



Sustainability Policy

Sustainable business practices are essential to Oakville Hydro's success as a provider of electricity and innovative energy solutions to the Oakville community. We are committed to delivering value to our stakeholders with a resilient, reliable and affordable electricity system to serve the 230,000 residents, 6,000 businesses and over 1,000,000 visitors to Oakville.

The goals of this Policy are to:

- Continue to integrate and embed sustainability within Oakville Hydro's operations and business models
- Continually improve our environmental, social, and economic performance
- Promote public awareness and support for utility operations through meaningful engagement, collaboration, transparency and accountability

This policy sets forth Oakville Hydro's commitment to making sustainability a key factor in all of our plans, decisions and operations. This policy applies to all employees and activities of Oakville Hydro and our contracted service providers and is supported by specific business practices pertaining to social, business, and environmental practices.

CORE PRINCIPLES

As an Energy Solutions provider, we will:

- Deliver electricity safely and efficiently
- Assist customers with energy conservation and demand management projects
- Invest in the renewal and modernization of our distribution system to meet the current and future energy needs of customers in a safe, reliable, and cost-effective manner
- Mitigate greenhouse gas emissions from facilities and operations and adapt to climate change
- Manage facilities and operations through a risk-based approach that avoids or minimizes impacts on the environment (air, land, and water) and supports ecosystem protection and conservation of biological diversity
- Implement and maintain an Environmental Management System that conforms with ISO 14001:2015
- Treat our customers in a fair and consistent manner in all business transactions

As a Company, we will:

- Engage and work collaboratively with utility regulators, policy-makers, stakeholders, technology providers and supply chain partners to meet evolving customer expectations and business requirements
- Communicate and engage with stakeholders and partners in an open and transparent manner for all proposed and established operations and activities
- Ensure financial prudence and continue to invest in cost-effective energy products and innovative services
- Maintain compliance with applicable laws and regulations relevant to our areas of business activity in the jurisdiction in which we operate



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- Foster a culture of respect and ethical practice with and among stakeholders, including employees, shareholders, contractors, supply chain partners, and customers
- Evaluate and proactively address the economic, social, and environmental risks of our business
- Incorporate sustainability into business decisions, planning, and operations
- Learn about the social and environmental conditions associated with the goods and services we purchase
- Implement measures to reduce pollution and waste and ensure proper management of unavoidable pollution and waste
- Foster sustainable consumption of natural resources

As an Employer, we will:

- Support fair recruitment, training and talent retention processes that meet the needs of company operations while ensuring on-going employee satisfaction, well-being, and diversity
- Foster a respectful and inclusive workplace
- Respect human rights as outlined in the Ontario Human Rights Code
- Ensure work conditions comply with applicable employment standards legislation
- Respect legally binding instruments such as collective agreements and company standards
- Provide employees with development opportunities in a safe, healthy, and satisfying working environment
- Encourage the participation of employees in the continued improvement of our health, safety, environmental and social performance

As a member of the community, we will:

- Provide economic benefits to shareholders and the community in which we operate
- Actively participate in the social and economic development of the community in which we operate
- Engage our stakeholders through open and transparent consultation and verifiable public reporting of our sustainability performance
- Minimize our contribution to climate change by making efforts to reduce our greenhouse gas emissions
- Provide a safe and healthy workplace for employees and contractors, and promote public safety
- Encourage and recognize our employees, contractors and supply chain partners for their practices and contributions to sustainability in our community

Rob Lister
President & CEO

November 3, 2022

Date