

Content Index for Sustainability Reporting Guidelines

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Organisational Profile -						
G4-3	Name of the organisation	About MTR Corporation				
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General Standard Disclosures

Organisational Profile -

G4-9	Scale of organisation		About MTR Corporation Our People Financial Performance Highlights Performance Data Tables		A1.1	Eco 1	
G4-10	Workforce profile	Employment creation and skills development (33)	Our People Social Performance Social Performance		A1.1	Soc 13, Soc 14, Eco 16	There are no significant variations in employment numbers, such as seasonal variations.
G4-11	Collective bargaining	Staff consultation and engagement (21)	Staff Management Approach			Gov 6, Gov 11, Soc 3	
G4-12	Supply chain description		Our Value Chain				We are committed to more thorough and complete reporting on our value chain in future.
G4-13	Significant changes during the reporting period		Please refer to comment				There were no significant changes during the reporting period.
G4-14	Precautionary approach		Corporate Governance Management Approach			Gov 10	
G4-15	Externally-developed charters, principles or initiatives		Corporate Governance Management Approach External charters and memberships pdf				
G4-16	Membership of external associations		Corporate Governance Management Approach External charters and memberships pdf				

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General Standard Disclosures

Identified Material Aspects and Boundaries -

G4-17	Entities included in consolidated financial statements		Please refer to comment		Reporting Guidance 15		Please refer to our 2014 Annual Report Note 2B (p.173).
G4-18	Defining the report content		Stakeholder Engagement and Materiality		General Approach 9, 10, 11	Gov 18	
G4-19	List of material aspects		Materiality Matrix		General Approach 9, 10, 11		
G4-20	Aspect boundary within the organisation		Scope of this Report GRI Scope, Aspects and Boundaries pdf				
G4-21	Aspect boundary outside the organisation		Scope of this Report GRI Scope, Aspects and Boundaries pdf				
G4-22	Restatements of information		Please refer to comment		Reporting Guidance 18		There have been no restatements of information.
G4-23	Significant changes in the scope and aspect boundaries		Please refer to comment				There have been no significant changes from previous reporting periods in the scope and aspect boundaries.

Stakeholder Engagement

G4-24	List of stakeholder groups engaged		About our Stakeholders		General Approach 12, 13	Gov 6	
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General Standard Disclosures

Stakeholder Engagement

G4-25	Identification and selection of stakeholders		About our Stakeholders		General Approach 12, 13	Gov 6	
G4-26	Approach to stakeholder engagement		Materiality Matrix		General Approach 13, 14	Gov 6	
G4-27	Key topics and concerns raised through stakeholder engagement and how the organisation has responded		Materiality Methodology		General Approach 13, 14, 16		This section includes an explanation of why some Aspects are not reported.

Report Profile -

G4-28	Reporting period		Scope of this Report		Reporting Guidance 16		
G4-29	Date of most recent previous report		About this Report		Reporting Guidance 16		
G4-30	Reporting cycle		About this Report		Reporting Guidance 16		
G4-31	Contact point for questions		Contact Us Email: sdmngr@mtr.com.hk		General Approach 14		
G4-32	In accordance' option and GRI Content Index		About this Report			Gov 18	
G4-33	External assurance		Independent Limited Assurance Report		Introduction 6	Gov 3	

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General Standard Disclosures

Governance

G4-34	Governance structure	Organisational governance structure and process (1)	Corporate Governance Management Approach		Introduction 5, General Approach 14	Gov 1, Gov 2, Gov 5	
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Ethics and Integrity

G4-56	Values, principles, standards and norms of behaviour	Fair operating practices (2)	Vision, Mission and Values Fair and Ethical Business			Gov 5, Gov 11	
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Specific Standard Disclosures for Material Aspects -

ECONOMIC PERFORMANCE

G4-DMA	Disclosure of management approach		Financial Performance Introduction		Reporting Guidance 17		
G4-EC2	Risks and opportunities due to climate change	Climate change (26)	Climate Change			Gov 10	
G4-EC4	Financial assistance received from Government	Payment from government/ tax payment (30)	Rail plus Property Model	✓			Please also refer to our 2014 Annual Report Note 12 (p.190).

INDIRECT ECONOMIC IMPACTS

G4-DMA	Disclosure of management approach	Access to essential services (12)	Community Introduction Value Chain Introduction		Reporting Guidance 17		
G4-EC7	Development and impact of infrastructure investments and services supported		About MTR Corporation Community Introduction Case Study: Island Line Extension to Western District 2015 & Beyond Introduction		D1.2		

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Specific Standard Disclosures for Material Aspects -

Procurement Practices

G4-DMA	Disclosure of management approach		Supply Chain Management		Reporting Guidance 17	Gov 13	
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ENERGY

G4-DMA	Disclosure of management approach	Sustainable resource use (25)	Environment Management Approach		General Disclosure B2, Reporting Guidance 17	Env 1	
G4-EN3	Energy consumption within the organisation		Sustainable Resource Use		B2.1/B2.2	Env 3, Env 4	
G4-EN5	Energy intensity		Electricity Consumption Environmental Performance		B2.1		
G4-EN6	Reduction of energy consumption		Electricity Consumption Energy Saving Measures		B2.3	Env 20	
G4-EN7	Reductions in energy requirements of products and services				B2.3		

WATER

G4-DMA	Disclosure of management approach	Sustainable resource use (25)	Water Consumption		B2.4, General Disclosure B2, Reporting Guidance 17	Env 1	
G4-EN8	Total water withdrawal by source		Environmental Performance Environmental Performance		B2.2		All the water that we consume in Hong Kong comes from municipal water supplies.

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Specific Standard Disclosures for Material Aspects -

BIODIVERSITY -

G4-DMA	Disclosure of management approach	Biodiversity (27)	Environment Management Approach Ecology		General Disclosure B3, Reporting Guidance 17	Env 1, Env 2	
G4-EN11	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas		Ecology		B3.1		
G4-EN13	Habitats protected or restored					B3.1	

EMISSIONS

G4-DMA	Disclosure of management approach	Climate change (26)	Environment Management Approach Climate Change Mitigation		General Disclosure B1, Reporting Guidance 17, B1.5	Env 1	
G4-EN15	Direct greenhouse gas (GHG) emissions (Scope 1)		Climate Change Mitigation Environmental Performance	✓	B1.1, B1.2	Env 7	
G4-EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)		Environmental Performance	✓	B1.1, B1.2	Env 7	
G4-EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)			✓	B1.1, B1.2	Env 7	

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Specific Standard Disclosures for Material Aspects -

EFFLUENTS AND WASTE

G4-DMA	Disclosure of management approach	Prevention of pollution (24)	Environment Management Approach		B1.6, General Disclosure B1, Reporting Guidance 17	Gov 15, Env 1	
G4-EN23	Total weight of waste by type and disposal method		Waste Environmental Performance Environmental Performance		B1.4		<p>This indicator is partially disclosed because complete information about the breakdown of waste is not available.</p> <p>Please note that chemical waste is mostly associated with spent oil and used batteries. The Company complies with the Hong Kong Waste Disposal (Chemical Waste) (General) Regulation (Cap. 354C) and works with registered contractors who possess a valid Chemical Waste Collector License as required by Hong Kong Environmental Protection Department (EPD).</p>

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Specific Standard Disclosures for Material Aspects -

PRODUCTS AND SERVICES -

G4-DMA	Disclosure of management approach	Sustainable products and services (9)	Evaluation of Results Supply Chain Management		Reporting Guidance 17	Gov 8, Env 1	
G4-EN27	Mitigation of environmental impacts of products and services		Working with Partners in our Properties		General disclosure C1		This indicator is partially disclosed because complete information about the extent to which environmental impacts have been mitigated is not available. In future, we plan to report more comprehensively on impacts in our value chain, including environmental impacts outside of the organisation.

COMPLIANCE

G4-DMA	Disclosure of management approach		Environment Management Approach		Reporting Guidance 17	Gov 8	
G4-EN29	Non-compliance with environmental laws and regulations	Prevention of pollution (24)	Social Performance Social Performance				

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Specific Standard Disclosures for Material Aspects -

SUPPLIER ENVIRONMENTAL ASSESSMENT -

G4-DMA	Disclosure of management approach	Promoting social responsibility in the value chain (29)	Supply Chain Management		General Disclosure C1, Reporting Guidance 17	Gov 13	
G4-EN32	Suppliers screened using environmental criteria		Supply Chain Management		C1.2	Eco 12	This indicator is partially disclosed because quantitative information about the number of suppliers is not available.

ENVIRONMENTAL GRIEVANCE MECHANISMS -

G4-DMA	Disclosure of management approach		Anti-Corruption and Whistle-Blowing		Reporting Guidance 17		
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EMPLOYMENT

G4-DMA	Disclosure of management approach	Employment practices (19)	Staff Management Approach		General disclosure A1, Reporting Guidance 17		
G4-LA1	New employee hires and employee turnover		Recruitment in Hong Kong Social Performance Social Performance		A1.2	Soc 4, Soc 13	This indicator is partially disclosed because breakdown by age group is not available.

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Specific Standard Disclosures for Material Aspects -

OCCUPATIONAL HEALTH AND SAFETY

G4-DMA	Disclosure of management approach	Employee and contractor health and safety (22)	Safety Management Approach		A2.3, General Disclosure A2, Reporting Guidance 17	Gov 6, Gov 7, Gov 8, Gov 9, Soc 7	
G4-LA5	Workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programmes		Staff Management Approach				Workers' health and safety is addressed through the formal consultation mechanism, including Joint Consultative Committees which represent all staff.
G4-LA6	Injury, occupational diseases, lost days, absenteeism, and work-related fatalities		Staff and Contractor Safety Social Performance Social Performance	✓	A2.1, A2.2	Soc 16, Soc 17	This indicator is partially disclosed because breakdown by gender is not available. We do provide information about breakdown by divisions, which is more relevant to our business.

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Specific Standard Disclosures for Material Aspects -

TRAINING AND EDUCATION

G4-DMA	Disclosure of management approach		Staff Management Approach		General Disclosure A3, Reporting Guidance 17	
G4-LA9	Average hours of training	Employee development and training (23)	Training Programmes Social Performance		A3.2 Soc 8	This indicator is partially disclosed because breakdown by gender and employment category is not available.
G4-LA10	Programmes for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Employment practices (19)	Corporate Culture			

DIVERSITY AND EQUAL OPPORTUNITY -

G4-DMA	Disclosure of management approach	Diversity and equal opportunity (16)	Corporate Governance Management Approach Staff Management Approach		Reporting Guidance 17	
G4-LA12	Composition of governance bodies and breakdown of employees		Corporate Governance Management Approach Our People Social Performance Social Performance	✓	Soc 13	

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Specific Standard Disclosures for Material Aspects -

SUPPLIER ASSESSMENT FOR LABOUR PRACTICES -

G4-DMA	Disclosure of management approach	Promoting social responsibility in the value chain (29)	Supply Chain Management		General Disclosure A4, General Disclosure C1, Reporting Guidance 17	Gov 11, Gov 13	
G4-LA14	Suppliers screened using labour practices criteria		Supply Chain Management		A4.1, A4.2, C1.2	Eco 12	This indicator is partially disclosed because quantitative information about the number of suppliers is not available.

LABOUR PRACTICES GRIEVANCE MECHANISMS -

G4-DMA	Disclosure of management approach	Conditions of work and social protection (20)	Staff Management Approach Anti-Corruption and Whistle-Blowing		Reporting Guidance 17	Soc 3	
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INVESTMENT -

G4-DMA	Disclosure of management approach	Supply chain human rights risk (28)	Value Chain Management Approach		Reporting Guidance 17		
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NON-DISCRIMINATION

G4-DMA	Disclosure of management approach		Corporate Governance Management Approach Fair and Ethical Business		Reporting Guidance 17		
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Specific Standard Disclosures for Material Aspects -

SUPPLIER HUMAN RIGHTS ASSESSMENT

G4-DMA	Disclosure of management approach	Promoting social responsibility in the value chain (29)	Supply Chain Management		Reporting Guidance 17	Gov 11, Gov 13	
G4-HR10	Suppliers that were screened using human rights criteria		Supply Chain Management		C1.2	Eco 12	This indicator is partially disclosed because quantitative information about the number of suppliers is not available.

HUMAN RIGHTS GRIEVANCE MECHANISMS -

G4-DMA	Disclosure of management approach	Human rights grievances mechanism (15)	Anti-Corruption and Whistle-Blowing		Reporting Guidance 17	Gov 11	
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LOCAL COMMUNITIES

G4-DMA	Disclosure of management approach	Community involvement and development (31)	Community Introduction		General Disclosure D1, Reporting Guidance 17	Soc 6	
G4-S01	Local community engagement, impact assessments, and development programmes		Community Engagement		D1.1	Soc 15	

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Specific Standard Disclosures for Material Aspects -

ANTI-CORRUPTION

G4-DMA	Disclosure of management approach	Anti-corruption (3)	Corporate Governance Management Approach		C3.2, General Disclosure C3, Reporting Guidance 17	Gov 12	
G4-S05	Confirmed incidents of corruption and actions taken		Anti-Corruption and Whistle-Blowing Social Performance		C3.1		

PUBLIC POLICY -

G4-DMA	Disclosure of management approach		Fair and Ethical Business				
G4-S06	Total value of political contributions	Responsible political involvement (4)	Please refer to comment				The Company does not make political contributions in Hong Kong or any other location.

ANTI-COMPETITIVE BEHAVIOUR -

G4-DMA	Disclosure of management approach		Fair and Ethical Business				
G4-S07	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	Fair competition (5)	Please refer to comment				The Company was not involved in legal actions concerning anti-competitive behaviour, anti-trust or monopoly practices during 2014.

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Specific Standard Disclosures for Material Aspects -

COMPLIANCE

G4-DMA	Disclosure of management approach	Organisational governance structure and process (1)	Corporate Governance Management Approach Fair and Ethical Business		Reporting Guidance 17	Gov 11	
G4-S08	Non-compliance with laws and regulations		Social Performance Social Performance				

GRIEVANCE MECHANISMS FOR IMPACTS ON SOCIETY -

G4-DMA	Disclosure of management approach	Customer service, support and complaint handling (10)	Anti-Corruption and Whistle-Blowing Community Engagement		C3.2, Reporting Guidance 17, General Approach 14	Soc 3	Please note that the issue of customer service, support and complaint handling also relates to customer satisfaction, which is addressed in our 2014 Annual Report (p.40).
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CUSTOMER HEALTH AND SAFETY

G4-DMA	Disclosure of management approach	Customer health and safety (8) Customer education (7)	Safety Management Approach		General Disclosure C2, Reporting Guidance 17, C2.4	Gov 8, Gov 9	
G4-PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement		Customer Safety Safety Targets and Performance Safety Targets and Performance				All service categories are under continuous assessment for improvement of health and safety. Please note that the issue of customer education also relates to Fares for Hong Kong Transport Operations.

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Specific Standard Disclosures for Material Aspects -

CUSTOMER PRIVACY -

G4-DMA	Disclosure of management approach	Customer data protection and privacy (11)	Evaluation of Results		Reporting Guidance 17	Gov 11	
G4-PR8	Substantiated complaints regarding breaches of customer privacy and losses of customer data		Please refer to comment			Soc 3	There were no substantiated complaints regarding breaches by the Company of Hong Kong laws and regulations on customer privacy and data protection during 2014.

COMPLIANCE

G4-DMA	Disclosure of management approach	Access to essential services, including avoidance of service disruption (12)	Customers Management Approach		Reporting Guidance 17	Gov 8	
G4-PR9	Non-compliance with laws and regulations concerning the provision and use of products and services		Train Service Performance			Soc 3	

* Hong Kong Stock Exchange (HKEx ESG) Environmental, Social and Governance Reporting Guide.

** International Association of Public Transport (UITP) Sustainability Charter Reporting Guide 1.0.

✓ These KPIs have been assured by PwC.