

**TRANSLINK ENTERRISE
2020 ACCOUNTABILITY REPORT**

GRI Index

2020 Accountability Report

GRI Index

REQUIRED FOR CORE	DISCLOSURE NUMBER	DISCLOSURE TITLE	2020 ACCOUNTABILITY REPORT PAGE #	REFERENCE
Core	102-14	Statement from senior decision-maker	Page 6-7	Board Chair Letter and CEO Letter
	102-15	Key impacts, risks, and opportunities	Page 38-40	2020 Year-End Financial and Performance Report
Core	102-1	Name of the organization	Page 4	Who We Are
Core	102-2	Activities, brands, products, and services	Page 10-11	Who We Are
Core	102-3	Location of headquarters	Back Cover	Back Cover
Core	102-4	Location of operations	Page 9	Who We Are
Core	102-5	Ownership and legal form	Page 11-12	How We Are Governed
Core	102-6	Markets served	Page 10	Who We Are
Core	102-7	Scale of the organization	Page 54-59 Page 10-11 Page 11-12 Page 48 Page 24-31	People Who We Are How We Are Governed Financial Sustainability Transit Service Performance
Core	102-8	Information on employees and other workers	Page 55-57	People

REQUIRED FOR CORE	DISCLOSURE NUMBER	DISCLOSURE TITLE	2020 ACCOUNTABILITY REPORT PAGE #	REFERENCE
Core	102-41	Collective bargaining agreements	Page 59	People
Core	102-9	Supply chain	Page 53	Procurement Practices
Core	102-10	Significant changes to the organization and its supply chain		No significant changes in 2020
Core	102-11	Precautionary Principle or approach	Page 38	2020 Year-End Financial and Performance Report Risk Factors
Core	102-12	External initiatives	N/R	
Core	102-13	Membership of associations		American Public Transit Association, CUTRIC
Core	102-45	Entities included in the consolidated financial statements	Page 12	How We Are Governed
Core	102-46	Defining report content and topic Boundaries	Page 10-11 Page 12	Who We Are How We Are Governed <i>Boundaries of this Report are defined by TransLink and the Operating Companies in Metro Vancouver</i>
Core	102-47	List of material topics		Materiality Assessment
Core	103-1	Explanation of the material topic and its Boundary		Materiality Assessment
Core	102-48	Restatements of information		Restatements noted in footnotes and glossary where applicable

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Core	102-49	Changes in reporting		In December 2020, TransLink was the victim of a sophisticated cyberattack. In response, TransLink’s Business Technology Unit (BTS), took immediate action to shut down multiple systems to contain the threat and reduce the impact on operations. Since the incident, BTS has been working to investigate what happened and safely restore access to computing systems. Due to several computer systems being offline during the development of the annual Accountability Report, some of the data normally included was incomplete or unavailable. For more information, see page 40.
Core	102-40	List of stakeholder groups	Page 16-23	Engaging our Stakeholders
Core	102-42	Identifying and selecting stakeholders	Page 16-23	Engaging our Stakeholders
Core	102-43	Approach to stakeholder engagement	Page 16-23	Engaging our Stakeholders
Core	102-44	Key topics and concerns raised	Page 16-23	Engaging our Stakeholders TransLink Engagement
Core	102-50	Reporting period		January 1, 2019 – December 31, 2020
Core	102-51	Date of most recent report		2019 Accountability Report
Core	102-52	Reporting cycle		Annual Reporting
Core	102-53	Contact point for questions regarding the report		communications@translink.ca
Core	102-54	Claims of reporting in accordance with the GRI Standards		This report has been prepared in accordance with the GRI Standards: Core option

REQUIRED FOR CORE	DISCLOSURE NUMBER	DISCLOSURE TITLE	2020 ACCOUNTABILITY REPORT PAGE #	REFERENCE
Core	102-55	GRI content index		TransLink Corporate Reports
Core	102-56	External assurance		KPMG Independent Assurance Statement
Core	102-18	Governance structure	Page 12	How We Are Governed
Core	102-16	Values, principles, standards, and norms of behavior	Inside Cover	Vision, Mission and Values
STANDARD DISCLOSURE				
ECONOMIC PERFORMANCE				
		The management approach and its components	Page 46	Financial Sustainability: Our Approach
	201-1	Direct economic value generated and distributed	Page 46-53	Financial Sustainability 2020 Year-End Financial and Performance Report
	201-2	Financial implications and other risks and opportunities due to climate change		An Enterprise Climate Action Plan is being developed and will address risk and opportunities resulting from climate change. The Plan will be public in 2021.
	201-3	Defined benefit plan obligations and other retirement plans		2020 Year-End Financial and Performance Report
	201-4	Financial assistance received from government		2020 Year-End Financial and Performance Report
INDIRECT ECONOMIC IMPACTS				
	203-1	Infrastructure investments and services supported	Page 19-21 Page 22	TravelSmart Partnerships Indigenous Relations

REQUIRED FOR CORE	DISCLOSURE NUMBER	DISCLOSURE TITLE	2020 ACCOUNTABILITY REPORT PAGE #	REFERENCE
PROCUREMENT PRACTICES				
	204-1	Proportion of spending on local suppliers	Page 53	Financial Sustainability: Procurement Practices
ENVIRONMENT				
		The management approach and its components	Page 60-61	Environmental Sustainability: Our Approach
ENERGY				
	302-1	Energy consumption within the organization	Page 64	Facilities Energy Consumption <i>Total Energy Consumption (GJ) = 1,147,381 (fleet and facilities)</i>
	302-3	Energy intensity		Total Fleet and Facilities Energy Consumption (gigajoules) normalized to Boarded Passengers <i>0.0053 GJ/Boarded Passengers</i> <i>Includes diesel, gasoline, natural gas and electricity</i>
	302-4	Reduction of energy consumption		TransLink is developing a Climate Action Plan which includes energy conservation strategies. This combined with the Low Carbon Fleet Strategy will result in future energy reduction reporting.
WATER AND EFFLUENTS				
	303-5	Water consumption	Page 64	Water Consumption m3 Megalitres = 153

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EMISSIONS				
	305-1	Direct (Scope 1) GHG emissions	Page62	Fleet GHG Emissions and Facility Natural Gas Use Direct = 121,374 tonnes <i>Emissions are calculated for operational control</i>
	305-2	Energy indirect (Scope 2) GHG emissions		Indirect GHG Emissions (includes electricity used for fleet) = 8,976 tonnes CO2e <i>CO₂, CH₄, N₂O included</i> <u>Emissions Factors</u> <i>Emissions are calculated for operational control. Canada Line facilities emissions are excluded due to lack of available data.</i>
	305-3	Other indirect (Scope 3) GHG emissions		The applicability of Scope 3 GHG emissions will be assessed in 2020.
	305-4	GHG emissions intensity	Page 62	GHG / Boarded Passengers
	305-5	Reduction of GHG emissions		TransLink is continually developing a Low Carbon Fleet Strategy (primary source of operational emissions). This will set the road map for GHG reductions primarily through fleet electrification (shifting away from diesel buses primarily). The results of the strategy will be reported on once the strategy is implemented.

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	305-7	Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions	Page 63	Criteria Air Contaminants includes CO, HC, NO _x and OM <i>TransLink calculates Criteria Air Contaminants which is a transit agency metric (air pollutants). The methodology was assured by KPMG in 2018 and the EPA engine specifications are the source of factors used.</i>
EFFLUENTS AND WASTE				
	306-2	Weight of Non-Hazardous Waste	Page 65	Waste Diversion
	306-3	Significant spills		Coast Mountain Bus Spills Reported in <u>2020 Year-End Financial and Performance Report</u> Operating Indicators
ENVIRONMENTAL COMPLIANCE				
	307-1	Non-compliance with environmental laws and regulations		TransLink had no significant fines related to environmental non-compliance.
SUPPLIER ENVIRONMENTAL ASSESSMENT				
	308-1	New suppliers that were screened using environmental criteria	Page 53	Financial Sustainability: Procurement Practices
SOCIAL				
Core	103	The management approach and its components	Page 54-55 Page 32-33	People: Our Approach Customer Experience: Our Approach

REQUIRED FOR CORE	DISCLOSURE NUMBER	DISCLOSURE TITLE	2020 ACCOUNTABILITY REPORT PAGE #	REFERENCE
EMPLOYMENT				
	401-1	New employee hires and employee turnover	Page 55-59	People: Recruitment, Turnover and Attraction and Retention
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees		2020 Year-End Financial and Performance Report
	401-3	Parental leave		TransLink adheres BC Employment Standards Legislation which are aligned to Federal Employment Standards Legislation regarding parental leave.
OCCUPATIONAL HEALTH AND SAFETY				
	403-1	Workers representation in formal joint management-worker health and safety committees	Page 39	Safety and Security: Our Approach <i>Health and Safety for TransLink and its operating companies is regulated by WorkSafe BC through the Workers Compensation Act of British Columbia and the associated Occupational Health and Safety Regulations.</i>
	403-2	Worker related injuries, lost days	Page 45	Lost Time Injury Frequency Rate <i>Employee lost time injury rate includes TransLink, CMBC, HandyDART, SkyTrain, Transit Police, West Coast Express, West Vancouver Transit and Contracted and Community Shuttle and it excludes Canada Line.</i>

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	403-4	Health and safety topics covered in formal agreements with trade unions		Under the Workers Compensation Act of British Columbia employers are required to establish a Joint Health and Safety Committee in any workplace that regularly employs 20 or more workers. TransLink and its subsidiary companies comply with this regulation and 100 per cent of employees are represented in joint health and safety committees
TRAINING AND EDUCATION				
	404-1	Average hours of training per year per employee		Training discussed throughout the Report
	404-3	Percentage of employees receiving regular performance and career development reviews		All TransLink Employees receive annual performance reviews
DIVERSITY AND EQUAL OPPORTUNITY				
	405-1	Diversity of governance bodies and employees	Page 55-57 Page 11-12 Page 57	People How We Are Governed Equity, Diversity and Inclusion
	405-2	Ratio of basic salary and remuneration of women to men		TransLink discloses remuneration in the Financial Information Act Filing and Remuneration Report
SUPPLIER SOCIAL ASSESSMENT				
	414-1	New suppliers that were screened using social criteria	Page 53	Procurement Practices

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HUMAN RIGHTS ASSESSMENT				
Core	103-2	The management approach and its components	Page 54-55	People
	412-2	Employee training on human rights policies or procedures	Page 54-55	People
STAKEHOLDERS				
Core	103-2	The management approach and its components	Page 20	Engaging our Stakeholders-Our Approach TransLink's engagement process is covered the Principles of Public Consultation and Engagement
	415-1	Political contributions		TransLink does not make political contributions