

Milestones 2004

January

> The Secretary for Environment, Transport and Works presented commendation letters to MTR staff in recognition of their handling of the arson attack on board an MTR train.

> The Group successfully launched a US\$600 million 10-year bond with near three times over-subscription.

> The Company entered into an Agreement in Principle for a Build-Operate-Transfer project with the Shenzhen Municipal People's Government for Phase 2 of Line 4 and to operate the whole of Line 4 of the proposed Shenzhen Metro System.

February

> A Ground Breaking Ceremony marked the official commencement of construction of the Tung Chung Cable Car.

> The Government announced its decision to invite the Company and the Kowloon-Canton Railway Corporation (KCRC) to commence discussions on a possible merger and submit a joint report.

> The Company won several awards:

- Review 200: Asia's Leading Companies – Hong Kong's Top Ten Companies from the *Far Eastern Economic Review*.

- Caring Company Award 2003/04 from the Hong Kong Council of Social Service.
- 2003 Eco-Business Gold Award for "Best Environmental Reporting" from Hong Kong Environmental Campaign Committee.

March

> The Company submitted to the Government a revised proposal for the new West Island Line and South Island Line to provide service to the western and southern parts of Hong Kong Island.

April

> The launch of the MTR 25th Anniversary Theme Train and a feature by the TVB "Hong Kong Superbrands" TV programme marked the start of our 25th Anniversary promotion.

> A new 60-metre interchange subway linking the MTR and KCRC networks at Kowloon Tong was opened.

May

> The Company's Sustainability Report 2002 was named the first "Best Sustainability Report in Hong Kong" by the Association of Chartered Certified Accountants in recognition of its outstanding reporting and commitment to corporate accountability and transparency.

June

> The Company awarded a contract to Rotem Company for the purchase of four new 8-car trains for the Tung Chung Line to meet increasing demand.

> MTR won the Top Service Award 2004 – Public Transport presented by *Next Magazine*, for the sixth consecutive year.

> The Company won the "Most Innovative Award" for Excellence in Training 2004, from Hong Kong Management Association.

> Renovation work of the retail zone at Choi Hung Station was completed.



July

> The MTR Safety Web Game was launched to highlight MTR safety messages in an easy to understand and attractive way for youngsters, as part of the annual Passenger Behaviour Education Programme organised to focus public attention on the importance of safety and courtesy on the MTR.

> Renovation of retail zone was completed in Tsuen Wan Station.

August

> Rail Sourcing Solutions (International) Limited was established as a wholly-owned subsidiary, to expand into global railway supply and sourcing services.



> An online shopping service was launched on the MTR website, expanding the distribution network for MTR souvenirs and Airport Express tickets.

> Renovation of retail zone was completed in Tai Koo Station.

September

> The Company, together with KCRC, submitted a joint merger report to the Government.

> A new entrance at MTR Tsim Sha Tsui Station connecting to the newly completed Tsim Sha Tsui Interchange Subway (Mody Road section) was opened for public use to facilitate passenger transfer between Tsim



MTR 25th Anniversary Theme Train

Sha Tsui Station and KCRC's East Tsim Sha Tsui Station.

> The MTR Safety Carnival was organised as part of the Company's ongoing effort to promote safety awareness among passengers and to enhance understanding of safety equipment.



> Membership of MTR Club expanded to over 300,000.

October

> A series of activities, including a lucky draw, station decoration at Hong Kong Station and anniversary supplements was launched to celebrate the 25th Anniversary of railway operation.

> The Company's "Art in MTR – living art" series kicked off, dedicating Central Subway to live performances every Friday evening as part of its mission to promote appreciation of the arts and encourage the development of artistic talent in Hong Kong.

> The Company won the Superbrands Award – Infrastructure Products and Services, from Superbrands Ltd. for the second consecutive year since the awards' inception.

> The Company appointed leading international rail expert, Lloyd's Register Rail, and a high-level internal task force, respectively to comprehensively review the Company's service performance and asset management regime, and to seek operational improvements following a

number of noticeable incidents causing train service delays.

> The Company won a "BEST Award" from the American Society for Training and Development, for the second consecutive year.

> AEL extended its sales channels and started in-flight ticket sales on all inbound Cathay Pacific flights.

November

> The Asia Pacific PR Awards organised by *Media* magazine gave MTR the highest award in the Specialist & Technique – Crisis Management category in recognition of the Company's rapid and effective communications during the arson incident in January, which turned a potential crisis into an opportunity to strengthen public understanding of the safe design of the MTR system and to boost the Company's image.

> The Company signed an agreement with high-speed train company Great North Eastern Railway Holdings Limited to form a joint venture to bid for the new Integrated Kent Franchise in the UK.

December



> The Company entered into an Agreement in Principle to form a Public-Private-Partnership with Beijing Infrastructure Investment Co. Ltd and Beijing Capital Group for the investment, construction and operation of the Beijing Metro Line 4, a major transport infrastructure project for China's capital.



> Expressions of Interest and tenders were invited for Package One of Area 86 in Tseung Kwan O. Area 86 will become one of the most integrated, high quality housing developments in the world, housing up to 58,000 people in 21,500 flats. The package was awarded in January 2005 to a subsidiary of Cheung Kong (Holdings) Limited.

> MTR's LYNX Concrete Cube Test System was awarded the Certificate of Merit in the Industrial Applications Category of the Asia Pacific Information and Communications Technology Awards 2004 given by APICTA Network.



> The Company received for the third consecutive time the 2004 Good People Management Award from the Hong Kong Labour Department in recognition of its good people management practices, making it the only company to achieve this record.

> Occupancy rate of MTR's 18 floors in Two IFC, also known as "Central 18 Zone at Two IFC" reached 100% after UBS AG committed to leasing the remaining available office space.