

## FortisAlberta Sustainability Key Performance Indicators

	2022	2021	2020
<b>Our People</b>			
<b>Employee Safety</b>			
All Injury/Illness Frequency Rate (injuries per 200,000 hours)	0.70	0.21	0.52
<b>Employee Demographics</b>			
Total number of employees (#)	1,207	1,115	1,088
Positive employee engagement survey results (% of total workforce)	67	-	-
Percentage of female employees (%)	32	32	31
Percentage of female management (Supervisor, Manager, and Director) (%)	33	35	34
Percentage of female executives (%)	25	25	25
<b>Employee Age (ALL - Generational Data)</b>			
Generation Z (% born 1997 and later)	3	2	1
Millennial (% born 1981-1996)	46	42	40
Generation X (% born 1965-1980)	36	39	39
Baby Boom (% born 1946-1964)	15	17	20
<b>Employee Age (Management - Generational Data)</b>			
Generation Z (% born 1997 and later)	0	0	0
Millennial (% born 1981-1996)	37	31	23
Generation X (% born 1965-1980)	49	49	50
Baby Boom (% born 1946-1964)	14	20	27
<b>Employee Age (Executives - Generational Data)</b>			
Generation X (% born 1965-1980)	100	100	100
<b>Turnover and Retention</b>			
Annual voluntary turnover (% of total workforce)	2.86	3.37	0.82
Annual retirement rate (% of total workforce)	2.42	2	2.21
Average years of employment (#)	30	27	25
Percentage of employees eligible to retire in 5 years (%)	10	11	10
<b>Hiring</b>			
Percentage of job vacancies filled by existing employees (%)	69	60	83
Percentage of job vacancies filled by females (ALL) (%)	25	39	36
Percentage of job vacancies filled by females (management) (%)	31	42	23
<b>Benefits</b>			
Employee training (\$ per employee)	2,400	2,200	1,800
Percentage of full-time employees that are eligible to receive Disability coverage (%)	100	100	100
Percentage of full-time employees that are eligible to receive Employee and Family Assistance Program (%)	100	100	100
Percentage of full-time employees that are eligible to participate in the Employee Share Purchase Program (%)	100	100	100
Percentage of full-time employees that are eligible to receive Health Care Benefits (%)	100	100	100
Percentage of full-time employees that are eligible to receive Life Insurance (%)	100	100	100
Percentage of full-time employees that are eligible to participate in the Retirement Savings Plan (%)	100	100	100

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<b>Labour Management Relations</b>			
Total number of work stoppages (#)	0	0	0
Percentage of total workforce unionized (%)	76	77	78
<b>Our Communities</b>			
<b>Customer Information</b>			
Number of customers (#)	583,500	577,200	572,000
Residential (%)	84	84	84
Commercial (%)	14	14	14
Industrial (%)	2	2	2
Total electric customers (%)	100	100	100
<b>Distribution Connected Generation (DCG)</b>			
Number of DCG connected annually (#)	17	8	7
Installed capacity of DCG connected annually (MW)	288	123	99
<b>Energy Delivered</b>			
Total electricity delivered (GWh) (excluding transmission connected)	16,923	16,643	16,092
<b>Public Safety</b>			
Third-party overhead power line contacts (#)	265	377	317
Third-party underground power line contacts (#)	93	162	115
<b>Economic Value</b>			
Total amount paid in Employee Compensation (\$)	169,400,000	166,400,000	159,600,000
Total amount paid to Top 10 Contract Services (\$)	114,700,000	99,000,000	93,500,000
Total amount paid to Top 10 Material Vendors (\$)	117,200,000	64,500,000	76,300,000
Total amount paid in Community Donations (\$)	799,000	849,000	1,012,000
<b>Our Environment</b>			
<b>Emissions</b>			
Emissions Scope 1 (tCO <sub>2</sub> eq) (fleet and natural gas for building heat) <sup>1</sup>	10,529	10,750	11,225
Emissions Scope 2 (tCO <sub>2</sub> eq) (emissions from buildings) <sup>1</sup>	5,192	5,218	5,449
Emissions Scope 2 (tCO <sub>2</sub> eq) (line losses) <sup>1</sup>	429,209	435,915	434,910
Energy efficiency programs reductions (MWh)	33,740	33,442	33,533
Energy efficiency programs emissions reductions (tCO <sub>2</sub> eq)	18,557	19,062	19,114
<b>Oil Releases</b>			
Reportable oil releases to the environment (number reportable to Alberta Environment and Protected Areas) <sup>2</sup>	25	38	13
Number of fines associated with releases (#)	0	0	0
<b>Biodiversity</b>			
Area of power line right-of-ways managed under Integrated Vegetation Management Principles within the Forest Protection Area (acres)	25,326	24,058	23,722
<b>Waste Management</b>			
Disposal of hazardous waste (tonne) <sup>3</sup>	0.58	0.20	3.40

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<b>Business Excellence</b>			
<b>Customer Service</b>			
Customer Satisfaction Index (%)	86.0	88.8	88.6
Customer Care Centre First Call Resolution (%)	82.7	83.8	85.2
<b>Board of Directors</b>			
FortisAlberta Board of Directors (#)	10	10	10
Percentage of Independent Directors <sup>4</sup> (%)	60	60	50
<b>Board of Directors Continued</b>			
Percentage of Female Directors (%)	40	40	50
<b>Financial Indicators</b>			
Capital Expenditures (\$)	510,202,000	389,175,000	419,533,000
<b>Reliability</b>			
System average interruption duration (hr)	1.70	2.42	1.82
System average interruption frequency (# per year)	1.08	1.42	1.20
<b>Governance and Policy</b>			
<b>Environment</b>			
Emergency Spill Response Plan	YES	YES	YES
Environmental Management System aligned with ISO 14001	YES	YES	YES
Avian Protection Plan	YES	YES	YES
<b>Governance</b>			
Anti-corruption	YES	YES	YES
Code of Conduct	YES	YES	YES
Whistleblower	YES	YES	YES
Insider Trading	YES	YES	YES
Respectful Workplace	YES	YES	YES
Internal Inclusion and Diversity	YES	YES	YES
Political Engagement	YES	YES	YES
Privacy	YES	YES	YES
<b>Aboriginal Engagement</b>			
Documented consultation process with Indigenous communities	YES	YES	YES
Indigenous communities within FortisAlberta's service area have been formally identified	YES	YES	YES

### Notes

<sup>1</sup> In 2022, an independent third-party review of FortisAlberta's greenhouse gas inventory and methodology was completed.

<sup>2</sup> All oil releases were fully remediated.

<sup>3</sup> Hazardous waste is processed and recycled using a licenced hazardous waste management contractor.

<sup>4</sup> Independent Directors are not employees of FortisAlberta, Fortis Inc. or its subsidiaries.