

2024

Corporate Responsibility Report



OUR ROADMAP TO A **SUSTAINABLE FUTURE**



GrandBridge
ENERGY



OUR ROADMAP TO A SUSTAINABLE FUTURE

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MESSAGE FROM THE BOARD CHAIR AND PRESIDENT & CEO



At GrandBridge Energy, we are driven by our purpose — to lead the energy transition by enabling our communities to achieve a sustainable energy future. This guiding principle shapes our approach as we navigate the evolving energy landscape and strengthen our commitment to environmental sustainability, social impact and governance accountability.

Since our inception in May 2022, GrandBridge Energy has evolved into a dynamic, future-focused utility, fuelled by a successful merger that delivered benefits for our shareholders and customers. With a solid foundation of success, we believe this is an opportune time for GrandBridge Energy to focus on developing a program to manage our long-term commitment to sustainability. With electricity demand in Ontario projected to increase 75% by 2050, addressing environmental, social and governance (ESG) factors will be crucial to meeting the growing need for reliable, clean energy while reducing carbon emissions and managing climate change challenges. By prioritizing ESG, we can strengthen long-term resilience, improve operational efficiency and foster sustainable growth in a rapidly evolving energy landscape.

We are taking key steps to integrate ESG considerations into our operations as we build our roadmap to a sustainable future. This report highlights our journey that began in 2024 and sets the stage for our ongoing commitment to measuring and enhancing our performance, backed by our new five-year Strategic Plan. By initiating comprehensive reporting on our greenhouse gas emissions, we are strengthening accountability and aligning with industry best practices. Our commitment to transparency and a data-driven approach ensures continuous monitoring that will drive meaningful action to reduce our environmental impact.

As a local electricity distribution company, our infrastructure is the foundation of a reliable and sustainable energy future. GrandBridge Energy is making significant investments in grid modernization and expansion to support both operational reliability and future growth. These initiatives will improve efficiency, minimize environmental impact and strengthen our grid to ensure reliable power for our communities.

Our employees are the backbone of GrandBridge Energy. We are steadfast in our commitment to fostering a culture that prioritizes safety, well-being and professional development. Through targeted employee engagement initiatives, we empower our teams to make a tangible impact while supporting their ongoing development. Active engagement with our communities and stakeholders is a fundamental pillar of our approach. We are dedicated to building trust through transparent communication, meaningful interactions and responsible corporate citizenship. By fostering collaborative partnerships, we create shared value that extends beyond our operations.

Strong governance is the foundation of our strategy. Ethical decision-making, regulatory compliance and a culture of integrity are at the core of our operations. By integrating ESG principles into our operations, including the policies and reporting structures needed to monitor, manage and ensure the success of our efforts, we are setting the course for meaningful transformation and long-term success. We remain committed to continuously strengthening our governance practices to ensure transparency, accountability and responsible leadership at all levels of our organization.

We extend our sincere appreciation to our Executive Leadership Team and ESG Committee for the remarkable progress that has been made on strengthening our corporate responsibility focus, aligned to our commitment to sustainability. GrandBridge Energy is poised for a future defined by resilience, sustainability and innovation. We look forward to collaborating with our stakeholders to achieve a sustainable energy future.

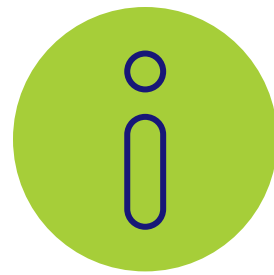
Thank you for your continued support and trust.

Sincerely,

Terry Young
Chair, Board of Directors
GrandBridge Energy Inc.

Sarah Hughes
President & CEO
GrandBridge Energy Inc.





About GrandBridge Energy

GrandBridge Energy delivers safe and reliable electricity to more than 115,000 customers in the City of Cambridge, the City of Brantford, the Township of North Dumfries and the County of Brant. GrandBridge Energy, as a local distribution company (LDC), is regulated by the Ontario Energy Board (OEB), and is the eighth largest municipally owned LDC in Ontario. Our talented and dedicated team is driven by an unwavering commitment to excellence, innovation and exceptional customer service.

Formed in May 2022 through the merger of its predecessor corporations, GrandBridge Energy combines deep industry expertise with forward-thinking solutions to meet our customers' evolving energy needs, enabling our communities to create a sustainable and resilient future.

GrandBridge Energy is 100% owned by GrandBridge Corporation, an investment holding company owned by our municipal shareholders the City of Cambridge, the City of Brantford and the Township of North Dumfries. GrandBridge Corporation also has a 100% ownership in two competitive, unregulated service companies, GrandBridge Group Inc. and GrandBridge Solutions Inc.



LAND ACKNOWLEDGEMENT

GrandBridge Energy acknowledges that our facilities are on the traditional territory of the Haudenosaunee and Anishinaabe Peoples. We also acknowledge the enduring presence and deep traditional knowledge and philosophies of the Indigenous Peoples with whom we share this land today.

GrandBridge Energy recognizes that Truth and Reconciliation is a continuous process, and while this land acknowledgement is a crucial step, it is just the beginning. We are committed to continuous learning and building positive relationships with Indigenous Peoples.



115,000
Customers




191
Employees




636 km²
Service
Territory




"A" Customer
Satisfaction
Rating



2,164 km
of Distribution
Lines



14,605
Transformers



33,058 Poles



Strategic Direction

Recognizing the rapid transformation in the energy sector and the need for diversified electricity distribution, GrandBridge Energy developed a new five-year Strategic Plan in 2024. This plan focuses on empowering our employees, supporting our customers and communities, driving innovation and fostering sustainable growth. Building on our past successes, the plan adapts to new challenges and opportunities, ensuring we remain agile and well-positioned to deliver long-term value to our customers, shareholders and communities.

At the heart of the plan is our Ambition: “To inspire and enable our communities to create a sustainable and resilient future.”

Our Values are the principles and beliefs that guide our operations. Safety is at the core of everything we do, ensuring the well-being of our employees, customers and communities. We embrace a people-centric culture that fosters inclusivity, respect and collaboration. Reliability remains fundamental as we deliver dependable and responsive services. Through excellence, we drive continuous improvement and innovation while integrating sustainable practices. Finally, agility enables us to adapt swiftly to meet the needs of our customers and communities.

Our four Strategic Pillars — **People, Customers & Community, Innovation** and **Growth & Value** — represent our core areas of focus and will help us define key initiatives, allocate resources and measure success for the next five years.



AMBITION

To inspire and enable our communities to create a sustainable and resilient future.



PURPOSE

To lead the energy transition by enabling our communities to achieve a sustainable energy future.



VALUES

Safety

We uphold a culture of safety in everything we do.

People-Centric

We foster an inclusive, respectful and collaborative working environment.

Reliability

We deliver dependable and responsive services.

Excellence

We constantly seek to improve and innovate, and we embrace sustainable practices.

Agility

We are agile in meeting the needs of our customers and communities.

STRATEGIC PILLARS

People

Employees are at the forefront of our efforts.

Customers & Community

Acting with agility to meet customer and community needs.

Innovation

Innovating to seize opportunities and overcome challenges.

Growth & Value

Pursuing sustainable growth and achieving long-term value.



Our Sustainability Journey

GrandBridge Energy stands at the forefront of the energy transition, tasked with the critical role of leading our communities toward a sustainable energy future. As an organization committed to excellence and innovation, we recognize that our leadership in sustainability is imperative. By demonstrating our commitment through strategic initiatives and structured reporting, we aim to ensure that our operations, policies and practices reflect our commitment to environmental stewardship, social responsibility and corporate governance.

In 2024, GrandBridge Energy took a significant step in our sustainability journey by committing to produce our first Corporate Responsibility Report, a key priority for the organization. Recognizing the importance of a structured approach to sustainability reporting, we established an ESG Committee, comprised of employees from functional areas across the organization, and engaged

a third-party consultant to support this initiative. Our key initiatives included benchmarking our efforts compared to our industry peers and conducting a materiality assessment to identify and prioritize impactful ESG issues.

Surveys and workshops were conducted with internal stakeholders, including our Board of Directors, Executive Leadership Team and Management Team, to gain further insights and finalize a list of material topics to identify our areas of focus. For the second phase of this exercise, we plan to expand the process to include external stakeholders. GrandBridge Energy’s approach recognizes our responsibility to regularly report on our sustainability journey, not only to shareholders, but also to a broader audience of internal and external stakeholders.



About this Report

GrandBridge Energy’s inaugural 2024 Corporate Responsibility Report showcases our ESG initiatives. This report represents a year of dedicated effort, strategic evaluation and operational alignment to embed sustainability principles into our business. It also highlights our roadmap for future progress. As we continue our journey, we remain committed to building a resilient, efficient and sustainable energy system, through strong governance, community partnerships and innovation.

GrandBridge Energy’s Strategic Plan identifies Corporate Responsibility Report as a priority

Project launch supported by third-party consultant

ESG Committee formed and review of existing data collection

Industry analysis and peer benchmarking

Establish stakeholders and ESG impacts

Materiality assessment and material topic identification

Internal stakeholder review to finalize material topics

Conduct review of existing and new initiatives in support of sustainability

Develop Corporate Responsibility Report

Release inaugural Corporate Responsibility Report

Gather measurements of key metrics and execute sustainability initiatives

Continue to assess and evaluate reporting priorities

2024

2025



Identifying Our Material Topics

We conducted a materiality assessment that adopted a methodology that leverages several key frameworks to identify and prioritize areas where GrandBridge Energy most significantly impacts the economy, environment and communities we serve. These impacts emerged from an exhaustive review of our operations, policies and interactions with stakeholders.

Climate Change Resilience emerged as a top priority in the materiality assessment, highlighting the need to protect our infrastructure and maintain reliable service in the face of extreme weather and increasing customer demand. Grid Modernization was identified as essential for supporting increased electrification, integrating renewable energy and enhancing operational efficiency. In parallel, Energy Transition & Efficiency remain focal points, aligning with regulatory mandates and customer expectations for cleaner, more sustainable energy solutions.

Beyond environmental considerations, social and governance factors play vital roles in strategic planning. Employee Health, Safety & Well-being was confirmed as a top priority, with a strong emphasis on fostering a culture of safety and continuous improvement, while also recognizing the importance of Employee Engagement & Development opportunities to maintain a motivated, high-performing workforce.

Reliability continues to be a fundamental focus, ensuring uninterrupted service to customers, while supporting Ontario’s decarbonization goals. Lastly, Cybersecurity has become an increasingly critical concern, requiring robust governance, policies and oversight to protect operations and stakeholders from emerging cyber risks.





ENVIRONMENT

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Measuring and Managing Our Greenhouse Gas Emissions

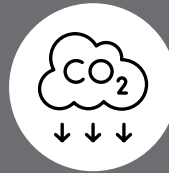
GrandBridge Energy's ambition is to inspire and enable our communities to create a sustainable and resilient future. We are leading by example and have committed to continually assessing our environmental impact through quantifying our greenhouse gas (GHG) emissions.

ESTABLISHING BENCHMARKS

As a first step towards setting and tracking future reduction targets, a major focus in 2025 will be the development of a comprehensive data collection and reporting process to measure and establish baseline data on Scope 1 and Scope 2 emissions from fleet, facility operations and line losses, along with other environmental indicators. Setting benchmarks for emissions will allow GrandBridge Energy to better manage our carbon footprint, enabling the development of targeted reduction strategies in the coming years. Sulfur hexafluoride (SF₆) will be excluded from the initial data collection.

Measuring SF₆ Emissions

Our commitment to distributing safe and reliable power guides our technology choices. SF₆ is widely used in the utility sector in high-voltage equipment such as circuit breakers, switchgear and substations to ensure the safe and reliable delivery of electricity. Measuring SF₆ emissions is a longer-term initiative for GrandBridge Energy, which will require performing an inventory of assets that could potentially emit SF₆ and then developing an emissions tracking program.



SCOPE 1 EMISSIONS

Direct GHG emissions from sources that are owned or controlled by an organization, including company vehicles, on-site fuel combustion (e.g., natural gas for heating) and industrial processes.

SCOPE 2 EMISSIONS

Indirect GHG emissions from the consumption of purchased electricity, steam, heating and cooling. These occur at the energy generation source but are accounted for by the organization that consumes the energy.

CO₂e

Carbon dioxide equivalent (CO₂e) is a standardized measurement used to express the impact of various GHGs on climate change.

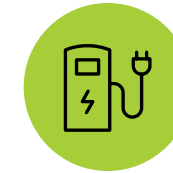


PAPERLESS BILLING CUSTOMERS INCREASED BY 37%

GrandBridge Energy launched a Paperless Billing Campaign in 2024 to continue encouraging customers to switch to eBilling. Over the course of the year, we saw a 37% increase in eBilling subscribers, bringing the total to over 42,000 customers. Customers who are participating in our eBilling program are helping us save over 113 Metric Tons of CO₂e emissions per year, as of 2024.



The 42,000 GrandBridge Energy customers who use paperless billing achieved an annual emissions reduction equivalent to the yearly electricity GHG emissions of 90 average Ontario households.¹



FLEET ELECTRIFICATION

GrandBridge Energy is committed to reducing our carbon footprint by expanding the number of electric vehicles (EVs) in our fleet, which in 2024 included three vans and a pickup truck. We are actively tracking EV technology, especially the development of fully electric bucket trucks. While these vehicles are becoming available, they have yet to be extensively tested in utility operations, are significantly more expensive and face extended lead times. As an interim advancement, we plan to retrofit a diesel bucket truck with an electric power take-off system which will allow the boom and auxiliary equipment to operate using battery power rather than requiring the engine to idle, reducing fuel consumption and GHG emissions while minimizing noise on jobsites.



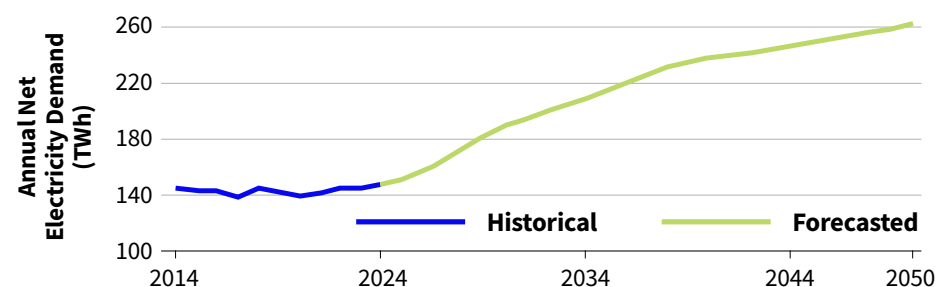
GrandBridge Energy is supporting transportation electrification by helping to increase the availability of EV charging stations for our employees and the public. In addition to 10 public-facing chargers, we have six chargers in our facilities to support our EV fleet.

Ready to Power the Future

GrandBridge Energy is focused on building a resilient, modern and sustainable electricity grid to support the decarbonization and electrification goals of the growing communities we serve. We are investing in infrastructure, advanced grid technologies and innovative customer programs to enhance reliability, adapt to climate challenges and empower stakeholders to adopt sustainable energy solutions. These efforts are essential for enabling the transformation toward a cleaner, more efficient energy future.

Ontario's electricity demand is anticipated to grow 75% by 2050

Source: IESO 2025 Annual Planning Outlook



We are making significant changes to address the growing needs of our customers and support our ambition to inspire and enable our communities to create a sustainable and resilient future. In October 2024, the Independent Electricity System Operator (IESO), the organization responsible for managing the province's electricity system, projected that electricity demand in Ontario will grow 75% by 2050. This substantial increase will be driven by growth in the industrial sector, ongoing electrification and data centres connecting to the grid.



STATE-OF-THE-ART CONTROL CENTRE

GrandBridge Energy's 24/7 system control centre allows our team of highly skilled operators to monitor the grid and make critical decisions to effectively manage our operations and respond to emergencies. Built in 2023, the control centre has enhanced operational efficiency, decision-making capabilities, safety, reliability and overall service quality. We continue to invest in operators through talent acquisition, training and education and by providing access to technology and resources to allow for rapid and proactive responses to emergencies and threats. Our modernized control centre is a cornerstone for future grid operations and helps position GrandBridge Energy to meet the challenges of Ontario's energy transition.

Since GrandBridge Energy was formed in 2022, our goal has been to deliver consistent, accessible services to all customers. As part of our evolution, we integrated the distribution systems for our entire 636 km² service territory to achieve centralized operating control. One of the many benefits of this integration was successfully extending our online [Outage Map](#) and 24/7 toll-free Outage Info Line to all our customers in 2024. Centralizing operating control provides all communities serviced by GrandBridge Energy with continuous grid monitoring and strengthens our outage response. This enhances GrandBridge Energy's ability to maintain strong reliability, operational efficiency and deliver consistent, high-quality responses.





GRID MODERNIZATION

GrandBridge Energy's Grid Modernization department is focused on positioning the organization for success while navigating the challenges and opportunities of electrification and the energy transition. To meet the rising demand for electricity, we are investing in grid modernization, infrastructure resilience and advanced technologies. Our efforts are focused on long-term planning, digital transformation and tailored solutions for larger commercial customers, while strengthening areas such as engineering, asset management and grid innovation.

GrandBridge Energy is taking proactive measures to plan for the significant increase in electricity demand forecasted in the next one to three years in our service territory, driven by electrification and increased customer demand. We are working with the IESO on integrated regional planning to increase system capacity and prioritizing grid resilience and sustainability through proactive maintenance and strategic investments. These initiatives focus on delivering reliable energy to our communities, adapting to climate challenges and aligning with modern infrastructure demands. From implementing advanced control systems to upgrading aging assets and planning for future capacity, these initiatives ensure the grid remains robust, efficient and prepared for evolving energy needs. We are dedicated to advancing key initiatives that improve reliability, drive innovation and meet the increasing demands of stakeholders and complex regulatory requirements.



PARTNERING TO ENABLE THE ENERGY TRANSITION

Ontario's energy transition is accelerating through advancements in decarbonization, electrification and sustainability, supported by innovative technologies and solutions. GrandBridge Energy's active participation with the following industry organizations is helping drive innovation.



Electricity Distributors Association (EDA)

The EDA is a source for advocacy, insight and information for Ontario's local electricity distributors. GrandBridge Energy is not only an EDA member, our President & CEO, Sarah Hughes, is a member of the EDA Board of Directors and several of our employees are integral members of various EDA councils.



GridSmartCity Cooperative (GSC)

The focus of GSC is on productivity and efficiency improvements, advancements in smart grids, piloting new technologies and community energy planning. GrandBridge Energy employees contribute as active members of several GSC committees.



Centre for Energy Advancement through Technological Innovation (CEATI)

CEATI is a solution-driven network for power industry professionals that provides its members with practical research, expert guidance and forums for knowledge exchange. GrandBridge Energy and other members share experiences and work together on issues spanning all critical areas of power generation, transmission and distribution.



Utilities Standards Forum (USF)

USF brings together electricity distributors from across the province, including GrandBridge Energy. Representatives collaborate on meeting changing regulatory requirements and general business needs.



WR Community Energy

We are a founding member of WR Community Energy, a collaborative initiative between the Region of Waterloo, its urban municipalities and local utilities that was created to lead the implementation of WR's Community Energy Investment Strategy and to steward energy transition in our community.

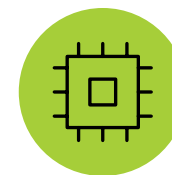
Grid Reliability and Resiliency

GrandBridge Energy is dedicated to maintaining and enhancing the resilience of our distribution system through strategic investments in our infrastructure. We prioritize investments that directly support system reliability and align with our commitment to delivering safe, reliable and sustainable energy while meeting the evolving needs of our customers. Our distribution system investments increased by 27% from 2023 to 2024. This upward trend will continue as our system evolves to accommodate increased demand and customer expansions, while continuing to replace aging infrastructure and increasing resilience to extreme weather events.



STRENGTHENING INFRASTRUCTURE IN KEY AREAS

The Canadian Standards Association (CSA) Code for Overhead Distribution Systems specifies strength and load factors for pole loading and guying calculations to ensure structural integrity and reliability. GrandBridge Energy has adopted higher grades of construction standards for critical line sections (highway crossings, station feeder egress pole lines and river crossings). Our practice enhances safety, reliability and resilience against environmental and mechanical stresses, while also reducing maintenance costs. Our proactive approach not only protects our employees and the public, it also future-proofs the grid for evolving energy demands and emerging technologies.



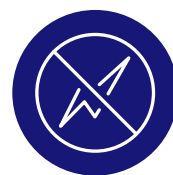
UTILIZING AUTOMATION TO MINIMIZE POWER INTERRUPTIONS

GrandBridge Energy leverages technology and distribution automation, specifically Supervisory Control and Data Acquisition (SCADA) controlled automated reclosers, which automatically isolate damaged sections of the grid, allowing our field crews to safely make repairs without taking entire circuits out of service. This minimizes the number of customers affected by outages during storms and scheduled maintenance. As of 2024, we have 150 automated switches installed on our grid.



PERFORMING ASSET INSPECTIONS AND REPLACEMENTS

GrandBridge Energy utilizes internal resources and a third-party to conduct regular visual inspections of our assets. Over 1,500 poles were tested in 2024, and one-third of our distribution system was visually inspected as per OEB requirements. Issues are detailed in reports then investigated by our field crews. Our equipment replacement program ensures assets that have a reduced ability to withstand wind forces and other elements are replaced with assets made of more durable materials.



INVESTING TO IMPROVE OUTAGE PERFORMANCE

GrandBridge Energy continues to invest in reliability including upgrading equipment, enhancing transformer maintenance, installing animal guards and improving vegetation management. All of these initiatives impact our annual SAIDI and SAIFI scores.

SAIDI (System Average Interruption Duration Index)

The average number of hours customers were without power in a year.

2023: 1.11 hours per customer

2024: 1.04 hours per customer

SAIFI (System Average Interruption Frequency Index)

The average number of power outages customers experienced in a year.

2023: 1.97 interruptions per customer

2024: 1.50 interruptions per customer

Managing Our Distribution System



ADVANCED DISTRIBUTION MANAGEMENT SYSTEM

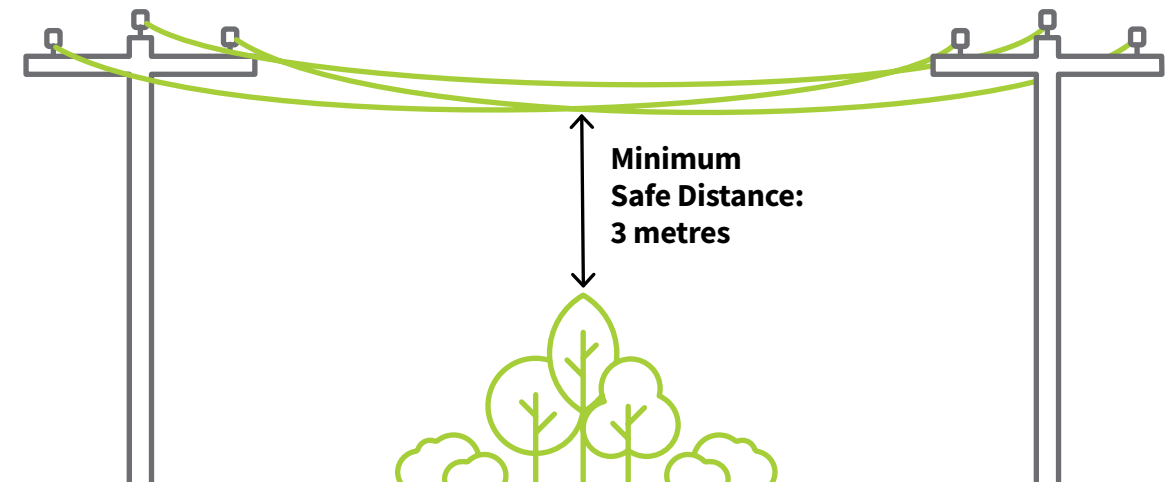
In 2024, GrandBridge Energy initiated integration of our SCADA and Outage Management System (OMS), which is expected to be completed in 2025. Once the systems are integrated, we will be able to commence the discovery phase of a Geographical Information System (GIS) upgrade. Full operational deployment will allow us to achieve our long-term goal of optimizing these systems for Advanced Distribution Management System (ADMS) capabilities. Investing in an ADMS will improve asset management and resilience by enhancing grid visibility, automating restoration processes and optimizing operations to allow us to more effectively respond to outages.



PILOTING TECHNOLOGY TO ASSIST WITH VEGETATION MANAGEMENT

Planning and prioritizing vegetation management is essential for keeping vegetation the minimum safe distance from our electrical equipment. This enhances the reliability of our distribution system, improves safety, provides easier access to equipment and ensures regulatory compliance. GrandBridge Energy's Vegetation Management Program operates on a four-year cycle, with each year dedicated to maintaining one-quarter of our service territory. Our forestry contractors work hard year-round to trim trees and maintain vegetation in the vicinity of distribution assets. As well as planned vegetation management, we responded to 372 customer requests in 2024.

We continuously adjust our Vegetation Management Program, taking advantage of new technology and planning ahead to adapt to the changing climate. In 2024, we initiated a pilot program to test the use of advanced technology to assist with vegetation management. We selected a third-party solution and developed an implementation plan to test a dynamic program that will utilize satellite imagery to scan a 400 km section of GrandBridge Energy's overhead distribution lines. We will conduct the scan in 2025, with the goal of identifying vegetation that requires trimming and possible high-risk hotspots. The pilot program will assess if the solution is capable of identifying areas that require attention to prevent potential outages and increase reliability.





SOCIAL

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Prioritizing Employee Health, Safety and Well-being

Ensuring a safe work environment for our employees is more than just a core value, it is our highest priority. That's why in August 2024, we reaffirmed our dedication to safety with the launch of our new safety slogan — “Safety Connects Us All”— at our annual Safety BBQ. To reinforce this message, we introduced a graphic to serve as a constant visual reminder that safety connects all GrandBridge Energy employees.



LEVERAGING AUTOMATION TO DRIVE SAFETY OUTCOMES

In 2024, we continued to reap the benefits of eCompliance. This real-time, web-based mobile application automates inspection and incident reporting, training and policy management, allowing us to make quicker, fact-based decisions to drive positive safety outcomes. The application generates an automated online dashboard that enhances our visibility into health & safety performance metrics and action items, guiding our focus and enhancing the safety culture.



AUDITING OUR EFFORTS

In 2024, GrandBridge Energy took significant steps to enhance our health & safety initiatives by engaging a third-party consultant to conduct a comprehensive review of our health & safety program and an audit of our three facilities. This process involved reviewing existing safety programs, procedures and outputs; conducting interviews with a diverse group of employees and Joint Health & Safety Committee members; observing work practices; identifying hazards; and evaluating our overall safety culture. Additionally, the consultant assessed our compliance with provincial requirements and the CSA Z45001 Standard, an international benchmark for workplace health & safety. This audit laid the groundwork for continuous program improvements and set a clear path towards achieving our ISO 45001 certification.



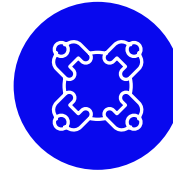
Employees gathered at multiple locations in August for the unveiling of our new safety slogan and a chance to connect over a delicious lunch.



HEALTH & SAFETY TRAINING PLAN

Our comprehensive Health & Safety Training Plan allows us to proactively organize training. By scheduling sessions around working hours, our approach guarantees that employees are available for training by leading industry experts, ensuring safety remains a top priority without compromising productivity. The key training modules completed in 2024 include: Utility Work Protection Code; Electrical Utility Safety Rules; Traffic Control; Preventing Slips, Trips and Falls; Mental Health First Aid; and Mental Health Awareness.

We also hosted our annual Operations Rescue Practice Day. Participants practiced how to properly and safely execute vault, pole-top and bucket rescues, as well as bucket evacuations. This essential training is provided to help crews hone the skills they need to stay safe on the job every day.



JOINT HEALTH & SAFETY COMMITTEE

Our Joint Health and Safety Committee (JHSC) plays a crucial role in creating a safe and healthy work environment for all employees. Comprised of dedicated and passionate members from Operations, Customer Service, Engineering and Facilities, the JHSC is committed to promoting workplace safety and well-being.

Through their proactive monthly inspections, attendance at quarterly meetings and valuable recommendations to senior management, the JHSC actively contributes to the reduction of workplace hazards and incidents. Their collaborative efforts enhance our health & safety program and showcase the diverse talents and skills within our organization, positively impacting our overall workplace culture.




WELLNESS COMMITTEE

Our dedicated Wellness Committee conducts an annual survey to gather employee feedback on wellness events. With steadfast support from the Executive Leadership Team, the Wellness Committee successfully launched several initiatives in 2024, including team challenges, healthy snack days and our most popular event — Therapy Dog Days — where we partnered with Corporate Canine Therapy to bring therapy dogs to all three of our facilities. Employees loved interacting with the dogs and many people shared that the friendly canines helped reduce stress, ease anxiety and lift spirits.



Promoting Safety in Our Communities

At GrandBridge Energy, we regularly extend our commitment to safety beyond the workplace by providing electrical safety education for elementary students, first responders, construction workers and the public in the communities we serve. Furthermore, we participate in sessions promoting workplace safety to post-secondary students and conduct a biennial Public Awareness of Electrical Safety survey as part of our LDC Scorecard for our provincial regulator, the OEB.



9,477
Elementary students
received electrical safety training courtesy of GrandBridge Energy in 2024.



BIENNIAL PUBLIC AWARENESS OF ELECTRICAL SAFETY SURVEY

The OEB requires LDCs to conduct safety surveys every two years to measure the awareness of key electrical safety hazards among members of the public over age 18, within GrandBridge Energy’s service territory. Survey questions correspond to the six most frequent utility equipment hazards in Ontario over the last decade. GrandBridge Energy achieved an overall survey score of 84% in 2024. This result indicates that most members of the public in our service territory have good knowledge of the six core electrical safety hazards or have received information about the six core measurement questions within the survey.

Our overall result aligns with the average composite score (82–85%) achieved by other LDCs who used the same methodology to conduct the survey. The survey results revealed opportunities for improvement that we will address to keep community members safe from electrical hazards, including the safe distance to keep from overhead and downed powerlines and the importance of contacting Ontario One Call to request a locate before digging.



CONTRACTOR SAFETY

Our proactive Contractor Safety Program ensures that contractors who work with us are aware of their safety rights and obligations, as well as the importance of safety procedure training and potential workplace hazards. To meet face-to-face with contractors working in proximity to our electrical infrastructure, GrandBridge Energy hosted a Contractor Safety Seminar at TownePlace Suites and Conference Centre in Brantford in April 2024. The event provided us with the opportunity to share life-saving safety messages with more than 120 attendees who heard from industry safety advocates, including the Electrical Safety Authority (ESA) and Ontario Regional Common Ground Alliance (ORCGA).



GrandBridge Energy supports workplace safety for post-secondary students by partnering with MySafeWork, a non-profit organization dedicated to protecting vulnerable workers. In 2024, GrandBridge Energy raised awareness by leading sessions at Conestoga College and Mohawk College and donated \$5,000 to MySafeWork.



PROTECTING FUTURE GENERATIONS

We proudly sponsor in-person electrical safety presentations for kindergarten to Grade 8 students, teaching 9,477 students in 2024 how to stay safe at home and outdoors.

In 2024, we continued our tradition as the main sponsor of the Children’s Safety Village of Brant’s annual Easter and Halloween events. GrandBridge Energy employee volunteers had a blast at both events, connecting with thousands of customers of all ages and sharing giveaways, goodies and tips on how to stay safe around electricity.



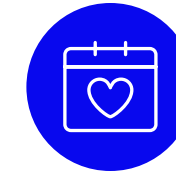
Fostering Engagement and Inclusion



INVESTING IN EMPLOYEE GROWTH, DEVELOPMENT AND RETENTION

At GrandBridge Energy, we're committed to fostering a workplace that encourages professional growth and development. By promoting a culture of internal career mobility, we recognize the immense potential within our workforce and prioritize opportunities for employees to advance their careers with us. In 2024, 24 employees earned internal promotions, accounting for 46% of positions filled throughout the year.

Training is a cornerstone of our commitment to employee learning and development. We invested \$500,000 in employee training in 2024, reflecting our dedication to equipping employees with the skills and knowledge needed to excel in their roles while ensuring a safe and productive work environment. Looking ahead to 2025, we will develop a comprehensive Total Rewards Program to attract, retain and motivate employees by offering competitive compensation, benefits and recognition aligned with our organizational goals and employee needs. We will also expand our People & Talent Management department to support our People-Centric Value and enhance the employee experience.



EMPLOYEE-LED SOCIAL EVENTS

A team of dedicated GrandBridge Energy employees volunteer as members of various committees, dedicating their personal time to plan, organize and promote annual after-hours events that foster social engagement. In 2024, these committees hosted four major events:

- The third Annual GrandBridge Corporation Holiday Party drew our largest turnout yet with 185 attendees.
- Our Employee Golf Tournament, held at The Oaks of St. George in September, was a fantastic day of friendly competition and team building.
- The GrandBridge Energy Social Club Summer Picnic in July was a wonderful opportunity to catch up and share the day with colleagues and their families.



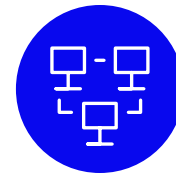
Employees and family members enjoyed a game of bowling, gathered for lunch, received gifts and visited with Santa Claus at the 2024 Children's Christmas Party.

Staying Connected



ANNUAL EMPLOYEE RECOGNITION CELEBRATION

Every year, we host an Employee Recognition Celebration where we all come together in-person to recognize the accomplishments of GrandBridge employees, reinforce our commitment to safety and connect with colleagues. In 2024, employees were invited to a breakfast event to celebrate 13 service anniversaries, six retirements and 49 volunteers, and to hear about the importance of teamwork and collaboration from motivational speaker Tim Arnold. Each employee received a gift in appreciation of their ongoing commitment to GrandBridge Energy.



NEW INTRANET FOSTERS INTERACTION

In February 2024, we launched GB Connect, our new interactive employee intranet which is fostering engagement by allowing employees to easily connect, collaborate and communicate on this central hub for company-wide and department-specific information and resources. The ability to use GB Connect on mobile devices ensures inclusive access for all employees, who are already benefiting from the ability to utilize two-way interactive communication to “Like”, share and comment on content.

GB Connect contributes to our People-Centric Value and the People and Innovation Pillars of our Strategic Plan. Employee feedback has been very positive. An online employee survey conducted in December 2024 showed that 92% of respondents agree that “GB Connect is helpful in building a sense of community and connection with colleagues”, compared to 33% for the previous intranet solution.

GB Connect



INDUSTRY AWARDS

- We were thrilled to be awarded the prestigious EDA LDC Performance Excellence Award, recognizing our outstanding performance in occupational health & safety; operational excellence; financial operations; retail strategies for conservation and demand management; and contribution to the community.
- Our new website earned us the 2024 EDA Communications Excellence Award, demonstrating how digital transformation — rooted in stakeholder collaboration — can enhance the customer experience.



GrandBridge Energy team members proudly accepted the LDC Performance Excellence Award at the annual EDA Gala in March 2024.

Customer Experience

At GrandBridge Energy, customer service excellence is at the heart of everything we do. Our five-year Strategic Plan emphasizes agility, innovation, growth and long-term value, reinforcing our ambition to inspire and enable our communities to create a sustainable and resilient future.

We actively engage with our customers to understand their evolving needs, enabling us to provide forward-thinking solutions that support sustainability, promote energy efficiency and help maintain affordability. Our capacity to quickly adapt to evolving customer needs ensures we continue to serve our communities with integrity, reliability and care.



“A”

Customer Satisfaction Rating*



AFFORDABILITY MEASURES

GrandBridge Energy demonstrated a strong commitment to supporting low-income customers in 2024 by ensuring that all eligible individuals who applied for assistance from the Low-Income Energy Assistance Program (LEAP) received the support they needed. We distributed \$221,967 in LEAP funding, providing financial relief to our qualifying low-income customers struggling to pay their electricity bills, helping those in arrears and at risk of disconnection maintain access to essential energy services. LEAP is a regulated program overseen by the OEB and administered through designated social service agencies.

We also helped our customers make flexible payment arrangements and shared information on other financial assistance programs. We regularly met with our partner agencies that deliver affordability programs on our behalf to ensure a smooth process for our customers.

For more details on support programs, please visit the [Financial Assistance](#) page on [grandbridgeenergy.com](#).



ADVANCING TECHNOLOGY TO ENHANCE SERVICE

We launched our new interactive and user-friendly [grandbridgeenergy.com](#) website, which earned us the EDA's 2024 Communications Excellence Award, recognizing a significant step forward in customer service and operational efficiency. This esteemed industry recognition is a testament to the dedication, collaboration and innovation of our employee website team. The website has improved the online customer experience by introducing the following features:

- A [Live Chat and Text Outage Centre](#) provides 24/7 access to live agents during outage events.
- An interactive [Understand My Bill](#) tool helps customers learn more about each section of their bill, how charges are determined and what payments are owed.
- A [Contractor and Developer Hub](#) provides a highly visible, central area for these critical stakeholders to access our services.
- A listing of [upcoming planned outages](#) including the date, time and location.

We also executed the extremely successful *Go Paperless & Help Feed Our Communities Campaign and Contest*, resulting in 8,149 customers enrolling in eBilling, which provides them with 24/7 online access to their account information. GrandBridge Energy donated \$2,500 each to the Cambridge Food Bank and the Brantford Food Bank on behalf of all eBilling customers.



* We surpassed provincial and national averages with an overall “A” rating on our 2023-2024 Electric Utility Customer Satisfaction Survey — our first survey since the formation of GrandBridge Energy in 2022.

Community Engagement

GrandBridge Energy remains deeply engaged with and supportive of the communities we serve through corporate monetary donations, sponsorships and in-kind support. Our five-year Community Strategy details annual goals and objectives, ensures balanced support across our service territory and aligns with our Strategic Plan. In 2024, with the help of employee volunteers, we successfully executed Year 3 of our Community Strategy by providing more than \$150,000 in donations and sponsorships to 70 community organizations.



APPROVAL PROCESS FOR SPONSORSHIPS AND DONATION REQUESTS

GrandBridge Energy provides sponsorships to non-profit organizations with preference given to established groups that provide services in the communities we serve. Requests for corporate sponsorships and donations are reviewed, approved and administered by our Corporate Communications Department in collaboration with our Corporate Donations Committee, which is comprised of employees from various areas of the organization. In 2024, the committee approved \$15,000 in donations to local charitable organizations.

GrandBridge Energy provided more than **\$150,000 in donations and sponsorships** to 70 community organizations in 2024.



SUPPORTING COMMUNITY SUSTAINABILITY EFFORTS

Sustainable Waterloo Region (SWR)

We continued our long-time support of SWR, a social enterprise non-profit organization that is helping Waterloo Region become more environmentally and economically sustainable. GrandBridge Energy employees dug deep to plant 100 trees and shrubs to create a Microforest at Cedar Creek Public School in Ayr in October 2024. We funded the planting as part of the [SWR Microforest Program](#) launched by Waterloo Region in the Fall of 2021. The program encourages organizations across the Waterloo Region to provide land for tree planting projects.

Brant Waterways Foundation

For the first time, we sponsored the foundation's annual fundraising gala. Brant Waterways, established in 1988, is a charitable non-profit foundation whose objective is to provide leadership, funding assistance and advocacy for projects that protect and enhance the Grand River and adjacent lands in Brant County, Brantford and Six Nations of the Grand River.



We sponsored the Brantford Green Team's waste diversion efforts at the 2024 City of Brantford Canada Day festival where volunteers were able to divert 65% of the event's waste from landfill.



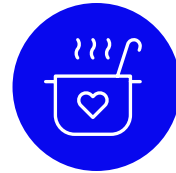
EMPLOYEE-LED FUNDRAISING

Members of the Operations department formed a GrandBridge Energy Team to raise funds for Movember, a leading charity to support men's health. The small but determined team of 12 raised \$7,925 thanks to support from employees, friends, suppliers, contractors and a corporate donation from GrandBridge Energy. We plan to grow the Movember team next year by encouraging employees from across the company to participate.

Our Engineering and Continuous Improvement team spread some festive cheer in 2024 by organizing a toy drive. They took action to help many families in need in our communities by collecting toys to donate to the Salvation Army Brantford and the Salvation Army Cambridge. GrandBridge Energy donated \$500 in gift cards to kick start the holiday initiative.



The GrandBridge Energy Movember team raised \$7,925 in 2024 — the first year the team was formed.



HELPING FIGHT FOOD INSECURITY

GrandBridge Energy believes in powering more than just homes and businesses. We are committed to helping lift those in need in our communities. In response to the growing need for food security, GrandBridge Energy continued support of local food banks and student nutrition programs by donating \$19,750 in 2024 as follows:

- \$9,250 to the Brantford Food Bank
- \$7,500 to the Cambridge Food Bank
- \$1,000 to Brant Food for Thought
- \$2,000 to Nutrition for Learning



We continued our long-standing support of the Brantford Food Bank and Cambridge Food Bank.



THE POWER OF VOLUNTEERING

Our participation in 15 community events was possible thanks to our dedicated team of employee volunteers who logged 536 volunteer hours in 2024, a 43% increase from 2023. Our brand ambassadors interacted with community members throughout the year to support the following:

- The Children's Safety Village of Brant — Easter and Halloween events
- Fire Department Open Houses
- Festivals and "Touch a Truck" events
- Career fairs
- Holiday parades and celebrations

Thanks to the dedication of our United Way Committee members, support from GrandBridge Energy and the generosity of employees, our 2024 United Way campaign raised a total of \$43,289. Since 2022, GrandBridge Energy has raised over \$124,000 for the United Way in support of those in need served by both the United Way Waterloo Region Communities and the Brant United Way. All funds donated by employees are matched with a corporate donation from GrandBridge Energy — reinforcing the organization's support of employee fundraising initiatives and the communities impacted.





PARTNERING TO ENHANCE EMERGENCY MEDICAL SERVICES

In October 2024, GrandBridge Energy, our affiliate GrandBridge Solutions and the County of Brant initiated a critical investment in emergency medical services — development of a new Brant-Brantford Paramedic Services Headquarters.

Construction will entail retrofitting vacant office space in our operations and administration facility on Savannah Oaks Drive in Brantford as well as construction of a new garage adjacent to our building. GrandBridge Energy and GrandBridge Solutions secured a long-term lease agreement for the site with the County of Brant. Construction is well underway, with the administration office scheduled to be completed by mid-2025 and the new garage in 2026.



CHAMBERS OF COMMERCE

At GrandBridge Energy, we believe in the power of strong local business communities. Through sponsorships and active engagement, we foster relationships and contribute to the economic growth of the communities we serve. Our investments in these partnerships help create a thriving, connected business environment that benefits everyone. This is why we proudly support the Cambridge Chamber of Commerce, Chamber of Commerce Brantford-Brant and the County of Brant Chamber of Commerce.

Partnering with the Chambers allows us to support local businesses, advocate for industry advancements and enhance collaboration on initiatives that drive innovation and sustainability. In January 2024, we hosted a very successful after-hours networking social for the Cambridge Chamber of Commerce at our corporate office on Glebe Street where Chamber members mingled with our management team members, making new connections. Attendees were full of compliments for our building and enjoyed our hospitality.



SUPPORTING HEALTHCARE

- Continued our long-term support of Cambridge Memorial Hospital by providing \$7,240 as part of our multi-year pledge commitment totalling \$40,000. A plaque in the Emergency Department outside of the stretcher bay recognizes GrandBridge Energy's support and our name is also listed on the hospital's Donor Wall.
- Sponsored a fundraiser for Stedman's Community Hospice.
- Sponsored the Participation Support Services' Annual Golf Tournament.



We made a \$3,600 donation to Brant Community Healthcare System Foundation to honour the second year of our five-year \$25,000 gifting agreement to support the renovation of Brantford General Hospital's (BGH) Emergency department, including the purchase of a new \$2 million CT scanner. Members of our team toured BGH in 2024 to get an up-close look at the new CT scanner — one of the hospital's most important and frequently used pieces of diagnostic equipment.



Educational Support

The decarbonization, electrification and technological advancements driving the rapid transformation of Canada's electricity sector have created a significant increase in the demand for a skilled workforce with new and evolving competencies. Additionally, with the high rate of retirement, sector growth outpacing the broader economy and declining registration in apprenticeships for skilled trades relevant to the electricity sector, there is an increasing need to attract and train more workers — particularly younger ones — to fill emerging roles.*

*Source: [Electricity Human Resources Canada - Electricity in Demand: Labour Market Insights 2023–2028](#).



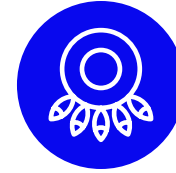
PARTNERING WITH LOCAL POST-SECONDARY INSTITUTIONS

Developing the next generation of skilled trades professionals and future leaders to ensure we have the talent needed to support the growth of a cleaner, more resilient electricity system remains a key strategic priority for GrandBridge Energy. We continued to support the next generation of energy sector employees in 2024 through co-op opportunities, academic awards and partnerships that include the following:

- Presented annual GrandBridge Energy awards and scholarships to students attending Conestoga College, Wilfrid Laurier University, the University of Waterloo and Paris District High School.
- Visited Conestoga College's Ingersoll Skills Training Centre to promote safety to Powerline Technician students and finalize plans for GrandBridge Energy to donate additional utility vehicles to enhance hands-on learning.
- Partnered with local colleges and universities to successfully recruit students for 21 co-op term placements in various departments in 2024.
- Members of GrandBridge Energy's Engineering and Continuous Improvement team visited the University of Waterloo to share a presentation, answer questions, provide career advice and discuss emerging trends with students in the Systems Design Engineering program.
- Attended the University of Waterloo Engineering Awards Dinner in November and met the winner of the GrandBridge Energy Green Energy Graduate Scholarship.
- Sponsored the St. Benedict Catholic Secondary School Racing Saints, a student-run, multidisciplinary EV racing team that competes in the University of Waterloo EV Challenge.
- Hosted a group of educators from Conestoga College at our corporate headquarters in Cambridge for an inside look at our Engineering and Continuous Improvement department to help them better understand the work our engineers perform, the tools they use and their valuable role in the utility sector.



We welcomed 16 talented students from Conestoga College's Power Systems Engineering Program to tour our Powerline Municipal Transformer Station and system control centre.



BUILDING MEANINGFUL RELATIONSHIPS WITH INDIGENOUS COMMUNITIES

GrandBridge Energy is committed to building meaningful relationships with Indigenous communities through education, engagement and reconciliation. In 2024, we advanced this commitment by fostering cultural awareness, supporting Indigenous-led programs and integrating reconciliation principles into our operations. We are looking to strengthen these efforts in the future by formalizing an Indigenous Relations framework, ensuring our approach remains respectful, inclusive and aligned with our long-term strategic vision.

In 2024, we continued to establish relationships with and support Indigenous community organizations through:

- Implementing our Land and Reconciliation Acknowledgement.
- Advancing our relationship with **Woodland Cultural Centre** by partnering with them to deliver Truth and Reconciliation Awareness sessions to all employees in June as part of our commitment to building positive relationships with Indigenous Peoples. In addition, GrandBridge Energy donated \$5,000 to Woodland in support of their Education Program as a follow-up to our 2023 donation in the same amount in support of their Language Program.
- Meetings with **Six Nations of the Grand River Development Corporation** to explore potential partnership and engagement opportunities within our communities.
- Awarding our first bursaries for students enrolled in the We are Welders – Women's Program at **Six Nations Polytechnic**.
- Members of our Corporate Donations Committee visiting the **Southwest Ontario Aboriginal Health Access Centre** to learn about the valuable services they provide and show our support with a corporate donation for the second consecutive year.



We sponsored and participated in a Habitat for Humanity Heartland Ontario Build Day on Six Nations of the Grand River in Onondaga and attended an event to celebrate completion of Phase 2 of the build.

Indigenous Relations



GOVERNANCE

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Guiding Our Journey

BOARD OF DIRECTORS

GrandBridge Energy is governed by its Board of Directors, which is accountable to our municipal shareholders: the City of Cambridge, the City of Brantford and the Township of North Dumfries. The Board is responsible for establishing and maintaining effective corporate governance practices, oversight of the execution of our Strategic Plan and associated corporate objectives, as aligned with our Ambition, Purpose and Values. The Board, consisting of eleven members, monitors performance and holds the Executive Leadership Team accountable for achieving corporate objectives, including fostering a culture of ethical integrity, and driving sustainable growth, while ensuring financial stability and regulatory compliance.



Terry Young – Chair



Max Cananzi



Peter Ferraro



Jason Fleming



Craig Mann



Gerry Remers



Scott Saint



Terry Smith



Sandra Vos



Lynn Woeller



Marcie Zajdeman



COMMITTEES REPORTING TO THE BOARD OF DIRECTORS

Audit, Finance and Risk Committee

The mandate of the Audit, Finance and Risk Committee is to assist the Board in fulfilling its oversight responsibilities for the reliability and integrity of financial reporting, business financial planning, system of internal controls, external audit programs and the risk management program of GrandBridge Corporation and its subsidiaries.

Human Resources, Governance and Nominating Committee

The mandate of the Human Resources, Governance and Nominating Committee is to assist the Board in fulfilling its oversight responsibilities for human resource strategies and related compensation programs, reviewing and making recommendations with respect to the Board's approach to corporate governance in the context of the Corporation's Strategic Plan(s), objectives, governance best practices and related commitments under the Unanimous Shareholders Agreement and to oversee matters relating to the composition of the Board, director nominations and board remuneration for GrandBridge Corporation and its subsidiaries. The Committee is also responsible for oversight of the effectiveness of the health, safety, environmental and carbon reduction policies and programs.

GRANDBRIDGE ENERGY’S EXECUTIVE LEADERSHIP TEAM

Our Executive Leadership Team is responsible for driving the company’s strategic direction, operational excellence and commitment to safe, reliable electricity distribution. Under the guidance of the Board of Directors, the seven-person team oversees key business functions, ensuring regulatory compliance, financial sustainability, customer satisfaction and innovation in energy solutions. Through strong governance, a focus on safety and a dedication to service excellence, GrandBridge Energy’s leaders work to power communities while advancing a sustainable energy future.



Sarah Hughes
President & CEO



Theo Keramaris
Vice-President,
Corporate Development
and Strategy



Debbie Lowe
Vice-President,
People and Talent
Management



Dan Molon
Vice-President,
Finance & CFO



Tyler Tracey
Vice-President,
Customer Experience
& Information
Technology Services



Ernie Vidovic
Vice-President,
Operations



Umar Waqas
Vice-President,
Grid Modernization



REVIEW OF
CORPORATE
GOVERNANCE
AND MANDATES

The governance initiatives outlined in this report focus on enhancing accountability, ethical oversight and cybersecurity resilience while aligning with the organization’s established material priorities. These initiatives promote responsible practices, safeguard systems and support long-term resilience.

Looking ahead to 2025, the Board of Directors is undertaking a corporate governance review that includes an evaluation of corporate governance practices, a review of the Board and Committee mandates and an analysis of the roles and responsibilities of the Board and Committees. This review will provide an opportunity to ensure that the oversight of ESG, including the responsibility for approving and implementing ESG-related initiatives and targets, is reflected.



CYBERSECURITY

As an essential service provider, GrandBridge Energy relies on a robust cybersecurity program to protect our assets and ensure a safe, reliable supply of electricity. In 2024, we successfully updated our Major Incident Response Management Plans, a key cybersecurity and governance initiative. We also conducted a cybersecurity tabletop exercise, a simulation that guides personnel through a hypothetical cyber incident to evaluate response strategies, roles, and decision-making, helping to prevent data breaches and improve procedures. GrandBridge Energy continued to deliver and track ongoing security awareness training, empowering employees with the knowledge and skills to recognize, prevent and respond to cybersecurity threats as part of our broader commitment to operational resilience and data protection.

In addition, we began developing a comprehensive IT Cybersecurity Strategic Plan to strengthen overall security and ensure robust protective measures are in place. GrandBridge Energy also initiated alignment of our Mitigation and Vulnerabilities Procedure with the Ontario Cyber Security Framework. The full rollout of an IT Risk Mitigation and Vulnerabilities Framework is scheduled for 2025. These efforts aim to enhance protection, accountability and system resilience against rapidly evolving cyber threats.



SUPPLIER CODE
OF CONDUCT

Another initiative planned for 2025 is the development of a comprehensive Supplier Code of Conduct that considers social-related metrics focused on partnering with ethical businesses, sets our expectations of suppliers and identifies consequences if there is non-compliance.

GrandBridge Energy's Strategic Pillars



PEOPLE

We prioritize safety in all operational processes, aiming for a zero-accident rate and cultivating a shared safety-first mindset through comprehensive training and proactive risk management. Our strategy is centred on fostering a culture where employees feel valued, engaged and supported in achieving their professional and personal aspirations. Collaboration, respect and accountability are the pillars of our empowered team culture, complemented by championing diversity, equity and inclusion to ensure access to opportunities and enrich our workplace.

We invest in employee development with tailored learning programs, mentorship opportunities and professional certifications, preparing our workforce for future challenges. Our continuous learning initiatives support individual career paths, maintaining a skilled, adaptive team. Our robust recognition program celebrates employee achievements and fosters a culture of appreciation. Promoting work-life integration through flexible work arrangements, wellness initiatives and mental health support enhances productivity, well-being and job satisfaction, creating a supportive environment for optimal professional and personal balance.



CUSTOMERS & COMMUNITY

We strive to be a key business partner and enabler of community sustainability and economic development goals by actively contributing to the growth and resilience of the communities we serve. Our commitment to being the preferred and trusted provider of energy services drives us to deliver reliable, customer-centric solutions that meet the evolving needs of our customers.

We proactively address customer needs by providing tailored energy solutions, ensuring affordability and facilitating customer electrification, energy conservation and the adoption of renewable energy sources. By building strong partnerships within our communities and fostering meaningful, respectful relationships with Indigenous communities, we support economic development and achieve sustainability goals. Our initiatives are aimed at maintaining high standards for uptime and customer satisfaction, ensuring consistent and reliable service.



INNOVATION

We invest in sustainable and advanced energy solutions to achieve net-zero goals and climate resilience. We are dedicated to modernizing the grid with new technologies to improve reliability and resilience, streamline operations and enhance decision-making through automation, digitization and process improvements.

Our commitment to cybersecurity ensures data and system protection, while non-wires solutions support a more adaptable and sustainable grid. We prioritize customer experience with digital solutions and seamless interactions, positioning ourselves as leaders in electrification and efficient regional energy management.



GROWTH & VALUE

We are dedicated to delivering strong investment returns to our shareholders by leveraging our robust balance sheet to unlock new opportunities and diversify revenue streams. Our strategy includes focusing on critical infrastructure, energy and utility services, while pursuing strategic partnerships to enable our future as an active energy manager and potential distribution system operator. We drive organic growth through partnerships with economic development, improving system planning, and proactively addressing supply capacity.

Our advocacy efforts focus on shaping industry policies and regulations that support sustainable growth and innovation as well as ensuring a robust and adaptable energy grid. Through these initiatives, we strengthen our position as leaders in electrification and efficient regional energy management, driving both economic development and environmental sustainability.

**Learn More About
GrandBridge Energy**

