

2023-2024

Metrolinx **Environmental** **Social** **Governance** **Report**

Message from the CEO



Our mandate is to plan, build and operate public transit in the Greater Toronto Area (GTA), Hamilton and the Niagara Region. We are transforming the region and creating an integrated transit network that connects our communities. This will create more possibilities for people to take transit, enhance accessibility, and it will simplify travel.

We have also adopted Environmental, Social, and Governance (ESG) principles in our business strategy and into our operations and decision-making. Last year, we released our first ESG report to establish a baseline for comparing future progress. This year's report builds on that foundation and considers our progress against identified metrics. It provides the appropriate focus for all our operations and activities.

This past year, we introduced a Sustainable Procurement Program that removes barriers for Indigenous, diverse and local vendors to participate in our procurements. Our goal is to achieve a 20% diverse vendor participation in annual invitational procurement opportunities by 2027. Through this program, Metrolinx awarded contracts to entities such as joint partnerships between contractors and Indigenous-owned companies.

We also refreshed our internal Environmental Sustainability Plan to achieve a 7.5% reduction of total greenhouse gas (GHG) emissions over the next three years. Two zero emissions electric buses were tested and operated over 12,500 kilometres and 480 hours. Approximately 14.5 tonnes of carbon dioxide equivalent were avoided last year. GO Bus GHG Intensity was below target every month and achieved a 4.2% reduction of GHG emissions compared to the previous year.

The safety of our customers, our people, our contractors and our communities remained a primary focus. We achieved a Lost Time Injury Frequency Rate of 0.40 per 200,000 hours worked which is better than global benchmarks. Incidents of threats and violence to both customers and employees were reduced

to 27.3% compared to the previous year. As of March 2024, we achieved an 18.6% decrease in the rate of train accident precursor indicator occurrences calculated using a 12-month moving average which reduces the risks of train accidents.

Over the last six years, we have set strategic objectives and targets on inclusion and gender balance. This past year, we improved gender balance to 41.3% for women in senior manager roles and above and 39.1% representation across our organization.

We are proactive in our collaboration with stakeholders and continued to bring benefits to the communities where we work. To date, the Community Benefits and Supports program has resulted in 2,252 hires and a total economic benefit of \$178.9 million to local businesses and social enterprises on the Eglinton Crosstown LRT, Finch West LRT and Hazel McCallion Line projects. The program is being expanded to all major projects.

We also expanded access and affordability of our services with Ontario's One Fare program. This fare integration initiative means transit riders only pay once when using PRESTO and connecting to and from the TTC and GO Transit, Brampton Transit, Durham Region Transit, MiWay and York Region Transit.

This past year we increased ridership and exceeded targets by 1.1 million. Our customer satisfaction scores also exceeded expectations and reached 92% for GO Rail, 90% for GO Bus, 91% for UP Express and 83% for PRESTO.

For the tenth consecutive year, Metrolinx was named one of Greater Toronto's Top Employers. We were also recognized as one of Canada's Greenest Employer, Canada's Top Employer for Young People and Canada's Safest Employers.

Thank you for your interest in our progress so far. We look forward to sharing more in 2024 and beyond.

Phil Verster

LAND ACKNOWLEDGEMENT

Metrolinx acknowledges that it operates on lands that have been, and continue to be, home to many Indigenous peoples including the Anishnabe, the Haudenosaunee and the Huron-Wendat peoples.

We are all Treaty people. Many of us have come here as settlers, as immigrants or involuntarily as part of the trans-Atlantic slave trade, in this generation, or generations past.

We acknowledge the historic and continued impacts of colonization and the need to

work towards meaningful reconciliation with the original caretakers of this land.

We acknowledge that Metrolinx operates on territories and lands covered by many treaties that affirm and value the rights of Indigenous communities, and peoples.

We understand the importance of working towards reconciliation with the Indigenous peoples. At Metrolinx, we will conduct business in a manner that is built on a foundation of trust, respect and collaboration.



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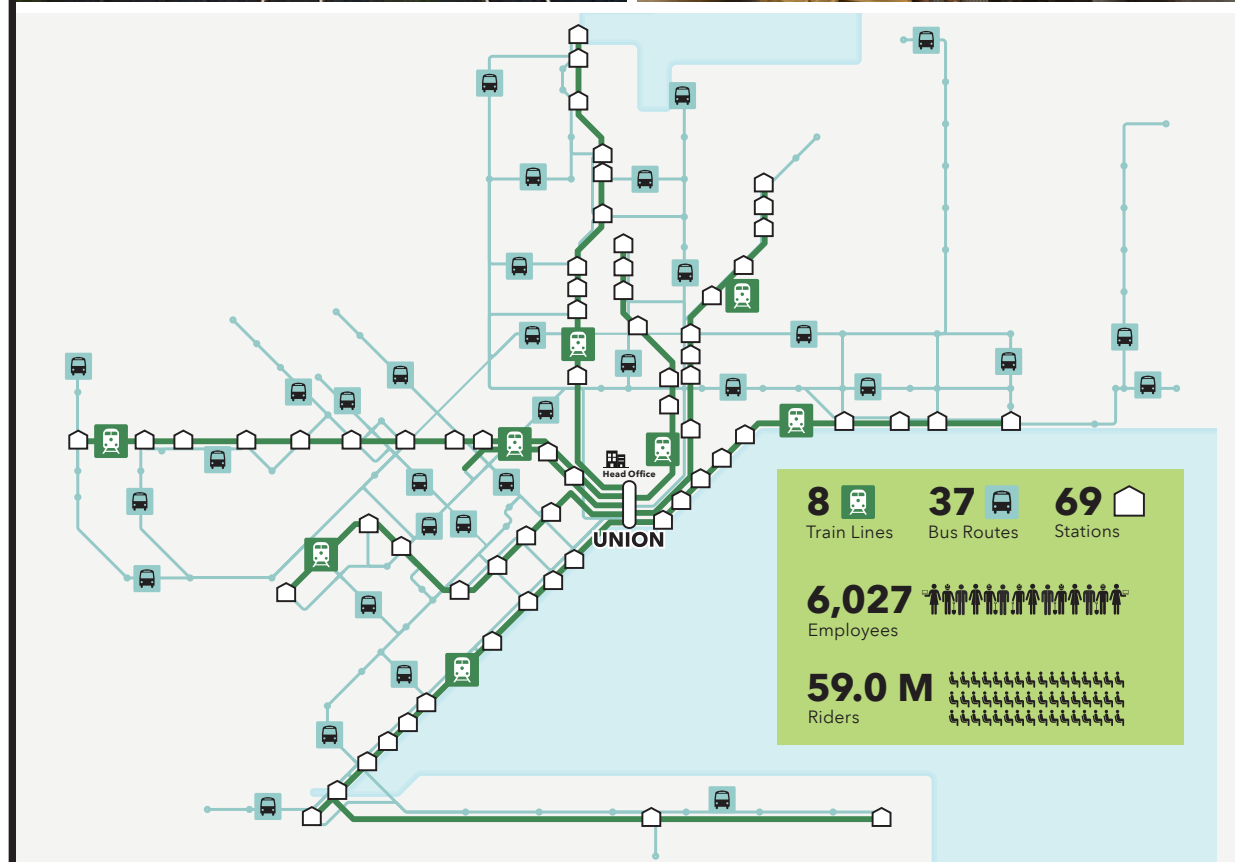
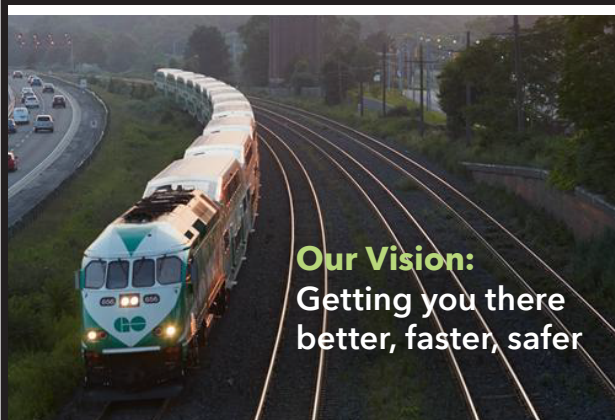
INTRODUCTION

About Metrolinx

Metrolinx, an agency of the Government of Ontario, was created to provide leadership in the coordination of an integrated transit network in the Greater Golden Horseshoe (GGH). While operating GO Transit, UP Express and PRESTO, Metrolinx is

undertaking the most extensive transit investment in Ontario's history. This presents a unique opportunity to plan, build, operate and connect transportation in the GGH, transcending municipal borders and fostering new possibilities within communities.

Metrolinx At A Glance



METROLINX'S WORKFORCE

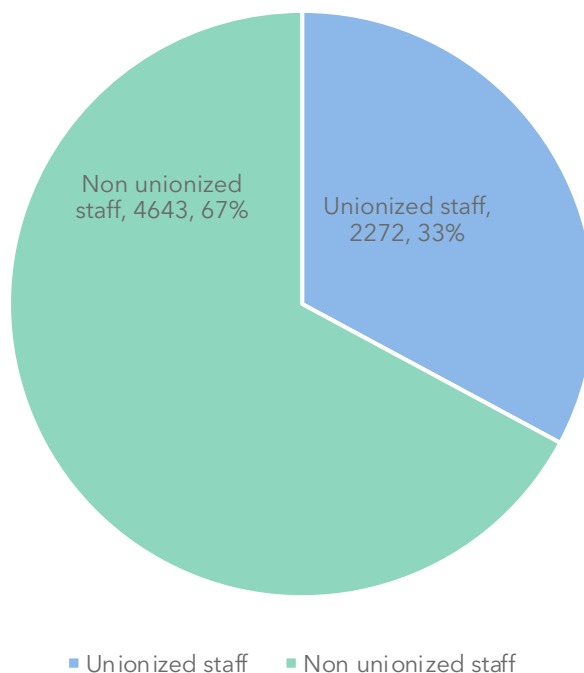
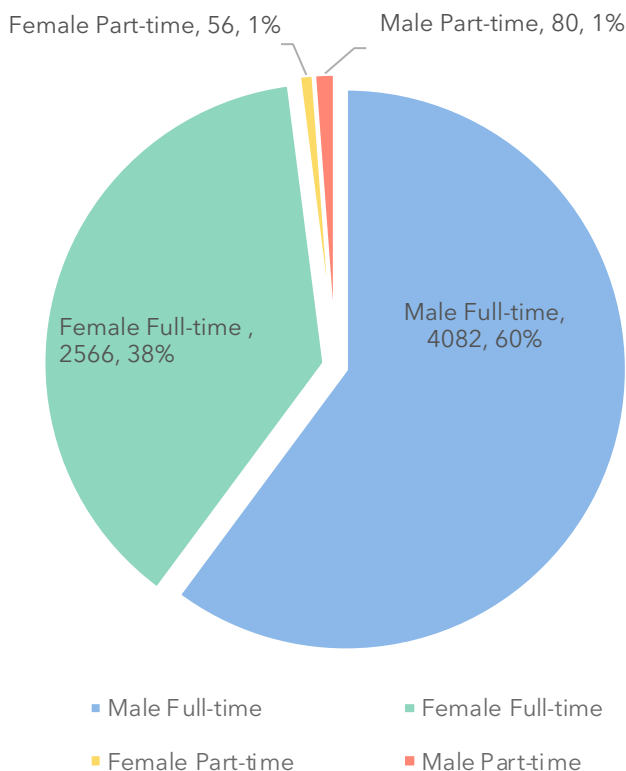
Metrolinx goes beyond transit; it connects people to endless possibilities across the region. To do this, Metrolinx has a workforce of 6915 employees, of which 6786 are active permanent employees working across 97 locations. This includes, but is not limited to, roles ranging from frontline staff (station ambassadors, bus drivers, etc.), to maintenance staff (electricians, millwrights, HVAC technicians, bus mechanics, etc.), through to office-based support staff offering a range of professional services (Human Resources, Finance, Legal, etc.). Metrolinx's active employee headcount dropped 12.6% from the previous year, however, such

fluctuations are not uncommon given the number of large-scale projects across the organization, all in varying stages of planning or execution. Metrolinx employs short-term temporary staff in a limited capacity and supports Ontario students through summer jobs geared to students, co-op placements and internships. In 2023-24, Metrolinx employed 44 temporary staff.

Graphs 1 and 2 below show Metrolinx's workforce, broken down by full-time versus part-time and subdivided by gender within each, as well as the breakdown of unionized versus non-unionized staff.

Graph 1: Full- vs. Part-Time Employees by Gender

Graph 2: Unionized vs. Non-Unionized



Employee figures are presented in headcount as of March 31, 2024. Active headcounts exclude employees on leave and temporary staff.

Full-time unionized staff are members of the Amalgamated Transit Union (ATU) or the International Association of Machinist and Aerospace Workers, Local 235 (IAMAW). The ATU represents most unionized employees at Metrolinx, including, but not limited to, bus drivers, station ambassadors, mechanics and maintenance staff. The current collective agreement with the ATU is in effect until June 1, 2025. A smaller portion of unionized staff is represented by the IAMAW, including employees in the Customer Contact Office. The most recent collective agreement with the IAMAW expired on April 12, 2023, but remains in effect.

For non-unionized staff, Metrolinx maintains and routinely reviews corporate policies that determine working conditions and terms of employment. The policies cover a range of topics including recruitment, employee benefits,

pay determination and administration and employment terminations, as well as employee learning and development.

All employees at Metrolinx are Ontario public servants and are regulated by the **Public Service of Ontario Act**, which provides an ethical framework for public servants, as well as by the Metrolinx policies that arise from the Act.

Alstom is responsible for operating Metrolinx's rail service and the maintenance and repair of GO Trains. In 2023-24, Alstom employed a headcount of 397 consisting of train operators, mechanics, on-board customer service representatives, warehouse personnel and maintenance workers for the purpose of fulfilling its contract with Metrolinx. These employees are members of the Teamsters Canada Rail Conference union and work under a collective agreement held between Teamsters and Alstom.



METROLINX STAKEHOLDERS AND PARTNERS

Metrolinx engages with stakeholders and partners through a variety of means, including community meetings, council presentations, town hall meetings, door-to-door neighborhood engagement and e-newsletters. The frequency of engagement depends on the forum, topic and stakeholder.

Figure 1: Metrolinx Stakeholder and Partner Forums

Customer Experience Advisory Panel	A panel of volunteer riders who convene with the Metrolinx Customer Insights team to discuss their experiences riding the transit network and provide feedback on areas of improvement to drive customer satisfaction
Customer Care Contact Centre	Staffed with GO Transit Customer Care representatives available 24/7 to receive and address customer inquiries, concerns or complaints.
Project Evaluation Advisory Panel	A panel of volunteer members of the academia and consulting fields invited to review and provide input on early Metrolinx project business cases.
Construction Liaison Committees	Multiple groups formed from volunteers to provide information on the status of Metrolinx’s capital projects, receive community feedback on project impacts on their homes and lives and to resolve project- and construction-related concerns.
Metrolinx Accessibility Advisory Committee (AAC)	Committee of customers with a wide range of disabilities, seniors, and staff from agencies that support people with disabilities to provide input on policy, planning and procedures wherever accessibility or design issues may occur on the network or services.
Regional Round Table	Collaboration between Metrolinx and its partnering municipalities and transit agencies regarding capital projects and seamless transit service around the Greater Golden Horseshoe.
Internal Town Halls	Conducted by the Chief Executive Officer quarterly, providing a forum for updates and a platform for Metrolinx employees to post questions, which are answered live. Divisional Town Halls are also conducted for discussions within specific business areas.

These forums provide on-going communication with key stakeholders based on the four pillars of Metrolinx’s strategic objectives: Satisfied Customers, Everyone Safe, Engaged People and Trusted Partner. Currently, stakeholders are engaged to provide

input on existing operations, initiatives, service, construction, and future projects within Metrolinx. Key topics and concerns are addressed through ongoing business efforts, including key performance indicators, action items and regular reporting.

Metrolinx maintains membership and associations, pertinent to the nature of its business:		
<p>American Public Transit Association</p> <p>Association of Certified Fraud Examiners</p> <p>Association of Train Operating Companies Rail Delivery Group</p> <p>Canadian Council for Public-Private Partnerships</p> <p>Canadian Marketing Association</p> <p>Canadian Urban Transit Association</p> <p>Chartered Professional Accountants</p> <p>Canada Construction Users Roundtable</p>	<p>Government Audit Group Canada</p> <p>Information Security Forum</p> <p>Information Systems Audit and Control Association</p> <p>Institute of Corporate Directors</p> <p>Institute of Internal Auditors</p> <p>International Association of Chiefs of Police</p> <p>Law Society of Ontario</p> <p>Ontario Association Chiefs of Police (OACP)</p> <p>Ontario Construction User Council (OCUC)</p>	<p>Ontario Public Transit Association (OPTA)</p> <p>Rail Safety Standards Board (RSSB)</p> <p>Railway Association of Canada (RAC)</p> <p>Tourism Toronto Transportation Association of Canada (TAC/ATC)</p> <p>Canadian Aboriginal and Minority Council (CAMSC)</p> <p>Canadian Council for Indigenous Businesses (CCIB)</p> <p>Women’s Business Enterprise (WBE Canada)</p>

Note that Metrolinx’s list of active memberships is continuously evolving and subject to change. A list of currently active memberships can be provided upon request.



ESG AT METROLINX

In today's business landscape, ESG practices are recognized as critical components of business planning. A company's governance, operational performance and approach to social and environmental impacts are vital to sustaining a viable business. Metrolinx recognizes there are clear benefits to be gained by embedding ESG into all facets of the business and believes in continued commitment to programs that fall under the ESG pillars.

Material Topics

In 2023, Metrolinx undertook an assessment for the purpose of updating its material topics, which were previously identified in 2019. This assessment focused on increasing stakeholder engagement and bolstered participation from groups such as academia, federal and provincial bodies, vendor and supplier communities, diverse supplier councils, customers and community members, employees as well as members of

Metrolinx's Senior Management Team (SMT) and Board of Directors.

Internal and external stakeholders were engaged through one-on-one interviews, group interviews and surveys. A data-driven methodology was used to extract, score and analyze survey and interview responses. Following the synthesis of responses, Metrolinx staff evaluated the organization's ability to influence those material topics and the importance of mitigating their associated risk by considering Metrolinx's mandate and operating environment.

Metrolinx's updated material topics are presented in Table 1 below and are discussed throughout this report. This new set of material topics encompass the 2019 topics, and identifies new topics regarding safety and security, employee health and well-being, equity, diversity and inclusion, and transparency and trust.

Table 1: Metrolinx's Material Topics

E 	CLIMATE CHANGE	Managing direct and indirect greenhouse gas (GHG) emissions by reducing operational and construction impacts and enabling a low carbon transition through our services
	SUSTAINABLE & RESILIENT INFRASTRUCTURE	Investing in infrastructure, technology and design to ensure long-term functionality, preservation of nature and biodiversity and mitigation of potential impacts from climate-related risks
	EQUITY, DIVERSITY & INCLUSION	Fostering an inclusive, engaged and equitable organization for colleagues, customers and communities through our systems, processes, service and communications
S 	CUSTOMER, EMPLOYEE & PUBLIC SAFETY & SECURITY	Promoting the safety and security of our customers, employees and the public by minimizing the occurrence of accidents, incidents of violence, emergencies and safety hazards
	EMPLOYEE HEALTH & WELLBEING	Protecting and promoting psychological and physical health and well-being of workers, contractors and subcontractors
	EQUITABLE TRANSIT SYSTEM	Ensuring we create and maintain an equitable transit system that is accessible to all, free of physical and non-physical barriers
G 	CUSTOMER & COMMUNITY	Investing in the prosperity of the communities where we operate by providing quality service to grow ridership and build trusted connections with our stakeholders and partners
	OPERATIONAL EFFICIENCY	Providing reliable services through optimizing resource use in construction and operations, and managing critical risk
	TRANSPARENCY & TRUST	Monitoring and reporting on our performance to ensure transparency in our operations and enable open dialogue with our stakeholders and partners to build a foundation of trust
	ACCOUNTABILITY, AUDIT & OVERSIGHT	Adopting clear policies, triple bottom line principles and a strong governance structure to ensure our organization is transparent, accountable and free of corruption and discrimination

ABOUT THIS REPORT (Assurance)



The reporting period for Metrolinx's sustainability reporting is based on its fiscal year, which runs from April 1 to March 31 of every year. Metrolinx began publicly reporting its sustainability performance in 2023, based on the April 1, 2022, to March 31, 2023, fiscal year.

Under the direction of the Metrolinx Board, arrangements for external assessment of Metrolinx's sustainability reporting compliance against the Global Reporting Initiative (GRI) requirements

are conducted. Results of the assessment guide Metrolinx in its sustainability reporting maturity. This report and its GRI disclosures are self-declared.

Metrolinx does not have any restatements to declare of information that was reported in its 2022-23 ESG Report. Any inquiries into this report or Metrolinx's initiatives or projects can be made through **Metrolinx's Contact Centre** or by contacting the Manager of Customer Care at (416) 869-3600.



ESG 2023-2024 PERFORMANCE

ESG is embedded within Metrolinx strategic objectives, which are established to focus the organization on achieving its mission, vision and mandate. To ensure success as an organization, Metrolinx monitors numerous key performance indicators to manage performance against its objectives. The following tables present some of those metrics as they relate to ESG and sustainability at Metrolinx.





ENVIRONMENTAL

2023-24



Energy Consumption (GJ)

4,039,458



Energy Intensity
(GJ/MRSK)

341



Scope 1
Greenhouse
Gas Emissions
(Tonnes CO₂e)

251,781



Scope 2
Greenhouse
Gas Emissions
(Tonnes CO₂e)

5,634



Scope 3
Greenhouse
Gas Emissions
(Tonnes CO₂e)

70,263



Greenhouse
Gas Emission
Intensity
(g CO₂e/RSK)

28



Criteria Air
Contaminant
Emissions (kg)

2,087,361



Criteria Air
Contaminant
Intensity
(kg/MRSK)

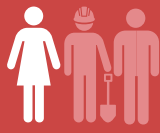
176

Note: Scope 1 Greenhouse Gas Emissions directly result from diesel, natural gas, and gasoline consumption, while Scope 2 Greenhouse Gas Emissions result indirectly from purchased electricity. The GHG emissions and CAC inventory includes GO Bus, GO Rail, UP Express, Non-Revenue Fleet, and Facilities.



SOCIAL

2023-24



Women as a %
of Metrolinx
39.1%



Women as a %
Sr. Managers & above
41.3%



Inclusion Score
81%



Employee Lost Time Injury
Frequency Rate (LTIFR) per
200,000 hours worked
0.40



Public Meetings Held
61

Engagement Score
80%
(Measured in Feb 2024)



GOVERNANCE

2023-24



Public Board
Meetings Held
4



Board Reports
Published
51



Investment Panel
Meetings Held
28



Number of Investment
Panel Submissions
167

Metrolinx's full ESG performance metrics, since the base year of 2019-20, are summarized in a table at the end of this report.

ENVIRONMENTAL

Metrolinx is building and operating transit systems using new technologies, techniques and best practices that will reduce greenhouse gas (GHG) emissions, build resilience and make transit even more sustainable. Along Metrolinx's journey to achieve longer-term environmental benefits for tomorrow, it must manage the environmental impacts of its projects and operations today.

Metrolinx's capital programs design structures and systems to minimize noise and vibration from its projects and operations, manage construction sites to control surface water run-off and downstream impacts to natural aquatic systems and remediate and reuse contaminated soils or ensure it is disposed of responsibly. Metrolinx's bus and rail fleets rely on fossil fuels for propulsion, which are actively managed through operational controls to reduce GHG emissions, such as anti-idling programs, locomotive upgrades and retrofits, and locomotive throttle control program.

Metrolinx has an Environmental Management Office and an Environmental Programs and Assessment Office focused on identifying opportunities and leveraging projects and operations to improve the environment. The work they undertake propels the organization to identify ways to reduce GHG emissions and build sustainable, climate-resilient infrastructure, both of which are topics of material concern for Metrolinx.

Metrolinx has established an Environmental Management System (EMS) to control and mitigate impacts of its operations. Under the EMS, operational activities are reviewed, and those that could have a significant impact on the environment are identified. The impacts of those activities are mitigated through application of standards, processes, procedures, work aides and training. Continual improvements are driven by assessing performance and setting objectives with measurable targets.

Metrolinx's EMS was developed in alignment with the International Organization for Standardization (ISO) 14001:2015 standard, is supported by a robust internal environmental audit program that ensures alignment with standards and training requirements and allows for future consideration of certification to the standard.



Metrolinx's Union Station Rail Corridor (USRC) is a line of railway tracks that stretches through and is adjacent to Union Station in downtown Toronto. It is the largest rail passenger network in Canada, so it's more difficult to keep clean.

All manner of rubbish and junk collects along the corridor, ranging from coffee cups to larger-sized construction debris, and furniture.

Regular cleanups are held in the spring and the fall, but if customers or community members alert Metrolinx to a buildup of trash or large items, a crew is sent to clean it up as soon as possible.

This is just one example of Metrolinx's commitment to green initiatives and sustainability. Metrolinx works together with local communities to ensure all surrounding spaces are kept litter free.

CLIMATE CHANGE (GRI 305: Emissions)



Managing direct and indirect greenhouse gas (GHG) emissions by reducing operational and construction impacts and enabling a low-carbon transition through our services

Mass transit inherently lessens impacts on climate change through lower air emissions by getting people out of their vehicles, but Metrolinx recognizes more can be done by focusing on improvements to its presently carbon-based network and fleet.

In 2023-24, Metrolinx's operations comprised of 69 customer-facing stations, 12 maintenance facilities, a rail fleet of 91 locomotives and 68 in-service consists, a bus fleet of 444 and a non-revenue support fleet of 432 vehicles. Natural gas and electricity are used to power, heat and cool facilities, propane is used for facility-based equipment such as forklifts, the revenue fleet utilizes diesel propulsion systems, while the non-revenue fleet largely consumes gasoline.

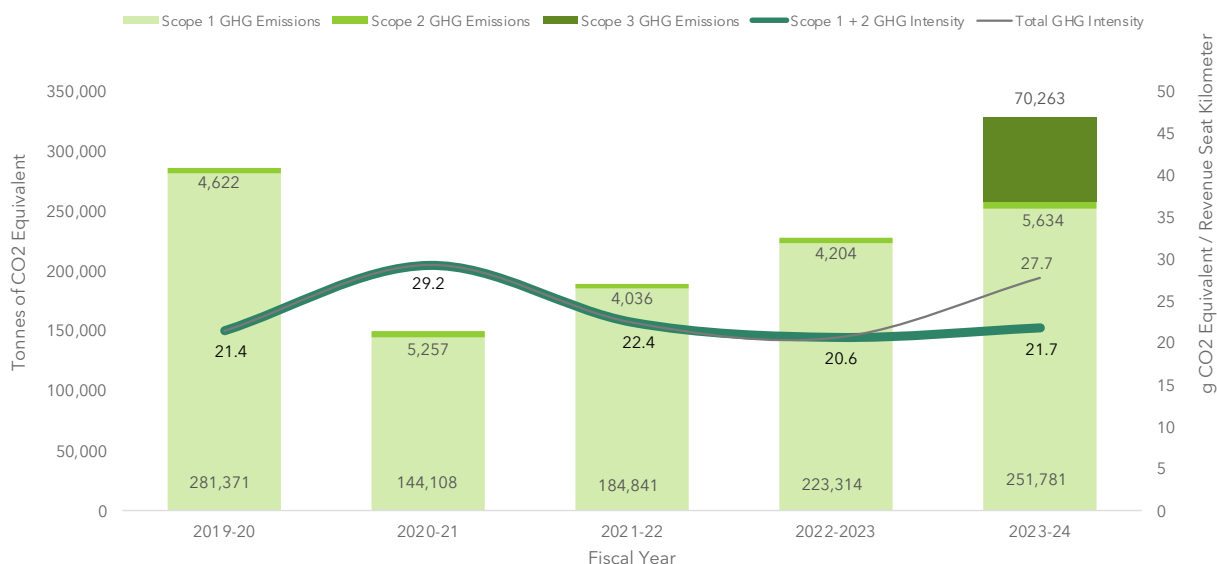
In 2023, Metrolinx refreshed its internal Environmental Sustainability Plan (ESP), which consists of action plans to be accomplished over the next three years (2023-2025). The ESP provides an overview of priority environmental projects

for Metrolinx operations and outlines the actions required to achieve completion of those projects.

Metrolinx has an enterprise goal to reduce GHG emissions by 25% from 27.1 to 20.3 tonnes per million revenue seat kilometres by 2030. The ESP outlines a strategy focused on achieving the reduction objective and outlines a roadmap for both continuous incremental improvement and significant capital programs that will lead to GHG emissions reductions over the coming decades. Under the actions of the ESP, Metrolinx has developed a GHG inventory to track and capture all GHG emissions sources within its operations. Metrolinx's 2023-24 emissions reporting covers Scope 1 and 2 and introduces limited Scope 3 emissions.

Scope 1 emissions are direct emissions that are under the control of the reporting company, such as emissions from fleet vehicles. Scope 2 emissions are indirect emissions resulting by a reporting company's energy use, such as emissions from the generation of electricity that was supplied

Graph 3: 2023-24 Greenhouse Gas Emissions and Emission Intensity



to the reporting company. Scope 3 emissions are indirect emissions resulting from activities undertaken by another entity while providing a service or product to the reporting company. This can include emissions from transportation of consumable goods or products, from services such as waste disposals. Metrolinx's 2023-24 Scope 3 emissions include upstream fuel processing and waste management activities, with work underway expand future reporting to include to construction and other vendor activities.

Diesel consumed by the rail and bus fleet operations account for 87% of total GHG emissions, therefore Metrolinx's GHG emissions are comprised primarily of carbon dioxide (CO₂), methane (CH₄) and nitrous oxide (N₂O). Graphs 3 and 4, and Tables 2 and 3, detail Metrolinx's GHG emissions and emission intensities since its baseline year of 2019-20, along with emissions and emission intensities of Criteria Air Contaminants (CACs) resulting from burning of fossil fuels and which result in impacts to air quality. The 2019-20 year serves as Metrolinx's baseline year, as this was when sound emission tracking and reporting was established, and the organization began undertaking deliberate action to manage emissions. Metrolinx uses Revenue Seat Kilometers to calculate its GHG and energy intensities, which is a measure of the seats available to customers within in-service vehicles per distance travelled. This approach normalizes Metrolinx's environmental impact against its service offering capacity and helps to contextualize its efficiency.

Overall, total GHG emissions and intensities have

increased in comparison to the 2022-23 reporting year, as well as the base year of 2019-20. This is largely due to the introduction of Scope 3 emissions which were not previously reported and account for 21% of total GHG emissions in 2023-24. Metrolinx's ridership has been steadily recovering since a sharp drop in 2020-21, resulting from the Covid-19 pandemic. In 2023-24, a 44% return in ridership was experienced over the 2022-23 year (41.1M to 59.0M riders), which required more in-service fleet vehicles but resulted in only a 13% increase of Scope 1 emissions. Scope 1 emission are presently 11% lower than those reported in the 2019-20 base reporting year. This reduction equates to the energy used for 6,930 Canadian homes for one year or the fuel consumption of 9,065 passenger vehicles. However, Metrolinx anticipates continued recovery towards pre-pandemic ridership levels (76.3M riders). Similar trends to those observed for GHG can also be seen in CAC emissions and emission intensity. Metrolinx will continue to develop Scope 3 emissions reporting to include a more robust inventory of sources but is presently keeping emission reduction efforts focused on Scope 1 and 2 emissions as this provides the greatest potential for change. As such, Metrolinx is continuing to track Scope 1 and 2 combined intensities as its main indicator of performance, which is emphasized in Graph 3. Despite the large increase in ridership in 2023-24, Scope 1 and 2 combined intensities only increased by 2%, which is a strong indicator that initiatives and controls taken to date are having a positive influence over Metrolinx's air emissions.

Table 2: Greenhouse Gas Emissions and Emission Intensities

GHG Emissions (tCO₂e)	2019-20	2020-21	2021-22	2022-23	2023-24
Scope 1 GHG Emissions	281,371	144,108	184,841	223,314	251,781
Scope 2 GHG Emissions	4,622	5,257	4,036	4,204	5,634
Scope 3 GHG Emissions	0	0	0	0	70,263
Scope 1 GHG Intensity	21.1	28.2	21.9	20.2	21.3
Scope 2 GHG Intensity	0.3	1.0	0.5	0.4	0.5
Scope 3 GHG Intensity	0.0	0.0	0.0	0.0	5.9
Total GHG Emissions	285,993	149,356	188,877	227,518	327,678
Total GHG Intensity	21.4	29.2	22.4	20.6	27.7
Scope 1 + 2 GHG Emissions	285,993	149,365	188,877	227,518	257,415
Scope 1 + 2 GHG Intensity	21.4	29.2	22.4	20.6	21.7

Graph 4: 2023-24 Criteria Air Contaminant Emissions and Emission Intensity

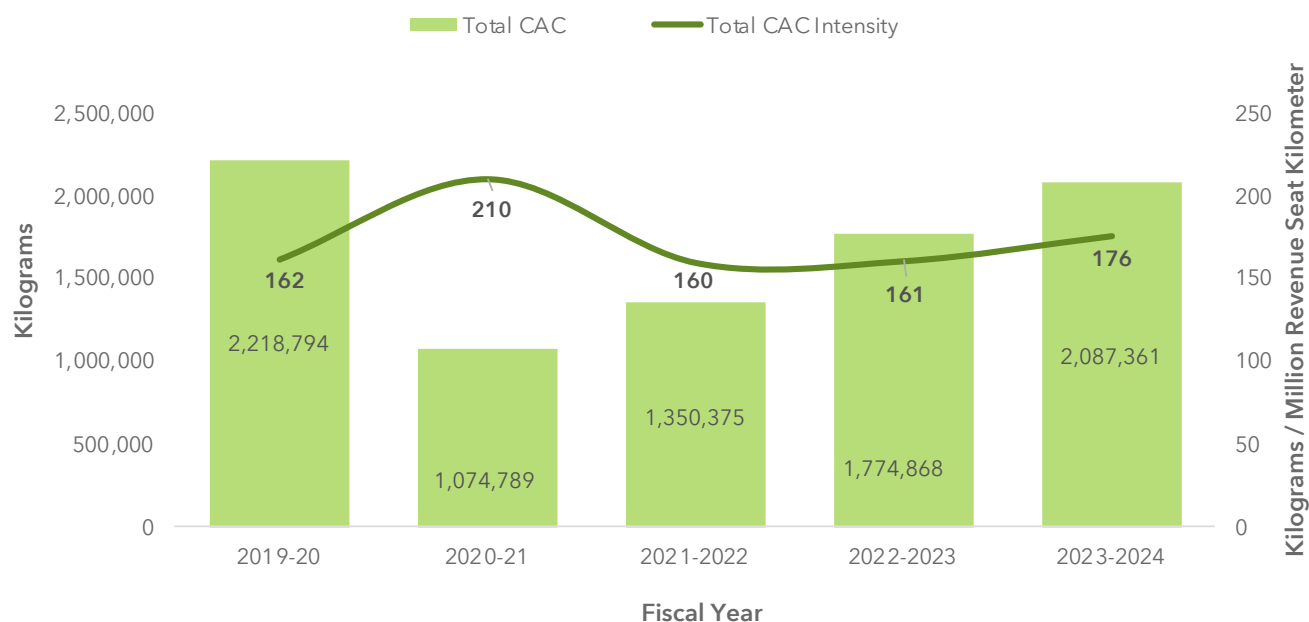


Table 3: Speciated Criteria Air Contaminants

Speciated CACs (Kg)	2019-20	2020-21	2021-22	2022-23	2023-24
Nitrogen Oxides (NOx)	1,584,667	775,348	961,259	1,277,703	1,498,581
Sulphur Oxides (SOx)	57,712	36,823	36,340	40,128	47,571
Particulate Matter (PM10/PM)	35,075	20,195	24,327	20,764	37,423
Hydrocarbons (HC)	54,076	33,744	42,535	58,172	67,476
Carbon Monoxide (CO)	476,093	202,482	279,239	370,679	427,447
Volatile Organic Compounds (VOC)	10,714	6,198	6,675	7,422	8,863

Metrolinx reports emissions using the “Operational Control” approach. Operational Control is determined for each property and utility account. According to the GHG Protocol, Operational Control refers to when a company accounts for 100% of emissions from operations over which it, or one of its subsidiaries, has operational control. It does not account for GHG emissions from operations in which it owns an interest but has no control. Having Operational Control does not mean that a company necessarily has authority to make all decisions concerning an operation. Operational Control does mean that a company has the authority to introduce and implement its operating policies.

Methodology: Scope 1 and 2 emissions are a consolidation of monthly energy bills (diesel, nat. gas, gasoline, propane and electricity), with the associated emissions factor applied; Scope 3 covers any available reliable data as of the point this report was published (upstream fuel refinement and downstream waste disposal). As the GHG inventory data streams mature, Scope 3 will build to include construction/ consumable materials, contractor activities, transportation of materials and equipment, etc.

Factors and sources: Global warming potential - Intergovernmental Panel on Climate Change Sixth Assessment Report (AR6), 2023; Emissions factors for natural gas, electricity, propane, diesel buses, gasoline/diesel - National Inventory Report 1990-2021& Greenhouse Gas Sources And Sinks In Canada, 2023, GHG and CAC Emissions factors for diesel trains: Railway Association of Canada (RAC), Railway Locomotive Emissions Monitoring Report 2021, 2023; CAC Emissions factors for diesel buses: (S&T) Squared Consultants Inc. GHGenius 5.02, 2023

The OnCorr project for rail electrification plans to deliver the first electric locomotive by 2028 and is forecasted to reduce 75-85% of rail emissions by 2050. The introduction of electric propulsion subways and light rail transit (LRT) vehicles will further contribute to lowering the overall GHG emissions intensity at Metrolinx.

In May 2023, two zero-emissions electric buses were introduced as part of the roster of vehicles that run the Mississauga to North York, Milton to North York, Oshawa to Yorkdale and Oshawa to Finch GO Transit routes.

The extra green vehicles were identifiable by their unique appearance, letting people know it was one of two battery-electric GO buses.

Each was powered by nine batteries and could be fully charged in three to four hours, giving the bus 225 kilometres of travel in cold temperatures and about 300 kilometres in warm temperatures before needing another charge.

At the end of 2023, the two electric buses covered 11,800 kilometers, operated for 460 hours and served various routes. Approximately 12 tonnes carbon dioxide equivalent (CO₂e) have been avoided since the second phase of the pilot was



initiated. Watch the buses in operation [here](#). Metrolinx is using the findings of the pilot to determine requirements for procurement of its next generation of buses, which are planned to be low- or zero-emission, procurement is anticipated to begin in 2027.

As the energy management portfolio matures, Metrolinx will complete energy and GHG audits and develop tactics to reduce energy usage and subsequent GHG emissions across its facilities. Read more in the [Sustainable Design \(GRI 302\)](#) section.

New electric trains will be even greener and get more cars off the road.

GO is working to create even more GHG reductions with plans to have electric trains in and out of stations, they accelerate and replace diesel locomotives. decelerate more quickly than diesel trains - saving time on every trip.

GO Expansion is a massive program that will include two-way, all-day service to more communities and trains every 15 minutes or better and will shift more than 145,000 cars off the road each day.

The plan includes near-zero emission electric trains, which will be powered by overhead wires on core routes along the Lakeshore East and West, Kitchener, Barrie and Stouffville corridors. Projects are underway to prepare for installation of electrification infrastructure like overhead wires.



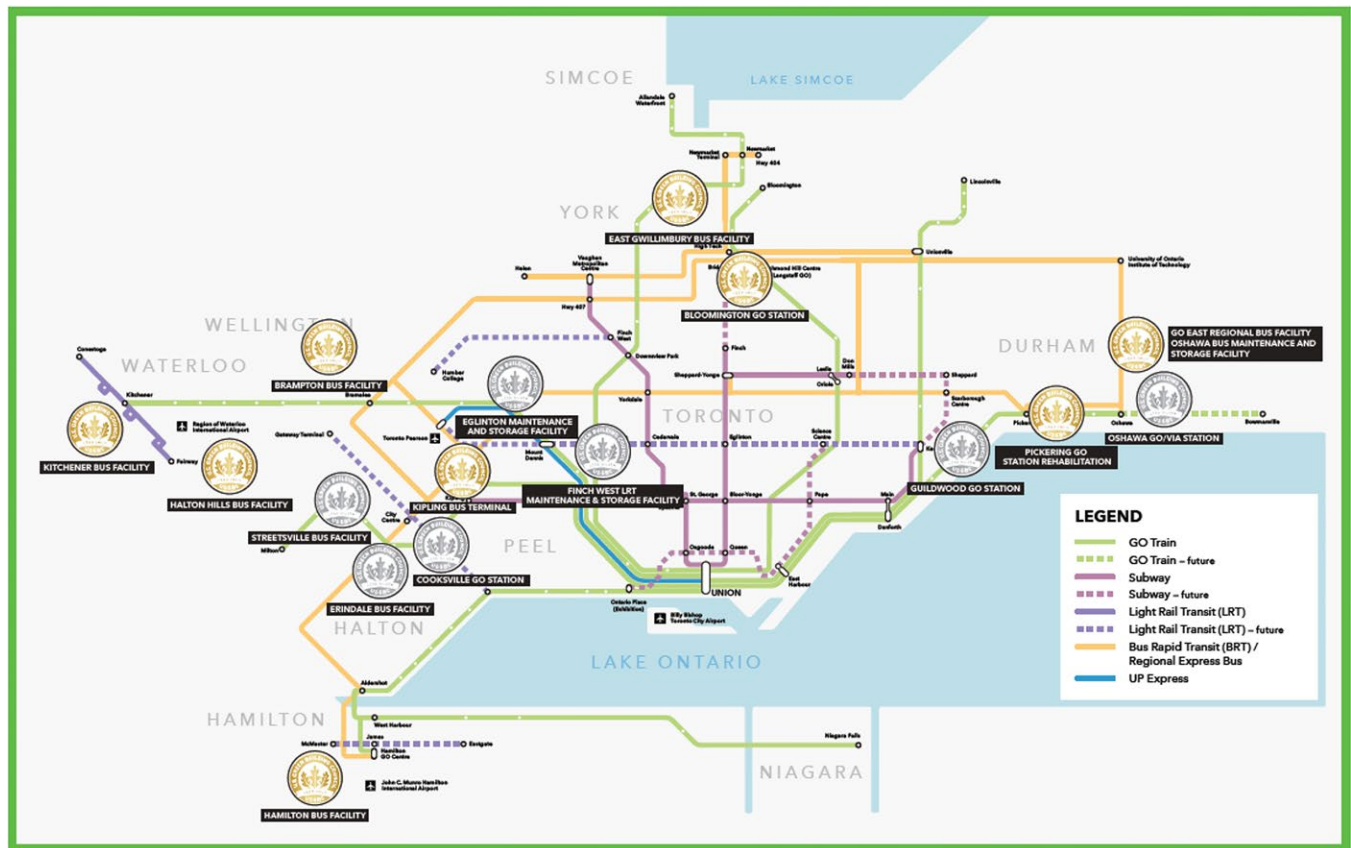
SUSTAINABLE & RESILIENT INFRASTRUCTURE (GRI 302: Energy)



Investing in infrastructure, technology and design to ensure long-term functionality, preservation of nature and biodiversity and mitigation of potential impacts from climate-related risks

SUSTAINABLE DESIGN

Graphic 2: The Metrolinx Network and Location of Sustainably Certified (LEED) Building



Metrolinx has been certifying stations and facilities to Canadian Green Building Council's Leadership in Energy and Environmental Design (LEED) standard since 2009. LEED is a green building certification program used worldwide and is divided into four certification levels: Certified, Silver, Gold and Platinum.

More recently, Metrolinx also began to align to the Institute for Sustainable Infrastructure's Envision, which is a sustainability framework and rating system designed to help build infrastructure that is more sustainable, resilient and equitable.

As illustrated in **Graphic 2**, Metrolinx has numerous stations and facilities that are certified LEED Silver or higher. These buildings contain sustainable features such as living roofs, photovoltaic solar panels, rainwater collection and reuse systems, electric vehicle charging, bicycle storage and LED lighting.

In 2023, the Eglinton and Finch West Light Rail Transit Maintenance and Storage Facilities (MSF) were certified to LEED Silver, and the GO Bloomington Station and Kipling Bus Terminal were certified as LEED Gold.

The MSFs include high-energy and water-efficiency features, green roofs and vehicle charging stations for electric vehicles. The Finch West MSF was built using recycled and renewable materials as well as certified wood and used low-emitting materials such as paints, coatings, adhesives, sealants and flooring systems.

The Kipling Bus Terminal has 4,500 square metres (more than half the size of a football field) of green roof across the bus terminal building. This roof improves energy performance of the building and diverts thousands of gallons of stormwater from the sewer system annually.

At the Bloomington GO station, the roof is equipped with solar panels, and the design of the station is vertical to preserve wetlands and allow minimum disruption to the surrounding ecology. The station lies within Ontario's Greenbelt and is surrounded by significant wildlife populations. A stormwater



Bird's eye view of the green roof on the Finch West LRT's maintenance facility where plants like Summer Glory, Blue Spruce and Coccineum are growing.

management system, where the station building collects water and reuses it around the site, includes a pond within the station lot. To keep migration paths open, a specialized underground crossing system from the station pond to neighbouring wetlands was created and is benefiting the population of area frogs.

Metrolinx's Environmental Sustainability Plan (ESP) emphasizes maintaining the sustainable features and systems its buildings are equipped with. This includes facilities with photovoltaic systems that can put power back into the electrical grid. Currently, there are eight roof-top systems installed on Metrolinx parking garages and a maintenance facility, which reduce peak day electrical demand at the times when greenhouse gases (GHG) are highest from Ontario grid power. Over the course of 2023-24, 527,300 kilowatt hours were produced and fed back into the electrical system.

In parallel to the ESP refresh, Metrolinx updated its Energy Management Guide. The guide provides support to Metrolinx staff in identifying energy performance improvement opportunities, setting performance goals and implementing solutions over specific time frames. It also introduces potential technologies



Aerial view of the Kipling Bus Terminal's green rooftop. Customers can enjoy the view when they pass over the roof using the pedestrian bridge.

to help increase renewable energy generation, reduce energy consumption, GHGs and criteria air contaminants emissions within operations. The new plan contains structured action plans for continued efforts to reduce energy within our facilities and across the network.

Graph 5 and Table 4 below detail Metrolinx's energy consumption and energy intensity since its baseline year of 2019-20. The 2019-20 year serves as Metrolinx's baseline year, as this was when sound tracking and reporting was established, and the organization began undertaking deliberate, measured action to manage energy consumption.

Similar trends observed for air emissions and emission intensities are seen in Metrolinx's

energy consumption, resulting from ridership recovery from the Covid-19 pandemic. Diesel fuel, primarily consumed by the bus and rail fleets, accounted for 75% of Metrolinx's total energy consumption in 2023-24. Total energy consumption increased 10% over the 2022-23 reporting year, which was expected with healthy ridership recovery, and was 4% lower than the 2019-20 base year. Metrolinx anticipates ridership will continue to recover to pre-pandemic levels as it progresses forward. A cross-functional energy working group has been developed, which is intended to provide support across the enterprise, make recommendations and drive energy initiatives and projects forward as it progresses forward into 2024-25.

Graph 5: 2023-24 Energy Consumption and Intensity

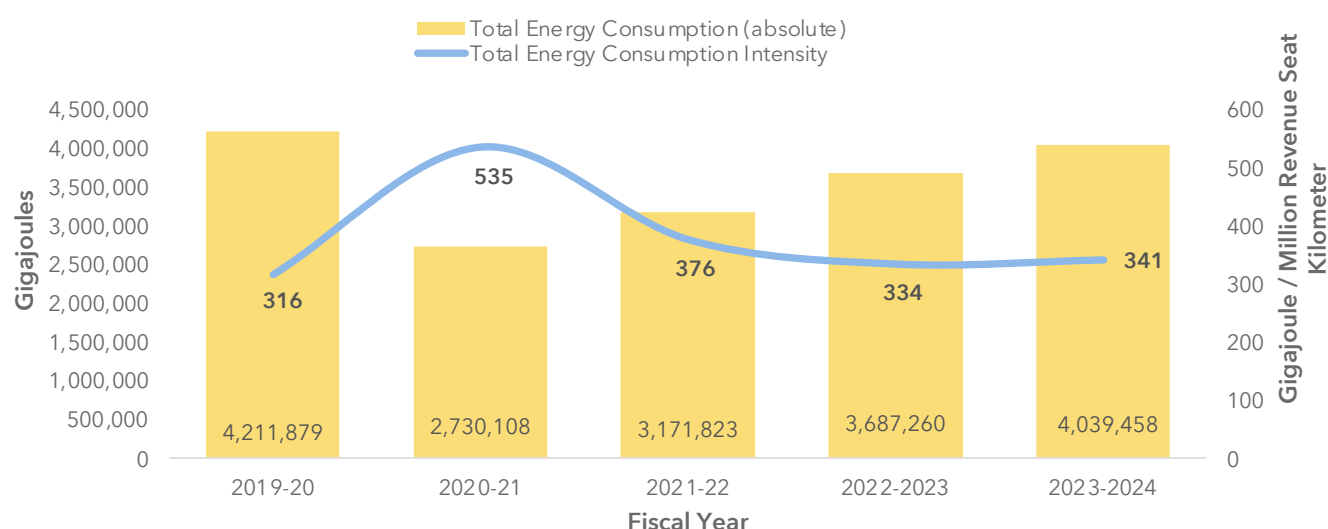


Table 4: Speciated Energy Consumption

Energy (GJ)	2019-20	2020-21	2021-22	2022-23	2023-24
Diesel	3,197,477	1,581,846	2,062,878	2,594,761	3,019,663
Natural Gas	446,213	498,948	561,201	522,127	453,783
Electricity	547,143	630,854	518,965	540,552	533,733
Gasoline	21,046	18,460	21,016	22,144	22,725
Propane	—	—	7,762	7,676	9,554

Metrolinx reports energy consumption using the "Operational Control" approach. Operational Control is determined for each property and utility account. According to the GHG Protocol, Operational Control refers to when a company accounts for 100% of emissions from operations over which it, or one of its subsidiaries, has operational control. It does not account for consumption from operations in which it owns an interest but has no control. Having Operational Control does not mean that a company necessarily has authority to make all

decisions concerning an operation. Operational Control does mean that a company has the authority to introduce and implement its operating policies.

Consumptions tracked from monthly energy bills (diesel, nat. gas, gasoline, propane and electricity). Energy conversions: Canada Energy Regulators - [Energy conversion tables](#)

GREENSPACE PRESERVATION + ENHANCEMENT

Beyond fulfilling environmental legislative and policy requirements, Metrolinx strives to protect, restore and improve the natural environment that projects impact while ensuring the environmental interests of all stakeholders and Indigenous communities are considered. The organization is committed to fulfilling its legal Duty to Consult obligations with Indigenous communities when contemplating any decision or action that may have the potential to adversely impact Aboriginal and/or Treaty rights.

Metrolinx's Environmental Programs and Assessment (EPA) team undertakes environmental risk management throughout project life cycles by completing environmental assessments and due diligence, obtaining environmental permits and approvals, managing related expectations of interested parties, implementing mitigations and supporting the transition from construction and into operations. EPA works closely with the Community Engagement office, as discussed in **Community Programs**, to ensure environmental impact assessments and ongoing monitoring activities are communicated as necessary. EPA works cross-functionally with Metrolinx's Indigenous Relations Office to ensure that legal Duty to Consult obligations with Indigenous communities are fulfilled. This includes, but is not limited to, consultation with respect to environmental studies and fieldwork related to natural heritage, cultural heritage and archaeology, as well as project design refinements and mitigation measures during project construction.

Metrolinx project impact assessment reports are available under each of its capital programs' resources section, accessible through **Projects and Programs**.

EPA provides focused subject matter expertise, oversight and due diligence to the preparation and implementation of restoration plans to avoid, mitigate or compensate for the removal of trees and other vegetation, natural

vegetation features and other natural features that occur while Metrolinx carries out its vast array of capital projects.

Metrolinx works in partnership with external agencies and organizations to deliver upon restoration plans and plays a critical role both leading and supporting engagement and consultation with communities about impacts to trees, other vegetation and natural features, and seeks input from Indigenous communities on the assessment of impacts, accommodation measures and restoration plans.

In a built-up and growing region, trees sometimes need to be removed to make room for new transit lines. To offset these removals, Metrolinx follows a detailed, science-based plan for planting new trees and keeping the



CONTRACT AWARDED WITH:

METROLINX

SoilFLO Awarded Contract from
Metrolinx to Advance Environmental
Sustainability Efforts in Ontario

Metrolinx's new contract with SoilFLO Inc. brings a network-wide soil tracking software solution to all of its construction projects. SoilFLO is a web-based application designed to help track and record excess soils while ensuring compliance with Ontario regulatory requirements.

Any Metrolinx construction project can use SoilFLO at no cost. Through this soil tracking software, project teams will be able to streamline soil movements (i.e. reduce the need for paper tickets and quickly reconcile loads), ensure regulatory and contract compliance, foster collaboration among teams, and promote sustainability (potential to move soil between Metrolinx projects).

region green, planning carefully alongside qualified arborists, municipal partners and local conservation authorities. This vegetation guideline specifies how many trees need to be planted when any tree is removed. The range is from one to 50 new trees based on the size and location of the one being removed.

In 2023, Metrolinx partnered with Kayanase Greenhouse, an Indigenous-owned ecological restoration and native plant and seed business from Six Nations of the Grand River, to purchase 600 trees and shrubs for community giveaway events held in east Toronto, with additional trees anticipated to be ordered in the future.

Some of the plants given away include Hazelnut and Spicebush, which are native species that are more difficult to find at local nurseries. Residents were encouraged to take a tree or shrub and plant it in their gardens or yards to help grow the local tree canopy.

Metrolinx also helps manage dead and hazardous trees and the growth of invasive plants and trees wherever possible, planting only native and pollinator species to help improve the health of local ecosystems.

Metrolinx works to enhance the health of local ecosystems and increase the vegetation cover in the region, advancing restoration projects wherever possible. Landscapes that are disturbed by construction activities are fully restored to a condition equal to or better than the existing conditions. Landscape restoration requires an understanding of ecological



Metrolinx's Vegetation Management and Tree Compensation Program was recognized as a finalist for the Transportation Association of Canada's 2023 Environmental Achievement Award. This recognition demonstrates the distinction in the protection and enhancement of the environment, through transportation projects.

Since spring 2020, over 27,000 native trees and 42,000 shrubs have been planted at over 50 sites across the GTHA.



systems including soil types, moisture regimes and local weather conditions, as well as a thorough knowledge of native plants and plant communities. It's more than just one single act; successful landscape restoration is a carefully managed process that extends over many years and involves a series of planned, sequential stages intended to replicate natural processes.

The Eglinton Crosstown West (ECWE) Landscape Restoration Plan is just one example of this work in action. The plan will maintain existing stormwater management features, such as swales, ponds and channels, but will also enhance the riparian areas of the Humber with more native, shade-tolerant species that are fast growing to stabilize the slope, including under the elevated guideway.

In Fergy Brown and Pearen Park, an invasive reed that quickly establishes and dominates wetland communities will be addressed with appropriate removal techniques, monitoring and re-introduction of native wetland plantings to reduce the chances of re-establishment.



EQUITY, DIVERSITY & INCLUSION

(GRI 405: Diversity & Equal Opportunity)

Fostering an inclusive, engaged and equitable organization for colleagues, customers and communities through our systems, processes, service and communications

At the core of Metrolinx's work is a focus on equity, diversity and inclusion (EDI), and this starts with building a culture of belonging in the organization. Led by the Chief Inclusion Officer, the Inclusion & Engagement Office (IEO) is dedicated to informing, influencing, and promoting EDI-related efforts to build a more engaged, equitable and inclusive organization. Metrolinx continues to drive awareness, build competency, and identify and address barriers in policies, programs, and initiatives.

Metrolinx operates in a diverse region, with a mission to connect communities. During the 2023-24 year, Metrolinx delivered on a strategic objective to develop and implement an EDI strategy that outlines the organization's intentional work over the last three years.

The EDI Strategy is composed of 24 initiatives that will build an organization where:

- Colleagues thrive, feel supported and feel a sense of belonging;
- Customers see Metrolinx as a safe and equitable service provider that is committed to reducing barriers and improving access; and
- Communities believe Metrolinx is a supportive and trusted partner that collaborates with authenticity and cultural awareness.

Throughout 2023, Metrolinx expanded its employee training to ensure our organization is building upon our EDI competency, and now

provides content around anti-Black racism, anti-racism and Indigenous awareness, which enhances core inclusion training on unconscious bias and how to be an ally introduced in 2022.

The IEO also continued to expand Inclusive Workplace Guides for dates of significance, which provides insight into cultural and faith-based celebrations and how to support and accommodate our diverse workforce. Metrolinx now has 21 inclusive workplace guides. People leader guides on Indigenous dates of significance were also developed to foster greater understanding and awareness.

Marketing efforts across Metrolinx, GO Transit, PRESTO and UP Express build meaningful connections with customers and residents of the region through research, intentional partnerships and community consultations. Metrolinx celebrated days of significance including Vaisakhi, Eid, Mid-Autumn Moon Fest, Diwali, Nowruz and Holi, while actively engaging in vibrant cultural events such as Taste of Asia, Caribbean Carnival and more. UP partnered with imagineNATIVE Film and Media Arts Festival, with content now available on GO Wi-Fi Plus. Looking forward, Metrolinx eagerly anticipates the impactful launch of GO Transit's inaugural Newcomer Campaign, building upon the success of the newcomer pilot program, which aims to connect as newcomers are warmly welcomed to the region.

The opportunity to create communities at work can be powerful; Employee Resource Groups (ERGs) flourished throughout 2023-24. ERGs are

based on community-building, inclusion and shared identity. ERGs operate under a governance model with chairs and executive sponsors, who are further represented at the Metrolinx Diversity & Inclusion Council. Members may engage with other employees for social support, to share ideas or to learn from one another. ERGs operate under a governance model with chairs and executive sponsors, who further represent their groups at the Metrolinx Diversity & Inclusion Council, which is responsible for providing support as necessary to the individual groups.

Metrolinx supports the following ERGs:

- Anishinaabe Circle
- Black Employee Experience at Metrolinx (BEEAM)
- Diverse Abilities
- Emerging Leaders at Metrolinx
- Healthy Minds
- Metrolinx Women’s Network (MWN)
- MuslimLinx
- Operations RT Women’s Network (OWN)
- PRIDE 365
- South Asian Linx
- Women’s Inclusive Network
- Women in Rail

Workforce inclusion and gender representation are included in the organization’s strategic objectives:

- In 2022-23, Metrolinx achieved an 80% inclusion index score, exceeding the target of 78%. This is measured through Metrolinx’s employee opinion survey and was successfully maintained through 2023-24.
- In 2022-23, it achieved women representation for senior managers and above to a minimum of 40% and 38% across the organization.
- Over the course of 2023-24, Metrolinx improved to 41.3% women senior manager and above, and 39.1% across the organization.
- Progressing into 2024, Metrolinx has maintained the objective for improving women representation and has increased its targets to 41% and 39% respectively.

Table 5 below, displays the age distribution of Metrolinx’s workforce and the associated salary ratio of women to men. Across all age categories, the salary ratio of women to men within the organization is marginally off a one-to-one ratio, which further demonstrates Metrolinx’s commitment to gender balance.

Table 5: Workforce Age Distribution and Salary Ratio

Age of Workforce	<30 Years Old	30 - 50 Years Old	>50 Years Old
% of Workforce	12%	62%	26%
Salary Ratio of Women to Men	1.05	1.02	1.01

Metrolinx is working to enhance data gathering and reporting to track representation, recruitment, retention and career advancement beyond gender balance.

Metrolinx is striving toward a workforce that reflects the diversity of the communities we serve across all levels of the organization and is focused on increasing its workforce representation among equity-deserving communities. In 2020, Metrolinx introduced a cultural census to track current demographics, inform future progress and offer insights into our workforce. In 2022, Metrolinx began to include demographic data into its employee engagement surveys. These figures

and insights will serve as a benchmark as the organization progresses forward and matures in EDI.

In 2024, Metrolinx aims to strengthen a sense of belonging and the ability to thrive by developing additional EDI resources; identifying gaps in HR practices, policies and programs; removing barriers to access, participation and advancement; and strengthening mentorship, sponsorship and career development opportunities for employees.

Applying EDI principles inside Metrolinx helps the organization to reflect the diversity of the communities and customers it serves. This work is essential to truly understanding and delivering

affordable, accessible and reliable transit that unites communities and connects them with destinations that are important to them.

Metrolinx aims to be recognized as a transit provider that is equitable, diverse and inclusive and as a transit system that is accessible to all, free of physical and non-physical barriers, and offers affordable fares. To support this, Metrolinx is expanding transit affordability and accessibility (read more in ***Equitable Transit System***). The IEO has helped drive this by building the capacity of the organization to incorporate EDI into policies, practices and programs that impact customers.

EDI extends beyond employees and customers; it reaches into the communities that surround Metrolinx projects and operations. The Metrolinx IEO works in partnership with the Community Engagement Office and Procurement Office to expand partnerships with community, education and professional associations to support equity-deserving communities. More details are discussed on these initiatives within the ***Customer & Community (GRI 413: Local Community)*** and ***Procurement (GRI 204: Procurement Practices)*** section of this report.

The IEO also collaborates with the Metrolinx Indigenous Relations Office (IRO). Throughout 2023, the IRO underwent a complete transformation of its internal role in the organization and greatly expanded its subject matter expertise through the hiring of additional staff. This has improved how Metrolinx consults with Indigenous communities and has reduced risks to projects by better integrating the Indigenous Relations function into project planning and delivery.

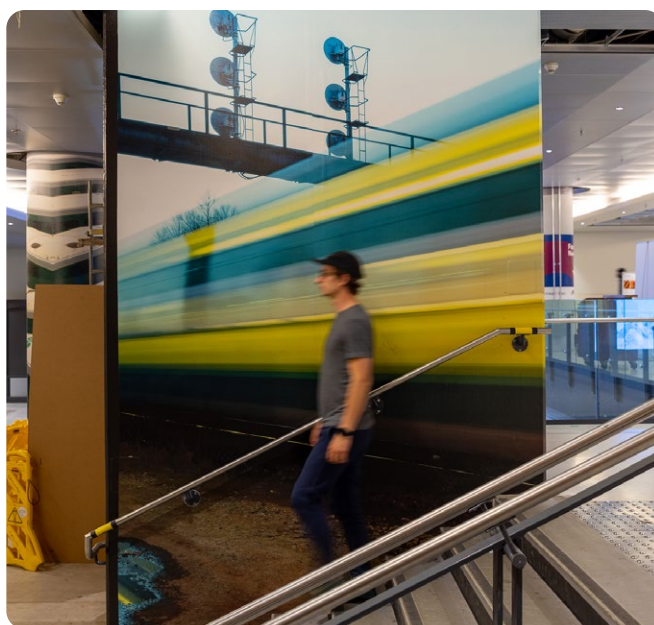
In 2023, Metrolinx fulfilled a strategic objective to develop and implement an Indigenous Relations Improvement Plan and introduce mandatory Indigenous awareness training for all employees, including the Senior Management Team (SMT) and the Board, to complete. At the close of the 2023-24 reporting year, 84% of the organization had completed the training.

Metrolinx's Marketing team has increased media investments rising from 2% in the multicultural space to 24%, with over 50 multicultural campaigns in the last fiscal year, alongside multicultural usage expanding from two to nine languages in advertising.

In September 2023, Metrolinx launched support for additional languages beyond English and French, an important capability to recent immigrants and others within the diverse regions that PRESTO serves. The support includes automated translation of the PRESTO website, leveraging the Google Translate service, and the option to add in a third-party translator service to PRESTO call centre calls.

Through an EDI Marketing Committee, formed in April 2023, Metrolinx has improved understanding of its diverse customer base, forging connections through diverse campaigns, cultural events, inclusive partnerships and community consultations with the multicultural agency Ethnicity Matters.

Major accomplishments include receiving the 2023 Marketing Awards Merit for GO Transit's Diwali "Lights Bring You Home" campaign and the delivery of an even larger celebration of Diwali in 2024 with GO's first train activation and customer celebration.



**May Lights
Bring You Home**



EQUITABLE TRANSIT SYSTEM

Ensuring we create and maintain an equitable transit system that is accessible to all, free of physical and non-physical barriers

ACCESSIBILITY AT METROLINX

As the regional transit authority for the Greater Golden Horseshoe, Metrolinx is dedicated to making its services fully accessible to people with disabilities. It strives to set a good example as a leader in accessibility for the entire transportation industry – both as an employer of choice and as a provider of transit services.

Metrolinx is continuously working to improve the network and transit services and make transit affordable, accessible and equitable. The Metrolinx Universal Design team consists of technical subject matter experts who consult with people with mobility challenges and provide strategic design advice and advocacy for the inclusion of elements that support all customers.

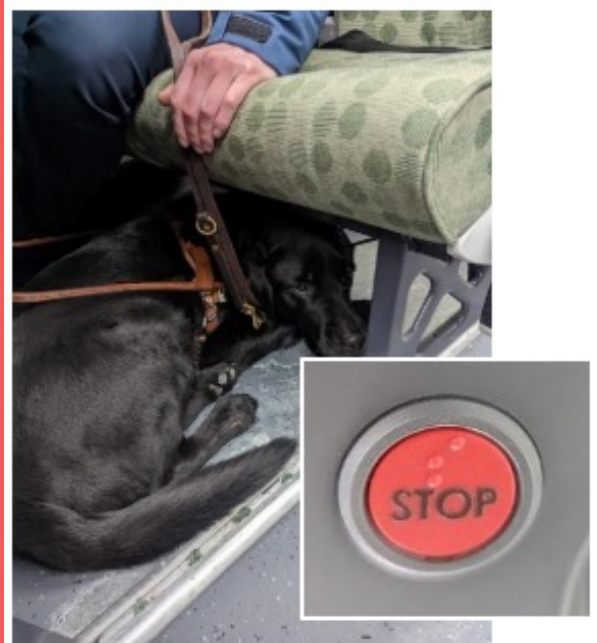
The Universal Design team hosts the Annual Accessibility Public Meeting, Accessibility Advisory Committee meetings, consultations with municipal accessibility advisory committees where work is intended to occur and has hosted special interest consultations with people with disabilities. Public consultation consists of volunteers from across the region who provide input on a wide range of initiatives, including Metrolinx design standards, PRESTO devices and services offerings and accessibility-related policies and procedures.

The purpose of the annual Metrolinx Accessibility Public Meeting is to provide updates on accessibility achievements at Metrolinx, share information on initiatives for the upcoming year and seek feedback to ensure Metrolinx's services and projects reflect the needs of customers and the community.

Accessibility in Action

Metrolinx conducted focused interviews with people with disabilities. There was a total of 22 participants recruited from Metrolinx's Accessibility Advisory Committee, organizations such as Silent Voice Canada and the public, with each engagement lasting approximately 75 minutes.

Collected feedback was used to improve Metrolinx design standards and included items such as adding brightly coloured, textured handholds and grab handles in priority seating areas, better placement of stop request buttons, inclusion of walker restraint mechanisms and larger under-seat space to accommodate service animals.

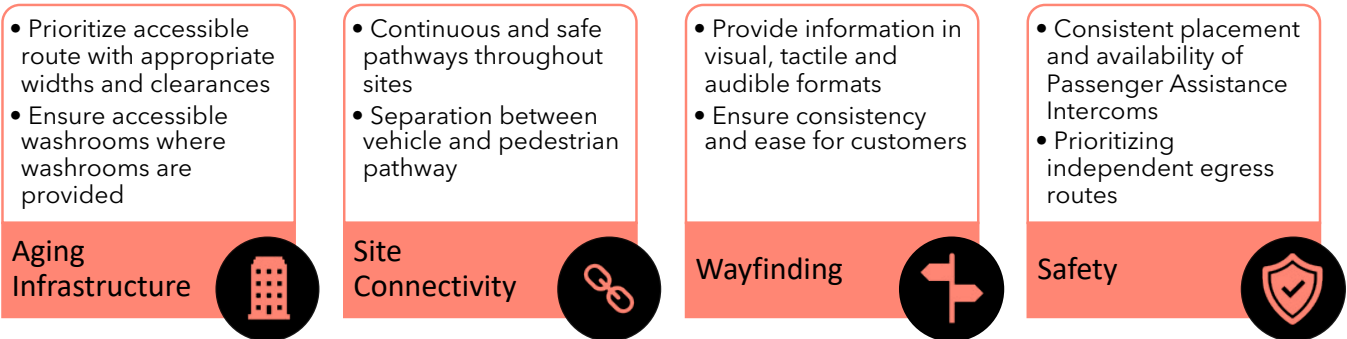


To increase consistency of Metrolinx service delivery, a network-wide built-environment audit was initiated in December 2022 and concluded in January 2024. The audit was undertaken to determine where facilities meet Metrolinx's Universal Design requirements and identify recommendations for remediating any barriers identified. Over the course of the technical audit, 66 stations were evaluated. The assessment identifies issues with aged infrastructure that has not been designed for customers with disabilities, sites designed to prioritize vehicular

access rather than pedestrian access and safety elements to support independent travel for customers with disabilities.

Metrolinx is developing a new multi-year accessibility plan to focus activities supporting Accessibility for Ontarians with Disabilities Act (AODA) compliance for the coming five years. The plan will identify barriers for customers and employees and provide a plan to remediate those barriers. The new multi-year accessibility plan will be accompanied by annual status reports that provide an update on how Metrolinx is progressing

Figure 2: Accessibility Focus Areas



Not all customers have the means to get to GO service using a vehicle, and not all customers live close enough to walk. Metrolinx is providing supports for diverse and equitable ways to access the service and has a vision to make access to GO stations easier for customers by exploring transportation options and station amenities. **The GO Rail Station Access document** explores enhanced GO station access and improved options for customers, increasing the capacity of GO stations to accommodate ridership growth in a way that is sustainable and financially efficient to 2041. For each station, the document considers:

- Biking: Adding bike parking spaces and multi-use pathways.
- Walking: Get your steps in! Improving walking environments at, and around, GO stations by planning for more pedestrian and multi-use pathways to enhance the walking connections to GO stations.

- Transit: Adding bus bays and other transit priority measures to accommodate increased bus service and other local transit connections at GO stations.
- Pick-Up and Drop-Off: Safer and more efficient facilities for customers at GO stations.
- Drive-and-Park: Exploring the parking experience at GO stations, focused on future-looking transportation and access strategies.

Graph 6 shows the gains the document is striving to achieve by 2041, against the base year of 2019. Metrolinx is in the process of updating the mode sharing analysis to measure progression against the 2041 targets.

Metrolinx works with municipal transit partners by coordinating the Regional Specialized Transit Working Group (RSTWG) to help support a seamless cross-boundary travel experience, including opportunities to better coordinate specialized and conventional transit. The RSTWG consists of 12 conventional and specialized

transit agencies across the Greater Toronto and Hamilton Area, such as Burlington Handi-Van, Durham Region Specialized Services, Hamilton ATS-D.A.R.T.S, Milton access+, Oakville care-A-van, Peel TransHelp, TTC Wheel-Trans and York Mobility Plus. A Memorandum of Understanding (MOU) is in place between these agencies, which eliminates the need for mobility aid users to undergo multiple eligibility processes.

Mobility aid users registered with a municipal paratransit agency are now automatically eligible for paratransit services with other transit agencies, making it easier for users to transfer between services in adjacent communities. Customers can also use paratransit service to get to and from an accessible conventional transit service, like GO Transit, VIVA or Züm.

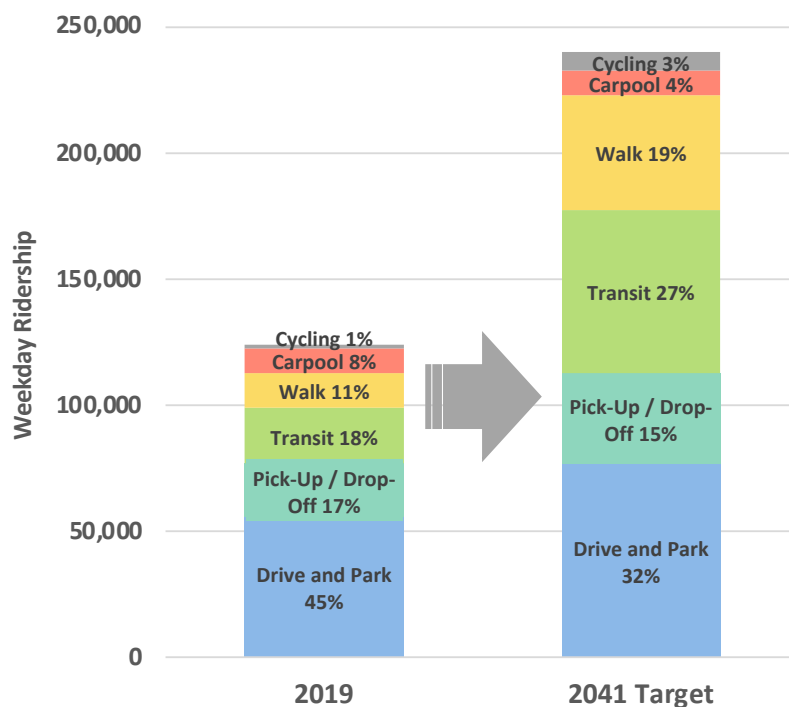
In 2023, Metrolinx established a partnership with AccessNow, a Canadian-based website and mobile app that provides information to people looking for verification of level of accessibility of environments and businesses. The partnership provides verified data on the accessibility of GO stations and markets to customers who do not currently use GO services.



GO Station Ambassador Adrian Cece brought information about the Sunflower Program to Metrolinx's attention as he saw a great partnership opportunity for Metrolinx.

Thank you, Adrian!

Graph 6: GO Rail Station Access Mode Share



Metrolinx is proud to have become a member of the Hidden Disabilities Sunflower program as of the fall of 2023. The Sunflower Program provides a simple tool for customers to voluntarily share to staff that they have a disability or condition that might not be immediately apparent without disclosing a particular condition. This enables Metrolinx staff to know when customers might need extra help, understanding or just more time. Customers who choose to participate can wear a sunflower lanyard or pin or share a card. Pins are available at Union Station by asking a GO Transit or UP Express staff member, or customers can be mailed a pin for free when requested via email at accessibility@metrolinx.com.

In December 2023, Metrolinx partnered with MagnusCards to provide digital guides aiding individuals with autism or neurodiversity in navigating PRESTO, UP Express and the GO Transit network. The MagnusCards app offers 22 Metrolinx digital card decks, covering topics such as transit travel, PRESTO card use, ticket purchase, schedule checks and trip planning. MagnusCards aims to eliminate barriers hindering individual independence and ease navigation of home and community experiences.

Additionally, updates to ticket vending machines are rolling out now. New machines will be placed at GO and UP stations that feature accessibility upgrades such as controls placed at a height that

accommodates easy access whether sitting or standing, Braille labels and tactile symbols on all customer-facing controls and a PIN-pad-controlled Accessibility Mode using the headphone jack.

EQUITABLE & AFFORDABLE

Metrolinx has a responsibility to make transit affordable for all.

Since 2022, Metrolinx has been working with 905 area transit agencies (not including the TTC) to make local transit fares free for customers when paying for GO and transferring to a participating service. This program was made available automatically for customers paying with their PRESTO cards and was a major development for a transit region that has traditionally been siloed by municipal boundaries and separate transit services that made cross-region travel more difficult. Broader fare integration can help meet regional needs by making it easier to travel from one municipality to another, ultimately connecting more people with more job opportunity, educational services and healthcare facilities, as well as leisure and event destinations.



In February 2024, Metrolinx introduced free transfers to and from the TTC under Ontario's One Fare program. Through the One Fare Program, taking transit from Brampton to Oshawa, or anywhere in between, will now be more simple, convenient and affordable. Transit riders will only pay once when connecting to and from the TTC and GO Transit, Brampton Transit, Durham Region Transit, MiWay and York Region Transit.

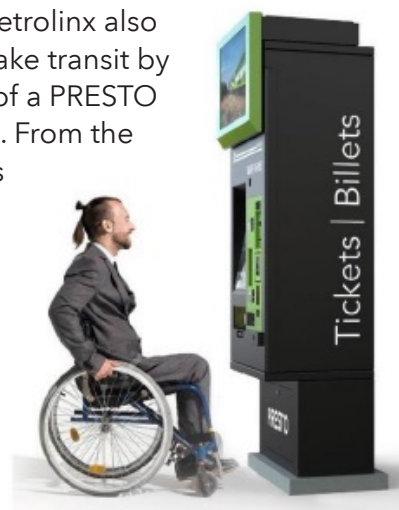
Metrolinx became the first transit agency in Canada to offer Interac Debit fare payment in addition to credit in 2023. This means credit and debit payment is now accepted on PRESTO devices on buses, at stations and on para transit

vehicles when customers tap their physical or electronic (mobile wallet) cards. Debit cards are widely used, particularly by low-income transit riders. Virtual PRESTO cards are also now available through Google Wallet free of charge to customers using Android devices.

The One Fare discount is now applied automatically when customers tap a physical PRESTO card, credit, debit or PRESTO in Google Wallet to connect between GO Transit, TTC and the other participating transit systems. Greater detail on this program is shared within [***Metrolinx's Annual Report.***](#)

Not only is it easier than ever to pay, it's also now easier than ever to register a PRESTO card. A call centre is now able to register customers' cards immediately by phone; customers previously would have been directed to download, print out, fill out and mail in a PDF paper form. This new process is ideal for customers who don't have a computer or internet access, or comfort navigating the internet, including some seniors and people with disabilities.

In August 2023, Metrolinx also made it easier to take transit by lowering the cost of a PRESTO card to \$4 from \$6. From the start, Metrolinx has charged a price for the physical PRESTO card to recover manufacturing and distribution costs.



CUSTOMER & COMMUNITY

(GRI 413: Local Community)




Investing in the prosperity of the communities where we operate by providing quality service to grow ridership and build trusted connections with our stakeholders and partners

COMMUNITY PROGRAMS

Metrolinx is undertaking North America's largest transit expansion project, which will connect new, established and emerging communities across the Greater Golden Horseshoe like never before. Metrolinx's projects will bring long-term social, environmental and economic benefit

to the region, including reducing congestion, shortening commutes, reducing greenhouse gas emissions, linking neighborhoods and facilitating easier access to work and education and making it more affordable to get where you want to go, such as leisure destinations and events.

This transit expansion involves numerous projects currently underway across 16 municipalities, including:

 GO Expansion	 Rapid Transit	 Subways
Including station renovations, expansions and improvements, grade separations, bridge and tunnel expansions and maintenance facilities to provide all-day, 15-minutes-or-better, electrified, rail service.	Hazel McCallion Light Rail Transit Eglinton Crosstown Light Rail Transit Finch West Light Rail Transit Hamilton Light Rail Transit Durham Scarborough Bus Rapid Transit Proposed Dundas Bus Rapid Transit Proposed Queen Street Highway 7 Bus Rapid Transit	Scarborough Subway Extension Eglinton Crosstown West Extension Yonge North Subway Extension Ontario Line

Details of projects can be **found online**, including their location within the region and stage of development. Metrolinx also discusses its projects within the **Annual Report**.

Metrolinx is responsible for the planning and construction of these extensive programs, and careful consideration for impacts initiating from the planning stages and carrying through to delivery of capital programs is paramount and is why impacts to the local community and its other partners have been identified as a priority. Metrolinx maintains a detailed and lengthy planning process that involves staged business case development, a rigorous approval process and social and environmental impact assessments, as well as consultation with

Indigenous communities, stakeholders and partners. These are discussed more thoroughly within the **Responsible Planning** and **Greenspace Preservation + Enhancement** sections of this report.

Metrolinx projects have many complicated phases and processes, and most involve digging or tunneling, both of which can generate noise and vibration. Metrolinx uses modern technology and practices to help keep the ground stable and reduce noise and vibration impacts to surrounding residents and businesses. Before and after tunnelling, Metrolinx requests the permission of property owners along the transit route to thoroughly assess the condition of the interior and exterior of homes and buildings, at



Ontario Line Moss Park Market

The Moss Park Market is a food market run out of a shipping container and the very first of its kind in Canada! It is run by donations, which allow them to operate a pay-what-you-can model, offering fresh, healthy food that is accessible to all. The Ontario Line team regularly hosts pop-ups at the market to share information, answer questions, collect feedback and connect with residents.

no cost to the owners. During underground work, Metrolinx continuously monitors above-ground conditions, making any adjustments necessary to avoid effects at the surface.

Construction activities may also require large areas to be sectioned off to enable safe operations, which results in disruptions to traffic flow and access to local businesses. Traffic Management Plans are designed with efficiency in mind to minimize the likeliness of disruption wherever possible. Construction notices with key details about upcoming work are canvassed and posted online so communities can be kept up to date.

Mentioned within the **Our Stakeholders and Partners** section, Metrolinx maintains Construction Liaison Committees, which are groups of volunteers formed as a conduit to provide information on the status of projects, receive community feedback on project impacts on their homes and daily lives and to work together to resolve project- and construction-related concerns. As well, at any time, customers and residents can bring forward questions or issues related to projects to Metrolinx's Community Engagement team. As a good neighbour, Metrolinx strives to bring communities into the conversation, mitigates the impacts of construction disruptions and promises to keep people informed, because

Metrolinx understands that building for the future can be disruptive today.

The Metrolinx Community Engagement team is active in communities throughout project lifecycles. In addition to the Construction Liaison Committees, they employ a suite of engagement resources such as walking tours, door-to-door canvassing, open-houses, distribution of construction notices and pop-up information tables to increase community access to project teams and project information.

In 2023-24, Metrolinx hosted 75 public meetings and held 848 pop-up events, which fostered interactions with more than 68,063 people. Outreach included use of modern online tools, with more than 2,618,359 notices delivered through blast circulations and emails and through grassroots community canvassing, which involved 433 canvasses, 87,651 doors knocked and 729 stakeholder and elected official meetings.

Metrolinx is committed to delivering more than just transit and pledges to work closely with communities across the region. In alignment with this commitment, Metrolinx launched a



YOUTH Strategy Engagement Event

In October 2023, Phil Verster met with over 50 co-op students, interns and recent graduates who were participating in Metrolinx's Early Talent Program, which sees over 160 participants annually.

The group spoke about topics that matter to them, such as building a sustainable transit system for the future, making it easier and more efficient to travel across the region and building transit now that will serve not only their generation, but generations to come.

community-based, multi-year YOUTh Strategy in 2023. To support the strategy, a Metrolinx YOUTh Engagement Strategy Committee was organized to bring together a cross-functional group consisting of team leads that plan and execute strategic initiatives focused on youth. The committee consists of representatives from the Internal Communications, Marketing, Community Engagement, Digital-Editorial Communications and Human Resources teams.

In 2024, the vision for the YOUTh Strategy will focus on identifying new opportunities to collaborate with youth within communities. The committee will build on the successful initiatives launched during 2023 while expanding its scope through 2024.

This includes partnership with Plan International on the Girls Belong Here program and community engagement through youth education and job fairs, as well as school marketing campaigns and activations. In 2024, Metrolinx is working to expand Metrolinx's Transit in Your Community program, which is an interactive, in-class session presented by Metrolinx; the program gives students insights from transit industry professionals around building transit and information on relevant projects in their community. The expansion will aim to reach high school students and will incorporate further rail safety education.

These initiatives will be further supported through internal promotion and a dedicated landing page on the Metrolinx website showcasing the work the Metrolinx team continues to do to support Ontario youth.

Metrolinx has a strategic objective to maintain a positive impression with high-impact residents at 49% and improve awareness amongst low-impact residents to 49%. This is measured through a resident survey conducted on a quarterly basis. High-impact residents are defined as those residing within an 800-metre boundary of key

project areas, while low-impact residents live close but not adjacent to the project site. Performance against these metrics is monitored and actioned through the business reporting process discussed in the **Strategic Planning & Reporting** section.

Metrolinx exceeded its target for high-impact residents, closing the year at 54%; however, came just shy of its target for low-impact residents with 46%. Scores for both metrics fluctuated throughout the year and were primarily driven by sentiment regarding completion of the Eglinton Crosstown LRT, increasing construction work across the Ontario Line and day-to-day service impacts. A variety of tactics were employed to inform residents of construction work, included multiple open houses, pop-ups, and canvasses, geo-targeted social media, an informational video, and articles on the Metrolinx website.

Nearly 10 years ago, under the Eglinton Crosstown project, Metrolinx implemented a Community Benefits & Supports program to actively participate in and support local communities, improve their public spaces and provide connections to job opportunities. Through this program, Metrolinx can drive actions to maintain positive impressions and awareness within the community. The program brings people from the community to the table from the start of projects, providing opportunities to residents such as employment, training, apprenticeship and local supplier and social procurement opportunities, wherever possible. Metrolinx was the first transit agency in Ontario to offer this kind of program, setting a new standard for how projects were being integrated into communities, offering a range of opportunities for historically disadvantaged communities and equity-deserving groups. The program will now be implemented across our transit projects region-wide and delivered in a consistent way to mitigate impacts on local communities and businesses.



Building Up delivers window-washing services to 270+ businesses along Eglinton Crosstown LRT corridor on a two-week cycle all-year round. In 2023-24, \$47.9M was spent in local investments (social enterprises and local businesses) across the Rapid Transit and Subway Programs

EMPLOYEE HEALTH & WELL-BEING

(GRI 403: Occupational Health & Safety)

Protecting and promoting psychological and physical health and well-being of workers, contractors and subcontractors

Metrolinx is committed to the health and well-being of its employees. Each day, employees must navigate personal journeys. These journeys can sometimes be challenging; whether it's caring for aging parents or young ones, dealing with issues impacts individuals differently. Metrolinx recognizes that trying to manage challenging life events while continuing to work can be especially difficult. Without the proper support, stresses and tensions can become overwhelming.

The Metrolinx Health & Wellness and Employee Care Office teams care for the health and well-being of Metrolinx employees by providing resources. The Employee Care Office offers an inclusive, confidential and emotionally safe space for all employees to be provided with support and guidance in navigating the complexities of life. Resources and support are offered for numerous life challenges, including traumatic incidents and post-traumatic stress, anxiety, mental health or psychological care, parenting, caring for elders or dealing with grief and loss and 2SLGBTQ+ supports.

Metrolinx also provides an Employee & Family Assistance Program (EFAP). EFAP is a voluntary and confidential support service that can provide employees and eligible family members with immediate and confidential help for any work, health or life concern. The EFAP is available 24 hours a day, seven days a week, 365 days a year.

EFAP offers access to a new innovative online experience called Pathfinder, an integrated online mental health platform. Pathfinder tailors personalized care plans and service

Wellness Fairs & Pop-Ups

The Health & Wellness Fairs and Pop-Ups are hosted across numerous Metrolinx facilities to spread awareness of available wellness programs and supports.

Employees have the opportunity to enjoy a seated massage provided by a massage practitioner and receive a biometric health screening from a nurse to check blood sugar levels, cholesterol levels and blood pressure.



recommendations based on an employee's unique presenting issue, assessment of the severity of that issue and any unique preferences of the individual. Through this program, employees have access to a variety of online resources to help them take charge of their health and well-being.

Metrolinx promotes physical well-being. Metrolinx has a large workforce that must balance physical fitness with the demands of their jobs to avoid health issues and/or injuries. One way Metrolinx encourages employees to maintain overall health is through onsite Wellness Centres that provide physical fitness equipment and space for physical activity so employees can maintain a positive work-life balance.

Due to the expansiveness of the Metrolinx network, some employees are not located near facilities housing a Wellness Centre. Metrolinx has therefore partnered with Goodlife Fitness to provide all employees with a 30% discount off Goodlife gym memberships.

Non-union permanent and contract long-term full-time employees, as well as IAMAW (International Association of Machinists and Aerospace Workers union) full-time permanent employees (as of Feb 27, 2024), are also eligible for a Wellness Spending Account. The Wellness Spending Account supports employees and their dependents in all aspects of their well-being, whether it be physical, mental or financial, by covering related expenses including, but not limited to, fitness club membership fees, mental health practitioners, nutritional counselling, cultural activities, personal financial planning and sports/home safety equipment.

Equipping employees with knowledge and skills can go a long way in supporting their health and well-being. Metrolinx offers its employees a range of internal learning courses. Topics include handling and resolving conflict, building emotional intelligence, mental health in the workplace, office ergonomics, principles of safe carrying and lifting and as managing and improving relationships.

Metrolinx is committed to supporting employees through a comprehensive Mental Health Strategy that supports a psychologically healthy and safe workforce. The goals of the strategy are to reduce stigma around mental illness, create an overall culture of support, support employees who may be exposed to trauma and assist in their recovery. The strategy includes the promotion of resources available, training for all employees and people leaders in mental health awareness and skill development training for targeted groups on recognizing and responding to declining mental health, as well as suicide intervention.

With the mindset of supporting the needs of a diverse population, a new Menopause Policy was launched in 2023 to support employees experiencing menopause, perimenopause or post-menopause and its related symptoms.

New Mental Health Training Program!

Metrolinx has launched a new mental health training program, The Working Mind, from the Mental Health Commission of Canada.

This training is a fundamental component of Metrolinx's mental health strategy, which aims to support employee well-being, increase mental health awareness, model inclusive behaviours and foster a safe work environment.

Key benefits of The Working Mind training include:

- Increased awareness and understanding of mental health
- Reduced stigma surrounding mental health challenges
- Enhanced individual well-being and resilience
- New skills to support colleagues in their mental health journey



CUSTOMER, EMPLOYEE & PUBLIC SAFETY & SECURITY

Promoting the safety and security of our customers, employees and the public by minimizing the occurrence of accidents, incidents of violence, emergencies and safety hazards

OUR COMMITMENT TO SAFETY (GRI 416: Customer Health & Safety; GRI 403: Occupational Health & Safety)

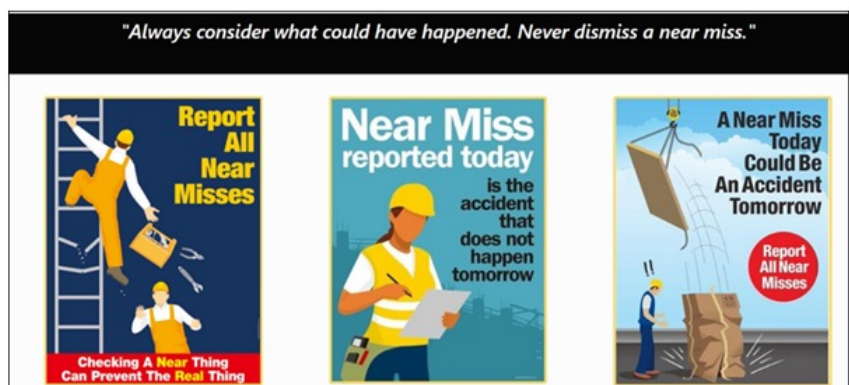
At Metrolinx, safety never stops. Customers and employees must be safe while they travel and work on the transit network. Metrolinx fosters a shared responsibility for a safe culture and increased awareness of safety programs across the organization. It is everyone's responsibility to promote a safety culture that effectively manages safety risk for our employees, contractors and customers and promotes operational excellence.

Metrolinx has a progressive and inclusive culture of safety excellence that protects the health, safety and well-being of all employees, customers, contractors and communities. Employees and partners are empowered to leverage a robust safety management system to attain the highest levels of health and safety through the course of their work. The system consists of policies, procedures and training, including mandatory first aid training for all employees, and requires identification and mitigation of risks and impacts and the reporting, measurement and monitoring of key safety metrics. Metrolinx's safety management system is described in detail within [**Metrolinx's Annual Safety Report**](#).

In 2023, Metrolinx introduced a strategic objective to strengthen its safety management system and safety culture by implementing a near-miss program. Focus on leading indicators, such as near misses, allows organizations to address risks and mitigate hazards before an incident or accident occurs. Under this program,

Metrolinx encouraged the reporting of any near-miss events that could put employees, contractors, passengers or members of the public at risk of injuries. The goal was to increase the number of near-miss events reported across the organization to 24% of reported incidents through a concerted effort of education, standardization and monitoring. At the close of the reporting year, Metrolinx had achieved 30.7%. This metric and actions taken to drive performance are discussed in more detail within [**Metrolinx's Annual Safety Report**](#).

Metrolinx sets annual targets within the strategic objectives to reduce the Lost-Time Injury Frequency Rate (LTIFR) for all parties. Through its Safety Management System (SMS), near-miss program and targeted actions determined through incident investigation, in 2023-24, Metrolinx reduced its LTIFR to 0.40 per 200,000 hours worked against a target of 0.5 per 200,000 hours worked. Details of Metrolinx's LTIFR and actions taken to drive performance are discussed within [**Metrolinx's Annual Safety Report**](#).



Angelica Alves, a project manager on the Eglinton Crosstown LRT project, was recently awarded the Rescuer Award from the Red Cross for her swift response on an otherwise normal commute home.

Last May, Angelica was travelling through Sheppard TTC subway station when she saw an elderly man on the ground struggling to breathe. Angelica sprang into action, drawing on her Metrolinx first aid training. Without hesitation, she knelt beside the man and began performing CPR. She continued the CPR until the first responders arrived, 20 minutes later.

Metrolinx proudly congratulates Angelica!



Metrolinx works with the Workplace Safety and Insurance Board (WSIB) when an injury or illness happens on the job. The WSIB helps provide benefits, compensation and return-to-work services for employees who experience an accident that happens at work or illnesses caused by conditions at work. No matter how minor, employees are encouraged to report workplace-related injury or illness, and Metrolinx provides guidance to its employees on appropriate steps to take. Leadership ensures employees get medical attention if needed and offers modified work if appropriate for the situation. Metrolinx's work-related injury and illnesses can be accessed publicly through WSIB's website [here](#).

Workplace hazards and risks are assessed through the Metrolinx SMS, which identifies and evaluates hazard levels and identifies necessary controls (processes and procedures, engineered control, personal protective equipment, etc.) and/or mitigation tactics. Through the SMS, specific goals are outlined to achieve improvements in key focus areas. Metrolinx's SMS and reporting relating to work-related ill health is outlined within the **Metrolinx Annual Safety Report**.

Metrolinx is working to improve safety across its rail lines and as such maintains the Safety Regulatory Oversight Office (SROO). This group is

responsible for conducting independent rail safety assessments and inspections through our internal audit function. Each year, the office prepares and publishes detailed reports summarizing key assessment and inspection results. In 2023-24, based on a risk-based program for rail safety, the following three areas were reviewed:

- Safety & Asset Management of Rail Rolling Stock
- Compliance of Metrolinx Grade Crossings to Transport Canada Regulations and Standards
- System Safety Assurance relating to Acceptance into Service for the Finch West Light Rail Transit (FWLRT) System

SROO monitors the implementation status of corrective actions for recommendations made during SROO audit engagements. For six previously completed engagements, SROO followed up on 123 recommendations involving 240 corrective actions. As of January 2024, 203 of the corrective actions have been marked "Completed" (84.6%).

The SROO reduces risk in Metrolinx's rail operation and construction/maintenance activities, helping to establish a proactive safety culture that demonstrates continuous improvement.

VULNERABLE PERSONS

Public transit systems have increasingly become a refuge for vulnerable persons experiencing homelessness. Metrolinx manages and operates an interregional transit system; homelessness and rough sleeping at stations have emerged as key issues directly impacting the organization and perception of safety for GO customers and frontline staff alike. Learning how Metrolinx can support all user groups while also ensuring staff safety, customer satisfaction and smooth operations has become a priority.

While there is not a singular definition for vulnerable persons, in the context of Metrolinx's work, vulnerable persons are individuals facing challenges including experiencing homelessness, addiction, mental health challenges, abuse, etc. that may be seeking shelter at GO stations.

Metrolinx conducted research to better understand the current experience of GO station users from a safety perspective, specifically looking at vulnerable persons, paying customers and frontline staff. Varied views emerged from the research regarding the appropriate balance between enforcement-focused measures and outreach and service-focused initiatives to address safety effectively. The findings underscore the need for a nuanced approach that prioritizes safety and equity while avoiding further stigmatization through punitive actions.

These insights will inform and guide Metrolinx in the development of a strategy. Key next steps

involve alignment on approach, prioritizing initiatives and implementation against measurable key performance indicators (KPIs). By deeply understanding the needs of all impacted, Metrolinx aims to not only ensure a foundation of safety and security but also enhance the user experience at stations for all individuals.

In parallel to this work, Metrolinx has been working to better support vulnerable persons at GO stations, including the rollout of staff training programs, introducing a new station safety ambassador role and developing partnerships with community support organizations. Metrolinx is committed to building on these efforts to further understand the unique needs, communication preferences and potential opportunities to better support vulnerable persons while maintaining safety for all.

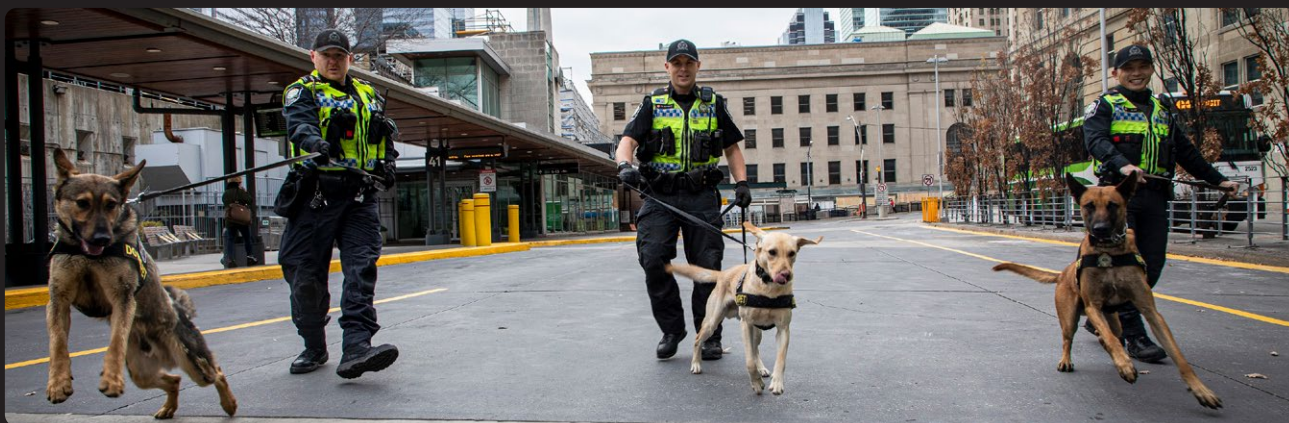
PROTECTING THE CUSTOMER

(GRI 410: Security Practices)

Metrolinx serves a population of over seven million people across thousands of square kilometers with multiple train lines, bus routes, stations and bus terminals. Metrolinx Customer Protective Officers (CPOs) entrusted to keep customers and communities feeling safe and secure through visible customer service in stations and on trains. The CPOs provide incident response, support for vulnerable populations and relationship-building across the network.

CPOs are governed by operating procedures and guiding principles and are all equipped with

Metrolinx Customer Protection K9 & Their Customer Protective Officer Partners



Left to Right: CP K9 Dougie & CPO Tyler Long, CP K9 Dash & CPO Brenton Hoffman, CP K9 Tango & CPO Will Ng

Celebrating Customer Protective Officer Will Ng and Tango



Metrolinx congratulates Customer Protective Officer Will Ng and Customer Protective K9 Tango, who placed 3rd (detection) overall in the **Canadian Police Canine Association (CPCA)** 2023 National Competition and Training Trials in Orillia and Barrie, Ontario.

The CPCA is a non-profit, volunteer organization that has been uniting and increasing the overall effectiveness of police service dogs across Canada through training and mentorship for 45 years.

Will and Tango, congratulations on this significant accomplishment, and thank you for your continuous effort and dedication to keeping Metrolinx customers and employees safe!

an Officer Guidebook. The book is an extensive document that covers everything from regular duties and activities of CPOs to engaging customers and responding and managing incidents. All CPOs undergo regular training, which includes but is not limited to administration of naloxone kits, anti-Black racism, violence de-escalation and newly introduced vulnerable persons awareness training. One hundred percent of Metrolinx's CPOs receive formal training on Metrolinx's human rights policies and specific procedures to be employed.

Metrolinx has a strategic objective to reduce the incidence of threats and violence against Metrolinx employees and customers by 25%. Through its business performance reporting process, discussed in more detail under **Strategic Planning & Reporting**, Metrolinx measures and monitors progress toward achieving this objective. A key action undertaken was the implementation of the Workplace Violence Prevention Working Group, which is taking a holistic approach to identify actions that target three objectives: education, prevention and enforcement.

Additional efforts were also made through investing in community partnerships, improving emergency communications and implementing mandatory Safety & Compliance training for all bus drivers.

Through these initiatives, Metrolinx achieved a

27.3% reduction in the number of incidents of threats and violence against Metrolinx employees and customers over the course of 2023. More details on this work are discussed in **Metrolinx's Annual Safety Report**.

Metrolinx's attention to safety extends beyond employees, reaching customers and the surrounding community. Metrolinx maintains an independent committee to oversee and provide an objective review of all use-of-force incidents, as well as an arrest review committee. Both offer unbiased oversight to influence positive changes in behaviour, introduce greater accountability and formalize professional standards.

Many won't know that Metrolinx has three Customer Protection K9s who help keep riders safe: Dash the Golden Labrador, Dougie the German Shepherd and Tango the Belgian Malinois. The first members of this furry dog squad joined Metrolinx in August of 2019. Prior to that, the Toronto Police Services detection dogs had been working behind the scenes at Union Station.

The K9s and their partners regularly undertake drills to keep their skills sharp and ready for whenever they are called upon. When off duty, the K9s live in kennels at their partners' home. Transit Safety vehicles were modified with special equipment to help transport Metrolinx's four-legged officers.

GOVERNANCE

Accountability, Audit & Oversight

Adopting clear policies, triple bottom line principles and a strong governance structure to ensure our organization is transparent, accountable and free of corruption and discrimination

GOVERNANCE STRUCTURE - METROLINX BOARD OF DIRECTORS

Board members are appointed by the Lieutenant Governor in Council based on recommendation from the Minister of Transportation, and all Board members are registered as members of the Institute for Corporate Directors (ICD). Metrolinx's Board can be composed of up to 15 members, including the Chair of the Board and Metrolinx's President and Chief Executive Officer. Presently, Metrolinx's Board consists of 12 members, both executives and non-executives, with expertise in various industries, including finance, business, communications, stakeholder relations, transportation, technology and engineering. This composition enables the Board to understand the varying interests

of all stakeholders (discussed more in the Our Stakeholders + Partners section of this report), which includes bodies of government, suppliers and vendors, customers, members of the community and Metrolinx very own employees. The Board's gender balance is 17% female and does not have representation from equity deserving communities, leaving room for diversity improvement in future appointments. However, all members hold a high degree of independence from Metrolinx and follow a robust Conflict of Interest Policy. Certain persons are not eligible to be directors, such as members of municipal councils or persons employed by the federal, provincial or municipal governments.

METROLINX BOARD OF DIRECTORS

 <p>Donald Wright CHAIR Since August 2018</p>	 <p>Bryan Davies VICE-CHAIR Since September 2015</p>	 <p>James Dodds Since March 2022</p>	 <p>Luigi Ferrara Since January 2019</p>	 <p>Deb Hutton Since February 2022</p>	 <p>Tony Marquis Since December 2019</p>
 <p>Mark McQueen Since June 2023</p>	 <p>Emily Moore Since January 2019</p>	 <p>Reg Pearson Since February 2019</p>	 <p>Robert Poirier Since January 2019</p>	 <p>Paul Tsaparis Since January 2019</p>	 <p>Phil Verster PRESIDENT and CEO</p>

The Governance Committee, under its responsibility to ensure effective Board oversight and direction, conducts reviews of the composition of the Board and of standing committees and is also responsible for ensuring regular evaluation and assessment of the Board and its committees.

More details are discussed under Metrolinx's Equity, Diversity and Inclusion (EDI) in the Equity,

Diversity & Inclusion section of this report.

Individual Board member experience and background are available by visiting **The Board** and clicking on the Board member's image.

Members are assigned to Committees of the Board based on their expertise and knowledge. The Committees focus on specific topics for effective and efficient governance over key business areas, including:

Audit, Finance and Risk Management (AFARM)	Finance and financial reporting, internal controls, enterprise risk management and ethical and legal compliance.
Capital Oversight (COC)	Oversight and advice regarding capital program activities, including developing, procuring and implementing large transit infrastructure projects and programs.
Customer Experience (CEC)	Customer strategies, initiatives and standards, including design excellence, marketing and communications programs, service performance monitoring and other matters impacting the customer experience.
Human Resources and Compensation (HRCC)	Human resources strategies and principles, including compensation, employee business conduct and ethical behaviour.
Governance (GC)	Ensure the right processes, structures and information necessary for effective Board oversight and direction are in place. This includes reviewing the mandate and composition of the Board standing committees and assessing their performance.
Payments (PC)	Development, expansion, governance, marketing and operation of PRESTO.
Real Estate (REC)	Development and execution of Transit-Oriented Communities and other development-related real estate deals and transactions, as well as other Enterprise real estate management activities.
Executive Committee (EC)	Full authority of the Board for approving routine business matters and approvals that are above a certain financial threshold, such as routine construction tenders and consulting agreements over \$20 million.

The Terms of Reference (TOR) outlining the mandate of each committee are available at **Board Governance**. In addition to the TOR, the Board of Directors' Charter requires the Board to monitor Metrolinx's progress and performance in relation to ESG.

Each Committee establishes an annual work plan based on its mandate and reports back on

activities at regular Board Meetings and, whenever appropriate, makes recommendations to the Board. Through these committees, Board members maintain regular touchpoints with the business and can provide direct guidance on how Metrolinx manages its impacts on the economy, environment and people and enables a conduit for the business to escalate performance concerns, issues and risks.

Metrolinx's business planning and performance reporting processes are discussed thoroughly later in this report under the **Transparency & Trust - Strategic Planning and Reporting** section.

Metrolinx holds at least six Board meetings per year, four of which are quarterly public sessions. An additional meeting is held in the spring, designated to an annual strategy and planning session, and another meeting in the fall designated to the annual budget review. The Board reviews and approves the ESG report on an annual basis. Executive Committee meetings are held during intervening periods for routine contracts or transaction approvals.

Where appropriate, stakeholder committees, such as the Customer Experience Advisory Panel, report into the Board committees, providing an additional conduit for guidance. Email addresses for the Chair and CEO are listed on the Metrolinx website, which stakeholders may use to submit comments for consideration during Board meetings. Members of the public are invited to attend the public sessions of the Board or to view the livestreaming on our **website**. Recordings of the public session are also available on the website. In 2023-24, Metrolinx held four public sessions of the Board and published 51 reports. Public materials and agendas for quarterly Board meetings are posted in advance of the meeting.

The CEO is the highest senior executive within Metrolinx and is accountable to the Board for the management and administration of the agency, the supervision of agency staff and the carrying out of roles and responsibilities assigned by the Board and applicable government directives. The CEO works under the direction of the Chair to implement policy and operational decisions and reports organizational performance results to the Board through the Chair.

Upon appointment, each member of the Board is provided with a robust Board manual, which contains meeting dates, names of the members of the Board and their biographies, the Board Charter, Committee TORs and work plans, key regulatory and policy documents and Metrolinx's business planning documents, such as business plans, strategic objectives and Metrolinx's annual and ESG reports. The manual is additionally supported by a member orientation package that includes a series of presentations covering key aspects of Metrolinx as well as Metrolinx's governance framework.

The Board plans education sessions throughout the year as a governance best practice and in furtherance of directors continuing education. Directors are also provided with opportunities for additional external education. Matters relating to ESG and sustainability are integrated into education sessions, as applicable.

Except for the CEO, who is a paid full-time employee, all members of the Board are part-time. The CEO is the highest paid individual in the organization with remuneration, as a per annum salary, being determined by the Lieutenant Governor in Council. The CEO's salary is publicly released through the Government of Ontario's Public Sector Salary Disclosure Act. Table 5 below details the CEO's salary in comparison to organizational compensation. The Canadian Centre for Policy Alternatives (CCPA) tracks and compares earnings for the top 100 CEOs in Canada against average worker earnings. In January 2023, the association reported that top Canadian CEOs earn 246 times more than the average worker wage (\$60,600) in Canada, based on 2022 data. Metrolinx's CEO's salary ratio is considerably lower than this, with a ratio of 14.2 to the average Canadian worker wage, and 8.7 to the Metrolinx organization median; as well, in 2023 the CEO's salary fell slightly.

Table 6: CEO Total Compensation Comparison to Organization's Medium Total Compensation

	Annual 2022-23 Salary	Annual 2023-24 Salary	% Change from Previous Year
CEO	\$869,458	\$851,489	-2.07%
Organization Median	\$98,661	\$97,908	-0.76%
CEO ratio to Organization Median	8.8	8.7	-1%
CEO ratio to Average Canadian Worker Wage	14.5	14.2	-2%

Remuneration for the remaining members of the Board is determined by Schedule A, Level 2 of the Province of Ontario's Agencies and Appointments Directive, which outlines per diem remuneration rates of up to \$200 per day for members, \$250 per day for vice-chairs and \$350 per day for chairs. Board members do not receive sign-on bonuses or recruitment incentive payments, termination payments or retirement benefits. Annual Board member compensation is disclosed in Metrolinx's published annual reports.

The Human Resources and Compensation Committee (HRCC) assists with Board oversight of Metrolinx's general compensation philosophy, as well as the hiring, compensation and benefit package of senior management employees reporting directly to the CEO.

BUSINESS CONDUCT & BEHAVIOURS

Ontarians entrust Metrolinx with their tax dollars for the purpose of building and operating an integrated transit system to support the growth region and connect people and communities. Metrolinx understands and values its responsibility to be good stewards of provincial funds and ensure its business practices are free of corruption and discrimination.

As Provincial Appointees, Metrolinx Board Members are subject to the Public Service of Ontario Act, 2006 (PSOA), which contains rules governing conflicts of interest. Those rules are incorporated into Metrolinx's Conflicts of Interest Policy and Guidelines, which has been approved by Ontario's Integrity Commissioner.

Metrolinx's Board maintains three documents that govern business conduct and behaviours: the Board Charter, the Code of Business Conduct and Ethical Behaviours for Directors and the Metrolinx Conflict of Interest Policy. Information on these documents can be found [here](#).

The Board Charter confirms the Board's general stewardship function and defines its roles and responsibilities for operational and financial matters, management oversight and succession planning and the evaluation of Board and committee effectiveness. The Charter reflects the

Board's responsibilities as set out in the Metrolinx Act, 2006, and the MOU with the Minister of Transportation. A copy of the MOU is posted [here](#).

The Code of Business Conduct and Ethical Behaviour for Directors helps define the Board's culture of integrity by describing the standards of conduct and ethical behaviour expected from Metrolinx's Board members. The Code mirrors Metrolinx's Employee Code of Business Conduct and Ethical Behaviour and reinforces each Board member's responsibilities under the Public Service of Ontario Act, 2006, drawing particular attention to the regulation of conflicts of interest, disclosure of wrongdoing and confidentiality obligations.

Board Members and employees must comply with Metrolinx's Conflict of Interest Policy, which is posted on the [Integrity Commissioner's website](#). This policy provides guidance on circumstances that may give rise to actual or potential conflicts, such as accepting gifts, and regulates disclosure and management of conflict situations.



To identify and manage actual or potential conflicts of interest, Board Members are routinely canvassed for issues, declared conflicts are recorded and steps are taken to ensure that any actual or potential conflict is managed, such as restricting access to relevant materials and excluding Board Members from discussions relating to the issue. Board Members annually attest to the obligations of the Board Code of Conduct, which includes compliance with Metrolinx's Conflict of Interest Policy. The Board Governance Committee annually reviews the Board Charter and the Board Code of Conduct, benchmarking these documents to industry and recommending revisions to the Board for approval.

These policies and codes of conduct are cycled down through the organization through annual reviews of the Conflicts of Interest Policy and Gifts and Hospitality Guidelines, which are followed by a required annual attestation of being conflict-free for leadership levels from manager and up.

Employees who identify conflict of interest



concerns are responsible for bringing the item to the attention of the Ethics Executive for review and determination of whether the employee is in conflict. At Metrolinx, the CEO is the Ethics Executive for employees. The Ethics Executive has broad powers to make determinations on matters brought to their attention and give any direction considered appropriate to address the conflict of interest, which may include changes to an employee's role and responsibilities, transfer of ownership or control of an asset to a neutral third party or, where warranted, direct disciplinary measures, including suspension or dismissal.

Over the course of 2023-24, there were 22 reports of possible employee conflicts of interest. The nature of these concerns is categorized as follows:

- Employees attending events (accepting paid meals) - 5
- Employees accepting to be part of other organizations' Board of Directors or committees - 6
- Employees declaring a spouse or family member working at organizations that may or may not have conflicts with Metrolinx - 6
- Employees with part time jobs, side business, volunteering or consulting for other organizations - 4
- Others - 1

All of these were investigated, with responses provided to the individuals concerned.

Metrolinx maintains a Condition of Employment Policy. This document provides employees with regulations, rules and other guidelines to ensure that they conduct themselves appropriately while at work. Employees are expected to adhere to the rules, regulations, corporate policies and procedures associated with this policy, as well as observe the provisions of the Ontario Human Rights Code that Metrolinx is committed to uphold. The policy addresses religious observance and workplace harassment, among other requirements for employment at Metrolinx. The policy complements Metrolinx's Code of Business Conduct and Ethical Employee Behaviours, which provides all employees of



Metrolinx with appropriate standards of conduct and an ethical behaviour framework for governing the performance of their responsibilities or when otherwise representing Metrolinx and is intended to clarify employees' obligations and responsibilities under their employment contracts or under the law. These documents are governed by the Human Resources department under the oversight and approval of the Human Resources and Compensation Board Committee (HRCB). They are not posted publicly as they contain numerous references and links to other internal policies and procedures but are communicated to employees through Metrolinx's employee orientation and onboarding program.

AUDIT

Metrolinx strives to maintain the highest standards possible, against which to hold itself accountable, and enable the trust of its partners and the Ontario taxpayers. To achieve this, Metrolinx regularly undertakes audits of its policies, procedures and systems.

Metrolinx's department of Audit, Regulatory

Compliance and Controls (ARCC) is in conformance with the Institute of Internal Auditors (IIA) standards and is structured as the "Third Line" as an independent and objective team that provides support and monitors management of the business, including enterprise risk management, and reports to and takes direction directly from a governing body. Through this model, the ARCC provides independent and objective assurance and advisory activities in the areas of operations, capital programs, finance and information technology and cyber security auditing, as well as forensic investigation and rail safety regulatory oversight. In addition to the department aligning with the standards of the IIA, many of ARCC's internal auditors are certified as Certified Internal Auditors, Certified Information System Auditors and Certified Fraud Examiners by their respective associations.

The ARCC reports independently to the Audit, Finance and Risk Management (AFARM) Board Committee Chair, which provides the Committee with independent assurance on the effectiveness of Metrolinx operations. AFARM's members maintain direct, open and frank communication throughout

the year with management, internal auditors and external auditors and has the authority to engage outside advisors including, but not limited to, counsel, independent audit consultants and other experts, as needed, to review any matter under its responsibility. AFARM also regularly undertakes evaluations of its performance for the purpose of assessing whether the Committee fulfills its responsibilities and duties.

On an annual basis, ARCC prepares an enterprise audit plan outlining areas of interest and focus for the coming year based off the organization's mandate and strategic objectives (discussed more under **Strategic Planning**). The annual audit plan is reviewed and approved by Metrolinx's Chief Financial Officer, CEO and the Board. As audits are conducted throughout the organization, the ARCC prepares audit reports to document and report its findings to the business. The business is responsible to prepare and undertake action plans to address any findings or concerns raised, which are maintained on file by the ARCC and monitored for closure of actions.

The Office of the Auditor General of Ontario (OAGO) also adds an important layer of audit and accountability to which Metrolinx must comply. The ARCC serves as a liaison to the OAGO, providing a single communication conduit to interact with Metrolinx business units, supporting the coordination of audits and monitoring of action plans to ensure closure of OAGO audit findings. Metrolinx actively works to ensure responses are provided to all OAGO recommendations, and the ARCC reports to the Board's AFARM committee quarterly on OAGO activities. OAGO reports on Metrolinx audits can be found [here](#).

ARCC owns and manages the Metrolinx's Fraud Policy, including fraud awareness training and undertaking investigations into instances of alleged fraud. To support this, ARCC has an external system for anonymous reporting of suspected fraud and misuse of Metrolinx resources or property. This system is available to all employees and the public and can be used to report allegations of fraud and embezzlement, breach of legal obligations, fraudulent financial transactions and reporting,

criminal activity. All complaints are taken seriously and reviewed by ARCC.

Metrolinx's ARCC also plays an important role in monitoring compliance with laws and regulations including the annual provision of assurance of compliance to the Minister of Transportation against a sample of regulatory requirements. Under Ontario's Agencies and Appointments Directive, Metrolinx must complete a Certificate of Attestation (COA) confirming its compliance to regulatory requirements and include assured financial statements. The COA is prepared annually by the ARCC; receives sign-off by all leadership at director level and above within the Legal office; and is approved by the Chief Legal Officer, CEO and Metrolinx Board.

PROCUREMENT (GRI 204: Procurement Practices)

Metrolinx recognizes its large scale; high value operations, projects and investments have great influence over the economic health of the Greater Golden Horseshoe (GGH). It has over 3,000 suppliers and vendors, and largely relies on provincial funds to exchange for their goods and services. Metrolinx has a responsibility to the province, the people of Ontario and its partners to maintain clear policies and practice principles that ensure sound decision making and prudent spending.



The reporting tool is available at this

Secure Online website
(www.integritycounts.ca/org/METROLINX)

You can also report the Incident at:
North America Call Toll Free: **1-866-921-6714**

Email: **metrolinx@integritycounts.ca**

Mail: **PO Box 91880;**
West Vancouver, British Columbia;
V7V 4S4 Canada

Fax: **1-604-926-5668**

Metrolinx's supply chain consists of a wide range of goods and services required to support operations and infrastructure development. Some of the key components of the supply chain include:

- Contracting with a variety of construction and engineering firms for the design and construction of transportation infrastructure, including railways, stations, bridges and highways.
- Purchasing and maintaining a fleet of trains, buses and other vehicles to transport passengers.
- Information technology services required to support operations, including hardware, software, networking and security services.
- Ongoing maintenance and repair services for vehicles, infrastructure and facilities.
- Logistics and transportation services to support the movement of goods and materials required for operations.
- Contracts with a range of licensed professional services firms for legal, financial, land surveying, engineering and architectural services.
- Consulting services such as management, information technology, technical, research and development, policy and communications.



As an agency of the Government of Ontario, Metrolinx must establish and abide by its own procurement policy and the mandatory sections of the Ontario Public Service Procurement Directive, ensuring publicly funded goods and services are procured in a manner that is open, fair, transparent, geographically neutral and accessible to qualified vendors.

Metrolinx's Procurement Policy requires business units to work closely with Procurement Services staff to wholly assess business needs, methodically determine requirements and apply the most appropriate method of sourcing. Through this work, consideration is given for:

- Vendor qualification and evaluation requirements;
- The roles and responsibilities of the successful vendor(s);
- Reporting relationships and accountability mechanisms that will apply to the successful vendor(s);
- Privacy, security and confidentiality requirements;
- Ownership of deliverables and intellectual property rights;
- Business continuity requirements;
- Performance standards and service levels;
- Applicable technical architecture and design requirements;
- Standards and interface requirements;
- Accessibility requirements;
- Performance management including remedies for non-performance;
- Vendor compensation and payment;
- Knowledge transfer and training;
- As appropriate, delivery, testing and acceptance requirements;
- Risk allocation and liability; and
- Dispute resolution.

Metrolinx often undertakes large-scale procurements, which have potential to have considerable impact on the supply chain and success of vendors themselves if not properly managed. Through well-defined scope of work and specifications, Metrolinx minimizes impacts to vendors and the supply chain by establishing mutually agreed upon, fair pricing and achievable delivery and payment schedules that

reduce the likelihood of changed or cancelled orders. Vendor relationships are valued and built through numerous mechanisms, including site visits and information meetings to enable vendors to better familiarize themselves and ask clarifying questions, open communication with the Procurement Services team throughout the bid process, vendor performance evaluation and a vendor complaint process that aims to resolve issues as quickly as possible. By monitoring and maintaining strong vendor relationships, unforeseen events or disruptions to supply chains are managed collaboratively with the vendor.

Metrolinx requires a competitive tender process when anticipated value of goods or services is expected to exceed \$10,000. Formal tenders over \$25,000 for goods and \$50,000 for services are posted on MERX, a third-party electronic tendering public platform, which enables the vendor community to consider any procurement opportunities available with Metrolinx. In addition, Expressions of Interest or Requests for Information will be posted on MERX for the purpose of investigating, in general terms, the ability or interest of the market to fulfill the required corporate need for goods or services and are often used to determine requirements for a future tender.

Evaluation committees are formed to assess, evaluate and score vendor bid submissions against the evaluation criteria stated in the original tender. The committee employs a two-envelope process, under which the vendor’s technical capabilities and

experience is submitted in a separate envelope and is evaluated independent of any price consideration. A previously established threshold score applicable to the “technical capabilities and experience” evaluation ensures that only qualified vendors are considered. Unopened price envelopes are returned to vendors who do not achieve the threshold score for technical capabilities and experience. Those vendors are not considered further in the process. All vendors who achieve the threshold score for technical capabilities and experience are then considered qualified to do the work, and the envelope containing their price submissions is opened by the evaluation committee. Contract award is made in accordance with the award criteria outlined in the original tender which considers value for money.

Metrolinx prioritizes Indigenous, diverse and local vendors, wherever feasible, in accordance with the applicable trade agreements. Presently, 89% of Metrolinx procurements are Ontario based and 99.5% are Canadian based.

The expenditure of public funds is a responsibility that requires the highest standard of accountability, integrity and honesty. Metrolinx’s procurement practices have traditionally focused on value for money and qualifications of the vendor.

In 2023, Metrolinx developed a Sustainable Procurement program, with a goal to achieve 20% diverse vendor participation in annual invitational procurement opportunities, in selected categories, by the end 2026. The program consists of four pillars:

Sustainable Procurement Policy	Vendor Code of Conduct	Diverse Vendor Strategy	Indigenous Vendor Strategy
Applies across Metrolinx and requires that procurement activities consider social, environmental and economic concerns.	Applies to vendors doing business with Metrolinx and requires vendors to use sustainable business practices that minimize their environmental footprint and support social responsibility.	Aims to increase opportunities for diverse vendors to do business with Metrolinx. Diverse vendors are identified as facing an economical disadvantage and are certified by an established non-profit association.	Requires Indigenous-owned vendors to be prioritized, whenever feasible, to participate in Metrolinx procurements. Indigenous vendors are certified by an established non-profit association and/or directly recognized by a First Nation.

Metrolinx's program encourages development of an equitable, diverse and inclusive community that removes systemic barriers and enables Metrolinx to prioritize Indigenous, diverse and local vendors. The program will seek continuous engagement with new vendors to expand and create a diverse vendor base. To support this initiative, Metrolinx is working to establish a key performance indicator focused on contract spend with diverse vendors. The 2023-24 fiscal year will serve as the comparative baseline year as the organization progresses forward.

All procurement activities, including goods, services and Metrolinx capital projects, will be captured by the program. Rigour is applied around value of the procurements, taking into consideration potential impacts and market readiness. Through the program, Metrolinx will drive consideration for sustainable practices within its supply chain and push for environmental responsibility and resilience. The Indigenous Vendor Strategy is designed to increase opportunities for Indigenous businesses to work with Metrolinx to support Indigenous economic and business development. Over time, through the program, Metrolinx will help to strengthen capacity, skills, knowledge and partnerships to enable a higher level of Indigenous participation. From a social perspective, the program will support the development of an equitable, diverse and inclusive community that is focused on removing systemic barriers, providing support opportunities for education and employment and respecting human rights while providing a safe and healthy workplace for the people who provide products and services to Metrolinx.

The establishment of a sustainable procurement policy is a strategic decision that not only addresses environmental and social concerns but also contributes to the overall success and resilience of Metrolinx in a rapidly changing business landscape. Recognizing that it is good business practice, Metrolinx maintains membership with the Canadian Aboriginal and Minority Supplier Council (CAMSC), the Canadian Council for Indigenous Businesses (CCIB) and the Women's Business Enterprise (WBE).

As the program progresses, Metrolinx will actively work to gain Progressive Aboriginal Relations (PAR) certification by 2026. This is a federally recognized certification program and



Aecon awarded contract for the Eglinton Crosstown West Extension and Partners with Aecon Six Nations

In December 2023, under its Indigenous Vendor Strategy, Metrolinx awarded Aecon Group Inc with a \$290-million design-build contract for the Eglinton Crosstown West Extension (ECWE) elevated guideway project in Toronto, Ontario.

The scope of work includes the design and construction of a 1.5-kilometre elevated guideway that will run along the north side of Eglinton Avenue West, from just east of Jane Street to just west of Scarlett Road. Construction is expected to commence in early 2024, with anticipated completion in 2028.

The elevated guideway will form a critical part of the 9.2-kilometre extension of the Eglinton Crosstown LRT. The extension will run from Mount Dennis in the east to Renforth Drive in the west.

Aecon announced they will subcontract certain early works to Aecon Six Nations (A6N), a successful Indigenous-owned and -operated general partnership between Six Nations of the Grand River Development Corporation and Aecon. Aecon also pledged to work with Metrolinx to explore partnerships with Indigenous-owned businesses during the stages of the project.

framework guiding successful and sustainable implementation of Indigenous relations within an organization. Metrolinx is working to achieve EcoVadis certification by 2025; EcoVadis is a globally recognized assessment platform that rates businesses' sustainability based on the four key categories of Environment, Labor & Human Rights, Ethics and Sustainable Procurement.

The sustainable procurement strategy, in combination with Metrolinx's project planning processes, progresses Metrolinx toward the application of triple bottom line, which is captured in Metrolinx's definition of its Accountability, Audit & Oversight material topic and is discussed further in the **Responsible Planning** section.

TRANSIT PROCUREMENT INITIATIVE

Ontario transit agencies recognize the critical importance of offering affordable transit. To help facilitate this, Metrolinx's Transit Procurement Initiative (TPI) provides savings and cost avoidance to transit agencies, allowing more efficient use of resources and saving Ontario taxpayers an estimated \$64 million since the program began. The TPI program has demonstrated tangible benefits in customer service, procurement development, contract management and quality of goods and services.

In the fiscal year 2023-24, the TPI team awarded two new joint procurement contracts, closed one existing contract and prepared new joint procurements for the upcoming year. Transit partners under the program made purchases worth over \$200 million, contributing to an overall contract value of \$1.27 billion since the program's inception.

This year in an Ontario-first, the TPI team awarded an 18- and 12-metre battery electric bus joint procurement contract. This is part of the TPI program's larger electrification plan. The next steps include an electric bus charging systems joint procurement as well as procurements for small electric bus sizes.

The TPI program has evolved into one of North America's most innovative transit procurement programs. Since its inception, the program has



facilitated 27 joint procurements for 54 transit agencies. The TPI program contributes to taxpayer savings through various means:

- Increased purchasing power and economies of scale
- Improved procurement efficiencies
- Decreased capital and operational costs
- Access to procurement and industry expertise
- Synergies and networking among transit partners
- Technical specifications based on best practices and lessons learned

By participating in the program municipalities leverage transit funding options such as the Zero Emission Transit Fund, the Investing in Canada Infrastructure Program, and the Gas Tax Program to enhance transit services through new bus purchases, zero-emission planning studies and related products.

OPERATIONAL EFFICIENCY

Providing reliable services through optimizing resource use in construction and operations and managing critical risk

RESPONSIBLE PLANNING

Metrolinx strives to build and operate an integrated transit system that gets people to where they want to go safer, faster and easier. Careful and detailed planning is required to optimize resources and deliver reliable service.

Introduced in 2017, the Investment Panel (IP) is Metrolinx management's accountable financial governance oversight body for benefits, due diligence and precautionary principle management of projects across their entire life cycle. The nine senior executive voting members represent Metrolinx and Infrastructure Ontario and make decisions for projects seeking project stage gate progression, including initiating new projects and changing the scope, schedule and budget of established projects. The panel approves all project-related submissions to the Metrolinx Board of Directors and Ontario's Treasury Board.

This approvals process requires the development of a business case for large transit projects, business case rationale for small projects or an asset management plan for State of Good Repair expenditures. Business cases progress from initial to preliminary design, full business case and then ultimately the post in-service evaluation. These represent a comprehensive collection of evidence and analysis. They set out the rationale for why an investment should be implemented to solve a problem or address an opportunity. Together, they explain the contribution of a proposed investment to organizational objectives and help to ensure that a particular investment is a good use of public funds. Metrolinx has two guidance documents that detail how consistent and comparable cases are developed for projects. These documents are available to the public [online](#).

Metrolinx's Planning & Development Office maintains business case guidance, which

Value Management

In November 2023, Metrolinx was recognized for achievement in the field of Value Management by Value Analysis Canada, a national non-profit society that promotes the application of value methodologies in Canada. Originating in Capital Projects Group (CPG) and now within the Principal Sponsor Office (PSO), significant progress has been made in establishing and implementing a Value Management program and improving project outcomes.

The Value Management Program includes the development of supporting guidelines, criteria for identifying candidate projects for value management and the establishment of a Vendor of Record (VOR) to facilitate procurement of Value Management consultant support. The Value Management program is currently being applied to improve project controls and outcomes on five capital projects, with up to \$27 million in potential cost savings identified to date.



Left to Right: Steve Holmes (past President, Value Analysis Canada), Karla Avis-Birch (Chief Planning Officer), Rakesh Shreewastav (Value Management Program Lead), Mike Pearsall (past President, SAVE International)

outlines expected content, including investment options; strategic, economic and financial case evaluations; and evaluation of deliverability, operation and maintenance plans. To maintain transparency with those impacted by programs and operations, Metrolinx posts business cases of its projects on its website.

Metrolinx's definition of Accountability, Audit & Oversight includes the application of triple bottom line principles. The triple bottom line concept applies a broader perspective when evaluating projects by including more extensive consideration for social and environmental well-being, as well as corporate governance, leading to greater value. Business cases are required to include strategic and economic considerations that align with Metrolinx's strategic objectives and the Regional Transportation Plan (RTP) and encompasses social and environmental concerns.

During the 2023-24 fiscal year, the IP, supported as required by its change control board subcommittees, received 167 submissions over the course of 28 meetings.

All Metrolinx infrastructure projects are subject to the IP process. As part of the final stages of the project life cycle, benefits are assessed and presented to the IP. For large-scale projects, this is done through a post in-service business case, which values assets after they are in service and monitors the benefits and costs, identifying opportunities for enhancements and lessons learned. This cycle allows Metrolinx to evaluate the investments it is making and determine if improvements or changes are necessary.

ENTERPRISE RISK MANAGEMENT

Metrolinx knows regular management of risk to its operations and throughout the life of its projects is crucial to minimizing potential impacts and delivering reliable products and services. The Office of the Chief Risk Officer (OCRO) maintains guidelines, processes, training and tools to support Metrolinx and its business units to identify risks to achieving its strategic objectives (described in **Strategic Planning & Reporting**). Metrolinx maintains an Enterprise Risk Management (ERM) Policy and framework

to ensure robust processes for risk identification, mitigation and monitoring are applied at all levels of the organization and critical concerns are communicated up to the Senior Management Team (SMT) and the Board. The ERM Policy is based on the Committee of Sponsoring Organizations of the Treadway Commission (COSO) ERM Integrated Framework 2017 and International Organization for Standardization (ISO) 31000. The OCRO guides the organization in practicing risk-informed decision-making and ensures compliance with the Government of Ontario Enterprise Risk Management Directive that provincial agencies must use a risk-informed approach in managing their business.

The OCRO interfaces with Audit, Finance and Risk Management (AFARM) Committee, discussed earlier under the **Governance Structure - Metrolinx Board of Directors section**, which is a committee of the Board responsible for providing oversight and direction on finance and financial reporting, internal controls, enterprise risk management and ethical and legal compliance.

Metrolinx's risk escalation is based on scoring, which considers risk impact and likelihood and progressively elevates risks to higher levels of the organization depending on severity levels. Scoring is supported by a robust scoring matrix that provides guidance in assessing severity for safety, environment, customer services, finances, project delivery, reputation, people, operations and cybersecurity. The scoring framework aligns taxonomy and scoring to the requirements of provincial directives.

Risk review, evaluation and updates are conducted monthly by the business. Risks with elevated scores are reported to the SMT through the monthly Business Performance and Risk Review (BPRR) process, which is described within the **Strategic Planning & Reporting** section. This process allows the business to identify actions for mitigation and evaluate the effectiveness of actions in lowering risks to a level consistent with the organisations risk appetite. The Risks with scores above the thresholds, as defined by Metrolinx's Enterprise Risk Management

Framework, are reported to Committees of the Board and the Board on a quarterly basis. The Board additionally conducts semi-annual discussions on the organization's highest reported risks. While Metrolinx's regular risk reports are not publicized, the top organizational risks, and the nature of their concern, are outlined within its 2023-24 **Annual Report**, which discusses enterprise risk management at Metrolinx.

SERVICE DESIGN

In 2023-24, Metrolinx carried 59.0 million riders. Moving these riders comfortably across the GO and UP network as efficiently as possible begins with Metrolinx's Service Design team. This team is focused on short-term network planning and timetabling for all bus and rail services. The team works collaboratively to plan, design and operationalize safe, timely and reliable transportation solutions for customers.

This can be a complicated process that requires co-ordination of service schedules with various internal and external stakeholders to achieve seamless service that delights customers. This includes collaboration with other transit agencies and various relevant groups to manage passenger volume for day-to-day commuters

and for sports games, festivals and other popular events, such as the Canadian National Exhibition.

Simulation software is used to assess on-time performance (OTP) resiliency and feasibility of proposed short-term and long-term schedules, understanding impacts and establishing the base minimum runtimes used to build the schedules.

By managing and analyzing critical operational data, Metrolinx strategically optimizes operations through efficient fleet deployment, precise crew scheduling and real-time logistics coordination to maintain reliable and well-organized service plans.

To drive customer satisfaction, Metrolinx has a strategic objective to deliver an OTP of 95% for GO rail, 96% for GO bus and 97% for UP Express. Service schedules and a carefully and strategically planned network are the foundation of delivering high OTP for customers. The Service Design team collaborates with Operations teams to implement ongoing schedule enhancements to ensure optimal service delivery and customer satisfaction. In 2023-24, Operations exceeded the strategic objective targets, achieving moving annual averages of 96.8% for rail, 96.4% for bus and 98.2% for UP Express. Operational excellence is discussed more in Metrolinx's **Annual Report**.



TRANSPARENCY & TRUST



Monitoring and reporting on our performance to ensure transparency in our operations and enable open dialogue with our stakeholders and partners to build a foundation of trust

STRATEGIC PLANNING

Metrolinx values the trust of its customers, partners and stakeholders. It believes this trust is built through responsible planning and transparent reporting of performance against its goals and objectives.

The 2041 Regional Transportation Plan (RTP) is Metrolinx's 25-year vision for the GTHA's integrated transit network. The RTP is about providing more people with access to fast, frequent and reliable transit and making it easier for travellers to use transit or travel by bike or on foot. It guides the continuing transformation of the region's transportation system and is the blueprint for an integrated multimodal regional transportation system that puts the traveller's

needs first. The RTP and more details about its development are available [here](#).

Under the guidance of the RTP and in accordance with Ontario's Agencies and Appointments Directive, the Ministry of Transportation (MTO) provides Metrolinx with an annual letter of direction that outlines strategic direction for the year ahead and serves as the base of Metrolinx's annual business plan. Through business planning activities, Metrolinx, its Board and the MTO maintain responsibility and oversight authority for ESG at Metrolinx. Metrolinx understands that reducing its environmental footprint, taking care of its employees and customers and working with surrounding communities and partners is crucial



to the success of the organization. As such, ESG has been embedded into the organization's annual business strategy and planning process, which involves review and updating of the corporation's mission, vision, values, behaviours, strategic objectives and key success factors. Metrolinx's material topics are aligned to the organization's business priorities, with all topics being represented within strategic objectives and/or key success factors. These items are presented to the Board for review, input and approval before being cascaded throughout the organization in support of annual employee performance management and annual fiscal planning cycles.

To reach all levels of the organization, the Senior Management Team (SMT) members collectively guide their teams to align with the strategic objectives. These objectives provide a balanced scorecard of clearly defined targets and goals. Strategic objectives are used to maintain focus on key business needs, drive decision-making and monitor progress in the organization. Strategic objectives are published to Metrolinx's intranet, prominently posted throughout offices and workspaces and refreshed with the workforce throughout the year through various communication tactics.



Metrolinx is building toward an exciting transit future and recognizes that early action must be taken today to prevent and mitigate potential negative impacts. In addition to its annual business planning, Metrolinx has transformation plans underway, which will shape targets and performance as it pushes to evolve, with particular focus on ensuring day to day process, systems and operations are ready to support the introduction of safe and reliable LRT and subway lines, advancing PRESTO technology; maintaining asset state of good repair; completion of LRTs; and progressive development and implementation of capital programs such as subways, SmartTrack and the GO Expansion program.

ENTERPRISE REPORTING

Metrolinx understands that consistently delivering safe, fast and reliable service, and implementing capital programs on time and on budget, will foster good stakeholder and partner relationships underpinned with trust. To deliver on its strategic objectives and strive toward its mission, Metrolinx develops and monitors key performance indicators (KPI) to measure progress against the objectives at both the enterprise and divisional level.

Through reoccurring review forums, ranging from daily to monthly, divisions are responsible for monitoring performance against objectives and acting as necessary to steer positive outcomes and mitigate risks. These reporting forums funnel performance information up to the SMT through the monthly Business Performance and Risk Review (BPRR) session. Within this session, financial, risk and strategic and divisional performance metrics are reviewed and discussed. Divisions are responsible for presenting their forecasted performance moving forward and discussing required actions or mitigations necessary to achieve the forecasted performance and overall strategic objective. The BPRR gives the CEO a consistent, wholesome view of how the organization is performing and enables the CEO to provide a report on organizational performance against its objectives and mandate at Board of Directors meetings.

In 2023-24, Metrolinx had organizational KPIs designed to drive engagement, improve customer satisfaction and promote continuous improvement of operational and business processes. These KPI contribute to the organization's Pay for Performance (PFP) program, which is discussed further in the Driving Performance section below.

Under Ontario's Agencies and Appointments Directive, Metrolinx is required to provide the MTO with an annual report on the organization's performance against the contents of the annual business plan. Performance documented through the monthly BPRR contributes to the content of the annual report and further includes audited and assured financial statements. The report covers operational performance under the control of Metrolinx, as well as performance against capital programs and their milestones, which are under the control of other entities through capital contracts (discussed more in **Responsible Planning**). The **annual reports** are posted on Metrolinx's public website.

In parallel to the Annual Report, Metrolinx's annual ESG Report is produced leveraging the same business reporting mechanisms. Both reports are reviewed and approved by Metrolinx's Board of Directors prior to their publication.

DRIVING PERFORMANCE

Shortly following the annual rollout of updated strategic objectives, Metrolinx initiates a new cycle of its employee Performance Management Program (PMP). This program ensures all non-unionized employees, including the SMT, have individual performance goals that are aligned to the organization's strategic objectives. For leadership roles, this includes actions for driving focus on the strategic objectives out to their unionized and front-line employees. Through this program, Metrolinx ensures the entirety of its workforce is focused on delivering against its identified business priorities and material topics. The program further includes requirements for staff developmental plans, a mid-year performance check-in and year-end performance

review, which provides direction, clarity, motivation and support needed to help achieve team and enterprise objectives.

At the completion of the annual PMP cycle, employees receive performance ratings reflecting their accomplishments. This rating contributes to the PFP program, which considers organizational performance against corporate KPIs. As described in the **Enterprise Reporting** section, KPIs are developed to measure organizational performance on achieving strategic objectives.

Non-union employees receive annual merit-based rewards determined by their contributions, achievements (PMP ratings), and the organization's performance. This program does not apply to unionized staff. Unionized salary increases are negotiated through collective bargaining and outlined in the Collective Bargaining Agreements, ratified by Union members. In keeping with its position in the public sector, Metrolinx gives due consideration to current business conditions and legislation impacts on the available funding.

Metrolinx's Human Resource department maintains the Total Rewards Office, which is responsible for compensation administration for the remainder of the organization in a fair and equitable manner. Non-unionized base salary is administered using established salary ranges, where each position is evaluated and ranked based on the worth of a job to the organization, relative to all other non-unionized jobs. Based on the evaluation, the job is positioned into a salary range. This ensures similarly valued positions are paid within the same range. Views of stakeholders are not considered within this process; however, from time to time, Metrolinx engages an external party to assess its compensation rates against other comparable organizations to ensure it is offering workforce competitive rates.

Unionized salaries are negotiated through the collective bargaining process with the Amalgamated Transit Union, Local 1587 (ATU), and the International Association of Machinist and Aerospace Workers, Local 235 (IAMAW), and are ratified by the Union and by Metrolinx.

ESG PERFORMANCE SUMMARY

ESG is embedded within Metrolinx strategic objectives, which are established to focus the organization on achieving its mission, vision and mandate. To ensure success as an organization, Metrolinx monitors numerous key performance

indicators to manage performance against its objectives. The table below presents some of those metrics as they relate to ESG and sustainability at Metrolinx.

	2019-20	2020-21	2021-22	2022-23	2023-24
ENVIRONMENTAL					
Energy Consumption (GJ)	4,211,879	2,730,108	3,171,823	3,687,260	4,039,458
Energy Intensity (GJ/MRSK)	316	535	376	334	341
Scope 1 Greenhouse Gas Emissions (Tonnes CO2e)	281,371	144,108	184,841	223,314	251,781
Scope 2 Greenhouse Gas /Emissions (Tonnes CO2e)	4,622	5,257	4,036	4,204	5,634
Scope 3 Greenhouse Gas Emissions (Tonnes CO2e)	-	-	-	-	70,263
Greenhouse Gas Emission Intensity (g CO2e/RSK)	21	29	22	21	28
Criteria Air Contaminant Emissions (kg)	2,218,794	1,074,789	1,350,375	1,774,868	2,087,361
Criteria Air Contaminant Intensity (kg/MRSK)	162	210	160	161	176
SOCIAL					
Women as a % of Metrolinx	33.7%	34.9%	36.8%	38.6%	39.1%
Women as a % Sr. Managers & above	37.5%	39.8%	39.0%	40.0%	41.3%
Inclusion Score		73%	71%	80%	81%
Employee Engagement	78%	82%	80%	81%	80%
Employee Lost Time Injury Frequency Rate (LTIFR) per 200,000 hours worked	2.8	0.70	0.40	0.59	0.40
High Impact Resident Impressions (%)	-	-	-	-	54%
Low Impact Resident Awareness (%)	-	-	-	-	46%
Public Meetings Held	75	89	127	75	61
GOVERNANCE					
Public Board Meetings Held	7	4	5	4	4
Board Reports Published	139	98	38	55	51
Investment Panel Meetings Held	18	22	25	20	28
Number of Investment Panel Submissions	177	183	202	187	167

GJ - Giga Joules

GJ/MRSK - Giga Joules per Million Revenue Seat Kilometer

CO2e - Carbon Dioxide equivalent

Kg - Kilogram

GLOBAL REPORTING INITIATIVE (GRI) INVENTORY TABLE

Metrolinx has reported in alignment with GRI Standards for the period of April 1, 2023 to March 31, 2024

GRI 1: Foundation

GRI Reference Number	Disclosure	Disclosure Response 2023-24
101-3	Determine material topics	Material Topics
101-4	Report the disclosures in GRI 3: Material Topics 2021	Material Topics ENVIRONMENTAL SOCIAL GOVERNANCE
101-6	Provide reasons for omission for disclosures and requirements that the organization cannot comply with	GRI OMISSIONS TABLE

GRI 102 General Disclosures

GRI Reference Number	Disclosure	Disclosure Response 2023-24
102-1	Organizational details	About Metrolinx
102-2	Entities included in the organization's sustainability reporting	Enterprise Reporting
102-3	Reporting period, frequency and contact point	About this Report (Assurance) Metrolinx Environmental, Social and Governance Report
102-4	Restatements of information	About this Report (Assurance)
102-5	External assurance	About this Report (Assurance)
102-6	Activities, value chain and other business relationships	About Metrolinx Our Stakeholders and Partners Procurement (GRI 204: Procurement Practices) Customer & Community
102-7	Employees	Metrolinx's Workforce
102-8	Workers who are not employees	Metrolinx's Workforce
102-9	Governance structure and composition	Governance Structure (Board) The Board
102-10	Nomination and selection of the highest governance body	Governance Structure (Board)
102-11	Chair of the highest governance body	Governance Structure (Board)
102-12	Role of the highest governance body in overseeing the management of impacts	Governance Structure - Metrolinx Board of Directors Audit Strategic Planning & Reporting
102-13	Delegation of responsibility for managing impacts	Governance Structure (Board) Strategic Planning & Reporting

102-14	Role of the highest governance body in sustainability reporting	Material Topics Strategic Planning Enterprise Reporting
102-15	Conflicts of interest	Business Conduct & Behaviours
102-16	Communication of critical concerns	Enterprise Risk Management Annual Reports
102-17	Collective knowledge of the highest governance body	Governance Structure (Board)
102-18	Evaluation of the performance of the highest governance body	Governance Structure (Board) Audit
102-19	Remuneration policies	Governance Structure (Board) Strategic Planning & Reporting Driving Performance
102-20	Process to determine remuneration	Governance Structure - Metrolinx Board of Directors
102-21	Annual total compensation ratio	Governance Structure - Metrolinx Board of Directors
102-22	Statement on sustainable development strategy	CEO's Message
	Policy commitments	Vulnerable Persons Business Conduct & Behaviours
102-24	Embedding policy commitments	Business Conduct & Behaviours
102-25	Processes to remediate negative impacts	Governance Structure - Metrolinx Board of Directors Our Stakeholders and Partners Customer & Community
102-26	Mechanisms for seeking advice and raising concerns	Business Conduct & Behaviours
102-27	Compliance with laws and regulations	Audit Transportation
102-28	Membership associations	Our Stakeholders and Partners
102-29	Approach to stakeholder engagement	Our Stakeholders and Partners Customer & Community
102-30	Collective bargaining agreements	Metrolinx's Workforce

GRI 3: Material Topics

GRI Reference Number	Disclosure	Disclosure Response 2023-24
103-1	Process to determine material topics	Material Topics
103-2	List of material topics	Material Topics

GRI 302: Energy

GRI Reference Number	Disclosure	Disclosure Response 2023-24
103-3	Management of material topics	GRI 302: Energy
302-1	Energy consumption within the organization	Sustainable Design
302-2	Energy consumption outside organization	Sustainable Design
302-2	Energy intensity	Sustainable Design
302-4	Reduction of energy	Sustainable Design
302-5	Reductions in energy requirements of products and services	Sustainable Design

GRI 305: Emissions

GRI Reference Number	Disclosure	Disclosure Response 2023-24
103-3	Management of material topics	<i>Climate Change (GRI 305: Emissions)</i>
305-1	Direct (Scope 1) GHG emissions	<i>Climate Change (GRI 305: Emissions)</i>
305-2	Energy indirect (Scope 2) GHG emissions	<i>Climate Change (GRI 305: Emissions)</i>
305-3	Other indirect (Scope 3) GHG emissions	<i>Climate Change (GRI 305: Emissions)</i>
305-4	GHG emission intensity	<i>Climate Change (GRI 305: Emissions)</i>
305-5	Reduction of GHG emissions	<i>Climate Change (GRI 305: Emissions)</i>
305-6	Emissions of ODS	<i>Climate Change (GRI 305: Emissions)</i>
305-7	NOx, SOx and other significant air emissions	<i>Climate Change (GRI 305: Emissions)</i>

GRI 413: Local Communities

GRI Reference Number	Disclosure	Disclosure Response 2023-24
103-3	Management of material topics	<i>Community Programs - GRI 413</i>
413-1	Operations with local community engagement, impact assessments and development programs	<i>Vulnerable Persons Community Programs - GRI 413 Greenspace Preservation + Enhancement Responsible Planning</i>
413-2	Operations with significant actual and potential negative impacts on local communities	<i>Community Programs - GRI 413</i>

GRI 403: Occupational Health and Safety

GRI Reference Number	Disclosure	Disclosure Response 2023-24
103-3	Management of material topics	<i>Employee Health & Well-Being</i>
403-1	Occupational health and safety management system	<i>Annual Safety Report</i>
403-2	Hazard identification, risk assessment and accident investigation	<i>Annual Safety Report</i>
403-3	Occupational health services	<i>Annual Safety Report</i>
403-4	Worker participation, consultation and communication on occupational health and safety	<i>Annual Safety Report</i>
403-5	Worker training on occupational health and safety	<i>Annual Safety Report</i>
403-6	Promotion of worker health	<i>Annual Safety Report</i>
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	<i>Annual Safety Report</i>
403-8	Workers covered by an occupational health and safety management system	<i>Annual Safety Report</i>
403-9	Work-related injuries	<i>Annual Safety Report</i>
403-10	Work-related ill health	<i>Employee Health & Well-Being Annual Safety Report</i>

GRI 405: Diversity and Equal Opportunity

GRI Reference Number	Disclosure	Disclosure Response 2023-24
103-3	Management of material topics	<i>Equity, Diversity & Inclusion (GRI 405: Diversity & Equal Opportunity)</i>
405-1	Diversity of governance bodies and employees	<i>Equity, Diversity & Inclusion (GRI 405: Diversity & Equal Opportunity) Governance Structure - Metrolinx Board of Directors</i>
405-2	Ratio of basic salary and remuneration of women to men	<i>Equity, Diversity & Inclusion (GRI 405: Diversity & Equal Opportunity) About Metrolinx</i>

GRI 410: Security Practices

GRI Reference Number	Disclosure	Disclosure Response 2023-24
103-3	Management of material topics	<i>Protecting the Customer</i>
410 - 1	Security personnel trained in human rights policies or procedures	<i>Protecting the Customer</i>

GRI 416: Customer Health and Safety

GRI Reference Number	Disclosure	Disclosure Response 2023-24
103-3	Management of material topics	<i>Our Commitment to Safety (GRI 416: Customer Health & Safety; GRI 403 Occupational Health & Safety)</i>
416-1	Assessment of the health and safety impacts of product and service categories	<i>Annual Safety Report</i>
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	<i>Audit Annual Safety Report</i>

GRI 204 - Procurement Practices

GRI Reference Number	Disclosure	Disclosure Response 2023-24
103-3	Management of material topics	<i>Our Commitment to Safety (GRI 416: Customer Health & Safety; GRI 403 Occupational Health & Safety)</i>
204-1	Proportion of spending on local suppliers	<i>Procurement (GRI 204: Procurement Practices)</i>

GRI OMISSIONS TABLE



GRI Reference Number	Disclosure	Reason for Omission	Explanation
101-2	Entities included in the organization's sustainability reporting	Not applicable	Metrolinx's reporting does not involve other entities
102-9	Age of Board Members	Information unavailable	Metrolinx does not inquire about Board member age and therefore does not have records
305-6	ODS emissions	Not applicable	Metrolinx's normal operations do not release ODS emissions
305-7	Persistent Organic Pollutants (POP) and Hazardous Air Pollutants (HAP) emissions	Not applicable	Metrolinx's normal operations do not release POP or HAP emissions

