

# PERFORMANCE METRICS

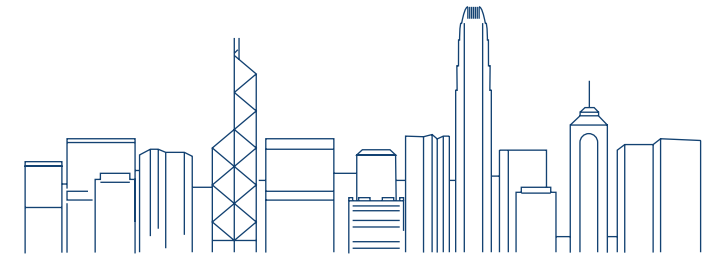


This section provides consolidated information about our sustainability performance and data management, including definitions for key terms and the basis of calculation for Key Performance Indicators (KPIs). Quantitative data from Macao is not disclosed in this Report as the Corporation is not the sole owner of the data under the O&M service contract with the client in Macao. Please refer to [COMET Benchmarking Results 2021](#) 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.



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# INDEPENDENT PRACTITIONER'S 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 2022, marked with the symbol # ("the Selected Sustainability Information") in the "Performance Metrics" section of the Sustainability Report 2022 ("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 management

We have complied with the independence and other ethical requirements of the International Ethics Standards Board for Accountants' *International Code of Ethics for Professional Accountants (including International Independence Standards)* (IESBA Code), 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 Management 1, which requires the firm to design, implement and operate a system of quality management including policies or 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. 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.

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; and
- Compared the definitions as included in the applicable criteria against the definitions used by the Company to prepare the Selected Sustainability Information.

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.

### **Inherent limitations**

The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between entities. In addition, greenhouse gas quantification is subject to inherent uncertainty because of incomplete scientific knowledge used to determine emissions factors and the values needed to combine emissions of different gases.

### **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 2022 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 2023

## Economic Value Generated and Distributed

	Unit	2018	2019	2020	2021	2022
<b>Economic Value Generated</b>						
Total Economic Value Generated	HK\$ million	56,530	60,523	53,578	59,274	<b>60,506</b>
Revenue from Hong Kong Transport Operations	HK\$ million	19,490	19,938	11,896	13,177	<b>13,404</b>
Revenue from Hong Kong Station Commercial Businesses	HK\$ million	6,458	6,799	3,269	3,208	<b>3,077</b>
Revenue from Hong Kong Property Rental and Management Businesses	HK\$ million	5,055	5,137	5,054	5,036	<b>4,779</b>
Revenue from Mainland China and International Subsidiaries	HK\$ million	20,937	21,085	21,428	25,398	<b>26,189</b>
Revenue from Other Businesses	HK\$ million	1,990	1,833 <sup>[1]</sup>	1,499 <sup>[2]</sup>	1,351 <sup>[2]</sup>	<b>1,458<sup>[2]</sup></b>
Hong Kong Property Development Profit from Share of Surplus and Interest in Unsold Properties	HK\$ million	2,600 <sup>[3]</sup>	5,731 <sup>[4]</sup>	6,509 <sup>[5]</sup>	11,104 <sup>[6]</sup>	<b>11,599<sup>[7]</sup></b>
Economic Value Retained from Prior Years and Reinvested in 2020	HK\$ million	–	–	3,923	–	–
<b>Economic Value Distributed</b>						
Total Economic Value Distributed	HK\$ million	56,530	60,523	53,578	59,274	<b>60,506</b>
Staff Costs	HK\$ million	14,558 <sup>[8]</sup>	15,418 <sup>[9]</sup>	15,138 <sup>[10]</sup>	15,537 <sup>[12]</sup>	<b>15,683<sup>[13]</sup></b>
Capital and Operating Expenditures in Maintaining, Upgrading and Renewing the Existing Hong Kong Railway System	HK\$ million	9,289	9,845	10,985	10,893	<b>12,358</b>
Other Operating Costs	HK\$ million	15,395 <sup>[14]</sup>	18,549 <sup>[16]</sup>	16,905 <sup>[17]</sup>	18,307 <sup>[18]</sup>	<b>19,062<sup>[19]</sup></b>
Fixed and Variable Annual Payments	HK\$ million	3,055	3,333	988	1,010	<b>1,073</b>
Interest and Finance Costs	HK\$ million	859 <sup>[20]</sup>	720 <sup>[21]</sup>	701 <sup>[22]</sup>	557 <sup>[23]</sup>	<b>699<sup>[24]</sup></b>
Taxes <sup>[25]</sup>	HK\$ million	2,189	1,384	1,258	2,178	<b>1,402</b>
Ordinary Dividends						
HKSAR Government	HK\$ million	5,081	5,561	5,700	5,700	<b>6,673</b>
Other Shareholders	HK\$ million	1,673	1,813	1,881	1,908	<b>2,248</b>
Community Investment	HK\$ million	28 <sup>[26]</sup>	21 <sup>[27]</sup>	22 <sup>[28]</sup>	15 <sup>[29]</sup>	<b>25<sup>[30]</sup></b>
Economic Value Retained for Reinvestment	HK\$ million	4,403 <sup>[31]</sup>	3,879 <sup>[31]</sup>	–	3,169 <sup>[31]</sup>	<b>1,283<sup>[32]</sup></b>

**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\$26 million.
- [4] Before taking into account staff costs of HK\$24 million.
- [5] Before taking into account staff costs of HK\$18 million.
- [6] Before taking into account staff costs of HK\$7 million.
- [7] Before taking into account staff costs of HK\$10 million.
- [8] 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.
- [9] 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.
- [10] 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.
- [11] 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.
- [12] Excludes staff costs related to Hong Kong railway system maintenance of HK\$2,477 million, capitalised for asset creation of HK\$2,168 million and recoverable of HK\$606 million.
- [13] 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.
- [14] 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.
- [15] 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.
- [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\$2,547 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\$2,511 million.
- [18] Excludes interest expenses capitalised for asset creation of HK\$407 million.
- [19] Excludes interest expenses capitalised for asset creation of HK\$449 million.
- [20] Excludes interest expenses capitalised for asset creation of HK\$360 million.
- [21] Excludes interest expenses capitalised for asset creation of HK\$322 million.
- [22] Excludes interest expenses capitalised for asset creation of HK\$356 million.
- [23] Represents current income tax and excludes deferred tax for the year.
- [24] 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.
- [25] 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.
- [26] 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.
- [27] 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.
- [28] Includes donations, sponsorships and other community engagement contributions, and excludes in-kind donations of HK\$29 million given. In addition, there were (i) ongoing fare concessions of approximately HK\$2.1 billion, (ii) other fare promotions and (iii) rental concessions granted to station and mall tenants that have not been accounted for in this amount.
- [29] 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.
- [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, impairment loss and deferred tax) for the year retained, after the amounts distributed to our stakeholders and invested in maintenance, upgrade and renewal of our Hong Kong railway system.

Performance Data

**Hong Kong Environmental Performance**

KPI	Unit	2018	2019	2020	2021	2022
<b>Energy Use</b>						
# Total electricity purchased for railway operations	MWh	1,635,542	1,613,075	1,534,491	1,555,211	<b>1,545,346</b>
# Heavy rail	MWh	1,580,443	1,559,734	1,484,030	1,503,677	<b>1,495,525</b>
# Light rail	MWh	55,099	53,341	50,461	51,534	<b>49,821</b>
# Electricity consumption per revenue car-km <sup>[1]</sup>	kWh per revenue car-km	4.77	4.81	5.26	5.39	<b>5.38</b>
# Heavy rail	kWh per revenue car-km	4.76	4.81	5.28	5.41	<b>5.39</b>
# Light rail	kWh per revenue car-km	4.95	5.04	4.86	5.03	<b>5.12</b>
# Total electricity purchased for managed and investment properties	MWh	386,703	400,824	376,220	411,914	<b>415,819</b>
<b>Water Consumption</b>						
# Water consumption from railway operations	m <sup>3</sup>	702,190	818,331	599,824	567,147	<b>616,710</b>
# Total water consumption from station cooling towers	m <sup>3</sup>	218,729	278,767	254,934	267,763	<b>253,234</b>
# Water consumption from managed and investment properties	m <sup>3</sup>	1,367,332	1,438,363	1,039,291	1,180,694	<b>1,243,594</b>
<b>Waste Management</b>						
# Metals recycled from railway operations	tonnes	3,569	3,955	4,288	4,585	<b>4,223</b>
# Total hazardous wastes	tonnes	189	272	361	187	<b>504</b>
# Total hazardous wastes in liquid	litres	102,201	94,822	99,653	97,960	<b>91,620</b>
# General wastes from railway extension projects	tonnes	26,203	14,504	18,428	5,044	<b>2,515</b>
# Total construction wastes recycled	tonnes	585,350	179,566	88,495	29,085	<b>20,734</b>
<b>Climate Change Management</b>						
Annual review of climate change - risks assessment and continuous risk management action	Text	Completed	Completed	Completed	Completed	<b>Completed</b>

## Hong Kong Environmental Performance

KPI	Unit	2018	2019	2020	2021	2022
<b>GHG Emission Inventory</b>						
# Total GHG emissions	tonnes CO <sub>2</sub> e	1,322,169	1,388,810	1,024,813	1,079,402	<b>1,057,647</b>
# Scope 1	tonnes CO <sub>2</sub> e	44,102	46,134	40,949	40,611	<b>42,188</b>
# Scope 2	tonnes CO <sub>2</sub> e	1,262,450	1,332,512	976,574	1,035,654	<b>1,012,456</b>
# Scope 3	tonnes CO <sub>2</sub> e	15,617	10,165	7,290	3,137	<b>3,003</b>
<b>Corporate Functions and Main Office Buildings</b>						
# Total	tonnes CO <sub>2</sub> e	19,351	19,400	13,934	14,579	<b>16,054</b>
# Scope 1	tonnes CO <sub>2</sub> e	3,122	3,844	3,374	3,474	<b>4,658</b>
# Scope 2	tonnes CO <sub>2</sub> e	13,609	13,328	10,163	10,787	<b>10,515</b>
# Scope 3	tonnes CO <sub>2</sub> e	2,620	2,228	397	318	<b>881</b>
<b>Transport Operations</b>						
# Total	tonnes CO <sub>2</sub> e	1,059,503	1,129,223	828,954	868,815	<b>845,683</b>
# Scope 1	tonnes CO <sub>2</sub> e	33,775	36,876	29,878	30,775	<b>28,782</b>
# Scope 2	tonnes CO <sub>2</sub> e	1,025,186	1,091,724	798,564	837,531	<b>816,355</b>
# Scope 3	tonnes CO <sub>2</sub> e	542	623	512	509	<b>545</b>
<b>Network Expansion</b>						
# Total	tonnes CO <sub>2</sub> e	13,833	7,637	6,608	2,377	<b>1,637</b>
# Scope 1	tonnes CO <sub>2</sub> e	153	123	126	161	<b>158</b>
# Scope 2	tonnes CO <sub>2</sub> e	2,033	1,070	750	646	<b>695</b>
# Scope 3	tonnes CO <sub>2</sub> e	11,647	6,444	5,732	1,570	<b>783</b>
<b>Properties and Other Businesses</b>						
# Total	tonnes CO <sub>2</sub> e	229,482	232,549	175,317	193,630	<b>194,274</b>
# Scope 1	tonnes CO <sub>2</sub> e	7,052	5,290	7,571	6,201	<b>8,590</b>
# Scope 2	tonnes CO <sub>2</sub> e	221,622	226,390	167,097	186,689	<b>184,890</b>
# Scope 3	tonnes CO <sub>2</sub> e	808	869	649	740	<b>793</b>

### 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 2022 have been assured by KPMG.

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



## Hong Kong Social Performance

KPI	Unit	2018	2019	2020	2021	2022
<b>Ridership</b>						
Total number of passenger trips	Weekday average in million	5.88	5.61	3.88	4.75	<b>4.45</b>
Total number of passenger trips - Hong Kong passenger services	million	2,044.5	1,914.3	1,310.8	1,616.3	<b>1,518</b>
Share of franchised public transport in Hong Kong	%	49.3	47.3	45.3	47.3	<b>48.3</b>
<b>Total Workforce</b>						
Total workforce by age						
# Aged below 30	number	3,650	3,592	3,092	2,756	<b>2,675</b>
# Aged 30-below 50	number	8,568	8,765	8,850	8,821	<b>8,921</b>
# Aged 50 & above	number	5,408	5,385	5,346	5,286	<b>5,208</b>
Total workforce by gender						
# Female	number	3,701	3,790	3,706	3,659	<b>3,694</b>
# Male	number	13,925	13,952	13,582	13,204	<b>13,110</b>
Total workforce by employment type						
# Full time	number	17,626	17,742	17,288	16,863	<b>16,804</b>
# Part time	number	2,682	2,568	2,046	1,575	<b>1,402</b>
# Persons with disabilities employed	number	415	468	571	607	<b>668</b>
# Persons with disabilities employed (%)	%	2.4	2.7	3.4	3.7	<b>4.1</b>
# Women employees	%	21.0	21.4	21.0	21.7	<b>21.8</b>
Women on the Board	%	24	25	25	20	<b>21</b>



## Hong Kong Social Performance

KPI	Unit	2018	2019	2020	2021	2022
<b>Voluntary Staff Turnover</b>						
# Total number of voluntary staff turnover	number	814	765	590	930	<b>1,231</b>
# Total voluntary staff turnover rate	%	4.7	4.4	3.4	5.6	<b>7.5</b>
<b>Voluntary staff turnover rate by age</b>						
Aged below 30						
# Total number	number	338	312	189	270	<b>337</b>
# Turnover rate	%	9.6	8.8	5.9	9.7	<b>12.8</b>
Aged 30-below 50						
# Total number	number	353	346	277	524	<b>726</b>
# Turnover rate	%	4.2	4.1	3.2	6.1	<b>8.3</b>
Aged 50 & above						
# Total number	number	123	107	124	136	<b>168</b>
# Turnover rate	%	2.3	2	2.3	2.6	<b>3.3</b>
<b>Voluntary staff turnover rate by gender</b>						
Female						
# Total number	number	231	226	161	284	<b>400</b>
# Turnover rate	%	6.6	6.3	4.5	8.1	<b>11.2</b>
Male						
# Total number	number	583	539	429	646	<b>831</b>
# Turnover rate	%	4.3	3.9	3.2	4.9	<b>6.4</b>
<b>Vacant Posts Filled Internally</b>						
# Vacant posts filled internally either by promotion or transfer	%	53	50	63	68	<b>65</b>

## Hong Kong Social Performance

KPI	Unit	2018	2019	2020	2021	2022
<b>New Employee Hires<sup>[2]</sup></b>						
<b>New employee hires rate by age</b>						
Aged below 30						
# Total number	number	1,162	1,090	390	601	<b>805</b>
# New hires rate	%	32.6	31.1	12.9	22.3	<b>30.7</b>
Aged 30-below 50						
# Total number	number	475	478	272	394	<b>754</b>
# New hires rate	%	5.7	5.6	3.1	4.6	<b>8.6</b>
Aged 50 & above						
# Total number	number	153	131	80	81	<b>64</b>
# New hires rate	%	2.8	2.4	1.5	1.5	<b>1.3</b>
<b>New employee hires rate by gender</b>						
Female						
# Total number	number	514	523	177	344	<b>502</b>
# New hires rate	%	14.4	14.3	4.9	9.7	<b>14.1</b>
Male						
# Total number	number	1,276	1,176	565	732	<b>1,121</b>
# New hires rate	%	9.3	8.5	4.2	5.6	<b>8.7</b>
<b>Employee Training</b>						
<b>Percentage of employees trained</b>						
Percentage of employees trained by gender						
# Female	%	91.9	91.2	77.8	88.5	<b>88.5</b>
# Male	%	95.5	92.7	84.3	92.7	<b>94.8</b>
Percentage of employees trained by employment						
# Managers	%	80.8	70.3	67.9	89.9	<b>96.9</b>
# Non-managers	%	96.3	94.7	84.5	92.0	<b>93.0</b>

## Hong Kong Social Performance

KPI	Unit	2018	2019	2020	2021	2022
<b>Employee Training days</b>						
# Total staff training days	man day	142,748	123,827	81,869	86,115	<b>100,417</b>
# Management training	man day	15,264	14,671	7,674	10,926	<b>10,753</b>
# Operations training	man day	127,587	109,156	74,195	75,189	<b>89,664</b>
# Training days per employee (overall)	days	8.2	7.1	4.8	5.2	<b>6.1</b>
Training days per employee by gender						
# Female	days	5.8	5.2	3.5	3.2	<b>4.3</b>
# Male	days	8.9	7.6	5.2	5.7	<b>6.6</b>
Training days per employee by employment						
# Managers	days	2.3	1.7	1.6	1.9	<b>2.9</b>
# Non-managers	days	8.9	7.7	5.2	5.6	<b>6.5</b>
<b>Charitable Contributions</b>						
# Cash donations <sup>[3]</sup>	HK\$ '000	26,000	12,700	15,400	10,700	<b>16,200</b>
# In-kind donation	HK\$ '000	25,600	18,000	20,000	32,000	<b>29,200</b>
# Employee fundraising	HK\$ '000	264	521	738	736	<b>569</b>
# Employee volunteering (number of projects)	number	292	259	64	95	<b>111</b>
# Employee volunteering (number of volunteers)	number	3,091	2,139	483	870	<b>1,599</b>
# Employee volunteering (total volunteer hours)	hours	36,981	21,517	6,343	8,593	<b>9,527</b>
<b>Legal Compliance (Number of Convicted Cases)</b>						
# Cases of corruption	number	1	0	0	0	<b>0</b>
# Cases involving health and safety	number	2	1	1 <sup>[4]</sup>	1 <sup>[5]</sup>	<b>0</b>
# Cases involving labor standards	number	0	0	0	0	<b>0</b>
# Cases involving product responsibility (including customer privacy)	number	0	0	0	0	<b>0</b>
# Cases involving working conditions	number	0	0	0	0	<b>0</b>

## Hong Kong Social Performance

KPI	Unit	2018	2019	2020	2021	2022
<b>Cases involving environmental regulations</b>						
# MTR Corporation	number	0	0	0	0	<b>0</b>
# Main contractors	number	0	2	0	0	<b>0</b>
<b>Supply Chain</b>						
<b>By continent</b>						
# Number of suppliers in Africa	number	0	0	0	0	<b>0</b>
# Number of suppliers in Asia	number	1,750	1,767	1,755	1,726	<b>1,724</b>
# Number of suppliers in Europe	number	139	159	144	133	<b>129</b>
# Number of suppliers in North America	number	23	22	18	20	<b>25</b>
# Number of suppliers in Oceania	number	20	21	22	18	<b>17</b>
# Number of suppliers in South America	number	0	0	0	0	<b>0</b>

### 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 2022 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	2018	2019	2020	2021	2022
<b>Passenger and public safety</b>						
<b>Fatality</b>						
Heavy rail						
Target	number	0	0	0	0	<b>0</b>
# Performance	number	0	1 <sup>[6]</sup>	1 <sup>[7]</sup>	0	<b>1<sup>[8]</sup></b>
Light rail						
Target	number	0	0	0	0	<b>0</b>
# Performance	number	0	0	1 <sup>[9]</sup>	0	<b>0</b>
Bus						
Target	number	0	0	0	0	<b>0</b>
# Performance	number	0	0	0	0	<b>0</b>
<b>No. of injuries requiring hospitalisation per 100 million passenger journeys</b>						
Heavy rail						
Target	number	9.26	8.56	7.60	6.64	<b>5.67</b>
# Performance	number	4.6	3.67	2.51	1.76	<b>6.50</b>
Light rail						
Target	number	13.66	13.08	11.67	9.89	<b>8.38</b>
# Performance	number	6.69	6.41	1.79	2.12	<b>3.04</b>
Bus						
Target	number	6.88	6.88	6.85	6.85	<b>6.85</b>
# Performance	number	1.57	9.52	3.99	4.99	<b>1.74</b>

## Hong Kong Safety Targets and Performance

KPI	Unit	2018	2019	2020	2021	2022
<b>Staff safety</b>						
<b>Fatality</b>						
Corporate Support Functions						
Target	number	0	0	0	0	<b>0</b>
# Performance	number	0	0	0	0	<b>0</b>
Hong Kong Transport Services Business Unit						
Target	number	0	0	0	0	<b>0</b>
# Performance	number	1	0	0	0	<b>0</b>
Capital Works Business Unit						
Target	number	0	0	0	0	<b>0</b>
# Performance	number	0	0	0	0	<b>0</b>
Hong Kong Property Business Unit						
Target	number	0	0	0	0	<b>0</b>
# Performance	number	0	0	0	0	<b>0</b>
<b>Lost time injuries per 100,000 man hours</b>						
Corporate Support Functions						
Target	number	0.13	0.20	0.20	0.16	<b>0.18</b>
# Performance	number	0.16	0.20	0.04	0.08	<b>0.17</b>
Hong Kong Transport Services Business Unit						
Target	number	0.42	0.42	0.40	0.40	<b>0.40</b>
# Performance	number	0.38	0.65	0.43	0.46	<b>0.33</b>
Capital Works Business Unit						
Target	number	0.10	0.10	0.10	0.10	<b>0.10</b>
# Performance	number	0.00	0.16	0.04	0.07	<b>0.00</b>
Hong Kong Property Business Unit						
Target	number	0.30	0.30	0.30	0.27	<b>0.27</b>
# Performance	number	0.00	0.04	0.16	0.20	<b>0.16</b>

## Hong Kong Safety Targets and Performance

KPI	Unit	2018	2019	2020	2021	2022
<b>Contractor Safety</b>						
<b>Fatality</b>						
Corporate support functions						
Target	number	0	0	0	0	<b>0</b>
# Performance	number	0	0	0	0	<b>0</b>
Operating railway						
Target	number	0	0	0	0	<b>0</b>
# Performance	number	0	0	1	0	<b>0</b>
Hong Kong project construction - railway extension projects						
Target	number	0	0	0	0	<b>0</b>
# Performance	number	0	0	0	0	<b>0</b>
Hong Kong project construction - network improvement projects						
Target	number	0	0	0	0	<b>0</b>
# Performance	number	0	0	0	0	<b>0</b>
Hong Kong property development and investment projects						
Target	number	0	0	0	0	<b>0</b>
# Performance	number	0	0	0	0	<b>0</b>
Hong Kong investment property						
Target	number	0	0	0	0	<b>0</b>
# Performance	number	0	0	0	0	<b>0</b>
Hong Kong management property						
Target	number	0	0	0	0	<b>0</b>
# Performance	number	0	0	0	0	<b>0</b>

## Hong Kong Safety Targets and Performance

KPI	Unit	2018	2019	2020	2021	2022
<b>Lost time injuries per 100,000 man hours<sup>[10]</sup></b>						
Corporate support functions						
Target	number	0.3	0.53	0.55	0.49	<b>0.35</b>
# Performance	number	0.74	0.62	0.32	0.20	<b>0.34</b>
Operating railway						
Target	number	0.2	0.2	0.30	0.28	<b>0.28</b>
# Performance	number	0.26	0.25	0.24	0.27	<b>0.28</b>
Hong Kong project construction - railway extension projects						
Target	number	0.3	0.3	0.75	0.65	<b>0.60</b>
# Performance	number	0.23	0.26	0.49	0.26	<b>0.22</b>
Hong Kong project construction - network improvement projects						
Target	number	0.3	0.3	0.2	0.20	<b>0.20</b>
# Performance	number	0.06	0.00	0.00	0.15	<b>0.00</b>
Hong Kong property development and investment projects						
Target	number	0.3	0.3	0.40	0.27	<b>0.27</b>
# Performance	number	0.02	0.05	0.03	0.03	<b>0.01</b>
Hong Kong investment property						
Target	number	0.22	0.22	0.30	0.27	<b>0.27</b>
# Performance	number	0.03	0.18	0.21	0.13	<b>0.20</b>
Hong Kong management property						
Target	number	0.22	0.22	0.30	0.27	<b>0.27</b>
# Performance	number	0.11	0.18	0.19	0.17	<b>0.15</b>

### Notes

[6] This figure is restated as the fatal case on 25 August 2019 where a 75-year-old man stepped and inclined forward beyond the yellow line towards the platform edge and got hit by a train at Sheung Shui Station was concluded by the Coroner's Court in 2022 that the deceased died of an accident.

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

[8] An 83-year-old man lost balance and fell on an escalator in To Kwa Wan Station on 4 April 2022, and he was certified dead at the hospital on 5 April 2022.

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

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

# The KPIs for 2022 have been assured by KPMG.

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



## Mainland China and International Business

KPI	Unit	Shenzhen Metro Line 4			Melbourne's Metropolitan Rail Service			Sydney Metro North West Line			Elizabeth line		
		MTR(SZ)			MTM			MTS			MTR Elizabeth line		
		2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
<b>Environmental Performance</b>													
# Total electricity consumption for railway operation	MWh	101,656	143,766	<b>124,223</b>	445,751	465,635	<b>439,352</b>	87,744	84,618	<b>82,095</b>	112,125 <sup>[11]</sup>	108,286	<b>248,419<sup>[12]</sup></b>
# Total water consumption from railway operation	m <sup>3</sup>	189,067	365,300	<b>315,425</b>	235,135	258,640	<b>347,797</b>	13,902 <sup>[13]</sup>	42,750	<b>n/a<sup>[14]</sup></b>	n/a	30,853	<b>32,631</b>
# Metals recycled	tonnes	84.2	57	<b>81</b>	1,633.0	876	<b>914</b>	23	23	<b>35</b>	n/a	n/a	<b>n/a</b>
# Total hazardous wastes	tonnes	38.7	67	<b>22</b>	n/a	n/a	<b>9</b>	n/a	n/a	<b>n/a<sup>[15]</sup></b>	0	0	<b>1</b>
# Total hazardous wastes in liquid	litres	3.2 <sup>[16]</sup>	9 <sup>[16]</sup>	<b>6<sup>[16]</sup></b>	n/a	n/a	<b>26,498</b>	9,000	9,000	<b>47,020</b>	0	0	<b>n/a</b>
# Total GHG emissions	tonnes CO <sub>2</sub> e	96,902	136,870	<b>121,520</b>	451,449	449,473	<b>403,724</b>	52	68,760	<b>65,096</b>	26,141	24,364	<b>48,274</b>
# Scope 1 emissions	tonnes CO <sub>2</sub> e	441	450	<b>481</b>	5,652	6,481	<b>6,069</b>	52	220	<b>241</b>	n/a	76	<b>8<sup>[17]</sup></b>
# Scope 2 emissions	tonnes CO <sub>2</sub> e	96,461	136,419	<b>121,040</b>	445,797	442,992	<b>397,655</b>	0 <sup>[18]</sup>	68,540	<b>64,855</b>	26,141 <sup>[11]</sup>	24,288	<b>48,266<sup>[19]</sup></b>
<b>Social Performance</b>													
<b>Total Workforce</b>													
# Total employees	number	1,938	1,925	<b>1,926</b>	6,200	6,765	<b>7,015<sup>[20]</sup></b>	237 <sup>[21]</sup>	252	<b>300</b>	1,160	1,154	<b>1,281</b>
Total workforce by gender													
# Female	number	448	465	<b>470</b>	1,386 <sup>[22]</sup>	1,976	<b>2,131<sup>[23]</sup></b>	70 <sup>[24]</sup>	81	<b>93</b>	268	267	<b>302</b>
# Male	number	1,490	1,460	<b>1,456</b>	4,198 <sup>[22]</sup>	4,789	<b>4,865<sup>[23]</sup></b>	135 <sup>[24]</sup>	171	<b>207</b>	892	887	<b>979</b>
Total workforce by age													
# Aged below 30	number	1,043	985	<b>956</b>	590 <sup>[22]</sup>	800	<b>834<sup>[23]</sup></b>	21 <sup>[24]</sup>	30	<b>28</b>	170	169	<b>163</b>
# Aged 30 - below 50	number	875	914	<b>924</b>	2,979 <sup>[22]</sup>	3,591	<b>3,777<sup>[23]</sup></b>	138 <sup>[24]</sup>	172	<b>213</b>	767	763	<b>871</b>
# Aged 50 & above	number	20	26	<b>46</b>	2,015 <sup>[22]</sup>	2,374	<b>2,385<sup>[23]</sup></b>	46 <sup>[24]</sup>	50	<b>59</b>	223	222	<b>247</b>
Total workforce by employment type													
# Full time staff	number	1,938	1,925	<b>1,925</b>	5,584	6,005 <sup>[25]</sup>	<b>6,128<sup>[23],[25]</sup></b>	205 <sup>[26]</sup>	245	<b>292</b>	1,137	1,132	<b>1,259</b>
# Part time staff	number	0	0	<b>1</b>	616	588 <sup>[25]</sup>	<b>704<sup>[23],[25]</sup></b>	1 <sup>[26]</sup>	7	<b>8</b>	23	22	<b>22</b>

## Mainland China and International Business

		Shenzhen Metro Line 4			Melbourne's Metropolitan Rail Service			Sydney Metro North West Line			Elizabeth line		
		MTR(SZ)			MTM			MTS			MTR Elizabeth line		
KPI	Unit	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
<b>Voluntary Staff Turnover</b>													
# Total voluntary staff turnover rate	%	7.4	9.9	<b>9.2</b>	4.1	7.0	<b>12.0</b>	8.4	12.6	<b>19.7</b>	3.3	7.2	<b>10.3</b>
Voluntary staff turnover rate by age													
# Aged below 30	%	11.0	14.0	<b>15.7</b>	5.0	5.0	<b>12.0</b>	11.1	15.2	<b>32.1</b>	5.3	16.8	<b>33.1</b>
# Aged 30 - below 50	%	4.0	5.0	<b>2.8</b>	5.5	7.0	<b>11.0</b>	7.6	12.3	<b>17.8</b>	3.7	5.3	<b>7.7</b>
# Aged 50 & above	%	7.0	5.0	<b>0.0</b>	1.9	6.0	<b>12.0</b>	9.6	12.2	<b>20.3</b>	0.5	6.0	<b>4.5</b>
Voluntary staff turnover rate by gender													
# Female	%	4.0	6.2	<b>5.0</b>	5.6	7.0	<b>13.0</b>	6.0	18.3	<b>25.8</b>	3.6	13.2	<b>12.3</b>
# Male	%	7.5	11.1	<b>10.5</b>	3.5	6.0	<b>11.0</b>	9.7	9.7	<b>16.9</b>	3.0	5.1	<b>9.7</b>
<b>Vacant Posts Filled Internally</b>													
# Vacant posts filled internally either by promotion or transfer	%	22.0	33.1	<b>10.5</b>	33.5	33.0	<b>28.0</b>	16	0.4	<b>n/a</b>	n/a	n/a	<b>n/a</b>
<b>Employee Training</b>													
Percentage of employees trained by gender													
# Female	%	82.4	80.7	<b>92.6</b>	95.0	97.0	<b>94.0</b>	n/a	32.0	<b>29.2</b>	71.6	100	<b>91.0</b>
# Male	%	97.2	94.5	<b>98.6</b>	95.0	98.0	<b>93.0</b>	n/a	68.0	<b>70.8</b>	63.7	100	<b>91.4</b>
Percentage of employee trained by employment													
# Managers	%	61.0	81.5	<b>94.7</b>	97.0	97.0	<b>94.0</b>	n/a	23.0	<b>15.9</b>	76.2	100	<b>91.5</b>
# Non-managers	%	94.8	91.4	<b>97.2</b>	95.0	98.0	<b>93.0</b>	n/a	77.0	<b>84.2</b>	64.2	100	<b>91.3</b>
# Training days per employee	days	18.9	8.8	<b>8.7</b>	7.0	7.3	<b>9.4</b>	3.5	5.9	<b>3.6</b>	6.5	9.5	<b>1.9</b>
Training days per employee by gender													
# Female	days	12.6	7.8	<b>6.9</b>	16.0	13.0	<b>17.0</b>	n/a	5.9	<b>3.6</b>	4.5	10.0	<b>2.1</b>
# Male	days	20.7	9.1	<b>9.3</b>	4.0	5.0	<b>6.0</b>	n/a	5.9	<b>3.6</b>	7.2	9.0	<b>1.8</b>

## Mainland China and International Business

KPI	Unit	Shenzhen Metro Line 4			Melbourne's Metropolitan Rail Service			Sydney Metro North West Line			Elizabeth line		
		MTR(SZ)			MTM			MTS			MTR Elizabeth line		
		2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
Training days per employee by employment													
# Managers	days	2.4	2.7	<b>1.6</b>	2.0	1.0	<b>1.0</b>	n/a	5.9	<b>3.6</b>	2.2	2.0	<b>1.6</b>
# Non-managers	days	19.4	8.9	<b>9.0</b>	8.0	8.0	<b>11.0</b>	n/a	5.9	<b>3.6</b>	7.1	11.0	<b>1.9</b>
<b>Operations Performance</b>													
Total number of passenger trips	million	156	189	<b>149</b>	84	92	<b>140</b>	n/a	14	<b>16</b>	29	31	<b>128<sup>[27]</sup></b>
Passenger journeys on time	%	100	100	<b>100</b>	n/a	n/a	<b>n/a</b>	n/a	91	<b>98.11</b>	n/a	95	<b>93.90</b>
# Train punctuality	%	99.94	100	<b>99.98</b>	94.95	94	<b>92.98</b>	n/a	99	<b>98.11</b>	95.70	95	<b>93.20</b>
# Train reliability	revenue car - km/incident	12,565,767	34,179,018	<b>31,008,989</b>	33,802	n/a	<b>40,685</b>	n/a	28,445,736	<b>n/a</b>	n/a	4,345 <sup>[28]</sup>	<b>8,062<sup>[28]</sup></b>
# Train service delivery	%	99.96	99.9	<b>99.99</b>	98.83	98.5	<b>98.12</b>	n/a	99.6	<b>99.52</b>	97.90	97.2	<b>97.20</b>
<b>Legal Compliance (Number of Convicted Cases)</b>													
# Cases of corruption	number	0	0	<b>0</b>	0	0	<b>0</b>	n/a	0	<b>0</b>	0	0	<b>0</b>
# Cases involving health and safety	number	0	0	<b>0</b>	0	0	<b>1<sup>[29]</sup></b>	n/a	0	<b>0</b>	0	0	<b>0</b>
# Cases involving labor standards	number	0	0	<b>0</b>	0	0	<b>0</b>	n/a	0	<b>0</b>	0	0	<b>0</b>
# Cases involving product responsibility (including customer privacy)	number	0	0	<b>0</b>	0	0	<b>0</b>	n/a	0	<b>0</b>	0	0	<b>0</b>
# Cases involving working conditions	number	0	0	<b>0</b>	0	0	<b>0</b>	n/a	0	<b>0</b>	0	0	<b>0</b>
Cases involving environmental regulations													
# MTR subsidiary	number	0	0	<b>0</b>	0	0	<b>0</b>	n/a	0	<b>0</b>	0	0	<b>0</b>
# Main contractors	number	0	0	<b>0</b>	0	0	<b>0</b>	n/a	0	<b>0</b>	0	0	<b>0</b>

## Mainland China and International Business

		Shenzhen Metro Line 4			Melbourne's Metropolitan Rail Service			Sydney Metro North West Line			Elizabeth line			
		MTR(SZ)			MTM			MTS			MTR Elizabeth line			
KPI	Unit	2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022	
<b>Supply Chain</b>														
By continent														
#	Number of suppliers in Africa	number	0	0	<b>0</b>	0	0	<b>0</b>	n/a	0	<b>0</b>	0	0	<b>0</b>
#	Number of suppliers in Asia	number	294	332	<b>317</b>	4	5	<b>4</b>	n/a	1	<b>4</b>	1	2	<b>3</b>
#	Number of suppliers in Europe	number	0	0	<b>0</b>	16	15	<b>23</b>	n/a	4	<b>6</b>	355	334	<b>340</b>
#	Number of suppliers in North America	number	0	0	<b>0</b>	7	4	<b>4</b>	n/a	1	<b>4</b>	1	1	<b>0</b>
#	Number of suppliers in Oceania	number	0	0	<b>0</b>	1,074	1,035	<b>1,034</b>	n/a	413	<b>291</b>	0	0	<b>0</b>
#	Number of suppliers in South America	number	0	0	<b>0</b>	0	0	<b>0</b>	n/a	0	<b>0</b>	0	0	<b>0</b>
<b>Safety Targets and Performance</b>														
<b>Passenger and Public Safety</b>														
Fatality														
	Target	number	n/a	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
#	Performance	number	0	0	<b>0</b>	0	3 <sup>[30]</sup>	<b>2</b> <sup>[31]</sup>	0	1 <sup>[32]</sup>	<b>0</b>	0	0	<b>0</b> <sup>[33]</sup>
No. of injuries per million passenger journeys														
	Target	number	1.42	1.42	<b>1.41</b>	2.00	2.00	<b>1.66</b>	1.40	5.40	<b>4.10</b>	4.21	4.71	<b>4.17</b>
#	Performance	number	0.89	0.98	<b>0.78</b>	1.41	1.63	<b>1.54</b>	2.73	3.06	<b>3.21</b>	5.30	4.80	<b>2.04</b> <sup>[33]</sup>
<b>Staff Safety</b>														
Fatality														
	Target	number	n/a	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
#	Performance	number	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b> <sup>[33]</sup>
Lost time injuries per 100,000 man hours														
	Target	number	0.24	0.22	<b>0.22</b>	0.36	0.36	<b>0.20</b>	0.58	1.69	<b>1.45</b>	0.10	0.57	<b>0.13</b>
#	Performance	number	0.03	0.15	<b>0.08</b>	0.14	0.13	<b>0.23</b>	0.84	1.00	<b>0.20</b>	0.15	0.14	<b>0.54</b> <sup>[33]</sup>

## Mainland China and International Business

KPI	Unit	Shenzhen Metro Line 4			Melbourne's Metropolitan Rail Service			Sydney Metro North West Line			Elizabeth line		
		MTR(SZ)			MTM			MTS			MTR Elizabeth line		
		2020	2021	2022	2020	2021	2022	2020	2021	2022	2020	2021	2022
<b>Contractor Safety</b>													
Fatality													
Target	number	n/a	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
# Performance	number	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b> <sup>[33]</sup>
Lost time injuries per 100,000 man-hour													
Target	number	0.50	0.36	<b>0.36</b>	0.40	0.40	<b>0.10</b>	1.40	1.05	<b>0.94</b>	0.14	n/a <sup>[34]</sup>	<b>0.19</b>
# Performance	number	0.05	0.03	<b>0.00</b>	0.03	0.00	<b>0.03</b>	0.00	0.31	<b>0.00</b>	0.23	0.13	<b>0.43</b> <sup>[33]</sup>

### Notes

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

[12] Electricity consumption has increased since the opening of Central Operating Section of the Elizabeth line in May 2022, more train services have been offered to passengers.

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

[14] MTS is currently reviewing the water consumption data due to dispute with local authorities regarding the accuracy of water bills, hence the total water consumption for railway operation of MTS in 2022 is not disclosed.

[15] MTS is currently reviewing the amount and scope of hazardous waste, hence the total hazardous waste of MTS in 2022 is not disclosed.

[16] This KPI is presented in tonnes.

[17] Scope 1 emissions have reduced since 2021 because gas heating and diesel generators were removed from stations at the end of 2021. In 2022, there was only gas heating at the head office.

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

[19] Scope 2 emissions have increased since the opening of Central Operating Section of the Elizabeth line in May 2022, more train services have been offered to passengers.

[20] The number of total employees include staff who identify as non-binary.

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

[22] This KPI excludes part-time employees.

[23] This KPI excludes employees of other gender.

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

[25] This KPI excludes contract employees.

[26] This KPI includes permanent staff only.

[27] Since the Central Operating Section opened in May 2022, more train services have been offered to passengers.

[28] MTR Elizabeth line has refined its calculation approach for train reliability in 2022, hence the train reliability in 2021 has been restated to ensure consistency with 2022 data calculation methodology.

[29] MTM received a conviction for the breach of the Occupational Health and Safety Act in March 2022.

[30] (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.

[31] (1) On 12 June 2022, a male person fell onto tracks after forcing the train doors to open while the train was in motion travelling on the Cranbourne line. He was found between tracks and moving but injured at the time of being spotted. The incident was confirmed as a fatality by Victorian Police following the incident. This incident was re-classified from suspected suicide to collision with a person by the Victorian Police after the review of CCTV footage. (2) On 21 July 2022, a train without a passenger aboard struck a person on a mobility scooter near the Smeaton Avenue Pedestrian Crossing on the Craigieburn Line of Metro Trains Melbourne (MTM) in Victoria, Australia. The emergency services attended and confirmed the deceased body.

[32] 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.

[33] The scope of safety performances of MTR Elizabeth line expanded to include the Central Operating Section since its opening in May 2022.

[34] 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 2022 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	2020	2021	2022	2020	2021	2022	2020	2021	2022
<b>Environmental Performance<sup>[35]</sup></b>										
# Total electricity consumption for railway operation	MWh	n/a	n/a	<b>0</b>	168,525	172,050	<b>168,682</b>	23,875	n/a	<b>0</b>
# Total water consumption from railway operation	m <sup>3</sup>	n/a	n/a	<b>0</b>	n/a	n/a	<b>n/a</b>	n/a	n/a	<b>n/a</b>
# Metals recycled	tonnes	0	0	<b>0</b>	0	0	<b>0</b>	337.2	395	<b>567</b>
# Total hazardous wastes	tonnes	0.1	0	<b>1</b>	9.3	11	<b>14</b>	203.4	253	<b>325</b>
# Total hazardous wastes in liquid	litres	0	0	<b>0</b>	0	0	<b>0</b>	206,640 <sup>[36]</sup>	596,939 <sup>[36]</sup>	<b>550,482<sup>[36]</sup></b>
# Total GHG emissions	tonnes CO <sub>2</sub> e	0	0	<b>0</b>	54 <sup>[37]</sup>	15 <sup>[37]</sup>	<b>15</b>	890 <sup>[37]</sup>	970 <sup>[37]</sup>	<b>1,004</b>
# Scope 1 emissions	tonnes CO <sub>2</sub> e	0	0	<b>0</b>	54 <sup>[37]</sup>	15	<b>15</b>	31 <sup>[37]</sup>	55 <sup>[37]</sup>	<b>160</b>
# Scope 2 emissions	tonnes CO <sub>2</sub> e	0	0	<b>0<sup>[37]</sup></b>	0 <sup>[37]</sup>	0 <sup>[37]</sup>	<b>0<sup>[37]</sup></b>	859 <sup>[37]</sup>	915 <sup>[37]</sup>	<b>844</b>
<b>Social Performance</b>										
<b>Total Workforce</b>										
# Total employees	number	109	115	<b>131</b>	2,855	2,332	<b>2,241</b>	579	639	<b>733</b>
Total workforce by gender										
# Female	number	37	41	<b>46</b>	883	764	<b>734</b>	57	60	<b>71</b>
# Male	number	72	74	<b>85</b>	1,972	1,568	<b>1,507</b>	522	579	<b>662</b>
Total workforce by age										
# Aged below 30	number	12	15	<b>9</b>	536	437	<b>412</b>	60	94	<b>125</b>
# Aged 30 - below 50	number	73	72	<b>79</b>	1,234	1,020	<b>974</b>	253	279	<b>329</b>
# Aged 50 & above	number	24	28	<b>43</b>	1,085	875	<b>855</b>	266	266	<b>279</b>
Total workforce by employment type										
# Full time staff	number	105	112	<b>130</b>	2,122	1,696	<b>1,625</b>	575	634	<b>712</b>
# Part time staff	number	4	3	<b>1</b>	733	636	<b>616</b>	4	5	<b>21</b>

## Mainland China and International Business – MTR Nordic

		MTR Nordic			Stockholm Metro					
		MTR Nordic			MTR Tunnelbanan			MTR Tech		
KPI	Unit	2020	2021	2022	2020	2021	2022	2020	2021	2022
<b>Voluntary Staff Turnover</b>										
# Total voluntary staff turnover rate	%	16.7	19.6	<b>20.4</b>	4.1	3.8	<b>5.2</b>	6.2	7.9	<b>7.4</b>
Voluntary staff turnover rate by age										
# Aged below 30	%	0.0	5.9	<b>23.2</b>	7.6	9.2	<b>12.2</b>	14.2	12.1	<b>7.5</b>
# Aged 30 - below 50	%	22.8	22.0	<b>24.6</b>	5.2	4.2	<b>6.4</b>	6.7	8.9	<b>9.0</b>
# Aged 50 & above	%	4.9	21.5	<b>9.4</b>	1.9	1.8	<b>2.1</b>	3.7	5.7	<b>5.4</b>
Voluntary staff turnover rate by gender										
# Female	%	19.3	14.5	<b>20.7</b>	5.2	5.3	<b>6.0</b>	6.1	14.7	<b>12.3</b>
# Male	%	15.4	22.4	<b>20.2</b>	3.7	3.1	<b>4.9</b>	6.2	7.2	<b>6.9</b>
<b>Employee Training</b>										
Percentage of employees trained by gender										
# Female	%	54.1	63.4	<b>87.0</b>	75.1	92.0	<b>99.0</b>	64.9	96.7	<b>94.4</b>
# Male	%	47.9	54.7	<b>80.0</b>	79.8	95.3	<b>100</b>	77.8	96.9	<b>100</b>
Percentage of employee trained by employment										
# Managers	%	76.2	64.0	<b>66.7</b>	74.6	82.9	<b>81.9</b>	84.8	100	<b>94.8</b>
# Non-managers	%	44.3	56.0	<b>86.5</b>	78.5	94.6	<b>100</b>	75.8	96.4	<b>100</b>
# Training days per employee	days	0.8	0.9	<b>0.8</b>	3.4	2.7	<b>3.1</b>	2.0	3.5	<b>5.0</b>
Training days per employee by gender										
# Female	days	0.7	0.8	<b>0.7</b>	2.6	2.3	<b>3.0</b>	1.2	2.2	<b>4.0</b>
# Male	days	0.8	0.9	<b>0.8</b>	3.7	3.0	<b>3.1</b>	2.0	3.6	<b>5.1</b>

## Mainland China and International Business – MTR Nordic

		MTR Nordic			Stockholm Metro						
		MTR Nordic			MTR Tunnelbanan			MTR Tech			
KPI	Unit	2020	2021	2022	2020	2021	2022	2020	2021	2022	
Training days per employee by employment											
#	Managers	days	1.0	0.8	<b>0.6</b>	1.4	1.0	<b>1.0</b>	1.7	2.9	<b>3.6</b>
#	Non-managers	days	0.7	0.9	<b>0.8</b>	3.5	2.8	<b>3.1</b>	2.0	3.5	<b>5.1</b>
<b>Operations Performance</b>											
	Total number of passenger trips	million	n/a	n/a	<b>n/a</b>	213	219	<b>283</b>	n/a	n/a	<b>n/a</b>
	Passenger journeys on time	%	n/a	n/a	<b>n/a</b>	n/a	n/a	<b>n/a</b>	n/a	n/a	<b>n/a</b>
#	Train punctuality	%	n/a	n/a	<b>n/a</b>	99.00	98.00	<b>98.41</b>	n/a	n/a	<b>n/a</b>
#	Train reliability	revenue car - km/incident	n/a	n/a	<b>n/a</b>	65,983	56,862	<b>59,624</b>	n/a	n/a	<b>n/a</b>
#	Train service delivery	%	n/a	n/a	<b>n/a</b>	99.51	99.4	<b>99.44</b>	n/a	n/a	<b>n/a</b>
<b>Legal Compliance (Number of Convicted Cases)</b>											
#	Cases of corruption	number	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
#	Cases involving health and safety	number	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
#	Cases involving labor standards	number	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
#	Cases involving product responsibility (including customer privacy)	number	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
#	Cases involving working conditions	number	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
Cases involving environmental regulations											
#	MTR subsidiary	number	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
#	Main contractors	number	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>



## Mainland China and International Business – MTR Nordic

		MTR Nordic			Stockholm Metro						
		MTR Nordic			MTR Tunnelbanan			MTR Tech			
KPI	Unit	2020	2021	2022	2020	2021	2022	2020	2021	2022	
<b>Supply Chain<sup>[38]</sup></b>											
By continent											
#	Number of suppliers in Africa	number	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
#	Number of suppliers in Asia	number	1	0	<b>0</b>	1	0	<b>1</b>	2	2	<b>0</b>
#	Number of suppliers in Europe	number	304	309	<b>352</b>	354	233	<b>227</b>	617	696	<b>758</b>
#	Number of suppliers in North America	number	4	6	<b>4</b>	1	0	<b>0</b>	4	5	<b>6</b>
#	Number of suppliers in Oceania	number	0	0	<b>3</b>	0	0	<b>0</b>	0	0	<b>0</b>
#	Number of suppliers in South America	number	0	0	<b>0</b>	0	0	<b>0</b>	0	0	<b>0</b>
<b>Safety Targets and Performance</b>											
<b>Passenger and Public Safety</b>											
Fatality											
	Target	number	n/a	n/a	<b>n/a</b>	0	0	<b>0</b>	n/a	n/a <sup>[39]</sup>	<b>n/a<sup>[39]</sup></b>
#	Performance	number	n/a	n/a	<b>n/a</b>	0	1 <sup>[40]</sup>	<b>0</b>	n/a	n/a <sup>[41]</sup>	<b>n/a<sup>[41]</sup></b>
No. of injuries per million passenger journeys											
	Target	number	n/a	n/a	<b>n/a</b>	1.00	1.00	<b>1.00</b>	n/a	n/a <sup>[42]</sup>	<b>n/a<sup>[42]</sup></b>
#	Performance	number	n/a	n/a	<b>n/a</b>	0.88	1.10	<b>1.13</b>	n/a	n/a <sup>[43]</sup>	<b>n/a<sup>[43]</sup></b>
<b>Staff Safety</b>											
Fatality											
	Target	number	n/a	n/a	<b>n/a</b>	0	0	<b>0</b>	n/a <sup>[44]</sup>	0	<b>0</b>
#	Performance	number	n/a	n/a	<b>n/a</b>	0	0	<b>0</b>	n/a <sup>[44]</sup>	0	<b>0</b>
Lost time injuries per 100,000 man hours											
	Target	number	n/a	n/a	<b>n/a</b>	0.30	0.30	<b>0.30</b>	n/a <sup>[44]</sup>	n/a <sup>[44]</sup>	<b>n/a<sup>[45]</sup></b>
#	Performance	number	n/a	n/a	<b>n/a</b>	0.27	0.57	<b>0.72</b>	n/a <sup>[44]</sup>	n/a <sup>[44]</sup>	<b>n/a<sup>[45]</sup></b>

## Mainland China and International Business – MTR Nordic

		MTR Nordic			Stockholm Metro						
		MTR Nordic			MTR Tunnelbanan			MTR Tech			
KPI	Unit	2020	2021	2022	2020	2021	2022	2020	2021	2022	
<b>Contractor Safety<sup>[46]</sup></b>											
Fatality											
	Target	number	n/a	n/a	<b>n/a</b>	0	0	<b>0</b>	0	0	<b>0</b>
#	Performance	number	n/a	n/a	<b>n/a</b>	0	0	<b>0</b>	0	0	<b>0</b>
Lost time injuries per 100,000 man-hour											
	Target	number	n/a	n/a	<b>n/a</b>	n/a	n/a	<b>n/a</b>	n/a	n/a <sup>[44]</sup>	<b>n/a<sup>[45]</sup></b>
#	Performance	number	n/a	n/a	<b>n/a</b>	n/a	n/a	<b>n/a</b>	n/a	n/a <sup>[44]</sup>	<b>n/a<sup>[45]</sup></b>

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

KPI	Unit	Stockholms Pendeltåg			MTRX			MTR Facility Management			Mälartåg
		MTR Pendeltågen			MTR Express			MTR Facility Management			MTR Mälartåg <sup>(47)</sup>
		2020	2021	2022	2020	2021	2022	2020	2021	2022	2022
<b>Environmental Performance</b>											
# Total electricity consumption for railway operation	MWh	201,289	204,278	<b>192,995</b>	14,564	15,328	<b>19,277</b>	n/a	n/a	<b>0</b>	<b>94,429</b>
# Total water consumption from railway operation	m <sup>3</sup>	n/a	n/a	<b>n/a</b>	n/a	n/a	<b>n/a</b>	n/a	n/a	<b>n/a</b>	<b>n/a</b>
# Metals recycled	tonnes	0 <sup>(48)</sup>	0	<b>0.1</b>	1.0 <sup>(49)</sup>	0 <sup>(49)</sup>	<b>1</b>	n/a	0	<b>0</b>	<b>0</b>
# Total hazardous wastes	tonnes	0 <sup>(48)</sup>	0	<b>3</b>	0.5 <sup>(49)</sup>	0 <sup>(49)</sup>	<b>4</b>	n/a	0	<b>0</b>	<b>0</b>
# Total hazardous wastes in liquid	litres	0 <sup>(48)</sup>	0	<b>0</b>	66 <sup>(49)</sup>	5,860 <sup>(49)</sup>	<b>454</b>	n/a	0	<b>0</b>	<b>0</b>
# Total GHG emissions	tonnes CO <sub>2</sub> e	95 <sup>(37)</sup>	78 <sup>(37)</sup>	<b>76</b>	8	7 <sup>(37)</sup>	<b>8</b>	n/a	61 <sup>(37)</sup>	<b>64</b>	<b>8</b>
# Scope 1 emissions	tonnes CO <sub>2</sub> e	49 <sup>(37)</sup>	23 <sup>(37)</sup>	<b>5</b>	8	7	<b>8</b>	n/a	61 <sup>(37)</sup>	<b>64</b>	<b>0</b>
# Scope 2 emissions	tonnes CO <sub>2</sub> e	46	55 <sup>(37)</sup>	<b>71</b>	0 <sup>(37)</sup>	0 <sup>(37)</sup>	<b>0<sup>(37)</sup></b>	n/a	0	<b>0<sup>(37)</sup></b>	<b>8</b>
<b>Social Performance</b>											
<b>Total Workforce</b>											
# Total employees	number	1,717	1,502	<b>1,553</b>	121	120	<b>141</b>	n/a	772	<b>823</b>	<b>478</b>
Total workforce by gender											
# Female	number	519	494	<b>516</b>	64	61	<b>72</b>	n/a	129	<b>152</b>	<b>194</b>
# Male	number	1,198	1,008	<b>1,037</b>	57	59	<b>69</b>	n/a	643	<b>671</b>	<b>284</b>
Total workforce by age											
# Aged below 30	number	311	283	<b>355</b>	43	36	<b>29</b>	n/a	79	<b>85</b>	<b>116</b>
# Aged 30 - below 50	number	844	732	<b>728</b>	58	56	<b>82</b>	n/a	388	<b>409</b>	<b>247</b>
# Aged 50 & above	number	562	487	<b>470</b>	20	28	<b>30</b>	n/a	305	<b>329</b>	<b>115</b>
Total workforce by employment type											
# Full time staff	number	1,514	1,343	<b>1,383</b>	98	103	<b>127</b>	n/a	609	<b>621</b>	<b>474</b>
# Part time staff	number	203	159	<b>170</b>	23	17	<b>14</b>	n/a	163	<b>202</b>	<b>4</b>

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

		Stockholms Pendeltåg			MTRX			MTR Facility Management			Mälartåg
		MTR Pendeltågen			MTR Express			MTR Facility Management			MTR Mälartåg <sup>(47)</sup>
KPI	Unit	2020	2021	2022	2020	2021	2022	2020	2021	2022	2022
<b>Voluntary Staff Turnover</b>											
# Total voluntary staff turnover rate	%	3.2	3.4	<b>7.3</b>	9.7	7.8	<b>12.5</b>	n/a	5.7	<b>6.0</b>	<b>23.8</b>
Voluntary staff turnover rate by age											
# Aged below 30	%	5.3	2.7	<b>8.6</b>	3.2	11.2	<b>8.2</b>	n/a	13.5	<b>15.9</b>	<b>32.2</b>
# Aged 30 - below 50	%	3.4	4.0	<b>8.3</b>	12.5	7.4	<b>12.9</b>	n/a	6.8	<b>7.5</b>	<b>21.6</b>
# Aged 50 & above	%	2.0	2.8	<b>5.4</b>	12.8	4.7	<b>15.7</b>	n/a	3.4	<b>3.0</b>	<b>19.4</b>
Voluntary staff turnover rate by gender											
# Female	%	3.0	4.8	<b>8.4</b>	15.6	7.9	<b>11.4</b>	n/a	7.5	<b>10.6</b>	<b>28.0</b>
# Male	%	3.3	2.8	<b>6.9</b>	3.9	7.8	<b>13.6</b>	n/a	5.4	<b>5.1</b>	<b>21.0</b>
<b>Employee Training</b>											
Percentage of employees trained by gender											
# Female	%	69.9	86.4	<b>95.2</b>	64.1	72.1	<b>68.1</b>	n/a	68.2	<b>68.4</b>	<b>96.9</b>
# Male	%	72.5	93.7	<b>99.0</b>	77.2	83.1	<b>100</b>	n/a	72.2	<b>69.0</b>	<b>96.5</b>
Percentage of employee trained by employment											
# Managers	%	85.2	78.3	<b>82.6</b>	61.5	90.0	<b>71.4</b>	n/a	81.0	<b>70.2</b>	<b>75.0</b>
# Non-managers	%	71.3	91.7	<b>98.2</b>	71.3	76.4	<b>84.3</b>	n/a	71.0	<b>68.9</b>	<b>97.0</b>
# Training days per employee	days	1.1	1.2	<b>2.6</b>	2.8	2.2	<b>3.9</b>	n/a	0.8	<b>0.7</b>	<b>2.8</b>
Training days per employee by gender											
# Female	days	1.1	1.0	<b>1.9</b>	2.6	2.5	<b>2.1</b>	n/a	0.8	<b>0.7</b>	<b>2.5</b>
# Male	days	1.1	1.3	<b>2.9</b>	3.1	2.0	<b>5.7</b>	n/a	0.8	<b>0.8</b>	<b>2.9</b>

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

		Stockholms Pendeltåg			MTRX			MTR Facility Management			Mälartåg	
		MTR Pendeltågen			MTR Express			MTR Facility Management			MTR Mälartåg <sup>(47)</sup>	
KPI	Unit	2020	2021	2022	2020	2021	2022	2020	2021	2022	2022	
Training days per employee by employment												
#	Managers	days	1.1	0.8	<b>0.7</b>	1.5	2.0	<b>1.8</b>	n/a	1.6	<b>0.8</b>	<b>0.2</b>
#	Non-managers	days	1.1	1.2	<b>2.6</b>	3.0	2.3	<b>4.0</b>	n/a	0.8	<b>0.7</b>	<b>2.8</b>
<b>Operations Performance</b>												
	Total number of passenger trips	million	80	75	<b>103</b>	n/a	n/a	<b>n/a<sup>(50)</sup></b>	n/a	n/a	<b>n/a</b>	<b>8</b>
	Passenger journeys on time	%	n/a	n/a	<b>n/a</b>	n/a	n/a	<b>n/a</b>	n/a	n/a	<b>n/a</b>	<b>n/a</b>
#	Train punctuality	%	96.00	92	<b>92.00</b>	91.10	86	<b>71.87</b>	n/a	n/a	<b>n/a</b>	<b>73.60</b>
#	Train reliability	revenue car - km/incident	79,275	45,174	<b>52,234</b>	106,000	92,000	<b>119,000</b>	n/a	n/a	<b>n/a</b>	<b>34,793</b>
#	Train service delivery	%	98.60	95.7	<b>95.20</b>	99.90	99.9	<b>99.20</b>	n/a	n/a	<b>n/a</b>	<b>88.00</b>
<b>Legal Compliance (Number of Convicted Cases)</b>												
#	Cases of corruption	number	0	0	<b>0</b>	0	0	<b>0</b>	n/a	0	<b>0</b>	<b>0</b>
#	Cases involving health and safety	number	0	0	<b>0</b>	0	0	<b>0</b>	n/a	0	<b>0</b>	<b>0</b>
#	Cases involving labor standards	number	0	0	<b>0</b>	0	0	<b>0</b>	n/a	0	<b>0</b>	<b>0</b>
#	Cases involving product responsibility (including customer privacy)	number	0	0	<b>0</b>	0	0	<b>0</b>	n/a	0	<b>0</b>	<b>0</b>
#	Cases involving working conditions	number	0	0	<b>0</b>	0	0	<b>0</b>	n/a	0	<b>0</b>	<b>0</b>
Cases involving environmental regulations												
#	MTR subsidiary	number	0	0	<b>0</b>	0	0	<b>0</b>	n/a	0	<b>0</b>	<b>0</b>
#	Main contractors	number	0	0	<b>0</b>	0	0	<b>0</b>	n/a	0	<b>0</b>	<b>0</b>

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

		Stockholms Pendeltåg			MTRX			MTR Facility Management			Mälartåg	
		MTR Pendeltågen			MTR Express			MTR Facility Management			MTR Mälartåg <sup>(47)</sup>	
KPI	Unit	2020	2021	2022	2020	2021	2022	2020	2021	2022	2022	
<b>Supply Chain<sup>(38)</sup></b>												
By continent												
#	Number of suppliers in Africa	number	0	0	<b>0</b>	0	0	<b>0</b>	n/a	0	<b>0</b>	<b>0</b>
#	Number of suppliers in Asia	number	0	0	<b>0</b>	0	0	<b>0</b>	n/a	0	<b>0</b>	<b>0</b>
#	Number of suppliers in Europe	number	315	274	<b>257</b>	205	177	<b>228</b>	n/a	207	<b>303</b>	<b>164</b>
#	Number of suppliers in North America	number	0	1	<b>0</b>	1	1	<b>2</b>	n/a	0	<b>0</b>	<b>0</b>
#	Number of suppliers in Oceania	number	0	0	<b>0</b>	0	0	<b>0</b>	n/a	0	<b>0</b>	<b>0</b>
#	Number of suppliers in South America	number	0	0	<b>0</b>	0	0	<b>0</b>	n/a	0	<b>0</b>	<b>0</b>
<b>Safety Targets and Performance</b>												
<b>Passenger and Public Safety</b>												
Fatality												
	Target	number	0	0	<b>0</b>	0	0	<b>0</b>	n/a	n/a <sup>(51)</sup>	<b>n/a<sup>(51)</sup></b>	<b>0</b>
#	Performance	number	1 <sup>(52)</sup>	1 <sup>(53)</sup>	<b>0</b>	0	0	<b>0</b>	n/a	n/a <sup>(54)</sup>	<b>n/a<sup>(54)</sup></b>	<b>0</b>
No. of injuries per million passenger journeys												
	Target	number	1.00	0.80	<b>0.75</b>	19.00	19.00	<b>19.00</b>	n/a	n/a <sup>(55)</sup>	<b>n/a<sup>(55)</sup></b>	<b>0.80</b>
#	Performance	number	0.62	0.68	<b>0.53</b>	16.14	29.10	<b>25.73</b>	n/a	n/a <sup>(56)</sup>	<b>n/a<sup>(56)</sup></b>	<b>0.68</b>
<b>Staff Safety</b>												
Fatality												
	Target	number	0	0	<b>0</b>	0	0	<b>0</b>	n/a	n/a <sup>(44)</sup>	<b>n/a<sup>(57)</sup></b>	<b>0</b>
#	Performance	number	0	0	<b>0</b>	0	0	<b>0</b>	n/a	n/a <sup>(44)</sup>	<b>n/a<sup>(57)</sup></b>	<b>0</b>
Lost time injuries per 100,000 man hours												
	Target	number	0.45	0.45	<b>0.45</b>	1.50	1.20	<b>1.20</b>	n/a	n/a <sup>(44)</sup>	<b>n/a<sup>(57)</sup></b>	<b>0.58</b>
#	Performance	number	0.47	0.74	<b>0.41</b>	0.63	2.24	<b>0.53</b>	n/a	n/a <sup>(44)</sup>	<b>n/a<sup>(57)</sup></b>	<b>0.77</b>

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

		Stockholms Pendeltåg			MTRX			MTR Facility Management			Mälartåg
		MTR Pendeltågen			MTR Express			MTR Facility Management			MTR Mälartåg <sup>[47]</sup>
KPI	Unit	2020	2021	2022	2020	2021	2022	2020	2021	2022	2022
<b>Contractor Safety<sup>[46]</sup></b>											
Fatality											
Target	number	0	0	<b>0</b>	0	0	<b>0</b>	n/a	n/a <sup>[44]</sup>	<b>n/a<sup>[57]</sup></b>	<b>0</b>
# Performance	number	0	0	<b>0</b>	0	0	<b>0</b>	n/a	n/a <sup>[44]</sup>	<b>n/a<sup>[57]</sup></b>	<b>0</b>
Lost time injuries per 100,000 man-hour											
Target	number	n/a	n/a	<b>n/a</b>	n/a	n/a	<b>n/a</b>	n/a	n/a <sup>[44]</sup>	<b>n/a<sup>[57]</sup></b>	<b>n/a</b>
# Performance	number	n/a	n/a	<b>n/a</b>	n/a	n/a	<b>n/a</b>	n/a	n/a <sup>[44]</sup>	<b>n/a<sup>[57]</sup></b>	<b>n/a</b>

### Notes

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

[36] This KPI is presented in kg.

[37] In 2022, MTR Nordic Group hired an independent third party to review and validate that MTR Nordic Group has achieved its first cycle of carbon neutrality as defined in PAS 2060:2014 Specification for the demonstration of carbon neutrality.

As a result, the GHG emissions of MTR Nordic Group is restated to reflect (1) only emissions from combustion tank to wheel is reported in Scope 1 whereas emissions from well to tank is now reported in Scope 3; (2) MTR Nordic Group went 100% renewable in 2019, therefore electricity consumption is considered zero emission, whereas emissions from production and distribution of electricity is reported in Scope 3. Please refer to MTR Nordic Group website for details on the scope of GHG emissions: <https://www.mtrnordic.se/globalassets/dokument/pdf-filer/qes-mtr-nordic-group.pdf>, and its Scope 1, 2 and 3 emissions at <https://www.mtrnordic.se/om-oss/hallbarhet/>.

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

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

[40] 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.

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

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

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

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

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

[46] MTR Tunnelbanan, MTR Tech, MTR Pendeltågen, MTR Express and MTR Mälartåg monitor contractor's safety performance as part of staff's safety performance.

[47] MTR Mälartåg started operating on 12 December 2021.

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

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

[50] This is commercially sensitive information and therefore is not disclosed.

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

[52] 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.

[53] 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.

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

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

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

[57] Safety figures for MTR Facility Management have been aggregated under MTR Tunnelbanan, MTR Pendeltågen, MTR Mälartåg and MTRX.

# The KPIs for 2022 have been assured by KPMG.

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

## NP360 ESG Performance

KPI	Unit	2020	2021	2022
<b>Staff Strength and Diversity</b>				
Total employees	number	312 <sup>[1]</sup>	312 <sup>[1]</sup>	289 <sup>[1]</sup>
<b>Total workforce (full-time) by age</b>				
Aged below 30	number	65	58	42
Aged 30-below 50	number	176	171	172
Aged 50 & above	number	29	34	34
<b>Total workforce (full-time) by gender</b>				
Female	number	118	114	106
Male	number	152	149	142
<b>Total workforce by employment type</b>				
Full-time	number	270	263	248
Part-time	number	42	49	41
<b>NP360 Operation Performance</b>				
Cable car system reliability	%	99.93	99.95	99.97

KPI	Unit	2020	2021	2022
<b>Safety Targets and Performance</b>				
<b>Customer Safety</b>				
Fatality				
Target	number	0	0	0
Performance	number	0	0	0
Number of injuries per 100,000 visits				
Target	number	0.23	0.97 <sup>[3]</sup>	0.97 <sup>[3]</sup>
Performance	number	0.39 <sup>[2]</sup>	0.22	0.51
<b>Staff Safety</b>				
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	0.28 <sup>[2]</sup>	1.02	0.60
<b>Contractor Safety</b>				
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	0 <sup>[2]</sup>	0	0.77

### 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 2021

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.

The 2022 benchmarking exercise assessed data for 2021 for 44 large and medium-sized metro systems from 40 cities including Buenos Aires, Washington, Honolulu, Montreal, Ottawa, Rio de Janeiro, San Francisco, Toronto, Vancouver, Barcelona, Brussels, Istanbul, Lisbon, Newcastle, Oslo, Bangkok, Bangalore, Dubai, Kuala Lumpur, Jakarta, Nanjing, Sydney, Beijing, Berlin, Delhi, Guangzhou, Hong Kong, Tokyo, London, Mexico City, Madrid, 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.

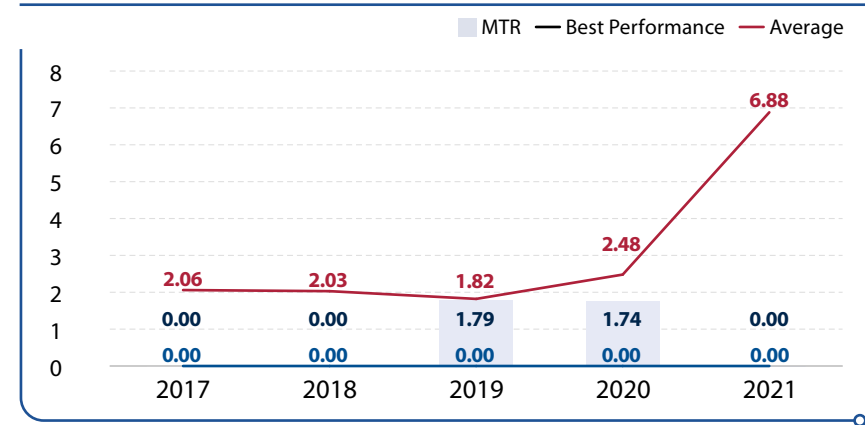
We have participated in the COMET programme for years to benchmark our railway performance and seek further improvement.

**LEARN MORE...**

The Community of Metros (COMET) group is the world's metro benchmarking community, founded in 1994 and merged with Nova group in 2020. COMET's overall objective is to compare performance and share best practices, providing perspective through data and best practices through studies and discussions. The group is jointly owned and steered by their members and are facilitated by the Transport Strategy Centre (TSC) at Imperial College London. As at end-March 2023, COMET group is comprising a total of 45 large and medium-sized metro systems from 41 cities.

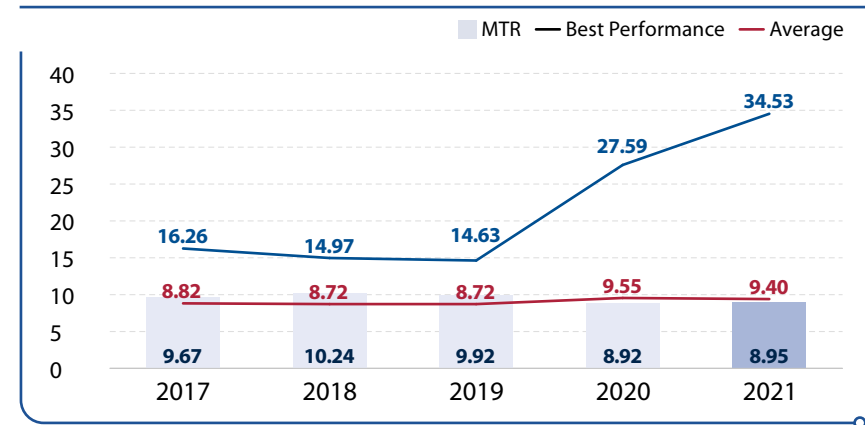
## Safety

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



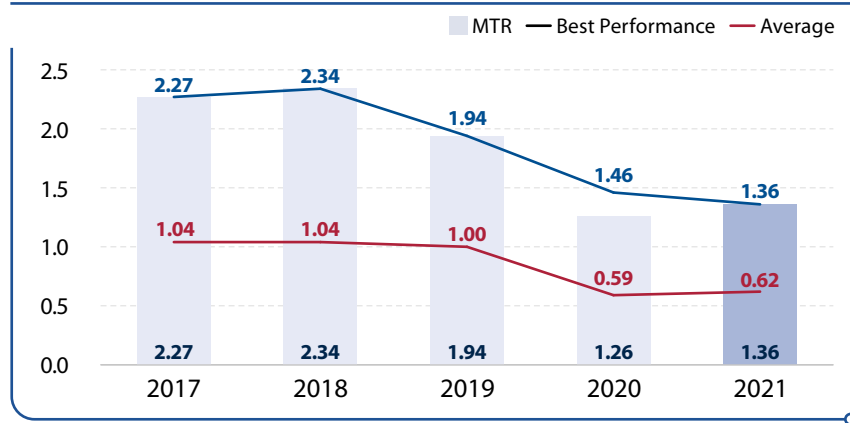
## Staff

**CAR KM PER STAFF AND CONTRACTOR HOURS**



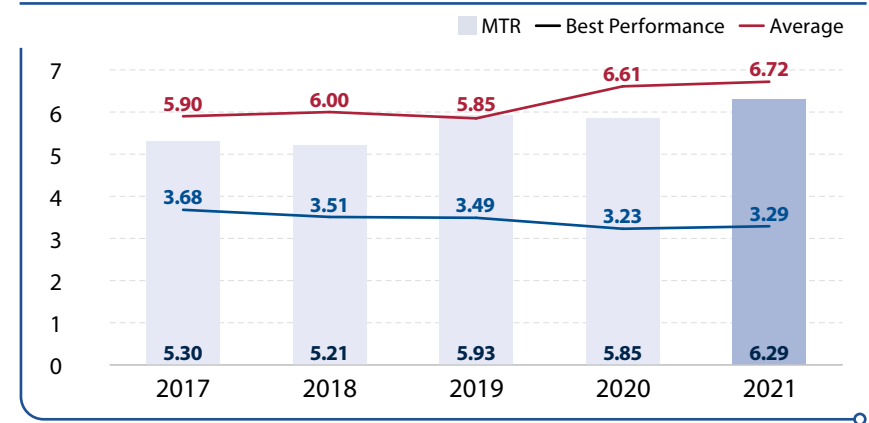
## Financial performance

### TOTAL COMMERCIAL REVENUE PER OPERATING COST



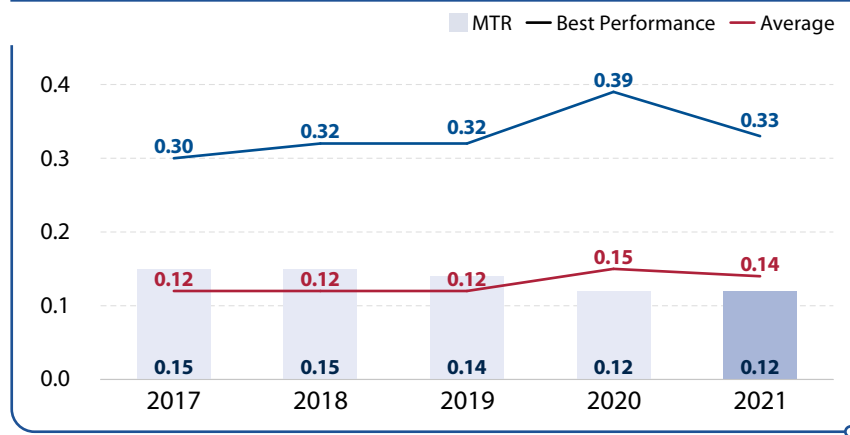
Note: Both the fare and non-fare revenue dropped significantly due to the impact of COVID-19 pandemic in 2020 and 2021, yet we maintained services to keep our city moving.

### OPERATING COSTS PER REVENUE CAR KM (US\$PPP)

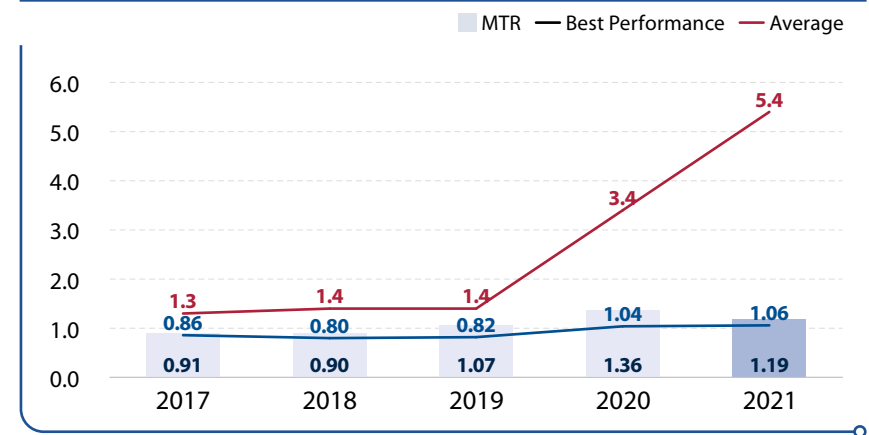


### FARE REVENUE PER PASSENGER KM (US\$PPP)

— a measure of the level of our fares



### OPERATING COSTS PER PASSENGER JOURNEYS (US\$PPP)

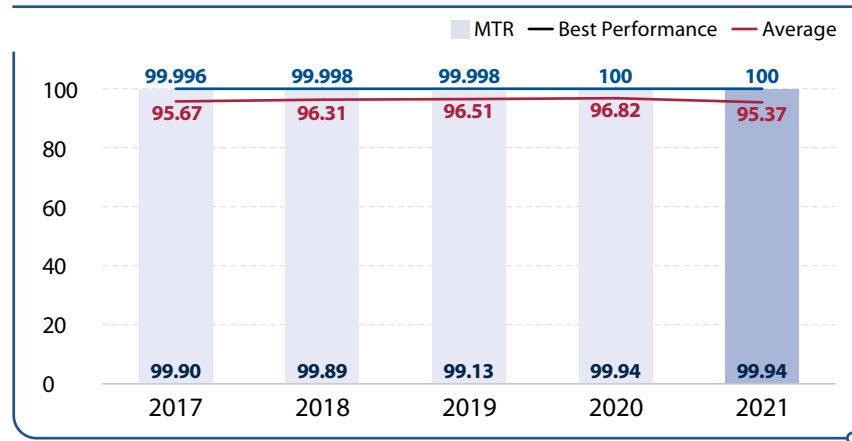


Note: Due to the impact of COVID-19 pandemic in 2020 and 2021, patronage in our railway networks has greatly reduced yet we maintained services to keep our city moving.

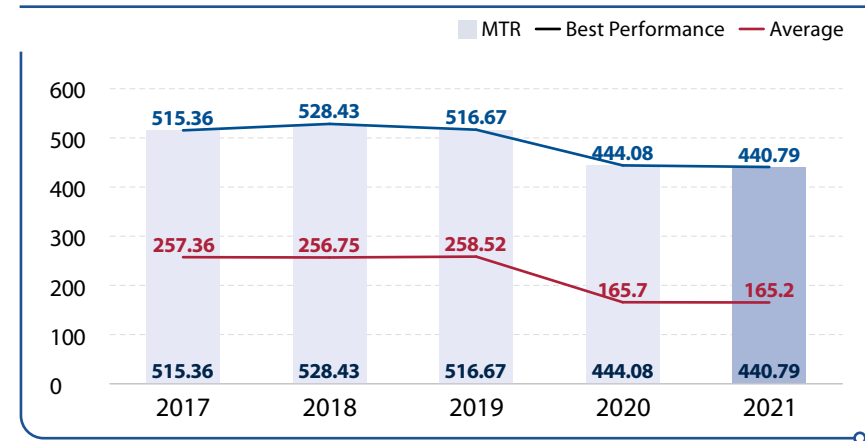


## Customer service

**% PASSENGER JOURNEYS ON TIME**  
— a measure of service performance

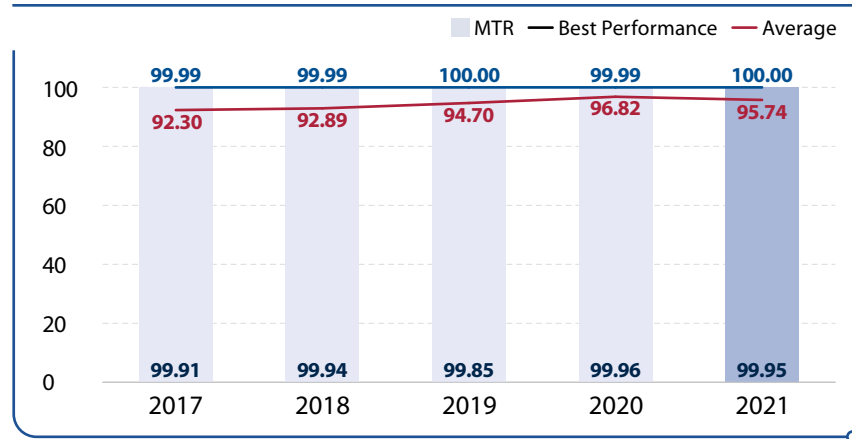


**CAPACITY KM PER ROUTE KM**  
— a measure of asset utilisation



Note: Due to the impact of COVID-19 pandemic in 2020 and 2021, patronage in our railway networks has greatly reduced.

**% TRAIN TRIPS ON TIME**  
— a measure of service performance



### DEFINITIONS

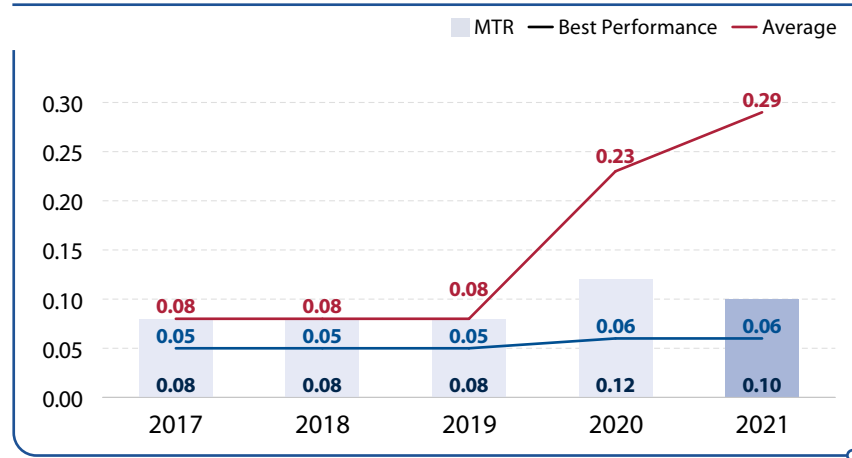
**Passenger journeys** — the total number of passenger trips on our trains during the year

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

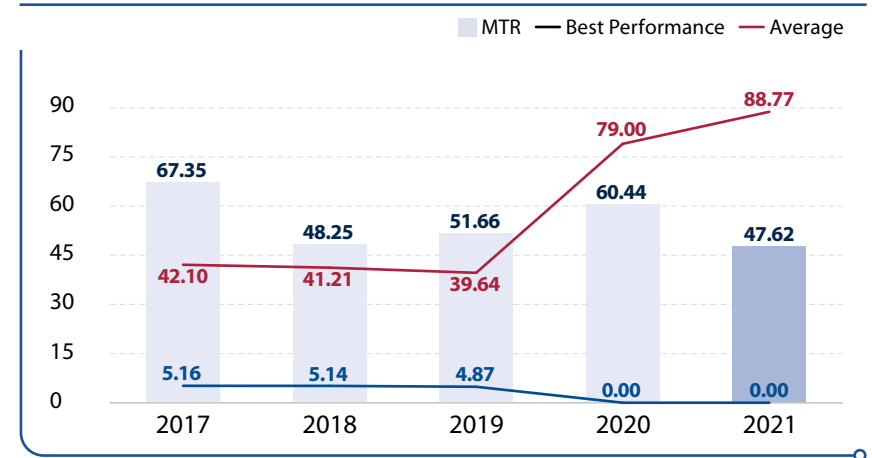
**Revenue car-km** — the total number of kilometres which were operated by our trains in revenue (passenger carrying) service during the year

## Environment

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



**CO<sub>2</sub> 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
<b>Hong Kong</b>	Operated by MTR Corporation Limited: <ul style="list-style-type: none"> <li>• Heavy rail, light rail, and feeder bus services</li> <li>• Property Development, Rental and Management</li> <li>• Commercial Businesses</li> </ul> Ngong Ping 360
<b>Mainland China</b>	Operated by MTR Corporation (Shenzhen) Limited: <ul style="list-style-type: none"> <li>• Shenzhen Metro Line 4 (Longhua Line)</li> </ul>
<b>Australia</b>	Operated by Metro Trains Melbourne Pty. Limited: <ul style="list-style-type: none"> <li>• Melbourne’s Metropolitan Rail Service</li> </ul> Operated by Metro Trains Sydney Pty. Limited: <ul style="list-style-type: none"> <li>• Sydney Metro North West Line</li> </ul>
<b>United Kingdom</b>	Operated by MTR Elizabeth line: <ul style="list-style-type: none"> <li>• Elizabeth line</li> </ul>
<b>Sweden</b>	Operated by MTR Tunnelbanan AB   rolling stock maintained by MTR Tech AB: <ul style="list-style-type: none"> <li>• Stockholm Metro</li> </ul> Operated by MTR Express (Sweden) AB: <ul style="list-style-type: none"> <li>• Stockholm-Gothenburg Intercity Express Service (MTRX)</li> </ul> Operated by MTR Pendeltågen AB   rolling stock maintained by MTR Tech AB: <ul style="list-style-type: none"> <li>• Stockholm commuter rail (Stockholms pendeltåg)</li> </ul> Operated by MTR Mälartåg AB: <ul style="list-style-type: none"> <li>• Mälardalen Regional Traffic (Mälartåg)</li> </ul> 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 2022 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 CO<sub>2</sub>, CH<sub>4</sub> and N<sub>2</sub>O, 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.

<p><b>Corporate Support Functions and Main Office Buildings</b></p>	<p>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.</p> <p>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</p> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>• Refrigerants at Kowloon Bay Headquarters only.</li> <li>• Data on centrally-procured paper reflects paper consumption for all business units and corporate functions, not only the Corporate Support Functions.</li> </ul>
<p><b>Hong Kong Transport Operations</b></p>	<p>Hong Kong Transport Operations comprise heavy rail, light rail and feeder bus services, all MTR stations, depots and other railway-supporting services.</p> <p>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</p> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>• Purchased electricity also includes pre-operations due to testing and commissioning consumption for the new lines, recovery consumption due to the supporting facilities in advertising kiosks, station kiosks, station car parks, Tseung Kwan O Laboratory, Traxcomm and telecommunication.</li> <li>• Water consumption includes tunnel cleaning starting from 2014 and cooling towers starting from 2016.</li> </ul>
<p><b>Hong Kong Network Expansion</b></p>	<p>Hong Kong Network Expansion includes all civil, electrical and mechanical works for the Shatin to Central Link and Oyster Bay Station.</p> <p>Scope 1 includes fuel consumption                  Scope 2 includes purchased electricity                  Scope 3 includes water consumption and sewage treatment, and general wastes disposed to landfill</p> <p><b>Note</b></p> <ul style="list-style-type: none"> <li>• Fuel consumption includes site offices for projects, but excludes construction activities.</li> <li>• Purchased electricity includes site offices for projects, but excludes construction activities.</li> <li>• General waste disposed to landfill includes waste generated by construction activities and site offices.</li> </ul>

**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, Sol City, Malibu, LP6, Montara, Sea to Sky, and Marini.

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 commuter rail (Stockholms 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.
- Mälardalen Regional Traffic (Mälartåg) managed by MTR Mälartåg AB in Sweden.
- Stockholm-Gothenburg Intercity Express Service (MTRX) with operations being performed by MTR Express (Sweden) AB in Sweden.
- Elizabeth line operated by MTR Elizabeth line in London.
- Melbourne's metropolitan rail services operated by Metro Trains Melbourne Pty. Ltd. (MTM) in Australia.
- Sydney Metro North West Line operated by Metro Trains Sydney Pty. Limited (MTS) in Australia.
- Facility management services provided by MTR Facility Management AB in Sweden.

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 2022, 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 2022](#)** 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 2022.

### 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.

<b>Persons with disabilities employed</b>	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.
<b>Women on the Board and other KPIs for board diversity</b>	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 9 March 2023, which was the date of our results announcement for the 2022 financial year.
<b>New employee hires rate</b>	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 Melbourne, excluding temporary and part-time staff and staff of our subsidiaries unless otherwise specified. For Sydney and 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.

<b>Voluntary staff turnover rate</b>	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.
<b>Vacant posts filled internally either by promotion or transfer</b>	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.



<b>Total employees</b>	The total number of full-time employees, as of the end of the reporting period.
<b>Women employees</b>	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.

<b>Total staff training days</b>	Total staff training includes management and operation training in the reporting period. Total staff training days are expressed in man days.
<b>Training days per employee (overall)</b>	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 Melbourne, excluding part-time staff, contractors and staff employed by MTR subsidiaries unless otherwise specified. For Sydney, Sweden and the United Kingdom, the following KPIs includes both full-time and part-time staff (covering permanent, contract and temporary).

<b>Percentage of employees trained by gender</b>	The ratio of the number of trained employees by gender in the reporting period to the total number of employees under the same category.
<b>Percentage of employees trained by management</b>	The ratio of the number of trained employees by management in the reporting period to the total number of employees under the same category.
<b>Training days per employee by gender</b>	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.
<b>Training days per employee by management</b>	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, 2023.

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.

<b>Passenger fatalities</b>	The number of passenger fatalities excludes suicides, attempted suicides, brawls between passengers and injuries due to passengers' medical conditions.
<b>Passenger injuries requiring hospitalisation per 100 million journeys</b>	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.

<b>Corporate Support Functions</b>	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.
<b>Hong Kong Railway Operations</b>	Work undertaken by staff members and contractors of the Hong Kong Transport Services Business Unit.
<b>Hong Kong Property Development and Investment Projects</b>	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.
<b>Hong Kong Investment Property</b>	Maintenance and management work at Admiralty Centre <sup>+</sup> , World-wide House <sup>+</sup> , Fairmont House <sup>+</sup> , Two IFC <sup>+</sup> , Telford Plaza I, Telford Plaza II, Luk Yeung Galleria, The Lane, PopCorn 2, Paradise Mall, Elements, Maritime Square, Citylink, PopCorn 1, Trackside Villas <sup>^</sup> , Ocean Walk, Hanford Plaza <sup>*</sup> , Sun Tuen Mun Shopping Centre <sup>*</sup> , Plaza Ascot <sup>*</sup> and The LOHAS.
<b>Hong Kong Management Property</b>	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 <sup>*</sup> , Royal Ascot <sup>*</sup> , Cullinan West, Parc City, Ocean Pride, Sol City, Malibu, LP6, Montara, Sea to Sky, and Marini.

<b>Hong Kong Network Expansion</b>	Civil, electrical and mechanical works for the Shatin to Central Link and Oyster Bay Station.
<b>Hong Kong Network Improvement Projects</b>	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.

<b>Staff fatalities</b>	The number of work-related staff fatalities that have occurred during the reporting period.
<b>Staff lost time injuries per 100,000 man-hours</b>	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.
<b>Contractor fatalities</b>	The number of work-related fatalities affecting staff members of our primary contractors that have occurred during the reporting period.
<b>Contractor reportable accidents per 100,000 hours</b>	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.
<b>Contractor lost time injuries per 100,000 man-hours</b>	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.