

# 2022 FortisAlberta Sustainability

at a glance

**2** Electricity Canada Awards

**1** Sustainability Designation

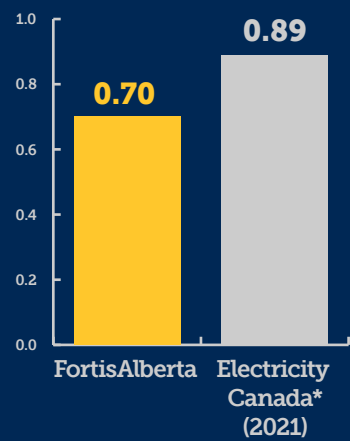
**1** Top Employer Award

**179,405** calls to 310-WIRE

**\$2.7M** for employee training

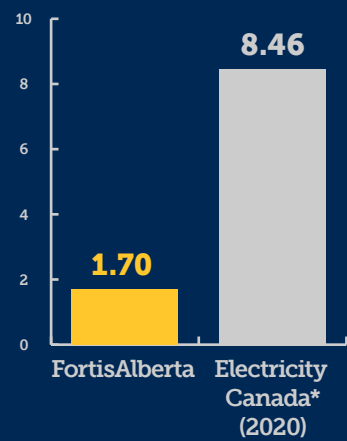
**19** PLTs hired

All injury frequency rate (AIFR)



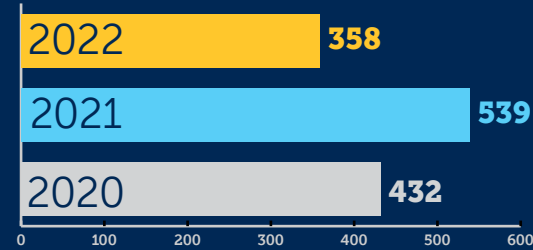
\*2022 data from Electricity Canada is not yet available

System average interruption duration (hr)



\*2022 data from Electricity Canada is not yet available

Third-party powerline contacts (#)



**119** regulatory filings

**69** percentage of job vacancies filled by existing employees (%)

annual voluntary turnover (% of total workforce)

**2.86**

**30** average years of employment (#)

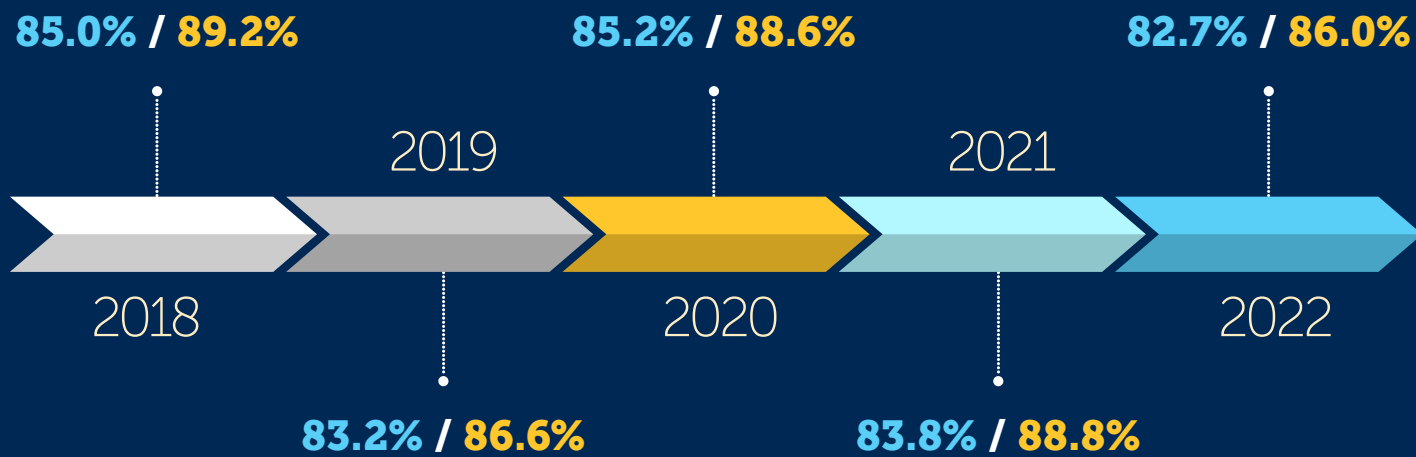
**33%** percentage of female management (supervisor, manager and director)

**Board of Directors**  
 » percentage of independent directors  
 » percentage of female directors

**25%** percentage of female executives

**121** new employees onboarded  
**99** leaders completed FortisAlberta Leadership Training

Customer Care Centre First Call Resolution (%) / Customer Satisfaction Index (%)



**\$799,000** total amount paid in community donations

**76%** percentage of total workforce unionized

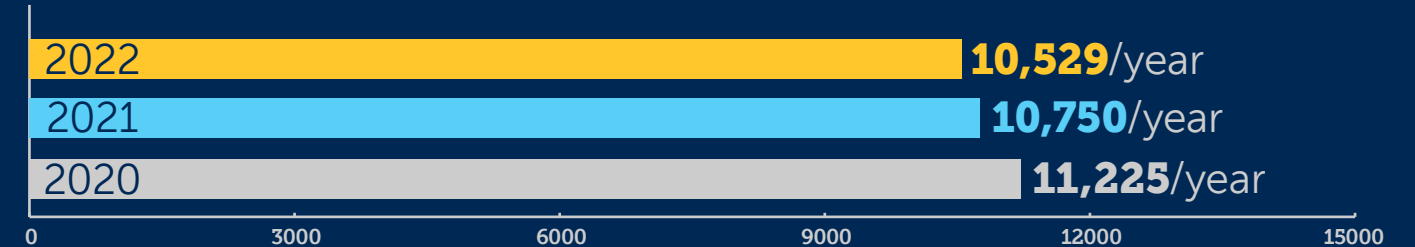
**2** disaster recovery efforts

**52** franchise agreements signed

**40,000** high risk fire area (HRFA) assets patrolled

**4,400** employee engagement survey verbatim comments

**Emissions Scope 1** (fleet and natural gas for building heat) (tCO<sub>2</sub>e)\*



\*An independent third-party review found that FortisAlberta's 2021 greenhouse gas inventory and methodology were supported by appropriate underlying evidence and sound methodology.

**37** operations teams 1 year w/o injury

**3** new electric vehicles

**240** community investment donations

**\$510M** capital work

**50%** of customers benefit from automation

**36** Land Acknowledgement plaques installed