

Manitoba Hydro's Environmental, Social and Governance (ESG) 2023-2024 Highlights

For the year ended March 31, 2024

People

“ Safety is the number one priority at Manitoba Hydro. When employees see the ‘Everybody gets home safe’ decal, it reminds them of why they need to work safely and to get home to their families, their kids and social activities – everything that’s important to them every day. For the public, it shows them what our priorities are to always work safe. ”

— Joe, Parkland West



Community

“ For over 25 years, Manitoba Hydro has supported the Royal Manitoba Winter Fair. The fair provides a one-on-one interaction with our customers educating them on the dangers associated with electricity and natural gas. Our messaging targets both the rural and urban demographics with a focus on our younger customers. The kids love playing interactive games with us and learning about safety! ”

— Tara, Public Safety Specialist

Environment

“ We have been building a path that supports operations but also manages safety, cost, reliability - all while protecting our wildlife. ”

— Jonathan, Environmental Specialist





Land Acknowledgement

Manitoba Hydro has a presence right across Manitoba – on Treaty 1, Treaty 2, Treaty 3, Treaty 4 and Treaty 5 lands – the original territories of the Anishinaabe, Anishinew, Cree, Dakota, and Dene peoples and the National Homeland of the Red River Métis.

We acknowledge these lands and pay our respects to the ancestors of these territories. The legacy of the past remains a strong influence on Manitoba Hydro's relationships with Indigenous communities today, and we remain committed to establishing and maintaining strong, mutually beneficial relationships with Indigenous communities.

Governance

As Manitoba's largest energy provider, we strive to operate our business ethically and responsibly to contribute to our province's economic and social growth and serve our customers and our province as a trusted advisor.

Manitoba Hydro is a provincial Crown Corporation and one of the largest integrated electricity and natural gas distribution utilities in Canada. The governance of our organization is through the **Manitoba Hydro-Electric Board (MHEB)**. Electricity and natural gas rates in Manitoba are regulated by the **Public Utilities Board (PUB)**.

Our organization regularly reports on our operations, our finances, and our social responsibilities in compliance with the Province of Manitoba's *Public Services Act* and *Crown Corporations Governance and Accountability Act* through our **Annual Business Plan, Annual Report, Enterprise Plan and Public Sector Compensation Disclosure Report**, among other regular quarterly reports and documentation. These are available to the public on our website at: www.hydro.mb.ca/corporate/financial.

Customers

Number of electric customers: **624,062**

Number of natural gas customers: **298,639**

Number of communities with natural gas service: **135**

Capital Investments (in millions)

Electric **\$653**

Gas **\$50**





People

Our workforce is representative of the people and communities we serve — as we are Manitobans living and working alongside fellow Manitobans. We are **one of Manitoba's largest employers** and **recognized annually as a top employer** for our commitment to the **safety and well-being of both our workforce and the public.**



Total number of full-time equivalent employees: 5,362



Diversity of Employees

	Target	Actual
Indigenous province-wide workforce fiscal annual target	18%	20.1%
Indigenous northern workforce fiscal annual target	47%	47.2%
Indigenous in management 2022-23	8%	7.8%
Persons with disabilities 2022-23	8%	8.2%
Visible minorities 2022-23	14%	13.8%
Women in workforce 2022-23	30%	24.5%
Women in management 2022-23	30%	34.3%



Manitoba Hydro is annually recognized provincially as a top employer and nationally as a top diversity and green employer.

In 2023-24, we were selected as one of Canada's Top Employers for Young People.

Manitoba Hydro was awarded Workplace Diversity & Inclusion Champion in Electricity Human Resources Canada's 2023 Awards of Excellence.





Ben shared his expertise as a power line technician at a presentation earlier this year in Sagkeeng First Nation, his home Anicinabe community.

Through 2023-24, we reached 4,748 students in grades five and six across 94 schools province-wide with electrical and natural gas safety messaging.

66%* of residential customers are satisfied with Manitoba Hydro's Safety Education.

* Safety Education satisfaction score from online survey is approximately 15% lower than prior phone survey results due to the methodology change. In 2023-24, an annual average of 66% of respondents reported a 7 or higher on a 1-10 scale to the question "On a scale of 1 to 10, where 1 is extremely dissatisfied and 10 is extremely satisfied, how satisfied are you with Manitoba Hydro's efforts to inform and encourage public safety around electricity and natural gas?" MB Hydro Customer Service Tracking Study - a quarterly survey of 500 Manitobans since 1999.

76%* of residential customers reported they are satisfied with Manitoba Hydro's overall service.

* Overall Service satisfaction score from online survey is approximately 9% lower than prior phone survey results due to the methodology change. In 2023-24, an annual average of 76% of respondents reported a 7 or higher on a 1-10 scale to the question "On a scale of 1 to 10, where 1 is extremely dissatisfied and 10 is extremely satisfied, how satisfied are you with the overall service you have received from Manitoba Hydro?" MB Hydro Customer Service Tracking Study - a quarterly survey of 500 Manitobans since 1999.

93%* of customers satisfied with field service.

* Data from our Voice of the Customer program (2023-24 fiscal year).



Community

Through our **Community Giving Program** our employees make meaningful impacts and support the causes they care about:

- Via donations through **myCharity payroll deduction**;
- Through volunteerism in our **Volunteer Grant Program**; and
- As **Employee Champions** for organizing fundraising initiatives and activities.



In 2023, combined myCharity employee and corporate payroll donations across Manitoba exceeded \$1,101,000.

ALS Society of Canada	\$5,258.50
Alzheimer Society of Manitoba	\$22,733.10
Big Brothers Big Sisters of Central Plains	\$916.50
Brandon Regional Health Centre	\$2,138.50
Diabetes Canada	\$23,459.80
Canadian Red Cross	\$10,556.52
CancerCare Manitoba Foundation	\$97,828.90
Canadian Mental Health Association	\$24,595.48
Children's Hospital Foundation of Manitoba	\$43,405.70
Crohn's & Colitis Canada	\$6,130.02
Dauphin & District Community Foundation	\$2,294.50
Firefighters' Burn Fund	\$9,366.50
Harvest Manitoba	\$44,181.80
Heart & Stroke Foundation	\$40,693.64
Kidney Foundation of Canada	\$11,057.02
Lac du Bonnet & District Charitable Foundation	\$3,332.16
MS Canada	\$8,975.72
Manitoba Lung Association	\$6,479.72
Manitoba Possible	\$6,688.50
Parkinson Canada	\$6,857.50
Ronald McDonald House Charities	\$13,948.22
Salvation Army	\$14,184.30
Samaritan House Ministries	\$1,859.00
Selkirk & District Community Foundation	\$2,405.00
Siloam Mission	\$45,877.00
Thompson Community Foundation	\$4,862.00
United Way Pembina Valley	\$1,560.00
United Way Brandon	\$2,379.00
United Way Winnipeg	\$53,428.70
Winnipeg Humane Society	\$33,264.92

Employee Pledge Total **\$550,718**

In 2023, Manitoba Hydro and our employees donated just over \$503,990 to the United Way.

Employee Champions

are active volunteers and fantastic fundraisers in our communities. Employees who co-ordinate fundraising activities and initiatives for registered charities receive an additional \$750 donation from Manitoba Hydro towards that charity.



Sherelle Kwan, CancerCare Manitoba, receives a \$5,500 cheque from employee champions Jeff and Barry, who organized the annual Dirt Cup hockey fundraiser in 2023.

In 2023, employee champions supported:

- Alzheimer Society of Manitoba
- Bruce Oake Recovery Centre
- Canadian CMV Foundation
- CancerCare Manitoba Foundation
- Child Nutrition Council of Manitoba
- Christmas Cheer Board
- Habitat for Humanity Manitoba
- Harvest Manitoba
- Inclusion Selkirk
- Katie Cares
- Manitoba Conservatory of Music and Arts
- Movember
- MS Canada
- Rainbow Resource Centre
- Ronald McDonald House Charities
- Scouts Canada
- Siloam Mission
- STARS Air Ambulance
- Stonewall & District Christmas Cheer Board
- United Way Winnipeg
- Urban Shaman
- West Broadway Youth Outreach
- Wings of Power
- Winnipeg Humane Society
- Youth for Christ

In 2023-24, volunteer grants supported:

- Alpha House
- Awasisak Mēskanow Greenway
- Darcy's A.R.C.
- Inclusion Winnipeg
- Jazz Winnipeg
- Mahamevnawa Buddhist Monastery
- Mamingwey Burn Society
- North Point Douglas Women's Centre
- Red River Valley School Division (Oak Bluff Community School Project)
- Save Our Seine
- Scouts Canada

Sponsorships

Manitoba is an exciting and interesting place to live, work, and visit. There are many opportunities year-round for our community to come together to celebrate, honour and commemorate significant events and activities across our province.



In 2023, over \$23,000 was donated to 32 employee-championed events and \$6,400 to 16 volunteer grants.

In 2023, we contributed over \$500,000 in sponsorship of events and activities across Manitoba.

Sponsorships

1JustCity - Beat the cold	\$1,500
4P Festival	\$1,500
Alzheimer Society of Manitoba	\$4,250
AMC 1st Annual Youth Gathering	\$1,350
Assiniboine Park Conservancy Inc.	\$1,452
Association of Manitoba Municipalities	\$1,000
Brandon Arbor Day	\$500
Brandon Career Symposium	\$1,000
Bravestone Centre Inc.	\$500
Building Owners & Managers Association	\$500
CancerCare Manitoba Foundation	\$1,500
Child Nutrition Council of Manitoba	\$1,500
Children's Country Fair	\$500
Cinémental	\$500
Committee on River Ice Processes and the Environment	\$2,500
Downtown Winnipeg Biz	\$110,000
Eastern Manitoba Concert Series	\$500
Eastman Crisis Centre	\$500
ENGAP - University of Manitoba Engineering Access Program	\$5,000
Festival des videastes du Manitoba	\$200
Film Training Manitoba	\$500
Flin Flon Pride	\$500
Folklorama	\$10,000
Friends of the Canadian Museum for Human Rights	\$5,000
Future of Hope Inc.	\$750
Gimli International Film Festival	\$1,500
Green Action Centre	\$1,500
Hanover Agricultural Society - Snow Place Like Home	\$3,000
Holy Names House of Peace	\$1,400
Icelandic Festival of Manitoba	\$2,500
Inclusion Winnipeg	\$1,600
Indigenous Chamber of Commerce	\$5,000
Indigenous Languages of Manitoba	\$1,500
Junior Achievement Northern Manitoba Programs	\$7,500
Keystone Agricultural Producers	\$1,000
Manito Ahbee Festival Inc.	\$10,000
Manitoba Arts Network	\$10,000
Manitoba Clydesdale Classic	\$300
Manitoba Curling Association Inc.	\$1,300
Manitoba High Schools Athletic Association	\$4,000
Manitoba Hydro Santa Claus Parade	\$70,000
Manitoba Marathon Foundation	\$6,000

Manitoba Stampede & Exhibition	\$1,500
Manitoba Theatre for Young People	\$7,500
Manitoba Trappers Association	\$1,000
Manitoba Urban Forest Council	\$500
Manitoba Keewatinowi Okimakanak Inc. Thompson Community Feast	\$1,500
McCreary Maple Syrup Festival	\$300
Mentoring Artists for Women's Arts	\$500
Métis Economic Development Fund	\$1,000
Morden Corn & Apple Festival	\$1,500
Motor Vehicle Industry of Manitoba	\$500
Movement Centre of Manitoba	\$3,500
National Cree Gathering	\$2,000
National Survivors' Gathering	\$2,500
Northern Association of Community Councils	\$1,500
Northwest Round Up & Exhibition	\$1,000
Norway House Cree Nation Treaty & York Boat Days	\$2,000
Oak Table Inc.	\$1,500
Point Douglas Environmental Committee	\$3,000
Pride Winnipeg Festival Inc.	\$11,200
Protecting our Ancestors Conference	\$5,000
Pulford Community Living Services	\$1,000
Rainbow Resource Centre Inc.	\$3,000
Red River College Polytechnic	\$500
Riverview Health Centre Foundation	\$2,000
Royal Manitoba Winter Fair	\$24,500
Royal Winnipeg Ballet	\$20,000
Safety Services Manitoba	\$1,000
Sagkeeng First Nations Treaty Days Celebration	\$2,000
Selkirk Holiday Alley	\$2,500
Skate Gillam	\$2,500
Skills Canada	\$4,000
Sport Manitoba - Manitoba Games	\$60,000
Steinbach Summer in the City	\$1,500
Stonewall Quarry Days	\$2,000
Stroke Recovery Association of Manitoba	\$200
Swan River Valley Agriculture	\$1,000
Théâtre Cercle Molière	\$500
Thompson Winterfest	\$1,000
University of Manitoba - WISE Kid-Netic Make Your Move	\$4,000
Valley Agricultural Society	\$3,000
Waterways Recreation Inc.	\$22,500
Winnipeg Symphony Orchestra	\$30,000



We reached over 1,000 customers with both farm and child safety messaging at our Manitoba Ag Days exhibit booth in January 2024.



Our team placed second in the beginner category of the tipi building contest at the 18th annual Manito Ahbee Festival in 2023.



Environment

We recognize the responsibility that comes with operations, facilities and a network spanning our province. Our interactions require care and attention to protecting the abundant natural resources across Manitoba. Our organization, through strategic planning and programming, places an emphasis on **environmental stewardship** and **biodiversity management**.

Manitoba Hydro proudly implements a robust **Environmental Management System (EMS)** following the compliance standards outlined in ISO 14001.



Yhana in the newly upgraded Grand Rapids Fish Hatchery, where we raise Lake Sturgeon and Walleye. The hatchery strives to contribute to fish recovery efforts, facilitate research, and educate the public.

Recycling

98,620

In fiscal year 2023-24, we recycled a **total of 98 metric tons** of industrial non-hazardous materials.

74

In 2023-24, **74 metric tons of paper was recycled** through Manitoba Hydro's Official Records Destruction, Confidential Shredding and T.R.I.M Programs.

2,475

In 2023, we recycled **2,475 kg of small single use and rechargeable batteries** through the Call2Recycle program; and collected **31,190 kg of larger, industrial batteries** sent for recycling to Industrial Metals.

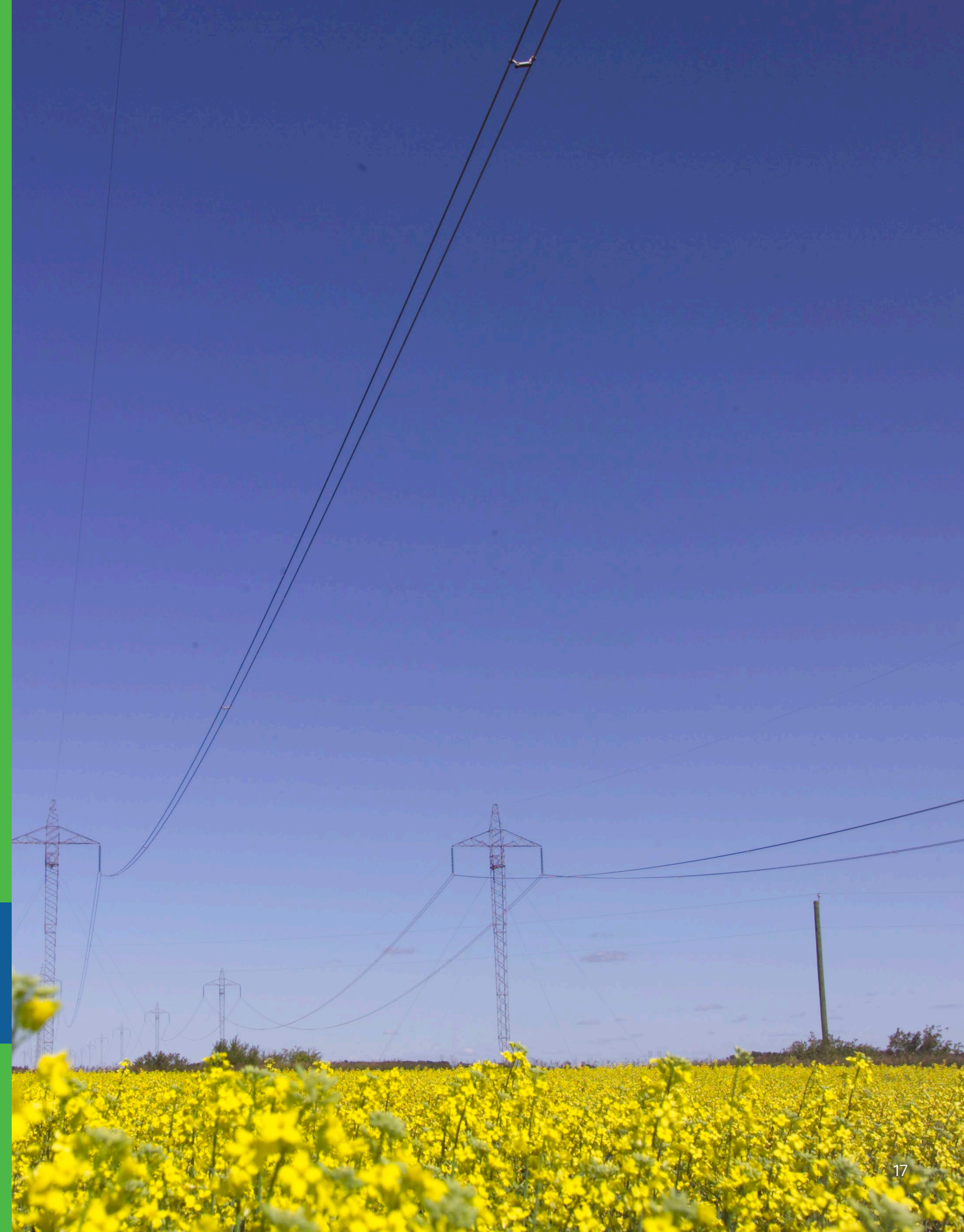
37.9

In fiscal year 2023-24, **over 37.9 metric tonnes of electronic equipment** such as computers, monitors, and accessories were donated for re-purposing or recycling (e-waste) through the Computers for Schools Manitoba program.

75,000

In 2023, **over 75,000 litres** of waste oil was collected and recycled.

Manitoba Hydro was awarded a Call2Recycle Leader in Sustainability Award for 2023, in recognition of the effort we made to help divert 2,475 kilograms of batteries from Canadian landfills.



Climate change mitigation

Quantifying and reporting GHG emissions

Over 96.8% of the electricity generated in Manitoba was from hydropower with an additional **2.8%** from wind generation - Total electricity generation from hydro and wind sources: **99.6***%.

* The remainder (0.4%) is from non-renewable natural gas generation in Manitoba (some of the electricity used by our customers also comes from imported electricity).

To be transparent about our GHG impacts, we began voluntarily quantifying and reporting our GHG emission impacts in 1995. In 2023, we calculated our total direct GHG emissions were approximately **128 kilotonnes (kt)** of carbon dioxide equivalent (CO₂e) **~75% below our** *voluntary target threshold of 520 kt CO₂e, based upon a 6 per cent reduction below the 1990 emission levels. GHG emissions from Manitoba Hydro's electricity and natural gas operations are less than one per cent of total provincial GHG emissions.

* Manitoba Hydro has a voluntary annual enterprise scope 1 greenhouse gas (GHG) emission target threshold of 520 kilotonnes (kt) of carbon dioxide equivalent (CO₂e), representing GHG emissions 6 per cent below 1990 levels. Our activities result in direct GHG emissions of CO₂, CH₄, N₂O, SF₆ and CF₄. These GHGs are expressed in CO₂e as calculated using their appropriate Global Warming Potential (GWP) factors. While CO₂ is the primary GHG emission from our operations, accounting for roughly 67% of total GHG emissions, CH₄ accounted for approximately 31% of GHG emissions, and N₂O, and SF₆/CF₄ accounted for approximately 1% and 2% respectively.

In August 2023, Manitoba Hydro released its first-ever Integrated Resource Plan (IRP) — the result of a two-year development process to understand the factors driving change in Manitoba's energy landscape and how we can prepare to meet our provinces' future energy needs.





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