

Integrated Management System Policy

Property Management Department of MTR Corporation is committed to optimising quality property and facility management services. In pursuing excellent services, environmental protection, and occupational health & safety, we are dedicated to establish and maintain an Integrated Management System in compliance with the requirements of international standards of ISO9001, ISO14001 and ISO45001 and all applicable property management, environmental protection and occupational health and safety legislations.

To fulfil the expectations of staff, customers and other interested parties, we pledge to accomplish the following goals:

- Provide quality services in a cost-effective way and improve the performance continually so as to enhance the satisfaction level of staff, customers and other interested parties;
- Adopt the "Reduce, Reuse and Recycle Approach" and use the environmental friendly materials and products, where practicable so as to prevent pollution and minimize environmental impacts caused in the life cycle of our activities;
- Endeavour to provide a healthy and safe working environment which is appropriate to the purpose, business nature, and to the specific nature of its OH&S risks and opportunities to assure the health and safety of our staff, and other people who may be affected by our work and prevent work-related injury and/or ill health;
- Consult the workers at all applicable levels and functions, and encourage their participation in developing and maintaining the IMS and OH&S working conditions.

Apart from supplying adequate resources, we offer opportunities of training to staff to ensure the IMS is fully understood, effectively implemented and continually improved; so the quality, environmental and occupational health and safety performance are carried out in accordance with our pre-determined goals.

This policy will be made available to staff and other interested parties when necessary.

綜合管理系統政策

港鐵公司物業管理部致力優化物業及設施管理服務的質素，我們以優質服務、環境保護及職業安全健康作為管理範本，建立及維持一個綜合管理系統，以遵守 ISO9001, ISO14001 及 ISO45001 國際標準內的要求，及有關物業及設施管理、環境保護、健康及安全等的相關法例。

為全力滿足員工、客戶和其他相關人士的需要，我們承諾會達到以下的目標：

- 有效的成本控制模式去提供高質素的服務，並不斷改善，以提升員工、客戶和其他相關人士的滿意度；
- 實施「減少、再用及回收」的計劃，並在可行的情況下，我們會盡量考慮使用較環保的物料及產品，以減低在公司活動的生命周期中產生對環境帶來的負面影響；
- 盡力為員工及相關人士根據公司預期目的、業務性質、及針對職業健康的風險和機會而提供一個安全及健康的工作環境，以保障他們的安全及健康；及避免工作受傷和/或導致職業病；
- 積極諮詢不同職級及職能員工和其他相關人士的意見，鼓勵他們參與制定各項對職業安全健康有關工作環境。

除了提供足夠的資源外，我們還會不斷安排培訓以確保員工對綜合管理系統有充份的了解、能有效地實施及持續地改進，同時又能保證我們的品質、環境及職安健的表現能以達至概定的目標。

我們會向所有員工及相關人士傳達此政策，並確保他們在需要時能取閱。

2019/01/01

Authorized Signature 公司認可簽署

Date 日期

Name 姓名:

Title 職銜: