

Key Events in 2012

January

At the start of his tenure, CEO Mr Jay Walder emphasised the Company's continual commitment to developing stronger connections between MTR and the community while striving for continued growth in Hong Kong, the Mainland of China and overseas.



The Company enhanced the frequency of the Airport Express service from 12 to 10 minutes a train each day between the start of traffic and midnight.

May

An Entrustment Agreement for construction of the main works and commissioning of the Shatin to Central Link was signed with Government.

Two new external lifts at Sham Shui Po and Jordan stations opened for public use.



February

The Governor of Guangdong Province, Mr Zhu Xiaodan, together with Guangdong provincial government officials visited the Company for an update on the Hong Kong section of the Guangzhou-Shenzhen-Hong Kong Express Rail Link.



March

The Company launched the Listening • Responding programme to directly address service improvement requests from customers. The initiative focuses on reducing waiting time for our passengers as well as easing crowding on platforms and in trains, improving station access and providing more facilities for the comfort and convenience of passengers.

用心聽  **用心做**
Listening Responding

The Company was shortlisted by the UK's Department for Transport to bid for two rail operating franchises – the Essex Thameside franchise and the Thameslink franchise.

The thirteenth MTR Mall, PopCorn, opened on 31 March. It is located above Tseung Kwan O Station.



April

The first external lift under the MTR Corporation's Listening • Responding programme opened for public use at Cheung Sha Wan Station.

Austin Station Residential Developments achieved the BEAM (Building Environmental Assessment Method) Plus V1.1 for NB Gold Certification (Provisional Assessment).

The Company was named "Best Metro Asia-Pacific" at the prestigious 2012 Metrorail Awards in London and was recognised for offering the "Best Customer Experience Initiative".



June

A new package of fare promotions was launched at the same time that fares were adjusted according to the Fare Adjustment Mechanism. The first promotion rolled out was the "Ride 10 Get 1 Free" scheme. In addition, the Company implemented Government's HK\$2 Public Transport Fare Concession Scheme for the Elderly and Eligible Persons with Disabilities from 28 June, the first public transport operator to do so.

The Company held a ground-breaking ceremony to mark the start of construction of the Shatin to Central Link Project.



Pre-sale of The Riverpark at Che Kung Temple Station was launched.



July

The Company organised an open competition, "MTR New Railway Lines Art in Stations 2012", to collect proposals of original artworks to grace the new stations along the West Island Line, South Island Line (East) and the Kwun Tong Line Extension.

The Company appointed Mr Lincoln Leong as Deputy Chief Executive Officer with effect from 16 July.

August

A brand new entrance was opened at Causeway Bay Station to provide seamless connectivity between the station and Hysan Place, a new landmark in vibrant Causeway Bay.



New public toilet facilities and two new lifts were opened for public use at Sheung Wan Station, marking the completion of two years of major renovation works under the West Island Line project.

The Company was awarded an AA+ rating and ranked top among all Hong Kong companies listed on the Hang Seng Corporate Sustainability Index.

September

The new entrance at University Station opened in September and was awarded Precertification Silver-level in the LEED (Leadership in Energy and Environment Design) Certification Scheme (Core and Shell category) by the US Green Building Council.



The Company launched two new mobile apps, "Traffic News" and "Intercity Train". All apps are under the new "MTR Mobile" portal.

October

More than 1,500 participants took part in the MTR HONG KONG Race Walking 2012 in support of healthy living. London Olympic medalist Mr Si Tianfeng participated in the race and provided a demonstration of race walking techniques to the participants.

Dr Raymond K F Ch'ien was reappointed as Chairman of MTR for a period of three years from 1 January 2013 to 31 December 2015.



November



Hangzhou MTR Corporation Limited, the Company's 49% associate joint venture with Hangzhou Metro Group Company Limited, commenced service of Hangzhou Metro Line 1 on 24 November.

Beijing MTR Corporation Limited, the joint venture company comprising MTR Corporation Limited, Beijing Infrastructure Investment Corporation Limited and Beijing Capital Group Limited, initialled a Concession Agreement with the Beijing Municipal Government for the Public-Private-Partnership project for Beijing Metro Line 14.

With the new batch of enhancements implemented in November, the overall number of train trips was boosted by 62,000 a year. The first batch of train service enhancements was introduced on the Tung Chung, Kwun Tong, Tsuen Wan, Island, Tseung Kwan O and West Rail lines under the Listening • Responding programme in March.

The breakthrough of the West Island Line tunnel from Sheung Wan to Kennedy Town via Sai Ying Pun and the University of Hong Kong was completed.

December

The Company won triple recognition for excellence in corporate management practices. It was ranked as having the highest risk maturity level by CoMET and was awarded the "Sustainability Excellence Award 2012" in the Hong Kong Corporate Governance Excellence Awards 2012 as well as the Gold Award (Hang Seng Index Series) in the Hong Kong Institute of Certified Public Accountants 2012 Best Corporate Governance Disclosure Awards.



The Shatin to Central Link celebrated its first project milestone with the Topping Out Ceremony for the new Central Mail Centre in Kowloon Bay.

The Company launched the "10% Discount for Every Same-day Second Trip" promotion on 31 December.