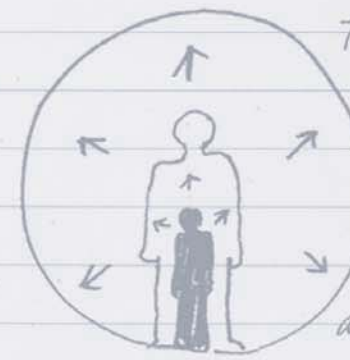
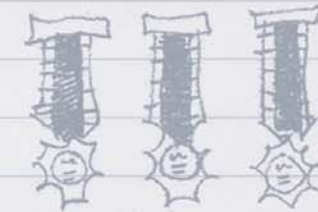


Sustainability is about understanding the individual and collective responsibilities to steward this community asset.



Think beyond just customers. Engage the broader community and embrace social aspirations.



First step is to reward good behaviour.



Senior management guides and facilitates the shift in thinking.



Phil Gaffney on Leadership

Providing world-class transport services for over 2.5 million people daily is corporate citizenship in action. It is about understanding the individual and collective responsibilities to steward this community asset and the mindset for continuous improvement on what we as a company do and how we do it.

In our 26 years of operation, we have continually enhanced performance, strengthened our capabilities and have grown with Hong Kong. As we seek further opportunities outside Hong Kong, we face the sobering realities of operating under different sets of rules, broader stakeholder interests and cultural diversities. Whether in our home market, in Europe or in mainland China, consistency and integrity of principles and the standards we set for ourselves are the foundations of our working ethos in all the communities in which we operate.

The challenge now is to encourage our people to think beyond just customers, to engage the broader communities and embrace social aspirations. Awareness that sustainability is about the needs of all of society and how we operate within it to ensure a future of economic, environmental and social benefit is our next step.

Our task as senior management is to guide and facilitate this shift in thinking, to reward and to provide the leadership to achieve it.

Phil Gaffney
Managing Director of Operations and Business Development, retired MTR Corporation