



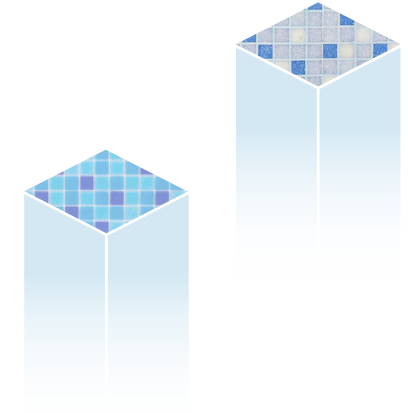
PERFORMANCE METRICS

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 2022](#) 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 2023, marked with the symbol # ("the Selected Sustainability Information") in the "Performance Metrics" section of the Sustainability Report 2023 ("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 2023 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

11 April 2024

Economic Value Generated and Distributed

	Unit	2019	2020	2021	2022	2023
Economic Value Generated						
Total Economic Value Generated	HK\$ million	60,523	53,578	59,274	60,506	64,083
Revenue from Hong Kong Transport Operations	HK\$ million	19,938	11,896	13,177	13,404	20,131
Revenue from Hong Kong Station Commercial Businesses	HK\$ million	6,799	3,269	3,208	3,077	5,117
Revenue from Hong Kong Property Rental and Management Businesses	HK\$ million	5,137	5,054	5,036	4,779	5,079
Revenue from Mainland China and International Subsidiaries	HK\$ million	21,085	21,428	25,398	26,189	25,955
Revenue from Other Businesses	HK\$ million	1,833 ^[1]	1,499 ^[2]	1,351 ^[2]	1,458 ^[2]	1,959^[2]
Hong Kong Property Development Profit from Share of Surplus and Interest in Unsold Properties	HK\$ million	5,731 ^[3]	6,509 ^[4]	11,104 ^[5]	11,599 ^[6]	2,340^[7]
Economic Value Retained from Prior Years and Reinvested in 2020	HK\$ million	–	3,923	–	–	3,502
Economic Value Distributed						
Total Economic Value Distributed	HK\$ million	60,523	53,578	59,274	60,506	64,083
Staff Costs	HK\$ million	15,418 ^[8]	15,138 ^[9]	15,537 ^[10]	15,683 ^[11]	16,586^[12]
Capital and Operating Expenditures in Maintaining, Upgrading and Renewing the Existing Hong Kong Railway System	HK\$ million	9,845	10,985	10,893	12,358	13,681
Other Operating Costs	HK\$ million	18,549 ^[13]	16,905 ^[14]	18,307 ^[15]	19,062 ^[16]	20,320^[17]
Fixed and Variable Annual Payments	HK\$ million	3,333	988	1,010	1,073	3,105
Interest and Finance Costs	HK\$ million	720 ^[18]	701 ^[19]	557 ^[20]	699 ^[21]	1,244^[22]
Taxes ^[23]	HK\$ million	1,384	1,258	2,178	1,402	987
Ordinary Dividends						
HKSAR Government	HK\$ million	5,561	5,700	5,700	6,673	6,071
Other Shareholders	HK\$ million	1,813	1,881	1,908	2,248	2,059
Community Investment	HK\$ million	21 ^[24]	22 ^[25]	15 ^[26]	25 ^[27]	30^[28]
Economic Value Retained for Reinvestment	HK\$ million	3,879 ^[29]	–	3,169 ^[30]	1,283 ^[31]	–

Notes

- [1] Includes share of profit or loss of associates and joint venture.
- [2] Includes share of profit of associates and joint ventures.
- [3] Before taking into account staff costs of HK\$24 million.
- [4] Before taking into account staff costs of HK\$18 million.
- [5] Before taking into account staff costs of HK\$7 million.
- [6] Before taking into account staff costs of HK\$10 million.
- [7] Before taking into account staff costs of HK\$11 million.
- [8] 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.
- [9] 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.
- [10] 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.
- [11] 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.
- [12] Excludes staff costs related to Hong Kong railway system maintenance of HK\$2,654 million, capitalised for asset creation of HK\$2,644 million and recoverable of HK\$663 million.
- [13] 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.
- [14] 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.
- [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\$2,547 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\$2,511 million.
- [17] For simplicity, other operating costs include provisions for onerous contracts in respect of Stockholms pendeltåg and Mälartåg regional traffic totalling HK\$1,022 million in 2023 and interest income of HK\$777 million, netted with non-controlling interests of HK\$304 million. Excludes operating costs related to Hong Kong railway system maintenance of HK\$2,564 million.
- [18] Excludes interest expenses capitalised for asset creation of HK\$449 million.
- [19] Excludes interest expenses capitalised for asset creation of HK\$360 million.
- [20] Excludes interest expenses capitalised for asset creation of HK\$322 million.
- [21] Excludes interest expenses capitalised for asset creation of HK\$356 million.
- [22] Excludes interest expenses capitalised for asset creation of HK\$667 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\$2,675 million and in-kind donations of HK\$18 million.
- [25] 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.
- [26] 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.
- [27] 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.
- [28] Includes donations, sponsorships and other community engagement contributions, and excludes in-kind donations of HK\$35 million given. In addition, there were (i) ongoing fare concessions of approximately HK\$2.9 billion and (ii) other fare promotions 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 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.
- [31] Economic value retained for reinvestment to generate future economic values. This represents underlying business profit attributable to shareholders of the Company (before depreciation, amortisation, 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	2019	2020	2021	2022	2023
Energy Use						
# Total electricity purchased for railway operations	MWh	1,613,075	1,534,491	1,555,211	1,545,346	1,641,944
# Heavy rail	MWh	1,559,734	1,484,030	1,503,677	1,495,525	1,591,132
# Light rail	MWh	53,341	50,461	51,534	49,821	50,812
# Electricity consumption per revenue car-km ^[1]	kWh per revenue car-km	4.81	5.26	5.39	5.38	5.11
# Heavy rail	kWh per revenue car-km	4.81	5.28	5.41	5.39	5.12
# Light rail	kWh per revenue car-km	5.04	4.86	5.03	5.12	4.93
# Total electricity purchased for managed and investment properties	MWh	400,824	376,220	411,914	415,819	449,970
Water Consumption						
# Water consumption from railway operations	m ³	818,331	599,824	567,147	616,710	763,485
# Total water consumption from station cooling towers	m ³	278,767	254,934	267,763	253,234	255,861
# Water consumption from managed and investment properties	m ³	1,438,363	1,039,291	1,180,694	1,243,594	1,475,814
Waste Management						
# Metals recycled from railway operations	tonnes	3,955	4,288	4,585	4,223	5,222
# Total hazardous wastes	tonnes	272	361	187	504	537
# Total hazardous wastes in liquid	litres	94,822	99,653	97,960	91,620	103,560
# General construction wastes from railway extension projects	tonnes	14,504	18,428	5,044	2,515	5,926
# Total construction wastes recycled	tonnes	179,566	88,495	29,085	20,734	39,884
Climate Change Management						
Annual review of climate change - risks assessment and continuous risk management action	Text	Completed	Completed	Completed	Completed	Completed
GHG Emission Inventory^[2]						
Total GHG emissions	tonnes CO₂e	1,388,810	1,024,813	1,079,402	1,057,647	2,630,833
# Scope 1	tonnes CO ₂ e	46,134	40,949	40,611	42,188	42,466
# Scope 2	tonnes CO ₂ e	1,332,512	976,574	1,035,654	1,012,456	1,075,885
Scope 3 ^[3]	tonnes CO ₂ e	10,165	7,290	3,137	3,003	1,512,482

Hong Kong Environmental Performance

KPI	Unit	2019	2020	2021	2022	2023
Corporate Functions and Main Office Buildings						
Total	tonnes CO₂e	17,172	13,537	14,261	15,173	13,825
# Scope 1	tonnes CO ₂ e	3,844	3,374	3,474	4,658	4,563
# Scope 2	tonnes CO ₂ e	13,328	10,163	10,787	10,515	9,262
Transport Operations						
Total	tonnes CO₂e	1,128,600	828,442	868,306	845,137	903,722
# Scope 1	tonnes CO ₂ e	36,876	29,878	30,775	28,782	29,660
# Scope 2	tonnes CO ₂ e	1,091,724	798,564	837,531	816,355	874,062
Network Expansion						
Total	tonnes CO₂e	1,193	876	807	853	808
# Scope 1	tonnes CO ₂ e	123	126	161	158	127
# Scope 2	tonnes CO ₂ e	1,070	750	646	695	681
Properties and Other Businesses^[2]						
Total	tonnes CO₂e	231,680	174,668	192,890	193,480	199,996
# Scope 1	tonnes CO ₂ e	5,290	7,571	6,201	8,590	8,116
# Scope 2	tonnes CO ₂ e	226,390	167,097	186,689	184,890	191,880

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.
- [2] The GHG emission covers both investment and managed properties.
- [3] For 2019 – 2022, the reported Scope 3 emissions include water consumption, sewage treatment, paper consumption and staff business travel. From 2023, the reporting boundary of Scope 3 emissions has been expanded to align with the GHG Protocol's Corporate Value Chain (Scope 3) Accounting and Reporting Standard. Please refer to page 52 for further details of the expanded Scope 3 reporting boundary. For Scope 3 emission, it is not possible to categorize emissions according to the categories defined in this table and as such no breakdown is provided.

The KPIs for 2023 have been assured by KPMG.

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

Hong Kong Social Performance

KPI	Unit	2019	2020	2021	2022	2023
Ridership						
Total number of passenger trips	Weekday average in million	5.61	3.88	4.75	4.45	5.52
Total number of passenger trips - Hong Kong passenger services	million	1,914.3	1,310.8	1,616.3	1,518	1,896.8
Share of franchised public transport in Hong Kong	%	47.3	45.3	47.3	48.3	50.1
Total Workforce						
Total workforce by age						
# Aged below 30	number	3,592	3,092	2,756	2,675	2,638
# Aged 30-below 50	number	8,765	8,850	8,821	8,921	9,575
# Aged 50 & above	number	5,385	5,346	5,286	5,208	5,192
Total workforce by gender						
# Female	number	3,790	3,706	3,659	3,694	3,892
# Male	number	13,952	13,582	13,204	13,110	13,513
Total workforce by employment type						
# Full time	number	17,742	17,288	16,863	16,804	17,405
# Part time	number	2,568	2,046	1,575	1,402	1,487
# Persons with disabilities employed	number	468	571	607	668	761
# Persons with disabilities employed (%)	%	2.7	3.4	3.7	4.1	4.5
# Women employees	%	21.4	21.0	21.7	21.8	22.4
Women on the Board	%	25	25	20	21	26

Hong Kong Social Performance

KPI	Unit	2019	2020	2021	2022	2023
Voluntary Staff Turnover						
# Total number of voluntary staff turnover	number	765	590	930	1,231	1,197
# Total voluntary staff turnover rate	%	4.4	3.4	5.6	7.5	7.0
Voluntary staff turnover rate by age						
Aged below 30						
# Total number	number	312	189	270	337	371
# Turnover rate	%	8.8	5.9	9.7	12.8	14.4
Aged 30-below 50						
# Total number	number	346	277	524	726	683
# Turnover rate	%	4.1	3.2	6.1	8.3	7.5
Aged 50 & above						
# Total number	number	107	124	136	168	143
# Turnover rate	%	2	2.3	2.6	3.3	2.8
Voluntary staff turnover rate by gender						
Female						
# Total number	number	226	161	284	400	360
# Turnover rate	%	6.3	4.5	8.1	11.2	9.9
Male						
# Total number	number	539	429	646	831	837
# Turnover rate	%	3.9	3.2	4.9	6.4	6.4
Vacant Posts Filled Internally						
# Vacant posts filled internally either by promotion or transfer	%	50	63	68	65	61

Hong Kong Social Performance

KPI	Unit	2019	2020	2021	2022	2023
New Employee Hires^[4]						
New employee hires rate by age						
Aged below 30						
# Total number	number	1,090	390	601	805	880
# New hires rate	%	31.1	12.9	22.3	30.7	34.2
Aged 30-below 50						
# Total number	number	478	272	394	754	1,204
# New hires rate	%	5.6	3.1	4.6	8.6	13.2
Aged 50 & above						
# Total number	number	131	80	81	64	125
# New hires rate	%	2.4	1.5	1.5	1.3	2.5
New employee hires rate by gender						
Female						
# Total number	number	523	177	344	502	606
# New hires rate	%	14.3	4.9	9.7	14.1	16.6
Male						
# Total number	number	1,176	565	732	1,121	1,603
# New hires rate	%	8.5	4.2	5.6	8.7	12.3
Employee Training						
Percentage of employees trained						
Percentage of employees trained by gender						
# Female	%	91.2	77.8	88.5	88.5	93.6
# Male	%	92.7	84.3	92.7	94.8	95.8
Percentage of employees trained by employment						
# Managers	%	70.3	67.9	89.9	96.9	95.2
# Non-managers	%	94.7	84.5	92.0	93.0	95.3

Hong Kong Social Performance

KPI	Unit	2019	2020	2021	2022	2023
Employee Training days						
# Total staff training days	man day	123,827	81,869	86,115	100,417	126,546
# Management training	man day	14,671	7,674	10,926	10,753	14,983
# Operations training	man day	109,156	74,195	75,189	89,664	109,801
# Capital works training	man day	n/a	n/a	n/a	n/a	1,762
# Training days per employee (overall)	days	7.1	4.8	5.2	6.1	7.4
Training days per employee by gender						
# Female	days	5.2	3.5	3.2	4.3	5.1
# Male	days	7.6	5.2	5.7	6.6	8.0
Training days per employee by employment						
# Managers	days	1.7	1.6	1.9	2.9	3.0
# Non-managers	days	7.7	5.2	5.6	6.5	7.9
Charitable Contributions						
# Cash donations ^[5]	HK\$ '000	12,700	15,400	10,700	16,200	16,400
# In-kind donation	HK\$ '000	18,000	20,000	32,000	29,200	35,000
# Employee fundraising	HK\$ '000	521	738	736	569	183
# Employee volunteering (number of projects)	number	259	64	95	111	270
# Employee volunteering (number of volunteers)	number	2,139	483	870	1,599	4,539
# Employee volunteering (total volunteer hours)	hours	21,517	6,343	8,593	9,527	24,494
Legal Compliance (Number of Convicted Cases)						
# Cases of corruption	number	0	0	0	0	0
# Cases involving health and safety	number	1	1 ^[6]	1 ^[7]	0	0
# Cases involving labor standards	number	0	0	0	0	0
# Cases involving product responsibility (including customer privacy)	number	0	0	0	0	0
# Cases involving working conditions	number	0	0	0	0	0

Hong Kong Social Performance

KPI	Unit	2019	2020	2021	2022	2023
Cases involving environmental regulations						
# MTR Corporation	number	0	0	0	0	0
# Main contractors	number	2	0	0	0	0
Supply Chain						
By continent						
# Number of suppliers in Africa	number	0	0	0	0	0
# Number of suppliers in Asia	number	1,767	1,755	1,726	1,724	1,782
# Number of suppliers in Europe	number	159	144	133	129	130
# Number of suppliers in North America	number	22	18	20	25	22
# Number of suppliers in Oceania	number	21	22	18	17	21
# Number of suppliers in South America	number	0	0	0	0	0

Notes

[4] The new employee hires rates for 2019-2020 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.

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

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

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

The KPIs for 2023 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	2019	2020	2021	2022	2023
Passenger and public safety						
Fatality						
Heavy rail						
Target	number	0	0	0	0	0
# Performance	number	1 ^[8]	1 ^[9]	0	1 ^[10]	0
Light rail						
Target	number	0	0	0	0	0
# Performance	number	0	1 ^[11]	0	0	0
Bus						
Target	number	0	0	0	0	0
# Performance	number	0	0	0	0	0
No. of injuries requiring hospitalisation per 100 million passenger journeys						
Heavy rail						
Target	number	8.56	7.60	6.64	5.67	5.65
# Performance	number	3.67	2.51	1.76	6.50	10.84
Light rail						
Target	number	13.08	11.67	9.89	8.38	7.31
# Performance	number	6.41	1.79	2.12	3.04	2.00
Bus						
Target	number	6.88	6.85	6.85	6.85	5.83
# Performance	number	9.52	3.99	4.99	1.74	4.35

Hong Kong Safety Targets and Performance

KPI	Unit	2019	2020	2021	2022	2023
Staff safety						
Fatality						
Corporate Support Functions						
Target	number	0	0	0	0	0
# Performance	number	0	0	0	0	0
Hong Kong Transport Services Business Unit						
Target	number	0	0	0	0	0
# Performance	number	0	0	0	0	0
Capital Works Business Unit						
Target	number	0	0	0	0	0
# Performance	number	0	0	0	0	0
Hong Kong Property Business Unit						
Target	number	0	0	0	0	0
# Performance	number	0	0	0	0	0
Lost time injuries per 100,000 man hours						
Corporate Support Functions						
Target	number	0.20	0.20	0.16	0.18	0.18
# Performance	number	0.20	0.04	0.08	0.17	0.11
Hong Kong Transport Services Business Unit						
Target	number	0.42	0.40	0.40	0.40	0.38
# Performance	number	0.65	0.43	0.46	0.33	0.37
Capital Works Business Unit						
Target	number	0.10	0.10	0.10	0.10	0.10
# Performance	number	0.16	0.04	0.07	0.00	0.00
Hong Kong Property Business Unit						
Target	number	0.30	0.30	0.27	0.27	0.27
# Performance	number	0.04	0.16	0.20	0.16	0.04

Hong Kong Safety Targets and Performance

KPI	Unit	2019	2020	2021	2022	2023
Contractor Safety						
Fatality						
Corporate support functions						
Target	number	0	0	0	0	0
# Performance	number	0	0	0	0	0
Operating railway						
Target	number	0	0	0	0	0
# Performance	number	0	1	0	0	0
Hong Kong project construction - railway extension projects						
Target	number	0	0	0	0	0
# Performance	number	0	0	0	0	0
Hong Kong project construction - network improvement projects						
Target	number	0	0	0	0	0
# Performance	number	0	0	0	0	0
Hong Kong property development and investment projects						
Target	number	0	0	0	0	0
# Performance	number	0	0	0	0	0
Hong Kong investment property						
Target	number	0	0	0	0	0
# Performance	number	0	0	0	0	2 ^[12]
Hong Kong management property						
Target	number	0	0	0	0	0
# Performance	number	0	0	0	0	0

Hong Kong Safety Targets and Performance

KPI	Unit	2019	2020	2021	2022	2023
Lost time injuries per 100,000 man hours^[13]						
Corporate support functions						
Target	number	0.53	0.55	0.49	0.35	0.35
# Performance	number	0.62	0.32	0.20	0.34	0.85
Operating railway						
Target	number	0.2	0.30	0.28	0.28	0.27
# Performance	number	0.25	0.24	0.27	0.28	0.25
Hong Kong project construction - railway extension projects						
Target	number	0.3	0.75	0.65	0.60	0.60
# Performance	number	0.26	0.49	0.26	0.22	0.13
Hong Kong project construction - network improvement projects						
Target	number	0.3	0.2	0.20	0.20	0.20
# Performance	number	0.00	0.00	0.15	0.00	0.05
Hong Kong property development and investment projects						
Target	number	0.3	0.40	0.27	0.27	0.27
# Performance	number	0.05	0.03	0.03	0.01	0.02
Hong Kong investment property						
Target	number	0.22	0.30	0.27	0.27	0.27
# Performance	number	0.18	0.21	0.13	0.20	0.17
Hong Kong management property						
Target	number	0.22	0.30	0.27	0.27	0.27
# Performance	number	0.18	0.19	0.17	0.15	0.10

Notes

[8] 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.

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

[10] 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.

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

[12] On 24 September 2023, two workers were reported missing by their employer and were later rescued by firemen inside the underground seawater supply pipe tunnel situated underneath the West Kowloon Cultural District, supplying seawater for the cooling system of Elements. The two workers were later certified dead. Investigations are now in progress by the police and the Labour Department.

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

The KPIs for 2023 have been assured by KPMG.

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

Mainland China and International Business

		Shenzhen Metro Line 4			Hangzhou Metro Line 5			Elizabeth line		
		MTR(SZ)			MTR(HZ)			MTR Elizabeth line		
KPI	Unit	2021	2022	2023	2021	2022	2023	2021	2022	2023
Environmental Performance										
# Total electricity consumption for railway operation	MWh	143,766	124,223	125,916	192,520	186,656	194,826	108,286	248,419 ^[14]	292,182
# Total water consumption from railway operation	m ³	365,300	315,425	358,173	331,820	453,582	426,553	30,853	32,631	n/a^[15]
# Metals recycled	tonnes	57	81	55	1	5	5	n/a	n/a	0
# Total hazardous wastes	tonnes	67	22	16	13	7	8	0	1	0
# Total hazardous wastes in liquid	litres	9 ^[16]	6 ^[16]	7^[16]	10,000	6,000	6^[16]	0	n/a	0
# Total GHG emissions	tonnes CO ₂ e	136,870	121,520	119,980	n/a	n/a	110,954	24,364	48,274	67,623
# Scope 1 emissions	tonnes CO ₂ e	450	481	498	n/a	n/a	227	76	8 ^[17]	6
# Scope 2 emissions	tonnes CO ₂ e	136,419	121,040	119,482	117,457	113,879	110,727	24,288	48,266 ^[18]	67,617
Social Performance										
Total Workforce										
# Total employees	number	1,925	1,926	2,020	2,672	2,796	2,828	1,154	1,281	1,289
Total workforce by gender										
# Female	number	465	470	461	715	782	826	267	302	303
# Male	number	1,460	1,456	1,559	1,957	2,014	2,002	887	979	986
Total workforce by age										
# Aged below 30	number	985	956	1,010	1,865	1,930	1,880	169	163	163
# Aged 30 - below 50	number	914	924	955	802	860	941	763	871	869
# Aged 50 & above	number	26	46	55	5	6	7	222	247	257
Total workforce by employment type										
# Full time staff	number	1,925	1,925	2,020	2,672	2,796	2,828	1,132	1,259	1,265
# Part time staff	number	0	1	0	0	0	0	22	22	24

Mainland China and International Business

		Shenzhen Metro Line 4			Hangzhou Metro Line 5			Elizabeth line		
		MTR(SZ)			MTR(HZ)			MTR Elizabeth line		
KPI	Unit	2021	2022	2023	2021	2022	2023	2021	2022	2023
Voluntary Staff Turnover										
# Total voluntary staff turnover rate	%	9.9	9.2	7.2	19.9	14.2	6.7	7.2	10.3	7.5
Voluntary staff turnover rate by age										
# Aged below 30	%	14.0	15.7	12.7	24.0	18.2	9.1	16.8	33.1	16.6
# Aged 30 - below 50	%	5.0	2.8	1.7	8.9	5.1	1.7	5.3	7.7	5.3
# Aged 50 & above	%	5.0	0.0	6.0	0.0	0.0	0.0	6.0	4.5	9.0
Voluntary staff turnover rate by gender										
# Female	%	6.2	5.0	4.4	26.3	15.8	6.5	13.2	12.3	10.9
# Male	%	11.1	10.5	8.0	17.5	13.6	6.8	5.1	9.7	6.4
Vacant Posts Filled Internally										
# Vacant posts filled internally either by promotion or transfer	%	33.1	10.5	17.8	72.3	65.3	48.8	n/a	n/a	n/a
Employee Training										
Percentage of employees trained by gender										
# Female	%	80.7	92.6	85.3	100	98.6	100	100	91.0	81.5
# Male	%	94.5	98.6	97.1	100	99.1	100	100	91.4	69.9
Percentage of employee trained by employment										
# Managers	%	81.5	94.7	93.1	100	18.2	100	100	91.5	44.6
# Non-managers	%	91.4	97.2	94.5	100	100	100	100	91.3	77.9
# Training days per employee	days	8.8	8.7	8.6	9.4	15.7	9.6	9.5	1.9	1.0
Training days per employee by gender										
# Female	days	7.8	6.9	6.1	8.6	15.8	9.6	10.0	2.1	0.6
# Male	days	9.1	9.3	9.4	9.7	15.6	9.6	9.0	1.8	1.1

Mainland China and International Business

		Shenzhen Metro Line 4			Hangzhou Metro Line 5			Elizabeth line		
		MTR(SZ)			MTR(HZ)			MTR Elizabeth line		
KPI	Unit	2021	2022	2023	2021	2022	2023	2021	2022	2023
Training days per employee by employment										
# Managers	days	2.7	1.6	3.8	4.0	0.3	2.9	2.0	1.6	1.3
# Non-managers	days	8.9	9.0	8.8	10.3	17.2	10.5	11.0	1.9	0.9
Operations Performance										
Total number of passenger trips	million	189	149	213	186	187	228	31	128 ^[19]	210
Passenger journeys on time	%	100	100	100	n/a	n/a	n/a	95	93.90	90.30
# Train punctuality	%	100	99.98	99.97	99.99	99.99	100	95	93.20	87.20
# Train reliability	revenue car - km/incident	34,179,018	31,008,989	32,199,090	n/a	n/a	52,098,800	4,345 ^[20]	8,062 ^[20]	8,177
# Train service delivery	%	99.9	99.99	99.99	99.99	100	99.99	97.2	97.2	95.7
Legal Compliance (Number of Convicted Cases)										
# Cases of corruption	number	0	0	0	0	0	0	0	0	0
# Cases involving health and safety	number	0	0	0	0	0	0	0	0	0
# Cases involving labor standards	number	0	0	0	0	0	0	0	0	0
# Cases involving product responsibility (including customer privacy)	number	0	0	0	0	0	0	0	0	0
# Cases involving working conditions	number	0	0	0	0	0	0	0	0	0
Cases involving environmental regulations										
# MTR subsidiary	number	0	0	0	0	0	0	0	0	0
# Main contractors	number	0	0	0	0	0	0	0	0	0

Mainland China and International Business

			Shenzhen Metro Line 4			Hangzhou Metro Line 5			Elizabeth line		
			MTR(SZ)			MTR(HZ)			MTR Elizabeth line		
KPI	Unit		2021	2022	2023	2021	2022	2023	2021	2022	2023
Supply Chain											
By continent											
#	Number of suppliers in Africa	number	0	0	0	0	0	0	0	0	0
#	Number of suppliers in Asia	number	332	317	280	2,504	2,709	2,908	2	3	3
#	Number of suppliers in Europe	number	0	0	0	0	0	0	334	340	305
#	Number of suppliers in North America	number	0	0	0	0	0	0	1	0	0
#	Number of suppliers in Oceania	number	0	0	0	0	0	0	0	0	0
#	Number of suppliers in South America	number	0	0	0	0	0	0	0	0	0
Safety Targets and Performance											
Passenger and Public Safety											
Fatality											
	Target	number	0	0	0	0	0	0	0	0	0
#	Performance	number	0	0	0	0	0	0	0	0 ^[21]	0
No. of injuries per million passenger journeys											
	Target	number	1.42	1.41	1.38	2.23	2.19	1.11	4.71	4.17	1.33
#	Performance	number	0.98	0.78	0.75	0.31	0.25	0.16	4.80	2.04 ^[21]	1.60
Staff Safety											
Fatality											
	Target	number	0	0	0	0	0	0	0	0	0
#	Performance	number	0	0	0	0	0	0	0	0 ^[21]	0
Lost time injuries per 100,000 man hours											
	Target	number	0.22	0.22	0.21	0.24	0.24	0.24	0.57	0.13	0.41
#	Performance	number	0.15	0.08	0.00	0.06	0.02	0.02	0.14	0.54 ^[21]	0.36

Mainland China and International Business

		Shenzhen Metro Line 4			Hangzhou Metro Line 5			Elizabeth line		
		MTR(SZ)			MTR(HZ)			MTR Elizabeth line		
KPI	Unit	2021	2022	2023	2021	2022	2023	2021	2022	2023
Contractor Safety										
Fatality										
Target	number	0	0	0	0	0	0	0	0	0
# Performance	number	0	0	0	0	0	0	0	0 ^[21]	0
Lost time injuries per 100,000 man-hour										
Target	number	0.36	0.36	0.34	0.39	0.39	0.38	n/a ^[22]	0.19	0.38
# Performance	number	0.03	0.00	0.09	0.00	0.02	0.00	0.13	0.43 ^[21]	0.00

Mainland China and International Business (Cont'd)

		Melbourne's Metropolitan Rail Service			Sydney Metro North West Line		
		MTM			MTS		
KPI	Unit	2021	2022	2023	2021	2022	2023
Environmental Performance							
# Total electricity consumption for railway operation	MWh	465,635	439,352	418,756	84,618	82,095	86,668
# Total water consumption from railway operation	m ³	258,640	347,797	338,722	42,750	n/a ^[23]	37,299
# Metals recycled	tonnes	876	914	790	23	35	30
# Total hazardous wastes	tonnes	n/a	9	12	n/a	n/a ^[24]	0
# Total hazardous wastes in liquid	litres	n/a	26,498	32,928	9,000	47,020	159,000
# Total GHG emissions	tonnes CO ₂ e	449,473	403,724	349,588	68,760	65,096	61,766
# Scope 1 emissions	tonnes CO ₂ e	6,481	6,069	6,460	220	241	272
# Scope 2 emissions	tonnes CO ₂ e	442,992	397,655	343,128	68,540	64,855	61,494
Social Performance							
Total Workforce							
# Total employees	number	6,765	7,015 ^[25]	7,210^[25]	252	300	487
Total workforce by gender							
# Female	number	1,976	2,131 ^[26]	2,293^[26]	81	93	154
# Male	number	4,789	4,865 ^[26]	4,886^[26]	171	207	333
Total workforce by age							
# Aged below 30	number	800	834 ^[26]	797^[26]	30	28	68
# Aged 30 - below 50	number	3,591	3,777 ^[26]	3,989^[26]	172	213	327
# Aged 50 & above	number	2,374	2,385 ^[26]	2,424^[26]	50	59	92
Total workforce by employment type							
# Full time staff	number	6,005 ^[27]	6,128 ^{[26],[27]}	6,452^{[26],[27]}	245	292	478
# Part time staff	number	588 ^[27]	704 ^{[26],[27]}	758^{[26],[27]}	7	8	9

Mainland China and International Business (Cont'd)

		Melbourne's Metropolitan Rail Service			Sydney Metro North West Line		
		MTM			MTS		
KPI	Unit	2021	2022	2023	2021	2022	2023
Voluntary Staff Turnover							
# Total voluntary staff turnover rate	%	7.0	12.0	8.2	12.6	19.7	16.3
Voluntary staff turnover rate by age							
# Aged below 30	%	5.0	12.0	8.7	15.2	32.1	16.8
# Aged 30 - below 50	%	7.0	11.0	7.6	12.3	17.8	16.2
# Aged 50 & above	%	6.0	12.0	9.0	12.2	20.3	19.1
Voluntary staff turnover rate by gender							
# Female	%	7.0	13.0	8.1	18.3	25.8	16.2
# Male	%	6.0	11.0	8.1	9.7	16.9	16.4
Vacant Posts Filled Internally							
# Vacant posts filled internally either by promotion or transfer	%	33.0	28.0	47.8	0.4	n/a	n/a
Employee Training							
Percentage of employees trained by gender							
# Female	%	97.0	94.0	98.5	32.0	29.2	31.2
# Male	%	98.0	93.0	98.8	68.0	70.8	67.4
Percentage of employee trained by employment							
# Managers	%	97.0	94.0	98.7	23.0	15.9	14.6
# Non-managers	%	98.0	93.0	98.7	77.0	84.2	84.6
# Training days per employee	days	7.3	9.4	11.7	5.9	3.6	17.6
Training days per employee by gender							
# Female	days	13.0	17.0	17.1	5.9	3.6	17.6
# Male	days	5.0	6.0	9.2	5.9	3.6	17.6

Mainland China and International Business (Cont'd)

		Melbourne's Metropolitan Rail Service			Sydney Metro North West Line		
		MTM			MTS		
KPI	Unit	2021	2022	2023	2021	2022	2023
Training days per employee by employment							
# Managers	days	1.0	1.0	1.8	5.9	3.6	17.6
# Non-managers	days	8.0	11.0	13.6	5.9	3.6	17.6
Operations Performance							
Total number of passenger trips	million	92	140	142	14	16	21.5
Passenger journeys on time	%	n/a	n/a	n/a	91	98.11	99.04
# Train punctuality	%	94	92.98	93.00	99	98.11	99.58
# Train reliability	revenue car - km/incident	n/a	40,685	41,793	28,445,736	n/a	n/a
# Train service delivery	%	98.5	98.12	99.00	99.6	99.52	99.87
Legal Compliance (Number of Convicted Cases)							
# Cases of corruption	number	0	0	0	0	0	0
# Cases involving health and safety	number	0	1 ^[28]	0	0	0	0
# Cases involving labor standards	number	0	0	0	0	0	0
# Cases involving product responsibility (including customer privacy)	number	0	0	0	0	0	0
# Cases involving working conditions	number	0	0	0	0	0	0
Cases involving environmental regulations							
# MTR subsidiary	number	0	0	0	0	0	0
# Main contractors	number	0	0	0	0	0	0

Mainland China and International Business (Cont'd)

		Melbourne's Metropolitan Rail Service			Sydney Metro North West Line		
		MTM			MTS		
KPI	Unit	2021	2022	2023	2021	2022	2023
Supply Chain							
By continent							
# Number of suppliers in Africa	number	0	0	0	0	0	0
# Number of suppliers in Asia	number	5	4	5	1	4	4
# Number of suppliers in Europe	number	15	23	26	4	6	6
# Number of suppliers in North America	number	4	4	6	1	4	4
# Number of suppliers in Oceania	number	1,035	1,034	1,073	413	291	291
# Number of suppliers in South America	number	0	0	0	0	0	0
Safety Targets and Performance							
Passenger and Public Safety							
Fatality							
Target	number	0	0	0	0	0	0
# Performance	number	3 ^[29]	2 ^[30]	0	1 ^[31]	0	0
No. of injuries per million passenger journeys							
Target	number	2.00	1.66	1.66	5.40	4.10	3.10
# Performance	number	1.63	1.54	1.47	3.06	3.21	2.59
Staff Safety							
Fatality							
Target	number	0	0	0	0	0	0
# Performance	number	0	0	0	0	0	0
Lost time injuries per 100,000 man hours							
Target	number	0.36	0.20	0.20	1.69	1.45	2.59^[32]
# Performance	number	0.13	0.23	0.32	1.00	0.20	0.26

Mainland China and International Business (Cont'd)

		Melbourne's Metropolitan Rail Service			Sydney Metro North West Line		
		MTM			MTS		
KPI	Unit	2021	2022	2023	2021	2022	2023
Contractor Safety							
Fatality							
Target	number	0	0	0	0	0	0
# Performance	number	0	0	0	0	0	0
Lost time injuries per 100,000 man-hour							
Target	number	0.40	0.10	0.10	1.05	0.94	2.59^[32]
# Performance	number	0.00	0.03	0.05	0.31	0.00	0.00

Notes

- [14] 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.
- [15] MTR Elizabeth line is currently reviewing the water consumption data due to the change of water service provider, hence the total water consumption from railway operation of MTR Elizabeth line in 2023 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] 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.
- [19] Since the Central Operating Section opened in May 2022, more train services have been offered to passengers.
- [20] 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.
- [21] The scope of safety performances of MTR Elizabeth line expanded to include the Central Operating Section since its opening in May 2022.
- [22] MTR Elizabeth line did not set a safety target for contractor for 2021 as contractor was managed and monitored as part of the staff.
- [23] MTS was 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.
- [24] MTS was reviewing the amount and scope of hazardous waste, hence the total hazardous waste of MTS in 2022 is not disclosed.
- [25] The number of total employees include staff who identify as non-binary.
- [26] This KPI excludes employees of other gender.

[27] This KPI excludes contract employees.

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

[29] (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.

[30] (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.

[31] 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.

[32] Staff and contractor targets are combined.

The KPIs for 2023 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	2021	2022	2023	2021	2022	2023	2021	2022	2023
Environmental Performance^[33]										
# Total electricity consumption for railway operation	MWh	n/a	0	n/a	172,050	168,682	165,533	n/a	0	n/a
# Total water consumption from railway operation	m ³	n/a	0	n/a	n/a	n/a	n/a	n/a	n/a	n/a
# Metals recycled	tonnes	0	0	0	0	0	0	395	567	750
# Total hazardous wastes	tonnes	0	1	0	11	14	13	253	325	365
# Total hazardous wastes in liquid	litres	0	0	0	0	0	0	596,939 ^[34]	550,482 ^[34]	536,529^[34]
# Total GHG emissions	tonnes CO ₂ e	0	0	0	15 ^[35]	15	12	970 ^[35]	1,004	1,289
# Scope 1 emissions	tonnes CO ₂ e	0	0	0	15	15	12	55 ^[35]	160	309
# Scope 2 emissions	tonnes CO ₂ e	0	0 ^[35]	0	0 ^[35]	0 ^[35]	0	915 ^[35]	844	980
Social Performance										
Total Workforce										
# Total employees	number	115	131	112	2,332	2,241	2,280	639	733	737
Total workforce by gender										
# Female	number	41	46	36	764	734	744	60	71	79
# Male	number	74	85	76	1,568	1,507	1,536	579	662	658
Total workforce by age										
# Aged below 30	number	15	9	7	437	412	489	94	125	139
# Aged 30 - below 50	number	72	79	69	1,020	974	977	279	329	335
# Aged 50 & above	number	28	43	36	875	855	814	266	279	263
Total workforce by employment type										
# Full time staff	number	112	130	110	1,696	1,625	1,709	634	712	730
# Part time staff	number	3	1	2	636	616	571	5	21	7

Mainland China and International Business – MTR Nordic

		MTR Nordic			Stockholm Metro					
		MTR Nordic			MTR Tunnelbanan			MTR Tech		
KPI	Unit	2021	2022	2023	2021	2022	2023	2021	2022	2023
Voluntary Staff Turnover										
# Total voluntary staff turnover rate	%	19.6	20.4	22.1	3.8	5.2	3.5	7.9	7.4	7.6
Voluntary staff turnover rate by age										
# Aged below 30	%	5.9	23.2	37.9	9.2	12.2	6.2	12.1	7.5	14.2
# Aged 30 - below 50	%	22.0	24.6	19.3	4.2	6.4	4.8	8.9	9.0	7.6
# Aged 50 & above	%	21.5	9.4	24.0	1.8	2.1	1.3	5.7	5.4	3.9
Voluntary staff turnover rate by gender										
# Female	%	14.5	20.7	31.3	5.3	6.0	4.7	14.7	12.3	9.5
# Male	%	22.4	20.2	17.6	3.1	4.9	3.0	7.2	6.9	7.4
Vacant Posts Filled Internally										
# Vacant posts filled internally either by promotion or transfer	%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Employee Training										
Percentage of employees trained by gender										
# Female	%	63.4	87.0	100.0	92.0	99.0	92.2	96.7	94.4	100
# Male	%	54.7	80.0	89.5	95.3	100	93.0	96.9	100	100
Percentage of employee trained by employment										
# Managers	%	64.0	66.7	80.0	82.9	81.9	70.8	100	94.8	100
# Non-managers	%	56.0	86.5	100	94.6	100	93.5	96.4	100	100
# Training days per employee	days	0.9	0.8	0.8	2.7	3.1	3.8	3.5	5.0	5.2
Training days per employee by gender										
# Female	days	0.8	0.7	1.2	2.3	3.0	3.3	2.2	4.0	4.3
# Male	days	0.9	0.8	0.7	3.0	3.1	4.0	3.6	5.1	5.3

Mainland China and International Business – MTR Nordic

		MTR Nordic			Stockholm Metro					
		MTR Nordic			MTR Tunnelbanan			MTR Tech		
KPI	Unit	2021	2022	2023	2021	2022	2023	2021	2022	2023
Training days per employee by employment										
# Managers	days	0.8	0.6	0.7	1.0	1.0	0.8	2.9	3.6	2.8
# Non-managers	days	0.9	0.8	0.9	2.8	3.1	3.9	3.5	5.1	5.4
Operations Performance										
Total number of passenger trips	million	n/a	n/a	n/a	219	283	305	n/a	n/a	n/a
Passenger journeys on time	%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
# Train punctuality	%	n/a	n/a	n/a	98.00	98.41	97.93	n/a	n/a	n/a
# Train reliability	revenue car - km/incident	n/a	n/a	n/a	56,862	59,624	63,573	n/a	n/a	n/a
# Train service delivery	%	n/a	n/a	n/a	99.4	99.44	99.41	n/a	n/a	n/a
Legal Compliance (Number of Convicted Cases)										
# Cases of corruption	number	0	0	0	0	0	0	0	0	0
# Cases involving health and safety	number	0	0	0	0	0	0	0	0	0
# Cases involving labor standards	number	0	0	0	0	0	0	0	0	0
# Cases involving product responsibility (including customer privacy)	number	0	0	0	0	0	0	0	0	0
# Cases involving working conditions	number	0	0	0	0	0	0	0	0	0
Cases involving environmental regulations										
# MTR subsidiary	number	0	0	0	0	0	0	0	0	0
# Main contractors	number	0	0	0	0	0	0	0	0	0

Mainland China and International Business – MTR Nordic

		MTR Nordic			Stockholm Metro					
		MTR Nordic			MTR Tunnelbanan			MTR Tech		
KPI	Unit	2021	2022	2023	2021	2022	2023	2021	2022	2023
Supply Chain ^[36]										
By continent										
# Number of suppliers in Africa	number	0	0	0	0	0	0	0	0	0
# Number of suppliers in Asia	number	0	0	0	0	1	1	2	0	0
# Number of suppliers in Europe	number	309	352	286	233	227	209	696	758	781
# Number of suppliers in North America	number	6	4	4	0	0	1	5	6	4
# Number of suppliers in Oceania	number	0	3	2	0	0	0	0	0	0
# Number of suppliers in South America	number	0	0	0	0	0	0	0	0	0
Safety Targets and Performance										
Passenger and Public Safety										
Fatality										
Target	number	n/a	n/a	n/a	0	0	0	n/a ^[37]	n/a ^[37]	n/a^[37]
# Performance	number	n/a	n/a	n/a	1 ^[38]	0	0	n/a ^[39]	n/a ^[39]	n/a^[39]
No. of injuries per million passenger journeys										
Target	number	n/a	n/a	n/a	1.00	1.00	1.00	n/a ^[40]	n/a ^[40]	n/a^[40]
# Performance	number	n/a	n/a	n/a	1.10	1.13	0.98	n/a ^[41]	n/a ^[41]	n/a^[41]
Staff Safety										
Fatality										
Target	number	n/a	n/a	n/a	0	0	0	0	0	n/a^[42]
# Performance	number	n/a	n/a	n/a	0	0	0	0	0	n/a^[42]
Lost time injuries per 100,000 man hours										
Target	number	n/a	n/a	n/a	0.30	0.30	0.30	n/a ^[42]	n/a ^[43]	n/a^[42]
# Performance	number	n/a	n/a	n/a	0.57	0.72	0.27	n/a ^[42]	n/a ^[43]	n/a^[42]

Mainland China and International Business – MTR Nordic

		MTR Nordic			Stockholm Metro					
		MTR Nordic			MTR Tunnelbanan			MTR Tech		
KPI	Unit	2021	2022	2023	2021	2022	2023	2021	2022	2023
Contractor Safety^[44]										
Fatality										
Target	number	n/a	n/a	n/a	0	0	n/a	0	0	n/a^[42]
# Performance	number	n/a	n/a	n/a	0	0	n/a	0	0	n/a^[42]
Lost time injuries per 100,000 man-hour										
Target	number	n/a	n/a	n/a	n/a	n/a	n/a	n/a ^[42]	n/a ^[43]	n/a^[42]
# Performance	number	n/a	n/a	n/a	n/a	n/a	n/a	n/a ^[42]	n/a ^[43]	n/a^[42]

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 ⁽⁴⁵⁾	
KPI	Unit	2021	2022	2023	2021	2022	2023	2021	2022	2023	2022	2023
Environmental Performance												
# Total electricity consumption for railway operation	MWh	204,278	192,995	192,977	15,328	19,277	20,846	n/a	0	n/a	94,429	99,816
# Total water consumption from railway operation	m ³	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
# Metals recycled	tonnes	0	0.1	0	0 ⁽⁴⁶⁾	1	1	0	0	0	0	0
# Total hazardous wastes	tonnes	0	3	0	0 ⁽⁴⁶⁾	4	7	0	0	0	0	0
# Total hazardous wastes in liquid	litres	0	0	0	5,860 ⁽⁴⁶⁾	454	85	0	0	0	0	0
# Total GHG emissions	tonnes CO ₂ e	78 ⁽³⁵⁾	76	114	7 ⁽³⁵⁾	8	18	61 ⁽³⁵⁾	64	79	8	17
# Scope 1 emissions	tonnes CO ₂ e	23 ⁽³⁵⁾	5	19	7	8	18	61 ⁽³⁵⁾	64	79	0	0
# Scope 2 emissions	tonnes CO ₂ e	55 ⁽³⁵⁾	71	95	0 ⁽³⁵⁾	0 ⁽³⁵⁾	0	0	0 ⁽³⁵⁾	0	8	17
Social Performance												
Total Workforce												
# Total employees	number	1,502	1,553	1,241	120	141	158	772	823	938	478	553
Total workforce by gender												
# Female	number	494	516	385	61	72	86	129	152	183	194	214
# Male	number	1,008	1,037	856	59	69	72	643	671	755	284	339
Total workforce by age												
# Aged below 30	number	283	355	225	36	29	36	79	85	109	116	170
# Aged 30 - below 50	number	732	728	622	56	82	87	388	409	479	247	264
# Aged 50 & above	number	487	470	394	28	30	35	305	329	350	115	119
Total workforce by employment type												
# Full time staff	number	1,343	1,383	1,011	103	127	135	609	621	644	474	531
# Part time staff	number	159	170	230	17	14	23	163	202	294	4	22

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 ⁽⁴⁵⁾	
KPI	Unit	2021	2022	2023	2021	2022	2023	2021	2022	2023	2022	2023
Voluntary Staff Turnover												
# Total voluntary staff turnover rate	%	3.4	7.3	8.5	7.8	12.5	9.0	5.7	6.0	6.4	23.8	18.1
Voluntary staff turnover rate by age												
# Aged below 30	%	2.7	8.6	16.3	11.2	8.2	3.6	13.5	15.9	23.5	32.2	15.7
# Aged 30 - below 50	%	4.0	8.3	9.1	7.4	12.9	13.1	6.8	7.5	6.2	21.6	20.4
# Aged 50 & above	%	2.8	5.4	4.7	4.7	15.7	3.4	3.4	3.0	4.0	19.4	16.3
Voluntary staff turnover rate by gender												
# Female	%	4.8	8.4	10.5	7.9	11.4	4.3	7.5	10.6	15.0	28.0	21.2
# Male	%	2.8	6.9	7.6	7.8	13.6	14.0	5.4	5.1	4.6	21.0	16.2
Vacant Posts Filled Internally												
# Vacant posts filled internally either by promotion or transfer	%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Employee Training												
Percentage of employees trained by gender												
# Female	%	86.4	95.2	100	72.1	68.1	100	68.2	68.4	97.3	96.9	100
# Male	%	93.7	99.0	100	83.1	100	100	72.2	69.0	97.6	96.5	100
Percentage of employee trained by employment												
# Managers	%	78.3	82.6	73.2	90.0	71.4	100	81.0	70.2	73.1	75.0	70.0
# Non-managers	%	91.7	98.2	100	76.4	84.3	100	71.0	68.9	99.0	97.0	100
# Training days per employee	days	1.2	2.6	2.9	2.2	3.9	5.6	0.8	0.7	1.5	2.8	5.1
Training days per employee by gender												
# Female	days	1.0	1.9	2.6	2.5	2.1	4.8	0.8	0.7	1.7	2.5	5.2
# Male	days	1.3	2.9	3.1	2.0	5.7	6.5	0.8	0.8	1.4	2.9	5.0

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 ⁽⁴⁵⁾	
KPI	Unit	2021	2022	2023	2021	2022	2023	2021	2022	2023	2022	2023
Training days per employee by employment												
# Managers	days	0.8	0.7	0.7	2.0	1.8	2.6	1.6	0.8	1.9	0.2	0.7
# Non-managers	days	1.2	2.6	3.0	2.3	4.0	5.7	0.8	0.7	1.4	2.8	5.2
Operations Performance												
Total number of passenger trips	million	75	103	96	n/a	n/a ⁽⁴⁷⁾	n/a⁽⁴⁷⁾	n/a	n/a	n/a	8	121
Passenger journeys on time	%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
# Train punctuality	%	92	92.00	86.30	86	71.87	76.20	n/a	n/a	n/a	73.60	78.00
# Train reliability	revenue car - km/incident	45,174	52,234	37,184	92,000	119,000	133,000	n/a	n/a	n/a	34,793	50,886
# Train service delivery	%	95.7	95.20	89.90	99.9	99.20	99.70	n/a	n/a	n/a	88.00	92.00
Legal Compliance (Number of Convicted Cases)												
# Cases of corruption	number	0	0	0	0	0	0	0	0	0	0	0
# Cases involving health and safety	number	0	0	0	0	0	0	0	0	0	0	0
# Cases involving labor standards	number	0	0	0	0	0	0	0	0	0	0	0
# Cases involving product responsibility (including customer privacy)	number	0	0	0	0	0	0	0	0	0	0	0
# Cases involving working conditions	number	0	0	0	0	0	0	0	0	0	0	0
Cases involving environmental regulations												
# MTR subsidiary	number	0	0	0	0	0	0	0	0	0	0	0
# Main contractors	number	0	0	0	0	0	0	0	0	0	0	0

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 ⁽⁴⁵⁾	
KPI	Unit		2021	2022	2023	2021	2022	2023	2021	2022	2023	2022	2023
Supply Chain ⁽³⁶⁾													
By continent													
#	Number of suppliers in Africa	number	0	0	0	0	0	0	0	0	0	0	0
#	Number of suppliers in Asia	number	0	0	0	0	0	0	0	0	0	0	0
#	Number of suppliers in Europe	number	274	257	240	177	228	217	207	303	302	164	190
#	Number of suppliers in North America	number	1	0	0	1	2	4	0	0	0	0	0
#	Number of suppliers in Oceania	number	0	0	0	0	0	0	0	0	0	0	0
#	Number of suppliers in South America	number	0	0	0	0	0	0	0	0	0	0	0
Safety Targets and Performance													
Passenger and Public Safety													
Fatality													
	Target	number	0	0	0	0	0	0	n/a ⁽⁴⁸⁾	n/a ⁽⁴⁸⁾	n/a ⁽⁴⁸⁾	0	0
#	Performance	number	1 ⁽⁴⁹⁾	0	0	0	0	0	n/a ⁽⁵⁰⁾	n/a ⁽⁵⁰⁾	n/a ⁽⁵⁰⁾	0	0
No. of injuries per million passenger journeys													
	Target	number	0.80	0.75	0.72	19.00	19.00	19.00	n/a ⁽⁵¹⁾	n/a ⁽⁵¹⁾	n/a ⁽⁵¹⁾	0.80	0.80
#	Performance	number	0.68	0.53	0.45	29.10	25.73	31.33	n/a ⁽⁵²⁾	n/a ⁽⁵²⁾	n/a ⁽⁵²⁾	0.68	0.58
Staff Safety													
Fatality													
	Target	number	0	0	0	0	0	0	n/a ⁽⁴²⁾	n/a ⁽⁵³⁾	n/a ⁽⁴²⁾	0	0
#	Performance	number	0	0	0	0	0	0	n/a ⁽⁴²⁾	n/a ⁽⁵³⁾	n/a ⁽⁴²⁾	0	0
Lost time injuries per 100,000 man hours													
	Target	number	0.45	0.45	0.40	1.20	1.20	1.20	n/a ⁽⁴²⁾	n/a ⁽⁵³⁾	n/a ⁽⁴²⁾	0.58	0.58
#	Performance	number	0.74	0.41	0.04	2.24	0.53	0.49	n/a ⁽⁴²⁾	n/a ⁽⁵³⁾	n/a ⁽⁴²⁾	0.77	0.12

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 ^[45]	
KPI	Unit	2021	2022	2023	2021	2022	2023	2021	2022	2023	2022	2023
Contractor Safety^[44]												
Fatality												
Target	number	0	0	n/a	0	0	n/a	n/a ^[42]	n/a ^[53]	n/a ^[42]	0	n/a
# Performance	number	0	0	n/a	0	0	n/a	n/a ^[42]	n/a ^[53]	n/a ^[42]	0	n/a
Lost time injuries per 100,000 man-hour												
Target	number	n/a	n/a	n/a	n/a	n/a	n/a	n/a ^[42]	n/a ^[53]	n/a ^[42]	n/a	n/a
# Performance	number	n/a	n/a	n/a	n/a	n/a	n/a	n/a ^[42]	n/a ^[53]	n/a ^[42]	n/a	n/a

Notes

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

[34] This KPI is presented in kg.

[35] 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/>.

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

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

[38] 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.

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

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

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

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

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

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

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

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

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

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

[49] 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.

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

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

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

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

The KPIs for 2023 have been assured by KPMG.

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

NP360 ESG Performance

KPI	Unit	2021	2022	2023
Staff Strength and Diversity				
Total employees	number	312 ^[1]	289 ^[1]	304 ^[1]
Total workforce (full-time) by age				
Aged below 30	number	58	42	42
Aged 30-below 50	number	171	172	175
Aged 50 & above	number	34	34	35
Total workforce (full-time) by gender				
Female	number	114	106	114
Male	number	149	142	138
Total workforce by employment type				
Full-time	number	263	248	252
Part-time	number	49	41	52
NP360 Operation Performance				
Cable car system reliability	%	99.95	99.97	99.98

KPI	Unit	2021	2022	2023
Safety Targets and Performance				
Customer Safety				
Fatality				
Target	number	0	0	0
Performance	number	0	0	0
Number of injuries per 100,000 visits				
Target	number	0.97 ^[2]	0.97 ^[2]	0.97 ^[2]
Performance	number	0.22	0.51	0.00
Staff Safety				
Fatality				
Target	number	0	0	0
Performance	number	0	0	0
Number of injuries per 100,000 manhours				
Target	number	0.99	0.99	0.99
Performance	number	1.02	0.60	0.75
Contractor Safety				
Fatality				
Target	number	0	0	0
Performance	number	0	0	0
Number of injuries per 100,000 manhours				
Target	number	1.64	1.64	1.64
Performance	number	0	0.77	0.75

Notes

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

[2] The same target is used as per previous years yet the KPI figure has been adjusted due to exceptionally low visitation.

GENDER EQUALITY DATA

In addition to our on-going efforts to embrace diversity, equal opportunities and inclusion, we continue to publish our gender equality-related information, representing data covering the period from 1 January to 31 December 2023.

KPIs	MTR Corporation Limited ^[1]	Hong Kong	MTR (Shenzhen)	MTR (Hangzhou)	MTR (Macau)	Metro Trains Melbourne	Metro Trains Sydney	MTR Elizabeth line	MTR Nordic
Section 1: Leadership									
Percentage of women on company board	N/A	26.3%	N/A	N/A	N/A	N/A	N/A	N/A	14%
Gender balance in board leadership	N/A	16.7%	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Woman Chief Executive Officer (CEO)	N/A	No	N/A	N/A	N/A	No	No	No	In 2023, both CEO of MTR Tunnelbanan and MTR Facility Management were women.
Percentage of women executive officers	N/A	40.0%	N/A	14.3%	50.0%	28.6%	44.4%	12.5%	44.6%
Chief diversity officer (CDO)	N/A	Yes. Our General Manager - Environmental & Social Responsibility has dedicated roles in driving the Corporation's ESG strategy covering social inclusion, advancement and opportunities and greenhouse gas emission reduction.	N/A	N/A	N/A	Human capital metrics and enterprise-based diversity and inclusion key performance indicators are reviewed on a monthly basis through Executive meetings and Executive Committee Board review.	N/A	N/A	The Human Resources Director overseas the diversity and inclusion of MTR Nordic.
Section 2: Talent Pipeline									
Percentage of women in total management	26.6%	25.7%	38.7%	25.0%	27.9%	23.3%	26.8%	38.8%	31.5%
Percentage of women in senior management	28.3%	24.6%	54.5%	12.5%	40.0%	26.8%	50.0%	33.3%	30.6%
Percentage of women in middle management	26.2%	25.8%	35.3%	32.1%	27.6%	22.9%	25.0%	39.9%	28.9%

KPIs	MTR Corporation Limited ^[1]	Hong Kong	MTR (Shenzhen)	MTR (Hangzhou)	MTR (Macau)	Metro Trains Melbourne	Metro Trains Sydney	MTR Elizabeth line	MTR Nordic
Percentage of women in non-managerial positions	25.6%	21.5%	22.3%	29.3%	32.6%	32.6%	32.2%	21.7%	28.0%
Percentage of women in total workforce	25.1%	22.4%	22.8%	29.2%	29.5%	29.8%	31.0%	22.6%	26.8%
Percentage of women total promotions	22.8% ^[2]	21.4%	25.0%	20.9%	27.1%	–	–	44.3%	–
Percentage of Women in IT/Engineering	–	–	7.5%	25.0%	11.3%	20.7%	9.3%	10.7%	26.7%
Percentage of new hires are women	32.4%	27.4%	5.6%	42.1%	30.6%	39.9%	33.2%	33.1%	35.0%
Percentage of women attrition	31.5%	30.1%	14.6%	27.1%	19.8%	31.5%	31.4%	33.6%	34.6%
Time-bound action plan with targets to increase the representation of women in leadership positions	N/A	We established a specific gender diversity target for the Board to have no less than 25% female members by 2025.	–	–	–	MTM has contractual targets to increase women at MTM and in leadership roles. MTM established a target to achieve 33% representation of women in leadership positions and in the company by 2024.	–	–	The definition of an even distribution of gender in a management group by The Equality Authority is when the proportion of women and men is 40 to 60 percent or more equal. The balance between men and women in the management teams within MTR Nordic Group is currently 45/55 which is corresponding with our target.

KPIs	MTR Corporation Limited ^[1]	Hong Kong	MTR (Shenzhen)	MTR (Hangzhou)	MTR (Macau)	Metro Trains Melbourne	Metro Trains Sydney	MTR Elizabeth line	MTR Nordic
Time-bound action plan with targets to increase the representation of women in the company	N/A	–	–	–	–	MTM has contractual targets to increase women at MTM and in leadership roles. MTM established a target to achieve 33% representation of women in leadership positions and in the company by 2024. MTM has a Women at Metro strategy which runs targeted women recruitment campaigns.	–	–	MTR is an attractive employer who makes all positions available for both genders and there are yearly processes and policies that support this. We are conducting a yearly salary review with the purpose to ensure that women are paid at the same level as men for the equivalent competence and experience. Our guideline on parental leave and work-life balance makes it possible for both genders to access top positions. We follow up the gender balance in the organisation. This is reflected in the gender balance of the CEOs where 50% of the CEOs within MTR Nordic Group are women.
Section 3: Pay									
Adjusted mean gender pay gap	MTR Corporation as an equal opportunities employer is committed to promoting fairness and equity in the workplace and rewards employees on their performance and contribution irrespective of gender.	MTR Corporation as an equal opportunities employer is committed to promoting fairness and equity in the workplace and rewards employees on their performance and contribution irrespective of gender.	–	–	–	–	–	–	MTR Nordic conducts salary mapping annually in which any salary differences within an occupational group will be adjusted.

KPIs	MTR Corporation Limited ^[1]	Hong Kong	MTR (Shenzhen)	MTR (Hangzhou)	MTR (Macau)	Metro Trains Melbourne	Metro Trains Sydney	MTR Elizabeth line	MTR Nordic
Global mean (average) raw gender pay gap	N/A. MTR Corporation does not consider gender in decision of total compensation.	N/A. MTR Corporation does not consider gender in decision of total compensation.	–	–	10.0%	25.6%	8.9%	16.3%	–
Time-bound action plan to close its gender pay gap	N/A	–	–	–	–	–	To prevent a gender pay gap, MTS has established a Remuneration Framework against since 2022 which positions are measured before an employee is selected for the role.	–	MTR Nordic conducts salary mapping annually in which any salary differences within an occupational group will be adjusted.
Executive compensation linked to gender diversity or diversity, equity and inclusion (DEI)	N/A	Sustainability factors including gender diversity are linked to remuneration of our senior management. In 2022, we have reviewed and enhanced our performance management process which enables us to better focus and deliver strategic priorities according to our Corporate Strategy. The enhanced process has linked sustainability performance to the remuneration of all management level in 2023.	N/A	N/A	–	–	–	–	–

KPIs	MTR Corporation Limited ^[1]	Hong Kong	MTR (Shenzhen)	MTR (Hangzhou)	MTR (Macau)	Metro Trains Melbourne	Metro Trains Sydney	MTR Elizabeth line	MTR Nordic
Section 4: Inclusive culture									
Number of weeks of fully paid primary parental leave offered	25.4 ^[3]	Eligible colleagues are entitled to fully paid maternity leave of 16 weeks.	Eligible colleagues are entitled 98 days fully paid maternity leave plus 80 days bonus leave. Additionally, colleagues are entitled to 10 days of parental leave applicable to both female and male colleagues who have children of 1 to 3 years old.	Eligible colleagues are entitled 158 days fully paid maternity leave. Additionally, colleagues are entitled to 10 days of parental leave applicable to both female and male colleagues who have children of 1 to 3 years old.	All female employees who have completed one year of consecutive service with the Company are entitled to 70 days of maternity leave with full pay on each occasion of childbirth.	Eligible colleagues are entitled to fully paid maternity leave of up to 15 weeks.	Eligible colleagues are entitled to fully paid maternity leave of 16 weeks.	Eligible colleagues are entitled to fully paid maternity leave of 39 weeks.	The Swedish welfare system offers 480 days of parental leave to be split between the parents and the Government covers certain percentage of salary. MTR Nordic tops up the difference between maximum salary covered by Government and 90 percent of original salary for 30-180 days depending on time of employment.
Number of weeks of fully paid secondary parental leave offered	3.7 ^[3]	Eligible colleagues are entitled to fully paid paternity leave of 10 days.	Eligible colleagues are entitled to fully paid paternity leave of 15 days. Additionally, colleagues are entitled to 10 days of parental leave applicable to both female and male colleagues who have children of 1 to 3 years old.	Eligible colleagues are entitled to fully paid paternity leave of 15 days. Additionally, colleagues are entitled to 10 days of parental leave applicable to both female and male colleagues who have children of 1 to 3 years old.	Eligible colleagues are entitled to fully paid paternity leave of 5 days.	Eligible colleagues are entitled to fully paid paternity leave of 2 weeks.	Eligible colleagues are entitled to fully paid paternity leave of 2 weeks.	Eligible colleagues are entitled to fully paid paternity leave of 3 weeks.	The Swedish welfare system offers 480 days of parental leave to be split between the parents and the Government covers certain percentage of salary. MTR Nordic tops up the difference between maximum salary covered by Government and 90 percent of original salary for 30-180 days depending on time of employment.
Parental leave retention rate	93.8% ^[3]	93.3%	93.3%	90.6%	100%	97.6%	83%	100%	–

KPIs	MTR Corporation Limited ^[1]	Hong Kong	MTR (Shenzhen)	MTR (Hangzhou)	MTR (Macau)	Metro Trains Melbourne	Metro Trains Sydney	MTR Elizabeth line	MTR Nordic
Back-up family care services or subsidies through the company	N/A	–	–	The company has set up accompanying leave in accordance with government requirements. Over 370 weeks of accompanying leave for employees in 2023.	–	–	–	Back-up family care services are available for eligible colleagues.	–
Flexible working policy	N/A	As part of our family-friendly employment practices, work from home arrangement is applicable to colleagues who are able to perform their jobs remotely for greater flexibility under certain situations.	–	–	–	MTM has flexible working arrangements in place. Employees are able to work from home on nominated days as agreed with their Manager.	MTS has flexible working arrangements in place, allowing employees to work hybrid from home and request Individual Flexibility Agreements for consideration by MTS.	MTR Elizabeth line has flexible working arrangements in place.	MTR Nordic has flexitime and telecommuting arrangements for eligible staff.
Employee resource groups for women	N/A	A women's network was established in 2022, subsequently renamed to a Gender Equity Network in March 2023, to further enhance workplace diversity and inclusion through providing an aspirational platform and supporting network. Activities have been organised to raise awareness on gender equity and to support personal growth, well-being, equal opportunities and psychological safety of colleagues.	–	–	–	MTM has established a Gender Equity Working Group to support the agenda of gender equity to achieve retention, development and progression of women in the enterprise.	–	Corporate Membership of Women in Rail. Participation in Women in Rail's mentoring programme and Big Rail Diversity Challenge. Colleagues can join Transport for London Women's Staff Network Group. MTREL Staff Network Group is currently being set up.	MTM have participated in specific activities where the level of woman representation needs to be increased. For example, we have participated in an event called "Introduce a Girl to Engineering" with the purpose to attract more women to our engineering roles. The recruitment process has been further developed to ensure a competence based selection and further decrease bias.

KPIs	MTR Corporation Limited ^[1]	Hong Kong	MTR (Shenzhen)	MTR (Hangzhou)	MTR (Macau)	Metro Trains Melbourne	Metro Trains Sydney	MTR Elizabeth line	MTR Nordic
Unconscious bias training	N/A	In support of our diversity and inclusion commitment, we have conducted over 380 diversity, equity and inclusion training events for staff, such as unconscious communication biases, cross-generational coaching and inclusive workplace for different groups of staff in 2023.	–	–	–	MTM organised trainings and workshops under the "Think Twice" programme for management teams with the target of zero harm on psychological safety.	MTS rolled out training related to unconscious bias to selected group of employees in 2023.	–	MTR Nordic requires all employees to complete the mandatory training on Code of Conduct covering unconscious bias.
Annual anti-sexual harassment training	N/A	In 2023, our Learning and Development Department organised various webinars related to ethics and integrity to reinforce awareness and refresh knowledge of staff, including the topic "Preventing and Handling Sexual Harassment by Equal Opportunities Commission".	–	MTR (Hangzhou) offers anti-sexual harassment training to all newly recruited staff.	–	MTM requires all new employees to complete a Code of Conduct training including anti-sexual harassment training, bullying and harassment. Refresher training is also conducted on an annual basis.	MTS is developing Anti-sexual harassment policy and training.	–	MTR Nordic requires all newly recruited staff to complete anti-sexual harassment training to all newly recruited staff which is included in the mandatory Code of Conduct training.

Notes

[1] The scope includes our operations in Hong Kong, Shenzhen, Hangzhou, Macau, Melbourne, Sydney, United Kingdom and Sweden.

[2] The scope includes our operations in Hong Kong, Shenzhen, Hangzhou, Macau and the United Kingdom.

[3] The scope includes our operations in Hong Kong, Shenzhen, Hangzhou, Macau, Melbourne, Sydney and United Kingdom.

COMET BENCHMARKING RESULTS 2022

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 2023 benchmarking exercise assessed data for 2022 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.

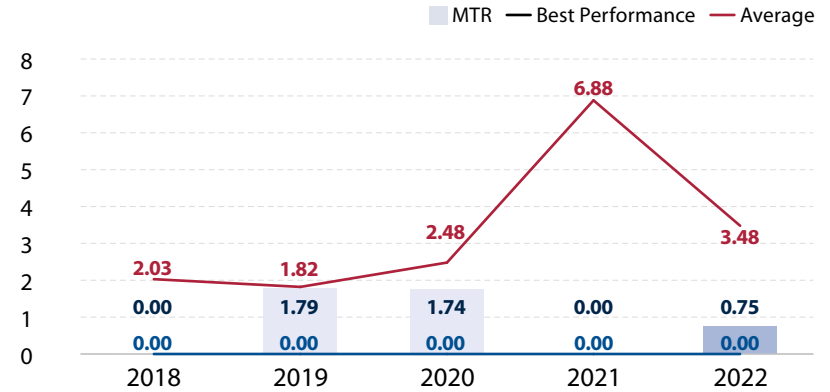
We have participated in the COMET programme for years to benchmark our railway performance and seek further improvement.

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 2024, COMET group is comprising a total of 45 large and medium-sized metro systems from 41 cities.

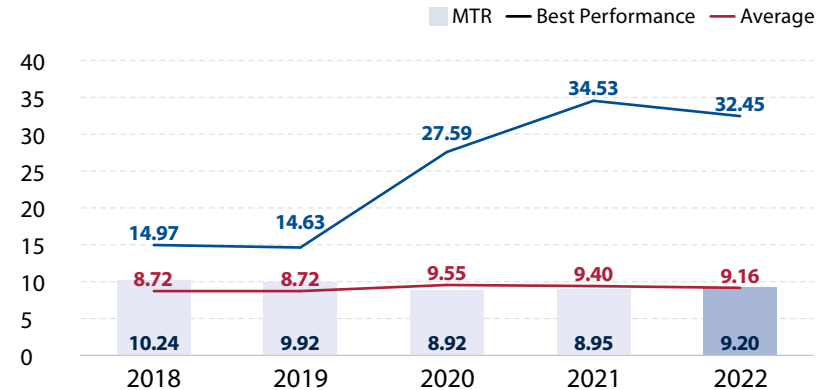
Safety

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



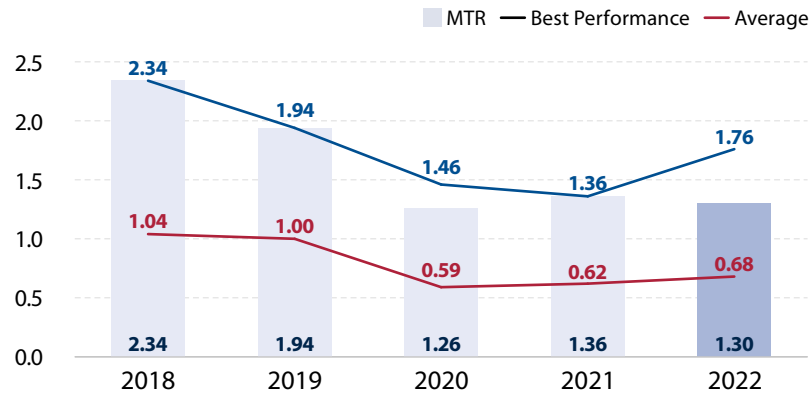
Staff

CAR KM PER STAFF AND CONTRACTOR HOURS



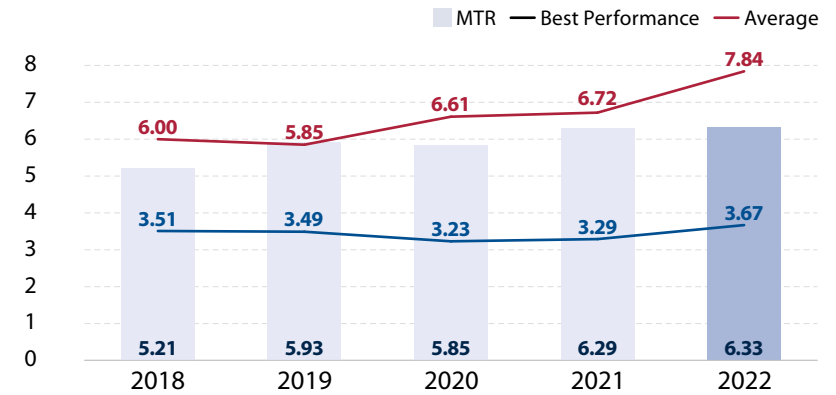
Financial performance

TOTAL COMMERCIAL REVENUE PER OPERATING COST



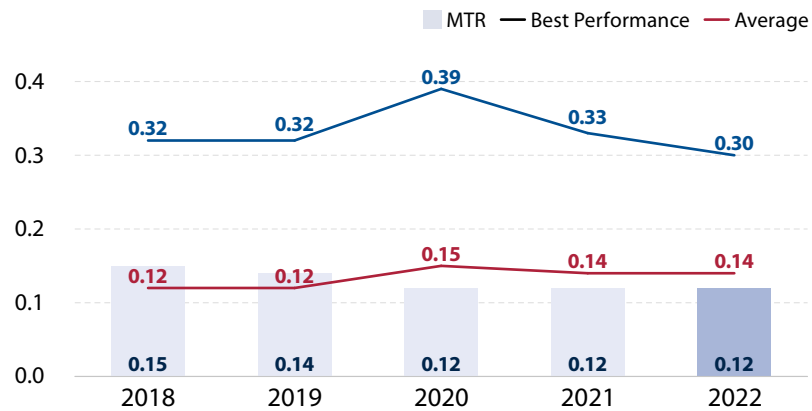
Note: Both the fare and non-fare revenue dropped significantly due to the impact of COVID-19 pandemic in 2020 and 2021, yet we maintained services to keep our city moving.

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

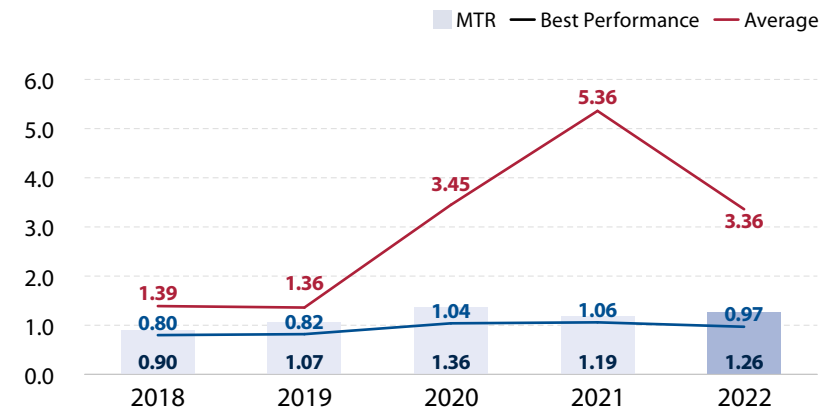


FARE REVENUE PER PASSENGER KM (US\$PPP)

— a measure of the level of our fares



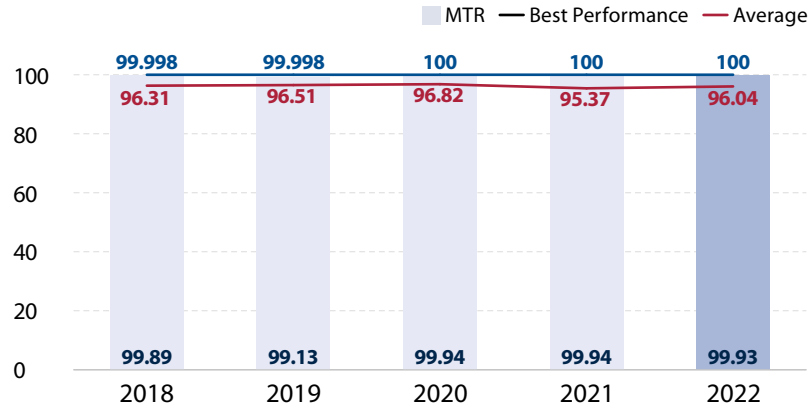
OPERATING COSTS PER PASSENGER JOURNEYS (US\$PPP)



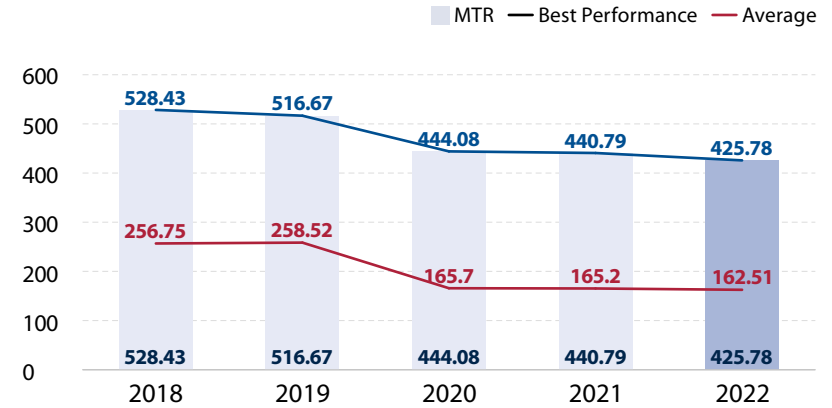
Note: Due to the impact of COVID-19 pandemic in 2020 and 2021, patronage in our railway networks has greatly reduced yet we maintained services to keep our city moving.

Customer service

% PASSENGER JOURNEYS ON TIME
— a measure of service performance

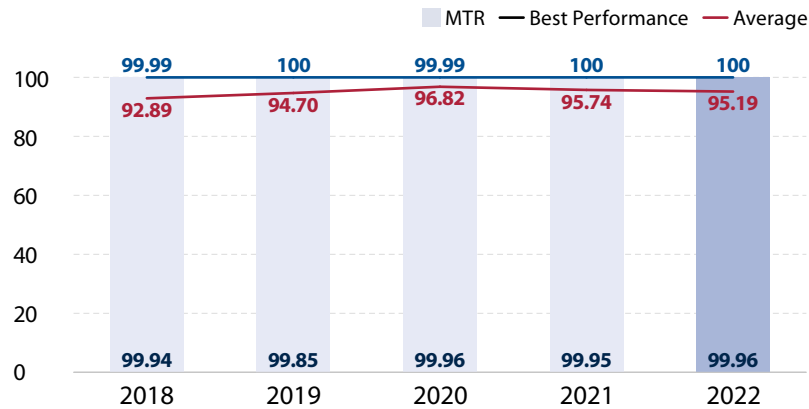


CAPACITY KM PER ROUTE KM
— a measure of asset utilisation



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

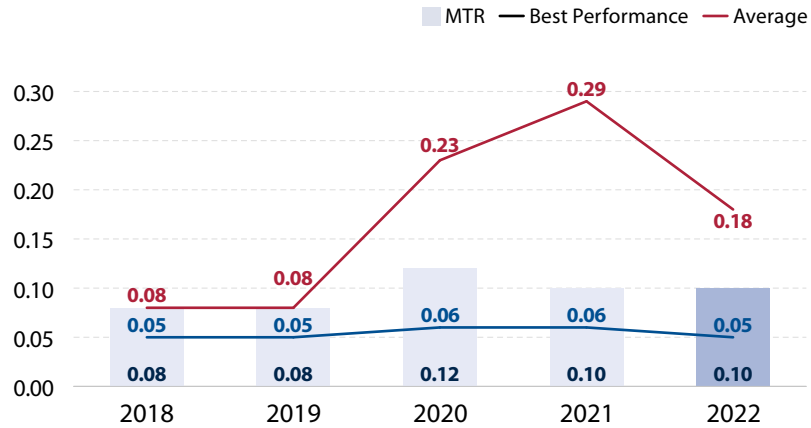
Passenger journeys — the total number of passenger trips on our trains during the year

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

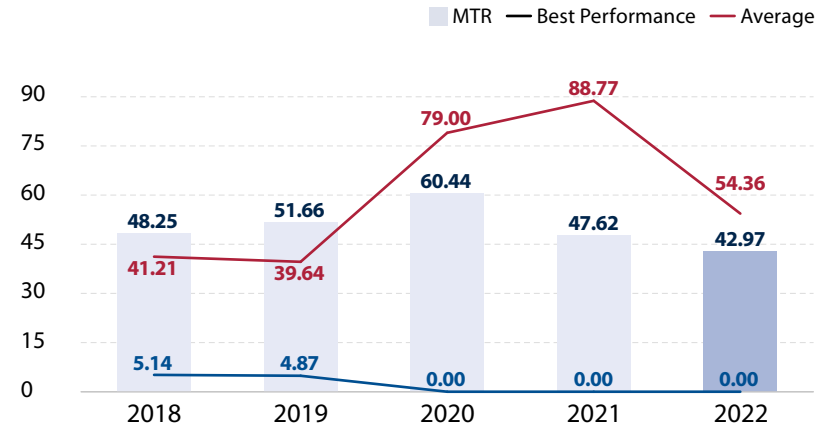
Revenue car-km — the total number of kilometres which were operated by our trains in revenue (passenger carrying) service during the year

Environment

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



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



SCOPE OF KEY PERFORMANCE INDICATORS (KPIs)

The scope of the report includes the following operations:

Location	Operation
Hong Kong	Operated by MTR Corporation Limited: <ul style="list-style-type: none"> - Heavy rail, light rail, and feeder bus services - Property Development, Rental and Management - Commercial Businesses
	Ngong Ping 360
Mainland China	Operated by MTR Corporation (Shenzhen) Limited: <ul style="list-style-type: none"> - Shenzhen Metro Line 4 (Longhua Line)
	Operated by Hangzhou MTR Line 5 Corporation Limited: <ul style="list-style-type: none"> - Hangzhou Metro Line 5
Australia	Operated by Metro Trains Melbourne Pty. Limited: <ul style="list-style-type: none"> - Melbourne's Metropolitan Rail Service
	Operated by Metro Trains Sydney Pty. Limited: <ul style="list-style-type: none"> - Sydney Metro North West Line
United Kingdom	Operated by MTR Elizabeth line: <ul style="list-style-type: none"> - Elizabeth line
Sweden	Operated by MTR Tunnelbanan AB rolling stock maintained by MTR Tech AB: <ul style="list-style-type: none"> - Stockholm Metro
	Operated by MTR Express (Sweden) AB: <ul style="list-style-type: none"> - Stockholm-Gothenburg Intercity Express Service (MTRX)
	Operated by MTR Pendeltågen AB rolling stock maintained by MTR Tech AB: <ul style="list-style-type: none"> - Stockholm commuter rail (Stockholms pendeltåg)
	Operated by MTR Mälartåg AB: <ul style="list-style-type: none"> - Mälardalen Regional Traffic (Mälartåg)
	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 2023 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 with 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 Assessment 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.

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

GHG Emissions

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

Our Scope 1 and 2 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 Scope 1 and 2 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 Scope 1 and 2 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).

For other indirect emissions (Scope 3), our Scope 3 inventory includes emissions which are considered to be relevant to our business, covering water consumption, sewage treatment, paper consumption and staff business travel for reporting years before 2023. From 2023, we have expanded the reporting boundary of Scope 3 GHG emissions to cover relevant indirect emissions that occur in our value chain, according to the GHG Protocol's Corporate Value Chain (Scope 3) Accounting and Reporting Standard. Please refer to page 52 for further details on the expanded Scope 3 reporting boundary.

Corporate Support Functions and Main Office Buildings	<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</p> <p>Note</p> <ul style="list-style-type: none"> - Refrigerants at Kowloon Bay Headquarters only.
Hong Kong Transport Operations	<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</p> <p>Note</p> <ul style="list-style-type: none"> - 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.
Hong Kong Network Expansion	<p>Hong Kong Network Expansion includes all civil, electrical and mechanical works for the Shatin to Central Link, Oyster Bay Station, Tung Chung Line Extension, Tuen Mun South Extension, Hung Shui Kiu Station and Kwu Tung Station.</p> <p>Scope 1 includes fuel consumption Scope 2 includes purchased electricity</p> <p>Note</p> <ul style="list-style-type: none"> - Fuel consumption includes site offices for projects, but excludes construction activities. - Purchased electricity includes site offices for projects, but excludes construction activities.

Hong Kong Properties and Other Businesses

Hong Kong Properties and Other Businesses includes properties that are owned, developed and managed by the Corporation 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 1, PopCorn 2, Paradise Mall, Elements, Maritime Square, Maritime Square 2, Citylink, Ocean Walk, Hanford Plaza, Sun Tuen Mun Shopping Centre, Plaza Ascot, The LOHAS, THE SOUTHSIDE and The Wai.
- 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, No. 8 Clear Water Bay, Metro Town, The 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, Park Avenue/ Central Park, 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, MARINI, SOUTHLAND, THE PAVILIA FARM, LP10 and The YOHO Hub.

Scope 1 includes fuel consumption and refrigerants.

Scope 2 includes purchased electricity.

Note

The following properties are excluded:

- Hong Kong Property Development and Investment Projects which are managed by project developers in partnership with the Corporation.

Mainland China and International Business

Mainland China and International Business comprise heavy rail operated by the Corporation's majority-owned subsidiaries around the world. Their Scope 1 and 2 emissions are covered under our Scope 3 absolute science-based target (SBT). Please refer to page 52 for a list of overseas operations in our Scope 3 inventory.

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 (EPD) and the Electrical and Mechanical Services Department (EMSD). 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. Our overseas subsidiaries use location or supplier-specific emission factors for electricity consumption.

From 2023, we have expanded the reporting boundary of Scope 3 emissions to align with the GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard. Of the 15 Scope 3 emission categories, 9 of them were identified as relevant to our railway and investment properties (IP) operations and covered under the scope of our Scope 3 SBT.

The table below lists out our Scope 3 reporting boundaries aligning with our SBT, the methodologies, and sources of emission factors (EFs).

Scope 3 category ^[1]	Calculation methodology and source of emission factor
1. Purchased goods and services ^[2]	<p><u>2023</u></p> <p>Spend-based method based on the relevant capital expenditure on purchase of assets and the corresponding EFs from Supply Chain Greenhouse Gas Emission Factors v1.2 published by the US Environmental Protection Agency (USEPA)</p> <p><u>2019</u></p> <p>Spend-based method based on the relevant capital expenditure on purchase of assets and the corresponding EF from Quantis GHG Protocol Scope 3 Evaluator</p> <p>For emission due to electricity used for processing of water: Hong Kong Water Supplies Department (WSD) Annual Report</p>
2. Capital goods	<p><u>2023</u></p> <p>Spend-based method based on the relevant capital expenditure on developments and the corresponding EFs from Supply Chain Greenhouse Gas Emission Factors v1.2 published by the US Environmental Protection Agency (USEPA)</p> <p><u>2019</u></p> <p>For railway: spend-based method based on the relevant capital expenditure on developments and the corresponding EF from Quantis GHG Protocol Scope 3 Evaluator</p> <p>For IP: Floor areas of IPs and EF for construction carbon emission from an academic paper jointly published by HKUST and Swire Properties</p>
3. Fuel and energy related activities	<p><u>2023</u></p> <p>Consumption of fuel and the corresponding EF from Greenhouse gas reporting: conversion factors 2023 published by the UK Department for Energy Security and Net Zero.</p> <p>Scope 2 emission due to electricity consumption and % loss in power transmission and distribution published by the International Energy Agency</p> <p><u>2019</u></p> <p>For railway: EF from Quantis GHG Protocol Scope 3 Evaluator</p> <p>For IP: floor areas and EF developed by Arup based on carbon emission owing to extraction, production, transportation and T&D loss.</p>
4. Upstream transportation & distribution	A lumpsum spending covering transportation and distribution of goods has been included in Cat 1

Scope 3 category ^[1]	Calculation methodology and source of emission factor
5. Waste generated in operations	<p>Estimated quantity of waste and EFs from the following sources:</p> <ul style="list-style-type: none"> - Guidelines to Account for and Report on Greenhouse Gas Emissions and Removals for Buildings (Commercial, Residential or Institutional Purposes) in Hong Kong published by the EPD and EMSD - Carbon Audit Toolkit for Small and Medium Enterprises in Hong Kong published by the University of Hong Kong and the City University of Hong Kong - Measuring Emissions: A Guide for Organisations: 2023 Detailed Guide published by the New Zealand Ministry for the Environment - Hong Kong Drainage Service Department Sustainability Report
6. Business travel	Greenhouse gas reporting: conversion factors 2023 published by the UK Department for Energy Security and Net Zero.
7. Employee commuting	Number of Hong Kong employee and EF from Quantis GHG Protocol Scope 3 Evaluator
8. Upstream leased assets ^[3]	Greenhouse Gas Protocol
13. Downstream leased assets	Tenants' emissions estimated by using the energy consumption data published in EMSD Energy Consumption Indicators and Benchmarks and respective floor use distribution in IPs.

Notes

- [1] Category 9 to 12 are considered not relevant as the Corporation has no applicable sale of goods and services. Category 14 and 15 are not relevant as the Corporation has no applicable franchises or investments.
- [2] Given the nature of our business, majority of GHG emissions in this category is associated with purchase of goods (e.g. equipment), while the emission due to purchased services is comparatively low and well below the threshold to be covered in Scope 3 emission (i.e. not exceeding 33% of entire Scope 3 emission as required by SBTi). As such, it is excluded from our Scope 3 reporting boundary.
- [3] This category includes Scope 1 and 2 emissions from our majority-owned subsidiaries in Mainland China, Australia, UK and Sweden, including the following:
- Shenzhen Metro Line 4 operated by MTR Corporation (Shenzhen) Limited in Mainland China;
 - Hangzhou Metro Line 5 operated by Hangzhou MTR Line 5 Corporation Limited in Mainland China;
 - TIA Mall in Shenzhen and Ginza Mall in Beijing;
 - Stockholm Metro operated by MTR Tunnelbanan AB and its rolling stock maintenance by MTR Tech AB in Sweden;
 - Stockholm commuter rail (Stockholms pendeltåg) operated by MTR Pendeltågen AB and its rolling stock maintenance by MTR Tech AB in Sweden;
 - Mälardalen Regional Traffic (Mälartåg) operated 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. in Australia; and
 - Sydney Metro North West Line operated by Metro Trains Sydney Pty. Limited in Australia.

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 2023.

Staff

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

Persons with disabilities employed	The number of staff with physical or mental disabilities, excluding those with chronic illnesses. This data is also expressed as a percentage of the total staff strength at the end of the reporting period.
Women on the Board and other KPIs for board diversity	In order to align with our Annual Report, our KPIs on Board Composition and Board Diversity, including women on the Board, reflect the composition of the Board as of 7 March 2024, which was the date of our results announcement for the 2023 financial year.
New employee hires rate	Includes both full time and temporary staff hired in the reporting period and it is also reported by age group and gender. These rates are expressed as the percentages of the total number of staff strength for the same category at the end of the reporting period.

The following KPIs reflect full-time employees of the Company in Hong Kong, the Mainland China, and 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.

Voluntary staff turnover rate	The annual voluntary staff turnover rate of the Company. Also reported by gender and by age group, these rates are expressed as the percentages of the total number of staff strength for the same category at the end of the reporting period.
Vacant posts filled internally either by promotion or transfer	The number of job vacancies filled by internal candidates through job promotion or cross-departmental/sectional transfer or redeployment expressed as a percentage of the total number of job vacancies filled during the reporting period.

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

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

Development and Training

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

Total staff training days	Total staff training includes management and operation training in the reporting period. Total staff training days are expressed in man days.
Training days per employee (overall)	All training completed in the reporting period is expressed in days.

The following KPIs reflect full-time employees of the Company in Hong Kong, the Mainland China, and 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).

Percentage of employees trained by gender	The ratio of the number of trained employees by gender in the reporting period to the total number of employees under the same category.
Percentage of employees trained by management	The ratio of the number of trained employees by management in the reporting period to the total number of employees under the same category.
Training days per employee by gender	The total training days received by individuals divided by gender in the reporting period to the total number of the employees under the same category.
Training days per employee by management	The total training days received by individuals in the management category in the reporting period divided by the total number of employees under the same category.

Customer service

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

Operations Performance

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

Supplier Distribution

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

Safety Targets and Performance

We establish targets for passenger and public, staff and contractor safety and monitor our KPIs regularly throughout the year. Our annual review of safety targets is based on a systematic approach that takes into account actual performance, new safety challenges and safety improvement initiatives. All safety KPIs include cases of fatalities and injuries within the reporting year that are concluded by end of January, 2024.

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

Passenger and public safety

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

Passenger fatalities	The number of passenger fatalities excludes suicides, attempted suicides, brawls between passengers and injuries due to passengers' medical conditions.
Passenger injuries requiring hospitalisation per 100 million journeys (for railway operations in Hong Kong)	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.
No. of injuries per million passenger journeys (for overseas railway operations)	It refers to public serious injuries but excludes suicides, attempted suicides, brawls between passengers and injuries due to passengers' own medical conditions.

Staff and contractor safety

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

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

Corporate Support Functions	Finance Function, Human Resources and Administration Function, Legal and Governance Function, Corporate Affairs and Branding Function, Strategy Innovation and Technology Function, Internal Audit Department and MTR Academy.
Hong Kong Railway Operations	Work undertaken by staff members and contractors of the Hong Kong Transport Services Business Unit.

Hong Kong Property Development and Investment Projects	Foundations, buildings, alterations and other additional works on property development sites at Ho Man Tin Package 1 and 2, Wong Chuk Hang Package 3 - 6, Yau Tong Ventilation Building, Kam Sheung Road, LOHAS Park Package 11 - 13, Tai Wai Station, Tin Wing Stop, Pak Sing Kok and Tung Chung Traction Substation.
Hong Kong Investment Property	Maintenance and management work at Admiralty Centre, World-Wide House, Fairmont House, Two IFC, Telford Plaza I, Telford Plaza II, Luk Yeung Galleria, The Lane, PopCorn 1, PopCorn 2, Paradise Mall, Elements, Maritime Square, Citylink, Trackside Villas [^] , Ocean Walk, Hanford Plaza, Sun Tuen Mun Shopping Centre, Plaza Ascot, The LOHAS, The Wai and THE SOUTHSIDE.
Hong Kong Management Property	Maintenance and management work at Southorn Garden, Hongway Garden, Heng Fa Chuen, Kornhill, Kornhill Gardens, Perfect Mount Gardens, Felicity Garden, Fortress Metro Tower, Telford Gardens, Residence Oasis, No. 8 Clear Water Bay, Metro Town, The 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, Park Avenue/ Central Park, The Riverpark, Century Gateway, City Point, The Austin, Grand Austin, LOHAS Park (Common Area), Hemera, Wings at Sea, The Spectra, THE PAVILIA BAY, Hanford Garden, Royal Ascot, Cullinan West, PARC CITY, Ocean Pride, Sol City, MALIBU, LP6, MONTARA, SEA TO SKY, MARINI, SOUTHLAND, THE PAVILIA FARM, LP10, The YOHO Hub, and LA MARINI.
Hong Kong Network Expansion	Civil, electrical and mechanical works for the Shatin to Central Link, Oyster Bay Station, Tung Chung Line Extension, Tuen Mun South Extension, Hung Shui Kiu Station and Kwu Tung Station.
Hong Kong Network Improvement Projects	Civil, electrical and mechanical, and railway systems works for asset replacement and improvement works, commercial projects and extension project / pedestrian link interface works.

[^] Trackside Villas was passed to the Hong Kong Housing Society on 1 August 2021 for operating a transitional housing project for five years.

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

Staff fatalities	The number of work-related staff fatalities that have occurred during the reporting period.
Staff lost time injuries per 100,000 man-hours	The number of work-related injuries that resulted in one or more days' sick leave being granted to members of staff during the reporting period.
Contractor fatalities	The number of work-related fatalities affecting staff members of our primary contractors that have occurred during the reporting period.
Contractor reportable accidents per 100,000 hours	The number of work-related injuries affecting staff members of our primary contractors during the reporting period and resulting in more than three days of sick leave.
Contractor lost time injuries per 100,000 man-hours	The number of work-related injuries affecting staff members of our contractors during the reporting period and resulting in at least one shift or one day of sick leave being granted.