



Corporate Responsibility Policy

Sustainability is the ultimate goal of MTR Corporation. Corporate Responsibility (CoR) is how we will work towards this.

Being a responsible corporate citizen, we aim to be a competitive and profitable enterprise, able to make long term contributions to the sustainable development of the communities that we serve by generating economic growth, having regard to stakeholders' interests and providing jobs and careers whilst supporting the needs of the community and the environment.

Aims

In achieving this Policy, MTR Corporation will concentrate on six areas of equal importance:

- ◆ **Ensuring services of value to customers**
Improving and upgrading our service and products continuously to meet the needs of our customers.
- ◆ **Engaging and building communities**
Enhancing quality of life and actively engaging and building communities in which we operate.
- ◆ **Developing people**
Fostering a company culture in which our staff can learn, grow and take pride.
- ◆ **Providing reasonable returns to investors**
Promoting sustainable development of the Corporation by growing in Hong Kong, Mainland of China and capturing opportunities in Europe and other parts of the world by extending our core competencies.
- ◆ **Promoting safe and ethical business practices**
Upholding safety as an absolute pre-requisite for all our stakeholders, observing ethical business practices, maintaining ongoing stakeholder communications as well as building relations that seek to achieve common objectives.
- ◆ **Protecting the environment**
Setting ourselves new standards through innovation and continuous improvement.