



Content Index
STM

Apr 2017
Service

SUSTAINABLE
DEVELOPMENT REPORT
2016

GRI G4 Content Index

SOCIETY
IN MOTION



GENERAL STANDARD DISCLOSURES		
General Standard Disclosures	Page/link	External Assurance
STRATEGY AND ANALYSIS		
G4-1	Sustainable Development Report 2016 : "Message from the Director General", p. 5 Sustainable Développement Plan 2020, "Message from senior management" p. 2	Unaudited
ORGANIZATIONAL PROFILE		
G4-3	Sustainable Development Report 2016 : "About This Sustainable Development Report", p. 6	Unaudited
G4-4	Sustainable Développement Plan 2020, "Bus", "Metro network", "Paratransit" p. c2	Unaudited
G4-5	Sustainable Development Report 2016 : "About This Sustainable Development Report", p. 6	Unaudited
G4-6	Sustainable Development Report 2016 : "About This Sustainable Development Report", p. 6	Unaudited
G4-7	STM website "Board of directors" http://www.stm.info/en/about/corporate-governance/board-directors	Unaudited
G4-8	Sustainable Development Report 2016 : "About This Sustainable Development Report", p. 6	Unaudited
G4-9	Complete table of indicators 2011-2016 : - "Priority 1: Improve service to maximise the benefits of public transit" p. 1 - "Priority 4 : Optimize the STM's economic contribution and performance", p. 3 - " Priority 8: Act as a responsible employer" p. 8 Sustainable Development Report 2016, "Service offering and customer experience" p. 8	Unaudited
G4-10	Complete table of indicators 2011-2016 : "Priority 8: Act as a responsible employer" p. 8	Unaudited
G4-11	Complete table of indicators 2011-2016 : "Priority 8: Act as a responsible employer" p. 8	Unaudited
G4-12	Sustainable Development Report 2016 : "Description of the supply chain", p. 28	Unaudited
G4-13	Sustainable Development Report 2016 : "About This Sustainable Development Report", p. 6	Unaudited
G4-14	Politique corporative de développement durable ("Poursuivre ses efforts afin de prévenir et de réduire la pollution, ainsi que de minimiser son empreinte écologique, notamment par son système de gestion environnementale") : http://www.stm.info/fr/a-propos/gouvernance-d-entreprise/les-reglements-et-politiques/pc-113-developpement-durable (French only) 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 Sustainable Development Report 2016 : - "Priority 7: Priorization of goods and services on the basis of sustainable procurement" p. 30	Unaudited
G4-15	STM website "The STM's Sustainable Development Timeline" http://www.stm.info/en/about/financial_and_corporate_information/sustainable-development/stms-sustainable-development Sustainable Development Report 2016: "Contribution to the advancement of sustainable development" p. 38	Unaudited
G4-16	STM website "The STM's Sustainable Development Timeline" http://www.stm.info/en/about/financial_and_corporate_information/sustainable-development/stms-sustainable-development Sustainable Development Report 2016: "Contribution to the advancement of sustainable development" p. 38	Unaudited

GENERAL STANDARD DISCLOSURES

General Standard Disclosures	Page/link	External Assurance
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IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES

G4-17	Rapport annuel 2016, Informations financières, : "Notes complémentaires, 2) Principales méthodes comptables, a) Périmètre de consolidation" p. 72 (French only)	Unaudited
G4-18	STM webiste "Materiality analysis" http://www.stm.info/en/about/financial_and_corporate_information/sustainable-development/materiality-analysis	Unaudited
G4-19	STM webiste "Materiality analysis" http://www.stm.info/en/about/financial_and_corporate_information/sustainable-development/materiality-analysis Sustainable Developpement 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 2016 : "About This Sustainable Development Report", p. 6	Unaudited
G4-21	Sustainable Development Report 2016 : "About This Sustainable Development Report", p. 6	Unaudited
G4-22	Complete table of indicators 2011-2016 : "Explanatory Notes" p.10	Unaudited
G4-23	Sustainable Development Report 2016 : "About This Sustainable Development Report", p. 6 Complete table of indicators 2011-2016 : "Explanatory Notes" p.10	Unaudited

STAKEHOLDER ENGAGEMENT

G4-24	STM website "Prioritization of issues" and "External stakeholders consulted" http://www.stm.info/en/about/financial_and_corporate_information/sustainable-development/materiality-analysis Sustainable Development Report 2016 : "Dialogue with stakeholders", p. 38-39	Unaudited
G4-25	STM website "Prioritization of issues" http://www.stm.info/en/about/financial_and_corporate_information/sustainable-development/materiality-analysis	Unaudited
G4-26	STM website "Prioritization of issues" and "External stakeholders consulted" http://www.stm.info/en/about/financial_and_corporate_information/sustainable-development/materiality-analysis Sustainable Development Report 2016 "Dialogue with stakeholders" p. 38-39	Unaudited
G4-27	STM website "Prioritization of issues" and "External stakeholders consulted" http://www.stm.info/en/about/financial_and_corporate_information/sustainable-development/materiality-analysis	Unaudited

REPORT PROFILE

G4-28	Sustainable Development Report 2016 : "About This Sustainable Development Report", p. 6	Unaudited
G4-29	Sustainable Development Report 2016 : "About This Sustainable Development Report", p. 6	Unaudited
G4-30	Sustainable Development Report 2016 : "About This Sustainable Development Report", p. 6	Unaudited
G4-31	Sustainable Development Report 2016 : "About This Sustainable Development Report", p. 6	Unaudited
G4-32	Sustainable Development Report 2016 : "About This Sustainable Development Report", p. 6	Unaudited
G4-33	Sustainable Development Report 2016 : "About This Sustainable Development Report", p. 6	Unaudited

GOVERNANCE

G4-34	STM website "Board of directors" http://www.stm.info/en/about/corporate-governance/board-directors	Unaudited
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ETHICS AND INTEGRITY

G4-56	STM website http://www.stm.info/en/about/corporate-governance/ethics-stm	Unaudited
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SPECIFIC STANDARD DISCLOSURES

DMA and Indicators	Page/link	Identified Omissions	Reasons for Omissions	Explanation for Omissions	External Assurance
CATEGORY: ECONOMIC					
MATERIAL ASPECT: ECONOMIC PERFORMANCE					
G4-DMA	Strategic Plan 2020 : "Priority 5 : Further improve performance" p. 85 Sustainable Développement Plan 2020 : "Priority 4 : Optimize the STM's economic contribution and performance" p. 36 Sustainable Development Report 2016 : "2016 Budget" p. 17				Unaudited
G4-EC1	Rapport annuel 2016, Informations financières (French only) : - "État consolidé des résultats" (Revenus) p. 96 - "Excédent de fonctionnement à des fins fiscales consolidé" (Excédent de fonctionnement de l'exercice à des fins fiscales) p. 66 - "Charges par objet consolidées" (Rémunération, Charges sociales, Biens et services) p. 71 Complete table of indicators 2011-2016, - "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				Unaudited
G4-EC3	Rapport annuel 2016, Informations financières (French only) : "Notes complémentaires, 14. Actif au titre des avantages sociaux futurs" p. 83				Unaudited
G4-EC4	Rapport annuel 2016, Informations financières (French only) : "État consolidé des résultats" (Revenus) p. 96 Complete table of indicators 2011-2016, "Priority 4 : Optimize the STM's economic contribution and performance", p. 3				Unaudited
MATERIAL ASPECT: INDIRECT ECONOMIC IMPACTS					
G4-DMA	Sustainable Développement Plan 2020 : "Priority 4 : Optimize the STM's economic contribution and performance" p. 36 Sustainable Development Report 2016: - "Universal accessibility" p. 12 - "Economic contribution" p. 19				Unaudited
G4-EC7	Complete table of indicators 2011-2016 : "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
G4-EC8	Complete table of indicators 2011-2016 : - "Priority 1 : Optimize the STM's economic contribution and performance" p.1 - "Priority 4 : Optimize the STM's economic contribution and performance" p. 3 - "Priority 8 : Act as a responsible employer" p. 8				Unaudited

SPECIFIC STANDARD DISCLOSURES					
DMA and Indicators	Page/link	Identified Omissions	Reasons for Omissions	Explanation for Omissions	External Assurance
ASPECT: PROCUREMENT PRACTICES					
G4-DMA	Sustainable Developpement Plan 2020 : "Priority 7 : Practise sustainable procurement" p. 42-43 Sustainable Development Report 2016: - "Sustainable procurement indicator" p.29 - "Prioritization of goods and services on the basis of sustainable procurement" p. 30				Unaudited
G4-EC9	Sustainable Development Report 2016: "Description of the supply chain" p.28 Complete table of indicators 2011-2016 : "Priority 4 : Optimize the STM's economic contribution and performance" p.3				Unaudited
CATEGORY: ENVIRONMENTAL					
MATERIAL ASPECT: MATERIALS					
G4-DMA	Sustainable Developpement Plan 2020, "Priority 7 : Practise sustainable procurement" p. 42-43				Unaudited
G4-EN1		This indicator is not disclosed.	The information is currently unavailable	The data from the Prioritization of goods and services on the basis of sustainable procurement cannot be disclosed at the moment. They will be released in the next Sustainable Development Report.	Unaudited
MATERIAL ASPECT: ENERGY					
G4-DMA	Sustainable Developpement Plan 2020 : - "Priority 5 : Reduce our ecological footprint" (Continue to erect and renovate sustainable buildings) p. 39 Sustainable Development Report 2016: - "Sustainable infrastructure", p. 21 - "Energy efficiency" p. 22 - "GHG emissions of the STM" p. 25 - "Transportation electrification", p. 26-27				Unaudited
G4-EN3	Complete table of indicators 2011-2016 : "Priority 5 : Reduce our ecological footprint" p. 4				Unaudited
G4-EN5	Complete table of indicators 2011-2016 : "Priority 5 : Reduce our ecological footprint" p. 4				Unaudited

SPECIFIC STANDARD DISCLOSURES

DMA and Indicators	Page/link	Identified Omissions	Reasons for Omissions	Explanation for Omissions	External Assurance
MATERIAL ASPECT: WATER					
G4-DMA	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 Sustainable Development Report 2016, "Drinking water", p. 20				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
MATERIAL ASPECT: EMISSIONS					
G4-DMA	Sustainable Développement Plan 2020 : - "Priority 6 : Limit our atmospheric emissions" p. 40-41 Sustainable Development Report 2016 : - "GHG emissions of the STM" p. 24-25 - "Transportation electrification", p. 26-27				Unaudited
G4-EN15	Complete table of indicators 2011-2016 : "Priority 6 : Limit our atmospheric emissions" p.6 Sustainable Development Report 2016 : "GHG emissions of the STM" p. 24-25				Unaudited
G4-EN18	Complete table of indicators 2011-2016 : "Priority 6 : Limit our atmospheric emissions" p.6 Sustainable Development Report 2016 : - "GHG emissions of the STM" p. 25				Unaudited
G4-EN21	Complete table of indicators 2011-2016: "Priority 6 : Limit our atmospheric emissions" p.6				Unaudited
MATERIAL ASPECT: EFFLUENTS AND WASTE					
G4-DMA	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 Sustainable Development Report 2016, "Management of residual materials" p. 22				Unaudited
G4-EN23	Complete table of indicators 2011-2016 : "Priority 5 : Reduce our ecological footprint" p. 5				Unaudited
G4-EN24	Complete table of indicators 2011-2016 : "Priority 5 : Reduce our ecological footprint" p. 4				Unaudited

SPECIFIC STANDARD DISCLOSURES					
DMA and Indicators	Page/link	Identified Omissions	Reasons for Omissions	Explanation for Omissions	External Assurance
MATERIAL ASPECT: PRODUCTS AND SERVICES					
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 2016 - "Avoided emissions" p. 9 - "GHG emissions of the STM" p. 24-25				Unaudited
G4-EN27	Complete table of indicators 2011-2016 : "Priority 6 : Limit our atmospheric emissions" p.6 Sustainable Development Report 2016 : - "Transportation electrification", p. 26-27				Unaudited
MATERIAL ASPECT: COMPLIANCE					
G4-DMA	Sustainable Développement Plan 2020 : - "Priority 5 : Reduce our ecological footprint" p. 38 Sustainable Development Report 2016 : - "Environmental non-compliance notices" p. 23				Unaudited
G4-EN29	Complete table of indicators 2011-2016 : "Priority 5 : Reduce our ecological footprint" p. 4				Unaudited
MATERIAL ASPECT: SUPPLIER ENVIRONMENTAL ASSESSMENT					
G4-DMA	Sustainable Développement Plan 2020 : "Priority 7 : Practise sustainable procurement" p. 42 Sustainable Development Report 2016 : - "Sustainable procurement indicator" p. 29 - "Prioritization of goods and services on the basis of sustainable procurement" p. 30				Unaudited
G4-EN33		This indicator is not disclosed.	The information is currently unavailable	The data from the Prioritization of goods and services on the basis of sustainable procurement cannot be disclosed at the moment. They will be released in the next Sustainable Development Report.	Unaudited

SPECIFIC STANDARD DISCLOSURES

DMA and Indicators	Page/link	Identified Omissions	Reasons for Omissions	Explanation for Omissions	External Assurance
CATEGORY: SOCIAL					
SUB-CATEGORY: LABOR PRACTICES AND DECENT WORK					
MATERIAL ASPECT: EMPLOYMENT					
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 Developpement Plan 2020 : "Priority 8 : Act as a responsible employer" p. 44-46 Sustainable Development Report 2016 : "Diversity and equal employment opportunity", p. 32				Unaudited
G4-LA1	Complete table of indicators 2011-2016 : "Priority 8 : Act as a responsible employer" p.8				Unaudited
MATERIAL ASPECT: LABOR/MANAGEMENT RELATIONS					
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 2016 : "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
MATERIAL ASPECT: OCCUPATIONAL HEALTH AND SAFETY					
G4-DMA	Strategic Plan 2020 : "Develop a workplace health and safety culture", p. 74 Sustainable Developpement Plan 2020 : "Priority 8 : Act as a responsible employer" p. 44-46 Sustainable Development Report 2016 : "Workplace health and safety", p. 33				Unaudited
G4-LA5	Complete table of indicators 2011-2016 : "Priority 8 : Act as a responsible employer" p.8				Unaudited
G4-LA6				Due to the discovery of a glitch in the work-related accident tracking tool, we are in the process of revising all data. New data will be released in the Sustainable Development Report 2017.	Unaudited
MATERIAL ASPECT: TRAINING AND EDUCATION					
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 Sustainable Development Report 2016: "Training and awareness" p. 34				Unaudited
G4-LA9	Complete table of indicators 2011-2016 : "Priority 9 : Train and equip our employees and raise their awareness" p.9				Unaudited

SPECIFIC STANDARD DISCLOSURES

DMA and Indicators	Page/link	Identified Omissions	Reasons for Omissions	Explanation for Omissions	External Assurance
MATERIAL ASPECT: DIVERSITY AND EQUAL OPPORTUNITY					
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 Developpement Plan 2020 : "Priority 8 : Act as a responsible employer" p. 44-46 Sustainable Development Report 2016: "Diversity and equal employment opportunity" p. 32				Unaudited
G4-LA12	Complete table of indicators 2011-2016 : "Priority 8 : Act as a responsible employer" p.8				Unaudited
MATERIAL ASPECT: EQUAL REMUNERATION FOR WOMEN AND MEN					
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 : http://www.stm.info/en/about/financial_and_corporate_information/about-stm/diversity				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
MATERIAL ASPECT: SUPPLIER ASSESSMENT FOR LABOR PRACTICES					
G4-DMA	Sustainable Developpement Plan 2020 : "Priority 7 : Practise sustainable procurement" p. 42-43 Sustainable Development Report 2016 : "Sustainable procurement indicator" p. 29				Unaudited
G4-LA15		This indicator is not disclosed.	The information is currently unavailable	The data from the Prioritization of goods and services on the basis of sustainable procurement cannot be disclosed at the moment. They will be released in the next Sustainable Development Report.	Unaudited

SPECIFIC STANDARD DISCLOSURES

DMA and Indicators	Page/link	Identified Omissions	Reasons for Omissions	Explanation for Omissions	External Assurance
SUB-CATEGORY: HUMAN RIGHTS					
MATERIAL ASPECT: FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING					
G4-DMA	Sustainable Developpement Plan 2020 : "Priority 7 : Practise sustainable procurement" p. 42-43 Sustainable Development Report 2016 : "Sustainable procurement indicator" p. 29				Unaudited
G4-HR4		This indicator is not disclosed.	The information is currently unavailable	The data from the Prioritization of goods and services on the basis of sustainable procurement cannot be disclosed at the moment. They will be released in the next Sustainable Development Report.	Unaudited
MATERIAL ASPECT: SECURITY PRACTICES					
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 2011-2016 : "Priority 1 : Improve service to maximize the benefits of public transit" p. 1				Unaudited
SUB-CATEGORY: SOCIETY					
MATERIAL ASPECT: LOCAL COMMUNITIES					
G4-DMA	Politique de consultation publique - réseau métro p 5-6 (http://www.stm.info/fr/a-propos/informations-entreprise-et-financieres/les-reglements-et-politiques/pc-114-consultation) (French only) Sustainable Developpement Plan 2020 : "Priority 10 : Engage our stakeholders" p. 50 Sustainable Development Report 2016 : - "Priority 3 : "Contribute to urban planning" p. 15-16 - "Priority 10: "Engage our stakeholders" p. 36				Unaudited
G4-SO1	Complete table of indicators 2011-2016 : - "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
MATERIAL ASPECT: ANTI-CORRUPTION					
G4-DMA	Ethics at the STM, " http://www.stm.info/en/about/corporate-governance/ethics-stm " Politique de gestion contractuelle (French only), http://www.stm.info/fr/a-propos/informations-entreprise-et-financieres/les-reglements-et-politiques/pc-409-gestion				Unaudited
G4-SO4	Code of ethics, p. 5,6 http://www.stm.info/sites/default/files/a-code_ethique.pdf Politique de gestion contractuelle (French only) http://www.stm.info/fr/a-propos/informations-entreprise-et-financieres/les-reglements-et-politiques/pc-409-gestion				Unaudited

SPECIFIC STANDARD DISCLOSURES					
DMA and Indicators	Page/link	Identified Omissions	Reasons for Omissions	Explanation for Omissions	External Assurance
MATERIAL ASPECT: SUPPLIER ASSESSMENT FOR IMPACTS ON SOCIETY					
G4-DMA	Sustainable Developpement Plan 2020 : "Priority 7 : Practise sustainable procurement" p. 42-43 Sustainable Development Report 2016 : - "Sustainable procurement indicator" p. 29 - "Prioritization of goods and services on the basis of sustainable procurement" p. 30				Unaudited
G4-SO10		This indicator is not disclosed.	The information is currently unavailable	The data from the Prioritization of goods and services on the basis of sustainable procurement cannot be disclosed at the moment. They will be released in the next Sustainable Development Report.	Unaudited
SUB-CATEGORY: PRODUCT RESPONSIBILITY					
MATERIAL ASPECT: CUSTOMER HEALTH AND SAFETY					
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 2011-2016 : "Priority 1 : Improve service to maximize the benefits of public transit" p. 1				Unaudited
MATERIAL ASPECT: PRODUCT AND SERVICE LABELING					
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 2011-2016: "Priority 1 : Improve service to maximize the benefits of public transit" p. 1				Unaudited