

## Concordance

This concordance table cross-references FortisBC's performance indicators with provisions of sustainability frameworks and other standards, which address related topics. FortisBC does not purport to meet the reporting requirements of those other frameworks and standards. It also provides a format to share this information easily with readers. A concordance table is valuable for highlighting the broader vision of the company and how the large number of day-to-day operations across the organization are integrated to give a more complete picture of our sustainable practices. Most importantly, it allows for greater transparency and consistency in our reporting.

### Customer section

Indicator	Indicator definition/intent	Global reporting initiative (GRI) <sup>1</sup>	UNSDG <sup>2</sup>	TCFD <sup>3</sup>
<b>Create value for our customers, employees and shareholders</b>				
Customers who achieve resolution in one contact with our customer contact centres	Highlights customer satisfaction	GRI 102-44: Key topics and concerns raised	12	n/a <sup>4</sup>
Number of incidents with significant safety, environment or service disruption consequences (gas)	Indicator demonstrating resilient infrastructure	GRI 416-1: Assessment of the health and safety impacts of product and service categories GRI 102-30: Effectiveness of risk management and processes	9	Yes <sup>5</sup>
Number of confirmed BC Mandatory Reliability Standards violations with penalty (electricity)	Indicator demonstrating resilient infrastructure	GRI 416-1: Assessment of the health and safety impacts of product and service categories GRI 102-30: Effectiveness of risk management and processes	9	Yes <sup>5</sup>
Emergency response time—calls responded to within one hour (gas) and within two hours (electricity)	Highlights the importance placed on ensuring safety of our customers and infrastructure	GRI 416-1: Assessment of the health and safety impacts of product and service categories	7,9	Yes <sup>5</sup>

<sup>1</sup> GRI is an independent international organization that has pioneered sustainability reporting since 1997. GRI helps businesses and governments worldwide understand and communicate their impact on critical sustainability issues such as climate change, human rights, governance and social well-being.

<sup>2</sup> References United Nations Sustainable Development Goals (UNSDG) by number. [sustainabledevelopment.un.org/sdgs](https://sustainabledevelopment.un.org/sdgs).

<sup>3</sup> Alignment with [Task Force on Climate Related Financial Disclosures](#) (TCFD).

<sup>4</sup> N/A signifies that the sustainability indicator does not fall within the scope of the UNSDG and TCFD requirements.

<sup>5</sup> Discloses the indicators used by the organization to assess climate risks and opportunities in line with its strategy and risk management process.

Indicator	Indicator definition/intent	Global reporting initiative (GRI) <sup>1</sup>	UNSDG <sup>2</sup>	TCFD <sup>3</sup>
FortisBC investment in conservation and energy management programs	Depicts investment in customer-facing programs to increase energy efficiencies and conservation measures	GRI 302-2: Energy consumption outside of the organization	11	Yes <sup>5</sup>
<b>Delivering energy safely, reliably and at the lowest reasonable cost</b>				
System average interruption duration index (SAIDI) and system average interruption frequency index (SAIFI)	Depicts the average outage duration as well as the average number of interruptions for our customers	GRI 417-2: Incidents of non-compliance concerning products and service information labeling	7	n/a <sup>4</sup>
Amount of energy delivered – gas and electricity	Depicts the amount of energy delivered safely and reliably to customers	GRI 302-2: Energy consumption outside of the organization	12	n/a <sup>4</sup>
Number of customers	Useful to track trend in number of gas and electricity customers	GRI 102-6: Markets served	n/a <sup>4</sup>	n/a <sup>4</sup>
Customer satisfaction index	Highlights customer satisfaction	GRI 102-44: Key topics and concerns raised	12	n/a <sup>4</sup>
Number of cybersecurity incidents	Highlights the emphasis on the security of operations for all parties involved	GRI 418: Customer privacy (substantiated complaints concerning breaches of customer privacy and losses of customer data)	9	Yes <sup>5</sup>
<b>Reducing overall environmental impacts</b>				
Gas line damage incidents by all parties working around the FortisBC gas system	Indicator demonstrating public-facing resource to encourage reduced damage of gas lines and associated greenhouse gas (GHG) emissions	GRI 416-1: Assessment of the health and safety impacts of product and service categories	9	n/a <sup>4</sup>

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## Partners and communities section

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Indicator	Indicator definition/intent	Global reporting initiative (GRI) <sup>1</sup>	UNSDG <sup>2</sup>	TCFD <sup>3</sup>
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### Create value for our customers, employees and shareholders

Community relations including event participation, charitable giving and community investment	Indicator tracks engagement to foster healthy and involved communities	GRI 413-1: Operations with local community engagement, impact assessments and development programs	11	n/a <sup>4</sup>
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Number of Indigenous communities that received training from the First Nations Emergency Services Society	Indicator depicts the importance of engaging with and training local Indigenous communities on the health and safety of our products and services	GRI 416-1: Assessment of the health and safety impacts of product and service categories	9	n/a <sup>4</sup>
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Number of Indigenous rights incidents	Depicts number of Indigenous rights incidents that occurred	GRI 406-1: Incidents of discrimination and corrective actions taken GRI 411-1: Indigenous rights incidents	3	n/a <sup>4</sup>
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Taxes paid for reservations served with existing infrastructure	Value illustrates economic contributions for taxes paid on FortisBC land, infrastructure and other taxable real property situated on reserve or treaty lands of any First Nation that has opted to exercise optional legislative power to property taxation	GRI 203-2: Significant indirect economic impacts	11	n/a <sup>4</sup>
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### Delivering energy safely, reliably and at the lowest reasonable cost

Economic value generated	Indicator depicts economic value generated and distributed	GRI 201-1: Direct economic value generated and distributed	8	Yes <sup>5</sup>
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Economic value distributed: operating costs	Value illustrates economic contributions	GRI 203-2: Significant indirect economic impacts	8	n/a <sup>4</sup>
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Indicator	Indicator definition/intent	Global reporting initiative (GRI) <sup>1</sup>	UNSDG <sup>2</sup>	TCFD <sup>3</sup>
Economic value distributed: employee wages and benefits	Value illustrates economic contributions	GRI 203-2: Significant indirect economic impacts	8	n/a <sup>4</sup>
Economic value distributed: payments to providers of capital	Value illustrates economic contributions	GRI 203-2: Significant indirect economic impacts	8	n/a <sup>4</sup>
Economic value distributed: payments to government	Value illustrates economic contributions	GRI 203-2: Significant indirect economic impacts	11	n/a <sup>4</sup>
Economic value distributed: community investment	Value illustrates economic contributions	GRI 203-2: Significant indirect economic impacts	11	n/a <sup>4</sup>
Number of emergency exercises completed	Illustrates the commitment to safety through completing emergency exercises	GRI 416: Customer health and safety (assessment of the health and safety impacts of product and service categories)	3	Yes <sup>5</sup>

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**Environment section**

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Indicator	Indicator definition/intent	Global reporting initiative (GRI) <sup>1</sup>	UNSDG <sup>2</sup>	TCFD <sup>3</sup>
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**Delivering energy safely, reliably and at the lowest reasonable cost**

Number of environmental fines and penalties received	Indicator outlines the number of environmental non-compliance incidents	GRI 307-1: Non-compliance with environmental laws and regulations	12	n/a <sup>4</sup>
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**Reducing overall environmental impacts**

Direct GHG emissions (scope 1)	Indicator highlights emissions from owned and/or controlled sources	GRI 305: Direct (scope 1) GHG emissions	7	Yes <sup>5</sup>
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Indirect GHG emissions (scope 2)	Indicator highlights emissions from the generation of purchased electricity	GRI 305-2: Energy indirect (scope 2) GHG emissions	7	Yes <sup>5</sup>
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GHG emissions saved from the use of natural gas	Indicator depicts emissions saved through the use of various FortisBC programs	GRI 305-5: Reduction of GHG emissions	7	Yes <sup>5</sup>
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Reduction in criteria air contaminants (CAC) released to the environment through the use of liquefied natural gas (LNG) and compressed natural gas (CNG) by customers	Indicator highlights the reduction in air pollutants due to the use of LNG and CNG by customers	GRI 305-5: Reduction of GHG emissions GRI 305-7: Nitrogen oxides, sulfur oxides and other significant air emissions	11	Yes <sup>5</sup>
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Lifetime energy saved from conservation and energy management programs	Indicator depicts the lifetime energy saved based on the net present value (NPV) estimates on energy savings from gas and electric programs	GRI 305-5: Reduction of GHG emissions	7	Yes <sup>5</sup>
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Indicator	Indicator definition/intent	Global reporting initiative (GRI) <sup>1</sup>	UNSDG <sup>2</sup>	TCFD <sup>3</sup>
Number of spills	Indicator outlines the number of spills that occurred by contractors and FortisBC employees and were cleaned up	GRI 306-3: Significant spills	15	Yes <sup>5</sup>
Amount of hazardous waste properly disposed of	Indicator conveys the responsible collection and disposal of hazardous waste	GRI 306-2: Waste by type and disposal method	5	Yes <sup>5</sup>

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**Employee section**

Indicator	Indicator definition/intent	Global reporting initiative (GRI) <sup>1</sup>	UNSDG <sup>2</sup>	TCFD <sup>3</sup>
<b>Create value for our customers, employees and shareholders</b>				
Overall in-class and online training attendance, including trades, compliance, business and leadership development	Indicator highlights learning and development opportunities offered to employees	GRI 404, GRI 404-1: Average hours of training per year per employee GRI 404-2: Programs for upgrading employee skills and transition assistance programs	4	n/a <sup>4</sup>
Number of employees	Indicator highlights human capital comprising the company	GRI 102-8: Information on employees and other workers	8	n/a <sup>4</sup>
Voluntary turnover as a percentage of total employees	Indicator depicts employee satisfaction and engagement	GRI 401-1: New employee hires and employee turnover	8	n/a <sup>4</sup>
Number of employees in employee unions or associations	Indicator conveys the employee engagement with various associations and unions	GRI 407: Freedom of Association and Collective Bargaining / GRI 102-41: Collective bargaining agreements	8	n/a <sup>4</sup>
Percentage of postings filled by internal candidates	Highlights internal development opportunities for employees	GRI 102-8: General disclosures, information on employees and other workers	8	n/a <sup>4</sup>
Number of women in the workplace	Indicator depicts diversity in the workplace	GRI 405-1: Diversity of governance bodies and employees	5	n/a <sup>4</sup>
Number of women in senior management	Indicator depicts women in leadership positions	GRI 405-1: Diversity of governance bodies and employees	5	n/a <sup>4</sup>
Number of women on the board of directors	Indicator depicts women in leadership positions	GRI 405-1: Diversity of governance bodies and employees	5	n/a <sup>4</sup>

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Indicator	Indicator definition/intent	Global reporting initiative (GRI) <sup>1</sup>	UNSDG <sup>2</sup>	TCFD <sup>3</sup>
Number of discrimination incidents	Depicts number of discrimination incidents that occurred	GRI 406-1: Incidents of discrimination and corrective actions taken	3	n/a <sup>4</sup>
Number of respect in the workplace incidents	Depicts number of respect in the workplace incidents that occurred	GRI 406-1: Incidents of discrimination and corrective actions taken	3	n/a <sup>4</sup>
<b>Delivering energy safely, reliably and at the lowest reasonable cost</b>				
All injury frequency rate (AIFR)	Indicator depicts recordable injuries per 100 workers	GRI 403-2: Types of injury and rates of injury, occupational diseases, lost days, absenteeism and number of work related fatalities	11	n/a <sup>4</sup>
Injury severity rate (ISR)	Indicator illustrates the severity of injuries occurred defined as the number of lost work days experienced per 100 workers	GRI 403-2: Types of injury and rates of injury, occupational diseases, lost days, absenteeism and number of work related fatalities	3	n/a <sup>4</sup>
Number of fatalities	Indicator illustrates the number of fatal incidents that occurred	GRI 403-2: Types of injury and rates of injury, occupational diseases, lost days, absenteeism and number of work related fatalities	3	n/a <sup>4</sup>