

Corporate Responsibility Report

energy connects us

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CONTRACTOR DE LA CONTRACTOR DE LA CALLAR DE

our values & beliefs

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



2020 Corporate Responsibility Report

A Message From Our co-CEOs

2020 marked one of the most unprecedented times in our country's history. We experienced challenges we never dreamed of, from the global pandemic to oil prices going negative for the first time in history. But with challenges come opportunities; opportunities to lead.

Energy Transfer has long been regarded as a leader in the midstream energy sector and 2020 was no different. We are extremely proud of our more than 9,000 employees for their unwavering focus and dedication that pushed our Partnership to rise above the challenges of 2020 and close out the year stronger and more resilient than ever.

COVID-19 presented unique challenges to the oil and gas industry. As an essential business, our top priority was to protect the health and wellbeing of our employees and their families while continuing to keep our more than 90,000 miles of natural gas, crude, natural gas liquid, and refined products pipelines flowing and our facilities operating.

We responded to the COVID-19 pandemic by creating a rapid

response team to help us navigate this uncharted territory. We quickly implemented new safety and tracing protocols to provide the support and resources our employees and contractors needed.

The unwavering focus and perseverance of our employees kept our plants and terminals running, our control centers operating, and our pipelines moving the energy that is a critical feedstock for so many of the products that Americans rely on; including masks, gloves, protective coverings, ventilators, medicines, syringes and thousands of other products used in everyday life.

We are fortunate to own and operate one of the largest and most diversified midstream energy companies in the U.S., with a strategic footprint in all of the major domestic production basins and assets in 38 states and Canada. We also have international offices in Beijing and Calgary. Natural gas, crude, and natural gas liquids are critical and essential products in our nation's supply chain; the importance of which was underscored in 2020 as the pandemic wreaked havoc on our families, our communities and our

businesses. Oil and natural gas not only drive our supply chain, they drive our economy locally, nationally and globally to ensure our energy security and to fuel the lives of all Americans.

It is through the resolute determination of our employees that we are able to stay true to our core values to operate safely and responsibly and to support those communities in which we operate. We invest in the lives of under-privileged children in the communities that we live and work in. And we donate hundreds of thousands of dollars to food banks in the major cities where we are located. We are also very proud of the thousands of hours that our employees volunteer each year in helping other people.

We appreciate your interest in Energy Transfer. If you would like more information on our Partnership after reading this corporate responsibility report, please contact us at: inquiries@energytransfer.com

Sincerely,

Tom Long, co-CEO Mackie McCrea, co-CEO



















2020 Corporate Responsibility Report

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Awards & Recognition

2020 Susan McHenry Golden Key Award CEO Kelcy Warren was honored by Unlocking Doors for his dedication to public safety and the reduction of crime.



Business Overview

We are proud to report our financial and operational results for 2020 were stronger than ever, allowing us to achieve milestones in several of our operating units. In total, we transported nearly 23 million mmbtu per day of natural gas, 1.4 million barrels per day of natural gas liquids (NGLs), and 3.8 million barrels per day of crude. Some of our 2020 highlights include:

- Transported a record number of NGLs through our pipelines primarily driven by the ramp up of our Mariner East pipeline system.
- Added a 7th fractionator at our Mont Belvieu facility, bringing our total fractionation capacity to more than 900,000 barrels per day. This allowed us to reach a new high in NGL fractionation volumes.
- Completed the expansion of our Lone Star Express NGL pipeline system in Texas, adding approximately 400,000 barrels per day of capacity from the Permian and Delaware Basins.
- Completed a new LPG pipeline directly linking our fractionation and storage facilities at Mont Belvieu to the Nederland Terminal on the Gulf Coast. We also expanded our Nederland Terminal, which enabled us to increase our export operations.
- Completed construction of the Orbit Ethane Export facilities at Nederland to accommodate very large ethane carriers (VLECs) under our Orbit Gulf Coast NGL Exports LLC, a joint venture with Satellite Petrochemical USA Corp.

2020 EBITDA:

Ranked #59 on Fortune 500 list of America's Largest Companies for the second year in a row. Junior Achievement of Dallas Business Hall of Fame CEO Kelcy Warren was named a 2020 Laureate.

Business Overview Renewable Energy Initiatives

2020 saw our continued focus on developing initiatives to reduce our environmental footprint in the areas where we do business. In Pecos County, Texas, the Maplewood Solar Farm was under construction in preparation for the start of our 15-year Power Purchase Agreement with Recurrent Energy.

We also saw construction begin on the first phase of a solar project for the Roatan Electric Company (RECO), an affiliate of Energy Transfer. This solar project allows RECO to transition its power generation from diesel to a mix of solar and propane.

We also renewed our focus on the Clean Air Action Corporation in which we own approximately 6% interest through our acquisition of Sunoco in 2012. Sunoco was instrumental in the founding of Clean Air Action in 1993, and since that time, the company has evolved its operations to focus on improving global air quality through a forestation program in Africa and India. Since its inception, local farmers have planted more than 20 million trees—providing both economic and environmental impact opportunities. We are pleased to be a part of this effort that is leading the way toward facilitating cleaner air while providing a sustainable income stream for these local farmers. We look forward to the being a part of the program's continued growth.



- with a-

15-year solar agreement

Powering our Assets

Powering our assets through renewable energy sources is an established part of our operations where it is economically viable to do so. This includes solar and wind power to generate electrical power. In fact, the electrical energy we purchase on any given day originating from solar and wind sources is nearing 20 percent enough energy to power about 40,000 homes. We also operate nearly 19,000 solar panel-powered metering stations across the country.















Business Overview Renewable Energy Initiatives continued

Maplewood 2 Solar Facility

In November, construction began on the Maplewood Solar project which will deliver 28 megawatts of low-cost, clean power to Energy Transfer under a 15-year Power Purchase Agreement. The project will supply electricity to many of our assets throughout West Texas, including our Arrowhead, Panther, and Mi Vida cryogenic plants.

Honduras Solar and Wind Facilities

RECO began construction on the first phase of a 12.4 megawatt solar project on the Honduran island of Roatan. The solar project is the final stage of a multi-year project to update Roatan's electric system and transition the power generation from diesel to a mix of solar and propane to improve reliability and provide environmental and economic benefits for the region.

The system upgrade also allows RECO to expand its electrical service to underserved populations on the island. The full project will power more than 10,000 homes, or 25% of Roatan's current annual electricity demand. It will also significantly reduce the island's carbon footprint by eliminating approximately 20,000 tons of carbon dioxide (CO₂) per year.

RECO also manages a 3.9 megawatt wind farm as part of the island's power supply.

RECO solar project to eliminate **20,000** tons of CO₂ per year

Clean Air Action Corporation

For three decades, Clean Air Action has improved global air quality through its tree planting program while providing income opportunities to subsistence farmers in Tanzania, Uganda, Kenya, and India.

Clean Air Action has been extensively engaged in the business of reducing global greenhouse gas, developing effective models for international carbon sequestration efforts. In 1999, Clean Air Action founded The International Small Group and Tree Planting Program (TIST), TIST is implemented in partnership with the Institute for Environmental Innovation. Currently, more than 100,000 farmers plant trees and take other conservation measures on private and public lands. Today, they have over 20 million live trees that protect against erosion, preserve biodiversity, and restore degraded land. Through TIST, Clean Air Action has developed an awardwinning sustainable development program.

100,000 subsistence farmers





a measurable effect:

7,400,000 metric tons of carbon sequestered Business Overview

Operations Overview



Operations Overview

Natural Gas

Approximately 28,500 miles of natural gas transportation pipelines with approximately 43 Bcf/d of capacity via interstate and intrastate pipelines.

Natural gas storage facilities located in the Southwest and Midwest with approximately 150 Bcf/d of capacity.

NGLs

Approximately 4,800 miles of NGL pipelines with nearly 3,000 MBbls/d of capacity.

NGL fractionation facilities with a total capacity of more than 900 MBbls/d.

NGL storage facilities in the Southwest, Northeast, and Midwest with a capacity of approximately 67 MMBbls.

Crude

Approximately 10,850 miles of crude oil pipelines in the Southwest and Midwest.

Eight crude oil terminals with storage capacity of approximately 64 MMBbls located in the Southwest, Midwest, and Northeast.

Refined Products

Nearly 3,000 miles of refined products pipelines in several regions of the U.S.

Approximately 35 refined products terminals located primarily in the Northeast, Midwest, and Southwest with storage capacity totaling approximately 8 MMBbls.

Midstream

Approximately 40,000 miles of gathering pipelines with approximately 8.7 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 U.S. East Coast via three worldclass terminals.

- The completion of the expansion projects at our Nederland and Marcus Hook Terminals at the end of 2020 brings our total NGL export capacity to just over 1 million barrels per day.
- Own two of the three U.S. ethane export terminals: Nederland and Marcus Hook.
- Houston Terminal: 5 ship docks and 7 barge docks that accommodate Suez Max-sized ships for exporting crude oil and heated products.

Business Overview

Project Summaries

the only U.S. company with export facilities on the Gulf Coast and East Coast

Nederland Terminal Expansion Projects

Our Nederland Terminal, located along the Sabine-Neches waterway, is a 1,200-acre complex that is the largest single-owned, aboveground storage facility in the United States. Nederland receives, stores and ships natural gas liquids for a wide range of customers.

In 2020, we completed a number of expansions at the facility, bringing our total LPG export capacity to approximately 500,000 barrels per day. LPG's are liquefied petroleum gas consisting of propane and butane. In 2020, we loaded a company-record 122 LPG ships totaling over 66.6 million barrels—nearly 3.5 million barrels more than 2019. Of that, 15 of the ships were loaded in a single month totaling more than 8 million barrels.



Other Nederland Terminal highlights include:

- Built and commissioned a new ship dock, bringing the total number to six, along with four barge docks.
- Completed construction of a new 20-inch LPG pipeline that directly links our fractionation and storage assets at Mont Belvieu, Texas, to our Nederland Terminal, further integrating these two facilities.
- Completed construction of the Orbit Ethane Export facility, including a new ethane pipeline, storage tank and 180,000 barrel per day refrigeration facility.

Oct 2020

Dec 2020

• Now have four separate NGL pipelines for ethane, propane, butane and natural gasoline that connect our Mont Belvieu facilities to dedicated chilling, storage and marine loading facilities at our Nederland Terminal to support strong international demand for NGL exports.

st VLEC

loading at

Nederland







own two of the three U.S. ethane export facilities

supporting strong international demand for NGL exports





Pennsylvania Pipeline Access:



	Mariner East 1
-	Mariner East 2
•••	Mariner East 2x

Business Overview **Project Summaries** continued

PA Access Pipeline

The PA Access project converted a portion of the Mariner East 1 NGL pipeline to refined products service to provide up to 25,000 barrels per day of refined products to Pennsylvania and the Northeast markets. The pipeline facilitates refined products movement from Midwest supply regions through the Allegheny Access Pipeline System into Pennsylvania and markets in the Northeast via re-connecting and modifying existing assets. This provides an efficient, inexpensive way to move refined products to meet demand and adds additional revenue and synergies with existing Energy Transfer refined products pipelines and terminal assets.

Mariner East 2X

In December, we commissioned a 180-mile segment of the Mariner East 2X pipeline, which is part of the Mariner East pipeline system. Together, these pipelines transport propane, ethane and butane, all known as natural gas liquids or NGLs, from the Marcellus and Utica Shale areas in Western Pennsylvania, West Virginia, and Eastern Ohio to markets in Pennsylvania and beyond. The full Mariner East pipeline system is expected to be online by year end 2021.



Marcus Hook Terminal

Marcus Hook Terminal

During Q4, we completed construction of our 50,000 barrels per day LPG expansion at the Marcus Hook Terminal. The Terminal is positioned for further expansion of exports, processing, storage, and manufacturing.

Marcus Hook now has four export docks to accommodate very large gas carriers (VLGC) and very large ethane carriers (VLEC). In September, the first U.S. ethane for export was loaded onto the Navigator Nova at Marcus Hook. The Navigator Nova left Marcus Hook and arrived at the Port of Lianyungang, China, 38 days later via the Panama Canal.







Mont Belvieu

Frac VII, our seventh fractionator at Mont Belvieu, was brought online in February, bringing the partnership's total fractionation capacity to more than 900,000 barrels per day.

Panther II Processing Plant

Our 200 million cubic feet per day Panther II cryogenic processing plant in the Permian Basin was completed in January, allowing us to process more than 2.7 billion cubic feet per day of natural gas in the Permian.

Lone Star Express

In September, we announced the completion of our Lone Star Express Pipeline expansion project, on budget and ahead of schedule. The pipeline adds approximately 400,000 barrels per day of NGL capacity to our existing Lone Star NGL pipeline system in Texas. The new 352-mile, 24-inch pipeline originates in Winkler County, Texas, and connects into the existing Lone Star Express 30-inch pipeline at the Morgan Junction in Bosque County, Texas, south of Fort Worth. It will provide shippers additional connectivity out of the Permian and Delaware Basins, further encouraging the recovery of production and jobs underway in the region.

The Lone Star Express pipeline system ultimately connects into Energy Transfer's Mont Belvieu facility, an integrated liquids storage and fractionation facility along the U.S. Gulf Coast with strategic connectivity to over 35 petrochemical plants, refineries, fractionators, and third-party pipelines.

Bakken Pipeline Optimization

Optimizing the existing Bakken Pipeline system by adding horsepower to the line enables us to help foster further development of the Bakken producing area resulting in economic growth in North Dakota and the stabilization of costs for the industry and consumers. The 1,195-mile system consisting of the Dakota Access and ETCO pipelines transports domestically produced crude oil from the Bakken/Three Forks production areas in North Dakota to a storage and terminalling hub outside Patoka, Illinois, and/or to terminals in Nederland, Texas,

Lone Star Express adds:

400,000 barrels per day of NGL capacity

Mont Belvieu fractionation capacity:





Fully Integrated Franchise from **Wellhead** to **Water**

Gathering and Processing







Fractionation and Transportation



835,000 bbls/d of NGLs fractionated at Mont Belvieu



1.4 million bbls/d of NGLs transported

Ş

23 million mmbtu/d of natural gas transported via interstate and intrastate pipelines



Export Capabilities



900,000 bbls/d of crude oil exported



1 million+ bbls/d of NGLs exported







Be respectful and considerate of all people and communities by communicating clear, timely and accurate information.

Section II

Stakeholder Responsibility

Energy Transfer's Code of Business Conduct and Ethics (Code of Conduct) sets the foundation for how we operate our business and guides our relationships with stakeholders. At all times, we require that our business be conducted in a lawful, respectful, and ethical manner. Our employees, suppliers and contractors must acknowledge and adhere to these policies as representatives of the Partnership.

Our Code of Conduct reflects the tenets of our stakeholder engagement policy and focuses on the following core areas: respect and trust, meaningful outreach, accurate information, good faith negotiations, and timely response. These principles shape our engagement with those affected by the Partnership's operations and guide our actions.

We are committed to conducting our business in an ethical manner and in accordance with the rule of law while ensuring that all employees and stakeholders in the communities where we operate are treated with respect and fairness. We have implemented a number of policies dealing with business conduct and ethics. We believe that strict adherence to these policies is not only right, but is in the best interest of the Partnership, its unitholders, its customers, and the industry in general. Every employee acting on behalf of Energy Transfer must adhere to these policies.

In addition to our own guidelines, Energy Transfer has adopted America's Natural Gas Transporters' Commitment to Landowners, which has been endorsed by the Interstate Natural Gas Association of America (INGAA) and is applicable to all our infrastructure projects across all product lines.

Engage with all stakeholders that are affected by our projects.

Listen to and consider stakeholder issues and concerns when making decisions regarding our projects.

For more information on our Code of Business Conduct and Ethics, please visit the Governance & Policies page on our website.





Stakeholder Responsibility

Stakeholder Engagement

Building relationships with our stakeholders begins prior to construction and is maintained throughout the project's lifetime. These relationships are built on open, honest and respectful communications. To facilitate this, we have comprehensive processes as outlined in our "Social Stakeholder Outreach Program and Guidelines." We also have specialized teams in place to build and maintain a bridge between us and the communities in which we operate.

In areas under active construction, we conduct additional outreach beyond our normal Public Awareness Program. This outreach includes:

- Community liaisons
- Public open houses
- Individual stakeholder meetings
- Mailed and emailed newsletters
- Dedicated project websites and social media channels
- Advertising
- Local sponsorships

Stakeholder Engagement Committee

In 2018, Energy Transfer formed a Stakeholder Engagement Committee to bring together ideas from across the Partnership to enhance our outreach efforts with stakeholders across the country. Since that time, this 10-member team representing all aspects of our business has developed a number of new programs and materials designed to engage and educate stakeholders on our ongoing operations and maintenance activities.

open, honest and respectful communication



Community Liaisons

We have organized targeted community liaison teams who establish relationships with local stakeholders, including:

Public Outreach

Members of the Public Affairs team serve as community and local government liaisons. The team communicates early and often with county and municipal officials, emergency managers and first responders, school administrators, and other community stakeholders before, during and after construction.

Liaisons build relationships throughout construction to provide updates, answer questions and address concerns, and collaborate to reach solutions when necessary. Upon completion of a construction project, liaisons maintain stakeholder relationships throughout ongoing operations, continuing to serve as a resource and community partner through the life of a project.

Public affairs liaisons also focus on community giving in the areas surrounding our assets, working with various groups to offer support in the way of donations, volunteer work and training. This includes first responder organizations, food banks, faith-based organizations, habitat and conservation groups, and various nonprofits.

Landowner Relations

Our Right-of-Way (ROW) team manages land-related matters from new construction to day-today operations. Our ROW team consists of 40 full-time employees who serve as landowner liaisons to ensure we provide timely and transparent communications regarding our Operations. However, the number of land agents in any given area may increase during construction projects to include contractors. Local land agents are our "boots on the ground" to manage a number of situations ranging from obtaining survey permission along a pipeline route to negotiating voluntary easement agreements, managing questions and concerns during construction, and ensuring the landowner is satisfied throughout the life of the pipeline.



our liaisons communicate early and often before, during and after construction



serve as land agents on our Right-of-Way team

\$7.3M+ in donations to communities







Attendance by Stakeholders: Emergency Responders: 7,299 Excavators: 8,831

Public Officials: 3,025

Stakeholder Responsibility

Emergency Preparedness

Central to the program is our partnership with local emergency responders and public officials that provides a coordinated communications network, synchronizes resources, and develops a concerted response system for managing pipelinerelated incidents.

We use a series of communications tactics to provide this critical information to our stakeholders, including facilitated liaison meetings, training exercises, personal outreach, print and online media, and an annual distribution of targeted communications materials.

In 2020, we conducted 24 Mariner Emergency Responder Outreach (MERO) sessions along our Mariner East and West pipeline systems, with 536 responders attending. We continue our MERO sessions on our pipeline systems in Michigan, Ohio, Pennsylvania, and West Virginia, with more than 3,000 responders attending since 2013.

Energy Transfer also recently collaborated with the National Volunteer Fire Council, Pipeline and Hazardous Materials Safety Administration, and industry leaders to develop the Fire Department Pipeline Response Emergency Planning and Preparedness Toolkit. The toolkit is a free resource designed to help departments conduct pre-incident planning, increase preparedness, and improve response to pipeline incidents.

Additionally, our in-house emergency management team conducts annual emergency preparedness exercises in accordance with regulations set forth by the Environmental Protection Agency's Oil Spill Pollution Act of 1990 (OPA 90). These exercises prepare personnel to respond to emergency incidents and events in a coordinated manner alongside regulatory agencies and local responders.

2020 Emergency Response Exercises:

- 64 annual OPA 90 emergency response exercises
- 11 annual CFR 192/195 facilities emergency response exercises
- 7 annual H₂S emergency response exercises
- 31 geographic response strategies
- 61 unannounced emergency procedures exercises

Stakeholder Responsibility

Public Awareness

Our comprehensive Public Awareness Program is designed to provide a greater understanding of pipeline safety and how everyone plays a role in keeping our families and communities safe. Our goal is to educate the public on steps to take in preventing and responding safely to a pipeline emergency.

In accordance with federal pipeline regulations, our program provides critical pipeline safety information to key stakeholders who live and work near our pipelines, including residents, emergency responders, public officials, excavators, schools, businesses, and places of congregation.

Award-Winning Public Awareness Brochure

We were honored to receive a Silver Excalibur Award from the Public Relations Society of America– Houston Chapter (PRSA) for our public awareness brochure. The annual award program celebrates and honors outstanding public relations professionals, programs, and tactics.

In 2020, our in-house public awareness team mailed more than 2 million brochures to stakeholders along our pipelines. The brochures contained important information about pipeline safety, damage prevention, and emergency response.



2,293,951 brochures mailed

Mailings by Audience:

Affected Public: **1,853,895** Excavators: **361,040** Emergency Responders: **31,636** Public Officials: **47,380**



PRSA Houston's Excalibur Award recipients pictured left to right: Brandon Clyburn–Graphic Design Lead Specialist, Gina Greenslate, APR–Public Awareness Sr. Manager, Megan Hughes–Public Awareness Sr. Coordinator



Section III

Operational Safety

Maintaining the highest safety standards is essential to delivering excellence across our Partnership. We believe in the continual pursuit of excellence and seek to constantly improve what we do and how we do it by going above and beyond the regulations that govern us when possible. We are accountable for our actions and the resulting outcomes that drive us to achieve superior safety and operational results. As such, we invest substantial resources to safeguard our assets—from pipelines, storage facilities and gathering systems, to natural gas processing and treating facilities, fractionators, and marketing terminals. Our comprehensive safety programs, policies, and systems continually drive us toward best-in-class Environment, Health & Safety (EH&S) compliance and performance.

We spent more than

in 2020 in maintenance costs to ensure the integrity of our assets

Culture of Continuous Improvement

Our EH&S and Organizational Excellence (OE) programs are designed to promote a culture of continuous improvement across our engineering, operations, maintenance, and construction activities. These programs incorporate a collective set of attitudes, values, norms, beliefs, and practices that our employees and contractors adhere to with respect to continuous improvement. We foster a positive culture through our focus on collaboration, public and individual safety, and protection of the environment. The OE program highlights five pillars to promote continuous improvement:

- Proactively identify and manage risk; promote the sharing of lessons learned.
- Safely execute work in an environmentally sound and regulatory-compliant manner.
- Regularly evaluate projects, jobs, and tasks to ensure desired results and performance.
- Swiftly act and take ownership, encouraging leadership at all levels.
- Continuously improve by inspiring and nurturing change, encouraging conversations, and identifying improvements.



The OE program is based on the American Petroleum Institute's Recommended Practice 1173 and formalizes essential pipeline safety management system elements that have been and will continue to be part of our practices:

Leadership & Management Commitment • Stakeholder Engagement • Risk Management • Operational Controls • Incident Investigations, Evaluations & Lessons Learned • Safety Assurance • Management Review & Continuous Improvement • Emergency Preparedness & Response • Competence, Training & Awareness • Documentation & Recordkeeping

Employee Qualification & Competency

We implement our pipeline safety protocols by using the most proven technology and employing those who are among the most skilled pipeline workforce in the industry. More than 4,000 operations personnel are trained and qualified in accordance with pipeline safety regulations. Per Federal and State requirements, we have developed 122 Operator Qualification (OQ) Tasks supporting the regulatory aspects of pipeline asset operations and maintenance. Our operations employees collectively sustain over 52,000 individual gualifications, and per our operator qualifications process, all initial and subsequent qualifications are continually tracked in our Career Development Management System (CDMS). Each OQ Task has an identified regualification frequency based

on a Difficulty, Importance, and Frequency Analysis conducted by company Subject Matter Experts.

Additionally, to keep our operations employees informed on OQ, equipment, procedure, and process updates, more than 2,000 computer-based trainings and instructor-led trainings are available for initial and refresher training. As a result of our commitment to our operations personnel to continually keep the OQ Process current with regulatory amendments, there have been no Notices of Violation or negative financial impacts.



employees sustain 52,000+ individual qualifications

> **122** OQ tasks supporting regulatory aspects of pipeline operations and maintenance

Risk Reduction

We have an integrated set of programs and policies to effectively manage EH&S compliance, performance, and risk. These programs and policies use advanced data management software systems to manage how we do our business and drive continuous improvement. These programs listed below work in coordination to drive accountability for the outcome of events:

Programs

Overarching programs that support the way we do our business to drive EH&S compliance and performance.

- Asset Management and Reliability
- Community Outreach
- Damage Prevention/One Call
- EH&S Management and Compliance
- Emergency Preparedness
- Internal Audit
- Mechanical Integrity Program
- Organizational Excellence Program
- Pipeline Integrity Risk
 Management
- Process Safety Management
- Security
- Spill Prevention Program
- Training Programs

effectively managing EH&S compliance, performance, and risk

Systems

Key EH&S and compliance programs to support and promote continuous improvement.

- Asset Compliance Tracking Software (ACTS)
- Career Development
 Management System (CDMS)
- Engine Reliability
- Environmental Information Management System (EMIS)
- ET/PSM Management of Change
- GIS Database
- Incident Management System (IMS - Intelex)
- Job Plans
- SAP Preventative Maintenance

Policies

Expectations and requirements to maintain compliance and improve EH&S performance.

- Contractor Safety Manual
- E&C Standard for Procurement, Design, Construction, and Commission
- Environmental Policy and Guidelines Manual
- Organizational Excellence
 Policy Document
- Pipeline Integrity
 Management Plans
- Remediation Policy
- Safety Procedures and Forms Manual
- Standard Operating Procedures (SOPs)
- Vehicle Safety Policy

People and Capital

Resource commitment to maintain compliance and improve EH&S performance.

- 400+ individuals support operations safety performance and compliance by providing EH&S, Technical Services and Integrity support
- 20+ individuals dedicated to Public Relations, Government Affairs, and Stakeholder Engagement
- Capital expenditures to maintain our assets were \$460 million
- Security team to plan and manage all security operations
- Dedicated team to communicate and implement One Call Damage Prevention
- Employee Volunteer Program
- Right-of-Way team to work with landowners
- Power Optimization group improving energy efficiency

advanced software systems drive continuous improvement

IMS Platform

We continuously pursue a zero-incident culture by implementing strategic protocols to mitigate risk and eliminate adverse events. To help achieve this goal, our Incident Management System (IMS) employs a five-step risk reduction cycle to document and report any unwanted events.

Events reported through this system undergo a thorough investigation, followed by corrective actions and then sharing of lessons learned to prevent future similar events. The custom platform offers tracking and trending data on all established metrics and Key Performance Indicators (KPIs).



incident in IMS and submit to their supervisor for Verification

to local Subject Matter Experts for Investigation

portion of incidents and submit for Approval

completed incidents and submits them for Closure



communicated to

reported internally

Management

near miss/good cato

Events tracked in the IMS platform include: Abnormal Operations - Contractor Incidents -Damage Prevention Events • Environmental Incidents • Injury/Illness • Mechanical & Tank Integrity Events • Mechanical/Electrical/Controls (MEC) • Pipeline Regulatory Leak/Failure • Pipeline Safety Related Conditions • Property Damage • PSM Incidents • Security Incidents • Vehicle Incidents

near miss/good catches are collected and shared with others so they can be on the lookout for similar situations.

Key Performance Indicators

Our Environmental and Safety KPIs provide a data review of incident types and occurrence rates in real time. Interactive maps provide a platform to pull this data for specific geographic areas and time periods. Incident information and GIS location data is processed directly from the IMS platform to the dashboard. KPIs are based on quantifiable metrics established in accordance with OSHA and PHMSA and are used to identify and track industry safety and environmental trends.

Analytics/Business Intelligence Reports

Using a Power BI analytics tool, we customize real-time reports that provide more information than the typical EH&S incident management system that traditionally focuses on lagging indicators. These interactive reports provide data analytics in a way that can be used to make business decisions that drive continuous improvement. The data analytics provide a more comprehensive way to review data and provide employees with real-time access that assists with developing strategic initiatives that transform our EH&S pipeline safety programs and move them beyond compliance. Power BI reports in place include:

EHS Dashboard

This report provides an overview of environmental, illness/injury incidents, vehicle incidents and near miss incidents. Each report can be filtered by date, department, type and more.

Ops Incident Report

This report provides an overview of all incidents. Master and sub incident count is shown by department and the status of each incident. This report shows details pertaining to each of the following incident types: injury/illness incidents, vehicle incidents, contractor incidents, property damage, security incidents, PSM incidents, environmental incidents, Pipeline Regulatory leaks/failures, abnormal operations, pipeline safety-related conditions, damage prevention, mechanical and tank integrity, and MEC.

MOC Report

This report provides an overview of all Energy Transfer's Management of Change (MOC) records. The MOC Details Report can be filtered by department, requestor, entry administrator, reason for change, MOC date created, MOC number, change category, type of change, and workflow status. Other reports within the MOC Report include the MOC Approvals and MOC Action Items reports.

Underground Storage

This report shows the working storage of each storage field and can be filtered by location, month, unit and volume.

• SOP Revision History

This report provides an overview of all Standard Operating Procedures (SOP) revision requests. Report can be filtered by status, document type and more. Search by SOP, Best Practice or Form Title.

OQ Report

This is a series of reports related to the pipeline OQ program including the following reports: Pipeline Operator Qualifications, Technical Training Summary Report, Company Evaluators and Proctors, Control Room Operator Qualifications, Employee Qualification and Technical Training Overview.

GIS Regulatory Metrics

This report provides an overview of the total number of pipeline miles by state, by asset type, and class type, along with product shipped, and HCA/MCA.

• Engineering Records

This report provides an overview of the total number of projects that have been received and are complete. Number of projects is also shown by year, regulated/ nonregulated and project type.

• Engine Reliability Report

This report provides valuable information for us to use in our maintenance planning and Engine Life-Cycle management. The report includes metrics on Engine Hours Operated, Average Engine Utilization, Average Commercial Availability and Average Mechanical Availability.

KPI Trends & Improved Performance

We determine the success of our safety, regulatory, and environmental management programs by analyzing our year-over-year progress through KPIs. Improvements in our averages in 2020 include:

Natural Gas



decrease in volume of natural gas unintentionally released in a Class 3 location in 2020 vs 3 Year Average (2017-2019).



fewer natural gas incidents in a Class 3 location in 2020 vs 3 Year Average (2017-2019).

Liquids



decrease in volume of hazardous liquids that were released off Energy Transfer property in 2020 vs 5 Year Average (2015-2019).



fewer hazardous liquid accidents in an HCA in 2020 vs 5 Year Average (2015-2019).





Hydrocarbon Releases*

Number of hydrocarbon liquid releases beyond secondary containment > 5 bbl



We saw considerable performance improvements in our volume of hydrocarbon liquid releases and in our liquid releases' intensity per mile of pipeline in 2020:

Hydrocarbon liquid releases beyond secondary containment > 5 bbl by volume



Hydrocarbon liquid release intensity per mile of pipeline



*Excludes Crude Trucking





Safely Monitoring Our Assets

Control Centers

Our state-of-the-art control centers are dedicated exclusively to the safe operation of our pipelines and are staffed by highly trained teams who closely analyze a pipeline's pressure, temperature, and flow rate—monitoring our assets 24 hours a day, 7 days a week, 365 days a year. Pipelines can be shut down remotely and, in many cases, in real time.

Pipeline Surveillance Technology Committee

Our Pipeline Surveillance Technology Committee was formed in 2016 to evaluate technologies that are currently used within the pipeline industry and determine if these technologies should be considered for implementation on Energy Transfer assets. The committee also evaluates current testing and new or advancing technologies within the industry through various industry consortiums and state or federal programs such as PRCI, FAA, HSAC, Texas A&M, etc. Additional Committee functions include:

- Recommendations for any pilot study programs to be initiated on Energy Transfer assets.
- Guidance on the use of drone technology by company and contractor personnel relative to company assets i.e. what is allowed and not, what requirements and safety measures need to be met or considered, appropriate and innovative uses, etc.

highly trained teams

closely analyze and monitor our pipeline systems

24 hours per day

days per week days per year

Pipeline Protection Committee

Our Pipeline Protection Committee is an interdepartmental network formed to regulate and provide managerial oversight of strategic programs within our pipeline safety management system, which include:

Aerial Patrol

With 11 aircraft located throughout the U.S., the Aerial Patrol Department provides aerial coverage for much of Energy Transfer's pipeline systems. The Aerial Patrol group includes 10 pilots, two full-time mechanics, one part-time mechanic and one senior manager. Patrol pilots can inspect up to 1,000 miles of pipeline in a day, including patrol areas that are difficult to access from the ground, and send information quickly to field personnel.

In addition to providing surveillance, the department assists with:

- Field personnel ride-along flights for ROW inspections
- FAA airspace restrictions for planned pipeline blowdowns
- Post-natural disaster inspections

The Aerial Patrol Department complements existing pipeline integrity programs and contributes to Energy Transfer's pipeline safety.



-which can inspect-

1,000 miles of pipeline per day

Encroachments

When the SOPs and/or Standard Crossing Guidelines cannot be met, or if the operations group needs assistance, the Encroachment Department will determine pipeline easement rights and review plans. All requests are tracked to make sure existing assets stay safely maintained. Encroachments is responsible for the project management of relocation projects, both reimbursable and non-reimbursable.

The Encroachment group also works to issue communication letters on subjects such as:

- No objection: Provides documentation that the company has no objection to construction if the crossing guidelines are followed, and 48-hour notification is given so a field representative can be present.
- First Response: Provides the requester with information of the company's pipelines in relation to the project and requests preliminary plans to avoid conflicts.
- Encroachment agreements stipulate the terms of the encroachment after research is completed to verify easement rights.
- Cease and desist letters: Notifies a violator to cease and desist with any further construction near company facilities.
- Complete load stress calculations: Ensure that third-party entities crossing a company facility do not put undue stress on the pipeline.

One Call/Damage Prevention

This group focuses on two core responsibilities: Damage Prevention and One Call. They track all line hits, near misses and One Call violations that happen on the system and perform Root Cause Analyses to determine how to avoid these events in the future. During this process, they file reports with the proper state agencies and reach out to excavators to ensure they are better informed of the One Call laws going forward. This group is also responsible for loading all new pipelines into the company's GIS mapping system, along with keeping the mapping files current and covered for One Call with the various state One Call agencies. Additionally, they operate our company's One Call ticketing system, Irth UtiliSphere, and are responsible for daytime callouts on all emergency tickets that come into the system as well as running numerous reports for management throughout the company.

The law requires landowners and excavators to contact 811 before digging. This initiates a process where the state One Call agency creates a dig ticket, which is used to notify any utilities in the area that have underground facilities that need to be marked. All states require utility owners to respond to every ticket within a specific time frame, typically two to three business days.

Every buffer file is assigned a unique Call Directing Code (CDC). Each of these codes is associated with a group of linemen who are responsible for marking that area of pipe. When a One Call ticket is submitted, it is automatically assigned to a CDC and put in a folder for the linemen in that specific area of operations.


Section IVSafety First

Energy Transfer's safety-first focus is integrated across all areas of our operations and is central to our core culture. Our rigorous safety performance processes clearly outline the expectations and personal responsibility required of all employees and contractors. Paving the way for continual operational excellence, these processes provide the framework for an injury- and incident-free workplace by addressing risk management, required training, leadership and communication, personal wellness, and properly maintained facilities. Combined, these safety elements helped us decrease our 2020 Total Recordable Incident Rate (TRIR) by 8.5% from the previous year.

8.5% TRIR incident rate reduction

-across-

17+ million total hours worked

COVID-19 Safety Measures

The safety of our employees and the continued operation of our assets are our top priorities. We implemented several policies and protocols, and provided employees with training to help maintain the health and safety of our workforce. Employees were required to perform temperature and other health screenings, wear face coverings while in elevators and in common areas, and social distance in accordance with the CDC Guidelines. Additionally, we provided employee COVID-19 testing, implemented a Virtual Learning Policy to accommodate parents with school-aged children, and arranged webinars hosted by medical professionals to keep employees apprised of current COVID-19 conditions. We also encouraged employees to get vaccinated. We continue to implement safety measures according to new information and vaccine availability.

Safety First Everything Starts with Safety

Our commitment to safety is at the forefront of everything we do. Organizationally, we have set the standard at zero reportable incidents. This requires embracing a mindset of continuous improvement to ensure our safety procedures and processes are best-in-class. Just as important, however, is the verification that our procedures and processes are clearly understood throughout our operations teams and that they are adhered to by employees and contractors at all times.

Our safety training program for field employees begins upon hiring. Knowing how to safely perform tasks and respond to incidents is crucial to steady performance and to the protection and well-being of our people, our facilities, and the surrounding communities. Annual training addresses standard operating procedures, emergency response procedures, vehicle safety and safe work habits.

Vehicle Safety

In 2020, we achieved 91% compliance with the Department of Transportation (DOT)/Federal Carrier Motor Safety Administration documentation requirements, up from 90% in 2019. Our driver safety training program focuses on compliance with these regulations and provides monthly measurement tracking for management.

The training has had a positive impact on our DOT compliance levels at several facilities:

- DAPL operations in Illinois, Iowa, and South Dakota
- Mid-Valley in Longview and Mississippi
- Montello Big Flats and Greensburg
- South Division operations in Arklatex, Centerville, and Independence

exceeded driving safety program goals

Engagements

We were excited to release "Engagements," our proprietary mobile application that provides a communication platform for employees and contractors to verify expectations for safety. Employees at all levels document interactions with other employees and contractors through this app in order to validate and track safety oversight. It also provides us with trending data on our safety metrics, identifies opportunities for improvement and provides a mechanism for feedback.

Engagements shows:

- How often we interact with employees and contractors
- How often we conduct job reviews
- How we influence culture through interaction

Since going live in August of 2020, 245 engagements were documented, resulting in 65 instances of safety corrections.

our continued focus on the safety of our people never wavers



Safety First **EH&S Incident Rates**

Our EH&S department has more than 100 environmental and safety professionals who provide environmental and safety training to our field representatives. This group also assists others throughout the organization in identifying consistent training for personnel, including the training that is required by applicable laws, regulations, standards, and permit conditions.

TRIR-Employees

A key metric in looking at a company's safety performance is the Total Recordable Incident Rate (TRIR). We are pleased to report that our TRIR incident rate decreased again in 2020 by 8.5%. In 2019, we reported a TRIR of 0.94 which dropped to 0.86 in 2020. This is based on more than 17 million hours worked, continuing our multiyear trend of improving our safety performance and decreasing injury rates. Our continued focus on the safety of our people and our assets never wavers.

Energy Transfer uses the industrystandard measurement of incidents (injuries) per 200,000 man-hours worked in calculating our total recordable incident rate and lost time incident rate.

100 environmental and safety professionals

TRIR incident rates reduction in 2020

Lost time incident rate (LTIR) for major growth projects

employees

TRIR for major growth projects 0.53 contractors

Days away, restricted or transferred (DART)



Lost time incident rate (LTIR) 0.35 $\mathbf{0}$ employees

contractors

Fatalities 1.0 employees



34

Safety FirstSafety Awards

Working safely is at the core of everything we do. It is with great pride that we acknowledge the 2020 accomplishments of our employees and their commitment to safely operating our assets each and every day.

TOP SAFETY PERFORMER

Aaron Moore, pipeline tech at our Patoka Tank Farm in Illinois, was recognized as the 2020 Top Safety Performer in the Dakotas/Midwest region. The "Director's Commitment to Safety Award" is given to the top scoring employee of the region's Safety Recognition Program, which tracks vehicle and personal safety, near miss reporting and safe driving.



Director's Commitment to Safety Award pictured left to right Jason Maxey–Supervisor, Aaron Moore–Pipeline Tech A, Chase Hyde–Sr. Safety Representative

Trunkline Gas Company-Tuscola, IL

41 YEARS WITH **NO** LOST TIME INJURIES

Transmission Workplace Safety Award

The Texas Gas Association awarded Energy Transfer the Transmission Workplace Safety Award for being the member company with the lowest Days Away, Restricted or Transferred (DART) rate during 2020. DART is an OSHA calculation that determines how safe a business has been in a calendar year.

Trunkline Gas Company-Tuscola, IL

3 Years with no OSHA Recordable Incidents

Panhandle Eastern Pipe Line-Bartonville, IL

19 Years without a Preventable Vehicle Incident

Joppa-Johnsonville

2020 Champion Eastern Division Safety Roundtable Challenge



Section V

Environmental Management

Energy Transfer continues to take an active industry role in demonstrating real and sustainable achievements in Environmental, Social, and Governance (ESG) initiatives. We are committed to protecting the environment and we recognize the importance of reducing emissions across our operational footprint which covers 38 states and Canada. We do this by incorporating a variety of technology and environmental management processes, using renewable energy sources when possible, and partnering with industry organizations to share in best practices and further the advancement of a clean energy future.

> Energy Transfer supports the principles of ESG as they relate to promoting environmental stewardship, safety excellence, community engagement, operational excellence, and good governance.

> > - ESG Director, Eric T.

Environmental Management

Environmental Management Systems

Energy Transfer operates and maintains an Environmental Management System to drive improved performance and compliance, and we also provide necessary capital and personnel to implement our environmental policies. In addition, we employ environmental management teams whose primary initiative is to protect public health and the environment, both in the construction and operation of our assets. These teams consist of more than 80 environmental engineers, scientists, and geologists who are focused on ensuring that our environmental management systems responsibly and efficiently reduce emissions, protect, and preserve the land, water, and air around us, and remain in compliance with all applicable regulations. We also monitor and report environmental performance to executive management on a regular basis.





sequestered **81,000+** metric tons of carbon dioxide through utilization of AGI



Emissions Prevention Technology, Opportunities & Initiatives

We are committed to identifying and implementing cost-effective emissions reduction and prevention programs, including the reduction of our carbon footprint (methane and CO_2). As part of this commitment, we make significant investments each year in technology to reduce emissions and improve our overall operations performance and efficiency. These technology investments include carbon capture, pneumatic devices, thermal oxidizers, FLIR optical imaging cameras and pipeline pump-down techniques, among others.

Carbon Capture & Sequestration

We implement carbon capture and sequestration at several of our existing treating and processing facilities that are already allowing us to sequester more than 81,000 metric tons of CO₂ on an annual basis. Carbon capture and sequestration is a method for reducing the amount of CO₂ emitted to the atmosphere through the process of capturing and storing the emissions. We are also actively pursuing numerous other carbon capture and sequestration projects related to our gathering and processing facilities.

One way we capture carbon is through the process of Acid Gas Injection (AGI). In 2020, Energy Transfer sequestered more than 81,000 metric tons of CO₂ through utilization of AGI. Currently, three of our natural gas processing facilities capture and recover H₂S and CO₂ from various process streams and inject the gas into permanent geologic storage formations. AGI is an environmentally beneficial method of managing acid gas and is essentially the compression of a low-pressure gas stream to sufficient pressure to achieve injection and storage in a deep and secure geologic formation. Acid gas storage wells and related infrastructure must meet rigorous safety design requirements, even beyond those of a normal production or service well.

four of our natural gas processing facilities capture and recover H_2S and CO_2 from various process streams and inject the gas into permanent geologic storage formations Emissions Prevention Technology, Opportunities & Initiatives continued

Engine and Turbine Emission-Reduction Technologies

Energy Transfer has used various emissions-reduction technologies on engines and turbines for several years. These include:

Engines

- Lean-burn Technologies computer programs are used to maximize air-to-fuel ratios so that consistent low emissions (primarily NOx and CO) may be achieved on a more regular basis.
- Oxidative Catalysts these are filter media which are inserted in the exhaust stream of the engine. They reduce CO, VOC and formaldehyde in varying quantities depending on the type of specific catalyst. These are mainly used on lean-burn-style engines and some turbines.
- 3-Way Catalysts these catalysts are used on rich-burn engines where a reduction in NOx, CO, VOC and formaldehyde are needed.
- Selective Catalytic Reduction (SCR) – this catalyst is used to reduce a specific pollutant, typically NOx, within an exhaust stream. This may be used in conjunction with an oxidative catalyst to obtain a reduction in multiple pollutants. Typically urea or ammonia is injected as a fine mist into the exhaust stream to cause a chemical reaction with NOx. After the injection process, the exhaust stream is routed through a catalyst media to complete the reduction process.

Turbines

Gas turbines are used as an energy efficient way to increase pipeline gas pressure at our control and transmission stations, as well as generate electricity for critical facilities. Gas turbines without any emissions controls normally produce 10% of the emissions of engines on a per energy input basis as well as to generate electricity for critical facilities.

- SoLo NOx [Solar Turbines] and Dry Low NOx (DLN) - are company-specific technologies that are similar to the lean-burn methodology on engines. They use proprietary techniques to reduce NOx and CO emissions. Approximately 75% of our gas turbines are equipped with SoLoNOx, a proprietary emissions reduction package that allows us to reduce NOx, CO and Unburned Hydrocarbons emissions by 32% annually.
- SCR and Oxidative Catalyst are similar options to those discussed above.
- Water Injection this technique uses water injected into the combustion chamber to reduce the combustion temperature, thereby reducing NOx generation.

Thermal Electric Generators

In remote areas where local commercial power isn't available, we often use a Thermoelectric Generator, also called a Seebeck generator, which is a solid-state device that converts heat flux (temperature differences) directly into electrical energy through a phenomenon called the Seebeck effect. These generators consume up to 50% less fuel than competitive technologies and are tied directly into our pipelines. They use natural gas as a fuel source for heat and produce low voltage that keeps our batteries charged and communications up and running for our Gas Control Centers.

Pneumatic Controllers

To date, we have installed approximately 12,000 low-bleed pneumatic controllers throughout our approximately 90,000 miles of pipeline systems to reduce methane emissions primarily at our automated valve sites. Pneumatic controllers allow us to safely and efficiently adjust and control our operations through liquid level controllers, pressure regulators and valve controllers. Low-bleed pneumatic controllers allow us to effectively prevent approximately 71 tons (2.9 million standard cubic feet) of methane emissions every day.

pneumatic controllers

prevented 2.9 million cubic feet of methane per day

of emissions

Solar Turbine Emissions Summary

Solar units with SoLoNOx packages: with SoLoNOx:



Solar horsepower



Reduction in emissions

FLIR Cameras

Our belief in incorporating leading-edge technology to constantly improve the operations of our assets extends to the use of FLIR cameras. These Optical Gas Imaging (OGI) cameras can identify methane emissions that are normally invisible to the human eye. This allows us to quickly pinpoint exact locations of any emissions that may be originating within our processing or compressions facilities, thus shortening our response and repair times when emissions are detected. FLIR cameras provide an additional layer of safety and emissions prevention measures as they are used in addition to the regularly scheduled inspections performed by our highly skilled technicians several times per year.

Thermal Oxidizers

Thermal oxidizers are an important emission control device that reduce the environmental footprint of the operation. Thermal oxidizers convert volatile organic compounds (VOCs) and methane to CO₂ (a less carbon-intense green house gas), thereby reducing VOC and methane emissions by 98%, and in some cases by more than 99%. Thermal oxidizers are used at many of our more than 50 natural gas processing and sweetening plants. These plants improve the quality of the gas product and make it suitable for transportation and use in homes and businesses.

Pipeline Pump-Down Techniques

Pipeline pump-down techniques are used to reduce the pressure within the pipeline, resulting in a reduction of the amount of methane released to the atmosphere. We use these techniques where applicable when performing maintenance operations and testing on our pipelines. The pump-down technique uses in-line compressors either alone or in sequence with portable compressors to reduce pipeline pressure prior to depressurization.

Crude Trucking Direct Injection

Using a direct injection method to move crude oil from delivery trucks in a one-step process rather than an often-used two-step process allows us to reduce emissions at our crude trucking unloading stations. Our direct injection process routes crude oil directly into large pipeline storage tanks rather than multiple small temporary storage tanks that are then required to be pumped into the larger pipeline tanks. In addition, hundreds of tons of VOC emissions are prevented annually through the process of pulling the vapors back into the large pipeline tanks when unloading the crude trucks through a vapor vent-back process.







reduce **98**+% of VOC and methane emissions

Emissions Prevention Technology, Opportunities & Initiatives continued

Liquids Management Process

We use an advanced liquids management process that includes the use of stabilizers, slug catchers, storage and truck loading throughout much of our natural gas gathering pipeline system. All 44 of our stabilizers, which reduce the vapor pressure of natural gas liquids for storage and transport, have vapor recovery units to route any vapors from the stabilization process back into the plant for processing. Slug catchers capture free liquids coming in on the pipeline or from the pigging operations to remove liquids in the gas pipeline. These liquids come into the slug catcher at times with water entrained in the condensate/NGLs. This is one of the primary reasons to route these liquids to the flash tank so that the water entrained in the liquids can be removed before process into the stabilizers. Flashing these liquids in the flash tanks recovers any of the lighter molecules entrained in the condensate/NGLs.

By conducting this process, we capture these lighter molecules using our vapor recovery compressors, compressing these gasses and returning them to the inlet gas stream for further processing in our Cryo plants. Flashing these liquids also reduces the amount of flashed liquid storage needed before the stabilizing process. Vapors generated from the stabilizer process are also captured and compressed through our vapor recovery compressors and returned into the Inlet gas stream for further processing in our Cryo plants. The stabilized liquids are then stored in tanks for truck loading, removing them from the facility.

By stabilizing the liquid instead of storing it in an atmospheric liquid storage tank, a single 10,000 barrel per day stabilizer can prevent as much as 40,000 tons of VOCs per year from being emitted into the atmosphere. In addition to preventing flash emissions, this process also prevents emissions from tanks and liquid loading/unloading that occur when vapors are displaced as a tank is filled, and when vapors are displaced due to changes in tank temperature and pressure (tank working and breathing losses).

Stabilizing liquid can prevent **4,000** tons of VOC per year from being emitted into the atmosphere

Chemical Injection Pumps

We are evaluating opportunities for converting our gas-driven injection pumps to electric, solar or pneumatic, which would eliminate the gas exhaust on existing injection pumps in the field. Solar-powered electric chemical pumps are in the U.S. EPA Natural Gas STAR Program's list of recommended technologies to reduce methane emissions. Additionally, we are evaluating the feasibility of retrofitting our gas-driven injection pumps with low- or no-emission technology such as exhaust gas recovery.





Energy Efficiency

We have integrated various technology and work practices in the design and operation of our facilities to achieve synergistic environmental impact reductions. Below are some of the ways in which we optimize our facilities and practices to be energy efficient.

Fractionators

Our Mont Belvieu, Texas, fractionators are world-class facilities that are designed to be resource efficient and built with state-of-theart emissions-reduction equipment. The heaters at our Mont Belvieu fractionators are equipped with ultra-low NOx burners. In addition to ultra-low NOx burners, the hot oil heaters are outfitted with selective catalytic reduction (SCR) emission control systems that further reduce NOx emissions. In addition to the control technologies, the hot oil heaters are equipped with continuous emission monitoring systems.

Our Mont Belvieu fractionators recover heat from the overhead products and product compression which decreases the necessary firing rate of our hot oil heaters and reduces potential emissions from combustion. Another added benefit of recovering and utilizing the heat in the process is the reduction of necessary cooling of the products in the cooling systems. By reducing the amount of necessary cooling, the amount of raw water, water discharge and particulate matter emissions is decreased.

The product and refrigeration cooling systems at the Mont Belvieu fractionators utilize Wet Surface Air Coolers in lieu of conventional evaporative cooling towers, and their design eliminates VOC emissions from the cooling tower effluent and further reduces particulate matter emissions, raw water usage and water discharge when compared to conventional evaporative cooling towers. The Wet Surface Air Coolers are equipped with an emissions control technology called drift eliminators which further reduce particulate matter emissions. The Wet Surface Air Coolers also require less air and water flow when compared to conventional evaporative cooling towers, which reduces the amount of horsepower needed to drive the fans and water pumps and results in an overall reduction of the carbon footprints of the systems. Additionally, the Wet Surface Air Cooler water is sourced from a local water conservation and reclamation district.

Additionally, the Mont Belvieu fractionators employ a fugitive emission monitoring program to detect leaks. Approximately 150,000 components are individually monitored quarterly utilizing flame ionization detectors, and every week the components undergo an audio, visual, and olfactory inspection. Any component found to be leaking undergoes directed maintenance, which consists of repairing the component while assisted by a flame ionization detector in order to ensure that the lowest possible emission concentration is obtained.

Liquids Pipelines System Optimization

To further limit environmental impacts, Energy Transfer implements a variety of techniques to optimize its operations, reduce power consumption, and reduce indirect emissions across its network of oil pipelines. These techniques include:

- Allocating larger volumes of crude oil to the more energy efficient pipelines and ensuring that oil is balanced across both heavy and light crude lines.
- Operating pipelines at consistent flow rates leads to more energy efficient operations and less overall power consumption, similar to an automobile having greater fuel efficiency on the highway rather than in the city.
- Adding a Drag Reducing Agent to the crude oil reduces pipeline fluid friction, which causes the oil to flow more efficiently, thereby decreasing the amount of energy needed to move the crude oil through the pipeline and allowing some pump stations to be bypassed.
- Introducing power limits on some stations to avoid unnecessary spikes on the flow rate.

Fractionators utilize Wet Surface Air Coolers to

eliminate**VOC** emissions

electric motor + natural gas engine

Environmental Management

Dual Drive Technology

As we focus on emissions reductions across our operations, our patented Dual Drive compression technology offers the industry a hybrid natural gas compression solution that reduces greenhouse gas emissions through a patented system capable of reciprocally switching compression drivers between an electric motor and a natural gas engine. This unique compression system significantly reduces the burden on the electrical grid, particularly during severe weather events and peak usage periods. In 2020, this technology allowed us to reduce Scope 1 CO_2 emissions by more than 630,000 tons.

This unique compression system significantly reduces the burden on the electrical grid.

total tons of emissions saved using Dual Drive:

CO₂ 632,267 tons saved NOx **703** tons saved

VOC **475** tons saved

CO 771 tons saved

Π.

Noise Mitigation

We take responsibility for controlling noise from our operations and take measures to mitigate it within our surrounding environment and communities. We ensure compliance with federal, state and local regulations. Noise impact is a key consideration in our engineering and construction process. We carefully analyze anticipated noise levels during the job scoping and planning stages of our projects and incorporate equipment and sound abatement tools in our operations.

If noise levels are expected to be an issue during both the construction and operation of the asset, meaning the location is not remote, mitigation measures are addressed during the project scoping, site selection process, and planning stages. Priority is determined based on the location selected and its proximity to high consequence areas (HCAs). Several factors are taken into consideration during this process:

- Location and population density of selected location
- Equipment or Type of facility to be installed
- Proximity to HCAs
- Decibel rating on equipment to be installed
- Decibel rating on construction equipment to be utilized

All sound mitigation solutions are tailored to match specific noise abatement requirements, however, the most common form of sound mitigation used during construction are sound walls. Controls are determined by city, county and state regulations. Should a noise complaint arise, project managers are responsible and accountable for addressing the matter, and the stakeholder has multiple approaches to launch an inquiry through:

- The construction contractor
- A company representative i.e. inspector onsite
- A ROW agent
- Pipeline control
- Local city, county or state officials

Water Management

Energy Transfer utilizes wastewater oil recovery at many locations throughout our extensive gas gathering system. Wastewater is collected in produced water tanks located at many of our facilities. We also have trucks that extract small amounts of wastewater from hundreds of pipe risers along our system. These wastewater streams are aggregated at centrally located processing sites that separate the oil and water. Through autonomous gravity separation processes, these recovery systems allow us to recover approximately 95% of the oil entrained in the wastewater from our gathering and boosting assets. The remaining water is then sent to third-party skimming processes where additional oil recovery occurs. Energy Transfer recovered approximately 32,916 barrels of oil/ condensate in 2020.





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Industry Collaboration

Energy Transfer aligns with organizations that focus on emissions reductions, sharing in best reporting practices, research and the development of new technology to promote safety and improve environmental performance.

In December, the Energy Infrastructure Council (EIC), in collaboration with GPA Midstream, released the firstever Midstream ESG Reporting Template. Almost a year in the making, this ESG Reporting Template is the product of an extensive review of best-practice ESG reporting among EIC member companies and the ESG reporting requirements from numerous critical stakeholders. The collaborative process included members from both EIC and GPA Midstream (including Energy Transfer) and involved significant participation from in-house ESG specialists and professionals with operational and technical expertise. To ensure widespread adoption, EIC also received critical input and guidance from numerous investors. EIC and GPA Midstream are also continuing to expand investor and stakeholder engagement to ensure that the Reporting Template evolves as the ESG environment and midstream companies' ESG efforts advance.

Energy Transfer supports the EIC/GPA ESG Reporting Template and reports applicable ESG metrics through the template, which is posted on our website. This tool helps midstream companies focus on the most consequential and highest priority ESG metrics while giving the investment community and other stakeholders confidence in the relevance and comparability of midstream ESG reporting.

Center for LNG

The Center for Liquefied Natural Gas (CLNG) advocates for public policies that advance the use of liquefied natural gas (LNG) in the United States, and its export internationally. Natural gas has played a significant role in reducing CO_2 emissions from the U.S. power sector to 25-year lows. LNG offers the promise of a clean energy future that is affordable and accessible to all communities across the globe. Access to LNG can help lift people out of poverty, grow local economies, clean up the environment and enable access to modern, reliable energy.

PRCI

The Pipeline Research Council International (PRCI) is an industry research forum for technology developments and projects that assure the safe, reliable, environmentally sound and costeffective pipeline transportation of energy to consumers worldwide. Energy Transfer plays a leadership role in PRCI through Board membership and participation in every technical committee. Many of the research projects focus on the development of new technologies that help reduce direct and indirect emissions from pipeline operations.

iPIPE

The intelligent Pipeline Integrity Program (iPIPE) is an industryled consortium whose focus is to contribute to the advancement of new and emerging technologies to prevent and detect gathering pipeline leaks. Our participation in iPIPE is a proactive industry effort to evaluate new technologies that can be used for leak detection, leak prevention, change detection and pipeline risk modeling.

promoting safety







What is Energy Transfer's approach to ESG?

Energy Transfer supports the key principles of ESG as they relate to promoting environmental stewardship, safety excellence, community engagement, operational excellence, and good governance. These are the same principles that are inherent in our seven core values and beliefs-and these core values have directed and guided our company from the beginning. We consider ESG a rebranding of the fundamental philosophy embedded in everything we do as a company and as individual employees; our motto is -

"We do the right thing."

C ESG Director Eric Tiemeyer

We take a moment to have a conversation with Energy Transfer's ESG Director about the practices and programs that shape our approach to ESG.

How does Energy Transfer factor the principles of ESG into its operations?

At Energy Transfer, this is accomplished through community involvement, employee and asset investment, emissions prevention and reduction, technology innovation and development, and robust governance. We believe in a transparent process that encourages open and robust reporting and risk reduction engagement. By understanding that no company or individual is "perfect," we strive to maximize the learning experience in our commitment to continuous improvement. We are also committed to governance policies that assure our management and our board of directors that the Partnership's business is

conducted in a lawful and ethical manner. And we believe that one of the keys to our success has been the cultivation of an atmosphere of inclusion and respect within our family of partnerships. These values define Energy Transfer ESG and drive our unified focus on operating excellence, respecting all people, and creating a sustainable future.

What outcomes do you see from implementing these principles and practices?

We believe that long-term value creation should inform and drive every ESG program, and that the primary measure of success should be the improvement of human lives. The affordable and reliable energy molecules that we move and provide daily are essential to sustaining and improving life. Moreover, attaining any level of a clean and sustainable environment would be impossible without using clean energy, like natural gas, ethane and propane. Our current approach is an actionbased initiative to reduce ALL of our emissions, not just GHGs, and also to reduce global emissions through our export of clean fuels. For example, as one of the leading exporters of propane and ethane, we significantly impact alobal emissions reductions by providing clean-burning fuel as a replacement for more carbondense fuels. Developing countries commonly use carbon-dense fuels such as wood, coal, diesel and bunker fuel for power generation and residential heating, and these fuels emit significantly more emissions than propane or ethane. Unfortunately, nearly 800 million people have no electricity, and approximately 2.6 billion people are still using wood or animal waste for heating and cooking. Low-cost, reliable energy allows billions of people to enjoy the miracle of modern machines that keep us productive and prosperous.

How is Energy Transfer preparing for a possible "Energy Transition"?

Our Alternative Energy Group is looking at carbon capture utilization and sequestration opportunities in Texas and Pennsylvania. Additionally, we are looking to develop renewable diesel and renewable natural gas opportunities along with solar and wind projects that go beyond our recently announced energization of the Maplewood 2 solar project that is helping to power our assets in West Texas. We are also in advanced discussions to support a significantly larger solar project with a long-term power purchase agreement. This will increase the total amount of electrical energy that we purchase on any given day, originating from solar and wind sources, to above the 20 percent

that we report today. And we are also in discussions with renewable energy developers regarding the utilization of some of our existing acreage in Appalachia for solar and/or wind projects for which we could be a co-developer.

Additionally, Energy Transfer's Dual Drive Technologies was awarded GPA Midstream's Environmental Excellence Award for reduction in areenhouse aas emissions and increased function efficiency associated with natural gas compression units. The unique technology features both a gas driver and electric driver operating system on the same compression skid, relying on the electric motor 80% of the time, to significantly reduce greenhouse gas emissions while providing important reliability to the electrical grid during periods of critical load.

How will Energy Transfer continue to evolve and shape ESG in the future?

You might say, "we were doing ESG before ESG was cool." Throughout our organization, from the top down, we have always been committed to maintaining and operating our assets safely, efficiently and in an environmentally responsible manner. To protect our employees, the public and the environment, we invest hundreds of millions of dollars each year on safety, integrity and reliability management, maintenance, and environmental programs to achieve these goals. To enhance and better communicate our existing environmental and social responsibility programs, Energy Transfer continues to formalize its ESG Program to highlight specific policies and programs, provide examples of positive and proactive projects, and report performance-based metrics and Key Performance Indicators (KPIs). We also make every effort to directly engage with all stakeholders regarding our ESG

initiatives and programs. And, we are working with the ESG ratings industry to provide additional and correct information in the assessment of our ESG scores.

You might say, **"We were doing ESG before ESG** was cool."









Section VI

Biodiversity & Environmental Stewardship

We believe in protecting diverse ecosystems across our operational footprint and beyond. Protecting and preserving our treasured natural resources for future generations to enjoy is of great importance to us as a good corporate citizen and a responsible operator of our country's vital pipeline infrastructure. We do this by maintaining our pipeline rights-of-ways in a manner that nurtures native plant growth and fosters natural environments for wildlife habitats. We also partner with wildlife and conservation organizations to extend our efforts to positively impact the broader areas adjoining our rights-of-ways and the communities through which we pass. Additionally, we take great care to plan new projects and maintenance activities in a manner that minimizes our environmental footprint as much as possible and restores the area to its natural beauty when we are done.

Our rights-of-ways **nurture** native plant growth

-and-

foster natural habitats for wildlife

Wetland Conservation

Energy Transfer's four-year, \$5-million contribution to Ducks Unlimited (DU) in support of wetland conservation efforts will help DU conserve approximately 8,000 acres of coastal wetlands and grasslands in Ohio and Louisiana. Our operations overlap several of DU's priority landscapes and provide excellent opportunities to support wetlands conservation work.

Ohio

Through our support, DU has helped more than 20 continuing conservation projects in Ohio through DU's Big Rivers Initiative and Great Lakes Initiative. These efforts protect, enhance and restore waterfowl nesting and migration habitat and improve outdoor recreational opportunities throughout the state.

DU has made significant progress on several major projects, including the enhancement of the 56-acre Delaware Wildlife Area, the transfer of two properties to the U.S. Fish and Wildlife Service and the enhancement of the Toussaint Wildlife Area.

2,000 acres expected to be conserved

\$7.4 million in public grants and partner funds leveraged

In Ohio through 2021, the partnership will conserve 3,043 acres across more than 20 projects and leverage \$7.6 million of partner and grants funds with the \$1.5M portion of the Energy Transfer grant.

Louisiana

Energy Transfer's support of DU has benefited several ongoing conservation projects in Louisiana through DU's Gulf Coast Initiative. Several major projects were completed, including the enhancement of Rockefeller State Wildlife Refuge, communityprotecting marsh terraces near Houma, and the Cameron Prairie terrace project. In 2020, DU completed a moist-soil unit enhancement project in the Pointe aux Chenes Wildlife Management Area.

6,000 acres conserved

\$2.56 million in public grants and partner funds leveraged



Our conservation project with DU in the Atchafalaya Delta Wildlife Management Area was completed in June. Three new crevasses were created and several existing channels were cleared, increasing the flow of fresh river water, restoring habitats and providing better boat access for outdoor recreation.



2020 Ducks Unlimited Partnership Highlights:



	Project	Description	Status
	Toussaint Wildlife Area	Improved 120 acres of vital coastal wetland habitat in Ottawa County and installed a seasonal fish passage structure. Phase II is done and Phase III will be done in 2021.	Completed in 2020 Phase III completion in 2021
	Weber Farm	Restored 50-acre farm from agriculture land into wetlands and uplands for improved bird habitat and Great Lakes water quality. The land was restored in 2020 and transferred to the U.S. Fish and Wildlife Service for inclusion in the Ottawa National Wildlife Refuge.	Completed in 2020
	Schiller Farm	Restored a 78-acre farm into wetland and forest habitat. The land was transferred to the Ottawa National Wildlife Refuge.	Completed in 2020
Great Lakes	Little Portage Wildlife Area	Provided a financial match to a National Oceanic and Atmospheric Administration grant for a wetland enhancement design.	Design work done by 2021
	Middle Harbor Coastal Wetland	Replacing an outdated pump at the 350-acre wetland in Ottawa County. Currently, habitat managers can only manage about 50 acres due to the pump failure.	Projected completion in 2021
	Buehler property	Acquisition, restoration and donation of a 38-acre property to the U.S. Fish and Wildlife Service, similar to Weber Farm.	Transferred property in March 2020 Restoration in 2021
	Genzman property	Acquisition, restoration and donation of a 37-acre property to the U.S. Fish and Wildlife Service, similar to Weber Farm.	Transferred property in March 2020 Restoration in 2021
South Louisiana	Bayou Monnaie Marsh Phase II	Restored 1,289 acres of coastal marsh in Lafourche Parish. Project included building 29,000 linear feet of earthen terraces to offset the dramatic land loss in this area.	Completed 2020
	Atchafalaya Delta	Project includes the construction of three new crevasses – dredged cuts through the natural banks of passes – and the cleanout of several existing channels to enhance fresh water flow from the Atchafalaya River which will increase desired habitats in shallow ponds and lakes.	Projected completion in 2021







Biodiversity & Environmental Stewardship

Wildlife Protection

We understand the many important benefits of maintaining healthy and diverse ecosystems and strive to minimize our impact on biodiversity in areas where we work and operate. As such, we take a proactive approach to sustaining organizations that help cultivate thriving ecosystems by protecting and preserving animals and their habitats:

Lesser Prairie Chicken

For the third year, we participated in the Lesser Prairie Chicken Candidate Conservation Agreement with Assurances, a collaborative effort of state wildlife agencies to help reduce the threats to at-risk species. Since we and other industry partners joined the Conservation Agreement, the Lesser Prairie Chicken population has more than doubled from 2014 levels.

Texas Hornshell Mussel

For six years, Energy Transfer has supported the Texas Hornshell Mussel Candidate Conservation Agreement with Assurances. The Agreement is a collaborative effort with the U.S. Fish and Wildlife Service to reduce threats to this endangered species.

Ruffed Grouse

We partnered with the Pennsylvania Game Commission on the "Roughneck Aspen Management Project" to increase the amount of early successional habitat for ruffed grouse and woodcock.

Tri-State Bird & Rescue

We continued our annual support to Tri-State Bird Rescue & Research, a nonprofit conservation organization in Delaware that supports indigenous wild bird rehabilitation.

National Wild Turkey Federation

In North Central Pennsylvania, our sponsorship of the Wolf Run wildlife area with The National Wild Turkey Federation helped support habitat management through a five-year prescribed fire project that helps restore pitch pine scrub oak communities which promote habitat diversity and excellent nesting conditions for wild turkeys.

Pennsylvania State Game Lands

We donated 229 acres in southwestern Pennsylvania, to the Pennsylvania Game Commission. The land is primarily wooded forest, which is common habitat for deer, grouse, bear, and turkey. We donated the land as replacement habitat for areas of State Game Lands in Sullivan and Bradford counties where the company recently installed a natural gas pipeline.

Habitat Restoration

Middle Creek Wildlife Management Area

We renovated walking paths and repaved parking lots at State Game Lands 46 in Lebanon and Lancaster counties in Pennsylvania, home to the Middle Creek Wildlife Management Area. These renovations provide muchimproved access to one of the most visited state game lands in Pennsylvania. Every spring, thousands of visitors flock to the region to see the awe-inspiring migration of up to 150,000 snow geese.

Wildlife Habitat Council

We joined the Wildlife Habitat Council, a conservation organization that helps preserve and enhance biodiversity on corporate lands by empowering environmental stewardship through partnerships and education.

We also continued our support of the Partnership for the Delaware Estuary to protect and improve the Delaware River and Bay.





Revitalization Efforts

Schuylkill River Development Corporation

Our donation to the Schuylkill **River Development Corporation** will help to revitalize the Schuylkill Banks, the section of the Schuylkill River corridor from the Fairmount Dam to the Delaware River. The new construction will connect the Fairmount Water Works and Bartram's Garden, both National Historic Landmarks, Subsequent phases of trail construction will extend Schuylkill Banks to Fort Mifflin, another National Historic Landmark, situated near the confluence of the Schuylkill and Delaware Rivers.

50th Anniversary of Earth Day

We celebrated the 50th anniversary of Earth Day by participating in an industry effort to plant 50 trees across Ohio. Through this effort, we were pleased to add to the landscaping at our Tuscarawas Compressor Station in Dennison, Ohio.

Keep Louisiana Beautiful

In keeping with our commitment to support local organizations that promote environmentally friendly practices, we were proud to partner with Keep Louisiana Beautiful in 2020. Their efforts to provide programs, tools and resources to help prevent litter, reduce waste, increase recycling, and protect and preserve the natural beauty of Louisiana is something our more than 500 employees who live and work in the area hold very dear.



we take a **proactive approach** to sustaining organizations that help cultivate thriving ecosystems







Biodiversity & Environmental Stewardship

Reducing Our Environmental Footprint

Key to the planning of new infrastructure projects and pipeline maintenance activities is a thorough environmental review using in-house Subject Matter Experts and third-party specialists. In this environmental review, we do the following to ensure the success of our efforts to reduce our footprint and maintain the natural integrity of the area:

- Evaluate options and adjust where possible the location, scope and timing of the development of a new project to avoid impacts to a vulnerable species or sensitive ecosystems.
- Reduce the duration, intensity, extent, and/or likelihood of impacts on the ecosystem where possible.
- Reestablish an ecosystem's composition, structure and function to a healthy state.
- Develop, as necessary, and achieve measurable conservation outcomes that can mitigate residual impacts after appropriate avoidance, minimization and restoration measures have been applied.
- Work with surface owners in a cooperative fashion to minimize and restore areas disturbed by our construction or operations.
- Provide adequate resources to implement this policy.

- Fully understand and comply with all applicable laws, rules, regulations, standards, and permit conditions intended to protect the ecosystems in which we operate, including the requirements to conduct baseline studies and impact assessments.
- Train employees on the importance of environmental protection and ecological preservation, and provide information on the species or habitat sensitivities for the location or project on which they are working.
- Engage with affected parties on ecological preservation issues pertaining to our development, construction and ongoing operations, including interests specific to affected Indigenous peoples.
- Collaborate with peers through sharing of best practices.
- Report meaningful and relevant progress in accordance with project approvals, when appropriate.























Section VII

Social Responsibility

"Life's most persistent and urgent question is, 'What are you doing for others?'"

-Martin Luther King, Jr.

Lifting up the communities in which we operate is fundamental to who we are as a Partnership. Our mission is to safely deliver the energy that makes our lives possible, while doing what we can to make a positive and lasting impact on the cities, townships, and parishes across the country in which we operate in an effort to help create social and economic opportunities for others. We do this by strategically investing in programs that make a difference in the lives of others.

It was our honor to have supported more than 175 local and national nonprofit organizations in 2020, giving more than \$7.7 million in direct support. Our corporate giving and employee volunteer efforts focus on organizations across the U.S. that provide support services in education, hunger, health, veteran and children's causes, environmental stewardship, and homelessness. Big or small, national or local, it is these organizations that bind our communities together for the advancement of all.

> **\$7.7**M+ n donations given to communities in which we operate in 2020







Social Responsibility

Respect for All People, Traditions & Cultures

We believe that creating healthy, strong communities requires a collective commitment to doing what is right. That includes respecting local cultures, supporting economic development opportunities, and engaging with those organizations that care for our communities.

We operate our business in a manner that honors and respects all people and the communities in which we do business. We believe in fostering a respectful workplace by sharing our varied backgrounds to make us a stronger, more successful organization.

We proudly support women in the energy industry, and our more than 610 women working in key positions in our operations and engineering departments help make us the Partnership we are today.

We are strong supporters of our military and are pleased to have more than 600 veterans and active service members of the U.S. military within the Energy Transfer family. We support numerous community-based programs dedicated to making life better for those who serve or have served our country, such as Carry the Load, Got Our Troops Foundation, and Helicopters for Heroes.

We also maintain easement agreements with 17 Native American Tribes across seven states totaling over **\$16 million** in 2020. We were pleased to fund a **\$10,000** scholarship to a Native American school to support educational development. We paid **\$5.35 million** to the Navajo Tribal Utility Authority in Arizona to purchase power to sustain our local operations.

Please see the chart below that breaks down the payments made in 2020.

Tribe	Amount	Note
Southern Ute	\$1,596,566.68	Half of 20-year easement renewal
Pueblo of Laguna	\$378,117.00	Compensation for annual possessory interest tax imposed by the tribe
Pueblo of Laguna	\$10,000.00	Scholarship
Fort Mojave	\$3,000.00	Temporary workspace for operations dig
Navajo	\$12,314,875.00	Annual payment for pipeline easement

Social Responsibility

Building Strong Communities

We are honored to be a part of building strong communities through the direct support of national and local organizations that provide education programs for people of all socioeconomic backgrounds, enhance access to medical care, better prepare local emergency response departments, provide veterans support programs, help expand social services, and so much more.

In 2020, we were pleased to continue our giving programs even as the COVID-19 pandemic turned our world upside down. While our employee volunteer program looked a little different, our employees demonstrated the same dedication to helping others.

- Corporate Giving
- Employee-Giving
- Foundation Giving, and
- Employee Volunteering

Our support also extends to supporting local government services such as hospitals and schools through the millions of dollars we pay annually in ad valorem and sales and use taxes.

we are able to support hundreds of communities

across the country









while our employee volunteer program looked a little different, our employees demonstrated the same dedication to helping others

Investing in Communities

Social Investment Portion of Spend

Our corporate giving efforts focus on nonprofit, 501c(3) organizations across the U.S. that suppport many of the U.N.'s Sustainable Development Goals.



Below are some of the corporate sponsorships we proudly supported in 2020:

- Adaptive Sports for Kids \$25,000
- Adaptive Training Foundation \$20,000
- American National Red Cross* \$600,000
- American Red Cross Philadelphia \$5,000
- Boys & Girls Club of Port Arthur \$25,000
- Chinquapin School \$5,000
- El Ranchito de los Niños \$10,000





- Fisher House Foundation* \$25,000
- Genesis Women's Shelter \$10,000
- Helicopters for Heroes \$5,000
- MD Anderson Children's Hospital** \$1,535,507
- Mercy Street* \$50,000
- North Dakota Community Foundation \$1,500,000
- Partnership of the Delaware Estuary* \$10,000
- Philabundance* \$250,000
- Ronald McDonald House \$20,000
- The Salvation Army** \$100,000
- The Salvation Army's Angel Tree Program \$75,000
- Texas Food Banks** \$175,000
- Texas Rangers Baseball Foundation \$200,000
- Tri-State Bird & Rescue* \$10,000
- Wreaths Across America \$5,000
- * Sponsored through the Energy Transfer/Sunoco Foundation
- ** Sponsored by Energy Transfer and the Energy Transfer/Sunoco Foundation

Additional Key Partnerships

- Donated \$75,000 to the Golden Triangle Empowerment Center (GTEC), which provides job training and placement services for overlooked and underserved communities in the Port Arthur area, to purchase new equipment to help the nonprofit organization transition their curriculum to a virtual learning environment.
- Donated \$20,000 to Got Our Troops Foundation in conjunction with the New Orleans Saints through our "Reliable Teammates" partnership to support first responders and veterans causes.
- Donated over **\$106,000** to multiple local fire departments in Pennsylvania to help provide new equipment and resources that will better serve communities.
- Supported police training for Upper Moreland, Pennsylvania's Police Department's regional K9 Explosive Team and Penn Vet Working Dog Center at Belmont Terminal in PA.
- Donated to Foundation for Appalachia Ohio's Kickball Tournament to honor first responders and veterans on Sept. 11 and raise needed funds for local fire departments.

- Our Southwest Division office donated 68 blankets and 87 pairs of socks to the Las Palmas Nursing Home in Cotulla, Texas, for Christmas.
- Energy Transfer purchased X2 MR Glasses by ThirdEye Gen for the Upper Merion Township Fire & EMS Department. They will be among the first in the country to have access to the glasses that have a thermal sensor that allows a paramedic to take a patient's temperature without ever touching them and send real-time audio and video to the hospital or other incident commanders.
- Energy Transfer coordinates closely with local first responders, school districts, townships, and counties in the areas where we operate. Your community is our community, and your safety is our top priority.



Supporting Our Communities

We also support hundreds of local communities across the 38 states in which we operate through the payment of millions of dollars in annual ad valorem, sales and fuel taxes. These taxes support local government services and provide resources for first responder organizations, hospitals, public schools, and much more.

In 2020, we paid **\$689,453,539** in ad valorem taxes and **\$123,999,226** in sales and motor fuel taxes, totaling **\$813,452,762** paid to help support local communities across the U.S.

\$813 million+ paid in taxes to help support local communities in which we operate

Social Responsibility COVID-19/Dallas Healthcare Heroes

we donated \$**50** per video submitted

We were honored to donate \$100,000 to Dallas' Parkland Foundation through the Healthcare Heroes video tribute campaign, launched to honor healthcare professionals at Parkland Hospital System, one of the largest public hospital systems in the country. The Healthcare Heroes campaign, through which we pledged to donate \$50 per video, helped fund the hospital's response to the COVID-19 pandemic and build its capacity to respond locally to any future public health emergency. We were grateful to be able to share hundreds of "gratitude videos" from across the country with the employees of Parkland's COVID-19 care unit who continue to be on the front lines helping patients battle the coronavirus, many of whom made great personal sacrifices to provide quality care to the Dallas community.



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JUNE 2020

ENERGY TRANSFER

\$100,000.⁰⁰

Parkland Foundation

One Hundred Thousand Dollars

PUBLIC HEALTH PREPAREDNESS FUND

Energy Transfer

we were grateful to be able to share hundreds of "gratitude videos" from across the country with the employees of Parkland's COVID-19 care unit



HANK YOU





















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Social Responsibility

Employees Making a Difference

In 2020, we shifted our employee volunteer program because of the COVID-19 pandemic, and thankfully our employees rose to the challenge. We were still able to make a difference in the lives of others by focusing our employee volunteer efforts on a combination of in-person activities that could be performed safely by adhering to social distancing protocols, virtual volunteer activities, and through employee donations to help those in need.

Even with the restrictions we had to navigate due to COVID-19, more than 1,000 of our employees gave more than 2,249 hours of their personal time to volunteer in their local communities, demonstrating their desire to care for those in their communities.

Here are just a few examples of the ways our employees gave back to their communities in 2020:



Operation Gratitude Halloween Candy Program

We hosted a candy drive across our partnership after Halloween to collect candy for deployed troops, veterans, and first responders through Operation Gratitude. Operation Gratitude's mission is to forge strong bonds between Americans and their Military and First Responder Heroes through volunteer service projects and acts of gratitude in communities nationwide. Energy Transfer employees in Dallas, Houston, San Antonio, Philadelphia, Pittsburgh, and Indianapolis, to name a few, participated. Candy was delivered by Energy Transfer employees to local police and fire departments, military groups, and veterans' organizations. Candy was also shipped to active military members around the world who are serving our country.



Salvation Army Angel Tree

We are long-time supporters of the Salvation Army's Angel Tree program helps families in need by providing Christmas gifts to children up to 14 years of age. In 2020, employees in eight of our office locations covering Texas, Louisiana, and Pennsylvania adopted more than 600 kids so they would have a joyous Christmas celebration with presents under the tree.



Special Olympics in Texas and Pennsylvania

Employees in Pennsylvania and Texas participated virtually this year in a number of events to support Special Olympics Pennsylvania and Special Olympics Texas. We are proud to be a corporate partner with Special Olympics and support children and adults with intellectual and physical disabilities.






1,000+ volunteers











Wreaths Across America

To remember fallen U.S. veterans and honor those who serve, more than 270 employees and their families from Texas, Pennsylvania, New Jersey, and Kentucky participated in wreath-laying ceremonies across the country. This was our second year supporting Wreaths Across America, and we were honored to lay wreaths and pay tribute to these special Americans.



ET Volunteer Firefighters

We are proud of the more than 40 Energy Transfer employees who selflessly give their time yearround as volunteer fire fighters to serve and protect the safety and welfare of those who live in their communities.



"Here's To You"

Dallas' FOX News channel featured us on its "Here's To You" segment in recognition of the holiday meal we provided for the 140 healthcare workers in Parkland Hospital's COVID unit.













Section VIII

Corporate Overview

The ethical standards of our Partnership rest on obeying the law and doing what is right. Energy Transfer employees must respect and obey the laws of the cities, states and countries in which we operate.

We believe that strict adherence to our code of conduct and ethics policies is not only the right thing to do, but it is in the best interest of the Partnership, our unitholders, our customers, and the industry in general. In all instances, our policies require that business be conducted in a lawful and ethical manner, and every employee acting on behalf of the Partnership must adhere to these policies. Employees who violate these policies will be subject to disciplinary action and/or discharge.

> our policies require that business be conducted in a lawful and ethical manner

Our People

At Energy Transfer, we realize that our dedicated, results-driven employees are our most valued asset. We go to great lengths to recruit and invest in employees who share in our core values and who bring their own unique backgrounds, experiences, and perspectives to share in our vision for excellence and growth as a Partnership.

To recruit and retain our employees, we offer competitive wages, provide learning and advancement opportunities, and foster an atmosphere where health, safety, and wellness are significant factors in how we structure our business.

Jennifer Street

Group Senior Vice President of Operations Services

Named as one of the 50 Most Powerful Women in Oil and Gas in 2020 by the National **Diversity Council**



*Excludes Canada Operations



Learning & Development

Energy Transfer offers all employees training and development opportunities that align with the company's strategic planning, values and goals. Training and development offerings are designed to provide employees with the necessary information and tools to excel in their jobs. In 2018, Energy Transfer formed a Training Network, which meets monthly, to review all areas of training and development across the company, assess goals and identify gaps. The company's training network includes training professionals across all departments that offer training and development opportunities. The information below includes training and development efforts in the following areas:

Regulatory Compliance, Management & Leadership, Technical & Operator Qualifications

- Needs Analysis: Needs assessments are completed annually within each training area.
- Individual Training Plans: Required trainings are assigned based on management, compliance, regulations, and job responsibilities.
- Training Targets: The annual training targets are based on business needs.
- Training Evaluations and Follow-up: Training evaluations and/or knowledge assessments are included in all trainings, with follow-up on an as-needed basis.

Employees have access to webinars that expand their knowledge of our business, train for interpersonal development, and the ongoing development of business skills. Energy Transfer also offers a series of leadership development courses designed to educate supervisors on how to lead and motivate employees, along with how to effectively engage in performance and development conversations with direct reports.

Emerging Leaders

Energy Transfer's Emerging Leaders Program is a development program for selected individual contributor employees to teach employee's management skills and expand knowledge of the business. 62% of Emerging Leaders graduates have been promoted into a supervisory role to date.

Energy Transfer/SMU Executive Leadership Development Program

Our Executive Leadership Development Program, developed in partnership with SMU's Cox School of Business, is designed to provide an advanced, high quality learning experience for our senior executives to develop the following areas of leadership:

- Leveraging Trust & Influence for Results
- Leading Effectively & Understanding Organizational Change
- The Impact of Culture
- Strategic Thinking for the Entrepreneurial Mindset

we recruit and retain top talent







Risk Management

Energy Transfer's management team oversees our enterprise risk management program to identify, evaluate and manage risk exposure across the Partnership. Our risk management policies and procedures are instituted at every level by managers and above and are monitored and reviewed for effectiveness through an audit assessment, the results of which are reported to executive management.

A Compliance Risk Assessment is conducted every two years (and more frequently if necessary, based upon changes to the business environment) by the Office of Ethics and Compliance, which reports to Energy Transfer's Legal Department. The Internal Audit Group prepares an annual audit plan (identifying areas of risk and potential for review) and conducts audits on the effectiveness of policies on a periodic basis. These results are communicated to the executive management team and to the Board of Directors Audit Committee.

Cybersecurity

Energy Transfer proactively protects the organization's property, mission, customers, employees, and the public through a robust cybersecurity program. We maintain a shared services security program modeled after the NIST Cybersecurity Framework and headed by the Information Security Management Office. Using a defense-in-depth approach, multiple layers of technology, policies, and training are employed at all levels of the enterprise to keep the company's IT and SCADA assets secure. Continuous employee training, strong identity and access management, supply-chain security assessments, endpoint protection, network segmentation, event monitoring, and a Security Operations Center work together to ensure the confidentiality, integrity, and availability of systems. Partnerships with law enforcement, government agencies, and our peers are leveraged to deliver on our commitment to cybersecurity. Our security program is vetted through third-party audits, assessments, and penetration tests to validate its effectiveness and compliance with legal and regulatory requirements.

Additionally, we adhere to industry cybersecurity standards and conduct ongoing evaluations of the cybersecurity threat landscape and have done so for years.

Compliance Training

We require annual electronic training through our Career Development Management System (CDMS) to all employees on the Code of Business Conduct and Ethics, FCPA/Anti-Corruption, FERC Standards of Conduct, Conflicts of Interest, Gifts, Insider Trading and Sexual Harassment.

The Compliance Training department keeps open lines of communication with the Office of Ethics and Compliance (OEC), Legal, Human Resources (HR) and other various departments in determining and adjusting the training materials. While the training courses include scenarios, the OEC reviews gift, conflict of interest, due diligence and helpline activity and provides feedback to the Compliance Training department on any changes that should be made to reflect the results of recent compliance incidents.

Each training course provides the participant with the contact information of applicable departments if they need guidance or have any questions or concerns.

Suppliers

As of December 16, 2020, additional language was added to our procurement-related contracts (and many of our services agreement) that requires suppliers to sign off on the Code of Business Conduct and Ethics. As of January 5, 2021, existing suppliers must sign the contract Code of Business Conduct and Ethics Acknowledgement Form.

Ethics Helpline

The company has an anonymous and confidential third-party administered helpline, EthicsPoint, that is available 24 hours a day/7 days a week for employees to report instances of possible non-compliance. The Chief Compliance Officer, the Office of Ethics and Compliance, Human Resources and the Internal Audit Group are copied on all complaints, and each is investigated and resolved promptly to completion.

Non-Retaliation

Our Code of Business Conduct and Ethics is clear that retaliation will not be tolerated for anyone raising a possible compliance issue in good faith. The Company does not allow any form of retaliation based upon the use of the helpline or reporting of any violations of the law or company policies.











Government Relations

Our Government Affairs team engages, develops, and maintains relationships with county, state and federal officials in order to share information about proposed and existing company projects, provide feedback on proposed legislation, and discuss broader industry and economic issues. They provide counsel to all levels of Energy Transfer's organization and support other departments, including Legal, Compliance, and Public Relations, with stakeholder and regulatory engagement, media relations, and employee communications activities.

Investor Relations

Our Investor Relations team serves as the bridge between our management team and our key stakeholders. They are an essential part of educating key stakeholders on who Energy Transfer is, what we stand for and where our strategic focus lies. The Investor Relations team works to maintain an open dialogue and build strong relationships with all of our current and potential investors by providing transparent and timely company updates. Resources include press releases, quarterly earnings calls and regularly posting investor presentations and SEC filings to our corporate website. In addition, throughout 2020 our investor relations and executive management teams engaged in numerous investor conferences, meetings and phone calls to discuss Energy Transfer's goals and key milestones, growth outlook, ESG initiatives, and other current events.



Employee Support

Energy Transfer has policies which provide for, with appropriate management approval, work from home, part-time employment, and flexible work schedules, including flextime between the hours of 6 a.m. and 7 p.m. and, at some locations, compressed work schedules. These policies are included in the Partnership's Employee Handbook and Collective Bargaining Agreements.

The Partnership offers a Flexible Spending Account for Dependent care. The program is offered to 100% of our eligible employees. All employees are eligible for the Employee Assistance Program that provides help in finding childcare and elder care resources in the employee's community as well as counseling services that can help with family and parenting problems. Additionally, lactation rooms are available at many of our offices.

In addition to the Family Medical Leave Act, the Company provides Short-Term Leave and Long-Term Disability for employee's own injury or illness and paid sick time and personal leave options for reasons not covered under FMLA or Short-Term Leave, such as reasonable dependent care leave or other personal reasons.





Union Relations

Energy Transfer respects the right of its employees to choose whether to be represented by a union. Approximately 1,074 of Energy Transfer's employees in the U.S. are represented by unions. Additionally, Energy Transfer has a long-standing collective bargaining agreement (CBA). Generally consistent with industry standards, our CBAs are subject to renegotiations after terms of three or four years. After each negotiation, an updated CBA is provided by the Partnership to all represented employees and their management. In addition, the Partnership will train management on any changes so they understand the rights of the employees under the CBA, and often, at the union's request, will assist the union with the materials for training the represented employees on the CBA. Each of Energy Transfer's CBAs has a non-discrimination clause that specifically explains and protects each represented employee's right to join and assist the union, free of discrimination or intimidation. All CBAs have multi-step grievance procedures which allow a represented employee and the union to raise grievances to various level of management and, if needed, seek resolution through a decision by a neutral arbitrator.

Energy Transfer has a well-established history of positive, cooperative business relationships with the unions representing our employees. We seek to build and strengthen our relationship with labor leadership through two-way open and honest communication that promotes a greater understanding of Partnership and employees' needs and fosters opportunities for growth for both. we have a well-established history of positive, cooperative business relationships with the unions representing our employees we promote equal employment and equal opportunity through various measures





Corporate Overview

Equal Opportunity & Non-Discrimination

From our founding in 1996 to the present, regardless of whether our number of employees was 20 or now more than 10,000, Energy Transfer has had a steadfast, unwavering commitment to equal employment and non-discrimination. Energy Transfer's Equal Employment Opportunity and Anti-Discrimination, Anti-Harassment, Non-Retaliation and Disability Accommodation Policies are set forth in our Employee Handbook as our Governing Principles of Employment ("EEO Policies"). These EEO Policies prohibit any discrimination, harassment and/or retaliation based on race, color, religion, sex, national origin, age, disability, pregnancy, veteran status, citizenship status, or any other characteristic protected by law. Each of these EEO Policies clearly provide employees with multiple avenues to report any violations of the policies, including to the employee's Human Resources representative, any manager, the EVP and CHRO or to a confidential helpline. Reports can be made anonymously, and the Partnership commits in these policies to promptly investigate any reports of violations and, where it determines that a violation of policy has occurred, to take appropriate corrective and/or preventative actions. Employees are informed of and acknowledge their understanding of these policies from the inception of their employment. In addition, to ensure its locations have all required employment law posters, the Partnership engages a third-party service which monitors and provides the Partnership with all postings required by applicable federal, state and local law.

The Partnership promotes equal employment and equal opportunity through various measures, including but not limited to our Equal Employment Opportunity and Anti-Discrimination Policy, which provides for multiple avenues to report and have grievances addressed, the leadership and developmental trainings offered through our Learning and Development Organization, including our Inclusive Leadership training (required for all managers and above), and our affirmative action programs which cover all U.S. employees of Energy Transfer and promote equal opportunity through our analysis, reporting, and monitoring of the Partnership's employment selection processes and other personnel activities and development of placement goals and action-oriented programs to remove impediments and enhance equal employment opportunities for women, minorities, individuals with disabilities and protected veterans. With respect to our selection processes, the Partnership posts all jobs with Circa, a company that partners with over 21,000 outreach partners which include veterans, women and minorities. We also support gender pay equality.

HARA

Staffing Philosophy

A cornerstone of Energy Transfer's staffing philosophy is a commitment to maintaining an efficient and lean organization. This commitment is fueled by our belief that protecting the job security of our employees through economic downturns and reorganizations is fundamental to retaining our employees and treating them as our most valued resource.

Throughout the Partnership, a strict job requisition approval policy, which requires multiple levels of management review including executive-level reviews, ensures appropriate workforce planning and avoids or minimizes redundancies.

When changing and, at times, unforeseeable business circumstances result in the unavoidable need to reorganize and reduce the workforce, all such reorganizations and reductions are carefully reviewed by and coordinated through the Human Resources department. In addition, where possible, measures are taken by management and Human Resources to redeploy affected employees into appropriate open Partnership jobs. Energy Transfer offers job placement services and severance plans, which provide severance payments and continuation of health care benefits to help mitigate the consequences of employment loss for affected employees.

As part of our core values of doing the right thing and valuing our people, Energy Transfer always strives to avoid or minimize involuntary workforce reductions. While the business circumstances and exigencies involved in each restructure differ, Energy Transfer has routinely used measures such as reducing the workforce through attrition, hiring freezes, elimination of overtime, reduction of scheduled work hours, internal redeployment, and reduction of contractors to avoid or minimize the impact to our workforce.





we are committed to our employees and treat them as our most valued resource

Section IX Industry Affiliations

Energy Transfer collaborates with national and state trade and professional associations that represent and support the oil and gas industry. We share information, participate in legislative and regulatory advocacy, promote pipeline research and technology advancements, and seek to foster a common alliance in navigating and sustaining the future of the industry.

We maintain associations with the following organizations:

Arizona Tax Research Association • Association of Oil Pipelines • Center for LNG • Common Ground Alliance • Consumer Energy Alliance/PFAA • Energy Equipment and Infrastructure Alliance • Energy Infrastructure Council • Florida Energy Pipeline Association • Gas Processors Association • Greater North Dakota Chamber of Commerce • International Liquid Terminals Association • INGAA Foundation • Iowa Association of Business and Industry • intelligent Pipeline Integrity Program (iPIPE) • Louisiana Association of Business & Industry • Louisiana Gas Association • Louisiana Midcontinent Oil and Gas • Mariner's Advisory Committee • Michigan Chamber of Commerce • Michigan Oil & Gas Association • National Association of Manufacturers • National Petroleum Council • New Mexico Oil & Gas Association • North American Energy Standards Board • North Dakota Petroleum Council • Pipeline Research Council International (PRCI) • Ohio Oil and Gas Association • Petroleum Alliance of Oklahoma • South Dakota Chamber of Commerce • Southern Gas Association • Texas Association of Manufacturers • Texas Civil Justice League • Texas Energy Coalition • Texas Gas Association • Texas Oil and Gas Association • Texas Pipeline Association • Texas Taxpayers & Research Association • U.S. Chamber of Commerce • West Virginia Oil & Natural Gas Association







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- EM-MD-540a.4	94

GRI Content Index

GRI Standard	Disclosures	Description	Location or Direct Answer
GRI 102: General Disclosures 2016			
	Organization p	rofile	
	102-1	Name of the organization	Energy Transfer LP
	102-2	Activities, brands, products, and services	<u>2020 Annual Report on Form 10-K, Item 1.</u> Business, Segment Overview, pages 3-7 page 8
	102-3	Location of headquarters	8111 Westchester Drive, Suite 600, Dallas, Texas 75225
	102-4	Location of operations	Page 7
	102-5	Ownership and legal form	2020 Annual Report on Form 10-K, Item 1. Business, Overview, pages 1-2
	102-6	Markets served	2020 Annual Report on Form 10-K, Item 1. Business, pages 1-20
GBI 1021	102-7	Scale of the organization	 2020 Annual Report on Form 10-K, Item 1. Business, Human Capital Management, page 33 Page 8 2020 Annual Report on Form 10-K, Item 6. Selected Financial Data, page 77 2020 Annual Report on Form 10-K, Item 7. Management's Discussion and Analysis of Financial Condition and Results of Operations, Segment Operating Results, pages 86-93
General Disclosures	102-8	Information on employees	2020 Annual Report on Form 10-K, Item 1. Business, Human Capital Management, page 33
2010	102-9	Supply chain	Page 14
	102-10	Significant changes to the organization and its supply chain	Pages 9-13
	102-11	Precautionary Principle or approach	Inside front cover
	102-12	External initiatives	 Pages 3-6 Page 16 Page 19 Page 23 Page 48 Pages 53-56 Pages 60-68
	102-13	Membership of associations	Pages 79-80
	Strategy		
	102-14	Statement from senior decision-maker	Inside front cover
	102-15	Key impacts, risks, and opportunities	2020 Annual Report on Form 10-K, Item 1A. Risk Factors, pages 35-73

	Ethics and inte	egrity	
	102-16	Values, principles, standards, and norms of behavior	 Energy Transfer website, Governance & Policies, Code of Business Conduct and Ethics Energy Transfer website, About, We Believe in Doing What's Right Energy Transfer website, Safety Culture, Our Safety Values Energy Transfer website, Corporate Responsibility, Respecting All People and All Cultures Energy Transfer website, Corporate Responsibility, Our Values and Principles
	102-17	Mechanisms for advice and concerns about ethics	Energy Transfer EthicsPoint Confidential Hotline
	Governance		
	102-18	Governance structure	2020 Annual Report on Form 10-K, Item 10. Directors, Executive Officers and Corporate Governance, pages 128-134
	102-19	Delegating authority	2020 Annual Benort on Form 10-K. Item 10.
GRI 102: General Disclosures 2016	102-20	Executive-level responsibility for economic, environmental, and social topics	Directors, Executive Officers and Corporate Governance, pages 128-134
	102-21	Consulting stakeholders on economic, environmental, and social topics	2020 Annual Report on Form 10-K, Item 10. Directors, Executive Officers and Corporate Governance, Meetings of Non-management Directors and Communications with Directors, page 130
	102-22	Composition of the highest governance body and its committees	 Energy Transfer website, Governance & Policies, Board of Directors 2020 Annual Report on Form 10-K, Item 10. Directors, Executive Officers and Corporate Governance, pages 128-134
	102-23	Chair of the highest governance body	2020 Annual Report on Form 10-K, Item 10. Directors, Executive Officers and Corporate Governance, Directors and Executive Officers of Our General Partner, page 130
	102-24	Nominating and selecting the highest governance body	 2020 Annual Report on Form 10-K, Item 10. Directors, Executive Officers and Corporate Governance, Board of Directors, page 128 Energy Transfer website, Governance & Policies, ET Corporate Governance Guidelines, II. Director Qualifications, pages 1-2
	102-25	Conflicts of interest	 2020 Annual Report on Form 10-K, Item 10. Directors, Executive Officers and Corporate Governance, Conflicts Committee, pages 129 Energy Transfer website, Governance & policies, ET Audit Committee Charter, page 7, paragraph 26 Energy Transfer website, Governance & Policies, Code of Business Conduct and Ethics, Conflict of Interest, page 5 Energy Transfer website, Governance & policies, ET Ethics for Senior Financial Officers, page 1, paragraph 1

	102-26	Role of highest governance body in setting purpose, values, and strategy	Energy Transfer website, Governance & Policies, ET Corporate Governance Guidelines, III. Director Responsibilities, E. Meeting Agendas, page 3
	102-27	Collective knowledge of the highest governance body	Energy Transfer website, Governance & Policies, ET Corporate Governance Guidelines, VII. Director Orientation and Continuing Education, page 5
	102-28	Evaluating the highest governance body's performance	Energy Transfer website, Governance & Policies, ET Corporate Governance Guidelines, IX. Annual Review, page 5
	102-29	Identifying and managing economic, environmental, and social impacts	• <u>2020 Annual Report on Form 10-K, Item 10.</u> <u>Directors, Executive Officers and Corporate</u> <u>Governance, Risk Oversight, page 128</u>
	102-30	Effectiveness of risk management processes	<u>Energy Transfer website, Governance & Policies,</u> <u>ET Audit Committee Charter, page 7, paragraph</u> <u>24</u>
	102-31	Review of economic, environmental, and social topics	2020 Annual Report on Form 10-K, Item 10. Directors, Executive Officers and Corporate Governance, Risk Oversight, page 128
GRI 102: General Disclosures 2016	102-33	Communicating critical concerns	2020 Annual Report on Form 10-K, Item 10. Directors, Executive Officers and Corporate Governance, Meetings of Non-management Directors and Communications with Directors, page 130
	102-35	Remuneration policies	 Energy Transfer website, Governance & Policies, ET Corporate Governance Guidelines, VI. Director Compensation, pages 4-5 Energy Transfer website, Governance & Policies, ET Compensation Committee Charter 2020 Annual Report on Form 10-K, Item 11. Executive Compensation, pages 135-149 2020 Annual Report on Form 10-K, Item 10. Directors, Executive Officers and Corporate Governance, Compensation and Nominating/ Corporate Governance Committee, pages 129- 130
	102-36	Process for determining remuneration	<u>2020 Annual Report on Form 10-K, Item 11.</u> <u>Executive Compensation, pages 135-149</u> <u>Energy Transfer website, Governance & Policies,</u> <u>ET Compensation Committee Charter</u>
	102-38	Annual total compensation ratio	2020 Annual Report on Form 10-K, Item 11. Executive Compensation, CEO Pay Ratio, pages 148-149
	Stakeholder e	ngagement	
	102-40	List of stakeholder groups	Page 17
	102-41	Collective bargaining agreements	2020 Annual Report on Form 10-K, Item 1A. Risk Factors, page 42, third italicized paragraph
	102-42	Identifying and selecting stakeholders	Page 17
	102-43	Approach to stakeholder engagement	 <u>Energy Transfer website, Corporate</u> <u>Responsibility, Stakeholder Engagement Policy.</u> <u>Pages 15-20</u>

	Reporting prac	tice	
	102-45	Entities included in the consolidated financial statements	2020 Annual Report on Form 10-K, Item 15. Exhibits and Financial Statement Schedules, Exhibit Number 21.1: List of Subsidiaries, hyperlink available on page 157
	102-46	Defined report content and topic Boundaries	Table of Contents
	102-47	List of material topics	
	102-48	Restatements of information	Not applicable.
GRI 102: General	102-49	Changes in reporting	The 2020 Corporate Responsibility Report was expanded.
Disclosures	102-50	Reporting period	January 1, 2020 through December 31, 2020
2010	102-51	Date of most recent report	October 29, 2020
	102-52	Reporting cycle	Annual
	102-53	Contact point for questions regarding the report	inquiries@energytransfer.com
	102-54	Claims of reporting in accordance with the GRI Standards	This index has been prepared with reference to the GRI Standards.
	102-55	GRI content index	This document represents the content index.
	102-56	External assurance	No external assurances sought for the report.
Economic Topics	5		
GRI 201: Econon	nic Performance	2016	
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GRI 103:	103-1	Explanation of the material topic and its Boundary	
Approach 2016	103-2	The management approach and its components	2020 Annual Report on Form 10-K
	103-3	Evaluation of the management approach	
	Topic-specific	disclosures	
			<u>2020 Annual Report on Form 10-K, Notes</u> for Consolidated Financial Statements, 17.

GRI 201: Economic Performance 2016			<u>2020 Annual Report on Form 10-K, Notes</u> for Consolidated Financial Statements, 17. <u>Reportable Segments, pages F - 80 through F -</u> <u>83</u>
	201-1	Direct economic value generated and distributed	 <u>2020 Annual Report on Form 10-K, Notes for</u> <u>Consolidated Financial Statements, 6. Debt</u> <u>Obligations, pages F - 33 through F - 35</u> <u>2020 Annual Report on Form 10-K, Notes for</u> <u>Consolidated Financial Statements, 8. Equity,</u> pages F - 40 through F - 47
			2020 Annual Report on Form 10-K, Notes for Consolidated Financial Statements, 3. Acquisitions, Divestitures and Related Transactions, page F - 26
			2020 Annual Report on Form 10-K, Notes for <u>Consolidated Financial Statements, 10. Income</u> <u>Taxes, page F - 50</u>

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GRI 201: Economic Performance 2016	201-2	Financial implications and other risks and opportunities due to climate change	 <u>2020 Annual Report on Form 10-K, Item 1.</u> <u>Business, Climate Change, pages 31-32.</u> <u>2020 Annual Report on Form 10-K, Item 1A. Risk</u> <u>Factors, Pages 58-59</u>
	201-3	Defined benefit plan obligations and other retirement plans	2020 Annual Report on Form 10-K, Item 8. Financial Statements and Supplementary Data, Notes to Consolidated Financial Statements, 15. Retirement Benefits, pages F - 74 through F - 78
	201-4	Financial assistance received from government	2020 Annual Report on Form 10-K, Item 8. Financial Statements and Supplementary Data, Notes to Consolidated Financial Statements, 10. Income Taxes, page F - 51
GRI 203: Indirect	t Economic Impa	cts 2016	
	Management a	pproach disclosures	
GRI 103:	103-1	Explanation of the material topic and its Boundary	
Management Approach 2016	103-2	The management approach and its components	Energy Transfer website, Community Investment Pages 58-68
	103-3	Evaluation of the management approach	
	Topic-specific	disclosures	
GRI 203: Indirect Economic Impacts 2016	203-1	Infrastructure investments and services supported	Pages 3-6 Pages 9-13 Energy Transfer website, Community Investment
	203-2	Significant indirect economic impacts	Page 63
GRI 204: Procure	ement Practices	2016	
	Management a	pproach disclosures	
GRI 103:	103-1	Explanation of the material topic and its Boundary	
Management Approach 2016	103-2	The management approach and its components	<u>Energy Transfer website, Corporate</u> <u>Responsibility, Buy American</u>
	103-3	Evaluation of the management approach	• <u>Page 74</u>
GRI 205: Anti-Co	orruption 2016		
	Management a	pproach disclosures	
GRI 103:	103-1	Explanation of the material topic and its Boundary	• Energy Transfer website, Governance & Policies,
Management Approach 2016	103-2	The management approach and its components	Anti-Bribery & Corruption Policy Energy Transfer website, Governance & Policies, Code of Business Conduct and Ethics
	103-3	Evaluation of the management approach	Pages 73-74
	Topic-specific	disclosures	
GRI 205: Anti-corruption 2016	205-2	Communication and training about anti-corruption policies and procedures	 Energy Transfer website, Governance & Policies, Anti-Bribery & Corruption Policy, Training, page 6 Energy Transfer website, Governance & Policies, Code of Business Conduct and Ethics, Compliance Procedures, page 13 Page 74

GRI 206: Anti-Competitive Behavior 2016			
	Management	approach disclosures	
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	
	103-2	The management approach and its components	Energy Transfer website, Governance & Policies, Code of Business Conduct and Ethics, Antitrust, page 8
	103-3	Evaluation of the management approach	
GRI 207: Tax 201	9		
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Management Approach 2016	103-2	The management approach and its components	<u>2020 Annual Report on Form 10-K</u> <u>Energy Transfer website, Governance & Policies,</u> Code of Business Conduct and Ethics
	103-3	Evaluation of the management approach	Code of Dusiness Conduct and Ethics
GRI 207: Tax 2019	207-1	Approach to tax	 2020 Annual Report on Form 10-K, Notes for Consolidated Financial Statements, 2. Significant Accounting Polices and Balance Sheet Detail, Incomes Taxes, Page F - 25 Energy Transfer website, Governance & Policies, ET Audit Committee Charter, paragraph 25 Energy Transfer website, Governance & Policies, Code of Business Conduct and Ethics, Tax Evasion, page 11
	207-2	Tax governance, control, and risk management	 2020 Annual Report on Form 10-K, Item 1A. Risk Factors, pages 35-73 Energy Transfer website, Governance & Policies, Code of Business Conduct and Ethics, Tax Evasion, page 11 Energy Transfer website, Governance & Policies, Code of Business Conduct and Ethics, Ethical Behavior, page 9 Energy Transfer website, Governance & Policies, Code of Business Conduct and Ethics, Reporting Suspected Violations of This Code, pages 12-13 Energy Transfer website, Governance & Policies, Code of Business Conduct and Ethics, Code of Business Conduct and Ethics, Code of Business Conduct and Ethics, Compliance Procedures page 13
	207-3	Stakeholder engagement and management of concerns related to tax	Energy Transfer website, Governance & Policies 2020 Annual Report on Form 10-K, Item 10. Directors, Executive Officers and Corporate Governance, Meetings of Non-management Directors and Communications with Directors, page 130

GRI 207: Tax 2019	207-4	Country-by-country reporting	 <u>2020 Annual Report on Form 10-K, Notes for</u> <u>Consolidated Financial Statements, 12. Revenue,</u> <u>pages F - 59 through F - 66</u> <u>2020 Annual Report on Form 10-K, Item 1.</u> <u>Business, Human Capital Management, page 33</u> <u>2020 Annual Report on Form 10-K, Notes</u> <u>for Consolidated Financial Statements, 17.</u> <u>Reportable Segments, pages F - 79 through F -</u> <u>83</u> <u>2020 Annual Report on Form 10-K, Notes for</u> <u>Consolidated Financial Statements, 2. Estimates,</u> <u>Significant Accounting Polices and Balance</u> <u>Sheet Detail, Property, Plant and Equipment,</u> <u>pages F - 17 through F - 18</u> <u>2020 Annual Report on Form 10-K, Notes for</u> <u>Consolidated Financial Statements, 10. Income</u> <u>Taxes, pages F - 49 through F - 52</u>
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	103-3	Evaluation of the management approach	Alternative Energy Group
GRI 303: Water and Effluents 2018			
	Management a	pproach disclosures	
GRI 103:	103-1	Explanation of the material topic and its Boundary	
Approach 2016	103-2	The management approach and its components	Page 47
	103-3	Evaluation of the management approach	
GRI 304: Biodive	ersity 2016		
	Management a	pproach disclosures	
GRI 103: Managamant	103-1	Explanation of the material topic and its Boundary	
Approach 2016	103-2	The management approach and its components	
	103-3	Evaluation of the management approach	
GRI 304:	Topic-specific	disclosures	
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GRI 305: Emissions 2016			
	Management a	pproach disclosures	
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	
	103-2	The management approach and its components	• <u>Pages 40-46</u> • <u>Energy Transfer website, Emissions & Innovation</u>
	103-3	Evaluation of the management approach	
	Topic-specific	disclosures	
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	Energy Transfer website, ESG Data, Midstream ESG Reporting
	305-5	Reduction of GHG emissions	
GRI 307: Environ	mental Complia	nce 2016	
	Management a	pproach disclosures	
GRI 103:	103-1	Explanation of the material topic and its Boundary	Energy Transfer website, Safety & Environment, Award-Winning Performance
Approach 2016	103-2	The management approach and its components	 <u>Energy Transfer website, Safety Culture,</u> <u>Regulatory Standards</u>
	103-3	Evaluation of the management approach	• <u>Pages 22-30</u> • <u>Pages 38-39</u>
	Topic-specific	disclosures	
GRI 307: Environmental Compliance 2016	307-1	Non-compliance with environmental laws and regulations	 2020 Annual Report on Form 10-K, Item 3. Legal Proceedings, pages 73-75 2020 Annual Report on Form 10-K, Notes to Consolidated Financial Statements, 11. Regulatory Matters, Commitments, Contingencies and Environmental Liabilities, Litigation and Contingencies, pages F - 53 to F - 59
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	Management a	pproach disclosures	
GRI 103:	103-1	Explanation of the material topic and its Boundary	• <u>Page 71</u>
Management Approach 2016	103-2	The management approach and its components	• <u>Page 76</u> • <u>Page 78</u>
	103-3	Evaluation of the management approach	<u>Energy Transfer Benefits website</u>
	Topic-specific	disclosures	
GRI 401: Employment 2016	401-2	Benefits provided to full- time employees that are not provided to temporary or part-time employees	<u>Energy Transfer Benefits website, Benefits Guide,</u> Benefits eligibility, page 3

GRI 402: Labor/Management Relations 2016			
	Management a	approach disclosures	
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	
	103-2	The management approach and its components	Page 78
	103-3	Evaluation of the management approach	
GRI 403: Occupa	ational Health an	d Safety 2018	
	Management a	approach disclosures	
GRI 103:	103-1	Explanation of the material topic and its Boundary	• Pages 21-36
Management Approach 2016	103-2	The management approach and its components	Energy Transfer website, Safety Culture Energy Transfer website, Safety & Environment,
	103-3	Evaluation of the management approach	Award-Winning Performance
	403-1	Occupational health and safety management system	
	403-2	Hazard identification, risk assessment, and incident investigation	Pages 23-33
	403-3	Occupational health services	
GRI 403: Occupational Health and Safety 2018	403-4	Worker participation, consultation, and communication on occupational health and safety	Page 33
	403-5	Worker training on occupational health and safety	Page 24 Energy Transfer website, Safety & Environment, Award-Winning Performance, page 2
	403-6	Promotion of worker health	 Page 76 Energy Transfer Benefits website, Benefits Guide Energy Transfer Benefits website, Benefits Guide, Supplemental Benefits, Employee Assistance Program (EAP), page 26
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Pages 23-34
	Topic-specific	disclosures	
	403-9	Work-related injuries	Page 34
GRI 404: Trainin	g and Education	2016	
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GRI 103:	103-1	Explanation of the material topic and its Boundary	• Pages 23-25
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GRI 405: Diversi	ty and Equal Opp	portunity 2016				
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Approach 2016	103-2	The management approach and its components	• <u>Page 71</u> • <u>Page 77</u>			
	103-3	Evaluation of the management approach				
GBI 405:	Topic-specific	disclosures				
Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	 <u>2020 Annual Report on Form 10-K, Item 10.</u> <u>Directors, Executive Officers and Corporate</u> <u>Governance, Directors and Executive Officers of</u> <u>Our General Partner, page 130</u> <u>Page 71</u> 			
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GRI 103:	103-1	Explanation of the material topic and its Boundary				
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	103-3	Evaluation of the management approach				
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	Management a	approach disclosures				
GRI 103:	103-1	Explanation of the material topic and its Boundary				
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	103-3	Evaluation of the management approach				
GRI 409: Forced or Compulsory Labor						
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GRI 103:	103-1	Explanation of the material topic and its Boundary				
Approach 2016	103-2	The management approach and its components	Energy Transfer website, Governance & Policies, Anti-Bribery & Corruption Policy, page 6			
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	103-3	Evaluation of the management approach		

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GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	- Pages 15, 20	
	103-2	The management approach and its components	Pages 60-68 Factor Trace for we have:	
	103-3	Evaluation of the management approach	• Energy Transfer website, Community Investment	

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Manad	lement ar	nroach (disclosures
manag	cincin up		

GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary		
	103-2	The management approach and its components	Page 74	
	103-3	Evaluation of the management approach		

GRI 415: Public Policy 2016

	Management approach disclosures			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	• <u>Page 75</u>	
	103-2	The management approach and its components	Energy Transfer website, Governance & Policies, Code of Business Conduct and Ethics, Political	
	103-3	Evaluation of the management approach	Contributions, pages 11-12	

GRI 418: Customer Privacy 2016

GRI 103: Management Approach 2016	Management approach disclosures			
	103-1	Explanation of the material topic and its Boundary		
	103-2	The management approach and its components	Page 73	
	103-3	Evaluation of the management approach		

SASB Content Index

SASB Topic	SASB Code	Accounting Metric	Disclosure Level	Location or Direct Answer
Greenhouse Gas Emissions	EM-MD-110a.1	Gross global Scope 1 emissions, percentage methane, percentage covered under emissions-limiting regulations	Partially disclosed.	<u>Energy Transfer website,</u> <u>ESG Data, Midstream ESG</u> <u>Reporting</u>
	EM-MD-110a.2	Discussion of long- term and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	Partially disclosed.	Pages 40-46 Energy Transfer website, Emissions & Innovation
Ecological Impacts	EM-MD-160a.1	Description of environmental management policies and practices for active operations	Partially disclosed.	 Pages 52-57 Energy Transfer website, Conservation Pages 23-30 Energy Transfer website, Safety Culture, Regulatory Standards Energy Transfer website, Fact Sheets & Brochures
	EM-MD-160a.4	Number and aggregate volume of hydrocarbon spills, volume in Arctic, volume in Unusually Sensitive Areas (USAs), and volume recovered	Partially disclosed.	<u>Page 28</u>
Operational Safety, Emergency Preparedness & Response	EM-MD-540a.4	Discussion of management systems used to integrate a culture of safety and emergency preparedness throughout the value chain and throughout project lifecycles	Partially disclosed.	 Pages 19-20 Energy Transfer website, Public Awareness Pages 23-30 Pages 32-36 Energy Transfer website, Safety Culture Energy Transfer website, Fact Sheets & Brochures



Corporate Responsibility Report

2020

