

## Integrated Management System Policy

Property Management Department of MTRCL is committed to optimising high quality property and facility management services in a cost-effective, environmentally friendly, healthy and safe manner. In pursuing our quality services, we are always dedicated to fulfil all customer requirements in order to achieve customers' satisfaction and comply with the local environmental protection and occupational health and safety legislations as well as other applicable requirements.

To prevent pollution and minimize environmental impacts caused in the life cycle of our activities, we will try our best to adopt the "Reduce, Reuse and Recycle Approach" and use the environmentally friendly materials and products, where practicable.

In addition, to assure the health and safety of our staff and the other people who may be affected by our work, we will endeavour to provide and maintain a safe and healthy working environment and management system for them.

Apart from supplying the adequate resources, we will offer continuous trainings to all staff to ensure the Integrated Management System is fully understood, effectively implemented and continually improved, and the quality, environmental and occupational health and safety performance is carried out in accordance with the pre-determined objectives.

An Integrated Management System has been implemented in compliance with International Standards including ISO 9001, ISO 14001 and OHSAS 18001 so as to accomplish the above mentioned goals. Moreover, we will communicate this policy within the department and make sure this policy is available to interested parties when necessary.

## 綜合管理系統政策

港鐵公司物業管理部致力優化物業及設施管理服務的質素，會以成本效益，環境保護及安全健康這三方面作為管理範本，旨在提供優質管理服務之餘，更能全力滿足客戶的要求以提升其滿意度，並遵守環境、健康及安全等的相關法例。

為避免及減低在公司活動的生命周期中產生對環境帶來的負面影響，我們會在可行的情況下，實施「減少、再用及回收」的計劃，並盡量考慮使用較環保的物料及產品。

另外，我們會盡力為員工及有關人士提供和保持一個安全及健康的工作環境及管理系統，以保障他們的安全及健康。

還有，我們除了提供足夠的資源外，我們還會不斷安排培訓，以確保員工對綜合管理系統有充份的了解、能有效地實施及持續地改進，同時又能保證我們的品質、環境及職安健的表現能以達至概定的目標。

公司已按 ISO 9001，ISO 14001 及 OHSAS 18001 國際標準內的要求，製作及推行了一套綜合管理系統，以達致上述所訂的方向。及後，我們會在公司內部向所有員工傳達此政策，並確保相關人士在需要時能取閱此政策。



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