



Five-Year Key Environmental Data

ISSUE			2007	2008	2009	2010	2011
GHG Emissions	Total (tonnes CO ₂ -e)	Corporate-wide	675,560	1,097,151	1,161,431	1,178,776	1,215,354
Electricity Consumption	Total (MWh)	Operations	780,673	1,290,278	1,297,006	1,314,659	1,323,795
		• Heavy rail	–	46,738	47,020	49,660	52,019
		• Light rail and bus	780,673	1,337,016	1,344,026	1,364,319	1,375,813
	Per revenue car km (KWh/car km)	Operations	5.68	4.86	4.85	4.82	4.83
		• Heavy rail	–	5.20	5.25	5.18	5.12
		• Light rail and bus	5.68	4.87	4.86	4.83	4.84
Waste Generation	Metals recycled (tonnes)	Operations	1,650	2,035	3,208	2,784	3,020
	Spent oil recycled (litres)	Operations	36,212	75,910	88,164	94,780	106,980
		% Total	100	100	100	100	100
Water Usage	Water consumption (m ³)	Operations	347,771	766,157	860,386	836,877	887,378

Hong Kong Passenger Services

A territory-wide rail network connects passengers to their destination in a seamless travel experience that links regional centres through a series of local community hubs. The network is one of the most intensively used mass transit systems in the world and is known for its reliability, safety and operational efficiency.

total route length
218.2 km

84 heavy rail stations

68 light rail stops

1 cross-boundary rail passenger service

17 feeder bus routes

NP360 Cable car

Investment

The rail plus property model provides the opportunity for long-term revenue streams accrued through property assets. Securing retail and commercial space above stations provides the additional synergy between network and community.

Hong Kong's lettable floor area of MTR shopping malls
226,622 m²

11,202 m² (real estate for other uses)

41,000 m² (offices)

Mainland China's lettable floor area
18,398 m²

Development We engage professional property companies to co-develop properties in Hong Kong, secured under the rail plus property model. We closely consider societal and environmental aspirations when engaging industry expertise and seek innovation in living spaces and public amenities.

532,900 m² development rights for 2 sites (GFA obtained in May 2011)

Management

The management of residential and commercial properties positions the company as an industry leader in Hong Kong. We leverage our expertise with contracts in major cities of mainland China.

Hong Kong
744,725 m²
managed commercial and offices

86,162 residential units

Major Sustainability Achievements



For further information, please visit www.mtr.com.hk/sustainability
Contact us at [sdmng@mtr.com.hk](mailto:sdmngr@mtr.com.hk)

Sustainability Report 2011

www.mtr.com.hk/sustainability



Transport at Its Best

Our approach to Sustainability is guided by our goal to be “Transport at its Best.” We continue to work towards creating social, environmental, and economic value by building long-lasting, sustainable communities for generations to come. This includes optimizing energy efficiency, improving customer services and ensuring safe and healthy work environments, while also integrating the needs of our community members in decision-making processes.



Our Commitments and Actions:

- We are a community asset.
- We are a self-sustaining rail transport business.
- We encourage the best in people and demand the optimum in processes.
- We demand the best of systems’ performance to safeguard effectiveness of purpose and quality of process.
- We share core competencies and values.
- Grow in Hong Kong and mainland China and capture opportunities We plan and build to serve the needs of the future.

Sustainability Management

Our organizational stewardship relies on a set of management frameworks to guide development. These include risk management and stakeholder engagement, which combine with our corporate strategy to form our unique Sustainable Competitive Advantage model. This model allows us to address all issues material to the company while embedding sustainability in our daily activities.

Resources Management

We are exploring previously untapped opportunities to optimise resource use and minimise expenditure. This is changing how we look at our businesses, assets and supply chain. Wide-ranging plans are in progress, including better energy efficiency in our properties, and life-cycle thinking to reduce carbon emissions in our rail projects. We are also encouraging our contractors and partners to offer innovative solutions that extend responsible resource use throughout the supply chain.

Safety

We uphold a safety-first culture and push the mindset beyond contractual and operating compliance. We believe that safety is everyone’s responsibility, and are taking a holistic approach to drive this from four strategic start points – culture, work site, protocol and compliance.

Customer Service

MTR carries a weekday average of 4.87 million passengers in Hong Kong. We bring people to work, study, friends and entertainment, providing a link to their social network and maximising the development potential of the city. We are continuously improving our services with actions like asset refurbishment, better access for the disabled and increased staffing and train frequency during peak hours.

Learning Organization

To build a sustainable, energetic, and agile workforce and management team, we initiate programmes that promote fast-track career development, diverse management opportunities and specialist training in professional and functional disciplines. Our online knowledge centres are growing to embrace innovation and efficiency.

Climate Change

Climate change is a strategic priority for our organization and an opportunity for sector leadership. We established a corporate Climate Change Policy in 2006 and a Biodiversity Policy in 2011 to enact best practices and demonstrate our commitment to this issue of global importance. Our actions principally focus on energy demand management and efficiency, and we are also exploring opportunities to reduce carbon emissions over the lifecycle of our rail projects.

Consolidated Financials

Total revenue HK\$33.4 billion

Net debt-to-equity ratio 11.9%

2011 dividend HK\$0.76/share



HK Passenger Services

Total patronage 1,774 million

Market share of franchised public transport 45.4%

Passenger journeys on time 99.9%



Station Commercial and Rail Related Businesses

12.6% of total revenue for the year 2011



Rail Project Construction

5 new rail projects under construction.



Over 400 meetings involving communities and interested groups held

Property and Other Businesses

Property development profit HK\$4.03 billion. Investment portfolio in HK includes 12 shopping centres and 18 floors of Two ifc



Mainland and Overseas Growth

850 million passengers carried by our rail operations in Beijing, Shenzhen, London, Melbourne and Stockholm



Global Presence



We are an internationally-recognized model in self-sustained rail transport that leads 21st century urban and transport planning and development. In addition to our expanding operations in Hong Kong, we are extending this model to our growing group of subsidiaries and affiliates, including mainland China, Sweden, UK and Australia.