

MENU

[Introduction](#)[Chairman's Message](#)[CEO Letter](#)[Safety](#)[Customers](#)[Community](#)[Environment](#)[Staff](#)[Supply Chain](#)[Financial and Economic Performance](#)[Corporate Governance](#)[Building Our Future](#)[Mainland of China and International Business](#)

Performance Metrics

[Introduction](#)[Independent Assurance Report](#)[Performance Data Tables](#)[CoMET Benchmarking Results 2015](#)[Appendices](#)

PERFORMANCE METRICS

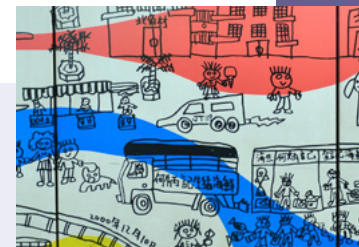
This section provides consolidated information about our sustainability performance and data management, including definitions for key terms and the basis of calculation for Key Performance Indicators (KPIs).



Independently Assured



Compliance with HK Stock Exchange ESG Reporting Guide



MENU

[Introduction](#)

[Chairman's Message](#)

[CEO Letter](#)

[Safety](#)

[Customers](#)

[Community](#)

[Environment](#)

[Staff](#)

[Supply Chain](#)

[Financial and Economic Performance](#)

[Corporate Governance](#)

[Building Our Future](#)

[Mainland of China and International Business](#)



[Performance Metrics](#)

► [Introduction](#)

[Independent Assurance Report](#)

[Performance Data Tables](#)

[CoMET Benchmarking Results 2015](#)

[Appendices](#)

INTRODUCTION

This section provides consolidated information about our sustainability performance and data management, including definitions for key terms and the basis of calculation for Key Performance Indicators (KPIs). Please refer to [CoMET Benchmarking Results 2015](#) to learn how our operations compare with other metros globally.

This section is also available in Traditional Chinese, however for any differences in definition in the translation, the English version will prevail.

Content Index

This report has been prepared in accordance with the Global Reporting Initiative G4 Sustainability Reporting Guidelines (GRI-G4) Core option. We have provided a GRI Content Index, which includes cross-references to the International Association of Public Transport (UITP) Sustainability Charter Reporting Guide 1.0. We have also provided a HKEx ESG Content Index in order to demonstrate our current level of compliance with the 2015 Revision of the Hong Kong Stock Exchange Environmental, Social and Governance Reporting Guide.

Please refer to [Appendix I – Scope of this Report](#) for a list of Identified Material Aspects and Boundaries.

Please refer to [Appendix II – Content Index for our alignment to GRI-G4 and HKEX ESG Reporting Guide](#).

Learn more...

The [Global Reporting Initiative](#) promotes sustainability reporting as a way for organisations to become more sustainable and contribute to sustainable development. [G4 Online](#) presents the G4 Sustainability Reporting Guidelines (GRI-G4) in a dynamic and easy-to-navigate format.

Learn more...

Hong Kong Exchanges and Clearing Limited (HKEx) has published the revised [Environmental, Social and Governance Reporting Guide](#). This guide outlines the currently recommended practice for listed companies and has been updated to include several changes to the guide.

UITP is a non-profit international association that brings together all public transport stakeholders and sustainable transport modes in a worldwide network. The [UITP Charter on Sustainable Development](#) is available from the association's website.

MENU

[Introduction](#)

[Chairman's Message](#)

[CEO Letter](#)

[Safety](#)

[Customers](#)

[Community](#)

[Environment](#)

[Staff](#)

[Supply Chain](#)

[Financial and Economic Performance](#)

[Corporate Governance](#)

[Building Our Future](#)

[Mainland of China and International Business](#)



Performance Metrics

► [Introduction](#)

[Independent Assurance Report](#)

[Performance Data Tables](#)

[CoMET Benchmarking Results 2015](#)

[Appendices](#)

Data Management

The following components of our robust data management system ensure the integrity of data disclosed in this sustainability report:

- The Audit Committee of the Board of Directors monitors the integrity of all financial information, and the Company has engaged KPMG as its External Auditor.
- Our Human Resources Management system contains all data relating to our staff.
- Our centralised sustainability data collection system provides an audit trail and helps to identify errors or data gaps for other quantitative data.
- Regular assessments and internal monitoring programmes ensure compliance in accordance with our Corporate Guideline and Instruction (CGI) on Compliance with Statutes and Regulations.
- Bureau Veritas Certification Hong Kong provides assurance for selected customer service performance data relating to our Operating Agreement and [Customer Service Pledge](#). The assured data have been marked with "*" in Social Performance.
- Deloitte Touche Tohmatsu (Deloitte) provides independent limited assurance for other selected quantitative data (see page 172). The assured data have been marked with "#" in Performance Data Tables.

Learn more...

Please refer to our [Annual Report](#) for more information about the work of our Audit Committee.

We provide details of the scope of our financial and economic performance, environmental performance, social performance as well as safety target and performance in Hong Kong, together with performances in our Mainland of China and international businesses, namely MTR Corporation (Shenzhen) Limited (MTR(SZ)) in the Mainland of China which operates [Shenzhen Metro Line 4](#), MTR Tunnelbanan AB and MTR Tech AB, 100% owned subsidiaries by MTR Nordic AB which operates and manages maintenance works respectively for [Stockholm Metro \(MTRS\)](#) in Sweden, MTR Crossrail Limited which operates [TfL Rail/Elizabeth line](#) in London and [Metro Trains Melbourne Pty. Ltd. \(MTM\)](#) that operates Melbourne's metropolitan rail services in Australia.

Starting from 2016, we also disclose relevant performance data in our wholly-owned businesses in Ngong Ping 360.

For the scope of the KPIs in Hong Kong and our Mainland of China and international businesses, please refer to [Appendix III - Data Management](#)

MENU

[Introduction](#)
[Chairman's Message](#)
[CEO Letter](#)
[Safety](#)
[Customers](#)
[Community](#)
[Environment](#)
[Staff](#)
[Supply Chain](#)
[Financial and Economic Performance](#)
[Corporate Governance](#)
[Building Our Future](#)
[Mainland of China and International Business](#)

[Performance Metrics](#)
[Introduction](#)
[Independent Assurance Report](#)
[Performance Data Tables](#)
[CoMET Benchmarking Results 2015](#)
[Appendices](#)

INDEPENDENT ASSURANCE REPORT

Deloitte Touche Tohmatsu (Deloitte) has provided independent limited assurance for selected quantitative data. The Assurance Report is presented in English only. If there is any inconsistency or ambiguity between the English version and the Chinese version of the Sustainability Report, the English version shall prevail as the limited assured content of Deloitte. This Assurance Report is presented in the following pages.



To the Board of Directors of MTR Corporation Limited

We have been engaged by the Directors of MTR Corporation Limited (the "Company") to perform a limited assurance engagement in relation to certain sustainability performance data (the "Subject Matter") for the year ended 31 December 2016 (the "Reporting Period") and contained in its Sustainability Report 2016 (the "Sustainability Report"), as set out below.

Subject Matter

The details of the Subject Matter selected by the Company are as follows:

Hong Kong

Environmental Performance

GHG Emission Inventory

- Total GHG Emissions (tonnes CO₂e)
 - Scope 1 (tonnes CO₂e)
 - Scope 2 (tonnes CO₂e)
 - Scope 3 (tonnes CO₂e)
- GHG Emissions - Corporate Support Functions and Main Office Buildings (tonnes CO₂e)

- GHG Emissions - Transport Operations (tonnes CO₂e)
 - Scope 1 (tonnes CO₂e)
 - Scope 2 (tonnes CO₂e)
 - Scope 3 (tonnes CO₂e)
- GHG Emissions - Network Expansion (tonnes CO₂e)
- GHG Emissions - Properties and Other Businesses (tonnes CO₂e)
 - Scope 1 (tonnes CO₂e)
 - Scope 2 (tonnes CO₂e)
 - Scope 3 (tonnes CO₂e)

Waste Management

- Metals recycled from railway operations (tonnes)
- Total hazardous waste (tonnes)
- Total hazardous waste in liquid (litres)

Social Performance

- Total employees in Hong Kong (number)
- Voluntary staff turnover rate (%)
- Vacant posts filled internally either by promotion or transfer (%)
- Percentage of employees trained by management (%)
- Training days per employee (days)
- Training days per employee by gender (days)
- Training days per employee by management (days)
- Total staff training days (man-day)

Safety Performance

- Passenger and Public Safety - Fatality performance
 - Heavy Rail
 - Light Rail
 - Bus
- Passenger and Public Safety - Number of injuries requiring hospitalisation per 100 million passenger journeys performance
 - Heavy Rail
 - Light Rail
 - Bus

MENU

[Introduction](#)
[Chairman's Message](#)
[CEO Letter](#)
[Safety](#)
[Customers](#)
[Community](#)
[Environment](#)
[Staff](#)
[Supply Chain](#)
[Financial and Economic Performance](#)
[Corporate Governance](#)
[Building Our Future](#)
[Mainland of China and International Business](#)


Performance Metrics

[Introduction](#)
[Independent Assurance Report](#)
[Performance Data Tables](#)
[CoMET Benchmarking Results 2015](#)
[Appendices](#)

- Staff Safety - Fatality performance
 - Corporate support function
 - Operations division
 - Projects division
 - Property division
- Staff Safety - Lost time injuries per 100,000 man-hour performance
 - Corporate support function
 - Operations division
 - Projects division
 - Property division
- Contractor Safety - Fatality performance
 - Corporate support function
 - Operations railway
 - Hong Kong property development and investment projects
 - Hong Kong investment property
 - Hong Kong management property
 - Hong Kong project construction - railway extension projects
- Contractor Safety - Reportable accidents per 100,000 man-hour performance
 - Corporate support function
 - Operations railway
 - Hong Kong property development and investment projects
 - Hong Kong investment property
 - Hong Kong management property
 - Hong Kong project construction - railway extension projects

Supply Chain Management

- Number of suppliers by geographical region (number)

Mainland of China and International Business

(The Subject Matter, presented as follows, applies to

- Shenzhen Metro Line 4, managed by MTR Corporation (Shenzhen) Limited ("MTR(SZ)");
- Stockholm Metro, with operations and/or maintenance works being performed by MTR Tunnelbanan AB and MTR Tech AB (collectively named as "Stockholm Metro"); and
- Melbourne's metropolitan rail services, managed by Metro Trains Melbourne Pty. Ltd. ("MTM"),

unless otherwise specified.)

Environmental Performance

GHG Emission Inventory

- Total GHG Emissions (tonnes CO₂e)
 - Scope 1 (tonnes CO₂e)
 - Scope 2 (tonnes CO₂e)
- Total electricity consumption – heavy rail (MWh)
- Total water consumption (m³) (only applicable to MTR(SZ) and MTM)

Waste Management

- Metals recycled from railway operations (tonnes)
- Total hazardous waste (tonnes) (only applicable to MTR(SZ) and Stockholm Metro)
- Total hazardous waste in liquid (litres) (only applicable to MTR(SZ) and Stockholm Metro)

Social Performance

- Total employees (number)
- Total employees by gender (number)
- Total employees by employment type (number)
- Total employees by age (number)
- Voluntary staff turnover rate (%)
- Voluntary staff turnover rate by gender (%)
- Voluntary staff turnover rate by age (%)
- Percentage of employees trained by gender (%) (only applicable to MTR(SZ) and Stockholm Metro)
- Percentage of employees trained by management (%) (only applicable to MTR(SZ) and Stockholm Metro)
- Training days per employee (days)
- Training days per employee by gender (days)
- Training days per employee by management (days)

Safety Performance

- Passenger and Public Safety - Fatality performance
- Passenger and Public Safety - Number of injuries per million passenger journeys performance
- Staff Safety - Fatality performance
- Staff Safety - Lost time injuries per 100,000 man-hour performance
- Contractor Safety - Fatality performance
- Contractor Safety - Lost time injuries per 100,000 man-hour performance (only applicable to MTR(SZ) and MTM)

MENU

[Introduction](#)

[Chairman's Message](#)

[CEO Letter](#)

[Safety](#)

[Customers](#)

[Community](#)

[Environment](#)

[Staff](#)

[Supply Chain](#)

[Financial and Economic Performance](#)

[Corporate Governance](#)

[Building Our Future](#)

[Mainland of China and International Business](#)



Performance Metrics

[Introduction](#)

[Independent Assurance Report](#)

[Performance Data Tables](#)

[CoMET Benchmarking Results 2015](#)

[Appendices](#)

Train Service Performance

- Train punctuality (%)
- Train reliability (revenue car-km/ incident)
- Train service delivery (%)

Supply Chain Management

- Number of suppliers by geographical region (only applicable to Stockholm Metro and MTM)

Reporting criteria

The Subject Matter is presented in accordance with the "Performance Metrics" and "Data Management" set out on Page 170 and in the Appendix III of the Company's Sustainability Report which is contained in its website (in PDF) respectively (the "Reporting Criteria").

Responsibilities

Deloitte Touche Tohmatsu

It is our responsibility to express a conclusion on the Subject Matter based on our work performed and to report our conclusion solely to you, as a body, in accordance with our agreed terms of engagement and for no other purpose. We do not assume responsibility or accept liability to any other person for the contents of this report.

MTR Corporation Limited

The Directors are responsible for the preparation and presentation of the Subject Matter in accordance with the Reporting Criteria. This responsibility includes designing, implementing and maintaining internal controls relevant to the preparation and presentation of the Subject Matter, applying an appropriate basis of preparation, making estimates that are reasonable in the circumstances and ensuring the accuracy and completeness of the Subject Matter.

Reporting Framework

We conducted our work in accordance with the International Standard on Assurance Engagements 3000, Assurance Engagements other than Audits or Reviews of Historical Financial Information, and the International Standard on Assurance Engagements 3410, Assurance Engagements on Greenhouse Gas Statements (the "Standards"), issued by the International Auditing and Assurance Standards Board. The Standards require that we comply with ethical requirements, and plan and perform the engagement to obtain

limited assurance as to whether any matters have come to our attention that cause us to believe that the Subject Matter does not comply in all material respects with the Reporting Criteria.

Objectives

The overall objectives of our procedures were to assess:

- Whether the Subject Matter was prepared, in all material respects, in accordance with the Reporting Criteria;
- The consistency of the information presented with the findings of our work.

Procedures performed

Our work comprised the following limited procedures:

- Interviews with relevant management and personnel involved in providing information relating to the Subject Matter for inclusion in the Sustainability Report;
- Sample testing of documentary evidence at the Company's corporate-level and subsidiary-level;
- Analytical procedures; and,
- Recalculation.

We have not performed any procedures in relation to other data included in the Sustainability Report. In addition, our work performed is not for the purposes of expressing an opinion on the effectiveness of the Company's internal controls.

Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that caused us to believe that: 1) the Subject Matter has not been prepared, in all material respects, in accordance with the Reporting Criteria, and 2) that relevant sections in the Sustainability Report relating to the Subject Matter are not consistent with the findings of our work.

Deloitte Touche Tohmatsu

Certified Public Accountants
Hong Kong
9 May 2017

MENU

[Introduction](#)
[Chairman's Message](#)
[CEO Letter](#)
[Safety](#)
[Customers](#)
[Community](#)
[Environment](#)
[Staff](#)
[Supply Chain](#)
[Financial and Economic Performance](#)
[Corporate Governance](#)
[Building Our Future](#)
[Mainland of China and International Business](#)


Performance Metrics

[Introduction](#)
[Independent Assurance Report](#)
[▶ Performance Data Tables](#)
[CoMET Benchmarking Results 2015](#)
[Appendices](#)

PERFORMANCE DATA TABLES

The tables in this sub-section provide data on key economic, environmental, social and safety performance trends for our businesses in Hong Kong, as well

as sustainability performance trends for subsidiaries outside of Hong Kong. The tables contain links to more information about the KPIs in the body of this report.

Consolidated Financial and Economic Performance

KPI	Unit	Links	2012	2013	2014	2015	2016
Turnover	HK\$ million		35,739	38,707	40,156	41,701	45,189
Total EBITDA	HK\$ million		12,895	14,399	15,423	16,120	17,313
Profit on property developments	HK\$ million		3,238	1,396	4,216	2,891	311
Profit for the year attributable to equity shareholders from underlying businesses before property developments (recurrent business)	HK\$ million		6,914	7,437	8,024	8,565	8,916
Reported net profit attributable to equitable shareholders	HK\$ million		13,375	13,025	15,606	12,994	10,254
Dividends per share	HK\$		0.79	0.92	1.05	1.06	1.07
Total assets	HK\$ million		206,687	215,823	227,152	241,103	257,340
Loans, other obligations and bank overdrafts	HK\$ million		23,577	24,511	20,507	20,811	39,939
Total equity attributable to equity shareholders of the company	HK\$ million		142,904	152,577	163,325	170,055	149,461
EBITDA margin (including railway subsidiaries outside of Hong Kong)	%	Economic and Financial Performance Highlight	36.1	37.2	38.4	38.7	38.3
EBITDA margin (excluding railway subsidiaries outside of Hong Kong)	%		53.6	53.4	53.1	53.3	53.9
Return on average equity attributable to equity shareholders arising from underlying businesses	%		7.0	5.8	7.3	6.5	5.9
Net debt-to-equity ratio	%		11.0	11.8	7.6	11.3	20.2
Interest cover	times		13.0	11.5	15.2	14.4	12.7
Current tax paid							
Hong Kong profits tax paid	HK\$ million		-1,699	-1,183	-954	-1,800	-2,271
Mainland of China and overseas tax paid	HK\$ million		-100	-160	-173	-369	-355
Expenses relating to Hong Kong Transport Operations							
Energy and utilities	HK\$ million		-1,200	-1,293	-1,409	-1,482	-1,511
Maintenance and related works	HK\$ million		-1,112	-1,177	-1,361	-1,324	-1,379
Staff costs and related expenses	HK\$ million		-4,067	-4,198	-4,450	-4,906	-5,191
Stores and spares consumed	HK\$ million		-477	-514	-540	-557	-538

MENU

[Introduction](#)
[Chairman's Message](#)
[CEO Letter](#)
[Safety](#)
[Customers](#)
[Community](#)
[Environment](#)
[Staff](#)
[Supply Chain](#)
[Financial and Economic Performance](#)
[Corporate Governance](#)
[Building Our Future](#)
[Mainland of China and International Business](#)


Performance Metrics

[Introduction](#)
[Independent Assurance Report](#)
[▶ Performance Data Tables](#)
[CoMET Benchmarking Results 2015](#)
[Appendices](#)

Environmental Performance

KPI	Unit	Links	2012	2013	2014	2015	2016
Energy Use for Railway Operations							
Total electricity purchased	MWh		1,423,108	1,424,953	1,471,301	1,541,108	1,542,581
Heavy rail	MWh		1,369,518	1,371,918	1,417,339	1,486,014	1,487,354
Light rail and bus	MWh		53,590	53,035	53,962	55,094	55,227
Electricity consumption per revenue car-km	kWh per revenue car-km	Energy Saving Measures	4.83	4.70	4.78	4.84	4.79
Heavy rail	kWh per revenue car-km		4.82	4.69	4.77	4.83	4.78
Light rail and bus	kWh per revenue car-km		5.13	5.03	5.03	4.99	4.95
Water Consumption							
Water consumption from railway operations	m ³		841,671	846,709	851,639	870,630	754,541
Total water consumption from station cooling towers (2016 onward)	m ³	Water Consumption	n/a	n/a	n/a	n/a	187,952
Water consumption from managed and investment properties	m ³		994,540	1,214,050	1,108,946	1,152,486	1,124,603
Waste Management							
# Metals recycled from railway operations	tonnes		3,990	2,843	3,034	3,724	3,247
# Total hazardous wastes (2015 onward)	tonnes		n/a	n/a	n/a	223	186
# Total hazardous wastes in liquid (2015 onward)	litres	Waste	n/a	n/a	n/a	98,104	96,599
General wastes from railway extension projects	tonnes		26,267	58,967	187,831	83,091	89,022
Total construction wastes recycled (2014 onward)	tonnes		n/a	n/a	6,288,912	5,656,010	14,030,460
Climate Change Management							
Annual review of climate change - risks assessment and continuous risk management action	Text	Climate Change	Completed	Completed	Completed	Completed	Completed

MENU

[Introduction](#)
[Chairman's Message](#)
[CEO Letter](#)
[Safety](#)
[Customers](#)
[Community](#)
[Environment](#)
[Staff](#)
[Supply Chain](#)
[Financial and Economic Performance](#)
[Corporate Governance](#)
[Building Our Future](#)
[Mainland of China and International Business](#)


Performance Metrics

[Introduction](#)
[Independent Assurance Report](#)
[▶ Performance Data Tables](#)
[CoMET Benchmarking Results 2015](#)
[Appendices](#)

Environmental Performance

KPI	Unit	Links	2012	2013	2014	2015	2016
GHG Emission Inventory							
# Total GHG emissions	tonnes CO ₂ e		1,255,123	1,359,996	1,497,435	1,343,723	1,355,381
# Scope 1	tonnes CO ₂ e		53,567	51,963	58,342	51,752	48,141
# Scope 2	tonnes CO ₂ e		1,171,763	1,242,449	1,354,625	1,258,826	1,263,952
# Scope 3	tonnes CO ₂ e		29,792	65,584	84,468	33,145	43,288
Corporate Functions and Main Office Buildings							
# Total	tonnes CO ₂ e		19,231	21,059	21,493	18,900	20,243
Scope 1	tonnes CO ₂ e		2,840	2,943	2,895	2,943	3,145
Scope 2	tonnes CO ₂ e		14,750	16,268	16,645	14,029	14,585
Scope 3	tonnes CO ₂ e		1,641	1,847	1,953	1,928	2,513
Transport Operations							
# Total	tonnes CO ₂ e		944,361	991,629	1,103,799	1,034,102	1,043,268
# Scope 1	tonnes CO ₂ e		40,709	41,183	47,116	39,311	38,082
# Scope 2	tonnes CO ₂ e	Climate Change	903,177	949,969	1,056,204	994,316	1,004,663
# Scope 3	tonnes CO ₂ e		475	476	479	475	523
Network Expansion							
# Total	tonnes CO ₂ e		30,600	67,113	86,457	35,043	42,789
Scope 1	tonnes CO ₂ e		421	433	278	274	244
Scope 2	tonnes CO ₂ e		3,097	4,143	4,804	4,705	2,959
Scope 3	tonnes CO ₂ e		27,083	62,537	81,375	30,064	39,586
Properties and other Businesses							
# Total	tonnes CO ₂ e		260,930	280,196	285,686	255,678	249,081
# Scope 1	tonnes CO ₂ e		9,598	7,404	8,053	9,224	6,670
# Scope 2	tonnes CO ₂ e		250,740	272,069	276,972	245,776	241,745
# Scope 3	tonnes CO ₂ e		593	724	661	678	666

Notes

these KPIs have been assured by Deloitte.

'n/a' represent it is not applicable under the KPI in this context.

MENU

[Introduction](#)
[Chairman's Message](#)
[CEO Letter](#)
[Safety](#)
[Customers](#)
[Community](#)
[Environment](#)
[Staff](#)
[Supply Chain](#)
[Financial and Economic Performance](#)
[Corporate Governance](#)
[Building Our Future](#)
[Mainland of China and International Business](#)


Performance Metrics

[Introduction](#)
[Independent Assurance Report](#)
[▶ Performance Data Tables](#)
[CoMET Benchmarking Results 2015](#)
[Appendices](#)

Social Performance

KPI	Unit	Links	2012	2013	2014	2015	2016
Total number of passenger trips	Weekday average in million	Customers - Introduction	5.07	5.25	5.46	5.56	5.59
Total number of passenger trips - Hong Kong passenger services	million		1,767	1,819	1,900	1,934	1,949
Share of franchised public transport in Hong Kong	%	About MTR Corporation	46.4	46.9	48.1	48.5	48.4
Total Workforce							
# Total employees	number		15,200	16,158	16,624	17,127	17,639
Total workforce by age							
Aged below 30	number		n/a	n/a	3,103	3,335	3,595
Aged 30-below 50	number		n/a	n/a	8,561	8,635	8,676
Aged 50 & above	number		n/a	n/a	4,960	5,157	5,368
Total workforce by gender							
Female	number	Our People	n/a	n/a	3,375	3,465	3,631
Male	number		n/a	n/a	13,249	13,662	14,008
Total workforce by employment type							
# Full time	number		n/a	n/a	16,624	17,127	17,639
Part time	number		n/a	n/a	2,507	2,698	3,010
Persons with disabilities employed	number		199	223	256	271	300
Persons with disabilities employed (%)	%		1.3	1.4	1.6	1.6	1.7
Women employees	%		19.7	20.3	20.3	20.2	20.6
Women on the Board	%	Corporate Governance	17	27	25	21	21

MENU

[Introduction](#)
[Chairman's Message](#)
[CEO Letter](#)
[Safety](#)
[Customers](#)
[Community](#)
[Environment](#)
[Staff](#)
[Supply Chain](#)
[Financial and Economic Performance](#)
[Corporate Governance](#)
[Building Our Future](#)
[Mainland of China and International Business](#)


Performance Metrics

[Introduction](#)
[Independent Assurance Report](#)
[▶ Performance Data Tables](#)
[CoMET Benchmarking Results 2015](#)
[Appendices](#)

Social Performance

KPI	Unit	Links	2012	2013	2014	2015	2016
Voluntary Staff Turnover							
# Total voluntary staff turnover rate	%		4.2	4.2	4.4	3.7	3.5
Voluntary staff turnover rate by age (2015 onward)							
Aged below 30	%		n/a	n/a	n/a	8.2	7.6
Aged 30-below 50	%		n/a	n/a	n/a	3.3	3.5
Aged 50 & above	%		n/a	n/a	n/a	1.6	0.9
Voluntary staff turnover rate by gender (2015 onward)							
Female	%		n/a	n/a	n/a	5.6	4.5
Male	%		n/a	n/a	n/a	3.2	3.2
#Vacant posts filled internally either by promotion or transfer	%	Our People	48	49	59	59	67
New Employee Hires							
New employee hires rate by age							
Aged below 30	%		n/a	n/a	n/a	n/a	35.4
Aged 30-below 50	%		n/a	n/a	n/a	n/a	5.2
Aged 50 & above	%		n/a	n/a	n/a	n/a	1.3
New employee hires rate by gender							
Female	%		n/a	n/a	n/a	n/a	14.3
Male	%		n/a	n/a	n/a	n/a	9.1
Employee Training							
Percentage of employees trained (2015 onward)							
Percentage of employees trained by gender							
Female	%		n/a	n/a	n/a	80.3	82.6
Male	%		n/a	n/a	n/a	90.6	88.1
Percentage of employees trained by management							
# Managers	%	Training and Development	n/a	n/a	n/a	92.9	76.8
# Non-managers	%		n/a	n/a	n/a	88.0	88.3

MENU

[Introduction](#)
[Chairman's Message](#)
[CEO Letter](#)
[Safety](#)
[Customers](#)
[Community](#)
[Environment](#)
[Staff](#)
[Supply Chain](#)
[Financial and Economic Performance](#)
[Corporate Governance](#)
[Building Our Future](#)
[Mainland of China and International Business](#)


Performance Metrics

[Introduction](#)
[Independent Assurance Report](#)
[▶ Performance Data Tables](#)
[CoMET Benchmarking Results 2015](#)
[Appendices](#)

Social Performance

KPI	Unit	Links	2012	2013	2014	2015	2016
Employee training days							
# Total staff training days	man-day		94,401	103,517	112,831	111,296	122,680
Management training	man-day		23,211	22,133	18,784	17,384	18,484
Operations training	man-day		71,190	81,384	94,047	93,912	104,196
# Training days per employee (overall)	days		6.3	6.5	6.9	6.6	7.1
Training days per employee by gender (2015 onward)							
# Female	days	Training and Development	n/a	n/a	n/a	4.8	5.2
# Male	days		n/a	n/a	n/a	7.1	7.5
Training days per employee by management (2015 onward)							
# Managers	days		n/a	n/a	n/a	2.4	2.3
# Non-managers	days		n/a	n/a	n/a	7.2	7.7
Charitable Contributions							
Cash donations	HK\$ '000	Investing in our Communities	3,800	6,700	15,400	8,200	13,500
Gifts in kind	HK\$ '000		17,300	27,520	20,490	19,100	22,000
Employee fundraising	HK\$ '000		399	398	274	515	362
Employee volunteering (number of projects)	number	Staff volunteering	239	239	245	255	263
Employee volunteering (number of participating headcounts)	number		5,800	6,000	6,000	6,069	6,292
Legal Compliance (Number of Convicted Cases)							
Cases of corruption	number		0	0	0	0	0
Cases involving health and safety	number		n/a	n/a	1	0	2^[1]
Cases involving labor standards	number		n/a	n/a	0	0	0
Cases involving product responsibility (including customer privacy)	number	Fair and Ethical Business	n/a	n/a	0	0	0
Cases involving working conditions	number		n/a	n/a	0	0	0
Cases involving environmental regulations							
MTR Corporation	number		0	0	2	0	0
Main contractors	number		4	4	1	2 ^[2]	2^[3]

MENU

[Introduction](#)
[Chairman's Message](#)
[CEO Letter](#)
[Safety](#)
[Customers](#)
[Community](#)
[Environment](#)
[Staff](#)
[Supply Chain](#)
[Financial and Economic Performance](#)
[Corporate Governance](#)
[Building Our Future](#)
[Mainland of China and International Business](#)


Performance Metrics

[Introduction](#)
[Independent Assurance Report](#)
[▶ Performance Data Tables](#)
[CoMET Benchmarking Results 2015](#)
[Appendices](#)

Social Performance

KPI	Unit	Links	2012	2013	2014	2015	2016
Customer Service Pledge items achieved							
Train service delivery (%)							
* Island, Kwun Tong, Tseung Kwan O, Tsuen Wan, South Island (since 2016), Tung Chung and Disney Resort lines and Airport Express	%		99.9	99.9	99.9	99.9	99.9
* East Rail Line (including Ma On Shan Line)	%		99.9	99.9	99.9	99.9	99.9
* West Rail Line	%		99.9	99.9	99.9	99.9	99.9
* Light Rail	%		99.9	99.9	99.9	99.9	99.9
Passenger journeys on time (%)							
* Island, Kwun Tong, Tseung Kwan O, Tsuen Wan, South Island (since 2016), Tung Chung and Disney Resort lines	%		99.9	99.9	99.9	99.9	99.9
* Airport Express	%		99.9	99.9	99.9	99.9	99.9
* East Rail Line (including Ma On Shan Line)	%		99.9	99.9	99.8	99.9	99.9
* West Rail Line	%		99.9	99.9	99.9	99.9	99.9
Train punctuality (%)							
<u>Train Service Performance</u>							
* Island, Kwun Tong, Tseung Kwan O, Tsuen Wan, South Island (since 2016), Tung Chung and Disney Resort lines	%		99.8	99.8	99.7	99.8	99.7
* Airport Express	%		99.9	99.9	99.9	99.9	99.9
* East Rail Line (including Ma On Shan Line)	%		99.9	99.9	99.9	99.9	99.9
* West Rail Line	%		99.9	99.9	99.9	99.9	99.9
* Light Rail	%		99.9	99.9	99.9	99.9	99.9
Train reliability (revenue car-km/incident)							
East Rail Line (including Ma On Shan Line) and West Rail line	revenue car-km/incident		7,113,301	4,412,228	4,747,878	7,386,248	7,327,371
Island, Kwun Tong, Tseung Kwan O, Tsuen Wan, South Island (since 2016), Tung Chung and Disney Resort lines and Airport Express	revenue car-km/incident		4,203,807	3,474,269	3,585,340	2,861,014	3,964,527

MENU

[Introduction](#)
[Chairman's Message](#)
[CEO Letter](#)
[Safety](#)
[Customers](#)
[Community](#)
[Environment](#)
[Staff](#)
[Supply Chain](#)
[Financial and Economic Performance](#)
[Corporate Governance](#)
[Building Our Future](#)
[Mainland of China and International Business](#)


Performance Metrics

[Introduction](#)
[Independent Assurance Report](#)
[▶ Performance Data Tables](#)
[CoMET Benchmarking Results 2015](#)
[Appendices](#)

KPI	Unit	Links	2012	2013	2014	2015	2016
Temperature and ventilation							
Trains, except Light Rail: to maintain a cool, pleasant and comfortable train environment generally at or below 26°C	%		99.9	99.9	99.9	99.9	99.9
Light Rail: on-train air-conditioning failures per month	times		0	0	0	0	0
Stations: to maintain a cool, pleasant and comfortable environment generally at or below 27°C for platforms and 29°C for station concourses, except on very hot days	%	Train Service Performance	99.9	99.7	99.9	99.9	99.9
Northwest transit service area bus service							
Service Delivery	%		99.8	99.5	99.7	99.7	99.7
Supply Chain							
By continent (2015 onward)							
# Number of suppliers in Africa	number		n/a	n/a	n/a	0	0
# Number of suppliers in Asia	number		n/a	n/a	n/a	1,865	1,792
# Number of suppliers in Europe	number		n/a	n/a	n/a	154	143
# Number of suppliers in North America	number	Supply Chain	n/a	n/a	n/a	29	29
# Number of suppliers in Oceania	number			n/a	n/a	26	24
# Number of suppliers in South America	number		n/a	n/a	n/a	0	0

Notes

[1] One case involved that the water quality in Le Prestige swimming pool did not meet the required bacteriological quality standard and the Corporation was fined HKD2,500. The other case involved the violation of fire regulations at No.8 Clear Water Bay Road and the Corporation was fined HKD4,000.

[2] Figure restated.

[3] One case related to water pollution control involving a contractor of the Express Rail Link Project, who was fined HKD20,000.

The other case related to the violation of construction noise permit of a worker of a contractor of the Shatin-to-Central Link who was fined HKD15,000.

these KPIs have been assured by Deloitte.

* these KPIs have been assured separately by Bureau Veritas Certification for the year 2016.

'n/a' represent it is not applicable under the KPI in this context.

MENU

[Introduction](#)
[Chairman's Message](#)
[CEO Letter](#)
[Safety](#)
[Customers](#)
[Community](#)
[Environment](#)
[Staff](#)
[Supply Chain](#)
[Financial and Economic Performance](#)
[Corporate Governance](#)
[Building Our Future](#)
[Mainland of China and International Business](#)


Performance Metrics

[Introduction](#)
[Independent Assurance Report](#)
[▶ Performance Data Tables](#)
[CoMET Benchmarking Results 2015](#)
[Appendices](#)

Safety Performance

KPI	Unit	Links	2012	2013	2014	2015	2016
Passenger and public safety							
Fatality							
Heavy rail							
	Target	number	0	0	0	0	0
#	Performance	number	0	2	0	1	0
Light rail							
	Target	number	0	0	0	0	0
#	Performance	number	0	0	0	1	1^[4]
Bus							
	Target	number	0	0	0	0	0
#	Performance	number	0	0	0	0	1^[5]
No. of injuries requiring hospitalisationi per 100 million passenger journeys							
Heavy rail							
	Target	number	9.72	9.72	10.02	9.72	9.48
#	Performance	number	9.72	10.25	8.12	7.91	8.39
Light rail							
	Target	number	8.59	11.50	12.08	12.67	13.66
#	Performance	number	13.76	15.73	8.61	14.76	14.55
Bus							
	Target	number	9.60	9.12	8.66	7.48	6.88
#	Performance	number	5.07	4.91	4.68	0.00	6.29

MENU

[Introduction](#)
[Chairman's Message](#)
[CEO Letter](#)
[Safety](#)
[Customers](#)
[Community](#)
[Environment](#)
[Staff](#)
[Supply Chain](#)
[Financial and Economic Performance](#)
[Corporate Governance](#)
[Building Our Future](#)
[Mainland of China and International Business](#)


Performance Metrics

[Introduction](#)
[Independent Assurance Report](#)
[► Performance Data Tables](#)
[CoMET Benchmarking Results 2015](#)
[Appendices](#)

Safety Performance

KPI	Unit	Links	2012	2013	2014	2015	2016
Staff safety							
Fatality							
Corporate support functions							
	Target	number	0	0	0	0	0
#	Performance	number	0	0	0	0	0
Operations Division							
	Target	number	0	0	0	0	0
#	Performance	number	0	0	0	0	0
Projects Division							
	Target	number	0	0	0	0	0
#	Performance	number	0	0	0	0	0
Property Division							
	Target	number	0	0	0	0	0
#	Performance	number	0	0	0	0	0
China and International Business Division (up to 2015)							
	Target	number	0	0	0	0	n/a ^[6]
	Performance	number	0	0	0	0	n/a ^[6]

Staff and Contractor Safety

MENU

[Introduction](#)
[Chairman's Message](#)
[CEO Letter](#)
[Safety](#)
[Customers](#)
[Community](#)
[Environment](#)
[Staff](#)
[Supply Chain](#)
[Financial and Economic Performance](#)
[Corporate Governance](#)
[Building Our Future](#)
[Mainland of China and International Business](#)


Performance Metrics

[Introduction](#)
[Independent Assurance Report](#)
[▶ Performance Data Tables](#)
[CoMET Benchmarking Results 2015](#)
[Appendices](#)

Safety Performance

KPI	Unit	Links	2012	2013	2014	2015	2016
Lost time injuries per 100,000 man hours							
Corporate support functions							
	Target	number	0.10	0.14	0.13	0.13	0.15
#	Performance	number	0.19	0.23	0.17	0.17	0.09
Operations Division							
	Target	number	0.49	0.49	0.50	0.45	0.44
#	Performance	number	0.54	0.67	0.40	0.56	0.47
Projects Division							
	Target	number	0.10	0.10	0.10	0.10	0.10
#	Performance	number	0.07	0.08	0.11	0.11	0.25
Property Division							
	Target	number	0.33	0.30	0.30	0.30	0.30
#	Performance	number	0.24	0.29	0.10	0.14	0.09
China and International Business Division (up to 2015)							
	Target	number	0.00	0.00	0.00	0.00	n/a^[6]
	Performance	number	0.00	0.00	0.00	0.00	n/a^[6]

Staff and Contractor Safety

MENU

[Introduction](#)
[Chairman's Message](#)
[CEO Letter](#)
[Safety](#)
[Customers](#)
[Community](#)
[Environment](#)
[Staff](#)
[Supply Chain](#)
[Financial and Economic Performance](#)
[Corporate Governance](#)
[Building Our Future](#)
[Mainland of China and International Business](#)


Performance Metrics

[Introduction](#)
[Independent Assurance Report](#)
[▶ Performance Data Tables](#)
[CoMET Benchmarking Results 2015](#)
[Appendices](#)

Safety Performance

KPI	Unit	Links	2012	2013	2014	2015	2016
Contractor Safety							
Fatality							
Corporate Support Functions							
	Target	number	0	0	0	0	0
#	Performance	number	0	0	0	0	0
Operating railway							
	Target	number	0	0	0	0	0
#	Performance	number	0	0	0	0	0
Hong Kong property development and investment projects							
	Target	number	0	0	0	0	0
#	Performance	number	0	1	1	0	0
Hong Kong investment property							
	Target	number	0	0	0	0	0
#	Performance	number	0	1	0	0	0
Hong Kong management property							
	Target	number	0	0	0	0	0
#	Performance	number	0	0	0	1	0
Hong Kong project construction - railway extension projects							
	Target	number	0	0	0	0	0
#	Performance	number	0	2	1	2	1 ^[7]
China and International Business Division (up to 2015)							
	Target	number	0	0	0	0	n/a ^[6]
	Performance	number	0	0	0	0	n/a ^[6]

Staff and Contractor Safety

MENU

[Introduction](#)
[Chairman's Message](#)
[CEO Letter](#)
[Safety](#)
[Customers](#)
[Community](#)
[Environment](#)
[Staff](#)
[Supply Chain](#)
[Financial and Economic Performance](#)
[Corporate Governance](#)
[Building Our Future](#)
[Mainland of China and International Business](#)


Performance Metrics

[Introduction](#)
[Independent Assurance Report](#)
[▶ Performance Data Tables](#)
[CoMET Benchmarking Results 2015](#)
[Appendices](#)

Safety Performance

KPI	Unit	Links	2012	2013	2014	2015	2016
Reportable accidents per 100,000 man-hour							
Corporate support functions							
	Target	number	0.16	0.18	0.17	0.23	0.15
#	Performance	number	0.18	0.17	0.08	0.15	0.22
Operating railway							
	Target	number	0.21	0.21	0.21	0.21	0.21
#	Performance	number	0.21	0.24	0.16	0.16	0.16
Hong Kong project construction - railway extension projects							
	Target	number	0.30	0.30	0.30	0.30	0.30
#	Performance	number	0.47	0.56	0.57	0.48	0.49
Hong Kong property development and investment projects							
	Target	number	0.38	0.38	0.35	0.30	0.30
#	Performance	number	0.17	0.04	0.06	0.06	0.03
Hong Kong investment property							
	Target	number	0.20	0.22	0.22	0.22	0.22
#	Performance	number	0.15	0.16	0.15	0.08	0.05
Hong Kong management property							
	Target	number	0.20	0.22	0.22	0.22	0.22
#	Performance	number	0.17	0.13	0.13	0.15	0.12
China and International Business Division (up to 2015)							
	Target	number	0.00	0.00	n/a	0.00	n/a ^[6]
	Performance	number	0.00	0.00	n/a	0.00	n/a ^[6]

Notes

- [4] A man and woman on a bicycle went through the red traffic light signal, and were hit by an approaching light rail vehicle although the driver has applied emergency brake and sounded the horn. The man was certified after arriving at the hospital.
- [5] A woman dashed out at the pedestrian crossing while the red traffic light for pedestrian was on. An approaching bus hit the woman even though the Bus Captain has applied the brake immediately. The woman was admitted to the hospital but passed away the day after.
- [6] Due to the change of the organization structure, this KPI is not reported separately.
- [7] At the Shatin to Central Link network expansion project site, a worker fell from a height into water at a cofferdam and was certified dead later.
- # these KPIs have been assured by Deloitte.
- 'n/a' represent it is not applicable under the KPI in this context.

MENU

[Introduction](#)
[Chairman's Message](#)
[CEO Letter](#)
[Safety](#)
[Customers](#)
[Community](#)
[Environment](#)
[Staff](#)
[Supply Chain](#)
[Financial and Economic Performance](#)
[Corporate Governance](#)
[Building Our Future](#)
[Mainland of China and International Business](#)


Performance Metrics

[Introduction](#)
[Independent Assurance Report](#)
[▶ Performance Data Tables](#)
[CoMET Benchmarking Results 2015](#)
[Appendices](#)

Mainland of China and International Business

		Shenzhen Metro Line 4			Melbourne's Metropolitan Rail Services			Stockholm Metro			TfL Rail/Elizabeth Line		
		MTR[SZ]			MTM			MTRS ^[8]			MTR Crossrail ^[9]		
KPI	Unit	2014	2015	2016	2014	2015	2016	2014	2015	2016	2015	2016	
Environmental Performance													
#	Total electricity consumption - Heavy rail	MWh	73,987	89,879	88,768	437,821	450,867	452,093	182,288	188,147	159,891	n/a	43,769
#	Total water consumption from railway operation	m ³	183,813	185,935	195,709	143,890	171,078	207,249	n/a	n/a	n/a^[10]	n/a	n/a
#	Metals recycled	tonnes	7.5	9.4	29.2	30.1	45.0	53.6	278.0	365.0	309.0	n/a	n/a
#	Total hazardous wastes (2015 onward)	tonnes	8.1	18.1	28.8	n/a	n/a	n/a^[10]	338.0	46.2	49.0	n/a	n/a
#	Total hazardous wastes in liquid (2015 onward)	litres	n/a	n/a	6.5^[11]	n/a	n/a	n/a^[10]	n/a	236	145	n/a	n/a
#	Total GHG emissions	tonnes CO ₂ e	77,635	85,601	84,542	450,556	520,975	507,072	280 ^[12]	264 ^[12]	190	n/a	19,284
#	Scope 1 emissions	tonnes CO ₂ e	289	315	310	661	464	5,204	280 ^[12]	264 ^[12]	190	n/a	62
#	Scope 2 emissions	tonnes CO ₂ e	77,346	85,286	84,232	449,895	520,511	501,868	n/a	n/a	n/a	n/a	19,222
Social Performance													
Total Workforce													
#	Total employees	number	1,331	1,347	1,358	4,521	4,784	5,116^[13]	2,519	2,718	3,160^[14]	n/a	859^[15]
Total workforce by gender													
#	Female	number	402	396	383	834	950	1,104^[13]	739	807	877^[14]	n/a	78
#	Male	number	929	951	975	3,687	3,834	4,012^[13]	1,780	1,911	2,283^[14]	n/a	209
	Unspecified	number	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a		44
Total workforce by age													
#	Aged below 30	number	839	828	774	495	534	619^[13]	442	499	558^[14]	n/a	n/a
#	Aged 30 - below 50	number	488	515	579	2,200	2,317	2,508^[13]	1,129	1,214	1,379^[14]	n/a	n/a
#	Aged 50 & above	number	4	4	5	1,826	1,933	1,989^[13]	948	1,005	1,223^[14]	n/a	n/a

MENU

[Introduction](#)
[Chairman's Message](#)
[CEO Letter](#)
[Safety](#)
[Customers](#)
[Community](#)
[Environment](#)
[Staff](#)
[Supply Chain](#)
[Financial and Economic Performance](#)
[Corporate Governance](#)
[Building Our Future](#)
[Mainland of China and International Business](#)

Performance Metrics

[Introduction](#)
[Independent Assurance Report](#)
[▶ Performance Data Tables](#)
[CoMET Benchmarking Results 2015](#)
[Appendices](#)

Mainland of China and International Business

			Shenzhen Metro Line 4			Melbourne's Metropolitan Rail Services			Stockholm Metro			TfL Rail/Elizabeth Line	
			MTR[SZ]			MTM			MTRS ^[8]			MTR Crossrail ^[9]	
KPI	Unit		2014	2015	2016	2014	2015	2016	2014	2015	2016	2015	2016
Total workforce by employment type													
#	Full time	number	1,330	1,347	1,358	4,060	4,260	4,431	1,797	1,805	2,252	n/a	n/a
#	Part time	number	1	0	0	461	524	576	722	913	908	n/a	n/a
Voluntary Staff Turnover													
#	Total voluntary staff turnover rate	%	8.3	11.4	11.9	4.1	n/a	5.1	4.2	5.0	3.6	n/a	n/a
Voluntary staff turnover rate by age (2016 onward)													
#	Aged below 30	%	n/a	n/a	16.7	n/a	n/a	4.9	n/a	n/a	8.5	n/a	n/a
#	Aged 30 - below 50	%	n/a	n/a	5.4	n/a	n/a	5.2	n/a	n/a	4.5	n/a	n/a
#	Aged 50 & above	%	n/a	n/a	0	n/a	n/a	5.1	n/a	n/a	1.7	n/a	n/a
Voluntary staff turnover rate by gender (2016 onward)													
#	Female	%	n/a	n/a	9.7	n/a	n/a	5.3	n/a	n/a	3.4	n/a	n/a
#	Male	%	n/a	n/a	12.6	n/a	n/a	5.1	n/a	n/a	3.7	n/a	n/a
	Vacant posts filled internally either by promotion or transfer	%	92.0	28.6	22.1	46.0	n/a	33.5	n/a	n/a	17.0	n/a	n/a
Employee Training													
Percentage of employees trained by gender (2016 onward)													
#	Female	%	n/a	n/a	96.9	n/a	n/a	n/a^[10]	n/a	n/a	54.3	n/a	n/a
#	Male	%	n/a	n/a	96.9	n/a	n/a	n/a^[10]	n/a	n/a	55.8	n/a	n/a
Percentage of employee trained by management (2016 onward)													
#	Managers	%	n/a	n/a	96.4	n/a	n/a	n/a^[10]	n/a	n/a	84.8	n/a	n/a
#	Non-managers	%	n/a	n/a	96.9	n/a	n/a	n/a^[10]	n/a	n/a	54.0	n/a	n/a
#	Training days per employee	days	1.8	1.8	8.9	13.0	13.8	6.2	2.8	3.0	2.4	n/a	n/a
Training days per employee by gender (2016 onward)													
#	Female	days	n/a	n/a	5.4	n/a	n/a	6.2	n/a	n/a	2.5	n/a	n/a
#	Male	days	n/a	n/a	10.3	n/a	n/a	6.2	n/a	n/a	2.4	n/a	n/a

MENU

[Introduction](#)
[Chairman's Message](#)
[CEO Letter](#)
[Safety](#)
[Customers](#)
[Community](#)
[Environment](#)
[Staff](#)
[Supply Chain](#)
[Financial and Economic Performance](#)
[Corporate Governance](#)
[Building Our Future](#)
[Mainland of China and International Business](#)

Performance Metrics

[Introduction](#)
[Independent Assurance Report](#)
[▶ Performance Data Tables](#)
[CoMET Benchmarking Results 2015](#)
[Appendices](#)

Mainland of China and International Business

		Shenzhen Metro Line 4			Melbourne's Metropolitan Rail Services			Stockholm Metro			TfL Rail/Elizabeth Line		
		MTR[SZ]			MTM			MTRS ^[8]			MTR Crossrail ^[9]		
KPI	Unit	2014	2015	2016	2014	2015	2016	2014	2015	2016	2015	2016	
Training days per employee by management													
#	Managers	days	n/a	n/a	6.2	n/a	n/a	2.0	n/a	n/a	3.2	n/a	n/a
#	Non-managers	days	n/a	n/a	9.0	n/a	n/a	7.1	n/a	n/a	2.4	n/a	n/a
Operations Performance													
	Total number of passenger trips	million	169	189	199	222	230	233	330	338	349	n/a	n/a
	Passenger journeys on time	%	99.99	99.99	99.99	91.40	n/a	n/a	n/a	n/a	n/a	n/a	n/a
#	Train punctuality	%	99.86	99.91	99.95	92.81	92.51	91.99	96.10	97.70	97.70	n/a	94.10
#	Train reliability	revenue car-km/incident	15,852,883	19,565,412	4,986,119	63,372	69,738	27,688	50,783	52,562 ^[12]	51,939	n/a	n/a
#	Train service delivery	%	99.95	99.95	99.96	98.83	98.75	98.61	99.00	99.40	99.40	n/a	96.90
Charitable Contributions													
	Cash donations	HK\$ '000	0	0	0	526,415	184,190	61,972	150	115	116	n/a	n/a
Legal Compliance (Number of Convicted Cases)													
	Cases of corruption	number	0	0	0	0	0	0	0	0	0	n/a	0
	Cases involving health and safety	number	0	0	0	0	0	0	0	0	0	n/a	0
	Cases involving labor standards	number	0	0	0	0	0	0	0	0	0	n/a	0
	Cases involving product responsibility (including customer privacy)	number	0	0	0	0	0	0	0	0	0	n/a	0
	Cases involving working conditions	number	0	0	0	0	0	0	0	0	0	n/a	0

MENU

[Introduction](#)
[Chairman's Message](#)
[CEO Letter](#)
[Safety](#)
[Customers](#)
[Community](#)
[Environment](#)
[Staff](#)
[Supply Chain](#)
[Financial and Economic Performance](#)
[Corporate Governance](#)
[Building Our Future](#)
[Mainland of China and International Business](#)


Performance Metrics

[Introduction](#)
[Independent Assurance Report](#)
[Performance Data Tables](#)
[CoMET Benchmarking Results 2015](#)
[Appendices](#)

Mainland of China and International Business

		Shenzhen Metro Line 4			Melbourne's Metropolitan Rail Services			Stockholm Metro			TfL Rail/Elizabeth Line	
		MTR[SZ]			MTM			MTRS ^[8]			MTR Crossrail ^[9]	
KPI	Unit	2014	2015	2016	2014	2015	2016	2014	2015	2016	2015	2016
Cases involving environmental regulations												
MTR subsidiary	number	0	0	0	0	0	0	0	0	0	n/a	0
Main contractors	number	0	0	0	0	0	0	0	0	0	n/a	n/a
Supply Chain												
By continent (2016 onward)												
#	Number of suppliers in Africa	n/a	n/a	0 ^[10]	n/a	n/a	0	n/a	n/a	0	n/a	n/a
#	Number of suppliers in Asia	n/a	n/a	547 ^[10]	n/a	n/a	1	n/a	n/a	1	n/a	n/a
#	Number of suppliers in Europe	n/a	n/a	0 ^[10]	n/a	n/a	12	n/a	n/a	290	n/a	n/a
#	Number of suppliers in North America	n/a	n/a	0 ^[10]	n/a	n/a	4	n/a	n/a	1	n/a	n/a
#	Number of suppliers in Oceania	n/a	n/a	0 ^[10]	n/a	n/a	990	n/a	n/a	0	n/a	n/a
#	Number of suppliers in South America	n/a	n/a	0 ^[10]	n/a	n/a	0	n/a	n/a	0	n/a	n/a
Safety Targets and Performance												
Passenger and Public Safety												
Fatality												
	Target	0	0	0	0	0	0	0	0	0	n/a	0
#	Performance	0	0	0	8	2	5 ^[16]	1	3	0	n/a	0
No. of injuries per million passenger journeys												
	Target	1.47	1.47	1.47	2.00	2.00	2.00	0.98	1.40	1.35	n/a	3.03
#	Performance	1.07	1.11	1.21	2.32	2.07	1.01	1.49	1.47	1.15	n/a	2.75

MENU

[Introduction](#)
[Chairman's Message](#)
[CEO Letter](#)
[Safety](#)
[Customers](#)
[Community](#)
[Environment](#)
[Staff](#)
[Supply Chain](#)
[Financial and Economic Performance](#)
[Corporate Governance](#)
[Building Our Future](#)
[Mainland of China and International Business](#)


Performance Metrics

[Introduction](#)
[Independent Assurance Report](#)
[▶ Performance Data Tables](#)
[CoMET Benchmarking Results 2015](#)
[Appendices](#)

Mainland of China and International Business

		Shenzhen Metro Line 4			Melbourne's Metropolitan Rail Services			Stockholm Metro			TfL Rail/Elizabeth Line		
		MTR[SZ]			MTM			MTRS ^[8]			MTR Crossrail ^[9]		
KPI	Unit	2014	2015	2016	2014	2015	2016	2014	2015	2016	2015	2016	
Staff Safety													
Fatality													
	Target	number	0	0	0	0	0	0	0	0	0	n/a	0
#	Performance	number	0	0	0	0	0	0	0	0	0	n/a	0
Lost time injuries per 100,000 man-hour													
	Target	number	0.27	0.26	0.25	0.60	0.50	0.50	0.63	0.60	0.60	n/a	0.70
#	Performance	number	0.18	0.21	0.08	0.61	0.52	0.35	0.46	0.32	0.29	n/a	0.86
Contractor Safety													
Fatality													
	Target	number	0	0	0	0	0	0	0	0	0	n/a	0
#	Performance	number	0	0	0	0	0	0	0	0	0	n/a	0
Lost time injuries per 100,000 man-hour													
	Target	number	0.45	0.44	0.42	0.40	0.40	0.40	n/a	n/a	n/a	n/a	n/a ^[17]
#	Performance	number	0.07	0.12	0.23	0.38	0.22	0.08	n/a	n/a	n/a ^[18]	n/a	0.33

Notes

[8] Environmental KPIs include the activities in MTR Tunnelbanan AB and MTR Tech AB of the reporting year; KPIs relate to human resources, comprising of staff numbers, staff trainings and staff safety are the aggregated staff number in MTR Tunnelbanan AB, MTR Tech AB and MTR Nordic AB; KPIs relate to service performance, comprising of train punctuality, train reliability and train service delivery reflect the performance of Stockholm Metro which is operated by MTR Tunnelbanna AB.

[9] KPIs for MTR Crossrail are not reported before 2016 since it only started operations on 31 May 2015. Year 2016 is the first full year of operations for reporting period and all the reported KPIs are not assured by Deloitte.

[10] These KPIs are not assured by Deloitte.

[11] This KPI is presented in tonnes.

[12] Figures restated.

[13] The KPI includes both full-time and part-time employees.

[14] The KPI includes full-time, part-time employees and contractors.

[15] The KPI includes contractors.

[16] Two cases were caused by trespassing and resulted with three fatalities. One case was related to two females in a motor vehicle, which was drove over an operating level crossing and struck by an express passenger train.

[17] MTR Crossrail does not set target for contractor injuries at the moment.

[18] MTRS does not monitor contractor injuries because this KPI is not relevant to its business nature needs.

these KPIs have been assured by Deloitte.

'n/a' represent it is not applicable under the KPI in this context.

MENU

[Introduction](#)
[Chairman's Message](#)
[CEO Letter](#)
[Safety](#)
[Customers](#)
[Community](#)
[Environment](#)
[Staff](#)
[Supply Chain](#)
[Financial and Economic Performance](#)
[Corporate Governance](#)
[Building Our Future](#)
[Mainland of China and International Business](#)


Performance Metrics

[Introduction](#)
[Independent Assurance Report](#)
[▶ Performance Data Tables](#)
[CoMET Benchmarking Results 2015](#)
[Appendices](#)

NP360 Cable Car

KPI	Unit	2016
Total Workforce		
Total employees	number	378^[19]
Total workforce (full-time) by age		
Aged below 30	number	95
Aged 30-below 50	number	165
Aged 50 & above	number	32
Total workforce (full-time) by gender		
Female	number	124
Male	number	168
Total workforce by employment type		
Full-time	number	292
Part-time	number	86
Operation Performance		

KPI	Unit	2016
Cable car system reliability	%	99.87
Safety Targets and Performance		
Customer Safety		
Fatality		
Target	number	0
Performance	number	0
Number of injuries per 100,000 visits		
Target	number	0.31
Performance	number	0.12
Staff Safety		
Fatality		
Target	number	0
Performance	number	0
Number of injuries per 100,000 manhours		
Target	number	1.79
Performance	number	0.99
Contractor Safety		
Fatality		
Target	number	0
Performance	number	0
Number of injuries per 100,000 manhours		
Target	number	1.64
Performance	number	2.35

Notes

[19] The KPI includes both full-time and part-time employees.

MENU

[Introduction](#)
[Chairman's Message](#)
[CEO Letter](#)
[Safety](#)
[Customers](#)
[Community](#)
[Environment](#)
[Staff](#)
[Supply Chain](#)
[Financial and Economic Performance](#)
[Corporate Governance](#)
[Building Our Future](#)
[Mainland of China and International Business](#)


Performance Metrics

[Introduction](#)
[Independent Assurance Report](#)
[Performance Data Tables](#)
[▶ CoMET Benchmarking Results 2015](#)
[Appendices](#)

CoMET BENCHMARKING RESULTS 2015

The Community of Metros (CoMET) programme collects data from large metro system operators around the world in order to compare performance and improve standards across the industry. The 2016 benchmarking exercise assessed data for 2015 for 17 metro systems from 16 cities including Beijing, Berlin, Delhi, Guangzhou, Hong Kong, London, Mexico City, Madrid, Moscow, New York, Paris, Santiago, Singapore, Shanghai, São Paulo and Taipei. Performance is measured across six categories, including growth and learning, customers, internal processes, safety and security, financial performance and environmental performance.

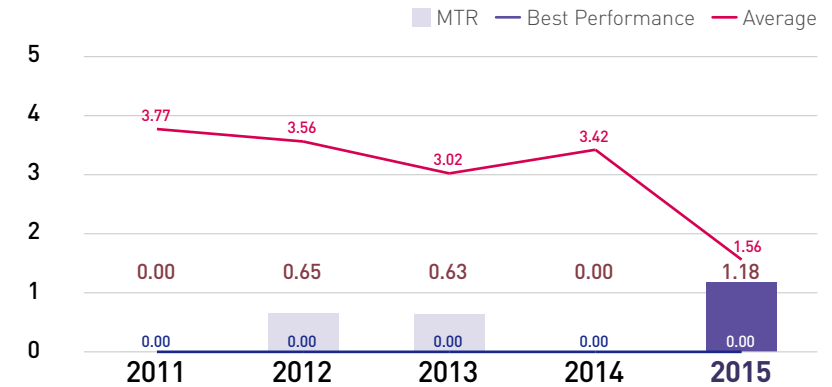
We have participated in the CoMET programme for years to benchmark our railway performance and seek further improvement.

Learn more...

CoMET and Nova are metro benchmarking groups currently comprising 32 large and medium-sized metro systems from 30 cities. The groups are jointly owned and steered by their members, and are facilitated by the Railway and Transport Strategy Centre (RTSC) at Imperial College London.

Safety

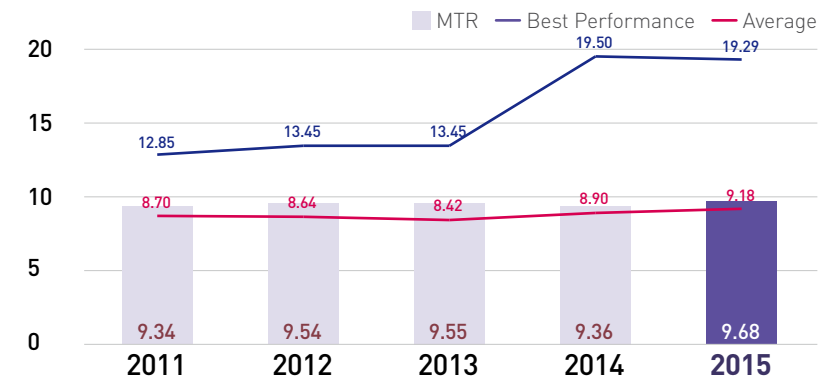
DEATHS FROM ACCIDENTS PER BILLION PASSENGER JOURNEYS* — a measure of passenger safety



*Please note that this KPI is slightly different from Fatalities per billion passenger journeys, which is the KPI that we reported in previous years.

Staff

CAR KM PER STAFF AND CONTRACTOR HOURS



MENU

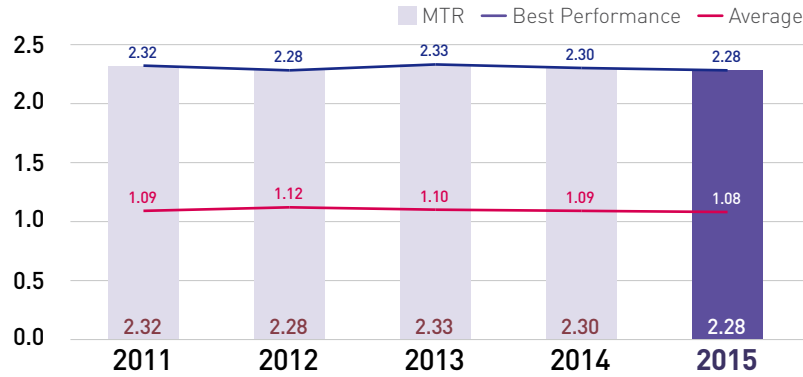
[Introduction](#)
[Chairman's Message](#)
[CEO Letter](#)
[Safety](#)
[Customers](#)
[Community](#)
[Environment](#)
[Staff](#)
[Supply Chain](#)
[Financial and Economic Performance](#)
[Corporate Governance](#)
[Building Our Future](#)
[Mainland of China and International Business](#)


Performance Metrics

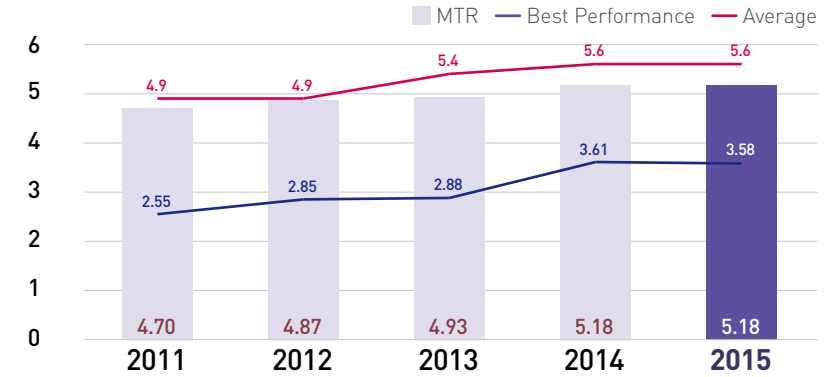
[Introduction](#)
[Independent Assurance Report](#)
[Performance Data Tables](#)
[▶ CoMET Benchmarking Results 2015](#)
[Appendices](#)

Financial performance

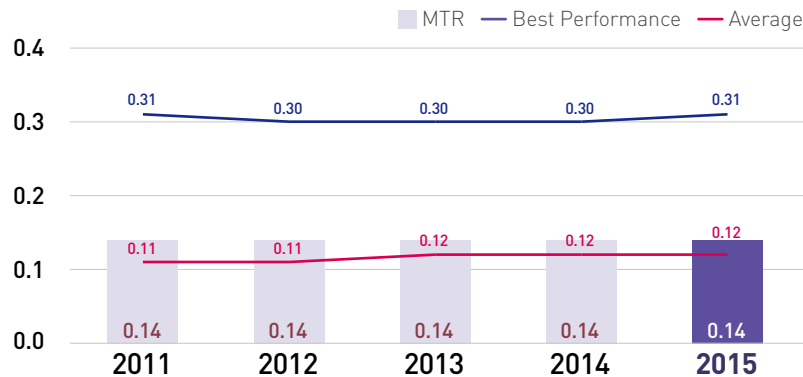
TOTAL COMMERCIAL REVENUE PER OPERATING COST — a measure of capacity provision and utilisation



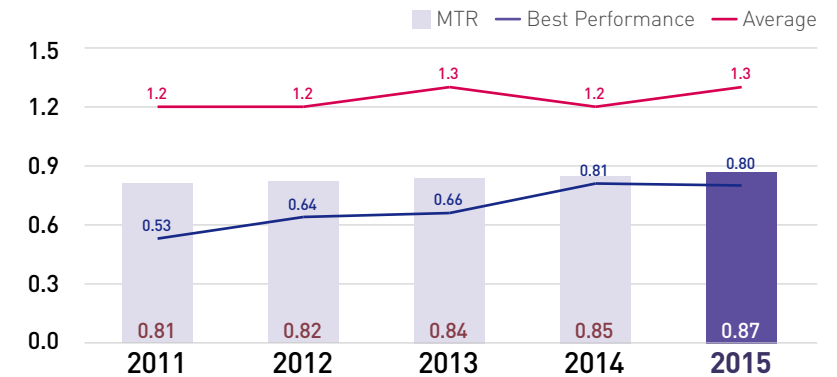
OPERATING COSTS PER CAR KM (US\$PPP)



FARE REVENUE PER PASSENGER KM (US\$PPP) — a measure of the level of our fares



OPERATING COSTS PER PASSENGER JOURNEYS (US\$PPP)



MENU

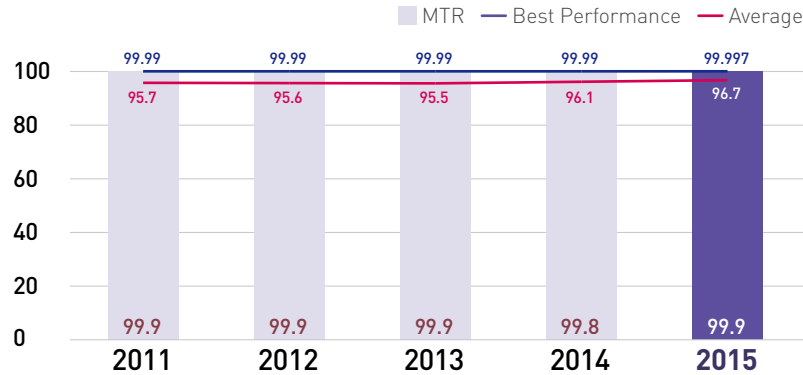
[Introduction](#)
[Chairman's Message](#)
[CEO Letter](#)
[Safety](#)
[Customers](#)
[Community](#)
[Environment](#)
[Staff](#)
[Supply Chain](#)
[Financial and Economic Performance](#)
[Corporate Governance](#)
[Building Our Future](#)
[Mainland of China and International Business](#)


Performance Metrics

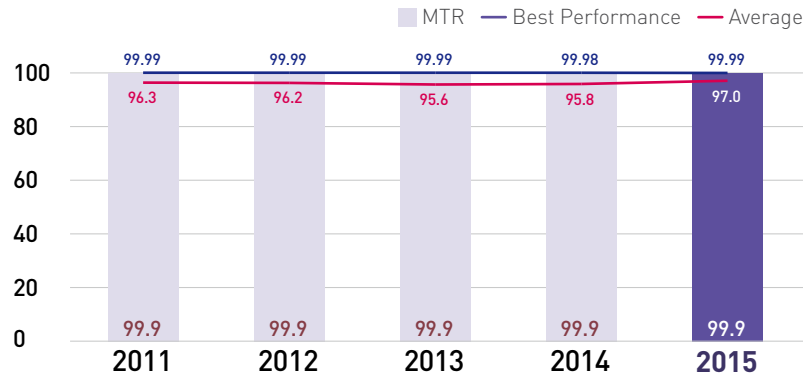
[Introduction](#)
[Independent Assurance Report](#)
[Performance Data Tables](#)
[▶ CoMET Benchmarking Results 2015](#)
[Appendices](#)

Customer service

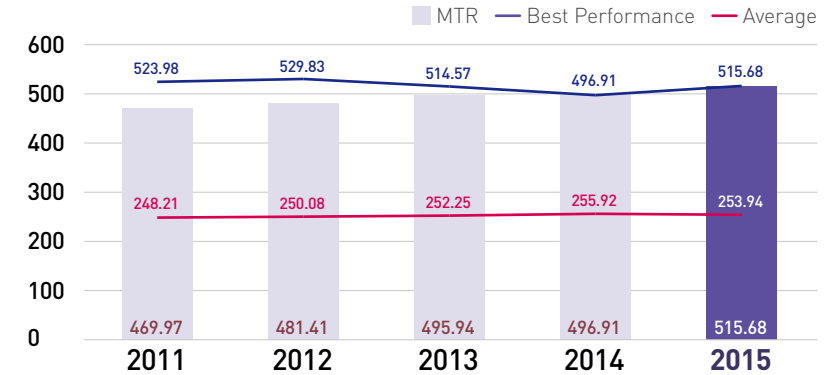
% PASSENGER JOURNEYS ON TIME — a measure of service performance



% TRAIN TRIPS ON TIME — a measure of service performance



CAPACITY KM PER ROUTE KM — a measure of asset utilisation



Definitions

Passenger journeys — the total number of passenger trips on our trains during the year

Passenger km — the total number of kilometres travelled by passengers on our trains during the year

Car km — the total number of kilometres which were operated by our trains in revenue (passenger carrying) service during the year

MENU

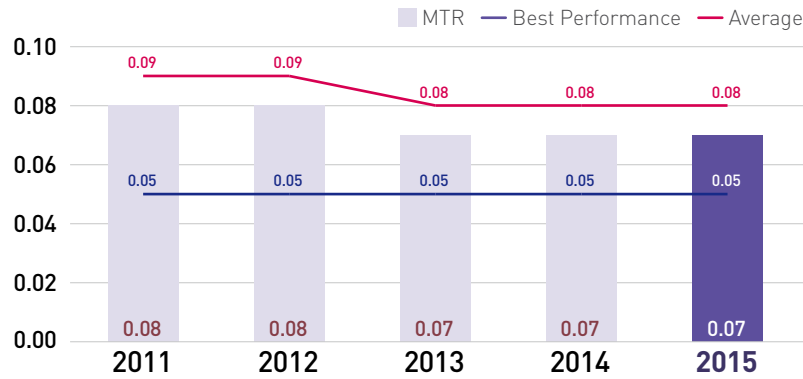
[Introduction](#)
[Chairman's Message](#)
[CEO Letter](#)
[Safety](#)
[Customers](#)
[Community](#)
[Environment](#)
[Staff](#)
[Supply Chain](#)
[Financial and Economic Performance](#)
[Corporate Governance](#)
[Building Our Future](#)
[Mainland of China and International Business](#)


Performance Metrics

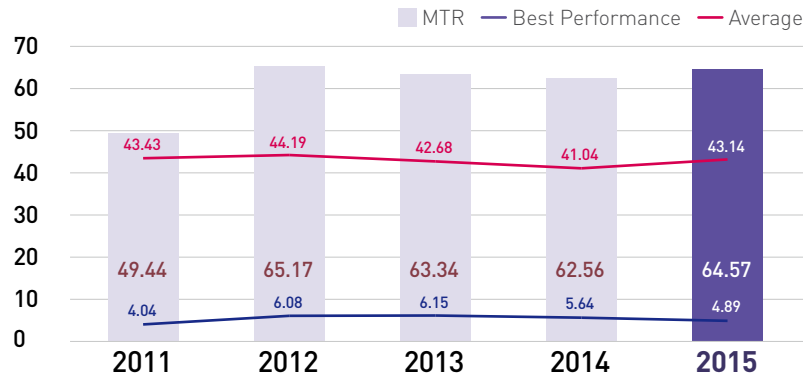
[Introduction](#)
[Independent Assurance Report](#)
[Performance Data Tables](#)
[▶ CoMET Benchmarking Results 2015](#)
[Appendices](#)

Environment

TOTAL ENERGY CONSUMED PER PASSENGER KM — a measure of energy efficiency



CO₂ PER PASSENGER KM — a measure of contribution to climate change



MENU

[Introduction](#)

[Chairman's Message](#)

[CEO Letter](#)

[Safety](#)

[Customers](#)

[Community](#)

[Environment](#)

[Staff](#)

[Supply Chain](#)

[Financial and Economic
Performance](#)

[Corporate Governance](#)

[Building Our Future](#)

[Mainland of China and
International Business](#)



Performance Metrics

[Introduction](#)

[Independent Assurance Report](#)

[Performance Data Tables](#)

[CoMET Benchmarking Results 2015](#)

▶ [Appendices](#)

APPENDICES

Please access the follow documents online for details:

[Appendix I – GRI Scope, Aspects and Boundaries](#)

[Appendix II – Content Index for Sustainability Reporting Guidelines](#)

[Appendix III – Data Management](#)

[Appendix IV – MTR External Charters and Memberships](#)