



PERSONAL SAFETY: SAFETY STRONG

Our commitment to safety is at the forefront of everything we do.

Energy Transfer’s “safety strong” 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 continuous 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 improve our safety performance for 2021.

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 always followed by employees and contractors. 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 TRAINING

In 2021, we reached a 93 percent level of the Federal Motor Carrier Safety Administration's documentation requirements, up from 90 percent in 2019. Some areas achieved a level of 100 percent, including the Eastern Division, DAPL North and South Dakota, Montello, Akron and the South Division. Our driver safety training program focuses on compliance with these regulations and provides monthly measurement tracking for management.

LIFE SAVERS PROGRAM

The successful Life Savers Program was created in 2019 and continued throughout 2021. It serves as an important way to keep focus on critical safe work practices.

DRIVER INTERVENTION PROGRAM

Implemented in 2021, the Driver Intervention Program monitors employees' driving habits and helps prevent vehicle incidents. There are three elements to the Driver Intervention Program:



Rank drivers by risk and identify drivers with driving behaviors that put them at a higher risk



Coach drivers to modify their driving habits to reduce risk



Monitor drivers to verify improved driving habits

SAFETY ENGAGEMENTS

We were excited to fully roll out “Engagements”—our proprietary mobile application that provides a communication platform to simply track interactions to verify expectations for safety.

Employees at all levels document interactions—or “engagements”—with other employees and/or contractors to validate and track safety oversight. The Engagements can be during routine work, projects, or everyday tasks. In 2021, 2,591 safety engagements and quality job reviews were completed by our employees. Engagements are a leading indicator that show how engaged we are in our safety process. It also provides us with trending data on our safety metrics, identifies opportunities for improvement and provides a mechanism for feedback. Engagements help document and verify that: Standards are Understood, Standards are Maintained, and Individuals are Accountable.

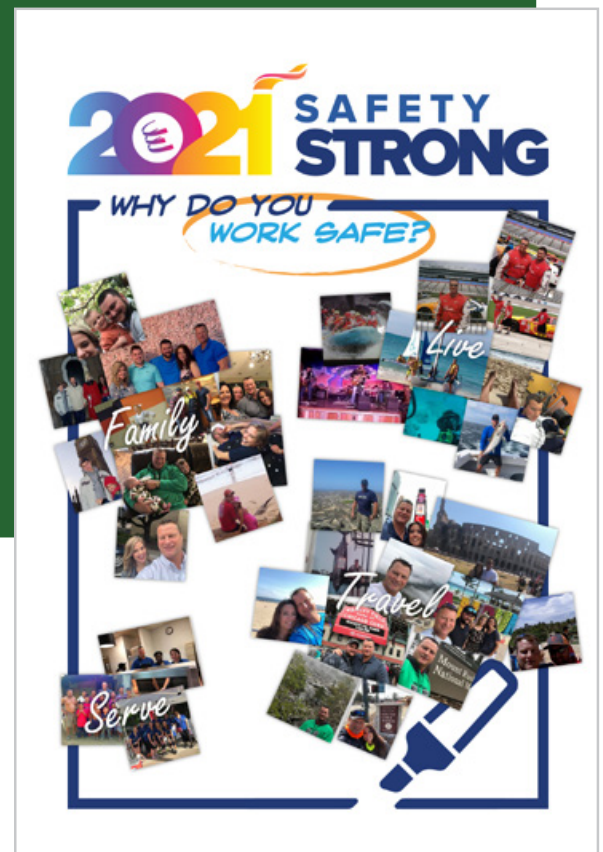


SAFETY STRONG POSTERS

As part of Energy Transfer’s ongoing efforts to pursue safety excellence, we developed a 2021 Safety Strong poster. Employees identified why they work safely in the space provided on the poster. Submissions ranged from photos of family members, to illustrations, to descriptive explanations. The posters were placed in highly visible and prominent locations, and safety representatives would use the posters as an opportunity to discuss the importance of working safely.

SAFETY STRONG LEARNING SERIES

The 2021 Safety Strong Learning Series is an online training program to improve the skills and knowledge of our field safety specialists and operations management teams. The webinar series provides a deep dive compared to standard safety trainings. Any employee can register for the course.



SAFETY INCIDENT RATES

There are over 200 Environmental, Health & Safety (EH&S) professionals that support our operations. The EH&S group 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. Our impressive safety accomplishments are due to the engagement and intervention efforts to prevent incidents (as opposed to reacting to them), which is supported by our safety culture and accomplished by individual efforts and focus. The management team sets internal safety incident rate goals, setting the stage for continuous improvement year over year and striving toward our goal of zero incidents.

TOTAL RECORDABLE INCIDENT RATE*

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 was 0.88, remaining essentially flat from 2020. This marks a 47.7 percent decrease since 2016 and continues our multi-year trend of improving our safety performance. The TRIR is based on 15,530,228 hours worked. Energy Transfer uses the industry standard measurement of incidents (injuries) per 200,000 man-hours worked in calculating our total recordable incident rate and lost time incident rate. The lost time incident rate was 0.61, and the TRIR for contractors working on major projects was 0.62. We believe our low TRIR speaks to our investment in and focus on safety and environmental compliance as well as the reliability of our assets.

PREVENTABLE VEHICLE INCIDENT RATE

A key metric for measuring vehicle safety is the Preventable Vehicle Incident Rate (PVIR). In 2021, our PVIR was 1.27, a 17.4 percent decrease in five years. The PVIR is based on 109,600,208 miles driven.

DAYS AWAY, RESTRICTED OR TRANSFERRED INCIDENT RATE

The Days Away, Restricted or Transferred (DART) Incident Rate reflects more serious injuries resulting in lost workdays. In 2021, our DART incident rate was 0.61.

TRIR*

0.88

BASED ON

15,530,228
HOURS WORKED

PVIR

1.27

BASED ON

109,600,208
MILES DRIVEN

DART

INCIDENT RATE

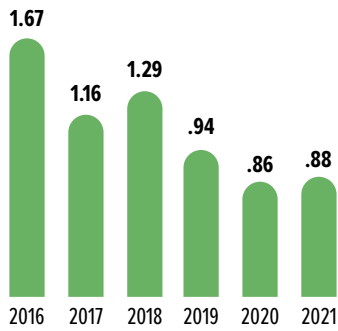
0.61

BASED ON

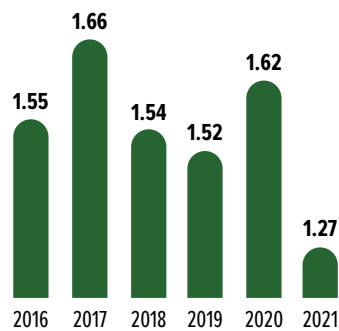
15,530,228
HOURS WORKED

*Data does not include COVID-related cases

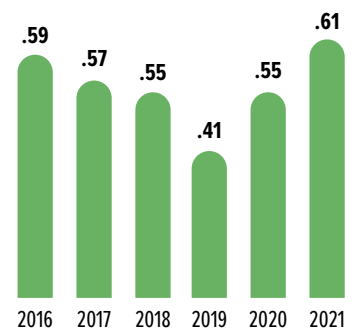
6-YEAR OVERVIEW FOR TRIR, PVIR AND DART



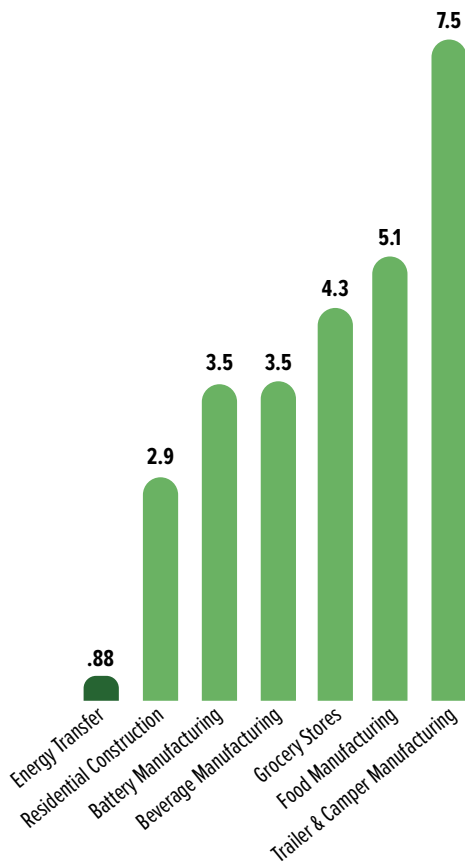
TRIR



PVIR



DART



ENERGY TRANSFER'S SAFETY RECORD VS. OTHER INDUSTRIES

Energy Transfer's incident rate is well below other industries, primarily due to our strong safety culture and our approach to safety training, prevention and continuous improvement.



Our crude trucking business includes 333 drivers operating 288 trucks. In 2021, they drove over 18 million miles, opened/closed 7.9 million valves and climbed 82 million stairs, safely hauling over 39 million barrels of crude oil.

DISTINGUISHED SAFETY AWARDS

Working safely is at the core of everything we do. It is with great pride that we acknowledge the 2021 accomplishments of our employees and their commitment to safely operating our assets each and every day.

2021 INDUSTRY LEADER ACCIDENT PREVENTION AWARD

The American Gas Association recognized Energy Transfer as a 2021 leader in accident prevention by having a DART incident rate below the industry average for company size and type. This is the third time Energy Transfer has been recognized in the past six years.

2021 SOUTHERN GAS ASSOCIATION MERITORIOUS ACTION AWARD

The Southern Gas Association awarded Warren Miguad Jr. with the 2021 Meritorious Action Award. Miguad, an Energy Transfer mechanic in West Palm Beach, FL, courageously saved two lives after rescuing them from a burning truck on his way to work.



2021 INTERNATIONAL LIQUID TERMINALS ASSOCIATION'S SAFETY EXCELLENCE AWARD

Energy Transfer's Marketing Terminals division was honored by the International Liquid Terminals Association (ILTA) for the company's strong safety record.

2021 FLORIDA ENERGY PIPELINE ASSOCIATION'S SAFETY AWARD

Energy Transfer's Dave Shellhouse received the inaugural safety award for outstanding leadership in safety from the Florida Energy Pipeline Association. Shellhouse is the Vice President of Operations for the Southeast Division and is responsible for the Florida gas transmission system. His leadership helped establish Energy Transfer's annual Safety Olympics, which is designed to evaluate safety knowledge and critical safe work practice skills through competitive safety challenges.

EXTENSIVE PUBLIC AWARENESS

An important aspect of responsible pipeline operations is ongoing education and communication with those who live and work near pipelines. Developed under the guidance of federal pipeline safety regulations, our comprehensive public awareness program provides critical information regarding pipeline safety, damage prevention and emergency response. Our key stakeholders are anyone who lives and works near our pipelines, including residents, emergency responders, public officials, schools, businesses, places of congregation and excavators. We use a wide range of communications tactics and platforms, from printed mailings, face-to-face meetings, television, radio, social media, print media and our corporate website. In 2021, our annual public awareness mailing reached 392,451 total stakeholders (362,677 excavators and 29,774 emergency officials).

Integral to our Public Awareness Program is our partnership with local emergency responders and public officials, which establishes important lines of communication, coordinates resources, and develops a concerted response system for managing pipeline-related incidents. We implement a series of activities to engage with these critical stakeholders, including facilitated liaison meetings, training exercises, personal outreach, and annual distribution of targeted communications materials. Our public awareness team adapted to the challenges posed by the COVID-19 pandemic by conducting virtual outreach when necessary. In 2021, we participated in 482 liaison meetings educating 8,509 stakeholders (emergency and public officials and excavators) across 26 states.

Energy Transfer is a leading member of the Pipeline Operators Safety Partnership (POSP), POSP an organization of pipeline operators committed to building partnerships with emergency responders and providing the education needed to safely respond to a pipeline-related emergency. This collaborative initiative goes above and beyond compliance requirements and supplements our public awareness activities. Since 2012, Energy Transfer has hosted 15 events and met with more than 7,690 emergency responders. At the POSP conference in 2021, Energy Transfer employees met with emergency responders from 31 states and Canada.

In addition to our annual liaison meetings, we have also provided pipeline-specific outreach sessions to emergency responders during construction of new pipeline systems, as needed. For example, throughout construction of our Mariner East and West pipeline systems (2013-2021), emergency responder outreach sessions were conducted in Michigan, Ohio, Pennsylvania and West Virginia. Our comprehensive Mariner Emergency Responder Outreach (MERO) educated a total of 3,304 emergency responders. In 2021, as construction was completed, we hosted 17 sessions reaching 312 emergency responders.

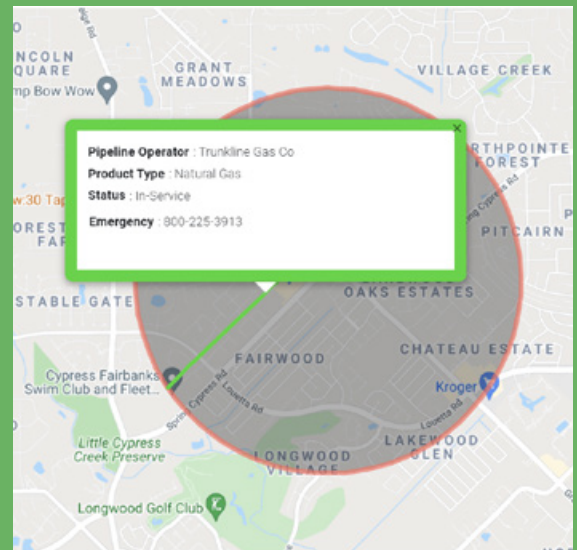
TOTAL MERO ATTENDANCE BY STATE SINCE 2013:

Michigan: 200	Ohio: 515
Pennsylvania: 2,565	West Virginia: 24

GRAND TOTAL: 3,304

PIPELINE LOCATOR

A new and unique feature in 2021 was the introduction of Pipeline Locator (available on the Energy Transfer website). Anyone can enter an address to view pipelines within a two-mile radius that are owned or maintained by Energy Transfer or an affiliate. The search results include the name of the pipeline operator, the product transported, and emergency contact information. Pipeline system information is actively managed by our GIS department. With more than 18 professionals, the GIS team is dedicated to maintaining high quality, reliable and consistent information to ensure proper compliance and distribution of information for internal use as well as for various regulatory agencies.



Additionally, our in-house emergency management team conducts annual emergency preparedness exercises in accordance with regulations set forth by the Environmental Protection Agency. These exercises prepare personnel to respond to emergency incidents and events in a coordinated manner alongside regulatory agencies and local responders.

2021 EMERGENCY RESPONSE EXERCISES

- 76 annual OPA 90 emergency response exercises
- 11 annual CFR 192/195 facilities emergency response exercises
- 8 annual H2S emergency response exercises
- 33 geographic response strategies
- 78 unannounced emergency procedures exercises

The Energy Transfer Marcus Hook Terminal (MHT) Fire Brigade participated in its annual Industrial Fire Brigade Training at the Texas A&M Engineering Extension Services facility in College Station, Texas. The brigade was joined by local fire departments. Attendees spent the first three days learning how to fight flammable liquid and natural gas liquids fires under the direction of MHT emergency response leaders. The fourth day was spent responding to scenario-based emergencies with other fire brigade participants from across the country. These included incidents at pump and compressor rows, rail cars, truck loading racks and storage tanks.