



NEW LANTAO BUS  
新大嶼山巴士

# 2021/2022

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 2021 年 4 月 1 日至 2022 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發展及服務有進一步之認識，對上一年度之資料亦包括於本文件內。

## 年度回顧

截至 2022 年 3 月 31 日止，嶼巴在新界 (元朗及天水圍地區) 及大嶼山經營 27 條專營巴士路線。公司以 91 輛單層巴士及 58 輛雙層巴士運作。

嶼巴獲發牌照的巴士車隊之平均車齡為 7.95 年。

在 2021 至 2022 年度，嶼巴乘客量達 24,733,000 (上年度乘客量為 22,470,000)，車隊總行車公里數達 550 萬公里 (上年度為 560 萬公里)。儘管乘客量穩定 (2021 至 2022 年度與 2020 至 2021 年度比較)，但比較新型冠狀病毒疫情前之水平，嶼巴的經營狀況仍然不景。

截至 2022 年 3 月 31 日止年度，總營業額約為 129.9 百萬港元 (2020 至 2021 年度約為 141.0 百萬港元)，財政虧損約 18.3 百萬港元 (2020 至 2021 年度虧損約 2.2 百萬港元)。儘管嶼巴透過各種方法 (包括服務重整) 控制成本，財政虧損仍然於 2021 至 2022 年度大幅增加，主要因政府於年內減少 (與新型冠狀病毒疫情相關的) 補貼。

嶼巴繼續按計劃加強安全績效管理，並會維持及鞏固其萌芽中的安全文化

(「我們關注，您的安全」)。考慮到這一點，我們已經制定各項措施，而這些措施在改善安全意識及相關行為和態度方面開始取得成效。

嶼巴履行乘客服務承諾，達成於 10 個工作天內回覆或初步回應所有乘客訴求 ( 或於 21 個工作天內回覆處理需時較長的意見 ) 的目標。

透露更詳盡資料為嶼巴營運政策之一部份，確保緊密的社區參與。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。嶼巴亦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、環境衛生及氣候變化委員會定期舉行的會議。作為良好的企業公民，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 ) 舉辦的各種社交活動。

嶼巴首要之營運目標仍然是為乘客提供不斷改進之安全、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**  
**2022 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，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，此等考驗主要針對環境影響及交通管制。

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，嶼巴已制定下列策略：

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. 獨力或與其他公共交通服務營辦商合作採取適當措施，以達致企業社會責任之目標；以及
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

嶼巴經營專營公共巴士服務，大部份路線服務新界大嶼山。截至 2022 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 條專營巴士路線。嶼巴亦經營分別來往深圳灣口岸與新界西北地區之 B2 及 B2P 路線。

## 企業社會責任之基礎

公共交通服務提供者與其相關之公眾建立連繫，包括乘客、監察機構、行業內不同界別及社區。企業社會責任讓此等不同公眾認識及了解服務提供者之營運

方法及情況。

服務提供者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，例如需要與乘客加強溝通。除此之外，服務提供者不再壟斷經營，競爭使他們必須更以市場為本。

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相應增加，尤其是經常乘搭嶼巴之乘客。加上來自其他公共交通模式之市場競爭，嶼巴必須不斷創新其服務，並重新檢視目前之服務水平，尤其是在車隊管理、準時度及收費等方面，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、招聘及僱用員工之條件、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證。

企業社會投資為其中一個發展及量度商業標準的重要機制，亦為企業社會責任的一項重要工具，包含了一套實用可行的計劃，使企業能將其僱員之專業技能及時間有效地運用於滿足社會需求之上。

下列標準可應用於嶼巴不同層面的營運上，以達致上述目標：

1. 工作場所 – 通過依循規管平等機會的現行法例，引進平等機會聘用條件，以及增加與職業相關的僱員培訓機會。
2. 供應商 – 通過在採購上採用及確保有關步驟符合嶼巴在商業道德上的標準。
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，特別是在這方面被剝削的社區界別。

## 持份者

嶼巴有不同的主要持份者，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. 政府 – 運輸及物流局、運輸署、離島民政事務處及區議會等。
3. 顧客 – 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，如銀行、公共服務及八達通收費系統。
5. 社區 – 嶼巴巴士服務網絡所覆蓋地區的社群。
6. 投資者 – 持有母公司股份之非直接投資者。
7. 公共服務 – 非政府機構。
8. 業務合作伙伴 – 運輸行業內的合作伙伴，例如昂坪纜車營辦商、寶蓮禪寺、港鐵公司 ( 巴士 – 鐵路轉乘計劃伙伴 )、其他專營巴士營辦商 ( 巴士轉乘計劃伙伴 ) 及於巴士、車站和總站投放廣告的廣告商及其代理人。

## 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及公營事業，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。

僱員日常執行任務時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及服務提供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。

為配合不斷變化和改善的專營巴士營辦商環保措施實務守則，我們需要努力投入使用更潔淨的燃料，以及採購最新科技，減輕污染對環境構成的負面影響。嶼巴亦引入了電動巴士，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，嶼巴為環境保護及改善空氣質素作出下列措施：

1. 繼續引入最新環保巴士以更新車隊。截至 2022 年 3 月 31 日，歐盟四型、五型及六型的巴士數目已達 138 輛，佔整體車隊 92.6%。
2. 嶼巴預期於 2022 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 年內按環境保護署制訂之「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%符合空氣質素標準（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、業務性質及監管機制都需要一併考慮。在制訂企業管治良好指引時，下列特質可以視作基礎：

1. 必須與所有員工分享企業的服務承諾，並獲他們接受，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公司所提倡的價值觀。
3. 這些價值觀必須得以反映在日常營運中。
4. 企業的制度與架構必定要能夠支持實踐這些價值觀。
5. 高層管理人員必須接受訓練，達致水準及能有效地作出決定，具備足夠知識及能力，以實行社會道德所接受的決策，而這些決策必須獲視為公正、公平及對社會有裨益的。

## 量化後之企業社會責任措施

嶼巴在提升其企業社會責任時，推行以下之措施，令有關公眾直接受惠：

### 1. 發展新路線

通過每年呈交運輸署之五年發展計劃，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、巴士轉乘、長者及合資格殘疾人士公共交通票價優惠計劃，以及以回饋乘客資金支付款額之計劃。

### 3. 環保責任

為車隊購入配置最新的歐盟六型環保引擎之巴士，取代環保標準較低之舊車，並如上所述試行引入電動巴士。



4. 醫療保健

嶼巴已引入醫療計劃，為所有年屆五十歲之車長提供定期全身檢查，以及包括員工在集團之醫保計劃內。同時，年屆五十歲之僱員亦可參加公司的志願性大腸鏡檢查資助計劃。

5. 慈善事業及社區服務

我們與本地中學教育機構合作，推出實習生計劃，藉工作機會讓參加者於社區擴闊層面。嶼巴亦與大嶼山之社區及地區組織合作，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**

**2022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	結算年度3月31日
	<u>2021/2022</u>	<u>2020/2021</u>
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	149
ii 已發牌巴士數量	133	147
3. <u>車隊總載客量</u>	13,028	13,030
4. <u>車隊運作能力</u>		
i 平日 (星期一至六·公眾假期除外)	106.5%	104.4%
ii 假日 (星期日及公眾假期)	112.2%	111.9%
5. <u>時間表的成效</u>	96%	103%
6. <u>車隊運用</u>	52.6%	59.3%
7. <u>獲發牌照的巴士車隊之平均年齡</u>	7.95	7.49
8. <u>乘客人次總數</u>		
i 全年總數 (以千位計算)	24,733,000	22,470,000
ii 平日每日平均乘客總數	67,774	61,202
iii 假日每日平均乘客總數	67,713	63,098
9. <u>巴士收費行車公里 (以千位計算)</u>	5,456,000	5,596,000
10. <u>班次失誤比率</u>	0.34%	1.33%
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>	4.66	4.09
12. <u>乘客聯絡小組會議舉辦次數</u>	8	4
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>	0.63	1.78
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	0.55	0.88
ii 嚴重意外	0.18	0.18
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	41,024	44,065
17. <u>改善服務項目</u>		
i 推出新路線/新輔助路線	2	0
ii 改善行車班次	0	3
iii 改善服務質素	3	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	2

# 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)

	2020/2021	2021/2022
<b>營運收入</b>		
車費收入	114,223	124,636
廣告收入	117	203
出售固定資產之收益	25	60
其他收入	3,522	3,652
政府補助防疫抗疫基金	23,132	1,313
	<b>141,019</b>	<b>129,864</b>
<b>營運成本</b>		
員工成本	76,077	78,854
燃油	13,348	19,742
維修保養	9,522	8,703
隧道費	8	1
專營巴士豁免隧道費基金	6	1
折舊	27,400	25,826
利息支出	952	28
其他支出	20,954	18,268
	<b>148,267</b>	<b>151,423</b>
營運溢利 / (虧損)	(7,248)	(21,559)
出售固定資產之虧損	-	-
投資物業公平值之淨虧損	-	(490)
除稅前溢利 / (虧損)	(7,248)	(22,049)
所得稅	5,011	3,775
本年度溢利 / (虧損)	(2,237)	(18,274)
固定資產平均淨值	179,628	156,746
固定資產平均淨值回報 (%)	-0.80%	-11.64%
於3月31日之乘客回饋累計結餘 (附註1)	1,529	1,400
於3月31日之專營巴士豁免隧道費基金結餘 (附註2)	17	18

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，以紓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>2020/2021</u>	<u>2021/2022</u>
非流動資產		
租賃土地及樓宇	14,532	13,082
巴士站結構	6,868	5,537
巴士及其他車輛	133,154	114,041
傢俱, 裝修及辦公室設備	1,646	1,311
設備及工具	8,377	6,829
電腦	3,019	4,087
購買巴士訂金	492	492
使用權資產	21	3
投資物業	23,300	29,010
	<u>191,409</u>	<u>174,392</u>
流動資產	32,111	25,786
減：流動負債	<u>51,546</u>	<u>44,418</u>
流動資產 / (負債)淨值	<u>(19,435)</u>	<u>(18,632)</u>
	<u>171,974</u>	<u>155,760</u>
股本	100,000	100,000
資產重估儲備	19,339	25,188
損益賬	48,613	30,339
計息銀行借款	-	-
遞延稅項	4,001	226
遞延收益	18	7
租賃負債	3	-
	<u>171,974</u>	<u>155,760</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 2022).

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 2022, 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.

The average age of the NLB licensed bus fleet was 7.95 years.

In the year 2021/2022, NLB carried a total of 24,733,000 passengers (2020/2021: 22,470,000 passengers); and its buses travelled 5,500,000 km (2020/2021: 5,600,000 km). Despite that Year on Year passenger numbers were essentially static (2021/2022 v 2020/2021), NLB’s business activity levels remain materially depressed when compared to pre-Covid levels.

For the year ended 31 March 2022, the total turnover was circa HKD129.9 million (2020/2021 circa HKD141.0 million), with a financial loss being realised of circa HKD18.3 million (2020/2021: loss of circa HKD2.2 million). Despite the efforts to contain costs through various means including service rationalisation et al, financial losses did increase substantially in 2021/2022 mainly on account of reduced (Covid-related) Government subsidies in the year under review.

NLB has continued to implement programmes to enhance its safety performance management and is seeking to sustain and firmly embed its nascent Safety Culture (“Safety - We Care”). With this in mind, various initiatives have been devised which appear to be having some success in changing safety awareness and related

behaviours and attitudes for the better.

NLB successfully met its Passenger Service Pledge in that it essentially achieved its target which was to ensure that all customer feedback received a reply or acknowledgment within 10 working days (or within 21 working days for cases requiring more substantive investigation and follow-up).

The process of compiling this Fuller Disclosure is an integrated part of NLB's policy of ensuring close community engagement. Opinions from the public and from respective supervisory bodies and other stakeholders are valuable and welcome. To this end, representatives from NLB routinely attend regular meetings of the Traffic and Transport Committee and of the Tourism, Agriculture, Fisheries, Environmental Hygiene and Climate Change 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 2022**

# Corporate Social Responsibility

## Background

Since the introduction of a doctrine on Corporate Social Responsibility, New Lantao Bus Co. (1973) Ltd. ("NLB") has continued to encounter intense challenges in this respect, in particular, those with emphasis on environmental impact and traffic control.

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 have 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 2022, NLB was operating 27 franchised bus routes with a fleet of 91 single deck and 58 double deck buses. It also operates Routes B2 and B2P which carry passengers between Shenzhen Bay Port and certain areas in the North West NT.

## 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 fares.

## **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 Logistics Secretariat, Transport Department, District Office and District Council etc.
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 and procuring up-to-date technologies that could alleviate the negative impact of pollution. NLB has also introduced various 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 2022.
2. NLB has taken delivery of 2 new electric buses in 2022 (from 2 to 4 vehicles).
3. Conduct regular checks on carbon dioxide (CO<sup>2</sup>) level of bus compartment. In 2020, 100% of buses checked had their CO<sup>2</sup> level within air quality standard (Upper limit of average hourly concentration of CO<sup>2</sup> 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 CSR 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.
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 2022**

# New Lantao Bus Company (1973) Limited

## Operational Data

	Year ended 31 March <u>2021/2022</u>	Year ended 31 March <u>2020/2021</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
	<u>27</u>	<u>27</u>
2. <u>Fleet size at end of reporting period</u>		
(i) Registered buses	149	149
(ii) Licensed buses	133	147
3. <u>Total fleet capacity</u>	13,028	13,030
4. <u>Operational capability</u>		
(i) Mondays to Saturdays (except Public Holidays)	106.5%	104.4%
(ii) Sundays and Public Holidays	112.2%	111.9%
5. <u>Achievement of schedule</u>	96%	103%
6. <u>Fleet utilization</u>	52.6%	59.3%
7. <u>Average age of bus fleet (licensed fleet)</u>	7.95	7.49
8. <u>Total number of passengers carried</u>		
(i) Annual total (to nearest thousand)	24,733,000	22,470,000
(ii) Average daily passengers on weekdays	67,774	61,202
(iii) Average daily passengers on Sundays and Public Holidays	67,713	63,098
9. <u>Paid bus km (to nearest thousand)</u>	5,456,000	5,596,000
10. <u>Percentage of lost trips</u>	0.34%	1.33%
11. <u>Number of cases forwarded by TCU and handled by NLB per million passengers in a year</u>	4.66	4.09
12. <u>No. of Passenger Liaison Group meeting convened</u>	8	4
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>	0.63	1.78
15. <u>Number of bus accidents involving injury to person per million vehicle-km</u>		
(i) Slight accidents	0.55	0.88
(ii) Serious accidents	0.18	0.18
(iii) Fatal accidents	0.00	0.00
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	41,024	44,065
17. <u>Service improvement items</u>		
(i) Number of new routes / new supplementary routes introduced	2	0
(ii) Frequency improvement	0	3
(iii) Quality improvements	3	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)

	2020/2021	2021/2022
<b>REVENUE</b>		
Fare Revenue	114,223	124,636
Advertising Income	117	203
Gain on disposal of fixed assets	25	60
Sundry Income	3,522	3,652
Government Subsidy under Anti-Epidemic Fund	23,132	1,313
	141,019	129,864
<b>OPERATING COSTS</b>		
Staff Costs	76,077	78,854
Fuel and oil	13,348	19,742
Repair & Maintenance	9,522	8,703
Toll Charges	8	1
Franchised Bus Toll Exemption Fund	6	1
Depreciation	27,400	25,826
Interest Expenses	952	28
Other Expenses	20,954	18,268
	148,267	151,423
<b>OPERATING PROFIT / (LOSS)</b>	(7,248)	(21,559)
Loss on disposal of fixed assets	-	-
Fair value loss on investment property, net	-	(490)
<b>PROFIT / (LOSS) BEFORE TAX</b>	(7,248)	(22,049)
Income tax	5,011	3,775
<b>PROFIT / (LOSS) FOR THE YEAR</b>	(2,237)	(18,274)
<b>AVERAGE NET FIXED ASSETS ("ANFA")</b>	179,628	156,746
<b>RETURN ON ANFA (%)</b>	-0.80%	-11.64%
Accumulated balance of passenger reward as at 31 March (Note 1)	1,529	1,400
Accumulated balance of Franchised Bus Toll Exemption Fund as at 31 March (Note 2)	17	18

**Note :**

- 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.
- 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>2020/2021</u>	<u>2021/2022</u>
Non-Current Assets		
Leasehold land and buildings	14,532	13,082
Bus terminal structure	6,868	5,537
Motor buses & vehicles	133,154	114,041
Furniture, fixtures & office equipment	1,646	1,311
Equipment & tools	8,377	6,829
Computers	3,019	4,087
Deposits paid for purchases of buses	492	492
Right-of-use assets	21	3
Investment properties	23,300	29,010
	<u>191,409</u>	<u>174,392</u>
Current Assets	32,111	25,786
Less: Current Liabilities	<u>51,546</u>	<u>44,418</u>
Net Current Assests / (Liabilities)	<u>(19,435)</u>	<u>(18,632)</u>
	<u>171,974</u>	<u>155,760</u>
Share Capital	100,000	100,000
Asset Revaluation Reserve	19,339	25,188
Profit and Loss Account	48,613	30,339
Interest - Bearing Bank Borrowing	-	-
Deferred Tax	4,001	226
Deferred Income	18	7
Lease Liabilities	3	-
	<u>171,974</u>	<u>155,760</u>

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