

## FortisAlberta Sustainability Key Performance Indicators

	2021	2020	2019
<b>Our People</b>			
<b>Employee Safety</b>			
All Injury/Illness Frequency Rate (injuries per 200,000 hours)	0.21	0.52	0.94
Lost Time Injury/Illness Frequency Rate (lost-time injuries per 200,000 hours)	0	0.21	0.42
Lost Time Injury Severity Rate (calendar days lost per 200,000 hours)	0	9.7	15.81
Safety Perception Survey (Safety Index Score)	-	83	-
<b>Employee Demographics</b>			
Total number of employees (#)	1,115	1,088	1,111
Positive employee engagement survey results (% of total workforce)	-	-	79
Percentage of female employees (%)	32	31	31
Percentage of female management (Supervisor, Manager, and Director) (%)	35	34	36
Percentage of female executives (%)	25	25	29
<b>Employees Age (ALL)</b>			
Percentage of employees under 30 (%)	9	9	12
Percentage of employees 30 – 50 (%)	60	60	57
Percentage of employees over 50 (%)	31	31	31
<b>Employees Age (Management)</b>			
Percentage of employees 30 – 50 (%)	66	62	57
Percentage of employees over 50 (%)	34	38	43
<b>Employee Age (Executives)</b>			
Percentage of employees 30 – 50 (%)	50	50	71
Percentage of employees over 50 (%)	50	50	29
<b>Turnover and Retention</b>			
Annual voluntary turnover (% of total workforce)	3.37	0.82	2.9
Annual retirement rate (% of total workforce)	2	2.21	0.99
Average years of employment (#)	27	25	27
Percentage of employees eligible to retire in 5 years (%)	11	10	8
<b>Hiring</b>			
Percentage of job vacancies filled by existing employees (%)	60	83	59
Percentage of job vacancies filled by females (ALL) (%)	39	36	42
Percentage of job vacancies filled by females (management) (%)	42	23	48
<b>Benefits</b>			
Employee training (\$ per employee)	2,244.24	1,861.22	2,054.11
Percentage of full-time employees that are eligible to receive Disability coverage (%)	100	100	100
Percentage of full-time employees that are eligible to receive Employee and Family Assistance Program (%)	100	100	100

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<b>Benefits</b>			
Percentage of full-time employees that are eligible to participate in the Employee Share Purchase Program (%)	100	100	100
Percentage of full-time employees that are eligible to receive Health Care Benefits (%)	100	100	100
Percentage of full-time employees that are eligible to receive Life Insurance (%)	100	100	100
Percentage of full-time employees that are eligible to participate in the Retirement Savings Plan (%)	100	100	100

<b>Labour Management Relations</b>			
Total number of work stoppages (#)	0	0	0
Percentage of total workforce unionized (%)	77	78	79

### Our Communities

<b>Customer Information</b>			
Number of customers (#)	577,200	572,000	568,000
% Residential	76	75	-
% Agricultural	9	9	-
% Commercial and Industrial	12	12	-
% Oil & Gas	3	4	-

<b>Distribution Connected Generation (DCG)</b>			
Number of DCG connected annually (#)	7	4	3
Installed capacity of DCG connected annually (MW)	116.5	56.5	16.8

<b>Energy Deliveries</b>			
Total electricity delivered (GWh) (excluding transmission connected)	16,643	16,092	16,887

<b>Public Safety</b>			
Third-party overhead powerline contacts (#)	377	317	248
Third-party underground powerline contacts (#)	162	115	117

<b>Economic Value</b>			
Total amount paid in Employee Compensation (\$)	166,414,014	159,631,880	157,978,762
Total amount paid to top 10 Contract Services (\$)	61,534,342	89,038,610	-
Total amount paid to top 10 Material Vendors (\$)	121,981,830	71,160,453	-
Total amount paid in Community Donations (\$)	849,000	1,012,000	1,154,000

### Our Environment

<b>Emissions</b>			
Emissions Scope 1 (tCO <sub>2</sub> eq) (Fleet and natural gas for building heat)	10,750	11,225	12,119
Emissions Scope 2 (tCO <sub>2</sub> eq) (emissions from buildings)	5,218	5,449	5,804
Emissions Scope 2 (tCO <sub>2</sub> eq) (line losses)	435,915	434,910	420,090
Energy efficiency programs reductions (MWh)	33,442	33,533	33,061
Energy efficiency programs emissions reductions (tCO <sub>2</sub> eq)	19,062	19,114	18,845

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<b>Oil Releases</b>			
Reportable oil releases to the environment (number of Alberta Environment & Parks reportable)	43	13	5
Number of fines associated with releases (#)	0	0	0
<b>Biodiversity</b>			
Area of powerline right-of-ways managed under Integrated Vegetation Management Principles within the Forest Protection Area (acres)	24,058	23,722	-
<b>Waste Management</b>			
Disposal of hazardous waste (tonne)	0.2	3.4	0.54
<b>Business Excellence</b>			
<b>Customer Service</b>			
Customer Satisfaction Index (%)	88.8	88.6	86.6
Customer Care Centre First Call Resolution (%)	83.8	85.2	83.2
<b>Board of Directors</b>			
FortisAlberta Board of Directors (#)	10	10	10
Percentage of Independent Directors (%)	60	50	60
Percentage of Female Directors (%)	40	50	40
<b>Financial Indicators</b>			
Capital Expenditures (\$)	349,924,000	372,100,000	356,600,000
<b>Reliability</b>			
System average interruption duration (hr)	2.42	1.82	1.88
System average interruption frequency (#/year)	1.42	1.2	1.23
<b>Governance and Policy</b>			
<b>Environment</b>			
Emergency Spill Response Plan	YES	YES	-
Environmental Management System aligned with ISO 14001	YES	YES	-
Avian Protection Plan	YES	YES	-
<b>Governance</b>			
Anti-corruption	YES	YES	-
Code of Conduct	YES	YES	-
Whistleblower	YES	YES	-
Insider Trading	YES	YES	-
Respectful Workplace	YES	YES	-
Internal Inclusion and Diversity	YES	YES	-
Political Engagement	YES	YES	-
Privacy	YES	YES	-
<b>Aboriginal Engagement</b>			
Documented consultation process with Indigenous communities	YES	YES	-
Indigenous communities within FortisAlberta's service area have been formally identified	YES	YES	-