

AMTRAK® FY16-FY17 GRI INDEX

The indicators in the table below are from the Global Reporting Initiative (GRI) Standards, version dated 2016. We have provided this index as a way to provide stakeholders with additional information and links for where to find particular topics of interest in our FY16-FY17 Sustainability Report and on our website. This report has been prepared in accordance with the GRI Standards: Core option.

General Disclosures	Report Section and/or Disclosure Response	
Organizational Profile		

102-1	Name of the organization	The National Railroad Passenger Corporation (Amtrak)
102-2	Activities, brands, products, services	Amtrak across America, page 4
102-3	Location of headquarters	Washington, DC
102-4	Location of operations	Amtrak across America, page 4
102-5	Ownership and legal form	Amtrak across America, page 4
102-6	Markets served	Amtrak across America, page 4
102-7	Scale of the organization	Amtrak across America, page 4
102-8	Information on employees and other workers	Supporting and growing a diverse workforce, page 26

For all data below, all Amtrak employees are permanent; no temporary employees.
Total number of employees by employment contract, by gender.

	FY16	FY17
Male	15,628	15,363
Female	4,555	4,373
Undeclared	0	4
Total	20,183	19,740

Total number of employees by employment contract, by region.

Region (Work State)	Number of employees (FY16)	Number of employees (FY17)
AL	5	4
AR	33	32
AZ	10	11
CA	2,571	2540
CO	75	65
CT	726	728

General Disclosures		Report Section and/or Disclosure Response		
102-8 (con't)	Information on employees and other workers	Region (Work State)	Number of employees (FY16)	Number of employees (FY17)
		DC	2,423	2363
		DE	1,377	1351
		FL	685	639
		GA	58	62
		IA	3	2
		IL	1,623	1582
		IN	593	607
		KS	10	11
		LA	264	268
		MA	816	808
		MD	581	601
		ME	35	37
		MI	225	190
		MN	39	37
		MO	89	90
		MS	31	28
		MT	48	43
		NC	151	134
		ND	9	7
		NE	20	27
		NJ	659	643
		NM	45	44
		NV	17	17
		NY	2,764	2644
		OH	54	50
		OR	114	115
		PA	2,658	2628
		RI	214	205
		SC	44	45
		TN	4	4
		TX	178	176
		UT	41	41
		VA	328	324
		WA	468	1
		WI	49	46
		WV	15	12
		Work from home	31	42
		TOTAL	20,183	19,740

General Disclosures		Report Section and/or Disclosure Response																											
102-8 (con't)	Information on employees and other workers	<p>Total number of employees by employee type, by gender.</p> <table border="1"> <thead> <tr> <th rowspan="2"></th> <th colspan="2">Male</th> <th colspan="2">Female</th> <th colspan="2">Undeclared</th> </tr> <tr> <th>FY16</th> <th>FY17</th> <th>FY16</th> <th>FY17</th> <th>FY16</th> <th>FY17</th> </tr> </thead> <tbody> <tr> <td>Full-time</td> <td>15,547</td> <td>15,309</td> <td>4,288</td> <td>4,148</td> <td>0</td> <td>4</td> </tr> <tr> <td>Part-time</td> <td>81</td> <td>54</td> <td>267</td> <td>225</td> <td>0</td> <td>0</td> </tr> </tbody> </table> <p>Statistics on contractor workforce are not collected at this time.</p>		Male		Female		Undeclared		FY16	FY17	FY16	FY17	FY16	FY17	Full-time	15,547	15,309	4,288	4,148	0	4	Part-time	81	54	267	225	0	0
	Male			Female		Undeclared																							
	FY16	FY17	FY16	FY17	FY16	FY17																							
Full-time	15,547	15,309	4,288	4,148	0	4																							
Part-time	81	54	267	225	0	0																							
102-9	Supply chain	Next-generation high-speed trains, page 17 Sourcing from American suppliers, page 27																											
102-10	Significant changes to the organization and supply chain	No significant changes in FY2016. Hired a new CEO in July 2017.																											
102-11	Precautionary principle or approach	<p>We methodically identify and address risks within each key activity across our business. We do this by conducting a periodic risk assessment to identify our most significant risks and the owners of each. The ranking helps us to prioritize risk management activities. The Amtrak Controls team works with all departments and business lines to identify risks, learn how we currently manage them, and work with area experts and leadership to discover opportunities to improve risk management and control processes.</p> <p>We organize related documentation in Amtrak's Management Control Framework (MCF), in which we have identified more than 1,500 relevant risks for our business and nearly 2,500 controls that Amtrak employs to manage and mitigate them. Within the first two years of the implementation of our ERM and MCF processes, Amtrak Controls worked with management to implement more than 300 control improvements.</p>																											
102-12	External initiatives	American Public Transportation Association Sustainability Commitment, UIC Sustainability Declaration, UIC Railway Climate Responsibility Pledge																											
102-13	Membership of associations	American Association of Railroads, American Public Transportation Association, U.S. Green Building Council																											
Strategy																													
102-14	Statement from senior decision-maker	Q&A with CEO, page 3																											
102-15	Key impacts, risks, and opportunities	Q&A with CEO, page 3 Amtrak Sustainability Goals and FY16-FY17 Progress, page 5 Funding Amtrak for the future, page 16																											
Ethics and integrity																													
102-16	Values, principles, standards and norms of behavior	Operating with the highest expectations for ethics and integrity is ingrained in our corporate culture; all employees are required to abide by the Amtrak Standards of Excellence (Standards). Our Standards set expectations for employee conduct, and include honesty, trust and respect; legal compliance; ethical conduct; and socially and environmentally responsible behavior. Every year, all non-agreement employees are required to sign a certificate of compliance to disclose relationships that may present a conflict of interest with Amtrak business and operations.																											
102-17	Mechanisms for advice and concerns about ethics	The Amtrak Standards of Excellence include a responsibility to report any actual or suspected misconduct promptly. Amtrak has implemented a non-retaliation policy that prohibits retaliation against an employee for raising a concern and/or reporting actual or suspected misconduct in good faith. There are also multiple avenues through which ethics concerns can be reported confidentially by employees, including through the Amtrak ethics information hotline, Chief Legal Officer and Amtrak Office of the Inspector General.																											
Governance																													
102-18	Governance structure	<p>Amtrak Board of Directors</p> <p>The Senior Leadership Team and Executive Leadership Team manage Amtrak operations with oversight from the Board of Directors. Members of the Amtrak Board of Directors are appointed by the President of the United States and confirmed by the U.S. Senate. The company's leaders come from diverse backgrounds and bring extensive railroad and business experience to govern effectively, grow the company and provide benefits to our stakeholders. The Environment and Sustainability Oversight Committee manages sustainability-specific governance, with leadership from the Chief Legal Officer and Chief Operating Officer and support from general managers and department heads throughout the company.</p>																											

General Disclosures		Report Section and/or Disclosure Response												
Stakeholder engagement														
102-40	List of stakeholder groups	Passengers, employees, governments, communities, partners (states and host railroads)												
102-41	Collective bargaining agreements	84.6 percent of Amtrak's employees are covered by collective bargaining agreements.												
102-42	Identifying and selecting stakeholders	Stakeholder engagement allows us to communicate with our customers, employees and other groups, and provides us with important feedback to help us improve our business. We have selected the five stakeholder groups as they are critical for the long-term success of Amtrak. We value the input of our stakeholders and work diligently to communicate our challenges, solicit feedback and hold meaningful and productive conversations with them. Our external engagement efforts stretch from social media and onboard communications with customers to briefings with Congress and local legislators. Internally, we reach employees through in-person workshops, training sessions, job briefings and a variety of digital communications.												
102-43	Approach to stakeholder engagement													
		<table border="1"> <thead> <tr> <th>Stakeholder group</th> <th>Methods of engagement</th> </tr> </thead> <tbody> <tr> <td>Passengers</td> <td> <ul style="list-style-type: none"> • Amtrak.com • Service in stations and aboard trains • Customer satisfaction surveys • Social media • Amtrak blog and YouTube channel • Media and marketing, such as posters and commercials </td> </tr> <tr> <td>Employees</td> <td> <ul style="list-style-type: none"> • Company intranet • Training sessions • Awards • Digital and print communications, such as newsletters and "tip of the day" emails </td> </tr> <tr> <td>Governments</td> <td> <ul style="list-style-type: none"> • Briefings and testimony before Congress • In-person meetings with state and local officials </td> </tr> <tr> <td>Communities</td> <td> <ul style="list-style-type: none"> • Community meetings • Brochures and newsletters • Social media • Videos and trainings </td> </tr> <tr> <td>Partners (state and host railroads)</td> <td> <ul style="list-style-type: none"> • Biweekly, monthly or quarterly meetings • Performance reports </td> </tr> </tbody> </table>	Stakeholder group	Methods of engagement	Passengers	<ul style="list-style-type: none"> • Amtrak.com • Service in stations and aboard trains • Customer satisfaction surveys • Social media • Amtrak blog and YouTube channel • Media and marketing, such as posters and commercials 	Employees	<ul style="list-style-type: none"> • Company intranet • Training sessions • Awards • Digital and print communications, such as newsletters and "tip of the day" emails 	Governments	<ul style="list-style-type: none"> • Briefings and testimony before Congress • In-person meetings with state and local officials 	Communities	<ul style="list-style-type: none"> • Community meetings • Brochures and newsletters • Social media • Videos and trainings 	Partners (state and host railroads)	<ul style="list-style-type: none"> • Biweekly, monthly or quarterly meetings • Performance reports
Stakeholder group	Methods of engagement													
Passengers	<ul style="list-style-type: none"> • Amtrak.com • Service in stations and aboard trains • Customer satisfaction surveys • Social media • Amtrak blog and YouTube channel • Media and marketing, such as posters and commercials 													
Employees	<ul style="list-style-type: none"> • Company intranet • Training sessions • Awards • Digital and print communications, such as newsletters and "tip of the day" emails 													
Governments	<ul style="list-style-type: none"> • Briefings and testimony before Congress • In-person meetings with state and local officials 													
Communities	<ul style="list-style-type: none"> • Community meetings • Brochures and newsletters • Social media • Videos and trainings 													
Partners (state and host railroads)	<ul style="list-style-type: none"> • Biweekly, monthly or quarterly meetings • Performance reports 													
102-44	Key topics and concerns raised	<table border="1"> <thead> <tr> <th>Example topics of interest</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> • Safety and security • On-time performance • Food and beverage service • Additional services, such as pets on trains, bike service and Wi-Fi • Safety and security • Professional development • Compensation and benefits • Customer service • Company challenges and achievements • Safety and security • Funding and financial performance • Regulatory compliance • Service offerings • Environmental impacts • Infrastructure improvements </td> </tr> </tbody> </table>	Example topics of interest	<ul style="list-style-type: none"> • Safety and security • On-time performance • Food and beverage service • Additional services, such as pets on trains, bike service and Wi-Fi • Safety and security • Professional development • Compensation and benefits • Customer service • Company challenges and achievements • Safety and security • Funding and financial performance • Regulatory compliance • Service offerings • Environmental impacts • Infrastructure improvements 										
Example topics of interest														
<ul style="list-style-type: none"> • Safety and security • On-time performance • Food and beverage service • Additional services, such as pets on trains, bike service and Wi-Fi • Safety and security • Professional development • Compensation and benefits • Customer service • Company challenges and achievements • Safety and security • Funding and financial performance • Regulatory compliance • Service offerings • Environmental impacts • Infrastructure improvements 														

General Disclosures		Report Section and/or Disclosure Response
Reporting practice		
102-45	Entities included in the consolidated financial statements	<p>Amtrak FY2016 Consolidated Financial Statements Amtrak FY2017 Consolidated Financial Statements</p> <p>All entities covered by the National Railroad Passenger Corporation are covered by this report.</p>
102-46	Defining report content and topic boundaries	<p>Performance Scorecard, page 6</p> <p>Amtrak is committed to continuous improvement of our sustainability reporting processes. To more closely align this report with our enterprise risk management results, as well as the GRI Standards, we conducted a materiality assessment in 2015 to identify the aspects that we deem most material. GRI defines “material aspects” as those that reflect the organization’s significant economic, environmental and social impacts, or substantively influence the assessments and decisions of stakeholders. We utilized the results of our risk-ranking exercise, as well as the prior years’ materiality assessment results, to identify a broad list of potential issues. We then engaged a cross-functional team to rank these issues and identify the most important topics to Amtrak and our stakeholders.</p> <p>The issues we identified as most material are covered in detail in our report and this GRI index. The material issues covered in these documents all have a topic boundary of within Amtrak’s operational control.</p>
102-47	List of material topics	<p>Through the materiality process described above, we identified the following issues as most material to Amtrak. The new CEO identified additional areas of interest, which we began to track and report.</p> <ul style="list-style-type: none"> • Customer service • Energy • Funding availability • Infrastructure protection and resiliency planning • High Speed Train service planning • Operational efficiency • Customer and worker safety • Regulatory compliance • Security and emergency preparedness and disaster relief • Workforce planning, talent acquisition, retention, and diversity • Reduce Urban Congestion • Accessibility for Disabled • Recycled materials • Supplier diversity
102-48	Restatements of information	No material restatements.
102-49	Changes in reporting	There are no significant changes in reporting in the material topics or topic boundaries; however, we have moved from a calendar year report to a fiscal year report. All data in the report represents FY16-FY17 data. Some historic data is still presented as calendar year data and is noted as such.
102-50	Reporting period	The Amtrak 2016-2017 Sustainability Report details information and data in fiscal years 2016 (FY16) and 2017 (FY17), which ran from October 1, 2015, through September 30, 2017.
102-51	Date of most recent report	Amtrak 2015 Sustainability Report
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	For feedback, questions or additional information about this report, please contact kara.angotti@amtrak.com .
102-54	Claims of reporting in accordance with GRI Standards	This report has been prepared in accordance with the GRI Standards: Core option.
102-55	GRI content index	This document
102-56	External assurance	Amtrak seeks external assurance of the company’s Scope 1, 2 and 3 emissions. This assurance statement is available in our CDP response on cdp.net . FY17 emissions were verified in Q1 2018

Specific disclosures		
Material aspect	Amtrak material issue	Report section or external reference
Economic performance		
103-1	Explanation of material topic and boundary	Funding Amtrak for the future, page 16
103-2	Management approach	
103-3	Evaluation of management approach	
201-1	Direct economic value generated and distributed	Financial sustainability, page 15 Funding Amtrak for the future, page 16 Amtrak FY2016 Consolidated Financial Statements Amtrak FY2017 Consolidated Financial Statements
201-2	Climate change financial implications	Building resiliency in a changing climate, page 12
201-4	Financial assistance received from government	Funding Amtrak for the future, page 16 Grant and legislative requests
Indirect economic impacts		
103-1	Explanation of material topic and boundary	Amtrak across America, page 4
103-2	Management approach	Funding Amtrak for the future, page 16
103-3	Evaluation of management approach	
203-1	Infrastructure investments and services supported	Amtrak across America, page 4 Funding Amtrak for the future, page 16 Investing in Infrastructure page 20
203-2	Significant indirect economic impacts	Amtrak across America, page 4 Funding Amtrak for the future, page 16 Investing in Infrastructure page 20 Sourcing from American suppliers, page 27
Energy		
103-1	Explanation of material topic and boundary	Reducing fuel and energy use, page 11
103-2	Management approach	Amtrak CDP response
103-3	Evaluation of management approach	
302-1	Energy consumption within the organization	Reducing fuel and energy use, page 11 Amtrak Sustainability Goals and FY16-FY17 Progress, page 5 Resource Use & Emissions, page 7 Amtrak CDP response
302-4	Reduction of energy consumption	Reducing fuel and energy use, page 11 Amtrak Sustainability Goals and FY16-FY17 Progress, page 5 Resource Use & Emissions, page 7 Amtrak CDP response
Emissions		
103-1	Explanation of material topic and boundary	Measuring and managing our GHG emissions, page 10
103-2	Management approach	Amtrak Sustainability Goals and FY16-FY17 Progress, page 5 Amtrak CDP response
103-3	Evaluation of management approach	
305-1	Direct (Scope 1) GHG emissions	Measuring and managing our GHG emissions, page 10 Amtrak Sustainability Goals and FY16-FY17 Progress, page 5 Amtrak CDP response
305-2	Energy indirect (Scope 2) GHG emissions	Measuring and managing our GHG emissions, page 10 Amtrak Sustainability Goals and FY16-FY17 Progress, page 5 Amtrak CDP response
305-3	Other indirect (Scope 3) GHG emissions	Amtrak CDP response
305-4	GHG emissions intensity	Amtrak CDP response
305-5	Reduction of GHG emissions	Measuring and managing our GHG emissions, page 10 Amtrak Sustainability Goals and FY16-FY17 Progress, page 5 Resource Use & Emissions, page 7 Amtrak CDP response
Effluents and waste		

Specific disclosures

Material aspect	Amtrak material issue	Report section or external reference
103-1	Explanation of material topic and boundary	Conserving resources and reducing waste, page 13
103-2	Management approach	
103-3	Evaluation of management approach	
306-2	Waste by type and disposal method	Conserving resources and reducing waste, page 13 Recycling Rate, Page 7
306-3	Significant spills	Spill Prevention, page 14 Environmental Compliance, page 6

Environmental Compliance

103-1	Explanation of material topic and boundary	Continuous Improvement in Environmental Sustainability, page 14 Amtrak Sustainability Goals and FY16-FY17 Progress, page 5
103-2	Management approach	
103-3	Evaluation of management approach	
307-1	Non-compliance with environmental laws and regulations	Continuous Improvement in Environmental Sustainability, page 14 Amtrak Sustainability Goals and FY16-FY17 Progress, page 5 Environmental Cleanups, page 6 Environmental Compliance and Accountability, page 14

Employment

103-1	Explanation of material topic and boundary	Supporting and growing a diverse workforce, page 26
103-2	Management approach	
103-3	Evaluation of management approach	
401-1	New employee hires and employee turnover	Supporting and growing a diverse workforce, page 26

Gender	Number of new hires (FY16)	Number of new hires (FY17)
Male	1,259	1,066
Female	352	260
	0	5
Age group	Number of new hires (FY16)	Number of new hires (FY17)
Under 30	610	534
30-50	755	648
Over 50	246	149
Region (work state)	Number of new hires (FY16)	Number of new hires (FY17)
AR	3	2
AZ	1	0
CA	180	202
CO	6	0
CT	49	32
DC	209	164
DE	89	38
FL	9	11
GA	20	2
IL	152	94
IN	42	52
KS	1	2

Specific disclosures

Material aspect	Amtrak material issue	Report section or external reference		
401-1 (con't)	New employee hires and employee turnover	Region (work state)	Number of new hires (FY16)	Number of new hires (FY17)
		LA	19	27
		MA	56	48
		MD	72	82
		ME	2	1
		MI	11	3
		MN	1	0
		MO	7	11
		NC	7	3
		NE	3	3
		NJ	39	2
		NM	3	2
		NY	228	175
		OH	5	0
		OR	7	14
		PA	283	205
		RI	12	25
		SC	1	2
		TN	2	0
		TX	3	9
		VA	29	26
		WA	56	45
		WI	0	2
		Work From Home	4	11
		Grand Total	1,611	1,331

Employee turnover by gender, age group, and region

Gender	Turnover percentage (FY16)	Turnover percentage (FY17)
Male	8.4%	6.1%
Female	9.2%	2.1%
Undeclared	0.0%	0.0%
Age group	Turnover percentage (FY16)	Turnover percentage (FY17)
Under 30	10.5%	10.3%
30-50	4.9%	4.4%
Over 50	12.5%	12.5%
Region (State)	Turnover percentage (FY16)	Turnover percentage (FY17)
AL	0.0%	25%
AR	12.1%	3.1%
AZ	30.0%	9%
CA	9.7%	8.9%

Specific disclosures

Material aspect	Amtrak material issue	Report section or external reference		
		Region (State)	Turnover percentage (FY16)	Turnover percentage (FY17)
		CO	8.0%	10.7%
		CT	5.9%	7.1%
		DC	10.2%	9.2%
		DE	7.0%	6.2%
		FL	7.6%	7.5%
		GA	17.2%	12.9%
		IA	0.0%	0%
		IL	10.5%	8.6%
		IN	9.8%	6.5%
		KS	10.0%	9%
		LA	4.9%	6.7%
		MA	8.8%	6.9%
		MD	8.6%	6.8%
		ME	8.6%	2.7%
		MI	8.0%	8.9%
		MN	10.3%	8.1%
		MO	9.0%	4.4%
		MS	3.2%	21.4%
		MT	10.4%	9.3%
		NC	7.9%	3.7%
		ND	11.1%	14.2%
		NE	5.0%	0%
		NJ	5.3%	8.8%
		NM	4.4%	11.3%
		NV	0.0%	5.8%
		NY	7.6%	8.5%
		OH	9.3%	16%
		OR	8.8%	8.7%
		PA	8.2%	8.1%
		RI	6.5%	8.2%
		SC	15.9%	2.2%
		TN	0.0%	0%
		TX	3.9%	5.1%
		UT	12.2%	2.4%
		VA	7.3%	9.2%
		WA	13.0%	12.3%
		WI	8.2%	8.7%
		WV	20.0%	16.6%
		Work From Home	12.9%	2.3%

Specific disclosures

Material aspect	Amtrak material issue	Report section or external reference
-----------------	-----------------------	--------------------------------------

Occupational health and safety

103-1	Explanation of material topic and boundary	Passenger safety is a core value, page 21
103-2	Management approach	Railroad Safety Initiatives, page 22
103-3	Evaluation of management approach	A constant state of readiness for emergency, page 23
403-2	Injury and absenteeism rates	Passenger safety is a core value,, page 21 A constant state of readiness for emergency, page 23 Railroad Safety Initiatives, page 22

Fiscal Year	FRA Reportable Rate
-------------	---------------------

2013	3.80
2014	3.89
2015	4.52
2016	4.10
2017	4.27

Amtrak reported 3 employee fatalities during FY16; there were 0 employee fatalities in FY17

Note: safety statistics are not collected by region or gender at this time. The statistics above represent Amtrak's full workforce.

Training and education

103-1	Explanation of material topic and boundary	Supporting and growing a diverse workforce, page 26
103-2	Management approach	
103-3	Evaluation of management approach	
404-2	Programs for upgrading employee skills	Supporting and growing a diverse workforce, page 26

Diversity and equal opportunity

103-1	Explanation of material topic and boundary	Supporting and growing a diverse workforce, page 26
103-2	Management approach	
103-3	Evaluation of management approach	
405-1	Diversity of governance bodies and employees	Supporting and growing a diverse workforce, page 26

Customer health and safety

103-1	Explanation of material topic and boundary	Passenger safety is a core value page 21
103-2	Management approach	A constant state of readiness for emergency, page 23
103-3	Evaluation of management approach	
416-1	Assessment of the health and safety impacts of product and service categories	Passenger safety is a core value page 21 A constant state of readiness for emergency, page 23

Socioeconomic compliance

103-1	Explanation of material topic and boundary	Making rail accessible to all, page 24
103-2	Management approach	Passenger safety is a core value, page 21
103-3	Evaluation of management approach	
419-1	Non-compliance with laws and regulations in the social and economic area	Making rail accessible to all, page 24 Passenger safety is a core value, page 21