

Appendices

2020 ESG Performance Overview

All information is for Hydro One Limited unless there is an asterisk, in which case the information is just for Hydro One Networks.

Indicator	2018	2019	2020
People			
Total recordable injury rate per 200,000 hours worked ⁴¹	1.1	0.78	0.87
Lost time injury frequency rate per 200,000 hours worked ⁴²	28.3	25.6	14.5
Serious injury and fatality rate per 200,000 hours worked ⁴³	0.1	0.2	0.2
Fatalities from work-related incidents (number)	0	1	1
Average number of hours for learning and development per employee (New indicator for 2020)	-	-	34.0 hours
Employee Turnover Rate ⁴⁴ (%) (New indicator for 2020)	-	-	4.0
Executive diversity ⁴⁵ (%)			
Women	33.5	31.9	25.8
Men	66.5	68.1	74.2
Visible minorities	15.2	24.6	24.5
Number of unresolved well-founded privacy complaints ⁴⁶ as determined by the Privacy Commissioner of Canada	0	0	0
Number of cases received by our corporate ethics office ⁴⁷	223	265	293
Planet			
Scope 1 GHG emissions (tCO ₂ e) ⁴⁸	168,381	163,792	183,056
Scope 2 GHG emissions (tCO ₂ e) ⁴⁹	166,145	161,757	161,666
VOC emissions (tonnes) (New indicator for 2020)	-	-	29.9
NOX emissions (tonnes) (New indicator for 2020)	-	-	1,075.2
SOX emissions (tonnes) ⁵⁰ (New indicator for 2020)	-	-	35.4
Total Particulate Matter (tonnes) (New indicator for 2020)	-	-	23.1
Spill recovery rate (%) [*]	94	96	98
Total solid waste produced (tonnes) [*]	142,520	126,900	154,000
Total solid waste recycled (tonnes) [*]	8,607	8,880	11,000
Pollinator habitat established (Ha) [*]	10	20	20

41 As our performance improves, as of 2019, we are reporting this metric to two decimal points.

42 We are using a new online portal to calculate the lost time injury frequency rate and 2018 is now our baseline year. We have updated the 2018 and 2019 data accordingly.

43 We previously reported this as lost time injury frequency rate and have updated the terminology. Note that the methodology remains the same allowing for year-over-year comparisons.

44 The rate is calculated based on voluntary, involuntary, retirement and other departures as a percentage of the average annual number of permanent employees.

45 We define executive level as VP and above and all values represent averages over the year.

Indicator	2018	2019	2020
Community			
Capital investments (\$ millions)	1,575	1,667	1,878
Investment in research and development (\$ millions)	5.2	4.4	4.7
Indigenous procurement spend (\$ millions)	39.4	41.3	42.0
Community investment donations and sponsorships (\$ millions)	2.6	2.8	3.1
Transmission customer satisfaction (%) [*]	90	87	83
Commercial and Industrial satisfaction (%) [*]	77	79	86
Residential and small business customer satisfaction (%) [*]	76	86	87
Productivity savings (\$ millions)	135.5	202.3	286.0
Bill savings through the Affordability Fund Trust ⁵¹ (\$ millions)	0.6	2.1	3.1
Transmission System Average Interruption Duration Index ^{*52} (per delivery point per year)	0.8 hours	0.6 hours	1.0 hours
Transmission System Average Interruption Frequency Index ^{*53} (per delivery point per year)	1.2	1.0	0.9
Distribution System Average Interruption Duration Index ^{*54} (per customer per year)	6.8 hours	7.0 hours	7.3 hours
Distribution System Average Interruption Frequency Index ^{*55} (per customer per year)	2.2	2.5	2.5
Customer Average Interruption Duration Index (per customer per year)	3.1 hours	2.8 hours	2.9 hours

46 The term "well-founded" is used by the Office of the Privacy Commissioner of Canada when the Commissioner has found that an organization has failed to respect a provision of the Personal Information Protection and Electronic Document Act.

47 Over the past three years we have seen an increase in cases received. Hydro One welcomes this, as we believe it points to the effectiveness of our training program and our employees' comfort in reporting.

48 For Scope 1 emissions, historical annual reported emissions have been adjusted to reflect both the entities included within that reporting year, and to reflect the applicable global warming potential at the time of reporting in order to allow appropriate comparison to 2020 data.

49 For Scope 2 emissions, historical annual reported emissions have been adjusted to reflect both the entities included within that reporting year, and to reflect the applicable global warming potential at the time of reporting in order to allow appropriate comparison to 2020 data.

50 We report our SOX emissions as SO₂ which is a subset of SOX emissions and required for reporting under Canadian law.

51 The Affordability Fund Trust provides qualifying residential customers with free home energy efficiency upgrades. The bill savings are realized as a result of the energy efficiency measures given to participants <https://www.affordabilityfund.org>. In 2020, there was a higher volume of participation driven by the COVID-19 pandemic, causing more customers to seek support from the program.

52 The Transmission SAIDI numbers do not include any events with more than 10,000 MW* minutes unsupplied energy, initiated by uncontrollable causes, such as weather, environment, or foreign object interference.

53 The Transmission SAIFI numbers do not include any events with more than 10,000 MW* minutes unsupplied energy, initiated by uncontrollable causes, such as weather, environment, or foreign object interference.

54 The Distribution SAIDI numbers do not include any force majeure events. We define a force majeure event to have occurred when electricity service to 10% or more of our distribution customers has been interrupted by an event.

55 The Distribution SAIFI numbers do not include any force majeure events. We define a force majeure event to have occurred when electricity service to 10% or more of our distribution customers has been interrupted by an event.