



# **Green Starts at Home: Our Commitment to ESG**

2021 ESG Report



**enercare®**

**Empowering action for  
a greener tomorrow,  
starting at home.**

Date of Publication: December 20, 2022



<b>CEO MESSAGE</b>	<b>04</b>
<b>ABOUT THIS REPORT</b>	<b>06</b>
Aligning with UN Sustainable Development Goals	<b>08</b>
<b>SETTING THE CONTEXT</b>	<b>09</b>
About Enercare	<b>10</b>
Our Purpose and Values	<b>11</b>
<b>ESG GOVERNANCE</b>	<b>12</b>
Oversight and Accountability	<b>13</b>
Compliance, Ethics and Integrity	<b>14</b>
Risk Management	<b>16</b>
Leading Our ESG Program	<b>17</b>
Stakeholder Engagement	<b>18</b>
Determining Our ESG Priorities	<b>20</b>
<b>SUSTAINABILITY AND INNOVATION</b>	<b>21</b>
Climate Change Impact	<b>22</b>
Product and Service Innovation	<b>24</b>
<b>OUR PEOPLE</b>	<b>28</b>
Health, Safety and Wellness	<b>29</b>
Talent Attraction, Retention and Development	<b>33</b>
Diversity, Equity and Inclusion	<b>35</b>
<b>CUSTOMERS AND COMMUNITIES</b>	<b>36</b>
Customer Experience	<b>37</b>
Commitment to Consumer Protection	<b>40</b>
Community Engagement	<b>41</b>
The Journey Forward	<b>43</b>
<b>DATA TABLES AND NOTES</b>	<b>44</b>
ESG Data Table	<b>45</b>
SASB / GRI Index	<b>47</b>
ESG Data Table Notes	<b>53</b>
Report Notes	<b>54</b>
Disclaimer	<b>55</b>



# CEO Message



At Enercare, we believe that it’s a privilege to be welcomed into the places where people live and work, and we recognize our responsibility to do good for our customers, our employees, and our environment. Driven by

this responsibility, we have been evolving our business by bringing ESG to the forefront. It brings me great pride to share our inaugural 2021 Environmental, Social, and Governance (ESG) report, entitled *Our Commitment to ESG*.

This report formally documents the foundation — anchored on Sustainability and Innovation, Our People, and Customers and Communities — that we have built since the inception of our business many decades ago. We want to showcase our positive ESG impact to date as well as demonstrate our commitment to its continued evolution. We see the path to achieve our sustainability goals — backed by the right action plans and investments of capi-

tal, human talent, and customer and community engagement — and the need to continue to hold ourselves accountable, through transparency and ongoing discussions with our stakeholders.

As one of Canada’s largest home and commercial services and energy solutions companies, we provide heating, cooling, and water products and services for over one million homes and businesses across the country. With heating being the second-largest contributor to Canada’s greenhouse gas (GHG) emissions, accounting for more than 60% of the energy consumption in Canadian homes,<sup>1</sup> a transition to more sustainable homes and buildings is key to achieving Canada’s climate ambitions.

To support our customers in bringing sustainability home, we will bring lower-carbon, higher-efficiency products and services into the mainstream and make them more accessible, empowering our customers to reduce their environmental footprint, live and work in more resilient buildings, and become a positive force for change.

# CEO Message

Our achievements to date and our future ambitions would not be possible without the strong teamwork, dedication, and shared passion demonstrated by our employees. Our employees enable our impact, and I am deeply grateful for their ongoing commitment.

I also thank our customers for their continued trust. We do not take this trust for granted and Enercare will continue to raise the bar as we serve our customers and offer more innovative and environmentally friendly products and services. Together we are an enabling force for change.

I invite you to read about our sustainability story and we look forward to working with you to make Canada a better place.

Thank you,



John Peri,  
CEO



**“I thank all our employees for their hard work and dedication in navigating challenges due to the COVID-19 pandemic. Our teams took extra precautions to protect our employees and our customers, taking on additional personal protective equipment and safety practices since the start of COVID-19. While the pandemic challenged each of us, I am proud of the resiliency demonstrated by our employees and their deep-rooted commitment to supporting our customers and communities in times of need.”**  
*- John Peri, CEO*

An aerial photograph showing a two-lane asphalt road that curves through a dense, lush green forest. The road is bordered by a thick line of trees on one side and a calm, dark blue body of water on the other. Several cars are visible traveling along the road. The overall scene is serene and natural.

# About this Report

# About this Report

In this ESG report, we provide our stakeholders — customers, employees, investors, suppliers, peers, governments, and local communities — with a transparent account of our ESG ambitions, management, and performance.

This report covers Enercare’s Canadian operations for the year ended 2021, unless otherwise noted. For clarity, certain of Enercare’s subsidiary businesses, Metergy, Service Experts (U.S. and Canada) and HydroSolution, are not included in this report, unless otherwise noted.

For any questions about this report, please contact: [ESG@enercare.ca](mailto:ESG@enercare.ca)

**Aligning with International Standards**  
The content for this report has been prepared in alignment with recognized global frameworks and standards, including the Global Reporting Initiative (GRI) and the Sustainability Accounting Standards Board (SASB).



# Aligning with UN Sustainable Development Goals

The United Nations Sustainable Development Goals (SDGs) are a set of 17 global goals that provide a shared blueprint for peace and prosperity for people and the planet. The SDGs remind us that ending poverty and other deprivations must go hand-in-hand with strategies that improve health and education, reduce inequality, and spur economic growth — all while tackling climate change and work-

ing to preserve our oceans and forests. (See <https://sdgs.un.org/goals>)

Because we want to grow our business in the most sustainable way possible, these global goals are an integral part of our strategy development. Therefore, *Our Commitment to ESG* is anchored to the SDGs where we believe we can have the greatest impact.

## SUSTAINABLE DEVELOPMENT GOALS



3 GOOD HEALTH AND WELL-BEING

Ensuring the health and wellbeing of our people

See Health, Safety and Wellness.

8 DECENT WORK AND ECONOMIC GROWTH

Elevating skills development and fostering an inclusive work environment

See Talent Attraction and Development

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

Providing safe, efficient and resilient products and services, supported by industry-leading innovation

See Product and Service Innovation and Customer Experience

11 SUSTAINABLE CITIES AND COMMUNITIES

Improving the way we support our communities through meaningful engagement aligned with our purpose and values

See Community Engagement

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

Working collaboratively with suppliers to enable sustainable production and consumption of products and services

See Product and Service Innovation, Climate Change and Compliance, Ethics & Integrity

13 CLIMATE ACTION

Investing in lower-carbon and climate-resilient solutions

See Product and Service Innovation and Climate Change



# Setting the Context

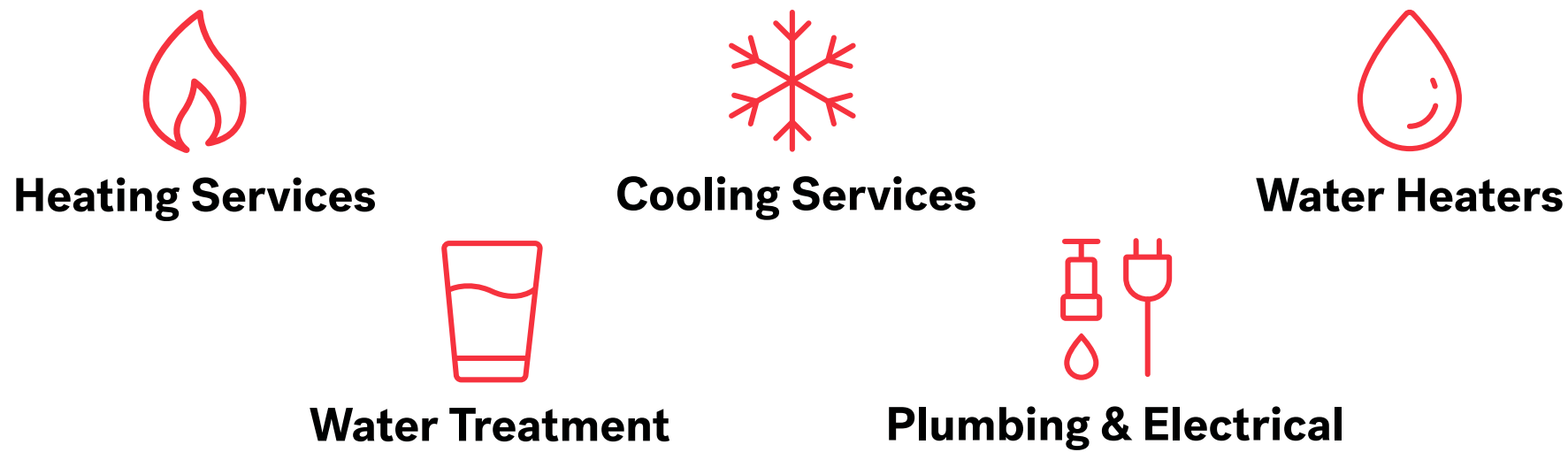
# About Enercare

Enercare Inc. (“Enercare”), headquartered in Markham, Ontario, is one of Canada’s largest home and commercial services companies, serving customers across Ontario, Alberta, Manitoba, Saskatchewan and New Brunswick under the Enercare and Service Experts Canada brands, and as of September 2022, across Quebec under the HydroSolution brand.

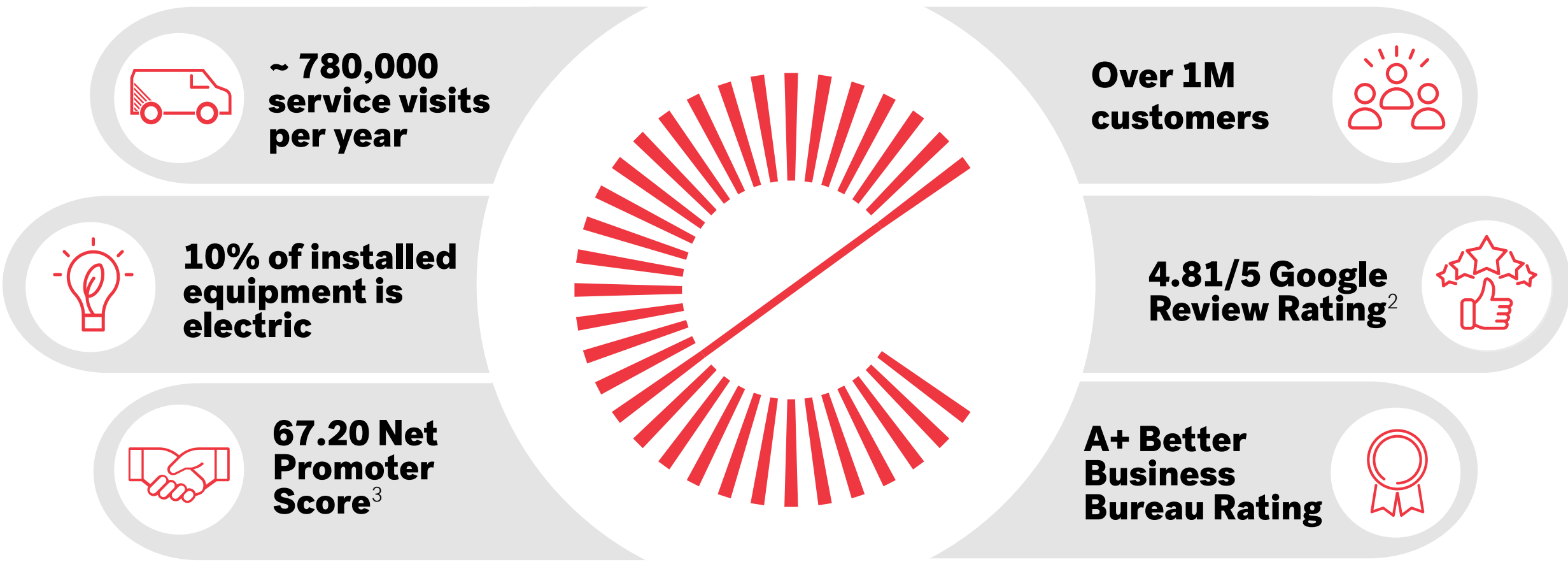
**Enercare’s principal businesses include:**

**Home services:** heating, ventilation and air conditioning (HVAC) equipment, maintenance and repairs, indoor air quality, water treatment and heating, plumbing and electrical services, maintenance and protection plans, water and energy consultations.

**Commercial services:** HVAC equipment, asset management and related services for multi-residential and commercial buildings, including commercial water heaters, boilers and chillers, and rooftop units as well as comprehensive repair, maintenance and project delivery services.



## ENERCARE BY THE NUMBERS



**Our Shareholders**

We are a portfolio company of Brookfield Infrastructure Fund (BIF) III which is managed by Brookfield Asset Management (“Brookfield”) along with direct institutional partners. Brookfield is a leading alternative asset manager with over \$750 billion in long-life, high-quality assets and businesses in more than 30 countries around the world.<sup>4</sup>

# Our Purpose

## Empowering action for a greener tomorrow, starting at home.

By bringing lower-carbon, higher-efficiency products and services into the mainstream and making them more accessible, we empower our customers to reduce their environmental footprint, live and work in more resilient buildings, and become a positive force for change.



# Our Values



**TREAT  
EVERY HOME  
AS OUR OWN**

We believe it’s a privilege to be welcomed into the homes and buildings where people live and work. That’s why we treat our customers with the same respect and care we want for ourselves.



**RAISE  
THE BAR  
EVERY DAY**

To live our purpose, we accept the need for change. We challenge ourselves to learn more, do better, and reach higher for our team, customers, and the environment.



**WE WIN  
TOGETHER**

We believe winning is a team effort. A great team is enabled by a culture of diversity, inclusion, innovation, and strong partnerships.



**WE’RE  
IN IT FOR  
TOMORROW**

We are growing Enercare by planning and investing for the long-term. That’s why quality, safety, and a commitment to earning trust guides every decision we make.

# ESG Governance

# Oversight and Accountability



**We have robust processes in place to ensure oversight, transparency and accountability across our business, including our ESG program.** We provide regular reporting to investors, as well as collaborate with them to ensure alignment and visibility on our ESG program. We also report to our Board of Directors (Board) on a quarterly basis both current performance metrics and updates on strategic topics.

We regularly review performance against key metrics and our leadership team engages in Monthly Business Reviews (MBRs) to review performance. Our MBRs provide updates on a variety of metrics, including key ESG-related performance indicators, such as customer experience, and health and safety. Meeting highlights are shared broadly with our employees.



# Compliance, Ethics and Integrity

We believe that trust is the foundation of any successful relationship. It’s important to us that our customers have confidence not only in our technical expertise but also in how we operate our business. We are committed to maintaining the highest legal, ethical, and professional standards in all our business activities.



## Conduct and Ethics Processes

Our Code of Business Conduct (Code) sets out the principles to which all our directors, officers, employees and, to the extent applicable, agents, consultants, contractors and other third parties must adhere. The Code is based on the principles of Integrity, Excellence and Citizenship.

To ensure the ESG commitments we make are embedded across the organization, our Code encapsulates our focus on managing our ESG impacts. It is reviewed annually by our Board, and all employees must sign a confirmation of compliance as part of their employment offer. Each year employees must review the Code and reaffirm their commitment. Our Chief Executive Officer (CEO) is ultimately responsible for the company’s compliance with the Code.

We are committed to dealing responsibly, openly and professionally with any concern employees or other stakeholders may have about any incident, practice, procedure or policy relating to the company. Under our Whistleblower Policy, we maintain a third-party whistleblower hotline/platform to enable employees or other stakeholders to report any concerns in an anonymous manner. The Legal and Human Resources teams are responsible for managing, tracking and investigating matters relating to conduct and

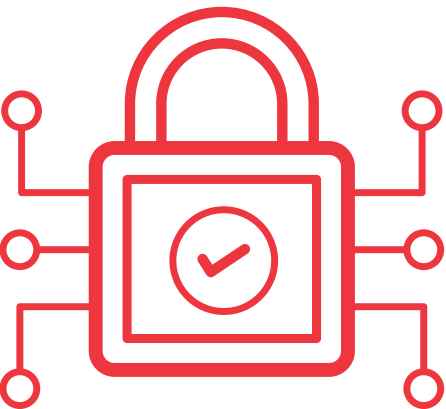
ethics, and review related matters on a quarterly basis with the Internal Audit team, as well as Brookfield’s Internal Audit team. Incidents are reported as required to the CEO and/or Board of Directors in accordance with internal procedures. Our internal procedures relating to conduct and ethics require thorough objective investigations and accountability through comprehensive reporting.

## Protecting Against Bribery and Corruption

We have a zero-tolerance approach to bribery and corruption. In addition to our staff, our Anti-Bribery and Corruption Policy applies to third parties such as agents, contractors and suppliers. Enercare employees complete annual anti-bribery and corruption (ABC) training, provided by external experts, depending on their role, and are required to certify compliance annually. In addition, we recently formalized an ABC program to ensure an additional level of rigor, including the creation of an ABC Committee.



# Compliance, Ethics and Integrity



## Ensuring Cyber Security and Data Privacy

The privacy of individuals connected with our business, including our customers, suppliers, contractors, employees and website visitors is of great importance and a key concern for us. Keeping personal information in strict confidence is a cornerstone of our business. We have stringent and detailed policies governing IT security, vulnerability management, records retention, acceptable use and privacy. All employees complete mandatory cyber security training each quarter through the KnowBe4 platform, which includes online learning modules as well as active phishing exercises.



## Embedding Sustainable Procurement

Our emphasis on conducting business with the highest level of ethics and integrity includes the management of external vendors. We have long-term relationships with several original equipment manufacturers (OEMs), parts suppliers, and service providers. Suppliers must comply with our Code and Anti-Bribery and Corruption Policy, as well as our Corporate Health and Safety Policy Statement.

We are also committed to initiating and maintaining sustainable procurement practices that minimize our environmental impact. Going forward, we will integrate a number of ESG criteria into our reviews and considerations of business dealings with new and existing suppliers.



# Risk Management

Enterprise risk management is integral to our business; it is designed to ensure we have the appropriate controls, responses, reporting and monitoring systems in place to mitigate potential risks and ensure the longevity of our operations.

Each year, we follow an in-depth process to define our risk universe. We also complete a risk assessment to identify top risks that could impact our organization and the achievement of our strategic plan. The results of our risk assessment are reported annually to our Board.

**Work is underway to better understand and address our climate-related risks and opportunities, including the integration of a climate-related risk assessment into our enterprise risk management program.**

Our holistic, systematic risk management approach includes the identification and assessment of top ESG-related risks. Due to the nature of our work, our top priority is health and safety. As such, we have risk management procedures in place to protect the health and safety of our employees and contractors, including identification, communication and control of workplace hazards and risks.



# Leading Our ESG Program

Our ESG program is championed by our Chief Executive Officer and Chief Financial Officer, and under the direct responsibility of our Chief People and Legal Officer, with support from the leadership team and our cross-functional ESG Steering Committee. Our recently formed ESG team leads the execution of our ESG strategy and initiatives in collaboration with the ESG Steering Committee and teams across our business.

Along with the establishment of our ESG Steering Committee, we are formalizing a comprehensive ESG strategy to further entrench our sustainability efforts throughout the organization. As part of our focus on transparent governance, we intend to gradually expand and formalize ESG data collection, disclosure and communication channels, including outreach and engagement, guided by our ESG strategy. We are also redefining meaningful targets and programs that further embed sustainability into the core of our business.



# Stakeholder Engagement

Listening to stakeholders is of utmost importance and integral to the success of our business; we regularly engage with key stakeholder groups to better understand their needs and how we can best position and inform our path forward.

Stakeholder	Channels of Engagement	ESG Topics of Interest <sup>5</sup>
Customers	<ul style="list-style-type: none"><li>• Focus group interviews relating to refresh of company Ambition, Purpose and Values to align with sustainability focus<sup>6</sup></li><li>• Monitoring of sales of products/services Customer satisfaction surveys, including Net Promoter Score (NPS) survey</li><li>• Google, Better Business Bureau, and HomeStars reviews</li><li>• Social media</li><li>• 24/7 call centre</li><li>• Direct feedback through calls and emails</li></ul>	<p>Our customers appreciate Enercare helping them to access government incentives and thus upgrade to higher efficiency equipment. They want to see how Enercare will continue to champion positive ESG impacts and bring sustainable solutions into their homes and buildings.</p>
Employees	<ul style="list-style-type: none"><li>• Focus group interviews relating to refresh of company Ambition, Purpose and Values to align with sustainability focus<sup>6</sup></li><li>• Human Resources Business Partners</li><li>• Employee engagement and pulse surveys</li><li>• Leadership updates/meetings, including Management Business Reviews</li><li>• Internal Communications/Intranet</li><li>• Staff and department meetings, including Team Talks</li><li>• Regular team meetings and one-on-ones</li><li>• Whistleblower Hotline/Platform</li></ul>	<p>Our team members have been proud of our sustainability impacts as replacing older technology with new and more efficient equipment has a lower carbon footprint. They are excited to support our ESG journey through formalizing our commitments and developing new programs to continue fostering positive ESG impacts.</p>
Unions	<ul style="list-style-type: none"><li>• Regular business updates via calls, emails and meetings</li></ul>	<p>The Unions representing our unionized employees have always collaborated with us to champion our “safety first” culture. They have also welcomed our new company values.</p>
Communities	<ul style="list-style-type: none"><li>• Enercare Fresh Start<sup>®</sup> program (2016-2021)</li><li>• Group volunteer activities<sup>7</sup></li><li>• Company and employee donations</li></ul>	<p>Several non-profit community organizations provided us with the opportunity to give back to our local communities, through donations and volunteer engagements.</p>

# Stakeholder Engagement



Stakeholder

Industry and Associations

Government and Regulators

Investors

Suppliers and Other Stakeholders

Channels of Engagement

- Member of various Canadian Standards Association (CSA) Technical Committees
- Chair of Georgian College’s Gas Advisory Committee
- Discussions with trade associations

- Feedback on climate-change related federal/provincial government incentive programs
- Meetings
- Responses to public consultations

- Annual reporting on ESG key performance indicators (KPIs)
- Ongoing dialogue with our investors, including their ESG and health and safety teams

- Regular meetings with equipment OEMs and distributors
- Ongoing training and communication with dealers, contractors and franchisees

ESG Topics of Interest<sup>5</sup>

Various HVAC industry-related associations and groups engage with Enercare for input on technical/safety standards, share knowledge/ best practices and to discuss other topics of common interest.

Policymakers have engaged with Enercare for feedback on climate-change related government incentive programs. Enercare is also a frequent contributor to public consultations relating to a variety of topics, including health and safety, COVID-19, technical, industry best practices, and other matters.

Our investors have been actively supportive of our ESG program, offering guidance and input on various aspects, including reporting and disclosures.

Suppliers and other stakeholders have been discussing new technologies with us to identify opportunities to make sustainable choices more accessible to customers.

# Determining Our ESG Priorities

Meaningful stakeholder dialogue is integral to the success of our ESG framework, which is why we completed a materiality assessment in accordance with the Global Reporting Initiative (GRI). Working with third-party experts, we engaged key stakeholders through a survey of sector-relevant and comprehensive sets of ESG topics. The most impactful topics serve as the backbone of our ESG strategy and performance reporting and are presented in the materiality matrix below.



Pillar	Focus Area	Material Topics
Sustainability and Innovation	Product and Service Innovation	<ul style="list-style-type: none"><li>• Sustainable Products and Service</li><li>• Affordability</li><li>• Greenhouse Gas Emissions (GHGs) and Energy Management</li><li>• Waste Management</li></ul>
	Climate Change	
People and Culture	Health, Safety and Wellness	<ul style="list-style-type: none"><li>• Health and Safety</li><li>• Diversity and Inclusion</li><li>• Talent Attraction and Development</li><li>• Employee Engagement</li><li>• Stakeholder Engagement</li><li>• Community Relations</li></ul>
	Talent Attraction and Development	
	Diversity, Equity and Inclusion	
	Community Engagement	
Responsible Management	Compliance, Ethics and Integrity	<ul style="list-style-type: none"><li>• Customer Satisfaction</li><li>• Service Reliability</li><li>• Product Safety and Quality</li><li>• Ethics and Integrity</li><li>• Sustainable Procurement</li></ul>
	Customer Experience	

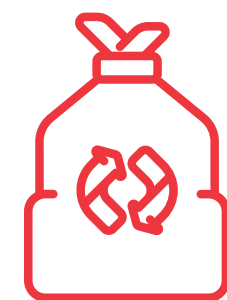
# Sustainability and Innovation

## Material Topics

Climate Change Impact

Product and Service Innovation

## Performance Highlights



**1,326**  
Megatonnes of Waste Diverted



**~13%**  
GHG Reduction<sup>8</sup> Per  
New Furnace Installed

## Sustainable Development Goals

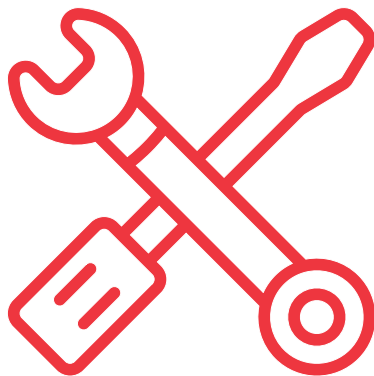


# Climate Change Impact

Whether it’s the increased intensity and frequency of droughts, heat waves and forest fires, or heavy storms and flooding, communities around the world are experiencing severe climate impacts. We want to do our part through providing reliable solutions that customers and communities can depend on in times of need.

In March 2022, the federal government published an ambitious 2030 Emissions Reduction Plan outlining a sector-by-sector path to reach Canada’s target. This included a national net zero building strategy, in which transforming space and water heating is a key priority.<sup>9</sup> We recognize the vital role that we, and our industry, can play to tackle climate change within our country. As one of Canada’s largest home and commercial services

companies, we have an opportunity to effect real change. By providing highly energy-efficient equipment, replacing aging units, and developing smart technologies with suppliers, we are helping to contribute meaningfully to the climate change agenda in Canada.



## Providing Reliable and Resilient Products/Service

One of our core values at Enercare is to treat every home as our own, and we recognize the responsibility we have to

provide reliable services to our customers. We strive to make our customers’ systems more resilient and ensure that they are fully supported in dealing with the unexpected. Our heating and cooling protection plans provide 365-day parts and labour coverage for items that most frequently need repair or service.<sup>10</sup> Additionally, our annual maintenance plans include a 22-point diagnostic check for customers’ heating or cooling system to make sure their equipment is working safely and efficiently.

We also offer customers products and services that add resiliency to their homes and buildings, such as standby generators, which can be used as backup for power outages.



# Climate Change Impact



## Reducing Our GHG Emissions

We are actively working to improve energy conservation, efficiency and innovation within our operations. We are working on developing emissions reduction targets and an accompanying pathway to decarbonize our business. To ensure that these targets are built on a strong foundation of accurate and verifiable emissions data, we conducted a third-party, high level reasonability review of the GHG emissions disclosed in this report.

## Diverting Waste from Landfills

Waste management is integral to our sustainability strategy. In addition to general recycling streams such as glass and plastics, we recycle various types of metal, cardboard, wood, and e-waste, such as thermostats, circuit boards and batteries. In 2021, we donated used HVAC equipment from retrofits to charities in need, diverting waste from landfill while contributing to the communities we serve. We also recycle used equipment, such as old water heaters.

We have strict procedures in place to keep hazardous waste out of the landfill, including the proper handling and disposal of refrigerants and mercury-containing equipment. As we develop and implement our environmental strategy, we are committed to formalizing a waste management program, with supporting targets.

**In 2021, we retrofitted our Ottawa warehouse with higher energy efficient lighting (LEDs) and sensors. In addition, trucks in our fleet were equipped with anti-idling systems and we now track heavy braking and acceleration, while working to improve driving behaviours for increased fuel efficiency.**



# Product and Service Innovation

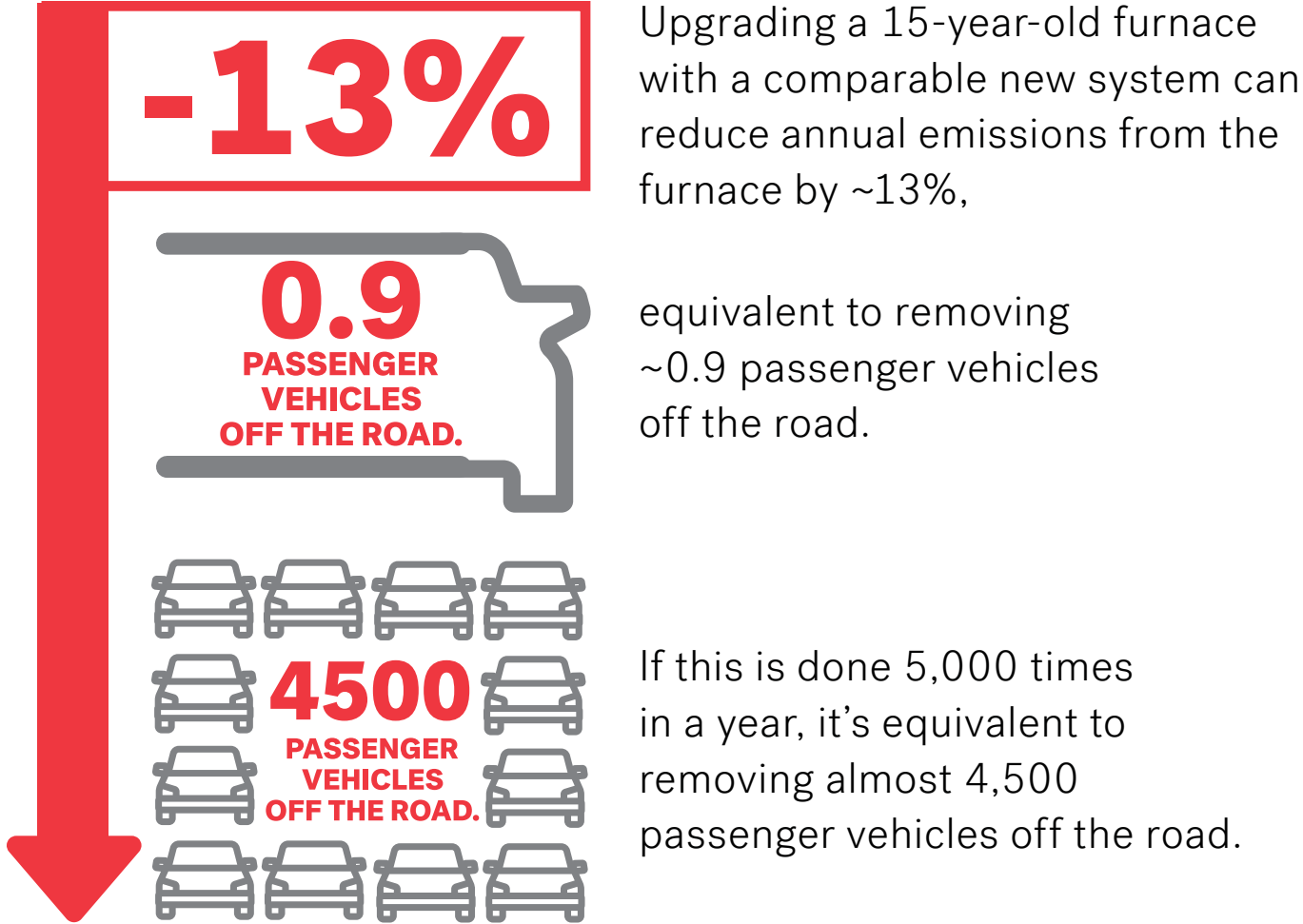
At Enercare, we want to empower customers to tackle climate-related challenges by bringing lower-carbon, higher efficiency air, water, and energy products and services into the mainstream and making them more accessible to our customers. One way we are doing this is through a company-wide focus on product and service innovation.

## Providing Sustainable Products and Services

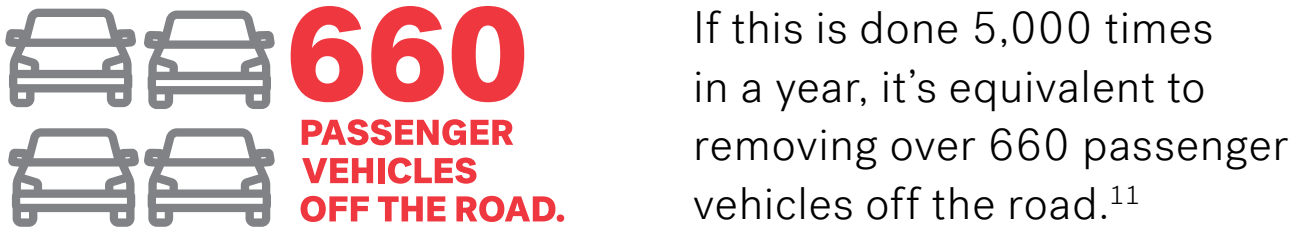
In many instances, when we install equipment in a customer’s home or building, whether it be a furnace, air conditioner, boiler, or water heater, we are replacing older technology and installing new equipment that is much more efficient and has a lower carbon footprint.



**DID YOU KNOW?**  
Replacing old equipment can meaningfully reduce the GHG emissions from homes.



**DID YOU KNOW?**  
Replacing a 15-year-old conventional water heater with a tankless product can reduce annual emissions from water heating by ~30% annually.



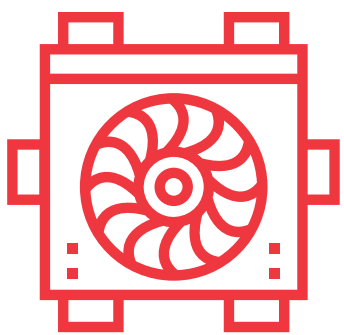
# Product and Service Innovation

## Transitioning to Heat Pump Technology

The Government of Canada has identified the switch from fossil fuels to heat pumps as a viable option for the electrification of heating and cooling in most parts of Canada, particularly as electrical grids expand capacity and decarbonize in parallel.<sup>12</sup> At Enercare, we offer a variety of heat pumps and have identified this product as a key area of focus for the future.



### DID YOU KNOW?



Air-source heat pumps (which are the most common on the Canadian market) can lead to significant energy use reductions because they have high efficiency.<sup>13</sup>



Homes & buildings account for almost **20%**

With homes and buildings accounting for almost 20% of Canada’s national GHG emissions,

**60%**  
of those emissions

and over 60% of those emissions from homes and buildings coming from space and water heating,<sup>14</sup> heat pumps can significantly reduce GHG emissions.

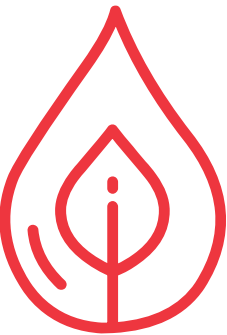


Using a hybrid heat pump can reduce GHG emissions by up to 30%, compared to a natural gas furnace alone.<sup>15</sup>

# Product and Service Innovation

## Ensuring Water Efficiency and Quality

We recognize our responsibility to manage water resources carefully and to deliver high-quality water solutions to our customers. All of our plumbing products (such as faucets and toilets) are water saving products. In addition, our tankless water heaters and water treatment solutions are examples of how we are contributing to meeting these challenges.



## Ensuring Water Efficiency and Quality

Water treatment is one of the fastest growing parts of our business. Our water treatment solutions are all certified by CSA or NSF and are designed to improve water quality, whether customers are getting their water from a municipal system or a private well. Reverse osmosis solutions remove 90-99.99% of contaminants,<sup>17</sup> while whole home filters can remove contaminants such as heavy metals, chlorine, industrial volatile chemicals and other toxins.<sup>18</sup> Other benefits of water treatment may include increased appliance efficiency and equipment longevity as hard water can lead to blockages.<sup>19</sup> The installation of water treatment systems also helps customers to reduce or eliminate their use of disposal plastic water bottles.

**Tankless water heaters save both water and energy as they heat water instantaneously, without the use of a storage tank. For homes that use 155 litres or less of hot water daily, tankless water heaters can be 24% to 34% more energy efficient than conventional storage tank water heaters.<sup>16</sup>**



# Product and Service Innovation

## Enabling Customers with Intelligence and Digitalization

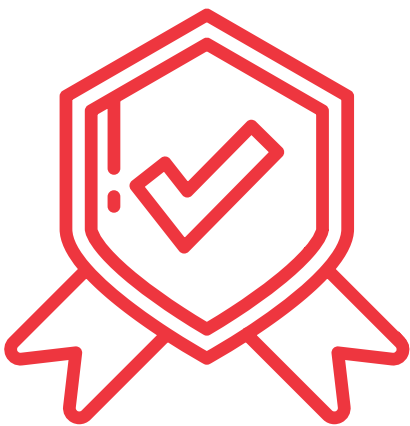
To ensure that our customers receive top-notch service, we strive to make use of new technologies and provide customers with readily available information to make their systems run more efficiently. This goes beyond automating and collecting data through sensors and Internet of Things (IoT) devices. The data collected can be leveraged to save water and energy through operational efficiencies and behavioral changes, such as setting vacation-modes.

Our Enercare Smarter Home® app provides a wide range of real-time information on air-conditioning, heat pump and furnace performance, water leak detection, as well as seeing who is at the door. The Enercare Smarter Home® service is an integrated system of sensors, cameras, locks — plus other equipment such as garage openers, water shut-off valves, light switches, electrical sockets, carbon monoxide detectors, etc. that customers can automate and control

from their phone. HVAC Performance Monitoring, part of the Enercare Smarter Home® service, monitors the performance of our customers’ HVAC systems relative to the settings on their thermostat and sends a continuous stream of data to secured data servers using the Enercare Smarter Home® hub. The artificial intelligence in the Enercare Smarter Home® solution actively monitors this data for any discrepancies; in such a case, our monitoring team analyzes the severity and notifies the customer.

## Making Sustainability Accessible

We all want to work towards a sustainable future, but cost remains an important decision-making factor when considering sustainable products and/or services. Currently, many lower-carbon technologies have high upfront costs relative to conventional technologies. To make lower-carbon, higher-efficiency equipment more accessible, we are working with our suppliers to introduce these solutions into the Canadian market at scale.



**Our Enercare Advantage™ program is another way we help make sustainability accessible: in addition to paying zero upfront costs, customers have peace of mind with maintenance, parts and labour covered for the life of their equipment,<sup>20</sup> and priority appointment booking with same-day service if they call before 5 p.m.<sup>21</sup>**



We are certified by Natural Resources Canada (NRCan) to provide energy audits under the EnerGuide rating system, and help our customers identify opportunities to improve energy efficiency and reduce heating and cooling costs. We also support our customers in accessing government grants and funding that is applicable for energy retrofits and the installation of lower-carbon HVAC equipment.

As we continue on this journey, we are assessing the current state of our sustainability-related products and services. Our goal is to develop a comprehensive product roadmap based on meaningful targets and programs that foster positive environmental impacts for our business and our stakeholders.

# Our People

## Material Topics

Health, Safety and Wellness

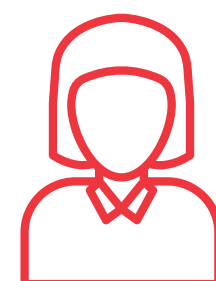
Talent Attraction, Retention and Development

Diversity, Equity and Inclusion

## Performance Highlights



**~20,000**  
Hours of Technical Training



**44%**  
Women in Management

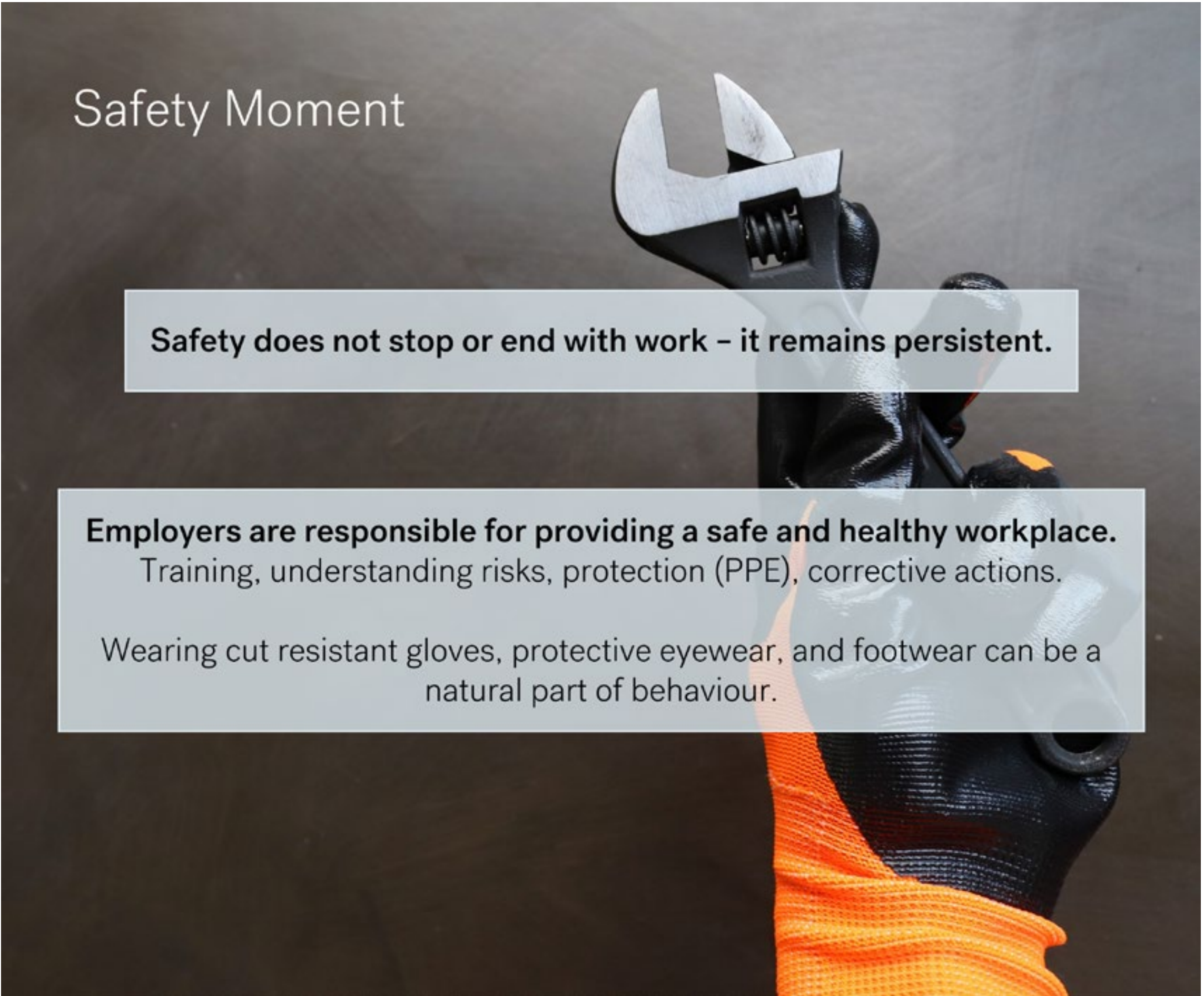
## Sustainable Development Goals



# Health, Safety and Wellness

At Enercare, we have a safety-first culture. In everything we do, the health and safety of our employees, customers and all other stakeholders is paramount. Our technicians are fully licensed and certified, receive ongoing training, and are provided with best-in-class safety equipment. We have well-established risk assessment and management processes focused on health and safety, which include continuous monitoring (typically prior to the performance of any task), formal annual risk reviews and updated procedures and processes (such as updating safety-related inventories).

Accountability for health and safety is embedded at every level of the organization, with metrics tracked and tied to corporate objectives. When a new employee joins at our head office, we provide a health and safety tour of the facility, including safety exits, muster points, defibrillator locations and more. We kick off all of our Town Halls with a safety tip or message, in order to keep health and safety top of mind for all employees.



## Promoting Health and Safety Excellence

We are constantly working to ensure that safety is a cornerstone of our corporate culture, embedded in all facets of our organization. In 2021, we embarked on the Ontario WSIB’s Health and Safety Excellence program to ensure that we have structured Health, Safety, and Environment (HSE) protocols in place, with a focus on:

- **Return to Work Program**
- **Incident Investigation**
- **Emergency Response (COVID-19)**
- **Health and Safety Trends and Analysis**
- **Management Review**

# Health, Safety and Wellness



## Keeping Training Up to Date

We conduct onboarding training for all frontline staff. Our Health and Safety and Technical Training departments also collaborate to develop annual training plans for our frontline workforce. Depending on the role, training may cover topics such as:

- **Asbestos**
- **Mold**
- **Workplace Hazardous Materials Information System (WHMIS)**
- **Controlling Hazardous Energy**
- **Ladder Safety**
- **Ergonomics**
- **Emergency Preparedness**
- **Hot Work**
- **Refrigerant Handling**
- **Safe Driving**
- **Primary, Alternate, Contingency, and Emergency (PACE) First Aid**
- **Joint Health and Safety Committee (JHSC) Certification**



We update our training content and topics as our business requires — for example, in 2021, we added training on heat pumps and hydronics/boiler/tankless equipment, as these types of equipment have become increasingly popular. To ensure high-quality learning, our trainers are certified in adult education. Our Operations Manual, a document that governs day-to-day activities, emergency situation protocols, necessary safeguards, and other information applicable to specific work functions, is updated on an as-needed basis. The Operations Manual is written to be easy to understand and follow for all staff, with clear protocols and reporting procedures, including documentation requirements. Staff receive updates through various channels, such as internal Technical Notices, Technical Bulletins and Safety Notices. Updates to the Operations Manual are also reviewed in monthly field staff meetings, known internally as “Team Talks”.



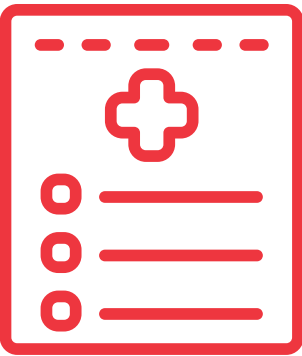
# Health, Safety and Wellness

## Monitoring Safety in the Field

Health and safety go beyond our own facilities. When our technicians, salespeople and contractors go into our customers’ homes and buildings, there are many factors beyond our control that can impact the safety of a job.

As part of our safety management process, once per quarter, every field employee must complete one end-to-end appointment while being observed by a field manager. During the observation, the field manager documents any hazards that may be present and records whether they were adequately handled. After the observation, any hazards, corrective measures and best practices are then reviewed with the employee.

For external HVAC contractors, we started the rollout of third-party compliance software to validate identification, insurance licensing, and other credentials, including regulatory requirements and Accessibility for Ontarians with Disabilities Act (AODA) compliance, and will continue to implement this software across our business.

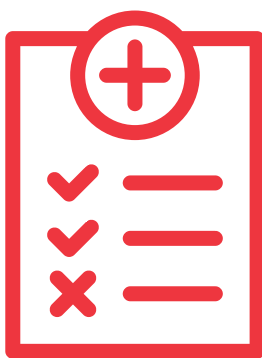


## Prioritizing Employee Wellness

We believe that mental health and wellness are an integral part of health, safety and the overall employee experience. We have a variety of programs and initiatives including:

- Our Employee and Family Assistance program offers a variety of services and resources to support the health and wellbeing of our team members and their families. This includes confidential access to clinical counselors and advisors for work and life issues such as financial, legal and retirement matters, and 24/7 access to an intake counselor for information, assessment, action planning and crisis intervention assistance.
- Our group benefits provider offers a points-based reward program when employees make healthy choices.
- We offer a wellness room to care for and support any employee who needs medical attention or a quiet space.
- We provide retirement savings training to support our teams with their financial health while leveraging the benefits provided at Enercare.
- Our monthly “Wellness Wednesday” newsletter offers a collection of tips and suggestions related to mental health, physical health, social connectivity and financial wellness, including featured webinar links for more information on our wellness programs.

# Health, Safety and Wellness



## Our COVID-19 Response

Looking after our employees and customers during times of need is deeply important to us. We recognize that the COVID-19 pandemic has placed increased stress on individuals, couples and families alike. Throughout 2020 and 2021, we leveraged our Business Continuity Planning Committee to lead our business through the pandemic. This cross-functional committee, comprised of members from our Human Resources, Facilities, Health and Safety, Business Continuity Planning, Legal, Customer Operations and Field Operations teams, was responsible for

monitoring day-to-day developments and best practices, helping to ensure readiness in all parts of our business. This team met to review COVID cases, update protocols, share feedback, review public health guidance, and take action to adapt to the situation as it unfolded. During this time, we amplified our communications to make sure all our employees were aware of our wellness programs, including employee training sessions on our Employee and Family Assistance program.

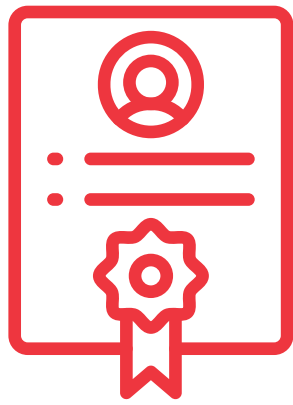
For our front-line staff, we introduced and continuously evolved en-route and at-the-door procedures to ensure that everyone’s health and safety was prioritized. KN95 masks and rapid antigen testing kits were provided to our employees, and our front-line staff were required to use specified

personal protective equipment while servicing customers. There was also a thorough disinfection procedure, for items such as drop cloths and indoor boot covers, that was completed at the end of each workday. We developed and maintained a robust emergency response system and detailed procedures to handle symptoms or illness felt by employees and customers.



# Talent Attraction, Retention and Development

At Enercare we believe that winning is a team effort, and we recognize the importance of hiring and developing best-in-class talent across the business.



## Developing Skilled Teams

We are continually improving our training programs to enhance the skills and knowledge of our people. Programs are tailored to individual job functions and include annual technical and safety training. All of our technicians are fully licensed. As an organization, we have accreditation under the Ontario Technical Standards and Safety Act (TSSA) to deliver G2 and G3 gas license training.

We developed in-house training and apprenticeship programs to help accelerate completion of the training, allowing our team members to become fully certified, reaching their skills and earning potential, sooner. In this program, participants:

- Use our specially designed “competency tracker” to document their progress after each call
- In addition to receiving ongoing feedback from their field manager, take part in bi-weekly conference calls with a “guardian” who analyzes the competency tracker data to review skills acquired and skills that still need to be enhanced
- Receive regular wages, in addition to accommodation compensation for those who live outside the area.

# Talent Attraction, Retention and Development

**In 2021, there were 35 apprentices in our air conditioning apprenticeship program.**

In 2021, we developed a learning path for new field-based employees, including apprentices. This structured approach outlines the steps, requirements and expectations to progress into full-service work. We also created a competency validation program, which allows our team to review and assess the level of knowledge for new field-based workers to ensure their skills improve quickly. Over the coming years, we will also be developing formalized leadership training programs for field-based teams.

For both field and office-based managers, in 2021, we provided online on-demand training as part of a Manager Success Workshop series, to develop leadership skills in the workplace. From coaching to performance management to communication skills, this series offered a variety of training to support our leaders to be effective people managers.

We also offer an education assistance program to support continuing education and/or new skills that support the career development of our team members as part of their individual development plans.

Increasingly, to develop a skilled and diverse workforce, we collaborate with local schools to promote skilled trades and learning opportunities through our in-house apprenticeship program.



## Engaging Our Team

Through our annual employee engagement and pulse surveys, we gather direct feedback from our employees to learn how we can improve. Managers, in collaboration with our Human Resources team, use feedback from the survey to build customized team engagement plans.

We offer development and career growth opportunities to employees, with a strong track record of moving and promoting internal resources. Further, our talent review process engages leaders in discussions on talent and succession planning to encourage career development within the organization.

Our Employee Committee is comprised of volunteers who want to support our culture and social connectivity. This committee runs a monthly contest that is related to the season or a special event that is happening that month, and is also a major contributor to our annual company “Years of Service” awards. The Years of Service awards celebrate employees who are celebrating 5-year milestones with the company, to celebrate their career and contributions. The Employee Committee played an important role throughout 2020 and 2021 to keep us feeling connected while the office staff were working mostly from home.

With our focus on empowering Canadians to make their homes and workplaces part of the climate solution, we plan to continue increasing communications to our team members through forums and all-staff business updates, to raise awareness on climate and environmental issues and engage employees in our vision as an organization committed to enabling a socially responsible lower-carbon future.

# Diversity, Equity and Inclusion

In keeping with our company value of **Win Together**, we believe that diversity, equity and inclusion (DEI) is essential to our success. We value the unique backgrounds, experiences, perspectives, and talent brought by each of our employees, and are committed to developing a workforce that reflects the diverse communities we serve. This belief is reflected in our human resource-

es policies, such as our Violence-free Workplace Policy, Discrimination and Harassment-Free Workplace Policy, and Accessibility Policy.

DEI is an integral element of our ESG strategy and we are exploring new ways to foster an inclusive culture where all employees feel empowered to bring their authentic selves to work every day.

It is of utmost importance that our team members feel seen and valued for who they are and respected by their peers. Based on our annual Employee Engagement Survey, 84% of participants felt that our company genuinely supports an environment that promotes DEI in the workplace. We have a wellness room at our head office to provide a peaceful space for employees to practice their religions comfortably while at work, and our head office cafeteria currently provides vegetarian, vegan, and halal meal options.

**We are proud of the growth from 36% to 44% of women in management since 2019. As we build our DEI plan, we are committed to improving diverse representation across our business.**



# Customers and Communities

## Material Topics

Customer Experience

Community Engagement

## Performance Highlights



**4.81/5**  
Google Review Rating<sup>21</sup>



**Over 175**  
Families Supported  
through Enercare Fresh  
Start<sup>®</sup> Program

## Sustainable Development Goals



# Customer Experience

We believe it’s a privilege to be welcomed into the places where people live and work. That’s why we treat our customers with the same respect and care we want for ourselves and are always looking for ways to make improvements that will benefit our customers.

This means prioritizing safety to ensure people feel secure and confident in their homes and buildings as a result of our products and services. It also means acting as our customers’ trusted advisors by empowering them with transparent information to guide the best possible decisions for their unique circumstances.

Our front-line technicians, energy management consultants and water management consultants work hand-in-hand with customers to ensure they get excellent service and advice. Customers can reach us through our 24/7 call centre or our mobile app. Our quality assurance department, health and safety equipment, and supplier network enable us to deliver top-quality service to our customers.

**Providing Peace of Mind**  
Our Enercare Advantage™ subscription program is a hassle-free, convenient option where homeowners can enjoy the benefits of new, high-efficiency equipment and do not need to worry about any upfront payments, maintenance costs, or expensive service calls.<sup>23</sup>

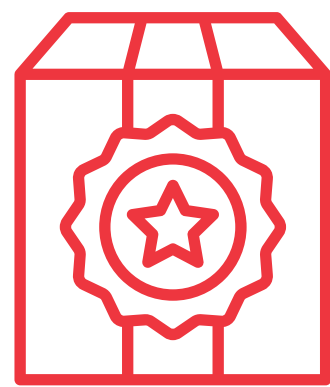
Our various protection plans offer unlimited service calls and cover major parts and labour costs for items that most commonly need service or repair.<sup>24</sup> Plan members can book service calls directly through our mobile app, and same-day service is available if a customer calls before 5 p.m.<sup>25</sup>

Customers have peace of mind knowing they can rely on our experience.

**We perform approximately 780,000 commercial and residential service visits per year, including maintenance, repair, equipment replacement, and energy and water management consultations.**



# Customer Experience



## Assuring Product Quality and Safety

Our extensive Quality Assurance (QA) Program assures that the highest standards are followed in all activities, and that staff continue to work safely in accordance with Enercare, regulatory, and Occupational Health and Safety (OHS) requirements.

- **The program applies to all Enercare full-time and contract field employees and outlines roles and responsibilities for senior management, field managers, and QA leads**
- **All managers and field technical employees receive training on the QA process as part of their onboarding**
- **Additional training is provided to support the performance of all stakeholders involved based on established needs**
- **Among other duties and responsibilities, QA Specialists perform field audits of work completed or in progress, provide one-on-one training with field technical staff as required, and monitor and report compliance with applicable regulatory requirements**
- **The QA management team conducts periodic audits and ride-alongs to maintain a uniform and consistent approach to these procedures**

In 2021, to further enhance our QA procedures, we developed a program for meeting with our large contractors in the spring to review expectations for the cooling season. We also implemented service procedures to make sure our technicians can more effectively diagnose and validate a call prior to ordering parts. The QA application and checklist will continue to be updated to include recurring issues requiring corrective actions. Finally, a newly created dashboard captures not only the field QA checklist, but also regulatory requirements. The dashboard is communicated on a quarterly basis to all field management, including a new recognition program for managers that showcases effectiveness in the controlling and closing of risks.

We strive at all times to provide products, services and facilities in a way that respects the dignity and independence of persons with disabilities. Our Accessibility Policy addresses the accessibility requirements of the AODA and we have procedures in place to provide excellence in serving all customers, including people with disabilities, to meet the communication needs of people with disabilities, and to follow fair and accessible employment practices.



# Customer Experience



## Improving Customer Support

Our goal is to respond to and anticipate our customers’ needs with urgency and compassion, and to consistently provide the highest level of service. In 2021 and beyond, we renewed our focus on the customer experience through a number of initiatives, including building out our team to focus on continuous improvement and better solve customer needs on the first call.

We know that our customers’ time is valuable and that many customers prefer to interact through digital channels. **In 2021, we undertook several initiatives to improve our digital tools, including our website and mobile app, to make it easier and faster for customers to book service calls or enroll in a service program.** This included the implementation of integrated voice response (IVR), as well as an upgrade of our system infrastructure.



# Commitment to Consumer Protection

Enercare conducts its business with integrity and has always been committed to consumer protection. We do not go door-to-door to promote or offer products or services and will only show up at customers’ homes and buildings in response to customers’ request.

Enercare has for years worked with various government ministries and regulatory bodies to develop laws and educate consumers. Enercare supports all laws that provide consumers with transparency, safety and control during the process of buying home services and products, including the ban on unsolicited, door-to-door sales of water heaters, furnaces, air conditioners, water treatment solutions and certain other appliances.



# Community Engagement

We believe in taking action to make a positive difference for the communities where we operate. We support local communities by providing jobs and training, and through our community outreach programs that include donations, sponsorships, volunteer work and otherwise working with local non-profit organizations.



**From 2016 to 2021, we provided direct support to more than 175 families in communities throughout Ontario through our Enercare Fresh Start® program.** In 2021, we supported 27 families through our Enercare Fresh Start® program, working with three community organizations: Yellow Brick House, Red Door Family Shelter, and Bethlehem Housing and Support Service. Our group of volunteers, called the Enercare Fresh Start® Ambassadors, were instrumental in providing Enercare Fresh Start® kits to families identified by the participating community orga-

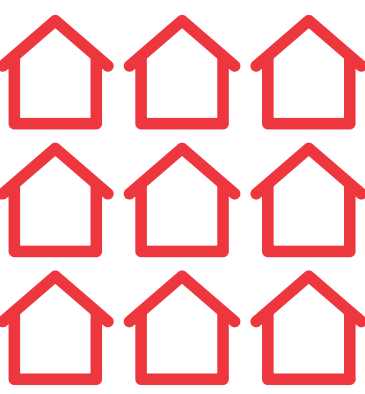
nizations. Kits included gift cards and goods to help these families set up their new homes. Prior to the COVID-19 pandemic, various employee teams and groups also volunteered their time to support the participating community organizations, including constructing a playground, organizing donations, deep-cleaning, painting or other maintenance relating to their facilities or gardens, and organizing activities for children who receive support from the community organizations.

Through our regional centres, we regularly engage in community efforts on an ad-hoc basis by employing our expertise to address air and water heating needs. For example, we have provided HVAC and water heating equipment and services at either a reduced rate or free of charge and helped solve heating problems of local community organizations during emergency and non-emergency situations.

As we embrace our redefined ESG commitments, we will begin work developing a new community outreach program that reflects our purpose. We look forward to continuing to make a difference in the communities we serve.



# Community Engagement



## Building Stronger Communities

We believe everyone deserves a safe and comfortable home. From 2016 to 2021, the Enercare Fresh Start® program donated to families transitioning from temporary shelters into homes of their own, working with three community organizations. In cooperation with these local organizations, we distributed comfort packages containing items such as toiletries, linens, kitchen utensils, toys, as well as furniture and appliances, to help families start fresh.

## Additional Emergency Support with COVID-19

With the high demand on food banks in Canada throughout the COVID-19 pandemic, we contributed to Feed Ontario and Food Banks Canada through corporate donations, including employee donation matching and fund-raising programs.

## Contributing to Economic Development

We contribute to local economic development through the creation of employment and training opportunities, including through our franchise, dealer and contractor networks. We directly employ over 1,500 employees across four provinces as of the date of this report. We provide apprenticeship, student hires, training and employment opportunities in the skilled trades, with decades of experience to share with the next generation.



# The Journey Forward

We are proud of the work we have done to integrate ESG across our business, and as we advance on this journey, we are formalizing a comprehensive ESG strategy that prioritizes our efforts on environmental sustainability, in addition to driving positive social impacts, all while we continue with our rigorous and transparent approach to governance. As part of our ESG strategy, we are setting ESG targets and establishing the appropriate initiatives to maximize our positive impacts and empower action for a greener tomorrow.





# Data Tables and Notes

# ESG Data Table

Data	Measurement	2021	GRI	SASB
ENVIRONMENT				
EMISSIONS <sup>(a)</sup>				
	Total GHG Emissions (Scopes 1 and 2)	tCO2e	4,608	305-1
	Total Direct GHG Emissions (Scope 1) <sup>(b)</sup>	tCO2e	4,591	305-1
	Total Indirect GHG Emissions (Scope 2) <sup>(c)</sup>	tCO2e	17	305-2
ENERGY				
Total Energy (direct and indirect) Consumed Within the Organization				
Total Direct Energy Consumed				
Total Natural Gas				
Total Fleet Fuel <sup>(d)</sup>				
Total Indirect Energy Consumed				
Total Electricity Consumption				
Total Consumption from Renewable Sources				
WASTE				
Total Waste Generated				
Diverted from landfill (Composted)				
Diverted from landfill (recycled)				
COMPLIANCE				
Monetary value of significant fines and non-monetary sanctions for non-compliance with environmental laws and/or regulations				

# ESG Data Table

Data	Measurement	2021	GRI	SASB
SOCIAL				
EMPLOYEES BY REGION AND GENDER				
Total Employees in Canada	Number	1,042	102.7	RT-EE-000.A
Percentage Female	Percentage	27%		
NEW EMPLOYEE HIRES				
Total New Employees Hires	Number	174	401-1	
By Gender - Male	Number	110		
By Gender - Female	Number	64		
By Age Group - Over 50	Number	13		
By Age Group - 30 to 50	Number	83		
By Age Group - Below 30	Number	78		
EMPLOYEE TURNOVER				
Total Employee Turnover	Number	151	401-1	
Employee Turnover Rate <sup>(e)</sup>	Rate	0.14		
TRAINING AND EDUCATION				
Total Hours of Training Provided	Number	20,097	404-1	
HEALTH AND SAFETY				
For all employees and for all workers who are not employees but whose work and/or workplace is controlled by the organization:				
Lost Time Injury Frequency Rate <sup>(f)</sup>	Rate	0.12	403-9	
Total hours of health, safety, and emergency response training by full-time employees	Number	2,061		
LABOR RELATIONS				
Percentage of active workforce covered under collective bargaining agreements, broken down by U.S. and foreign employees	Percentage	63%	102-41	
DIVERSITY AND EQUAL OPPORTUNITY				
Diversity Employees				
Female				
Percentage Female Employees	Percentage	27%	405-1	
Senior Management <sup>(g)</sup>	Percentage	21%	405-1	
Management	Percentage	44%		
Non-management	Percentage	26%		
Age Group				
Over 50	Percentage	33%	405-1	
Between 30-50	Percentage	52%	405-1	
Below 30	Percentage	14%	405-1	
Non-discrimination				
Total number of incidents of discrimination	Number	0	406-1	
ETHICS				
Percentage of employees acknowledging the code of conduct	Percentage	100%	205-2	
ANTI-CORRUPTION AND ANTI-COMPETITION				
• Employees having received training on anti-corruption <sup>(h)</sup>	Percentage	86%	205-2	
• Incidents of corruption	Number	0	205-3	
• Number of legal actions pending or completed during the reporting period regarding anti-competitive behavior and violations of anti-trust and monopoly legislation in which the organization has been identified as a participant	Number	0	206-1	
COMPLIANCE				
Number of non-monetary sanctions related to non-compliance with social or economic regulations	Number	0	419-1	

# SASB / GRI Index

GRI Indicator	Description	Section/Location	Page	SASB Indicator	WEF
1. ORGANIZATIONAL PROFILE					
102-1	Name of the organization	Report Cover	1		
102-2	Activities, brands, products, and services	<a href="#">Enercare Website: About Us</a>			
102-3	Location of headquarters	About Enercare	10		
102-4	Location of operations	<a href="#">Enercare Website: Locations</a>			
102-5	Ownership and legal form	<a href="#">Enercare Website: Legal Notices</a>			
102-6	Markets served	About Enercare	10		
102-7	Scale of the organization	About Enercare	10		
102-8	Information on employees and other workers	ESG Data Table	45		
102-9	Supply chain	Compliance, Ethics and Integrity: Embedding Sustainable Procurement	15		
102-12	External initiatives	<a href="#">Enercare Website: About Us</a>			
102-13	Membership of associations	Stakeholder Engagement	18		
2. STRATEGY					
102-14	Statement from senior decision-maker	CEO Message	4		
102-15	Key impacts, risks, and opportunities	Risk Management and Stakeholder Engagement	16,18		●
3. ETHICS AND INTEGRITY					
102-16	Values, principles, standards and norms of behavior	Our Purpose and Values	11		
102-17	Mechanisms for advice and concerns about ethics	<a href="#">Enercare Website: Whistleblower Policy</a>			●
4. GOVERNANCE					
102-18	Governance structure	ESG Governance	12		
102-19	Delegating authority	ESG Governance	12		
102-20	Executive-level responsibility for economic, environmental and social topics	Leading our ESG Program	17		
102-21	Consulting stakeholders on economic, environmental and social topics	Stakeholder Engagement	18		●
102-22	Composition of the highest governance body and its committees	ESG Governance	12		●
102-25	Conflicts of interest	<a href="#">Enercare Website: Code of Business Conduct</a>			
102-26	Role of highest governance body in setting purpose, values and strategy	ESG Governance	12		●
102-29	Identifying and managing economic, environmental and social impacts	Determining Our ESG Priorities	20		
102-30	Effectiveness of risk management process	Risk Management	16		
102-31	Review of economic, environmental and social topics	ESG Governance	12		
102-32	Highest governance body's role in sustainability reporting	ESG Governance	12		
102-33	Communicating critical concerns	<a href="#">Enercare Website: Whistleblower Policy</a>			

# SASB / GRI Index

GRI Indicator	Description	Section/Location	Page	SASB Indicator	WEF
5. STAKEHOLDER ENGAGEMENT					
102-40	List of stakeholder groups	Stakeholder Engagement	18		
102-42	Identifying and selecting stakeholders	Stakeholder Engagement	18		
102-43	Approach to stakeholder engagement	Stakeholder Engagement	18		•
102-44	Key topics and concerns raised	Stakeholder Engagement	18		
6. REPORTING PRACTICE					
102-46	Defining report content and topic boundaries	About this Report	7		
102-47	List of material topics	Determining Our ESG Priorities	20		•
102-50	Reporting period	About this Report	7		
102-51	Date of most recent report	Inside of Front Cover	2		
102-52	Reporting cycle	About this Report	7		
102-53	Contact point for questions regarding the report	About this Report	7		
102-55	GRI content index	SASB / GRI Index	47		

ECONOMIC					
GRI Indicator	Description	Section/Location	Page	SASB Indicator	WEF
PROCUREMENT PRACTICES					
103-1	Explanation of the material topic and its boundary	Embedding Sustainable Procurement	15		
103-2	The management approach and its components	Embedding Sustainable Procurement	15		
103-3	Evaluation of the management approach	Applicable to Future Disclosures	N/A		
ANTI-CORRUPTION					
103-1	Explanation of the material topic and its boundary	Protecting Against Bribery and Corruption	14		
103-2	The management approach and its components	Protecting Against Bribery and Corruption	14		•
103-3	Evaluation of the management approach	Applicable to future disclosures	N/A		
205-2	Communication and training about anti-corruption policies and procedures	Compliance, Ethics and Integrity	14	RT-EE-510a.1	•
205-3	Confirmed incidents of corruption and actions taken	ESG Data Table	45	RT-EE-510a.2	•
ANTI-COMPETITIVE PRACTICES					
206-1	Legal actions for anti-competitive behavior, anti-trust and monopoly practices	ESG Data Table	45	RT-EE-510a.3	

SASB / GRI Index

ENVIRONMENTAL					
GRI Indicator	Description	Section/Location	Page	SASB Indicator	WEF
ENERGY					
103-1	Explanation of the material topic and its boundary	Climate Change Impact	22		
103-2	The management approach and its components	Climate Change Impact	22		
103-3	Evaluation of the management approach	Climate Change Impact	22		
302-1	Energy consumed within the organization	ESG Data Table	45	RT-EE-130a.1	
TOTAL DIRECT ENERGY CONSUMED					
	Total Natural Gas	ESG Data Table	45	RT-EE-130a.1	
	Total Fleet Fuel (d)	ESG Data Table	45	RT-EE-130a.1	
TOTAL INDIRECT ENERGY CONSUMED					
	Total Electricity Consumption	ESG Data Table	45	RT-EE-130a.1	
	Total Percentage grid electricity	ESG Data Table	45	RT-EE-130a.1	
	Total Percentage Renewable	ESG Data Table	45	RT-EE-130a.1	
302-2	Energy consumed outside the organization	ESG Data Table	45	RT-EE-130a.2	
302-4	Reduction of energy consumption	Climate Change Impact	22		
302-5	Reduction in energy requirements of products and services	Climate Change Impact	22		
WATER AND EFFLUENTS					
103-1	Explanation of the material topic and its boundary	Ensuring Water Efficiency and Quality	26		
103-2	The management approach and its components	Ensuring Water Efficiency and Quality	26		
103-3	Evaluation of the management approach	Applicable to Future Disclosures	N/A		
303-1	Communication and training about anti-corruption policies and procedures	Ensuring Water Efficiency and Quality	26		
EMISSIONS					
103-1	Explanation of the material topic and its boundary	Climate Change Impact	22		
103-2	The management approach and its components	Climate Change Impact	22		
103-3	Evaluation of the management approach	Applicable to Future Disclosures	N/A		
305-1	Direct (Scope 1) GHG Emissions	ESG Data Table	45		•
305-2	Indirect (Scope 2) GHG Emissions	ESG Data Table	45		•
305-3	Other indirect GHG Emissions (Scope 3)	ESG Data Table	45		•
305-5	Reduction of GHG emissions	Reducing Our GHG Emissions	23		•

# SASB / GRI Index

ENVIRONMENTAL					
GRI Indicator	Description	Section/Location	Page	SASB Indicator	WEF
WASTE					
103-1	Explanation of the material topic and its boundary	Diverting Waste from Landfills	23		
103-2	The management approach and its components	Diverting Waste from Landfills	23		
103-3	Evaluation of the management approach	Applicable to Future Disclosures	N/A		
306-2	Management of significant waste-related impacts	Diverting Waste from Landfills	23		
306-3	Waste generated	ESG Data Table	45	RT-EE-150a.2	
306-4	Waste diverted from disposal	ESG Data Table	45		
306-5	Waste directed to disposal	ESG Data Table	45		
ENVIRONMENTAL COMPLIANCE					
307-1	Non-compliance with environmental laws and regulations	ESG Data Table	45		
SUPPLIER ENVIRONMENTAL ASSESSMENT					
103-1	Explanation of the material topic and its boundary	Embedding Sustainable Procurement	15		
103-2	The management approach and its components	Embedding Sustainable Procurement	15		
103-3	Evaluation of the management approach	Applicable to Future Disclosures	N/A		
PRODUCT LIFECYCLE MANAGEMENT					
N/A	Explanation of the material topic and its boundary	Providing Sustainable Products and Services	22		
N/A	The management approach and its components	Providing Sustainable Products and Services	22		
N/A	Evaluation of the management approach	Applicable to Future Disclosures	N/A		
N/A	Percentage of products by revenue that contain IEC 62474 declarable substances	ESG Data Table	45	RT-EE-410a.1	
N/A	Revenue from renewable energy-related and energy efficiency-related products	ESG Data Table	45	RT-EE-410a.3	

SASB / GRI Index

SOCIAL					
GRI Indicator	Description	Section/Location	Page	SASB Indicator	WEF
EMPLOYMENT					
103-1	Explanation of the material topic and its boundary	Talent Attraction, Retention and Development	33		
103-2	The management approach and its components	Talent Attraction, Retention and Development	33		
103-3	Evaluation of the management approach	Applicable to Future Disclosures	N/A		
N/A	Number of employees	ESG Data Table	45	RT-EE-000.B	
401-1	New employee hires and employee turnover	ESG Data Table	45		•
401-3	Parental leave	ESG Data Table	45		
LABOR/MANAGEMENT RELATIONS					
103-1	Explanation of the material topic and its boundary	Talent Attraction, Retention and Development	33		
103-2	The management approach and its components	Talent Attraction, Retention and Development	33		
103-3	Evaluation of the management approach	Applicable to Future Disclosures	N/A		
402-1	Minimum notice periods regarding operational changes	We provide 60 days' notice to our unionized employees in the event of any operational changes. This notice period is stated in our collective bargaining agreements.	N/A		
N/A	Percentage of active workforce covered under collective bargaining agreements, broken down by U.S. and foreign employees	ESG Data Table	45		
OCCUPATIONAL HEALTH AND SAFETY					
103-1	Explanation of the material topic and its boundary	Health, Safety and Wellness	29		
103-2	The management approach and its components	Health, Safety and Wellness	29		
103-3	Evaluation of the management approach	Health, Safety and Wellness	29		
403-1	Occupational health and safety management system	Health, Safety and Wellness	29		
403-2	Hazard identification, risk assessment, and incident investigation	Health, Safety and Wellness	29		•
403-3	Occupational health services	Health, Safety and Wellness	29		
403-4	Worker participation, consultation, and communication on occupational health and safety	Keeping Training Up to Date	30		
403-5	Worker training on occupational health and safety	Keeping Training Up to Date	30		
403-6	Promotion of worker health	Keeping Training Up to Date	30		•
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Monitoring Safety in the Field	31		
403-8	Workers covered by an occupational health and safety management system	Health, Safety and Wellness	29		
403-9	Work-related injuries	ESG Data Table	45		•

SASB / GRI Index

SOCIAL					
GRI Indicator	Description	Section/Location	Page	SASB Indicator	WEF
TRAINING AND EDUCATION					
103-1	Explanation of the material topic and its boundary	Talent Attraction, Retention and Development	33		
103-2	The management approach and its components	Talent Attraction, Retention and Development	33		
103-3	Evaluation of the management approach	Applicable to Future Disclosures	N/A		
404-2	Programs for upgrading employee skills and transition assistance programs	Talent Attraction, Retention and Development	33		
404-3	Percentage of employees receiving regular performance and career development reviews	100% of our employees receive regular feedback and performance reviews, with assistance and training provided as needed.	N/A		
DIVERSITY AND EQUAL OPPORTUNITY					
103-1	Explanation of the material topic and its boundary	Diversity, Equity and Inclusion	35		
103-2	The management approach and its components	Diversity, Equity and Inclusion	35		
103-3	Evaluation of the management approach	Applicable to Future Disclosures	N/A		
405-1	Diversity of governance bodies and employees	ESG Data Table	45		•
NON-DISCRIMINATION					
103-1	Explanation of the material topic and its boundary	Diversity, Equity and Inclusion	35		
103-2	The management approach and its components	Diversity, Equity and Inclusion	35		
103-3	Evaluation of the management approach	Applicable to Future Disclosures	N/A		
LOCAL COMMUNITIES					
103-1	Explanation of the material topic and its boundary	Community Engagement	41		
103-2	The management approach and its components	Community Engagement	41		
103-3	Evaluation of the management approach	Applicable to Future Disclosures	N/A		
413-1	Operations with local community engagement, impact assessments, and development programs	Community Engagement	41		
OCCUPATIONAL HEALTH & SAFETY					
103-1	Explanation of the material topic and its boundary	Customer Experience	37		
103-2	The management approach and its components	Customer Experience	37		
103-3	Evaluation of the management approach	Applicable to Future Disclosures	N/A		
416-1	Assessment of the health and safety impacts of product and service categories	Assuring Product Quality and Safety	38		
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	ESG Data Table	45		
CUSTOMER PRIVACY					
103-1	Explanation of the material topic and its boundary	Ensuring Cyber Security and Data Privacy	15		
103-2	The management approach and its components	Ensuring Cyber Security and Data Privacy	15		
103-3	Evaluation of the management approach	Applicable to Future Disclosures	N/A		

# ESG Data Table Notes

- (a) Greenhouse gas emissions were calculated using the GHG Protocol Corporate Accounting and Reporting Standard, which includes the following greenhouse gases: carbon dioxide, methane, and nitrous oxides. We used emissions factors from the US EPA's 2020 Emission Factors for GHG Inventories and the IEA. We applied Global Warming Potentials from the IPCC Fifth Assessment Report.
- (b) Direct Scope 1 emissions include Metergy.
- (c) Indirect Scope 2 GHG emissions include electricity which are reported based on the location-based method. Scope 2 emissions include Metergy
- (d) Fuels used in company-owned fleet include diesel, gasoline propane.
- (e) Employee turnover rate includes all departures, both voluntary and involuntary, including resignations, terminations and retirements.
- (f) Per 200,00 hours worked.
- (g) Senior Management is defined as employees at the Director level and above.
- (h) Enercare implemented Anti-Bribery and Corruption (ABC) related training (through Brookfield) starting in 2020, comprised of general awareness training and targeted training. The percentage indicated is the percentage of people required under Brookfield's processes to complete ABC general awareness training. All employees required to complete targeted training in 2021 have completed it.

# Report Notes

- 1. The future of home heating: Hybrid home heating systems offer energy savings and reduce GHG emissions (nrcan.gc.ca).
- 2. Google reviews rating is based on the monthly average rating between July 1 and December 31, 2021.
- 3. Transactional, as of December 31, 2021.
- 4. As of June 30, 2022.
- 5. Includes feedback up to date of this report.
- 6. Conducted in 2022.
- 7. Volunteer activities were limited in 2020-2021 as a result of the COVID-19 pandemic.
- 8. Based on third-party modeling. Emissions calculations are based on temperature conditions observed in the Greater Toronto Area during 2021; a number of other typical operational assumptions were made for purposes of the analysis. Although we believe the calculations are based upon reasonable assumptions and expectations, actual results may differ.
- 9. 2030 Emissions Reduction Plan <https://www.canada.ca/content/dam/eccc/documents/pdf/climate-change/erp/Canada-2030-Emissions-Reduction-Plan-eng.pdf>
- 10. Certain exceptions apply. See Plan Terms and Conditions available at enerccare.ca/terms for details.
- 11. Based on third-party modeling. Emissions calculations are based on temperature conditions observed in the Greater Toronto Area during 2021; a number of other typical operational assumptions were made for purposes of the analysis. Although we believe the calculations are based upon reasonable assumptions and expectations, actual results may differ.
- 12. 2030 Emissions Reduction Plan <https://www.canada.ca/content/dam/eccc/documents/pdf/climate-change/erp/Canada-2030-Emissions-Reduction-Plan-eng.pdf>
- 13. Heating and cooling with a heat pump <https://www.nrcan.gc.ca/energy-efficiency/energy-star-canada/about/energy-star-announcements/publications/heating-and-cooling-heat-pump/6817>
- 14. Canada’s climate plans and targets <https://www.canada.ca/en/services/environment/weather/climatechange/climate-plan/climate-plan-overview/healthy-environment-healthy-economy/annex-homes-buildings.html>
- 15. The future of home heating: Hybrid home heating systems offer energy savings and reduce GHG emissions <https://www.nrcan.gc.ca/simply-science/the-future-home-heating-hybrid-home-heating-systems-offer-energy-savings-and-reduce-g/22236>
- 16. Tankless or demand-type water heaters <https://www.energy.gov/energysaver/tankless-or-demand-type-water-heaters#:~:text=Tankless%20water%20heaters%20heat%20water.electric%20element%20heats%20the%20water>
- 17. Reverse osmosis and removal of minerals from drinking water <https://www.iwapublishing.com/news/reverse-osmosis-and-removal-minerals-drinking-water>
- 18. [https://www.excaliburwater.com/sites/default/files/residential/Excalibur\\_Premium\\_Whole\\_Home\\_Filtration\\_System.pdf](https://www.excaliburwater.com/sites/default/files/residential/Excalibur_Premium_Whole_Home_Filtration_System.pdf)
- 19. Reasons every home should have a water softener <https://www.energy.gov/energysaver/articles/reasons-every-home-should-have-water-softener>
- 20. Terms and conditions and certain exceptions apply. See rental agreement for details.
- 21. Available to Enercare’s Heating/Cooling protection plan customers, rental water heater customers and/or rental HVAC customers whose equipment is not operational (for example – no heat, no cooling or no hot water). On average, Enercare attends to furnace/boiler, central air conditioner, or water heater non-operational calls 80% of the time the same day. Subject to exclusions in accordance with the terms and conditions of the applicable protection plan or rental agreement.
- 22. Google review rating is based on monthly average ratings between July 1 and December 31, 2021.
- 23. Terms and conditions and certain exceptions apply. See rental agreement for details.
- 24. Certain exceptions apply. See Plan Terms and Conditions available at enerccare.ca/terms for details.
- 25. Available to Enercare’s Heating/Cooling protection plan customers, rental water heater customers and/or rental HVAC customers whose equipment is not operational (for example – no heat, no cooling or no hot water). On average, Enercare attends to furnace/boiler, central air conditioner, or water heater non-operational calls 80% of the time the same day. Subject to exclusions in accordance with the terms and conditions of the applicable protection plan or rental agreement.

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