

# Glossary

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| <b>Articles of Association</b>               | The articles of association of the Company   |
| <b>Board</b>                                 | The board of directors of the Company  |
| <b>Company or Corporation or MTR</b>         | MTR Corporation Limited (地鐵有限公司), a company which was incorporated under the Companies Ordinance (Chapter 32 of the Laws of Hong Kong) on 26 April 2000  |
| <b>Computershare</b>                         | Computershare Hong Kong Investor Services Limited  |
| <b>Customer Service Pledge</b>               | Annually published performance targets in accordance with the Operating Agreement  |
| <b>Director and Member of the Board</b>      | A member of the Board  |
| <b>FSI</b>                                   | The Financial Secretary Incorporated, a corporation solely established under the Financial Secretary Incorporation Ordinance (Chapter 1015 of the Laws of Hong Kong)   |
| <b>Government</b>                            | The government of Hong Kong  |
| <b>Gross Debt-to-equity Ratio</b>            | Loans, obligations under finance leases and bank overdrafts as a percentage of the shareholders' funds   |
| <b>HKSE or Stock Exchange</b>                | The Stock Exchange of Hong Kong Limited  |
| <b>Hong Kong or Hong Kong SAR</b>            | The Hong Kong Special Administrative Region of the People's Republic of China  |
| <b>Interest Cover</b>                        | Operating profit before depreciation divided by gross interest and finance charges before capitalisation   |
| <b>Listing Rules</b>                         | The Rules Governing the Listing of Securities on the Stock Exchange  |
| <b>MTR Ordinance</b>                         | The Mass Transit Railway Ordinance (Chapter 556 of the Laws of Hong Kong)  |
| <b>MTR Lines</b>                             | Collective name for the Kwun Tong Line, Tsuen Wan Line, Island Line, Tung Chung Line and Tseung Kwan O Line  |
| <b>Net Debt-to-equity Ratio</b>              | Loans, obligations under finance leases and bank overdrafts net of cash and cash equivalents in the balance sheet as a percentage of the shareholders' funds   |
| <b>Octopus Cards</b>                         | Octopus Cards Limited  |
| <b>Operating Agreement</b>                   | The agreement entered into by the Company and the Secretary for Transport for and on behalf of the Government on 30 June, 2000 for the operation of the Mass Transit Railway   |
| <b>Operating Margin</b>                      | Operating profit from railway and related operations before depreciation as a percentage of turnover   |
| <b>Ordinary Shares</b>                       | Ordinary shares of HK\$1.00 each in the capital of the Company   |
| <b>Return on Average Shareholders' Funds</b> | Profit attributable to shareholders as a percentage of the average of the beginning and closing shareholders' funds of the period  |
| <b>SDI Ordinance</b>                         | The Securities (Disclosure of Interests) Ordinance (Chapter 396 of the laws of Hong Kong)  |
| <b>SEC</b>                                   | The U.S. Securities and Exchange Commission  |
| <b>Service Quality Index</b>                 | A measure of customer satisfaction for the services provided by MTR Lines and Airport Express Line based on the service attributes (excluding fares) weighted by the corresponding importance from the customer research |