

# 2018 Highlights

Sustainability performance

Renewable Natural Gas:

Saint-Hyacinthe

= 1st city  
in Quebec to  
produce and  
inject RNG



Projected GHG reductions:

**25,000**  
tons of CO<sub>2</sub> eq.  
per year

Responsible procurement  
of natural gas:  
Pilot project realized  
in 2018



More than **1 million** tons of CO<sub>2</sub> eq. saved  
since 2001 thanks to energy efficiency programs

Installation of

**2** bee hives  
on the roof  
of the head  
office



GHG emissions:

**55,192**  
tons of CO<sub>2</sub> eq.  
(14% increase in 2018)

Explanation: 2 major breakages  
+ modification of certain  
activities at the LSR Plant

Low income  
households:

**441**  
beneficiaries  
through low-income  
household  
supplement program  
(3 x more than in 2017)



2018  
Centraide  
Campaign:

Our Sherbrooke  
office's generosity  
stands out!



Decrease in the number of complaints:

**181** complaints  
in 2018 vs 192  
in 2017

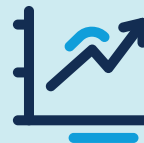


Health  
and safety:

Launch of  
our Golden  
rules policy

Net income  
increased

**2.8%**



Customer  
satisfaction:



Slight decrease  
in customer  
satisfaction: **0.5%**  
(94.6% of clients were satisfied)

However there was an  
increase for Major industry  
market satisfaction of **3%**  
(97%)



Responsible procurement:

New vendor management software = Improved risk management