



# 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
<p><b>Contribute to the reduction of GHG emissions in all our markets.</b></p>	<p><b>1 Electrify Québec and be a leader of the energy transition.</b></p> <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>
<p><b>Power Québec's economic development.</b></p>	<p><b>2 Seize growth opportunities in Québec and beyond our borders.</b></p> <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>
<p><b>Be a benchmark in customer experience.</b></p>	<p><b>3 Develop a culture focused on customers and occupational health and safety.</b></p> <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>
<p><b>Increase our net income.</b></p>	<p><b>4 Continuously improve our operating performance.</b></p> <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 14	2024 target <b>17</b>
	2019 2.0	2024 target <b>4.6</b>
Power Québec's economic development.	<b>Contribution to Québec's gross domestic product (GDP)</b> (\$B)	
	2019 20.4	2024 target <b>23.4</b>
Be a benchmark in customer experience.	<b>Reputation</b> (overall score out of 10)	
	2019 6.96	2024 target <b>7.20</b>
Increase our net income.	<b>Net income</b> (\$B)	
	2019 2.8	2024 target <b>Between 3.3 and 4.2</b>



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