

HIGHLIGHTS

In the 40 years since our service operations started, MTR has grown with the people of Hong Kong to become a critical component of the transport infrastructure, as well as the creator of new integrated communities above and near stations. From a single line that opened in 1979, we now operate a 262.6-km railway network in Hong Kong that in 2019 carried over 1.9 billion passengers, together with a wide range of businesses including the development of residential and commercial properties, property leasing and management, advertising, telecommunication services and railway consultancy services. Since 2007, we have been building a portfolio of railway operations in the Mainland of China, Europe and Australia.



Connecting Together



1.9+ billion

Patronage in Hong Kong



99.9%

Passenger Journeys On-time



**Tuen Ma Line
Phase 1**

Commenced Service

**Sydney Metro North West Line,
Hangzhou Metro Line 5 Initial Section,
Macao Light Rapid Transit Taipa Line**

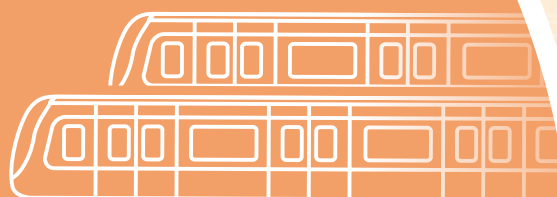
Commenced Service



Awarded 3

Property Development Packages

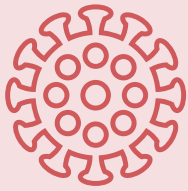
**BUSINESS
PERFORMANCE**



**Sydney Metro City and
Southwest Line**

contract concluded and

Beijing Metro Line 17 awarded



COVID-19 Challenges

GROWTH AND OUTLOOK



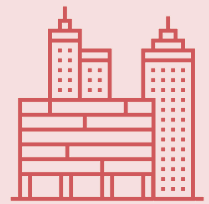
No Actual Adjustment to MTR Fares
for the remainder of 2020



Realising Future Mobility Vision Through
Digital Transformation



Worked with Government on detailed planning and design of
3 New Lines



About **22,000 residential units**
and **3 Shopping Malls** under development



-21% Heavy Rail Electricity Consumption

per passenger-km compared with 2008



-2% Reportable Events

in our heavy rail and light rail network, excluding impact of public order events

ENVIRONMENTAL, SOCIAL AND GOVERNANCE



About **83,000 Participants**

in Our Youth and Children's Programmes



Adopted **Corporate Governance Best Practices**