

Theme	Core Indicator	Relevant Section of Sustainability Report	Extent of MTR' s Reporting on Indicator
<b><u>Social</u></b>	<b>Labour</b>		
<b>Employment and decent work</b>	L1. Workforce by status (employee – non employee); Employment by type (full time / part time) and by contract (indefinite or permanent / fixed term or temporary) and in conjunction with other employers (temporary agency workers or workers in co-employment relationships) segmented by region.	Social chapter, Our Staff Operations: 4570 Corporate Management and Service Departments: 960 Engineering and Project: 1,164 Property Development and Management: 537	<b>Partial</b>
	L2. Employment net creation and average turnover segmented by region	Social chapter, Our Staff	<b>Complete</b>
<b>Industrial relations</b>	L3. Percentage of employees represented by independent trade union organizations or other bona fide employee representatives by geography or percentage of employees covered by collective bargaining agreements by region.	Social chapter, Staff Consultation	<b>Partial</b>
	L4. Policy and procedures involving information, consultation, or negotiation with employees over changes in the operation of the reporting enterprise (i.e. restructuring)	Social chapter, Staff Consultation	<b>Complete</b>
<b>Health and safety</b>	L5. Describe reporter practice on recording and notification of occupational accidents and diseases and how they relate to the ILO Code of Practice on Recording and Notification of Occupational Accidents and Diseases.	Social chapter, Health and Safety	<b>Partial</b>
	L6. Existence of formal joint health and safety committees comprising management and worker representative and extent of workforce covered by any such committees.	Social chapter, Health and Safety	<b>Partial</b>

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<b>Training and education</b>	L7. Average hours of training per year per employee by category of employee (e.g. senior management, middle management, professions, technical, administrative, production, and maintenance)	Social chapter, Training and Development	<b>Partial</b>
<b>Diversity and opportunity</b>	L8. Existence of equal opportunity policies or programmes and any related policies such as those that address workplace harassment.	Social chapter, Equality of Opportunity	<b>Complete</b>
	L9. Female/male ratio for senior management and in corporate governance bodies (board of directors)	Male : female ratio for managers and above is 14:1.	<b>Complete</b>
	<b>Human Rights</b>		
<b>Strategy and management</b>	HR1. Existence and description of implemented policies, guidelines and procedures to deal with all aspects of human rights relevant to the reporter' s operations. Policies must reflect existing international standards (e.g. Universal declaration, key ILO conventions).	Social chapter, Human Rights Social chapter, Code of Conduct	<b>Partial</b>
	HR2. Existence and description of monitoring and compliance systems for human rights performance, including defined responsibilities (e.g. board level).	-	-
<b>Non-discrimination</b>	HR3. Existence of global policy excluding discrimination in reporter' s operations OR description of procedures/programs to address this issue.	Social chapter, Code of Conduct	<b>Partial</b>
<b>Freedom of association and right to collective bargaining</b>	HR4. Extent to which this right is universally stated and applied, not depending on local laws OR description of procedures/program to address this issue.	Social chapter, Staff Consultation	<b>Partial</b>
<b>Child labour</b>	HR5. Existence of global policy excluding child labour in reporter' s operations OR description of procedures/programs to address this issue.	-	-

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<b>Forced and compulsory labour</b>	HR6. Existence of global policy excluding forced and compulsory labour in reporter' s operations OR description of procedures/programs to address this issue.	-	-
<b>Supplier practices regarding all aspects of human rights<sup>1</sup></b>	HR7. Existence and description of policies and procedures to deal with all aspects of human rights relevant to the reporter' s supply chain.	-	-
	HR8. Extent to which suppliers/contractors confirm with the reporter' s stated policies/guidelines	-	-
<b>Customer, Society and Development</b>			
<b>Customer health and safety</b>	C1. Description of reporter' s policy, procedures/management systems, and compliance mechanisms for customer health and safety of products and services. Include geographic coverage of policy.	Social chapter, Health and Safety	<b>Partial</b>
<b>Product and services declaration</b>	C2. Description of reporter' s policy, procedures/management systems, and compliance mechanisms for product information and labelling. Explain and justify multiple standards where applied to marketing and sales of products.	-	-
<b>Advertising</b>	C3. Description of reporter' s policy, procedures/management systems, and compliance mechanisms for advertising in terms of standards for social and environmental responsibility. Include geographic coverage of policy.	-	-
<b>Respect for Privacy</b>	C4. Description of reporter' s policy, procedures/management systems, and compliance mechanisms for customer privacy to ensure that data is not circulated without the explicit consent of the concerned customers. Include geographic coverage of policy.	Social, Code of Conduct	-

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<b>Customer Satisfaction</b>	C5. Description of reporter' s policy, procedures/management systems, and compliance mechanisms for customer satisfaction. Include geographic coverage of policy.	Social chapter, Customer Satisfaction	<b>Complete</b>
	C6. Use of systematic instruments to survey customer satisfaction (including of description of these instruments)	Service Quality Index (SQI) and Fare Index (FI) are used to determine satisfaction levels regarding quality of service and value of the fare paid.	-
<b>Bribery, corruption</b>	<b>Business Ethics</b>		
	C7. Description of reporter' s policy, procedures/management systems, and compliance mechanisms for organizations and employees regarding bribery and corruption include a description of how the reporter meets the requirements of the OECD convention on Combating birbery	Social Chapter, Code of Conduct	<b>Complete</b>
<b>Political contributions</b>	C8. Description of reporter' s policy, procedures/management systems, and compliance mechanisms for political contributions	In accordance with its Code of Conduct, MTR makes no political contributions	<b>Complete</b>
<b>Public Policy</b>	C9. Description of reporter' s policy, procedures/management systems, and compliance mechanisms for political lobbying	-	-
<b>Competition, pricing</b>	C10. Description of reporter' s policy, procedures/management systems, and compliance mechanisms for preventing anti-competitive behavior	Social chapter, Code of Conduct	<b>Complete</b>