

# 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	2019	2020	2021
<b>People</b>			
Total recordable injury rate per 200,000 hours worked	0.78	0.87	<b>0.74</b>
Lost time injury frequency rate per 200,000 hours worked <sup>33</sup>	32.5	18.5	<b>11.7</b>
Serious injury and fatality rate per 200,000 hours worked	0.2	0.2	<b>0.2</b>
Fatalities from work-related incidents (number)	1	1	<b>1</b>
Average number of learning & development (L&D) per employee (hours)		34.0	<b>45.9</b>
Unionized employees (new indicator for 2021) (%)			<b>90</b>
Employee volunteer hours		3,870	<b>4,315</b>
Employee turnover rate <sup>34</sup> (%)		4.0	<b>5.3</b>
Executive diversity <sup>35</sup> (%)			
Women	31.9	25.8	<b>30.6</b>
Men	68.1	74.2	<b>69.4</b>
BPOC			<b>23.7</b>
Indigenous			<b>0</b>
2SLGBTQIA+ (new indicator for 2021)			<b>0</b>
Disability (new indicator for 2021)			<b>2.6</b>
Number of unresolved well-founded privacy complaints <sup>36</sup> as determined by the Privacy Commissioner of Canada	0	0	<b>0</b>
Number of cases received by our corporate ethics office <sup>37</sup>	265	293	<b>296</b>
<b>Planet</b>			
Scope 1 GHG emissions (tCO <sub>2</sub> e)	163,792	183,056	<b>167,699</b>
Scope 2 GHG emissions (tCO <sub>2</sub> e)	161,757	161,666	<b>137,430</b>
VOC emissions (tonnes)		29.9	<b>30.4</b>
NOX emissions (tonnes)		1,075.2	<b>1,084.4</b>
SOX emissions (tonnes)		35.4	<b>35.8</b>
Total particulate matter emissions (tonnes)		23.1	<b>19.4</b>
Electricity use (new indicator for 2021) (kWh)			<b>42,856,242</b>
Energy use (new indicator for 2021) (GJ)			<b>936,271</b>
Spill recovery rate (%) <sup>*</sup>	96	98	<b>97</b>
Total solid waste produced (tonnes) <sup>*</sup>	126,900	154,000	<b>128,000</b>
Total solid waste recycled (tonnes) <sup>*</sup>	8,880	11,000	<b>8,767</b>
Pollinator habitat established (Ha) <sup>*</sup>	20	20	<b>20</b>

Indicator	2019	2020	2021
<b>Community</b>			
Capital Investments (\$ millions)	1,667	1,878	<b>2,125</b>
Investment in research & development (\$ millions)	4.4	4.7	<b>6.0</b>
Indigenous procurement spend (\$ millions)	41.3	42.0	<b>58.3</b>
% Indigenous procurement spend to total sourceable procurement spend (new indicator for 2021) (%)			<b>3.4</b>
Community investment donations and sponsorships (\$ millions)	2.8	3.1	<b>3.3</b>
Transmission customer satisfaction (%) <sup>*</sup>	87	83	<b>92</b>
Commercial and industrial satisfaction (%) <sup>*</sup>	79	86	<b>80</b>
Residential and small business customer satisfaction (%) <sup>*</sup>	86	87	<b>89</b>
Productivity savings (\$ millions)	202.3	286.0	<b>343.9</b>
Bill savings through the AFT (\$ millions)	2.1	3.1	<b>1.0</b>
Transmission SAIDI <sup>*38</sup> (per delivery point per year) (minutes)	7.9	4.6	<b>4.2</b>
Transmission System Average Interruption Frequency Index (SAIFI) <sup>*39</sup> (per delivery point per year)	0.3	0.2	<b>0.3</b>
Distribution SAIDI <sup>*40</sup> (per customer per year) (hours)	7.0	7.3	<b>6.5</b>
Distribution SAIFI <sup>*41</sup> (per customer per year)	2.5	2.5	<b>2.4</b>
CAIDI (per customer per year) (hours)	2.8	2.9	<b>2.8</b>

33 In 2020, we began using an online portal to calculate the lost time injury frequency rate. This portal allows us to report lost time injury days that accumulate due to injuries that occur in prior years. We have updated the 2019 and 2020 data accordingly.

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

35 We define executive level as Vice President and above and all values represent averages over the year.

36 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 Documents Act*.

37 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.

38 In 2021, we are reporting the Transmission SAIDI for multi-circuit supplied delivery points. The 2019 and 2020 figures were updated to also reflect multi-circuit supplied delivery points. 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.

39 In 2021, we are reporting the Transmission SAIFI for multi-circuit supplied delivery points. The 2019 and 2020 figures were updated to also reflect multi-circuit supplied delivery points. 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.

40 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.

41 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.