

# Highlights from the Strategic Plan 2020-2024



## Our vision

### Setting new sights with our clean energy

## Our mission

We deliver reliable electric power and high-quality services.

By developing clean, renewable energy sources, we make a strong contribution to Québec's collective wealth and play a central role in the emergence of a low-carbon economy.

As recognized leaders in hydropower and large transmission systems, we export clean, renewable power and leverage our expertise and innovations within Québec and around the world.

## Our values

- Pride
- Innovation and daring
- Performance
- Respect
- Integrity and authenticity
- Team spirit

## Our objectives and strategies at a glance

Objectives	Strategies
<b>Contribute to the reduction of GHG emissions in all our markets.</b>	<b>1 Electrify Québec and be a leader of the energy transition.</b> <ul style="list-style-type: none"><li>• Stimulate the development of electric transportation.</li><li>• Convert systems powered by fossil fuels to electricity.</li><li>• Convert our off-grid systems to cleaner, cheaper sources of energy.</li></ul>
<b>Power Québec's economic development.</b>	<b>2 Seize growth opportunities in Québec and beyond our borders.</b> <ul style="list-style-type: none"><li>• Develop the Québec market.</li><li>• Increase our exports to support the decarbonization of northeastern North America.</li><li>• Acquire assets or equity stakes through our disciplined approach.</li><li>• Leverage our technologies.</li><li>• Complete the Romaine hydroelectric project and assess long-term clean power needs.</li></ul>
<b>Be a benchmark in customer experience.</b>	<b>3 Develop a culture focused on customers and occupational health and safety.</b> <ul style="list-style-type: none"><li>• Enrich the customer experience.</li><li>• Develop our service offerings.</li><li>• Ensure the reliability of the power system.</li><li>• Boost our performance in occupational health and safety (OHS).</li><li>• Enhance the employee experience and talent management.</li></ul>
<b>Increase our net income.</b>	<b>4 Continuously improve our operating performance.</b> <ul style="list-style-type: none"><li>• Increase our efficiency and our productivity.</li><li>• Embrace digitization.</li><li>• Adapt to climate change.</li></ul>

# Our objectives and our performance indicators at a glance

OBJECTIVES	INDICATORS AND TARGETS	
Contribute to the reduction of GHG emissions in all our markets.	<b>Avoided GHG emissions in Québec</b> (% of Québec government target for 2030 compared to 1990 emission level)	<b>GHG emissions avoided through our long-term export contracts</b> (Mt CO <sub>2</sub> eq.)
	2019   2024 target 14   17	2019   2024 target 2.0   4.6
Power Québec's economic development.	<b>Contribution to Québec's gross domestic product (GDP) (\$B)</b>	
	2019   2024 target 20.4   23.4	
Be a benchmark in customer experience.	<b>Reputation</b> (overall score out of 10)	
	2019   2024 target 6.96   7.20	
Increase our net income.	<b>Net income (\$B)</b>	
	2019   2024 target 2.8   Between 3.3 and 4.2	

2030 target  
Net income  
≥ \$5.2B

We reaffirm our ambition to earn net income of \$5.2 billion or more in 2030.