細資料。

2. 其他
員工不可以享有其他員工福利。

八、 紀律及守則

1. 紀律
凡員工作出影響公司正常運作或有任何違規行爲，將受到公司紀律處分。

2. 兼職員工証
工作時間內員工須配戴兼職員工証。如終止受僱，須將兼職員工証交還公司。員工須遵守公司有關持有公司証件的守則。

3. 一般工作守則
可參閱公司通告及其他工作指引及規則。員工有責任閱讀及遵守所有有關條文。所有增減修改，以最新公佈之通告及最新版本之指引爲準。公司有權隨時單方面修改有關規則。

4. 禮貌及儀容
禮貌是巴士服務的先決條件。員工應遵循公司規定之服務守則，以保持公司的良好聲譽及員工的專業形象。

員工應保持整齊清潔的儀容，不得太前衛或誇張的打扮。

5. 保密
無論於受聘期間或其後，員工均須將公司 (包括所有周大福企業及新創建集團所屬公司) 之商業資料及事務保密。

6. 嚴禁盜竊
公司嚴禁員工私下盜用或轉售公司財物，包括原料及製成品，如有觸犯者，將被即時解僱。

7. 嚴禁行賄貪污
根據香港法例第 201 章《防止賄賂條例》，員工屬該法例所指的「公職人員」，故此，員工在未經公司事前書面允許下，不得索取或接受任何利益，違者除會受有關法律制裁外，亦會被即時解僱。

九、 部門轉換

在不抵觸《僱傭合約》的情況下，公司有權將其全職、兼職及合約僱員安排在任何地方或在新創建交通服務集團名下任何公司作相關職能的工作、服務或支援。

*在本合約中未有列明之其他僱傭條款或細則，按香港法例第57章《僱傭條例》之基本規定執行。

公司及員工雙方均清楚明白上述各項內容，並同意簽字作實。
雙方均須保存壹份合約文本作日後參考。

城巴有限公司
公司代表簽名

員工簽名

姓名 : 羅玉煖
職位 : 人力資源經理
日期 : 2009年10月7日

姓名 :
身份證號碼 :
日期 : _____年___月___日

Year 2013 Contract
(Part-Time Bc)

Annex 5.9

CITYBUS 城巴

周大福企業及新創建集團成員
Member of Chow Tai Fook Enterprises and NWS Holdings

編號 :

敬啓者 :

本公司現按以下第一部份之條件提供兼職巴士車長訓練課程予 台端(以下簡稱“學員”)。完成訓練及通過公司安排之指定學員駕駛技術測試後，本公司會按第二部份之僱用條件正式聘用 學員爲合約兼職巴士車長 (以下簡稱“員工”)。員工須接受由本公司安排的體格檢查，以確保員工之健康狀況，適合擔任兼職巴士車長之職位。

第一部份

一、 訓練課程

學員須於2013年2月22日至2013年2月23日內完成由公司安排之駕駛技術訓練課程，課程共2天。訓練日期及時間將由培訓部駕駛導師安排，每訓練日基本訓練爲八小時 (包括壹小時膳食時間)。訓練地點會按照公司需要而安排於不同區域及線路接受訓練。如有需要，公司亦有可能延長或縮短 學員之訓練日數。

公司將考慮 學員之駕駛表現及工作態度、駕駛巴士的身體狀況及其他因素，包括考勤、營運需要等才決定 學員是否通過此訓練課程。

二、 訓練津貼

學員須按公司指定時間出席及完成整段訓練課程，於訓練完成後及成功通過公司指定學員駕駛技術測試後，公司將於緊接糧期向 學員發放港幣400元之訓練津貼。若因任何理由未能符合上述規定者，均不會獲發任何有關津貼。

學員如因重要事故或身體不適須缺席訓練，學員須於訓練當天開始時間一小時前致電培訓部，並於缺席後翌日填回公司之假期申請表連同有關證明文件交回人力資源部審批，否則當缺勤論並可能被公司終止訓練合約及視爲未能完成合約處理。經人力資源部確認及獲批准之缺席、遲到或早退，訓練津貼將會按比例被扣減。

訓練當天如超過基本時間，並不會有額外津貼。

三 終止訓練課程

公司或 學員任何一方可隨時以書面即時終止此訓練課程。

在2013年2月23日後，本合約之第一部份將會自動終止。

第二部份

學員完成訓練及通過學員駕駛技術測試後，本公司按下列僱用條件正式聘用 學員爲合約兼職巴士車長（以下簡稱“員工”）。

一、 合約生效日期
此合約由2013年2月24日正式開始。

二、 合約期
合約期由2013年2月24日至2013年12月31日止，爲期合共10個月另8日。

三、 工作時間及薪酬
公司在合約期內若有需要時會通知員工該次公司要求的工作時段，員工可按個人情況決定是否接受有關工作安排；如員工接受工作安排，每小時工作薪金爲港幣59元，員工所得之工資是以實際工作的時間計算(膳食時間不計算爲工作時間)。

四、 發糧日
公司按月發放薪金（發糧日爲每月之7號，而所計算之糧期爲上一曆月「即上月之1號至月底）之薪酬)。在公司認爲有需要更改發糧日或發糧期時，會以通告形式通知有關員工。

五、 終止合約
除《僱傭條例》另有規定外，僱傭任何一方可於合約期內隨時以書面通知對方以終止合約，任何一方無須作出任何補償。

在合約期滿，本合約之第二部份會自動終止。

六、 員工福利
1. 員工須根據《強制性公積金計劃條例》參加公司提供之強積金計劃。人力資源部會提供有關的詳細資料。

2. 其他
員工不可以享有其他員工福利。

七、 紀律及守則
1. 紀律
凡員工有任何違規行爲、作出影響公司正常運作、虛報或隱瞞資料等，將受到公司紀律處分。

2. 兼職員工証
工作時間內員工須配戴兼職員工証。如終止受僱，須將兼職員工証交還公司。員工須遵守公司有關持有公司証件的守則。

3. 一般工作守則
員工有責任閱讀及必須遵守所有公司通告及其他工作指引及規則。所有增減修改，以最新公佈之通告及最新版本之指引爲準。公司會按需要適時修改有關規則。

4. 禮貌及儀容
禮貌是巴士服務的先決條件。員工應遵循公司規定之服務守則，以保持公司的良好聲譽及員工的專業形象。

員工應保持整齊清潔的儀容，不得作太前衛或誇張的打扮。

5. 處理公司財物/機密資料
公司嚴禁員工盜用或轉售公司財物，如有觸犯，將被即時解僱。無論於受聘期間或其後，員工均須將公司之商業資料及事務保密。

6. 利益申報
員工有責任以書面向公司申報是否與本公司有業務來往之人士、供應商或試圖供應貨品及/或服務予本公司之機構有直接、間接或潛在之利益關係。如違反公司有關利益衝突之守則，將會導致被紀律處分，包括被公司即時解僱。

7. 嚴禁行賄貪污
根據香港《防止賄賂條例》，員工屬該法例所指的「公職人員」，故此，員工在未經公司事前書面允許下，不得索取或接受任何利益，違者除會受有關法律制裁外，亦會被即時解僱。

八、 <u>部門轉換</u>
員工接受公司安排的工作時，公司有權將員工安排在任何地方或在新創建交通服務集團名下任何公司作相關職能的工作、服務或支援。

雙方均清楚明白上述各項內容，並同意簽字作實。
雙方均須保存壹份合約文本作日後參考。

城巴有限公司
公司代表簽名

姓名 : 黃偉業
職位 : 人力資源經理
日期 : 22 FEB 2013

員工簽名

姓名 :
身份證號碼 :
日期 : _____年____月____日

員工須依時填妥此申報書及交回人力資源部

表格編號: HR/NT/247/06/18

P

新創建交通服務 NWS TRANSPORT

新創建集團成員 Members of NWS Holdings

Annex 6

兼職車長申報書

員工姓名	: _____	員工編號	: _____
職位	: 兼職車長	所屬部門	: _____

致：新創建交通服務、城巴及新巴

甲部 - 僱員行為及紀律守則

☐ 本人已詳閱刊於公司通告及/或載於公司內聯網頁之整份僱員行為及紀律守則，及已明白內文各點。

乙部 - 『新創建交通服務、城巴及新巴』以外之所有其他工作(包括正職及其他兼職工作)

必須填寫

☐沒有

☐有 (請於以下表格填寫所有外間工作，如超過一份外間工作，請另書申報)

受僱公司名稱		職位		☐全職 ☐兼職
每月底薪 ($)		享有年終雙糧/花紅	☐ 是 金額_____ ☐ 否	
每月其他津貼、獎金及加班津貼總額 ($)				
需否輪班工作?	☐需要	• 每星期工作_____天 • 休息日 ☐固定，逢星期_____休息 ☐非固定 • 每日基本工作_____小時；加班工作_____小時	請填寫你每星期通常的工作時間： 星期一 上午/下午/凌晨 ____時 至 上午/下午/凌晨____時 星期二 上午/下午/凌晨 ____時 至 上午/下午/凌晨____時 星期三 上午/下午/凌晨 ____時 至 上午/下午/凌晨____時 星期四 上午/下午/凌晨 ____時 至 上午/下午/凌晨____時 星期五 上午/下午/凌晨 ____時 至 上午/下午/凌晨____時 星期六 上午/下午/凌晨 ____時 至 上午/下午/凌晨____時 星期日 上午/下午/凌晨 ____時 至 上午/下午/凌晨____時	
	☐不需要	• 每星期工作_____天，逢星期_____休息 • 每日基本工作_____小時；加班工作_____小時 • 每日工作時間：上午/下午/凌晨_____時 至 上午/下午/凌晨_____時		

丙部 - 聲明及簽署

1. 本人已就上述甲部及乙部向公司作出聲明及申報，本人完全明白如本人違反有關僱員行為及紀律守則，將會受到內部紀律處分，包括被即時解僱。
2. 本人在執行職務時如遇到私人利益與公司利益有實際或潛在衝突時，必會儘快填妥公司指定之表格向公司作出申報。
3. 本人明白如涉嫌觸犯《防止賄賂條例》者，公司會呈報廉政公署。

_____ 員工簽署

_____ 日期

This English translation is for reference only. In the event of any discrepancy between the Chinese original and this English translation, the Chinese original shall prevail.

本英文譯本僅供參考。如英文譯本與中文原文有任何差異，以中文原文為準。

All staff shall complete this declaration form and submit it to the human resources department in a timely manner

Form No.: HR/NT/247/06/18

P



Annex 6

DECLARATION FORM OF PART-TIME BUS CAPTAIN

Staff name :_____	Staff no.:_____
Position : Part-time Bus Captain	Department:_____

TO: NWS Transport, Citybus, and New World First Bus

Part A – Staff's Conduct and Disciplinary Guideline

☐ I have read though the Staff's Conduct and Disciplinary Guideline as published in the company's circular and/or the company's intranet in its entirety, and I understood the contents thereof.

Part B – All other jobs apart from the work in "NWS Transport, Citybus, and New World First Bus" (inclusive of full-time and other part-time work)
must be completed*

☐ No
☐ Yes (please fill in all outside jobs in the form below. If there is more than one outside job, please declare in a separate document)

Employer company name		Position		☐ Full-time ☐ Part-time
Basic monthly salary ($)		Enjoying year-end double pay/bonus	☐ Yes the amount is____ ☐ No	
Total amount of other subsidies, bonus and overtime subsidy ($)				
Need to work in shift?	☐ Yes	● ___day(s) each week ● Rest day ☐Fixed, rest on every ___-day ☐Not fixed ● ___ hour(s) as the basic hour each day; ___ hour(s) as overtime work	Please fill in the usual working hour for each week: Monday ___ am/pm/before-dawn to ___ am/pm/before-dawn Tuesday ___ am/pm/before-dawn to ___ am/pm/before-dawn Wednesday___ am/pm/before-dawn to ___ am/pm/before-dawn Thursday ___ am/pm/before-dawn to ___ am/pm/before-dawn Friday ___ am/pm/before-dawn to ___ am/pm/before-dawn Saturday ___ am/pm/before-dawn to ___ am/pm/before-dawn Sunday ___ am/pm/before-dawn to ___ am/pm/before-dawn	
	☐ No	● ___day(s) each week, rest on every ___-day		

		● ___hour(s) as the basic hour each day; ___hours(s) as the overtime work ● Daily working hour: ___ am/pm/before-dawn to ___ am/pm/before-dawn

Part C – Declaration and Signature

1. I have made the declaration and report as stated in Part A and Part B above. I fully understand that if I contravene the relevant Staff's Conduct and Disciplinary Guideline, I shall be subject to internal disciplinary action, including termination of employment with immediate effect.
2. In discharging my job duties, if there is actual or potential conflict between my personal interest and the company's interest, I shall report to the company immediately by way of completing the form specified by the company.
3. I understand that the company shall report to the ICAC if anyone contravenes the "Prevention of Bribery Ordinance".

_____ _____

Signature of Staff Date

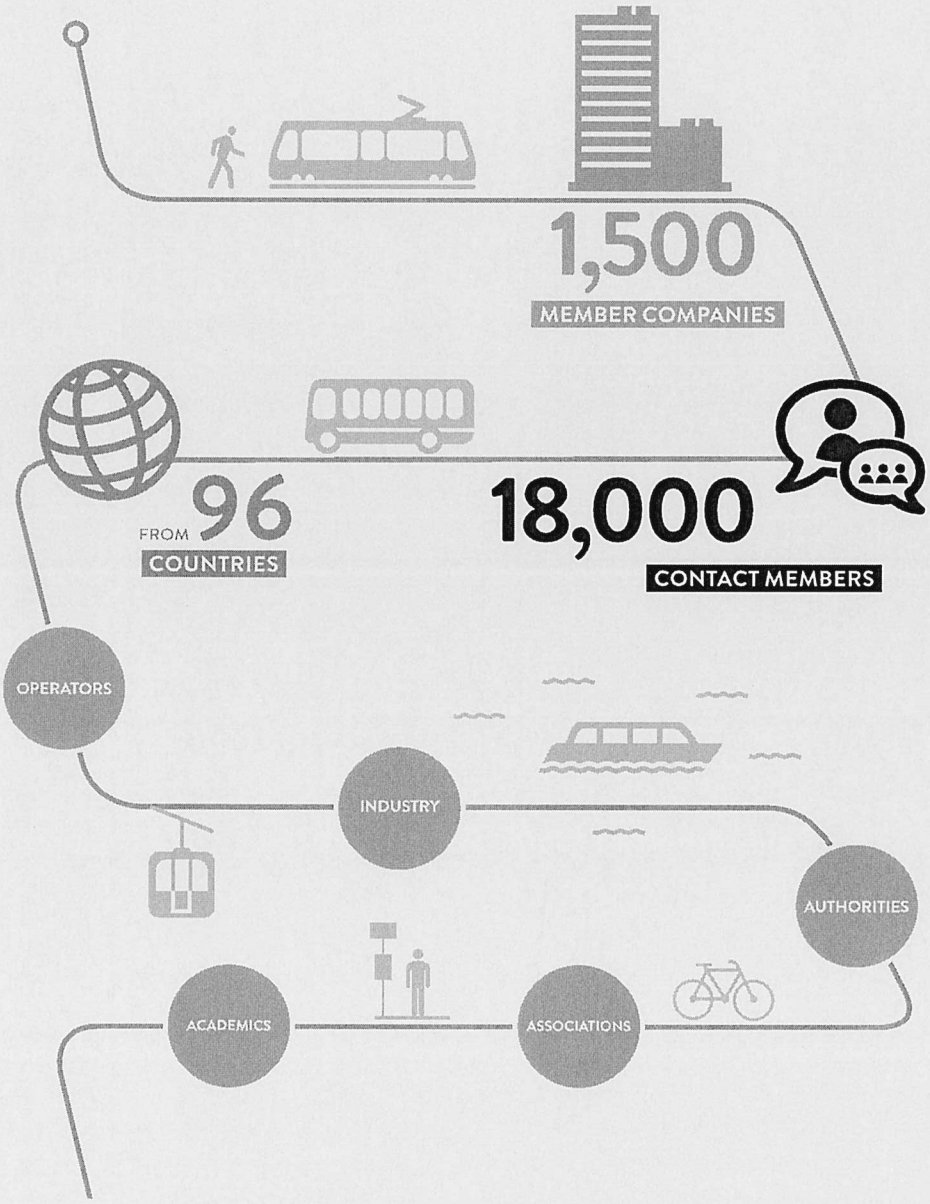
UITP
ADVANCING
PUBLIC
TRANSPORT

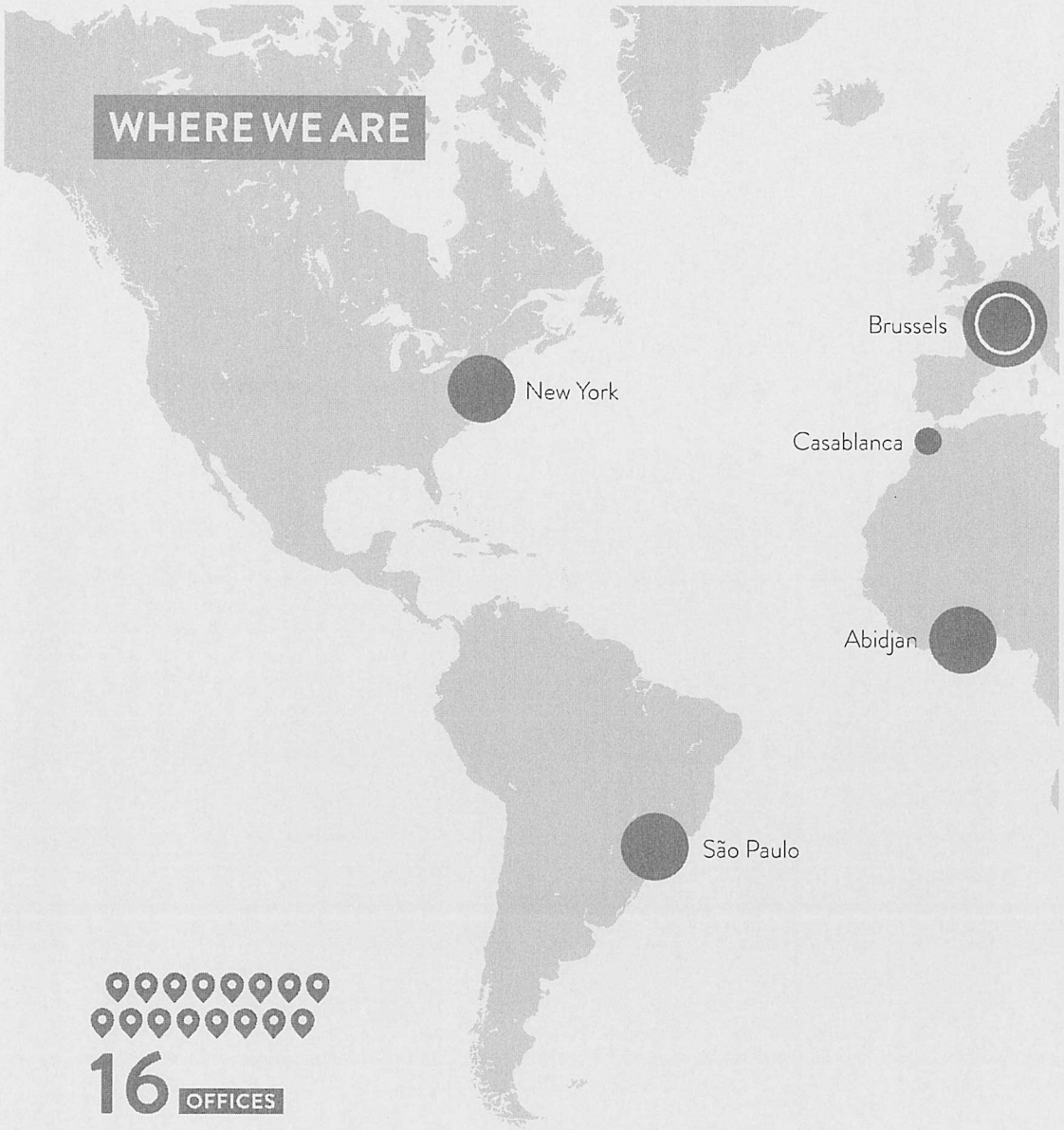
UITP AT A GLANCE



WHO WE ARE

UITP (International Association of Public Transport) is the only **worldwide** network to bring together all public transport **stakeholders** and all sustainable transport **modes.**





16 OFFICES

EUROPE

- **Main Office** | Belgium (Brussels)
- Liaison Office | Turkey (Istanbul)

EURASIA

- **Regional Office** | Russian Federation (Moscow)
- Liaison Office | Kazakhstan (Astana)

ASIA-PACIFIC

- **Regional Offices** | India (Bangalore/New Delhi)
- **Regional Office** | China (Hong Kong)
- Liaison Office | China (Shenzhen)
- Centre for Transport Excellence | Singapore

AFRICA

- **Regional Office** | Ivory Coast (Abidjan)
- Liaison Office | South Africa (Johannesburg)



AUSTRALIA & NEW ZEALAND

- **Regional Office | Australia (Melbourne)**

LATIN AMERICA

- **Regional Office | Brazil (São Paulo)**

NORTH AMERICA

- **Regional Office | United States (New York)**

MIDDLE EAST & NORTH AFRICA

- **Regional Office & Centre for Transport Excellence |** United Arab Emirates (Dubaï)
- Liaison Office | Morocco (Casablanca)
- Liaison Office | Iran (Tehran)

WHAT WE DO

OUR MISSIONS: every day we make a difference for our members and for the wider sustainable transport community.

ADVOCACY & OUTREACH

We engage with decision-makers, international organisations, key stakeholders

KNOWLEDGE

We generate cutting-edge knowledge and expertise

NETWORK & BUSINESS

We bring people together to exchange ideas, share best practice and forge partnerships

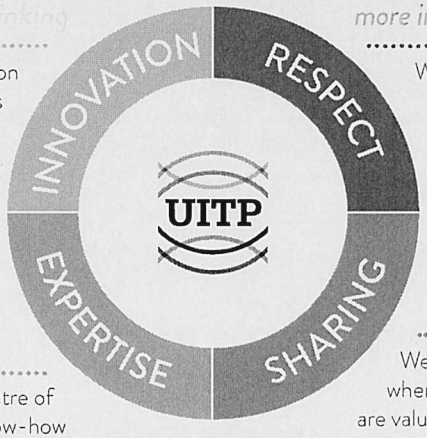
OUR VALUES: innovation, respect, sharing and expertise are at the heart of all our projects.

Inspiring new ways of thinking

We encourage collaboration and pioneering solutions to the most pressing mobility needs

Making cities healthier, more inclusive and sustainable

We believe in enhancing the quality of life for everyone



Gathering a wealth of information

We are the global centre of knowledge and know-how on public transport

Exchanging ideas

We create an atmosphere where high-quality relationships are valued and nurtured

NEED MORE INFORMATION?

STAY TUNED
For the latest information on our activities, and news from the sector, visit: **uitp.org**

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CALL OUR MEMBERSHIP HOTLINE
+32 2 663 66 66

UITP (International Association of Public Transport) is a passionate champion of sustainable urban mobility and is the only worldwide network to bring together all public transport stakeholders and all sustainable transport modes. UITP has 1,500 member companies giving access to over 18,000 contacts from 96 countries.

UITP ADVANCING PUBLIC TRANSPORT

Rue Sainte-Marie 6, B-1080 Brussels | Belgium
Tel +32 2 673 61 00 | Fax +32 2 660 10 72 | info@uitp.org

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Safety Committee
Meeting Notes

Date: 16 May 2018

Attendance: Samuel Cheng (MD), William Chung (HO), Paul Li (HE), Gareth Ng (HH), Kenny So (SESM) and Vincent Fung (SOM)

		Action
1.	Terms of Reference of the Safety Committee (the "Committee") The Committee was established to review and oversee all safety related matters of CTB and NWFB, including bus operations, maintenance of buses, staff training, and staff recruitment. The documentation and workflow of related procedures would be reviewed. The Committee would make recommendations on safety-related measures with a view to sustaining a safe and reliable bus operation. The Committee should comprise: ● Managing Director (as the Chairman) ● Head of Operations ● Head of Engineering ● Head of Human Resources & Administration ● Senior Engineering Support Manager ● Senior Operations Manager (also as the Secretary) The Committee might invite managers who were responsible for the areas to be reviewed to attend the Committee meeting as when required. The Committee would meet once every 2 months. The Chairman might call for additional meetings when considered appropriate.	Noted

2.	Driving Training for Part-Time Bus Captains ("PTBC(s)") At present, the newly recruited PTBCs would have 2 days of driving training with a total of 8 driving training hours. HO would explore ways to increase the driving training hours for newly recruited PTBCs to enhance their driving skill and enable them to familiarize themselves with bus types and bus routes to which they would be assigned.	HO
3.	Induction Training Apart from the above, classroom training covering driving safety awareness, customer service skill and EQ management etc. would be arranged to all newly recruited PTBCs.	HO
4.	Training Record of Bus Captains ("BC(s)") HO would review the process of keeping training records of bus captains to ensure the completeness of the records.	HO
5.	Refresher Training for PTBCs It was agreed to arrange all PTBCs to attend refresher training, similar to that for full-time bus captains ("FTBC(s)"). HO would study the logistics arrangement and propose an implementation date.	HO
6.	Validity Period of Driving / Training Experience for a Bus Route It was agreed that the validity period of the driving / training experience of a bus route should be reviewed. HO would prepare a proposal for further discussion.	HO
7.	Buddy Driver for Newly Recruited BCs New BCs would not be assigned any passenger-carrying service on the first day of work. We planned to arrange experienced BCs to accompany the new BCs on their first day of work, after the training. The experienced BCs would share their experiences and give advice to new BCs on their future daily works.	HO

8.	PTBC Declaration HH would arrange to require all PTBCs, including in-service and new recruits, to provide working hour information of their principal employment on a mandatory basis. Such mandatory declaration would be on an annual basis. *Post meeting note: We plan to implement this from 1 June 2018.*	HH
9.	TD's Guidelines Monitoring TD would check our records for any non-compliance with TD's guidelines and ask for explanation. Some non-compliant cases were identified in the past. They were mainly caused by traffic congestions and some were due to human errors. HO would keep close monitoring on our compliance with the TD's guidelines.	HO
10.	Training Materials Stocktake and Review HO and HE would arrange to conduct a stocktake of all training materials. It was agreed that all training materials should be reviewed by Senior Managers and approved by Division Heads.	All
11.	Training Course Enhancement To enhance the quality of training courses, Division Heads and Senior managers should attend more training courses and provide feedback to training instructors as appropriate.	All
12.	Steering Tag Axle Training It was agreed to review the training arrangement of driving a bus equipped with a steering tag axle for BCs.	HO
13.	New Bus Safety Features HE would study the feasibility of installing new features such as anti-dozing device to enhance bus safety.	HE
14.	Pre-employment Psychological Assessment for BCs HH debriefed the meeting on the views of the psychiatrist on the application of psychological assessment in screening out high-risk BC applicants. HH would further study to explore	HH

	the feasibility and effectiveness of psychological assessment with other experts.	
15.	<u>System Audit</u> Upon completion of reviews, the Internal Audit Department would conduct audits of the areas concerned in due course to ensure all procedures and workflows were properly followed up and followed through.	HH

運輸署
Transport Department

Confidential
(without Prejudice)

RECEIVED
31 AUG 2015
BY:

Our Ref.: (1) in TD BR 78/63-1 C Pt. 2
Your Ref.: MD/0404/14
Tel. No. : 2829 5211
Fax No. : 2802 2679

Annex 9.1

Urgent By Hand
31 August 2015

Mr. Samuel Cheng
Managing Director
Citybus Limited
8 Chong Fu Road
Chai Wan
Hong Kong

Dear Sir,

Citybus Limited
Application for New Franchise
for Operating Hong Kong Island and Cross-Harbour Bus Network

Service Enhancement and Fare Concession Commitments

We refer to your application for a new 10-year franchise to operate bus routes under your Hong Kong Island and Cross-Harbour Bus Network commencing immediately upon the expiry of the current franchise on 1 June 2016 (the "Application"). During the franchise negotiation meetings, your Company is committed to providing the following service enhancement and fare concession initiatives which will form part and parcel of the Application:

(I) Service Enhancement Initiatives

(a) Clause 14 of New Franchise

(1) provide Real Time Bus Information System (RTBIS) for dissemination of estimated time of departure or arrival of bus trips at bus termini and stops (as appropriate) for all bus routes operated by your Company based on real time data through mobile devices (including but not limited to smart phone, tablet and computer), and supplemented with

香港灣仔告士打道七號入境事務大樓四十一樓
41st floor Immigration Tower 7 Gloucester Road Wan Chai Hong Kong
電話 Tel (852) 2804 2600 傳真 Fax (852) 2824 0433
網址 Web Site: http://www.td.gov.hk

display panels installed at 103 bus termini and stops within three years (i.e. from 2018 to 2020) upon successful implementation of the RTBIS, with the ultimate objective of installing such display panels at all bus termini and stops with shelter/canopy atop and power supply subject to technical feasibility and financial viability (Annex 1);

(2) install display panels on board to show the bus stops of the routes at which the buses are operating on all new buses;

(3) continue to provide and enhance the existing online enquiry system for bus route information;

(b) Clause 7 of New Franchise

(1) provide on-bus facilities with barrier-free, elderly-friendly, fire hazard preventive, service and safety enhancement features for new buses as set out in Annex 2;

(2) provide passenger seating facilities at new passenger shelters, as far as practicable, subject to the approval of relevant government departments on the design and construction of such facilities;

(3) comply with the Environmental Protection Department ("EPD")'s prevailing air quality guidelines in respect of carbon dioxide concentration level inside bus compartments as far as reasonably practicable;

(4) make necessary provisions to allow carriage of foldable bicycles, which are properly folded and put in bags, on board without causing any hazard to other passengers;

(c) Clause 16(2) and 29(2) of New Franchise

publish passenger service pledge for responding to complaints and suggestions from the public, and the achievement rate of the pledge for public information as set out in Annex 3;

(d) Clause 26 of New Franchise

deploy, as far as reasonably practicable, low-emission buses (i.e. those buses meeting the emission level of Euro IV or above, or buses retrofitted with the selective catalytic reduction devices and diesel particulates filters) to your bus routes serving the three low-emission zones (LEZs) in Causeway Bay, Central and Mongkok, as delineated by EPD and shown on Annex 4, when the new franchise commences; and

(II) Fare Concession Initiatives

Offer 30 new packages of Bus-Bus Interchange (BBI) schemes and enhance one existing BBI scheme with reduction of fares from the commencement of the new franchise, with details summarised in Annex 5.

Your Company has also agreed to implement the initiatives upon the commencement of new franchise, unless otherwise specified.

We will present the above committed initiatives, together with your acceptance of new and amended franchise clauses, to the Chief Executive-in-Council ("CE-in-C") for consideration of the Application. Subject to CE-in-C's decision of granting of the new franchise to your Company, we will brief the Legislative Council Panel on Transport of the committed initiatives and the new franchise clauses.

Before we submit the Application to the CE-in-C, we should be most grateful if your Company will confirm in writing, on or before 2 September 2015, on "without prejudice" basis that your Company will duly undertake to honour and implement the committed initiatives as set out in this letter and the Annexes thereto subject to the CE-in-C's granting of the new franchise to your Company.

Your Company will need to report to this Department ("TD") annually the progress of the committed initiatives in the context of Forward Planning Programme and/or in any other form and manner as may be specified by the Commissioner. Your Company is also required to submit formal applications to TD for approval before implementation of the fare

concession initiatives in respect of individual routes and, if applicable, other committed initiatives as set out in this letter and the Annexes.

Yours faithfully,

(CHAN Ying-kit)
for Commissioner for Transport

CITYBUS 城巴

周大福企業及新創建集團成員
Member of Chow Tai Fook Enterprises and NWS Holdings

Your ref: (1) in TD BR 78/63-1C Pt.2
Our ref: MD/0910/15

Without Prejudice

1 September 2015

Urgent By Hand

Commissioner for Transport
Transport Department
41/F Immigration Tower
7 Gloucester Road
Wan Chai
Hong Kong

Attn: Mr Chan Ying-kit

Dear Madam

Application for New Franchise for Operating Hong Kong Island and Cross-Harbour Bus Network
Service Enhancement and Fare Concession Commitments

We refer to your letter of 31 August 2015 regarding the above.

We confirm that our Company will undertake to honour and implement the committed initiatives as set out in your letter and the Annexes thereto subject to the Chief Executive-in-Council's granting of the new franchise to our Company.

Yours faithfully
For and on behalf of
Citybus Limited

Samuel Cheng
Managing Director

SC/kc

[This is a CD]

Working Group on
Enhancement of Safety of Franchised Buses

Date: 13 March 2018
Time: 3:00 p.m.
Venue: Room 4110B, 41/F Immigration Tower, Wan Chai

Agenda

(a) Welcome Message

(b) Discussion on the Scope of Works and Membership of the Working Group

(c) A. O. B.

Working Group on
Enhancement of Safety of Franchised Buses

Scope of Work

After a traffic accident involving a bus of Kowloon Motor Bus Company Limited took place on Tai Po Road on 10 February 2018, a Working Group is proposed to be set up to review and study measures to further enhance bus safety. The scope of the Working Group shall include –

(1) To review and enhance the training arrangements targeting different types of captains (e.g. new recruits, in-service captains and in-service captains having committed traffic offence or having involved in accident, etc.);

(2) To examine the technical feasibility, cost-effectiveness, applicability and any other issues relating to installation of seat belts on all seats other than exposed seats;

(3) To explore the technical feasibility, cost-effectiveness, applicability and any other issues relating to the installation of on-vehicle safety device, including but not limiting to the following –

- (a) Speed display unit for passengers;
- (b) Active / passive roll stability control;
- (c) Electronic stability control;
- (d) Speed control aided by GPS;
- (e) Speed limiter to cap maximum speed within 70 km/hour;
- (f) Collision prevention and lane keeping device; and
- (g) Monitoring device on captain's condition e.g. dozing, drowsiness.

(4) Any other proposed measures related to the above 3 areas as considered appropriate.

Membership

Convener

TD	Miss Rachel Kwan	Assistant Commissioner for Transport/Special Duties

Members – TD

BRB	Miss Amy Tse	Principal Transport Officer/Bus and Railway 1
	Ms. Amy Lee	Chief Transport Officer/Special Duties
VSSD	Mr David Tsang	Chief Electrical and Mechanical Engineer/Vehicle Safety and Standards
	Mr Jimmy Yeung	Senior Engineer/Vehicle Safety
	Mr Danny Chan	Engineer/Bus Safety
RSSD	Mr Tony Yau	Chief Engineer/Road Safety and Standards
	Mr Gary Wong	Senior Engineer/Road Safety 2

Members – Bus Operators

KMB/LW	[redacted]	[redacted]
	[redacted]	[redacted]
	[redacted]	[redacted]
CTB/ NWFB	Mr William Chung	Head of Operations
	Mr Paul Li	Head of Engineering

	Mr Vincent Fung	Senior Operations Manager
NLB	[redacted]	[redacted]
Note-taker		
TD	Miss Natalie Yu	Senior Transport Officer/Railway 6

Technical Meetings

Separate technical meetings will be set up to discuss the measures in more details.

Interval of Meeting

On monthly basis or at more frequent interval if necessary (till completion of the review)

Deliverable

A report on the outcome and recommendations of the review is expected to be submitted to the Commissioner for Transport in 3 months' time.

Kenny So Kwok Kin

寄件者: Kenny So Kwok Kin
寄件日期: 2018年3月14日星期三 14:30
收件者: 'andrew.boulton@alexander-dennis.com'
副本: Paul Li Kwong Wai
主旨: FW: Sub-working Group on Enhancement of Safety of Franchised Buses
附件: Template on new safety feature for sub-working group v1.doc

重要性: 高

追蹤: 收件者 已讀取
'andrew.boulton@alexander-dennis.com' 已讀取: 14/3/2018 15:07
Paul Li Kwong Wai

Dear Andy,

Would you please fill in the form for our current ADL bus types and return to us prior to the sub-working group meeting?

Regards,
Kenny

Feasibility Study on Additional Hardware and Technologies of On-vehicle Safety Devices for Franchised Buses

Item	Potential new safety feature	Any mandatory requirement in other international standard or regulation (e.g. Yes, ECE 107)	Description of your product/hardware features and working principles	Feasibility on new buses and target available date • Any technical constraints • Estimated available date • Estimated Cost in HK$	Feasibility on retrofitting for existing buses • Any technical constraints • Estimated available date • Estimated Cost in HK$	Remarks
1.	Active roll stability control					
2.	Passive roll stability control (audio/visual warning only)					
3.	Electronic Stability Control (ESC)					
4.	Speed control by GPS/Geo-fencing					
5.	Speed limiter to cap max. speed with 70km/h					
6.	Seat belts for all passenger seats					
7.	Speed display unit for all passengers at lower and upper decks					
8.	Collision prevention and lane keeping device					
9.	Monitoring device on captain's condition e.g. dozing, drowsiness					

10.	Other safety features, if any					

Kenny So Kwok Kin

寄件者:	Kenny So Kwok Kin
寄件日期:	2018年3月14日星期三 14:30
收件者:	Harvey Scott (scott.harvey@volvo.com)
副本:	Paul Li Kwong Wai
主旨:	FW: Sub-working Group on Enhancement of Safety of Franchised Buses
附件:	Agenda for 1st sub-WG.docx; Template on new safety feature for sub-working group v1.doc
重要性:	高
追蹤:	收件者 已讀取
	Harvey Scott (scott.harvey@volvo.com)
	Paul Li Kwong Wai 已讀取: 14/3/2018 15:06

Dear Scott,

Would you please fill in the form for our current Volvo bus types and return to us prior to the sub-working group meeting?

Regards,
Kenny

Feasibility Study on Additional Hardware and Technologies of On-vehicle Safety Devices for Franchised Buses

Item	Potential new safety feature	Any mandatory requirement in other international standard or regulation (e.g. Yes, ECE 107)	Description of your product/hardware features and working principles	Feasibility on new buses and target available date • Any technical constraints • Estimated available date • Estimated Cost in HK$	Feasibility on retrofitting for existing buses • Any technical constraints • Estimated available date • Estimated Cost in HK$	Remarks
1.	Active roll stability control					
2.	Passive roll stability control (audio/visual warning only)					
3.	Electronic Stability Control (ESC)					
4.	Speed control by GPS/Geo-fencing					
5.	Speed limiter to cap max. speed with 70km/h					
6.	Seat belts for all passenger seats					
7.	Speed display unit for all passengers at lower and upper decks					
8.	Collision prevention and lane keeping device					
9.	Monitoring device on captain's condition e.g. dozing, drowsiness					

10.	Other safety features, if any					

Kenny So Kwok Kin

寄件者:	Kenny So Kwok Kin
寄件日期:	2018年3月14日星期三 14:30
收件者:	wongryh@regalmotors.com.hk
副本:	Paul Li Kwong Wai
主旨:	FW: Sub-working Group on Enhancement of Safety of Franchised Buses
附件:	Template on new safety feature for sub-working group v1.doc
重要性:	高
追蹤:	收件者 已讀取
	wongryh@rcgalmotors.com.hk
	Paul Li Kwong Wai 已讀取: 14/3/2018 15:02

Dear Rex,

Would you please fill in the form for our current MAN and Youngman bus types and return to us prior to the sub-working group meeting?

Regards,
Kenny

Feasibility Study on Additional Hardware and Technologies of On-vehicle Safety Devices for Franchised Buses

Item	Potential new safety feature	Any mandatory requirement in other international standard or regulation (e.g. Yes, ECE 107)	Description of your product/hardware features and working principles	Feasibility on new buses and target available date • Any technical constraints • Estimated available date • Estimated Cost in HK$	Feasibility on retrofitting for existing buses • Any technical constraints • Estimated available date • Estimated Cost in HK$	Remarks
1.	Active roll stability control					
2.	Passive roll stability control (audio/visual warning only)					
3.	Electronic Stability Control (ESC)					
4.	Speed control by GPS/Geo-fencing					
5.	Speed limiter to cap max. speed with 70km/h					
6.	Seat belts for all passenger seats					
7.	Speed display unit for all passengers at lower and upper decks					
8.	Collision prevention and lane keeping device					
9.	Monitoring device on captain's condition e.g. dozing, drowsiness					

10.	Other safety features, if any					

Citybus and New World First Bus

Mobileye Trial Result

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Mobileye Trial Results

1. Background

In 2013, fatal traffic accidents happened on route 970X and E22A. Both accidents involved head-to-tail collision where the vehicles in front were stationary. This drawn the attention of the companies to look for measures to improve bus captains' alertness on road conditions.

In 2014, an advanced driver assistance system mainly used on private cars – Mobileye was introduced by Neshtech Pty Limited to the companies. Mobileye processes the inputs from the camera on windscreen, measures the driving distance and calculates the time of probable collision with other vehicles, motorcycles, bicycles and pedestrians. It provides real-time warnings to the drivers in case of imminent danger of collision, enabling them to react. A Mobileye trial was carried out in the companies with the following objectives.

- Acquire more knowledge on technologies for improving driving safety
- Assess the usefulness of Mobileye in bus operations
- Examine the feedbacks of bus captains about Mobileye

2. Mobileye Trial

The Mobileye trial was spiltted into two phases (refer to Appendix A). The first phase trial was for union representatives and the second phase trial was for bus captains driving the selected trial routes (Route 671, E11 and 23). Three test buses from CTB (F1), CTB(F2) and NWFB (Fleet number 8143, 8205 and 4029) were involved.

Questionnaires were sent to 13 union representatives and 54 bus captains who had driven the test buses to collect their feedbacks on the accuracy, user experience and usefulness of the Mobileye.

In addition, 7 events of Forward Collision Warning and 10 events of other types of warnings were randomly selected from F/N 8205 on 13 & 17 Sep 2014 and 20 – 21 Jan 2015. Their event logs were compared with the CCTV image to check the accuracy of the events logged. For the triggering criteria of warnings, please refer to Appendix B.

3. Results of the Trial

The results of the trial consist of survey results from union representatives, bus captains and event log checking. The detailed survey results can be found in Appendix C and D.

3.1 Overall Score

From the questionnaire, the overall score from union representatives and bus captains are 6.3 and 5.0 respectively and the combined overall score is 5.2. The overall score is at an average level.

Category	Result
Union	6.3 / 10.0
Bus Captains	5.0 / 10.0
Combined	5.2 / 10.0

3.2 Bus Captain Acceptability

Several questions were asked in the questionnaire to gauge bus captain's acceptability of Mobileye. The results are as follows:

Question: Did Mobileye helpful for driving safety?

Category	Not helpful at all	Not helpful	No Comment	Helpful	Very helpful
Union	7.7%	53.8%	0.0%	38.5%	0.0%
Bus Captain	13.0%	35.2%	16.7%	35.2%	0.0%
Combined	11.94%	38.81%	13.43%	35.82%	0.00%

Question: Did Mobileye cause nuisance to driving?

Category	Great Nuisance	Nuisance	No Comment	No Nuisance	No Nuisance at all
Union	7.7%	46.2%	0.0%	30.8%	15.4%
Bus Captain	11.1%	35.2%	20.4%	35.2%	1.9%
Combined	10.45%	34.33%	16.42%	34.33%	4.48%

Question: What do you think about the sound level of Mobileye alerts?

Category	Too little	Little	Appropriate	Loud	Too loud
Union	0.0%	12.8%	61.5%	17.9%	7.7%
Bus Captain	4.3%	6.5%	57.1%	24.1%	8.0%
Combined	3.48%	7.71%	57.96%	22.89%	7.96%

Question: What do you think about the display of Mobileye alerts?

Category	Very unclear	Unclear	No Comment	Clear	Very Clear	Not answered
Union	0.0%	9.0%	11.5%	70.5%	9.0%	0.0%
Bus Captain	3.7%	13.6%	36.7%	36.7%	8.6%	0.6%
Combined	2.99%	12.69%	31.84%	43.28%	8.71%	0.50%

Question: Did you satisfied with the installation location of Mobileye's display control unit?

Category	Very unsatisfied	Unsatisfied	No Comment	Satisfied	Very satisfied
Union	0.0%	7.7%	7.7%	76.9%	7.7%
Bus Captain	9.3%	9.3%	48.1%	33.3%	0.0%
Combined	7.46%	8.96%	40.30%	41.79%	1.49%

3.3 Accuracy of Mobileye

3.3.1 Forward Collision Warning (FCW)

Category	Very inaccurate	Inaccurate	No Comment	Accurate	Very accurate	Not answered
Union	0.0%	15.4%	15.4%	69.2%	0.0%	0.0%
Bus Captain	7.4%	14.8%	33.3%	40.7%	3.7%	0.0%
Combined	5.97%	14.93%	29.85%	46.27%	2.99%	0.0%
Event Log Checking	4 accurate : 3 inaccurate					

Those inaccurate events involved no vehicle directly in front and the events were triggered by vehicles in adjacent lanes.

3.3.2 Headway Monitoring Warning (HMW)

Category	Very inaccurate	Inaccurate	No Comment	Accurate	Very accurate	Not answered
Union	0.0%	7.7%%	23.1%	61.5%	7.7%	0.0%
Bus Captain	7.4%	3.7%	29.6%	51.9%	5.6%	1.9%
Combined	5.97%	4.48%	28.36%	53.73%	5.97%	1.49%
Event Log Checking	9 accurate : 1 inaccurate					

3.3.3 Lane Departure Warning (LDW)

Category	Very inaccurate	Inaccurate	No Comment	Accurate	Very accurate	Not answered
Union	0.0%	15.4%%	15.4%	61.5%	7.7%	0.0%
Bus Captain	3.7%	9.3%	38.9%	40.7%	5.6%	1.9%
Combined	2.99%	10.45%	34.33%	44.78%	5.97%	1.49%
Event Log Checking	10 accurate : 0 inaccurate					

3.3.4 Pedestrian Collision Warning (PCW)

Category	Very inaccurate	Inaccurate	No Comment	Accurate	Very accurate	Not answered
Union	7.7%	38.5%%	0.0%	53.8%	0.0%	0.0%
Bus Captain	5.6%	18.5%	33.3%	33.3%	7.4%	1.9%
Combined	5.97%	22.39%	26.87%	37.31%	5.97%	1.49%
Event Log Checking	0 accurate : 10 inaccurate					

When our buses pull in bus bays, buses have to head towards the pavement before stopping property (parallel to the kerb) at the bus bay. At the moment of heading pedestrian, PCW was easily triggered. This created frequent false warnings to bus captains and weakens their vigilance to PCW.

3.3.5 Urban Forward Collision Warning/ Virtual Bumper (UFCW/ VB)

Category	Very inaccurate	Inaccurate	No Comment	Accurate	Very accurate	Not answered
Union	0.0%	38.5%%	23.1%	38.5%	0.0%	0.0%
Bus Captain	11.1%	11.1%	46.3%	25.9%	5.6%	0.0%
Combined	8.96%	16.42%	41.79%	28.36%	4.48%	0.0%
Event Log Checking	0 accurate : 10 inaccurate					

Unlike private car, buses have short and flat front. Buses are usually stopped very close to the bus in front especially at bus stops. This created frequent false warnings to bus captains and weakens their vigilance to PCW.

3.3.6 Speed Limit Warning (SPW)

Category	Very inaccurate	Inaccurate	No Comment	Accurate	Very accurate	Not answered
Union	7.7%	23.1%%	15.4%	30.8%	23.1%	0.0%
Bus Captain	3.7%	14.8%	37.0%	35.2%	9.3%	0.0%
Combined	4.48%	16.42%	32.84%	34.33%	11.94%	0.0%
Event Log Checking	10 accurate : 0 inaccurate					

Roadside speed limit signages are detected to differentiate the speed limit of different road segments. Although Mobileye demonstrated high accuracy in our event log checking, two situations where false warnings were noted during our road test.

The first situation was when the bus was going along Island Eastern Corridor eastbound near slip road leading to Chai Wan Road, the slip road speed limit signage of 50 km/hr was wrongly adopted and warning was sounded but the bus was still running on Island Eastern Corridor.

The second situation was when the bus came out from the Chong Fu Depot, the depot's speed limit of 15 km/hr would still be used and warning sounded until Mobileye detected another speed limit signage.

4. Cost Details of Mobileye

The corresponding fixed and variable cost for different minimum order quantities are listed as below.

Fixed Cost

Item	Minimum Order Quantity			
	1 pc	50 pcs	100 pcs	500 pcs
Mobileye C2-270	12,000	8,000	7,600	7,200
MobiLog v1.1	1,000	900	800	500
Add on WiFi module	600	600	600	600
Total	13,600	475,000	900,000	4,150,000

Variable Cost

Item	Minimum Order Quantity			
	1 pc	50 pcs	100 pcs	500 pcs
Annual Maintenance Fee	1,000	1,000	1,000	1,000
Annual License fee for data server (per bus)	96	96	96	96
Total	1,096	54,800	109,600	548,000

Based on the details above, the cost estimations are tabled as follows.

Purchase Matrix	No. of buses#	Fixed Cost	Variable Cost	Total Cost
F1 buses only	721	5,984,300	790,216	6,774,516
F2 buses only	176	1,584,000	192,896	1,776,896
NW buses only	646	5,361,800	708,016	6,069,816
All F1, F2 & NW buses	1,543	12,806,900	1,691,128	14,498,028

#Expected fleet size for 2G AFC project

5. Conclusion & Recommendation

Warning Signal usefulness and Accuracy of Mobileye

Among 6 warning signals provided by the Mobileye, only Headway Monitoring Warning (HMW) and Lane Departure warning (LDW) are accurate. Forward Collision Warning (FCW) only has a fair degree of accuracy. The Pedestrian Collision Warning (PCW) and Urban Forward Collision Warning/ Virtual Bumper (UFCW/ VB) are inaccurate and are not suitable for bus operations. Speed Limit Warning has inadequacies on recognizing speed limit signage on roads.

Among the 6 warning signal functions provided by the Mobileye, only 3 of them are useful to bus operation and the accuracy of one of these is not satisfactory.

Bus captain's acceptance

50% of bus captains opined that the Mobileye was not helpful for driving safety and 44% of bus captains opined that the alerts of the Mobileye caused nuisance to driving. The suitability and usefulness of the Mobileye is questionable.

As the total investment is about 14 million, it is financially not justifiable to install the device with only half of the signal warnings suitable for bus operations and the low acceptance of the system by bus captains.

Hence, it is not recommended to go ahead with the Mobileye.

Appendix A. Work Schedule for Mobileye Trial

Task no.	Task	Start Date	End Date	Duration (day)	Parties Involved
1	Bus installation and initial calibration (Phase One - NWFB)	26-May-14	26-May-14	1	OSD/ ETSD/ TRD/ Neshtech
2	Free running of test bus without visual and audio warnings (Phase One - NWFB)	27-May-14	2-Jun-14	7	ODs
3	Review the sensitivity of Mobileye warnings (Phase One - NWFB)	3-Jun-14	6-Jun-14	4	OSD/ TRD
4	Bus installation and calibration with fine-tuned sensitivity in phase one (Phase Two - CTB F1 & F2)	13-Jun-14	13-Jun-14	1	OSD/ ETSD/ TRD/ Neshtech
6	Close Trial for union representatives	16-Jun-14	18-Jul-14	33	ODs
7	Public Trial for other Bus Captains	21-Jul-14	19-Oct-14	90	ODs
8	Bus uninstallation	22-Jan-15	22-Jan-15	1	OSD/ ETSD/ TRD/ Neshtech

Appendix B. Alerts Triggering Criteria of Mobileye

Mobileye 神眼系統試用計劃

警示種類及觸發警示的條件

神眼(Mobileye)是高級駕駛輔助系統，它利用視像科技，偵測巴士前方影像再由系統進行分析，計算兩者之間的行車距離及相撞時間，對駕駛者發出警示。

本系統不會對車輛作出操控。在系統輔助之下，車長在駕駛時仍須時刻保持警覺，按實際路面情況作出反應及遵守交通規則。

以下是各警示的種類、觸發條件、及其發出的聲音及圖像顯示:

警示種類	觸發警示的條件	警示圖示
市區/虛擬保險槓前碰撞警示 當: 在低速行車時可能會與前車或電單車碰撞時發出 聲音: 溫和及短 "Beep" "Beep"	1. 車速在每小時 1 公里以下 2. 與前車相距達 1 米或以下	
前碰撞警示 當: 在較高速行車時可能會與前車或電單車碰撞時發出 聲音: 較刺耳及長 "Beep""Beep""Beep"	1. 車速達每小時 1 公里或以上 2. 可能與前車發生碰撞前 2.7 秒#	

行人避撞警示 當: 在有可能會與前方行人或單車碰撞時發出 聲音: 較刺耳及長 "Beep""Beep"	1. 車速在每小時 75 公里以下 2. 可能與行人發生碰撞前 2 秒#	
安全行車距離警示 當: 與前方車輛距離比預設之安全車距為短時發出 聲音: 溫和 "Ding"	1. 車速達每小時 30 公里以上 2. 與前車行車距離少於 2 秒#	
左或右方車道偏離警示 當: 車輛沒有啟動左或右指揮燈號而車輛往左或右方貼近行車線時發出 聲音: 短 "Ding""Ding""Ding""Ding"	1. 車速達每小時 55 公里或以上 2. 轉換行車道時沒有使用指揮燈號	 
超速提示 當: 系統沒有其他警號發出時而車輛速度超出路面速度上限時發出 聲音: 短 "Do""Do"	車速超出該路面車速限制，並高出該限制達每小時 5 公里或以上	

 # 在路面濕滑情況之下，車長須預留一個較系統設定的更長行車距離，以便有效制動車輛

Appendix C. Survey Results of Union Representatives

你認為以下由神眼系統發出的警號是否準確?

題號	警號	非常不準確	不準確	無意見	準確	非常準確	沒回答	Total
Q1	市區/虛擬保險槓前碰撞	0 0.0%	5 38.5%	3 23.1%	5 38.5%	0 0.0%	0 0.0%	13 100.0%
Q2	前碰撞	0 0.0%	2 15.4%	2 15.4%	9 69.2%	0 0.0%	0 0.0%	13 100.0%
Q3	行人避撞	1 7.7%	5 38.5%	0 0.0%	7 53.8%	0 0.0%	0 0.0%	13 100.0%
Q4	安全行車距離	0 0.0%	1 7.7%	3 23.1%	8 61.5%	1 7.7%	0 0.0%	13 100.0%
Q5	左/右方車道偏離	0 0.0%	2 15.4%	2 15.4%	8 61.5%	1 7.7%	0 0.0%	13 100.0%
Q6	超速	1 7.7%	3 23.1%	2 15.4%	4 30.8%	3 23.1%	0 0.0%	13 100.0%

你認為以下由神眼系統發出的警號音量如何?

題號	警號	太細聲	較細聲	適中	較大聲	太大聲	Total
Q7	市區/虛擬保險槓前碰撞	0 0.0%	2 15.4%	7 53.8%	2 15.4%	2 15.4%	13 100.0%
Q8	前碰撞	0 0.0%	3 23.1%	5 38.5%	3 23.1%	2 15.4%	13 100.0%
Q9	行人避撞	0 0.0%	1 7.7%	7 53.8%	3 23.1%	2 15.4%	13 100.0%
Q10	安全行車距離	0 0.0%	2 15.4%	10 76.9%	1 7.7%	0 0.0%	13 100.0%
Q11	左/右方車道偏離	0 0.0%	1 7.7%	10 76.9%	2 15.4%	0 0.0%	13 100.0%
Q12	超速	0 0.0%	1 7.7%	9 69.2%	3 23.1%	0 0.0%	13 100.0%
	整體表現	0 0.0%	10 12.8%	48 61.5%	14 17.9%	6 7.7%	78 100.0%

你認為以下神眼系統發出的警號的圖示是否清晰?

題號	警號	非常不清晰	不清晰	無意見	清晰	非常清晰	沒回答	Total
Q13	市區/虛擬保險槓前碰撞	0 0.0%	1 7.7%	2 15.4%	10 76.9%	0 0.0%	0 0.0%	13 100.0%
Q14	前碰撞	0 0.0%	1 7.7%	1 7.7%	10 76.9%	1 7.7%	0 0.0%	13 100.0%
Q15	行人避撞	0 0.0%	2 15.4%	0 0.0%	10 76.9%	1 7.7%	0 0.0%	13 100.0%
Q16	安全行車距離	0 0.0%	1 7.7%	1 7.7%	9 69.2%	2 15.4%	0 0.0%	13 100.0%
Q17	左/右方車道偏離	0 0.0%	1 7.7%	3 23.1%	8 61.5%	1 7.7%	0 0.0%	13 100.0%
Q18	超速	0 0.0%	1 7.7%	2 15.4%	8 61.5%	2 15.4%	0 0.0%	13 100.0%
	整體表現	0 0.0%	7 9.0%	9 11.5%	55 70.5%	7 9.0%	0 0.0%	78 100.0%

你對神眼系統車長控制台的安裝位置是否滿意?

題號		非常不滿意	不滿意	無意見	滿意	非常滿意	Total
Q19		0	1	1	10	1	13
		0.0%	7.7%	7.7%	76.9%	7.7%	100.0%

神眼系統有否對你駕駛構成干擾?

題號	非常干擾	有干擾	無意見	無干擾	完全無干擾	Total
Q20	1	6	0	4	2	13
	7.7%	46.2%	0.0%	30.8%	15.4%	100.0%

總括而言，神眼系統對你駕駛安全是否有幫助?

題號	完全無幫助	幫助不大	無意見	有幫助	非常有幫助	Total
Q21	1	7	0	5	0	13
	7.7%	53.8%	0.0%	38.5%	0.0%	100.0%

請對神眼系統作出評分。 1 = 最差; 10 = 最好

題號	Average	Max	Min
Q22	6.3	9	4

Q23 如閣下對系統有其他意見，可在下方簡略說明。

- "Q1-3 要太接近才響。Q6 隨時無故超速提示(最高到 40 公里)"
- 於市區內本人認為作用不大。
- "不知道是否超過 50KM 越線才響，在普通 30-40KM 無打指揮燈越線不響及無反應。如果可以感應到車長瞌眼訓最好，發出聲響。入巴士站行人避撞敏感，發出聲響頗擾人。"
- 可有可無，太敏感，於感應器發出警示時，如果司機真的沒有反應，到有警號時才發覺已太遲!!
- 在公路分辨超速不準及隧道內也不準
- 不適合香港使用
- "有關前碰撞警示: 前方有電單車前察覺不到有警示。有關安全行車距離警示: 私家車於左或右切線到我行車線時，不論距離多少，都要待該車完全進入我方行車線時才有警告。這樣對我方車長完全沒作用。"
- 對職業車長幫助不大，習慣了無反應，反過來乘客以為車輛故障，作出不安表情。
- 如神眼能快過人的感覺就更加好。
- "習慣了提示聲後，變成耳邊風。
- 駛入弧位巴士站時，車頭正向候車人群，神眼即時勁響，使乘客感到不安!"
- 有助車長警覺性提高，安全操作。

Appendix D. Survey Results of Bus Captains

你認為以下由神眼系統發出的警號是否準確?

題號	警號	非常不準確	不準確	無意見	準確	非常準確	沒回答	Total
Q1	市區/虛擬保險槓前碰撞	6 11.1%	6 11.1%	25 46.3%	14 25.9%	3 5.6%	0 0.0%	54 100.0%
Q2	前碰撞	4 7.4%	8 14.8%	18 33.3%	22 40.7%	2 3.7%	0 0.0%	54 100.0%
Q3	行人避撞	3 5.6%	10 18.5%	18 33.3%	18 33.3%	4 7.4%	1 1.9%	54 100.0%
Q4	安全行車距離	4 7.4%	2 3.7%	16 29.6%	28 51.9%	3 5.6%	1 1.9%	54 100.0%
Q5	左/右方車道偏離	2 3.7%	5 9.3%	21 38.9%	22 40.7%	3 5.6%	1 1.9%	54 100.0%
Q6	超速	2 3.7%	8 14.8%	20 37.0%	19 35.2%	5 9.3%	0 0.0%	54 100.0%

你認為以下由神眼系統發出的警號音量如何?

題號	警號	太細聲	較細聲	適中	較大聲	太大聲	Total
Q7	市區/虛擬保險槓前碰撞	3 5.6%	3 5.6%	28 51.9%	15 27.8%	5 9.3%	54 100.0%
Q8	前碰撞	2 3.7%	4 7.4%	29 53.7%	14 25.9%	5 9.3%	54 100.0%
Q9	行人避撞	2 3.7%	5 9.3%	25 46.3%	16 29.6%	6 11.1%	54 100.0%
Q10	安全行車距離	3 5.6%	2 3.7%	37 68.5%	10 18.5%	2 3.7%	54 100.0%
Q11	左/右方車道偏離	1 1.9%	3 5.6%	37 68.5%	10 18.5%	3 5.6%	54 100.0%
Q12	超速	3 5.6%	4 7.4%	29 53.7%	13 24.1%	5 9.3%	54 100.0%
	整體表現	14 4.3%	21 6.5%	185 57.1%	78 24.1%	26 8.0%	324 100.0%

你認為以下神眼系統發出的警號的圖示是否清晰?

題號	警號	非常不清晰	不清晰	無意見	清晰	非常清晰	沒回答	Total
Q13	市區/虛擬保險槓前碰撞	2 3.7%	8 14.8%	22 40.7%	20 37.0%	2 3.7%	0 0.0%	54 100.0%
Q14	前碰撞	2 3.7%	7 13.0%	24 44.4%	18 33.3%	3 5.6%	0 0.0%	54 100.0%
Q15	行人避撞	1 1.9%	10 18.5%	19 35.2%	18 33.3%	6 11.1%	0 0.0%	54 100.0%
Q16	安全行車距離	3 5.6%	5 9.3%	16 29.6%	23 42.6%	6 11.1%	1 1.9%	54 100.0%
Q17	左/右方車道偏離	2 3.7%	7 13.0%	16 29.6%	24 44.4%	5 9.3%	0 0.0%	54 100.0%
Q18	超速	2 3.7%	7 13.0%	22 40.7%	16 29.6%	6 11.1%	1 1.9%	54 100.0%
		12 3.7%	44 13.6%	119 36.7%	119 36.7%	28 8.6%	2 0.6%	324 100.0%

你對神眼系統車長控制台的安裝位置是否滿意?

題號		非常不滿意	不滿意	無意見	滿意	非常滿意	Total
Q19		5 9.3%	5 9.3%	26 48.1%	18 33.3%	0 0.0%	54 100.0%

神眼系統有否對你駕駛構成干擾?

題號	非常干擾	有干擾	無意見	無干擾	完全無干擾	Total
Q20	6 11.1%	17 31.5%	11 20.4%	19 35.2%	1 1.9%	54 100.0%

總括而言，神眼系統對你駕駛安全是否有幫助?

題號	完全無幫助	幫助不大	無意見	有幫助	非常有幫助	Total
Q21	7 13.0%	19 35.2%	9 16.7%	19 35.2%	0 0.0%	54 100.0%

請對神眼系統作出評分。 1 = 最差; 10 = 最好

題號	Average	Max	Min
Q22	5.0	10	1

Q23 如閣下對系統有其他意見，可在下方簡略說明。

- 行走市區幫助不大，公路就有好處
- 不太適合香港繁忙街道使用
- 我覺得神眼系統，對車長駕駛安全是有好大幫助，不過如改善發出警號音量(因發出音量較大聲)，會較為最好。
- "其實我覺得""神眼系統""無論精密與否,只不過是輔助,最重要是該車長時刻守法、忍讓。所以我認為車長個人的專業操守最為重要。多謝城巴公司給機會我提供意見!!"
- 非常影響駕駛者精神
- 雖然神眼有對安全提起警惕，但亦對司機作出分神。所以作用不大。
- 作用不大，聲響太干擾，好易令司機分心。
- 駕駛其間常失靈

新巴 FIRST BUS

新創建集團成員
Member of NWS Holdings

By Email

Fax no.: 2824 4255

Our Ref.: AETSM/0103/2017

23 January 2017

The Commissioner for Transport
Transport Department
41/F Immigration Tower
7 Gloucester Road
Hong Kong

Attn: Mr. Danny Chan
Engineer (Bus)

Dear Sir,

Re: Bus Smoke Incident of KJ3297 (Fleet No.: 5087) at Kwun Tong Road

We refer to your fax on 4 July 2016 regarding the above bus smoke incident on 4 July 2016. The followings are the details of the incident for your information.

Date/Time	:	4 July 2016 / 08:27
Incident Location	:	Kwun Tong Road (near Lower Ngau Tau Kok Estate)
Registration/Fleet No.	:	KJ3297 / 5087
Vehicle Type	:	Volvo Super Olympian Double Deck Bus
Date of 1st Reg.	:	27 December 2001
Last MI date	:	21 June 2016
Last COR date	:	2 November 2015
Chassis No.	:	YV3S1E11211050521
Route No.	:	101
Driver	:	[redacted]
Casualties and Injuries	:	None
Incident Description	:	The bus KJ3297 was allocated to route number 101, operated between Kennedy Town and Kwun Tong (Yue Man Square). At the material time, the bus was travelling along Kwun Tong Road towards Kwun Tong. When it stopped at the bus stop at Lower Ngau Tau Kok Estate, the bus captain ("BC") was notified by a pedestrian that smoke was emitting from the rear of the bus. The BC immediately evacuated all passengers and reported the matter to the Police and NWFB Operation Control Centre. Fire Services

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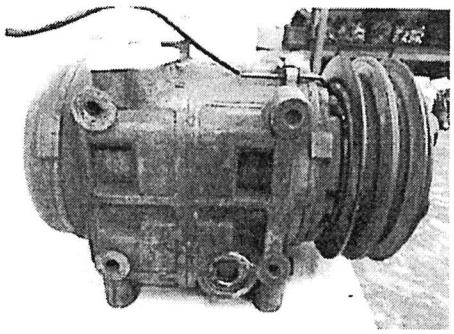
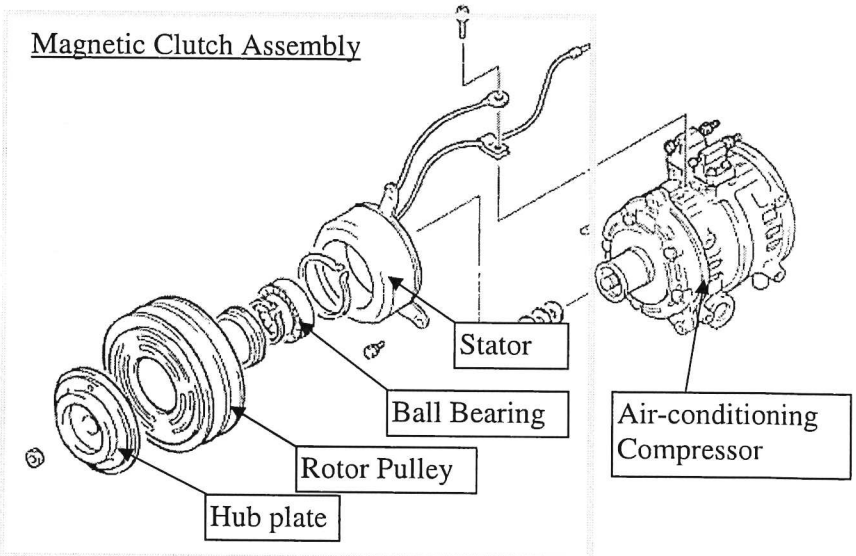
arrived at the scene and no water spraying was required.

The bus was towed away from the scene at 21:30 and back to NWFB Chong Fu Road Depot.

Physical Damage : The drive belt of the lower deck air conditioning compressor was damaged and the air conditioning compressor was seized. No other physical damage was found.



Inspection Findings : The air conditioning compressor in question was a new unit that fitted on the bus in April 2016. In consideration of the short operating time, the complete unit of compressor together with the magnetic clutch assembly was returned to the supplier for investigation. The unit were dismantled and the components were inspected carefully to identify the root cause of the smoke incident.



- The hub plate of the magnetic clutch was damaged.
- Heat marks and signs of discoloration were found on the surface of the stator, hub plate and rotor pulley.
- The surface of one of the front cylinders was scratched.
- One of the pistons was worn.
- The sliding surface of the shaft and swash plate was worn.

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- Three shoes were scratched.
- Rear cylinder was discoloured.

Cause of Incident : It was suspected that contamination might exist inside the air conditioning system, leading to excessive wearing of the sliding surface of the shoe and swash plate. Shoes were then stuck to the swash plate and caused the swash plate locked. Then, the clutch bearing and stator were damaged by heat from rotor friction. Moreover, the heat generated through the swash plate melted the seal. Refrigerant together with the lubricating oil was then leaked from the air conditioning compressor and emitting as the smoke.

Preventive Measures : In order to prevent air conditioning compressor failure due to contamination, we had instructed our workshop staff to flush the air conditioning system before compressor replacement.

We had also reminded our workshop staff to pay particular attention to the condition of the air conditioning compressor and conduct leak test during routine maintenance.

Please feel free to contact me if you have any queries and thank you for your attention.

Yours faithfully
For and on behalf of
New World First Bus Services Limited

Choi Pak Nam
Assistant Engineering Technical Support Manager

c.c.: *HE, SESM, DM(CFR), DM(C), DM(NT), DM(UR)*

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新創建集團成員
Member of NWS Holdings

By Email

Fax no.: 2824 4255

Our Ref.: AETSM/0402/2017

25 April 2017

The Commissioner for Transport
Transport Department
41/F Immigration Tower
7 Gloucester Road
Hong Kong

Attn: Mr. Danny Chan
Engineer (Bus)

Dear Sir,

Re: Bus Fire Incident of HZ 6585 (Fleet No.: 2269) at Oi Man Estate Terminus

We refer to the above bus fire incident on 7 February 2017. The following are the details of the incident for your information.

Date/Time	:	7 February 2017 / 23:08
Incident Location	:	Oi Man Estate Terminus
Registration/Fleet No.	:	HZ 6585 / 2269
Vehicle Type	:	Dennis Trident Double Deck Bus
Date of 1st Reg	:	25 February 1999
Last MI date	:	7 February 2017
Last COR date	:	22 February 2016
Chassis No.	:	SFD112BR1WGT20405
Route No.	:	E21A
Driver	:	[redacted]
Casualties and Injuries	:	None
Incident Description	:	The bus HZ 6585 was allocated to route number E21A, operating between Oi Man Estate and Yat Tung Estate. At the material time, the bus was idling at Oi Man Estate Bus Terminus. The bus captain ("BC") noted that smoke was emitting from the rear of the bus. The BC evacuated all the passengers and attempted to put out the fire by using the fire extinguisher on board. He reported the matter to Citybus Operation Control Centre and the Police.

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Fire Services arrived at the scene and put out the fire.

The bus was towed away from the scene and back to Citybus Siu Ho Wan Depot.

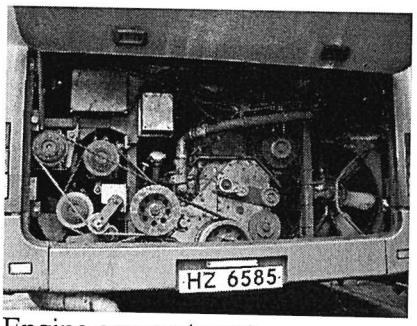
Physical Damage :
- The rear panel and offside rear body panel were blackened.
- The main power cables, electrical harnesses and alternator air intake hoses located at the offside of the engine compartment were damaged by fire.
- Trace of fire at the nearside of the engine compartment was found but the extent of damage was minor.



Bus rear



Bus offside rear



Engine compartment


View from lower saloon rearmost seat

Inspection Findings : A comprehensive investigation had been conducted to identify the root cause of the incident. The inspection findings were listed below:
- The fire damage concentrated at the area between the engine and the radiator.
- The engine, gearbox and hydraulic oil levels were checked and found to be normal. No trace of lubricant leakage was found;

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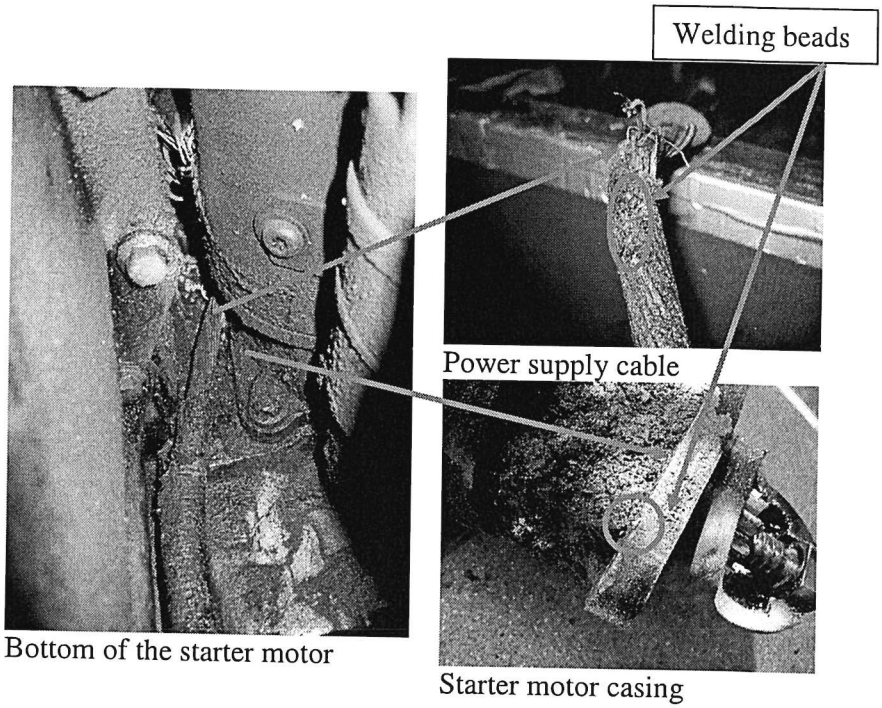
- No fuel leakage from the fuel pipes, hoses, pump and injectors was found;
- No exhaust gas leakage was observed;
- Welding beads were found on a section of the main power supply cable connected to the starter motor as well as the corner of the starter motor casing.



Cause of Incident : It was suspected that the cable tie for fastening the power supply cable to the starter motor was broken, leading to a section of the cable leaned against the corner of the starter motor casing. The conduit and PVC sheath of this section of cable gradually worn out due to fouling as a result of vibration and the stranded copper wires exposed. Short-circuiting between the live wire and the starter motor casing occurred. As a result, electric current flowed through the contact area and localized heat built up. Welding beads were formed and the sleeves and the conduit of the wires were ignited by the heat. The flames then spread to other nearby cables. The PVC sheaths of the associated power and control cables were also melted. Smoke and flame was generated subsequently.

Preventive Measures : A fleet check on the condition of the starter motor wirings of the same batch of Dennis Trident was conducted and no abnormality was found.

We had also reminded our workshop staff to pay particular attention to this area and ensure all cables and wirings inside the engine compartment were properly and securely fastened.

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Yours faithfully
For and on behalf of
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Choi Pak Nam
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LC Paper No. CB(1)639/07-08(04)

For discussion
28 January 2008

LEGISLATIVE COUNCIL PANEL ON TRANSPORT

Use of Laser Guns for Speed Enforcement

Purpose

This paper details the use of laser guns (hereunder referred as LGs) for speed enforcement by the Police.

Background

2. The Police have used LGs to conduct speed enforcement operations since 1993. Speeding is recognized as a major contributory factor to road traffic accidents and LGs have proved to be an efficient and effective measure to combat the offence. Road traffic accidents remain on a downward trend with fatal accidents for 2007 being at the third-lowest level in the past 49 years.

3. The Police began using the model "LTI 20-20 Ultralyte" LG in 2001 with 27 currently in use. The model is produced by a reputable American company which has supplied LGs of various models to over 40 countries including the United Kingdom, America, Canada, Germany and France.

Accuracy of the Laser Gun

4. The LGs are regularly serviced and maintained by the manufacturer's local agent and mechanisms are in place to ensure the accuracy of the equipment through calibration.

5. An appeal against conviction for speeding detected by using a LG was allowed in November 1999 because independent expert evidence as to the accuracy of the LG was not available. In response, Professor TAM Wing-yim of the Hong Kong University of Science & Technology was identified to act as an independent expert witness and the appellant was subsequently convicted after re-trial.

6. In February 2002, Professor TAM discovered irregular data readings from 10 UltraLyte LGs during testing and advised the Police to temporarily suspend the use of the LGs for speed enforcement. These guns were immediately withdrawn from operational use. Following subsequent full-scale tests conducted by Professor TAM the LGs in question were returned to operational use after an upgrade of software by the manufacturer. There have been no issues relating to the accuracy of LGs since 2002.

7. Professor TAM now conducts tests on all LGs on a half-yearly basis in order to provide independent expert evidence on the accuracy of the equipment. All the LGs currently in use by the Police are accurate and reliable.

Training

8. The Police are trained to use the LGs by the manufacturer's agent in Hong Kong. The Police adopt a 'train the trainer' approach in which the agent trains instructors from each Police traffic region who in turn instruct LG operators. The training consists of a two day course at the conclusion of which the trainee is certified as a qualified LG operator. Only qualified LG operators may use the equipment to conduct anti-speeding operations.

Traffic Prosecutions

9. The numbers of prosecutions for speeding offences detected using LGs in the past three years compared together with the number of cases in which the driver pleaded not guilty and was subsequently convicted or acquitted are reproduced below. These statistics indicate the accuracy and reliability of the LG as well as the high standard of LG operators.

Speeding	2005	2006	2007	TOTAL
Number of Prosecutions	222,372 (95,531)	213,722 (97,110)	214,577 (104,987)	650,671 (297,628)
Plea Not Guilty (Laser Gun Cases)	63	65*	64*	192
Numbers of Conviction	56	60	41	157
Numbers of Acquittal	7	3	2	12

Remarks : ( ) : represents cases detected by laser guns

* 23 cases pending trial.

10. In disputed cases expert evidence from either the manufacturer's agent or the independent expert may be called to explain the technology, operation and accuracy of the equipment for the benefit of the Magistrate and the defence as necessary.

Case of Public Interest

11. In a recent court case a driver was detected speeding by Police using the UltraLyte LG. The detected speed was 119 km/h in a 50 km/h zone, that was 64 km/h above the speed limit after deducting a 5 km/h technical allowance. The driver was summonsed , pleaded not guilty to the charge and was represented by a defence counsel who had engaged an expert from the United Kingdom to challenge the prosecution's case on the accuracy of the LG.

12. During cross-examination, the evidence given by the prosecution failed to meet pre-trial expectations. Consequently, the defence counsel invited the prosecuting counsel to accept a lesser charge that the driver was traveling at 79 km/h (a reduction of 35 km/h). The decision to accept the lesser charge was made by the prosecuting counsel, after consultation with the Senior Assistant Director Public Prosecutions and the Police. The decision was made in accordance with the Prosecution Policy Guidelines. The prosecution expert, Professor TAM was not called to give evidence.

13. At no time during the trial was the accuracy of the LG challenged. This case will therefore have no effect on the continued use of LGs and all prosecutions for speeding will remain valid . Professor TAM has addressed the media and confirmed the accuracy of the LGs used by Police.

14. Police have an established system to review cases and any recipient of a Fixed Penalty Ticket for speeding who feels aggrieved may contact the Central Traffic Prosecutions Division using a dedicated telephone line 2860 6349 during office hours. So far Police have received 139 written requests from different sources as a result of the recent court case, these requests will be dealt with using established procedures.

15. In light of what is known concerning this case, Police have directed LG operators to continue to follow the procedures detailed in the manufacturer's manual. A working group coordinated by Traffic Branch Headquarters has commenced work to study the training and procedures in respect of the use of LGs to ensure the best advice is provided to LG operators.

Hong Kong Police
January 2008

Speed Survey Report Summary

Annex 2

No.	Road Section	Survey Date	Buses Checked	No. of Buses without Speeding	No. of Buses with Speeding				Speeding %	Max Speed (km/hr)
					51-55 (km/hr)	56-60 (km/hr)	61-65 (km/hr)	Total		
			a	b	c	d	e	f = c+d+e	g=f/a x 100%	
1	Lung Mun Road	10-Sep	89	87	1	1	0	2	2%	59
2	Che Kung Miu Road	20-Sep	102	89	8	3	2	13	13%	64
3	A Kung Kok Road	4-Sep	86	64	18	4	0	22	26%	57
4	Tsing Yi Road West	8-Sep	95	94	0	1	0	1	1%	57
5	Fung Shu Wo Road	13-Sep	97	77	17	3	0	20	21%	58
6	Wo Yip Hop Road	9-Sep	150	148	2	0	0	2	1%	51
7	Castle Peak Road	23-Sep	101	94	7	0	0	7	7%	53
8	Po Hong Road (70km/hr)	22-Sep	71	71	0	0	0	0	0%	46
9	Nam Cheong Street	5-Sep	63	62	1	0	0	1	2%	52
10	Waterloo Road	6-Sep	101	94	6	0	1	7	7%	62
11	Kwun Tong Road	15-Sep	80	70	9	1	0	10	13%	56
12	Po Kong Village Road	11-Sep	99	91	5	3	0	8	8%	58
13	New Clear Water Bay Road	12-Sep	86	83	3	0	0	3	3%	55
14	Sau Mau Ping Road	14-Sep	85	81	4	0	0	4	5%	53
15	Po Lam Road	2-Sep	108	52	39	14	3	56	52%	64
16	Pok Fu Lam Road	1-Sep	191	186	5	0	0	5	3%	54
17	Wong Chuk Hang Road	31-Aug	283	254	25	4	0	29	10%	58
18	Ap Lei Chau Bridge Road	30-Aug	243	205	30	3	5	38	16%	64
19	Chai Wan Road	29-Aug	150	149	1	0	0	1	1%	53
20	Chun Wan Road	7-Sep	101	96	5	0	0	5	5%	55
Total			2,381	2,147 90.2%	186 7.8%	37 1.6%	11 0.5%	234 9.8%		