

**Manitoba Hydro's Environmental,  
Social, and Governance (ESG) Report**  
For the year ended March 31, 2022



Turning vision into action >





Manitoba Hydro has a presence right across Manitoba – on Treaty 1, Treaty 2, Treaty 3, Treaty 4 and Treaty 5 lands – the original territories of the Anishinaabe, Anishinew, Cree, Dakota, and Dene peoples and the homeland of the Métis Nation. We acknowledge these lands and pay our respects to the ancestors of these territories. The legacy of the past remains a strong influence on Manitoba Hydro's relationships with Indigenous communities today, and we remain committed to establishing and maintaining strong, mutually beneficial relationships with Indigenous communities.



# Message from Jay Grewal, President & CEO



As Manitoba's largest energy provider, each one of our 4,962 employees take seriously the trust placed in us to responsibly carry out our operations. As we share our vision for the Manitoba Hydro of the future and speak to what we are committed to as an organization, we create expectations with our employees, customers, and stakeholders.

Our vision and commitments are meaningless if we do not live up to them in how we conduct our relationships and our work.

This year, we have transitioned our *Corporate Social Responsibility Report* into our first *Environment, Social and Governance (ESG) Report*. It is more than words and numbers on paper. This ESG report demonstrates that we are who we say we are. It shares the progress and results of our environmental, social, and governance efforts that demonstrate how we strive to do better for our customers, communities, and climate every day. It shares how our employees, our actions, and activities are focused on addressing the environment, climate change, and our social responsibilities, to impart a legacy in our province and our world that we can be proud of.

We understand that to build a strong energy future, we need to be responsive and change to serve the needs of all Manitobans — of our customers, our stakeholders, and our owner. However, I want to assure you that what will not change is our commitment to operate our business ethically and with integrity. To conduct our work with care, safety and respect for people and our environment.

At the heart of everything we do, we remain clear on living up to our responsibility to fulfill our commitments and safeguard the trust that you, have granted to us.



A stylized, handwritten signature in black ink, consisting of a large, looping 'J' and 'G' followed by a horizontal line.

Jay Grewal,  
President and Chief Executive Officer  
Manitoba Hydro

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Available in accessible formats upon request.



# Care, responsibility, and protection for the environment

From the Winnipeg River in the south to the Nelson River in the north, our province is blessed with large rivers – and abundant hydroelectric potential – flowing north into Hudson Bay.

We recognize our responsibility to treat with utmost care this vast renewable energy resource and reduce the impacts of our operations on our environment and our world.

Dedicated, environmental experts across our organization actively lead robust strategies and programming to ensure our environmental stewardship, biodiversity management, and innovation in planning for the future against the risks of climate change.

## Climate change

*“Electricity will play an increasingly significant role in decarbonizing other sectors of the economy, from transportation to buildings to industry. It is critical to ensure we have transmission connections available for our neighbours to leverage hydropower resources as part of the equation; additionally, we must also protect those connections and our grid from cyber security threats.”*

— Jay Grewal, President & CEO, Manitoba Hydro

On June 15, 2021, the U.S.-based Centre for Climate and Energy Solutions (C2ES) think tank presented a new white paper, *Clean Connection: Canadian and U.S. Electricity* at a virtual panel discussion hosted by the Canadian embassy in Washington, D.C., and sponsored in part by the Canadian Electricity Association (CEA). In a panel discussion, Jay Grewal shared her thoughts on the importance of U.S. federal, state and local regulators recognizing Canadian hydropower imports as a source of clean, carbon-free, renewable energy.

In 2019, 73.8\* million megawatt-hours (MWh) of electrical energy flowed across the Canada-U.S. border in both directions, generating many benefits on both sides, including enhanced reliability, lower carbon and air pollution, and increased grid resilience.

\*This equates to enough energy to power seven million homes.

Through our **climate change strategy**, we strive to understand and manage risks and opportunities related to climate change with a focus on providing leadership on social, environmental, and economic fronts related to climate change.

In 2021, about **96.4%** of the electricity generated in Manitoba is from renewable, virtually emission-free hydropower with an additional **3.5%** from wind generation.

2021 GHG emissions avoided through net exports: **2.7** megatonnes of CO<sub>2</sub>e.

In 2021, our total direct GHG emissions were approximately **106 kilotonnes (kt)** of carbon dioxide equivalent (CO<sub>2</sub>e) **80%** below our \*voluntary target threshold of **520 kt** CO<sub>2</sub>e, based upon a **6%** reduction below the 1990 emission levels.

The province as a whole contributes to around **3%** of Canada's national GHG emissions.

GHG emissions from Manitoba Hydro's electricity and natural gas operations are less than **0.5%** of total provincial GHG emissions.

Manitoba Hydro's total 2021 GHG emissions from power generation were **0.04** megatonnes, which equate to less than **0.07%** of national emissions from electrical generation.

\* Manitoba Hydro has a voluntary annual corporate greenhouse gas (GHG) emission target threshold of 520 kilotonnes (kt) of carbon dioxide equivalent (CO<sub>2</sub>e), representing GHG emissions 6% below 1990 levels. Our activities result in emissions of CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, SF<sub>6</sub> and CF<sub>4</sub>. These GHGs are expressed in CO<sub>2</sub>e as calculated using their appropriate Global Warming Potential (GWP) factors. While CO<sub>2</sub> is the primary GHG emission from our operations, accounting for roughly 66% of total emissions, CH<sub>4</sub> accounted for approximately 31% of emissions, and N<sub>2</sub>O, and SF<sub>6</sub>/CF<sub>4</sub> accounted for approximately 1% and 2% respectively.

Our abundant green, clean, renewable hydropower positions Manitoba to lead the country in efforts to reduce greenhouse gas (GHG) emissions as part of the fight against climate change.

- The province as a whole contributes around 3% of Canada's national GHG emissions.
- GHG emissions from Manitoba Hydro's electricity and natural gas operations are less than 0.5% of total provincial GHG emissions.

The **Canadian Net-Zero Emissions Accountability Act** requires that national targets for the reduction of GHG emissions be set for the years 2030, 2035, 2040, and 2045 with the goal of attaining national net-zero GHG emissions by 2050.

The world is changing, and  
we've got big questions.



## Innovation and diversification

*“Our customers' energy needs and wants, emissions reduction, electric vehicles – these are all topics on the horizon in the broader energy landscape. We need to know what Manitoba Hydro customers think about these topics so we can plan for a future that works for everyone.”*

— Terry Miles, Director of Integrated Resource Planning, Manitoba Hydro

Nearly 15,000 customers responded to our first Integrated Resource Plan survey providing valuable insights into their perspectives on future energy choices.

In 2021, Manitoba Hydro began work on our first-ever Integrated Resource Plan (IRP) — a roadmap for making sure our electricity and natural gas supply and delivery systems meet the needs of our customers for the next 20 years and beyond. As part of that work, our customers were invited in November to complete a survey asking for their views on their electricity and natural gas needs now and into the future. Their feedback will help steer subsequent stages of the IRP process, including development of key inputs and potential future energy scenarios used in our modelling and analysis.

Conversations with our customers and interested parties will continue throughout the IRP process. Once complete in 2023–24, the IRP will help inform Manitoba Hydro's future rate applications to the Public Utilities Board and investment decisions on both our natural gas and electric systems.

*“Surveys conducted across Canada, indicate a growing interest by consumers to buy a pure or hybrid electric vehicle (EV) within the next five years. Those purchases are of course dependent on available supply and infrastructure, but regardless will have some impact on our load growth and demand as a utility. These findings support our position that awareness and interest in EVs is increasing locally, as well as globally, and is one of the critical factors we need to prepare for as the province’s largest energy provider.*

*“The work underway on our long-term strategic plan since 2019 identified this trend and also the impact that decarbonization, decentralization, and digitalization will have on the energy industry at different times, in different ways over the next several decades and our need to prepare.”*

**— Sean Woroniak, Product Research & Development Supervisor, Manitoba Hydro**

Of Canadians planning to buy a new vehicle in the next five years, almost 70 per cent indicated strong interest in considering the purchase of an electric vehicle (EV), either pure or hybrid.

## Biodiversity management

### Mitigation and programming

*“This was a bit of a win-win for our group. Our Northern Boat Patrol actively removes wooden debris from waterways for safety; now we were able to put it to further good use for the gull population and do something to create a positive long-term environmental impact in the area.”*

**— Ryan Ault, Manager of Waterways Programming, Manitoba Hydro**

During the construction phase of the Keeyask Project (see page 38), a dedicated nesting island was built for gulls and terns to replace their traditional nesting habitat in the former Gull Rapids area.

In summer 2021, we saw common terns nesting, and ring-billed gulls loafing, but before winter 2021 set-in, accommodations were needed to provide young chicks some shade and protection from predators and to create microhabitats for plant growth. Our Northern Boat Patrol crews naturalized the habitat by arranging wooden debris across the island surface.



*Greg Szocs, Field Safety Officer, Waterways Program, moving wooden debris*

The nesting island will be monitored over the next 15 years to see how the birds are using the area and make any additional adjustments to further successful growth of their population.

## Avian protection

*“At some of our generating stations, screens have been installed on infrastructure to prevent birds from building nests. These nests can pose a safety hazard, damage infrastructure, and impact station operations, as well as potentially causing harm to the birds. To provide alternate nesting habitat, bird nesting structures designed for use by cliff and barn swallows have been installed at these stations. Both species have successfully nested on the structures, as have American robins and eastern phoebes.”*

— **Sherrie Mason, Environmental Officer, Manitoba Hydro**



Our operations and infrastructure dot and crisscross Manitoba's geography, spanning through natural habitats and vegetation, and sometimes overlap with areas where birds are nesting. Within our organization, environmental staff help guide our field and operations staff about working near or around nesting birds or areas potentially supporting nesting birds.

Manitoba Hydro also works with government representatives to mitigate issues with nests on our infrastructure or related to our projects.

*A bird nesting structure built to provide an alternate nesting site*

## Coordinated Aquatic Monitoring Program (CAMP)

In partnership with the Province of Manitoba, the Coordinated Aquatic Monitoring Program (CAMP) studies and monitors the health of water bodies (rivers and lakes) affected by our generating system.

CAMP is the largest holistic ecosystem-based aquatic monitoring program in Manitoba and works to gather valuable input from a diverse group of Resource Management Boards, technical experts, First Nations, community members and other interested parties.

The knowledge gathered from this unique program is invaluable, not only to Manitoba Hydro, but to anyone with an interest in the health of our waterways and surrounding ecosystems. Our continued involvement in CAMP is critical to continuing to expand our knowledge of potential longer-term impacts to waterways where we operate.

View more information at [www.campmb.com](http://www.campmb.com).

## Lake Sturgeon stewardship

*“Under the Species at Risk Act (SARA), the Committee on the Status of Endangered Wildlife in Canada (COSEWIC) have recommended that most Lake Sturgeon populations in Manitoba be listed as Endangered (aside from the Hayes River, which is recommended for listing as ‘Special Concern’). Through several studies undertaken and supported by **Manitoba Hydro's Lake Sturgeon Stewardship & Enhancement Program (LSSEP)** in 2021-2022, additional knowledge on Lake Sturgeon populations, ecology, and effectiveness of conservation efforts was gained.”*

— **Stephanie Backhouse, Senior Environmental Specialist, Manitoba Hydro**





Kaitlynn Weisgerber, MSc. student at the University of Manitoba holding a Lake Sturgeon

**Namao**, Cree for Lake Sturgeon, are culturally important to Indigenous communities across Manitoba and used as a source of food and livelihood. In 2021-22, work undertaken through the LSSEP included population studies conducted in the Winnipeg River (Slave Falls, Pine Falls and Great Falls reservoirs) and Upper Nelson River (Sea Falls) and movement studies in the Winnipeg River (Pine Falls reservoir). Existing genetic samples (collected through multiple programs) were inventoried, allowing application of new genomic tools to historical samples.

As an industrial partner with the University of Manitoba in a Natural Sciences and Engineering Research Council of Canada (NSERC)-funded research program, the **Industrial Research Chair in Conservation Aquaculture of Lake Sturgeon** looks at how egg collection and rearing methods influence brood stock health and post-stocking success. New monitoring techniques have been developed and will be used to better assess conservation efforts.

We also provide funding to — and are members of — the **Nelson River Sturgeon Board**, **Kischi Sipi Namao Committee** and the **Saskatchewan River Sturgeon Management Board**. Through these groups, population studies in the Saskatchewan River and Upper Nelson River were conducted in 2021.

Finally, through our operation of the **Grand Rapids Fish Hatchery**, over 5,100 sturgeon fingerlings and 172 two-year old sturgeon were released into the upper Nelson River in 2021 to support the Nelson River Sturgeon Board stocking initiatives.

## Managing vegetation growth with care and respect for culture

*“Communities value the plants growing under or near our infrastructure for food, medicinal, spiritual or cultural use. Together with their input, we work to adjust our clearing and vegetation management practices to address concerns for specific areas.”*

— **James Matthewson, Manager of Transmission & Distribution Environment and Engagement, Manitoba Hydro**

Through integrated vegetation management, we create stable low-growing plant communities by selecting appropriate plant control methods for specific individual areas near our infrastructure. These methods can include manual cutting, mechanical mowing/mulching, and targeted herbicide applications. We only use herbicides approved by Health Canada to ensure minimal risks to the environment or human health.



## Environmental stewardship

*“It’s amazing that only two years after detecting zebra mussels in 2019 throughout the Nelson River system, we designed and installed our new AIS system and treated 45 generators and five fire protection systems. If our stations weren’t treated, there was the potential that Manitoba Hydro could face serious problems down the road including increased maintenance, generator outages and overall increased costs.”*

**— Colin Jones, Manitoba Hydro’s Team Lead — Mechanical Engineering**

Zebra mussels are an aquatic invasive species (AIS) in North America. The small freshwater mussels clamp onto a variety of materials, such as concrete, iron, plywood and polyvinyl chloride (PVC), and use them as colonization grounds. They reproduce rapidly, and once introduced in a body of water, proliferate very quickly. They also readily enter water-handling systems, where they have settled and colonized in other parts of North America.

Starting in September 2021, 45 generators and five fire protection systems were treated for AIS removal/prevention at our Kelsey, Kettle, Long Spruce, Limestone, and Jenpeg Generating Stations.

In 2021, our zebra mussel project team completed our first treatments at five generating stations on the Nelson River, ridding the stations of zebra mussels and protecting the stations from future impacts. Manitoba Hydro has monitored selected Manitoba waters since the early 1990’s, with the first live specimens discovered in 2013.

Manitoba Hydro recognizes that our operations both affect, and are affected by, our environment. Our Environmental Management System (EMS) considers the environmental impacts of our activities, products and services. We continuously assess our environmental risks to make sure we are managing them effectively.

We are a member of Electricity Canada (formerly Canadian Electricity Association) and actively participate in the organization's Sustainable Electricity Program — an industry-wide sustainability initiative developed and implemented by Electricity Canada and its utility members.

Over **72 000 litres** of waste oil were collected and recycled.

**1 588 metric tons** of industrial non-hazardous materials were recycled.

One example of industrial waste material diverted from landfill was **3.9 tonnes** of small single use and rechargeable batteries collected and recycled through the provincial *Call2Recycle Program*.

Over **1 500 pieces** of computing equipment were donated or recycled.

**122.97 metric tons** of paper were recycled through Manitoba Hydro's Official Records Destruction, Confidential Shredding and T.R.I.M Programs.





# For Manitobans, by Manitobans

Our vision for the future involves partnership and guidance, and we have started putting the pieces into place to build a new kind of relationship with our customers — one of a responsive and **trusted energy advisor** helping our customers understand the changing energy landscape and the new options and choices it could present in the future.

At the heart of our customer experience will always remain ensuring value — **affordable, accessible, and reliable, safe service** — and respect in our interactions to build and strengthen our relationships with Manitobans and Indigenous peoples across our work.

As Manitobans ourselves, we have a vested interest in the growth and vibrancy of our communities. We are one of Manitoba's largest employers and we take great care to keep the safety and well-being of our diverse workforce at the forefront.

We have an interest and responsibility to give back to our communities and we do that through active volunteerism, charitable donations and sponsorship of a multitude of events, activities and organizations working together to build a stronger Manitoba for all.



# Value and care for our customers

## Ensuring accessible, affordable service

Manitoba’s low electricity rates were highlighted as a competitive advantage in vying for the attention of foreign companies looking to expand their operations to North America in a June 2021 panel discussion.

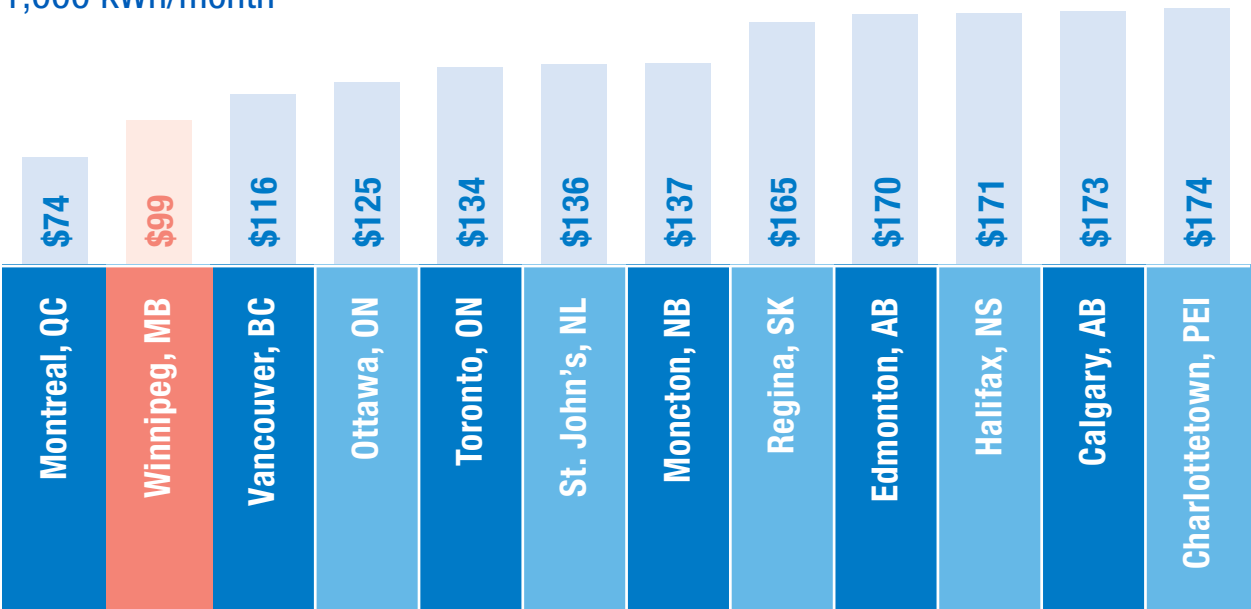
Hosted virtually by YES! Winnipeg, *Competing Internationally for Investment: Putting Winnipeg on the Map*, involved Canadian Trade Commissioners in Germany, the United Kingdom, and the United States dedicated to growing and supporting foreign investment in our country.

Our mission is to create value for Manitobans by meeting our customers’ expectations for the delivery of safe, reliable energy services at a fair price.

We are one of the lowest-cost energy providers in Canada.

## Monthly residential bill (excluding taxes)

1,000 kWh/month



Capital Investments: **\$808** Million – Electric **\$45** Million – Gas

**293 256** Natural gas customers

**608 554** Electric customers

**83%\*** of customers satisfied with overall service

**88%\*** of customers satisfied with field service

**132** communities with natural gas service

\*83% of respondents to our quarterly Customer Satisfaction Tracking Study (CSTS) reported a 7 or higher on a 1-10 scale to the question "On a scale of 1 to 10, where 1 is extremely dissatisfied and 10 is extremely satisfied, how satisfied are you with the overall service you have received from Manitoba Hydro?"

\*\* Data from our Voice of the Customer program (2021/22 fiscal year)

In 2021-22, the Energy Finance Plan provided financing for 1,400 loans representing 5.03 million.

The **Energy Finance Plan** offers convenient on-bill financing for upgrades to gas and electrical systems. It is available to Manitoba Hydro residential, small commercial, farm, and seasonal customers.

The **Home Energy Efficiency Loan** is a convenient and affordable financing option to assist residential customers making energy efficiency upgrades to their homes.

We partnered with Efficiency Manitoba to set the energy efficiency requirements for many of the qualifying upgrades including heating systems, windows, doors, insulation, and more.

In 2021-22, the Home Energy Efficiency Loan provided customers with 3,828 loans worth \$18.91 million for qualifying upgrades.

## Neighbours Helping Neighbours

*“In 2021, we saw an increase in customer donations to the program, as well as an increase in the value and number of grants awarded. More Manitobans are making use of this important resource, as they deal with the ongoing effects of the COVID-19 pandemic.”*

— Trevor Buchburger, Manager, Credit & Recovery Services, Manitoba Hydro

Working with the Salvation Army, our **Neighbours Helping Neighbours** (NHN) program helps lower-income individuals, families, and seniors connect to one-time emergency funding to assist with energy bills, and provides referrals to community support services, counselling and job training.

Neighbours Helping Neighbours relies on private and corporate donations to fund its services.

Over 2021/2022:

- The \$ value of customer donations increased by 3%.
- The \$ value of grants awarded increased by 150%.
- The number of grants awarded increased by 152%, from 176 grants awarded in 2020/2021 to 443 grants awarded in 2021/2022.
- The number of individuals that applied for NHN increased by 138%.



Since 2004, the Neighbours Helping Neighbours program has helped over 9,700 families keep up with utility bills.

*“Manitoba Hydro is committed to treating employees, customers and our public with dignity and respect. We demonstrate that commitment through our **Accessibility Plan**, which is fully compliant with **The Accessibility for Manitobans Act**.*

*“Since 2017, we have adapted our programs, communications, and services, to meet the needs of individuals. We’ve also improved access to online customer services.*

*“We work with job candidates and employees with disabilities to ensure full and effective participation in our workplace, and to ensure we fulfill the **Accessibility Standard of Employment**.”*

— Carol Thiessen, Recruitment & Diversity, Manitoba Hydro



Jon San Miguel, natural gas field worker

## Public safety

*"Natural gas can be hazardous. Having trained experts in the field is important — we're here to help keep our customers and public safe. We, as an organization, are extremely customer-driven to provide that level of care and service every day responding to every emergency call or inspecting new equipment or new homes to ensure things are properly set-up to ensure safety and reduce hazards."*

*— Jon San Miguel, one of Manitoba Hydro's nearly 190 natural gas field workers who support our over 290,000 customers and our natural gas system of over 10,000 kilometres of natural gas lines*

**Safety is our top priority.** Ensuring our employees, customers and all Manitobans are safe around our electricity and natural gas products and the infrastructure we use to provide them is a critical aspect of our business.

We strive to raise awareness and reach Manitobans of all ages through public outreach, advertising campaigns, social media messaging, public service announcements and various community activities.

We are part of the **Manitoba Common Ground Alliance** and actively promote the **Click Before You Dig MB service**, which coordinates underground line locations for multiple utilities, including our underground electrical and natural gas lines.



In 2021, we performed 76,973 line locates.

**ClickBefore**  
YouDigMB.com

*“With the assistance of two interpreters, translating between English, Somalian and Spanish, I presented to 15 participants on the topics of safety inside your home and electrical safety outdoors. I would deliver a slide of my presentation, and then wait for the translation in both Somalian and Spanish prior to continuing. Participants asked questions related to safety and their bills. I was able to answer questions about our Equal Payment Plan (EPP), deposits, and meter reading.”*

— **Tara Kendzierski, Public Safety Specialist,  
Manitoba Hydro**

### 81%\* of customers are satisfied with Manitoba Hydro's Safety Education

\*81% of respondents reported a 7 or higher on a 1-10 scale to the question “On a scale of 1 to 10, where 1 is extremely dissatisfied and 10 is extremely satisfied, how satisfied are you with Manitoba Hydro's efforts to inform and encourage public safety around electricity and natural gas?”

## Real-time outage and emergency response

*“We do our best to give our customers advance notice or real-time information on the duration and estimated restoration time when outages or interruptions occur for maintenance or because of another emergency. Notifications can be provided in advance via our automated voice dialing system and text messaging for customers who sign up for those options and is supported by social and mass media communications as required. Our goal is to keep customers as informed as possible as to the status of their electric and natural gas service at all times.”*

— **Scott Powell, Director of Corporate Communications, Manitoba Hydro**

## Social media followers:

Facebook: **42,999**

Twitter: **42,515**

LinkedIn: **29,718**

Instagram: **5,998**

YouTube: **2,400**





From left to right, St. Theresa Point Chief, Elvin Flett, Greg Wood, Marshall Mason, John Mason and Victor Walker

*“The goal of the Manitoba Coalition for Safer Waters Lifejacket Loaner Program is to reduce the frequency of drownings in northern and remote communities. The less we spend on shipping personal floatation devices (PFDs), the more actual PFDs we can make available to people.”*

— **Lorne Edwards, media coordinator, Lifesaving Society Manitoba**

When Lifesaving Society Manitoba needed help distributing personal floatation devices (PFDs) to northern communities, our employee John Mason delivered, journeying to St. Theresa Point, where he was born and raised, to hand-deliver PFDs to Chief Elvin Flett and councillors Greg Wood, Marshall Mason, and Victor Walker.

## Water and dam safety

Working with external safety groups like the **Manitoba Lifesaving Society** and **Red Cross**, we promote and support water safety. We are also an active member in the **Canadian Dam Association (CDA)** and maintain **Dam Safety Emergency Plans** for each of our generating stations and control structures.

Since 2006, the Manitoba Coalition for Safer Waters Lifejacket Loaner Program, of which Manitoba Hydro is a member, has distributed close to 8,000 PFDs to 100 communities.

*“Our new Physically Based Inflow Forecasting (PBIF) system provides more quality models and forecasts giving station operators and staff more lead time to take proactive measures at our dams and to alert local residents and waterway users sooner to anticipated changes in water levels or the risk of flooding.*

*“The more notice we can give and the more accurate we can be, the more trust we build with communities and individuals who live or recreate on these waters. These relationships and this trust are prerequisites to improving communication about operational decisions affecting them.”*

— **Wes Penner, Department Manager, Waterway Approvals & Monitoring, Manitoba Hydro**



*Project team members and forecast users Scott Herbert, Chris Magura, Jason Westmacott, Tammy Oze, and Kristina Koenig in the planning phase*

Coupling our new PBIF system with Manitoba Hydro’s existing reservoir operations processes, helps us better anticipate system inflows under various weather conditions. The PBIF system incorporates temperature, precipitation, and weather forecast data, and simulate physical processes, such as snowmelt, infiltration, evaporation, and runoff. Equipped with more accurate and quantitative forecasts, we can be more proactive in our operational planning and decision-making and better optimize our reservoir and hydraulic generating station operations.

## Farm safety

*“Receiving the Farm Safety Award from the Keystone Agriculture Producers (KAP) recognizes the good relationship built and the work between Manitoba Hydro and KAP to keep people safe. Together, we identified and addressed what was becoming an alarming trend; an increase in public contacts with our equipment, and pole strikes going up by over 10 per cent.*

*“We are continuing to work towards a proactive model and give farmers assurances we’re here to help.”*

**— Rob Morrison, Damage Prevention Coordinator, Manitoba Hydro**

Reminding agricultural producers to be safe while operating equipment around our infrastructure — particularly during the busy seeding and harvest seasons — is a key priority. We collaborate with external parties, such as the Keystone Agricultural Producers, on farm safety initiatives, and broadcast ongoing and seasonal public awareness and media campaigns. Our Farm Equipment Clearance Permit program connects agricultural producers with customer service to inspect routes in advance, ensuring there are no hazards where equipment will be transported.

# Investing in our communities

*“Manitoba Hydro employees have given over \$2,000,000 to Heart & Stroke — that speaks to the generous employee base you have at Manitoba Hydro who make such an impact and a significant part of the donations within our province. We have an incredible level of gratitude for your employees and are beyond thankful for what they’ve done to support Heart and Stroke this year and years’ gone by.”*

— **Derek Newman, Heart & Stroke Foundation**

Since 1990, Manitoba Hydro employees have given over \$2,000,000 to the Heart & Stroke Foundation

Through our **Community Giving Program** our employees make meaningful impacts and support the causes they care about:

- Via donations through **myCharity payroll deduction**;
- Through volunteerism in our **Volunteer Grant Program**; and
- As **Employee Champions** for organizing fundraising initiatives and activities.

## myCharity payroll deduction

Our employees can make individual contributions to as many as 30 local, regional and provincial Manitoba charities by opting-in to the myCharity payroll deduction initiative. Manitoba Hydro matches all employee contributions dollar for dollar. Employees can direct the corporate match to one of four regional community foundations or one of two United Way organizations. Located in Brandon, Dauphin, Lac du Bonnet, Selkirk, Thompson and Winnipeg, these entities enable each employee to double the reach and impact of their personal donation.

In 2021, combined myCharity employee and corporate payroll donations across Manitoba exceeded \$1,237,000.

*“The donations from your employees have helped provide a variety of programs and services that support the mental health of all Manitobans.”*

— **Marion Cooper, Executive Director, Canadian Mental Health Association (CMHA-Manitoba-Winnipeg)**

In 2021, Manitoba Hydro employees provided \$23,000 in funding through myCharity payroll deduction to assist with promoting mental health and well-being in Manitoba through the CMHA-Manitoba-Winnipeg.



**United Way**  
For a Better Winnipeg



## Making a difference in our communities together with the United Way

Since 1988, Manitoba Hydro has been matching, dollar for dollar, the charitable donations made by its employees to the United Way of Winnipeg. We call this our ‘corporate gift’. In 2016, five additional regional, rural charities became eligible for the corporate gift. This change was made so that employees had the option to direct the corporate gift closer to their work location – if that happened to be outside Winnipeg. This change also enabled employees to direct the corporate gift back ‘home’ to the region of the province in which they grew up.

These regional charities are located in Brandon (WestMan), Dauphin (Parkland), Lac du Bonnet (EastMan), Selkirk (Interlake) and Thompson (NorMan).

In 2021, Manitoba Hydro and its employees contributed \$1,237,123 to 30 charities across our province.



*Hillary Gair, Community Engagement Manager, United Way Winnipeg with Manitoba Hydro employee, Lorenzo Dufrane from our Project Management Centre of Expertise*

*We donated 120 jars of honey harvested from hives on the rooftops of our corporate headquarters to United Way Winnipeg to provide to agencies in need.*

## Employee Champions and volunteerism

*“The future owner of the house came by with her child, and in sharing her story, she teared up. She was thankful we were helping her. It was so nice to be able to help someone achieve a place to live, and a positive opportunity for engineers from around Manitoba Hydro to meet and work on a meaningful project together.”*

— Vincent Ho, Electrical Engineer, Manitoba Hydro

Fifteen employees volunteered their time and took a vacation day for a Habitat for Humanity team build and raised \$7,685 for building supplies and skilled labour.



Imran Abdurasul, Jennifer Alexander, Dave Bowen, Ian Bursey, Marc De Rocquigny, Vincent Ho, Chuck Isaak, Tim Kirkham, Jason Kuyp, Maria Neufeld, Glenn Penner, Josh Safiniuk, Jap-Jyotan Sidhu, Kevin M Sydor, and Greg Welch

**Employee Champions** are active volunteers and fantastic fundraisers in our communities. Employees who co-ordinate fundraising activities and initiatives for registered charities and receive an additional \$500 donation from Manitoba Hydro towards that charity.

In 2021, \$5,000 was donated to 10 employee-championed events and \$200 to one volunteer grant.

*“This is incredibly amazing. The teachers and administrators who make use of our programs will really stretch this money to get nutritious food for their students. The funds raised bring relief and delight to the children. We are incredibly grateful for the imagination, effort, and donations of these employees who took it upon themselves to help out.”*

— **Viola Prowse, Board of Directors, Child Nutrition Council of Manitoba**

Five of our employee champions each made soup at their own expense and sold 60 tickets for soup tasting where all the proceeds would go to feed kids in need. Together, Gwenda Matieshin, Donna Ross, Trevor James, Sandra Smilski and Bonnie Penno, raised \$1,355 for the Child Nutrition Council of Manitoba.

## Sponsorships

*“Our involvement and sponsorship of events like **Folklorama** help us raise awareness of natural gas and electrical safety with a variety of communities within our province and helps to build relationships with those who may be unfamiliar with Manitoba Hydro, while also supporting worthy causes in the communities in which we work and live.”*

— **Gary Shingleton, Supervisor of Community Investment, Manitoba Hydro**



In 2021, we contributed nearly \$352,000 in sponsorship of events and activities across Manitoba.

*“For over 100 years, the Royal Manitoba Winter Fair has provided an annual Spring Break tradition for many families to explore the city of Brandon, bringing together our community and giving exposure to world-class show jumping, livestock sales and displays, agricultural exhibits, and other activities and events.*

*“Manitoba Hydro is once again extremely proud to be a major sponsor of the Provincial Exhibition of Manitoba’s Royal Manitoba Winter Fair, and support showcasing to visitors our province’s rich agricultural history and the rural backbone that supports the way our food makes it to our tables.”*

— **Jeff Betker, Vice-President of External and Indigenous Relations and Communications, Manitoba Hydro**

The COVID-19 pandemic limited broader opportunities for us to come together throughout 2021 and early 2022, but we found new, innovative ways to connect and support our long-standing involvement and support of annual events and festivals, including:

- **Winnipeg Santa Claus Parade** — modified from the traditional parade procession to an exhibit of floats with the opportunity to visit Santa at our Winnipeg Goldeyes Stadium in November.
- **Vision Quest** — brings together innovators, entrepreneurs and business leaders to discuss and promote Indigenous business, community and economic development; Manitoba Hydro is a proud sponsor and exhibitor since 2011.
- **Manito Ahbee Festival** — celebrates Indigenous arts, culture, and music in Winnipeg; Manitoba Hydro is a proud sponsor since 2012.

*“Discussions started in 2019 on how the Manitoba Electrical Museum & Education Centre could remain relevant to the community both locally and nationally, in a rapidly changing world facing climate change and environmental challenges.*

*“It was decided to focus on the overarching topic of Sustainable Development, and the fruition of those efforts resulted in the unveiling of a new exhibit in September 2021 — Sustainable Development: Caring for our Common Future.”*

— **Pam McKenzie, Administrator, Manitoba Electrical Museum & Education Centre**



The **Manitoba Electrical Museum & Education Centre** first opened its doors to the public in December of 2001. Located inside a working substation, the museum shares the dynamic history of hydroelectric development in Manitoba from the 1880's to today.

After nearly 20 years in operation, the museum which is largely staffed by volunteer Manitoba Hydro retirees is refurbishing the existing main-floor gallery and redeveloping its lower level.

The intent of the exhibits is to illustrate how hydropower as a renewable energy source contributes to the goals of sustainable development in Manitoba and Canada.





## Engaging with communities

*“Moose are an important wildlife species in Manitoba’s natural environment. During our engagement processes, Indigenous communities and government regulators are telling us that moose populations have declined in some regions of Manitoba. As part of the Environment Act Licence process for the Bipole III Reliability Transmission Project, Manitoba Hydro established a new funding program aimed at investigating, enhancing, and sustaining moose populations in Manitoba.”*

— **James Matthewson, Department Manager, Transmission & Distribution Environment and Engagement, Manitoba Hydro**

Our **Moose Stewardship program** was developed with the Province of Manitoba and complements an existing multi-year **moose monitoring program** that is aimed at understanding the effects of the Bipole III Reliability Transmission Project.

In the last four years, fifteen projects were funded with communities including Misipawistik Cree Nation, Opaskwayak Cree Nation, Black River First Nation, and organizations including the University of Manitoba, University of Saskatchewan, Memorial University, and the Manitoba Wildlife Federation. Manitoba Hydro granted funds for these communities and organizations for moose stewardship and research.

*“Manitoba Hydro was very responsive of the First Nation and our desire to be actively involved,” says former Birdtail Sioux First Nation Chief Ken Chalmers.*

*When Manitoba Hydro announced that it would begin construction of the Birtle Transmission Project, a 46-kilometre-long, 230-kilovolt (KV) transmission line to the Manitoba-Saskatchewan border, Birdtail Sioux First Nation knew it would bring employment and business opportunities to the area.*

*The community also saw an opportunity to forge a business venture to successfully bid on the work. Their joint venture (JV) with Forbes Bros. Ltd, an experienced transmission line contractor, is now in its third year and completing its third contract with Manitoba Hydro on the De Salaberry–Letellier G79L Transmission Line.”*

— **Excerpted from Paths Forward, Celebrating Indigenous Business in Canada 2022**





The Birtle Transmission Project achieved an average of 50 per cent Indigenous employment throughout the project.



*“We hosted two virtual information sessions for the Pointe du Bois community in January 2022 to give residents and cottagers the opportunity to ask questions and share concerns directly with Manitoba Hydro’s project, station, and community engagement teams about recently completed and upcoming projects in the area. We had over 30 attendees from the community, and overall, the sessions were very well-received.”*

— Dale Hutchison, Community Relations, Manitoba Hydro

Throughout our work on the Slave Falls and Pointe du Bois hydroelectric generating stations on the Winnipeg River, we kept the the community involved through every stage. This included sharing information regularly on the new safety boom and portage at Slave Falls; the concrete workplan and anchoring projects at Slave Falls; our **Public Water Safety Around Dams** program; and on a future planned project at Pointe du Bois to extend the operable life of the station and enhance our transmission capacity in the area.

*“By listening and being responsive to issues and concerns from those affected by project activities, we are able to address concerns and come up with solutions to help provide a better customer experience and positive interactions with our public.”*

— Evan Johansson, Manitoba Hydro’s Line Construction Business Partner, Compliance Support and Monitoring

In June 2021, when construction started on our new 230,000-volt transmission line (G79L) from De Salaberry Station to Letellier Station, a representative from the Rural Municipality of De Salaberry shared concerns and questions from the public about the project. We responded and installed signage at key locations to inform the public what work was underway.



## Strengthening Indigenous relationships

*“To know where this [sage] came from — it gives me hope. This is medicine for our community, and this sage is beautiful — you can see it has caretakers at Manitoba Hydro. It was a little bittersweet for me at first — I know the extent of damage to lands done across Manitoba, and initially, I was hesitant to take the call from Manitoba Hydro. But as it was explained where it came from, the urban garden on the building, and I saw the photos, it looks like this beautiful field..., I thought isn’t that wonderful? We’ve received lots of donations from rural communities — this was our first from an urban centre.*

*So, I accepted this donation with honesty — that our lands need to be protected, but this gives me hope. We all need to be caretakers in our future — it’s that circle of life. Seeing [Manitoba Hydro’s] field of sweetgrass and sage, it’s a start. It’s beautiful and it has caretakers.”*

**— Jolene Wilson, West Central Women’s Resource Centre**

In response to a shortage of traditional plants, we donated sage from our traditional Indigenous medicinal garden, *Kihtiigha-nahn*, which has been tended by members of Manitoba Hydro’s Indigenous Sharing Circle since it was first planted in 2018 atop the roof on the third floor of our head office at 360 Portage Avenue in Winnipeg.



*Members of our Indigenous Awareness Circle: Karen Chambers, Julie DesLauriers, Kevin Monkman, and Rose Monkman harvesting sage in Kihtiigha-nahn*



*“The waterways we rely on to run our generating stations are critically important to Indigenous communities. Manitoba Hydro operates throughout Manitoba, on the traditional territory of the Anishinaabe, Cree, Dakota, Dene, and Oji-Cree Peoples, and on the homeland of the Métis Nation.*

*Our developments have affected Indigenous communities along developed waterways, including the Saskatchewan, Nelson, Churchill, Rat, Burntwood, Laurie and Winnipeg Rivers.*

*We recognize the importance of addressing the historical impact of our operations and of building strong working relationships with Indigenous peoples.”*

**— Vicky Cole, Director of Indigenous & Community Relations, Manitoba Hydro**

## Mitigation programming

*“Fox Lake elders said they couldn’t believe it was happening — that signage recognizing Fox Lake Cree Nation (FLCN) territory is being posted around Manitoba Hydro facilities to bring awareness and understanding of their journey and the impact of hydroelectric development.”*

— **Debbie Crozier, Community Liaison, Manitoba Hydro**

Since 2007, the **Harmonized Gillam Development Committee** with members from Fox Lake Cree Nation, the Town of Gillam, and Manitoba Hydro, has worked together to establish a path to reconciliation by addressing issues of mutual interest — from land use to employment and business opportunities to wellness — and move towards a more equitable and inclusive community.



From left: Fox Lake Cree Nation community members Mike Lawrenchuk, (Past) Councillor Shawna Henderson, Councillor Shirley Neepin, Debbie Crozier (Manitoba Hydro), (Past) Chief Walter Spence (FLCN), John Kreml, Vicky Cole, Jeff Church and Quinn Menec (all Manitoba Hydro)

Our organization first established **mitigation programming** in the late 1970s to address the past, present and ongoing effects of historical hydroelectric development. Mitigation and compensation related to hydroelectric development is provided through **settlement agreements** with communities and resource-user organizations, as well as **programming** and **remedial works**.

*“When a northern community faces a fire, it’s all-hands-on-deck. A lot of our boat patrol crew members have experience fighting fires and can direct efforts because they already know what to do. As wildfires ravaged Northern Manitoba in summer 2021, members of our Split Lake, Cross Lake and Sipewisk Lake, Grand Rapids, Cedar Lake, and Moose Lake boat patrols all stepped in to assist the province with wildfire efforts.”*

— **Ryan Ault, Waterways Programming Department Manager, Manitoba Hydro**

Created in 1998, our **Waterways Management Program** was established to support and promote the safety of people traveling on waterways affected by our operations and includes a comprehensive **Water Level Forecast Notice Program**, a **Debris Management Program**, a winter **Safe Ice Trails Program**, and a northern **Boat Patrol Program**.

Annually from June through October, approximately 42 individuals are employed as Boat Patrollers. During the 2021 season, our patrollers travelled a combined 79,000 km of our northern waters.



Boat patroller, Robert McKay

## Business opportunities

Our **Northern Purchasing Policy** encourages the participation of northern Indigenous people in Manitoba Hydro business opportunities. We actively work to involve Indigenous communities across the province on our projects and promote opportunities for Indigenous employment, training and/or business opportunities.

*“Through conversations with Chief and councilors from Misipawistik Cree Nation (MCN), an opportunity arose to visit an overgrown trail on traditional lands near our Grand Rapids Generating Station.*

*“Once on the land, it really made me understand the significance of re-building this trail to help community members connect to their past and I feel privileged to have been part of this work.”*

— **Rayel Manary, Mitigation and Remedial Project, Manitoba Hydro**

Together with community members from MCN, Manitoba Hydro rebuilt the Cāpān Pimohtēwin (Walking with Ancestors) Trail along the old riverbed along the northern section of the Grand Rapids spillway that connects two burial sites. The burial site located closest to the spillway was existing prior to the construction of the Grand Rapids Generating Station; and the burial site at the end of the spillway channel holds human remains that were discovered during construction in the 1960s.

The trail had become unusable due to the excessive growth of vegetation and blow-down of mature trees over many years, limiting access in the area for community members.

Manitoba Hydro worked together with MCN residents to clear the brush, improve the trail condition, and add signage to help with navigation.



## In 2021, we worked with Indigenous communities and their members to:

- Install a total of **633** fireshields in five First Nations — Pine Creek First Nation, O-Chi-Chak-Ko-Sipi First Nation, Fisher River Cree Nation, Ebb and Flow First Nation, and Pinaymootang First Nation. Fireshields are designed to help wooden poles withstand the effects of forest fires, reducing the chance — and length — of major service disruptions.
- Coordinate vegetation management projects to hand clear and mulch **125** distribution spans with Peguis First Nation and **273** distribution spans with Rolling River First Nation.
- Salvage and remove **100** old distribution poles in Pinaymootang First Nation, and **400** old distribution poles in Lake St. Martin First Nation.



## Working together in partnership

*“Our two most recent hydropower projects, the **Wuskwatim Generating Station** and the **Keeyask Project**, included the involvement of Indigenous communities right from the initial development and planning stages to understand and incorporate their perspectives and create employment and business opportunities in partnership. This approach continues into operations with a commitment to long-term environmental monitoring based on local Indigenous Knowledge and technical science.”*

— **Jeff Betker, Vice-President, External & Indigenous Relations and Communications, Manitoba Hydro**

## Wuskwatim – a new way forward

*“We’ve been really pleased to find that any environmental effects resulting from building and operating Wuskwatim are in-line or less than what was initially predicted in the Environmental Impact Statement. In the coming years, we will annually review findings to determine what monitoring needs to continue.”*

— **Suzanne Ketcheson, Partnership Implementation Officer, Manitoba Hydro**

The Wuskwatim Generating Station became fully operational in October 2012, and provides Nisichawayasihk Cree Nation members with opportunities for direct employment at the station and community-led environmental monitoring work.

## Building Keeyask builds opportunities

*“Gabriel Spence, a member of War Lake First Nation, completed his Plumbing Technical Training at Red River College Polytechnic (RRC) this year. In June 2016, Gabriel entered the Keeyask On-the-Job-Training (OJT) program funded by the Keeyask Hydropower Partnership Limited (KHLP), and began his apprenticeship with Northern Maintenance Services (NMS). Since then, he has completed five levels of technical training at RRC and accrued over 9,000 training hours.*

*“With his red seal certification on the way, Gabriel continues working with NMS at site fulfilling the duties of a Journeyman Plumber.”*

— **Robin Vandal, Liaison and Project Collaboration Section Head, Manitoba Hydro**

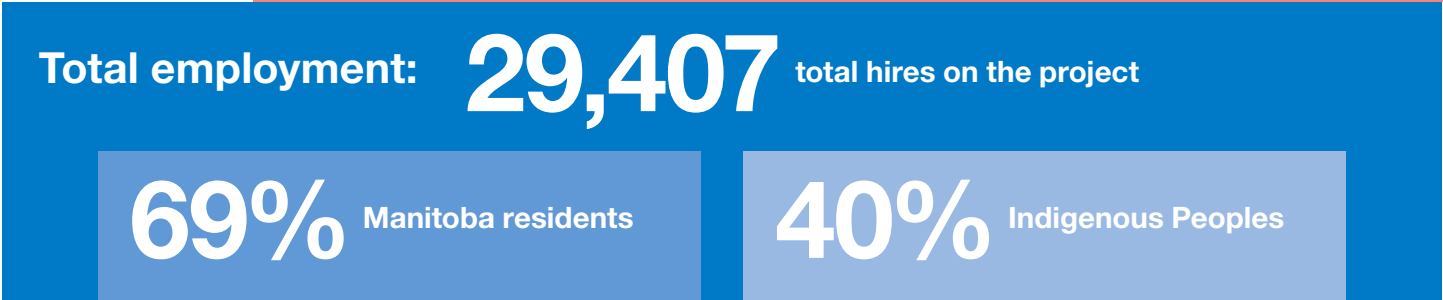
The **Keeyask Project** is a 695-megawatt (MW) hydroelectric generating station being developed in a partnership between Manitoba Hydro and four Manitoba First Nations – Tataskweyak Cree Nation, War Lake First Nation, York Factory First Nation and Fox Lake Cree Nation – working collectively as the **Keeyask Hydropower Partnership Limited (KHLP)**.

The Joint Keeyask Development Agreement (JKDA), signed by Manitoba Hydro and the partners in 2009, governs project development and sets out understandings related to potential income, training, employment and business opportunities.

The Keeyask Project has exceeded employment and contracting targets with the four partner First Nations and provided significant employment to Indigenous people across Manitoba, since 2014.

**4.4 Million** KCN labour hours worked on the Keeyask Project

**10.8 Million** Indigenous hours worked on the Keeyask Project



## On-the-Job-Training (OJT) on the Generating Station:

**183** KCN participants trained in OJT Programs with a total of **244,865** training hours.

**154** other Indigenous participants trained in OJT Programs with a total of **286,931** training hours.

**337** out of **534** total individuals were Indigenous.

**28** contracts have been awarded to the partner First Nations, with a total value exceeding **\$785 Million**

## Keeyask Workers Opportunity Fund

Jordan Ouskan, Shanelle Garson and Anthony Spence, all community members of Tataskweyak Cree Nation (TCN,) were each awarded a bursary from the Keeyask Workers Opportunity Fund (KWOFF) in 2021.

KWOFF was created to provide opportunities to support education, training, and employment for members of the four Keeyask Cree Nation (KCN) partner communities: TCN, War Lake First Nation, York Factory First Nation (YFFN) and Fox Lake Cree Nation (FLCN).

As of March 31, 2022, Keeyask Project site employees have contributed \$243,203.87 to KWOFF by purchasing clothes at the on-site commissary. The remaining funds will be transitioned into a legacy fund during operations.

Since 2019, KWOFF has provided a total of \$9,250 to 13 bursary recipients.

*“We are working with Jonathan Saunders, the RTL 15 trapline holder from Tataskweyak Cree Nation, to collect samples of aquatic furbearers — beaver, muskrat, mink, and river otter — to monitor mercury levels in these animals following the reservoir impoundment at Keeyask.*

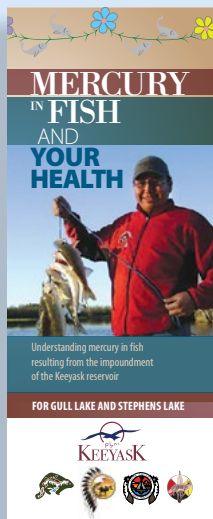
*“This trapping work is done near the new reservoir shorelines and will go on for the first seven years of operations, and then every three years after that until levels return to the background or a new stable level.”*

— **Rachel Boone, Environmental Specialist, Manitoba Hydro**

To understand and share knowledge of project effects from both Indigenous and technical science perspectives, community monitors and technical science staff collaborate with Keeyask Partnership on **environmental monitoring** activities. The **Keeyask Caribou Coordination Committee (KCCC)** is a sub-committee of the Monitoring Advisory Committee that includes partner First Nation and Manitoba Hydro members. The KCCC formed a caribou monitoring network to collectively monitor migratory caribou moving through the Project region. The monitoring network brings together caribou observations from partner First Nations resource users out on the land, on-the-ground ATK monitoring being carried out by each of the partner First Nations, aerial surveys being done under technical science studies, Keeyask site staff and Provincial wildlife managers.

*“Since 2007, the Partnership has been working together on the issue of mercury and human health to develop strategies and help community members build understanding about the Keeyask Project as it relates to mercury and the risks and benefits of eating fish. The work is guided by scientific understandings, traditional knowledge, and the teachings of Cree culture, spirituality. Our work recognizes that eating and sharing wild foods is more than a food source – it is a way of life to maintain the relationship and balance between people, land, water, and all living beings.”*

— **Monica Wiest, Community Relations Advisor, Manitoba Hydro**



**Mercury monitoring** is ongoing to confirm that mercury levels in fish, plants, and wildlife (consumed by people) remain low, as predicted. The **Mercury and Human Health Implementation Group** oversees the development of safe fish consumption materials and the implementation of mercury and human health-related activities, including information sessions, community-based initiatives, and the “Know Your Number” program — offering confidential and voluntary hair mercury sampling in partner First Nations communities.

*“Archaeological investigations conducted between 2001 and 2019 for the Keeyask Generation Project reveal land use by ancestors of today’s Inineew communities, workers of the fur trade era, and other Indigenous Peoples dating back thousands of years. The **Keeyask Heritage Archaeological Guidebook** released in 2020, features 67 archaeological sites located within or near the Keeyask reservoir area and the artifacts and/or features discovered there.”*

— **Monica Wiest, Community Relations Advisor, Manitoba Hydro**

The **Heritage Resources Protection Plan (HRPP)** sets out the KHLPP’s commitment to safeguard heritage resources and appropriately manage human remains or heritage objects discovered or disturbed during the development of the Keeyask Project.





## People power our province's growth

*"I'd recommend my job. No two days are the same. The guys in the shop are great to work with — and everybody has a sense of humour. I don't really think about being female. I grew up around the [vehicle/transportation] industry — my dad was a parts salesman. When I went to Red River College Polytechnic, I knew I wanted to take mechanics and I thought utility fleet mechanics was cooler than automotive."*

— Fleet mechanic trainee, Dessiray Nault, Fleet Maintenance Department, Manitoba Hydro

Manitoba Hydro continues to be recognized provincially as a top employer and nationally as a top diversity employer. We are committed to achieving and maintaining a workforce that reflects the demographics of the communities we serve.



Indigenous representation in our workforce has grown to 20.2% from 7% in 2000.

## 4,962 Full-time employees

### Diversity of employees

Indigenous — province-wide workforce	2021-22 Target: <b>18%</b>	actual: <b>20.2%</b>
Indigenous — northern workforce	2021-22 Target: <b>47%</b>	actual: <b>48.9%</b>
Indigenous — in management	2021-22 Target: <b>8%</b>	actual: <b>8.5%</b>
Persons with disabilities	2021-22 Target: <b>8%</b>	actual: <b>7.8%</b>
Visible minorities	2021-22 Target: <b>14%</b>	actual: <b>10.4%</b>
Women — in workplace	2021-22 Target: <b>30%</b>	actual: <b>23.6%</b>
Women — in management	2021-22 Target: <b>30%</b>	actual: <b>30.7%</b>

*“I first notified Manitoba Hydro I was transgender in a conversation with our health services nurse, Lucy. I felt extremely comfortable, and it came out. Since then, Manitoba Hydro has been extremely supportive, and I can’t say enough about how great everyone has been. It has been a slower transition, but I never felt rushed by the corporation,”*

— **Jennifer Yurkowski, Manitoba Hydro employee, who claimed her identity as female after living as a male named Paul for most of her life**

*“At Manitoba Hydro we need to go beyond the standard practice and continue to work to foster a diverse and inclusive workplace for all our employees because it’s the right thing to do. That’s why when Jennifer initially came to us, we worked to ensure that every step of her journey at Manitoba Hydro has been at her pace, and most importantly we supported her telling her story the way she wanted it to be told.”*

— **Felicity Forbister, Respectful Workplace Advisor, Manitoba Hydro**

Our dedicated Respectful Workplace office helps us to sustain a safe, inclusive and respectful work culture and environment, supported by our policies, practices and procedures for a Discrimination and Harassment Free Workplace.

*“I am pleased we can offer our employees the opportunity on this first National Day for Truth and Reconciliation to participate and reflect on the significant impact residential schools have had on so many people – including many of our colleagues. Observing this day will allow us the time to learn more, the chance to participate in community events, or perhaps have a quiet day of reflection to honour survivors and their families.”*

— **Vicky Cole, Director of Indigenous & Community Relations, Manitoba Hydro**

In 2021, Manitoba Hydro recognized the federally proclaimed National Day for Truth and Reconciliation adding it as a paid non-workday for employees in observance of Truth and Reconciliation.



Having strong, positive relationships with Indigenous peoples is critical for Manitoba Hydro's success. As one of Manitoba's largest employers of Indigenous people, we are very grateful for the many Indigenous employees at Manitoba Hydro that lend their time and talents in planning activities and events that help grow our understanding of Indigenous cultures and histories.

As part of our reconciliation journey, we share and support opportunities for all employees to expand their knowledge, so they can think about what they can do in their own work to support our efforts to build strong, respectful relationships.

Training, activities, and events include a mandatory e-learning course required by all employees; a two-day in-person workshop; and a variety of speaker series, activities and virtual presentations led by our Indigenous Awareness Circle.

*"This was the first hands-on trades exposure event since before the pandemic, it was great to be able to set up stations and provide hands-on activities to connect with youth in person.*

*Indigenous youth got to try out the Power Line Trades and learn more about trade apprenticeships with Manitoba Hydro. This event happened as part of Outland Youth Employment Program (OYEP), a program that provides land-based education, training and work opportunities for high school-aged Indigenous youth.*

**— Julie DesLauriers, Indigenous Employment Relations Specialist, Manitoba Hydro**



In 2021, 216 students joined our workforce for a summer placement.

Supporting **education** and **training** in our communities helps prepare Manitobans for opportunities and careers today and into the future.

**Summer employment** is available for more than 200 university, college and high school students between their full-time studies.

**Co-op programs** provide students with paid work terms related to their academic pursuits through various provincial educational institutes.

**Scholarships and bursaries** are provided to university, college and high school students across Manitoba in programs related to our operations.

**Preplacement programs for women and Indigenous peoples** open doors for individuals to consider a career at Manitoba Hydro. Our programs help address barriers to employment head-on by providing individuals with an opportunity to gain specific hands-on experience and technical skills or educational upgrading.

- Women's power line technician pre-placement program
- Women's power electrician/mechanical technician program
- Indigenous power line technician pre-placement program
- Indigenous power electrician/mechanical technician pre-placement program

In 2021, we provided \$101,000 in scholarships and bursaries to students across Manitoba.



## Supporting our people's safety, health, and wellbeing

*“Our power electricians and our power line trades wear special rubber gloves, which can be hard to work in at the best of times. Gloves that are too big make things far more difficult. We have a small-framed trades person who was continually rolling up her sleeves and constantly wearing clothes that didn't fit.*

*“Just in the last year, Manitoba Hydro has added even smaller sizes of specialty insulated high-voltage and low-voltage rubber gloves to its inventory. It's nice to see companies that actually care about getting the right stuff for different sized workers.”*

— Monique Molgat, Corporate Safety Officer, Manitoba Hydro

### Safety

Incident Frequency Rate	Target: 0.60	result	1.44
Incident Severity Rate	Target: 12	result	17.24
Serious Injury/Fatality Incidents	Target: 0	result	0
Serious Injury/Fatality Potential Incidents	Target: 0	result	12

After recognizing a growing trend in our Lost Time Incidents (LTI's) related to ergonomic-type injuries, we are focusing on some new **proactive prevention initiatives** across our workforce to address these types of injuries across our workforce.

*“We have an extensive range of **apprenticeship opportunities** with **tailored job-specific programming, training, procedures, policies and best practices** to ensure safety of every individual who works at Manitoba Hydro — given the high-risk hazards that can present due to the nature of our work.”*

— Lincoln Sagel, Manager of Safety and Training Support, Manitoba Hydro



*“Manitoba Hydro recognizes the importance of **supporting mental health and well-being** and have supplemented resources with the launch of our **Let’s Connect** online resources, mental health awareness sessions, and ensuring regular communication to raise awareness with employees on how to access that support. Employees are also eligible to use two sick days for wellness purposes throughout the fiscal year.”*

*— Alec Stuart, Director of Safety, Health and Environment, Manitoba Hydro*

## Manitoba Hydro Employee Fund

*“Should an individual – employee or retiree — find they or their family are facing difficult circumstances — the MHEF is here for their assistance. I feel the MHEF gives each of us a real opportunity within our organization to further connect as humans and support each other.*

*It creates a culture of support at Manitoba Hydro, a sense of security, and a feeling that you are a part of a larger family which is needed in these times.”*

*— Terri Lynne Guyot, volunteer MHEF board member and Manitoba Hydro employee*



Over the years there have been many situations where Manitoba Hydro employees, retirees and their families have experienced a need for special funding due to injuries, illness, or accident.

Since established in 2002, the **Manitoba Hydro Employee Fund (MHEF)** has assisted over 300 employees, retirees and their families by providing funding for a variety of needs not covered by normal insurance and government programs. These may include specialized treatment due to illness or injury and for any specialized equipment related to the treatment; travel expenses to obtain such specialized treatment including but not limited to accommodations, parental accompaniment, rehabilitation or any other related treatments or procedures; any other extraordinary expense(s) incurred due to such illness or injury; and any other extraordinary expense(s) incurred due to extraordinary events.

MHEF provides a gift of \$5,000 to each dependent child of a deceased employee for the death of the employee’s spouse. Manitoba Hydro matches employee donations to the fund.

Since its inception in 2002 to 2021, MHEF has provided \$1,566,000 in assistance to 304 families.

	2019	2020	2021
Amount distributed	\$175,000	\$142,000	\$161,000
Families helped	25	26	22



DONATE. WE'RE THERE FOR YOU.





# Ethical. Accountable.

In creating value for our customers and the public we are accountable we strive to build their trust and confidence that we are operating ethically and always in their best interest.

Manitoba Hydro is a provincial Crown Corporation and one of the largest integrated electricity and natural gas distribution utilities in Canada. The governance of our corporation is through the Manitoba Hydro-Electric Board.

In compliance with the Province of Manitoba's *Public Services Act* and *Crown Corporations Governance and Accountability Act* we report on our operations, our finances and our social responsibilities through our **Annual Business Plan, Annual Report, Enterprise Plan, Public Sector Compensation Disclosure Report**, among other regular quarterly reports and documentation.

We conduct our activities in a lawful, responsible and ethical manner to maintain our reputation for honesty and integrity. We have an utmost duty to manage risk, prepare for emergencies, and protect our customers information, our infrastructure and growing cyber capabilities, to ensure a secure and reliable network and uninterrupted provision of the energy services that power our province.

Manitoba Hydro serves 608,554 electric customers, and 293,256 natural gas customers.

*"Over 35 employees contributed to the successful evaluation and assessment of eight reliability standards and requirements, plus 40 requests for information — some with 24-hour deadlines — to help us complete our first virtual Midwest Reliability Organization (MRO) external compliance audit in August 2021. Included in the audit was a review of hundreds of critical information cyber assets, almost 400 evidence files, and over 20 virtual meetings with the MRO.*

*"This audit clearly demonstrated the strength of our compliance program. From our commitment to up-to-date documentation, evidence capturing, and interview performance, it was clear all our employees were committed to and fully understood the compliance obligations."*

*— Dawn Nedohin-Macek, Director of Cyber Security and Enterprise Architecture, Manitoba Hydro*

The **external compliance audit** conducted by the **Midwest Reliability Organization (MRO)** reviews whether Manitoba Hydro is compliant with the **Manitoba Reliability Standards**, which include both applicable mandatory **North American Electric Reliability Corporation (NERC) reliability standards**, Manitoba Hydro reliability standards and their associated requirements, processes and procedures.

Reliability standards audited in 2021 included both cybersecurity, or critical infrastructure protection (CIP), as well as operations and planning for the areas of facilities design, connections and maintenance (FAC), and protection and control (PRC).

## Our ethics and way we work

*“Manitoba Hydro’s **Code of Conduct** sets out the fundamental values and expectations of the corporation with respect to ethical business conduct. The Code highlights a number of guiding principles including respect for others, diversity and inclusion, harassment-free workplace, safety, environmental stewardship, integrity and accountability, legal compliance, fairness in human resource management and procurement.”*

— **Leo Wong, Chief Ethics and Compliance Officer, Manitoba Hydro**

99 per cent of employees completed ethics training over 2021/22.

Awareness and education to employees is provided through ongoing, **mandatory ethics training** and coursework. Robust, confidential mechanisms encourage reporting and investigation of violations using standard protocols developed with authorities and stakeholders based on legal requirements such as *The Public Interest Disclosure (Whistleblower Protection) Act*.

## Total Disclosures of “Wrongdoing”

(meeting threshold of this definition in PIDA) FY 2021/22

Number of disclosures received 2021-2022

2

Number of disclosures ongoing from 2020-2021

3

Number of disclosures acted upon

5

Number of disclosures not acted upon

0

Number of investigations commenced/continued

5

Number of wrongdoings found

0

Number of wrongdoings not confirmed

4

Description of “Wrongdoings” and corrective actions:

No wrongdoing confirmed

## A secure and reliable network

We incorporate an enterprise-wide view of our risks to standardize our approach across our operations and promote risk intelligent decision-making.

Through our membership in the North American Electric Reliability Corporation (NERC) and our compliance with Manitoba Regulatory Standards, we further ensure our adherence to best practices to protect our assets and security, and connection to a highly reliable and secure North American bulk power system.

In 2019, we also joined Utilities United Against Scams (UUAS) to enhance our customer protection and stay informed about evolving fraud.

*“An excavator contact with the Minell Pipeline required Manitoba Hydro to shut off the flow of gas into its distribution system in the Parkland region for the safety of the public and our crews, which is always our priority in any outage situation. There were no injuries, and this incident posed no threat to nearby communities or customers, and there was no disruption to our customers natural gas service. The amount of gas in the pipeline north of the disruption ensured continued service, and we dispatched a compressed natural gas trailer to inject natural gas into the distribution system to help maintain pressure in the system and augment gas service to our customers.”*

*— Tim Yaremchuk, Department Manager, Parkland West, Manitoba Hydro*

**Emergency Preparedness** is a continuous process to ensure Manitoba Hydro can effectively respond to a major emergency and continue to conduct business as normally as possible. Through our **Emergency Preparedness Policy**, we set out standards for **Business Continuity Planning** and our **Corporate Emergency Management Program (CEMP)**, as well as our **Emergency Operations Centre, Corporate Emergency Centre** and **Incident Command System**. These plans meet legislated requirements including *The Emergency Measures Act of Manitoba*, *The Emergency Management Act of Canada* and *CER Canadian Energy Regulator Onshore-99-294* (as it relates to the Minell Pipeline).



	2020/21 Target	2020/21 Actual	2021/22 Target	2021/22 Actual
<b>SAIDI</b> (System Average Interruption Duration Index)	<b>148</b> minutes	<b>159</b> minutes	<b>148</b> minutes	<b>263</b> minutes
<b>SAIFI</b> (System Average Interruption Frequency Index)	<b>1.59</b>	<b>1.58</b>	<b>1.59</b>	<b>1.58</b>

*“Our customers and our province counts on our reliability. One way we track our reliability is through our system average interruption duration and frequency indexes (SAIDI) and (SAIFI) which measure the average annual service interruption times and rates per customer, based on an international standard of the Institute of Electrical and Electronics Engineers (IEEE).”*

— **Shannon Johnson, Director of Distribution and Operations Maintenance, Manitoba Hydro**

## Cybersecurity

*“Manitoba Hydro’s diligence around cyber security continues to increase and evolve, in correlation to the ever-growing and always present risk of cyber threats to the utility industry. To best protect our organization, customers and employees, we have a robust and multi-layered defensive approach of preventative cyber security controls, testing our technology incident response and disaster recovery plans, and reviewing business impacts and business continuity planning. This is supported by cyber security awareness communications and mandatory technology security awareness training required annually for every employee.”*

— **Ian Fish, Vice-President of Digital and Technology, Manitoba Hydro**

98 per cent of employees completed technology security awareness training over 2021/22.



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