



NEW LANTAO BUS
新大嶼山巴士

2020/2021

透露更詳盡財務及營運資料 及 企業社會責任

Fuller Disclosure of Financial and Operational Data & Corporate Social Responsibility

新大嶼山巴士(1973)有限公司
New Lantao Bus Company (1973) Limited

(冠忠巴士集團有限公司之附屬公司)
(A subsidiary of Kwoon Chung Bus Holdings Limited)

透露更詳盡財務及營運資料

引言

新大嶼山巴士（1973）有限公司（嶼巴）為了符合政府對專營巴士營運商所訂立之管理標準，每年須向公眾透露更詳盡之財務及營運資料。

因此，文件將會展示嶼巴由 2020 年 4 月 1 日至 2021 年 3 月 31 日止之主要財務及營運數據。

為求令公眾人士對嶼巴之服務及發展能有進一步之認識，本文件亦包括其對上一年度嶼巴之財務狀況。

年度回顧

截至 2021 年 3 月 31 日止，嶼巴在大嶼山及新界西北（元朗及天水圍地區）經營 27 條專營巴士路線。公司以 91 台單層及 58 台雙層巴士（包括雙層巴士、單層巴士及 2 輛電動巴士）運作。

嶼巴車隊的平均車齡為 7.49 年。

在 2020 至 2021 年度內，嶼巴每日平均乘客量達 61,561 人（上年度每日平均乘客量為 87,420 人）。

在 2020 至 2021 年度內，嶼巴乘客量達 22,470,000（上年度乘客量為 31,994,000），車隊總行車公里數 560 萬公里（上年度為 876 萬公里）。

主要受到新型冠狀病毒疫情影響，嶼巴的經營狀況比去年同期均大幅下降，對公司業務的影響尤其嚴重（機場及邊境巴士路線需求急劇減少）。

截至 2021 年 3 月 31 日止年度，總營業額約為 141.0 百萬港元（2019/2020 年度約為 184.0 百萬港元），虧損約 2.2 百萬港元（2019/2020 年度虧損約 8.4 百萬港元）。如果政府沒有為巴士行業提供財政上的補貼，虧損程度將會更為嚴重。公司亦有可能在迫不得已的情況下實行更嚴謹的財務控制措施，減低運作成本以舒緩新型冠狀病毒疫情所引致的財務困境。

嶼巴會繼續按計劃加強安全績效管理，並已開展工作以建立公司安全文化（“我們關注，您的安全”）。考慮到這一點，我們已經制定了各項措施來監察和提高司機的服務水平。

在乘客服務承諾方面，公司於接獲乘客訴求後，須於 10 個工作天內回覆或初步回應，或於 21 個工作天內回覆較需時處理的意見。在 2020 年內，所有的乘客訴求(100%)均合乎上述承諾限期內作出回覆。

透露更詳盡資料為嶼巴營運政策之一部份，嶼巴歡迎公眾人士及各有關監管機構，對提高服務質素給予寶貴意見。嶼巴並派出代表出席離島區議會屬下的「交通及運輸委員會」和「旅遊、漁農及環境衛生委員會」等定期舉行的會議。嶼巴更參與「離島區議會」所舉辦的各項活動及派代表出席區內各鄉事委員會活動。作為良好的企業，嶼巴亦舉辦乘客聯絡小組會議，並參與離島區議會及其他團體如大嶼山鄉事委員會舉辦的各種社會活動。

嶼巴之營運目標仍為乘客提供不斷改進安全、可靠及舒適的公共巴士服務。我們希望於將來以最大的誠意和關懷繼續為大眾市民服務。

黃焯安
董事總經理
2021 年 8 月 31 日

企業社會責任

背景

自從引入“企業社會責任”概念後，新大嶼山巴士(1973)有限公司（嶼巴）持續面對有關企業社會責任之考驗，此等考驗主要針對其車隊運作與環境保護有關之問題。面對上述問題，嶼巴訂立“企業社會責任政策”，而此等政策，亦應與時並進，可持續及配合社會之發展。

為確保新訂立之企業社會責任可以滿足上述條件，嶼巴已採用下列策略：

1. 正確及有效地確認與嶼巴企業社會責任有關之問題
2. 發展及制訂可以回應社會及市場轉變之企業營運方法
3. 為達致企業社會責任之目標，嶼巴亦會獨力或與其他公共交通服務營辦商合作採取適當措施
4. 將上述措施之成效，與社區及政府分享及溝通

產品及服務

嶼巴經營專營巴士服務，大部份路線服務新界大嶼山，截至 2021 年 3 月 31 日，嶼巴共有 91 部單層巴士和 58 部雙層巴士行走 27 條路線。嶼巴並經營分別來往深圳灣與元朗及天水圍之 B2、B2P 及 B2X 路線。

企業社會責任之基礎

公共交通服務之供應商 / 營辦商，與其相關之公眾，亦應建立連繫，包括乘客、監察機構，行業內不同界別及有關之社區。“企業社會責任”可以讓此等不同公眾，認識及理解服務供應者之營運方法及情況。

營運商之架構及組織亦不斷變化及發展，以嶼巴為例，政府批出專營權，對營辦商亦有所期望，例如需要與服務使用者(乘客)加強溝通。除此之外，營辦商亦不再全面專利地經營，引入競爭之後，亦要以市場為本作為營運方針。

既然嶼巴之業務經已變為以市場為本，客戶之需求及期望亦因應增加，尤其是經常乘搭嶼巴之乘客。加上來自市場之競爭，嶼巴亦要不斷創新其服務，重新檢視目前之服務水平，尤其是在車隊管理，準時服務及收費等方面，保持競爭力。

企業社會責任之定義

企業社會責任，可以解釋為一套企業應該遵守之行為準則，從而令企業對社會帶來積極及有建設性之影響。生產與銷售產品及服務，商業道德保護環境之措施，招聘員工之條件，遵守平等機會原則及投資與回饋社會，均為良好企業社會責任的例証。

企業社會投資為其中一個評估企業社會責任之標準，亦為一項重要工具，它包含一套實用可行的計劃，可以令企業能將其僱員之時間及專業技能，有效地運用於滿足社會需求之上。

嶼巴之營運應用下列之標準，以達致上述目標：

1. 工作場所 – 通過引進平等機會聘用條件，增加培訓機會
2. 供應商 – 嶼巴在採購上採用及確保有關步驟符合商業道德
3. 市場 – 宣示嶼巴對消費者承諾之服務水平
4. 社會 – 投入社區建設

持份者

嶼巴有不同的持份者，企業社會責任對他們有不同程度的承諾：

1. 僱員 – 車長，前線人員(包括站長)，維修人員，行政及文職人員，人力資源及管理階層
2. 官方 – 運輸及房屋局，運輸署，政務處及離島區議會
3. 客戶 – 乘客及企業客戶
4. 供應商 – 巴士製造商及代理商，零件供應商，油公司及其他服務供應商，包括銀行，公共服務及八達通收費系統
5. 社區 – 嶼巴路線網絡所覆蓋地區的社群
6. 投資者 – 通過持有母公司股份之非直接投資者
7. 公眾服務 – 非政府機構
8. 業務合作對象 – 運輸行業內的合作伙伴，例如昂坪吊車營辦商，寶蓮禪寺，港鐵公司 (巴士 – 鐵路轉乘計劃)，其他巴士公司(巴士轉乘計劃)及廣告商等

企業社會責任的進一步闡釋

企業管治

嶼巴作為專營巴士營辦商，其服務具有甚高之透明度，因為巴士在服務網絡所覆蓋之公路上行駛，必定要維持公共交通服務所具備的優良形象。

此外，政府對巴士營辦商亦有其評核準則，而作為公營事業，嶼巴亦必須與廉政公署緊密合作，防止貪污。

而僱員方面，日常執行任務，亦要遵守既定的工作指引，務求不偏不倚。

平等機會

嶼巴支持在職位聘用，服務提供等方面，引入平等機會守則，為傷殘乘客在上落巴士或在車站候車時，提供相關設施。

安全及環保

路面上之交通意外可能導致嚴重的人身傷害甚至死亡。考慮到這一點，嶼巴已投入大量時間和努力，通過建立新的安全總監角色，從而支持公司建立深入及持續健康的安全文化。

為配合專營巴士營辦商對於環保措施實務守則的不斷變化和改善，我們需要努力投入使用更潔淨的燃料，採用最新科技購減輕污染對環境構成負面影響。嶼巴亦推出了第一輛電動巴士，以減輕環境污染的影響。

巴士車長和其他工作人員可能會因為長時間工作未有休息而感到壓力，企業社會責任應為員工提供安全的工作環境，並確保員工有合理的工作時間及令人滿意的健康水平。

年內，嶼巴為環境保護及乘車環境作出下列措施：

1. 引入最新環保巴士以更新車隊。截至 2021 年 3 月 31 日，歐盟 4 型、5 型及 6 型的巴士數目已達 138 輛，佔整體車隊 92.6%。
2. 嶼巴預期於 2021 年內的電動巴士數目可以增加一倍（由現時 2 輛增加至 4 輛）。
3. 定期抽查巴士車廂內二氧化碳含量。在 2020 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% 乎合空氣質素標準（二氧化碳濃度上限為每小時平均 3,500ppm）。

有效企業管治的良好指引

上述指引並無刻板的準則，管理原則、企業歷史、本土文化、業務背景及監管法規都需要在考慮範圍內，下列特質，可以成為制訂企業管治良好指引的參考資料：

1. 企業的服務承諾，必需與所有員工所分享及可以接受，因此必定要有效地與各階層清楚溝通

2. 高層管理人員必定要以身作則，保持信用及全情投入實踐企業社會責任
3. 企業的價值觀，一定要通過日常營運得以反映
4. 企業的資源，制度與架構，必定要能夠支持實踐社會責任所需
5. 高層管理人員必需接受訓練，達致水準及能有效地作出決定，具備足夠知識及能力，可以實行社會道德所接受的決策，而在實行時，更可以被社會認同為公正與公平

量化後之企業社會責任措施

在提升本公司之企業社會責任時，嶼巴推行以下之措施，令有關公眾受惠

1. 發展新路線

通過每年呈交運輸署之 5 年發展計劃，以公眾及公司利益為本，向運輸署申辦新路線。這項持續的工作可以令社區受惠之餘，亦可以為公司帶來額外收入。

2. 票價優惠計劃

實施票價優惠計劃，包括巴士--鐵路轉乘優惠，巴士--巴士轉乘優惠，長者及合資格殘疾人士公共交通票價優惠計劃。此外，本公司亦提供大嶼山全日通套票，乘客可持票在大嶼山全日乘搭嶼巴之指定路線巴士。

3. 環保責任

購入配置最新的“歐盟六型”環保引擎之車隊取代環保標準較低之舊車並引入電動巴士達致“零排放”。

4. 醫療保健

試行引入醫療計劃為所有年屆五十歲之車長提供全身檢查及包括員工在集團之醫保計劃內。同時，年屆五十歲之職員亦可參加公司志願性大腸鏡檢資助計劃。

5. 慈善事業

我們與本地中學教育機構合作，推出實習生計劃，藉工作機會令參加者於社區擴闊層面。此外嶼巴亦與大嶼山之地區組織合作，支持及贊助本地康樂、體育及文化事業的發展。

新大嶼山巴士(1973)有限公司

2021年8月31日

新大嶼山巴士(1973)有限公司

營運資料

	結算年度3月31日	
	2020/2021	2019/2020
1. <u>巴士路線總數</u>		
i 專利普通巴士線	15	15
ii 機場巴士線	1	1
iii 通宵巴士線	4	4
iv 特別巴士線	6	6
v 對外消閒巴士線	1	1
	27	27
2. <u>車隊(於結算年度尾)</u>		
i 已登記巴士數量	149	155
ii 已發牌巴士數量	147	155
3. <u>車隊總載客量</u>	13,030	13,456
4. <u>車隊運作能力</u>		
i 平日(星期一至六·公眾假期除外)	104.4%	102.4%
ii 假日(星期日及公眾假期)	111.9%	105.1%
5. <u>時間表的成效</u>	103.0%	100.0%
6. <u>車隊運用</u>	59.3%	78.8%
7. <u>車隊之平均年齡</u>	7.49	6.59
8. <u>乘客人次總數</u>		
i 全年總數(以千位計算)	2,247,000	31,994,000
ii 平日每日平均乘客總數	61,202	86,684
iii 假日每日平均乘客總數	63,098	0
9. <u>巴士收費行車公里(以千位計算)</u>	5,596,000	8,764,000
10. <u>班次失誤比率</u>	1.33%	0.50%
11. <u>處理由交通投訴組轉介個案的數目(以每百萬人次計)</u>	4.09	2.84
12. <u>乘客聯絡小組會議舉辦次數</u>	4	5
13. <u>@其他顧客服務</u>	3	3
14. <u>平均每輛巴士檢查須修正的項目(由運輸署抽檢)</u>	1.78	0.57
15. <u>牽涉傷人的巴士意外數目(以每百萬公里計)</u>		
i 輕微意外	0.88	2.91
ii 嚴重意外	0.18	0.34
iii 致命意外	0.00	0.00
16. # <u>機械可靠性</u>		
每輛巴士平均行走多少公里內才會在載客途中發生一次機械故障	44,065	48,421
17. <u>改善服務項目</u>		
i 推出新路線/新輔助路線	0	0
ii 改善行車班次	3	3
iii 改善服務質素	2	2
18. <u>服務重組項目</u>		
i 取消巴士路線數目	0	0
ii 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	2	0

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。

新大嶼山巴士(1973)有限公司

綜合損益表 (截至該年度3月31日止)

(港幣千元)

	2019/2020	2020/2021
營運收入		
車費收入	174,643	114,223
廣告收入	381	117
出售固定資產之收益	-	25
其他收入	3,045	3,522
政府補助防疫抗疫基金	5,908	23,132
	183,977	141,019
營運成本		
員工成本	100,804	76,077
燃油	26,076	13,348
維修保養	11,517	9,522
隧道費	34	8
專營巴士豁免隧道費基金	10	6
折舊	27,858	27,400
利息支出	3,962	952
其他支出	24,895	20,954
	195,156	148,267
營運溢利 / (虧損)	(11,179)	(7,248)
出售固定資產之虧損	(8)	-
除稅前溢利 / (虧損)	(11,187)	(7,248)
所得稅	2,822	5,011
本年度溢利 / (虧損)	(8,365)	(2,237)
固定資產平均淨值	197,059	179,628
固定資產平均淨值回報 (%)	-2.57%	-0.80%
於3月31日之乘客回饋累計結餘 (附註1)	1,529	1,529
於3月31日之專營巴士豁免隧道費基金結餘(附註2)	11	17

附註:

- 根據現時當局在審批巴士票價調整的申請時所採用修改後的「經修訂的考慮多方面因素做法」，一個專營巴士營辦商在某年度獲得的回報率若超過按其平均固定資產淨值計算的指定觸發回報率，其高於指定觸發回報率50%將會與乘客分享，以舒緩日後車費加價壓力，及向乘客提供巴士車費優惠。該指定觸發回報率自2019年1月8日起，調整為每年8.7%。
- 由2019年2月17日起，就政府豁免專營巴士的政府隧道及道路收費所節省的隧道費開支，已撥入新開設的專營巴士豁免隧道費基金。該基金須用於減低市民日後在專營巴士營辦商獲批加價申請時所需承受的加價幅度，或將超越該基金上限的滾存金額向乘客提供票價優惠。

新大嶼山巴士(1973)有限公司

綜合財務狀況表 (截至該年度3月31日止)

(港幣千元)

	<u>2019/2020</u>	<u>2020/2021</u>
非流動資產		
租賃土地及樓宇	17,022	14,532
巴士站結構	7,282	6,868
巴士及其他車輛	154,669	133,154
傢俱, 裝修及辦公室設備	1,984	1,646
設備及工具	7,648	8,377
電腦	869	3,019
購買巴士訂金	1,365	492
使用權資產	308	21
投資物業	-	23,300
	<u>191,147</u>	<u>191,409</u>
流動資產	19,479	32,111
減: 流動負債	<u>121,504</u>	<u>51,546</u>
流動資產 / (負債)淨值	<u>(102,025)</u>	<u>(19,435)</u>
	<u>89,122</u>	<u>171,974</u>
股本	29,117	100,000
資產重估儲備	-	19,339
損益賬	50,850	48,613
計息銀行借款	-	-
遞延稅項	9,013	4,001
遞延收益	29	18
	113	3
	<u>89,122</u>	<u>171,974</u>

Fuller Disclosure of Financial and Operational Data

Background

As a Franchised Bus Operator, New Lantao Bus Company (1973) Limited (“NLB”) is obliged to make an annual disclosure of certain specified financial and operational information to the public.

With this in mind, the following Disclosure Document has been prepared (pertaining to the year ending 31 March 2021).

In order to provide the public with a better understanding of the development and provision of NLB’s services, the information for the corresponding period of the previous year has also been included in this paper.

Review of the Year

As at 31 March 2021, NLB operated 27 franchised public bus routes in the New Territories (Yuen Long & Tin Shui Wai areas) and on Lantau Island. A fleet of 91 single-deck and 58 double-deck buses is operated (consisting of double deckers, single deckers and including 2 electric buses).

The average age of the NLB bus fleet was 7.49 years.

In the year of 2020/2021, NLB carried an average of 61,561 passengers a day (2019/2020: 87,420).

In the year 2020/2021, NLB carried a total of 22,470,000 passengers (2019/2020: 31,994,000 passengers); and its buses travelled 5,600,000 km (2019/2020: 8,760,000 km).

Year on year business activity levels were significantly down, mainly due to the dramatic impact of Covid-19 (with the demand for many routes such as the Airport and Border routes being severely impacted).

For the year ended 31 March 2021, the total turnover was circa HKD141.0 million (2019/2020 circa HKD184.0 million), with a loss of circa HKD2.2 million (2019/2020: loss of circa HKD8.4 million). This loss would have been of higher order in the absence of certain Government subsidies that were offered to the industry in order to offset the adverse impact of Covid-19 (and in the absence of the various “self-help”

cost-reduction measures implemented by the Company).

NLB has continued to implement programmes to enhance its safety performance management and has started working in earnest with a view to embedding and sustaining a Safety Culture ("Safety - We Care"). With this in mind, various initiatives have been devised to monitor and improve the service standard of drivers.

With respect to our Passenger Service Pledge, acknowledgements or replies were issued within 10 working days, or within 21 working days for cases requiring more substantive investigation and follow-up. All passenger feedback (100%) has been dealt with in compliance with this Service Pledge in the year under review.

The process of compiling this Fuller Disclosure is an integral part of NLB's policy of ensuring close community engagement. Opinions from the public and from respective supervisory bodies are valuable and most welcome. To this end, representatives from NLB routinely attend regular meetings of the Traffic and Transport Committee and of the Fishery, Agriculture, Commerce and Tourism Committee of the Islands District Council. And as a good corporate citizen, NLB also organises Passenger Liaison Meetings and participates in various social functions organized by the Islands District Council and by the other groups such as the Rural Committees of Lantau.

It remains NLB's prime objective to provide continuously improving safe, reliable, and comfortable public bus services for its passengers. With this in mind, we hope to have the opportunity to continue serving our public with the utmost sincerity and care over the next few years and beyond.

James Wong
Managing Director
31 August 2021

Corporate Social Responsibility

Background

A policy on Corporate Social Responsibility ("CSR") has been devised to address these concerns, with a view that this policy could be sustainable and adaptable to social changes, and would adapt to these changes accordingly.

In order to ascertain that the CSR of NLB could fulfill the above requisites, the following strategies has been established:

1. To successfully define the various issues associated with the company's CSR;
2. To develop a strategic business response to social and market changes;
3. To initiate action individually, or with fellow public transport operators, in order to accomplish its goals in CSR; and
4. To communicate the results of these actions to the community and the Government.

Product and Services

NLB is the franchised public bus service provider in Lantau Island, as at 31 March 2021, NLB was operating 27 franchised bus routes with a fleet of 91 single deck and 58 double deck buses. It also operates Routes B2, B2P and B2X, which carry passengers between Shenzhen Bay Port and Yuen Long West Rail Station (B2), and Tin Shui Wai (B2P and B2X), respectively.

Fundamentals of the CSR

Providers of public transportation services have created a linkage with their target publics: passengers, supervisory authorities, and different sectors of the industry as well as the community. The CSR will allow these publics to better understand the work of the respective service providers.

The structure of the service providers is also changing, in the case of NLB; the Franchise granted has certain expectations on the provider, e.g., more interaction with passengers. In addition, the service providers are no longer monopolizing the service;

competition would require these companies to become more market-oriented.

As the service of NLB has become market oriented, there are rising expectations from customers, particularly passengers frequently using NLB's services; together with competition from other modes of public transport, these market forces obliged NLB to be continuously creative in providing its service. Market forces may require NLB to re-examine its current service standard, especially on fleet management, punctuality and fare.

Defining the CSR

Corporate Social Responsibility can be defined as the set of standards of behaviour that a company subscribes in order to make its impact on society positive and constructive. The production and selling of goods and services, business ethics, environmental practices, recruitment and employment conditions, approach to equal opportunities and investment in the community are examples of such impact.

Corporate Community Investment is one of the important mechanisms in developing and measuring business standards, it is also an essential tool of CSR, involving a practicable set of programmes and processes that can enable the company to bring the skill and time of its employees for community need.

The following standards can become applicable in various levels of NLB's operations:

1. Workplace – through the introduction of equal opportunities in employment by adhering to current legislation governing equal opportunities and to provide additional opportunities for employees to undergo occupation-related training.
2. Suppliers – through dissemination and safeguarding of NLB's standards in business ethics.
3. Market – sounding out NLB's obligations to consumers.
4. Community – contributing to the development of the society, in particular, those community sectors that are deprived of these benefits.

Stakeholders

NLB has a number of major stakeholders, to whom the CSR could be properly addressed:

1. Employees – drivers, station masters, maintenance staff, administrative and clerical staff, personnel, management.

2. Government – Transport and Housing Bureau, Transport Department, Islands District Office and District Council.
3. Customers – passengers, corporate clients.
4. Suppliers – vehicle manufacturers and distributors, parts supplier, fuel companies and services suppliers such as banks, utilities and Octopus.
5. Communities – neighbourhoods which are served by NLB’s network of bus service.
6. Investors – indirect investors of holding company which is listed on the Hong Kong Stock Exchange.
7. Public services – NGOs.
8. Business partners – joint venture partners in transport-related businesses, e.g., Cable Car operator, Po Lin Monastery, MTRC Ltd. as bus-rail interchange partners, and fellow franchised public bus operators in bus-bus interchange partnership, and advertisers and their agents in the placement of advertisement on board buses and at stations and terminals.

Insight for CSR Obligation

Corporate Governance

NLB, as a franchised bus operator and a public body, is highly visible, as the buses would frequent the network of routes covered by the company. It is important for the Company and its vehicles to be seen to be setting a good example and adhering to high standard of the public transport sector.

In addition, the Company has to adhere to the standard of measurement of service by the Government. As a public body, the Company must also work closely with the Independent Commission Against Corruption on matters pertinent to corruption prevention.

It is essential for NLB to establish a code of conduct for the employees, so that they can work with suppliers without prejudice.

Equal Opportunities

NLB could advocate equal opportunities in employment, and in the provision of its services, to facilitate passengers with disabilities when boarding and alighting from buses and waiting at termini.

Safety and Environment

Road accidents can cause serious bodily injury and even death. With this in mind, NLB has invested considerable time and effort in the seeking to embed and sustain a healthy Safety Culture supported in this endeavor by the establishment of a new Safety Director Role.

In order to cope with the changing and improving code of practice regarding environmental friendly measures for franchised bus operators, efforts would be required to put into areas of using cleaner fuel, procuring up-to-date technologies that could alleviate the negative impact of pollution. NLB has also introduced the first electric-powered buses to alleviate the impact of pollution.

Drivers and other workers may feel under pressure to work for long hours without rest, the CSR should ensure that a support network could be available for the employees on workplace safety and to ensure that the working hours are reasonable and their levels of health are satisfactory.

During the year, NLB has made the following measures for environmental protection and improve air quality of journey:

1. Continue to introduce buses with latest emission standard. Euro 4, Euro 5 and Euro 6 emission standard reach to 138 buses, as 92.6% of our fleet, at 31 March 2021.
2. NLB expects to double the size of its electric bus fleet in 2021 (from 2 to 4 vehicles).
3. Conduct regular checks on carbon dioxide (CO²) level of bus compartment. In 2020, 100% of buses checked had their CO² level within air quality standard (Upper limit of average hourly concentration of CO² reach to 3,500ppm) in the "Practice Note for Managing Air Quality in Air-conditioned Public Transport Facilities – Bus" published by the Environmental Protection Department ("EPD").

Establishing Guidelines for Effective Corporate Integrity

There is no one precise standard of corporate integrity; the management principles, corporate history, local culture, nature of business and regulatory mechanisms have to be taken into consideration. The following features may serve as the fundamentals in the establishment of such guidelines:

1. The corporate obligations must be shared and accepted by members of the Company. These have to be clearly communicated to all levels of staff.
2. Members of senior management must be personally committed, trustworthy, and willing to achieve those values that the Company advocate.
3. These values must be reflected in the day to day functioning of the corporation.
4. The Company's systems and structures must be able to support the implementation of these values.
5. Senior management must be trained and acquired the decision-making skills, knowledge, and competencies needed to make ethically sound decisions and act accordingly. The actions must be seen to be just and fair and beneficial to the society.

Quantified Corporate Social Responsibility Measures

The followings are material performances of NLB in the enhancement of the company's CSR, with direct bearing on its services and target publics:

1. New Bus Routes
Though the annual submission of Forward Planning Programmes for the forthcoming five years, NLB would explore and develop new routes for approval from Transport Department. This ongoing exercise is for the benefit of the community and could bring in additional revenue to NLB.
2. Fare Concession Schemes
Implementation of fare concession schemes, including bus-rail interchange, bus-bus interchange, and Public Transport Fare Concession Scheme for the Elderly and Eligible Persons with Disabilities". And Schemes aimed at ensuring the disbursement of any monies held in the Passenger Reward Fund. There is also a one day pass for Lantau Routes to provide attractive discounts to passengers who may use the Pass for unlimited travel on these routes.
3. Environmental Responsibility
Procurement of the latest Euro VI buses for the fleet to replace older vehicles with less environmentally friendly engines; and trials of electric-powered buses (as stated above).

4. Health Care

NLB has introduced regular medical examination for drivers who are aged 50 or over; and attachment to the Group's medical insurance scheme. A voluntary scheme is offered to employee who aged 50 or above to provide financial subsidies for Colonoscopy examination.

5. Charitable and Community Service

Introduced an internship programme with local secondary education institute, which offers participants more opportunities of exposure in local community. NLB had also cooperated with local community, sports and recreational promotion groups by sponsoring their services and activities.

New Lantao Bus Company (1973) Limited
31 August 2021

New Lantao Bus Company (1973) Limited

Operational Data

	<u>2020/2021</u>	Year ended 31 March <u>2019/2020</u>
1. <u>Total number of bus routes operated</u>		
(i) Franchised normal routes	15	15
(ii) Airbus routes	1	1
(iii) Overnight routes	4	4
(iv) Special routes	6	6
(v) Alignment external recreational route	1	1
	27	27
2. <u>Fleet size at end of reporting period</u>		
(i) Registered buses	149	155
(ii) Licensed buses	147	155
3. <u>Total fleet capacity</u>	13,030	13,456
4. <u>Operational capability</u>		
(i) Mondays to Saturdays (except Public Holidays)	104.4%	102.4%
(ii) Sundays and Public Holidays	111.9%	105.1%
5. <u>Achievement of schedule</u>	103.0%	100.0%
6. <u>Fleet utilization</u>	59.3%	78.8%
7. <u>Average age of bus fleet (licensed fleet)</u>	7.49	6.59
8. <u>Total number of passengers carried</u>		
(i) Annual total (to nearest thousand)	2,247,000	31,994,000
(ii) Average daily passengers on weekdays	61,202	86,684
(iii) Average daily passengers on Sundays and Public Holidays	63,098	90,567
9. <u>Paid bus km (to nearest thousand)</u>	5,596,000	8,764,000
10. <u>Percentage of lost trips</u>	1.33%	0.50%
11. <u>Number of cases forwarded by TCU and handled by NLB per million passengers in a year</u>	4.09	2.84
12. <u>No. of Passenger Liaison Group meeting convened</u>	4	5
13. @ <u>Other customer services</u>	3	3
14. <u>Average number of bus defects detected per vehicle examination (during spot checked by TD)</u>	1.78	0.57
15. <u>Number of bus accidents involving injury to person per million vehicle-km</u>		
(i) Slight accidents	0.88	2.91
(ii) Serious accidents	0.18	0.34
(iii) Fatal accidents	0	0
16. # <u>Mechanical reliability</u> Average No. of km operated before a bus would experience one all breakdown on the road while passengers are on board	44,065	48,421
17. <u>Service improvement items</u>		
(i) Number of new routes / new supplementary routes introduced	0	0
(ii) Frequency improvement	3	3
(iii) Quality improvements	2	2
18. <u>Service rationalization items</u>		
(i) Number of bus routes cancelled	0	0
(ii) Frequency reduction, vehicle reduction and routes reorganization to save bus resources	2	2

Note: The definition of mechanical reliability takes into account all types of defects leading to vehicle breakdown during passenger services

New Lantao Bus Company (1973) Limited

Statement of Comprehensive Income

as on 31 March of the year

(Expressed in HK\$'000)

	2019/2020	2020/2021
REVENUE		
Fare Revenue	174,643	114,223
Advertising Income	381	117
Gain on disposal of fixed assets	-	25
Sundry Income	3,045	3,522
Government Subsidy under Anti-Epidemic Fund	5,908	23,132
	183,977	141,019
OPERATING COSTS		
Staff Costs	100,804	76,077
Fuel and oil	26,076	13,348
Repair & Maintenance	11,517	9,522
Toll Charges	34	8
Franchised Bus Toll Exemption Fund	10	6
Depreciation	27,858	27,400
Interest Expenses	3,962	952
Other Expenses	24,895	20,954
	195,156	148,267
OPERATING PROFIT / (LOSS)	(11,179)	(7,248)
Loss on disposal of fixed assets	(8)	-
PROFIT / (LOSS) BEFORE TAX	(11,187)	(7,248)
Income tax	2,822	5,011
PROFIT / (LOSS) FOR THE YEAR	(8,365)	(2,237)
AVERAGE NET FIXED ASSETS ("ANFA")	197,059	179,628
RETURN ON ANFA (%)	-2.57%	-0.80%
Accumulated balance of passenger reward as at 31 March (Note 1)	1,529	1,529
Accumulated balance of Franchised Bus Toll Exemption Fund as at 31 March (Note 2)	11	17

Note :

1. Under the revised Modified Basket of Factors (MBOF) approach, which is the existing basis for the Administration to assess bus fare adjustment application, 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 would be shared with passengers to relieve the pressure for future fare increase and to facilitate the offer of bus fare concessions. The prescribed triggering point of return was adjusted to 8.7% per annum commencing from 8 January 2019.
2. The Franchised Bus Toll Exemption Fund ("the Fund") has been set up for keeping the toll saving from exempting the toll of government tunnels and roads charged on franchised buses with effect from 17 February 2019. The Fund would be used for mitigating the extent of fare increase shouldered by the passengers as approved by the government when a franchised bus operator applies for fare increase or providing fare concession to passengers if the Fund exceeds the prescribed cap.

New Lantao Bus Company (1973) Limited

Statement of Financial Position

as on 31 March of the year

(Expressed in HK\$'000)

	<u>2019/2020</u>	<u>2020/2021</u>
Non-Current Assets		
Leasehold land and buildings	17,022	14,532
Bus terminal structure	7,282	6,868
Motor buses & vehicles	154,669	133,154
Furniture, fixtures & office equipment	1,984	1,646
Equipment & tools	7,648	8,377
Computers	869	3,019
Deposits paid for purchases of buses	1,365	492
Right-of-use assets	308	21
Investment properties	-	23,300
	<u>191,147</u>	<u>191,409</u>
Current Assets	19,479	32,111
Less: Current Liabilities	<u>121,504</u>	<u>51,546</u>
Net Current Assets / (Liabilities)	<u>(102,025)</u>	<u>(19,435)</u>
	<u>89,122</u>	<u>171,974</u>
Share Capital	29,117	100,000
Asset Revaluation Reserve	-	19,339
Profit and Loss Account	50,850	48,613
Interest - Bearing Bank Borrowing	-	-
Deferred Tax	9,013	4,001
Deferred Income	29	18
	<u>113</u>	<u>3</u>
	<u>89,122</u>	<u>171,974</u>

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