

新聞稿

Press Release

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MTR Subsidiaries Win Prestigious Rail Industry Awards Recognising Excellence in Service and Commitment to Keeping Cities Moving

MTR Corporation is delighted that the outstanding performance of its two subsidiaries in Australia has been recognised at the 2026 Rail Industry Awards, Australia and New Zealand, with Metro Trains Melbourne (MTM) and Metro Trains Sydney (MTS) receiving a total of five awards for excellence across service delivery, safety, infrastructure, customer experience and workplace inclusion. The awards highlight the professionalism of the teams, as well as MTR's continued commitment to delivering safe, reliable and customer-focused railway services across its international railway operations.

In Melbourne, MTM was honoured with four awards. These included two awards for its contribution to the successful launch of the new Metro Tunnel last year — the city's most significant public transport transformation in decades — which introduced new capacity, advanced rail technology and an enhanced passenger experience to the city's rail network. In Sydney, MTS was recognised for sustaining world-class operational standards during the ongoing expansion of the Sydney Metro M1 Northwest & Bankstown Line. (See appendix for awards list)

Managing Director – Property and International Business of MTR Corporation Mr David Tang congratulated colleagues at MTM and MTS on their achievements. "These well-deserved honours recognise the dedication and expertise of our teams in Melbourne and Sydney in providing safe, reliable and customer-focused railway services for the communities we serve. Australia has been an important part of MTR's international railway business for more than 15 years. We are proud to have worked alongside local governments, industry partners and stakeholders to deliver the service excellence that MTR is committed to, while supporting the growth, connectivity and liveability of local communities."

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MTR, a Hong Kong-based railway company with a strong international track record, commenced operations in Australia in 2009 through a strategic partnership with the Victorian Government as the operator of MTM, a 60 percent owned subsidiary of MTR. Operating as MTM, the network serves millions of passengers a year across more than 220 stations. MTM's on-time performance as of December 2025 was 94.9 percent, compared with 86.5 percent when MTR commenced operating the network in 2009. In November last year, MTM was instrumental in the successful opening of the Metro Tunnel, Melbourne's most significant public transport transformation in decades.

In Sydney, MTR through Metro Trains Sydney, was proud to have taken part in the commencement of service on Sydney Metro Northwest, which later became part of the Sydney Metro M1 Northwest & Bankstown Line following the opening of the City Section in 2024.

These recent industry accolades for both MTM and MTS underscore MTR's long-term commitment to supporting safe, reliable and sustainable public transport across Australia. Leveraging our international track record and an award-winning approach to customer service, we remain dedicated to delivering transit solutions that anticipate the evolving needs of passengers across the region.

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About MTR Corporation

To Keep Cities Moving, MTR makes encounters happen and rendezvous for a more connected tomorrow. As a recognised world-class operator of sustainable rail transport services, we are a leader in safety, reliability, customer service and efficiency.

MTR has extensive end-to-end railway expertise with over 45 years of railway projects experience from design to planning and construction through to commissioning, maintenance and operations. Going beyond railway delivery and operation, MTR also creates and manages dynamic communities around its network through seamless integration of rail, commercial and property development.

With more than 46,000 dedicated staff*, MTR carries over 13 million passenger journeys worldwide every weekday in Hong Kong, Chinese Mainland and beyond. Together, we Go Smart and Go Beyond.

For more information about MTR Corporation, please visit www.mtr.com.hk.

*includes our subsidiaries, associates and joint ventures in Hong Kong and worldwide

Photo Captions:

1. MTM colleagues celebrate a haul of four awards at 2026 Rail Industry Awards, Australia and New Zealand, recognising their excellent achievements in diversity and inclusion, safety, passenger operations, and infrastructure project delivery.



2. Representatives from MTS celebrate receiving the Customer Service Excellence Award at the 2026 Rail Industry Awards, Australia and New Zealand.



Appendix

The annual Rail Industry Awards, Australia and New Zealand recognise and celebrate outstanding project, individual and company achievements in the Australian and New Zealand rail industry. The awards are organised by the Australasian Railway Association (ARA). The 2026 Rail Industry Awards, Australia and New Zealand presentation ceremony was held in Sydney on 1 September.

Awards for MTM

(1) Diversity and Inclusion Excellence Award – Women@Metro

The Women@Metro programme demonstrates MTM's long-term commitment to attracting, developing and retaining women across the business. The initiative has focused on increasing female representation in operational and leadership roles, creating clearer career pathways, and building a more inclusive workplace culture. MTM has achieved measurable progress in workforce diversity and gender equity outcomes.

(2) Passenger Operations Excellence Award – Operationalising the Metro Tunnel

The award recognises MTM's successful integration of the Metro Tunnel into Melbourne's live rail network, the largest network transformation in more than 40 years. Judges noted the extensive operational planning, workforce readiness, passenger education and staged transition program that enabled the introduction of new stations, services and timetables while maintaining reliable railway operations. More than 800,000 passenger visits were recorded across the five new underground stations within weeks of opening.

(3) Keeping Communities Safe on & Around Rail (TrackSAFE) Award – Trespasser Insights Report and Network-wide Trespasser Safety Strategy

The initiative exemplifies MTM's evidence-based approach to reducing trespassing across the rail network. The strategy used research and behavioural insights to better understand why people trespass and to develop targeted education, engagement and environmental interventions. Delivered in partnership with government and industry stakeholders, the initiative has contributed to a reduction in trespass incidents and improved safety outcomes for passengers, employees and the wider community.

(4) Infrastructure Project Excellence Award – Metro Tunnel Project and Implementation of Communication-Based Train Control (CBTC)

Awarded to MTM jointly with VIDA Metro, Cross Yarra Partnership and Rail Network Alliance, the honour celebrates the delivery of the Metro Tunnel and the introduction of communication-based train control technology (CBTC). The project represents one of Australia's most significant rail infrastructure achievements, delivering world-class signalling technology that supports a higher-capacity, more reliable railway and provides the foundation for Melbourne's next generation of metro-style operations.

Award for MTS

(5) Customer Service Excellence Award – Maintaining 98 percent Customer Satisfaction

MTS excelled in the passenger operations category for consistently maintaining an outstanding 98 percent customer satisfaction rate across its network operations. Amid rapid network expansion, high passenger volumes and critical line transitions, the team continued to prioritise the commuter experience. The accolade reflects its world-class performance, strong operational readiness and commitment to putting the community and customers at the centre of automated rail transport.