

Shared Care





Cherish our
community.

Corporate Responsibility

Our Corporate Responsibility Policy focuses on six areas, which guide our adoption of best practices designed to promote balance and resilience in our businesses. Implementation of the policy is monitored by the Corporate Responsibility Committee of the Board, which is chaired by the Chairman of the Company.

Environmental Protection

Protection of the environment is a core value that we strive to achieve through innovation and continuous improvement.

The five new railway lines we are currently constructing in Hong Kong will help create a more environmentally sustainable transportation system. In conjunction with these lines, we are developing high quality living environments that take account of environmental factors. Together, these developments will contribute to a reduction in Hong Kong's carbon footprint.

During 2012, we supported and participated in an independent research study by Civic Exchange with respect to the "Walkability" of Hong Kong and its contribution to the liveability of our city. The study gave a clear assessment of the issues as well as the opportunities to bring about a more sustainable direction in public policy. The study also demonstrated that a broader definition of street space should be adopted, as both a corridor for pedestrian flows and an urban space for people to stay in. A walkable Hong Kong will enhance pedestrian movement with more people walking, and walking for longer distances to gain easy access to the stations in a safe and environmentally friendly manner.

Water conservation is another area where we focus our efforts, in response to global concerns about fresh water resources. Our buildings incorporate features designed to reduce water consumption. For example, the Grey Water Treatment System in LOHAS Park collects and treats 440,000 litres of grey water from homes every day for use in watering the landscaping and in cleaning outdoor public areas.

To reduce construction waste in our property developments, we will continue our best practice of recycling demolition waste for other uses such as the manufacture of road paving blocks. We will extend this practice to the property development in Tsuen Wan West Station (TW5) Cityside site, where we plan to recycle the construction waste resulting from the demolition of the multi-storey car park at the site.

In our managed properties, we have initiated a "Glass Bottle Recycling Programme" in which we have collected and recycled 61.7 tonnes of glass bottles, from the launch of the programme in August 2011 up to December 2012, for the manufacture of road paving blocks.

We launched various initiatives during the year to help reduce food wastage and encourage food waste collection and recycling in our managed properties. In The Capitol of LOHAS Park, we successfully assisted the Owners' Committee to apply for the Government Environment and Conservation Fund for installation of food waste composting facilities, so that collection and recycling of food waste could start in 2013. In our shopping malls, incentive schemes will be launched to reduce food wastage and promote food waste composting recycling for our tenants. We also plan to install food waste composting facilities in our shopping centre at Maritime Square in 2013.

To promote the use of low emission vehicles, we provide electric vehicle charging facilities in MTR Malls including Telford Plaza, Elements, Maritime Square and PopCorn.

Stringent environmental impact assessments are carried out on new railway lines to minimise adverse effects on the environment. The result of these assessments can be seen in projects such as that to preserve trees during the construction of the West Island Line and South Island Line (East), with trees of high ecological value being retained or transplanted as far as is practicable. For those that cannot be retained or transplanted, we will make new plantings to ensure there is a net gain in the total number of trees along these lines.

Engaging and Building Communities

The Community Liaison Groups we have established as a forum for dialogue on the new railway lines have been very active, helping to ensure the lines enjoy the full support of local communities. We also make every effort to minimise the disruption from railway construction to the local neighbourhood, through measures including noise mitigation, dust suppression and temporary traffic management. Adding to the partnerships established in the Community Liaison Groups, we have an outreach programme that organises events such as school visits to improve knowledge about railway and urban development.

More widely, our "Community Care Action" programme continues to gain overwhelming support among local communities. During 2012, more than 120 secondary school students joined the mentoring initiative "Friend' for life's journeys" while 100 students were selected for the "Train' for life's journeys" programme that provides multi-dimensional training. In addition, over 20,000 primary school students joined the "MTR x Hong Kong Repertory Theatre – Master of Railway Safety School Tour" that offers an exciting and effective way to develop children's appreciation of the arts while passing on valuable messages about the need for safe and courteous behaviour in the MTR.

Our staff members have shown their enthusiastic support through their active participation in volunteering work organised under the “More Time Reaching Community” scheme. There were a total of 239 such community projects in 2012, involving over 5,800 volunteers.

Ensuring Service of Value to Customers

We introduced our Listening • Responding programme in March 2012 to enhance customer service in a number of areas, including installing passenger lifts to improve access, providing public toilet facilities at interchange stations for passengers’ convenience, adding new trains to ease crowding and reduce waiting time at platforms, and providing more wide gates and platform seats to serve passengers in need.

Developing People

We take care to ensure our people are well-equipped for their tasks, and to nurture talent at all levels for advancement. Specific training and development schemes are in place for graduate and technical trainees, supervisors, junior and senior managers and executives. Regular courses are supplemented as needed by those tailored to address specific needs.

Beyond this, we encourage a corporate culture of excellence, continuous learning and caring through a variety of events and delivery channels over the course of the year. Development of our people extends to their health and well-being. The Company’s Healthy Living Programme involves bi-monthly seminars to enhance the staff knowledge of the wellness of “Body”, “Heart”, “Mind” and “Relationship”. “Healthy Mind, Healthy Habits” workshops encourage staff to develop healthy habits in personal and professional life and a body mass index campaign has promoted weight control.

Providing Reasonable Returns to Investors

In 2012 we saw continued solid performance in our rail and property businesses in Hong Kong, the Mainland of China and overseas. We are also making good progress on our five new rail projects in Hong Kong. These network extension projects are all at the construction stage and making good progress towards completion. We monitor the risks involved in these and other projects and adopt a prudent policy of closely examining the risks involved in new investments.

We take care to communicate these developments to our investors. We have established effective channels to disclose clear and up-to-date information, in an equal manner, to all categories of investors. The Company ranks as the leading Hong Kong company on the Hang Seng Corporate Sustainability Index. The Company also remains listed on the Dow Jones Sustainability Indexes and the FTSE4Good Index, and is one of 16 companies designated a ‘New Sustainability Champion’ by the World Economic Forum.

Promoting Safe and Ethical Business Practices

The Company publishes guidance on Corporate Safety Governance to promote a safety-first culture. Other best Corporate Governance practices support our enterprise risk management in addressing the changing nature of our operating environment. Our current operations and expansion plans all need to take into account constantly evolving public agendas and social aspirations. We take great care to identify and examine the risks involved, and their potential impacts. We then formulate strategies to mitigate the risks, together with programmes of engagement and transformation. We collaborate with stakeholders in this process, focusing on environmental protection, preservation of local heritage, and minimising impacts on communities during construction.



MTR Volunteers dedicate to caring for our community