



SAFETY AT ATCO

Safety is the first consideration in everything we do. We are committed to providing a safe work environment for our people, and we actively engage with municipalities, governments, first responders, and the communities we serve to promote the importance of energy safety.

SAFETY AT A GLANCE

219

total natural gas and electricity safety awareness events hosting more than 3,500 Albertans. This includes our ongoing involvement with industry partners in important Click Before You Dig and Where's the Line? campaigns.



**EMERGENCY
PREPAREDNESS &
PUBLIC SAFETY**



**EMPLOYEE AND
CONTRACTOR
HEALTH & SAFETY**

67%

reduction in employee lost-time injury rate since 2008. However, a slight increase over 2016 led to the development of targeted safety initiatives.

over 500,000

exposure hours worked with zero lost-time injuries on the Fort McMurray West 500-kV Transmission Project



EMERGENCY PREPAREDNESS & PUBLIC SAFETY

As a provider of housing, site services and energy and infrastructure solutions, public safety and emergency preparedness are vital to our operations. With our global footprint, we have a unique opportunity to educate communities on the importance of energy safety and to mobilize our complementary capabilities to respond to emergencies and disasters, wherever and whenever they occur.

Our incident and emergency response efforts are managed by Crisis Management Teams within our business units and overseen by, and escalated to, our enterprise-wide Crisis Management Committee when required. This comprehensive approach to incident management enables us to coordinate efforts and resources across business units and geographies. In times of crisis, our Frontec division also has a long history of rapidly mobilizing holistic disaster relief solutions in life support services, energy and structures for customers and communities around the world.

Emergency Preparedness & Response

When incidents occur within the service territories of our natural gas and electric utilities, it is our job to work quickly to restore essential services and support first responders. It's also part of our job to ensure that we debrief, challenge, and continuously improve how we respond when minutes matter.

In October, a violent snowstorm in east-central Alberta knocked out power to more than 5,000 of our customers. We responded rapidly, deploying two helicopters and teams from across the province. Over the course of four days, our Crisis Management Team coordinated the efforts of more than 120 of our people, working around the clock to repair power lines and poles and to safely restore electricity to our customers.

To complement our emergency response efforts, we are improving access to outage information for our customers. In May 2017, our electricity distribution division launched a new, online outage



Safety is the first consideration in everything we do, and it's the responsibility of everyone on the work site - whether it's a powerline, pipeline, a lodge, a power plant, or the office.

notification map to keep customers and our teams informed about interruptions within our service territory. This system was developed using insights from the catastrophic 2016 Fort McMurray wildfires. The new province-wide map includes information about all outages - planned and unplanned. Updates to status and estimated restoration time occur every 15 minutes, based on data availability and confirmation by one of our powerline technicians.

Frontec's Global Solutions

Not every disaster is close to home. Since its creation in 1986, our Frontec division has partnered with the Canadian Armed Forces, NATO and non-government organizations to provide quality camp and infrastructure services in some of the world's most challenging, remote and disaster-stricken environments.

In September 2017, a powerful Category 4 hurricane - Hurricane Maria - hit Puerto Rico with devastating force. With local infrastructure in disarray, we deployed a team of our people from across the company to support response efforts. We partnered with a large pharmaceutical company to provide services, sanitation facilities and accommodations to enable their people to remain on the island in the wake of the storm.

These combined services were vital in ensuring the continuity of our partner's operations, while also offering a sense of normalcy for workers. During our response, the safety of our people on the ground was a top priority. Our team exemplified the spirit of operational excellence upon which our company was founded - working nearly 28,000 exposure hours with zero recordable injuries.

Public Safety

We take a proactive approach to public safety. Through our safety campaigns, we work to raise awareness of the importance of safe digging near natural gas pipelines and the risks associated with overhead power lines and carbon monoxide (CO) in homes.

For example, within our natural gas and electricity distribution divisions in Alberta, our teams worked closely with numerous community partners on a variety of safety events. These included nearly 90 public safety events on the importance of carbon monoxide safety with the Office of the Fire Commissioner, 92 events promoting the importance of power line awareness and 37 events designed to educate people on the dangers associated with hit natural gas lines. The events were well received, with more than 3,500 people attending from across Alberta.

EMPLOYEE AND CONTRACTOR HEALTH & SAFETY

All of our employees and contractors have the right to a safe and healthy workplace. And, as we continue to expand our global footprint, we remain committed to ensuring our operations are safe and that our people are appropriately trained to deliver integrated solutions safely.

Operational Excellence and Safety

Our deeply embedded focus on operational excellence is at the core of who we are. As we further integrate our modular housing, logistics, energy and infrastructure products and services, we continue to share best practices on our safety management programs and processes.

As each of our lines of business faces unique safety risks, we work to ensure procedures align with best practices specific to the industries in which we operate - ranging from manufacturing to power line maintenance.

Three of the most common incidents across the company can be categorized as resulting from slips, trips and falls, hand injuries and musculoskeletal disorders. The following are examples of actions taken in 2017 to minimize injuries in these areas:

Slips, Trips and Falls: Our WinterWorks initiative raised awareness of the specific risks associated with working in winter conditions. We also developed programs designed to highlight the importance of appropriate footwear.

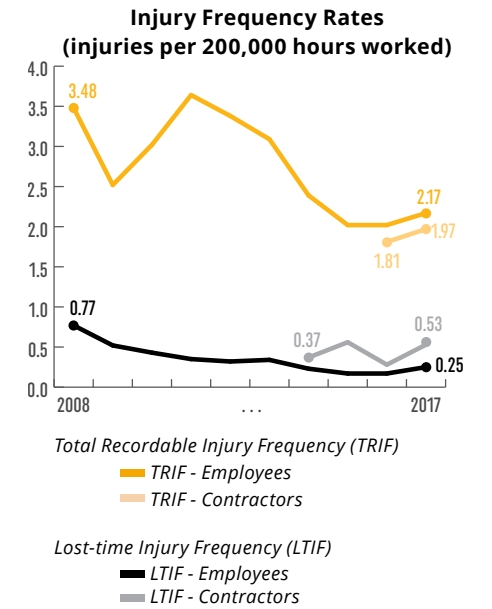
Hand Injuries: In our manufacturing operations, root cause analysis indicated that a change in procurement to provide three distinct styles of hand protection, each suited to a different task, could significantly reduce hand injuries. As a result of this initiative, hand puncture injuries - which have a significant impact on injury rates in our manufacturing teams - have decreased by 20 per cent.

Musculoskeletal Disorders: Injuries that affect the body's movement or musculoskeletal system, such as muscles and tendons, can occur when performing repetitive tasks in both industrial and office settings. A committee of employees, formed in 2017, investigates the causes of these injuries and helps prevent them with process design changes.

Mental Health

In recognition of the tremendous importance of mental health, we began rolling out an internal awareness program focused on removing the stigma associated with mental health challenges. The Not Myself Today® campaign is a public engagement campaign created by Partners for Mental Health.

More than 100 of our people stepped up to champion the movement, providing various educational materials to employees across Alberta on topics such as emotional intelligence, mental health resolution and workplace bullying. Initially implemented within our Pipelines & Liquids Global Business Unit in 2017, our Corporate Office, Electricity Global Business Unit, and retail division are implementing the program through 2018.



Our safety performance shows improvements when compared to our 2008 baseline. However, 2017 saw higher rates of injury to our employees and contractors than in 2016. These increases are being monitored and targeted corrective actions taken.



We take a proactive approach to public safety, participating in a broad range of emergency preparedness activities, engaging our partners, customers, communities and employees.