

Key Events in 2013

January

Under the Company's Listening • Responding programme, passengers can enjoy the additional 231 seats at station platforms and along interchange passageways.

February

The Company's associate, London Overground Rail Operations Limited ("LOROL"), secured an extension of its franchise to operate and maintain the London Overground rail services for two more years to November 2016.



March

To enhance passengers' comfort and overall travelling experience, we commenced the retrofitting of 90 trains with inflatable door seals under the Listening • Responding programme.

The Company began works to upgrade and enlarge Diamond Hill Station, the future interchange station between the East-West Corridor of the Shatin to Central Link and the Kwun Tong Line.



April

The Company celebrated the topping-out of Kennedy Town Station, the first of the West Island Line's three stations to be topped-out.



The first five-year review of the Fare Adjustment Mechanism was successfully completed, resulting in an objective and transparent methodology to calculate the value of productivity factor.

The Company was voted as Hong Kong's "Most Attractive Employer", according to a survey by the Randstad Group, covering the opinions of more than 4,000 working people and job seekers.

May

The first phase of Beijing Metro Line 14 opened to serve commuters.

A new mini-concourse with two new entrances at Che Kung Temple Station was opened for public use.



The Company received the International Business Model Award at the International Association of Public Transport ("UITP") World Congress for its rail plus property development model for the Shenzhen Metro Longhua Line.

June

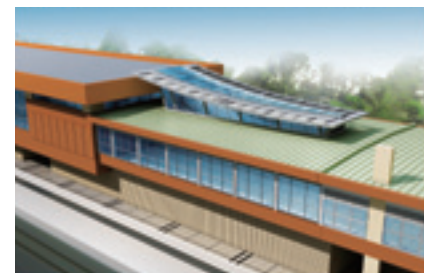
A new package of fare promotions, including the new Monthly Pass Extra, was launched as fares were adjusted according to the Fare Adjustment Mechanism.

The centralisation of all traffic control functions for Domestic, Cross-boundary and Airport Express services to the Super Operations Control Centre in Tsing Yi was completed.

July

A major refurbishment programme began at Fo Tan Station for completion in 2015, which will enclose the open space separating the two individual paid concourses to create one enlarged, integrated paid area.

Free Wi-Fi hotspot service was introduced at all MTR stations under the Company's Listening • Responding programme.



August

Tianjin TJ-Metro MTR Construction Company Limited, a company formed by an MTR wholly-owned subsidiary and Tianjin Metro (Group) Company Limited, won the bid for the land use right for a site at Beiyunhe Station atop Tianjin Metro Line 6.

Under the Listening • Responding programme, peak period train services were enhanced by increasing the number of train trips.



November

The Company unveiled the first of the sleek new aerodynamic high-speed trains which will serve the Guangzhou-Shenzhen-Hong Kong Express Rail Link.

LOROL was honoured as “European Commuter Operator of the Year” at the inaugural European Rail Congress Awards held in London.



The Company announced it will launch an express train service, MTR Express, to connect Sweden's two largest cities, the capital Stockholm on the east coast and Gothenburg in the west.



September

The Company held a ceremony to celebrate the completion of track laying works along the West Island Line.

Real time information on the arrival times of West Rail Line trains became available on the “Next Train” app.

October

The Company launched a new, more durable Single Journey Smart Ticket to replace magnetic single journey tickets. All magnetic tickets will take their place in history once conversion of the ticket issuing systems in all MTR stations is completed in the first half of 2014.

Around 1,400 race walkers took part in MTR HONG KONG Race Walking 2013 to promote healthy living. A record HK\$1.38 million in donations was raised for the Hospital Authority Health InfoWorld's work on disease prevention and health education.



The West Island Line reached an important milestone with the completion of major structural works at all three new stations.

Pre-sale of flats at the new property development project at Austin Station Site C, The Austin, was launched, with all units sold by November.

December

The Company thanked passengers for contributing one-half of the cost for retrofitting platform screen doors and automatic platform gates. On 1 December 2013, it withdrew the 10-cent per Octopus journey passenger contribution towards the project.

The Company announced it celebrated the topping-out of Ocean Park Station,

marking the first significant milestone for the South Island Line (East) project.

Construction began on the Shenzhen Metro Longhua Line Depot residential project, in which the Company holds a 100% stake.

4G mobile service became available at all MTR stations under the Listening • Responding programme.

