

PERFORMANCE METRICS



This section provides consolidated information about our sustainability performance and data management, including definitions for key terms and the basis of calculation for Key Performance Indicators (KPIs). Quantitative data from Macau is not disclosed in this Report as the Corporation is not the sole owner of the data under the O&M service contract with the client in Macau. Subject to the disclosure arrangement which will be reviewed from time to time, we may include such data in future reports. Please refer to [CoMET Benchmarking Results 2019](#) to learn how our operations compare with other metros globally.

This section is also available in Traditional Chinese; however for any differences in definition in the translation, the English version will prevail.

DATA MANAGEMENT

The following components of our robust data management system ensure the integrity of data disclosed in this sustainability report:

- The Audit Committee of the Board of Directors monitors the integrity of all financial information, and the Company has engaged KPMG as its External Auditor.
- Our Human Resources Management system contains all data relating to our staff.
- Our centralised sustainability data collection system provides an audit trail and helps to identify errors or data gaps for other quantitative data.
- Regular assessments and internal monitoring programmes ensure compliance in accordance with our Corporate Guideline and Instruction (CGI) on Compliance with Statutes and Regulations.
- Ernst & Young (EY) provides independent limited assurance for other selected quantitative data (see page 2). The assured data have been marked with “#” in Performance Data Tables.

CONTENTS

Independent Limited Assurance Report in Relation to MTR Corporation Limited’s Sustainability Report 2020	02
Hong Kong Environmental Performance	06
Hong Kong Social Performance	08
Hong Kong Safety Targets and Performance	12
Mainland of China and International Business	16
Mainland of China and International Business – MTR Nordic	21
NP360 ESG Performance	26
CoMET Benchmarking Results 2019	27
Scope of Key Performance Indicators (KPIs)	31

INDEPENDENT LIMITED ASSURANCE REPORT IN RELATION TO MTR CORPORATION LIMITED'S SUSTAINABILITY REPORT 2020



To the Board of Directors of MTR Corporation Limited

Scope

We have been engaged by the management of MTR Corporation Limited (the "Company") to perform a limited assurance engagement, as defined by International Standards on Assurance Engagements, here after referred to as the engagement, to report on the selected sustainability performance data (the "Subject Matter") for the year ended 31 December 2020 contained in the Company's Sustainability Report 2020 (the "Report").

Reporting Criteria

In preparing the selected sustainability performance data, MTR Corporation Limited applied the Company's own publicly disclosed criteria as set out in the "Performance Metrics" and "Scope of Key Performance Indicators" of the Report (the "Criteria").

Subject Matter

The Subject Matter for our limited assurance engagement is as follow:

The Subject Matter presented as follows applies to heavy rail, light rail, feeder bus services, property development, rental and management, and commercial businesses in Hong Kong, operated by MTR Corporation Limited.

Environmental performance

- GHG emissions inventory (tonnes CO₂e)
 - Total
 - Scope 1
 - Scope 2
 - Scope 3
- GHG emissions – Corporate support functions and main office buildings (tonnes CO₂e)
 - Total
- GHG emissions – Transport operations (tonnes CO₂e)
 - Total
 - Scope 1
 - Scope 2
 - Scope 3
- GHG emissions – Network expansion (tonnes CO₂e)
 - Total
- GHG emissions – Properties and other businesses (tonnes CO₂e)
 - Total
 - Scope 1
 - Scope 2
 - Scope 3
- Metals recycled from railway operations (tonnes)
- Total hazardous waste (tonnes)
- Total hazardous waste in liquid (litres)

Social performance

- Total employees in Hong Kong (Full time) (number)
- Total voluntary staff turnover rate (%)
- Vacant posts filled internally either by promotion or transfer (%)
- Percentage of employees trained by management (%)
- Training days per employee (days)
- Training days per employee by gender (days)
- Training days per employee by management (days)
- Total staff training days (man-day)

Supply chain management

- Number of suppliers by geographical region (number)

Safety performance

- Passenger and public safety - Fatality performance (number)
 - Heavy rail
 - Light rail
 - Bus
- Passenger and public safety - Number of injuries requiring hospitalisation per 100 million passenger journeys performance (number)
 - Heavy rail
 - Light rail
 - Bus
- Staff safety – Fatality performance (number)
 - Corporate support functions
 - Operations division
 - Projects division
 - Property division
- Staff safety - Lost time injuries per 100,000 man-hour performance (number)
 - Corporate support functions
 - Operations division
 - Projects division
 - Property division
- Contractor safety - Fatality performance (number)
 - Corporate support functions
 - Operating railway
 - Hong Kong property development and investment projects
 - Hong Kong investment property
 - Hong Kong management property
 - Hong Kong project construction - railway extension projects
 - Hong Kong project construction - network improvement projects
- Contractor safety – Lost time injuries per 100,000 man hours (number)
 - Corporate support functions
 - Operating railway
 - Hong Kong property development and investment projects
 - Hong Kong investment property
 - Hong Kong management property
 - Hong Kong project construction - railway extension projects
 - Hong Kong project construction - network improvement projects

The Subject Matter presented as follows applies to Mainland of China and International Business unless otherwise stated. Mainland of China and International Business is defined as:

- Shenzhen Metro Line 4 (Longhua Line), managed by MTR Corporation (Shenzhen) Limited (“MTR(SZ)”);
- Melbourne’s Metropolitan rail service, operated by Metro Trains Melbourne Pty. Limited (“MTM”);
- TfL Rail / Elizabeth Line, operated by MTR Corporation (Crossrail) Limited (“MTR Elizabeth line”);
- Corporate support functions and main office building of MTR Nordic (“MTR Nordic”);
- Stockholm Metro, operated by MTR Tunnelbanan AB (“MTR Tunnelbanan”) and maintained by MTR Tech AB (“MTR Tech”);
- Stockholm Pendeltåg, operated by MTR Pendeltågen AB (“MTR Pendeltågen”);
- MTRX intercity train service, operated by MTR Express (Sweden) AB (“MTR Express”); and
- Sydney Metro North West Line, managed by Metro Trains Sydney Pty. Limited (“MTS”).

Environmental performance

- GHG emissions inventory (tonnes CO₂e)
 - Total
 - Scope 1 (not applicable to MTR Elizabeth line)
 - Scope 2
- Total electricity consumption – heavy rail (MWh) (not applicable to MTR Nordic)
- Total water consumption from railway operation (m³) (not applicable to MTR Nordic, MTR Tunnelbanan, MTR Tech, MTR Pendeltagen, MTR Express and MTR Elizabeth line)

Waste management

- Metals recycled from railway operation (tonnes) (not applicable to MTR Elizabeth line)
- Total hazardous waste (tonnes) (not applicable to MTM)
- Total hazardous waste in liquid (litres) (not applicable to MTM)

Social performance

- Total employees (number)
- Total workforce by gender (number)
- Total workforce by age (number)
- Total workforce by employment type (number)
- Voluntary staff turnover rate (%)
- Voluntary staff turnover rate by age (%)
- Voluntary staff turnover rate by gender (%)

- Percentage of employees trained by gender (%) (not applicable to MTS)
- Percentage of employees trained by management (%) (not applicable to MTS)
- Training days per employee (days) (not applicable to MTS)
- Training days per employee by gender (days) (not applicable to MTS)
- Training days per employee by management (days) (not applicable to MTS)

Supply chain management

- Number of suppliers by geographical region (number) (not applicable to MTS)

Safety performance

- Passenger and public safety - Fatality performance (number) (not applicable to MTR Nordic and MTR Tech)
- Passenger and public safety - Number of injuries per million passenger journeys performance (number) (not applicable to MTR Nordic and MTR Tech)
- Staff safety - Fatality performance (not applicable to MTR Nordic)
- Staff safety - Lost time injuries per 100,000 man-hour performance (not applicable to MTR Nordic)
- Contractor safety - Fatality performance (not applicable to MTR Nordic)
- Contractor safety - Lost time injuries per 100,000 man-hour performance (not applicable to MTR Nordic, MTR Tunnelbanan, MTR Tech, MTR Pendeltagen and MTR Express)

Train service performance

- Train punctuality (%) (not applicable to MTR Nordic, MTR Tech and MTS)
- Train reliability (revenue car-km/incident) (not applicable to MTR Nordic, MTR Tech, MTR Elizabeth line and MTS)
- Train service delivery (%) (not applicable to MTR Nordic, MTR Tech and MTS)

MTR Corporation Limited's responsibilities

MTR Corporation Limited's management is responsible for selecting the Criteria, and for presenting the Subject Matter in accordance with that Criteria, in all material respects. This responsibility includes establishing and maintaining internal controls, maintaining adequate records and making estimates that are relevant to the preparation of the subject matter, such that it is free from material misstatement, whether due to fraud or error.

EY's responsibilities

Our responsibility is to express a conclusion on the presentation of the Subject Matter based on the evidence we have obtained.

We conducted our engagement in accordance with the International Standard for Assurance Engagements Other Than Audits or Reviews of Historical Financial Information (ISAE 3000) and ISAE 3410 Assurance Engagements on Greenhouse Gas Statements (ISAE 3410), and the terms of reference for this engagement as agreed with MTR Corporation Limited on 24 October 2018. Those standards require that we plan and perform our engagement to obtain limited assurance about whether, in all material respects, the Subject Matter is presented in accordance with the Criteria, and to issue a report. The nature, timing, and extent of the procedures selected depend on our judgment, including an assessment of the risk of material misstatement, whether due to fraud or error.

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our limited assurance conclusions.

Our Independence and Quality Control

We have maintained our independence and confirm that we have met the requirements of the Code of Ethics for Professional Accountants issued by the Hong Kong Institute of Certified Public Accountants and the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, and have the required competencies and experience to conduct this assurance engagement.

EY also applies International Standard on Quality Control 1, Quality Control for Firms that Perform Audits and Reviews of Financial Statements, and Other Assurance and Related Services Engagements, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Description of procedures performed

Procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for a reasonable assurance engagement. Consequently the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. Our procedures were designed to obtain a limited level of assurance on which to base our conclusion and do not provide all the evidence that would be required to provide a reasonable level of assurance.

Although we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls. Our procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

A limited assurance engagement consists of making enquiries, primarily of persons responsible for preparing the Subject Matter and related information, and applying analytical and other appropriate procedures.

Our procedures included:

- Conducting interviews with selected management and personnel involved in the provision of information relating to the Subject Matter;
- Performing analytical tests and detailed testing for the Subject Matter on a sample basis;
- Checking the arithmetical accuracy of the calculations performed;
- Checking if data had been correctly transcribed from corporate systems and/or supporting evidence into the Report; and
- Sample testing of the Subject Matter against the relevant reporting criteria as set out in the "Performance Metrics" and "Scope of Key Performance Indicators" of the Report.

We also performed such other procedures as we considered necessary in the circumstances.

Inherent Limitations

There are inherent limitations in performing assurance. Assurance engagements are based on selective testing of the information being examined, and it is possible that fraud, error, or non-compliance may occur and not be detected.

Our assurance was limited to the Subject Matter set out within the Report for the year ended 31 December 2020. We have only sought evidence to support key information and data contained in the Report and our responsibility does not include:

- Any work in respect of sustainability information published elsewhere in the Company's annual report, website and other publications;
- Sustainability information prior to 1 January 2020 and subsequent to 31 December 2020; and
- Forward-looking statements made by the Management.

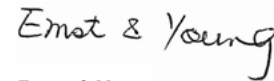
Conclusion

Based on our procedures and the evidence obtained, we are not aware of any material modifications that should be made to the Subject Matter for the year ended 31 December 2020, in order for it to be in accordance with (or based on) the Criteria.

Restricted use

Our responsibility in performing our assurance activities is to the directors of the Company only and in accordance with the terms of reference for this engagement as agreed with them. We do not therefore accept or assume any responsibility for any other purpose or to any other person or organisation. Any reliance any such third party may place on this report is entirely at its own risk.

This report is intended solely for the information and use of MTR Corporation Limited for preparation of the Subject Matter included in the Report and is not intended to be and should not be used by anyone other than those specified parties.



Ernst & Young

Hong Kong

15 April 2021

PERFORMANCE DATA

Hong Kong Environmental Performance

KPI	Unit	2016	2017	2018	2019	2020
Energy Use						
Total electricity purchased for railway operations	MWh	1,542,581	1,628,344	1,635,542	1,613,075	1,534,491
Heavy rail	MWh	1,487,354	1,573,174	1,580,443	1,559,734	1,484,030
Light rail and bus	MWh	55,227	55,170	55,099	53,341	50,461
Electricity consumption per revenue car-km	kWh per revenue car-km	4.79	4.85	4.77	4.81	5.26
Heavy rail	kWh per revenue car-km	4.78	4.84	4.76	4.81	5.28
Light rail and bus	kWh per revenue car-km	4.95	4.95	4.95	5.04	4.86
Total electricity purchased for managed and investment properties	MWh	405,840	395,323	386,703	400,824	376,220
Water Consumption						
Water consumption from railway operations	m ³	754,541	768,302	702,190	818,331	599,824
Total water consumption from station cooling towers	m ³	187,952	223,237	218,729	278,767	254,934
Water consumption from managed and investment properties	m ³	1,124,603	1,147,940	1,367,332	1,438,363	1,039,291
Waste Management						
# Metals recycled from railway operations	tonnes	3,247	3,598	3,569	3,955	4,288
# Total hazardous wastes	tonnes	186	238	189	272	361
# Total hazardous wastes in liquid	litres	96,599	75,609	102,201	94,822	99,653
General wastes from railway extension projects	tonnes	89,022	53,608	26,203	14,504	18,428
Total construction wastes recycled	tonnes	14,030,460	1,040,668	585,350	179,566	88,495
Climate Change Management						
Annual review of climate change - risks assessment and continuous risk management action	Text	Completed	Completed	Completed	Completed	Completed

Hong Kong Environmental Performance

KPI	Unit	2016	2017	2018	2019	2020
GHG Emission Inventory						
# Total GHG emissions	tonnes CO ₂ e	1,355,381	1,334,394	1,322,169	1,388,810	1,024,657
# Scope 1	tonnes CO ₂ e	48,141	48,924	44,102	46,134	40,949
# Scope 2	tonnes CO ₂ e	1,263,952	1,257,664	1,262,450	1,332,512	976,574
# Scope 3	tonnes CO ₂ e	43,288	27,806	15,617	10,165	7,290
Corporate Functions and Main Office Buildings						
# Total	tonnes CO ₂ e	20,243	20,212	19,351	19,400	13,934
Scope 1	tonnes CO ₂ e	3,145	3,799	3,122	3,844	3,374
Scope 2	tonnes CO ₂ e	14,585	13,679	13,609	13,328	10,163
Scope 3	tonnes CO ₂ e	2,513	2,734	2,620	2,228	397
Transport Operations						
# Total	tonnes CO ₂ e	1,043,268	1,055,126	1,059,503	1,129,223	828,954
# Scope 1	tonnes CO ₂ e	38,082	38,495	33,775	36,876	29,878
# Scope 2	tonnes CO ₂ e	1,004,663	1,016,074	1,025,186	1,091,724	798,564
# Scope 3	tonnes CO ₂ e	523	556	542	623	512
Network Expansion						
# Total	tonnes CO ₂ e	42,789	25,871	13,833	7,637	6,608
Scope 1	tonnes CO ₂ e	244	206	153	123	126
Scope 2	tonnes CO ₂ e	2,959	1,842	2,033	1,070	750
Scope 3	tonnes CO ₂ e	39,586	23,823	11,647	6,444	5,732
Properties and other Businesses						
# Total	tonnes CO ₂ e	249,081	233,185	229,482	232,549	175,317
# Scope 1	tonnes CO ₂ e	6,670	6,424	7,052	5,290	7,571
# Scope 2	tonnes CO ₂ e	241,745	226,068	221,622	226,390	167,097
# Scope 3	tonnes CO ₂ e	666	693	808	869	649

Notes

The KPIs for 2020 have been assured by EY.

'n/a' represent it is not applicable under the KPI in this context.

Hong Kong Social Performance

KPI	Unit	2016	2017	2018	2019	2020
Ridership						
Total number of passenger trips	Weekday average in million	5.59	5.76	5.88	5.61	3.88
Total number of passenger trips - Hong Kong passenger services	million	1,949	2,000	2,044.5	1,914.3	1,310.8
Share of franchised public transport in Hong Kong	%	48.4	49.1	49.3	47.3	45.3
Total Workforce						
Total workforce by age						
Aged below 30	number	3,595	3,593	3,650	3,592	3,092
Aged 30-below 50	number	8,676	8,531	8,568	8,765	8,850
Aged 50 & above	number	5,368	5,400	5,408	5,385	5,346
Total workforce by gender						
Female	number	3,631	3,606	3,701	3,790	3,706
Male	number	14,008	13,918	13,925	13,952	13,582
Total workforce by employment type						
# Full time	number	17,639	17,524	17,626	17,742	17,288
Part time	number	3,010	1,960	2,682	2,568	2,046
Persons with disabilities employed	number	300	346	415	468	571
Persons with disabilities employed (%)	%	1.7	2.0	2.4	2.7	3.4
Women employees	%	20.6	20.6	21.0	21.4	21.0
Women on the Board	%	21	20	24	25	25

Hong Kong Social Performance

KPI	Unit	2016	2017	2018	2019	2020
Voluntary Staff Turnover						
# Total voluntary staff turnover rate	%	3.5	4.5	4.7	4.4	3.4
Voluntary staff turnover rate by age						
Aged below 30	%	7.6	9.7	9.6	8.8	5.9
Aged 30-below 50	%	3.5	4.3	4.2	4.1	3.2
Aged 50 & above	%	0.9	1.2	2.3	2	2.3
Voluntary staff turnover rate by gender						
Female	%	4.5	6.2	6.6	6.3	4.5
Male	%	3.2	4	4.3	3.9	3.2
Vacant Posts Filled Internally						
# Vacant posts filled internally either by promotion or transfer	%	67	57	53	50	63
New Employee Hires						
New employee hires rate by age						
Aged below 30	%	35.4	30.5	66.3	64.2	52.6
Aged 30-below 50	%	5.2	4.6	25.5	28.1	36.6
Aged 50 & above	%	1.3	1.3	8.2	7.7	10.8
New employee hires rate by gender						
Female	%	14.3	10.7	28.8	30.8	23.9
Male	%	9.1	8.4	71.2	69.2	76.1

Hong Kong Social Performance

KPI	Unit	2016	2017	2018	2019	2020
Employee Training						
Percentage of employees trained						
Percentage of employees trained by gender						
Female	%	82.6	88.7	91.9	91.2	77.8
Male	%	88.1	91.7	95.5	92.7	84.3
Percentage of employees trained by employment						
# Managers	%	76.8	75.1	80.8	70.3	67.9
# Non-managers	%	88.3	93	96.3	94.7	84.5
Employee Training days						
# Total staff training days	man day	122,680	121,742	142,748	123,827	81,869
Management training	man day	18,484	18,474	15,264	14,671	7,674
Operations training	man day	104,196	103,268	127,587	109,156	74,195
# Training days per employee (overall)	days	7.1	7.1	8.2	7.1	4.8
Training days per employee by gender						
# Female	days	5.2	5.0	5.8	5.2	3.5
# Male	days	7.5	7.6	8.9	7.6	5.2
Training days per employee by employment						
# Managers	days	2.3	1.9	2.3	1.7	1.6
# Non-managers	days	7.7	7.7	8.9	7.7	5.2
Charitable Contributions						
Cash donations	HK\$ '000	13,500	21,800	26,000	12,700	15,400
Gifts in kind	HK\$ '000	22,000	24,000	25,600	18,000	20,000
Employee fundraising	HK\$ '000	362	368	264	521	738
Employee volunteering (number of projects)	number	263	295	292	259	64
Employee volunteering (number of volunteers)	number	6,292	3,954	3,091	2,139	483

Hong Kong Social Performance

KPI	Unit	2016	2017	2018	2019	2020
Legal Compliance (Number of Convicted Cases)						
Cases of corruption	number	0	0	1	0	0
Cases involving health and safety	number	2	0	2	1	1^[1]
Cases involving labor standards	number	0	1	0	0	0
Cases involving product responsibility (including customer privacy)	number	0	0	0	0	0
Cases involving working conditions	number	0	0	0	0	0
Cases involving environmental regulations						
MTR Corporation	number	0	0	0	0	0
Main contractors	number	2	3	0	2	0
Supply Chain						
By continent						
# Number of suppliers in Africa	number	0	0	0	0	0
# Number of suppliers in Asia	number	1,792	1,667	1,750	1,767	1,755
# Number of suppliers in Europe	number	143	145	139	159	144
# Number of suppliers in North America	number	29	21	23	22	18
# Number of suppliers in Oceania	number	24	26	20	21	22
# Number of suppliers in South America	number	0	0	0	0	0

Notes

[1] One case related to Public Health and Municipal Services Ordinance, Cap. 132.

The KPIs for 2020 have been assured by EY.

'n/a/' represents it is not applicable under the KPI in this context.

Hong Kong Safety Targets and Performance

KPI	Unit	2016	2017	2018	2019	2020	
Passenger and public safety							
Fatality							
Heavy rail							
	Target	number	0	0	0	0	
#	Performance	number	0	0	0	1^[2]	
Light rail							
	Target	number	0	0	0	0	
#	Performance	number	1	0	0	1^[3]	
Bus							
	Target	number	0	0	0	0	
#	Performance	number	1	0	0	0	
No. of injuries requiring hospitalisation per 100 million passenger journeys							
Heavy rail							
	Target	number	9.48	9.29	9.26	8.56	7.60
#	Performance	number	8.39	7.3	4.6	3.67	2.51
Light rail							
	Target	number	13.66	13.66	13.66	13.08	11.67
#	Performance	number	14.55	9.52	6.69	6.41	1.79
Bus							
	Target	number	6.88	6.88	6.88	6.88	6.85
#	Performance	number	6.29	9.44	1.57	9.52	3.99

Hong Kong Safety Targets and Performance

KPI	Unit	2016	2017	2018	2019	2020
Staff safety						
Fatality						
Corporate support functions						
Target	number	0	0	0	0	0
# Performance	number	0	0	0	0	0
Operations Division						
Target	number	0	0	0	0	0
# Performance	number	0	0	1	0	0
Projects Division						
Target	number	0	0	0	0	0
# Performance	number	0	0	0	0	0
Property Division						
Target	number	0	0	0	0	0
# Performance	number	0	0	0	0	0
Lost time injuries per 100,000 man hours						
Corporate support functions						
Target	number	0.15	0.15	0.13	0.20	0.20
# Performance	number	0.09	0.06	0.16	0.20	0.04
Operations Division						
Target	number	0.44	0.44	0.42	0.42	0.40
# Performance	number	0.47	0.42	0.38	0.65	0.43
Projects Division						
Target	number	0.10	0.10	0.10	0.10	0.10
# Performance	number	0.25	0.20	0.00	0.16	0.04
Property Division						
Target	number	0.30	0.30	0.30	0.30	0.30
# Performance	number	0.09	0.09	0.00	0.04	0.16

Hong Kong Safety Targets and Performance

KPI	Unit	2016	2017	2018	2019	2020
Contractor Safety						
Fatality						
Corporate Support Functions						
	Target	number	0	0	0	0
#	Performance	number	0	0	0	0
Operating railway						
	Target	number	0	0	0	0
#	Performance	number	0	0	0	1
Hong Kong property development and investment projects						
	Target	number	0	0	0	0
#	Performance	number	0	1	0	0
Hong Kong investment property						
	Target	number	0	0	0	0
#	Performance	number	0	0	0	0
Hong Kong management property						
	Target	number	0	0	0	0
#	Performance	number	0	0	0	0
Hong Kong project construction - railway extension projects						
	Target	number	0	0	0	0
#	Performance	number	1	0	0	0
Hong Kong project construction - network improvement projects						
	Target	number	n/a	0	0	0
#	Performance	number	n/a	1	0	0

Hong Kong Safety Targets and Performance

KPI	Unit	2016	2017	2018	2019	2020
Lost time injuries per 100,000 man hours ^[4]						
Corporate support functions						
Target	number	0.15	0.15	0.3	0.53	0.55
# Performance	number	0.22	0.21	0.74	0.62	0.32
Operating railway						
Target	number	0.21	0.21	0.2	0.2	0.30
# Performance	number	0.16	0.18	0.26	0.25	0.24
Hong Kong project construction - railway extension projects						
Target	number	0.3	0.3	0.3	0.3	0.75
# Performance	number	0.49	0.32	0.23	0.25	0.49
Hong Kong project construction - network improvement projects						
Target	number	n/a	0.3	0.3	0.3	0.2
# Performance	number	n/a	0.22	0.06	0.00	0.00
Hong Kong property development and investment projects						
Target	number	0.3	0.3	0.3	0.3	0.40
# Performance	number	0.03	0.03	0.02	0.05	0.03
Hong Kong investment property						
Target	number	0.22	0.22	0.22	0.22	0.30
# Performance	number	0.05	0.26	0.03	0.18	0.21
Hong Kong management property						
Target	number	0.22	0.22	0.22	0.22	0.30
# Performance	number	0.12	0.18	0.11	0.18	0.19

Notes

[2] An elderly man walked on the lower landing stepping plate of an escalator in Siu Hong Station lost balance and fell on the plate.

[3] A male cyclist was hit by LRV at pedestrian walkway which was under "white chevron" signal.

[4] Before 2020, reportable accidents per 100,000 man-hours was used to measure the safety performance of contractors in Hong Kong.

The KPIs for 2020 have been assured by EY.

'n/a' represent it is not applicable under the KPI in this context.

Mainland of China and International Business

		Shenzhen Metro Line 4			Melbourne's Metropolitan Rail Service			Metro Trains Sydney			TfL Rail/Elizabeth line		
		MTR(SZ)			MTM			MTS			MTR Elizabeth line		
KPI	Unit	2018	2019	2020	2018	2019	2020	2018	2019	2020	2018	2019	2020
Environmental Performance													
# Total electricity consumption for railway operation	MWh	93,767	98,293	101,656	462,594	468,782	445,751	n/a	n/a	87,744	60,356 ^[5]	74,136 ^[5]	112,125^[5]
# Total water consumption from railway operation	m ³	262,025	230,321	189,067	305,485	278,665	235,135	n/a	n/a	13,902^[6]	n/a	n/a	n/a
# Metals recycled	tonnes	38.9	272.1	84.2	4,732.60	3,070.20	1,633.0	n/a	n/a	23	n/a	n/a	n/a
# Total hazardous wastes	tonnes	35.2	41.7	38.7	n/a	n/a	n/a	n/a	n/a	n/a	0	0	0
# Total hazardous wastes in liquid	litres	6.2 ^[7]	5.4 ^[7]	3.2^[7]	n/a	n/a	n/a	n/a	n/a	9,000	0	0	0
# Total GHG emissions	tonnes CO ₂ e	89,333	93,656	96,902	503,071	495,565	451,449	n/a	n/a	52	17,085	18,949	26,141
# Scope 1 emissions	tonnes CO ₂ e	357	385	441	5,832	5,975	5,652	n/a	n/a	52	n/a	n/a	n/a
# Scope 2 emissions	tonnes CO ₂ e	88,976	93,271	96,461	497,239	489,590	445,797	n/a	n/a	0^[8]	17,085 ^[5]	18,949 ^[5]	26,141^[5]
Social Performance													
Total Workforce													
# Total employees	number	1,474	1,625	1,938	5,000 ^[9]	6,086	6,200	n/a	n/a	237^[10]	1,060	1,154	1,160
Total workforce by gender													
# Female	number	381	389	448	1,035 ^[9]	1,288 ^[9]	1,386^[9]	n/a	n/a	70^[11]	247	266	268
# Male	number	1,093	1,236	1,490	3,965 ^[9]	4,190 ^[9]	4,198^[9]	n/a	n/a	135^[11]	813	888	892
Total workforce by age													
# Aged below 30	number	728	800	1,043	539 ^[9]	623 ^[9]	590^[9]	n/a	n/a	21^[11]	206	200	170
# Aged 30 - below 50	number	738	813	875	2,631 ^[9]	2,891 ^[9]	2,979^[9]	n/a	n/a	138^[11]	676	743	767
# Aged 50 & above	number	8	12	20	1,830 ^[9]	1,964 ^[9]	2,015^[9]	n/a	n/a	46^[11]	178	211	223
Total workforce by employment type													
# Full time staff	number	1,474	1,625	1,938	5,000	5,478	5,584	n/a	n/a	205^[12]	1,039	1,132	1,137
# Part time staff	number	0	0	0	648	608	616	n/a	n/a	1^[12]	21	22	23

Mainland of China and International Business

		Shenzhen Metro Line 4			Melbourne's Metropolitan Rail Service			Metro Trains Sydney			TfL Rail/Elizabeth line			
		MTR(SZ)			MTM			MTS			MTR Elizabeth line			
KPI	Unit	2018	2019	2020	2018	2019	2020	2018	2019	2020	2018	2019	2020	
Voluntary Staff Turnover														
#	Total voluntary staff turnover rate	%	7.7	8.5	7.4	7.4	3.6	4.1	n/a	n/a	8.4	4.5	5.0	3.3
Voluntary staff turnover rate by age														
#	Aged below 30	%	11.0	12.0	11.0	6.9	3.5	5.0	n/a	n/a	11.1	5.3	11.2	5.3
#	Aged 30 - below 50	%	4.0	5.0	4.0	7.6	3.7	5.5	n/a	n/a	7.6	3.7	4.6	3.7
#	Aged 50 & above	%	17.0	0.0	7.0	7.3	1.2	1.9	n/a	n/a	9.6	6.7	1.9	0.5
Voluntary staff turnover rate by gender														
#	Female	%	6.8	6.9	4.0	8.8	4.5	5.6	n/a	n/a	6.0	4.9	7.6	3.6
#	Male	%	7.7	8.4	7.5	7.0	2.3	3.5	n/a	n/a	9.7	4.4	4.2	3.0
Vacant Posts Filled Internally														
	Vacant posts filled internally either by promotion or transfer	%	22.8	20.4	22.0	35.0	31.0	33.5	n/a	n/a	16	20.8	31.3	n/a
Employee Training														
Percentage of employees trained by gender														
#	Female	%	87.0	90.0	82.4	n/a	85.5	95.0	n/a	n/a	n/a	92.7	99.6	71.6
#	Male	%	95.0	96.1	97.2	n/a	85.6	95.0	n/a	n/a	n/a	91.1	99.6	63.7
Percentage of employee trained by employment														
#	Managers	%	100	98.2	61.0	n/a	85.9	97.0	n/a	n/a	n/a	97.0	100	76.2
#	Non-managers	%	93.0	94.5	94.8	n/a	85.6	95.0	n/a	n/a	n/a	90.2	99.5	64.2
#	Training days per employee	days	8.7	12.7	18.9	7.1	8.3	7.0	n/a	n/a	n/a	19.7	10.8	6.5
Training days per employee by gender														
#	Female	days	6.0	7.2	12.6	7.2	14.7	16.0	n/a	n/a	n/a	20.0	8.4	4.5
#	Male	days	9.6	14.4	20.7	7.1	6.0	4.0	n/a	n/a	n/a	19.7	11.6	7.2

Mainland of China and International Business

		Shenzhen Metro Line 4			Melbourne's Metropolitan Rail Service			Metro Trains Sydney			TfL Rail/Elizabeth line			
		MTR(SZ)			MTM			MTS			MTR Elizabeth line			
KPI	Unit	2018	2019	2020	2018	2019	2020	2018	2019	2020	2018	2019	2020	
Training days per employee by employment														
#	Managers	days	2.2	6.3	2.4	2.5	1.1	2.0	n/a	n/a	n/a	2.7	4.6	2.2
#	Non-managers	days	8.9	12.9	19.4	7.9	9.2	8.0	n/a	n/a	n/a	23.7	11.5	7.1
Operations Performance														
	Total number of passenger trips	million	232	239	156	243	244	84	n/a	n/a	n/a	49	55	29
	Passenger journeys on time	%	99.99	99.99	100.00	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
#	Train punctuality	%	99.96	99.97	99.94	91.95	90.36	94.95	n/a	n/a	n/a	93.4	95.50	95.70
#	Train reliability	revenue car - km/incident	21,512,643	22,303,663	12,565,767	33,414	26,736	33,802	n/a	n/a	n/a	n/a	n/a	n/a
#	Train service delivery	%	99.96	99.97	99.96	98.68	98.28	98.83	n/a	n/a	n/a	97.31	98.20	97.90
Charitable Contributions														
	Cash donations	HK\$ '000	0	0	0	803 ^[13]	1,837 ^[13]	619	n/a	n/a	n/a	412 ^[13]	0	145
Legal Compliance (Number of Convicted Cases)														
	Cases of corruption	number	0	0	0	0	0	0	n/a	n/a	n/a	0	0	0
	Cases involving health and safety	number	0	0	0	0	0	0	n/a	n/a	n/a	0	0	0
	Cases involving labor standards	number	0	0	0	0	0	0	n/a	n/a	n/a	0	0	0
	Cases involving product responsibility (including customer privacy)	number	0	0	0	0	0	0	n/a	n/a	n/a	0	0	0
	Cases involving working conditions	number	0	0	0	0	0	0	n/a	n/a	n/a	0	0	0
Cases involving environmental regulations														
	MTR subsidiary	number	0	0	0	n/a	0	0	n/a	n/a	n/a	0	0	0
	Main contractors	number	0	0	0	0	0	0	n/a	n/a	n/a	0	0	0

Mainland of China and International Business

			Shenzhen Metro Line 4			Melbourne's Metropolitan Rail Service			Metro Trains Sydney			TfL Rail/Elizabeth line		
			MTR(SZ)			MTM			MTS			MTR Elizabeth line		
KPI	Unit		2018	2019	2020	2018	2019	2020	2018	2019	2020	2018	2019	2020
Supply Chain														
By continent														
#	Number of suppliers in Africa	number	0	0	0	0	0	0	n/a	n/a	n/a	0	0	0
#	Number of suppliers in Asia	number	340	356	294	3	2	4	n/a	n/a	n/a	2	2	1
#	Number of suppliers in Europe	number	0	0	0	18	24	16	n/a	n/a	n/a	287	354	355
#	Number of suppliers in North America	number	0	0	0	3	6	7	n/a	n/a	n/a	1	1	1
#	Number of suppliers in Oceania	number	0	0	0	1,166	1,130	1,074	n/a	n/a	n/a	0	0	0
#	Number of suppliers in South America	number	0	0	0	0	0	0	n/a	n/a	n/a	0	0	0
Safety Targets and Performance														
Passenger and Public Safety														
Fatality														
	Target	number	0	0	n/a	0	0	0	n/a	n/a	0	0	0	0
#	Performance	number	0	0	0	0	2 ^[7]	0	n/a	n/a	0	0	0	0
No. of injuries per million passenger journeys														
	Target	number	1.45	1.42	1.42	2	2	2.00	n/a	n/a	1.40	3.21	2.08	4.21
#	Performance	number	0.96	0.85	0.89	0.87	1.03	1.41	n/a	n/a	2.73	2.34	4.34	5.30
Staff Safety														
Fatality														
	Target	number	0	0	n/a	0	0	0	n/a	n/a	0	0	0	0
#	Performance	number	0	0	0	0	0	0	n/a	n/a	0	0	0	0
Lost time injuries per 100,000 man hours														
	Target	number	0.24	0.24	0.24	0.50	0.50	0.36	n/a	n/a	0.58	0.37	0.10	0.10
#	Performance	number	0.07	0.04	0.03	0.37	0.19	0.14	n/a	n/a	0.84	0.25	0.20	0.15

Mainland of China and International Business

		Shenzhen Metro Line 4			Melbourne's Metropolitan Rail Service			Metro Trains Sydney			TfL Rail/Elizabeth line			
		MTR(SZ)			MTM			MTS			MTR Elizabeth line			
KPI	Unit	2018	2019	2020	2018	2019	2020	2018	2019	2020	2018	2019	2020	
Contractor Safety														
Fatality														
	Target	number	0	0	n/a	0	0	0	n/a	n/a	0	0	0	0
#	Performance	number	0	0	0	0	0	0	n/a	n/a	0	0	0	0
Lost time injuries per 100,000 man-hour														
	Target	number	0.40	0.40	0.50	0.40	0.40	0.40	n/a	n/a	1.40	0.36	0.10	0.14
#	Performance	number	0.10	0	0.05	0	0	0.03	n/a	n/a	0.00	0.13	0.11	0.23

Notes

[5] This KPI excludes consumption from stations and depots (current data only includes traction and auxiliary power).

[6] This figure only includes data from April to August 2020 and does not include recycled water consumed.

[7] This KPI is presented in tonnes.

[8] The value is zero due to renewable energy generated by solar farms which offsets the entire operational needs of the electricity consumption for MTS.

[9] This KPI excludes part-time employees.

[10] This KPI includes all staff employed by MTS.

[11] This KPI includes permanent full time staff only.

[12] This KPI includes permanent staff only.

[13] This KPI has been restated.

The KPIs for 2020 have been assured by EY.

'n/a' represent it is not applicable under the KPI in this context.

Mainland of China and International Business – MTR Nordic

		MTR Nordic			Stockholm Metro						Stockholms Pendeltåg			MTRX		
		MTR Nordic			MTR Tunnelbanan			MTR Tech			MTR Pendeltågen			MTR Express		
KPI	Unit	2018	2019	2020	2018	2019	2020	2018	2019	2020	2018	2019	2020	2018	2019	2020
Environmental Performance^[14]																
# Total electricity consumption for railway operation	MWh	n/a	n/a	n/a	168,476	165,768	168,525	11,874	11,232	23,875	215,195	211,894	201,289	18,729	19,585	14,564
# Total water consumption from railway operation	m ³	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
# Metals recycled	tonnes	0.1	0	0	0	0	0	266.5	242	337.2	81.4 ^[15]	66.0 ^[15]	0^[16]	0	1.0 ^[19]	1.0^[19]
# Total hazardous wastes	tonnes	0.1	0.1	0.1	0.2	16.7	9.3	119.7	113.1	203.4	218.0 ^[15]	142.2 ^[15]	0^[16]	0	0.3 ^[19]	0.5^[19]
# Total hazardous wastes in liquid	litres	0	0	0	0	0	0	67,364 ^[17]	107,179 ^[17]	206,640^[17]	424.3 ^[18]	276.2 ^[18]	0^[16]	0	155 ^[19]	66^[19]
# Total GHG emissions	tonnes CO ₂ e	0	0	0	123	107	67	525	469	777	437	198	93	6	5	8
# Scope 1 emissions	tonnes CO ₂ e	0	0	0	114	99	57	29	26	33	26	53	47	0	0	8
# Scope 2 emissions	tonnes CO ₂ e	0	0	0	8	8	9	497	442	744	411	145	46	6	5	1
Social Performance																
Total Workforce																
# Total employees	number	99	98	109	2,810	2,872	2,855	413	437	579	1,678	1,737	1,717	120	135	121
Total workforce by gender																
# Female	number	34	34	37	917	901	883	28	36	57	498	515	519	63	74	64
# Male	number	65	64	72	1,893	1,971	1,972	385	401	522	1,180	1,222	1,198	57	61	57
Total workforce by age																
# Aged below 30	number	6	9	12	594	569	536	52	47	60	321	329	311	39	46	43
# Aged 30 - below 50	number	67	65	73	1,164	1,237	1,234	162	185	253	826	847	844	65	71	58
# Aged 50 & above	number	26	24	24	1,052	1,066	1,085	199	205	266	531	561	562	16	18	20
Total workforce by employment type																
# Full time staff	number	98	94	105	1,919	2,053	2,122	412	434	575	1,497	1,538	1,514	88	103	98
# Part time staff	number	1	4	4	891	819	733	1	3	4	181	199	203	32	32	23

Mainland of China and International Business – MTR Nordic

		MTR Nordic			Stockholm Metro						Stockholms Pendeltåg			MTRX			
		MTR Nordic			MTR Tunnelbanan			MTR Tech			MTR Pendeltågen			MTR Express			
KPI	Unit	2018	2019	2020	2018	2019	2020	2018	2019	2020	2018	2019	2020	2018	2019	2020	
Voluntary Staff Turnover																	
#	Total voluntary staff turnover rate	%	18.4	21.3	16.7	4.9	4.2	4.1	8.7	6.8	6.2	6.1	4.4	3.2	15.5	9.6	9.7
Voluntary staff turnover rate by age																	
#	Aged below 30	%	37.5	34.8	0.0	12.5	9.0	7.6	24.9	18.5	14.2	5.6	6.3	5.3	18.0	7.0	3.2
#	Aged 30 - below 50	%	17.0	19.0	22.8	6.0	5.7	5.2	5.6	6.9	6.7	6.0	5.3	3.4	6.1	11.7	12.5
#	Aged 50 & above	%	15.8	24.8	4.9	1.8	1.3	1.9	6.4	3.2	3.7	5.1	2.0	2.0	45.6	7.6	12.8
Voluntary staff turnover rate by gender																	
#	Female	%	19.3	18.2	19.3	6.6	4.4	5.2	11.0	9.6	6.1	6.7	6.7	3.0	11.9	11.2	15.6
#	Male	%	17.9	23.1	15.4	4.2	4.2	3.7	8.5	6.6	6.2	5.8	3.5	3.3	18.8	8.2	3.9
Vacant Posts Filled Internally																	
	Vacant posts filled internally either by promotion or transfer	%	n/a	n/a	n/a	n/a	17	17.0	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Employee Training																	
Percentage of employees trained by gender																	
#	Female	%	79.4	67.6	54.1	84.5	76.5	75.1	92.9	80.6	64.9	90.8	92.2	69.9	71.4	87.8	64.1
#	Male	%	72.3	75.0	47.9	80.7	69.5	79.8	94.5	78.8	77.8	88.4	94.6	72.5	98.2	90.2	77.2
Percentage of employee trained by employment																	
#	Managers	%	76.5	94.1	76.2	100	94.8	74.6	91.2	86.8	84.8	92.9	94.8	85.2	90.0	90.9	61.5
#	Non-managers	%	74.4	69.6	44.3	81.1	70.8	78.5	94.7	78.2	75.8	89.0	93.9	71.3	83.6	88.7	71.3
#	Training days per employee	days	0.8	0.4	0.8	2.0	3.3	3.4	2.5	2.5	2.0	2.2	3.0	1.1	1.5	2.5	2.8
Training days per employee by gender																	
#	Female	days	0.9	0.5	0.7	2.4	2.9	2.6	1.5	1.7	1.2	2.5	3.3	1.1	0.9	2.5	2.6
#	Male	days	0.8	0.3	0.8	1.8	3.5	3.7	2.6	2.5	2.0	2.1	2.8	1.1	2.2	2.4	3.1

Mainland of China and International Business – MTR Nordic

		MTR Nordic			Stockholm Metro						Stockholms Pendeltåg			MTRX			
		MTR Nordic			MTR Tunnelbanan			MTR Tech			MTR Pendeltågen			MTR Express			
KPI	Unit	2018	2019	2020	2018	2019	2020	2018	2019	2020	2018	2019	2020	2018	2019	2020	
Training days per employee by employment																	
#	Managers	days	1.0	0.5	1.0	2.8	3.3	1.4	1.7	1.6	1.7	3.4	2.5	1.1	1.3	0.4	1.5
#	Non-managers	days	0.8	0.4	0.7	2.0	3.3	3.5	2.6	2.6	2.0	2.2	3.0	1.1	1.5	2.7	3.0
Operations Performance																	
	Total number of passenger trips	million	n/a	n/a	n/a	355	347	213	n/a	n/a	n/a	107	120	80	n/a	n/a	n/a
	Passenger journeys on time	%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
#	Train punctuality	%	n/a	n/a	n/a	97.60	97.80	99.00	n/a	n/a	n/a	89.70	93.60	96.00	67.10	79.0	91.10
#	Train reliability	revenue car - km/incident	n/a	n/a	n/a	48,904	60,111	65,983	n/a	n/a	n/a	48,807	60,259	79,275	93,000	75,000	106,000
#	Train service delivery	%	n/a	n/a	n/a	99.34	99.47	99.51	n/a	n/a	n/a	95.80	97.90	98.60	99.40	99.60	99.90
Charitable Contributions																	
	Cash donations	HK\$ '000	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Legal Compliance (Number of Convicted Cases)																	
	Cases of corruption	number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Cases involving health and safety	number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Cases involving labor standards	number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Cases involving product responsibility (including customer privacy)	number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Cases involving working conditions	number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Cases involving environmental regulations																	
	MTR subsidiary	number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Main contractors	number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Mainland of China and International Business – MTR Nordic

		MTR Nordic			Stockholm Metro						Stockholms Pendeltåg			MTRX			
		MTR Nordic			MTR Tunnelbanan			MTR Tech			MTR Pendeltågen			MTR Express			
KPI	Unit	2018	2019	2020	2018	2019	2020	2018	2019	2020	2018	2019	2020	2018	2019	2020	
Supply Chain ^[20]																	
By continent																	
#	Number of suppliers in Africa	number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#	Number of suppliers in Asia	number	0	1	1	0	0	1	0	1	2	0	0	0	0	0	0
#	Number of suppliers in Europe	number	213	418	304	189	572	354	59	668	617	117	448	315	97	293	205
#	Number of suppliers in North America	number	1	2	4	1	1	1	0	3	4	0	0	0	0	2	1
#	Number of suppliers in Oceania	number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#	Number of suppliers in South America	number	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Safety Targets and Performance																	
Passenger and Public Safety																	
Fatality																	
	Target	number	n/a	n/a	n/a	0	0	0	n/a	n/a	n/a	0	0	0	0	0	0
#	Performance	number	n/a	n/a	n/a	0	1	0	n/a	n/a	n/a	0	0	1^[21]	0	0	0
No. of injuries per million passenger journeys																	
	Target	number	n/a	n/a	n/a	1.20	1.15	1.00	n/a	n/a	n/a	1.35	1.35	1.00	6.00	19.00	19.00
#	Performance	number	n/a	n/a	n/a	0.97	0.87	0.88	n/a	n/a	n/a	1.04	0.76	0.62	25.12	25.72	16.14
Staff Safety																	
Fatality																	
	Target	number	n/a	n/a	n/a	0	0	0	n/a	0	n/a^[23]	0	0	0	0	0	0
#	Performance	number	n/a	n/a	n/a	0 ^[22]	0	0	n/a	0	n/a^[23]	0 ^[24]	0	0	0	0	0
Lost time injuries per 100,000 man hours																	
	Target	number	n/a	n/a	n/a	0.30	0.30	0.30	n/a	0.30	n/a^[23]	0.55	0.55	0.45	1.50	1.50	1.50
#	Performance	number	n/a	n/a	n/a	0.40 ^[22]	0.41	0.27	n/a	1.07	n/a^[23]	0.30 ^[24]	0.04	0.47	1.70	0.56	0.63

Mainland of China and International Business – MTR Nordic

		MTR Nordic			Stockholm Metro						Stockholms Pendeltåg			MTRX		
		MTR Nordic			MTR Tunnelbanan			MTR Tech			MTR Pendeltågen			MTR Express		
KPI	Unit	2018	2019	2020	2018	2019	2020	2018	2019	2020	2018	2019	2020	2018	2019	2020
Contractor Safety ^[25]																
Fatality																
	Target	number	n/a	n/a	n/a	0	0	0	n/a	0	0	0	0	0	0	0
#	Performance	number	n/a	n/a	n/a	0	0	0	n/a	0	0	0	0	0	0	0
Lost time injuries per 100,000 man-hour																
	Target	number	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
#	Performance	number	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

Notes

[14] The environmental performance data of MTR Tech includes Emtrain, a 100%-owned subsidiary of MTR Tech, starting from 2020.

[15] This KPI includes waste from Emtrain.

[16] From 2020, waste from Emtrain is no longer reported under MTR Pendeltågen and is reported under MTR Tech instead.

[17] This KPI is presented in kg.

[18] This KPI includes waste from Emtrain and is presented in tonnes.

[19] This KPI includes waste generated by suppliers at depots.

[20] Since 2019, the scope of the reported figures are expanded to include all active suppliers.

[21] A worker from an external company was hit by a train when working with the tracks. The root cause of the accident was the human factor caused by the worker.

[22] This KPI is the aggregated performance of MTR Tunnelbannan AB and MTR Tech.

[23] Safety figures for MTR Tech have been aggregated under MTR Tunnelbanan and MTR Pendeltågen respectively.

[24] This KPI is the aggregated performance of MTR Pendeltågen and Emtrain.

[25] MTR Tunnelbanan, MTR Tech, MTR Pendeltågen and MTR Express monitors contractor's safety performance as part of staff's safety performance.

The KPIs for 2020 have been assured by EY.

'n/a' represent it is not applicable under the KPI in this context.

NP360 ESG Performance

KPI	Unit	2018	2019	2020
Staff Strength and Diversity				
Total employees	number	395	355	312 ^[26]
Total workforce (full-time) by age				
Aged below 30	number	83	84	65
Aged 30-below 50	number	163	172	176
Aged 50 & above	number	34	27	29
Total workforce (full-time) by gender				
Female	number	125	123	118
Male	number	155	160	152
Total workforce by employment type				
Full-time	number	280	283	270
Part-time	number	115	72	42
NP360 Operation Performance				
Cable car system reliability	%	99.93	99.93	99.93

KPI	Unit	2018	2019	2020
Safety Targets and Performance				
Customer Safety				
Fatality				
Target	number	0	0	0
Performance	number	0	0	0
Number of injuries per 100,000 visits				
Target	number	0.31	0.23	0.23
Performance	number	0	0	0
Staff Safety				
Fatality				
Target	number	0	0	0
Performance	number	0	0	0
Number of injuries per 100,000 manhours				
Target	number	0.99	0.99	0.99
Performance	number	0.52	0.63	0.63
Contractor Safety				
Fatality				
Target	number	0	0	0
Performance	number	0	0	0
Number of injuries per 100,000 manhours				
Target	number	1.64	1.64	1.64
Performance	number	1.89	1.32	1.32

Notes

[26] The KPI includes both full-time and part-time employees.

COMET BENCHMARKING RESULTS 2019

The Community of Metros (CoMET) programme collects data from large metro system operators around the world in order to compare performance and improve standards across the industry. The 2020 benchmarking exercise assessed data for 2019 for 19 metro systems from 18 cities including Beijing, Berlin, Delhi, Guangzhou, Hong Kong, London, Mexico City, Madrid, Moscow, New York, Paris, Santiago, Seoul, Singapore, Shanghai, São Paulo, Shenzhen and Taipei. Performance is measured across six categories, including growth and learning, customers, internal processes, safety and security, financial performance and environmental performance.

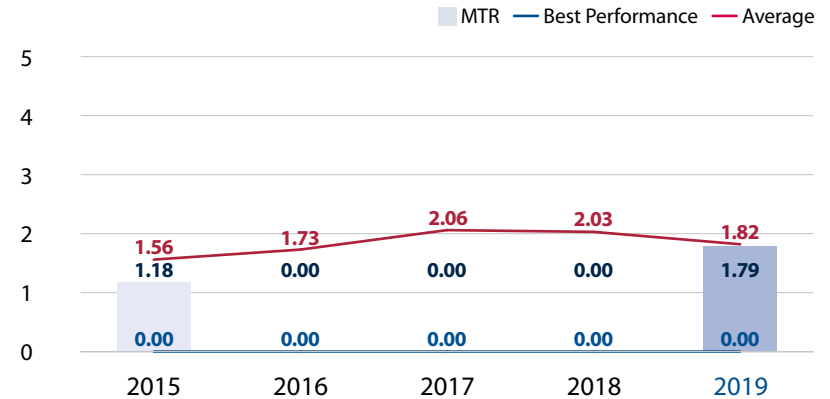
We have participated in the CoMET programme for years to benchmark our railway performance and seek further improvement.

LEARN MORE...

CoMET and Nova are two metro benchmarking groups comprising a total of 42 large and medium-sized metro systems from 39 cities and have merged into CoMET group in 2020. The group is jointly owned and steered by their members and are facilitated by the Transport Strategy Centre (TSC) at Imperial College London.

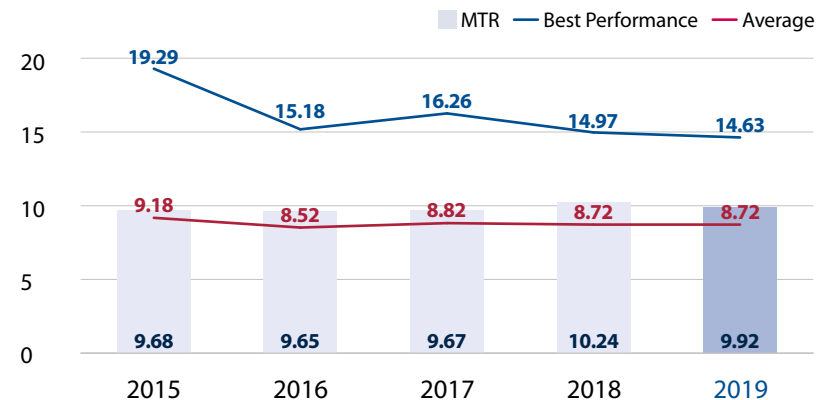
Safety

DEATHS FROM ACCIDENTS PER BILLION PASSENGER JOURNEYS — a measure of passenger safety

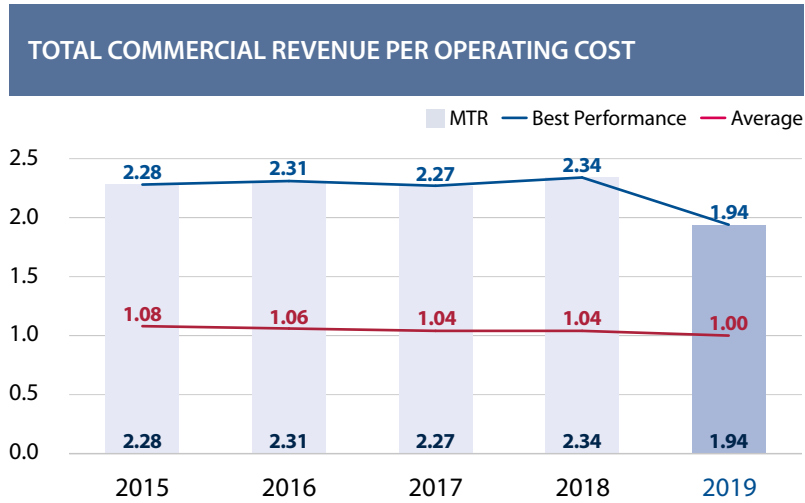


Staff

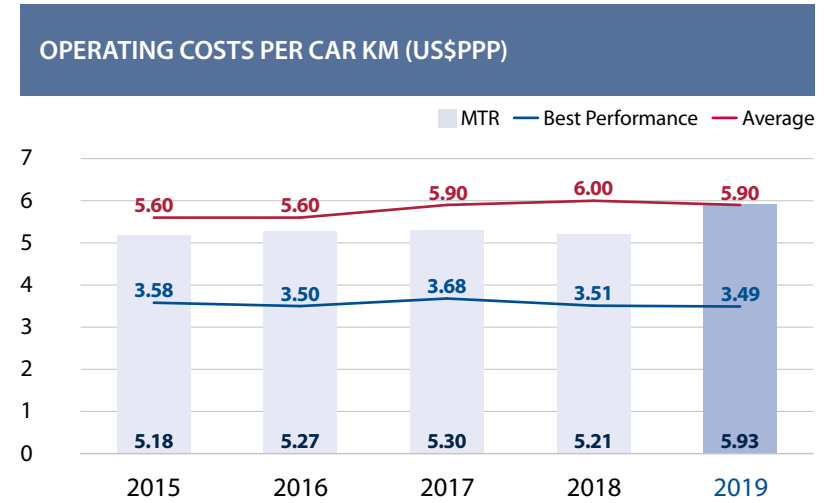
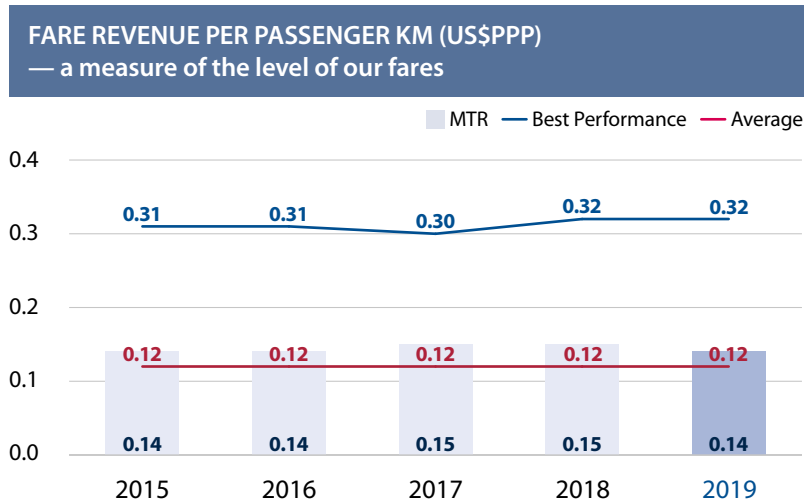
CAR KM PER STAFF AND CONTRACTOR HOURS



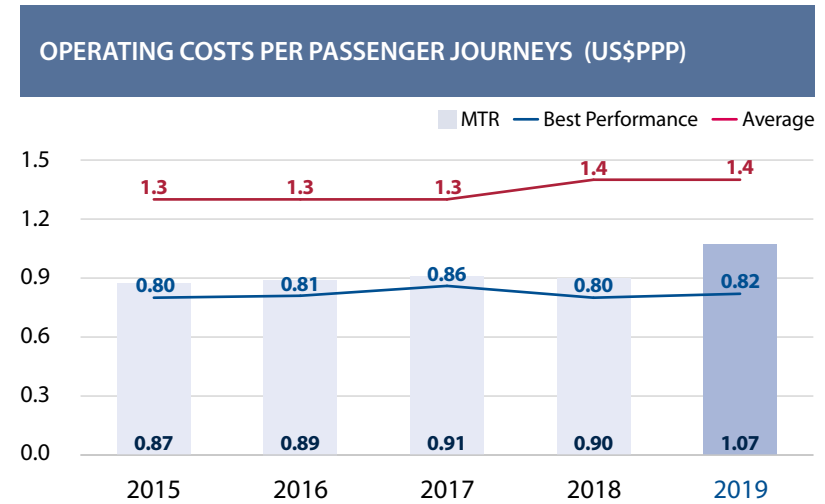
Financial performance



Note: Both the fare and non-fare revenue dropped significantly due to Public Order Events in 2nd half of 2019. Operating costs increased significantly due to recovery and repair incurred from vandalism of equipment/ facilities.

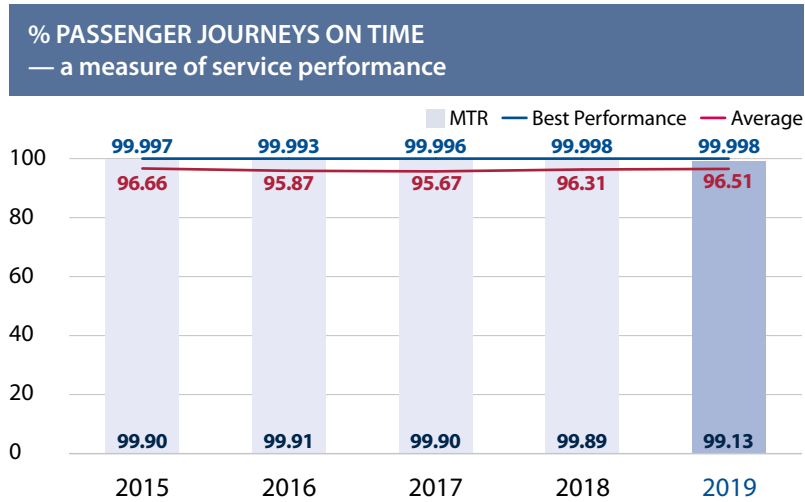


Note: Operating costs increased significantly due to recovery and repair incurred from vandalism of equipment/ facilities.

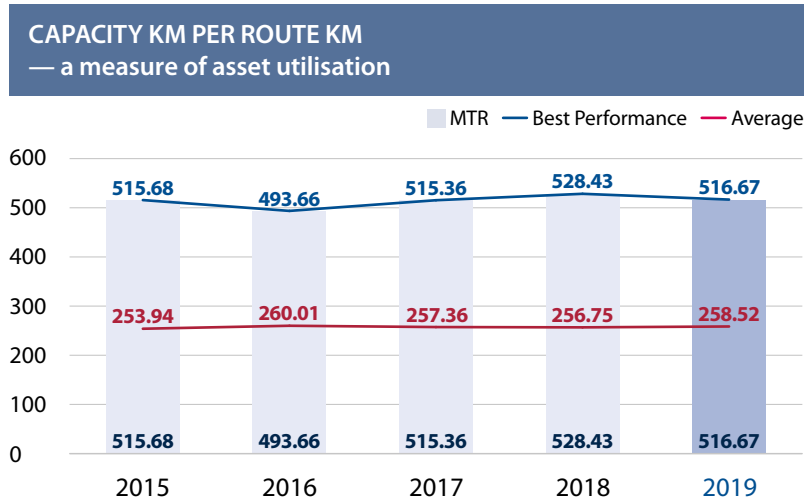
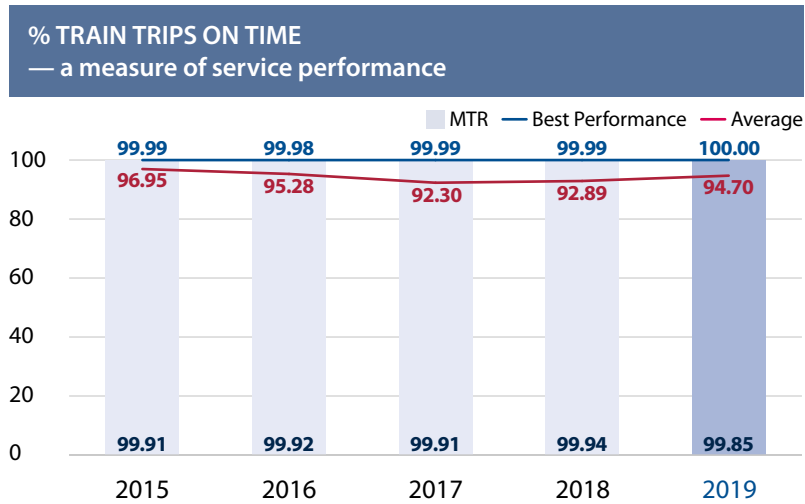


Note: Operating costs increased significantly due to recovery and repair incurred from vandalism of equipment/ facilities.

Customer service



Note: Passenger behavior and actions due to Public Order Events such as door obstructions, interfering train operations, and objects on track resulted in more service delay incidents in 2nd of half of 2019.



Note: Passenger behavior and actions due to Public Order Events such as door obstructions, interfering train operations, and objects on track resulted in more service delay incidents in 2nd of half of 2019.

DEFINITIONS

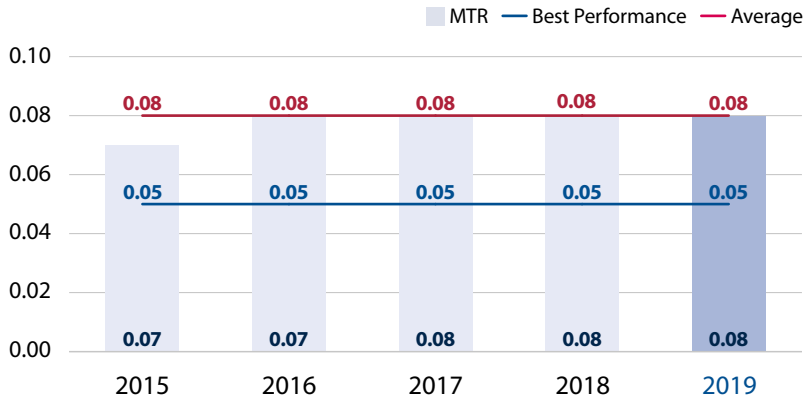
Passenger journeys — the total number of passenger trips on our trains during the year

Passenger km — the total number of kilometres travelled by passengers on our trains during the year

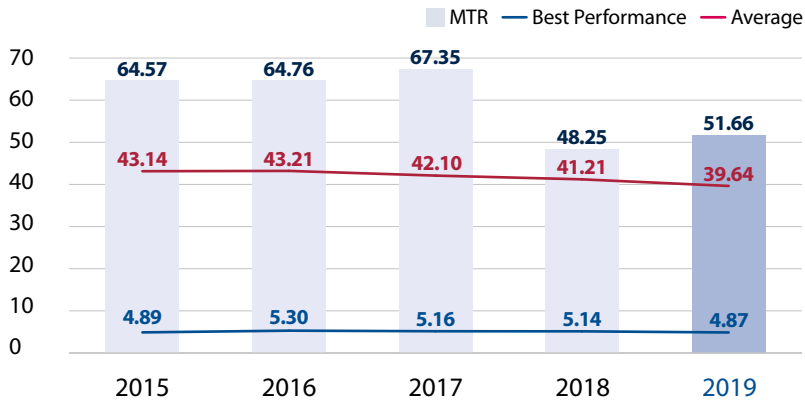
Car km — the total number of kilometres which were operated by our trains in revenue (passenger carrying) service during the year

Environment

TOTAL ENERGY CONSUMED PER PASSENGER KM — a measure of energy efficiency



CO₂ PER PASSENGER KM — a measure of contribution to climate change



SCOPE OF KEY PERFORMANCE INDICATORS (KPIs)

The scope of the report includes the following operations:

Location	Operation
Hong Kong	Operated by MTR Corporation Limited: <ul style="list-style-type: none"> • Heavy rail, light rail, and feeder bus services • Property Development, Rental and Management • Commercial Businesses Ngong Ping 360
Mainland of China	Operated by MTR Corporation (Shenzhen) Limited: <ul style="list-style-type: none"> • Shenzhen Metro Line 4 (Longhua Line)
Australia	Operated by Metro Trains Melbourne Pty. Limited: <ul style="list-style-type: none"> • Melbourne's Metropolitan rail service Operated by Metro Trains Sydney Pty. Limited: <ul style="list-style-type: none"> • Sydney Metro Northwest Line
United Kingdom	Operated by MTR Corporation (Crossrail) Limited: <ul style="list-style-type: none"> • TfL Rail / Elizabeth Line
Sweden	Operated by MTR Tunnelbanan AB rolling stock maintained by MTR Tech AB: <ul style="list-style-type: none"> • Stockholm Metro Operated by MTR Express (Sweden) AB: <ul style="list-style-type: none"> • MTRX intercity train service Operated by MTR Pendeltåg AB: <ul style="list-style-type: none"> • Stockholm Pendeltåg (commuter rail) Corporate Support Functions and Main Office Building of MTR Nordic

With the continuous improvement and development overseas, we have close communication with each subsidiary and require them to disclose KPIs, covering environmental, social and safety aspects. Where applicable, we align KPIs from our railway operations in the Mainland of China, Australia, Sweden and the United Kingdom with those disclosed in Hong Kong businesses, which are reported separately under the Performance Data Tables. The scope of each KPI of our subsidiaries and their local context is not specified separately here.

Starting from 2016, we report on relevant KPIs including safety performance, staff data and service performance of Ngong Ping 360 in reporting period separately.

Consolidated Financial and Economic Performance

Select economic and financial data were extracted from Annual Report 2020 available on our website. Please refer to the [Annual Report](#) for further details.

Environmental Performance

Transport operations

For comparability with other rail operators, some KPIs for our rail operations, such as energy use, water consumption and waste management, are presented to reflect environmental impacts from revenue-generating activities only. For example, data on electricity purchased for heavy rail includes traction energy and auxiliary energy used by trains, as well as energy use in stations and depots but excludes energy used during the testing and commissioning phases of new rail lines as well as by advertising panels and station kiosks.

We report the total amounts of hazardous wastes generated from our railway operations in Hong Kong in accordance with the Waste Disposal (Chemical Waste) (General) Regulation (Cap. 354), Hong Kong SAR. Hazardous waste is defined in accordance to local regulations for our overseas subsidiaries.

Projects Division and Property Division

We monitor performance on our construction sites in accordance with Environmental Impact Assessments for our projects. Our KPI for construction waste recycled monitors the amount of waste that is transferred from network expansion project sites to Public Fill Reception Facilities that are managed by the Civil Engineering and Development Department, Hong Kong SAR or transported to alternative construction sites.

We do not report on impacts that are outside the direct control or influence of the Company, such as energy use and water consumption that are the responsibility of contractors on our construction sites and the responsibility of tenants in our managed and investment properties.

GHG Emissions

In line with the Scope of this Report, we disclose data on greenhouse gas (GHG) emissions, including CO₂, CH₄ and N₂O, for the principal activities of the Company in Hong Kong. In general, we apply the operational control approach to defining our organisational boundary.

Our GHG inventory accounts for 100 per cent of GHG emissions from operations over which we have operational control, except where we note separately. It does not account for GHG emissions from operations over which we do not have operational control, including Octopus, a subsidiary in Hong Kong. On the other hand, our GHG inventory does not currently include activities of Ngong Ping 360, and subsidiaries in Hong Kong over which we have operational control.

The following table provides a summary of our GHG inventory, which aligns with the [Greenhouse Gas Protocol](#) that is jointly published by the World Business Council for Sustainable Development and the World Resources Institute. We have accounted for operations and activities that contribute

direct emissions and removals (Scope 1) and energy-related indirect emissions (Scope 2), and chosen to report on other indirect emissions (Scope 3) that we consider to be relevant and material to our business.

Corporate Support Functions and Main Office Buildings

Corporate Support Functions comprise the Finance Division, Human Resources and Administration Division, Legal and Secretarial Division, Commercial and Marketing Division, Corporate Affairs Division, Engineering Division, Internal Audit Department and Corporate Strategy Department, the Mainland of China and International Business and MTR Academy. Main office buildings comprise the Kowloon Bay Headquarters, Fo Tan Railway House, Kam Tin Building, Hung Hom Building, and 33/F IFC Two.

Scope 1 includes fuel consumption and refrigerants

Scope 2 includes purchased electricity

Scope 3 includes water consumption and sewage treatment, paper consumption and staff business travel

Note

- Refrigerants at Kowloon Bay Headquarters only.
- Data on centrally-procured paper reflects paper consumption for all business units, not only the Corporate Support Functions.

Hong Kong Transport Operations

Hong Kong Transport Operations comprise heavy rail, light rail and feeder bus services, all MTR stations, depots and other railway-supporting services.

Scope 1 includes fuel consumption supporting railway operations, fuel for feeder bus services and refrigerants

Scope 2 includes purchased electricity for railway operations

Scope 3 includes water consumption and sewage treatment

Note

- Purchased electricity includes advertising kiosks, station kiosks, station car parks, Tseung Kwan O Laboratory, Traxcomm and telecommunications.
- Water consumption includes tunnel cleaning starting from 2014 and cooling towers starting from 2016.

Hong Kong Network Expansion

Hong Kong Network Expansion includes all civil, electrical and mechanical works for the Shatin to Central Link .

Scope 1 includes fuel consumption

Scope 2 includes purchased electricity

Scope 3 includes water consumption and sewage treatment, and general wastes disposed to landfill

Note

- Fuel consumption includes site offices for projects, but excludes construction activities.
- Purchased electricity includes site offices for projects, but excludes construction activities.
- General waste disposed to landfill includes waste generated by construction activities and site offices.

Hong Kong Properties and Other Businesses

Hong Kong Properties and Other Businesses includes properties that are owned, developed and managed by the Company as follows:

- Hong Kong Investment Property: Telford Plaza I, Telford Plaza II, Luk Yeung Galleria, The Lane, PopCorn 2, Paradise Mall, Elements, Maritime Square, Maritime Square 2, Citylink Plaza, PopCorn 1, Riverpark, Trackside Villas, Ocean Walk.
- Hong Kong Management Property: Admiralty Centre, World-wide House, Fairmont House, Southorn Garden, Hongway Garden, Heng Fa Chuen, Kornhill, Kornhill Gardens, Perfect Mount Gardens, Felicity Garden, Fortress Metro Tower, Two IFC, Telford Gardens, Residence Oasis, Clear Water Bay No. 8, Metro Town, Grandiose, The Capitol, Le Prestige, The Wings, The Waterfront, Sorrento, The Harbourside, The Cullinan, The Arch, Union Square, Tierra Verde, Tung Chung Crescent, Seaview Crescent, Coastal Skyline, Caribbean Coast, The Palazzo, Lake Silver, Festival City, Luk Yeung Sun Chuen, New Kwai Fong Gardens, Harbour Green, Island Harbourview, Central Park and Park Avenue, River Park, Century Gateway, City Point, the Austin, Grand Austin, Hemera, The Spectra, The Pavilia Bay, Cullinan West, Parc City, Ocean Pride, and Sol City.

Scope 1 includes fuel consumption and refrigerants.

Scope 2 includes purchased electricity.

Scope 3 includes water consumption and sewage treatment.

Note

The following properties are excluded:

- Properties that are managed by agents on behalf of the Company.
- Hong Kong Property Development and Investment Projects which are managed by project developers in partnership with the Company.

Mainland of China and International Railway Operations

Mainland of China and International Railway Operations comprise heavy rail services managed by the Company's subsidiaries around the world as follows:

- Shenzhen Metro Line 4 managed by MTR Corporation (Shenzhen) Limited in the Mainland of China.
- Stockholm Metro operated by MTR Tunnelbanan AB and its rolling stock maintenance by MTR Tech AB, both of which are 100% owned subsidiaries by MTR Nordic AB in Sweden.
- Stockholm Pendeltåg, with operations being performed by MTR Pendeltågen AB
- MTRX intercity train service with operations being performed by MTR Express (Sweden) AB
- TfL Rail/Elizabeth line operated by MTR Corporation (Crossrail) Limited in London.
- Melbourne's metropolitan rail services managed by Metro Trains Melbourne Pty. Ltd. (MTM) in Australia.
- Sydney Metro North West Line managed by Metro Trains Sydney Pty. Limited

Scope 1 includes fuel consumption supporting railway operations and refrigerants

Scope 2 includes purchased electricity for railway operations

Our primary reference document for GHG calculations is [“Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings \(Commercial, Residential or Institutional Purposes\) in Hong Kong \(February 2010\)”](#) published by the Hong Kong Environmental Protection Department and the Electrical and Mechanical Services Department. It is the main source for the following information:

- GHG emission factors, which are the average emission rates of a given GHG for a given source, relative to units of activity; and,
- Global-warming potentials, which are relative measures of how much heat a given GHG traps in the atmosphere.

The emission factors for electricity consumption are obtained from the sustainability reports of the two local power companies (i.e. CLP Power Hong Kong Limited and Hong Kong Electric) which are released for the reporting year. For reporting year 2020, the emission factors for fresh water consumption and sewage treatment are derived from the most recent available annual report of Water Supplies Department (WSD) and sustainability report of Drainage Services Department (DSD) at the time of report preparation. Our overseas subsidiaries do not take reference to the emissions factors stated above.

We refer to two other guidance documents for specific GHG emission factors that are not available in Hong Kong or in our primary reference document:

- The emission factor for general waste disposed to landfills comes from the latest [Measuring Emissions: A Guide for Organisations: 2020 Detailed Guide](#) published by the New Zealand Ministry for the Environment, which was published in 2020; and
- The emission factors for staff business travel come from [Greenhouse gas reporting: conversion factors 2020](#) published by the United Kingdom Department for Business, Energy and Industrial Strategy.

Social Performance

Compliance

Our CGI on Compliance with Statutes and Regulations covers statutes and regulations in Hong Kong, the Mainland of China and other locations of significant relevance to our businesses. Internally, we report on actual or potential case of non-compliance that may impact our operations, result in financial loss, or undermine the Company's reputation, including minor breaches. The CGI also covers non-compliance arising from actions by other parties, such as contractors or business partners, where the Company could be held responsible.

In this report, we disclose data on the number of convicted cases of non-compliance that have been concluded as of 31 December 2020.

Staff

The following KPIs reflect full-time employees of the Company in Hong Kong, excluding temporary and part-time staff and staff of our subsidiaries unless otherwise specified.

PERSONS WITH DISABILITIES EMPLOYED

The number of staff with physical or mental disabilities, excluding those with chronic illnesses. This data is also expressed as a percentage of the total staff strength at the end of the reporting period.

WOMEN ON THE BOARD AND OTHER KPIS FOR BOARD DIVERSITY

In order to align with our Annual Report, our KPIs on Board Composition and Board Diversity, including women on the Board, reflect the composition of the Board as of 11 March 2021, which was the date of our results announcement for the 2020 financial year.

NEW EMPLOYEE HIRES RATE

Includes both full time and temporary staff hired in the reporting period and it is also reported by age group and gender. These rates are expressed as the percentages of the total number of staff strength for the same category at the end of the reporting period.

The following KPIs reflect full-time employees of the Company in Hong Kong, the Mainland of China, and Australia, excluding temporary and part-time staff and staff of our subsidiaries unless otherwise specified. For the United Kingdom, the following KPIs includes both full-time and part-time staff (covering permanent, contract and temporary). For Sweden, the voluntary staff turnover rate only includes full time and permanent staff.

VOLUNTARY STAFF TURNOVER RATE

The annual voluntary staff turnover rate of the Company. Also reported by gender and by age group, these rates are expressed as the percentages of the total number of staff strength for the same category at the end of the reporting period.

VACANT POSTS FILLED INTERNALLY EITHER BY PROMOTION OR TRANSFER

The number of job vacancies filled by internal candidates through job promotion or cross-departmental/sectional transfer or redeployment expressed as a percentage of the total number of job vacancies filled during the reporting period.

In order to align with data published in our Annual Report, the following KPIs include staff employed by our Hong Kong subsidiary Ngong Ping 360 and Traxcomm. For the Mainland of China, Australia, Sweden and the United Kingdom, the following KPIs includes both full-time and part-time staff (covering permanent, contract and temporary) unless otherwise specified.

TOTAL EMPLOYEES	The total number of full-time employees, as of the end of the reporting period.
WOMEN EMPLOYEES	The total number of women employed full-time by the Company expressed as a percentage of the total number of full-time employees, as of the end of the reporting period.

Development and Training

The following KPIs reflect full-time employees of the Company in Hong Kong, excluding part-time staff, contractors and staff employed by MTR subsidiaries.

TOTAL STAFF TRAINING DAYS	Total staff training includes management and operation training in the reporting period. Total staff training days are expressed in man days.
TRAINING DAYS PER EMPLOYEE (OVERALL)	All training completed in the reporting period is expressed in days.

The following KPIs reflect full-time employees of the Company in Hong Kong, the Mainland of China, and Australia, excluding part-time staff, contractors and staff employed by MTR subsidiaries unless otherwise specified. For Sweden and the United Kingdom, the following KPIs includes both full-time and part-time staff (covering permanent, contract and temporary).

PERCENTAGE OF EMPLOYEES TRAINED BY GENDER	The ratio of the number of trained employees by gender in the reporting period to the total number of employees under the same category.
PERCENTAGE OF EMPLOYEES TRAINED BY MANAGEMENT	The ratio of the number of trained employees by management in the reporting period to the total number of employees under the same category.
TRAINING DAYS PER EMPLOYEE BY GENDER	The total training days received by individuals divided by gender in the reporting period to the total number of the employees under the same category.

TRAINING DAYS PER EMPLOYEE BY MANAGEMENT

The total training days received by individuals in the management category in the reporting period divided by the total number of employees under the same category.

Customer service

Our Operating Agreement specifies several targets for service delivery that we must meet or exceed. In addition to these KPIs, our [Customer Service Pledge](#) also contains a number of other service commitments.

Operations Performance

Operations performance for our overseas subsidiaries is provided in the Sustainability Report as a reference. Each subsidiary follows its own calculation methodology that is based on local requirement. For the operations performance of Hong Kong railway operations, please refer to the latest Annual Report.

Supplier Distribution

In this report, the suppliers disclosed refer to our first-tier active suppliers with contract awarded or ordered in the reporting period. The distribution is categorised by continent according to the location of suppliers' primary contacting office.

Safety Targets and Performance

We establish targets for passenger and public, staff and contractor safety and monitor our KPIs regularly throughout the year. Our annual review of safety targets is based on a systematic approach that takes into account actual performance, new safety challenges and safety improvement initiatives. All safety KPIs include cases of fatalities and injuries within the reporting year that are concluded by end of February, 2021.

Safety targets for the three types of transport that we provide — Heavy Rail, Light Rail and Bus — are not directly comparable due to different operating environments and different types of adopted safety controls and protection measures.

Passenger and public safety

The scope of the following safety KPIs includes the Company's railway operations in Hong Kong, the Mainland of China, Australia, Sweden and the United Kingdom, as well as the activities of Ngong Ping 360, a subsidiary in Hong Kong.

PASSENGER FATALITIES

The number of passenger fatalities excludes suicides, attempted suicides, brawls between passengers and injuries due to passengers' medical conditions.

PASSENGER INJURIES REQUIRING HOSPITALISATION PER 100 MILLION JOURNEYS

The number of injuries that require admission to hospital for observation or treatment immediately after an accident. It refers to public serious injuries but excludes suicides, attempted suicides, brawls between passengers and injuries due to passengers' own medical conditions.

Staff and contractor safety

In accordance with Chapter 556A of the MTR Ordinance, we have adopted stringent reporting criteria for staff safety. Our approach to reporting on contractors' safety complies with Chapter 59A of the Factories and Industrial Undertaking Regulation, Chapter 282 of the Employee's Compensation Ordinance and Chapter 509 of the Occupational Safety and Health Ordinance. Staff and contractor safety reporting for our overseas subsidiaries is defined by local regulations.

To reflect the kinds of risks that are relevant for members of our staff and contractors, we apply differentiated targets for staff and contractor safety in various parts of our business as summarised in the following table.

CORPORATE SUPPORT FUNCTIONS

Finance Division, Human Resources and Administration Division, Legal and Secretarial Division, Commercial and Marketing Division, Corporate Affairs Division, Engineering Division, Internal Audit Department and Corporate Strategy Department, Mainland China and International Business^Δ and MTR Academy.

HONG KONG RAILWAY OPERATIONS

Work undertaken by staff members and contractors of the Operations Division.

HONG KONG PROPERTY DEVELOPMENT AND INVESTMENT PROJECTS

Foundations, buildings, alterations and other additional works on property development sites at LOHAS Park, Tai Wai, Tseung Kwan O, Tsuen Wan West, Long Ping, Nam Cheong, Tsing Yi, Olympic, Yuen Long, Austin and Tin Wing.

HONG KONG INVESTMENT PROPERTY

Maintenance and management work at Telford Plaza I, Telford Plaza II, Luk Yeung Galleria, The Lane, PopCorn 2, Paradise Mall, Elements, Maritime Square, CityLink Plaza, PopCorn 1, Trackside Villas, Ocean Walk, Heng Fa Club, Hanford Plaza*, Sun Tuen Mun Shopping Centre* and Plaza Ascot*

HONG KONG MANAGEMENT PROPERTY

Maintenance and management work at Admiralty Centre, World-wide House, Fairmont House, Southorn Garden, Hongway Garden, Heng Fa Chuen, Kornhill, Kornhill Gardens, Perfect Mount Gardens, Felicity Garden, Fortress Metro Tower, Two IFC, Telford Gardens, Residence Oasis, Clear Water Bay No. 8, Metro Town, Grandiose, The Capitol, Le Prestige, The Wings, The Waterfront, Sorrento, The Harbourside, The Cullinan, The Arch, Union Square, Tierra Verde, Tung Chung Crescent, Seaview Crescent, Coastal Skyline, Caribbean Coast, The Palazzo, Lake Silver, Festival City, Luk Yeung Sun Chuen, New Kwai Fong Gardens, Harbour Green, Island Harbourview, Central Park and Park Avenue, River Park, Century Gateway, City Point, the Austin, Grand Austin, The Central Park at LOHAS Park, Hemera, The Spectra, The Pavilia bay, Hanford Garden*, Royal Ascot* , Cullinan West, Parc City, Ocean Pride, and Sol City.

HONG KONG NETWORK EXPANSION

Civil, electrical and mechanical works for the Shatin to Central Link.

HONG KONG NETWORK IMPROVEMENT PROJECTS

Civil, electrical and mechanical, and railway systems works for asset replacement and improvement works, commercial projects and extension project / pedestrian link interface works.

^Δ With the change in our organisational structure, China and International Business Division has been moved under Corporate Support Functions and are not reported separately starting from year 2016.

* These properties are managed by agents.

Apart from the Company's operations listed in the above table, the following KPIs also include railway operations in the Mainland of China, Australia, Sweden and the United Kingdom.

STAFF FATALITIES

The number of work-related staff fatalities that have occurred during the reporting period.

**STAFF LOST TIME
INJURIES PER 100,000
MAN-HOURS**

The number of work-related injuries that resulted in one or more days' sick leave being granted to members of staff during the reporting period.

**CONTRACTOR
FATALITIES**

The number of work-related fatalities affecting staff members of our primary contractors that have occurred during the reporting period.

**CONTRACTOR
REPORTABLE ACCIDENTS
PER 100,000 HOURS**

The number of work-related injuries affecting staff members of our primary contractors during the reporting period and resulting in more than three days of sick leave.

**CONTRACTOR LOST TIME
INJURIES PER 100,000
MAN-HOURS**

The number of work-related injuries affecting staff members of our contractors during the reporting period and resulting in at least one shift or one day of sick leave being granted.