

# Energy for Life: People, Community, Environment



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## 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.



## Energy for Life: People, Community, Environment.

Every year, the preparation of Manitoba Hydro's Environmental, Social and Governance (ESG) Report presents an opportunity to reflect on our ongoing commitment to providing Energy for Life – sustainably, ethically, and with care.

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.

Our workforce is representative of the people and communities we serve – as we are Manitobans living and working alongside fellow Manitobans. Our employees show their long-standing dedication to our province daily in the safe and steady provision of energy services, and through their after-hours support and volunteerism of charitable organizations, events, and activities across Manitoba.

We acknowledge that customers, Indigenous communities, interested parties, government, and greater society each have an interest in the activities and actions we undertake daily. Understanding the concerns and needs of Manitobans is critical to our strong energy future. We strive to build and strengthen our relationships in our work and operations, to better inform our decisions through engagement.

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. The large rivers that fuel our business provide a reliable source of energy, but we recognize that as the earth's climate changes—these changes can affect our water supply, infrastructure, and energy demand.

We recognize that the energy future is coming fast, and we are preparing. How we do business has evolved from the early days of hydropower development, and as the energy landscape changes, we will continue to evolve to ensure the delivery of Energy for Life to all those who count on us.



Keeyask Generating Station

# Ethical. Accountable. Transparent.

Our ethics and way we work

# Ensuring accessible, affordable and reliable service.

At Manitoba Hydro, we conduct our activities in a lawful, responsible, and ethical manner to maintain our reputation for honesty and integrity. We strive to build trust and confidence with our customers and the public we are accountable to.

**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](http://www.hydro.mb.ca/corporate/financial).



Manitoba Hydro headquarters, located in downtown Winnipeg, is a LEED Platinum certified building and has an energy footprint that is 70 per cent lower than comparable office towers, based on the Model National Energy Code for Large Buildings.

## 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

# Our ethics and the way we work

Manitoba Hydro's **Code of Conduct** sets out the fundamental values and expectations of our organization with respect to ethical business conduct. The Code highlights guiding principles, including respect for others; diversity and inclusion; harassment-free workplace; safety; environmental stewardship; integrity and accountability; legal compliance; and fairness in human resource management and procurement.

97% of employees completed ethics training over 2023-24.

Awareness and education to employees is provided through ongoing **mandatory ethics training** and coursework. We encourage our employees and others to speak up on matters of concern without fear of reprisal through our **Corporate Integrity Program**. Robust, confidential methods are in place for reporting and investigation of violations using standard protocols developed with authorities and stakeholders based on legal requirements such as *The Public Interest Disclosure (Whistleblower Protection) Act*.

Below is a summary of all disclosures received during 2023-24 which allege wrongdoing as defined in *The Public Interest Disclosure (Whistleblower Protection) Act*:

Number of disclosures received 2023-24: 1

Number of disclosures ongoing from 2022-23: 0

Number of disclosures acted upon: 1

Number of disclosures not acted upon: 0

Number of investigations completed: 1

Number of wrongdoings found: 0

Number of wrongdoings not confirmed: 1

Number of disclosures carried forward to 2024-25: 0



## People

For Manitobans by Manitobans



Our people have a vested interest in providing Energy for Life and living up to our promise to provide **safe, reliable, affordable energy services**.

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**. We strive to ensure our workforce is representative of the communities we serve, fostering a respectful workplace where individuals can be their true, authentic selves supported by development and training opportunities.

We are committed to serving as a **trusted energy advisor to maintain the confidence of our customers and all Manitobans** that we will, now and into the future, continue to fuel communities with the energy to help our province thrive and grow — socially and economically.

“ I'm doing ride-alongs with team members and responding to emergencies, carbon monoxide and other calls. That's the stuff that I'm looking forward to — using the tools and the training that they give us to go to a home, find the source of the problem and make it safe. I feel that will be the most rewarding part of the job. ”

— **Levi,**  
Service Person Trainee.

To ensure a **secure and reliable network** and the **uninterrupted delivery of energy services** that power our province, we manage risk; prepare for emergencies; and protect our customers' information, our infrastructure and our expanding cyber capabilities.



“ We had the opportunity to reach over 10,000 students, which is so important when trying to educate and attract the workforce of the future. I was impressed by the level of engagement from the participants, especially the younger students. It was great watching them try our activities and engage with our Career Influencers. ”

— **Taylor,**  
Enterprise Recruiter, who coordinated Manitoba Hydro's participation in Try-A-Trade 2023.



Rob, Senior Electrical Technician, with a student at one of the activity stations.

## Attraction, retention and development

In 2023-24, we were selected as one of **Canada's Top Employers for Young People** for our range of programming that supports professional development for recent graduates; engineer-in-training program that offers challenging assignments and work experience; co-op placements and paid internships in a variety of disciplines; technical and trades-related training and mentoring programs; and the benefits and full wages we provide to apprentices finishing college.

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



## Supporting education and training

in our province helps prepare Manitobans for opportunities and careers today and into the future.

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## Summer employment

is available for more than 200 university, college and high school students between their full-time studies.

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## Co-op programs


provide students with paid work terms related to their academic pursuits through various provincial educational institutes.

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## Scholarships and bursaries

are provided to university, college and high school students across Manitoba in programs related to our operations.

In 2023, 257 students joined our workforce for a summer placement; and we provided \$109,100 in scholarships and bursaries to students across Manitoba.



“ The Women’s Pre-Placement program set me up to be successful for the power line technician recruitment and receive the job of a lifetime in a company known around the world for its power line training. ”

— Kayla,  
Power Line Technician Trainee.

## Pre-placement programs for women and Indigenous Peoples

open doors for individuals to consider a career at Manitoba Hydro. Our programs help address barriers to employment head-on by providing individuals with an opportunity to gain specific hands-on experience and technical skills or educational upgrading.

- Power line technician pre-placement program for women
- Power electrician/mechanical technician pre-placement program for women
- Indigenous power line technician pre-placement program
- Indigenous power electrician/mechanical technician pre-placement program

**As of March 2023, we met and surpassed our target goal of 4% of women in trades at Manitoba Hydro.**

**Indigenous representation in our workforce has grown to 20.1% from 7% in 2000.**

## We support eligible employees' ongoing training and professional development through many paid external and internal programs, including:

- Paid professional membership fees (for example, Engineers Geoscientists Manitoba (EGM), Certified Professional Accountant (CPA)) and professional development funds.
- Robust internal job posting system that allows for a variety of career paths.
- Course Award program.
- Tuition reimbursement.
- Educational leave.
- Professional development support.
- Mentorship program.
- Extensive internal training courses and certifications.
- External training support.

Our talented, skilled and diverse workforce of more than 5,000 individuals work throughout Manitoba in over 80 different career streams. No matter their role, at every stage in their career, we provide the opportunities and tools for our people to achieve their goals with possibilities for career options.





## Employee experience

“ I’m excited that we are providing opportunities for employees to develop role models, form connections and share both common and uncommon personal experiences. Over the years I’ve attended many different diversity events, for many different employee groups and not just ones I personally identify with. Not only have I seen these types of efforts help people feel more comfortable bringing their whole self to work and help remove barriers for people achieve their full potential, but it’s taught me there is also an important role to play for allies and supporters. ”

— **Alex Chiang,**  
Vice-President, Customer Service & Experience.

**Employee Resource Groups (ERGs)** are voluntary, employee-led groups that serve as a supportive and inclusive community for their members. ERGs provide a space for employees to come together, share experiences, and offer valuable insights to the organization.

Manitoba Hydro is proud to support ERGs and their role in fostering a culture of belonging and inclusion, ultimately contributing to a more diverse and equitable workplace for all employees.

In 2023-24, three new ERGs were established in addition to our longstanding Indigenous Sharing Circle, to support: Asian and Pacific Islanders; Two-Spirit, Lesbian, Gay, Bisexual, Transgender Plus; and Women employees.



Fifty employees walked alongside our bucket truck in the Winnipeg Pride Parade in 2023.

Our dynamic team supports innovation, diversity and inclusion, and exceptional customer service in a work atmosphere based on the guiding principles and desired behaviours of Collaboration, Alignment, Reimagining, and Empowerment (CARE).

We strive to provide a physically and psychologically safe environment, where people can be their true authentic selves and fully contribute, with support and flexible work arrangements to balance personal and professional responsibilities.

Employees flourish in a culture that values camaraderie and community across our organization.

Competitive health benefits, an enhanced wellness subsidy tailored to individual needs, hybrid work model and modified work schedules, wellness days and family responsibility leave, discount packages, a robust pension and insurance options are only part of the benefits of working at Manitoba Hydro.



Manitoba Hydro's holiday choir, The Electric Chords, includes current employees, retirees and friends, and has been entertaining employee and public audiences since 1989.

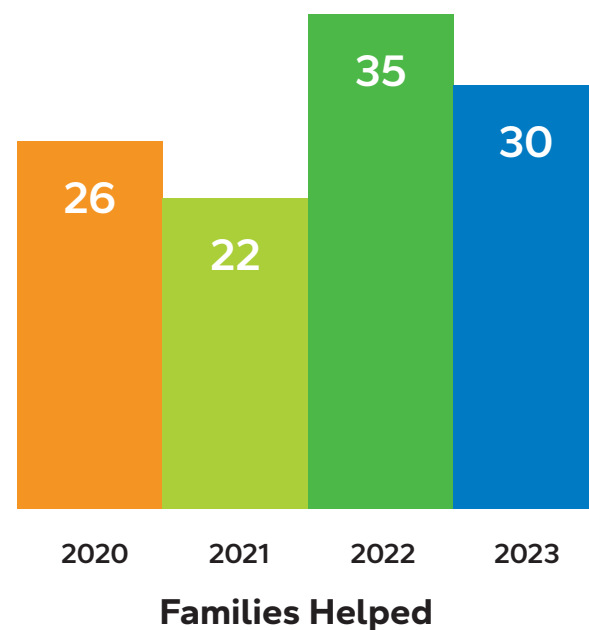
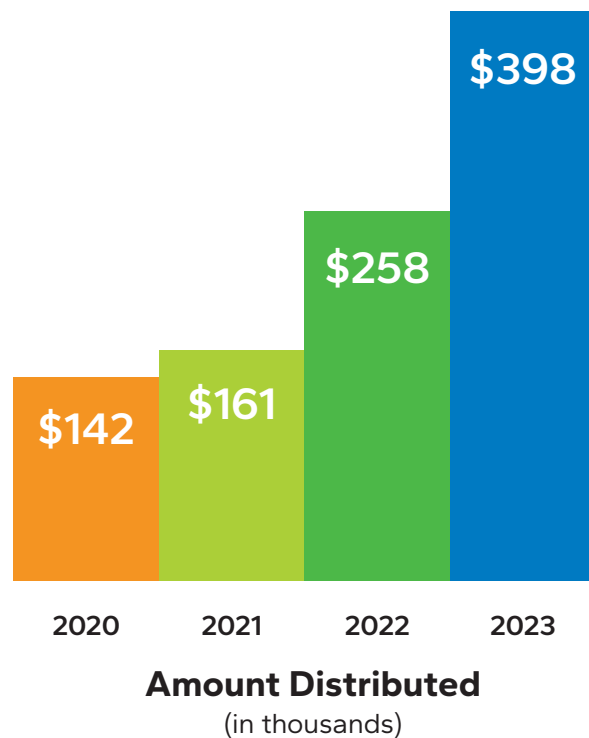
“ We have been supported so well in a way that has allowed us to be resilient. Nearly two years later, we are continuing to heal, to adjust, but we’re doing that so much better because of Manitoba Hydro, and because of you guys being part of our village. ”

— **Amanda,**  
Wife of late Manitoba Hydro employee.

Since established in 2002, the **Manitoba Hydro Employee Fund (MHEF)** has assisted over 200 employees, retirees, and their families by providing funding for a variety of needs not covered by normal insurance and government programs. These may include specialized treatment due to illness or injury and for any specialized equipment related to the treatment; travel expenses to obtain such specialized treatment including but not limited to accommodations, parental accompaniment, rehabilitation or any other related special treatments or procedures; any other extraordinary expense(s) incurred due to such illness or injury; and any other extraordinary expense(s) incurred due to extraordinary events.

MHEF provides a gift of \$5,000 to each dependent child of a deceased employee or the death of the employee’s spouse. Manitoba Hydro matches employee donations to the fund.

### Manitoba Hydro Employee Fund



## Diversity, equity & inclusion



“ As a teacher of students with exceptionalities, I am so grateful for the level of inclusivity they have experienced here. In addition to a respectful and welcoming environment, Manitoba Hydro has provided several work experience opportunities wherein students can learn, thrive, and contribute to the greater good. Many students describe feeling appreciated, productive, and proud at their worksites. They have gained invaluable experience and skills that will help them succeed in their personal and professional lives. ”

— **Ashley,**  
Teacher, and Project SEARCH Coordinator. Project SEARCH is a unique school-to-work training program for students with disabilities to gain employability skills through placements at host businesses.

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

## Diversity of employees

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

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



“ I am an unbiased resource for our employees to share their issues or concerns with. I am there to help advise on resolution and try for a win-win situation. Many times, with this support, we are able to resolve situations without more formal investigation, which can be more stressful for everyone involved. ”

— **Felicity**,  
Respectful Workplace Advisor.

While our **Code of Conduct** sets out the **fundamental values and expectations** of our organization and employees, there are situations where individuals may feel uncomfortable or are unsure of how to address conflict or work relationships. Employees can get support from our dedicated **Respectful Workplace office** — focused on sustaining a safe, inclusive, and respectful work culture and environment, and supported by our policies, practices and procedures for a **Discrimination and Harassment Free Workplace**.



In 2023, a Diversity Council was established to bring together representatives from all employee groups and Human Resources to help foster an inclusive and supportive workplace culture.

## Supporting our people's safety, health and well-being



As **one of Manitoba's largest employers** of Indigenous People, we strive to provide opportunities to all employees to learn about Indigenous Peoples, communities, cultures and history — including the history of hydroelectric development — so they can support our efforts to build strong, respectful relationships and meaningfully contribute to our journey of reconciliation.

Raising the Survivors' Flag during a ceremony at Manitoba Hydro Place in September 2023.

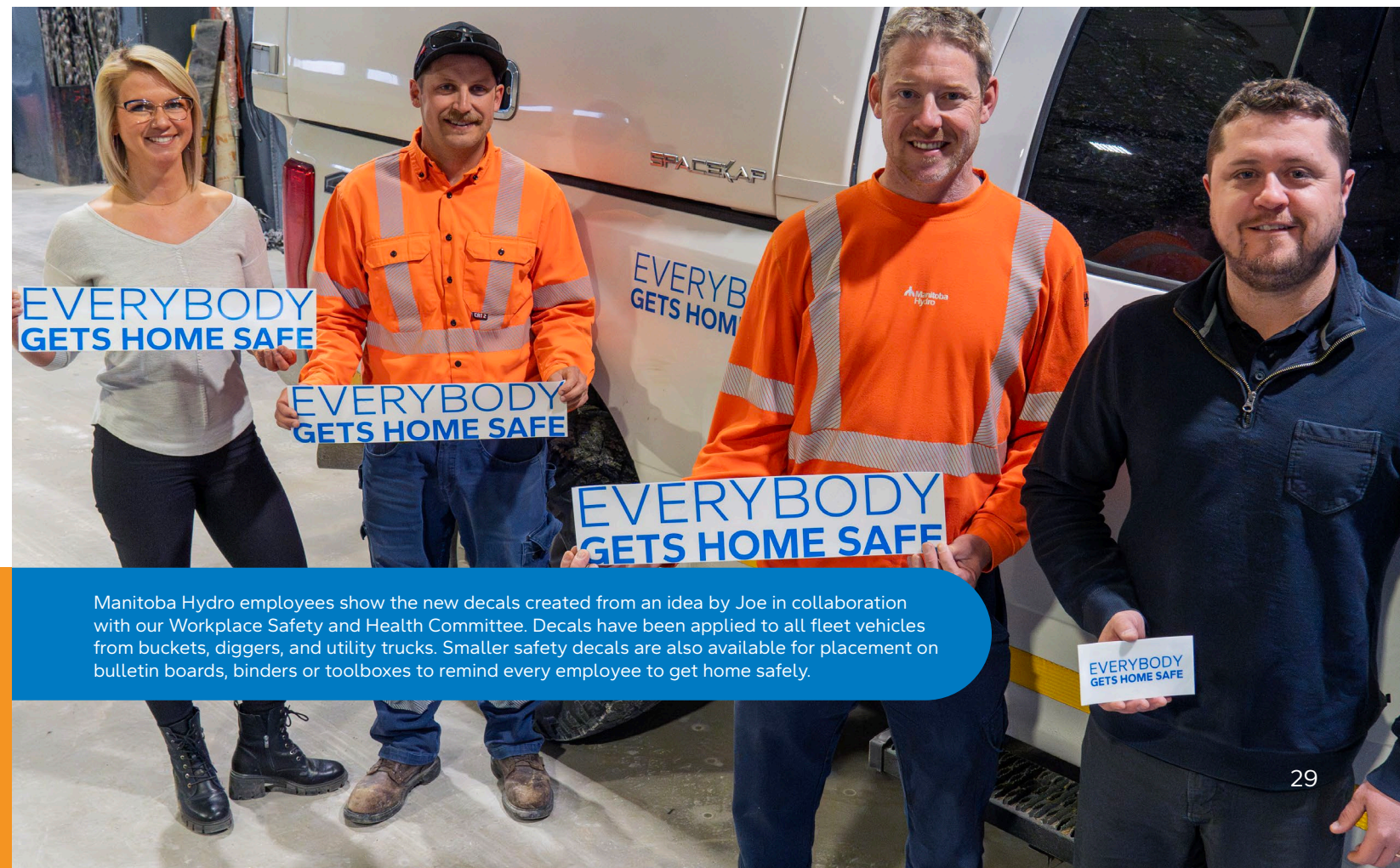
Throughout the year, our **Indigenous Awareness Circle** hosts a monthly **Indigenous Speaker Series**, and many in-person and virtual activities and presentations to support further learning and education about Indigenous history and cultures.

An e-learning course is required by all employees and supplemented with a range of additional learning opportunities and workshops, including a two-day workshop and hands-on activities like the Turtle Island Project.

Our organization recognizes National Day for Truth and Reconciliation and Orange Shirt Day annually on September 30; and annually celebrates National Indigenous Peoples Day in June with activities and ceremonies hosted in our headquarters.

“ 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 safely. ”

— **Joe,**  
Parkland West.



Manitoba Hydro employees show the new decals created from an idea by Joe in collaboration with our Workplace Safety and Health Committee. Decals have been applied to all fleet vehicles from buckets, diggers, and utility trucks. Smaller safety decals are also available for placement on bulletin boards, binders or toolboxes to remind every employee to get home safely.

# Safety

	Target	5-year average	FY 2024 Result
Lost Time Injury (LTI) Frequency Rate	0.8	1.616	1.95
LTI Severity Rate	>16	28.744	17.74
Serious Injury/Fatality Incidents*	-	0.8	2
Serious Injury/Fatality Potential Incidents**	-	6	3

\*4-year average provided.  
 \*\*4-year average provided.

Supplementing ongoing regular communication to employees, Manitoba Hydro **annually recognizes Safety and Health Week**, with leadership and employees across our operations taking dedicated time to meet and discuss the importance of preventing injury and illness in the workplace and raise understanding and awareness of safety and health issues.





## Value and care for our customers

Ensuring accessible, affordable and reliable service

# Value and care for our customers

“ The completion of the Riel System Control Centre signifies a critical milestone in ensuring the reliable operation of Manitoba Hydro’s Bulk Power System. This cutting-edge facility will support our dedicated team, streamlined processes, and advanced technology, enabling us to meet the ever-increasing demands of the power industry. ”

— **Tony,**  
Director of System Operations.

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

93%\*\* of customers reported they are satisfied with field 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 to 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.

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



Our new 28,797 square foot Riel System Control Centre control room layout is configured to accommodate 16 operators and was designed with the ability to expand as necessary to accommodate extra staff. A dedicated meeting space for an emergency operations centre is available to oversee major events.

# Ensuring accessible, affordable and reliable service

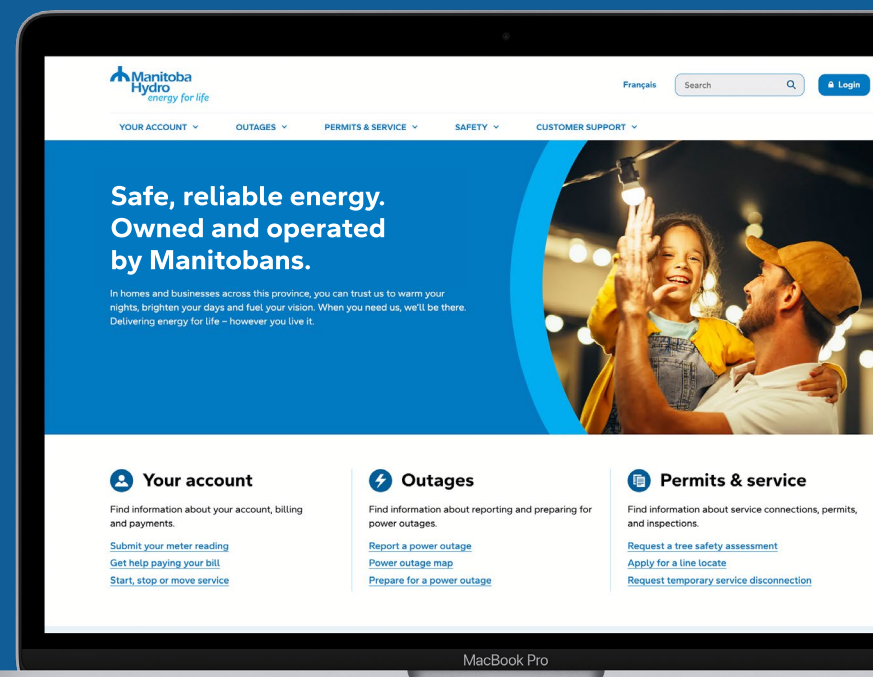
“ We recognize that every individual has different needs. Accessibility is about ensuring that whether you are an employee or a customer of Manitoba Hydro, you will be able to receive information in the clearest and most barrier-free way possible. ”

— **Jeff Betker,**  
Vice-President, External and Indigenous Relations and Communications.

Throughout 2023, efforts were focused on preparing for new provincial regulations under the Province of Manitoba’s **Accessibility for Manitobans Act: Accessible Information and Communication Standard** that came into effect May 1, 2024.

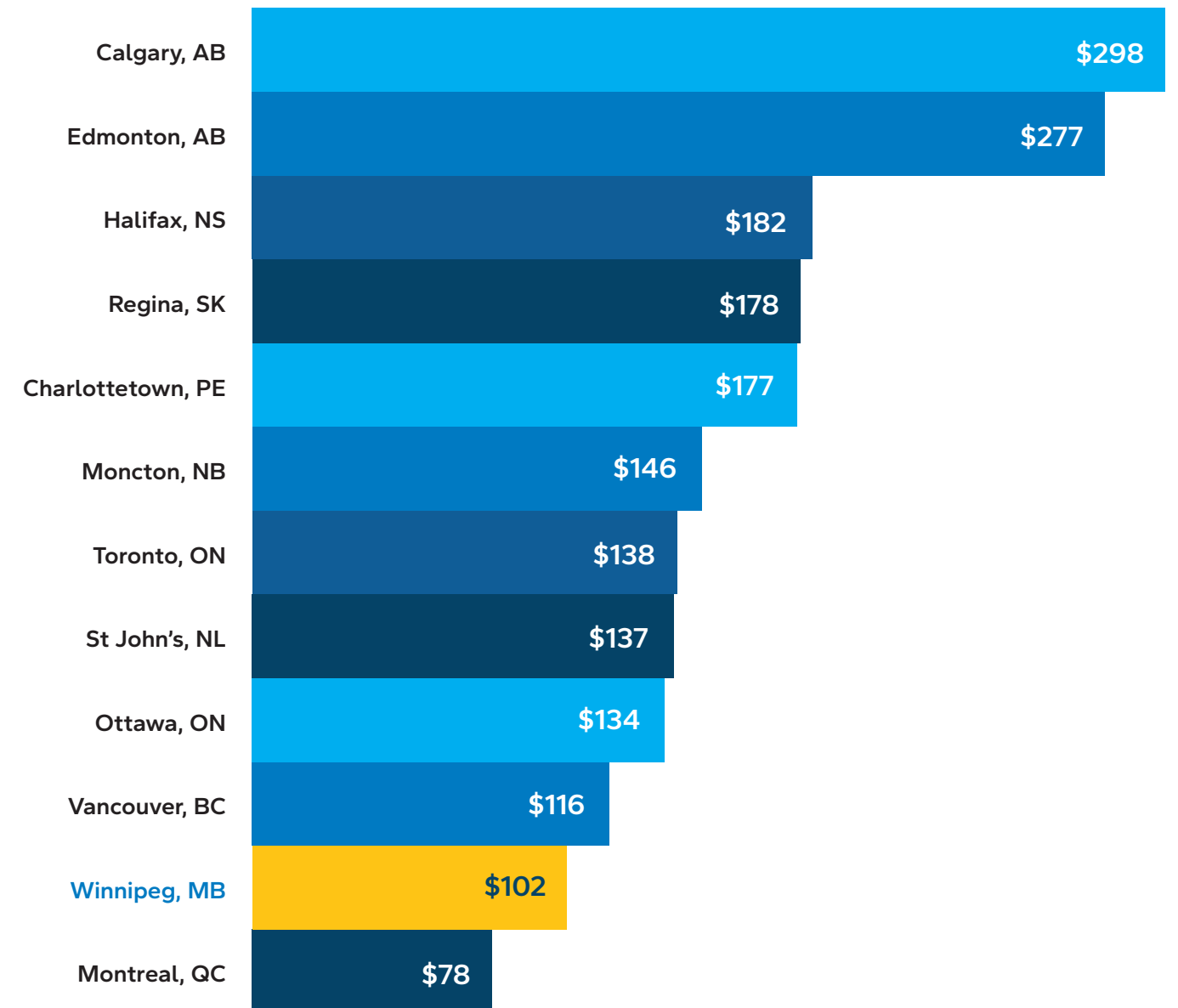
Since 2017, we’ve adapted our programs, products, communications, and services, to meet the needs of individuals. This includes working with job candidates and employees with disabilities to ensure full and effective participation in our workplace, and to ensure we fulfill the **Accessibility Standard of Employment.**

Our website, [hydro.mb.ca](http://hydro.mb.ca), was fully revamped in 2023 and built to meet the globally recognized **Web Content Accessibility Guidelines (WCAG) 2.1 standards.**



## Monthly residential bill (excluding taxes)

1,000 kWh/month



Source: Hydro-Quebec 2023 Comparison of Electricity Prices in Major North American Cities. Reflects electric rates as of April 1, 2023. Available at: [www.hydroquebec.com/data/documents-donnees/pdf/comparison-electricity-prices.pdf](http://www.hydroquebec.com/data/documents-donnees/pdf/comparison-electricity-prices.pdf)

**\$ We are one of the lowest-cost energy providers in Canada.**

Our mission is to help all Manitobans efficiently navigate the evolving energy landscape, leveraging their energy advantage while ensuring safe, reliable energy at the lowest possible cost.

Since 2001, Manitoba Hydro's on-bill financing products have helped more than 149,000 customers.

### Financing made easier

We aspire to help residential customers with energy affordability by providing convenient on-bill financing to address the high up-front capital costs of various energy system-related products that can have a significant impact on a home's energy use.

Our **Energy Finance Plan** offers convenient on-bill financing for upgrades to gas and electrical systems. It is available to Manitoba Hydro residential, small commercial, farm, and seasonal customers.

The **Home Energy Efficiency Loan** is a convenient and affordable financing option to assist residential customers making energy efficiency upgrades to their homes. We partnered with Efficiency Manitoba to set the energy efficiency requirements for many of the qualifying upgrades, including heating systems, windows, doors, insulation, and more.

### In 2023-24:

- Our Energy Finance Plan provided financing for 1,094 loans representing \$4.48 million.
- The Home Energy Efficiency Loan provided customers with 2,810 loans worth \$14.02 million for qualifying upgrades.



In partnership with The Salvation Army, the Neighbours Helping Neighbours program supports low-income individuals, families, and seniors by offering one-time emergency funding to help with energy bills. The program also provides referrals to community support services, counselling, and job training. Neighbours Helping Neighbours relies on private and corporate donations to fund its services.

“ In 2023, 395 families and individuals received assistance from this program, as well as 450 referrals to other community programs. It's incredibly rewarding to see the continued positive impact of this program, which has reached over 10,000 individuals since its start in 2004. ”

— **Ryan,**  
Customer Products & Policies Department Manager.

**In 2023, through over 450 referrals, Neighbours Helping Neighbours connected Manitobans with these organizations:**

- |   |  |
|---|--|
| Age & Opportunity Inc.                  | Housing Referrals                              |
| Mount Carmel Clinic                     | Klinik North End Women's Resource Centre       |
| Community Food Centres Canada           | Pharmacy and Prescription Drugs                |
| Canadian Pension Plan Disability        | Rent Assist                                    |
| Child Related Income Support Program    | The Salvation Army Weetamah Community Services |
| Community Financial Counseling Services | SEED Winnipeg Inc.                             |
| Dental Assistance                       | The Men's Resource Centre of Manitoba          |
| Employment and Income Assistance        | Toy Mountain                                   |
| Fort Garry Women's Resource Centre      | Vision Care                                    |
| Healthy Living Services                 | Harvest Manitoba                               |
| Hands of Hope Inc.                      |  |

**Reliability**

Through our membership in the **North American Electric Reliability Corporation (NERC)** and our compliance with **Manitoba Regulatory Standards**, we further ensure our adherence to best practices to protect our assets and security, and connection to a highly reliable and secure North American bulk power system.

“ Manitoba Hydro complies with internationally recognized reliability standards to improve grid reliability for both domestic and out-of-province customers; maintain positive industry working relationships; and have consistent operating principles with our neighbouring utilities. ”

— **Nazra,**  
Professional Engineer, Reliability Compliance.



From October 2023 to March 2024, more than 100 Manitoba Hydro employees from various departments helped in the successful evaluation and assessment of 21 requirements within eight reliability standards related to operations and planning standards and critical infrastructure protection [CIP] standards.

One way we track our reliability is through our **system average interruption duration and frequency indexes (SAIDI) and (SAIFI)** that measure the average annual service interruption times and rates per customer, based on an international standard of the **Institute of Electrical and Electronics Engineers (IEEE)**.

	2022-23 Target	2022-23 Actual	2023-24 Target	2023-24 Actual
SAIDI (System Average Interruption Duration Index)	148 minutes	126 minutes	148 minutes	165 minutes
SAIFI (System Average Interruption Frequency Index)	1.59	1.68	1.59	1.40



## Public safety and security

“ We’re excited to target newcomer communities with valuable natural gas and carbon monoxide safety information. We’re also running Facebook safety ads, tailored specially to Ukrainian and Arabic speakers. ”

— **Tara,**  
Public Safety specialist.

In 2023-24, we distributed a two-page pamphlet with safety information about natural gas and carbon monoxide in languages identified by newcomer organizations as common among new Canadians who may have never been around natural gas before.

We distributed: 2,000 in Ukrainian, 2,300 Arabic, 2,000 French, 1,000 Indigenous languages (Cree, Dene, Ojibway), and 2,900 English versions.

### Ви використовуєте дров'яну піч чи камін?

Якщо їх не вентилювати належним чином, вони можуть бути джерелом чадного газу.

#### Оксид вуглецю

Оксид вуглецю (CO) - це безбарвний, без запаху та високотоксичний газ, який утворюється при неповному спалюванні паливного або без належної вентиляції. Його інколи називають "тихим вбивцею", оскільки симптоми отруєння оксидом вуглецю схожі на загальний грип.

#### Розповсюджені джерела оксиду вуглецю

- Запуск автомобіля в закритому гаражі
- Все, що спалює паливо, таке як:
  - Прилади для природного газу
  - Дров'яні печі
  - Каміни

Якщо ці прилади не належним чином вентилюються, вогонь не отримує достатньо кисню і виділяє оксид вуглецю.

Якщо ви помічаєте, що у вас є такі симптоми, схожі на грип, які проходять, коли ви виходите надвор, це може бути ознакою отруєння оксидом вуглецю:

- Головний біль
- Нудота
- Задихка під час помірної фізичної активності
- Запаморочення
- Блювота

#### Як захистити себе

Переконайтеся, що у вас є детектори оксиду вуглецю (CO) на кожному рівні вашого будинку, особливо близько до спальні. Детектори CO можна придбати в магазині знарядь для ремонту за 20-30 доларів. Зверніть увагу на терміни придатності цих детекторів та дотримуйтесь інструкцій з регулярної перевірки їх батарей.

- Не видно
- Не можна понохати
- Не чути
- Можна зупинити

#### Що робити

Якщо сигнал тривоги детектора CO спрацював, ВИЙДІТЬ та СПОВІСТІТЬ:

- **ВИЙДІТЬ** - Вийдіть з району разом з усіма людьми та домашніми тваринами негайно.
- **СПОВІСТІТЬ** СПОВІСТІТЬ когось, подзвонивши за номером 911.
- **НЕ ЗАХОДЬТЕ** НЕ ЗАХОДЬТЕ назад всередину, поки це небезпечно — рятувальники розовідуть вам, коли ви зможете знову безпечно увійти до будинку.

Якщо ви підозрюєте отруєння чадним газом, телефонуйте за номером 911. Дізнайтеся більше на сайті [hydro.mb.ca/safety](http://hydro.mb.ca/safety).





## 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 to 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.

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.



## Public outreach and safety awareness

It's critical to ensure our employees, customers, and all Manitobans are safe around our electricity and natural gas products and the infrastructure we use to provide them. Through **public outreach, safety awareness campaigns, school safety presentations, and participation in community events and activities**, we strive to reach Manitobans of all ages with information.

We promote and support water safety, working with external safety groups like the **Manitoba Lifesaving Society** and **Red Cross**.

We are part of the **Manitoba Common Ground Alliance** and actively promote the **Click Before You Dig MB service** that coordinates underground line locations for multiple utilities, including our underground electrical and natural gas lines. This services also includes safe and effective cable locates for our communications fibre optic and metallic cable systems.

“ Having all groups at Manitoba Hydro under the Click Before You Dig service ensures safe excavations and prevents damage to underground utilities. It also gives our customers requiring locate services a simplified system. ”

— **Rob,**  
Damage Prevention Coordinator.

In 2023, we performed 76,885 line locates.

Reminding agricultural producers to be safe around our infrastructure is critical. We collaborate with external parties, such as the **Keystone Agricultural Producers**, on farm safety initiatives, and broadcast ongoing and seasonal public awareness and media campaigns. Our **Farm Equipment Clearance Permit** program better ensures there are no hazards when transporting equipment by inspecting routes in advance.

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



“ It was nice to share the work that I do — work that the students could do one day — and to teach the kids how to be safe with electricity. ”

— Benjamin,  
Assistant District Operator.

## Social Media Followers

Facebook	46,095
X (Twitter)	45,463
LinkedIn	40,509
Instagram	8,043
YouTube	3,132

### Real-time outage and emergency response

“ We strive to keep our customers informed on the status of their electrical and natural gas service at all times. When outages or interruptions occur for maintenance or emergencies, we do our best to provide advance or real-time notifications on the duration and estimated restoration time. Relevant safety tips are also provided in emergency or extended outage situations to help ensure our customers and the public know what to do. ”

— Scott,  
Director, Corporate Communications.

## Emergency planning and response

“ The competencies and the dedication of the members of our Emergency Response Crews is so important. They are trained so they can actually protect our employees and our structures in the time of an emergency. They volunteer to come and put in well over 200 hours so that they can get certified and then some additional time on top of that to get to the accredited level.

— **Marc,**  
Fire Marshal, who has served in the role since 2014.

”

In addition to their regular day-to-day jobs across our organization delivering energy to our province, Manitoba Hydro's volunteer force of **Emergency Response Crews** protect fellow employees and our utility's critical facilities and assets (including generating and converter stations and infrastructure) by fighting fires, performing first aid, conducting rescue operations and spill response for hazardous materials.

With over 180 employee volunteers, our Emergency Response Crews (ERC) make up the second-largest fire department in Manitoba after the City of Winnipeg Fire Paramedic Service.

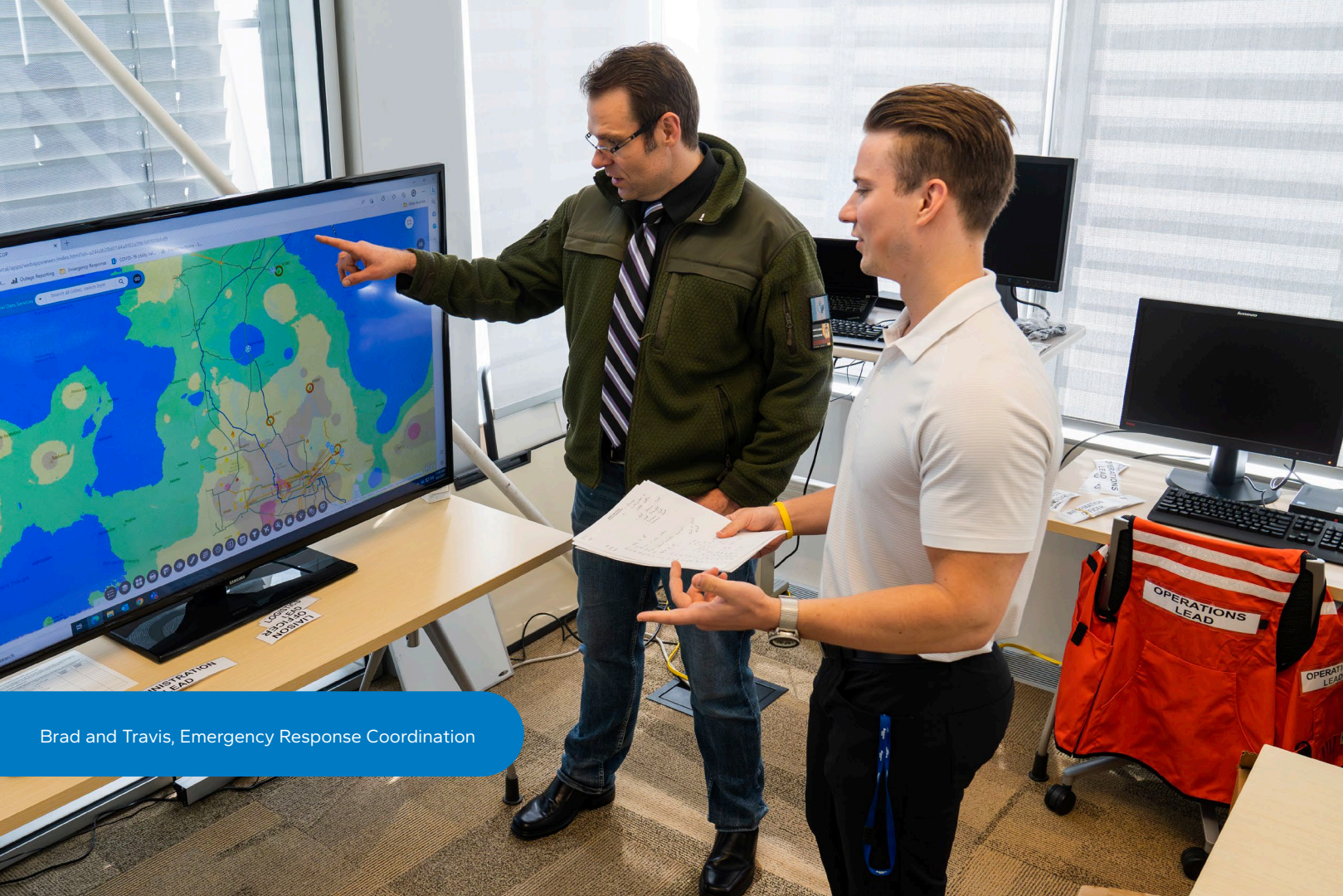
**Emergency Preparedness** is a critical, ongoing effort to ensure Manitoba Hydro can effectively respond to a major emergency and continue to conduct business as normally as possible. Through our **Emergency Preparedness Policy**, we set out standards for **Business Continuity Planning** and our **Corporate Emergency Management Program (CEMP)**, as well as our **Emergency Operations Centre, Corporate Emergency Centre** and **Incident Management System**. These plans meet legislated requirements including *The Emergency Measures Act of Manitoba*, *The Emergency Management Act of Canada* and *CER Canadian Energy Regulator Onshore-99-294* (as it relates to the Minell Pipeline).

As a hydropower utility, a critical area of focus is **dam safety** and planning for events that may impact our infrastructure and assets, including our 16 hydroelectric generating stations and distribution and transmission network. We are an active member in the **Canadian Dam Association (CDA)** and maintain **Dam Safety Emergency Plans** for each of our generating stations and control structures.

Our **Fire Marshal and Emergency Response Officers** serve as liaison between our organization and municipal fire departments across the province, the Manitoba Wildfire Organization and other organizations responsible for fire response in this province.

Our **Enterprise Emergency Response Coordinator** and **Response Staff** serve as liaison between our organization and municipal, provincial, and federal agencies responsible for large-scale emergency and disaster response in this province.





Brad and Travis, Emergency Response Coordination

“ Cybersecurity is considered a top enterprise risk as it impacts the safety of our employees, and the stability and the integrity of the services we provide to our customers and public. We view cybersecurity as a corporate goal to manage as part of our environmental, social and governance strategy. We continuously look for smarter, more effective ways of running our operations and reduce our impact on the environment and society.

— **Ian Fish,**  
Vice-President, Digital & Technology.

”

## Cybersecurity and data protection

Cybersecurity protects critical infrastructure, industrial control systems, and customer data. While cybersecurity has mainly been viewed as a technology issue, it is now understood as a key environmental, social and governance (ESG) concern. By adding cybersecurity into the discussion, it is understood that it can materially affect the success of the organization, is part of the critical infrastructure and social pillar.

**Policies, procedures, guidance, compliance standards and programs** are developed and audited for assurance. Privacy and cybersecurity measures are in place and training is provided annually to personnel. Manitoba Hydro's governance structure is developed to oversee the impact of programs affecting privacy and cybersecurity risk management.

## Customer data protection and privacy

With scammers becoming increasingly more sophisticated, it's important that our customers are aware of how to tell the difference between legitimate messages and “spoofing” messages that look like the communication is from Manitoba Hydro.

We provide **ongoing customer outreach** and share **real-time updates** on emerging scams and fraud for **employee and customer awareness** to ensure people can let their loved ones and friends know when messages are fake.

“ A family member received a text ‘from Hydro’ and reached out to me. I assured him it was a scam as we do not communicate in that way. I also reminded him that his bill payments were automatically withdrawn from his account so there is no way his bill would not have been paid in full. It is great to be aware and able to advise family members accordingly.”

— **Tracey,**  
Human Resources.

Since 2019, we have been a member of Utilities United Against Scams (UUAS), an association of over 150 U.S. and Canadian electric, water, and natural gas companies and their respective trade association that raises awareness of scams to protect customers.



## Community

Investing in your communities

# Investing in your communities

“ I found the culture evident among all of Manitoba Hydro’s staff so wonderfully community-oriented. I had the opportunity to casually chat with several employees and was inspired by the shared sense of commitment to making life better for Manitobans. All I can say regarding Hydro’s comprehensive set of support and incentive programs to encourage employees to get involved is, ‘Wow!’ ”

— **Janice Feuer,**  
Chief Development Officer, CancerCare Manitoba.

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.

## myCharity payroll deduction

Our employees can make individual contributions to as many as 30 local, regional, and provincial Manitoba charities by opting-in to the myCharity payroll deduction initiative. Manitoba Hydro matches all employee contributions dollar for dollar. Employees can direct the corporate match to one of four regional community foundations or one of two United Way organizations. Located in Brandon, Dauphin, Lac du Bonnet, Selkirk, Thompson and Winnipeg, these entities enable each employee to double the reach and impact of their personal donation.

**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 of Canada	\$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 Inc.	\$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 & District	\$2,379.00
United Way Winnipeg	\$53,428.70
Winnipeg Humane Society	\$33,264.92

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

“ There isn't one person who hasn't been affected by cancer. As an organizing committee, to be able to make this donation on behalf of all the people that participated is an honour. ”

— **Barry,**  
Employee and organizer of the Dirt Cup hockey tournament held in honour of late Manitoba Hydro employee Sandy “Dirt” Senek, who passed away after lengthy battle with cancer.



Sherelle Kwan, CancerCare Manitoba Foundation, receives a \$5,500 cheque from Dirt Cup organizing committee reps Jeff and Barry.

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

**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

**Employee champions and volunteerism**

**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.

**In 2023-24, volunteer grants supported:**

- Alpha House
- Awasisak Mēskanow Greenway
- D'Arcy's ARC
- 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 River Environment Inc.
- Scouts Canada



In May 2023, our downtown headquarters served as the host centre hub for the Downtown Winnipeg BIZ's spring cleanup. Many downtown partners attended, including the Winnipeg Foundation, the new Winnipeg Sea Bears basketball team and True North Sports and Entertainment, among others.

“ We were blown away by the response from our employees and our other partners downtown. Time and time again, our employees across the province have demonstrated they are invested in their communities, and Winnipeg is no exception. ”

— **Rena,**  
Community Investment

This year's hockey tournament raised \$11,000 — divided equally between CancerCare Manitoba and the Manitoba Hydro Employee Fund (MHEF).

A total of 315 volunteers gathered 225 bags of litter and 24 bags of recyclables during the cleanup.



Together, United Way Winnipeg, CUPE Local 998 and Manitoba Hydro collaborated to raise awareness surrounding menstrual health hygiene, accessibility to products needed and inclusivity for all those who need supplies through a collection drive of menstrual products for people in our community.

“ This was a very empowering campaign to be a part of and reiterates the importance of menstrual hygiene products that are out of reach for those in shelters, the homeless, low-income, and marginalized people in our city. ”

— Michelle,  
CUPE President.

From August through September 2023, we raised over \$1,300 and gathered over 15 collection boxes full of menstrual products.



### Making a difference in our communities together with the United Way

Since 1988, Manitoba Hydro has been matching, dollar for dollar, the charitable donations made by its employees to the United Way of Winnipeg. We call this our “corporate gift.” In 2016, five additional rural, regional charities became eligible

for the corporate gift. This change enabled employees to direct the corporate gift closer to home, based on the region of the province in which they grew up, or are currently working in.

These regional charities are in Brandon (South Central), Dauphin (Parkland West), Lac du Bonnet (Eastman), Selkirk (Eastman) and Thompson (Interlake North).

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

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



# Sponsorships

1JustCity - Beat the Cold	\$1,500
4P Festival	\$1,500
Agape House-Eastman Crisis Centre Inc	\$500
Alzheimer Society of Manitoba	\$4,250
AMC Youth Conference 2024	\$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
Cinémental	\$500
Committee on River Ice Processes and the Environment	\$2,500
CurlManitoba	\$1,300
Downtown Winnipeg BIZ	\$110,000
Eastern Manitoba Concert Association	\$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 Ag Society - Snow Place Like Home	\$3,000
Holiday Alley	\$2,500
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 High Schools Athletic Association	\$4,000
Manitoba Hydro Santa Claus Parade	\$70,000
Manitoba Games	\$60,000

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
Manitoba Maple Syrup Festival	\$300
Mentoring Artists for Women's Arts	\$500
Morden Corn & Apple Festival	\$1,500
Motor Vehicle Industry of Manitoba	\$500
Movement Centre of Manitoba	\$3,500
National Cree Gathering	\$2,000
National Gathering for Survivors	\$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	\$3,000
Red River Métis Business Development Corporation	\$1,000
Riverview Health Centre Foundation	\$2,000
Royal Manitoba Winter Fair	\$24,500
Royal Winnipeg Ballet	\$20,000
RRC Polytech	\$500
Safety Services Manitoba	\$1,000
Sagkeeng Treaty Days	\$2,000
Skate Gillam	\$2,500
Skills/Compétences Canada	\$4,000
Stonewall Quarry Days	\$2,000
Stroke Recovery Association of Manitoba	\$200
Summer in the City	\$1,500
Swan River Valley Agricultural Society	\$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
Westman Dreams for Kids Children's Country Fair	\$500
Winnipeg Symphony Orchestra	\$30,000

“ 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.



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



“ Manitoba Hydro has been a long-time supporter of the Manito Ahbee Festival. We were so excited to participate as a team in the Tipi Building this year.

— **Susan,**  
Indigenous & Community Relations.

“ We, in partnership with Sport Manitoba, deemed the sponsorship of Skate Gillam a great opportunity to illustrate the power of sport and the resilience and persistence of Olympic athletes such as Kaetlyn Osmond, to youth in the northern community of Gillam.

— **Kathleen,**  
Community Investment.



In November 2023, with our support, Olympic medalist, Canadian and World Champion figure skater Kaetlyn Osmond shared the ice with over 60 youth in Gillam.

# Engaging with communities



“ We are so happy our right-of-way could be used to serve our community. These transmission lines already provide safe, reliable energy to homes throughout Winnipeg, but now the right-of-way is also a safe, reliable active transport corridor. ”

— Colleen,  
Strategic Enablement Lead.

In collaboration with the City of Winnipeg, Trails Manitoba, and Bike Winnipeg, we developed the Northwest Hydro Corridor Multi-use Path Project (Phase 1) - a multi-use path that stretches along 2.4 km of transmission lines in Winnipeg's North End.

## Public engagement and input

The process for developing Manitoba Hydro's **2023 Integrated Resource Plan (IRP)** included an assessment of the changing energy landscape in this province, with insights gained through a variety of engagement with customers and interested parties, and sought to identify the first steps needed to prepare for future decisions that will impact energy supply and delivery in Manitoba.

## Engagement opportunities in the 2023 Integrated Resource Plan (IRP):

### Four rounds of engagement over two years

Round 1 – initial conversation; Round 2 – Key inputs and scenarios; Round 3 – Initial modelling results; Round 4 – preliminary outcomes.

### 27,616 visits to Manitoba Hydro's dedicated website

All publicly available information shared during each round of engagement was hosted on the site.

### 4,927 subscribers

Customers and interested parties were invited to sign up to receive email updates starting with the first round survey.

### 14,973 survey responses

An online customer survey was widely promoted to gain information on Manitobans values, motivations and plans related to current and future energy use.

### 14 Interested Parties workshops

“ The fourth circle was a great way to end the series of engagement circles, as it provided us opportunity to show participants how we used what they told us in our process and allowed further space to discuss key topics that were important to them. ”

— **Maria,**  
Community Relations Advisor, Indigenous & Community Relations.

As part of the First Nations and Métis Engagement Process, a series of four engagement circles were held to gain feedback to inform the routing and development of the environment assessment report for the new proposed transmission line component of the Pointe du Bois Renewable Energy Project. Each circle was facilitated by a Manitoba Hydro representative with the support of an Elder from Long Plain First Nation.

In May 2023, Manitoba Hydro held the fourth engagement circle with representatives from Black River First Nation and Peguis First Nation attending. The purpose of the fourth engagement circle was to share how the previous engagement circles influenced the environmental assessment for the PW75 transmission line and to receive additional input about monitoring, and culture and heritage. Based on interests shared during past engagement circles, a presentation on the Winnipeg River system was also part of the agenda.

Each engagement circle was intended to be a collaborative discussion between and amongst those engaged on the project and designed to include a combination of updates on the project and/or environmental assessment process, opportunities to share feedback through interactive group activities and self-directed stations, and a sharing circle for open discussion.

## Business opportunities and local employment

To promote positive relationships and increase opportunities for Indigenous people on our projects, our tendering practices have evolved to promote engagement and build relationships between Manitoba Hydro, our contractors, and Indigenous communities.

One of the ways we promote opportunities on our projects is through on-the-job training (OJT) programs geared towards Indigenous people, such as the Indigenous Women's OJT programs on our Pointe du Bois Renewable Energy Project (PREP) and Portage Area Capacity Enhancement (PACE) projects.

The impact of OJT programs are training, skills upgrades and employment experiences supporting further growth of a Manitoba-based Indigenous workforce. Workers bring skills and expertise from project-to-project and grow their careers.

“ The role is amazing; I have great teachers. What I enjoy most is meeting new people and being a part of a team that is fully accepting of me as a co-worker. ”

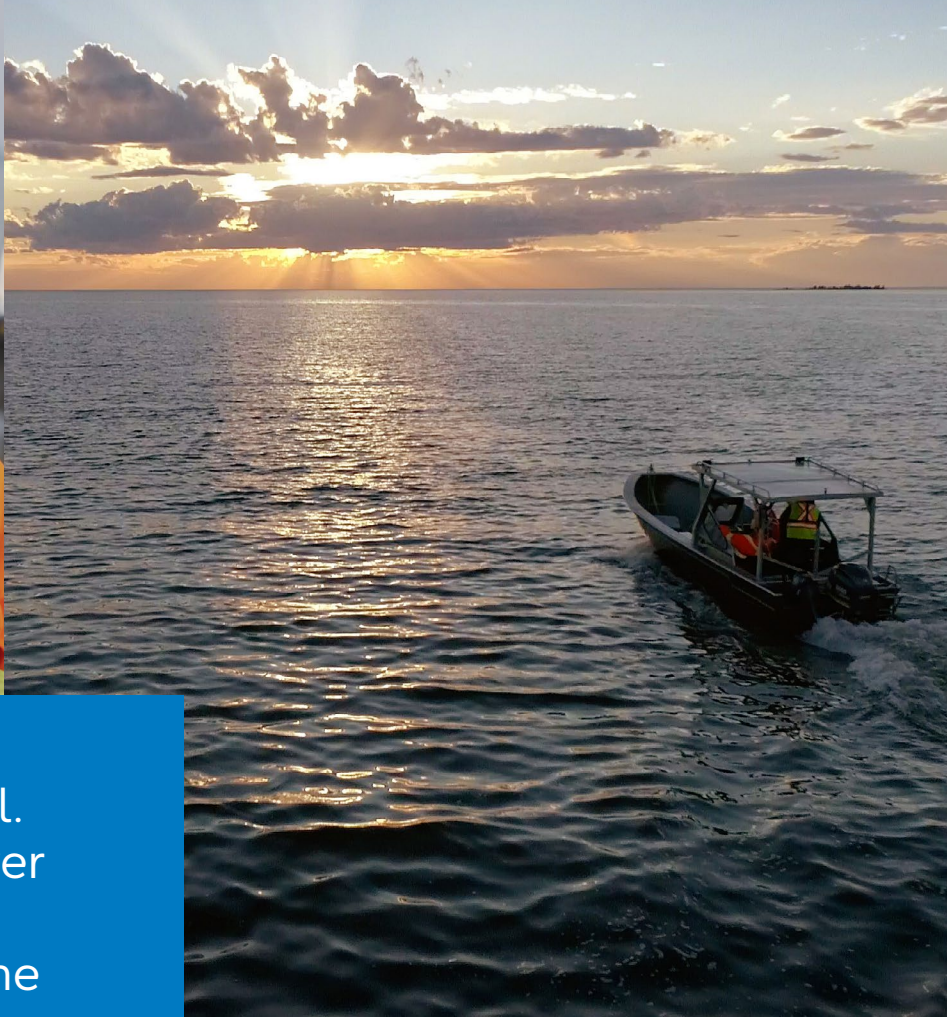
— **Joelle,**  
Community member of Sagkeeng Anicinabe Nation, Pointe du Bois Renewable Energy Project.



“ I look forward to going to work and take pride in what my colleagues and I can accomplish. ”

— **Sandy,**  
Community member of Fisher River Cree Nation, who applied for an On-The-Job training opportunity at the Wash'ake Mayzoon Station and recently began a Level II Electrician Apprenticeship position.

# Strengthening Indigenous relationships



“ Water connects us all. Rivers and lakes power our province. But, for many of us living in the North, there is a deeper connection to the water. These waterways are essential to our way of life. ”

— Jackie,  
Boat Patroller.

Our past and our future are fundamentally connected with Indigenous people and communities. We acknowledge the impacts of our projects and operations and are committed to working collaboratively to strengthen and improve our relationships with Indigenous communities and advance reconciliation in our province.

Our organization's **Indigenous Relations Commitment Statement** guides and informs our work now and into the future.

## Working together

Manitoba Hydro operates throughout Manitoba, on the traditional territory of the Anishinaabe, Anishinew, Cree, Dakota, and Dene Peoples, and on the National Homeland of the Red River Métis.

The waterways we rely on for hydropower are critically important to Indigenous communities. Our developments have affected Indigenous communities along developed waterways, including the Saskatchewan, Nelson, Churchill, Rat, Burntwood, Laurie and Winnipeg Rivers.

“ One thing that has been made clear to us in the various discussions we have had with different Indigenous Nations on many of our projects is the importance of bringing ceremony into our processes and projects. To honour and respect what has been shared with us, we held a ceremony to pay our respects to and thank the Creator for allowing the work on the project to be completed smoothly and thanking the spirits of the animals, birds, plants, and all the beings affected by the project for their part in helping us achieve this milestone. ”

— Maria,  
Community Relations Advisor, Indigenous & Community Relations.

In March 2024, a ceremony was held to mark the final construction milestone on the St. Vital Transmission Complex in a proper way. The completion of the final portion of the transmission complex between St. Vital Station to La Verendrye Station (Y36V), went into service at end of March. The ceremony was led by an Elder from Long Plain First Nation.

“ We’ve heard from many Indigenous communities about the importance of having environmental stewardship work designed and implemented by the peoples who have a connection to those lands and waters. The Indigenous Monitoring Stewardship Fund will support these efforts as well as strengthen Manitoba Hydro’s understanding of the environments within which we operate.”

— Vicky,  
Director, Indigenous and Community Relations.

A new pilot program to be launched in April 2024 will support projects that help build an understanding of the waters and shorelines in Manitoba affected by hydroelectric development. Funding is specifically for Indigenous communities, Indigenous governments, regional Indigenous governance organizations, and tribal councils that have a connection to the waters and shorelines affected by hydroelectric development on the Churchill, Burntwood, Nelson, Saskatchewan, Laurie, and Winnipeg River systems.



The Indigenous Monitoring Stewardship Fund totals \$1,000,000 and will be available in 2024-25 as a pilot program. Eligible projects may receive up to \$125,000 for the 2024-25 funding year.

## Revitalization agreement

The Revitalization Agreement addresses the adverse effects of Manitoba Hydro's existing developments and operations on the rights of the Red River Métis and establishes processes for working together on a range of issues related to Manitoba Hydro's developments and operations, including on any future developments that may be undertaken by the Crown corporation.

## Mitigation programming

Starting in the 1970s, we established **mitigation programming** to address the past, present and ongoing effects of historical hydroelectric development. Mitigation and compensation related to hydroelectric development is provided through **settlement agreements** with communities and resource-user organizations, as well as **programming** and **remedial works**.

Since 1998, our **Waterways Management Program** has supported safety across the North with boat patrols, debris-clearing programs, ongoing shoreline stabilization and an annual winter installation of safe ice trails. In times of need, we are there to support emergency operations like sandbagging, helping fight wildfires and assisting with search and rescue efforts.



Kirsten, Field Supervisor, Waterways Programming on the ice trail on Lake Winnipeg.

“ Manitoba Hydro has tried hard to introduce a lot of good programs which really helps make sure that our people get a foothold in a lot of these enterprises that are happening in our community. I like the fact that it employs locals; it gives them a job. It allows them to earn a living. And I think that overall it helps everybody because our lakes are open for people to use for their enjoyment. ”

— Dwayne,  
Community contractor of Misipawistik Cree Nation.

Annually from May through October, approximately 42 individuals from nearby Indigenous communities are employed as Boat Patrollers. During the 2023 season, our patrollers travelled a combined 76,100 km of our northern waters.

An additional 349 individuals were employed in 2023-24 on debris clearing contracts through local community contractors.

## Indigenous economic opportunity

Our **Northern Purchasing Policy** encourages the participation of northern Indigenous people in Manitoba Hydro business opportunities. We actively work to involve Indigenous communities across the province on our projects and promote opportunities for Indigenous employment, training and/or business opportunities.



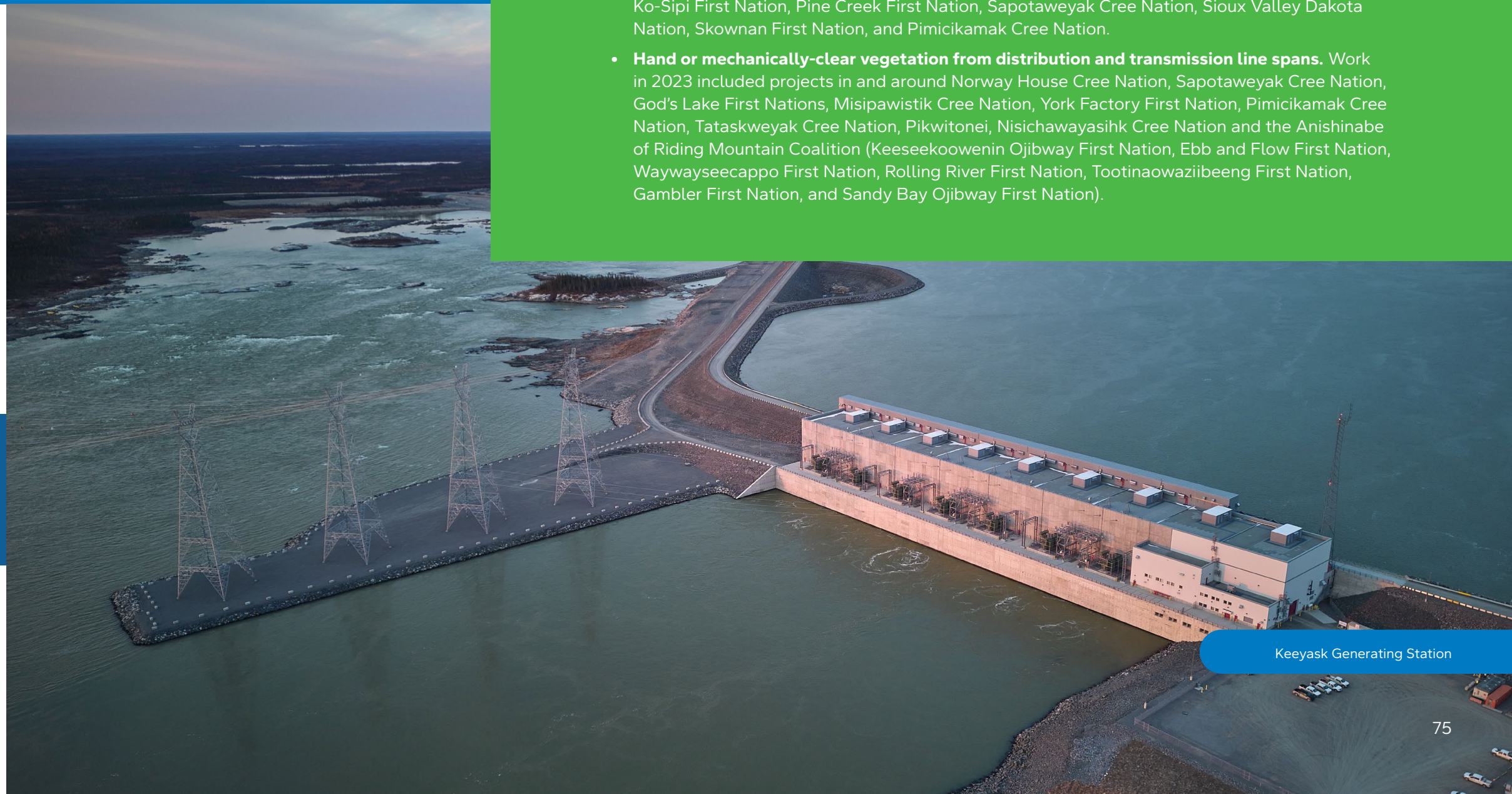
### As of March 2024,

Indigenous hiring on our recent transmission projects is ranging between **40 to 55%** of the total hires.

Our two most recent hydropower projects, developed by the **Wuskwatim Power Limited Partnership** and the **Keeyask Hydropower Limited Partnership (KHLP)**, included the involvement of Indigenous communities from the initial development and planning stages to understand and incorporate their perspectives, and create employment and business opportunities in partnership.

This approach continues into operations with a commitment to long-term environmental monitoring based on local Indigenous Traditional Knowledge and technical science.

**In 2023-24, Manitoba Hydro signed 83 contracts with 46 different Indigenous vendors.**



Keeyask Generating Station

## Partnering for reliability and safety

Manitoba Hydro works with Indigenous communities across the province to help reduce safety hazards and protect reliability through vegetation management, maintenance, and preventative measures on our infrastructure and right of ways (ROW).

### We work with Indigenous communities to:

- **Upgrade and salvage poles and assorted line materials.** Work in 2023 included salvaging 52 kilometers of overhead electrical distribution line and approximately 700 poles between the community of Tataskweyak Cree Nation and our Keeyask Project site.
- **Install mesh-style fireshield installations to reduce risk of wildfire damage to our wood pole infrastructure.** Work in 2023 included projects in Duck Bay, Gambler First Nation, O-Chi-Chak-Ko-Sipi First Nation, Pine Creek First Nation, Sapotaweyak Cree Nation, Sioux Valley Dakota Nation, Skownan First Nation, and Pimicikamak Cree Nation.
- **Hand or mechanically-clear vegetation from distribution and transmission line spans.** Work in 2023 included projects in and around Norway House Cree Nation, Sapotaweyak Cree Nation, God's Lake First Nations, Misipawistik Cree Nation, York Factory First Nation, Pimicikamak Cree Nation, Tataskweyak Cree Nation, Pikwitonei, Nisichawayasihk Cree Nation and the Anishinabe of Riding Mountain Coalition (Keeseekoowenin Ojibway First Nation, Ebb and Flow First Nation, Waywayseecappo First Nation, Rolling River First Nation, Tootinaowaziibeeng First Nation, Gambler First Nation, and Sandy Bay Ojibway First Nation).





## Environment

Care, responsibility, and protection for the environment

# Water stewardship, land use and biodiversity management

Manitoba's abundance of natural resources includes the vast network of lakes and rivers that fuel our hydropower. Our organization, through strategic planning and programming, places an emphasis on **environmental stewardship** and **biodiversity management**.

## Avian protection

The nature and location of our work frequently has us interacting with birds and their habitats. Most birds and their nests and eggs are protected by federal and provincial laws that hold an individual and/or a company liable for destruction and/or possession of birds, carcasses, nests, eggs, and chicks. We apply care and diligence in all the work we do to respect these habitats and follow all regulations and requirements.

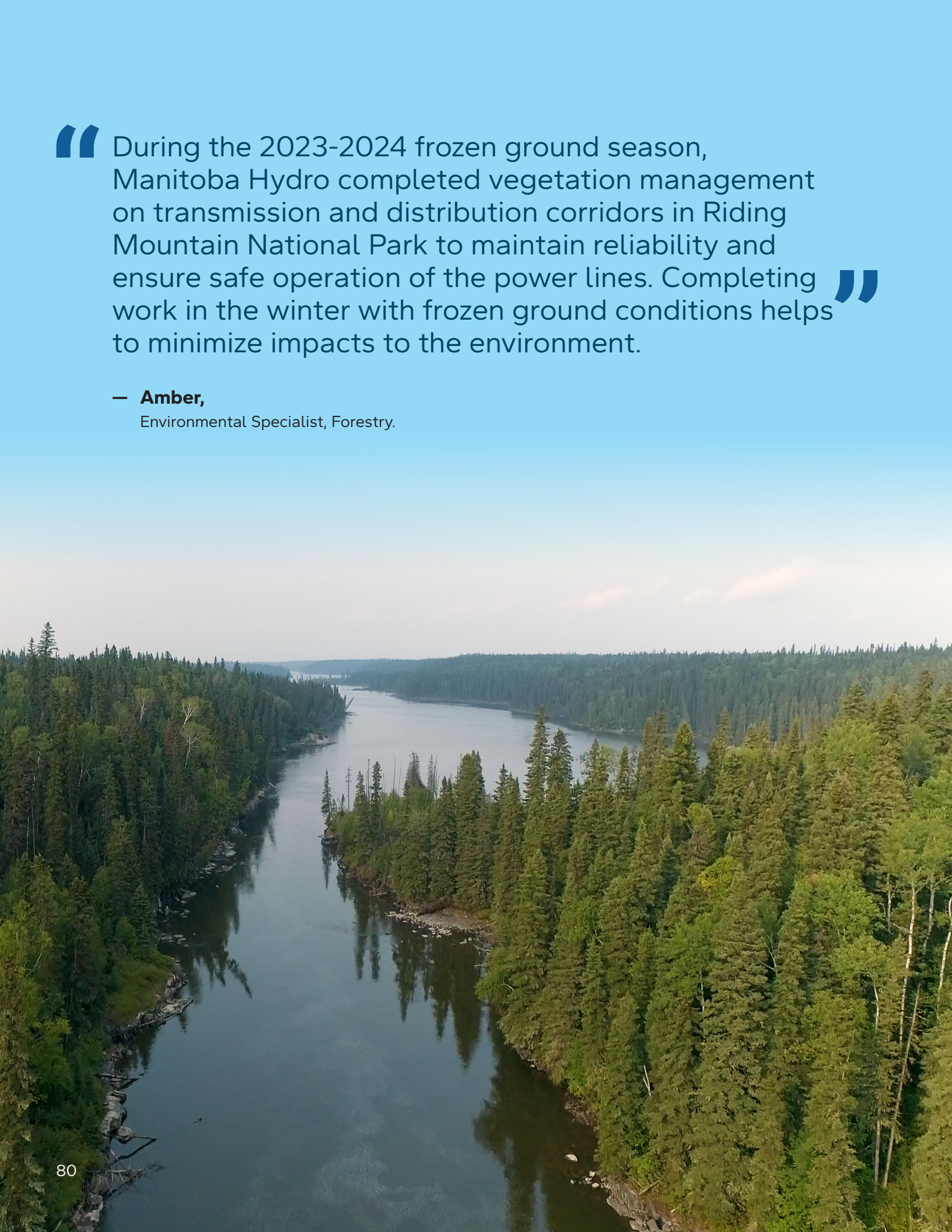
Recent amendments to protected birds legislation required changes to processes surrounding our wooden poles. According to the new federal law, pileated woodpecker nesting cavities in wooden poles or trees are protected from removal or destruction for a minimum of thirty-six months. Nest cavities on wooden poles must also be registered in the new Government of Canada Abandoned Nest Registry.

Since March 2023, we have registered 22 protected poles with the new federal Abandoned Nest Registry.



“ It’s not only about understanding new environmental laws, but more importantly supporting our internal business partners in developing innovative due diligence practices for their operations. We have been working with the federal government and other utilities on building a path that supports operations but also manages safety, cost, and reliability, all while protecting our wildlife. ”

— **Jonathan,**  
Environmental Specialist, Transmission and Distribution Environment and Engagement.



“ During the 2023-2024 frozen ground season, Manitoba Hydro completed vegetation management on transmission and distribution corridors in Riding Mountain National Park to maintain reliability and ensure safe operation of the power lines. Completing work in the winter with frozen ground conditions helps to minimize impacts to the environment. ”

— **Amber,**  
Environmental Specialist, Forestry.

## Vegetation management

Vegetation management work in Riding Mountain National Park required authorization from Parks Canada, involved partnering with local Indigenous community members and entities, completion of a hazard tree assessment, and safe management of incompatible vegetation in our efforts to maintain some compatible vegetation.

Work was completed by a local entity and First Nation joint venture with collaboration from Parks Canada and Manitoba Hydro on field-based decisions to create a biologically diverse ecosystem of low growing shrubs, herbs and grasses compatible with the safe operation of the power lines.

The long-term goal of our **Integrated Vegetation Management Program (IVMP)** is the conversion of the right of way from dense stands of tall-growing vegetation, into low-growing stable plant communities compatible with the safe and reliable operation of the Manitoba Hydro's electrical system. These IVMP goals not only apply to Manitoba Hydro's generation, distribution, and transmission systems but also apply to the natural gas distribution, facilities and yards, and dam safety.

Manitoba Hydro uses a variety of industry standard techniques to manage target vegetation on and off the right of way (ROW). In this work, we also prioritize working to understand and address concerns around vegetation management from Indigenous communities and organizations and the public through interested party engagement.

## Within our right of way (ROW), we employ five primary methods of managing vegetation:



### Selective control:

These methods target only tall-growing vegetation and retain, encourage or introduce desirable low-growing species, particularly shrubs and traditional-use plants that are naturally present on the site, since this helps to suppress tall-growing species.



### Non-selective control:

There are instances when the control methods target all species.



### Compatible use:

Encourage activities and land uses on the ROW that will not conflict with transmission lines (or electrical infrastructure) and that control or prevent the growth of tall trees, such as recreational or agricultural uses.



### Limited clearing required:

Provide students with paid work terms related to areas where limited vegetation exists (agricultural areas) or when trees at their mature height will never come within the "limits of approach" (minimum allowable distance between vegetation and the conductor) at the maximum "conductor sag" (degree to which the line could sag towards the ground) and does not impede with access to infrastructure. Limited clearing sites are those that will likely never require vegetation maintenance because they pose little threat to the safe operation of Manitoba Hydro infrastructure.



### Altering existing vegetation:

In rare cases where it is not feasible to remove vegetation from along the corridor or edges of the ROW, existing vegetation can be modified by pruning or trimming to maintain clearances from power lines.

## Lake Sturgeon stewardship

**Lake Sturgeon**, also known as **Namew/Namao** in Ojibwe and Cree, have a rich cultural significance to Indigenous people and, historically, represented an important food source providing fresh meat, caviar, and dried meat that could be kept for years. Currently, this species is being considered for listing as endangered under the federal *Species at Risk Act (SARA)* — due primarily to effects of historical commercial overfishing, compounded by habitat changes resulting from hydroelectric development and operation over the years.

Manitoba Hydro recognizes that its operations and infrastructure may affect Lake Sturgeon and has made a long-term and ongoing commitment to the recovery of Lake Sturgeon in Manitoba. The **Lake Sturgeon Stewardship & Enhancement Program (LSSEP)** was established in 2008 to consolidate Manitoba Hydro's Lake Sturgeon stewardship efforts.

At our **Grand Rapids Fish Hatchery**, Manitoba Hydro raises Lake Sturgeon to fulfill regulatory commitments for the Keyask Hydropower Limited Partnership (KHLP) and support stewardship activities undertaken by the Nelson River Sturgeon Board. The hatchery strives to contribute to fish recovery efforts, facilitate research, and educate the public. Recent upgrades to our fish hatchery are expected to support our efforts to stock and bolster sturgeon populations.

Improvements include circular tanks that generate currents more suited to the sturgeons' swimming patterns, as well as improved water treatment for the tanks that includes temperature control, biofilters, degassers and UltraViolet (UV) units.



Yhana in the newly upgraded Grand Rapids Fish Hatchery.



Annually, approximately 2,000 sturgeon are raised over winter and tagged at the Grand Rapids Fish Hatchery before their release in the spring as yearlings.

“ We recognize the importance of supporting sturgeon research. We have a variety of research groups, such as university students, coming to the hatchery to conduct studies. We also run education programs and have our visitor centre to educate school groups and other visitors, as well as supporting aquarium programs in schools and different communities. ”

— **Yhana,**  
Fish Culture Supervisor, Grand Rapids

## Environmental management

“ Each year, Canadians recycle more and more of their used batteries with Call2Recycle thanks to the ongoing partnership of organizations like Manitoba Hydro. This partnership speaks to a real commitment to sustainability and makes a significant difference. The support we receive from Manitoba Hydro helps us achieve our mission of maximizing battery diversion from the waste stream, which in turn protects wildlife, the environment and our communities. ”

— **Joe Zenobio,**  
President of Call2Recycle Canada Inc.

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.



# Recycling

## 75,000

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

## 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.

## 37.9

In fiscal year 2023-2024, 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.

## 98,620

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

## 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.

The bulk of Manitoba Hydro's computer equipment scheduled for disposal is recycled or donated. Computer equipment that is no longer functioning and would cost more to repair than the equipment is worth, is forwarded to an equipment disposal agency for environmentally benign disposal. Surplus computers and related equipment with service lives of five years or greater with no functional value to Manitoba Hydro are donated to a non-profit organization which refurbishes computer equipment donated by government organizations, private businesses, and individuals for use by publicly funded schools, libraries, registered not-for-profit organizations, registered home schools, post-secondary, adult education students and Indigenous communities. This directly helps provide Manitobans with access to IT technology and skills.

## Enterprise PCB Remediation Project

Polychlorinated Biphenyls (PCBs) regulations in the Canadian Environmental Protection Act require that some equipment containing PCB concentrations of 50 parts per million (ppm) or more must be removed from service by December 31, 2025.

Manitoba Hydro's **Enterprise PCB Remediation Project** is creating a centralized inventory of our PCB-containing assets; testing and assessing thousands of electrical assets to determine their PCB concentration; and planning for the replacement of thousands of assets to meet our regulatory obligations.

Beyond 2025, Manitoba Hydro will continue to responsibly manage its remaining PCB-containing assets to the end-of-life.

### Over 2023-2024:

- A centralized system for asset inventory was developed. The data quality continues to be refined.
- An integrated master schedule was created with milestones for remediation work.
- Procurement of many long lead materials, planning and design work.

## Environmental Management System (EMS)

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

Our EMS begins with a **strong environmental policy** that commits us to legal compliance, pollution prevention, and ongoing enhancement of our environmental performance. We identify key environmental aspects, set clear and measurable objectives and implement targeted programs to achieve these goals. Through regular monitoring and review, we ensure continuous improvement in all our operations.

An example of our EMS in action is our **Contractor Environmental Responsibilities (CER) bulletins**. These bulletins, similar to Environmental Protection Plans, outline environmental responsibilities for construction and maintenance contractors retained by Manitoba Hydro. They cover various topics, from wildlife protection to excavating and backfilling.

By communicating our expectations to contractors before a project begins, we can attempt to mitigate environmental risks and associated lifecycle impacts. The CER bulletins provide clear, concise direction and serve as an effective environmental management tool.

# Climate change mitigation and adaption

## Quantifying and reporting greenhouse gas (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 (CO<sub>2</sub>e) **~75% below our** \*voluntary target threshold of 520 kt CO<sub>2</sub>e, 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 (CO<sub>2</sub>e), representing GHG emissions 6 per cent below 1990 levels. Our activities result in direct GHG emissions of CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, SF<sub>6</sub> and CF<sub>4</sub>. These GHGs are expressed in CO<sub>2</sub>e as calculated using their appropriate Global Warming Potential (GWP) factors. While CO<sub>2</sub> is the primary GHG emission from our operations, accounting for roughly 67% of total GHG emissions, CH<sub>4</sub> accounted for approximately 31% of GHG emissions, and N<sub>2</sub>O, and SF<sub>6</sub>/CF<sub>4</sub> accounted for approximately 1% and 2% respectively.

In fiscal 2023, over **69\*** million megawatt-hours (MWh) of electrical energy flowed across the Canada-United States border in both directions, generating many benefits on both sides, including enhanced reliability, and increased grid resilience.

\*This equates to enough energy to power (but not heat) more than six million homes.



## Supporting greenhouse gas emission reductions

Our abundant hydropower positions Manitoba to support efforts to reduce GHG emissions.

Since 1991, our net electricity exports have helped to displace approximately 260 million tonnes of GHG emissions (in CO<sub>2</sub>e) in the regional electricity sector.

## Improving climate change resilience

Manitoba Hydro continues to invest in the infrastructure and expertise to support initiatives related to improving climate change resilience. A joint investment from the Manitoba provincial and Canadian federal governments provides funding for two Manitoba Hydro projects: the **Point du Bois Renewable Energy Project** and the **Portage Area Capacity Enhancement Project**. This funding is part of the Green Infrastructure Stream of the Investing in Canada Infrastructure Program.

The investments in both of these critical infrastructure projects will help ensure Manitobans continue to benefit from the second-most affordable electricity in Canada, while also supporting GHG emission reductions, through hydroelectricity. These projects build on our legacy of investments in energy over the past 100 years, as we work towards a lower carbon future for all Manitobans.

These funding applications were underpinned by GHG Mitigation Assessments and Climate Change Resilience Assessments which were produced internally by teams of subject matter experts within Manitoba Hydro.

“Manitoba Hydro is extremely pleased to receive federal funding through the Green Infrastructure Stream of the Investing in Canada Infrastructure Program. The investments we are making in both these critical infrastructure projects will help provide Manitobans with energy for life and power our province's economic growth with reliable hydroelectricity. These projects build on our legacy of investments over the past 100 years as we work toward a lower carbon future for all Manitobans.”

— **Hal Turner,**  
Vice President, CEO Transition.



In November 2023, the Manitoba provincial and Canadian federal government announced the joint investment of \$475.6M to expand and strengthen Manitoba's electricity grid through two new projects: the Point du Bois Renewable Energy Project and the Portage Area Capacity Enhancement Project.

Several features imbedded within these projects contribute to climate resilience:

- **Construction of two new transmission lines** provide additional, geographically separated outlets to transmit large amounts of energy from one location to another. In addition to being designed for extreme climatic loads (1-in-150 year events), these lines also have provisions for failure containment to prevent propagation of failures which can reduce time required to return lines to service after a failure. Furthermore, the geographic separation from other lines reduces the likelihood that a climatic event (e.g., freezing precipitation, wind, wildfire) results in a coincident loss of multiple lines.
- **Construction of the Wash'ake Mayzoon station** provides a new control point for 230 kiloVolt (kV) and 66kV operations in the Portage la Prairie area of Manitoba. In addition to siting this new station to reduce flood risk associated with the Assiniboine River, the station platform elevation was designed such that it is above local topographic features (e.g., fields and roadways) which further reduces flood risk. This new station also facilitates future expansion to help meet growing loads in the area due to factors such as increasing population and industry, changes to the physical climate (e.g., air conditioning demand), and changes associated with a transition to a lower carbon economy (e.g., electric vehicles).
- **Installation of eight new units at the existing Pointe du Bois hydroelectric generating station** improves the utilization of existing water resources by increasing the capacity of the powerhouse. Water flowing through these new units will now be used to generate electricity instead of being spilled. The additional generation contributes to overall system resilience during climate-related events such as a loss of northern system generation/transmission, or times when drought is affecting other parts of our river basin. The decision to replace units at Pointe du Bois makes sense under both historic climate conditions as well as under future climate projections, where the median projection from an ensemble of Global Climate Models tends towards slightly wetter conditions in the future.





## Innovation and diversification

Our mission is to help all Manitobans efficiently navigate the evolving energy landscape, leveraging their energy advantage, while ensuring safe, reliable energy at the lowest possible cost. As one of the largest integrated electricity and natural gas utilities in Canada, we are uniquely positioned for the combined study of natural gas and electricity solutions to prepare for the energy transition.

Our past investments in electricity, and interconnections to other energy markets create a solid foundation from which to start.

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 province’s future energy needs.

“ The energy transition has already started. More customers are considering buying electric vehicles, some businesses are taking steps to decarbonize their operations, and governments — at federal, provincial, and municipal levels — are taking or contemplating actions that will further drive the transition. ”

— Hal Turner,  
Vice President, CEO Transition.

The ability to analyze climate resilience by engaging with a broad team of subject matter experts across the corporation is largely facilitated by **Manitoba Hydro’s Climate Change Opportunities Risks and Adaptation (CCORA) Working Group** and through partnerships with various research and industry groups.

Progress related to understanding how our climate will change and what we are doing to adapt to those changes will be documented in an update to our Climate Change Report, targeted for publication in late 2024.



## Integrated resource planning

The energy transition is underway in Manitoba. How energy is produced, delivered and consumed is changing. Preparing for this change is a challenge that utilities around the world are facing. As we move towards a cleaner energy future, technology, energy markets, customer decisions and government actions are driving the pace of this change and impacting how Manitoba Hydro may serve its customers into the future.

The 2023 IRP provided a collection of learnings, near-term actions we will take, and key indicators or signposts we will monitor to understand how, and how quickly, the energy landscape is changing.

### Through the IRP process we learned:

- Manitoba is in a good position today from our reliable hydroelectric system that delivers about 97 per cent of our electricity in an average year.
- Our existing electricity is limited, and we will need to consider diverse options for new energy sources, possibly within the next 10 years.

Our **Integrated Resource Planning (IRP)** process involved examining a broad range of possible future scenarios. This comprehensive analysis was important for gaining insights into the potential variability of energy supply and delivery expenses, GHG emissions, combinations of energy sources, and the timelines for when we might need to introduce new energy resources.

We identified several near-term actions to take over the next five years to prepare for the future, including investigating ways we can actively manage electricity demand, prepare for further rapid growth in electricity, explore the potential of emerging energy technologies, and continue conversations with our customers, interested parties and the energy planning community.

## Energy consumption

Through the 2023 IRP we learned that energy efficiency will be key to a successful energy transition, ensuring we get the most out of the energy we already have.



## Energy efficiency

Energy efficiency will be key to a successful transition. This includes ways to reduce electricity demand at peak times, such as cold winter days, by using technologies that use both natural gas and electricity for space heating or programs that shift use of energy from times of high demand to times of lower demand.



## Wind generation

Additional wind generation is potentially a cost-effective energy choice. It must be paired with a fully dispatchable backup energy resource because wind isn't always available, and storage technology is still in the early stages of development.



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