

TRANSLINK ENTERPRISE
2021 ACCOUNTABILITY REPORT

GRI Index

2021 Accountability Report

GRI Index

GRI Standards – GRI Content Index				
REQUIRED FOR CORE	DISCLOSURE NUMBER	DISCLOSURE TITLE	2021 ACCOUNTABILITY REPORT PAGE #	REFERENCE
Core	102–14	Statement from senior decision-maker	Page 6–7	CEO Letter
	102–15	Key impacts, risks, and opportunities	Page 52–59	2021 Year–End Financial and Performance Report
Core	102–1	Name of the organization	Page 4	Welcome
Core	102–2	Activities, brands, products, and services	Page 10	Who We Are
Core	102–3	Location of headquarters	Back Cover	Back Cover
Core	102–4	Location of operations	Page 10	Who We Are
Core	102–5	Ownership and legal form	Page 12–13	How We Are Governed
Core	102–6	Markets served	Page 10	Who We Are
Core	102–7	Scale of the organization	Page 60–69 Page 10 Page 12–13 Page 52–59 Page 26–33	People Who We Are How We Are Governed Financial Sustainability Transit Service Performance
Core	102–8	Information on employees and other workers	Page 60–69	People

GRI Standards – GRI Content Index

Core	102–41	Collective bargaining agreements	Page 66	People
	102–9	Supply chain	Page 57	Procurement Practices
Core	102–10	Significant changes to the organization and its supply chain	Page 12–13	How We Are Governed <i>No change to supply chain</i>
Core	102–11	Precautionary Principle or approach		2021 Year–End Financial and Performance Report <u>Risk Factors</u>
Core	102–12	External initiatives	Page 73	Awards
Core	102–13	Membership of associations	Page 73	APTA
Core	102–45	Entities included in the consolidated financial statements	Page 12–13	Our Governance Structure
Core	102–46	Defining report content and topic Boundaries	Page 8 Page 12–13	About this Report Our Governance Structure
Core	102–47	List of material topics	Page 8	About this Report <u>Materiality Assessment</u>
Core	103–1	Explanation of the material topic and its Boundary	Page 8	About this Report <u>Materiality Assessment</u>
Core	102–48	Restatements of information		<i>Restatements noted in footnotes and glossary where applicable</i>
Core	102–49	Changes in reporting	Page 8 Page 30 Page 40 Page 41 Page 74 Page 75	About this Report On Time Performance footnote Customer Complaints footnote Scheduled Transit Service Renewable Natural Gas Fleet Air Pollutants

GRI Standards – GRI Content Index

Core	102–40	List of stakeholder groups	Page 10 Page 16–25	About TransLink: Who We Reach Stakeholder Engagement
Core	102–42	Identifying and selecting stakeholders	Page 16–25	Stakeholder Engagement
Core	102–43	Approach to stakeholder engagement	Page 16–25	Stakeholder Engagement
Core	102–44	Key topics and concerns raised	Page 16–25	Stakeholder Engagement <u>TransLink Engagement</u>
Core	102–50	Reporting period	Page 8	About this Report
Core	102–51	Date of most recent report		2020 Accountability Report
Core	102–52	Reporting cycle		Annual Reporting
Core	102–53	Contact point for questions regarding the report	Page 5 & 78	communications@translink.ca
Core	102–54	Claims of reporting in accordance with the GRI Standards	Page 8	About this Report
Core	102–55	GRI content index		TransLink Corporate Reports
Core	102–56	External assurance	Page 8	KPMG Independent Assurance Statement
Core	102–18	Governance structure	Page 12–13	How We Are Governed
Core	102–16	Values, principles, standards, and norms of behavior	Inside Cover	Vision, Mission and Values

Standard Disclosure

Economic Performance				
REQUIRED FOR CORE	DISCLOSURE NUMBER	DISCLOSURE TITLE	2021 ACCOUNTABILITY REPORT PAGE #	REFERENCE
		The management approach and its components	Page 52	Financial Sustainability: Our Approach
	201-1	Direct economic value generated and distributed	Page 52-58	Financial Sustainability 2020 Year-End Financial and Performance Report
	201-2	Financial implications and other risks and opportunities due to climate change	Page 57 Page 70	Green Bonds Environmental Sustainability <i>Climate Action Strategy and Plan is being developed and will address risk and opportunities resulting from climate change. The Plan will be public in 2022.</i>
	201-3	Defined benefit plan obligations and other retirement plans	Page 66	2019 Year-End Financial and Performance Report
	201-4	Financial assistance received from government	Page 7 & 52	2021 Year-End Financial and Performance Report
Indirect Economic Impacts				
	203-1	Infrastructure investments and services supported	Page 22 Page 20-1 Page 24-25 Page 28 - 30	Community Outreach and Partnerships TravelSmart Partnerships Indigenous Relations Fleet Renewal and Expansion Phase Two of the 10-Year Vision 2018-2027 Investment Plan

Procurement Practices

204-1	Proportion of spending on local suppliers	Page 57	Financial Sustainability: Procurement Practices
-------	---	---------	---

Environment

	The management approach and its components	Page 66	Environmental Sustainability: Our Approach
--	--	---------	--

Energy

302-1	Energy consumption within the organization	Page 72-76	Facilities Energy Consumption Renewable Natural Gas Fleet Greenhouse Gas Emissions
302-3	Energy intensity		<i>Energy intensity will be reported in 2022 as GJ / passenger-km</i>
302-4	Reduction of energy consumption	Page 75 – 76 Page 74	Facilities Energy Consumption; Fleet Greenhouse Gas Emissions

Water and Effluents

303-5	Water consumption	Page 76	Water Consumption
-------	-------------------	---------	-------------------

Emissions

	305-1	Direct (Scope 1) GHG emissions	Page 74-75	Total Fleet GHG Emissions Facilities Energy Consumption
	305-2	Energy indirect (Scope 2) GHG emissions	Page 74-75	Total Fleet GHG Emissions Facilities Energy Consumption
	305-3	Other indirect (Scope 3) GHG emissions		<i>The applicability of Scope 3 GHG emissions will be assessed in 2023</i>
	305-4	GHG emissions intensity	Page 74-75	Fleet Greenhouse Gas Emissions Facilities Energy Consumption (per boarding)
	305-5	Reduction of GHG emissions	Page 73-75	Environmental Sustainability
	305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	Page 75	Environmental Sustainability – Fleet Air Pollutants

Effluents and Waste

	306-2	Weight of Non-Hazardous Waste	Page 77	Environmental Sustainability – Waste Diversion Rate
	306-3	Significant spills	Page 76	2021 Year-End Financial and Performance Report Operating Indicators; Environmental Sustainability – Spills

Environmental Compliance

	307-1	Non-compliance with environmental laws and regulations	Page 76	Environmental Sustainability – Spills
--	-------	--	---------	---------------------------------------

Supplier Environmental Assessment

	308-1	New suppliers that were screened using environmental criteria	Page 57	Financial Sustainability: Procurement Practices
--	-------	---	---------	--

Social

Core	103	The management approach and its components	Page 62 Page 35	People: Our Approach Customer Experience: Our Approach
------	-----	--	--------------------	---

Employment

	401-1	New employee hires and employee turnover	Page 66	People
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees		<u>2019 Year-End Financial and Performance Report</u>
	401-3	Parental leave		<i>TransLink adheres BC Employment Standards Legislation which are aligned to Federal Employment Standards Legislation regarding parental leave.</i>

Occupational Health and Safety

403-1	Workers representation in formal joint management-worker health and safety committees	Page 43	Employee Safety
403-2	Worker related injuries, lost days	Page 49-50	Employee Safety: Lost Time Injury Frequency Rate
403-4	Health and safety topics covered in formal agreements with trade unions		<i>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</i>

Training and Education

404-1	Average hours of training per year per employee	Page 67	Developing People
404-2	Programs for upgrading employee skills and transition assistance programs	Page 67-68	Developing People
404-3	Percentage of employees receiving regular performance and career development reviews	Page 66	Developing People

Diversity and Equal Opportunity

	405-1	Diversity of governance bodies and employees	Page 64-65 Page 12-13	Developing People Board of Directors
	405-2	Ratio of basic salary and remuneration of women to men		<i>TransLink discloses remuneration in the Financial Information Act Filing and Remuneration Report</i>

Supplier Social Assessment

	414-1	New suppliers that were screened using social criteria	Page 57	Procurement Practices
--	-------	--	---------	-----------------------

Human Rights Assessment

Core	103-2	The management approach and its components	Page 62	Developing People: Our Approach
	412-2	Employee training on human rights policies or procedures	Page 65	Developing People

Local Communities

Core	103-2	The management approach and its components	Page 17	Engaging Our Stakeholders-Our Approach <i>TransLink's engagement process is covered the Principles of Public Consultation and Engagement</i>
	415-1	Political contributions		<i>TransLink does not make political contributions</i>

Customer Privacy

	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Page 39-40	Customer satisfaction & complaints <i>No complaints concerning breach of privacy or data losses received</i>
--	-------	--	------------	---