

MENU

About this Report

CEO Letter

Q&A with the Chairman

About MTR Corporation

Safety

Introduction

Customer Safety

Staff and Contractor Safety

View Stories

Financial and Economic Performance

Environment

Corporate Governance

Staff

Community

Customers

Supply Chain

2016 and Beyond

Mainland of China and International Business

Performance Metrics

SAFETY



6.5%

Reduction in reportable incidents involving escalators



1 fatality in heavy rail
1 fatality in light rail
0 fatality in bus



>1800

Number of construction workers who received free health checks at our mobile clinic



MENU

- About this Report
- CEO Letter
- Q&A with the Chairman
- About MTR Corporation

Safety

- ▶ Introduction
- Customer Safety
- Staff and Contractor Safety
- View Stories

Financial and Economic Performance

Environment

Corporate Governance

Staff

Community

Customers

Supply Chain

2016 and Beyond

Mainland of China and International Business

Performance Metrics

INTRODUCTION

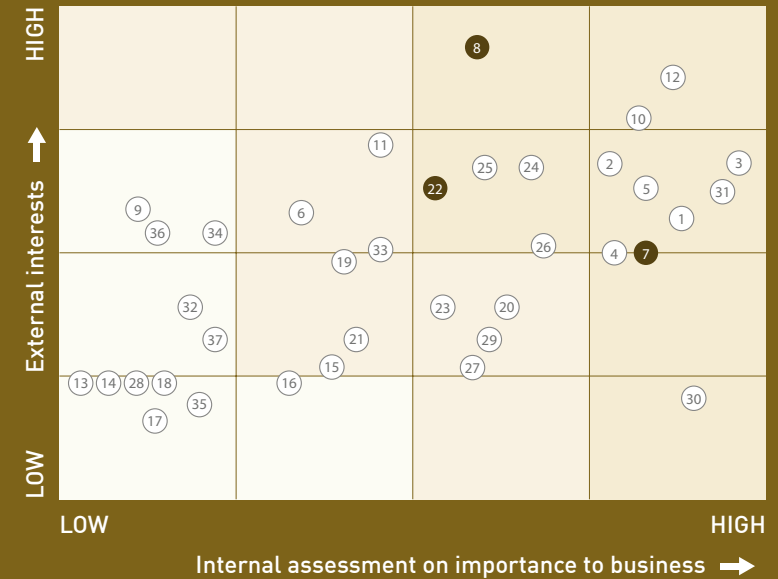
MTR is a world leader in safety performance. We are proud to provide our customers with the safest public transportation option in every city where we operate. With decades of continuous attention by management, our uncompromising Safety-First culture — encompassing care for customers, staff, contractors and anyone else who legitimately enters our facilities — has become deeply ingrained in our corporate DNA.

However, we are deeply saddened to report two fatalities in our railway operations, two in our construction activities, and one in our managed properties. We will continue our efforts to raise safety awareness amongst our stakeholders, and to ensure that we learn from these events to prevent a reoccurrence. The safety of customers, staff and contractors cannot be compromised in any area or aspect of our business.

Providing customers with a safe and reliable service is the bedrock of our operations; strong performance in this aspect of our business allows us to leverage our expertise and reputation into new areas of growth. We are responding to challenges in order to continue to prioritise safety in our operations:

- Public and regulator expectation on safety performance remains as high as ever. Listening and responding to stakeholders' concerns pushes us to innovate and find solutions.
- Carrying more customers has resulted in our network operating near capacity more often and leaves our frontline staff and maintenance teams with less room for error.
- Hong Kong's demographics are changing so we must adapt to the changing needs of our customers, including elderly customers and visitors to Hong Kong who are not familiar with our network.
- The profile of our workforce is evolving and workers on construction sites are particularly affected. While operations in our expanding rail network also bring challenges associated with a new workforce. We must ensure that valuable skills are developed and retained within our workforce and continually transferred to new joiners.

Materiality issues covered in this chapter



- 7** Customer education
- 8** Customers' health & safety
- 22** Employee and contractor health & safety

MENU

About this Report

CEO Letter

Q&A with the Chairman

About MTR Corporation



Safety

Introduction

Customer Safety

Staff and Contractor Safety

View Stories

Financial and Economic Performance

Environment

Corporate Governance

Staff

Community

Customers

Supply Chain

2016 and Beyond

Mainland of China and International Business

Performance Metrics

- As we are upgrading and expanding our network to further enhance service, there has been an increase in the number and complexity of brown field works in the operating railway. As such we have developed additional contingency plans and enhanced risk management measures to ensure safety of the railway is maintained.

Management Approach

GUIDING STRUCTURE

Safety Policy and Strategy

The Corporate Safety Policy and the Corporate Safety Strategy outline our approach and objectives for safety management. Our Corporate Safety Governance framework ensures that safety is the responsibility of every director, manager, supervisor and all staff- it is essentially everyone's responsibility. To support implementation of this policy and strategy, the Corporate Strategic Safety Plan 2013-2016 includes three strategic approaches: fostering a Safety-First culture, driving continuous improvement and engaging stakeholders.

Corporate Safety Management Model

The Corporate Safety Management Model is comprised of eight core elements for implementing our management approach to safety. Fit-for-purpose safety management processes for each of the eight core elements have been established to manage safety performance across our businesses.

Public Health & Hygiene Policy

Our Public Health & Hygiene Policy underlines our commitment to safeguarding the health of customers, the public, contractors, and employees by providing a clean, healthy and hygienic environment.



MENU

About this Report

CEO Letter

Q&A with the Chairman

About MTR Corporation



Safety

▶ Introduction

Customer Safety

Staff and Contractor Safety

📄 View Stories

Financial and Economic Performance

Environment

Corporate Governance

Staff

Community

Customers

Supply Chain

2016 and Beyond

Mainland of China and International Business

Performance Metrics

KEY PRINCIPLES

Safety values

As a multinational company, we insist that all of our Hong Kong based operations as well as our subsidiaries and associates located outside Hong Kong share the same set of safety values (ALERT):

- A**bsolute Pre-requisite
 Keeping Safety-First in our hearts and minds and in everything that we do.
- L**earning and Sharing
 Sharing lessons learned and knowledge across our businesses. Learning from other railways and industries to seek continuous improvement.
- E**xcellent Performance
 Always being committed to improving safety performance and not being complacent. Setting high safety standards and, as a minimum, meeting or exceeding statutory requirements.
- R**esponsible Citizen
 Being a responsible corporate citizen caring for the safety of stakeholders. Listening and responding to safety needs of communities and stakeholders.
- T**otal Commitment and Ownership
 Safety is everyone's responsibility and must be ingrained in our DNA. Safety management is the responsibility of each director, manager and supervisor.

ALARP principle

We apply the "As Low As Reasonably Practicable" (ALARP) principle to the management of risks relating to the safety and well-being of customers, staff and other stakeholders. This stringent approach to risk management also contributes to maintaining high standards of [train service performance](#).

MENU

- About this Report
- CEO Letter
- Q&A with the Chairman
- About MTR Corporation

Safety

- Introduction
- Customer Safety
- Staff and Contractor Safety
- View Stories

Financial and Economic Performance

Environment

Corporate Governance

Staff

Community

Customers

Supply Chain

2016 and Beyond

Mainland of China and International Business

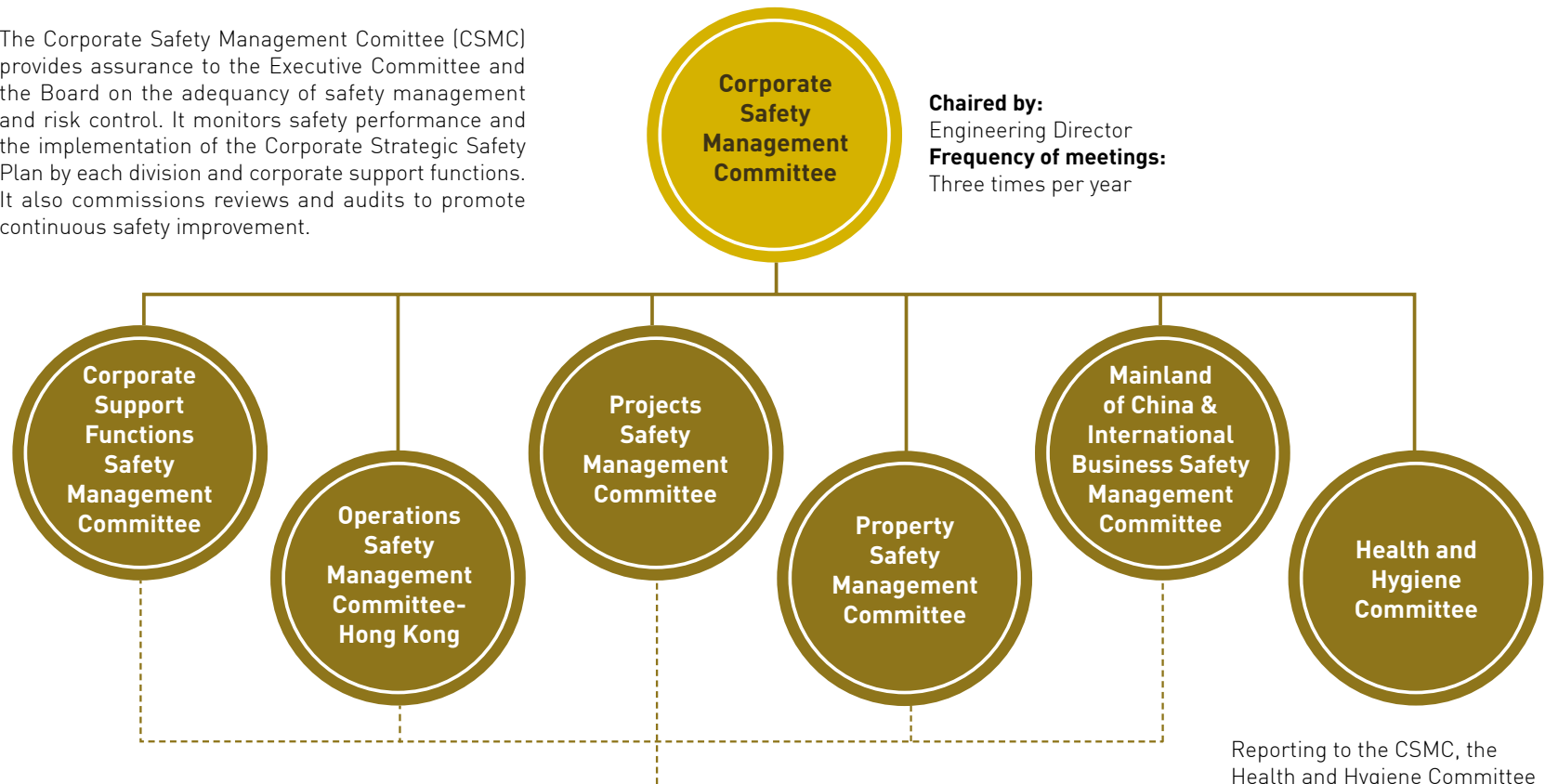
Performance Metrics

KEY PROCESS

Organisation and Management Accountability

Corporate Safety Management Structure

The Corporate Safety Management Committee (CSMC) provides assurance to the Executive Committee and the Board on the adequacy of safety management and risk control. It monitors safety performance and the implementation of the Corporate Strategic Safety Plan by each division and corporate support functions. It also commissions reviews and audits to promote continuous safety improvement.



Chaired by:
Engineering Director
Frequency of meetings:
Three times per year

Supporting the CSMC are five Divisional Safety Management Committees, each of which oversees the work of line managers in discharging their safety responsibilities in their respective areas of the business.

Reporting to the CSMC, the Health and Hygiene Committee is responsible for health and hygiene issues that are relevant to all divisions.

MENU

About this Report

CEO Letter

Q&A with the Chairman

About MTR Corporation



Safety

▶ Introduction

Customer Safety

Staff and Contractor Safety

View Stories

Financial and Economic Performance

Environment

Corporate Governance

Staff

Community

Customers

Supply Chain

2016 and Beyond

Mainland of China and International Business

Performance Metrics

Culture

Safety leadership training

A mandatory corporate safety management training course was launched in 2013 to ensure that all of our managers are familiar with the Corporate Strategic Safety Plan, understand their safety management responsibilities and develop skills for safety leadership. As at end of 2015, over 1,600 managers have completed the training.

Learning and sharing

As a learning organisation, we encourage information sharing and adoption of best safety practices among our own staff and among metro systems worldwide through a variety of channels where we encourage staff to proactively report opportunities for continuous improvement:

Safety Learning and Sharing

Communications within Projects Division

- **SIMS Mobile** — A mobile app to provide senior management with accident and incident information and statistics from railway construction projects.
- **Projects Safety** — A mobile app that allows frontline staff to view safety alerts, receive safety information and learn important lessons from accidents and experiences that are reported by their colleagues.

Internal learning

- **SafePedia** — An intranet portal for Hong Kong based staff to share safety-related knowledge across divisions.
- **MTR Creators** — an online discussion platform for sharing among staff, accessible in the intranet as well as by using a mobile app newly launched to staff in 2015.
- **Other internal knowledge platforms** (mtrconnects, OK Mall, m-tube and iShare): online portals that have dedicated safety sections; safety chats and sharing [videos](#).

Cross-divisional learning

- **Safety Professionals' Community** — established to develop a communication network across the Company covering subsidiaries and associates inside and outside Hong Kong to facilitate sharing on safety management and good practices.

External learning

- **Joint Utilities Safety and Occupational Health Policy Group** — to provide enhanced consultation and liaison, as well as sharing of good practices between the Government, Occupational Safety and Health Council (OSHC) and the utility companies on safety and occupational health issues.
- **International Association of Public Transport (UITP)** — provides a worldwide network to bring together all public transport stakeholders and all sustainable transport modes. MTR actively participates in UITP for sharing and learning with other transport operators.
- **Learnings on other railways** — Railway incidents around the world are monitored continuously to understand the lessons learnt for internal review and sharing.

Benchmarking

- **Internal Benchmarking** — to facilitate learning and sharing between our business units in Hong Kong and those in the Mainland of China and overseas, safety topics are identified for international benchmarking with the objective of promoting continuous improvements in safety management and performance.
- **CoMET Benchmarking** — we participate in safety performance benchmarking and information sharing with metro operators around the world through the [Community of Metros](#).

iSPOTit:

- **iSPOTit** — A safety reporting scheme implemented by the Operations Division that utilises various means including a mobile app to enable staff to report hazards and near misses so that appropriate and timely actions can be taken.

MENU

About this Report

CEO Letter

Q&A with the Chairman


About MTR Corporation

 Safety

Introduction

Customer Safety

Staff and Contractor Safety

 View Stories

Financial and Economic Performance

Environment

Corporate Governance

Staff

Community

Customers

Supply Chain

2016 and Beyond

Mainland of China and International Business

Performance Metrics

Standards and procedures

We adhere strongly to the principle of “how safety is managed is documented”. Safety documents provide instruction for managing risk, for working safely and to clearly state management’s commitment to safety at work. These documents include the Corporate Safety Policy, safety rules, procedures and work instructions. We have systems in place for safety document formulation, dissemination and regular review, with all staff having ready access to information relating to safety.

Safety targets and monitoring

We set targets for the safety of customers/public, staff and contractors and monitor our safety performance against these targets regularly throughout the year. The annual review of safety targets is based on a systematic approach that takes into account actual performance, new safety challenges and safety improvement initiatives. Since the three types of transport that we provide — Heavy Rail, Light Rail and Bus — have different operating environments and have adopted different types of safety controls and protection measures, safety targets for each type of transport are not directly comparable. Similarly, safety targets for other business types such as construction works and property management adopt different methodologies in their target setting.

Risk management

We proactively identify and register safety hazards, as well assess and control associated risks in a structured manner to a level that is as low as reasonably practicable. As such, ownership for risks and their controls are identified, regularly reviewed and prioritised.

Corporate Infectious Disease Continuity Plan

We work closely with the Government to monitor public health-related issues and concerns. This plan outlines our response to public outbreaks of serious infectious diseases and includes our approach to business continuity in the event of a pandemic.

Crisis Management Plan

In accordance with this plan, the Crisis Management Team is comprised of members of the Executive Directorate, Executive Managers and support personnel. The Executive Committee oversees the status and implementation of major corporate contingency plans, regular safety drills and safety exercises for all areas of our business.

Asset management

Our capital assets are systematically managed, with continuous improvement principles, throughout the asset lifecycle not only to achieve our corporate objectives, but also to ensure compliance with statutory obligations and adequate identification and mitigation of risks. The Asset Management System of the Operations Division has been certified to ISO 55001.

Ensuring quality of critical items

To meet our high standards of safety and service, we developed and implemented a robust assurance process to ensure that critical items conform with our specifications. Critical items are defined as items that either are associated with a high safety risk (“safety critical engineering spares”) or potentially lead to prolonged service interruption (“service critical engineering spares”).

Audit and system assurance

Our structured audit programmes are in place to provide assurance that our plans in our Safety Management System are implemented and effective in meeting its intended objectives. These audits ensure that safety management processes are adequately implemented and identify opportunities for improvement. The system assurance process is applied where necessary to ensure that safety risks are and continue to be managed to as low as reasonably practicable throughout the system lifecycle with reference to the European Standard EN50126.

MENU

About this Report

CEO Letter

Q&A with the Chairman

About MTR Corporation

Safety

▶ Introduction

Customer Safety

Staff and Contractor Safety

View Stories

Financial and Economic Performance

Environment

Corporate Governance

Staff

Community

Customers

Supply Chain

2016 and Beyond

Mainland of China and International Business

Performance Metrics

External safety management system review

Conducted every three years, with the last in 2014, an international review team of railway safety experts conducted the 8th External Safety Management System Review for the Operations Division and conducted a follow-up visit in 2015. These reviews, which are required under the terms of our [Operating Agreement](#), provide additional assurance that our safety management is up to international standards. The international review team found the completion status of the findings as satisfactory and concluded all the findings from the 2014 review closed.

Safety system assurance in the new lines

For more than 20 years we have been implementing an established and robust system assurance process in the design, construction and commissioning of our lines, referring to international standards such as EN50126. Our process is guided by the ALARP principle to manage risks adequately and is aimed at meeting four focus areas: reliability, availability, maintainability and safety of the system.

Competence management

We determine competence requirements systematically. Arrangements for the selection, placement and qualification of people are in place to:

- ensure that staff have the physical and mental abilities required for their work;
- assess the competence of contractors, as part of the contractor selection and as an on-going process;
- equip those working within the Company with the ability to work safely and manage risks;
- confirm that changes to the business are planned for, over the medium to long term, to ensure the required distribution of skills and competence.

Human factors

Good safety performance is contingent upon peoples' behaviours in various situations. Understanding behaviour patterns in emergencies as well as repetitive actions in or around a specific work environment can be a crucial factor in reducing safety incidents.

Our Human Factors Programme makes use of information about human behaviour and design to facilitate safe, comfortable and effective work practices. It aims to maximise staff safety and service performance, whether under normal circumstances where the same action is repeated many times, or in emergency situations when staff must respond quickly and correctly to a novel and sometimes changing situation. We are adopting "Fingering" in many areas of our businesses, as it is proven to be effective in reducing human errors. We also encourage our staff to conduct peer-to-peer observations to identify at-risk behaviours under the "No Name, No Blame and No Sneak-up" principle. Our Behavioural Accident Prevention Process (BAPP) has been widely recognised and secured us the Gold Award in the Work Safe Behaviour Award category in the 14th Hong Kong Occupational Safety & Health Award Ceremony.

MENU

About this Report

CEO Letter

Q&A with the Chairman

About MTR Corporation




Safety

▶ Introduction

Customer Safety

Staff and Contractor Safety

 View Stories

Financial and Economic Performance

Environment

Corporate Governance

Staff

Community

Customers

Supply Chain

2016 and Beyond

Mainland of China and International Business

Performance Metrics

Stakeholder management

Individuals and organisations have an effect on or can be affected by the safety performance of the business activities, this is why we actively engage them to:

- inform, educate and enhance better understanding of safety requirements and performance;
- establish areas of cooperation and involvement by listening to understand concerns and by responding to resolve them;
- promote understanding and ownership of safety responsibilities; and
- learn and improve through sharing lessons and knowledge.

Construction site safety

Close monitoring by our site teams maintains a high standard of safety on all construction sites. We have a number of schemes in place to promote safety of workers, including half-yearly safety conferences for contractors and major safety promotion activities over the year.

For more information, please refer to [contractor safety in context](#), [contractor safety initiatives](#) and [collaboration with our contractors](#).

Spousal Engagement on Safety

We directly engage with spouses of workers to create a bigger impact on how critical safety is and ensure that their spouses working in construction sites take home these messages more seriously and personally. In 2015, we piloted with Nepalese workers, the largest non-Chinese ethnic group amongst our workers, through the Namu Buddha Mother Committee. This initiative will be extended to other ethnic groups progressively.

MENU

- About this Report
- CEO Letter
- Q&A with the Chairman
- About MTR Corporation

Safety

- Introduction
- ▶ Customer Safety
- Staff and Contractor Safety
- View Stories

- Financial and Economic Performance
- Environment
- Corporate Governance
- Staff
- Community
- Customers
- Supply Chain
- 2016 and Beyond
- Mainland of China and International Business
- Performance Metrics

CUSTOMER SAFETY

A Safe System for All

Ensuring quality of critical items

Our robust 5-stage assurance process, approved by the Board and Executive Committee, involves identifying all items to subsystem and component levels that are considered as safety or service critical items by its relevant task force. Currently, there are defined service critical items for existing lines; with an ongoing exercise being undertaken for the new lines.



Safety system assurance in the new lines

The safety assurance process involves assessing operational safety impacts throughout the project lifecycle, checking throughout its different milestones. For example, we work with different departments and contractors interfacing the different systems and mitigating the impacts that may arise. We integrate, verify and validate safety requirements through both a bottom-up and top-down approach including setting requirements in contracts, safety integrity level assessments for safety-related and safety-critical systems and design as well as onsite verification and validation activities. We also employ independent safety assessors to check the adequacy and effectiveness of the development processes for our safety critical systems. These assessors are also involved at all stages of the projects.

Passenger Safety Performance

In 2015, we achieved improvements for customers and public safety on two types of transport operations. The number of customer injuries requiring hospitalisation dropped by 2.6% on heavy rail Domestic Services and no injuries requiring hospitalisation in our MTR bus operations in 2015. Incidents from our Light Rail operations rose 71% compared with 2014. There were increased "Door" and "Collision (LRV/other vehicle)" cases, while "customer tripping" remains a key factor. A dedicated safety management office has been set up to drive improvements on Light Rail safety. Despite our best efforts to implement safety programmes, we deeply regret to report two fatalities during the year that occurred within our rail operations premises.

- On 14 April at Light Rail: a man dashed out while the "redman" signal of the traffic light was turned on. Although the emergency brake and horn of the approaching light rail vehicle were activated, the man was hit by the light rail vehicle and was trapped underneath. He was then certified dead after arriving at hospital.

MENU

About this Report

CEO Letter

Q&A with the Chairman

About MTR Corporation

Safety

Introduction

▶ Customer Safety

Staff and Contractor Safety

View Stories

Financial and Economic Performance

Environment

Corporate Governance

Staff

Community

Customers

Supply Chain

2016 and Beyond

Mainland of China and International Business

Performance Metrics

- On 6 November at Kowloon Tong Station: a man and his wife were walking down the staircase at Entrance E when he misjudged his footing and lost balance. As a result, he fell on the staircase and sustained an injury to the back of his head. The Police classified the case as "Person Collapsed - Death on Arrival". An investigation confirmed that the staircase was dry, clean and well-lit at the time of incident.

While the case is not included in our safety performance statistics, we deeply regret another loss of life.

- A fatal accident occurred on 1 March 2015 in the non-paid area of Long Ping station. The deceased climbed over a glass balustrade and fell onto the ground by accident from a height of 9 metres. The Police classified the case as "Person Fell from Height". Both the Police's investigation and our own internal investigation did not uncover any causal factors that were due to the Company.

Changes Number of Passenger Injuries Requiring Hospitalisation Compared with 2014



Passenger and Public Safety - Fatalities



Number of Injuries Requiring Hospitalisation (per 100 million passenger journeys)

	2014	2015
Heavy Rail		
Target	10.02	9.72
Performance	8.12	7.91
Light Rail		
Target	12.08	12.67
Performance	8.61	14.76
Bus		
Target	8.66	7.48
Performance	4.68	0.00

Escalator safety

We operate nearly 1,000 escalators across our railway network. In order to reduce risks to customer safety as much as possible we set up a special task force at the end of 2012 to make our escalators safer. As part of our ongoing campaign, in 2015 we introduced a new publicity campaign showing an overturned pram, a shattered mobile screen and damaged shoes to demonstrate some of the stark consequences of unsafe escalator behaviour. We also installed additional yellow escalator handrails and pasted new stickers on our escalators containing safety reminders. In 2015, we recorded a 6.5% decrease in reportable incidents involving escalators compared to 2014.

Learn more...

Watch the [MTR Escalator Safety campaign video](#)

MENU

About this Report

CEO Letter

Q&A with the Chairman

About MTR Corporation



Safety

Introduction

▶ Customer Safety

Staff and Contractor Safety

View Stories

Financial and Economic Performance

Environment

Corporate Governance

Staff

Community

Customers

Supply Chain

2016 and Beyond

Mainland of China and International Business

Performance Metrics

Customer Safety Initiatives

Suicide prevention

According to our internally collected statistics, there were three suicide attempts on our railway network during 2015. To try to reduce the number of these tragic events as much as possible, we joined with The Samaritan Befrienders to set up Emotional First Aid counters in our Mong Kok East, Shatin, Tai Wai and University stations during 2015. Staffed by volunteer social workers, the counters displayed banners and provided leaflets with information about the emotional cycle and positive suggestions for handling emotional problems.

Crime prevention

Thanks to the continued efforts of the Hong Kong Police and our customers to maintain vigilance against crime, we have successfully maintained crime rates at low levels and the MTR is recognised as one of the safest urban passenger railways in the world. We launched our annual MTR Crime Prevention Campaign in December 2015 co-organised with the Railway District of the Hong Kong Police. The theme of this year's campaign — Stay alert, watch out! Report crime! — was featured on station posters and customer information display systems across our network.

Light Rail safety

Maintaining safety on Light Rail can be a challenge since, unlike heavy rail, Light Rail vehicles run in manual mode on sections of track that are shared with other road users and cannot be totally partitioned. Among other initiatives, we established a Safety Management Office for increasing train captains' safety awareness and enhancing engineering controls, such as the platform improvement works at Tai Tong Road Stop to relieve congestion during peak hours. We also introduced community engagement activities with the aim of promoting pedestrian safety and safe customer behaviour when using the Light Rail system.

Door chimes standardisation

Standardised train door chimes across MTR lines was completed in the first quarter of 2015 to facilitate smoother train operations and to raise passenger awareness of door safety. A 22% reduction in door-related reportable events was recorded in 2015.

Property management

Promoting safety in our managed properties for customers; residents and the general public is a priority for the Property Division. We carry out regular inspections on plant and electrical equipment, escape exits from our buildings and shopping malls with more than 900 safety visits conducted by the independent safety team in 2015. We also conducted more than 250 emergency drills in 2015.

For our efforts, we received a Safety Management System Gold Award and Safety Performance Award from the 14th Hong Kong Occupational Safety and Health Award organised by Occupational Safety and Health Council.

Dog guides in the system

We have also been working with the Hong Kong Guide Dogs Association to allow potential guide dogs to be trained in the railway systems since October 2015.

Safety awareness initiatives in the community

To instil the importance of safe and courteous behaviour when travelling on the MTR in an engaging manner, the MTR x Hong Kong Repertory Theatre "Railway Safety School Tour Programme" was introduced. The performances are staged in kindergartens, primary and secondary schools, and special needs schools to promote safe and courteous manners when travelling on the MTR. Since it started in 2011, over 117,000 students will have seen the performance by the end of the 2015/2016 school year.

We also organised a number of safety and courtesy talks in schools and with the elderly. At elderly centres we provided "elderly kits" to familiarise them with the facilities and safe usage of the MTR network. We also partnered with RTHK 5 on an elderly programme to visit stations and learn about safety in stations.

MENU[About this Report](#)[CEO Letter](#)[Q&A with the Chairman](#)[About MTR Corporation](#)**Safety**[Introduction](#)[▶ Customer Safety](#)[Staff and Contractor Safety](#)[View Stories](#)[Financial and Economic Performance](#)[Environment](#)[Corporate Governance](#)[Staff](#)[Community](#)[Customers](#)[Supply Chain](#)[2016 and Beyond](#)[Mainland of China and International Business](#)[Performance Metrics](#)**Safety learning made fun and easy**

In 2015, along with People on Board, a social enterprise in Hong Kong, we developed a board game that aims to help children develop a better sense of railway safety and passenger courtesy from an early age. The board game was well-received and was sold out during the Hong Kong Book Fair 2015. Proceeds of the sales/profits of the board game went to People on Board supporting youth development projects in Hong Kong. We also distributed 500 “youngster kits” for free to primary school students which included a copy of the board game, two teaching booklets, an MTR and Light Rail map and a cartoon DVD depicting railway safety and passenger courtesy.

MENU

- [About this Report](#)
- [CEO Letter](#)
- [Q&A with the Chairman](#)
- [About MTR Corporation](#)

Safety

- [Introduction](#)
- [Customer Safety](#)
- [Staff and Contractor Safety](#)
- [View Stories](#)

Financial and Economic Performance

Environment

Corporate Governance

Staff

Community

Customers

Supply Chain

2016 and Beyond

Mainland of China and International Business

Performance Metrics

STAFF AND CONTRACTOR SAFETY

Staff and Contractor Safety Performance

Fatalities on our construction sites

Despite our best efforts to implement safety practices across all our construction sites, and reinforcing these with our contractors and their subcontractors, we deeply regret the loss of two lives in 2015 involving contractors on our construction sites:

- At the Shatin to Central Link network expansion project site at Tze Wan Shan, a crane operator was crushed by the jib of a crawler crane during dismantling and died. An Investigation Panel was convened and concluded that the contractor had failed to implement a safe system of work for the task. A number of measures were implemented which included enhancement of disassembling procedures, training of workers and supervision of the works.
- At the Express Rail Link project site at Mai Po, a worker was struck by a high pressure air hose which burst suddenly near him, causing him to fall about 1.5 metres from a walkway, resulting in critical injuries from which he passed away later. An Investigation Panel was convened and concluded that the accident was attributable to the failure of the air hose under pressure for an unknown reason. A number of measures were implemented which included tighter control of procurement, better use of pressure hoses including the tying down of hoses at regular intervals to prevent accidental movement.

At our managed property, we also deeply regret the loss of one life:

- On 9 June 2015, a vehicle lost control and crashed into the car park entrance of Waterfront at Kowloon Station and hit the security guard in the guard post, he was a contractor staff of MTR. Although the accident was outside the control of the Company, our improvement actions included enhancing signage and road marks, installing CCTV / speed camera and road rumpling strips.

	2014	2015
Staff Safety – Fatalities	0	0
Contractor Safety – Fatalities	2	3

Lost time injuries for staff

In 2015, there was an increase in the lost time injury frequency rate for staff of our Property Division and Operations Division compared with the previous year mainly due to a sharp increase in staff assault cases as well as minor cases of staff's lack of attention in our Operations Division. A special task force has been formed in our Operations Division to respond to the rising trend of staff injuries.

Staff Safety – Lost Time Injuries (per 100,000 man-hour)

	2014	2015
Corporate Support Functions	0.17	0.17
Operations Division	0.40	0.56
Projects Division	0.11	0.11
Property Division	0.10	0.14
Division of China and International Business	0.00	0.00

Reportable accidents for contractors

In 2015, the reportable accident frequency rate for contractors working in corporate support functions and property management rose due to an increase of one case in 2015, which was considered minor in nature.

MENU

- About this Report
- CEO Letter
- Q&A with the Chairman
- About MTR Corporation

Safety

- Introduction
- Customer Safety
- ▶ Staff and Contractor Safety
- View Stories

Financial and Economic Performance

Environment

Corporate Governance

Staff

Community

Customers

Supply Chain

2016 and Beyond

Mainland of China and International Business

Performance Metrics

Contractor Safety - Reportable Accidents (per 100,000 man-hour)

	2014	2015
Corporate Support Functions	0.08	0.15
Operations Railway	0.16	0.16
Project Construction - Railway Extension Projects	0.57	0.48
Property Development and Investment Projects	0.06	0.06
Investment Property	0.15	0.08
Management Property	0.13	0.15
China and International Business Division	0.00	0.00

Note:
Due to the small number of contractors hired, China and International Business Division measures contractor safety using reportable accidents starting from 2013.

Occupational Safety and Health Awards

Eight awards including two "Gold Awards" were received in the "14th Hong Kong Occupational Safety and Health Award" in recognition of our Safety-First culture and improvements in safety management standards.

Safety Film sweeps screen awards

Our construction site safety awareness film "Your Family Needs You" received four gold awards for drama, direction, music and photography at the EVCOM Screen Awards in London. The influence of the film's message has stirred up a lot of thoughts and reflections on the importance of safety across broad sectors of society, from Hong Kong to China, Macau, Singapore and Melbourne.

Zero traffic record commended

Forty-five captains were presented with the 15-year Safety Driving Award to recognise their zero traffic accident record in the past 15 years.

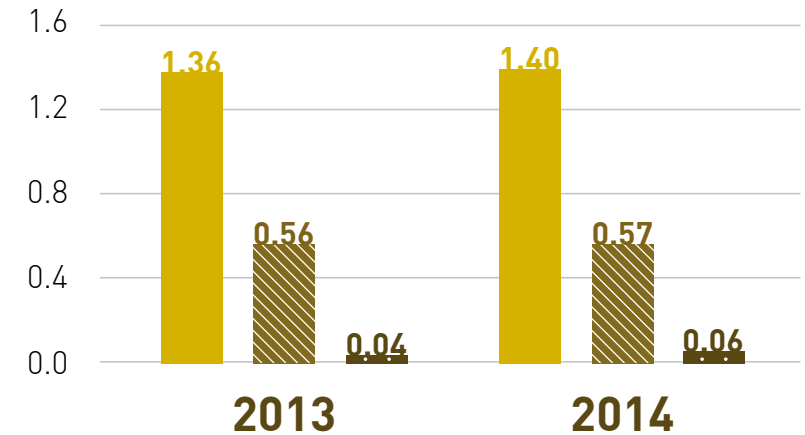
Contractor Safety in Context

Work on construction sites presents many safety challenges. That is why our management approach places special emphasis on promoting safety for workers on our network expansion, property development and investment projects. As a testament to the efficacy of our various initiatives, the reportable accident frequency rate on our network expansion project sites continues to compare favourably with the Hong Kong Construction Industry average.

The rate of reportable accidents refers to work-related injuries of primary contractor staff that result in more than three days of sick leave. This comparison demonstrates the extent to which we believe there are very real opportunities for improving safety practices across the construction industry in Hong Kong.

CONSTRUCTION INDUSTRY BENCHMARKING FOR REPORTABLE ACCIDENTS (PER 100,000 MAN-HOUR)

- Hong Kong Construction Industry Average
- Contractors - MTR Hong Kong Construction Project (Railway Extension Project)
- Contractors - MTR Hong Kong Property Development and Investment Projects



MENU

- About this Report
- CEO Letter
- Q&A with the Chairman
- About MTR Corporation

Safety

- Introduction
- Customer Safety
- ▶ Staff and Contractor Safety
- View Stories

Financial and Economic Performance

Environment

Corporate Governance

Staff

Community

Customers

Supply Chain

2016 and Beyond

Mainland of China and International Business

Performance Metrics

Learn more...

Safety data for the Hong Kong Construction Industry is published by the [Occupational Safety and Health Branch](#) of the Hong Kong Labour Department.

Contractor safety audit

We engage external auditors from Det Norske Veritas (DNV) to evaluate safety standards on the construction sites of our network expansion projects. In 2015, our Projects Division received a level 8.8 out of 10 in the DNV Safety Audit Protocol. This result is comparable to the highest international standards and best practices.

Contractor Safety Initiatives

The construction industry in Hong Kong continued to be affected by a general shortage of experienced workers due to an aging population and the large number of construction projects currently underway. In response, we have implemented new initiatives to ensure high levels of safety and welfare for all workers on our project sites. Please refer to [collaboration with contractors](#) for more information.

Projects Division Contractors

All contractors working on our network expansion projects are audited, rated and rewarded for best safety practices. Our Safety and Environmental Improvement Incentive Scheme rewards contractors on our network expansion projects who put in extra effort to achieve stringent safety and environmental criteria.

The Projects Division also engages directly with construction workers through training, highly visible multilingual workplace campaigns, mentoring and a variety of communications initiatives.

Projects Division Safety Campaigns

Mobile Incidents Command Centre — In cases of a major incident, a centre in Tsim Sha Tsui East with live feeds to all project sites, and staff who can travel to any project site at short notice enabling rapid and coordinated response to serious incidents.

Don't Walk By! — A campaign to encourage all workers to report unsafe working conditions to their supervisors or managers immediately. A number of "Don't Walk By" workshops were held for different levels of staff to reinforce the mindset of a high standard of safety on our construction sites.



Life Insurance — We provide additional life insurance coverage of HK\$200,000 for all our contractors' site workers and supervisors, covering natural and accidental cause of death.

Safety Climate Surveys — In 2015, we surveyed attitudes and perceptions of staff and contractors on 10 key elements of our safety culture. The survey showed that staff at the Projects Division have a good knowledge of safety and are striving for continuous improvement in safety performance.

Safety Campaign on High Risk Subjects — Four campaigns were launched in 2015 including a "train the trainer" sessions on Working at Height; Use of Electricity; Lifting Operation and Plant and Equipment.

No Time To Lose — We became the first company in Hong Kong to pledge its support for the "No Time to Lose" campaign launched by the UK-based Institution of Occupational Safety and Health (IOSH) to raise awareness of preventing exposure to work-related carcinogens. A number of campaigns were launched by the Projects Division to staff and contractors on these issues.

MENU

About this Report

CEO Letter

Q&A with the Chairman

About MTR Corporation




Safety

Introduction

Customer Safety

▶ Staff and Contractor Safety

 View Stories

Financial and Economic Performance

Environment

Corporate Governance

Staff

Community

Customers

Supply Chain

2016 and Beyond

Mainland of China and International Business

Performance Metrics

Worker health and well-being

We held our third Worker Health and Well-Being Month in May 2015 to raise health awareness and disease prevention among construction workers in our new lines. Over the course of the month, a mobile clinic visited 41 locations at all major railway project sites to conduct free, voluntary health screenings for workers, including tests for hearing, cholesterol and blood sugar levels, body mass index, waist to hip ratio, blood pressure, lung function and newly-added this year, electrocardiogram (ECG) testing. Over 2,000 workers received expert counselling about their state of health.

Providing support to construction workers

Working closely with the Construction Industry Council (CIC) to promote the well-being of construction workers in Hong Kong, in 2015, the Company donated HK\$500,000 to the Construction Charity Fund of the Government. The Construction Charity Fund was founded to provide emergency financial assistance to families of deceased or severely injured construction workers involved in industrial accidents.

Engagement with subcontractors

As subcontractors carry out most of the work on site, it was crucial for us to ensure that we continued to engage with them to reiterate the importance of working safely. In 2015, we held a number of activities which include:

- Participate in their committee meetings to provide safety information and support; as well as collect suggestions and listen to their concerns;
- Invite them to attend our impact resistant gloves selection process to gain their feedback and preference;
- Share findings from investigations of fatal accidents related to crane dismantling and heavy lifting with trade associations;
- Invite crane experts from subcontractor associations to share practical safety knowledge at the annual MTR Safety Conference.

Property Development contractors

With our staff, we work with developers, consultants and contractors to provide an accident-free work place. Numerous safety initiatives were launched in 2015 to achieve safety excellence:

- Different levels of inspection and audits planned in property sites and shopping malls:
 - Senior management site walks to demonstrate safety leadership;
 - Safety cross checks by safety teams such that an independent safety check can be made;
 - Identify high risk activities and increase frequency of inspections, including, pre-work meetings conducted before the work commences;
 - Safety audits on working at height, fire, emergency preparedness, plant and equipment check, electricity safety.
- Organise regular safety training, workshops, lunch meetings, seminars with relevant stakeholders including new joiners. Promote learning from accidents / incidents via Safety Alerts, Near-miss Reports, Monthly safety newsletter; safety seminars and workshops to prevent accident and incident recurrence.
 - Reinforce the "safety is your own responsibility" mindset with safety campaigns refreshed regularly and disseminated;
 - Continue to implement the risk management approach to ensure hazards and controls are identified and developed before works commence;
 - Continue to liaise with Government (i.e. Labour Department) to obtain the most updated information from the industry;
 - Continue to implement Safety Incentive Scheme and Safety Hero Scheme for contractors and their frontline staff.