

INCIDENT MANAGEMENT PLANNING

We are committed to conducting business responsibly, placing a priority on employee and public safety and safeguarding the environment. Energy Transfer develops and maintains Emergency Response Management Plans (ERMPs), Geographic Response Strategies (GRSs) and Facility Response Plans (FRPs) that can be used to facilitate an efficient and effective response in the event of an incident. While each plan includes similar information, ERMPs pertain to natural gas assets, FRPs address crude oil assets; and GRSs are site-specific supplemental plans for liquids facilities.

Emergency response plans must comply with all applicable federal, state, and local laws, rules and regulations. Key elements as set forth by the U.S. Environmental Protection Agency and Pipeline and Hazardous Materials Safety Administration that are included in our plans are:

- Emergency Response Action Plan
- Emergency notification, equipment, personnel, and evacuation information
- Identification and analysis of potential spill hazards and previous spills
- Discussion of small, medium, and worst-case discharge scenarios and response actions
- Description of discharge detection procedures and equipment
- Detailed implementation plan for response, containment, and disposal
- Description and records of self-inspections, drills and exercises, and response training
- Diagrams of site-specific facility plans, drainage, and evacuation plan

We also have a Corporate Emergency Management Plan that supplements the ERMPs, GRSs and FRPs, establishing decision-making authority and outlining the responsibility structure at the corporate level during an emergency response. The plan provides guidelines for reporting and managing an emergency event, and for maintaining effective communication between local, area, division, and corporate personnel.

TRAINING TOGETHER

Training is a critical aspect of our preparedness. In order to meet and exceed regulatory requirements, we conduct a variety of emergency response exercises throughout the year and invite local, regional and national first responders to observe and participate in large-scale incident drills and exercises. These collaborative exercises are designed to identify strengths, present opportunities for improvement, refine plans and procedures, and help understand the capabilities of our shared resources.

In 2020, we conducted 143 emergency response exercises, 61 of which were unannounced drills. We also updated, created or reviewed 31 of our Geographic Response Strategies (GRSs) to meet the changing characteristics of population centers and environmentally sensitive areas.

Each year we also organize liaison meetings, personal outreach and annual distribution of targeted communications materials to local emergency responders and public officials. To read about our additional programs, including our outreach trainings, view our most recent [Community Engagement Report](#).

INITIAL INCIDENT RESPONSE TEAM

When an alert comes into our 24-hour Control Center, our field operations personnel who live near the asset are the first to respond. Their job is to assess the issue and take action if needed. Commonly the incident, such as a neighbor calling to report the smell of gas, is resolved quickly with little or no further support required.

If an emergency warrants it, the Incident Management Team (IMT) is activated by notifying executives and additional personnel through the Everbridge® notification system. The IMT consists of experts from various company departments that support the tactical response. We also maintain contracts with local hazmat/oil spill response teams that are able to respond quickly and assist in any necessary cleanup or environmental response.

Local emergency responders and other agencies coordinate with our IMT using the internationally recognized Incident Command System (ICS) and National Incident Management System (NIMS). ICS and NIMS provide a standardized framework and terminology that ensures all response teams, including local, state and federal agencies can work together in a smooth, coordinated effort under the same management system.

Our more than 4,000 operations personnel are trained and qualified in accordance with pipeline safety regulations that cover all aspects of operations and maintenance. Many employees from additional departments are also trained in ICS, including Environmental, Health and Safety, Regulatory, Human Resources, Public Relations, Legal and Security.

In the unlikely event of a release, our priorities are to:

- Ensure the safety of the public and responders
- Secure the source of any emergency event
- Protect environmental and economic resources
- Contain, minimize, restore and/or mitigate damage

INCIDENT OUTREACH

Energy Transfer has a comprehensive Public Awareness program that includes a wide range of communications tactics to provide important pipeline safety information to stakeholders. Learn more about our program in our most recent [Community Engagement Report](#).

We also have a crisis communications plan in place in case of an incident. Our emergency response plans and associated documents include notification procedures and contact information for first responders, local government, and provincial, state and federal agencies, as required. Decisions regarding evacuations or shelter-in-place are the responsibility of the local emergency response agency.

Our emergency communications strategies vary dependent upon the circumstances of the incident. Some of the communications platforms we use to share timely information include:

- Direct communication with affected individuals and businesses
- Mailers or door-delivered flyers
- Incident-specific websites
- Social media platforms
- News releases and media communications
- Hotlines
- Open house or townhall meetings
- Homeowner Associations' website, if applicable
- Municipal websites

The public can notify Energy Transfer of an issue by calling the appropriate toll-free, 24-hour emergency numbers, which can be found on our website's [Contact Us](#) page. These phone numbers are also on our mailed Public Awareness materials, pipeline markers and signs at our facilities.

Further information about the products in our pipelines and what to do in the event of a suspected leak can be found on our website's [Public Awareness](#) page.