

Key Awards



Hong Kong Transport Services

- **Excellence in Living Smart Award 2025**
 - **Chill Out: Excellence in Customer Experience Award***MingPao.com*
- **Hong Kong Service Awards 2025**
 - **Public Transportation Category Award***East Week*
- **HKACE Awards 2024**
 - **Smart Service Award – Gold Award**
 - **Customer Communication Award – Gold Award**
 - **Digital Service Strategy Award – Silver Award***Hong Kong Association for Customer Service Excellence*
- **Elite Brand Awards 2024**
 - **Elite Brand Award (Public Transport Services)**
- **Elite Listed Enterprise Awards 2024**
 - **Elite Listed Enterprise Award (Public Services)***Oriental Daily News and on.cc*
- **Received 15 awards in the 50th International Exhibition of Inventions Geneva**
Geneva Invention
- **UITP Awards 2025**
 - **Operational Excellence Category***International Association of Public Transport*



Hong Kong Property Businesses

- **ELEMENTS Shopping Mall Awards 2024 – 2025**
 - **Top 10 Shopping Mall Award***U Magazine*
- **Hong Kong Service Awards 2025**
 - **Excellent Service Award***East Week*
- **Telford Plaza True Living Supreme Brand Awards 2025**
am730
- **The Wai Experiential Marketing Brilliance Award 2025**
 - **Top Ten Shopping Mall Award***Metro Finance*



Finance and Investor Relations

- **Bronze Award – General Category, 2025 Best Annual Reports Awards**
The Hong Kong Management Association
- **Received two awards in 2025 International Annual Reports Competition (ARC) Awards**
MerComm, Inc.



Environmental, Social and Governance

- **Received 13 awards in HR Excellence Awards 2024/2025**
Hong Kong Institute of Human Resource Management
- **Received three Gold Awards in Racial Diversity & Inclusion Employers Award Scheme 2025**
Equal Opportunities Commission
- **Hong Kong Volunteer Awards 2025**
 - **Corporate – Top 10 Highest Volunteer Hour Award**
 - **Corporate – Volunteer Hour Gold Award***Agency for Volunteer Service*
- **“Caring Employer” Medal 2025**
 - **Level 3: Disability Inclusive Pioneer**
 - **Inclusive Collaboration Award (EmpowerZ programme)***Labour and Welfare Bureau*
- **2025 HKMA Sustainability Award**
 - **Distinction Award (Large Organisation Category)***The Hong Kong Management Association*
- **Received six awards in TVB ESG Awards 2025**
Television Broadcasts Limited



Chinese Mainland and International Businesses

- **MTR (SZ) 2024/2025 Annual Awards for National Excellent Foreign-Invested Enterprises**
China Association of Enterprises with Foreign Investment and Shenzhen Association of Enterprises with Foreign Investment
- **HZMTR National Safety – Culture Demonstration Enterprise (2024 – 2026)**
China Association of Work Safety
- **Metro Trains Sydney Australasian Rail Industry Awards 2025**
 - **Passenger Operations Excellence Award***The Australasian Railway Association*
- **Australian Service Excellence Awards 2025**
 - **Customer Experience Transformation of the Year Award**
 - **Best of the Best Award**
 - **Customer Experience Professional of the Year Award***Customer Service Institute of Australia*