

■ Section II

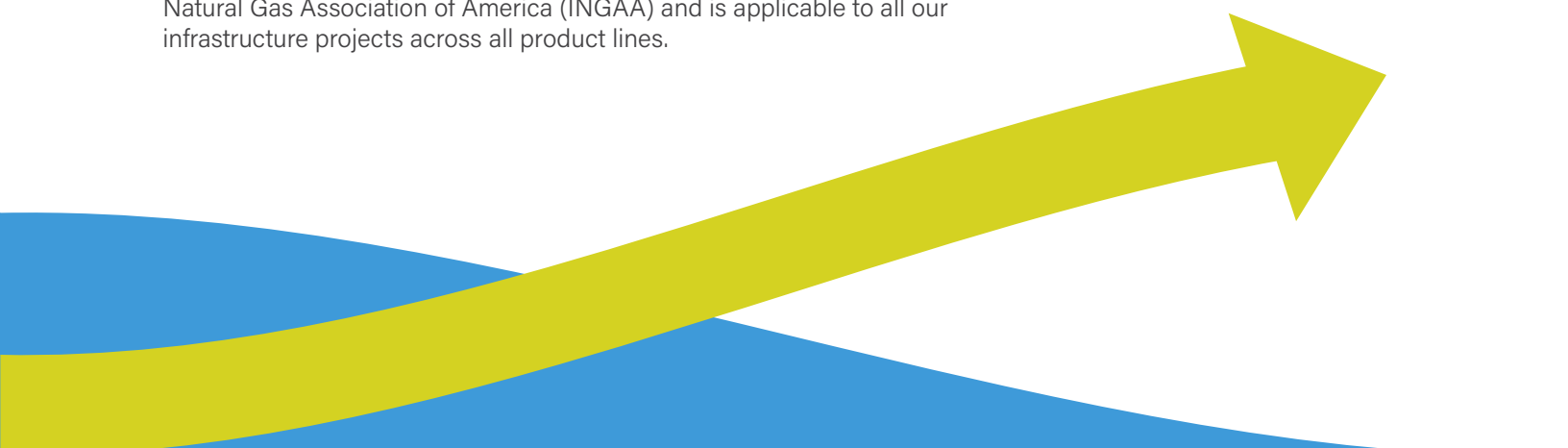
Stakeholder Responsibility

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.

■ 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



■ Stakeholder Responsibility

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-to-day 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

40 full-time
employees

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

\$7.7million+
in donations to communities
in 2020

■ Stakeholder Responsibility

Emergency Preparedness



536
meetings

of which 182 were virtual

19,155
attendees

Attendance by Stakeholders:

Emergency Responders: **7,299**

Excavators: **8,831**

Public Officials: **3,025**

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 pipeline-related 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**

Emergency Responders: **31,636**

Excavators: **361,040**

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