



Similarly, Scope 2 emissions (related to business administration, lighting, and train traction) account for 90% of our total emissions. Train traction, which has the greatest impact on our corporate carbon footprint at 73% of the total, increased 11% vis-à-vis 2015. .

Total
Footprint

Source	Greenhouse Gas Emissions (tCO2e)			% Change from 2015 - 2016	% Total Footprint
	2014	2015	2016		
Scope 1	328	2.097	1.362	-35%	0,74%
Fuel	154	257.54	148.94	-42%	0,08%
Air Conditioning	174	1.839.24	1213.46	-34%	0,66%
Scope 2	149.168	143.934	165.929	12%	90,39%
Administration	1.319	1.278	1.419	11%	0,77%
Lighting	26.683	25.874	30.242	12%	16,47%
Traction	121.167	116.782	134.268	11%	73,14%
Scope 3	13.597	13.560	16.278	12%	8,87%
Energy	26	36	41	11%	0,02%
Potable Water Production	39	36	35	4%	0,02%
Consumables Production	9	154	295	91%	0,16%
Cargo Transportation	46	43	38	-12%	0,02%
Personnel Transportation	5.387	5.697	5.987	5%	3,26%
Waste Water Treatment	142	137	114	-17%	0,06%
Waste Treatment	7.742	7.153	9.546	33%	5,20%
Business Travel	206	303	222	-27%	0,12%
TOTAL	162.783	159.591	183.569	12%	100

The intensity of GHG emissions in 2016 was 0.00124 tCO2-e/Car Km

[G4-EN20] Furthermore, we quantify ozone-depleting substances emitted during our operations. Trains are the primary source:

Consumption of Refrigerant Gases				
Source	Unit (kg)	2014	2015	2016
AC at Facilities	R 22	54	68	95
	R407C	11	34	68
	R410A	34	124	68
AC on Trains	R407C	1.625	619	464

[G4-EN15] [G4-EN16] [G4-EN17] Similar to previous years, this year we measured the P63 carbon footprint, which showed a 35% overall decrease in greenhouse gas emissions. The following is a summary of data broken down by project:

Carbon Footprint of Line 3 and 6 Construction (tCO2e)	2014	2015	2016
Line 3	241.271	356.070	272.344
Line 6	604.081	222.853	104.330
Total	845.352	578.923	376.674





9. About this Sustainability Report

9.1 Scope of the Report

[G4-3][G4-28][G4-29][G4-30] We hereby present our eighth Sustainability Report, which is published annually, in order to report to the general public and different company stakeholders about the company's 2016 economic, environmental and corporate governance related affairs.

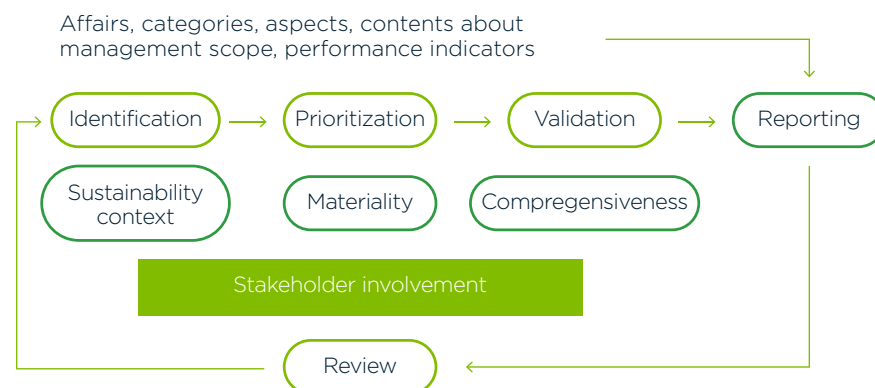
[G4-17] The scope of this report includes our current operations in addition to the Metro network expansion projects in the Santiago, Metropolitan Region in 2016. Furthermore, the report herein also contains an account of information pertaining to MetroArte Cultural Trust (Corporación Cultural MetroArte) but does not include information from Empresa de Transporte Suburbano de Pasajeros S.A. or Corporación Metro Ciudadano.

[G4-32] [G4-33] This report is drafted according to the Global Reporting Initiative (GRI). This year Metro has opted for issuing an essential report that accounts on more indicators than those required by this type of report, in spite of not having been verified by an independent organization.

9.2 Definition of Report Content

Materiality Assessment

Materiality Process



Identifying Material Aspects

[G4-18] [G4-19] [G4-20] [G4-21] During the preliminary identification of material aspects we first conferred with our stakeholders to recognize their main needs, concerns, and requirements suggested in the context of our relationship. Then, we conducted a review process in which we consulted primary and secondary sources of information in order to comprehensively establish the sustainability context in which our organization operates.

We identified a total of 73 material aspects during this stage.

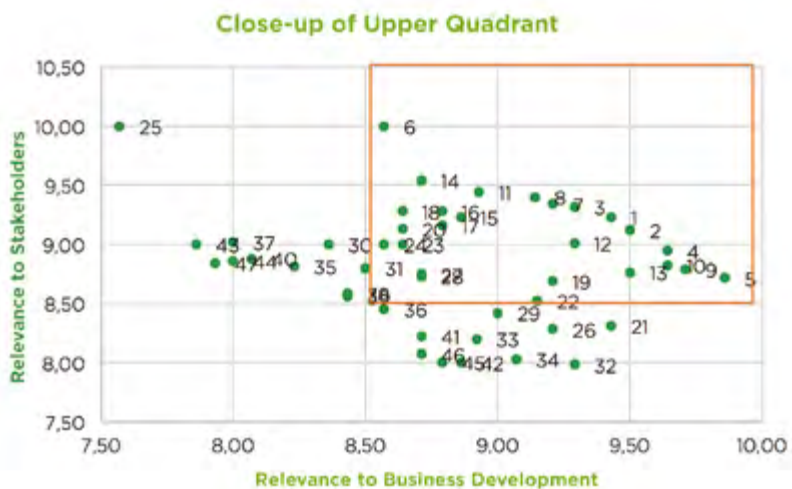
Prioritization of Material Aspects

After having completed the material aspects stage, we moved on to the next stage, which consisted of assessing each aspect in terms of its significance. This entailed conducting a total of seven probabilistic surveys, using the semantic differential assessment tool:

- Managers
- Users
- Suppliers
- Contractors
- Workers
- Store Operators
- Authorities

Surveys assessed two areas: the relevance of each aspect to the development of our business, for which we relied primarily on the results of Manager surveys; and the relevance of each aspect to our priority stakeholders.

This stage concluded with a list of priority aspects for our business. These are illustrated in the chart below:



List of Material Aspects and their Coverage

[G4-19] [G4-20] [G4-21]

N°	Material Aspects	Coverage
1	Safety on Trains and at Stations	Internal - External
2	Quality of Life at Work	Internal
3	Respect for Contract Conditions	Internal
4	Occupational Health and Safety	Internal - External
5	Operational Continuity	Internal
6	Physical working conditions for employees, suppliers, contractors and store operators	Internal - External
7	Efficiency of Service	External
8	Speed of Service	External
9	Work Climate	Internal
10	Metro Network Expansion	External
11	Long-term Relations with Metro	Internal - External
12	Universal Access	External
13	Own employees, suppliers, contractors and store operators treated well	Internal - External
14	Temperature on Trains and at Stations	External
15	Urban Connectivity	External
16	Cleanliness of Trains and Stations	External
17	Passenger Density at Peak Hour	External
18	Work Benefits	Internal
19	Professional Quality of Metro's Team	Internal
20	Job Security	Internal

Validation

At the end of the day our materiality analysis highlights the areas where the Sustainability Report should focus.

This document reports on all aspects related to the 2016 administration; we have defined material indicators and structured the report based on materiality results which were validated by a Committee from the Customer and Sustainability Management division.



GRI Table of Contents

GENERAL BASIC CONTENT				
Basic General Content		Chapter	Page	Global Compact
Strategy and Analysis				
G4-1	Statement defining who is ultimately responsible for the organization's decisions regarding the importance of sustainability in the organization and its strategy to address it.	Letter from the CEO	3	Criterion 19: Commitment and Leadership
Organization's Profile				
G4-3	Name of the organization	We Are Metro de Santiago	12	Advanced Level Requirement
G4-4	Organization's most important brands, products and/or services.	We Are Metro de Santiago	12	Operational Context
G4-5	Location of organization's headquarters	Back Cover	95	
G4-6	Description of number and name of countries where the organization operates or that are specifically relevant to sustainability issues addressed in the report	We Are Metro de Santiago	12	
G4-7	Nature of property and legal status	We Are Metro de Santiago	12	
G4-8	Markets served (with a breakdown by location, sector, type of customer, and recipients)	We Are Metro de Santiago	12	
G4-10	<ul style="list-style-type: none"> a. Number of employees by type of contract and gender b. Number of full-time employees by type of contract and gender c. Size of workforce by employees, contractor workers and gender d. Size of workforce by region and gender e. State if a substantial part of the organization's work is carried out by legally recognized employees or by individuals who are neither employees nor contractor workers, such as contractor employees and employees subcontracted by contractors. f. Report on every significant change in number of workers (e.g., seasonal hires during peak tourism season or harvest time) 	Labor Force Relations	41	6
G4-11	Percentage of employees covered under collective bargaining agreements	Labor Force Relations		3
G4-12	Organization's supply chain.	Supplier and Contractor Relations	50	Criterion 2: Value Chain
G4-13	<ul style="list-style-type: none"> a. Significant changes to the organization's size, structure, ownership structure or supply chain taken place during the reporting period; for example: <ul style="list-style-type: none"> • Changes to the location of centers, or at own centers, such as the opening, closing or expansion of facilities; • Changes to the company's ownership structure and other operations related to creating, maintaining or changing the company's capital (for private sector organizations); and • Changes to the location of suppliers, supply chain structure or supplier relationships, in terms of new hires or contract termination 			In 2016 there weren't any significant changes to the company's structure, size or ownership
G4-14	Explain how the organization addresses the principle of precaution, if applicable	Environmental Management	75	
G4-15	List the charters, principles or other external initiatives of an economic, environmental or social nature that the organization has signed or adopted	We Are Metro de Santiago	21	



G4-16	<p>a. List national or international associations (e.g., industrial) and the domestic or international promotion organizations the organization belongs to and in which:</p> <ul style="list-style-type: none"> • it holds a position on a governing body; • Participates in projects or committees; • Make a considerable financial contribution, in addition to mandatory membership dues; • Considers being a member is a strategic decision. This list refers primarily to memberships held by the organization. 	We Are Metro de Santiago	21	
Material Aspects and Coverage				
G4-17	<p>a. List the entities appearing on the organization's consolidated financial statements and other equivalent documents.</p> <p>b. Indicate whether any of the entities appearing on the organization's consolidated financial statements and other equivalent documents do not appear in the report. The organization may provide this basic content by way of a reference to the information disclosed and available in the consolidate financial statements or other equivalent documents.</p>	About this Sustainability Report	85	
G4-18	<p>a. Describe the process followed to determine the content of the report and the coverage of each Aspect.</p> <p>b. Explain how the organization has applied the Principles of report writing to determine the report's content.</p>	About this Sustainability Report	85	
G4-19	List material aspects identified during the report content definition process.	About this Sustainability Report	85	
G4-20	<p>Organization's internal coverage of every material aspect. Do it as follows:</p> <ul style="list-style-type: none"> • State whether the aspect is material within the organization. • Whether the aspect is not material for all entities within the organization (as described under item G4-17), chose one of the following approaches and provide: <ul style="list-style-type: none"> • A list of the entities or groups of entities included under item G4-17 that do not consider the aspect in question to be material; or • A list of the entities or groups of entities included under item G4-17 that do consider the aspect in question to be material • Any concrete restriction that affects the coverage of every aspect within the organization. 	About this Sustainability Report	85	
G4-21	<p>a. Organization's external coverage of every material aspect as follows:</p> <ul style="list-style-type: none"> • State whether the aspect is material outside of the organization. • If the aspect is material outside the organization, state which entities, groups of entities or elements consider it to be material. • Also describe the places where the Aspect in question is material to the entities. • State any concrete restriction that affects the coverage of this aspect outside of the organization. 	About this Sustainability Report	85	
Stakeholder Participation				
G4-24	List Stakeholders linked to the organization.	We Are Metro de Santiago	20	Criterion 21: Stakeholder Participation
G4-25	Describe why the organization chose to work with the stakeholders it does	We Are Metro de Santiago	20	
G4-26	Description of organization's approach to stakeholder participation, including the frequency with which it collaborates with the different stakeholder types and groups o state if the participation of a group was the specific result of the report writing process.	We Are Metro de Santiago		
G4-27	Description of key issues and problems arising from stakeholder participation and a description of the evaluation conducted by the organization in its report, as well as other aspects. Specify which stakeholders addressed each of the topics and key issues.	We Are Metro de Santiago		



Scope of Report				
G4-28	Reporting period (for example, fiscal or calendar year)	About this Sustainability Report	85	Advanced Level Requirement
G4-29	Date of last report (if applicable)	About this Sustainability Report	85	Operational Context
G4-30	Reporting frequency (annual, biannual, etc.)	About this Sustainability Report	85	
G4-31	Contact person for inquiries regarding report content	Back cover	85	
G4-32	<ul style="list-style-type: none"> a. State which "in accordance" options the organization has chosen under G4 Guidelines. b. State the GRI Index for the option chosen (see charts below). c. State references to external verification report if the report has been subjected to verification. Although it is not mandatory, the GRI recommends external verification so that the report is "in accordance" with the Guidelines. 	About this Sustainability Report	85	
G4-33	<ul style="list-style-type: none"> a. Organization's current policy and practices regarding external report verification. b. Describe the scope and basis of the external verification if it is not mentioned in the verification report attached to the sustainability report. c. Describe the relation between the organization and verification suppliers. d. State whether the highest governing body or the senior management has participated in the request for external verification of the organization's sustainability report. 	About this Sustainability Report	85	
Governance				
G4-35	Describes the process used by the organization's governing body to delegate authority to the senior management and to certain employees to address economic, environmental and social matters.	Corporate Governance	24	
G4-36	States if there are executive positions or positions in the organization responsible for economic, environmental and social issues, and if the position holders answer directly to the highest governing body.	Corporate Governance	24	
G4-37	Describes the consultation process between stakeholders and the governing body regarding economic, environmental and social issues	Corporate Governance	25	
G4-38	Describes the make up of the governing body and its committees.	Corporate Governance	25	
G4-39	States whether the person presiding over the governing body also holds an executive position. If so, describe his/her executive functions and reasons why appointed.	Corporate Governance	25	
G4-43	State what measures have been taken to development and improve the collective understanding of the governing body regarding economic, environmental and social issues.	Corporate Governance	25	
G4-45	<ul style="list-style-type: none"> a. Describe the role of the governing body in identifying and managing economic, environmental and social impacts, risks and opportunities. Also explain the role of the governing body in conducting due diligence b. State whether stakeholders are consulted regarding the governing body's process of identifying and managing economic, environmental and social impacts, risks and opportunities. 		25	
G4-48	State the most senior committee or position in charge of reviewing and approving the organization's sustainability report and ensuring that all material aspects are reflected	Corporate Governance	25	
G4-49	Describe the process to convey significant concerns to the governing body.	Corporate Governance	25	



G4-51	Describe the governing body's compensation policy for body members and senior management, using the following types of compensation: a. fixed and variable compensation: • performance-based compensation; • stock compensation; • premiums; and • deferred dividend shares or transferred shares; • hiring bonus or incentives; • severance pay for being let go; • reimbursements; and • retirement pension, bearing in mind the differences between contribution regimes and the types of compensation received by the governing body and senior management and all other employees. b. Define relationship between performance-related criteria that affect the compensation policy and the governing body's and senior management's economic, environmental and social goals.	Corporate Governance	26	
G4-52	For processes that determine pay, state if consultants are used to determine pay and, if so, are they independent from management. State any other type of relations that said consultants may have with the organization regarding retribution.	Corporate Governance	26	
Ethics and Integrity				
G4-56	Describe the organization's values, principles and standards, such as codes of conduct and/or ethics.	We Are Metro de Santiago	16	10
G4-57	Describe the internal and external mechanisms regarding advice in favor of ethical and licit behavior, and to consult on matters related to the organization's integrity, such as help lines or support lines.	Corporate Governance	27	10
G4-58	Describe internal and external mechanisms to report ethical or legal violations and violations of the organization's integrity, such as an upward reporting system to senior management, complaint/violation reporting mechanisms or help line.	Corporate Governance	27	10
ECONOMIC CATEGORY				
Aspect: Economic Performance				
G4-DMA	Management Approach	We Are Metro de Santiago	23	Criteria 9-11: Description of actions and practices
G4-EC1	Direct Economic Value Generated and Distributed	We Are Metro de Santiago	13	Advanced Level Requirement Operational Context
G4-EC3	Coverage for debt obligations taken on by the organization arising from its benefit plan	Worker Relations	46	
Aspect: Acquisition Practices				
G4-DMA	Management Approach		23	Criteria 9-11: Description of practical actions
G4-EC9	Percentage spent on local suppliers in markets where organization conducts significant operations	Supplier and Contractor Relations	52	Criterion 2: Value Chain



CATEGORY: ENVIRONMENT				
Aspect: Material				
G4-DMA	Environmental Management Approach	Environmental Management	77	Criteria 15-18: Description of practical actions
G4-EN1	Materials by weight or volume	Environmental Management	82	7 8
Aspect: Energy				
G4-DMA	Environmental Management Approach	Environmental Management	77	7 8 9
G4-EN3	Internal Energy Consumption	Environmental Management	78	7 8
G4-EN6	Reduction of energy consumption	Environmental Management	78	8 9
Aspect: Emissions				
G4-DMA	Environmental Management Approach	Environmental Management	82	7 8 9
G4-EN15	Direct greenhouse gas emissions (Scope 1)	Environmental Management	82	7 8
G4-EN16	Indirect greenhouse gas emissions produced by power generation		82	
(Scope 2)	Environmental Management		82	
G4-EN17	Other indirect greenhouse gas emissions (Scope 3)	Environmental Management	82	Criterion 2: Value Chain 7 8
G4-EN18	Intensity of greenhouse gas emissions	Environmental Management	83	8
G4-EN19	Reduction of greenhouse gas emissions	Environmental Management	80	8 9
G4-EN20	Emissions of ozone-depleting substances	Environmental Management	80	7 8
Aspect: Effluents and Waste				
G4-DMA	Environmental Management Approach	Environmental Management	80	8
G4-EN23	Total waste weight, by treatment type and method	Environmental Management	80	8
Aspect: Products and Services				
G4-DMA	Environmental Management Approach	Environmental Management	80	7 8 9
G4-EN27	Environmental impact mitigation for products and services	Environmental Management	80	7 8 9
Aspect: Regulatory Compliance				
G4-EN29	Monetary value of large fines and the number of non-monetary sanctions for non-compliance with environmental legislation and regulations	Metro did not record any significant monetary fines or sanctions due to non-compliance with current environmental legislation during this period.		
Aspect: Transport				
G4-DMA	Environmental Management Approach	Environmental Management	80	8
G4-EN30	Significant environmental impacts of transport of goods and other items and materials used in the organization's activities, in addition to personnel transport	Environmental Management	80	



Aspect: Environmental Assessment of Suppliers				
G4-DMA	Labor Management Approach	Environmental Management	81	
G4-EN33	Real and potential, significant, negative environmental impacts on the value chain and mitigation measures	Environmental Management	81	8
Aspect: Environmental Claim Mechanisms				
G4-DMA	Management Approach	Environmental Management		
G4-EN34	Number of environmental claims filed, addressed and resolved through formal complaint measures	Environmental Management		8
CATEGORY: SOCIAL SUBCATEGORY: LABOR PRACTICES AND DECENT WORK				
G4-DMA	Labor Management Approach	Worker Relations		Criterion 2: Value Chain Criterion 6: Description of practical actions
Aspect: Employment				
G4-DMA	Management Approach	Worker Relations	42	
G4-LA1	Number of employees, hiring rate and average employee turnover rate, broken down by age group, gender and region	Worker Relations	42	6
G4-LA2	Social benefits available to full-time workers not offered to seasonal or part-time workers, broken down by main activity.	Worker Relations	46	
Aspect: Occupational Health and Safety				
G4-DMA	Management Approach	Worker Relations		
G4-LA5	Percentage of workers represented on formal joint and standing company/worker health and safety committees set up to help control and advise on occupational health and safety program	Worker Relations	48	
G4-LA6	Types and rate of professional injuries, illnesses, days lost and absenteeism, and number of fatal victims resulting from work-related accidents, by region and gender	Worker Relations; Supplier and Contractor Relations	48	Criterion 2: Value Chain
G4-LA7	Workers in positions with a high risk or incidence of disease	Worker Relations	48	
Aspect: Training and Education				
G4-DMA	Management Approach			
G4-LA9	Total number of average annual training hours per employee, broken down by gender and labor category	Worker Relations	45	6
G4-LA10	Skill management and training programs that bolster workers' employability and help them manage the end of their professional careers	Worker Relations	46	6
G4-LA11	Percentage of employees who undergo regular performance and professional development evaluations, broken down by gender and job category	Worker Relations	43	6
Aspect: Diversity and Equal Opportunities				
G4-DMA	Management Approach	Corporate Governance	26	
G4-LA12	Make up of governing bodies and breakdown of body members by job, gender, age, minority group and other diversity indicators	Corporate Governance	26	6



Aspect: Compensation Equality among Male to Female Workers				
G4-DMA	Management Approach	Worker Relations	42	
G4-LA13	Ratio of men to women's base pay, broken down by job category and major activity	Worker Relations	42	6
Aspect: Assessment of Suppliers' Labor Practices				
G4-DMA	Management Approach	Supplier and Contractor Relations	52	
G4-LA14	Percentage of new suppliers examined on the basis of labor-practice criteria	Supplier and Contractor Relations	52	
G4-LA15	Significant (real and potential) impacts of labor practices on the supply chain, and related measures	Supplier and Contractor Relations	52	
CATEGORY: SOCIAL SUBCATEGORY: HUMAN RIGHTS				
Aspect: Non Discrimination				
G4-DMA	Management Approach	Worker Relations	45	
G4-HR2	Hours of training employees receive on policies and procedures related to human rights relevant to their activities, including percentage of employees trained.	Worker Relations	45	
CATEGORY: SOCIAL SUBCATEGORY: SOCIETY				
Aspect: Local Communities				
G4-DMA	Management Approach	Community Relations	56	1
G4-SO1	Percentage of centers that have implemented local community development, impact assessment and participation programs	Community Relations	56	1
G4-SO2	Operation centers with real or potential, significant, negative effects on local communities	Community Relations	59	1
Aspect: Anti-Corruption Efforts				
G4-DMA	Management Approach	Corporate Governance	27	
G4-SO3	Number and percentage of centers that have assessed the corruption-related risks and significant risks identified	Corporate Governance	27	
G4-SO4	Anti-corruption communication policies and procedures and training	Corporate Governance	28	
G4-SO5	Confirmed cases of corruption and measures adopted	Corporate Governance	28	10
CATEGORY: SOCIAL SUBCATEGORY: RESPONSIBILITY FOR PRODUCTS				
G4-DMA	Management Approach products/services			Minimum Requirements: Description of practical actions
Aspect: Customer Health and Safety				
G4-DMA	Management Approach	Passenger Relations	72	
G4-PR1	Product and services lifecycle phases assessed for improvement purposes; product and services impact on customers health and safety; and percentage of significant product or service categories whose impact on health and safety have been assessed in order to identify improvements.	Passenger Relations	72	



Aspect: Product and Service Labeling				
G4-DMA	Management Approach	Passenger Relations	66	
G4-PR4	Number of cases of non-compliance with regulations and voluntary codes applicable to product and service information and labeling, broken down by type of outcome	Passenger Relations	66	
G4-PR5	Results of customer satisfaction practices, including the results of customer satisfaction surveys.	Passenger Relations	71	