



STM ANNUAL REPORT 2014

Sustainable Development Report

# GRI G4 content index

GENERAL STANDARD DISCLOSURES		
General Standard Disclosures	Page Number	External Assurance
<b>STRATEGY AND ANALYSIS</b>		
G4-1	Sustainable Development Report 2014 : "Message from the Interim Director General Luc Tremblay", p. 2 Sustainable Développement Plan 2020, p. 2 "Message from senior management"	Unaudited
<b>ORGANIZATIONAL PROFILE</b>		
G4-3	Sustainable Development Report 2014 : "About This Sustainable Development Report", p. 5	Unaudited
G4-4	Rapport annuel 2014, Bilan d'activités (French only) : "métro", "bus" et "transport adapté" p. 8	Unaudited
G4-5	Sustainable Development Report 2014 : "About This Sustainable Development Report", p. 5	Unaudited
G4-6	Sustainable Development Report 2014 : "About This Sustainable Development Report", p. 5	Unaudited
G4-7	Rapport annuel 2014, Gouvernance (French only), "Conseil d'administration", p. 32	Unaudited
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G4-9	Rapport annuel 2014, Bilan d'activités (French only) : - nombre total de salariés : "Portrait" p. 8 - quantité de produits ou de services fournis : "Achalandage" p. 9  Rapport annuel 2014, Informations financières (French only) : "Aperçu financier consolidé de la STM (Revenus de fonctionnement)", p. 90	Data from audited financial information, "Independent Auditor's Report," p. 105  Other data unaudited
G4-10	Rapport annuel 2014, Bilan d'activités (French only) : "Main d'oeuvre", "Répartition" p. 10  Sustainable Development Report 2014 : "Diversity and equal employment opportunity", p. 32  Complete table of indicators 2006-2014 : "Priority 8 : Act as a responsible employer" p. 7	Unaudited
G4-11	Complete table of indicators 2006-2014 : "Priority 8 : Act as a responsible employer", p. 7	Unaudited
G4-12	Sustainable Development Report 2014 : "Description of the supply chain", p. 30	Unaudited
G4-13	Sustainable Development Report 2014 : - "About This Sustainable Development Report", p. 5 - "Sustainable infrastructure", p. 26	Unaudited
G4-14	Sustainable Development Report 2014 : "New sustainable development policy" p. 8 (Maintain its efforts to prevent and reduce pollution, and to minimize its ecological footprint, in particular through its environmental management system.)  Rapport annuel 2014, Bilan d'activités (French only) : "Adoption d'une nouvelle politique des risques d'affaires" p.7  Sustainable Développement Plan 2020, "Priority 5 : Reduce our ecological footprint" p. 38  Strategic Plan 2020 : - "Improve safety" p 59. - "Strategy 22 : Lessen the STM's ecological footprint" p. 93	Unaudited
G4-15	Sustainable Development Report 2014 : "The STM's Sustainable Development Commitments" p. 6-7 "Social enterprise" p. 31 "Contribution to the advancement of sustainable development and sustainable mobility" p. 38	Unaudited
G4-16	Sustainable Development Report 2014 : "The STM's Sustainable Development Commitments" p. 6-7 "Contribution to the advancement of sustainable development and sustainable mobility" p. 38	Unaudited

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G4-18	Sustainable Development Report 2014 : "Materiality Analysis" p. 10-11	Unaudited
G4-19	Sustainable Development Report 2014 : "Results of materiality analysis" p. 12-13 Sustainable Développement Plan 2020 : "Sustainable development issues for the STM" p 16-18 "Concordance between the 10 Priorities and the Sustainable Development issues" p 20-21	Unaudited
G4-20	Sustainable Development Report 2014 : "About This Sustainable Development Report", p. 5	Unaudited
G4-21	Sustainable Development Report 2014 : "About This Sustainable Development Report", p. 5	Unaudited
G4-22	Complete table of indicators 2006-2014 : "Explanatory Notes" p. 9	Unaudited
G4-23	Sustainable Development Report 2014 : "About This Sustainable Development Report", p. 5 Complete table of indicators 2006-2014 : "Explanatory Notes" p. 9	Unaudited
<b>STAKEHOLDER ENGAGEMENT</b>		
G4-24	Sustainable Development Report 2014 : - "Prioritization of issues" p. 10 - "Dialogue with stakeholders" p. 36	Unaudited
G4-25	Sustainable Development Report 2014 : "Prioritization of issues" p. 10	Unaudited
G4-26	Sustainable Development Report 2014 : - "Prioritization of issues" p. 10 - "Dialogue with stakeholders" p. 36 Sustainable Développement Plan 2020 : "Priority 10 : Engage our stakeholders" p. 50	Unaudited
G4-27	Sustainable Development Report 2014 : "Results of materiality analysis" p. 12-13	Unaudited
<b>REPORT PROFILE</b>		
G4-28	Sustainable Development Report 2014 : "About This Sustainable Development Report", p. 5	Unaudited
G4-29	Sustainable Development Report 2014 : "About This Sustainable Development Report", p. 5	Unaudited
G4-30	Sustainable Development Report 2014 : "About This Sustainable Development Report", p. 5	Unaudited
G4-31	Sustainable Development Report 2014 : "About This Sustainable Development Report", p. 5	Unaudited
G4-32	Sustainable Development Report 2014 : "About This Sustainable Development Report", p. 5	Unaudited
G4-33	Sustainable Development Report 2014 : "About This Sustainable Development Report", p. 5	Unaudited
<b>GOVERNANCE</b>		
G4-34	Rapport annuel 2014, Gouvernance (French only), "Conseil d'administration", p. 32	Unaudited
<b>ETHICS AND INTEGRITY</b>		
G4-56	Code of ethics : <a href="http://www.stm.info/en/about/corporate-governance/ethics-stm">http://www.stm.info/en/about/corporate-governance/ethics-stm</a>	Unaudited

SPECIFIC STANDARD DISCLOSURES					
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<b>CATEGORY: ECONOMIC</b>					
<b>MATERIAL ASPECT: ECONOMIC PERFORMANCE</b>					
G4-DMA	Strategic Plan 2020 : "Priority 5 : Further improve performance" p. 85 Sustainable Development Plan 2020 : "Priority 4 : Optimize the STM's economic contribution and performance" p. 36 Sustainable Development Report 2014 : "Economic performance and efficiency" p. 22				Unaudited
G4-EC1	Rapport annuel 2014, Informations financières (French only) : - "État consolidé des résultats" (Revenus) p. 109 - "Excédent de fonctionnement à des fins fiscales consolidé" (Excédent de fonctionnement de l'exercice à des fins fiscales) p. 110 - "Charges par objet consolidées" (Rémunération, Charges sociales, Biens et services) p. 115 Complete table of indicators 2006-2014, - "Priority 1 : Improve service to maximize the benefits of public transit" p. 1 - "Priority 4 : Optimize the STM's economic contribution and performance", p. 3				Data from audited financial Information," "Independent Auditor's Report," p. 105 Other data unaudited
G4-EC3	Rapport annuel 2014, Informations financières (French only), - "Actif au titre des avantages sociaux futurs" p. 102 - "Notes complémentaires, 12. Actif au titre des avantages sociaux futurs" p. 126				Data from audited financial Information," "Independent Auditor's Report," p. 105 Other data unaudited
G4-EC4	Rapport annuel 2014, Informations financières (French only) : "État consolidé des résultats" p. 109 Complete table of indicators 2006-2014, "Priority 4 : Optimize the STM's economic contribution and performance", p. 3				Data from audited financial Information," "Independent Auditor's Report," p. 105 Other data unaudited

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<b>MATERIAL ASPECT: INDIRECT ECONOMIC IMPACTS</b>					
G4-DMA	Sustainable Development Report 2014 : - "Universal accessibility" p. 18 - "Economic contribution" p. 22  Sustainable Development Plan 2020 : "Priority 4 : Optimize the STM's economic contribution and performance" p. 36				Unaudited
G4-EC7	Sustainable Development Report 2014 : - "Universal accessibility" p. 18  Complete table of indicators 2006-2014 : "Priority 1 : Improve service to maximize the benefits of public transit", p. 1 "Priority 2 : Make public transit accessible to as many people as possible", p. 2  Rapport annuel 2014, Bilan d'activités (French only), "Projets Réseau du métro", p. 14-15				Unaudited
G4-EC8	Sustainable Development Report 2014 : - "Economic contribution" p. 22  Complete table of indicators 2006-2014 : "Priority 4 : Optimize the STM's economic contribution and performance" p. 3				Unaudited
<b>ASPECT: PROCUREMENT PRACTICES</b>					
G4-DMA	Sustainable Development Plan 2020 : "Priority 7 : Practise sustainable procurement" p. 42-43  Sustainable Development Report 2014 : "Adoption of a sector guideline" p. 31				Unaudited
G4-EC9	Sustainable Development Report 2014 : - "Economic contribution" p. 22 - "Description of the supply chain", p. 30 - "Social enterprise" p. 31  Complete table of indicators 2006-2014 : "Priority 4 : Optimize the STM's economic contribution and performance" p. 3				Unaudited
<b>CATEGORY: ENVIRONMENTAL</b>					
<b>MATERIAL ASPECT: MATERIALS</b>					
G4-DMA	Sustainable Development Plan 2020, "Priority 7 : Practise sustainable procurement" p. 42-43				Unaudited
G4-EN1	Sustainable Development Report 2014 : "Expenditure on goods and services" p. 30 "Contracts in progress during the year that include sustainability criteria" p. 31	Total weight or volume of materials that are used to produce and package the organization's primary products and services during the reporting period.	The information is currently unavailable	The data currently available are incomplete and cannot be published. The STM will study the sustainability issues related to its supply chain in 2015-2016. An inventory of materials that involve issues will be completed in 2016 and disclosed in 2017.	Unaudited
<b>MATERIAL ASPECT: ENERGY</b>					
G4-DMA	Sustainable Development Plan 2020 : - "Priority 5 : Reduce our ecological footprint" (Continue to erect and renovate sustainable buildings) p. 39  Sustainable Development Report 2014 : - "Sustainable infrastructure", p. 26 - "Actions to reduce emissions", p. 28 - "Transportation electrification", p. 29				Unaudited
G4-EN3	Complete table of indicators 2006-2014 : "Priority 5 : Reduce our ecological footprint" p. 4				Unaudited
G4-EN5	Complete table of indicators 2006-2014 : "Priority 5 : Reduce our ecological footprint" p. 4  Sustainable Development Report 2014 : "Sustainable infrastructure", p. 26				Unaudited

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<b>MATERIAL ASPECT: WATER</b>					
G4-DMA	Sustainable Development Report 2014, "Drinking water", p. 24  Sustainable Développement Plan 2020, "Priority 5 : Reduce our ecological footprint" (Complete the portrait of drinking water consumption in 2014 and adopt a reduction plan in 2015) p. 39				Unaudited
G4-EN8		This indicator is not disclosed.	The information is currently unavailable	Due to budgetary issues, part of the work planned to improve the portrait of drinking water consumption was postponed. As noted in the report, an action plan to cover water-related initiatives was drawn up in 2014. This plan includes the installation of water meters at all of the STM's sites, which will yield a complete portrait. Installation of the water meters will be finalized in 2018. The information will be disclosed in the following sustainable development report.	Unaudited
<b>MATERIAL ASPECT: EMISSIONS</b>					
G4-DMA	Sustainable Développement Plan 2020 : - "Priority 6 : Limit our atmospheric emissions" p. 40-41  Sustainable Development Report 2014 : - "Actions to reduce emissions", p. 28 - "Transportation electrification", p. 29				Unaudited
G4-EN15	Complete table of indicators 2006-2014 : "Priority 6 : Limit our atmospheric emissions" p.6  Sustainable Development Report 2014 : "Direct emissions" p. 28				Unaudited
G4-EN18	Complete table of indicators 2006-2014 : "Priority 6 : Limit our atmospheric emissions" p.6  Sustainable Development Report 2014 : "GHG emission intensity" p. 28-29				Unaudited
G4-EN21	Complete table of indicators 2006-2014 : "Priority 6 : Limit our atmospheric emissions" p.6				Unaudited
<b>MATERIAL ASPECT: EFFLUENTS AND WASTE</b>					
G4-DMA	Sustainable Development Report 2014, "Management of residual materials" p. 25  Sustainable Développement Plan 2020, "Priority 5 : Reduce our ecological footprint" p. 38 "Optimize management of residual materials through reduction at source and improvement of existing programs." p. 39				Unaudited
G4-EN23	Sustainable Development Report 2014, "Management of residual materials" p. 25  Complete table of indicators 2006-2014 : "Priority 5 : Reduce our ecological footprint" p. 5				Unaudited
G4-EN24	Complete table of indicators 2006-2014 : "Priority 5 : Reduce our ecological footprint" p. 4				Unaudited
<b>MATERIAL ASPECT: PRODUCTS AND SERVICES</b>					
G4-DMA	Sustainable Développement Plan 2020 : - "Priority 5 : Reduce our ecological footprint" p. 38 et 39 - "Priority 6 : Limit our atmospheric emissions" p. 40-41  Sustainable Development Report 2014, "GHG emission intensity" p. 28-29				Unaudited
G4-EN27	Complete table of indicators 2006-2014 : "Priority 6 : Limit our atmospheric emissions" p.6  Sustainable Development Report 2014 : - "GHG emission intensity" p. 28-29 - "Transportation electrification", p. 29				Unaudited

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<b>MATERIAL ASPECT: COMPLIANCE</b>					
G4-DMA	Sustainable Development Plan 2020 : - "Priority 5 : Reduce our ecological footprint" p. 38  Sustainable Development Report 2014 : - "Environmental non-compliance notices" p. 24 - "Drinking water" p. 24				Unaudited
G4-EN29	Complete table of indicators 2006-2014 : "Priority 5 : Reduce our ecological footprint" p. 4  Sustainable Development Report 2014 : "Environmental non-compliance notices" p. 24				Unaudited
<b>MATERIAL ASPECT: SUPPLIER ENVIRONMENTAL ASSESSMENT</b>					
G4-DMA	Sustainable Development Plan 2020 : "Priority 7 : Practise sustainable procurement" p. 42  Sustainable Development Report 2014 : - "Adoption of a sector guideline" p. 31 - "Contracts in progress during the year that include sustainability criteria" p. 31				Unaudited
G4-EN33		This indicator is not disclosed.	The information is currently unavailable	The indicator used by the STM pertains to the inclusion of sustainability criteria (all aspects combined) in contracts. Currently, details according to aspect (environment, labour practices, social, human rights) or supplier are not available. The STM will study the sustainability issues related to its supply chain in 2015-2016. The study will allow the STM to refine its approach regarding this aspect. This indicator will be disclosed in its sustainable development report for 2016 (namely in 2017).	Unaudited
<b>CATEGORY: SOCIAL</b>					
<b>SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK</b>					
<b>MATERIAL ASPECT: EMPLOYMENT</b>					
G4-DMA	Strategic Plan 2020 : "Develop a visibility plan positioning the STM as an employer of choice" p 67 "Review selection strategies" p. 67 "Optimize the new employee intake and integration process" p. 68  Sustainable Development Report 2014 : "Diversity and equal employment opportunity", p. 32  Sustainable Development Plan 2020 : "Priority 8 : Act as a responsible employer" p. 44-46				Unaudited
G4-LA1	Sustainable Development Report 2014 : "Diversity and equal employment opportunity", p. 32  Complete table of indicators 2006-2014 : "Priority 8 : Act as a responsible employer" p.7				Unaudited
<b>MATERIAL ASPECT: LABOR/MANAGEMENT RELATIONS</b>					
G4-DMA	Strategic Plan 2020 : "Strategy 15 Continue fostering collaborative work relations" ("Promote cooperation and collective problem-solving", "Foster the stability of collective agreements"), p. 72  Sustainable Development Report 2014 : "Mobilization", p. 32				Unaudited
G4-LA4		This indicator is not disclosed.	The information is subject to specific confidentiality constraints	Minimum notice periods regarding operational changes are specified in the STM's collective agreements. However, the STM does not publish these documents.	Unaudited

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<b>MATERIAL ASPECT: OCCUPATIONAL HEALTH AND SAFETY</b>					
G4-DMA	Strategic Plan 2020 : "Develop a workplace health and safety culture", p. 74 Sustainable Development Report 2014 : "Occupational health and safety" p. 33 Sustainable Developpement Plan 2020 : "Priority 8 : Act as a responsible employer" p. 44-46				Unaudited
G4-LA5	Complete table of indicators 2006-2014 : "Priority 8 : Act as a responsible employer" p.7				Unaudited
G4-LA6	Sustainable Development Report 2014 : "Occupational health and safety" p. 33 Complete table of indicators 2006-2014 : "Priority 8 : Act as a responsible employer" p.7				Unaudited
<b>MATERIAL ASPECT: TRAINING AND EDUCATION</b>					
G4-DMA	Strategic Plan 2020 : p.68 - "Formulate and implement skills development and maintenance strategies", - "Implement a new bus maintenance training strategy", - "Promote the use of online learning resources" Sustainable Developpement Plan 2020 : "Priority 9 : Train and equip our employees and raise their awareness" p. 48-49				Unaudited
G4-LA9	Complete table of indicators 2006-2014 : "Priority 9 : Train and equip our employees and raise their awareness" p.7				Unaudited
<b>MATERIAL ASPECT: DIVERSITY AND EQUAL OPPORTUNITY</b>					
G4-DMA	Strategic Plan 2020 : - "Manage with attention to diversity", p. 74 - "Continue with efforts to manage diversity, co-development and mentoring", p. 75 Sustainable Development Report 2014 : "Diversity and equal employment opportunity", p. 32 Sustainable Developpement Plan 2020 : "Priority 8 : Act as a responsible employer" p. 44-46				Unaudited
G4-LA12	Complete table of indicators 2006-2014 : "Priority 8 : Act as a responsible employer" p.7				Unaudited
<b>MATERIAL ASPECT: EQUAL REMUNERATION FOR WOMEN AND MEN</b>					
G4-DMA	Strategic Plan 2020 : - "Manage with attention to diversity", p. 74 - "Continue with efforts to manage diversity, co-development and mentoring", p. 75 Declaration for diversity and inclusion : <a href="http://www.stm.info/en/about/financial_and_corporate_information/about-stm/diversity">http://www.stm.info/en/about/financial_and_corporate_information/about-stm/diversity</a>				Unaudited
G4-LA13		This indicator is not disclosed.	The information is subject to specific confidentiality constraints	Remuneration levels according to type of profession are defined by the STM's collective agreements. These remuneration levels are clearly similar for men and for women. However, the STM does not publish these documents.	Unaudited



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<b>MATERIAL ASPECT: SUPPLIER ASSESSMENT FOR LABOR PRACTICES</b>					
G4-DMA	Sustainable Development Plan 2020 : "Priority 7 : Practise sustainable procurement" p. 42-43 Sustainable Development Report 2014 : - "Adoption of a sector guideline" p. 31 - "Contracts in progress during the year that include sustainability criteria" p. 31				Unaudited
G4-LA15		This indicator is not disclosed.	The information is currently unavailable	The indicator used by the STM pertains to the inclusion of sustainability criteria (all aspects combined) in contracts. Currently, details according to aspect (environment, labour practices, social, human rights) or supplier are not available. The STM will study the sustainability issues related to its supply chain in 2015-2016. The study will allow the STM to refine its approach regarding this aspect. This indicator will be disclosed in its sustainable development report for 2016 (namely in 2017).	Unaudited
<b>SUB-CATEGORY: HUMAN RIGHTS</b>					
<b>MATERIAL ASPECT: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING</b>					
G4-DMA	Sustainable Development Plan 2020 : "Priority 7 : Practise sustainable procurement" p. 42-43 Sustainable Development Report 2014 : - "Adoption of a sector guideline" p. 31 - "Contracts in progress during the year that include sustainability criteria" p. 31				Unaudited
G4-HR4		This indicator is not disclosed.	The information is currently unavailable	The STM will study the sustainability issues related to its supply chain in 2015-2016. In 2016, the types of procurement that present issues related to freedom of association or collective bargaining will be identified. This indicator will be disclosed in the sustainable development report for 2016 (namely in 2017).	Unaudited
<b>MATERIAL ASPECT: SECURITY PRACTICES</b>					
G4-DMA	Strategic Plan 2020 : "Strategy 10 : Provide a safe, user friendly and pleasant atmosphere", p. 59-60				Unaudited
G4-HR7	Complete table of indicators 2006-2014 : "Chantier 1 : Priority 1 : Improve service to maximize the benefits of public transit" p. 1				Unaudited
<b>SUB-CATEGORY: SOCIETY</b>					
<b>MATERIAL ASPECT: LOCAL COMMUNITIES</b>					
G4-DMA	Politique de consultation publique - réseau métro p 5-6 ( <a href="http://www.stm.info/fr/a-propos/informations-entreprise-et-financieres/les-reglements-et-politiques/pc-114-consultation">http://www.stm.info/fr/a-propos/informations-entreprise-et-financieres/les-reglements-et-politiques/pc-114-consultation</a> ) Sustainable Development Plan 2020 : - "Priority 10 : Engage our stakeholders" p. 50 Sustainable Development Report 2014 : - "Priority 3 : Contribute to urban planning" p. 20				Unaudited
G4-SO1	Sustainable Development Report 2014 : "Bus priority measures" p. 21 Complete table of indicators 2006-2014 : - "Priority 2 : Make public transit accessible to as many people as possible" p.2 - "Priority 4 : Optimize the STM's economic contribution and performance" p.3				Unaudited

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<b>MATERIAL ASPECT: ANTI-CORRUPTION</b>					
G4-DMA	Ethics at the STM, " <a href="http://www.stm.info/en/about/corporate-governance/ethics-stm">http://www.stm.info/en/about/corporate-governance/ethics-stm</a> "				Unaudited
	Politique de gestion contractuelle (French only), <a href="http://www.stm.info/fr/a-propos/informations-entreprise-et-financieres/les-reglements-et-politiques/pc-409-gestion">http://www.stm.info/fr/a-propos/informations-entreprise-et-financieres/les-reglements-et-politiques/pc-409-gestion</a>				
G4-SO4	Code d'éthique, p. 5,6 ( <a href="http://www.stm.info/sites/default/files/code_ethique.pdf">http://www.stm.info/sites/default/files/code_ethique.pdf</a> )				Unaudited
	Politique de gestion contractuelle ( <a href="http://www.stm.info/fr/a-propos/informations-entreprise-et-financieres/les-reglements-et-politiques/pc-409-gestion">http://www.stm.info/fr/a-propos/informations-entreprise-et-financieres/les-reglements-et-politiques/pc-409-gestion</a> )				
<b>MATERIAL ASPECT: SUPPLIER ASSESSMENT FOR IMPACTS ON SOCIETY</b>					
G4-DMA	Sustainable Development Plan 2020 : "Priority 7 : Practise sustainable procurement" p. 42-43				Unaudited
	Sustainable Development Report 2014 : - "Adoption of a sector guideline" p. 31 - "Contracts in progress during the year that include sustainability criteria" p. 31				
G4-SO10		This indicator is not disclosed.	The information is currently unavailable	The indicator used by the STM pertains to the inclusion of sustainability criteria (all aspects combined) in contracts. Currently, details according to aspect (environment, labour practices, social, human rights) or supplier are not available. The STM will study the sustainability issues related to its supply chain in 2015-2016. The study will allow the STM to refine its approach regarding this aspect. This indicator will be disclosed in its sustainable development report for 2016 (namely in 2017).	Unaudited
<b>SUB-CATEGORY: PRODUCT RESPONSIBILITY</b>					
<b>MATERIAL ASPECT: CUSTOMER HEALTH AND SAFETY</b>					
G4-DMA	Strategic Plan 2020 : "Strategy 10 : Provide a safe, user friendly and pleasant atmosphere" ("Improve safety" et "Improve signage"), p. 59-60				Unaudited
G4-PR1	Complete table of indicators 2006-2014 : "Priority 1 : Improve service to maximize the benefits of public transit" p. 1 "Priority 2 : Make public transit accessible to as many people as possible" p. 2				Unaudited
<b>MATERIAL ASPECT: PRODUCT AND SERVICE LABELING</b>					
G4-DMA	Strategic Plan 2020 : "Strategy 10 : Provide a safe, user friendly and pleasant atmosphere", p. 59-60				Unaudited
G4-PR5	Complete table of indicators 2006-2014 : "Priority 1 : Improve service to maximize the benefits of public transit" p. 1				Unaudited