

The STM in 2008

SUSTAINABLE DEVELOPMENT REPORT HIGHLIGHTS

The STM makes it possible for people to travel ecologically, reliably, safely and rapidly. This is its reason for being and by doing so in the best way possible, it contributes to the sustainable development of Montréal and its region.

The first Sustainable Development Report of the STM, summarized here, outlines the assessment of the sustainable development plan and presents the results for 2006, 2007 and 2008. Thus, the STM's environmental, social and economic contribution can be measured along three themes: sustainable mobility, sustainable management and promotion of sustainable development.

We believe that the results presented in these pages are a faithful reflection of our efforts to integrate sustainable development into our business decisions and our everyday activities.



Favourable influencing factors

Committed governments

For the past few years, the different levels of government have shown an undeniable will to develop public transit and now consider it an effective tool to promote sustainable development.

The STM considers the expectations of its principal source for funding, Ville de Montréal, regarding sustainable development. We play an active part in Montréal's strategic plan for sustainable development and transportation plan.

Québec has always been at the forefront of sustainable development, starting with environmental protection. Whether by its energy choices, its Sustainable Development Act adopted in 2006 or its innovative policies, its influence on the role of public companies like the STM is crucial. For example, the Québec Public Transit Policy gives us an incentive to expand our offer of service significantly in order to increase our ridership and, to that end, provides for funding.

At the federal level, the 2005 New Deal for Cities and Communities, consisting of bilateral agreements between the Government of Canada and the provinces, guaranteed a specific amount for public transit infrastructure for the first time.

Mobilized employees

To materialize our vision and broaden the scope of our sustainable development actions, we are counting on the commitment of our personnel. Well aware of the environmental and social aspects of their work, many of our employees extend our actions into their own living environment.

Citizens concerned about environmental questions

Montréal's citizens are concerned about the deterioration of the quality of the environment. However, they do not spontaneously associate public transit use with an action in favour of the environment. The STM thus intends to promote the beneficial effects of public transit for the environment and society.

A clientele with diverse needs

We make every effort to listen to our clients and develop services that meet their specific needs.

Significant environmental impacts

Moreover, the STM's activities generate significant environmental impacts: atmospheric emissions, soil contamination risks, wastewater releases, use of hazardous materials, production of residual materials, energy, fuel and drinking water consumption, etc. For the past 20 years, we have dealt with these impacts diligently, taking actions that often go beyond the legal requirements in effect.



THEME 1 – SUSTAINABLE MOBILITY

The current or planned actions that are intended to improve people’s mobility by offering optimized public transit services, to contribute to the development of the Montréal community and to improve the environment and quality of life.

ORIENTATION 1

Contribute to the fight against global warming and to improving the environment and quality of life

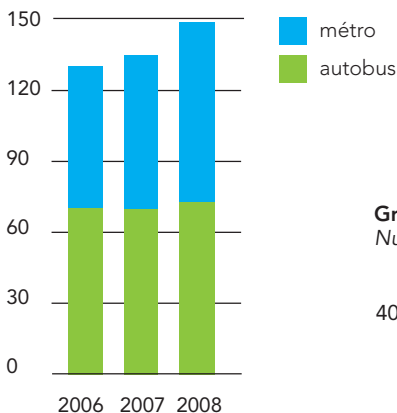
- ▶ To expand the offer of service to increase ridership, we are applying various measures such as increasing the frequency of service during peak periods, as well as before and after peak periods.
- ▶ We are adapting the network and the service to the needs of emerging sectors by participating in urban development projects, from the planning stage.
- ▶ To build loyalty among certain client groups through a flexible fare strategy, we have begun deployment of our Smart Card Fare Sales and Collection Project, the OPUS card.
- ▶ We have developed programs adapted to the needs of various client groups, including the Navette Or (for seniors) and Between Stops (for women travelling alone at night).

ORIENTATION 2

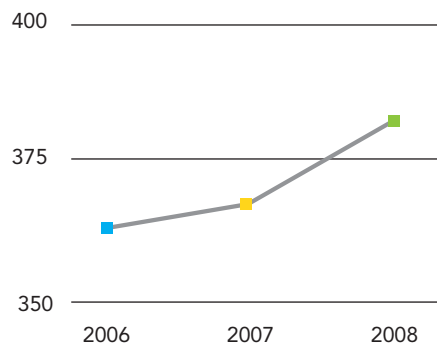
Apply universal access measures

- ▶ We are preparing to adopt a policy and an integrated vision for universal access.
- ▶ Among the measures already in progress: 73% of the bus fleet consists of low-floor buses and the first bus models equipped with a front ramp have been tested.

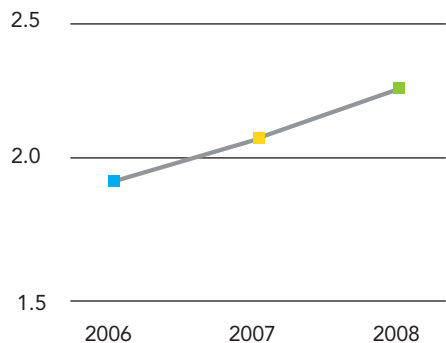
Offer of service
(millions of km travelled)



Growth in ridership
Number of trips (millions)



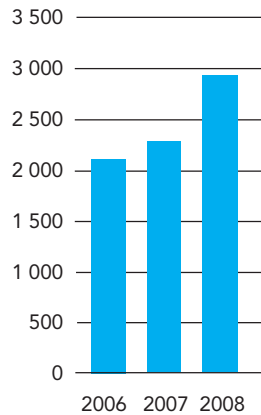
Paratransit service (all modes)
Number of trips (millions)



ORIENTATION 3

Contribute to economic vitality at the local, regional and provincial levels

Direct jobs sustained
(Number of jobs sustained)



▶ We are enhancing local economic spinoffs in accordance to existing laws, regulations and agreements. In 2008, our acquisitions of goods and services exceeded \$525 million and benefited over 2,100 suppliers.

▶ We have maintained excellent credit ratings: A+ (Standard & Poor’s) and Aa2 (Moody’s), for our sound management in 2008, ranking the STM among the leading transportation corporations in North America.

ORIENTATION 4

Influence urban development to better integrate public transit

- ▶ We are implementing measures to facilitate bus traffic on the Island of Montréal. For example, we are integrating articulated buses and different preferential measures, including reserved lanes.
- ▶ We are contributing to several of the 21 initiatives outlined in Montréal’s transportation plan, including modernization of the métro network and implementation of bus priority measures.
- ▶ We will distribute our urban planning guide, particularly to municipalities, developers and urban designers, to offer them planning solutions that favour public transit.

THEME 2 – SUSTAINABLE MANAGEMENT

The actions the STM accomplishes or intends to accomplish to perform all of its activities responsibly, taking into account their impacts on the environment, society and the economy.

ORIENTATION 5

Manage the environmental impacts

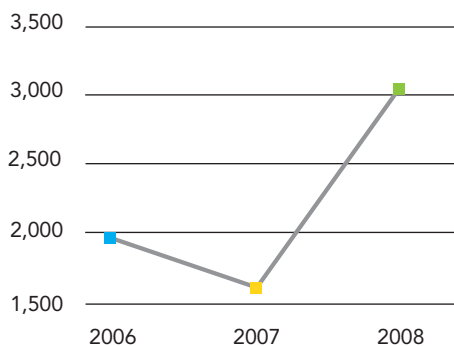
- ▶ We continued with the implementation of our 2007-2011 environmental protection plan, which includes a number of measures. For example: prevention and reduction of water, air and soil contamination, efficient use of water and energy resources, and application of the 4R-D principle.
- ▶ One result of which we are proud: we recovered over 3,000 tonnes of paper, plastic, tires and other materials.
- ▶ We have strived to comply with environmental laws and regulations. In 2008, three regulatory noncompliances were reported.

ORIENTATION 6

Improve the energy efficiency of assets

- ▶ We ensure a technology watch and carry out showcases. For example, we tested eight biodiesel-electric hybrid buses to compare their handling, their fuel consumption and their emissions with those of standard buses. In light of the results, we will determine whether hybrid vehicles will be integrated into our bus acquisition plan.
- ▶ Under our environmental protection plan, we have set the objective of integrating sustainable development criteria into the design, construction and operation of facilities (renovated or built), inspired by the Leadership in Energy and Environmental Design (LEED) approach.

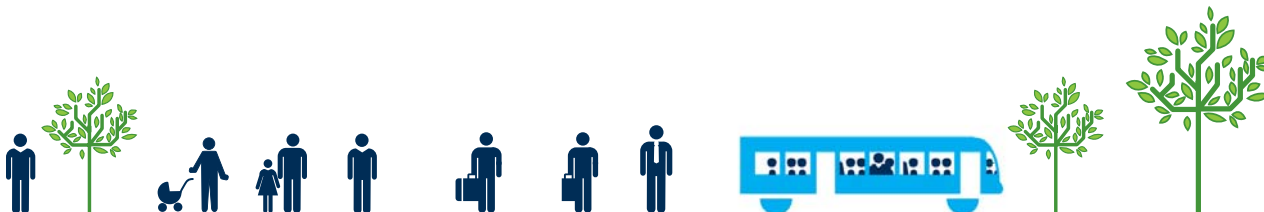
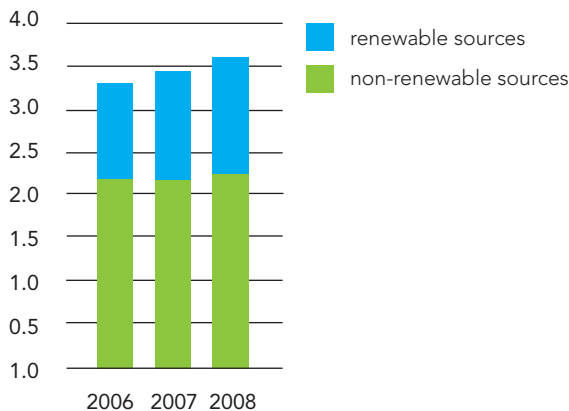
Residual materials recovered (tonnes)



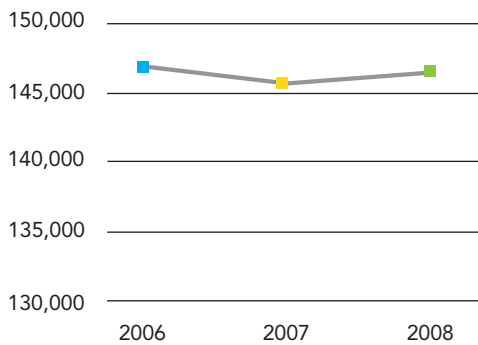
- ▶ Although our renewable energy consumption has increased due to the operation of new facilities, our non-renewable energy consumption has remained essentially the same over the past three years, thanks to our efforts in energy efficiency.

- ▶ We have adopted measures to reduce the fuel consumption and GHG emissions of vehicles, by training bus drivers in green driving techniques and the use of biodiesel, in particular.

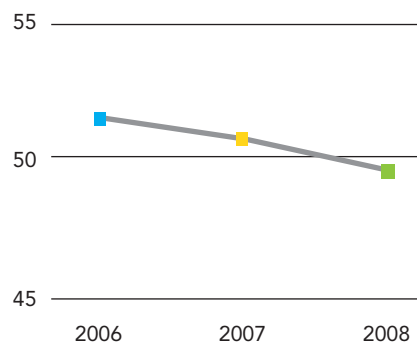
Total energy consumption (Petajoules)



Total GHG emissions
(tonnes of CO₂ eq)



Total GHG emissions per passenger-kilometre (g CO₂ eq)



ORIENTATION 7

Purchase responsibly

- ▶ We have integrated sustainable development criteria into some of our public calls for tenders – for the procurement of new métro cars, for example: ecolabelling, ecodesign or 92.5% reuse or recyclability of métro cars at the end of their life cycle.
- ▶ We have established partnerships with other major buyers. In particular, we play a leading role in group procurement with members of the *Association du transport urbain du Québec*.
- ▶ In 2008, we joined the *Espace de concertation sur les pratiques d'approvisionnement responsable*, a body dedicated to concerted action on responsible procurement practices, which includes about twenty buyers from the private and public sectors.
- ▶ To establish responsible procurement processes, we will develop a corporate policy and a best practices guide.

ORIENTATION 8

Plan, design and carry out the projects, taking into account their impacts on the environment, society and the economy

- ▶ Every year, we carry out projects of all sizes. We take every necessary step to mitigate the impact on the environment or to enhance the associated economic and social spinoffs. We are particularly proud of our new facilities at the Legendre site (transportation centre and body maintenance centre).

ORIENTATION 9

Aim for recognition of the STM as an employer of choice, both by its personnel and by job seekers

- ▶ To promote the STM as an employer of choice, we launched a visibility campaign in targeted media, and intensified our recruiting activities with educational institutions.
- ▶ We strive to mobilize employees. For this purpose, we are focusing on three priorities: communication, involvement and recognition.
- ▶ We ensure the development of our employees' competencies and knowledge. Nearly 2% of the annual payroll is allocated to employee training.
- ▶ To increase the representativeness of the target groups and promote diversity within the personnel, we have taken part in ethnic and Aboriginal job fairs, and other career events aimed at persons with functional limitations.
- ▶ We care about the health and safety of all employees. Among our measures, the new working committee on bus driver safety will produce an action plan to reduce the risks of assaults.
- ▶ We support the health and well-being of employees. We have therefore taken several initiatives, including the Employee Assistance Program (EAP), which offers free and confidential support for anyone undergoing psychological, legal or financial difficulties.



THEME 3 – PROMOTION OF SUSTAINABLE DEVELOPMENT

The actions the STM performs or plans to ensure its leadership in sustainable development with its partners, and to encourage its personnel, its clientele and the general public to adopt increasingly responsible environmental, social and economic behaviours.

ORIENTATION 10

Sensitize the personnel to sustainable development

- ▶ We support our employees' sustainable development initiatives (green committees, fundraising challenges).
- ▶ We mobilize active and retired employees to offer their support to the community, particularly through an annual fundraising campaign. We also support *Les bonnes œuvres des employés et retraités de la STM*, Réchaud-bus and the Camp Papillon clean-up day.

ORIENTATION 11

Position the STM as a responsible and committed company

- ▶ We have adopted a corporate positioning with the environment as its main theme. We seek to raise public awareness about the advantages of public transit for the environment and encourage more frequent use.
- ▶ We maintain a constant dialogue with our stakeholders on various topics of interest, whether by means of citizen discussion groups, consensus-building tables, participation in urban development projects, working groups with different government bodies, etc.

ORIENTATION 12

Act in partnership to show the environmental, social and economic contribution of public transit and create strategic alliances

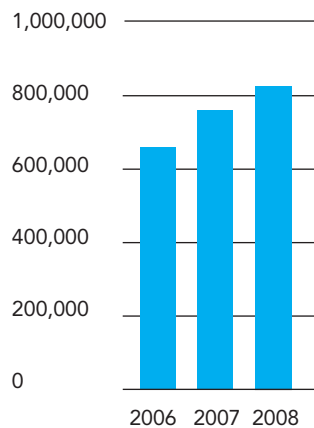
- ▶ We maintain close relations with our peers, particularly through the *Association du transport urbain du Québec*, the Canadian Urban Transit Association, the American Public Transport Association and the International Association of Public Transport (UITP).
- ▶ We seek to establish profitable business partnerships for the STM and its suppliers. Examples of projects: biodiesel and hybrid bus showcases.

- ▶ We develop strategic alliances with the business community. The goal is to show the economic advantages of an efficient public transit network, particularly in reducing road congestion and improving the quality of life.

- ▶ We establish partnerships during cultural, sports or environmental events by favouring the use of public transit and promoting the ecological aspect of public transit.

- ▶ We are partners of the Chair in Project Management of the *Université du Québec à Montréal*

Donations (\$)



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The full version of the report is available on www.stm.info/
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