



GRI Table of Contents

GENERAL BASIC CONTENT				
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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				
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G4-4	Organization's most important brands, products and/or services.	We Are Metro de Santiago	12	Operational Context
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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: • 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				
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G4-EC1	Direct Economic Value Generated and Distributed	We Are Metro de Santiago	13	Advanced Level Requirement Operational Context
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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				
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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	
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Aspect: Product and Service Labeling				
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