

SHENZHEN BUS

COMBATING COVID-19

Shenzhen Bus Group's Experience

With the outbreak of the Coronavirus (COVID-19), Shenzhen Bus Group (SZBG) faces the severe challenges the epidemic has inflicted on its operation while having to fulfil the commuting demand of the community. To tackle these challenges, a Strategic Working Group for epidemic prevention and control, led by Chairman and General Manager of SZBG as well as the entire senior management team has been put in place. Working groups have also been established in executing preventive measures, procuring medical equipment and sanitation materials, communicating with staff and media as well as organising human resource to facilitate front line efforts to combat the virus.

01

IMPLEMENTATION OF EMERGENCY MEASURES

To provide protection for front line staff, the following measures are taken:

- ◆ Establishing an Emergency Health and Safety Working Group. All bus and taxi drivers, staff on board and inspectors have to compulsorily wear a face mask and have their temperatures checked before taking up their duty on a daily basis.
- ◆ Access to all SZBG buildings is restricted to one entrance and exit with compulsory monitoring on body temperature put in place at all office main entrances.
- ◆ At all public transport interchanges and stations, hand-held infrared temperature monitors are provided, and special staff are deployed on-site to check temperatures.
- ◆ Passengers who do not wear a face mask will not be allowed to board buses or advised to leave the vehicle; taxi drivers will also give verbal reminders to passengers to wear a face mask and they can decline a ride for those refusing to cooperate.



Frequent and regular sanitisation of all SZBG properties including:



Establishing an Emergency Property Management Working Group.

Sanitisation is conducted after each service trip across all operating vehicles, especially seats, armrests and handles which come into close contact with passengers.

All filtering screens are washed with disinfectant liquid on a daily basis and the interiors of air ducts are cleaned during the weekly inspection process.

Property management of each office is responsible for sanitisation of offices, meeting rooms, canteens at least once on a daily basis and lifts and escalators are sanitised every two hours.

Maintaining good ventilation of vehicles and premises. Operating vehicles shall open windows for ventilation.

Offices, bus depots, and other premises should ensure ventilation 2-3 times a day, no less than 30 minutes each time.

Measures to adjust bus services during the epidemic include the following:

Establishing an Emergency Service Operation Working Group.

Bus dispatch frequencies are reduced across all regular bus lines to discourage unnecessary traveling.

Branch, peak, and night routes are reduced or temporarily suspended, and inter-city bus lines are all temporarily suspended.

Bus operation should match passenger flow and departures should be reasonably controlled.

All buses are advised to carry not more than 50% passenger capacity to avoid close human contact.

A 24-hour emergency monitoring room for epidemic prevention and control is set up for all operations.

Emergency procurement procedures are established including:

- ◆ Establishing an Emergency Procurement Working Group.
- ◆ Strict inventory and control in procurement, distribution and usage of protective and sanitary materials are established to ensure that they are used accordingly and economically by all staff.
- ◆ Introducing rolling purchases to ensure that a one-month supply of materials such as face masks, protective clothing, sanitary materials for 30,000 employees are in place.



- For staff requiring quarantine accommodation, special personnel will provide logistical services, care, supply of daily meals and necessities. Specific plans are formulated by each branch company with isolation areas separated from operation and living areas of normal staff to avoid cross infections.

- ◆ Arranging sufficient personnel in advance and prepare sufficient emergency supplies. In line with the characteristics of public transport industry, prepare contingency plans for epidemic control and post-holiday return passenger flow, and make full preparations for prevention and control across the board.
- ◆ Additional food safety measures such as more robust traceability of supplies and temporary suspension of procurement from areas with high rates of virus infection are put in place.

Robust management of staff movement and deployment:

- Establishing an Emergency Human Resources Working Group.
- Recording the traveling of all staff leaving and returning to Shenzhen for potential infection control and quarantine measures.
- Mandatory self-isolation and daily health monitoring of staff arriving back to Shenzhen from Hubei or other provinces with high rates of infection.
- Heightening the control of outsourced personnel including external security staff, sanitation workers, and construction workers, particularly on the preventive measures taken by them and the places they have been to.
- Additional and special Employee Assistance Programmes to provide counselling services to staff and free distributions of sanitary materials to all staff to help them through the virus.

Establishing a clear and unified information and communication media platform



Establishing an Emergency Media and Information Working Group.



Publishing information about the proper usage of materials that are against the virus.



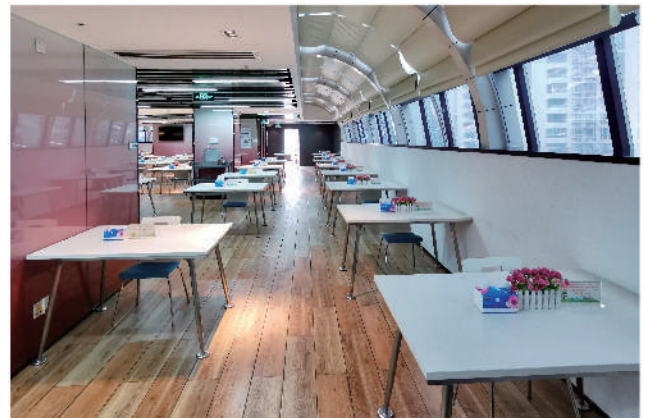
Publishing information daily on the media platform related to the virus including news, measures taken by both the Central Government as well as the Shenzhen Municipal Government, number of confirmed cases and development trends of infection cases.



Updating news on the combating of the virus via SZBG media platforms including the company website, WeChat account, and city news.

Canteen and Cafeteria Management

With 50 canteens and cafeterias serving three meals a day for some 20,000 staff, providing a safe and hygienic eating environment is particularly important especially during this period with many outside restaurants and eateries not opened. Apart from the added pressure in the procurement and delivery of food, arranging for some many staff to eat at different time slots to minimise close physical contact is another major consideration. Some of these measures include:



Staff are asked to remove face mask only before eating and putting it back on immediately after meals.

Canteens are disinfected everyday with all tables and chairs disinfected after being used.

Canteen serving hours are extended and staff are organised in small groups and asked to take their meals at an accorded time slot.

Staff are asked to keep a distance of more than 1 metre from each other when they line up for meals and seats are all set for each staff with no less than 1 metre distance from each other facing one direction.

All used tableware are sterilised by boiling, steaming using thermal sterilisers, and washed with solution with an effective chlorine content of 250mg/L. And afterwards rinsed thoroughly to rid of residual disinfectant.

Cafeteria staff and suppliers who participate in the procurement process must wear face masks and disposable rubber gloves to avoid direct contact with raw cooking materials. Hands should be washed for disinfection immediately after removing gloves and all cleaning staff must wear face masks and disposable rubber gloves when working on disinfection.



02

EVACUATION OF PASSENGERS FROM THE "COSTA VENEZIA" CRUISE SHIP

The cruise ship Costa Venezia, which departed from Shenzhen Shekou port to Vietnam on January 21, returned to Shenzhen in the morning of January 26 after completing a round trip of six days and five nights. Among the 5,000 passengers on board, 148 were identified to have been to either come from Wuhan, been to Wuhan prior to the cruise and/or have come into close contact with people from Wuhan. To combat any potential spread of the Covid-19, multiple departments in Shenzhen were gathered to assist with health checking, quarantining and monitoring of returning passengers.

SZBG immediately launched an emergency evacuation plan mobilising 70 emergency vehicles to evacuate the cruise passengers. All front-line staff participating in this emergency evacuation were equipped with the highest protective measures including face masks, gloves, and protective clothing. All participating emergency vehicles were subsequently given throughout disinfection treatment with alcohol with a concentration of more than 75%.

Seven emergency vehicles successfully transferred 148 Hubei passengers who passed the health inspection to the designated hotel while all other passengers who came from non-core epidemic areas and passed their medical examination were transferred from the Shekou Cruise Center to the "Window of the World" Station for their own onward journey home. All returning emergency vehicles were also disinfected after completing the evacuation mission. To prevent any potential spread of the virus, all drivers involved in the transporting of cruise passengers from Hubei were asked to go on a mandatory 14 days quarantine.



03 RESUMPTION OF BUSINESS AND WORK

It is unlikely that the Covid-19 virus will be completely eradicated in the near future but with the gradual resumption of businesses and work in Shenzhen, extra precautions against the spread of the virus will remain a high priority for the operations of SZBG. To cope with the risks brought by the peak period of returning passengers, 14 temperature check stations have been set up in the bus loading areas of major transportation hubs such as Shenzhen Railway Station and Shenzhen Bay Port to screen the temperature of passengers.

At the same time, to address the demand of returning passengers, SZBG has adopted tailored-made "One Route One plan" services carried out through analysis with big data and real-time adjustment. Passengers' health information is also collected via the "iShenzhen" and "Epidemic Prevention" App allowing SZBG "point-to-point" and "safety assured" special work resumption lines for essential medical and businesses to facilitate their work resumption.

Overall, 111 essential commuting routes with increase frequencies during peak hours were introduced initially with frequencies reduced for non-peak hours according to passengers' demand.

04 ONLINE TRAINING COURSES ON VIRUS PREVENTION AND CONTROL

Online training courses are being conducted through SZBG's online "Training Evaluation Management System" to keep staff abreast with latest virus prevention and control measures. Online courses include "A Guide to Public Transport Epidemic Prevention", "Technical Guide for Public Transport Disinfection", "Notification to Shenzhen Citizens, Incoming Visitors and Businesses", and



温馨提示：尊敬的各位乘客，请扫码留下联系方式，万一同行乘客发生疫情，我们将第一时间通知您，感谢您的配合。

In addition, 87 lines originating from or passing through key areas such as railway stations, high-speed rail stations, ports, airports, and long-distance bus terminals are also being gradually reintroduced.

All buses are also continuing to carry no more than 50% passenger loads with on-bus cameras helping to monitor passenger load situation.

"Mobilisation Measures Against Covid-19" are made available to all the staff members. Meanwhile, short videos are due to be launched in due course to assist employees on prevention and control.

05 TAXI SERVICES

As business and work gradually resume in Shenzhen, the more private and less crowded taxis have become a preferred choice of transportation for many people. To guarantee safety and comfort in mind of taxi passengers, SZBG's taxi companies Pengcheng Taxis and Shum Kong Taxis have both pioneered stringent virus prevention and control initiatives such as:

Launching "minimal contact anti-virus taxis" by reducing physical contact between passengers and drivers and vehicles. Drivers are instructed to open and close doors for passengers; seats are disinfected after each ride to ensure that the next passengers are protected; hand disinfectant dispensers are installed in all vehicles; and temporary screens are installed to separate drivers from passengers.



Disinfecting all vehicles at least three times on a daily basis, before departure, between shifts, and after operation with the process being recorded.

All drivers are asked to register via a QR code and application in order to trace their previous and subsequent movements.

A 14-day mandatory quarantine for staff returning to Shenzhen after the Lunar New Year Holiday; having had close contact with people from Hubei Province; and/or reside or work in a complex with confirmed cases of Covid-19.

All passengers are also requested to register their names and contact numbers in case they need to be informed or traced for potential spread of virus.

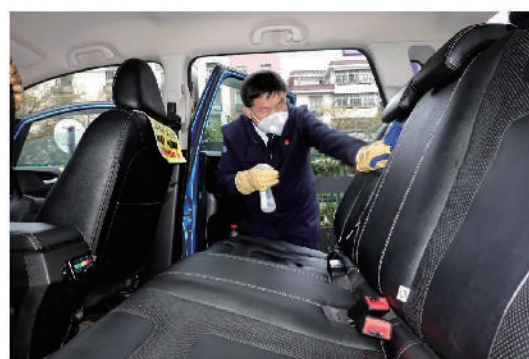
Face masks may be provided for passengers if needed.

Emergency kits are provided in each taxi.

Real-time online monitoring.

Apart from the above, stringent measures are also put in place at all taxi depots including:

- ◆ Before each shift, all drivers have to register their names, temperature, license plate number and contact details.
- ◆ Drivers are asked to have their temperature taken and go through disinfection immediately before and after each shift.
- ◆ Drivers are provided with disinfectants and face masks on board.
- ◆ Each vehicle will undergo thorough disinfection after it returns to the depot.





By implementing "QR Code" for all taxis which record daily and hourly services, a suspected case can be traced for each vehicle, such as the routes drivers and passengers taken to prevent the virus from spreading further.



All employees are advised to install online learning APP to acquire knowledge of safety and protective measures from online training courses conducted through SZBG's online "Training Evaluation Management System". Points-based evaluation and graduation is adopted as an incentive to increase the awareness of front-line staff on prevention and control measures.

The outbreak of Covid-19 has led to a significant drop in commuting and traveling as people are asked to only take necessary trips and to work from home. This has had a significant and direct impact on the earning of taxi drivers. To help drivers go through this difficult period, SZBG has substantially reduced monthly taxi rental fee as well as cutting electricity charging service fee by half in 10 charging stations operated by SZBG. Using WeChat Mini Payment Programme and/or Alipay Mini Programme drivers of electric taxis in the city can enjoy a 50% discount on charging services. Taxi drivers who reach the mileage set by the government also enjoy an incentive subsidy every day to guarantee a minimal level of taxi services in Shenzhen.

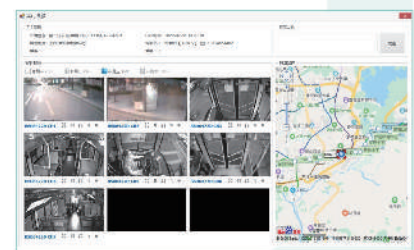
During this epidemic, as people are asked to stay and work from home, Pengcheng Taxis and SF Express have joined hands in ensuring a continuation of courier and delivery of express services is available. 750 taxi drivers from Pengcheng Taxis work as couriers in the city and have successfully delivered 4,000 urgent items including personal disinfection materials and supplies that citizens urgently needed. Initiated in 2019, Pengcheng Taxis and SF Express are working together to promote resource sharing and optimising, to better cater for the needs of citizens while at the same time enhance revenue sharing amongst industries benefiting drivers directly also.

INTELLIGENT OPERATION SYSTEM DEPLOYED FOR PREVENTION AND CONTROL



Utilising the Intelligent Operation System built up for daily operation, fleet management and artificial intelligence (AI) to ensure safe travels. The deployment of "high-density passenger carriage early warning" and introduction of name registration have helped to strengthen virus prevention and control.

To minimise physical contacts, SZBG's comprehensive "video conference, video networking, and intelligent dispatch" system is playing a critical role in work communication, deployment and delegation of tasks, and inspection of epidemic control. While minimising personal contacts, the comprehensive system is helping to maintain real-time command of its operations between SZBG headquarter and its various frontline operation centres. CCTVs deployed at all offices and depots as well as on-board cameras are also helping to monitor the disinfection of properties and vehicles at all time.



CARING FOR THE COMMUNITY AND STAFF

Free Transfer Service for Blood Donors

The epidemic has made traveling difficult for blood donors. While extra supply of blood for COVID-19 patients may not be urgently needed, there is still the normal strong demand for blood donation for other patients with acute diseases, advanced tumors, hematological diseases, maternal and other surgery needs. SZBG's Shum Kong Taxis has selected 10 volunteer drivers to provide free shuttle services for blood donors from their home to the designated hospital to enable them to donate blood for the city.

Free Health Service to Public Transport Staff through Online Clinics

China Communications News Agency and the medical institutions have jointly launched an initiative to provide free health services such as video consultations for front-line workers and their families in the public transportation industry in China. During the critical period of prevention, the vast number of transport staff are working to ensure material and passenger needs are met. This service allows the staff and their families to enjoy free one-on-one video consultation with the health-care professional.



Employee Assistance Programme (EAP)

To maintain the general well-being and welfare of all SZBG staff, the regular EAP is extended to bring attention of the Covid-19 virus to staff, on the one hand, to take proper precautions against the virus, while at the same time, not to be over anxious and/or pessimistic about the epidemic and any negative health and economic impacts.

For any staff who need to be placed in quarantine, special assistance is provided to them and their family to ensure that their daily necessities are provided for.

Hotline for Counseling

A team of 32 counsellors and counseling hotline for employees and their families affected by the virus.

Hairdressing Services

As all public hairdressers in Shenzhen are closed during the epidemic, free hairdressing services are provided for all staff during this period.



FOR GENERAL INFORMATION

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