



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 Macao 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 Macao. Please refer to [COMET Benchmarking Results 2020](#) 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 & Risk 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.
- KPMG provided independent limited assurance for selected quantitative sustainability 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 2021	02
Economic Value Generated and Distributed	04
Hong Kong Environmental Performance	06
Hong Kong Social Performance	08
Hong Kong Safety Targets and Performance	13
Mainland China and International Business	17
Mainland China and International Business – MTR Nordic	22
NP360 ESG Performance	32
COMET Benchmarking Results 2020	33
Scope of Key Performance Indicators (KPIs)	37



INDEPENDENT LIMITED ASSURANCE REPORT TO THE BOARD OF DIRECTORS OF MTR CORPORATION LIMITED



We have undertaken a limited assurance engagement of the selected sustainability performance data of MTR Corporation Limited (“the Company”) for the year ended 31 December 2021, marked with the symbol # (“the Selected Sustainability Information”) in the “Performance Metrics” section of the Sustainability Report 2021 (“the Report”).

Directors’ responsibilities

The directors are responsible for the preparation of the Selected Sustainability Information in accordance with applicable criteria, as set out in the “Performance Metrics” and “Scope of Key Performance Indicators” sections of the Report (referred as “applicable criteria” thereafter). This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation of the Selected Sustainability Information that is free from material misstatement, whether due to fraud or error.

Our independence and quality control

We have complied with the independence and other ethical requirements of the *Code of Ethics for Professional Accountants* issued by the International Ethics Standards Board for Accountants, which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

The firm applies International Standard on Quality Control 1 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.

Our responsibilities

Our responsibility is to express a limited assurance conclusion on the Selected Sustainability Information based on the procedures we have performed and the evidence we have obtained. We conducted our limited assurance engagement in accordance with International Standard on Assurance Engagements 3000 (Revised), *Assurance Engagements Other Than Audits or Reviews of Historical Financial Information* (“ISAE 3000 (Revised)”) and, in respect of greenhouse gas emissions, International Standard on Assurance Engagements 3410, *Assurance Engagements on Greenhouse Gas Statements* (“ISAE 3410”) issued by the International Auditing and Assurance Standards Board. These standards require that we plan and perform this engagement to obtain limited assurance about whether the Selected Sustainability Information is free from material misstatement.

A limited assurance engagement undertaken in accordance with ISAE 3000 (Revised), and ISAE 3410 involves assessing the suitability in the circumstances of the Company’s use of applicable criteria as the basis for the preparation of the Selected Sustainability Information, assessing the risks of material misstatement of the Selected Sustainability Information whether due to fraud or error, responding to the assessed risks as necessary in the circumstances, and evaluating the overall presentation of the Selected Sustainability Information. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks. Within the scope of our work we performed amongst others the following procedures:

- Enquiries of relevant staff at corporate and selected site level responsible for the preparation of the Selected Sustainability Information;
- Interviews with relevant staff to understand the design and implementation of the systems and methods used to collect and process the Selected Sustainability Information;
- Agreement of the Selected Sustainability Information, on a sample basis, to source documentation;
- Analytical procedures over the Selected Sustainability Information;
- Compared the definitions as included in the applicable criteria against the definitions used by the Company to prepare the Selected Sustainability Information; and
- Read the information presented in the Report to determine whether it is in line with our overall knowledge of, and experience with, the sustainability performance of the Company.

The 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 we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether the Company's Selected Sustainability Information has been prepared, in all material respects, in accordance with the applicable criteria as set out in the "Performance Metrics" and "Scope of Key Performance Indicators" sections of the Report.

Our responsibility is to carry out a limited assurance engagement and to express a conclusion based on the work performed and the evidence obtained. This report is made solely to you, as a body, in accordance with our agreed terms of engagement, and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report.

Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Company's Selected Sustainability Information for the year ended 31 December 2021 is not prepared, in all material respects, in accordance with the applicable criteria as set out in the "Performance Metrics" and "Scope of Key Performance Indicators" sections of the Report.



Certified Public Accountants

8th Floor, Prince's Building
10 Chater Road
Central, Hong Kong

13 April 2022


Economic Value Generated and Distributed

	Unit	2017	2018	2019	2020	2021
Economic Value Generated						
Total Economic Value Generated	HK\$ million	56,560	56,530	60,523	53,578	59,274
Revenue from Hong Kong Transport Operations	HK\$ million	18,201	19,490	19,938	11,896	13,177
Revenue from Hong Kong Station Commercial Businesses	HK\$ million	5,975	6,458	6,799	3,269	3,208
Revenue from Hong Kong Property Rental and Management Businesses	HK\$ million	4,900	5,055	5,137	5,054	5,036
Revenue from Mainland China and International Subsidiaries	HK\$ million	23,986	20,937	21,085	21,428	25,398
Revenue from Other Businesses	HK\$ million	2,378	1,990	1,833 ^[1]	1,499 ^[2]	1,351^[2]
Hong Kong Property Development Profit from Share of Surplus and Interest in Unsold Properties	HK\$ million	1,120 ^[3]	2,600 ^[4]	5,731 ^[5]	6,509 ^[6]	11,104^[7]
Economic Value Retained from Prior Years and Reinvested in 2020	HK\$ million	–	–	–	3,923	–
Economic Value Distributed						
Total Economic Value Distributed	HK\$ million	56,560	56,530	60,523	53,578	59,274
Staff Costs	HK\$ million	13,660 ^[8]	14,558 ^[9]	15,418 ^[10]	15,138 ^[11]	15,537^[12]
Maintenance, Renewal and Upgrade Expenditure on Existing Hong Kong Railway System	HK\$ million	8,646	9,289	9,845	10,985	10,893
Other Operating Costs	HK\$ million	17,057 ^[13]	15,395 ^[14]	18,549 ^[15]	16,905 ^[16]	18,307^[17]
Fixed and Variable Annual Payments	HK\$ million	2,683	3,055	3,333	988	1,010
Interest and Finance Costs	HK\$ million	659 ^[18]	859 ^[19]	720 ^[20]	701 ^[21]	557^[22]
Taxes ^[23]	HK\$ million	2,908	2,189	1,384	1,258	2,178
Ordinary Dividends						
HKSAR Government	HK\$ million	4,765 ^[24]	5,081	5,561	5,700	5,700
Other Shareholders	HK\$ million	1,584 ^[24]	1,673	1,813	1,881	1,908
Community Investment	HK\$ million	31 ^[25]	28 ^[26]	21 ^[27]	22 ^[28]	15^[29]
Economic Value Retained for Reinvestment	HK\$ million	4,567 ^[30]	4,403 ^[31]	3,879 ^[31]	–	3,169^[31]

Notes:

- [1] Includes share of profit or loss of associates and joint venture.
- [2] Includes share of profit of associates and joint ventures.
- [3] Before taking into account staff costs of HK\$23 million.
- [4] Before taking into account staff costs of HK\$26 million.
- [5] Before taking into account staff costs of HK\$24 million.
- [6] Before taking into account staff costs of HK\$18 million.
- [7] Before taking into account staff costs of HK\$7 million.
- [8] Excludes staff costs relating to Hong Kong railway system maintenance of HK\$2,104 million and capitalised for asset creation of HK\$1,191 million.
- [9] Excludes staff costs related to Hong Kong railway system maintenance of HK\$2,169 million, capitalised for asset creation of HK\$1,178 million and recoverable of HK\$566 million.
- [10] Excludes staff costs related to Hong Kong railway system maintenance of HK\$2,443 million, capitalised for asset creation of HK\$1,286 million and recoverable of HK\$602 million.
- [11] Excludes staff costs related to Hong Kong railway system maintenance of HK\$2,430 million, capitalised for asset creation of HK\$1,412 million and recoverable of HK\$596 million.
- [12] Excludes staff costs related to Hong Kong railway system maintenance of HK\$2,442 million, capitalised for asset creation of HK\$1,633 million and recoverable of HK\$576 million.
- [13] For simplicity, operating costs include interest income and share of profit or loss of associates and joint venture, netted with profit attributable to non-controlling interests. Excludes operating costs relating to Hong Kong railway system maintenance of HK\$1,678 million.
- [14] For simplicity reason, operating costs include interest income and share of profit or loss of associates and joint venture, netted with profit attributable to non-controlling interests. Excludes operating costs related to Hong Kong railway system maintenance of HK\$1,893 million.
- [15] For simplicity reason, operating costs include interest income, netted with profit attributable to non-controlling interests. Excludes operating costs related to Hong Kong railway system maintenance of HK\$2,320 million.
- [16] For simplicity reason, other operating costs include interest income, netted with non-controlling interests. Excludes operating costs related to Hong Kong railway system maintenance of HK\$2,424 million.
- [17] For simplicity reason, other operating costs include interest income, netted with non-controlling interests. Excludes operating costs related to Hong Kong railway system maintenance of HK\$2,547 million.
- [18] Excludes interest expenses capitalised for asset creation of HK\$373 million.
- [19] Excludes interest expenses capitalised for asset creation of HK\$407 million.
- [20] Excludes interest expenses capitalised for asset creation of HK\$449 million.
- [21] Excludes interest expenses capitalised for asset creation of HK\$360 million.
- [22] Excludes interest expenses capitalised for asset creation of HK\$322 million.
- [23] Represents current income tax and excludes deferred tax for the year.
- [24] Represents ordinary dividends payout during the year. Excludes the payment of the second and final tranche of special dividend under the XRL Agreement of HK\$13.0 billion (HK\$9,756 million to the Financial Secretary Incorporated of the HKSAR Government and HK\$3,253 million to other shareholders).
- [25] Includes donations, sponsorships and other community engagement contributions (inclusive of HK\$6.8 million donation made to victims of the arson attack that took place on 10 February 2017), and excludes ongoing fare concessions and promotions of HK\$2,672 million and in-kind donations of HK\$24 million.
- [26] Includes donations, sponsorships and other community engagement contributions, and excludes ongoing fare concessions and promotions of HK\$2,769 million and in-kind donations of HK\$26 million.
- [27] Includes donations, sponsorships and other community engagement contributions, and excludes ongoing fare concessions and promotions of HK\$2,675 million and in-kind donations of HK\$18 million.
- [28] Includes donations, sponsorships and other community engagement contributions, and excludes in-kind donations of HK\$20 million given. In addition, there were (i) ongoing fare concessions and promotions of HK\$1,710 million, (ii) MTR's share of additional fare promotions offered to our Hong Kong passengers (including 20% rebate on every Octopus trip and HK\$100 discounts on MTR City Saver and Monthly Pass Extras), and (iii) rental concessions granted to station and mall tenants that have not been accounted for in this amount.
- [29] Includes donations, sponsorships and other community engagement contributions, and excludes in-kind donations of HK\$32 million given. In addition, there were (i) ongoing fare concessions and promotions of HK\$2,267 million, (ii) MTR's share of additional fare promotions offered to our Hong Kong passengers (including 20% rebate on every Octopus trip, 5% fare reduction & rebate and discounts on MTR City Saver and Monthly Pass Extras), and (iii) rental concessions granted to station and mall tenants that have not been accounted for in this amount.
- [30] Economic value retained for reinvestment to generate future economic values. This represents underlying business profit attributable to shareholders of the Company (before depreciation, amortisation and deferred tax) for the year retained, after the amounts distributed to our stakeholders and invested in asset maintenance, renewal and upgrade of our Hong Kong railway system, but before payment of the second and final tranche of special dividend under the XRL Agreement of HK\$13.0 billion.
- [31] Economic value retained for reinvestment to generate future economic values. This represents underlying business profit attributable to shareholders of the Company (before depreciation, amortisation and deferred tax) for the year retained, after the amounts distributed to our stakeholders and invested in asset maintenance, renewal and upgrade of our Hong Kong railway system.



Performance Data

Hong Kong Environmental Performance						
KPI	Unit	2017	2018	2019	2020	2021
Energy Use						
# Total electricity purchased for railway operations	MWh	1,628,344	1,635,542	1,613,075	1,534,491	1,555,211
# Heavy rail	MWh	1,573,174	1,580,443	1,559,734	1,484,030	1,503,677
# Light rail and bus	MWh	55,170	55,099	53,341	50,461	51,534
# Electricity consumption per revenue car-km ^[1]	kWh per revenue car-km	4.85	4.77	4.81	5.26	5.39
# Heavy rail	kWh per revenue car-km	4.84	4.76	4.81	5.28	5.41
# Light rail and bus	kWh per revenue car-km	4.95	4.95	5.04	4.86	5.03
# Total electricity purchased for managed and investment properties	MWh	395,323	386,703	400,824	376,220	411,914
Water Consumption						
# Water consumption from railway operations	m ³	768,302	702,190	818,331	599,824	567,147
# Total water consumption from station cooling towers	m ³	223,237	218,729	278,767	254,934	267,763
# Water consumption from managed and investment properties	m ³	1,147,940	1,367,332	1,438,363	1,039,291	1,180,694
Waste Management						
# Metals recycled from railway operations	tonnes	3,598	3,569	3,955	4,288	4,585
# Total hazardous wastes	tonnes	238	189	272	361	187
# Total hazardous wastes in liquid	litres	75,609	102,201	94,822	99,653	97,960
# General wastes from railway extension projects	tonnes	53,608	26,203	14,504	18,428	5,044
# Total construction wastes recycled	tonnes	1,040,668	585,350	179,566	88,495	29,085
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	2017	2018	2019	2020	2021
GHG Emission Inventory						
# Total GHG emissions	tonnes CO ₂ e	1,334,394	1,322,169	1,388,810	1,024,813	1,079,402
# Scope 1	tonnes CO ₂ e	48,924	44,102	46,134	40,949	40,611
# Scope 2	tonnes CO ₂ e	1,257,664	1,262,450	1,332,512	976,574	1,035,654
# Scope 3	tonnes CO ₂ e	27,806	15,617	10,165	7,290	3,137
Corporate Functions and Main Office Buildings						
# Total	tonnes CO ₂ e	20,212	19,351	19,400	13,934	14,579
# Scope 1	tonnes CO ₂ e	3,799	3,122	3,844	3,374	3,474
# Scope 2	tonnes CO ₂ e	13,679	13,609	13,328	10,163	10,787
# Scope 3	tonnes CO ₂ e	2,734	2,620	2,228	397	318
Transport Operations						
# Total	tonnes CO ₂ e	1,055,126	1,059,503	1,129,223	828,954	868,815
# Scope 1	tonnes CO ₂ e	38,495	33,775	36,876	29,878	30,775
# Scope 2	tonnes CO ₂ e	1,016,074	1,025,186	1,091,724	798,564	837,531
# Scope 3	tonnes CO ₂ e	556	542	623	512	509
Network Expansion						
# Total	tonnes CO ₂ e	25,871	13,833	7,637	6,608	2,377
# Scope 1	tonnes CO ₂ e	206	153	123	126	161
# Scope 2	tonnes CO ₂ e	1,842	2,033	1,070	750	646
# Scope 3	tonnes CO ₂ e	23,823	11,647	6,444	5,732	1,570
Properties and Other Businesses						
# Total	tonnes CO ₂ e	233,185	229,482	232,549	175,317	193,630
# Scope 1	tonnes CO ₂ e	6,424	7,052	5,290	7,571	6,201
# Scope 2	tonnes CO ₂ e	226,068	221,622	226,390	167,097	186,689
# Scope 3	tonnes CO ₂ e	693	808	869	649	740

Notes

[1] Electricity consumption per revenue car-km is the average electricity consumption of the rail network. Revenue car-km is defined as distance travelled by electric multiple unit (EMU) train cars with passengers on board, excluding turnaround track and non-passenger carrying runs.

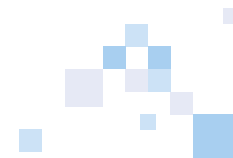
The KPIs for 2021 have been assured by KPMG.

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



Hong Kong Social Performance

KPI	Unit	2017	2018	2019	2020	2021
Ridership						
Total number of passenger trips	Weekday average in million	5.76	5.88	5.61	3.88	4.75
Total number of passenger trips - Hong Kong passenger services	million	2,000	2,044.5	1,914.3	1,310.8	1,616.3
Share of franchised public transport in Hong Kong	%	49.1	49.3	47.3	45.3	47.3
Total Workforce						
Total workforce by age						
# Aged below 30	number	3,593	3,650	3,592	3,092	2,756
# Aged 30-below 50	number	8,531	8,568	8,765	8,850	8,821
# Aged 50 & above	number	5,400	5,408	5,385	5,346	5,286
Total workforce by gender						
# Female	number	3,606	3,701	3,790	3,706	3,659
# Male	number	13,918	13,925	13,952	13,582	13,204
Total workforce by employment type						
# Full time	number	17,524	17,626	17,742	17,288	16,863
# Part time	number	1,960	2,682	2,568	2,046	1,575
# Persons with disabilities employed	number	346	415	468	571	607
# Persons with disabilities employed (%)	%	2.0	2.4	2.7	3.4	3.7
# Women employees	%	20.6	21.0	21.4	21.0	21.7
Women on the Board	%	20	24	25	25	20





Hong Kong Social Performance

KPI	Unit	2017	2018	2019	2020	2021
Voluntary Staff Turnover						
# Total number of voluntary staff turnover	number	767	814	765	590	930
# Total voluntary staff turnover rate	%	4.5	4.7	4.4	3.4	5.6
Voluntary staff turnover rate by age						
Aged below 30						
# Total number	number	339	338	312	189	270
# Turnover rate	%	9.7	9.6	8.8	5.9	9.7
Aged 30-below 50						
# Total number	number	365	353	346	277	524
# Turnover rate	%	4.3	4.2	4.1	3.2	6.1
Aged 50 & above						
# Total number	number	63	123	107	124	136
# Turnover rate	%	1.2	2.3	2	2.3	2.6
Voluntary staff turnover rate by gender						
Female						
# Total number	number	215	231	226	161	284
# Turnover rate	%	6.2	6.6	6.3	4.5	8.1
Male						
# Total number	number	552	583	539	429	646
# Turnover rate	%	4.0	4.3	3.9	3.2	4.9
Vacant Posts Filled Internally						
# Vacant posts filled internally either by promotion or transfer	%	57	53	50	63	68



Hong Kong Social Performance

KPI	Unit	2017	2018	2019	2020	2021
New Employee Hires^[2]						
New employee hires rate by age						
Aged below 30						
# Total number	number	1,096	1,162	1,090	390	601
# New hires rate	%	30.5	32.6	31.1	12.9	22.3
Aged 30-below 50						
# Total number	number	392	475	478	272	394
# New hires rate	%	4.6	5.7	5.6	3.1	4.6
Aged 50 & above						
# Total number	number	70	153	131	80	81
# New hires rate	%	1.3	2.8	2.4	1.5	1.5
New employee hires rate by gender						
Female						
# Total number	number	387	514	523	177	344
# New hires rate	%	10.7	14.4	14.3	4.9	9.7
Male						
# Total number	number	1,171	1,276	1,176	565	732
# New hires rate	%	8.4	9.3	8.5	4.2	5.6
Employee Training						
Percentage of employees trained						
Percentage of employees trained by gender						
# Female	%	88.7	91.9	91.2	77.8	88.5
# Male	%	91.7	95.5	92.7	84.3	92.7
Percentage of employees trained by employment						
# Managers	%	75.1	80.8	70.3	67.9	89.9
# Non-managers	%	93	96.3	94.7	84.5	92.0



Hong Kong Social Performance

KPI	Unit	2017	2018	2019	2020	2021
Employee Training days						
# Total staff training days	man day	121,742	142,748	123,827	81,869	86,115
# Management training	man day	18,474	15,264	14,671	7,674	10,926
# Operations training	man day	103,268	127,587	109,156	74,195	75,189
# Training days per employee (overall)	days	7.1	8.2	7.1	4.8	5.2
Training days per employee by gender						
# Female	days	5.0	5.8	5.2	3.5	3.2
# Male	days	7.6	8.9	7.6	5.2	5.7
Training days per employee by employment						
# Managers	days	1.9	2.3	1.7	1.6	1.9
# Non-managers	days	7.7	8.9	7.7	5.2	5.6
Charitable Contributions						
# Cash donations ^[3]	HK\$ '000	21,800	26,000	12,700	15,400	10,700
# In-kind donation	HK\$ '000	24,000	25,600	18,000	20,000	32,000
# Employee fundraising	HK\$ '000	368	264	521	738	736
# Employee volunteering (number of projects)	number	295	292	259	64	95
# Employee volunteering (number of volunteers)	number	3,954	3,091	2,139	483	870
Legal Compliance (Number of Convicted Cases)						
# Cases of corruption	number	0	1	0	0	0
# Cases involving health and safety	number	0	2	1	1 ^[4]	1^[5]
# Cases involving labor standards	number	1	0	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	3	0	2	0	0



Hong Kong Social Performance

KPI	Unit	2017	2018	2019	2020	2021
Supply Chain						
By continent						
# Number of suppliers in Africa	number	0	0	0	0	0
# Number of suppliers in Asia	number	1,667	1,750	1,767	1,755	1,726
# Number of suppliers in Europe	number	145	139	159	144	133
# Number of suppliers in North America	number	21	23	22	18	20
# Number of suppliers in Oceania	number	26	20	21	22	18
# Number of suppliers in South America	number	0	0	0	0	0

Notes

[2] The new employee hires rates for 2018-2020 are restated to express as the percentages of the total number of staff strength for the same category at the end of the reporting period.

[3] This KPI includes all cash donations of the Company and its subsidiaries.

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

[5] One case related to the Occupational Safety and Health Ordinance, Cap. 509.

The KPIs for 2021 have been assured by KPMG.

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





Hong Kong Safety Targets and Performance

KPI	Unit	2017	2018	2019	2020	2021
Passenger and public safety						
Fatality						
Heavy rail						
Target	number	0	0	0	0	0
# Performance	number	0	0	0	1 ^[6]	0
Light rail						
Target	number	0	0	0	0	0
# Performance	number	0	0	0	1 ^[7]	0
Bus						
Target	number	0	0	0	0	0
# Performance	number	0	0	0	0	0
No. of injuries requiring hospitalisation per 100 million passenger journeys						
Heavy rail						
Target	number	9.29	9.26	8.56	7.60	6.64
# Performance	number	7.3	4.6	3.67	2.51	1.76
Light rail						
Target	number	13.66	13.66	13.08	11.67	9.89
# Performance	number	9.52	6.69	6.41	1.79	2.12
Bus						
Target	number	6.88	6.88	6.88	6.85	6.85
# Performance	number	9.44	1.57	9.52	3.99	4.99





Hong Kong Safety Targets and Performance

KPI	Unit	2017	2018	2019	2020	2021
Staff safety						
Fatality						
Corporate Support Functions						
Target	number	0	0	0	0	0
# Performance	number	0	0	0	0	0
Hong Kong Transport Services Business Unit						
Target	number	0	0	0	0	0
# Performance	number	0	1	0	0	0
Capital Works Business Unit						
Target	number	0	0	0	0	0
# Performance	number	0	0	0	0	0
Hong Kong Property Business Unit						
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	0.13	0.20	0.20	0.16
# Performance	number	0.06	0.16	0.20	0.04	0.08
Hong Kong Transport Services Business Unit						
Target	number	0.44	0.42	0.42	0.40	0.40
# Performance	number	0.42	0.38	0.65	0.43	0.46
Capital Works Business Unit						
Target	number	0.10	0.10	0.10	0.10	0.10
# Performance	number	0.20	0.00	0.16	0.04	0.07
Hong Kong Property Business Unit						
Target	number	0.30	0.30	0.30	0.30	0.27
# Performance	number	0.09	0.00	0.04	0.16	0.20



Hong Kong Safety Targets and Performance

KPI	Unit	2017	2018	2019	2020	2021
Contractor Safety						
Fatality						
Corporate support functions						
Target	number	0	0	0	0	0
# Performance	number	0	0	0	0	0
Operating railway						
Target	number	0	0	0	0	0
# Performance	number	0	0	0	1	0
Hong Kong property development and investment projects						
Target	number	0	0	0	0	0
# Performance	number	1	0	0	0	0
Hong Kong investment property						
Target	number	0	0	0	0	0
# Performance	number	0	0	0	0	0
Hong Kong management property						
Target	number	0	0	0	0	0
# Performance	number	0	0	0	0	0
Hong Kong project construction - railway extension projects						
Target	number	0	0	0	0	0
# Performance	number	0	0	0	0	0
Hong Kong project construction - network improvement projects						
Target	number	0	0	0	0	0
# Performance	number	1	0	0	0	0



Hong Kong Safety Targets and Performance

KPI	Unit	2017	2018	2019	2020	2021
Lost time injuries per 100,000 man hours^[8]						
Corporate support functions						
Target	number	0.15	0.3	0.53	0.55	0.49
# Performance	number	0.21	0.74	0.62	0.32	0.20
Operating railway						
Target	number	0.21	0.2	0.2	0.30	0.28
# Performance	number	0.18	0.26	0.25	0.24	0.27
Hong Kong project construction - railway extension projects						
Target	number	0.3	0.3	0.3	0.75	0.65
# Performance	number	0.32	0.23	0.26	0.49	0.26
Hong Kong project construction - network improvement projects						
Target	number	0.3	0.3	0.3	0.2	0.20
# Performance	number	0.22	0.06	0.00	0.00	0.15
Hong Kong property development and investment projects						
Target	number	0.3	0.3	0.3	0.40	0.27
# Performance	number	0.03	0.02	0.05	0.03	0.03
Hong Kong investment property						
Target	number	0.22	0.22	0.22	0.30	0.27
# Performance	number	0.26	0.03	0.18	0.21	0.13
Hong Kong management property						
Target	number	0.22	0.22	0.22	0.30	0.27
# Performance	number	0.18	0.11	0.18	0.19	0.17

Notes

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

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

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

The KPIs for 2021 have been assured by KPMG.

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


Mainland 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	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
Environmental Performance													
# Total electricity consumption for railway operation	MWh	98,293	101,656	143,766	468,782	445,751	465,635	n/a	87,744	84,618	74,136 ^[9]	112,125 ^[9]	108,286
# Total water consumption from railway operation	m ³	230,321	189,067	365,300	278,665	235,135	258,640	n/a	13,902 ^[10]	42,750	n/a	n/a	30,853
# Metals recycled	tonnes	272.1	84.2	57	3,070.20	1,633.0	876	n/a	23	23	n/a	n/a	n/a
# Total hazardous wastes	tonnes	41.7	38.7	67	n/a	n/a	n/a	n/a	n/a	0	0	0	0
# Total hazardous wastes in liquid	litres	5.4 ^[11]	3.2 ^[11]	9^[11]	n/a	n/a	n/a	n/a	9,000	9,000	0	0	0
# Total GHG emissions	tonnes CO ₂ e	93,656	96,902	136,870	495,565	451,449	449,473	n/a	52	68,760	18,949	26,141	24,364
# Scope 1 emissions	tonnes CO ₂ e	385	441	450	5,975	5,652	6,481	n/a	52	220	n/a	n/a	76
# Scope 2 emissions	tonnes CO ₂ e	93,271	96,461	136,419	489,590	445,797	442,992	n/a	0 ^[12]	68,540	18,949 ^[9]	26,141 ^[9]	24,288
Social Performance													
Total Workforce													
# Total employees	number	1,625	1,938	1,925	6,086	6,200	6,765	n/a	237 ^[13]	252	1,154	1,160	1,154
Total workforce by gender													
# Female	number	389	448	465	1,288 ^[14]	1,386 ^[14]	1,976	n/a	70 ^[15]	81	266	268	267
# Male	number	1,236	1,490	1,460	4,190 ^[14]	4,198 ^[14]	4,789	n/a	135 ^[15]	171	888	892	887
Total workforce by age													
# Aged below 30	number	800	1,043	985	623 ^[14]	590 ^[14]	800	n/a	21 ^[15]	30	200	170	169
# Aged 30 - below 50	number	813	875	914	2,891 ^[14]	2,979 ^[14]	3,591	n/a	138 ^[15]	172	743	767	763
# Aged 50 & above	number	12	20	26	1,964 ^[14]	2,015 ^[14]	2,374	n/a	46 ^[15]	50	211	223	222
Total workforce by employment type													
# Full time staff	number	1,625	1,938	1,925	5,478	5,584	6,005^[16]	n/a	205 ^[17]	245	1,132	1,137	1,132
# Part time staff	number	0	0	0	608	616	588^[16]	n/a	1 ^[17]	7	22	23	22

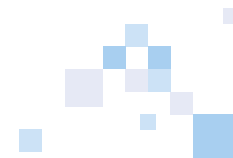

Mainland China and International Business

		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	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	
Voluntary Staff Turnover														
#	Total voluntary staff turnover rate	%	8.5	7.4	9.9	3.6	4.1	7.0	n/a	8.4	12.6	5.0	3.3	7.2
Voluntary staff turnover rate by age														
#	Aged below 30	%	12.0	11.0	14.0	3.5	5.0	5.0	n/a	11.1	15.2	11.2	5.3	16.8
#	Aged 30 - below 50	%	5.0	4.0	5.0	3.7	5.5	7.0	n/a	7.6	12.3	4.6	3.7	5.3
#	Aged 50 & above	%	0.0	7.0	5.0	1.2	1.9	6.0	n/a	9.6	12.2	1.9	0.5	6.0
Voluntary staff turnover rate by gender														
#	Female	%	6.9	4.0	6.2	4.5	5.6	7.0	n/a	6.0	18.3	7.6	3.6	13.2
#	Male	%	8.4	7.5	11.1	2.3	3.5	6.0	n/a	9.7	9.7	4.2	3.0	5.1
Vacant Posts Filled Internally														
#	Vacant posts filled internally either by promotion or transfer	%	20.4	22.0	33.1	31.0	33.5	33.0	n/a	16	0.4	31.3	n/a	n/a
Employee Training														
Percentage of employees trained by gender														
#	Female	%	90.0	82.4	80.7	85.5	95.0	97.0	n/a	n/a	32.0	99.6	71.6	100.0
#	Male	%	96.1	97.2	94.5	85.6	95.0	98.0	n/a	n/a	68.0	99.6	63.7	100.0
Percentage of employee trained by employment														
#	Managers	%	98.2	61.0	81.5	85.9	97.0	97.0	n/a	n/a	23.0	100	76.2	100.0
#	Non-managers	%	94.5	94.8	91.4	85.6	95.0	98.0	n/a	n/a	77.0	99.5	64.2	100.0
#	Training days per employee	days	12.7	18.9	8.8	8.3	7.0	7.3	n/a	3.5	5.9	10.8	6.5	9.5
Training days per employee by gender														
#	Female	days	7.2	12.6	7.8	14.7	16.0	13.0	n/a	n/a	5.9	8.4	4.5	10.0
#	Male	days	14.4	20.7	9.1	6.0	4.0	5.0	n/a	n/a	5.9	11.6	7.2	9.0



Mainland 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	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	
Training days per employee by employment														
#	Managers	days	6.3	2.4	2.7	1.1	2.0	1.0	n/a	n/a	5.9	4.6	2.2	2.0
#	Non-managers	days	12.9	19.4	8.9	9.2	8.0	8.0	n/a	n/a	5.9	11.5	7.1	11.0
Operations Performance														
	Total number of passenger trips	million	239	156	189	244	84	92	n/a	n/a	14	55	29	31
	Passenger journeys on time	%	99.99	100.00	100	n/a	n/a	n/a	n/a	n/a	91	n/a	n/a	95
#	Train punctuality	%	99.97	99.94	100	90.36	94.95	94	n/a	n/a	99	95.50	95.70	95
#	Train reliability	revenue car - km/incident	22,303,663	12,565,767	34,179,018	26,736	33,802	n/a	n/a	n/a	28,445,736	n/a	n/a	1,633,044
#	Train service delivery	%	99.97	99.96	99.9	98.28	98.83	98.5	n/a	n/a	99.6	98.20	97.90	97.2
Legal Compliance (Number of Convicted Cases)														
#	Cases of corruption	number	0	0	0	0	0	0	n/a	n/a	0	0	0	0
#	Cases involving health and safety	number	0	0	0	0	0	0	n/a	n/a	0	0	0	0
#	Cases involving labor standards	number	0	0	0	0	0	0	n/a	n/a	0	0	0	0
#	Cases involving product responsibility (including customer privacy)	number	0	0	0	0	0	0	n/a	n/a	0	0	0	0
#	Cases involving working conditions	number	0	0	0	0	0	0	n/a	n/a	0	0	0	0
Cases involving environmental regulations														
#	MTR subsidiary	number	0	0	0	0	0	0	n/a	n/a	0	0	0	0
#	Main contractors	number	0	0	0	0	0	0	n/a	n/a	0	0	0	0




Mainland 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	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	
Supply Chain														
By continent														
#	Number of suppliers in Africa	number	0	0	0	0	0	0	n/a	n/a	0	0	0	0
#	Number of suppliers in Asia	number	356	294	332	2	4	5	n/a	n/a	1	2	1	2
#	Number of suppliers in Europe	number	0	0	0	24	16	15	n/a	n/a	4	354	355	334
#	Number of suppliers in North America	number	0	0	0	6	7	4	n/a	n/a	1	1	1	1
#	Number of suppliers in Oceania	number	0	0	0	1,130	1,074	1,035	n/a	n/a	413	0	0	0
#	Number of suppliers in South America	number	0	0	0	0	0	0	n/a	n/a	0	0	0	0
Safety Targets and Performance														
Passenger and Public Safety														
Fatality														
	Target	number	0	n/a	0	0	0	0	n/a	0	0	0	0	0
#	Performance	number	0	0	0	2	0	3⁽¹⁸⁾	n/a	0	1⁽¹⁹⁾	0	0	0
No. of injuries per million passenger journeys														
	Target	number	1.42	1.42	1.42	2	2.00	2.00	n/a	1.40	5.40	2.08	4.21	4.71
#	Performance	number	0.85	0.89	0.98	1.03	1.41	1.63	n/a	2.73	3.06	4.34	5.30	4.80
Staff Safety														
Fatality														
	Target	number	0	n/a	0	0	0	0	n/a	0	0	0	0	0
#	Performance	number	0	0	0	0	0	0	n/a	0	0	0	0	0
Lost time injuries per 100,000 man hours														
	Target	number	0.24	0.24	0.22	0.50	0.36	0.36	n/a	0.58	1.69	0.10	0.10	0.57
#	Performance	number	0.04	0.03	0.15	0.19	0.14	0.13	n/a	0.84	1.00	0.20	0.15	0.14



Mainland 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	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
Contractor Safety													
Fatality													
Target	number	0	n/a	0	0	0	0	n/a	0	0	0	0	0
# Performance	number	0	0	0	0	0	0	n/a	0	0	0	0	0
Lost time injuries per 100,000 man-hour													
Target	number	0.40	0.50	0.36	0.40	0.40	0.40	n/a	1.40	1.05	0.10	0.14	n/a^[20]
# Performance	number	0	0.05	0.03	0	0.03	0.00	n/a	0.00	0.31	0.11	0.23	0.13

Notes

[9] This KPI excludes consumption from stations and depots (2019 and 2020 data only includes traction and auxiliary power).

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

[11] This KPI is presented in tonnes.

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

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

[14] This KPI excludes part-time employees.

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

[16] This KPI excludes contract employees.

[17] This KPI includes permanent staff only.

[18] (1) On 3 July 2021, a cyclist was fatally struck by a Metro Trains Melbourne (MTM) train at a pedestrian crossing, where the crossing had passive protection – no automatic liftable barriers and warning sounds for the public, near Upfield Station in Victoria, Australia. (2) On 23 August 2021, a trespasser entered the tracks area from platform 2 and attempted to climb up onto platform 1 which located opposite to platform 2. The trespasser failed to exit the track area in time resulting in a collision with a passenger train entering the station. The trespasser was confirmed dead on 27 August 2021. (3) On 29 August 2021, a train driver reported that a trespasser was leaning against the wall under the bridge and possibly fallen asleep. The driver came round the curve and it was too late to spot the trespasser. The driver had sounded the whistle and applied the emergency brake, but still struck the person at last. MTM classified the incident as suspected suicide initially. It was then re-classified as a collision on 30 August 2021. The incident on 1 May 2021, a passenger train departing Mordialloc Station of MTM fatally hit a trespasser on tracks, had been reclassified as a self-harm after investigation. The incident had been withdrawn from MTR incident record.

[19] On 18 March 2021, an elderly customer fell on an escalator in Epping Station in Sydney operated by Metro Trains Sydney (MTS). He sustained minor cuts to his head and was conveyed to hospital. On 7 April 2021, MTS was notified that the customer had deceased.

[20] MTR Elizabeth line did not set a safety target for contractor for 2021 as contractor was managed and monitored as part of the staff.

The KPIs for 2021 have been assured by KPMG.

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




Mainland China and International Business – MTR Nordic

		MTR Nordic			Stockholm Metro					
		MTR Nordic			MTR Tunnelbanan			MTR Tech		
KPI	Unit	2019	2020	2021	2019	2020	2021	2019	2020	2021
Environmental Performance^[21]										
# Total electricity consumption for railway operation	MWh	n/a	n/a	n/a	165,768	168,525	172,050	11,232	23,875	n/a
# 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
# Metals recycled	tonnes	0	0	0	0	0	0	242	337.2	395
# Total hazardous wastes	tonnes	0.1	0.1	0	16.7	9.3	11	113.1	203.4	253
# Total hazardous wastes in liquid	litres	0	0	0	0	0	0	107,179 ^[22]	206,640 ^[22]	596,939^[22]
# Total GHG emissions	tonnes CO ₂ e	0	0	0	107	67	24	469	777	973
# Scope 1 emissions	tonnes CO ₂ e	0	0	0	99	57	15	26	33	57
# Scope 2 emissions	tonnes CO ₂ e	0	0	0	8	9	9	442	744	916
Social Performance										
Total Workforce										
# Total employees	number	98	109	115	2,872	2,855	2,332	437	579	639
Total workforce by gender										
# Female	number	34	37	41	901	883	764	36	57	60
# Male	number	64	72	74	1,971	1,972	1,568	401	522	579
Total workforce by age										
# Aged below 30	number	9	12	15	569	536	437	47	60	94
# Aged 30 - below 50	number	65	73	72	1,237	1,234	1,020	185	253	279
# Aged 50 & above	number	24	24	28	1,066	1,085	875	205	266	266
Total workforce by employment type										
# Full time staff	number	94	105	112	2,053	2,122	1,696	434	575	634
# Part time staff	number	4	4	3	819	733	636	3	4	5


Mainland China and International Business – MTR Nordic

		MTR Nordic			Stockholm Metro						
		MTR Nordic			MTR Tunnelbanan			MTR Tech			
KPI	Unit	2019	2020	2021	2019	2020	2021	2019	2020	2021	
Voluntary Staff Turnover											
#	Total voluntary staff turnover rate	%	21.3	16.7	19.6	4.2	4.1	3.8	6.8	6.2	7.9
Voluntary staff turnover rate by age											
#	Aged below 30	%	34.8	0.0	5.9	9.0	7.6	9.2	18.5	14.2	12.1
#	Aged 30 - below 50	%	19.0	22.8	22.0	5.7	5.2	4.2	6.9	6.7	8.9
#	Aged 50 & above	%	24.8	4.9	21.5	1.3	1.9	1.8	3.2	3.7	5.7
Voluntary staff turnover rate by gender											
#	Female	%	18.2	19.3	14.5	4.4	5.2	5.3	9.6	6.1	14.7
#	Male	%	23.1	15.4	22.4	4.2	3.7	3.1	6.6	6.2	7.2
Vacant Posts Filled Internally											
#	Vacant posts filled internally either by promotion or transfer	%	n/a	n/a	n/a	17	17.0	17.0	n/a	n/a	n/a
Employee Training											
Percentage of employees trained by gender											
#	Female	%	67.6	54.1	63.4	76.5	75.1	92.0	80.6	64.9	96.7
#	Male	%	75.0	47.9	54.7	69.5	79.8	95.3	78.8	77.8	96.9
Percentage of employee trained by employment											
#	Managers	%	94.1	76.2	64.0	94.8	74.6	82.9	86.8	84.8	100.0
#	Non-managers	%	69.6	44.3	56.0	70.8	78.5	94.6	78.2	75.8	96.4
#	Training days per employee	days	0.4	0.8	0.9	3.3	3.4	2.7	2.5	2.0	3.5
Training days per employee by gender											
#	Female	days	0.5	0.7	0.8	2.9	2.6	2.3	1.7	1.2	2.2
#	Male	days	0.3	0.8	0.9	3.5	3.7	3.0	2.5	2.0	3.6


Mainland China and International Business – MTR Nordic

		MTR Nordic			Stockholm Metro						
		MTR Nordic			MTR Tunnelbanan			MTR Tech			
KPI	Unit	2019	2020	2021	2019	2020	2021	2019	2020	2021	
Training days per employee by employment											
#	Managers	days	0.5	1.0	0.8	3.3	1.4	1.0	1.6	1.7	2.9
#	Non-managers	days	0.4	0.7	0.9	3.3	3.5	2.8	2.6	2.0	3.5
Operations Performance											
	Total number of passenger trips	million	n/a	n/a	n/a	347	213	219	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
#	Train punctuality	%	n/a	n/a	n/a	97.80	99.00	98	n/a	n/a	n/a
#	Train reliability	revenue car - km/incident	n/a	n/a	n/a	60,111	65,983	56,862	n/a	n/a	n/a
#	Train service delivery	%	n/a	n/a	n/a	99.47	99.51	99.4	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
#	Cases involving health and safety	number	0	0	0	0	0	0	0	0	0
#	Cases involving labor standards	number	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
#	Cases involving working conditions	number	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
#	Main contractors	number	0	0	0	0	0	0	0	0	0




Mainland China and International Business – MTR Nordic

		MTR Nordic			Stockholm Metro						
		MTR Nordic			MTR Tunnelbanan			MTR Tech			
KPI	Unit	2019	2020	2021	2019	2020	2021	2019	2020	2021	
Supply Chain^[23]											
By continent											
#	Number of suppliers in Africa	number	0	0	0	0	0	0	0	0	0
#	Number of suppliers in Asia	number	1	1	0	0	1	0	1	2	2
#	Number of suppliers in Europe	number	418	304	309	572	354	233	668	617	696
#	Number of suppliers in North America	number	2	4	6	1	1	0	3	4	5
#	Number of suppliers in Oceania	number	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
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^[25]
#	Performance	number	n/a	n/a	n/a	1	0	1^[24]	n/a	n/a	n/a^[26]
No. of injuries per million passenger journeys											
	Target	number	n/a	n/a	n/a	1.15	1.00	1.00	n/a	n/a	n/a^[27]
#	Performance	number	n/a	n/a	n/a	0.87	0.88	1.10	n/a	n/a	n/a^[28]
Staff Safety											
Fatality											
	Target	number	n/a	n/a	n/a	0	0	0	0	n/a ^[29]	0
#	Performance	number	n/a	n/a	n/a	0	0	0	0	n/a ^[29]	0
Lost time injuries per 100,000 man hours											
	Target	number	n/a	n/a	n/a	0.30	0.30	0.30	0.30	n/a ^[29]	n/a^[29]
#	Performance	number	n/a	n/a	n/a	0.41	0.27	0.57	1.07	n/a ^[29]	n/a^[29]



Mainland China and International Business – MTR Nordic

		MTR Nordic			Stockholm Metro						
		MTR Nordic			MTR Tunnelbanan			MTR Tech			
KPI	Unit	2019	2020	2021	2019	2020	2021	2019	2020	2021	
Contractor Safety^[30]											
Fatality											
	Target	number	n/a	n/a	n/a	0	0	0	0	0	0
#	Performance	number	n/a	n/a	n/a	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^[29]
#	Performance	number	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a^[29]




Mainland China and International Business – MTR Nordic (Cont'd)

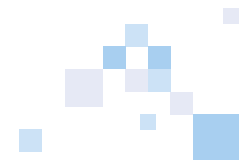
		Stockholms Pendeltåg			MTRX			MTR Facility Management		
		MTR Pendeltågen			MTR Express			MTR Facility Management		
KPI	Unit	2019	2020	2021	2019	2020	2021	2019	2020	2021
Environmental Performance										
# Total electricity consumption for railway operation	MWh	211,894	201,289	204,278	19,585	14,564	15,328	n/a	n/a	n/a
# 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
# Metals recycled	tonnes	66.0 ^[31]	0 ^[32]	0	1.0 ^[33]	1.0 ^[33]	0^[33]	n/a	n/a	0
# Total hazardous wastes	tonnes	142.2 ^[31]	0 ^[32]	0	0.3 ^[33]	0.5 ^[33]	0^[33]	n/a	n/a	0
# Total hazardous wastes in liquid	litres	276.2 ^[34]	0 ^[32]	0	155 ^[33]	66 ^[33]	5,860^[33]	n/a	n/a	0
# Total GHG emissions	tonnes CO ₂ e	198	93	90	5	8	10	n/a	n/a	64
# Scope 1 emissions	tonnes CO ₂ e	53	47	24	0	8	7	n/a	n/a	64
# Scope 2 emissions	tonnes CO ₂ e	145	46	66	5	1	2	n/a	n/a	0
Social Performance										
Total Workforce										
# Total employees	number	1,737	1,717	1,502	135	121	120	n/a	n/a	772
Total workforce by gender										
# Female	number	515	519	494	74	64	61	n/a	n/a	129
# Male	number	1,222	1,198	1,008	61	57	59	n/a	n/a	643
Total workforce by age										
# Aged below 30	number	329	311	283	46	43	36	n/a	n/a	79
# Aged 30 - below 50	number	847	844	732	71	58	56	n/a	n/a	388
# Aged 50 & above	number	561	562	487	18	20	28	n/a	n/a	305
Total workforce by employment type										
# Full time staff	number	1,538	1,514	1,343	103	98	103	n/a	n/a	609
# Part time staff	number	199	203	159	32	23	17	n/a	n/a	163


Mainland China and International Business – MTR Nordic (Cont'd)

		Stockholms Pendeltåg			MTRX			MTR Facility Management			
		MTR Pendeltågen			MTR Express			MTR Facility Management			
KPI	Unit	2019	2020	2021	2019	2020	2021	2019	2020	2021	
Voluntary Staff Turnover											
#	Total voluntary staff turnover rate	%	4.4	3.2	3.4	9.6	9.7	7.8	n/a	n/a	5.7
Voluntary staff turnover rate by age											
#	Aged below 30	%	6.3	5.3	2.7	7.0	3.2	11.2	n/a	n/a	13.5
#	Aged 30 - below 50	%	5.3	3.4	4.0	11.7	12.5	7.4	n/a	n/a	6.8
#	Aged 50 & above	%	2.0	2.0	2.8	7.6	12.8	4.7	n/a	n/a	3.4
Voluntary staff turnover rate by gender											
#	Female	%	6.7	3.0	4.8	11.2	15.6	7.9	n/a	n/a	7.5
#	Male	%	3.5	3.3	2.8	8.2	3.9	7.8	n/a	n/a	5.4
Vacant Posts Filled Internally											
#	Vacant posts filled internally either by promotion or transfer	%	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	%	92.2	69.9	86.4	87.8	64.1	72.1	n/a	n/a	68.2
#	Male	%	94.6	72.5	93.7	90.2	77.2	83.1	n/a	n/a	72.2
Percentage of employee trained by employment											
#	Managers	%	94.8	85.2	78.3	90.9	61.5	90.0	n/a	n/a	81.0
#	Non-managers	%	93.9	71.3	91.7	88.7	71.3	76.4	n/a	n/a	71.0
#	Training days per employee	days	3.0	1.1	1.2	2.5	2.8	2.2	n/a	n/a	0.8
Training days per employee by gender											
#	Female	days	3.3	1.1	1.0	2.5	2.6	2.5	n/a	n/a	0.8
#	Male	days	2.8	1.1	1.3	2.4	3.1	2.0	n/a	n/a	0.8


Mainland China and International Business – MTR Nordic (Cont'd)

		Stockholms Pendeltåg			MTRX			MTR Facility Management			
		MTR Pendeltågen			MTR Express			MTR Facility Management			
KPI	Unit	2019	2020	2021	2019	2020	2021	2019	2020	2021	
Training days per employee by employment											
#	Managers	days	2.5	1.1	0.8	0.4	1.5	2.0	n/a	n/a	1.6
#	Non-managers	days	3.0	1.1	1.2	2.7	3.0	2.3	n/a	n/a	0.8
Operations Performance											
	Total number of passenger trips	million	120	80	75	n/a	n/a	n/a	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
#	Train punctuality	%	93.60	96.00	92	79.0	91.10	86	n/a	n/a	n/a
#	Train reliability	revenue car - km/incident	60,259	79,275	45,174	75,000	106,000	92,000	n/a	n/a	n/a
#	Train service delivery	%	97.90	98.60	95.7	99.60	99.90	99.9	n/a	n/a	n/a
Legal Compliance (Number of Convicted Cases)											
#	Cases of corruption	number	0	0	0	0	0	0	n/a	n/a	0
#	Cases involving health and safety	number	0	0	0	0	0	0	n/a	n/a	0
#	Cases involving labor standards	number	0	0	0	0	0	0	n/a	n/a	0
#	Cases involving product responsibility (including customer privacy)	number	0	0	0	0	0	0	n/a	n/a	0
#	Cases involving working conditions	number	0	0	0	0	0	0	n/a	n/a	0
Cases involving environmental regulations											
#	MTR subsidiary	number	0	0	0	0	0	0	n/a	n/a	0
#	Main contractors	number	0	0	0	0	0	0	n/a	n/a	0




Mainland China and International Business – MTR Nordic (Cont'd)

		Stockholms Pendeltåg			MTRX			MTR Facility Management			
		MTR Pendeltågen			MTR Express			MTR Facility Management			
KPI	Unit	2019	2020	2021	2019	2020	2021	2019	2020	2021	
Supply Chain^[23]											
By continent											
#	Number of suppliers in Africa	number	0	0	0	0	0	0	n/a	n/a	0
#	Number of suppliers in Asia	number	0	0	0	0	0	0	n/a	n/a	0
#	Number of suppliers in Europe	number	448	315	274	293	205	177	n/a	n/a	207
#	Number of suppliers in North America	number	0	0	1	2	1	1	n/a	n/a	0
#	Number of suppliers in Oceania	number	0	0	0	0	0	0	n/a	n/a	0
#	Number of suppliers in South America	number	0	0	0	0	0	0	n/a	n/a	0
Safety Targets and Performance											
Passenger and Public Safety											
Fatality											
	Target	number	0	0	0	0	0	0	n/a	n/a	n/a^[35]
#	Performance	number	0	1 ^[36]	1^[37]	0	0	0	n/a	n/a	n/a^[38]
No. of injuries per million passenger journeys											
	Target	number	1.35	1.00	0.80	19.00	19.00	19.00	n/a	n/a	n/a^[39]
#	Performance	number	0.76	0.62	0.68	25.72	16.14	29.10	n/a	n/a	n/a^[40]
Staff Safety											
Fatality											
	Target	number	0	0	0	0	0	0	n/a	n/a	n/a^[29]
#	Performance	number	0	0	0	0	0	0	n/a	n/a	n/a^[29]
Lost time injuries per 100,000 man hours											
	Target	number	0.55	0.45	0.45	1.50	1.50	1.20	n/a	n/a	n/a^[29]
#	Performance	number	0.04	0.47	0.74	0.56	0.63	2.24	n/a	n/a	n/a^[29]



Mainland China and International Business – MTR Nordic (Cont'd)

		Stockholms Pendeltåg			MTRX			MTR Facility Management		
		MTR Pendeltågen			MTR Express			MTR Facility Management		
KPI	Unit	2019	2020	2021	2019	2020	2021	2019	2020	2021
Contractor Safety^[30]										
Fatality										
Target	number	0	0	0	0	0	0	n/a	n/a	n/a^[29]
# Performance	number	0	0	0	0	0	0	n/a	n/a	n/a^[29]
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^[29]
# Performance	number	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a^[29]

Notes

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

[22] This KPI is presented in kg.

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

[24] On 30 October 2021, an intoxicated person was, after falling from platform onto the track at Kista Station in Sweden, fatally struck by an MTR Tunnelbanan train entering the station.

[25] MTR Tech does not have a performance target for passenger fatality as it is a depot operation.

[26] MTR Tech does not have a performance figure for passenger fatality as it is a depot operation.

[27] MTR Tech does not have a performance target for passenger injuries as it is a depot operation.

[28] MTR Tech does not have a performance figure for passenger injuries as it is a depot operation.

[29] Safety figures for MTR Tech and MTR Facility Management have been aggregated under MTR Tunnelbanan and MTR Pendeltågen.

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

[31] This KPI includes waste from Emtrain.

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

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

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

[35] MTR Facility Management does not have a performance target for passenger fatality as it is a facility management operation.

[36] 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.

[37] On 2 February 2021, a person, who appeared to be under the influence of some substance, fell from the platform onto the track at Jordbro Station in Stockholm and was fatally struck by an MTR Pendeltågen train.

[38] MTR Facility Management does not have a performance figure for passenger fatality as it is a facility management operation.

[39] MTR Facility Management does not have a performance target for passenger injuries as it is a facility management operation.

[40] MTR Facility Management does not have a performance figure for passenger injuries as it is a facility management operation.

The KPIs for 2021 have been assured by KPMG.

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





NP360 ESG Performance

KPI	Unit	2019	2020	2021
Staff Strength and Diversity				
Total employees	number	355	312^[1]	312^[1]
Total workforce (full-time) by age				
Aged below 30	number	84	65	58
Aged 30-below 50	number	172	176	171
Aged 50 & above	number	27	29	34
Total workforce (full-time) by gender				
Female	number	123	118	114
Male	number	160	152	149
Total workforce by employment type				
Full-time	number	283	270	263
Part-time	number	72	42	49
NP360 Operation Performance				
Cable car system reliability	%	99.93	99.93	99.95

KPI	Unit	2019	2020	2021
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	0.23	0.23	0.97^[3]
Performance	number	0.00	0.39^[2]	0.22
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	0.63	0.28^[2]	1.02
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	1.32	0^[2]	0

Notes

[1] This KPI includes both full-time and part-time employees.

[2] This KPI has been restated.

[3] This target has been adjusted due to low visitation during COVID-19, yet it bears the same number of occurrences.

COMET BENCHMARKING RESULTS 2020

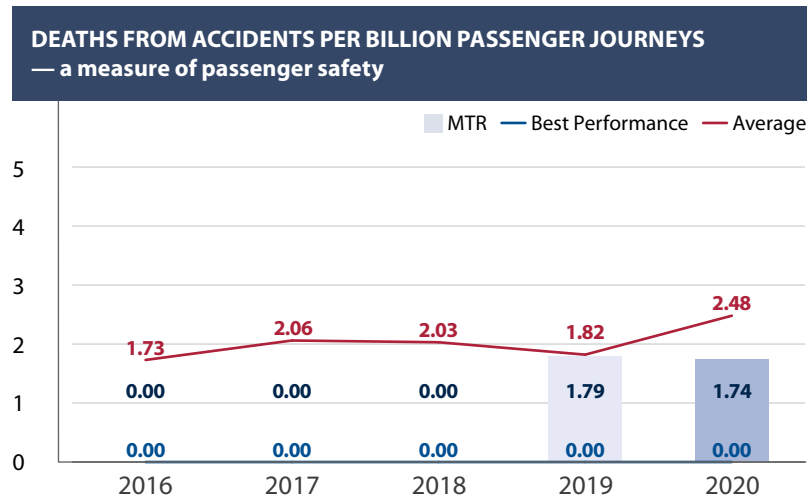
The Community of Metros (COMET) programme collects data from metro system operators around the world in order to compare performance and improve standards across the industry. In 2020, COMET and Nova, two metro benchmarking groups comprising a total of 42 large and medium-sized metro systems from 39 cities, were merged into COMET group. Therefore, the number of metro systems participating in the benchmarking exercise increased in 2020 compared to 2019, resulting in the performance in 2020 not fully comparable with previous years.

The 2021 benchmarking exercise assessed data for 2020 for 42 large and medium-sized metro systems from 39 cities including Buenos Aires, Washington, Montreal, Ottawa, Rio de Janeiro, San Francisco, Toronto,

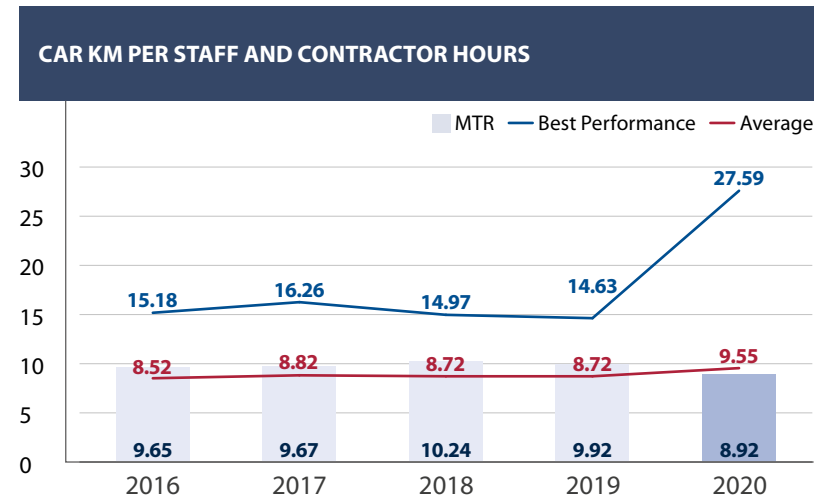
Vancouver, Barcelona, Brussels, Istanbul, Lisbon, Newcastle, Oslo, Bangkok, Bangalore, Dubai, Kuala Lumpur, Nanjing, Sydney, Beijing, Berlin, Delhi, Guangzhou, Hong Kong, London, Mexico City, Madrid, Moscow, New York, Paris, Santiago, Seoul, Singapore, Shanghai, São Paulo, Shenzhen and Taipei. Performance is measured across six categories, including growth and learning, customers, internal processes, safety and security, financial performance and environmental performance, which are the same as previous years.

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

Safety



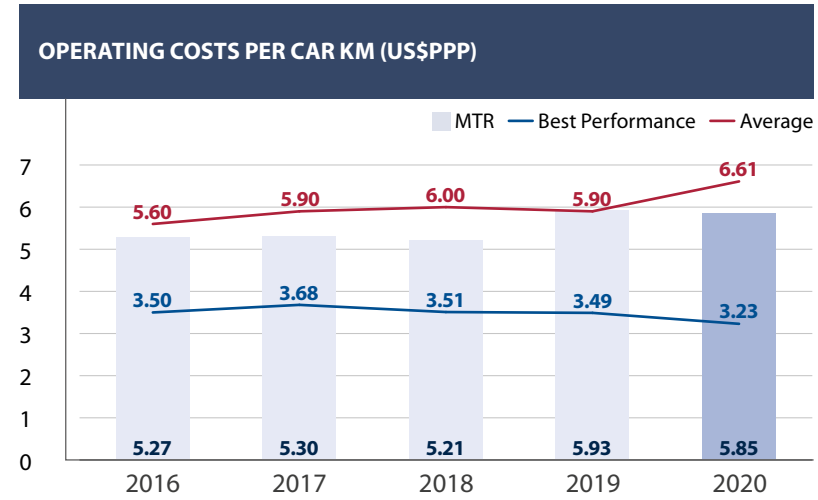
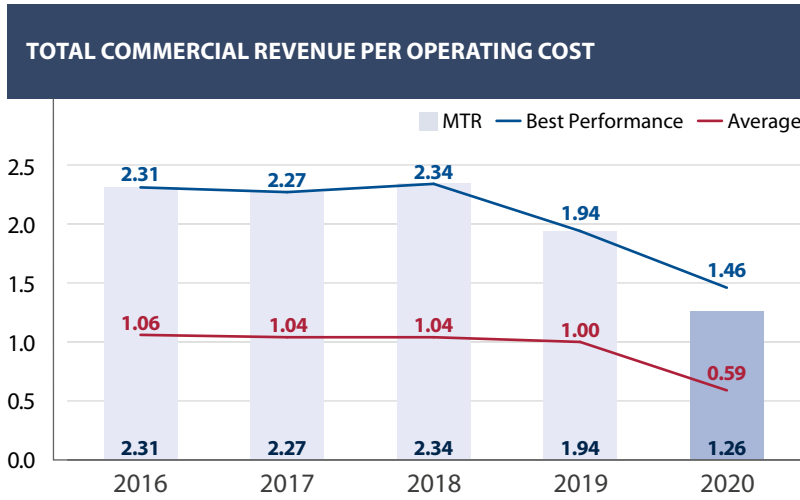
Staff



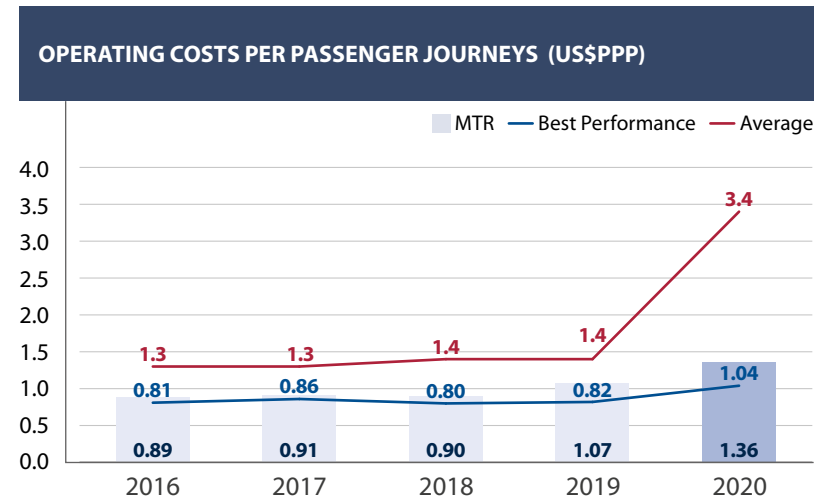
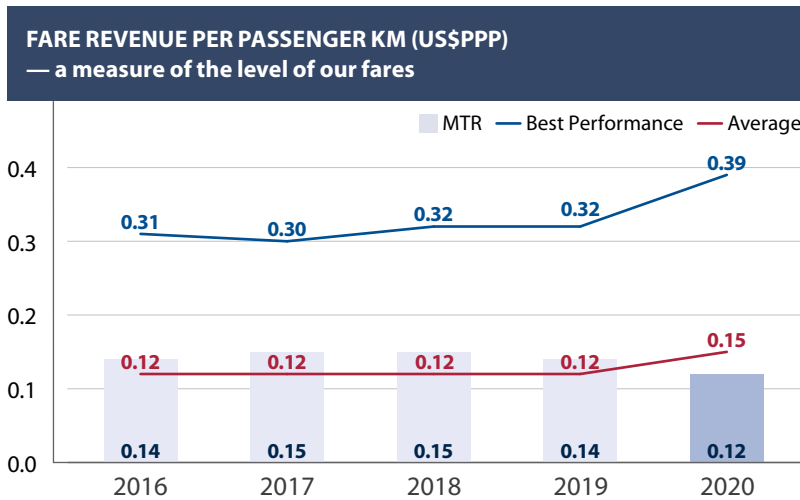
LEARN MORE...

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.

Financial performance

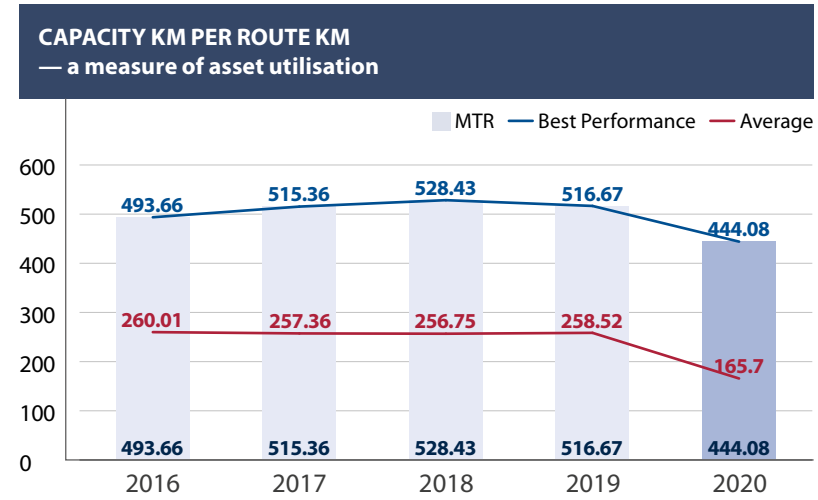
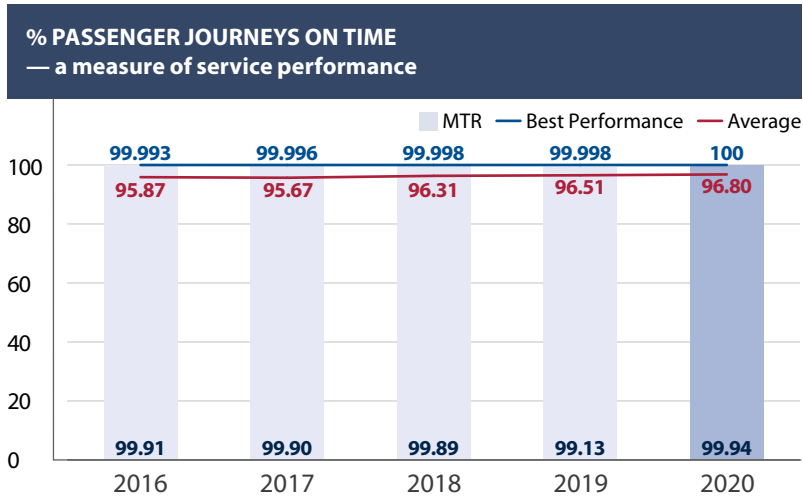


Note: Both the fare and non-fare revenue dropped significantly due to the impact of COVID-19 pandemic in 2020, yet we maintained services to keep our city moving.

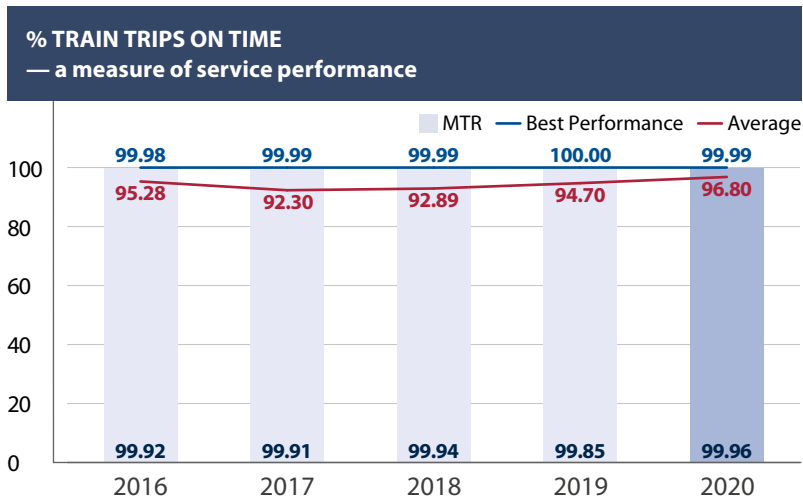


Note: Due to the impact of COVID-19 pandemic in 2020, patronage in our railway networks has greatly reduced yet we maintained services to keep our city moving.

Customer service



Note: Due to the impact of COVID-19 pandemic in 2020, patronage in our railway networks has greatly reduced.



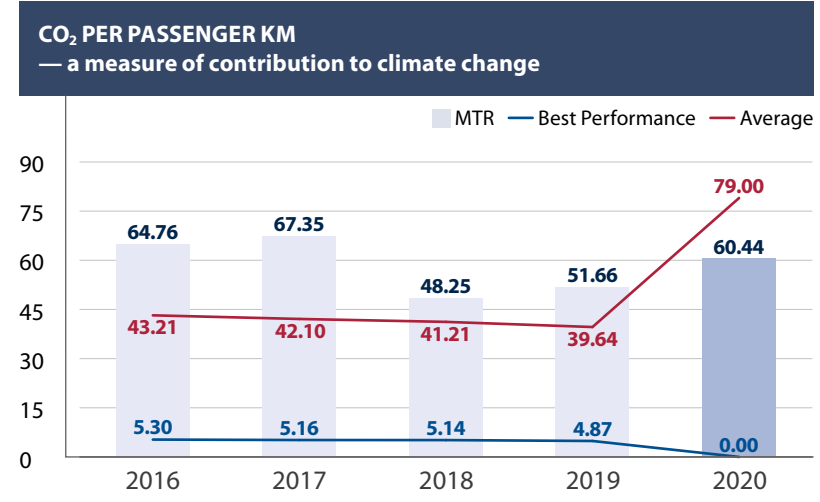
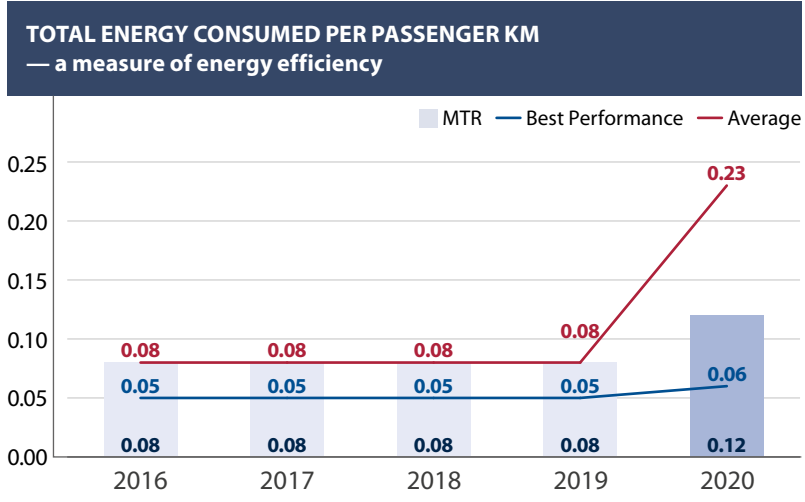
DEFINITIONS

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



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 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 Pendeltågen AB rolling stock maintained by MTR Tech AB: <ul style="list-style-type: none"> • Stockholm Pendeltåg (commuter rail) MTR Facility Management AB 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 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 2021 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.

Capital Works Business Unit and Hong Kong Property Business Unit

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 Function, Human Resources and Administration Function, Legal and Governance Function, Corporate Affairs and Branding Function, Strategy Innovation and Technology Function, Internal Audit Department 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 and corporate functions, 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 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: Admiralty Centre, World-wide House, Fairmont House, Two IFC, Telford Plaza I, Telford Plaza II, Luk Yeung Galleria, The Lane, PopCorn 2, Paradise Mall, Elements, Maritime Square, Maritime Square 2, Citylink, PopCorn 1, Ocean Walk, The LOHAS.
- Hong Kong Management Property: Southorn Garden, Hongway Garden, Heng Fa Chuen, Kornhill, Kornhill Gardens, Perfect Mount Gardens, Felicity Garden, Fortress Metro Tower, 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, The Riverpark, Century Gateway, City Point, the Austin, Grand Austin, Hemera, Wings at Sea, 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 China and International Business

Mainland China and International Business comprise heavy rail and facility management 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 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 and its rolling stock maintenance by MTR Tech AB, both of which are 100% owned subsidiaries by MTR Nordic AB in Sweden.
- 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
- Facility management services provided by MTR Facility Management AB

Scope 1 includes fuel consumption supporting railway/business operations and refrigerants

Scope 2 includes purchased electricity for supporting railway/business operations and heating



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 2021, 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 2021](#) 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 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 2021.

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 10 March 2022, which was the date of our results announcement for the 2021 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 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 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 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 January, 2022.

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 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 Function, Human Resources and Administration Function, Legal and Governance Function, Corporate Affairs and Branding Function, Strategy Innovation and Technology Function, Internal Audit Department and MTR Academy.

Hong Kong Railway Operations

Work undertaken by staff members and contractors of the Hong Kong Transport Services Business Unit.

Hong Kong Property Development and Investment Projects

Foundations, buildings, alterations and other additional works on property development sites at Ho Man Tin, Wong Chuk Hang, Yau Tong, Kam Sheung Road, LOHAS Park, Tai Wai, Tsuen Wan West, Long Ping, Nam Cheong, Yuen Long, Austin and Tin Wing.

Hong Kong Investment Property

Maintenance and management work at Admiralty Centre⁺, World-wide House⁺, Fairmont House⁺, Two IFC⁺, Telford Plaza I, Telford Plaza II, Luk Yeung Galleria, The Lane, PopCorn 2, Paradise Mall, Elements, Maritime Square, Citylink, PopCorn 1, Trackside Villas[^], Ocean Walk, Hanford Plaza^{*}, Sun Tuen Mun Shopping Centre^{*}, Plaza Ascot^{*} and The LOHAS.

Hong Kong Management Property

Maintenance and management work at Southorn Garden, Hongway Garden, Heng Fa Chuen, Kornhill, Kornhill Gardens, Perfect Mount Gardens, Felicity Garden, Fortress Metro Tower, 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, The Riverpark, Century Gateway, City Point, the Austin, Grand Austin, The Central Park at LOHAS Park, Hemera, Wings at Sea, 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.

* These properties are managed by agents.
 + These properties were managed under Hong Kong Investment Property in 2021.
 ^ Trackside Villas was passed to the Hong Kong Housing Society on 1 August 2021 for operating a transitional housing project for five years.

Apart from the Company's operations listed in the above table, the following KPIs also include railway operations in the Mainland 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.

