



energy for life





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, Anishininew, 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.

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Message from Jay Grewal, President & CEO of Manitoba Hydro

energy for life

Since starting at Manitoba Hydro, I have tried to focus forward, to anticipate and address how the changes happening across the energy industry worldwide to **digitalize, decarbonize, decentralize, and democratize** energy systems will impact Manitoba Hydro, our customers, and our province.

Thanks to our **virtually emission-free hydropower**, Manitoba Hydro has an advantage as we prepare for the future. We are recognized as an established leader in helping Manitoba, Canada, and our neighbours in the United States reduce emissions to meet net-zero targets and mitigate the effects of climate change.

Changes in the energy landscape are happening quickly and accelerating the need for clean electricity. Even with our hydropower advantage, Manitoba Hydro needs to be ready for whatever these changes may bring so we can live up to our promise to deliver Energy for Life efficiently and economically to our customers, now and into the future.

By promising to deliver Energy for Life, we also acknowledge that our customers, Indigenous communities, interested parties, government, and greater society each have an interest in the activities and actions we undertake daily to **lead as an environmental steward**, as a **progressive** and **fair employer**, and as an **active contributor** to our **province's social fabric** and **economic growth**.

Those endeavours, alongside many other efforts, are what organizations worldwide are now striving to capture in their Environmental, Social and Governance (ESG) reporting. Customers, interested parties, and investors are paying more attention to those efforts as they make their choices to work with or support more responsible and ethical organizations. And those efforts are of greater interest from a regulatory perspective, as national ESG reporting standards are shifting to provide better transparency and stringent disclosures to ensure organizations are living up to their commitments and claims.

With this growing scrutiny, and the energy transition well underway, I am proud to share that Manitoba Hydro is well positioned and has been planning ahead.

Following a two-year development process to understand the factors driving change in Manitoba's energy landscape, we continued our work to complete our first Integrated Resource Plan (IRP) in summer 2023. Multiple rounds of engagement with customers and interested parties were completed, plus extensive modelling and analysis on a range of potential future energy scenarios informed by those conversations. Our IRP also considers how existing and potential government actions at all levels are impacting the energy landscape, and, how we will monitor, prepare for, and respond to the energy transition in the years ahead.

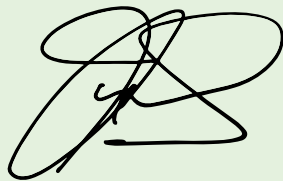
This fiscal year, we assigned resources to undertake a comprehensive ESG materiality assessment, which will form the foundation for our future ESG strategy. As we solidify our ESG framework based on these assessments, I know that it will build on and capture the extensive activities and initiatives that have been underway for years — many of which are highlighted in this report.

As a Crown corporation, Manitoba Hydro conducts our business in a **highly regulated, transparent, and accountable manner** in compliance with our duties outlined in the Province of Manitoba's *Public Services Act* and *Crown Corporations Governance and Accountability Act*. We are well practiced and open in sharing disclosures, metrics, and actions that demonstrate our ethics and responsibilities to our customers, interested parties, and public.

For over 10 years, we have been consistently recognized as a **Top Employer**, a **Green Employer**, a **Diverse Employer**, and a **Top Employer for Young People**. Our employees' longstanding commitment to innovation and service in our community and to our customers goes beyond our workday and is apparent in our support, sponsorship and volunteerism of charitable organizations, events and activities across Manitoba.

I am extremely proud of our traction on the ESG front over 2022/23, and to share with you the metrics and achievements included in this year's report.

Annually sharing these highlights and efforts of how we consistently deliver over and above our regulatory requirements, not only helps us recognize the many interesting, and valuable efforts underway across Manitoba Hydro, but also helps us better track our progress toward a legacy of doing right by our customers and communities.



Jay Grewal,
President and Chief Executive Officer
Manitoba Hydro



Ethical. Accountable. Transparent.

At Manitoba Hydro, we conduct our activities in a lawful, responsible, and ethical manner to maintain our reputation for honesty and integrity. We strive to build trust and confidence with our customers and the public we are accountable to.

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 are available to the public on our website at: hydro.mb.ca/corporate/financial.

To ensure a secure and reliable network and uninterrupted provision of the energy services that power our province, we manage risk, prepare for emergencies, and protect our customers information, our infrastructure, and growing cyber capabilities.

Manitoba Hydro serves 616,289 electric customers, and 296,138 natural gas customers.

Our ethics and the way we work

Manitoba Hydro's **Code of Conduct** sets out the fundamental values and expectations of our organization 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 and regulatory compliance, fairness in human resource management and procurement.

99 per cent of employees completed ethics training over 2022/23.

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*.

Below is a summary of all disclosures received during 2022-23 which allege wrongdoing as defined in the Public Interest Disclosure (Whistleblower Protection) Act.

Number of disclosures received 2022-2023	2
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Number of disclosures ongoing from 2021-2022	1
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Number of disclosures acted upon	3
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Number of disclosures not acted upon	0
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Number of investigations commenced/continued	3
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Number of wrongdoings found	1
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Number of wrongdoings not confirmed	2
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Number of disclosures carried forward to 2023-24	0
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Description of Wrongdoings and corrective actions:

Employment of wrongdoer has been terminated.

A secure and reliable network

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

Since 2019, we have been a member of **Utilities United Against Scams (UUAS)** to enhance our customer protection and stay informed about evolving fraud.

“It’s so important to be prepared for the worst — ensuring reliable electric and natural gas service is our core business — and when the weather forecast is inclement, our trucks are stocked, our crews and support staff are on standby, and we’re advising our customers to prepare. It’s incredibly important for our customers to be prepared. We’ll see less true emergencies when people are more prepared for any additional time it takes to restore their services safely.”

— Brad Hay, Enterprise Emergency Response Coordinator, Manitoba Hydro

Emergency Preparedness is a critical, ongoing effort to ensure Manitoba Hydro can effectively respond to a major emergencies 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, Enterprise 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).



Manitoba Hydro employees taking part in an emergency planning exercise in spring 2023.

Our business continuity, emergency preparedness and response management plans aim to provide guidance in response to reasonably foreseeable emergencies and risks arising from events that pose a real or potential threat to:

- the safety and health of our employees, contractors, and the general public;
- the physical assets of the corporation and related environmental protection;
- the ability to generate, transmit and distribute electricity and distribute natural gas and provide related services;
- the ability of the corporation to continue business in the normal course; and
- the ability to maintain essential services and critical functions.



Limestone Generating Station

As a hydropower utility, a critical area of focus is dam safety and planning for events that may impact our infrastructure and assets including our 15 hydroelectric generating stations, and our distribution and transmission network.

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)**.

	2021/22 Target	2021/22 Actual	2022/23 Target	2022/23 Actual
SAIDI (System Average Interruption Duration Index)	148 minutes	263 minutes	148 minutes	126 minutes
SAIFI (System Average Interruption Frequency Index)	1.59	1.58	1.59	1.68

“The ice melting processes our crews follow to remove ice from power lines were developed in-house at Manitoba Hydro, and we’ve been melting as far back as the 1970s. In 1993, some of our employees even wrote a 130-page paper for the Canadian Electricity Association that was shared with other Canadian utilities as the guide for ice melting.”

— Daryn Shelvey, Distribution Engineering, Manitoba Hydro

When hoarfrost, freezing rain, and/or snow builds up on Manitoba’s power lines, we have unique expertise to remove that ice as quickly as possible to prevent equipment from breaking and to keep the power on, or reduce the duration of any resulting outages. In-house developed software addresses details such as voltages, temperature, type of ice, and windspeed, to inform us how long the ice takes to melt and checks the current limits to prevent us from damaging our equipment.

Our crew in Killarney filmed a video showing how we melt ice off our lines which received over 2.5 million views across social media channels in 2022-23.



Watch the video at: hydro.mb.ca/articles/2023/02/ice_melting_gone_viral

Cybersecurity

“Manitoba Hydro is focused on cybersecurity as an essential part of our technology business model transformation. Using layered cybersecurity controls, we continue to prepare for the growing cyber threat through actions including awareness training, threat monitoring, incident response planning, and executive tabletop simulation exercises.”

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

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 cybersecurity awareness communications and **mandatory technology security awareness training** required annually for every employee.



For Manitobans, by Manitobans

“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



Agnieszka Kotula, System Control Centre

As Manitobans ourselves, we have a vested interest in providing Energy for Life and living up to our promise to provide **safe, reliable, affordable and accessible service**.

We are committed to serving as a **trusted energy advisor** to **build trust with Manitobans** that we will always be there, now and into the future, to fuel our communities with the energy to help our province thrive and grow — socially and economically.



Members of the public visiting an Indigenous Artisans Market in 2022, hosted in our main floor gallery at our headquarters.

Our **relationships are critical** to that growth, and we **strive to strengthen relationships** with all Manitobans 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.

We are **one of Manitoba's largest employers** and we take great care to keep the safety and well-being of our workforce and our public at the fore — and to ensure our workforce is representative of the communities we serve.

“Building the new natural gas gate station on the south side of Steinbach — one of the fastest-growing communities in Canada — is part of our continued commitment to ensuring a safe, reliable energy supply to the communities we serve, now and into the future.

— Greg Blazek, Gas Engineering & Construction, Manitoba Hydro



Construction of the new natural gas pipeline in summer 2022.

Value and care for our customers

Electric customers:	616,289	Capital Investments:	
Natural Gas customers:	296,138	Electric	Gas
Communities with Natural Gas service:	132	\$630 Million	\$46 Million

83%* of residential customers reported they are satisfied with Manitoba Hydro's overall service.

*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).

93%** of customers are satisfied with our field service.

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

Ensuring accessible, affordable service

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

— Carol Thiessen, Lead of Diversity, Equity & Inclusion, Manitoba Hydro

Since 2017, we have continually adapted our programs, products, communications, and services to meet the needs of individuals. We've improved access to online customer services for Manitobans. We also 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**.



“The customer was happy and grateful for our call, and it’s great because now he knows there are options, and he feels comfortable sending us meter readings — which will result in a more accurate energy bill.”

— **Albert Mercado, Manitoba Hydro Utility Services (MHUS)**

Over 95% of our customer base has **high accuracy** of their billing and meter read ratings, but at times, some of our customers may go several months without receiving or submitting electrical or natural gas meter readings. This results in bills being based on estimates for periods longer than four months. Through the **4 Plus Program**, MHUS will call customers with four or more consecutive meter estimates to obtain accurate readings.

Our mission is to help all Manitobans efficiently navigate the evolving energy landscape, leveraging their clean energy advantage while ensuring safe, clean, reliable energy at the lowest possible cost.

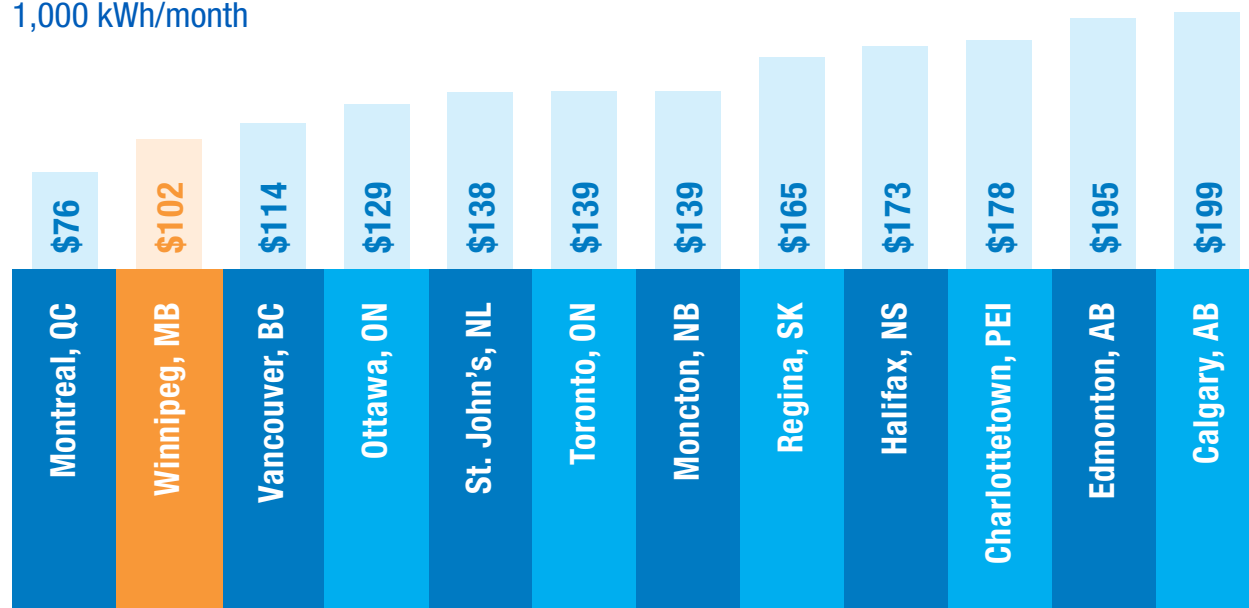
We are one of the lowest-cost energy providers in Canada.



Albert Mercado and Emily Remillard, Manitoba Hydro Utility Services

Monthly residential bill (excluding taxes)

1,000 kWh/month



Source: Hydro-Quebec 2022 Comparison of Electricity Prices in Major North American Cities. Reflects electric rates as of April 1, 2022. Available at: www.hydroquebec.com/data/documents-donnees/pdf/comparison-electricity-prices.pdf

On Bill Financing

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

In 2022-23, our Energy Finance Plan provided financing for 1,102 loans representing \$4.32 million.

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 2022-23, the Home Energy Efficiency Loan provided customers with 3,486 loans worth \$17.59 million for qualifying upgrades.

Neighbours Helping Neighbours

“In 2022, 380 families and individuals received assistance from this program, as well as 420 referrals to other community programs. It is very rewarding to know that the program continues to positively impact those in need across our province — well over 10,000 individuals since its start in 2004.

— Mark Buchholz, Customer Products & Policies Department Manager, Manitoba Hydro



Working with The Salvation Army, our **Neighbours Helping Neighbours** (NHN) program helps low-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.

In 2022, through over 420 referrals, Neighbours Helping Neighbours connected Manitobans with these organizations:

- Age & Opportunity Inc.
- Community Food Centres Canada
- Canadian Pension Plan Disability
- Child Related Income Support Program
- Community Financial Counseling Services
- Dental Assistance
- Employment and Income Assistance
- Fort Garry Women's Resource Centre
- Healthy Living Services
- Hands of Hope Inc.
- Housing Referrals
- Klinik Community Health and North End Women's Resource Centre
- Pharmacy and Prescription Drugs
- Rent Assist
- The Salvation Army Weetamah Community Services
- SEED Winnipeg Inc.
- The Men's Resource Centre of Manitoba
- Toy Mountain
- Vision Care
- Harvest Manitoba

Public safety

"Thanks to Vicki's initiative, and to this incredible support from Manitoba Hydro and its employees, our sober driving message will be amplified throughout the province all holiday season long,"

— Jaymie-Lyne Hancock, National President, Mothers Against Drunk Driving (MADD) Canada



Vicki Renwick and Cyril Patterson at launch of Project Red Ribbon.

In 2022, Manitoba Hydro was the first Canadian utility to participate in Project Red Ribbon, MADD Canada's largest awareness campaign held annually from November 1 to January 3.

A critical aspect of our business is to ensure our employees, customers, and all Manitobans are safe around our electricity and natural gas products and the infrastructure we use to provide them. **Through public outreach**, advertising campaigns, social media messaging, public service announcements, and participation in community events and activities, we strive to raise safety awareness and reach Manitobans of all ages.

Working with external safety groups like the **Lifesaving Society Manitoba** 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.

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

In 2022, we performed 73,368 line locates.

“It’s nice to see the smiles on children’s faces and the moments they learn. At Ag Days, some children told me they recently had a Manitoba Hydro employee come to their school and teach them about electricity safety. I asked if they could tell me something they learned from our safety presentation – and they did! It’s those moments I realize the importance of our programs and how valuable the information can be.”

— Tara Kendzierski, Public Safety Specialist, Manitoba Hydro



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.

Through 2022-23, we reached 7,383 students across 126 schools province-wide with safety messaging.



"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 Distribution, Operations & Maintenance employees who delivered in-class school safety presentations to rural and northern schools, and at the Electrical Museum for Winnipeg-based schools.

“Farmers are often inundated with information and are busy with the day-to-day running of their farm. Farm safety is one of several risks they have to manage, and a challenge is figuring out ways to connect with them. Face-to-face opportunities like Manitoba Ag Days, provide a key way for us, with Manitoba Hydro, to reach and engage with farmers.”

— Colin Hornby, Manager of Communications & Stakeholder Relations, Keystone Agricultural

Reminding agricultural producers to be safe around our infrastructure is critical. We collaborate with external parties, such as **Keystone Agricultural Producers**, on farm safety initiatives, and broadcast ongoing and seasonal public awareness and media campaigns. Our **Farm Equipment Clearance Permit** program better ensures there are no hazards when transporting equipment by inspecting routes in advance.



Manitoba Hydro employees, Kelly Wilson and Colin Ingelbeen sharing safety info at Ag Days.



Crew in Winnipeg working on restoring service after a hydro pole was hit by a vehicle.

Real-time outage and emergency response

“We do our best to notify our customers when outages or interruptions occur for maintenance or emergencies about the duration and estimated restoration time, whether in real-time or in advance. Our goal is to keep customers as informed as possible on the status of their electric and natural gas service at all times, and also ensure we share important safety messaging of things to be aware of in an extended outage or emergency situation.”

— Scott Powell, Director of Corporate Communications, Manitoba Hydro

Social media followers:

Facebook: **44,604**

"X": **43,979**
(*Formerly known as Twitter)

LinkedIn: **35,634**

Instagram: **7,028**

YouTube: **2,763**



Investing in our communities

“Manitoba Hydro is an amazing partner, and our event would be near impossible without them. The funds raised are crucial for our recreation and leisure programming to run at full capacity, so we are ecstatic to be back.”

— Diana Simpson, Major Events and Fund Development coordinator, Manitoba Possible



Drop Zone participants descending from the top of our corporate headquarters in downtown Winnipeg.

“It’s so important for our city to have vibrancy and life in the downtown and I’m so glad Manitoba Hydro and Manitoba Possible were able to put this event on again – it was a blast and I’m already looking forward to the next one.”

— Kate Fenske, CEO of Downtown Winnipeg BIZ

In 2022, the Easter Seals Drop Zone fundraiser held at Manitoba Hydro Place raised approximately \$70,000 for Manitoba Possible.

In 2022, combined myCharity employee and corporate payroll donations across Manitoba exceeded \$1,000,000.

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 into 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.

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

Employee Pledge Total \$543,398.44



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 Winnipeg. We call this our 'corporate gift'. In 2016, five additional rural, regional charities became eligible for the corporate gift. This change enabled employees to direct the corporate gift closer to the region of the province in which they grew up, or are currently working.

These regional charities are in Brandon (South Central), Dauphin (Parkland West), Lac du Bonnet (Eastman), Selkirk (Eastman) and Thompson (Interlake North).

In 2022, Manitoba Hydro and our employees donated just over \$483,000 to the United Way.

Employee Champions and volunteerism

"Every single child should have a gift to open on Christmas. Every child deserves a toy to play with. I would do anything to help make that happen."

*— Veronica Walls, employee champion,
Manitoba Hydro*



Veronica Walls, Employee champion.

Since 2005*, Veronica has collected over 5,200 toys, over 14,600 kilograms of food, and over \$102,000 in monetary donations from fellow Manitoba Hydro employees for the Christmas Cheer Board.

* Except in 2020 and 2021 due to pandemic.

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

In 2022, \$13,250 was donated to 22 employee-championed events and \$4,000 to 12 volunteer grants.

In 2022, employee champions supported:

- 1JustCity
- CancerCare Manitoba/Childrens Hospital
- Child Nutrition Council of Manitoba
- Children's Hospital Foundation
- Christmas Cheer Board
- End Homelessness Wpg.
- Habitat for Humanity
- Heart & Stroke Foundation
- Inclusion Selkirk
- Kani Kanichihk
- MADD Brandon
- Manitoba Underdogs Rescue
- Movember Canada
- Royal Manitoba Theatre Centre
- Steinbach Community Outreach
- Steinbach Family Resource Centre
- Stonewall Christmas Cheer Board
- The Movement Centre of Manitoba
- United Way Winnipeg
- Urban Shaman
- Wa-Say Healing Centre
- Winnipeg Humane Society

In 2022, volunteer grants supported:

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

Sponsorships

“It takes a community to put an event such as this together and kids of all ages look forward to the Santa Claus Parade every year — we were all glad to be back. In addition to walking in the parade, our employee volunteers helped with Santa’s Workshop, which hosted more than 100 children from various inner city community organizations.”

— Gary Shingleton, Supervisor, Manitoba Hydro’s Community Investment



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

Opportunities for our community to come together are important to make Manitoba an exciting and interesting place to live, work, and visit. Within the past year, we were once again able to begin gathering to celebrate, honour and commemorate significant events and activities from north to south, east to west.

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 Prgrm	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 Achievement 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

"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**





In 2022, we donated a truck to Waterways, an Indigenous non-profit organization that runs canoe programs in Indigenous communities.



As a long-time supporter of the Manito Ahbee Festival, Manitoba Hydro was invited to take part in the Tipi Raising Contest in 2023.



Waterways Co-Directors Allison Curtaz and Mo Crossman-Serb standing in front of the donated truck wrapped with Manitoba Hydro and Waterways logos.

Charitable and community organizations often need equipment and supplies to support their efforts. Over the years, we have donated surplus commercial kitchen equipment, vehicles, and other office furniture and supplies to organizations across Manitoba.

Engaging with communities

“A preferred route — that aims to balance local concerns and limit overall environmental effects — has been selected for the transmission line component of the Pointe du Bois Renewable Energy Project (PREP). Data gathering, on the ground fieldwork, technical and environmental considerations, as well as input from landowners, Indigenous communities, interested parties, and the public, helped inform the evaluation of each alternative route segment and selection of a preferred route.”

— Lindsay Thompson, Transmission & Distribution Environment and Engagement, Manitoba Hydro

Public engagement on PREP started in spring 2022, with 31 alternative route segments presented for feedback on the new proposed transmission line component of the project.



As part of the First Nation and Métis Engagement Process, a series of four engagement circles were held to gain feedback to inform the routing and development of the environmental assessment report for the new proposed transmission line component of the project.

The concept arose from interest in Manitoba Hydro holding engagement events that would bring engaged First Nation and Métis audiences together to receive information at the same time, and share values, interests and concerns important to each other and the broader group.

Four engagement circles were held with First Nations and the MMF to share values, interests and concerns to inform work.

“Developing and facilitating the series of engagement circles was both intimidating and rewarding. Intimidating as we were trying something new and felt uncertainty around whether participants would find the circles a safe and respectful space to share and discuss various topics. In the end, the experience was truly rewarding as it enabled creative collaboration within our engagement process, while achieving the desired outcomes. Our participants feedback on this engagement technique was overwhelmingly positive — they enjoyed the opportunity for open discussion, having their voices heard, listening to the perspectives of others, increasing their knowledge, and meeting new people.”

— Maria M’Lot, Community Relations Advisor, Manitoba Hydro

Each engagement circle was structured to include an update on the project and/or environmental assessment process, interactive group activities, a series of self-directed stations, and a sharing circle for open discussion. Each session was facilitated by a Manitoba Hydro representative with the support of an Elder.

Outcomes from the engagement circles informed various aspects of the project and directly influenced the environmental assessment report.

In October 2022, Agrivolt undertook tingle voltage testing at two dairy barns along MMTP. In their report, they concluded that there are not significant elevated levels of stray current at either barn when MMTP is in service.

In the **environmental assessment for MMTP**, we committed to work with dairy producers to address concerns about electromagnetic fields and tingle voltage. The reports from Agrivolt were provided to the dairy barn owners to review, and one owner gave permission to share their report with the broader landowner advisory committee for MMTP.

“During our engagement process for the Manitoba-Minnesota Transmission Project (MMTP), a key issue raised through engagement related to agriculture was the potential effects on livestock. One concern raised by Dairy Farmers of Manitoba was the potential for stray/tingle voltage impacting dairy cattle. Based on a request from affected landowners, we brought in Agrivolt, a Quebec-based company, to undertake testing on tingle voltage at two dairy barns.”

— Geneva Cloutis,
Transmission & Distribution
Environment and Engagement,
Manitoba Hydro



Transmission towers at sunset along our Manitoba-Minnesota Transmission line

“Moose are an important wildlife species in Manitoba’s natural environment. During our engagement processes, Indigenous communities and government regulators tell 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 a multi-year **moose monitoring program** that is aimed at understanding the effects of the Bipole III Reliability Transmission Project. With the program now coming to an end, we are working with a researcher from Memorial University to ensure the monitoring equipment purchased with Moose Stewardship program funding is provided to the Indigenous communities they partnered with. This equipment will help these communities continue their own regional wildlife monitoring efforts.



Manitoba Hydro established funding aimed at sustaining moose populations in our province.

“We recognized that there were impacts to the Crow Wing Trail related to construction of the new G79L transmission line. By listening to the Crow Wing Trail Association's concerns and following through on preconstruction commitments, the trail group was happy and satisfied that Manitoba Hydro worked to mitigate their concerns during the construction phase.”

— Evan Johansson, Environmental Specialist, Manitoba Hydro



New interpretive signage along Crow Wing Trail was one of the improvements added by Manitoba Hydro through consultation with the Crow Wing Trail Association.

During project engagement as part of the planning phase of the De Salaberry Station to Letellier Station (G79L) transmission line project, we heard from the Crow Wing Trail Association, a non-profit organization that maintains the section of the Trans Canada Trail that connects Emerson to Winnipeg. The Crow Wing Trail Association expressed concerns regarding the loss of trees along the trail, potential increased vehicle access on a walking trail not intended for motor vehicles, and further deterioration of the trail in low-lying areas caused by construction activities.

To address the Crow Wing Trail Association's concerns, Manitoba Hydro implemented several measures to mitigate impacts to this popular recreational trail. These mitigation measures included retaining shrub and ground vegetation wherever possible near the trail, improving the trail conditions in low lying areas of concern, and developing a parallel walking trail in a forested area adjacent to where trees needed to be removed for the new transmission line. Manitoba Hydro also installed two new interpretive signs near where the Crow Wing Trail intersects with the new G79L transmission line at the request of the Crow Wing Trail Association.

Strengthening Indigenous relationships

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, Anishinew, Cree, Dakota, and Dene Peoples, and on the homeland of the Red River Métis.

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.

Our organization's **Indigenous Relations Commitment Statement** (see next page) is intended to guide and inform our work now and into the future, as well as acknowledge the changes and progress that have been underway for some time.

"This succinct, standalone document speaks to the enterprise-wide efforts being made to address the legacy of our historic projects and build strong relationships going forward —critical for our future success as a utility, as an employer, and as an essential service provider in Manitoba."

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

"This is a meaningful and significant document. Traditions, stories, and visions have been told through beadwork, which is why we chose to incorporate beadwork in the design. Beadwork is an important cultural tradition for many Indigenous Nations in Manitoba, and collectively, we agreed including beadwork in the document would show our respect and honour these Nations in a vibrant, interesting way."

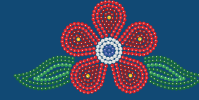
— Kevin Monkman, Indigenous & Community Relations, Manitoba Hydro



Indigenous Relations Commitment Statement

Manitoba Hydro operates throughout Manitoba, on the original territories of the Anishinaabe, Anishinew, Cree, Dakota, and Dene peoples, and on the homeland of the Red River Métis. We are committed to respecting and supporting Indigenous peoples in all aspects of our business.

Indigenous peoples have a strong cultural and spiritual connection to the lands and waters, dating back to time immemorial. We acknowledge the impacts of our projects and operations, and we are committed to working collaboratively to strengthen and improve our relationships with Indigenous communities. We support the advancement of reconciliation with Indigenous peoples in Manitoba, and we will work to contribute to reconciliation efforts in our interactions with Indigenous peoples and communities.



We commit that:

- We will provide education to our employees regarding Indigenous peoples, cultures, and history, including the history of hydroelectric development in Manitoba and the effect of this development on Indigenous peoples and communities.
- We will work with Indigenous communities to understand their evolving energy needs and seek to provide customer service that reflects this understanding.
- We will provide timely and meaningful engagement and communication with affected Indigenous communities during project development and ongoing operations.
- We will work collaboratively with Indigenous communities to address the adverse impacts of our projects and operations.
- We will collaborate with Indigenous communities in order to understand and be guided by their Indigenous Knowledge as it relates to our projects.
- We will promote safety on project-affected waterways, through water level notifications, community safety programming, and other measures.
- We will encourage the participation of Indigenous businesses and people in our procurement.
- We will promote and support the equitable representation of Indigenous people in our workforce.



Available in accessible formats upon request

Beadwork designed by Wendy Bonnie

Red River Métis artist and Manitoba Hydro employee Wendy Bonnie created the original beadwork design that appears on the document, working in close collaboration with colleague Hannah Teakle, Creative Services, Manitoba Hydro. The photo in the document background was taken by another Manitoba Hydro employee near Missi Falls, along the Churchill River system.

“Traditional Métis beadwork often includes multiple natural elements: roots, berries, seeds, stems, flowers, and buds. Often the elements are arranged so the diverse elements are physically interconnected. The flower and bud images are traditional patterns that are found in historical beadwork. In this design, each flower is symbolic of the six Indigenous Nations acknowledged in the Commitment Statement. The digitized beadwork image has several layers of symbolism; at its essence is convergence in harmony. A traditional worldview teaches that all is interconnected, and nature is our guide as to how diversity can live in harmony.”

“The artwork includes images of land, water and sky; traditional beadwork patterns alongside a contemporary motif (bullrushes); and symbols of our past, present and future. The overall image is represented within a circle, reflective of traditional worldviews.”

— Wendy Bonnie, Red River Métis artist and Manitoba Hydro employee

Mitigation programming

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**.

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 May through October, approximately 42 individuals are employed as boat patrollers. During the 2022 season, our patrollers travelled a combined 81,785 km of our northern waters.

Business opportunities

“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

As of July 2022, Indigenous hiring on our recent transmission projects is ranging between 40 to 65% of the total hires.

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.

Partnering for reliability and safety

In 2022, through collaboration, we provided various employment opportunities to Indigenous communities to help reduce safety hazards and protect reliability through installation of preventative measures and vegetation management on our infrastructure and right of ways (ROW).

This included:

Installation of 910 fireshields in seven First Nations: Sioux Valley Dakota Nation, O-Chi-Chak-Ko-Sipi First Nation, Ebb and Flow First Nation, Sapotaweyak Cree Nation, Skownan First Nation, Pine Creek First Nation, and Sandy Bay Ojibway First Nation. *Fireshields* are designed to help wooden poles withstand the effects of forest fires, reducing the chance — and length — of major service disruptions.

Installation of fire mesh on two Transmission Lines near Tataskweyak Cree Nation, working with the local Indigenous community-owned contractor. *Fire mesh* is another product that serves as a barrier to protect infrastructure from being consumed in a wildfire.

Vegetation management projects to hand clear and/or mechanically clear distribution spans with five different Indigenous communities: Duck Bay, Mathias Colomb Cree Nation, Pine Creek First Nation, Rolling River First Nation, and the Coalition of First Nations with Interests in Riding Mountain National Park. Transmission vegetation management projects were completed near God’s Lake Narrows First Nation, Garden Hill First Nation, York Factory First Nation, Pimicikamak Cree Nation, Tataskweyak Cree Nation, Nisichawayasihk Cree Nation, Sapotaweyak Cree Nation, and Grand Rapids.

Working together in partnership

Our two most recent hydropower projects, developed by the **Wuskwatim Power Limited Partnership** and the **Keeyask Hydropower Limited Partnership (KHLP)**, included the involvement of Indigenous communities 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 Traditional Knowledge and technical science.

“Phase II environmental monitoring associated with operating the Wuskwatim Generating Station began in 2022 and extends until 2032. A portion of the Phase I monitoring results fell within predictions made in the Environmental Impact Statement (EIS) and as a result Phase II has fewer studies and less frequent monitoring for some components.”

— **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. Ethinesewin, traditional knowledge monitoring, will continue to take place on a yearly basis.





“The water ceremony itself was for all of the efforts of all the partners involved to acknowledge the spirit of the water, as one of the final stepping stones in this project. But the ceremony is also for the people of the four nations, the territory, the communities – to acknowledge Keeyask as a whole community. It’s a ceremony for every part of the water, the earth, the animals ... the winged ones, everything that is alive and how it has been affected; encouraging us to stay focused on what it is that continues to flow – the water, the seasons.”

— Susan Koblinski, Employee Retention and Support Services, Keeyask Project

On September 8, 2022, the Waciye Water Ceremony and Blessings was held at the Keeyask site.



The **Keeyask Generating Station** is a 695-megawatt (MW) hydroelectric generating station developed in partnership between Manitoba Hydro and four 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 (KHLPL)**.

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

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



Lori Beardy, Tataskweyak Cree Nation community member



Roderick Landry, Fox Lake Cree Nation community member

Business opportunities
28 contracts were awarded to the partner First Nations, with a total value exceeding \$785 million.

Total employment on entire project		
31,029 total hires	70% Manitoba residents	41% Indigenous Peoples

On-the-Job-Training (OJT) Programs on the Generating Station only (from August 2014 to March 31, 2023)		
184 KCN participants trained in OJT Programs with a total of 267,852 training hours	160 other Indigenous participants trained in OJT Programs with a total of 304,515 training hours	344 out of 562 total individuals were Indigenous

Labour hours on Keeyask Infrastructure Project and Generating Station only (from January 2012 to March 31, 2023)	
4.99 million hours worked by KCN partners	11.89 million hours worked by Indigenous Peoples

Keeyask Workers Opportunity Fund (KWOFF)

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

In 2022-23, community members, Jade Mayham of Tataskweyak Cree Nation, and Caleb Beardy, Dale Flett, and Tehya Massan, all from Fox Lake Cree Nation, were awarded bursaries from the fund.

Environmental mitigation and extensive environmental monitoring - including fish and wildlife - will continue at the Keeyask Project site for many years to come.



People power our province's growth

"This year's winners of Canada's Top Employers for Young People in 2023 understand that what moves the needle are programs that propel young people forward in their careers, beyond the onboarding stage. These employers are committed to their future, investing in professional development beyond the first year on the job."

— Kristina Leung, Managing Editor, Mediacorp

In 2022-23, we were selected as one of **Canada's Top Employers for Young People** for our range of programming that supports professional development for recent graduates; engineer-in-training programming that offers challenging assignments and work experience; co-op placements and paid internships in a variety of disciplines; technical and trades-related training and mentoring programs; and the benefits and full wages we provide to apprentices finishing college.



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.

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%

“This is one of my favorite events to volunteer at. The opportunity to spend hours with young girls, some of whom have never been to a university or known anyone to go to university, is such an important opportunity to show them what a real working engineer looks like, talk about our day-to-day lives, our work, and show them what potential they have in the science, technology, engineering and math (STEM) fields.”

*— Dawn Nedohin-Macek, Director,
Cyber Security and Enterprise Architect*

Since 2014, some of our top engineers from Manitoba Hydro have been mentoring at an event designed to encourage young girls' interest in the field. Make Your Move, which is organized by WISE Kid-Netic Energy and the University of Manitoba's Price Faculty of Engineering, was held on March 11 at U of M's Fort Garry Campus.

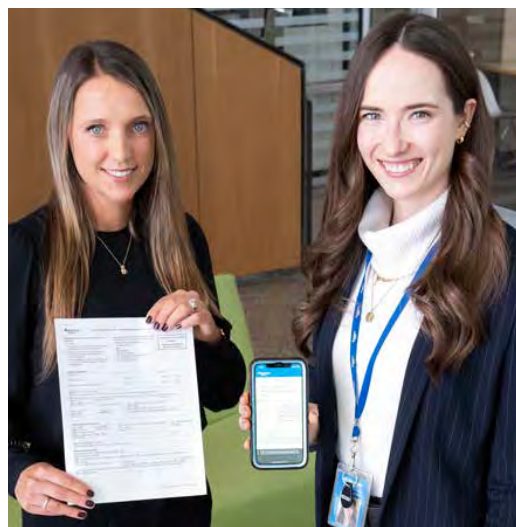


Dawn Nedohin-Macek volunteering at Make Your Move

In 2022, 232 students joined our workforce for a summer placement; and we provided \$101,000 in scholarships and bursaries to students across Manitoba.

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.



Alicia Malawski and Emily Andersen, Human Resources

Diversity, Equity & Inclusion

“Hydro is a cool company to be a part of because there are a variety of options available to advance your career and the chance to travel around Manitoba while you do it. It is based on seniority, so you are guaranteed new opportunities, and everyone gets a fair shot. You can also choose to specialize in a specific department within the company. You do not have to be on the tools for the rest of your life. I love that Hydro offers such a wide range of opportunities.”

— Alyssa Seniuk, pre-placement for Power Electricians

Pre-placement 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.

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



Alyssa Seniuk, Power Electrician trainee

“We were looking for a team-building activity that could be tied to Indigenous learnings. We all thought it would be a great activity to learn to make bannock — something everyone would also be able to take home to their families, a sharing of learnings. Members of our Indigenous Awareness Circle led our team through the baking as well as a smudge and sharing circle.”

*— Eileen Leslie, Operations Coordinator,
Parkland West, Manitoba Hydro*

Having strong, positive relationships with Indigenous Peoples is essential. We make opportunities available for all employees to learn about Indigenous Peoples, cultures, and history so they can support our efforts to build strong, respectful relationships.



Timothy Yaremchuk and Mike Marshall made bannock as one activity to share Indigenous learnings

As **one of Manitoba’s largest employers of Indigenous People**, we are very grateful for the many Indigenous employees who help organize events and activities that help grow our understanding of Indigenous cultures and histories. Training, activities, and events include a mandatory e-learning course; a two-day in-person workshop; and a variety of speaker series, activities and virtual presentations led by our **Indigenous Awareness Circle**, which is made up of employee volunteers.



Rose Monkman, Kevin Monkman, Karine Martel and Kathleen Hodgson, Indigenous Awareness Circle members.

Indigenous representation in our workforce has grown to 20.3% from 7% in 2000.

"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



Dale Wilson, Jaime Hanly, Danielle Bryant, Janet Mayor, Lisa Leochko, Jonathan Niemczak, and Carol Thiessen raising the Pride flag at our headquarters.

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

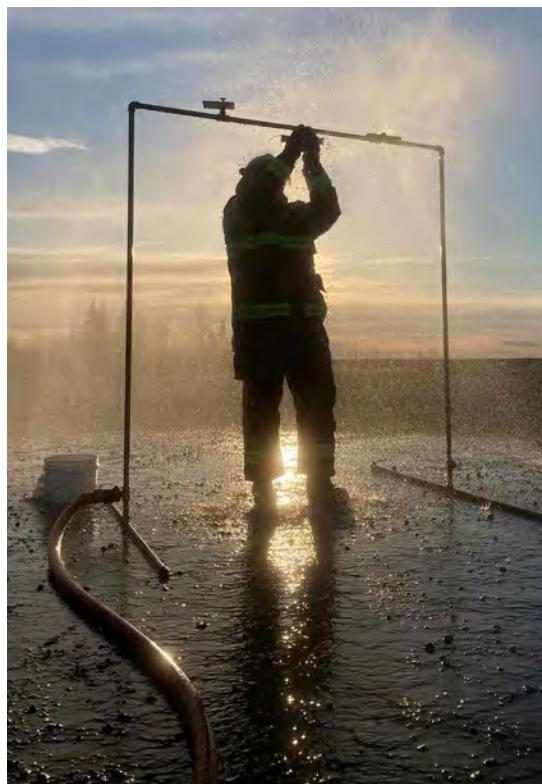
Our dedicated Respectful Workplace office helps us to sustain a safe, inclusive, and respectful work culture and environment, supported by our policies, practices and procedures for a Discrimination and Harassment Free Workplace.

Supporting our people's safety, health, and wellbeing

"A boat has capsized; this is not a test" squawked a message on our radio. We all reacted swiftly and calmly to start organizing a rescue effort. We do our best in unpredictable events like this — luckily, the three individuals who capsized were able to get themselves to shore safely."

*— ERC volunteer Fire Chief Ben Hanstead,
Safety and Training Support, Manitoba Hydro*

In addition to their regular day-to-day jobs across our organization delivering energy to our province, Manitoba Hydro's volunteer force of **Emergency Response Crews** protect fellow employees and our utility's critical facilities and assets (including generating and converter stations, and infrastructure) by fighting fires, performing first aid, conducting rescue operations, and spill response for hazardous materials.



With over 180 employee volunteers, our Emergency Response Crews (ERC) makes up the second-largest fire department in Manitoba after the City of Winnipeg Fire Paramedic Service.

"As part of Manitoba Hydro's commitment to employee safety, we conducted a Safety Culture Assessment in 2022 to understand the current state of our safety culture across our broad employee base. Feedback received identified areas for reinforcement and opportunities for improvement, informing the development of a roadmap to act on the recommendations."

— Dave Little, Director of Safety, Health and Environment, Manitoba Hydro

Ergonomic injuries perennially rank as the largest contributor to our Lost Time Incidents and our Lost Time Injury Severity Rate. To address this, we successfully piloted **new proactive prevention initiatives** in the past year and are using the outcomes of those initiatives to develop expanded training opportunities.

Safety			
Lost Time Injury (LTI) Frequency Rate	Target:	0.6-0.8	result: 1.87
LTI Severity Rate	Target:	12-16	result: 33.14
Serious Injury/Fatality Incidents	Target:	0	result: 2
Serious Injury/Fatality Potential Incidents	Target:	0	result: 5

“When Manitoba Hydro’s employees are on the job, it’s about working safely, first and foremost. Your safety should never be an afterthought.”

— Brent Robertson, Safety Policies Supervisor, Workplace Safety & Health, Manitoba Hydro

Supplementing ongoing regular communication to employees, Manitoba Hydro **annually recognizes Safety and Health Week**, with leadership and employees across our operations taking dedicated time to meet and discuss the importance of preventing injury and illness in the workplace and raise understanding and awareness of safety and health issues.

Regularly throughout 2022 and 2023, Manitoba Hydro invited guests from The Winnipeg Police Service, Downtown Community Safety Partnership (DCSP), and Downtown Winnipeg BIZ to present on the topic of safety and community involvement to employees working at our downtown headquarters.

Manitoba Hydro Employee Fund

“This fund for a family in need is what Hydro is about. Everyone has finite limits; we had budgets, but that goes out the door when you have a child in need, you just spend.”

— Manitoba Hydro retirees Dan and Terri Beaudoin, who received funding from the Manitoba Hydro Employee Fund to help with the costs of accessibility renovations after their daughter was diagnosed with a rare illness

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 special 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 or the death of the employee's spouse. Manitoba Hydro matches employee donations to the fund.

	2019	2020	2021	2022
Amount distributed	\$175,000	\$142,000	\$161,000	\$258,000
Families helped	25	26	22	35

YOU'RE AMONG FRIENDS



DONATE. WE'RE THERE FOR YOU.

Every dollar helps fellow employees keep their footing while facing disasters, accidents, tragedies and setbacks. We're not just employees – we're friends.

<http://employeefund>

Available in accessible formats upon request.

MANITOBA HYDRO
EMPLOYEE FUND



Care, responsibility, and protection for the environment

With operations, facilities and a network spanning our province, our interactions require care and attention to protecting the abundant natural resources across Manitoba. The large rivers that fuel our business provide a reliable source of energy, but we recognize that changes to the earth's climate can affect our water supply, infrastructure, and energy demand.

Great care is taken across our enterprise through strategic planning and programming to ensure our environmental stewardship, biodiversity management and innovation in planning for the future.

Climate change and emissions

“As many provinces and the United States work toward achieving net-zero carbon 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

MISO is an independent, not-for-profit, member-based organization focused on managing the flow of high-voltage electricity across 15 U.S. states and Manitoba, Canada. MISO facilitates one of the world's largest energy markets with more than \$40 billion in annual transactions.

In 2022, 79.5* million megawatt-hours (MWh) of electrical energy flowed across the Canada-United States 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 (but not heat) almost eight million homes.

In anticipation of mandates to publish climate-related risks and disclosures in alignment with the **Task Force on Climate-related Financial Disclosure (TCFD) framework**, Manitoba Hydro has been monitoring emerging best practices in the field and expects financial reporting practices to evolve accordingly.

Over 97.6% of the electricity generated in Manitoba was from renewable, virtually emission-free hydropower with an additional **2.4%** from wind generation.

The total energy consumption from renewable sources: **99.9%***.

* The remainder (0.01%) is from gas generation (non-renewable).

Other significant air emissions from gas powered electricity generation* include 268 tonnes NO_x and 17 tonnes SO₂ (2022).

* Gas generation at Brandon Generating Station and northern diesel generating stations

In 2022, our total direct GHG emissions were approximately **102 kilotonnes (kt)** of carbon dioxide equivalent (CO₂e) **80% below** our *voluntary target threshold of 520 kt CO₂e, based upon a 6% reduction below the 1990 emission levels.

GHG emissions avoided through net exports: **8 megatonnes.**

* Manitoba Hydro has a voluntary annual corporate greenhouse gas (GHG) emission target threshold of 520 kilotonnes (kt) of carbon dioxide equivalent (CO₂e), representing GHG emissions 6 per cent below 1990 levels. Our activities result in emissions of CO₂, CH₄, N₂O, SF₆ and CF₄. These GHGs are expressed in CO₂e as calculated using their appropriate Global Warming Potential (GWP) factors. While CO₂ is the primary GHG emission from our operations, accounting for roughly 59% of total emissions, CH₄ accounted for approximately 38% of emissions, and N₂O, and SF₆/CF₄ accounted for approximately 1% and 2% respectively.

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. Our many internal initiatives to manage risks positions us to adapt our processes to ensure we continue delivering reliable, renewable energy.

Through our internal **Climate Change Opportunities Risks and Adaptation (CCORA)** Working Group, we continued to identify and explore physical climate-related risks and opportunities across our organization. In 2022, we completed CCORA Phase II which identified and prioritized topics to study in more detail (Phase III) to plan for and adapt to future climate changes.

As part of a work initiative within CCORA, we are working with the **Ouranos Consortium** on early-stage development of an internal Climate Atlas to provide data in a consistent, accessible manner across Manitoba Hydro using a self-serve web application.

We are also working with the Ouranos Consortium to update our ensemble of **Global Climate Model (GCM) simulations** to align with CMIP6 (Coupled Model Intercomparison Project Phase 6). These updated GCM simulations are consistent with the Intergovernmental Panel on Climate Change's (IPCC's) latest Assessment Report and will form the basis for Manitoba Hydro's next public Climate Change Report.



Kyle Zevena and Ian Fish biked instead of driving and reduced greenhouse gas emissions in the Commuter Challenge.

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

Innovation and diversification

Future energy supply planning

“As we worked through our modelling process, exploring how best to meet our customers’ future energy needs in a range of scenarios, a number of key observations came into focus. Our initial results show electrification as a means of decarbonization results in our customers needing much more electricity, for example. They also show that strategic use of natural gas could reduce overall greenhouse gas emissions and mitigate the cost impacts of this increased electricity demand.”

**— Dave Bowen, Vice-President of Operations,
Manitoba Hydro**



Dave Bowen presenting outcomes during our IRP process.

Manitoba Hydro continued work on our first-ever **Integrated Resource Plan (IRP)** sharing the initial results from modelling and analysis of potential energy futures with customers and interested parties.

Conversations with customers and interested parties to understand their evolving electricity and natural gas needs are an important part of Manitoba Hydro’s IRP process. Engagement in the spring of 2022 provided important feedback on the scenarios and key inputs that are the backbone of the modelling work. With more modelling and analysis to do, Manitoba Hydro’s IRP team circled back in December 2022 to share initial results and gather feedback on additional modelling that may be needed before completing the IRP.

Final results of the modelling and preliminary outcomes of the IRP process, including draft near-term actions, will be shared in spring 2023 with the final report expected in summer 2023.

Our Integrated Resource Plan provides a road map to ensure our electricity and natural gas supply and delivery systems meet the needs of our customers for the next 20 years and beyond.

Environmental mitigation measures

Environmental protection plans apply to all major projects, including guidelines for protecting the environment during construction, maintenance, and decommissioning.

“During a recent transmission line project, we recognized that a portion of the proposed line route intersected an area defined by the government of Canada as critical habitat for the golden-winged warbler. In fulfilment of regulatory requirements, a golden-winged warbler right-of-way habitat management plan was developed and applied to the portion of our work that intersected defined critical habitat.”

— **Jonathan Wiens, Environmental Specialist, Manitoba Hydro**

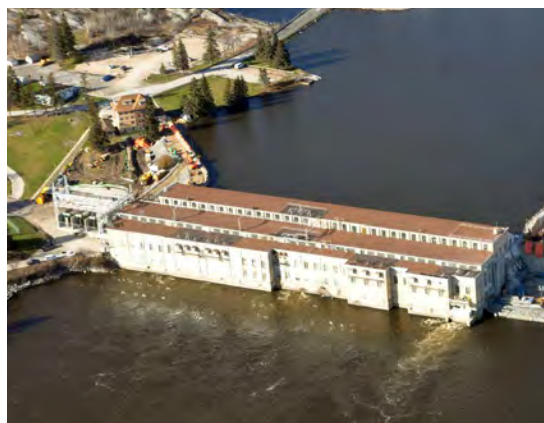
Design engineers and environmental specialists worked collaboratively to develop the habitat management plan intended to minimize the impact on the golden-winged warbler habitat within the transmission right-of-way. In areas of critical habitat for golden-winged warbler, right-of-way vegetation was selectively cleared of trees in the winter, with shrubs and grasses maintained using an integrated vegetation management approach to enhance long-term habitat suitability, but also allow safe and reliable operation. Following monitoring, no change in golden-winged occupancy was detected on the right-of-way after construction, and our studies found that the construction and operation of the transmission line has had no apparent effect on the golden-winged warbler.



A golden-winged warbler

“We flagged an issue of barn swallows nesting inside the station early in the planning process for the construction work and were able to prepare a mitigation plan.”

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



The Pointe du Bois Generating Station is going to have a multi-year overhaul to replace eight of the generating units. Upon finding birds nesting inside the station, a mitigation plan was developed that would allow the project to proceed and would reduce the impact on nesting birds (also to be in compliance with the **Migratory Birds Convention Act (MBCA)** and the **Species at Risk Act (SARA)**).

Lake sturgeon stewardship

Namao, Cree for lake sturgeon, have rich cultural significance and are important to Indigenous communities across Manitoba as a source of food and livelihood. Most lake sturgeon populations in Manitoba have been recommended for listing as Endangered by the Committee on the Status of Endangered Wildlife in Canada (COSEWIC). **Manitoba Hydro's Lake Sturgeon Stewardship and Enhancement Program** undertakes studies and research to enhance our understanding of the status of sturgeon populations and the effectiveness of conservation efforts. Work undertaken through Manitoba Hydro's Lake Sturgeon Stewardship & Enhancement Program in 2022-2023 updates our understanding of populations on the Winnipeg River (Great Falls and Pine Falls reservoirs) and Assiniboine River. Over the past decade, studies have shown that populations in many parts of the province are showing signs of recovery.

In 2023, Manitoba Hydro, in collaboration with the University of Manitoba, hosted the fourth **Manitoba Lake Sturgeon Science Workshop** which brought together a broad range of individuals to share new understandings and achievements in lake sturgeon research and conservation within Manitoba. Participation included provincial and federal regulators, Indigenous resource users, sturgeon boards/committees, industry, and academia. It included topics such as Indigenous Knowledge, management, population status, habitat use/movements, fish health, and genetics. The group acknowledged the incredible work conducted on lake sturgeon in the province and the progress made in closing data gaps.

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**. These groups conducted population studies in the Saskatchewan and Upper Nelson Rivers in 2022.

In addition, Fox Lake Cree Nation (FLCN) hosted the first **Kischi Sipi Namao Committee (KSNC) Sturgeon Cultural Camp**. Elders, youth, and resource users from FLCN, York Factory First Nation (YFFN), and KSNC committee members participated in the event. Activities included resource users demonstrating how to set sturgeon nets on the Nelson River; Elders filleting sturgeon while sharing stories of traditional uses; boiling and smoking sturgeon; and water quality sampling on the Nelson River. The importance of sustainable harvest, conservation, and respect were central themes echoed by the Elders and resource users throughout the event.

Through our **Grand Rapids Fish Hatchery** operation, **over 4,600 sturgeon fingerlings** and **794 yearlings** were released into the upper Nelson River in 2022 to support the Nelson River Sturgeon Board stocking initiatives. The hatchery also raised **over 5,100 fingerlings** and **802 yearlings** for stocking in the lower Nelson River to support stocking initiatives undertaken by the Keeyask Hydropower Limited Partnership.

Studies over the past decade are showing that lake sturgeon populations in many parts of the province are showing signs of recovery.

Water and waste management

All paper processed through Manitoba Hydro's **Official Records Destruction, Confidential Shredding and T.R.I.M Programs** are recycled. In 2022/23, **65 metric tons of paper was recycled** through these programs.

We also actively promote online options for **paperless billing** to reduce waste. Our energy bills are printed on **Forest Stewardship Council (FSC®) certified** paper that contains recycled content.

Our customers opting for paperless billing helps save over 15 million pieces of paper a year – equivalent to more than 1,500 trees.

Recycling:

- 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.

* Co-mingled and cardboard recycling

Manitoba Hydro was awarded a Call2Recycle Leader In Sustainability Award for 2022 in recognition of the effort we made to help divert almost 4.4 million kilograms of batteries from Canadian landfills.

Polychlorinated Biphenyls (PCBs) regulations in the Canadian Environmental Protection Act 1999 require that some equipment containing PCB concentrations of 50 parts per million (ppm) or more must be either serviced until compliant or permanently removed from service and storage by December 31, 2025.

Manitoba Hydro has an **Enterprise PCB Remediation Program** with the following scope:

- Inventory of all assets with the potential to be implicated by the PCB regulations
- Mapping of asset inventory and compliance status
- Sampling and testing of in-scope assets where nondestructive testing is both possible and cost effective
- Implementation of the best value remediation method for each asset: Remediate, Replace or Remove
- Creation of storage records for assets removed from service and stored for future disposal
- Creation of a single system of record to house all PCB status related data and documentation

Environmental Management System (EMS)

Manitoba Hydro is committed to protecting the environment affected by its projects and facilities, and we can only achieve that end with the full commitment of our employees and contractors.

As outlined in the **Environmental Management System (EMS)**, contractors must comply with all relevant environmental legislation and voluntary commitments made by Manitoba Hydro.

To assist contractors with a consistent understanding, Manitoba Hydro produces a series of **Contractor Environmental Responsibilities (CER) bulletins**, similar to Environmental Protection Plans, that outline environmental responsibilities for construction and maintenance contractors retained by Manitoba Hydro on a variety of activities from Wildlife Protection to Excavating and Backfilling.

By communicating our expectations to contractors before a project begins, we can mitigate environmental risk and associated lifecycle impacts; this also allows contractors to adjust their bids accordingly. The bulletins provide clear, concise direction, and are an effective environmental management tool.

Environmental stewardship

“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, Manitoba Hydro



For over 20 years, we have incorporated sustainability in our building design.

- Manitoba Hydro headquarters in downtown Winnipeg 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 an apiary and Indigenous garden on the third-floor roof.
- Our Customer Services Centres in Neepawa and Ashern, built in 2015, were modelled 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.

Based on our positive experience with these projects, **sustainable design** is baked into our standards and guidelines for facility renovation and new construction projects going forward.

“The upcoming Riel Construction Office is another upcoming example of sustainable design in our facilities. It features an activity-based design approach which provides a variety of workpoints for employees, such as workstations, offices, and a work café, which encourages healthy movement.”

— Mark Pauls, Manager, Corporate Facilities & Security, Manitoba Hydro

We aspire to a holistic definition of sustainability in our facility projects – we design and construct buildings that:

- support the health and productivity of our employees;
- meet best practices in terms of inclusivity and accessibility;
- reduce environmental impact through material selection and energy efficiency;
- support our communities through good architectural design; and
- reduce our overall life cycle cost to build, operate and maintain.

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.

Addressing environmental impacts and remediation

“Already two sites — a former borrow area from the Kettle Generating Station and the former Limestone Generating Station camp site — have been cleaned up, graded, disced, and planted with trees, shrubs and berries from the local area.”

— Emily Verrier, Environmental Coordinator, Manitoba Hydro

The **Legacy Site Revegetation Program** focuses on the rehabilitation of areas disturbed by Manitoba Hydro’s historical developments. The program is guided by a collaborative, Elder-led process with Fox Lake Cree Nation (FLCN) to revegetate legacy sites along the Lower Nelson River. In fall 2022, the FLCN Elders visited the first two completed sites, and efforts are now focused on greening up two new legacy sites.



Youth from Fox Lake Cree Nation planting jack pine trees in 2018 in an old Kettle GS borrow area (west of Gillam)

“The purpose of our work is to manage any contamination from the operation of surplus and orphaned sites that were contaminated by past activities before the property is repurposed or sold.”

— Cameron Brown, Environmental Engineer, Manitoba Hydro

The **Potentially Contaminated Sites Management (PCSM)** program was initiated to manage Manitoba Hydro’s environmental liability associated with sites that were contaminated by past activities. The program includes surplus and orphaned sites and maintains a database of environmental information for over 1,000 current and former sites, owned or operated by Manitoba Hydro.

Within the PCSM program in 2022/23, Environmental Site Assessment and Remediation work was advanced at 12 decommissioned distribution substations and a closed rural district office.



Jack pine trees planted in 2019 in the old Limestone GS Camp site



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Available in accessible formats upon request.

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