

SOCIAL RESPONSIBILITY POLICY

Consistent with our vision of reliable power, at low cost, for generations, BC Hydro is committed to producing, acquiring, delivering and consuming electricity in an environmentally, socially and financially responsible manner.

Social responsibility is dependent upon developing and fostering healthy relationships with employees, customers, Aboriginal communities and stakeholders. We will act in accordance with our values and in a manner worthy of their respect.

Specifically, BC Hydro will:

- Develop a diverse workforce and invest in our employees' health, safety and capacity for leadership.
- Conduct our work in a manner that demonstrates a polite and respectful attitude towards the people we work with and the property of others.
- Respect and respond to the diversity of customers and communities where we live and work.
- Seek products, services and new supplies of energy that take into account social responsibility.
- Build and maintain respectful and mutually-beneficial long-term relationships with Aboriginal communities.
- Build relationships and encourage specific stakeholder engagement, particularly where community input can contribute to better decisions.
- Contribute to the well-being of B.C. communities, including Aboriginal communities.
- Promote and adopt the principles of energy efficiency and resource conservation.
- Be accountable for our actions and impacts, responding promptly to incidents or risks arising from our business.

Your Role in Fulfilling This Policy

Employees are responsible for recognising how the relationships they form as representatives of BC Hydro affect our long-term success:

- Be aware of the social responsibility policy and its relevance to your job. Initiate opportunities to implement the policy in your work
- Demonstrate BC Hydro's core values of safety, integrity, accountability, service and teamwork in your interactions with colleagues, customers, Aboriginal communities and stakeholders.
- Ensure the relationships you build as a representative of BC Hydro are aligned to our strategic priorities.

POLICY APPLICATION

The social responsibility policy is part of BC Hydro's triple bottom line framework and recognises the value of well-managed relationships to continue to operate and grow.

Business Groups are expected to apply the policy within their own organisational contexts.

The following details govern the corporate-wide design and application of this policy:

Develop a diverse workforce and invest in our employees' health, safety and capacity for leadership.

- Employees contribute to overall business success and represent BC Hydro at work and in their communities. BC Hydro is committed to investing in the development of employees, building their commitment to the organisation, identifying their roles as leaders, and attracting and retaining talent.
- Employees are expected to work and contribute to the success of BC Hydro to the best of their ability.
- BC Hydro believes that our culture is the foundation from which we will achieve our safety and health goals and continue to improve our performance. In all matters related to health and safety, we will encourage all our employees to be leaders and to communicate, listen and be clear, share and grow knowledge, and act in an integrated manner considering the needs of the entire organization.
- BC Hydro recognizes and values the differences that make each person unique. We are committed to developing a diverse workforce that represents the communities we serve within B.C. and strengthening our inclusive workplace.

Respect and respond to the diversity of customers and communities where we live and work.

- Recognize and value the diversity that characterizes the province and strive to incorporate diversity into the business by building inclusive teams, participating in communities, understanding the cultural context in which we operate and reflecting those diverse interests in our decision-making processes, products and services.

Seek products, services and new supplies of energy that take into account social responsibility.

- Procurement of products, services and energy entails a social duty of care. Business Groups are expected to be aware of and manage supply chain issues and the implications associated with these acquisitions.

Build and maintain respectful and mutually-beneficial long-term relationships with Aboriginal communities.

- Work proactively to ensure that Aboriginal groups are adequately consulted, and, where appropriate, accommodated in BC Hydro decisions that may affect Aboriginal rights.
- Seek the early identification of opportunities to promote Aboriginal economic development, employment and capacity development through opportunities that can be provided through BC Hydro.
- All BC Hydro employees in all Business Groups are responsible for and play a critical role in maintaining respectful relationships with Aboriginal peoples and looking for opportunities to improve the well-being of Aboriginal communities.

Build relationships and encourage specific stakeholder engagement, particularly where community input can contribute to better decisions.

- Stay connected to the groups and individuals who are affected by or are interested in our business through stakeholder engagement and project-specific consultation.
- Ensure that the impact on customers is minimized by employees in decision-making processes.
- Employees should understand that depending on type and level of information exchange required, engagement initiatives range from one way information sharing to stakeholder collaboration and incorporation of recommendations into the decision-making process.
- Set basic parameters around consultation to prevent raising expectations beyond BC Hydro's capacity to act.

Contribute to the well-being of B.C. communities, including Aboriginal communities.

- Provide appropriate electric service to all remote communities on an equitable basis and support communities with energy and sustainability planning initiatives.
- Recognize that BC Hydro and its employees play an important role by investing in the needs of communities, people and services in order to build a stronger and more robust province.
- Invest in community-based organizations and registered charities around British Columbia through donations and sponsorships, scholarships, and community service.

Promote and adopt the principles of energy efficiency and resource conservation.

- Pursue energy efficiency and conservation as the least-cost resource with the lowest impact, ensuring the ability of future generations to meet their needs.
- Create broad opportunities for customers to directly participate in the benefits provided through energy efficiency and conservation.
- Empower employees to create, maintain and promote a conservation culture within the organization and into the community.

Be accountable for our actions and impacts, responding promptly to incidents or risks arising from our business.

- Address safety, security and/or environmental incidents or risks created by BC Hydro operations, activities and services in a timely and effective manner to help mitigate potential impact to employees, customers, communities, Aboriginal groups and stakeholders.