



Sustainability Policy

Last Revised	Sept. 14, 2017	Last Reviewed	Oct 20, 2017
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INTRODUCTION

Sustainable Electricity Company™ is implemented by the CEA and its Corporate Utility Members. The program promotes the integration of sustainability in environmental, social and economic practices and continuous performance improvement of CEA member utilities. To become a Sustainable Electricity Company™ and display its Brand and logo, companies must have:

- A designation established by the CEA, based primarily on ISO 26000 Guidance on Social Responsibility;
- Tangible and visible demonstration of our commitment to sustainability

We, Saint John Energy, self-declare to make the following commitment to our customers in terms of operating a sustainability company. Our sustainability policy provides the details of our goal to integrate, continuously improve, promote and support our commitment to sustainability.



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PURPOSE

Sustainable business practices are essential to Saint John Energy's success as a provider of electricity and innovative energy solutions to the community we serve. We are committed to delivering value to our owner and our community by providing our customers with energy solutions in a safe, reliable and cost-effective manner.

The goals of this Policy are to:

- Integrate and embed sustainability within the company's operations and business models
- Ensure continuous improvement through environmental, social, and economic performance to meet our collective vision through innovative solutions, management approaches and best practices
- Promote public acceptance and support for utility operations through meaningful engagement, collaboration, transparency and accountability

SCOPE

This policy sets forth Saint John Energy's commitment to making sustainability a key factor in all of our plans, decisions and operations. This policy applies to all employees and activities of Saint John Energy and our contracted service providers and is supported by specific social, community and environmental strategies and policies.

PRINCIPLES

As an Energy Solutions provider:

- Produce and deliver electricity in an efficient manner
- Promote energy conservation and demand management to the public
- Support and enable efficient energy choices for our customers



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- Invest in the renewal and modernization of our distribution system to meet the current and future energy needs of customers in a safe, reliable, and cost-effective manner
- Mitigate greenhouse gas emissions from facilities and operations and adapt to the adverse effects of climate change on electricity infrastructure
- Manage facilities and operations through a risk-based approach that avoids or minimizes impacts on the environment (air, land, and water) and supports ecosystem protection and conservation of biological diversity
- Require certification of our ISO 14001 Environmental Management System
- Treat our customers in a fair and consistent manner in all business transactions
- Build mutually-beneficial relationships with Indigenous Peoples and communities based on trust and respect

As a Company:

- Engage and work collaboratively with utility regulators, policy-makers, stakeholders, technology providers and supply chain partners to meet evolving customer expectations and business requirements
- Communicate and engage with stakeholders and partners in an open and transparent manner for all proposed and established operations and activities
- Ensure financial prudence and continue to consistently ensure sufficient investment for the provision of ongoing innovative, cost-effective energy products and services at competitive rates to our customers
- Strive to meet or exceed applicable laws and regulations relevant to our areas of business activity in the jurisdictions in which we operate
- Continue to implement and maintain ethical business practices and sound systems of corporate governance and reporting
- Address harassment or discrimination in any of our relationships, whether with employees, contractors, suppliers, customers or other stakeholders
- Evaluate the economic, social and environmental risks of our business and take preemptive actions to address them
- Incorporate sustainability into business decisions, planning and operations



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As an Employer:

- Support fair recruitment, training and talent retention processes that meet the needs of company operations while ensuring on-going employee satisfaction, well-being, and diversity
- Foster a respectful and inclusive workplace
- Provide employees with development opportunities in a safe, healthy and satisfying working environment
- Encourage the participation of employees in the continued improvement of our health, safety, environmental and social performance

As a member of the community:

- Provide economic benefits to shareholders, communities, and regions in which our company operates
- Actively participate in the social, economic and institutional development of the community in which we operate
- Engage our stakeholders through open and transparent consultation and verifiable public reporting of our sustainability performance
- Provide a safe and healthy workplace for employees and contractors, and promote public safety
- Encourage and recognize our employees , contractors and partners for their practices and contributions to sustainability in our community


Raymond Robinson, P. Eng.
President & CEO

OCTOBER 24, 2017
Effective Date