

Combating COVID-19

Shenzhen Bus Group's Experience

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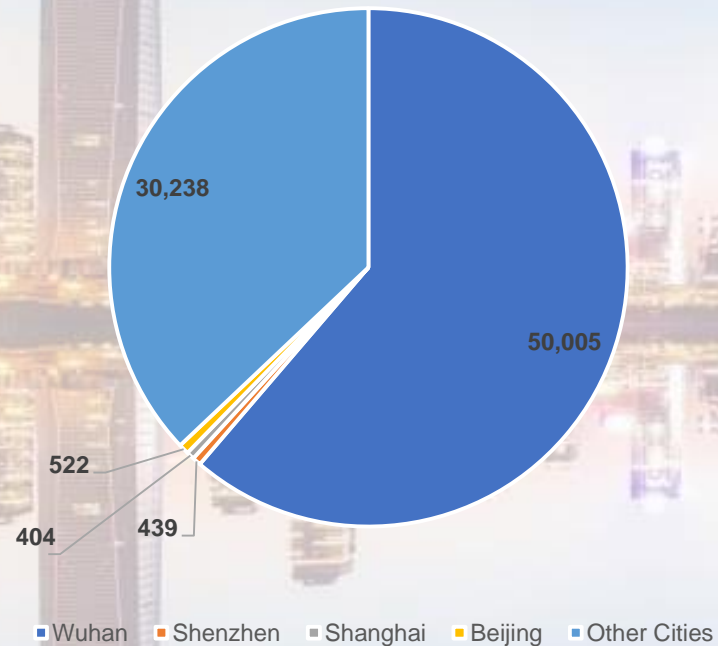
Hallie Liao

Head of International Development

Shenzhen Bus Group

About COVID-19

Confirmed COVID-19 Cases



City	Total Population	Confirm Cases	Infected Percentage
Wuhan	14 Million	50,005	0.36%
Shenzhen	20 Million	439	0.0022%
Shanghai	24 Million	404	0.0016%
Beijing	21 Million	522	0.0024%
Guangzhou	15 Million	372	0.0025%

About COVID-19

Statistics	Feburary
Bus Ridership	280,150,000 (86.6%↓)
Rail and Metro Ridership	183,860,000 (85.9↓)
Taxi Ridership	132,740,000 (82.2↓)

During the pandemic, Shenzhen has continued to offer reduced public transportation services.

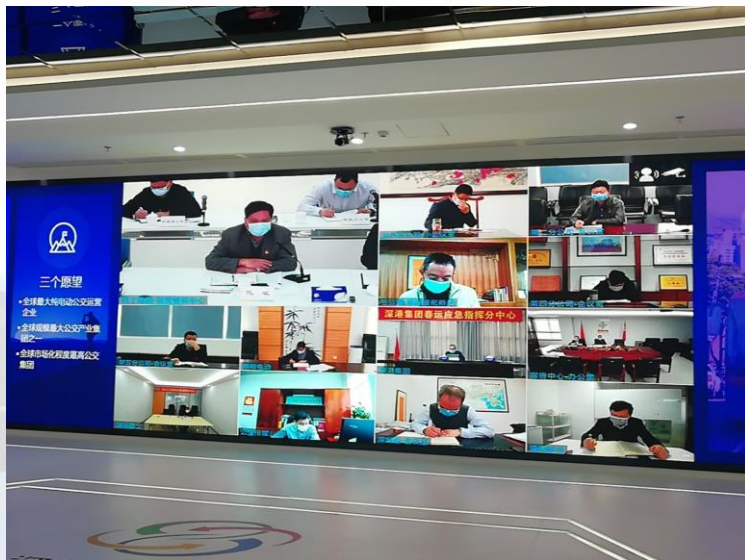
Wuhan Emergency Response	
Emergency Vehicle Mobilized	590
Residential Area Serviced Per Driver	10+
Items Delievered Per Driver	1000+



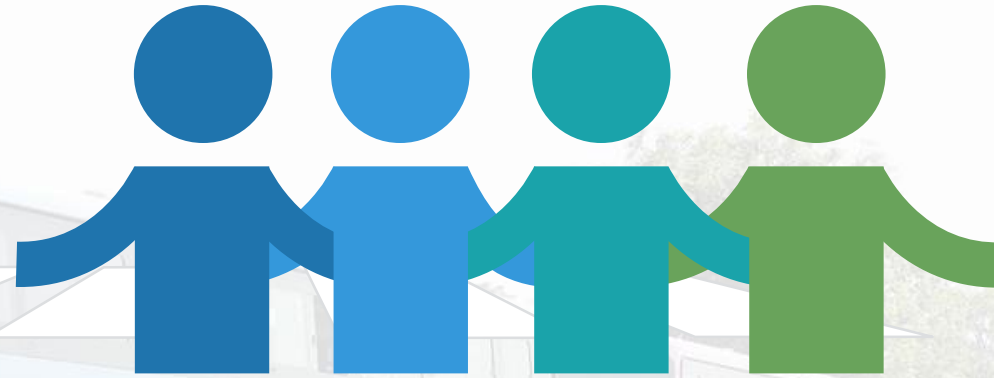
Source: Changjiang Daily

While some cities has shutdown public transportation. However, take Wuhan as example, limited services were still offered by public transport operators to essencial personnel such as medical professionals, delivery and emergency services.

Emergency Measures



Emergency Measures



Measures to adjust
bus services during
the epidemic

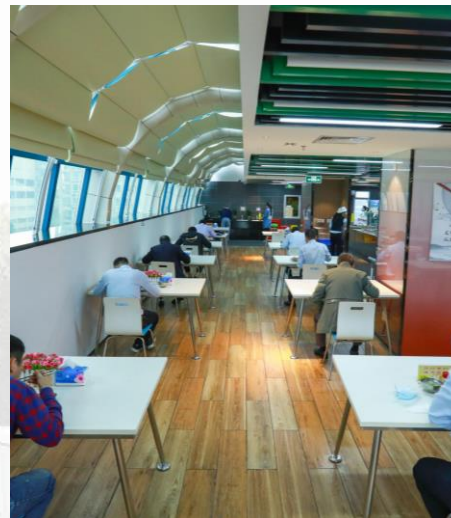
Emergency
procurement
procedures

Robust management of
staff movement and
deployment

Clear & unified
information
communication
platform

Emergency Measures

Canteen & Cafeteria Management



"Costa Venezia" Cruise Ship



Shekou Port

**5,000
Passengers**

**148 Hubei
Passengers**

**70
Emergency
Vehicles**

**Seven
Emergency
Vehicles**

Costa Venezia

Shenzhen Bay Port

Important gateway

8 Disinfected
Emergency Vehicles
on Standby



202 Passengers
were Transferred
in 4 Days



Resumption of Business & Work

1

14 Temperature Check
Stations

2

“One Route One Plan”

“iShenzhen”

“Epidemic Prevention” APP

3

87 Lines for Key Areas

4

No more than 50% Passenger Loads



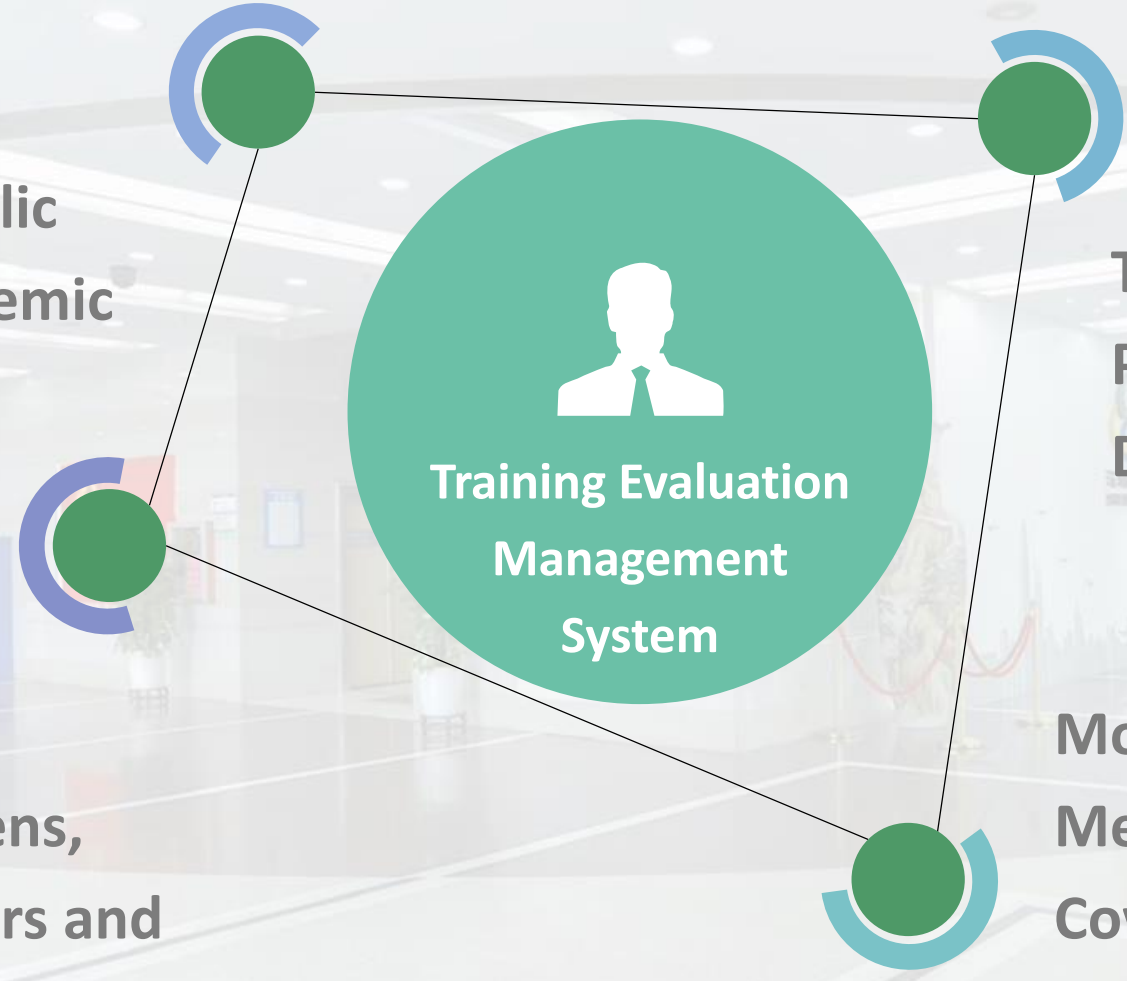
Online Training Courses

**A Guide to Public
Transport Epidemic
Prevention**

**Technical Guide for
Public Transport
Disinfection**

**Notification to
Shenzhen Citizens,
Incoming Visitors and
Businesses**

**Mobilisation
Measures Against
Covid-19**



**Training Evaluation
Management
System**

Taxi Services

Pengcheng
Taxis & Shum
Kong Taxis

Minimal Contact Anti-Virus
Taxis

Disinfecting all vehicles at
least 3 times everyday

All drivers are asked to
register via a QR code

A 14-day mandatory
quarantine

Stringent Measures at All Taxi Depots



Taxi Services

Reducing monthly taxi rental fee
& Cutting electricity charging
service fee by half in 10 charging
stations operated by SZBG.

All Taxi drivers - Online
Learning APP "Training
Evaluation Management
System"

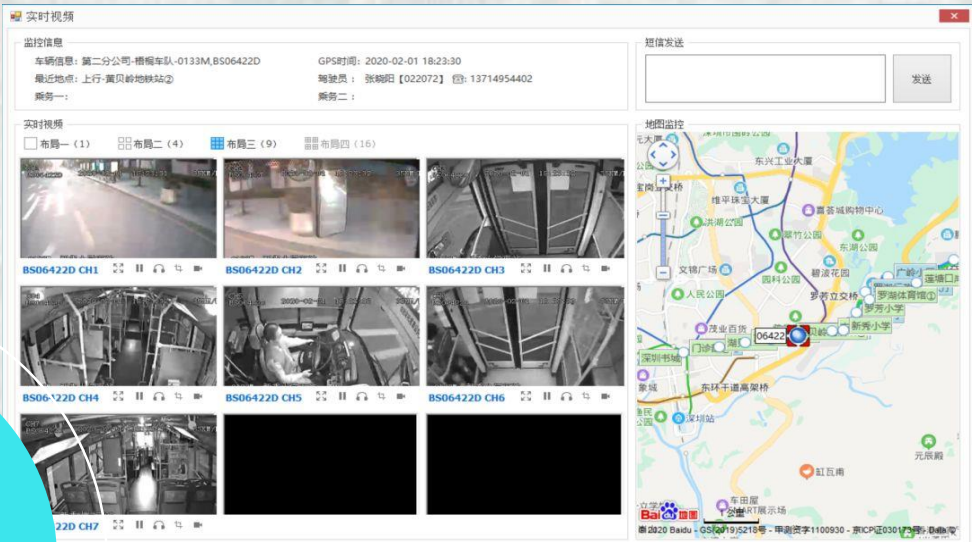
750 Taxi Drivers & 4,000 Urgent Items



Pengcheng Taxis & SF Express - Joint
Courier Services.

Intelligent Operation System

High-density Passenger Carriage
Early Warning



Video Conference, Video
Networking & Intelligent
Dispatch



Caring for the Community & Staff



**Free Transfer Service for
Blood Donors**



**Free Health Service to
Public Transport Staff
through Online Clinics**



**Employee Assistance
Programme (EAP)**



Hotline for Counseling



Hairdressing Services

A photograph of a modern, multi-story building with a white facade and a series of orange-brown diagonal structural elements. The building has many windows and balconies. In the top right corner, there is a logo for Shenzhen Bus Group (SHENZHEN BUS) with the Chinese characters '深圳巴士集团'.

Thank You

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Shenzhen Bus Group**

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