

STAKEHOLDER ENGAGEMENT

STAKEHOLDER GROUP

2022 Engagement Initiatives and Achievements



Customers

- Provided on-going fare concessions to reduce economic hardship during the pandemic and promote accessibility and inclusivity
- Launched smart mobility initiatives to tackle pain points in the customer journey, including the Train Car Loading Indicator for the Tuen Ma and East Rail lines and Cross-Harbour Easy at Admiralty Station
- Launched the MTR • Care mobile app to facilitate seamless travel for passengers with special needs
- Provided a more seamless experience enabling passengers to enjoy a wide variety of goods and services in station shops and connecting shopping malls
- Conducted personalisation and engagement activities as well as digital marketing campaigns on the MTR Mobile app
- Launched MTR Web3 Discord as a new channel to engage customers



Investors

- Conducted approximately 100 meetings with investors to provide information on our various businesses
- Issued regular updates of key figures on our website and in financial reports
- Hosted the Annual General Meeting to provide an opportunity for shareholders to communicate face to face with Directors about the Company's performance and operations



Government and Regulators

- Worked closely with Government on railway projects under Railway Development Strategy 2014 and supported Government's Northern Metropolis Development Strategy
- Supported the community work of Legislative Council and District Councils by arranging various activities and providing sponsorships
- Welcomed the participation of Government officials and departments in various events, including the 25th Anniversary of the Establishment of the HKSAR, test drills and opening ceremonies
- Supported Government on the reopening of boundary control points at Lo Wu, Lok Ma Chau and Hong Kong West Kowloon stations with gradual resumption of train services in early 2023



Communities

- Organised a range of care initiatives during COVID-19, including free tickets for healthcare workers, rental concessions for tenants, food and daily necessities for social enterprises and charitable organisations to support those in need, and the "MTR Points" Donation Programme for users to donate their MTR Points to charitable projects
- Held career and life planning events for students (e.g., "Train' for Life's Journeys" programme)
- Provided sponsorships and volunteer services to NGOs and ethnic minorities
- Helped NGOs promote family well-being through play and toy recycling and provided STEM classes for underprivileged families
- Leased a number of station shops to NGOs at nominal rent and provided free advertising space to non-profit organisations



Contractors and Suppliers

- Ensured the health and safety of suppliers by providing support and assistance during the COVID-19 pandemic
- Organised exchange and training sessions regarding environmental, social and governance ("ESG") initiatives and best practices for related supplier categories
- Established a long-term strategy and engagement plans for focus categories and suppliers
- Established a supplier audit scheme, conducted supplier audits and suggested areas for improvement
- Conducted a survey for key suppliers to understand their challenges and potential improvements to be made regarding service support to MTR Corporation
- Provided performance feedback to suppliers via Supplier Management Meetings or the Supplier Appraisal System



Employees

- Formalised the Work From Home policy
- Introduced paid adoption leave, extended paid maternity leave to 16 weeks and paid paternity leave to 10 days, and expanded the eligibility of compassionate leave
- Formed task forces for follow-up action planning and implementation based on the results of the Employee Engagement Survey 2021, conducted pulse survey in December 2022
- Maintained a two-tier Staff Consultation Mechanism, comprising a Staff Consultative Council at the corporate level and Joint Consultative Committees at the business unit/ function level
- Granted MTR Grand Awards for Outstanding Contribution, Long Service Awards and Living the MTR Values Awards
- Continued employee wellness initiatives such as the Flexible Benefits Online Platform, Metro Recreation Club and "More Time Reaching Community" staff volunteering scheme

Initiatives for 2023 and Beyond

- Continue to provide on-going fare concessions and other promotions
- Engage various passenger groups to develop smart mobility initiatives throughout the entire MTR network and continue the development of the MTR • Care app
- Continue to optimise our trade mix according to the latest trends and customer preferences
- Leverage advanced data platforms through the enriched MTR Mobile customer profile to enable data-driven personalisation and engagement applications for general passengers and specific customer segments
- Continue to explore the Web3 arena for new and digitalised ways to engage customers

Fare Concessions

Smart Mobility Initiatives

MTR • Care Mobile App



- Continue to keep investors informed of all key announcements and updates via various channels
- Resume physical meetings and roadshows

Meetings with Investors

Financial Reports

Annual General Meeting



- Continue to support Government's policy of using railways as the backbone of Hong Kong's public transportation system including the development of the three strategic railways recommended under the Strategic Studies on Railways and Major Roads (RMR2030+ Study)
- Acknowledge and engage the proposed Railways Department and new bureaux
- Continue other on-going engagement initiatives

RDS 2014

RMR2030+ Study

Community Work



- Provide updates on our social and environmental engagement strategy in accordance with social and environmental objectives to ensure that MTR programmes suit the needs of different groups in society
- Expand the railway network to connect more communities with safe, environmentally friendly, affordable and accessible mass transit
- Establish several joint collaborations on innovative intelligence with various academic institutes
- Continue other on-going engagement initiatives

Care Initiatives

Career and Life Planning Events

Sponsorships and Volunteer Services

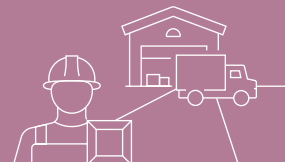


- Enhance the current supplier lists to manage our suppliers efficiently and effectively
- Continue to organise exchange and training sessions regarding ESG initiatives and best practices for related supplier categories
- Continue to rationalise the long-term strategy for focus categories and suppliers
- Enhance the supplier audit scheme and extend supplier audits to global MTR suppliers
- Continue to conduct Supplier Management Meetings with key suppliers to strengthen business relations and understand the latest innovations and technologies for workload and process enhancements

Health and Safety

ESG Initiatives

Strengthen Business Relations



- Communicate the results of the pulse survey to staff in February 2023 and review the progress of action plan implementation. Hold the next Employee Engagement Survey in the fourth quarter of 2023
- Continue other on-going engagement initiatives

Pulse Survey

Two-tier Staff Consultation Mechanism

Employee Wellness Initiatives

