





# Energizing Communities

## Message From Our Leadership

*At Energy Transfer, we are driven to maintain a unified focus on operating excellence, respecting all others, and taking care of the land through which we cross.*

### Our Commitment to Safety

Our first priority is safety – the safety of our employees, the safety of the environment and the safety of the communities through which we pass. We invest hundreds of millions of dollars annually on integrity management systems, asset maintenance, safety protocols and environmental restoration programs as part of our commitment to the safe operation of our assets.

### A Good Corporate Citizen

We are also committed to being a good neighbor and business partner in the communities in which we operate. That means supporting hundreds of communities across the 38 states in which we operate through both direct donations and volunteering the time and talents of our nearly 10,000 employees. These commitments are held as fundamental core values and are an integral part of who we are as a corporate citizen.

### From Our Core

Our Partnership's unified focus on operating excellence, environmental responsibility and respecting all those with whom we engage is centered on our core values.

As a Partnership, our values are central to everything we do. They guide the decisions we make, and the actions we take. Our employees know that our beliefs are the core of who we are and what we believe in:

- Ethics and Integrity
- Excellence and Results
- Corporate Stewardship
- Working Safely
- Social Responsibility
- Our People
- Entrepreneurial Mindset





# Social Responsibility

## Stakeholder Engagement

*We believe in fostering a culture of trust and respect, not only inside our organization but also with whom we do business.*

Meaningful consultation and ongoing communications with landowners, citizens, governments, investors, and other key stakeholders are the keys to building and operating safe, environmentally responsible infrastructure that fuels our daily lives and secures America's energy independence. Our teams of employees engaged in stakeholder outreach from local right-of-way agents and operations staff to community outreach liaisons and public affairs representatives, are all committed to doing the right thing and upholding the following principles.

We listen to, and strive to understand, stakeholders' concerns while negotiating honestly and in good faith.

## Respect and Trust

Positive, meaningful relationships are based on mutual respect and trust. We are committed to understanding issues from the stakeholder's perspective, as those issues relate to our plans and project needs.



## Meaningful Outreach

We engage with affected stakeholders early in the planning process. We communicate with, and develop relationships with, members of the local community, government officials, regulatory officials, and all other affected stakeholders.

## Accurate and Timely Information

We consistently provide stakeholders with accurate and timely information regarding the importance of energy infrastructure, the reason and need for proposed projects, and the processes in place that govern our projects.

## Good Faith Negotiations

We listen to, and strive to understand, stakeholders' concerns while negotiating honestly and in good faith.

## Timely Response

We respond in a timely manner to stakeholder's concerns. We also provide stakeholders a single point of contact to enable direct communications in responding to project concerns.







# Building Strong Communities

## The Heart of What We Do

*Strengthening local communities is at the heart of who we are and what we do.*

Our community investment efforts focus on nonprofit 501(c)(3) organizations across the country that provide veteran support and disaster relief, aid those who are homeless and hungry, support environmental restoration efforts, and offer youth services.

The Energy Transfer family of companies and employees, including Sunoco LP and the Energy Transfer/Sunoco Foundation, donated an estimated \$39 million between 2017 and 2018 for charities and worthy causes across the country through both direct donations and participation in local fundraising efforts.

We have long-standing commitments with leading organizations that make a difference and impact the lives of so many people across the country, including MD Anderson Children's Cancer Hospital, The Salvation Army, American Heart Association, Ronald McDonald House and many more.

It is our hope that by providing support to local nonprofit organizations throughout the country, new programs can be developed or existing programs expanded to help individuals and families in need. In 2018, we partnered with the New Orleans Saints and the Got Our Troops Foundation to provide aid to military members and veterans in Louisiana and their families. We've hosted wounded service members on local hunting excursions to help provide a therapeutic break from daily cares through Patriots and Heroes Outdoors. We also sponsored 4-H and FFA chapters across Ohio, Illinois, Iowa, South Dakota and North Dakota, foodbanks, school programs and local emergency response organizations across the 38 states in which we do business.

In 2018, we supported more than 70 nonprofit organizations totaling more than \$39 million.

These are just a few of the many worthy causes we care about that are fundamental to our core values and the way in which we conduct our business. We are committed to our communities and to the people who make them strong. Building strong communities is what we aim to do, and through our many outreach programs, we strive to make an impact for good in future generations to come.







Impacting  
Lives for Good

## Together, We're Building Strong Communities

*Big or small, national or local, every charitable organization has an important role in our local communities. Here is a list of just some of the organizations we have supported over the years:*

- American Cancer Society
- American Heart Association
- American Red Cross
- Ann Arbor YMCA
- Avondale House
- Big Brothers Big Sisters
- Bo's Place
- Boys & Girls Club of PA
- Boys & Girls Country
- Brookwood Community
- Cal Farley's Boys Ranch
- Cherokee Creek Foundation
- Children At Risk
- Children's Assessment Center
- Christian Senior Services
- Cystic Fibrosis Foundation
- Dallas Casa
- Dallas Children's Advocacy Center
- Dress for Success
- Ducks Unlimited
- El Ranchito De Los Niños
- Fisher House Foundation
- Genesis Women's Shelter
- Got Our Troops
- Helicopters for Heroes
- Heroes for Children
- Houston Bar Foundation
- Houston Food Bank
- Interfaith Ministries
- JDRF Greater Dallas Chapter
- Johnathan's Place
- Kidlink
- KSAT Teacher of the Month
- March of Dimes
- MD Anderson Children's Hospital
- Mercy Street
- Mountaineer Food Bank
- Muscular Dystrophy Association Inc.
- National Ovarian Cancer Coalition
- New Orleans Saints Community Protectors
- North Texas Food Bank
- Patriots and Heroes Outdoors
- Pennsylvania Economy League
- Philabundance
- Rape Crisis Center
- Readers 2 Leaders
- Rebuilding Houston Together
- Ronald McDonald House
- S.M. Wright Foundation
- Salvation Army
- San Antonio Children's Center
- St. Jude Children's Hospital
- San Antonio Food Bank
- Southwest Training Services, Inc.
- Special Olympics of Texas
- Team Pennsylvania Foundation
- TexasONE
- The Wish Connection
- Thrive Well Foundation
- Travis Lynch Memorial Fund
- Tri-State Bird Rescue & Research
- Valero Texas Open - Military Appreciation
- Veteran Community Initiatives, Inc.
- Visiting Nurse Association
- Volunteer Houston
- YMCA Ohio





# Employees in Action

## Our People Make the Difference

*Strong communities are the fabric of raising the leaders of tomorrow, and through our employees' investments of time, talent and energy, we are proud to play a small role in positively affecting the lives of others.*

We believe in playing a significant role in building strong communities where we work and live. We encourage our employees to volunteer to assist others in need and to build relationships in their local communities.

Employees and their families volunteered more than 4,000 hours in 2018.



## Standing With Our Communities

Through our company-sponsored volunteer program, our nearly 10,000 employees and their family members reached a new high in 2018 of more than 4,000 volunteer hours helping their communities by assisting in projects for local food banks, such as Philabundance and the North Texas Food Bank, home repair efforts in Houston, back-to-school drives in Lake Charles, Louisiana, shoe drives in Dallas and San Antonio, and Special Olympics Texas, to name just a few of the many efforts supported by our dedicated employees.





Energy Transfer has more than 200 dedicated Environmental, Health & Safety professionals who oversee the construction and operation of our assets. Their primary responsibility is to ensure compliance with all environmental regulations designed to protect our natural resources and those who live and work around our assets.

# Environmental Stewardship

## Committed to Protect and Preserve

*We believe that energy development and environmental conservation go hand-in-hand.*

Energy Transfer is committed to protecting and preserving the environment and to conserving our country's natural resources as we conduct our business. We are committed to using our resources responsibly and efficiently, and to reducing emissions throughout our operations.

Beginning with the planning and construction of our assets and continuing through the restoration and operation, we are committed to safeguarding our country's most precious resources. Beyond our work to restore and maintain our right-of-ways, we collaborate with conservation organizations to protect and enhance our treasured natural resources and wildlife.

### Restoring Wetlands

In 2018, we partnered with Ducks Unlimited to support wetland conservation efforts in Ohio and Louisiana. We are proud that our \$5 million donation played a central role in facilitating wetland restoration efforts that will not only benefit waterfowl and wildlife in these areas, but also benefits those who depend on these wetland areas for their livelihoods.

In Ohio, we were able to help Ducks Unlimited and the Ohio Department of Natural Resources acquire nearly 720 acres of prime habitat in Northwest Ohio. The area, named the Andreoff Wildlife Area, will become Ohio's newest Wildlife Management Area. The land provides important migration, wintering and breeding habitat for waterfowl and opens new opportunities for outdoor recreational activities.

In Southeast Louisiana, Energy Transfer and Ducks Unlimited teamed with the South Lafourche Levee District, Louisiana Coastal Protection and Restoration Authority, and the North American Wetlands Conservation Council to restore more than 1,200 acres of coastal marsh to create suitable conditions for plant communities that will enhance nesting conditions for a multitude of waterbirds. Gulf Coast marshes provide critical habitat for wintering waterfowl. The restored marsh also improves fish habitats while helping to protect the levee.

We are proud that our \$5 million donation to Ducks Unlimited played a central role in facilitating wetland restoration efforts.







Environmental Stewardship

Rescuing Wildlife

In an effort to continue to foster the use of our more than 86,000 miles of pipeline right-of-way by many wild animals, such as wild turkeys, we continued our relationship with the national Wild Turkey Federation in 2018 to create desired habitat areas for wild turkey populations and countless species.

We are also proud to support a number of wildlife rescue and rehabilitation organizations such as the Tri-State Bird Rescue & Research and the Ruffed Grouse Habitat project in Pennsylvania. Tri-State Bird Rescue & Research is one of the premier wildlife rehabilitation centers in the U.S., with teams of specialists trained to provide rescue, rehabilitation and release efforts anywhere in the world.

We also participate in the Lesser Prairie Chicken Candidate Conservation Agreement with Assurances, which is a collaboration of the state wildlife agencies of Texas, New Mexico, Oklahoma, Kansas and Colorado and administered by Western Association of Fish and Wildlife Agencies to reduce or remove the threats to species that are candidates for listing under the Endangered Species Act, or that are likely to become candidates for listing.

Energy Transfer has long been committed to environmental stewardship. It plays a key role in everything we do. Coastal restoration and conservation protect our people, our communities, and our infrastructure.

We have also joined the Texas Hornshell Mussel Candidate Conservation Agreement, which is similar to the Lesser Prairie Chicken agreement and the Ruffed Grouse Habitat in Pennsylvania, to increase the amount of natural growth in areas that have had disturbance to provide food and cover for wildlife.







Safety is our  
Number One Priority

## We Move America’s Energy—Safely

*We are committed to the safety of our people, of the environment and of those who live in the communities through which we pass. Our rigorous pipeline safety protocols include using the most advanced technology and the most skilled workforce in the industry.*

Pipeline operations personnel are trained and qualified in accordance with pipeline safety regulations. Qualifications cover all aspects of operations and maintenance and are periodically reassessed as required. Additionally, we spend hundreds of millions of dollars each year maintaining and improving our assets as part of our Integrity Management Program.

We invested  
\$456 million in  
2018 to maintain  
and improve our  
assets.

### Monitoring in Real Time

Energy Transfer has a comprehensive pipeline integrity program that enables us to monitor our assets 24 hours a day, 7 days a week, 365 days a year. Our control centers are dedicated exclusively to the safe operation of our pipelines and are staffed by highly trained personnel who closely analyze a pipeline’s pressure, temperature and flow rate, 24 hours a day in real time.

If needed, operators can quickly shut down pipeline operations remotely, adding to the overall safety of our operations.

We also routinely patrol the pipeline route on the ground and by air for any potential hazards, exceeding federal safety regulations in these and other areas. Our fleet of 10 aircraft conduct aerial surveys of the pipeline right-of-ways on a daily basis. This investment illustrates our commitment to safely and efficiently transporting, storing, processing and terminating our country’s oil and gas products.





# Pipeline Safety

## Public Outreach Touches Thousands

*Pipelines exist almost everywhere. They safely crisscross our neighborhoods, communities, states and country, efficiently transporting energy products that we use every day. Energy Transfer strives to enhance public safety and environmental protection by increasing awareness of the presence of underground pipelines.*

### Our Priority on Public Awareness

We have developed a comprehensive public awareness and damage prevention program designed to increase the understanding of the important role that we all play in ensuring the safety of the pipelines that run through our communities. Developed under the guidance of federal pipeline safety regulations, our public awareness program provides critical pipeline safety information to key stakeholder audiences such as those who live and work near our pipeline, emergency officials, local public officials, and excavators.

The 811 Call Before You Dig program is an important part of our outreach effort to inform our neighbors who are embarking on a digging project, or hiring a professional to do it. In 2018, more than 560,000 pipeline safety

561,072  
pipeline safety  
brochures  
mailed in 2018.

brochures were mailed to landowners, excavators and businesses in the areas along our pipeline routes in an annual effort to educate communities. In addition to the safety brochures, we sponsored 533 meetings with excavators in 2018 with a total attendance of 36,408 to reinforce the importance of calling 811 before starting a project. Sadly, too many pipeline incidents are due to third parties striking a pipeline that was not properly marked through the 811 system.

### Emergency Response Is a Partnership

Annual emergency trainings with emergency response organizations across the Energy Transfer system are key to forming close relationships in our local communities and fostering a healthy exchange of information.

Our in-house public awareness group sponsored more than 450 meetings with emergency officials and stakeholders in 2018 with a total attendance of 31,945 people. And in 2018 alone, 33,088 pipeline safety brochures were sent to responders as part of our ongoing commitment to safety training and stakeholder outreach.

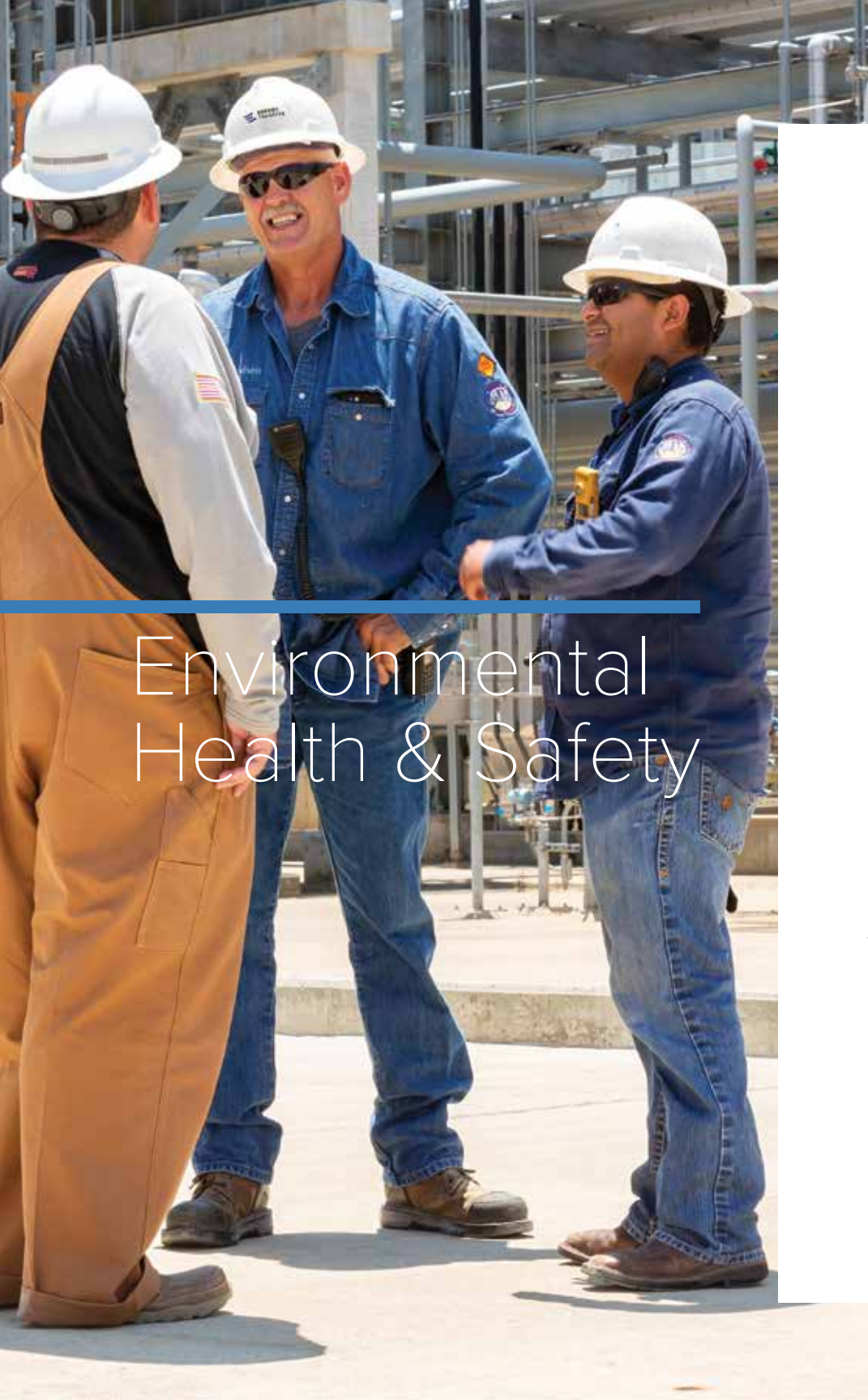


### Industry Collaboration

In 2018, we collaborated with the National Volunteer Fire Council and the Pipeline & Hazardous Materials Safety Administration (PHMSA), along with other industry stakeholders and responders, to create the Fire Department Pipeline Response Emergency Planning & Preparedness Toolkit. The toolkit is free to local emergency response groups and is designed to assist with preplanning, training, and response activities to increase readiness and improve outcomes in the event of an incident. This collaboration demonstrates our commitment to furthering the overall safety of our assets and the safety of the communities in which we do business.

In 2018, 33,088 emergency  
response agencies were sent  
pipeline safety and response  
training materials.





# Environmental Health & Safety

## A Culture of Safety

*Energy Transfer has long-standing commitments to the safety of people, the environment, and our property and assets. It's deeply embedded in our culture.*

### Ensuring the Safety of Our Employees

We strive to be best in class when it comes to Environmental, Health & Safety. We do this because it makes good business sense, but more importantly, it is the right thing to do.

In 2018, we had just over a 1 percent incident rate reported to OSHA out of 15 million hours worked. While we were pleased to have achieved this, we will not be satisfied until we have zero incidents to report. To help us reach this goal, our EH&S Department provides environmental and safety training to its personnel so they are properly trained and aware of the EH&S responsibilities of their jobs. This group also assists others throughout the organization in identifying continuous training for personnel, including the training that is required by applicable laws, regulations, standards and permit conditions.

### Performance Assurance Program

Energy Transfer's Performance Assurance Program is used to monitor, discover, resolve and report environmental impacts as quickly as possible.

## Our Safety Values

- Effective leadership, employee involvement and communication
- Knowledge and personal responsibility to comply with Standard Operating Procedures and regulatory requirements
- Effective risk reduction processes
- Safety through facility appearance
- Contractor safety
- Personal wellness

## EHSQ Alliance Environmental Stewardship Award

Our environmental, health and safety culture promotes an open environment for discovering, resolving, and sharing of safety and environmental incidents. In 2018, Energy Transfer was presented with the Environmental Stewardship Award at the annual Environmental, Health, Safety & Quality Alliance Conference. The award recognizes outstanding contributions and leadership in environmental management. Our Environmental Management System includes a custom-designed, online Asset Compliance Tasking System that provides environmental compliance task management for more than 2,200 individual facilities, and tracks more than 20,000 environmental compliance tasks throughout the company, promoting protection of the environment and compliance with environmental regulations.

## MHIC Award

We are very proud of our team at the Marcus Hook Industrial Complex for receiving the Top Gold Star Award at the Zero Injury Safety Award Gala for a record-breaking 2 million injury-free hours. Safety is a way for us to show that we have respect for everyone that works on our site.



We are committed to pursuing a zero-incident culture by continuously working to mitigate risk and eliminate any harmful events.





# Reducing Our Footprint

## A Diversified Mix of Energy Sources

*We understand the importance of moving our industry forward with a keen eye to embracing technology that not only reduces emissions, but helps us to operate more efficiently. Below are just two of the programs in place to help us reduce our environmental footprint.*

### Reducing Emissions

Within the Energy Transfer family is Dual Drive Technologies, an independent company that offers the industry a more efficient natural gas compression system than others and helps to reduce emissions while operating.

The Dual Drive compression system has the ability to seamlessly switch its power source between a natural gas engine or an electric motor without a loss of throughput. The benefit of having two power sources is the option to lower emissions, manage fuel costs and reduce electric surcharges by switching drivers during peak usage times.

In 2009, Dual Drive Technologies received the Innovative Technologies Award from the Texas Commission on Environmental Quality, which recognized emission reductions in the industry.

### Renewable Energy Powers Pennsylvania Homes

PEI Power, a gas-fired electric generation company owned by Energy Transfer, uses landfill gas in Pennsylvania to generate electricity. PEI is a wholesale power generator service to the PJM area that includes all or parts of 13 states and the District of Columbia. PEI's Archbald Power Station in Lackawanna County, Pennsylvania generates 26.7 megawatts of electricity capable of sustaining 26,000 homes and is the fourth-largest of the Environmental Protection Agency's Landfill Methane Outreach Program's 595 operational projects.

Based on the PJM System Average emission rates for 2018, PEI Power has reduced CO<sub>2</sub> emissions by 1,127,372 tons, NO<sub>x</sub> emissions by 813 tons, and SO<sub>2</sub> emissions by 622 tons.



A more efficient natural gas compression system than others and helps to reduce emissions.





# Energy Transfer at a Glance

*Our nation uses more than 800 million gallons of oil- and gas-based products every day – in our clothes, shoes, contact lenses, and cell phones. They are also vital to the production of lifesaving medical devices, electric cars, solar panels and wind turbines. But, they are perhaps best known for heating our homes, fueling our cars and powering our airplanes. Energy Transfer is one of the largest and most diversified midstream energy companies in the country. In 2018, our more than 86,000 miles of pipelines traversed 38 states and transported the oil and gas products that make our lives possible.*

We believe in supporting American jobs and manufacturing. When building infrastructure, buying American-made products is a top priority.

## Pipelines

- Natural Gas
- Natural Gas Liquids
- Crude
- Refined Products

## Terminals

- Nederland
- Lake Charles
- Marcus Hook

## Reflection of Energy Transfer's Business at the End of 2018

### Natural Gas

- Approximately 28,400 miles of natural gas transportation pipelines with approximately 41.9 Bcf/d via interstate and intrastate pipelines.
- Natural gas storage facilities located in Southwest and Midwest with approximately 150 Bcf of capacity.

### NGLs

- More than 4,700 miles of NGL pipelines with an aggregate capacity of 2,000 MBbls/d.
- NGL fractionation facilities with an aggregate capacity of 825 MBbls/d.
- Six NGL storage facilities in the Southwest, Northeast and Midwest with a capacity of approximately 56 MMBbls.

### Crude

- Approximately 9,500 miles of crude oil pipelines in the Southwest and Midwest U.S.
- Six crude oil terminals with an aggregate storage capacity of 38 MMBbls located in the Southwest, Midwest and Northeast U.S.

### Refined Products

- More than 2,200 miles of refined products pipelines in several regions of the U.S. with a throughput capacity of 800 MBbls/d.
- Approximately 35 refined products terminals located primarily in the Northeast, Midwest and Southwest U.S. with an aggregate storage capacity of approximately 8 MMBbls.

### Midstream

- More than 40,000 miles of gathering pipelines with 8+ Bcf/d of processing capacity.
- Gathering and processing assets located in the Southwest and Northeast regions of the U.S.

### Export Capabilities

- Only logistics provider with export facilities on both the U.S. Gulf Coast and East Coast, providing optionality and security of supply for customers via two world-class terminals.
- Nederland Terminal with 1.5 MMBbls/d crude export capacity; 200 MBbls/d propane/butane export capacity.
- Marcus Hook Industrial Complex with 325 MBbls/d of combined NGL and ethane export capacity.



# A Dedicated Focus

## Well Head to Market

Energy Transfer recognizes that operating energy infrastructure, including transportation, processing, storage and terminalling for natural gas, crude oil, natural gas liquids and refined products across North America is a great responsibility. Throughout our organization, from the top down, we are committed to maintaining and operating our assets safely, efficiently, and in an environmentally responsible manner.

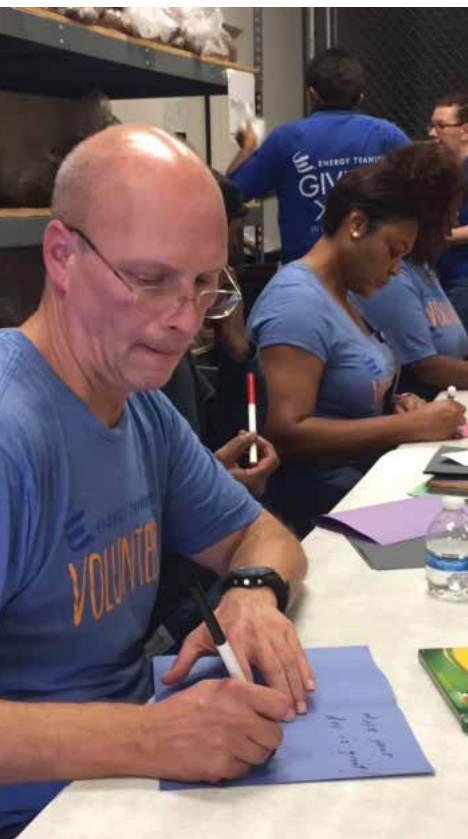
We are dedicated to safely and responsibly delivering the energy that makes our lives possible.



We responsibly and safely transport oil and gas products through our underground network of pipelines that traverse the country.







ENERGY  
TRANSFER

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