

# Appendix

## 2019 ESG Performance Overview

INDICATOR	2019	2018	2017
<b>Employees and Workplace</b>			
Executive diversity <sup>43</sup>			
Women	31.9%	33.5%	33.9%
Men	68.1%	66.5%	66.1%
Visible minorities	24.6%	15.2%	6.3%
<b>Grid Resiliency and Modernization</b>			
Capital investments (\$ millions)	\$1,667	\$1,575	\$1,567
<b>Innovation</b>			
Investment in research and development (\$ millions)	\$4.4	\$5.2	\$5.0
<b>Climate Change<sup>44</sup></b>			
Scope 1 GHG emissions (tCO <sub>2</sub> e)	163,761	168,381	–
Scope 2 GHG emissions (tCO <sub>2</sub> e)	156,847	166,145	–
<b>Health and Safety</b>			
Total annual recordable injury rate per 200,000 hours worked	0.8	1.1	1.2
Lost time injury severity rate per 200,000 hours worked	6.9	2.2	8.6
Lost time injury frequency rate per 200,000 hours worked	0.2	0.1	0.2
<b>Indigenous Partnerships</b>			
Indigenous procurement spend (\$ millions)	\$41.3	\$39.4	\$24.1
<b>Community Partnerships</b>			
Community investment donations and sponsorships (\$ millions)	\$2.8	\$2.6	\$2.2
<b>Customer Service</b>			
Transmission customer satisfaction (%) <sup>*</sup>	87	90	88
Commercial and Industrial satisfaction (%) <sup>*</sup>	79	77	73
Residential and small business customer satisfaction (%) <sup>*</sup>	86	76	71
<b>Accessibility and Affordability</b>			
Productivity savings (\$ millions)	\$202.3	\$135.5	\$89.5
Bill savings through the Affordability Fund Trust <sup>45</sup>	\$2.1	\$0.6	–
<b>Reliability</b>			
Transmission System Average Interruption Duration Index <sup>*46</sup>	0.6 hours	0.8 hours	0.6 hours
Distribution System Average Interruption Duration Index <sup>*47</sup>	7.0 hours	6.8 hours	7.9 hours
<b>Governance</b>			
Number of unresolved well-founded privacy complaints <sup>48</sup> as determined by the Privacy Commissioner of Canada	0	0	0
Number of cases received by our corporate ethics office <sup>49</sup>	265	223	193

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

43. We define executive level as VP and above. Diversity data is based on employees voluntarily self-identifying. We have changed our calculation methodology and now all values represent averages over the year. We have updated 2017 and 2018 data so it can be compared to the new methodology used in 2019.
44. Improved data management led to establishment of 2018 as the baseline year for GHG data collection. Our 2018 metrics were also adjusted to be inclusive of Hydro One Limited and update of carbon equivalent based on 2018 adjustments reported in Canada's National Inventory Report, 1990-2018, Part 2, Annex 6 & 13; Emission Factors.
45. 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>
46. 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.
47. 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.
48. 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.
49. 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.