

Manitoba Hydro's Environmental, Social and Governance (ESG) Highlights

(for the year ended March 31, 2023)



People

"I find meaning in my work here. When I get home, I know I've made an impact to our customers' service and honestly at times, it's a double-edged sword — the rewarding impact you make on reliability, safety, and revenue every day; but also, the care and responsibility that comes with it,"

Agnieszka Kotula, System Reliability Engineer, Manitoba Hydro



Community

"Attending the Aurora Winterfest this year, after close to 10 years of sponsorship, offered us a fantastic opportunity to connect with our community, celebrate our culture and history, and establish relationships."

Kathleen Hodgson, Community Involvement and Public Safety Specialist, Manitoba Hydro

"There's a genuine effort to promote Indigenous employment and business participation right from the planning stage through to the end of construction. This effort is helping us build some very good relationships with Indigenous communities, as they want to have that face-to-face interaction with Manitoba Hydro and our contractors when there's work happening nearby."

Duane Hatley, Manitoba Hydro's Community Liaison, Construction Services



Environment

"As many provinces and the United States work towards achieving net zero carbon free targets, it has become a priority and a challenge for the Mid-Continent Independent System Operator (MISO) to bring an increased number of renewables on-line. When it comes to the attributes needed to support the grid's evolving and ever-changing resource mix, Manitoba Hydro is there to help with its reliable, fast-ramping, clean, renewable, and non-emitting energy creating a 'win-win' on both sides of the border."

Nikhil Karanwal, Director of Energy Markets, Manitoba Hydro





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 Red River Métis.

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.



People

“Our employees come from many diverse backgrounds and communities, and it is critical that everyone feels welcome in our workplace. The Pride flag is a symbol of our diversity, and raising it signals our welcome to all,”

**Jay Grewal, President & CEO,
Manitoba Hydro**



▲ In 2022, over 30 Manitoba Hydro employees walked alongside our bucket truck in the Pride Winnipeg Parade to support our 2SLGBT+ community.



We are **one of Manitoba's largest employers** and are recognized as a **top employer** and **top diversity employer**. We are committed to achieving and maintaining a workforce that reflects the demographics of the communities we serve.

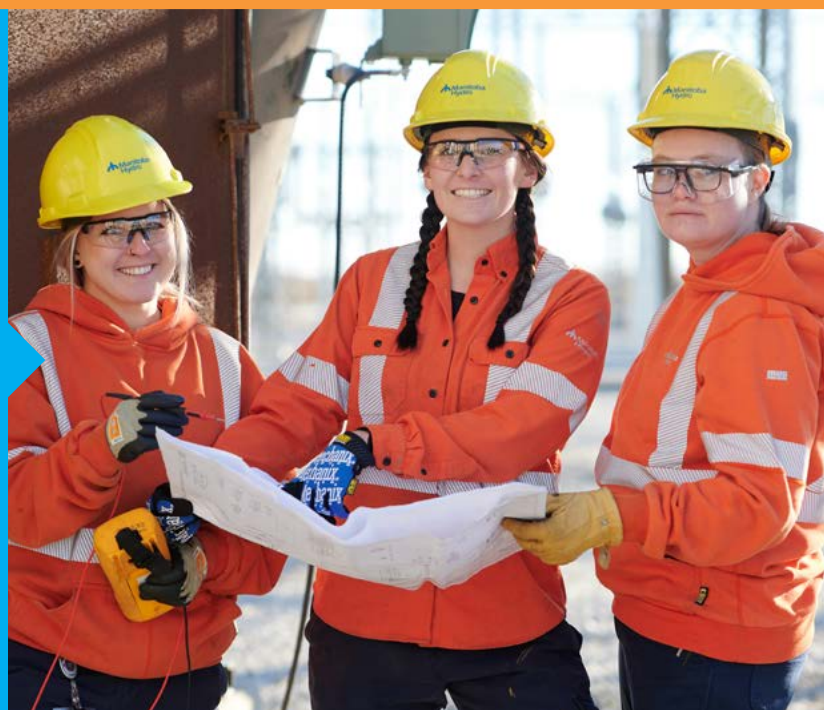
Total number of full-time equivalent employees: 5,143

Diversity of employees*

*Diversity percentages are calculated using the active employee headcount total (5155) at March 31, 2023, not the Full-Time Equivalent total (5143).

Indigenous — province-wide workforce	2022-23 Target:	18%	actual:	20.3%
Indigenous — northern workforce	2022-23 Target:	47%	actual:	47.8%
Indigenous — in management	2022-23 Target:	8%	actual:	6.7%
Persons with disabilities	2022-23 Target:	8%	actual:	8.2%
Visible minorities	2022-23 Target:	14%	actual:	12.1%
Women — in workplace	2022-23 Target:	30%	actual:	23.9%
Women — in management	2022-23 Target:	30%	actual:	32.7%

As Manitobans ourselves, we are committed to serving as a trusted energy advisor and providing safe, reliable, and affordable service to fuel our communities and our province to thrive and grow — socially and economically.



Electric customers: **616,289**

83%*

of residential customers reported they are satisfied with Manitoba Hydro's overall service.

Natural gas customers: **296,138**

93%**

of customers satisfied with field service

Communities with natural gas service: **132**

* From our Customer Service Tracking Study (a quarterly relationship survey to assess overall satisfaction with service. Since 1999, 500 Manitobans are queried every quarter via a telephone survey).

** Data from our Voice of the Customer program (2022/23 fiscal year).



Community

We strive to strengthen relationships with individuals, communities, and Indigenous peoples, every day in our interactions and work. Through **active volunteerism**, **charitable donations**, and **sponsorship**, we give back to support the flourishing of a vibrant, stronger Manitoba for all.



Veronica Walls, Employee champion ▲

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.

Sponsorship spending in fiscal 2022-23

1justcity	1,500
2023 World Clydesdale Show	5,000
4P Festival	1,500
Assembly of Manitoba Chiefs (AMC) Jingle Mingle	2,000
APTN's Indigenous Day Live	10,000
Association of Consulting Engineers of Manitoba Awards	3,500
Association of Manitoba Municipalities	3,000
Aurora WinterFest	2,500
Building Owners and Managers Association (BOMA)	500
Canadian Water Resources Association	2,000
Central Canada Mineral Exploration Convention	1,500
Child Nutrition Council of Manitoba	1,000
Cinemental	500
Commuter Challenge	3,000
Conseil Jeunesse Provincial	1,000
Chartered Professional Accountants Manitoba Conference	2,250
Curl Manitoba Manitoba Hydro Event	1,200
Cycle on Life	5,000
Downtown Winnipeg BIZ	102,500
Eastern Manitoba Concert Association Tour	450
Engineering Access Program (ENGAP)	5,000
Festival des vidéastes du Manitoba	200
Festival du Voyageur	10,000
Fierte Canada Pride Festival-Pride Winnipeg	3,000
Flin Flon Pride	500
Folklorama	8,000
Gimli Film Festival	1,500
Icelandic Festival of Manitoba	2,500
Inclusion Winnipeg	1,500
Indigenous Languages of Manitoba	1,500
Inter-Community Waterways Safety & Canoe Prgm	22,000
Junior Achievement Manitoba Northern Program	7,500
Keystone Agricultural Producers AGM	1,500
Lynn Lake Winter Carnival	500
Manito Ahbee Festival	10,000
Manitoba Band Association	300
Manitoba Clydesdale Club	300
Manitoba Community Newspapers Association	1,000
Manitoba Customer Contact Centre Awards	1,500
Manitoba Disaster Management Conference	1,250
Manitoba High Schools Athletic Association	3,500
Manitoba Hydro Santa Claus Parade	65,000
Manitoba Indigenous Youth Achivement Awards	900
Manitoba Keewatinowi Okimakanak (MKO) Santa Express	1,000
Manitoba Law Student's Association	200
Manitoba Sustainable Energy Association	900
Mentoring Artists for Women's Art	500
Motor Vehicle Industry of Manitoba Awards	750
Move 'n Groove	2,500
Northern Association of Community Councils	1,500
Prairie Theatre Exchange Manitoba Hydro Rural School Tour	4,500
Pulford Community Living Services	1,000
Rainbow Resource Centre	2,500
Red River North Tourism	2,500
Ride Inside	7,500
Royal Manitoba Winter Fair	20,000
Royal Winnipeg Ballet On the Edge Manitoba Hydro Rural Tour	20,000
Safety Services Manitoba	1,000
Skills Canada Manitoba	4,000
Skills Canada National Championship	10,000
Snow Place Like Home	3,000
Teulon and District Agricultural Days	1,500
The Pas Friendship Centre Inc.	750
Theatre Cercle Moliere	500
Thompson Nickel Days	2,500
Thompson Winter Wonderland	5,000
Toastmasters District 64	500
Treaty & Yorkboat Days	2,000
University of Manitoba (asst'd prgrm sponsorship)	14,000
Vision Quest	2,500
WaterPower Canada	6,000
Winnipeg Symphony Orchestra Manitoba Hydro Holiday Tour	30,000
Women In Trades Conference	4,000
Working in Support of Equality	500

451,950

Total myCharity employee pledges in 2022: **\$543,398.44**

CancerCare Manitoba Foundation	\$93,238.60
Heart & Stroke Foundation	\$42,494.92
Children's Hospital Foundation	\$41,847.52
Siloam Mission	\$47,284.64
Harvest Manitoba	\$37,662.04
Canadian Mental Health Association Manitoba and Winnipeg	\$24,390.34
Canadian Diabetes Association	\$23,060.70
Winnipeg Humane Society	\$29,767.92
United Way Winnipeg	\$58,329.70
Alzheimer Society of Manitoba	\$23,075.00
Canadian Red Cross	\$10,553.92
Ronald McDonald House	\$12,416.82
Salvation Army	\$14,480.70
Kidney Foundation	\$11,587.42
MS Society of Canada	\$9,713.60
Firefighters' Burn Fund	\$9,587.50
Manitoba Lung Association	\$8,559.72
Parkinson Canada	\$8,034.00
Crohn's & Colitis Canada	\$7,172.62
Manitoba Possible	\$5,839.60
ALS Society of Canada	\$5,265.00
Samaritan House	\$1,943.50
Brandon Regional Health Centre	\$2,359.50
Thompson Community Foundation	\$2,028.00
United Way Brandon	\$1,794.00
Selkirk & District Community Foundation	\$2,665.00
Lac du Bonnet & District Charitable Foundation	\$3,332.16
United Way Pembina Valley	\$1,716.00
Dauphin & District Community Foundation	\$2,418.00
United Way Portage	\$780.00

- Combined myCharity employee and corporate payroll donations across Manitoba exceeded \$1,000,000 in 2022.
- Manitoba Hydro and our employees donated just over \$483,000 to the United Way.

\$13,250 was donated to 20 employee-championed events and **\$4,000** to 13 volunteer grants.

Employee champions supported:

- 1Just City
- Cancer Care Manitoba/Childrens Hospital
- Child Nutrition Council
- Children's Hospital Foundation
- Christmas Cheer Board
- End Homelessness Wpg.Inc
- Habitat for Humanity
- Inclusion Selkirk
- MADD Brandon
- Manitoba Underdogs Rescue
- Movember Canada
- Movement Centre
- Royal Manitoba Theatre Centre
- Steinbach Community Outreach
- Steinbach Family Resource Centre
- Stonewall Christmas Cheer Board
- United Way Winnipeg
- Wa-Say Healing Centre
- Winnipeg Humane Society

Volunteer grants supported:

- BAPS Charities Inc.
- Jazz Winnipeg Inc.
- MADD Brandon and Area
- Mahamevnawa Buddhist Monastery Winnipeg
- Manitoba Underdogs Rescue
- MCMA
- Movement Centre of Manitoba
- Neil Squire Society
- Operation Red Nose - Steinbach/La Broquerie
- Royal Manitoba Theatre Centre
- Vintage Locomotion Society
- Wildlife Haven Rehabilitation

In 2022, we contributed over \$450,000 in sponsorship of events and activities across Manitoba.

Through public outreach, advertising campaigns, social media messaging, public service announcements, and participation in community events and activities, we strive to raise safety awareness around our electricity and natural gas products and our infrastructure with Manitobans of all ages.

79%* of residential customers are satisfied with Manitoba Hydro's Safety Education.

*In 2022/23, 79% 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?" MB Hydro Customer Service Tracking Study - a quarterly survey since 1999.



"If you make it fun, they'll remember, and they'll even tell their parents if they witness them engaging in dangerous activities,"

JC Duval, one of 60 Manitoba Hydro employees who delivered in-class school safety presentations that reached 7,383 students across 126 schools province-wide with safety messaging throughout 2022-23

Over 600 of our employees participated in the national Commuter Challenge winning Manitoba Hydro a gold in the 3,000+ employees category, in 2022.





Environment

"We didn't have to build a LEED certified head office, but our decision was, we need to move in that direction and show people we were willing to put our money where our mouth is,"

Dave Little, construction lead on the building of our corporate headquarters



Sustainable design is baked into our standards and guidelines for facility renovation and new construction projects going forward.

- Manitoba Hydro's headquarter office is Platinum LEED certified and has a 70 per cent lower energy footprint than comparable office towers, on-site bicycle racks and shower facilities to encourage active transportation to work, and a rooftop apiary and Indigenous Garden.
- Our Customer Services Centres in Neepawa and Ashern, built in 2015, were modeled to meet Power Smart* energy efficiency standards and surpass the then current Manitoba Energy Code for Buildings [2011] to save more than \$35,000 in energy costs annually.
- Our Riel Construction Office, slated to open in 2025, features energy efficient and sustainable design including: geothermal heating/cooling, low-carbon materials, and plenty of natural daylight to reduce electrical use for lighting.

Our role in achieving net-zero and improving climate change resilience

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.

- Manitoba, as a whole, contributes less than three per cent of Canada's national GHG emissions.
- GHG emissions from Manitoba Hydro's electricity and natural gas operations are less than one per cent of total provincial GHG emissions.

- Manitoba Hydro's total GHG emissions: 0.10 megatonnes (less than 0.12 of national electrical generation).

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.

Water and waste management

- In 2022/23, **65 metric tons of paper was recycled** through Manitoba Hydro's Official Records Destruction, Confidential Shredding and T.R.I.M Programs.
- In 2022, **over 64,000 litres** of waste oil was collected and recycled.
- In fiscal year 2022-2023, we recycled a **total of 84.33 metric tons** of industrial non-hazardous materials*
- In 2022, we recycled 2826 Kg of small single use and rechargeable batteries through the Call2Recycle program

Manitoba Hydro was awarded a Call2Recycle Leader In Sustainability Award for 2022, in recognition of the effort we made to divert batteries from Canadian landfills.

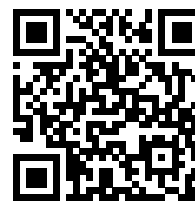
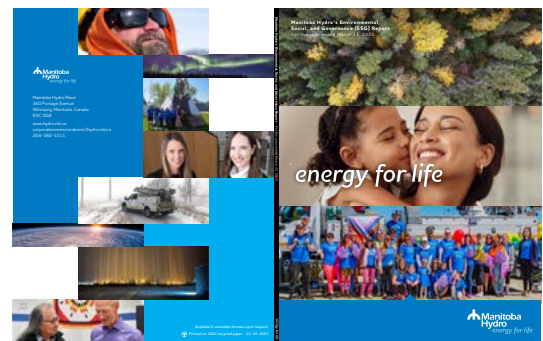
* Co-mingled and cardboard recycling



Governance

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 organization is through the Manitoba Hydro-Electric Board (MHEB). All electricity and natural gas rates in Manitoba are vigorously regulated by the Public Utilities Board (PUB).


Our organization regularly reports on our operations, our finances, and our social responsibilities in compliance with the Province of *Manitoba's Public Services Act* and *Crown Corporations Governance and Accountability Act* through our Annual Business Plan, Annual Report, Enterprise Plan, Public Sector Compensation Disclosure Report, among other regular quarterly reports and documentation. These available to the public on our website at: hydro.mb.ca/corporate/financial.



Read more about our Environmental, Social and Governance progress in our full ESG Report at hydro.mb.ca/corporate/esg or request a print copy.

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