

## HIGHLIGHTS

# CARING

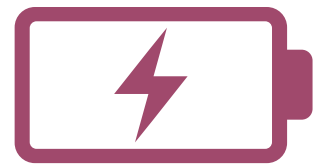
## Customer Experience



New Functions in  
MTR Mobile App to offer more  
**Personalised  
Experience**



**Breastfeeding  
Facilities**  
in 20 interchange stations



**Free Mobile Device  
Charging Service**  
at 13 Stations

## Community Connect



**HK\$31  
million**  
community investment



**295** "More Time  
Reaching Community"  
projects involving more than  
**6,800** participating  
volunteer headcount

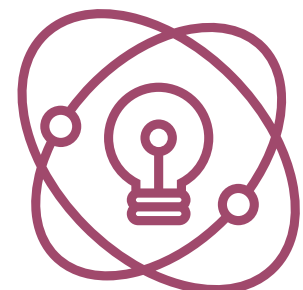


**73 Artworks**  
in 45 stations

Over  
**7,000**

young people joined  
our youth programmes  
including

**STEM  
Challenge**



# People



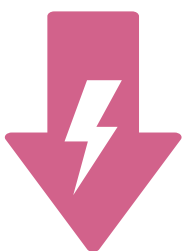
Providing our

# 43,622

staff worldwide  
with a fulfilling  
working  
environment

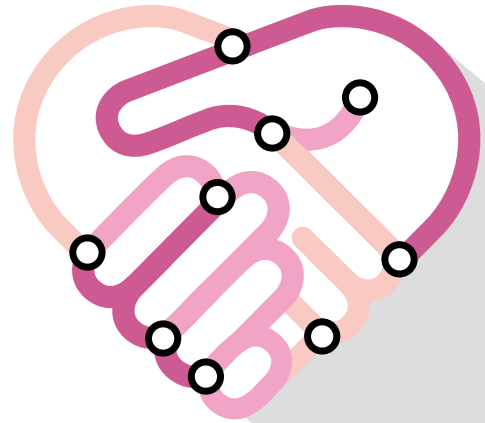


# Environment



# 15.1%

reduction in electricity  
consumption for each  
passenger-km in heavy  
rail compared to 2008



FORTUNE®  
CHANGE  
THE WORLD  
2017

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# Ranked 33<sup>rd</sup> in FORTUNE

## Companies That Change The World – 2017

The only  
Hong Kong  
company  
in Top 50 list



running train services on  
schedule 99.9% of the  
time

low train fares for  
commuters without  
relying on direct  
taxpayer subsidies



Green Bond issuance for  
upcoming generation of  
low-carbon transit projects