



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 2023](#) 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



Report on selected information in MTR Corporation Limited's Sustainability Report as of and for the year ended 31 December 2024

Conclusion

We have performed a limited assurance engagement on whether selected information in MTR Corporation Limited's ("the Company") Sustainability Report ("the Report") as of and for the year ended 31 December 2024 has been prepared in accordance with the applicable criteria, as set out in the "Scope of Key Performance Indicators" section of the Report (hereafter referred to as "the Applicable Criteria"). The information that was subject to assurance is indicated with the symbol "#" (hereafter referred to as "the Assured Sustainability Information") in the "Performance Metrics" section of the Report.

Based on the procedures performed and evidence obtained, nothing has come to our attention to cause us to believe that the Assured Sustainability Information of the Company as of and for the year ended 31 December 2024 is not prepared, in all material respects, in accordance with the Applicable Criteria.

Our conclusion on the Assured Sustainability Information does not extend to any other information that accompanies or contains the Assured Sustainability Information and our assurance report (hereafter referred to as "other information"). We have not performed any procedures as part of this engagement with respect to the other information.

Basis for conclusion

We conducted our engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised), *Assurance Engagements Other Than Audits or Reviews of Historical Financial Information*, and ISAE 3410, *Assurance Engagements on Greenhouse Gas Statements* issued by the

International Auditing and Assurance Standards Board (IAASB). Our responsibilities under those standards are further described in the "Our responsibilities" section of our report.

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

Our firm applies International Standard on Quality Management (ISQM) 1, *Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements*, issued by the IAASB. This standard 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.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion.

Intended use or purpose

This report is made solely to you, and for no other purpose. We do not assume responsibility towards or accept liability to any other person for the contents of this report. Our conclusion is not modified in respect of this matter.

Responsibilities for the Assured Sustainability Information

Management of the Company is responsible for:

- designing, implementing and maintaining internal control relevant to the preparation of the Assured Sustainability Information such that is free from material misstatement, whether due to fraud or error;
- selecting or developing suitable criteria for preparing the Assured Sustainability Information and appropriately referring to or describing the criteria used; and
- preparing the Assured Sustainability Information in accordance with the Applicable Criteria.

Inherent limitations in preparing the Assured Sustainability Information

The nature of non-financial information; the absence of a significant body of established practice on which to draw; and the methods and precision used to determine non-financial information, allow for different, but acceptable, evaluation and measurement techniques and can affect comparability between entities and over time.

Greenhouse gas (GHG) emissions 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. The selection of different but acceptable emissions factors or measurement techniques, given limitations in the availability and reliability of primary data, could have resulted in different GHG emissions being reported due to the use of proxy data in determining these estimated amounts. Over time, improved information may become available, and the principles and methodologies used to measure and report these estimated amounts may change based on enhanced practices and regulation.

Our responsibilities

We are responsible for:

- planning and performing the engagement to obtain limited assurance about whether the Assured Sustainability Information is free from material misstatement, whether due to fraud or error;
- forming an independent conclusion, based on the procedures we have performed and the evidence we have obtained; and
- reporting our conclusion to you.

Summary of the work we performed as the basis for our conclusion

We exercised professional judgment and maintained professional scepticism throughout the engagement. We designed and performed our procedures to obtain evidence about the Assured Sustainability Information that is sufficient and appropriate to provide a basis for our conclusion. Our procedures selected depended on our understanding of the Assured Sustainability Information and other engagement circumstances, and our consideration of areas where material misstatements are likely to arise. In carrying out our engagement, the procedures we performed primarily consisted of:

- evaluating the suitability in the circumstances of the Company's use of the Applicable Criteria, as the basis for preparing the Assured Sustainability Information;
- conducting interviews with relevant staff at corporate and selected locations responsible for the preparation of the Assured Sustainability Information to obtain an understanding of the Company's control environment, processes and information systems relevant to the preparation of the Assured Sustainability Information, but we did not evaluate the design of particular control activities, obtain evidence about their implementation or test their operating effectiveness;

- testing a limited number of items to or from supporting records over the Assured Sustainability Information, as appropriate;
- performing analytical procedures over the Assured Sustainability Information where appropriate by comparing with prior period results reported and making inquiries of management to obtain explanations for any significant differences we identified;
- performing recalculations of selected data in the Assured Sustainability Information; and
- considering the presentation and disclosure of the Assured 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 a reasonable assurance engagement been performed.



KPMG

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10 April 2025

Economic Value Generated and Distributed

	Unit	2020	2021	2022	2023	2024
Economic Value Generated						
Total Economic Value Generated	HK\$ million	53,578	59,274	60,506	64,083	73,536
Revenue from Hong Kong Transport Operations	HK\$ million	11,896	13,177	13,404	20,131	23,013
Revenue from Hong Kong Station Commercial Businesses	HK\$ million	3,269	3,208	3,077	5,117	5,343
Revenue from Hong Kong Property Rental and Management Businesses	HK\$ million	5,054	5,036	4,779	5,079	5,379
Revenue from Mainland China and International Subsidiaries	HK\$ million	21,428	25,398	26,189	25,955	25,467
Revenue from Other Businesses	HK\$ million	1,499 ^[1]	1,351 ^[1]	1,458 ^[1]	1,959 ^[1]	2,149^[1]
Hong Kong Property Development Profit from Share of Surplus, Income and Interest in Unsold Properties	HK\$ million	6,509 ^[2]	11,104 ^[3]	11,599 ^[4]	2,340 ^[5]	12,185
Economic Value Retained from Prior Years and Reinvested in the Reporting Year	HK\$ million	3,923	–	–	3,502	–
Economic Value Distributed						
Total Economic Value Distributed	HK\$ million	53,578	59,274	60,506	64,083	73,536
Staff Costs	HK\$ million	15,138 ^[6]	15,537 ^[7]	15,683 ^[8]	16,586 ^[9]	16,454^[10]
Capital and Operating Expenditures in Maintaining, Upgrading and Renewing the Existing Hong Kong Railway System	HK\$ million	10,985	10,893	12,358	13,681	17,038
Other Operating Costs	HK\$ million	16,905 ^[11]	18,307 ^[12]	19,062 ^[13]	20,320 ^[14]	19,038^[15]
Fixed and Variable Annual Payments	HK\$ million	988	1,010	1,073	3,105	3,775
Interest and Finance Costs	HK\$ million	701 ^[16]	557 ^[17]	699 ^[18]	1,244 ^[19]	1,605^[20]
Taxes ^[21]	HK\$ million	1,258	2,178	1,402	987	2,475
Ordinary Dividends						
HKSAR Government	HK\$ million	5,700	5,700	6,673	6,071	6,071
Other Shareholders	HK\$ million	1,881	1,908	2,248	2,059	2,076
Community Investment	HK\$ million	22 ^[22]	15 ^[23]	25 ^[24]	30 ^[25]	35^[26]
Economic Value Retained for Reinvestment	HK\$ million	–	3,169 ^[27]	1,283 ^[28]	–	4,969^[29]

Notes

- [1] Includes share of profit of associates and joint ventures.
- [2] Before taking into account staff costs of HK\$18 million.
- [3] Before taking into account staff costs of HK\$7 million.
- [4] Before taking into account staff costs of HK\$10 million.
- [5] Before taking into account staff costs of HK\$11 million.
- [6] 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.
- [7] 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.
- [8] 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.
- [9] 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.
- [10] Excludes staff costs related to Hong Kong railway system maintenance of HK\$2,924 million, capitalised for asset creation of HK\$3,330 million and recoverable of HK\$690 million.
- [11] 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.
- [12] 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.
- [13] 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.
- [14] 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.
- [15] For simplicity reason, other operating costs include interest income of HK\$1,241 million, netted with non-controlling interests of HK\$295 million. Excludes operating costs related to Hong Kong railway system maintenance of HK\$2,628 million.
- [16] Excludes interest expenses capitalised for asset creation of HK\$360 million.
- [17] Excludes interest expenses capitalised for asset creation of HK\$322 million.
- [18] Excludes interest expenses capitalised for asset creation of HK\$356 million.
- [19] Excludes interest expenses capitalised for asset creation of HK\$667 million.
- [20] Excludes interest expenses capitalised for asset creation of HK\$964 million.
- [21] Represents current income tax and excludes deferred tax for the year.
- [22] 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.
- [23] 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.
- [24] 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.
- [25] 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.
- [26] 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\$3.1 billion and (ii) other fare promotions that have not been accounted for in this amount.
- [27] 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.
- [28] 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.
- [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 maintenance, upgrade and renewal of our Hong Kong railway system.

PERFORMANCE DATA

Hong Kong Environmental Performance

KPI	Unit	2020	2021	2022	2023	2024
Energy Use						
# Total electricity purchased for railway operations	MWh	1,534,491	1,555,211	1,545,346	1,641,944	1,667,567
# Heavy rail	MWh	1,484,030	1,503,677	1,495,525	1,591,132	1,616,135
# Light rail	MWh	50,461	51,534	49,821	50,812	51,432
# Electricity consumption per revenue car-km ^[1]	kWh per revenue car-km	5.26	5.39	5.38	5.11	5.02
# Heavy rail	kWh per revenue car-km	5.28	5.41	5.39	5.12	5.03
# Light rail	kWh per revenue car-km	4.86	5.03	5.12	4.93	4.81
# Total electricity purchased for managed and investment properties	MWh	376,220	411,914	415,819	449,970	467,910
Water Consumption						
# Water consumption from railway operations	m ³	599,824	567,147	616,710	763,485	776,512
# Total water consumption from station cooling towers	m ³	254,934	267,763	253,234	255,861	290,248
# Water consumption from managed and investment properties	m ³	1,039,291	1,180,694	1,243,594	1,475,814	1,761,808
Waste Management						
# Metals recycled from railway operations	tonnes	4,288	4,585	4,223	5,222	4,754
# Total hazardous wastes	tonnes	361	187	504	537	539
# Total hazardous wastes in liquid	litres	99,653	97,960	91,620	103,560	117,820
# General construction wastes from railway extension projects	tonnes	18,428	5,044	2,515	5,926	5,284
# Total construction wastes recycled	tonnes	88,495	29,085	20,734	39,884	506,579
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 CO ₂ e	1,024,813	1,079,402	1,057,647	2,630,833	2,614,449
# Scope 1	tonnes CO ₂ e	40,949	40,611	42,188	42,466	51,776
# Scope 2	tonnes CO ₂ e	976,574	1,035,654	1,012,456	1,075,885	1,048,178
# Scope 3 ^[3]	tonnes CO ₂ e	7,290	3,137	3,003	1,512,482	1,514,495

Hong Kong Environmental Performance

KPI	Unit	2020	2021	2022	2023	2024
Corporate Functions and Main Office Buildings						
Total	tonnes CO ₂ e	13,537	14,261	15,173	13,825	11,744
# Scope 1	tonnes CO ₂ e	3,374	3,474	4,658	4,563	3,111
# Scope 2	tonnes CO ₂ e	10,163	10,787	10,515	9,262	8,633
Transport Operations						
Total	tonnes CO ₂ e	828,442	868,306	845,137	903,722	881,135
# Scope 1	tonnes CO ₂ e	29,878	30,775	28,782	29,660	38,852
# Scope 2	tonnes CO ₂ e	798,564	837,531	816,355	874,062	842,283
Network Expansion						
Total	tonnes CO ₂ e	876	807	853	808	248
# Scope 1	tonnes CO ₂ e	126	161	158	127	110
# Scope 2	tonnes CO ₂ e	750	646	695	681	138
Properties and Other Businesses^[2]						
Total	tonnes CO ₂ e	174,668	192,890	193,480	199,996	206,827
# Scope 1	tonnes CO ₂ e	7,571	6,201	8,590	8,116	9,704
# Scope 2	tonnes CO ₂ e	167,097	186,689	184,890	191,880	197,123
Science-based Targets (“SBTs”) Progress^[4]						
# Railway (Scope 1, Scope 2 and Scope 3 Category 3 Emissions) (per pkm)	%	-	-	-	↓27.2%	↓32.2%
# Investment Properties (Scope 1 and Scope 2 Emissions) (per sqm floor area)	%	-	-	-	↓25.5%	↓27.7%
Scope 3 Emissions (absolute)	%	-	-	-	↓5.3%	↓5.8%

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 2020 – 2022, the reported Scope 3 emissions include water consumption, sewage treatment, paper consumption and staff business travel. From 2023 onwards, 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 and our SBT. Please refer to page 51 for further details of the expanded Scope 3 reporting boundary. For Scope 3 emissions, it is not possible to categorise emissions according to the categories defined in this table and as such no breakdown is provided.
- [4] Our science-based targets (SBTs) progress compared to 2019 base year levels. Upon validation of our SBTs by the Science Based Targets initiative (SBTi) in 2023, we began disclosing the reduction progress.

The KPIs for 2024 have been assured by KPMG.

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

Hong Kong Social Performance

KPI	Unit	2020	2021	2022	2023	2024
Ridership						
Total number of passenger trips	Weekday average in million	3.88	4.75	4.45	5.52	5.64
Total number of passenger trips - Hong Kong passenger services	million	1,310.8	1,616.3	1,518	1,896.8	1,953.5
Share of franchised public transport in Hong Kong	%	45.3	47.3	48.3	50.1	50.1
Total Workforce						
Total workforce by age						
# Aged below 30	number	3,092	2,756	2,675	2,638	2,857
# Aged 30 - below 50	number	8,850	8,821	8,921	9,575	10,320
# Aged 50 & above	number	5,346	5,286	5,208	5,192	5,234
Total workforce by gender						
# Female	number	3,706	3,659	3,694	3,892	4,199
# Male	number	13,582	13,204	13,110	13,513	14,212
Total workforce by employment type						
# Full time	number	17,288	16,863	16,804	17,405	18,411
# Female	number	3,706	3,659	3,694	3,892	4,199
# Male	number	13,582	13,204	13,110	13,513	14,212
# Part time	number	2,046	1,575	1,402	1,487	1,843
# Female	number	1,436	1,135	997	1,038	1,284
# Male	number	610	440	405	449	559
Continuous contracts	number	14,964	14,534	14,299	14,598	15,325
Female	number	3,167	3,069	3,046	3,186	3,416
Male	number	11,797	11,465	11,253	11,412	11,909
Renewable contracts	number	2,276	2,252	2,426	2,676	2,892
Female	number	530	564	627	668	698
Male	number	1,746	1,688	1,799	2,008	2,194
Temporary contracts	number	48	77	79	131	194
Female	number	9	26	21	38	85
Male	number	39	51	58	93	109

Hong Kong Social Performance

KPI	Unit	2020	2021	2022	2023	2024
# Persons with disabilities employed	number	571	607	668	761	798
# Persons with disabilities employed (%)	%	3.4	3.7	4.1	4.5	4.5
# Women employees	%	21.0	21.7	21.8	22.4	22.8
Women on the Board	%	25	20	21	26	27
Voluntary Staff Turnover						
# Total number of voluntary staff turnover	number	590	930	1,231	1,197	1,077
# Total voluntary staff turnover rate	%	3.4	5.6	7.5	7.0	6.2
Voluntary staff turnover rate by age						
Aged below 30						
# Total number	number	189	270	337	371	319
# Turnover rate	%	5.9	9.7	12.8	14.4	12.2
Aged 30 - below 50						
# Total number	number	277	524	726	683	617
# Turnover rate	%	3.2	6.1	8.3	7.5	6.4
Aged 50 & above						
# Total number	number	124	136	168	143	141
# Turnover rate	%	2.3	2.6	3.3	2.8	2.8
Voluntary staff turnover rate by gender						
Female						
# Total number	number	161	284	400	360	328
# Turnover rate	%	4.5	8.1	11.2	9.9	8.5
Male						
# Total number	number	429	646	831	837	749
# Turnover rate	%	3.2	4.9	6.4	6.4	5.5
Vacant Posts Filled Internally						
# Vacant posts filled internally either by promotion or transfer	%	63	68	65	61	59

Hong Kong Social Performance

KPI	Unit	2020	2021	2022	2023	2024
New Employee Hires^[5]						
New employee hires rate by age						
Aged below 30						
# Total number	number	390	601	805	880	1,042
# New hires rate	%	12.9	22.3	30.7	34.2	39.8
Aged 30 - below 50						
# Total number	number	272	394	754	1,204	1,238
# New hires rate	%	3.1	4.6	8.6	13.2	12.7
Aged 50 & above						
# Total number	number	80	81	64	125	148
# New hires rate	%	1.5	1.5	1.3	2.5	2.9
New employee hires rate by gender						
Female						
# Total number	number	177	344	502	606	656
# New hires rate	%	4.9	9.7	14.1	16.6	17.0
Male						
# Total number	number	565	732	1,121	1,603	1,772
# New hires rate	%	4.2	5.6	8.7	12.3	13.0
Employee Training						
Percentage of employees trained						
Percentage of employees trained by gender						
# Female	%	77.8	88.5	88.5	93.6	92.2
# Male	%	84.3	92.7	94.8	95.8	97.7
Percentage of employees trained by employment						
# Managers	%	67.9	89.9	96.9	95.2	88.6
# Non-managers	%	84.5	92.0	93.0	95.3	97.4

Hong Kong Social Performance

KPI	Unit	2020	2021	2022	2023	2024
Employee training days						
# Total staff training days	man day	81,869	86,115	100,417	126,546	140,151
# Management training	man day	7,674	10,926	10,753	14,983	19,094
# Operations training	man day	74,195	75,189	89,664	109,801	119,844
# Capital works training	man day	n/a	n/a	n/a	1,762	1,213
# Training days per employee (overall)	days	4.8	5.2	6.1	7.4	7.7
Training days per employee by gender						
# Female	days	3.5	3.2	4.3	5.1	5.4
# Male	days	5.2	5.7	6.6	8.0	8.4
Training days per employee by employment						
# Managers	days	1.6	1.9	2.9	3.0	2.8
# Non-managers	days	5.2	5.6	6.5	7.9	8.3
Charitable Contributions						
# Cash donations ^[6]	HK\$ '000	15,400	10,700	16,200	16,400	17,300
# In-kind donation	HK\$ '000	20,000	32,000	29,200	35,000	35,000
# Employee fundraising	HK\$ '000	738	736	569	183	760
# Employee volunteering (number of projects)	number	64	95	111	270	348
# Employee volunteering (number of volunteers)	number	483	870	1,599	4,539	5,847
# Employee volunteering (total volunteer hours)	hours	6,343	8,593	9,527	24,494	29,847
Legal Compliance (Number of Convicted Cases)						
# Cases of corruption	number	0	0	0	0	0
# Cases involving health and safety	number	1 ^[7]	1 ^[8]	0	0	1^[9]
# 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	2020	2021	2022	2023	2024
Cases involving environmental regulations						
# MTR Corporation	number	0	0	0	0	0
# Main contractors	number	0	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	1,755	1,726	1,724	1,782	1,707
# Number of suppliers in Europe	number	144	133	129	130	128
# Number of suppliers in North America	number	18	20	25	22	25
# Number of suppliers in Oceania	number	22	18	17	21	21
# Number of suppliers in South America	number	0	0	0	0	0

Notes

[5] The new employee hires rates for 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.

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

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

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

[9] One case related to the Fire Services Ordinance, Cap. 95.

The KPIs for 2024 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	2020	2021	2022	2023	2024
Passenger and Public Safety						
Fatality						
Heavy rail						
Target	number	0	0	0	0	0
# Performance	number	1 ^[10]	0	1 ^[11]	0	0
Light rail						
Target	number	0	0	0	0	0
# Performance	number	1 ^[12]	0	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	7.60	6.64	5.67	5.65	5.65
# Performance	number	2.51	1.76	6.50	10.84	7.47
Light rail						
Target	number	11.67	9.89	8.38	7.31	6.31
# Performance	number	1.79	2.12	3.04	2.00	0.65
Bus						
Target	number	6.85	6.85	6.85	5.83	5.83
# Performance	number	3.99	4.99	1.74	4.35	5.70

Hong Kong Safety Targets and Performance

KPI	Unit	2020	2021	2022	2023	2024
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	0.16	0.18	0.18	0.18
# Performance	number	0.04	0.08	0.17	0.11	0.14
Hong Kong Transport Services Business Unit						
Target	number	0.40	0.40	0.40	0.38	0.37
# Performance	number	0.43	0.46	0.33	0.37	0.32
Capital Works Business Unit						
Target	number	0.10	0.10	0.10	0.10	0.10
# Performance	number	0.04	0.07	0.00	0.00	0.06
Hong Kong Property Business Unit						
Target	number	0.30	0.27	0.27	0.27	0.27
# Performance	number	0.16	0.20	0.16	0.04	0.07

Hong Kong Safety Targets and Performance

KPI	Unit	2020	2021	2022	2023	2024
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	1	0	0	0	0
Hong Kong project construction - railway extension projects						
Target	number	0	0	0	0	0
# Performance	number	0	0	0	0	0
Hong Kong project construction - network improvement projects						
Target	number	0	0	0	0	0
# Performance	number	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	1^[13]
Hong Kong investment property						
Target	number	0	0	0	0	0
# Performance	number	0	0	0	2 ^[14]	0
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	2020	2021	2022	2023	2024
Lost time injuries per 100,000 man hours						
Corporate support functions						
Target	number	0.55	0.49	0.35	0.35	0.35
# Performance	number	0.32	0.20	0.34	0.85	0.32
Operating railway						
Target	number	0.30	0.28	0.28	0.27	0.26
# Performance	number	0.24	0.27	0.28	0.25	0.15
Hong Kong project construction - railway extension projects						
Target	number	0.75	0.65	0.60	0.60	0.60
# Performance	number	0.49	0.26	0.22	0.13	0.21
Hong Kong project construction - network improvement projects						
Target	number	0.2	0.20	0.20	0.20	0.20
# Performance	number	0.00	0.15	0.00	0.05	0.08
Hong Kong property development and investment projects						
Target	number	0.40	0.27	0.27	0.27	0.27
# Performance	number	0.03	0.03	0.01	0.02	0.01
Hong Kong investment property						
Target	number	0.30	0.27	0.27	0.27	0.27
# Performance	number	0.21	0.13	0.20	0.17	0.11
Hong Kong management property						
Target	number	0.30	0.27	0.27	0.27	0.27
# Performance	number	0.19	0.17	0.15	0.10	0.05

Notes

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

[11] 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.

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

[13] On 9 November 2024, a worker was trapped between a material hoist cage and a steel working platform at THE PAVILIA FARM Phase 3. The worker was later certified dead. Investigations by the police and the Labour Department were conducted.

[14] 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.

The KPIs for 2024 have been assured by KPMG.

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

Mainland China and International Business

KPI	Unit	Shenzhen Metro Line 4 MTR(SZ)			Hangzhou Metro Line 5 MTR(HZ)			Elizabeth Line MTR Elizabeth Line		
		2022	2023	2024	2022	2023	2024	2022	2023	2024
Environmental Performance										
# Total electricity consumption for railway operation	MWh	124,223	125,916	125,624	186,656	194,826	198,119	248,419	292,182	194,673^[1]
# Total water consumption from railway operation	m ³	315,425	358,173	403,291	453,582	426,553	472,976	32,631	n/a ^[2]	n/a^[2]
# Metals recycled	tonnes	81	55	32	5	5	9	n/a	0	0
# Total hazardous wastes	tonnes	22	16	34	7	8	8	1	0	0.2
# Total hazardous wastes in liquid	litres	6 ^[3]	7 ^[3]	7^[3]	6,000	6 ^[3]	7,400	n/a	0	0
# Total GHG emissions	tonnes CO ₂ e	121,520	119,980	116,978	n/a	110,954	103,119	48,274	67,623	40,769
# Scope 1 emissions	tonnes CO ₂ e	481	498	510	n/a	227	1,028^[4]	8	6	462^[5]
# Scope 2 emissions	tonnes CO ₂ e	121,040	119,482	116,468	113,879	110,727	102,091	48,266	67,617	40,307
Social Performance										
Total Workforce										
# Total employees	number	1,926	2,020	1,886	2,796	2,828	2,988	1,281	1,289	1,301
Total workforce by gender										
# Female	number	470	461	459	782	826	845	302	303	284
# Male	number	1,456	1,559	1,427	2,014	2,002	2,143	979	986	975
Total workforce by age										
# Aged below 30	number	956	1,010	1,020	1,930	1,880	1,923	163	163	146
# Aged 30 - below 50	number	924	955	802	860	941	1,052	871	869	854
# Aged 50 & above	number	46	55	64	6	7	13	247	257	259
Total workforce by employment type										
# Full time staff	number	1,925	2,020	1,886	2,796	2,828	2,988	1,259	1,265	1,259
# Part time staff	number	1	0	0	0	0	0	22	24	42

Mainland China and International Business

KPI	Unit	Shenzhen Metro Line 4 MTR(SZ)			Hangzhou Metro Line 5 MTR(HZ)			Elizabeth Line MTR Elizabeth Line		
		2022	2023	2024	2022	2023	2024	2022	2023	2024
Voluntary Staff Turnover										
# Total voluntary staff turnover rate	%	9.2	7.2	5.2	14.2	6.7	5.2	10.3	7.5	6
Voluntary staff turnover rate by age										
# Aged below 30	%	15.7	12.7	8.9	18.2	9.1	7.0	33.1	16.6	19
# Aged 30 - below 50	%	2.8	1.7	1.3	5.1	1.7	1.7	7.7	5.3	5
# Aged 50 & above	%	0.0	6.0	1.7	0.0	0.0	0.0	4.5	9.0	5
Voluntary staff turnover rate by gender										
# Female	%	5.0	4.4	4.9	15.8	6.5	7.7	12.3	10.9	7
# Male	%	10.5	8.0	5.3	13.6	6.8	4.2	9.7	6.4	6
Vacant Posts Filled Internally										
# Vacant posts filled internally either by promotion or transfer	%	10.5	17.8	30.8	65.3	48.8	43.4	n/a	n/a	27.0
Employee Training										
Percentage of employees trained by gender										
# Female	%	92.6	85.3	80.0	98.6	100	100	91.0	81.5	72.9
# Male	%	98.6	97.1	93.6	99.1	100	100	91.4	69.9	60.2
Percentage of employee trained by employment										
# Managers	%	94.7	93.1	53.9	18.2	100	100	91.5	44.6	66.5
# Non-managers	%	97.2	94.5	91.3	100	100	100	91.3	77.9	62.1
# Training days per employee	days	8.7	8.6	12.9	15.7	9.6	11.6	1.9	1.0	4.2
Training days per employee by gender										
# Female	days	6.9	6.1	11.4	15.8	9.6	10.2	2.1	0.6	4.5
# Male	days	9.3	9.4	13.4	15.6	9.6	12.1	1.8	1.1	4.1

Mainland China and International Business

KPI	Unit	Shenzhen Metro Line 4 MTR(SZ)			Hangzhou Metro Line 5 MTR(HZ)			Elizabeth Line MTR Elizabeth Line		
		2022	2023	2024	2022	2023	2024	2022	2023	2024
Training days per employee by employment										
# Managers	days	1.6	3.8	2.6	0.3	2.9	1.4	1.6	1.3	4.5
# Non-managers	days	9.0	8.8	13.2	17.2	10.5	12.7	1.9	0.9	4.1
Operations Performance										
Total number of passenger trips	million	149	213	242	187	228	244.7	128	210	230
Passenger journeys on time	%	100	100	99.998	n/a	n/a	n/a	93.90	90.30	91.3
# Train punctuality	%	99.98	99.97	99.96	99.99	100	99.99	93.20	87.20	90.3
# Train reliability	revenue car - km/incident	31,008,989	32,199,090	16,530,108	n/a	52,098,800	51,869,323	8,062	8,177	16,061
# Train service delivery	%	99.99	99.99	99.99	100	99.99	99.99	97.2	95.7	96.5
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

KPI	Unit	Shenzhen Metro Line 4 MTR(SZ)			Hangzhou Metro Line 5 MTR(HZ)			Elizabeth Line MTR Elizabeth Line			
		2022	2023	2024	2022	2023	2024	2022	2023	2024	
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	317	280	283	2,709	2,908	278^[6]	3	3	3
#	Number of suppliers in Europe	number	0	0	0	0	0	0	340	305	306
#	Number of suppliers in North America	number	0	0	0	0	0	0	0	0	2
#	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 ^[7]	0	0
No. of injuries per million passenger journeys											
	Target	number	1.41	1.38	1.35	2.19	1.11	0.73	4.17	1.33	1.99
#	Performance	number	0.78	0.75	0.54	0.25	0.16	0.22	2.04 ^[7]	1.60	2.10
Staff Safety											
Fatality											
	Target	number	0	0	0	0	0	0	0	0	0
#	Performance	number	0	0	0	0	0	0	0 ^[7]	0	1^[8]
Lost time injuries per 100,000 man-hours											
	Target	number	0.22	0.21	0.20	0.24	0.24	0.21	0.13	0.41	0.41
#	Performance	number	0.08	0.00	0.11	0.02	0.02	0.02	0.54 ^[7]	0.36	0.31

Mainland China and International Business

KPI	Unit	Shenzhen Metro Line 4 MTR(SZ)			Hangzhou Metro Line 5 MTR(HZ)			Elizabeth Line MTR Elizabeth Line		
		2022	2023	2024	2022	2023	2024	2022	2023	2024
Contractor Safety										
Fatality										
Target	number	0	0	0	0	0	0	0	0	0
# Performance	number	0	0	0	0	0	0	0 ^[7]	0	0
Lost time injuries per 100,000 man-hour										
Target	number	0.36	0.34	0.33	0.39	0.38	0.3	0.19	0.38	0.38
# Performance	number	0.00	0.09	0	0.02	0.00	0	0.43 ^[7]	0.00	0.08

Notes

- [1] In 2024, the adoption of an updated conversion factor resulted in a more accurate and reduced estimate of the Elizabeth line's traction power consumption.
- [2] 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 is not disclosed.
- [3] This KPI is presented in tonnes.
- [4] Starting from 2024, the scope of Scope 1 emissions of Hangzhou Metro Line 5 has expanded to include the fugitive emissions from refrigerants.
- [5] Starting from 2024, the scope of Scope 1 emissions of Elizabeth Line has expanded to include the fugitive emissions from refrigerants.
- [6] Starting from 2024, the supplier number of Hangzhou Metro Line 5 refer to the first-tier active suppliers with contract awarded or ordered in the reporting period.
- [7] The scope of safety performances of MTR Elizabeth line expanded to include the Central Operating Section since its opening in May 2022.
- [8] On 4 December 2024, a staff encountered an assault at Ilford station and later passed away in hospital. Criminal charges have been filed against the alleged perpetrator, with court proceedings scheduled for May 2025.

The KPIs for 2024 have been assured by KPMG.

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

Mainland China and International Business

KPI	Unit	Melbourne's Metropolitan Rail Service			Sydney Metro M1 Metro North West & Bankstown Line ^[10]		
		2022	2023	2024	2022	2023	2024 ^[11]
Environmental Performance							
# Total electricity consumption for railway operation	MWh	439,352	418,756	456,409	82,095	86,668	141,561
# Total water consumption from railway operation	m ³	347,797	338,722	168,947	n/a ^[12]	37,299	n/a^[12]
# Metals recycled	tonnes	914	790	1,182	35	30	34
# Total hazardous wastes	tonnes	9	12	10	n/a ^[13]	0	0
# Total hazardous wastes in liquid	litres	26,498	32,928	41,382	47,020	159,000	153,400
# Total GHG emissions	tonnes CO ₂ e	403,724	349,588	362,204	65,096	61,766	96,540
# Scope 1 emissions	tonnes CO ₂ e	6,069 ^[9]	6,460 ^[9]	6,223^[9]	241	272	279
# Scope 2 emissions	tonnes CO ₂ e	397,655	343,128	355,981	64,855	61,494	96,261
Social Performance							
Total Workforce							
# Total employees	number	7,015 ^[14]	7,210 ^[14]	7,061^[14]	300	487	644
Total workforce by gender							
# Female	number	2,131 ^[15]	2,293 ^[15]	2,257^[15]	93	154	179
# Male	number	4,865 ^[15]	4,886 ^[15]	4,773^[15]	207	333	465
Total workforce by age							
# Aged below 30	number	834 ^[15]	797 ^[15]	704^[15]	28	68	94
# Aged 30 - below 50	number	3,777 ^[15]	3,989 ^[15]	3,962^[15]	213	327	418
# Aged 50 & above	number	2,385 ^[15]	2,424 ^[15]	2,395^[15]	59	92	132
Total workforce by employment type							
# Full time staff	number	6,128 ^{[15],[16]}	6,452 ^{[15],[16]}	6,330^{[15],[16]}	292	478	634
# Part time staff	number	704 ^{[15],[16]}	758 ^{[15],[16]}	731^{[15],[16]}	8	9	10

Mainland China and International Business

KPI	Unit	Melbourne's Metropolitan Rail Service			Sydney Metro M1 Metro North West & Bankstown Line ^[10]		
		2022	2023	2024	2022	2023	2024 ^[11]
Voluntary Staff Turnover							
# Total voluntary staff turnover rate	%	12.0	8.2	5.4	19.7	16.3	19.1
Voluntary staff turnover rate by age							
# Aged below 30	%	12.0	8.7	5.2	32.1	16.8	25.5
# Aged 30 - below 50	%	11.0	7.6	5.4	17.8	16.2	17.7
# Aged 50 & above	%	12.0	9.0	5.5	20.3	19.1	18.9
Voluntary staff turnover rate by gender							
# Female	%	13.0	8.1	5.5	25.8	16.2	21.8
# Male	%	11.0	8.1	5.4	16.9	16.4	18.0
Vacant Posts Filled Internally							
# Vacant posts filled internally either by promotion or transfer	%	28.0	47.8	68.4	n/a	n/a	16.9
Employee Training							
Percentage of employees trained by gender							
# Female	%	94.0	98.5	90.8	29.2	31.2	100
# Male	%	93.0	98.8	92.0	70.8	67.4	100
Percentage of employee trained by employment							
# Managers	%	94.0	98.7	90.5	15.9	14.6	100
# Non-managers	%	93.0	98.7	91.9	84.2	84.6	96.4
# Training days per employee	days	9.4	11.7	10.9	3.6	17.6	23.0
Training days per employee by gender							
# Female	days	17.0	17.1	12.4	3.6	17.6	19.7
# Male	days	6.0	9.2	10.1	3.6	17.6	24.3

Mainland China and International Business

KPI	Unit	Melbourne's Metropolitan Rail Service			Sydney Metro M1 Metro North West & Bankstown Line ^[10]		
		2022	2023	2024	2022	2023	2024 ^[11]
Training days per employee by employment							
# Managers	days	1.0	1.8	2.1	3.6	17.6	25.1
# Non-managers	days	11.0	13.6	12.5	3.6	17.6	22.8
Operations Performance							
Total number of passenger trips	million	140	142	220	16	21.5	38.1
Passenger journeys on time	%	n/a	n/a	n/a	98.11	99.04	99.87
# Train punctuality	%	92.98	93.00	92.92	98.11	99.58	99.36
# Train reliability	revenue car - km/incident	40,685	41,793	38,230	n/a	n/a	2,880
# Train service delivery	%	98.12	99.00	98.77	99.52	99.87	99.87
Legal Compliance (Number of Convicted Cases)							
# Cases of corruption	number	0	0	0	0	0	0
# Cases involving health and safety	number	1 ^[17]	0	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

KPI	Unit	Melbourne's Metropolitan Rail Service			Sydney Metro M1 Metro North West & Bankstown Line ^[10]		
		2022	2023	2024	2022	2023	2024 ^[11]
Supply Chain							
By continent							
#	Number of suppliers in Africa	number	0	0	0	0	0
#	Number of suppliers in Asia	number	4	5	4	4	4
#	Number of suppliers in Europe	number	23	26	25	6	6
#	Number of suppliers in North America	number	4	6	5	4	4
#	Number of suppliers in Oceania	number	1,034	1,073	1,008	291	291
#	Number of suppliers in South America	number	0	0	0	0	0
Safety Targets and Performance							
Passenger and Public Safety							
Fatality							
	Target	number	0	0	0	0	0
#	Performance	number	2 ^[18]	0	3 ^[19]	0	0
No. of injuries per million passenger journeys							
	Target	number	1.66	1.66	1.24	4.10	3.10
#	Performance	number	1.54	1.47	1.25	3.21	2.59
Staff Safety							
Fatality							
	Target	number	0	0	0	0	0
#	Performance	number	0	0	0	0	0
Lost time injuries per 100,000 man-hours							
	Target	number	0.20	0.20	0.50	1.45	2.59 ^[20]
#	Performance	number	0.23	0.32	0.56	0.20	0.26

Mainland China and International Business

KPI	Unit	Melbourne's Metropolitan Rail Service			Sydney Metro M1 Metro North West & Bankstown Line ^[10]		
		2022	2023	2024	2022	2023	2024 ^[11]
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	0.10	0.10	0.092	0.94	2.59 ^[20]	n/a
# Performance	number	0.03	0.05	0.09	0.00	0.00	n/a

Notes

[9] Fugitive emissions from refrigerants at MTM are below the reporting threshold under local regulations and are therefore excluded from the Scope 1 emissions reporting boundary.

[10] In August 2024, the City section of the Sydney Metro M1 Metro North West and Bankstown Line commenced operation. Following the opening of this new extension, the Sydney Metro Northwest Line was renamed the Sydney Metro M1 Metro North West and Bankstown Line.

[11] The scope of metrics in 2024 has expanded to include the City section of the Sydney Metro M1 Metro North West and Bankstown Line since its opening on 19 August 2024.

[12] 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 is not disclosed.

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

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

[15] This KPI excludes employees of other gender.

[16] This KPI excludes contract employees.

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

[18] (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.

[19] (1) On 2 March 2024, a trespasser was fatally injured after falling between a train and the station platform at Flinders Street Station. (2) On 3 March 2024, a trespasser was fatally struck by a train near Forsyth Road Bridge between Williams Landing and Hoppers Crossing. (3) On 13 March 2024, a trespasser standing next to a vehicle fouling on a level crossing at Pascoe Vale was fatally struck by a train.

[20] Staff and contractor targets are combined.

The KPIs for 2024 have been assured by KPMG.

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

Mainland China and International Business

KPI	Unit	MTR Nordic MTR Nordic			MTR Tunnelbanan			Stockholm Metro MTR Tech		
		2022	2023	2024	2022	2023	2024	2022	2023	2024
Environmental Performance^[21]										
# Total electricity consumption for railway operation	MWh	0	n/a	n/a	168,682	165,533	159,834	0	n/a	n/a
# Total water consumption from railway operation	m ³	0	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
# Metals recycled	tonnes	0	0	0.1	0	0	0.2	567	750	593
# Total hazardous wastes	tonnes	1	0	0.4	14	13	20	325	365	120
# Total hazardous wastes in liquid	litres	0	0	0	0	0	0	550,482 ^[22]	536,529 ^[22]	221,530^[22]
# Total GHG emissions	tonnes CO ₂ e	0	0	0	15	12	20	1,004	1,289	820
# Scope 1 emissions	tonnes CO ₂ e	0	0	0	15	12	20	160	309	66
# Scope 2 emissions	tonnes CO ₂ e	0 ^[23]	0	0	0 ^[23]	0	0	844	980	754
Social Performance										
Total Workforce										
# Total employees	number	131	112	105	2,241	2,280	2,289	733	737	502
Total workforce by gender										
# Female	number	46	36	41	734	744	766	71	79	55
# Male	number	85	76	64	1,507	1,536	1,523	662	658	447
Total workforce by age										
# Aged below 30	number	9	7	7	412	489	512	125	139	98
# Aged 30 - below 50	number	79	69	61	974	977	944	329	335	227
# Aged 50 & above	number	43	36	37	855	814	833	279	263	177
Total workforce by employment type										
# Full time staff	number	130	110	99	1,625	1,709	1,730	712	730	493
# Part time staff	number	1	2	6	616	571	559	21	7	9

Mainland China and International Business

KPI	Unit	MTR Nordic MTR Nordic			MTR Tunnelbanan			Stockholm Metro		MTR Tech	
		2022	2023	2024	2022	2023	2024	2022	2023	2024	
Voluntary Staff Turnover											
# Total voluntary staff turnover rate	%	20.4	22.1	45.2	5.2	3.5	4.3	7.4	7.6	9.3	
Voluntary staff turnover rate by age											
# Aged below 30	%	23.2	37.9	10.6	12.2	6.2	7.7	7.5	14.2	20.0	
# Aged 30 - below 50	%	24.6	19.3	55.2	6.4	4.8	5.2	9.0	7.6	10.0	
# Aged 50 & above	%	9.4	24.0	35.2	2.1	1.3	2.0	5.4	3.9	2.6	
Voluntary staff turnover rate by gender											
# Female	%	20.7	31.3	44.3	6.0	4.7	4.0	12.3	9.5	14.2	
# Male	%	20.2	17.6	45.7	4.9	3.0	4.4	6.9	7.4	8.8	
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	%	87.0	100	68.3	99.0	92.2	97.7	94.4	100	100	
# Male	%	80.0	89.5	65.6	100	93.0	99.7	100	100	100	
Percentage of employee trained by employment											
# Managers	%	66.7	80.0	70.8	81.9	70.8	77.6	94.8	100	100	
# Non-managers	%	86.5	100	65.4	100	93.5	99.7	100	100	100	
# Training days per employee	days	0.8	0.8	0.6	3.1	3.8	2.9	5.0	5.2	5.7	
Training days per employee by gender											
# Female	days	0.7	1.2	0.2	3.0	3.3	2.9	4.0	4.3	5.1	
# Male	days	0.8	0.7	0.8	3.1	4.0	2.9	5.1	5.3	5.8	

Mainland China and International Business

KPI	Unit	MTR Nordic MTR Nordic			MTR Tunnelbanan			Stockholm Metro		MTR Tech	
		2022	2023	2024	2022	2023	2024	2022	2023	2024	
Training days per employee by employment											
# Managers	days	0.6	0.7	0.3	1.0	0.8	0.5	3.6	2.8	3.1	
# Non-managers	days	0.8	0.9	0.7	3.1	3.9	2.9	5.1	5.4	6.0	
Operations Performance											
Total number of passenger trips	million	n/a	n/a	n/a	283	305	315	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	98.41	97.93	98.2	n/a	n/a	n/a	
# Train reliability	revenue car - km/incident	n/a	n/a	n/a	59,624	63,573	68,707	n/a	n/a	n/a	
# Train service delivery	%	n/a	n/a	n/a	99.44	99.41	99.56	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

KPI	Unit	MTR Nordic MTR Nordic			MTR Tunnelbanan			Stockholm Metro		MTR Tech	
		2022	2023	2024	2022	2023	2024	2022	2023	2024	
Supply Chain^[24]											
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	1	1	1	0	0	0
#	Number of suppliers in Europe	number	352	286	267	227	209	188	758	781	795
#	Number of suppliers in North America	number	4	4	4	0	1	0	6	4	6
#	Number of suppliers in Oceania	number	3	2	0	0	0	0	0	0	0
#	Number of suppliers in South America	number	0	0	0	0	0	0	0	0	0
Safety Targets and Performance											
Passenger and Public Safety											
Fatality											
	Target	number	n/a	n/a	n/a	0	0	0	n/a ^[25]	n/a ^[25]	n/a^[25]
#	Performance	number	n/a	n/a	n/a	0	0	0	n/a ^[26]	n/a ^[26]	n/a^[26]
No. of injuries per million passenger journeys											
	Target	number	n/a	n/a	n/a	1.00	1.00	1.00	n/a ^[27]	n/a ^[27]	n/a^[27]
#	Performance	number	n/a	n/a	n/a	1.13	0.98	0.84	n/a ^[28]	n/a ^[28]	n/a^[28]
Staff Safety											
Fatality											
	Target	number	n/a	n/a	n/a	0	0	0	0	n/a ^[29]	n/a^[29]
#	Performance	number	n/a	n/a	n/a	0	0	0	0	n/a ^[29]	n/a^[29]
Lost time injuries per 100,000 man hours											
	Target	number	n/a	n/a	n/a	0.30	0.30	0.30	n/a ^[30]	n/a ^[29]	n/a^[29]
#	Performance	number	n/a	n/a	n/a	0.72	0.27	0.25	n/a ^[30]	n/a ^[29]	n/a^[29]

Mainland China and International Business

KPI	Unit	MTR Nordic MTR Nordic			MTR Tunnelbanan			Stockholm Metro		MTR Tech	
		2022	2023	2024	2022	2023	2024	2022	2023	2024	
Contractor Safety^[31]											
Fatality											
Target	number	n/a	n/a	n/a	0	n/a	n/a	0	n/a ^[29]	n/a^[29]	
# Performance	number	n/a	n/a	n/a	0	n/a	n/a	0	n/a ^[29]	n/a^[29]	
Lost time injuries per 100,000 man-hour											
Target	number	n/a	n/a	n/a	n/a	n/a	n/a	n/a ^[30]	n/a ^[29]	n/a^[29]	
# Performance	number	n/a	n/a	n/a	n/a	n/a	n/a	n/a ^[30]	n/a ^[29]	n/a^[29]	

Mainland China and International Business

KPI	Unit	Stockholms Pendeltåg ^[32] MTR Pendeltågen ^[32]			MTRX ^[33] MTR Express ^[33]			MTR Facility Management MTR Facility Management			Mälartåg ^[34] MTR Mälartåg ^[34]		
		2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Environmental Performance													
# Total electricity consumption for railway operation	MWh	192,995	192,977	37,364	19,277	20,846	9,121	0	n/a	n/a	94,429	99,816	51,411
# Total water consumption from railway operation	m ³	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
# Metals recycled	tonnes	0.1	0	0	1	1	0	0	0	0	0	0	0
# Total hazardous wastes	tonnes	3	0	0	4	7	0	0	0	0	0	0	0
# Total hazardous wastes in liquid	litres	0	0	0	454	85	0	0	0	0	0	0	0
# Total GHG emissions	tonnes CO ₂ e	76	114	47	8	18	29	64	79	153	8	17	6
# Scope 1 emissions	tonnes CO ₂ e	5	19	8	8	18	29	64	79	153	0	0	0
# Scope 2 emissions	tonnes CO ₂ e	71	95	39	0 ^[23]	0	0.1	0 ^[23]	0	0	8	17	6
Social Performance													
Total Workforce													
# Total employees	number	1,553	1,241	1,143	141	158	161	823	938	560	478	553	625
Total workforce by gender													
# Female	number	516	385	344	72	86	86	152	183	111	194	214	255
# Male	number	1,037	856	799	69	72	75	671	755	449	284	339	370
Total workforce by age													
# Aged below 30	number	355	225	197	29	36	37	85	109	60	116	170	196
# Aged 30 - below 50	number	728	622	564	82	87	85	409	479	287	247	264	304
# Aged 50 & above	number	470	394	382	30	35	39	329	350	213	115	119	125
Total workforce by employment type													
# Full time staff	number	1,383	1,011	946	127	135	140	621	644	390	474	531	609
# Part time staff	number	170	230	197	14	23	21	202	294	170	4	22	16

Mainland China and International Business

KPI	Unit	Stockholms Pendeltåg ^[32] MTR Pendeltågen ^[32]			MTRX ^[33] MTR Express ^[33]			MTR Facility Management MTR Facility Management			Mälartåg ^[34] MTR Mälartåg ^[34]		
		2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Voluntary Staff Turnover													
# Total voluntary staff turnover rate	%	7.3	8.5	2.1	12.5	9.0	4.3	6.0	6.4	6.9	23.8	18.1	6.0
Voluntary staff turnover rate by age													
# Aged below 30	%	8.6	16.3	2.7	8.2	3.6	6.4	15.9	23.5	9.4	32.2	15.7	6.8
# Aged 30 - below 50	%	8.3	9.1	3.1	12.9	13.1	5.2	7.5	6.2	8.7	21.6	20.4	5.1
# Aged 50 & above	%	5.4	4.7	0.6	15.7	3.4	0	3.0	4.0	4.6	19.4	16.3	6.8
Voluntary staff turnover rate by gender													
# Female	%	8.4	10.5	1.8	11.4	4.3	4.0	10.6	15.0	6.3	28.0	21.2	5.1
# Male	%	6.9	7.6	2.3	13.6	14.0	4.8	5.1	4.6	7.1	21.0	16.2	6.5
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	n/a
Employee Training													
Percentage of employees trained by gender													
# Female	%	95.2	100	27.0	68.1	100	66.3	68.4	97.3	100	96.9	100	54.9
# Male	%	99.0	100	34.9	100	100	53.3	69.0	97.6	100	96.5	100	71.1
Percentage of employee trained by employment													
# Managers	%	82.6	73.2	14.7	71.4	100	25.0	70.2	73.1	100	75.0	70.0	45.5
# Non-managers	%	98.2	100	33.1	84.3	100	62.1	68.9	99.0	100	97.0	100	64.8
# Training days per employee	days	2.6	2.9	0.4	3.9	5.6	2.5	0.7	1.5	0.9	2.8	5.1	2.6
Training days per employee by gender													
# Female	days	1.9	2.6	0.3	2.1	4.8	2.2	0.7	1.7	0.9	2.5	5.2	2.6
# Male	days	2.9	3.1	0.5	5.7	6.5	2.9	0.8	1.4	1.0	2.9	5.0	2.6

Mainland China and International Business

KPI	Unit	Stockholms Pendeltåg ^[32] MTR Pendeltågen ^[32]			MTRX ^[33] MTR Express ^[33]			MTR Facility Management MTR Facility Management			Mälartåg ^[34] MTR Mälartåg ^[34]		
		2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Training days per employee by employment													
# Managers	days	0.7	0.7	0	1.8	2.6	0	0.8	1.9	0.5	0.2	0.7	0
# Non-managers	days	2.6	3.0	0.4	4.0	5.7	2.7	0.7	1.4	1.0	2.8	5.2	2.7
Operations Performance													
Total number of passenger trips	million	103	96	n/a	n/a ^[35]	n/a ^[35]	n/a^[35]	n/a	n/a	n/a	8	121	5.5
Passenger journeys on time	%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
# Train punctuality	%	92.00	86.30	83.20	71.87	76.20	71.60	n/a	n/a	n/a	73.60	78.00	79.80
# Train reliability	revenue car - km/incident	52,234	37,184	n/a	119,000	133,000	n/a	n/a	n/a	n/a	34,793	50,886	n/a
# Train service delivery	%	95.20	89.90	97.85	99.20	99.70	99.80	n/a	n/a	n/a	88.00	92.00	92.56
Legal Compliance (Number of Convicted Cases)													
# Cases of corruption	number	0	0	0	0	0	0	0	0	0	0	0	0
# Cases involving health and safety	number	0	0	0	0	0	0	0	0	0	0	0	0
# Cases involving labor standards	number	0	0	0	0	0	0	0	0	0	0	0	0
# Cases involving product responsibility (including customer privacy)	number	0	0	0	0	0	0	0	0	0	0	0	0
# Cases involving working conditions	number	0	0	0	0	0	0	0	0	0	0	0	0
Cases involving environmental regulations													
# MTR subsidiary	number	0	0	0	0	0	0	0	0	0	0	0	0
# Main contractors	number	0	0	0	0	0	0	0	0	0	0	0	0

Mainland China and International Business

KPI	Unit	Stockholms Pendeltåg ^[32] MTR Pendeltågen ^[32]			MTRX ^[33] MTR Express ^[33]			MTR Facility Management MTR Facility Management			Mälartåg ^[34] MTR Mälartåg ^[34]			
		2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024	
Supply Chain^[24]														
By continent														
#	Number of suppliers in Africa	number	0	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	0
#	Number of suppliers in Europe	number	257	240	155	228	217	245	303	302	301	164	190	133
#	Number of suppliers in North America	number	0	0	0	2	4	2	0	0	0	0	0	0
#	Number of suppliers in Oceania	number	0	0	0	0	0	0	0	0	0	0	0	0
#	Number of suppliers in South America	number	0	0	0	0	0	0	0	0	0	0	0	0
Safety Targets and Performance														
Passenger and Public Safety														
Fatality														
	Target	number	0	0	0	0	0	0	n/a ^[36]	n/a ^[36]	n/a^[36]	0	0	0
#	Performance	number	0	0	0	0	0	0	n/a ^[37]	n/a ^[37]	n/a^[37]	0	0	0
No. of injuries per million passenger journeys														
	Target	number	0.75	0.72	0.72	19.00	19.00	19.00	n/a ^[38]	n/a ^[38]	n/a^[38]	0.80	0.80	0.80
#	Performance	number	0.53	0.45	0.23	25.73	31.33	28.61	n/a ^[39]	n/a ^[39]	n/a^[39]	0.68	0.58	0.41
Staff Safety														
Fatality														
	Target	number	0	0	0	0	0	0	n/a ^[40]	n/a ^[29]	n/a^[29]	0	0	0
#	Performance	number	0	0	0	0	0	0	n/a ^[40]	n/a ^[29]	n/a^[29]	0	0	0
Lost time injuries per 100,000 man hours														
	Target	number	0.45	0.40	0.4	1.20	1.20	1.06	n/a ^[40]	n/a ^[29]	n/a^[29]	0.58	0.58	0.58
#	Performance	number	0.41	0.04	0	0.53	0.49	1.14	n/a ^[40]	n/a ^[29]	n/a^[29]	0.77	0.12	0

Mainland China and International Business

KPI	Unit	Stockholms Pendeltåg ^[32] MTR Pendeltågen ^[32]			MTRX ^[33] MTR Express ^[33]			MTR Facility Management MTR Facility Management			Mälartåg ^[34] MTR Mälartåg ^[34]		
		2022	2023	2024	2022	2023	2024	2022	2023	2024	2022	2023	2024
Contractor Safety^[31]													
Fatality													
Target	number	0	n/a	0	0	n/a	n/a	n/a ^[53]	n/a ^[42]	n/a^[42]	0	n/a	n/a
# Performance	number	0	n/a	0	0	n/a	n/a	n/a ^[53]	n/a ^[42]	n/a^[42]	0	n/a	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 ^[53]	n/a ^[42]	n/a^[42]	n/a	n/a	n/a
# Performance	number	n/a	n/a	n/a	n/a	n/a	n/a	n/a ^[53]	n/a ^[42]	n/a^[42]	n/a	n/a	n/a

Notes

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

[22] This KPI is presented in kg.

[23] 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/>.

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

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

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

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

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

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

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

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

[32] In March 2024, we completed the handover of operations for Stockholms pendeltåg, the commuter rail service serving the greater Stockholm area, to the new operator. The 2024 metrics reflect data for the period from January to March 2024.

[33] In May 2024, we completed our divestment of MTRX, the intercity service between Stockholm and Gothenburg. The 2024 metrics reflect data for the period from January to May 2024.

[34] In June 2024, we handed over the operations for Mälartåg, the regional traffic service connecting Stockholm with all major towns in the Mälardalen region, to the new operator. The 2024 metrics reflect data for the period from January to June 2024.

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

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

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

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

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

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

The KPIs for 2024 have been assured by KPMG.

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

NP360 ESG Performance

KPI	Unit	2022	2023	2024
Staff Strength and Diversity				
Total employees	number	289 ^[1]	304 ^[1]	329^[1]
Total workforce (full-time) by age				
Aged below 30	number	42	42	51
Aged 30 - below 50	number	172	175	180
Aged 50 & above	number	34	35	38
Total workforce (full-time) by gender				
Female	number	106	114	118
Male	number	142	138	151
Total workforce by employment type				
Full-time	number	248	252	269
Part-time	number	41	52	60
NP360 Operation Performance				
Cable car system reliability	%	99.97	99.98	99.96

KPI	Unit	2022	2023	2024
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	0.97	0.97
Performance	number	0.51	0.00	0.06
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	1.20
Performance	number	0.60	0.75	0.57
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	0.77	0.75	0.73

Notes

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

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 2024.

KPI	MTR Corporation Limited ^[1]	Hong Kong	MTR (Shenzhen)	MTR (Hangzhou)	Metro Trains Melbourne	Metro Trains Sydney	MTR Elizabeth line	MTR Nordic
Section 1: Leadership								
Percentage of women on company board	N/A	27.0%	N/A	N/A	N/A	N/A	N/A	14.3%
Gender balance in board leadership	N/A	16.7%	N/A	N/A	N/A	N/A	N/A	N/A
Woman Chief Executive Officer (CEO)	N/A	No	N/A	N/A	No	No	No	In 2024, both CEO of MTR Nordic AB and MTR Facility Management were women.
Percentage of women executive officers	N/A	40.0%	N/A	14.3%	37.5%	50.0%	12.5%	47.1%
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	Through Executive meetings and Executive Committee Board reviews of people metrics and KPIs happen on a monthly basis and shows Enterprise based D&I metrics and changes.	N/A	N/A	The Human Resources Director oversees the diversity and inclusion of MTR Nordic.
Section 2: Talent Pipeline								
Percentage of women in total management	25.8%	25.7%	37.9%	25.0%	23.7%	24.7%	29.3%	30.8%
Percentage of women in senior management	26.0%	21.8%	75.0%	15.0%	25.0%	39.3%	29.8%	33.3%
Percentage of women in middle management	25.9%	25.9%	32.0%	32.1%	23.0%	23.7%	29.2%	30.4%

KPI	MTR Corporation Limited ^[1]	Hong Kong	MTR (Shenzhen)	MTR (Hangzhou)	Metro Trains Melbourne	Metro Trains Sydney	MTR Elizabeth line	MTR Nordic
Percentage of women in non-managerial positions	25.6%	21.8%	23.9%	28.3%	33.0%	28.2%	23.1%	28.2%
Percentage of women in total workforce	25.9%	22.8%	24.3%	28.3%	30.3%	27.6%	22.6%	30.8%
Percentage of women total promotions	20.2% ^[2]	17.3%	24.1%	35.5%	–	–	36.2%	–
Percentage of Women IT/Engineering	–	–	7.2%	28.6%	14.0%	1.4%	14.7%	18.8%
Percentage of new hires are women	29.6%	27.0%	24.3%	40.6%	38.0%	22.9%	32.5%	34.4%
Percentage of women attrition	28.2%	30.5%	22.4%	40.6%	33.0%	32.7%	27.0%	22.4%
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 2025.	–	In 2024, MTR Elizabeth line joined the Women in Rail Mentoring Programme, endorsed by the UK Government's Department for Transport. Five mentors and five mentees from MTR Elizabeth line completed the programme, which aims to support gender equality and advance the career development of women at MTR Elizabeth line. There are also plans to continue supporting the programme in 2025.	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 47/53 which is corresponding with our target.

KPI	MTR Corporation Limited ⁽¹⁾	Hong Kong	MTR (Shenzhen)	MTR (Hangzhou)	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 2025.	–	–	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.
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 Nordic conducts salary mapping annually in which any salary differences within an occupational group will be adjusted.
Global mean (average) raw gender pay gap	N/A. MTR Corporation does not consider gender in decision of total compensation	–	–	14.9%	17.0%	4.1%	15.5%	–
Time-bound action plan to close its gender pay gap	N/A	–	–	–	–	To prevent a gender pay gap, MTS has established since 2022 a Remuneration Framework against which positions are measured before an employee is selected for the role.	–	–

KPI	MTR Corporation Limited ^[1]	Hong Kong	MTR (Shenzhen)	MTR (Hangzhou)	Metro Trains Melbourne	Metro Trains Sydney	MTR Elizabeth line	MTR Nordic
Executive compensation linked to gender diversity or diversity, equity and inclusion (DEI)	N/A	–	–	–	–	–	–	–
Section 4: Inclusive culture								
Number of weeks of fully paid primary parental leave offered	23.1 ^[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.	Eligible colleagues are entitled to fully paid maternity leave of up to 14 weeks.	Eligible employees 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	3.1 ^[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.	From 1 March 2023 an employee who is the partner of a birth parent or primary carer will be entitled to two weeks paid leave, before 1 Mar concurrent parental leave was 1 week.	Eligible employees 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	96.9% ^[3]	94.7%	100%	97.4%	97.0%	100%	100%	–

KPI	MTR Corporation Limited ⁽¹⁾	Hong Kong	MTR (Shenzhen)	MTR (Hangzhou)	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. 104.56 weeks of accompanying leave for employees in 2024	–	–	Back-up family care services are available for eligible colleagues.	–
Flexible working policy	N/A	–	–	–	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.	Flexible working hours are possible for anyone who is not scheduled for a specific work task, for example train drivers. The administration has so-called trust working hours and must perform 40 hours per week. There is also the possibility of working remotely.
Employee resource groups for women	N/A	–	–	–	Metro has a Gender Equity Working Group sponsored by Executives Paul O'Halloran. The working group supports the agenda of gender equity including assisting the enterprise to achieve retention, development and progression of women.	–	Corporate Membership of Women in Rail, promoting events and opportunities throughout the organisation. In March MTREL launched four Colleague Network Groups (CNGs) to enable colleagues to share, connect, and celebrate what makes them who they are. Each CNG has a chair and co-chair along with an Exec Sponsor. The four CNG's are Accessibility, Heritage, Pride and Women. Women at MTREL: This group has been created to empower women and create a more inclusive workplace to support their sense of belonging and professional development.	Yes, we have done specific activities where the level of woman representation needs to be increased. We have e.g. 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 which.

KPI	MTR Corporation Limited ^[1]	Hong Kong	MTR (Shenzhen)	MTR (Hangzhou)	Metro Trains Melbourne	Metro Trains Sydney	MTR Elizabeth line	MTR Nordic
Unconscious bias training	N/A	–	In the "Code of Conduct" training in employee orientation, it is emphasized that in relationships with employees, the company encourages communication that is honest, fair, open, and transparent, and strictly prohibits any form of discriminatory behavior.	–	MTM requires employees to complete a full Code of Conduct module every 2 years. Employees are required to undertake annual refresher training. This training includes education on Unconscious Bias. In addition to the compliance training, MTM delivers the "Think Twice" programme, focusing on psychological safety, which is reviewed and updated annually.	MTS rolled out training related to unconscious bias to selected group of employees in 2024.	Understanding Inclusion training was rolled out to all leaders, People team members, and Colleague Network Group chairs. 111 managers attended this training which focused on unconscious bias to raise self-awareness of bias.	"Code of conduct" training is mandatory. We also have strong laws regarding equal treatment and abuse. MTR is actively working on the issue.
Annual anti-sexual harassment training	N/A	–	–	The company has established employee work ethics in the Employee Handbook, which clearly prohibits sexual harassment. New employees will receive training upon joining.	MTM requires employees to complete a full Code of Conduct module upon commencement that incorporates roles and responsibilities of all individuals in the workplace including anti-sexual harassment training, bullying and harassment. Refresher training is done on an annual schedule.	MTS is rolling out anti-sexual harassment policy and training in Qtr 1 2025.	–	MTR Nordic offers anti-sexual harassment training to all newly recruited staff. We also have a whistleblower service, where you can report irregularities anonymously.

Notes

- [1] The scope includes our operations in Hong Kong, Shenzhen, Hangzhou, Melbourne, Sydney, United Kingdom and Sweden.
- [2] The scope includes our operation in Hong Kong, Shenzhen, Hangzhou and the United Kingdom.
- [3] The scope includes our operations in Hong Kong, Shenzhen, Hangzhou, Melbourne, Sydney and United Kingdom.

COMET BENCHMARKING RESULTS 2023

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 2024 benchmarking exercise assessed data for 2023 for 45 large and medium-sized metro systems from 41 cities including Atlanta, 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.

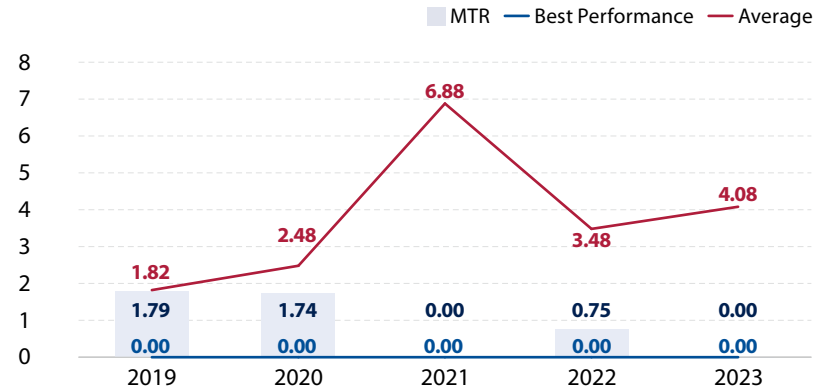
We have participated in the COMET programme for years to benchmark our railway performance and seek further improvement.

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-December 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^[1]
— a measure of passenger safety

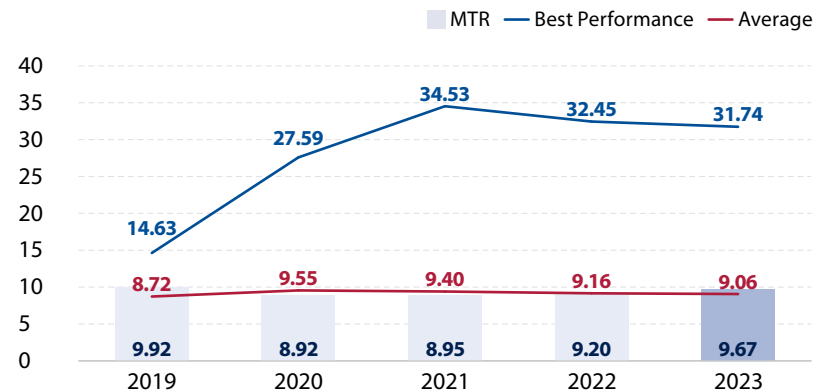


Note:

[1] Deaths from accidents per billion passenger journeys refer to fatalities caused by accidents, excluding suicides or illegal incidents.

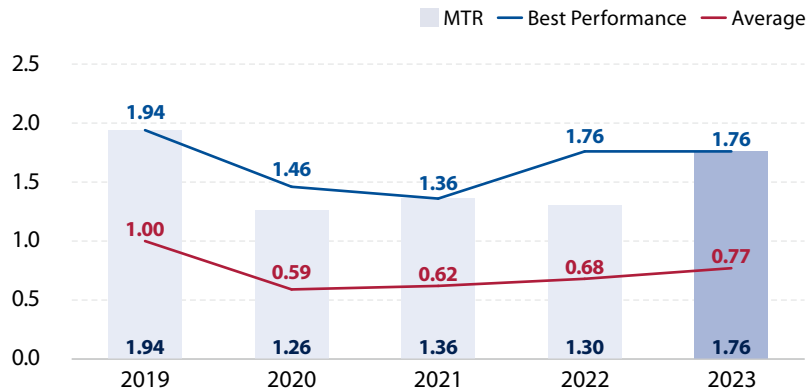
Staff

CAR KM PER STAFF AND CONTRACTOR HOURS



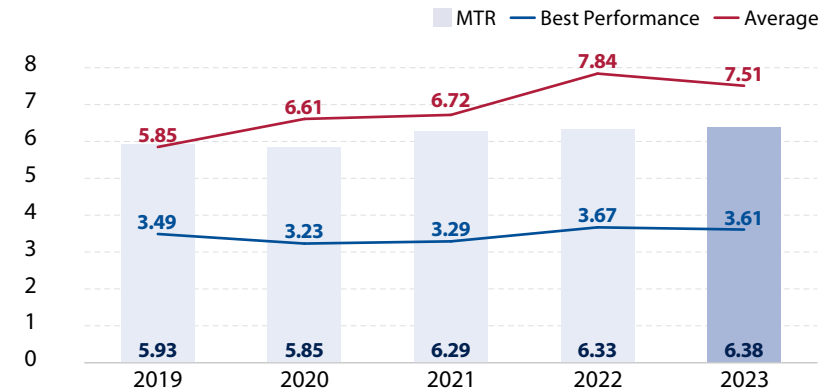
Financial performance

TOTAL COMMERCIAL REVENUE PER OPERATING COST



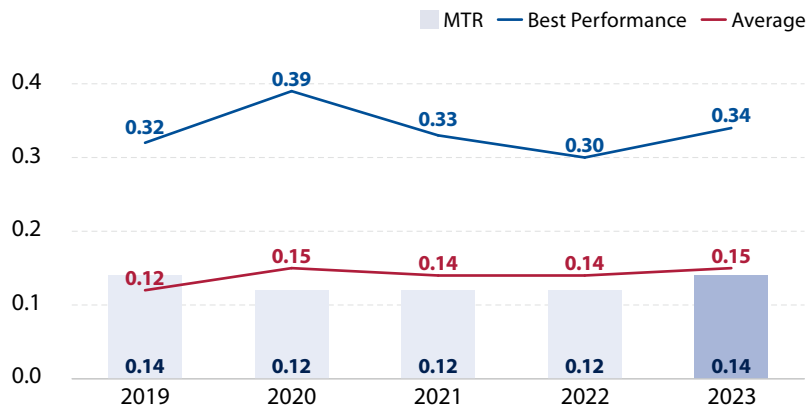
Note: Both the fare and non-fare revenue dropped significantly due to the impact of COVID-19 pandemic in 2020 and 2021, yet we maintained services to keep our city moving.

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

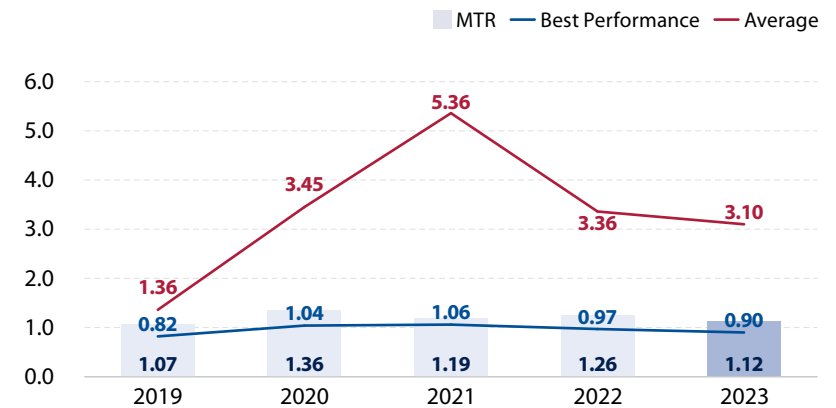


FARE REVENUE PER PASSENGER KM (US\$PPP)

— a measure of the level of our fares



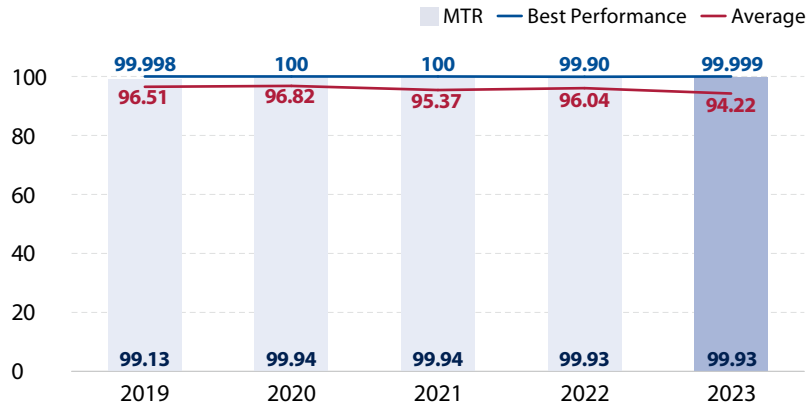
OPERATING COSTS PER PASSENGER JOURNEYS (US\$PPP)



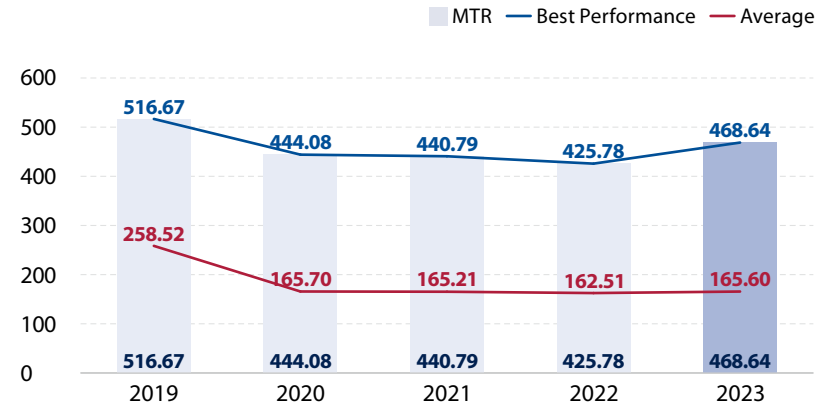
Note: Due to the impact of COVID-19 pandemic in 2020 and 2021, patronage in our railway networks has greatly reduced.

Customer service

% PASSENGER JOURNEYS ON TIME
— a measure of service performance

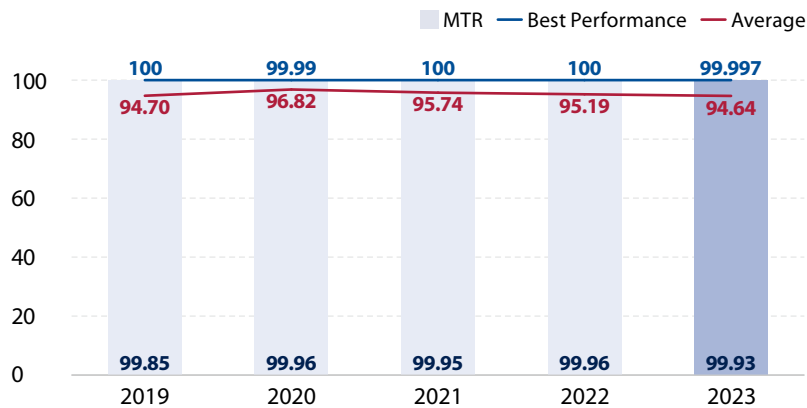


CAPACITY KM PER ROUTE KM
— a measure of asset utilisation



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

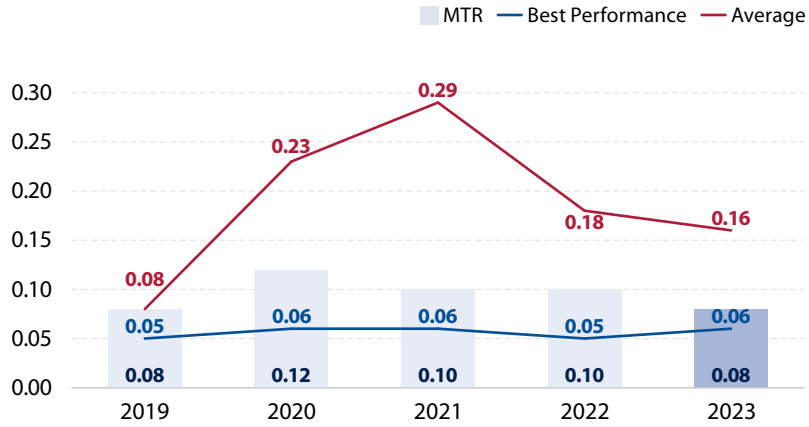
Passenger journeys — the total number of passenger trips on our trains during the year

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

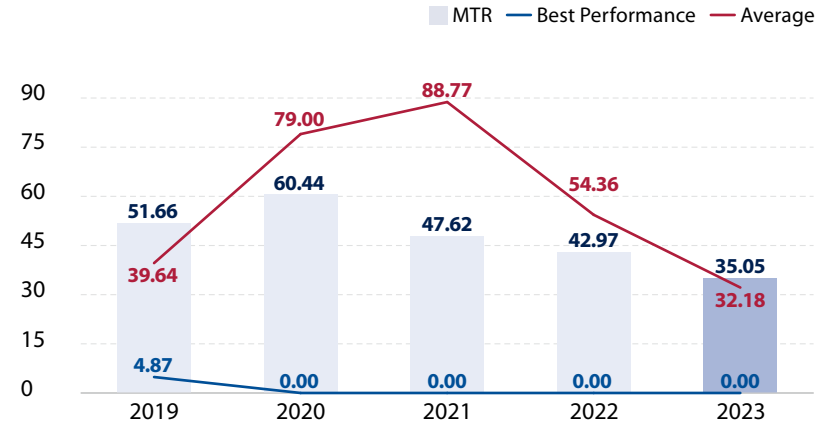
Revenue car-km — the total number of kilometres which were operated by our trains in revenue (passenger carrying) service during the year

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 M1 Metro North West & Bankstown Line^[1]
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-Göteborg Intercity Express Service (MTRX)^[2]
	Operated by MTR Pendeltågen AB rolling stock maintained by MTR Tech AB: <ul style="list-style-type: none"> Stockholm commuter rail (Stockholms pendeltåg)^[3]
	Operated by MTR Mälartåg AB: <ul style="list-style-type: none"> Mälardalen Regional Traffic (Mälartåg)^[4]
	MTR Facility Management AB Corporate Support Functions and Main Office Building of MTR Nordic

Notes

[1] In August 2024, the City section of the Sydney Metro M1 Metro North West and Bankstown Line commenced operation. Following the opening of this new extension, the Sydney Metro Northwest Line was renamed the Sydney Metro M1 Metro North West and Bankstown Line.

[2] In May 2024, we completed our divestment of MTRX.

[3] In March 2024, we completed the handover of operations for Stockholms pendeltåg to the new operator.

[4] In June 2024, we handed over the operations for Mälartåg to the new operator.

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 2024 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.

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 onwards, 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 and align with the scope of our Scope 3 absolute SBT target. Please refer to page 51 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>
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 Oyster Bay Station, Tung Chung Line Extension, Tuen Mun South Extension, Hung Shui Kiu Station, Kwu Tung Station and Airport Railway Extended Overrun Tunnel.</p> <p>Scope 1 includes fuel consumption Scope 2 includes purchased electricity</p> <p>Note</p> <ul style="list-style-type: none"> Fuel consumption and purchased electricity include site offices for projects, but excludes construction activities.

<p>Hong Kong Properties and Other Businesses</p>	<p>Hong Kong Properties and Other Businesses includes properties that are owned / developed / managed by the Corporation as follows:</p> <ul style="list-style-type: none"> ▪ 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, The YOHO Hub and La Marina. <p>Scope 1 includes fuel consumption and refrigerants Scope 2 includes purchased electricity</p> <p>Note The following properties are excluded:</p> <ul style="list-style-type: none"> ▪ Hong Kong Property Development and Investment Projects which are managed by project developers in partnership with the Corporation.
<p>Mainland China and International Business</p>	<p>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 53 for a list of overseas operations in our Scope 3 inventory.</p>

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.

Since 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 and our SBTs. Of the 15 Scope 3 emission categories, nine have been identified as relevant to our railway and investment properties operations and are covered under the scope of our Scope 3 SBT⁽¹⁾.

It is worth noting that the availability of primary data (e.g. information from suppliers) for Scope 3 emissions is limited due to the intricate, complex, and diverse nature of value chain operations. However, efforts have been made to utilise reliable and accessible data sources to ensure accuracy and relevance in the calculations, to the best of our ability.

Our Scope 3 disclosure boundary aligns with the coverage of our Scope 3 SBT. The table below lists out our Scope 3 emissions reporting boundaries, along with the calculation methodologies and sources of emission factors (EFs) used.

Category 1 - Purchased Goods and Services	
Category Description	Emissions associated with extraction, production and transportation of goods and services ^[2] purchased or acquired by the Corporation.
Calculation Boundary	Upstream GHG emissions associated with the following activities to support the Corporation's railway and investment properties businesses ^[3] : <ul style="list-style-type: none"> extraction, production and transportation of products purchased by the Corporation, such as trains, signaling equipment and materials for properties fit-out; production of office paper purchased; and processing of consumed freshwater.
Calculation Methodology	<ul style="list-style-type: none"> Spend-based method for purchased goods. Expenditure for the respective goods category multiplied by the corresponding EF in the database that best represents the types of purchased goods. Average-data method for purchased office paper. Supplier-specific method for freshwater consumption.
Data Source	<ul style="list-style-type: none"> Expenditure data from internal systems Paper and water consumption data from supplier records
Emission Factors Reference	<ul style="list-style-type: none"> Supply Chain Greenhouse Gas Emission Factors v1.3, published by the US Environmental Protection Agency (USEPA), which provides the reference of GHG emissions per 2022 USD. The "Supply Chain Emission Factors with Margin" was used to capture the "cradle-to-shelf" GHG emission GHG EFs for Office Copy Paper published by Environmental Protection Authority Victoria GHG emissions due to electricity used for freshwater processing by Water Services Department, HKSAR Government
Category 2 - Capital Goods	
Category Description	Upstream GHG emissions associated with extraction, production and transportation of capital goods purchased or acquired by the Corporation.
Calculation Boundary	Embodied GHG emissions associated with construction of railway extension projects in Hong Kong and acquired assets for the Corporation's railway and investment properties businesses.

Calculation Methodology	<ul style="list-style-type: none"> Railway: Calculated using Construction Industry Council Carbon Assessment Tool ("CIC CAT"). The method has been changed from last year's spend-based method for enhanced accuracy. Investment properties: Average-data method. Floor area is multiplied by the corresponding per floor area embodied carbon EF.
Data Source	<ul style="list-style-type: none"> Material usage reported by contractors Floor area from building plans
Emission Factors Reference	<ul style="list-style-type: none"> Railway: EF database in CIC CAT tool Investment properties: Embodied carbon emission per floor area from an academic paper jointly published by the HKUST and Swire Properties
Category 3 - Fuel And Energy Related Activities	
Category Description	Emissions related to the extraction, production and transportation of fuels and energy purchased or acquired by the Corporation, not already accounted for in Scope 1 or Scope 2.
Calculation Boundary	Upstream emissions arising from the extraction, production and transportation of fuels including petrol, diesel and electricity purchased by the Corporation for its railway and investment properties businesses ^[3] in Hong Kong.
Calculation Methodology	Average-data method. Fuel and power consumption data multiplied by their corresponding EF.
Data Source	<ul style="list-style-type: none"> Fuel and power consumption data from supplier records Fuel mix of power generation published by the power companies
Emission Factors Reference	<ul style="list-style-type: none"> Petrol, diesel: Corresponding EFs from UK Government GHG Conversion Factors for Company Report (2024), published by the UK Department for Energy Security and Net Zero and the Department for Environment, Food and Rural Affairs (DEFRA) Electricity: EFs of fuel for power generation from UK Government GHG Conversion Factors for Company Report (2024), published by the UK Department for Energy Security and Net Zero and the Department for Environment, Food and Rural Affairs (DEFRA). For electricity, the Well-to-Tank (WTT) EFs were applied as a ratio to combustion EFs, taking into account factors including the local fuel mix for power generation and MTR's specific electricity consumption distribution.

Category 4 – Upstream Transportation and Distribution

Category Description	Emissions from the transportation and distribution of products purchased by the Corporation between tier 1 suppliers and the Corporation's own operations in vehicles and facilities not owned or operated by the Corporation, as well as other transportation and distribution services purchased by the Corporation.
Calculation Boundary	Upstream GHG emissions associated with transportation and distribution of products purchased by the Corporation.
Calculation Methodology	Spend-based method. Emissions associated with upstream transportation and distribution between Tier 1 suppliers and the Corporation's own operations are already covered in Category 1 (cradle-to-shelf) calculation.
Data Source	Expenditure data from internal systems
Emission Factors Reference	Supply Chain Greenhouse Gas Emission Factors v1.3 published by the US Environmental Protection Agency (USEPA), which provides the reference of GHG emissions per 2022 USD. The "Supply Chain Emission Factors with Margin" was used to capture the "cradle-to-shelf" GHG emissions

Category 5 – Waste Generated in Operations

Category Description	Emissions from third-party disposal and treatment of waste generated by the Corporation.
Calculation Boundary	Emissions associated with: <ul style="list-style-type: none"> disposal of waste arising from the Corporation's railway and investment properties^[3] businesses in Hong Kong; and use of electricity for sewage treatment.
Calculation Methodology	<ul style="list-style-type: none"> Railway: average-data method based on an average amount of waste generation per person and the corresponding EF-Investment properties: amount of waste disposed is multiplied by the corresponding EF.
Data Source	<ul style="list-style-type: none"> Waste disposal records from cleansing contractors Average amount of waste generation per person from "Monitoring of Solid Waste in Hong Kong Waste Statistics for 2023" published by Environmental Protection Department, HKSAR Government
Emission Factors Reference	<ul style="list-style-type: none"> Measuring Emissions: A Guide for Organisations 2024 Detailed Guide published by the New Zealand Ministry for the Environment Hong Kong Drainage Service Department Sustainability Report

Category 6 – Business Travels

Category Description	Emissions from the transportation of employees for business-related activities in vehicles owned or operated by third parties.
Calculation Boundary	Emissions arising from transportation and accommodation associated with staff business travel.
Calculation Methodology	<ul style="list-style-type: none"> GHG emission data provided by travel agent Activity data for trips not included in travel agent's data multiplied by corresponding EF
Data Source	<ul style="list-style-type: none"> Emission data from travel agent Activity data from internal systems
Emission Factors Reference	<ul style="list-style-type: none"> Flights: 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 Accommodation: UK Government Conversion Factors for greenhouse gas (GHG) reporting published by the Department for Energy Security & Net Zero, Department for Environment Food & Rural Affairs (DEFRA)

Category 7 – Employee Commuting

Category Description	Emissions from the transportation of employees between their homes and their worksites.
Calculation Boundary	Emissions from the transportation of Hong Kong staff between their homes and their worksites.
Calculation Methodology	<ul style="list-style-type: none"> Average-data method^[4]. The following factors are taken into account to estimate the emissions: Number of employees in Hong Kong, average travel distance, different transport modes of Hong Kong, number of working days in a year, and EFs of different transport modes.
Data Source	<ul style="list-style-type: none"> Number of staff located in Hong Kong from internal system Average distance travelled estimated based on various documentations published by the Transport Department, HKSAR Government Transport modes from Travel Characteristics Survey conducted by the Transport Department, HKSAR Government
Emission Factors Reference	EFs for different transport modes: 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

Category 8 – Upstream Leased Assets

Category Description	Emissions from the operation of assets that are leased by the Corporation.
Calculation Boundary	<p>Scope 1 and 2 emissions of the majority-owned subsidiaries in Mainland China, Australia, UK and Sweden, including the following^[5]:</p> <ul style="list-style-type: none"> ▪ 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; ▪ Ginza Mall in Beijing^[6]; ▪ Elizabeth line operated by MTR Elizabeth line in London; ▪ 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^[7]; ▪ Stockholm-Gothenburg Intercity Express Service (MTRX) operated by MTR Express (Sweden) AB in Sweden^[8]; ▪ Mälardalen Regional Traffic (Mälartåg) operated by MTR Mälartåg AB in Sweden^[9]; ▪ Melbourne’s metropolitan rail services operated by Metro Trains Melbourne Pty. Ltd. in Australia; and ▪ Sydney Metro M1 Metro North West & Bankstown Line operated by Metro Trains Sydney Pty. Limited in Australia^[10].
Calculation Methodology	Asset-specific method. Fuel and electricity consumption multiplied by the corresponding EFs specific to local context.
Data Source	Fuel and electricity consumption data reported by subsidiaries
Emission Factors Reference	EFs specific to local context

Category 13 – Downstream Leased Assets

Category Description	Operation of assets that are owned by the Corporation and leased to other entities.
Calculation Boundary	Scope 1 & 2 emissions from tenants’ operation in MTR Malls.
Calculation Methodology	Average-data method. Average energy utilisation index (EUI) for each type of space multiplied by their corresponding floor area and power companies’ EFs.
Data Source	<ul style="list-style-type: none"> ▪ Floor area and tenants mix from internal systems ▪ EUI for commercial sector published by the Electrical and Mechanical Services Department, HKSAR Government
Emission Factors Reference	<ul style="list-style-type: none"> ▪ Emission factors from power companies in Hong Kong

Notes

- [1] The following Scope 3 categories are considered not relevant to MTR according to the scope of our Scope 3 SBT:
- Cat 9 – Downstream transportation and distribution; Cat 10 – Processing of sold goods; Cat 11 – Use of sold products; Cat 12 – End-of-life treatment of sold products: Sale of physical products is not a primary business of MTR.
 - Cat 14 – Franchises: MTR has no relevant franchisee.
 - Cat 15 – Investment: MTR is not primarily a financial institution. Our Scope 3 SBT boundary focuses on the primary businesses of MTR (i.e. railway and investment properties operations).
- [2] Given the nature of our business, majority of GHG emissions in this category are associated with purchased goods and products, while the emissions from purchased services are comparatively low and are well below the threshold (i.e. not exceeding 33% of entire Scope 3 emission as required by SBTi). As such, they are excluded from our Scope 3 reporting boundary.
- [3] Investment properties that are owned, developed and managed by the Corporation in Hong Kong, covering MTR Malls and our office buildings.
- [4] The calculation methodology has been updated from previous year’s as the Quantis GHG Protocol Scope 3 Evaluator has become obsolete.
- [5] Shenzhen Metro Line 13 Phase 1, which commenced operation on 28 December 2024, will be include in our Scope 3 reporting boundary starting from next year.
- [6] We exited the Ginza Mall business in Beijing in May 2024.
- [7] In March 2024, we completed the handover of operations for Stockholms pendeltåg to the new operator.
- [8] In May 2024, we completed our divestment of MTRX.
- [9] In June 2024, we handed over the operations for Mälartåg to the new operator.
- [10] In August 2024, the City section of the Sydney Metro M1 Metro North West and Bankstown Line commenced operation. Following the opening of this new extension, the Sydney Metro Northwest Line was renamed the Sydney Metro M1 Metro North West and Bankstown Line.

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 2024.

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 6 March 2025, which was the date of our results announcement for the 2024 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, 2025.

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, Trakside 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 Marina.

Hong Kong Network Expansion	Civil, electrical and mechanical works for Oyster Bay Station, Tung Chung Line Extension, Tuen Mun South Extension, Hung Shui Kiu Station, Kwu Tung Station and Airport Railway Extended Overrun Tunnel
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.

[^] Trakside 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.