



CORPORATE SUSTAINABILITY REPORT



2021

TABLE OF CONTENTS

03

Our Report

12

Environment

04

Letter from our CEO

16

Safety

06

Our Company

20

Community

07

COVID-19

25

People

09

Governance

29

Appendices

2020 in review

OUR REPORT

Speak Up at Summit

At Summit, we value the voices of our team. Encouraging honest and candid feedback is a critical tool in ensuring that our culture lives up to its core principals. In 2020, Summit launched a quarterly survey program to allow team members to express their thoughts and provide thoughtful and constructive feedback to leadership. Encouraging our team to **Speak Up** allows us to strengthen our safety, improve our morale, and adhere to our goal of corporate excellence. Throughout the report, our team members **Speak Up** about the importance of ESG at Summit.

Global Reporting Initiative Standards

Summit is pleased to align with the Global Reporting Initiative Standards (GRI Standards), the first global standards for sustainability reporting, for a second year in a row. This report contains Standard GRI Disclosures throughout the report and provides a full GRI Standards index on page 34.

United Nation's Sustainable Development Goals

At Summit we continue to support the United Nation's Sustainable Development Goals (UN's SDGs). We are proud of the progress we have made on our environmental, social, and governance (ESG) goals, and continue to set progressive goals to help drive us towards an increasingly sustainable future. Through our core business, we support the UN's SDGs.



LETTER FROM OUR CEO



To our valued community:

The COVID-19 pandemic has forced all of us to face unprecedented challenges. As a company and community member, we were forced to reimagine the way we do business within a matter of days while keeping our team and customers safe. One of Summit's core values is agility, and I couldn't be more proud of how our company and every member of the team was able to adapt. Together, we were not only able to continue to achieve our mission of providing safe and reliable energy solutions to our customers but also be part of the solution as we worked to limit the spread of COVID-19 and support those who were suffering from the consequences of the pandemic.

Our team banded together to address the COVID-19 pandemic in three phases. First, we transitioned as much of our team as practicable to work from home while putting in place safety measures for those who needed to remain in the office and field. We then stress-tested the organization, reviewed the feasibility of our goals, and evaluated potential impact. Once we had transitioned to the "new normal", we immediately worked towards becoming a part of the solution.

As I look back on 2020, I am in awe of the strength, creativity, and persistence of the Summit team, as our core value of kindness was exhibited many times over. In Arkansas, the IT team refurbished and donated wi-fi hotspots for local school students to use, allowing the students to complete coursework in situations where internet was unavailable at home. In Colorado and Missouri, team members delivered food to high-risk community members who were unable to leave their homes; and in Maine, team members sewed masks and delivered hand sanitizer to first responders.

Summit's COVID-19 Response Team took time on top of their normal duties to help the company navigate the uncertainty facing our workforce. Our leadership ensured that their teams had all the resources necessary to maintain healthy work practices—both physical and mental—while staying connected and engaged. What followed was a year of increased connectivity and engagement, cross-departmental cooperation, and a strengthened culture.

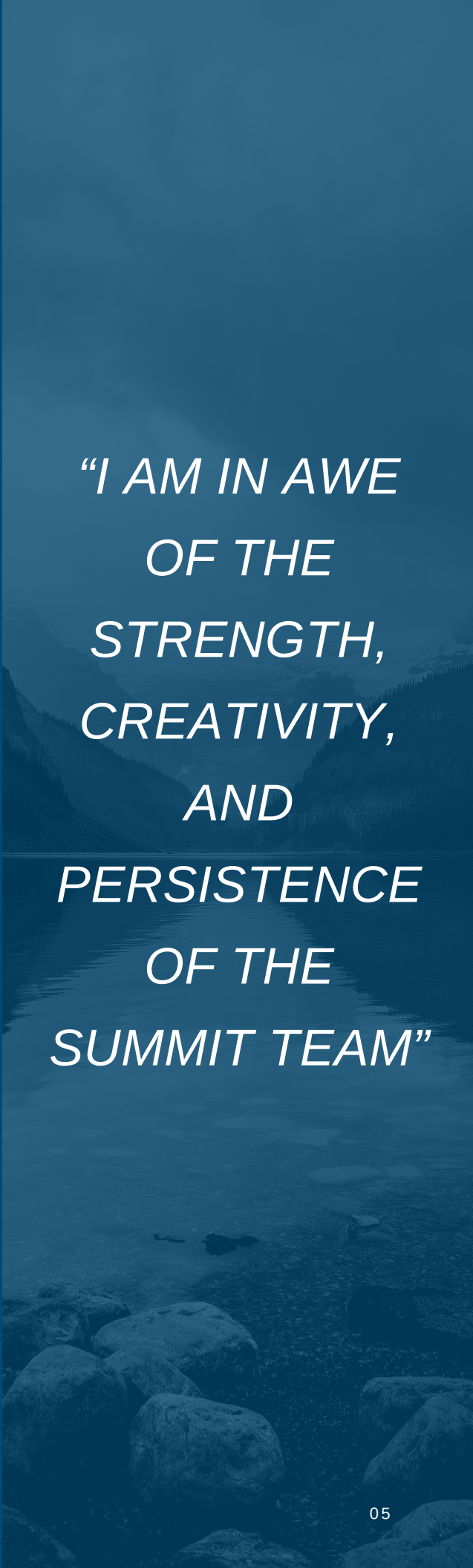
Despite the challenges of 2020, I am delighted to say that Summit had an exemplary year for ESG and sustainability accomplishments. They are outlined in detail in this report. Key accomplishments include:

- Being named one of the Best Places to Work in both Arkansas and Maine
- Piloting methane recapture technology in two states
- Instituting Martin Luther King, Jr. Day as a company-wide paid holiday
- Building a complete greenhouse gas inventory to track our emissions reductions efforts
- Being named one of Denver's Fastest Growing Private Companies

At Summit, we are invested in continuous improvement and our sustainability journey is not new. Since 2013, we've been able to reduce our methane emissions by 20% in Arkansas and Oklahoma through our pipeline replacement program, which is planned to be completed by 2036.

The momentum of our 2020 accomplishments has kept us moving forward and I am now, more than ever, excited to share our ESG achievements.

-Kurt



*“I AM IN AWE
OF THE
STRENGTH,
CREATIVITY,
AND
PERSISTENCE
OF THE
SUMMIT TEAM”*

OUR COMPANY

Summit Utilities, Inc. (Summit) owns natural gas distribution and transmission subsidiaries that operate in Arkansas, Colorado, Maine, Missouri and Oklahoma. Our headquarters are located in Centennial, Colorado.

Each of Summit's utility subsidiaries constructs and installs natural gas distribution systems with the goal of supporting economic development by providing clean-burning, safe and reliable natural gas to residential and commercial customers through exceptional customer service and commitment to community.

Summit is owned by institutional investors advised by J.P. Morgan Asset Management.

Arkansas & Oklahoma

Arkansas Oklahoma Gas Corporation (AOG) is based in Fort Smith, Arkansas and provides natural gas to of 58,200 customers. AOG's corporate office is located in Sebastian County.

Arkansas:

Customers: 45,600

T&D Main Line: 1,717 miles

Counties Served: Crawford, Franklin, Logan, Sebastian, Scott

Oklahoma:

Customers: 12,600

T&D Main Line: 832 miles

Counties Served: Delaware, Haskell, Latimer, LeFlore, Sequoyah

Maine

Summit Natural Gas of Maine (SNGME) delivers safe and affordable natural gas to residences and businesses of all sizes and continues to expand across Maine. SNGME's corporate offices are located in Cumberland and Kennebec counties.

Customers: 4,500

T&D Main Line: 231 miles

Counties Served: Cumberland, Kennebec, Somerset

Colorado

Colorado Natural Gas (CNG) brings gas to residents and businesses in unserved and underserved communities. CNG's corporate office is located in Arapahoe County.

Customers: 22,600

T&D Main Line: 1,296 miles

Counties Served: Adams, Arapahoe, Cheyenne, Clear Creek, Gilpin, Jefferson, Kiowa, Park, Pueblo, Summit, Teller

Missouri

Summit Natural Gas of Missouri (SNGMO) specializes in bringing gas to rural areas where other service providers can't or won't go. SNGMO's corporate office is located in Taney County.

Customers: 19,000

T&D Main Line: 1,362 miles

Counties Served: Barry, Benton, Caldwell, Camden, Davies, Douglas, Greene, Harrison, Howell, Laclede, Lawrence, Miller, Morgan, Pettis, Stone, Taney, Texas, Webster, Wright

COVID-19

In mid-March of 2020, Summit's leadership recognized the imminent threat of COVID-19 and, on March 13, 2020, the decision was made to send as many team members as possible to work from home. Over one weekend, Summit transitioned the entire customer service department to remote work and the rest of our office-based teams followed suit. Rapidly, our priorities and focus all turned towards COVID-19.

Immediately, an internal COVID-19 Taskforce was created to identify and manage the safety, regulatory, workplace, and other issues related to the pandemic, and met regularly for months while maintaining safe and reliable natural gas service to our customers. The Taskforce communicated with the team often, created new policies, and monitored the ever-changing environment.

Before the end of March, Summit had developed decision trees, training programs, and an Infectious Disease Preparedness Plan. Those working in the field were outfitted with Personal Protective Equipment (PPE) and remote team members had access to necessary equipment to outfit home offices.

Summit's leadership communicated with the team frequently and created a variety of outlets for communication and engagement. Summit's CEO sent messages through e-mail and video, while holding bi-weekly managers meetings to answer any lingering questions and gather feedback. Team members were encouraged to

adopt Summit's Speak Up culture to voice any concerns or difficulties that they were experiencing.

Departments and committees all across Summit stepped in to help any way that they could. Summit's Diversity & Engagement Committee drove engagement by posting to Summit's intranet to help the team feel connected from afar. The Committee helped sponsor "coffee chats" and "watercooler breaks" that gave teams an opportunity to take a break and connect about non-work-related subjects. The Human Resources team and COVID response team increased access to mental health resources and communicated frequently about the availability of these resources.

Thanks to the diligent work of Summit's team, there were no reported workplace transmissions of COVID-19 in 2020.



Upon receiving notification that schools would be moving to online instruction due to the COVID-19 pandemic, Summit's IT Team swiftly responded by refurbishing wi-fi hotspot devices for use for underserved students who may need connectivity assistance to do online homework. These devices were used to access the internet on a smartphone, tablet, laptop, or Chromebook. A total of forty devices were allocated to schools within the service territory, and Summit's Arkansas affiliate, AOG, agreed to support these devices allowing students to complete coursework through the close of the 2020 school year.

COMMUNITY IMPACT

We're all in this together



In a true showcase of their commitment to Summit's core value of kindness, Summit team members sought out safe volunteer opportunities in its service territories. The Summit team delivered meals and food to families through Meals on Wheels and other organizations in all five states. They also procured and delivered hand sanitizer and other PPE to first responders when supplies were dangerously low across the country. Summit team member Alice Young spent her volunteer time off sewing masks that were distributed to workers at local foodbanks.



Knowing that COVID-19 would financially impact customers, Summit voluntarily suspended disconnections and associated fees for a period of time.

Summit's External Affairs teamed pivoted and allocated all of its charitable giving funds for COVID-19 relief. Recipients included: local foodbanks, Agencies on Aging, first responders, schools, and veteran organizations.



“ Justina Pimentel, Sustainability Lead, **Speaks Up** about COVID-19:

“In March 2020, things felt pretty uncertain. I desperately wanted to pitch in to help my team, my family, and my community, but didn't know what I could do or how to best contribute to the efforts. When Summit provided me with the opportunity to procure and deliver much needed hand sanitizer to first responders, I immediately took action. It was such an honor to join so many of my colleagues in our efforts to help our communities during an incredibly difficult time.”

GOVERNANCE

At Summit, we approach governance through the social and environmental lens. Our policies, internal programs, and leadership structure are consistently being refined to meet the needs of our team, customers, and communities. Our governance goals are built to strengthen the resilience of our business, and our successes are celebrated here.

ESG Performance

Governance Goals Achieved in 2020:

- ✓ Strengthened policies to include clear requirements regarding ESG related standards.
- ✓ Developed a model for measuring ROI on sustainability initiatives.
- ✓ Created an internal process to track all ESG related investments.
- ✓ Created an internal process to document ESG related metrics, reporting procedures, and data sources.
- ✓ Instituted annual anti-corruption and bribery training for all employees.
- ✓ Developed best practices for office supplies and company events that prioritizes sustainably sourced products and reduces waste.

By adopting a digital signature software, in 2020 we were able to save approximately 730kg of wood, 17,945 liters of water, 1,712kg of carbon, and 119kg of waste.

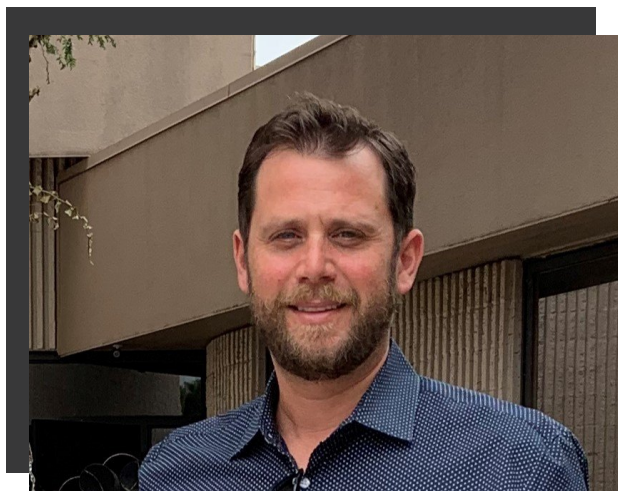
2021 Governance Goals

Conduct quarterly Risk and Materiality Assessments.

Implement an Environmental Management System aligned with ISO 14001.

ESG Committee

In 2020, Summit's standing ESG Committee continued to oversee Summit's ESG strategy and development of ESG goals.



“

Nathan Knell, Director of Environmental, Health, Safety, and Training and Chair of Summit's ESG Committee

Speaks Up about Summit's ESG journey:

“Over the last few years, it has been exciting to see the ESG Committee evolve from focusing primarily on data reporting to now developing and delivering on meaningful goals that have positive impacts on the company and the communities we serve. Establishing Summit's long term emission reductions goals, creating strategies to assist customers with heating costs and participating in our volunteer time-off program are just a few examples of how I've personally felt Summit is making a difference. I am honored to be a part of it.”

”

Enterprise Risk Management

In 2020, Summit implemented quarterly enterprise risk assessments. This quarterly assessment lists multiple ESG-related metrics including, but not limited to, resilience, political reputation, pandemics, terrorism, regulatory matters, weather, safety, cyber security and data protection. Subject matter experts in each category analyze the probability and consequence of each risk each quarter. Results are reported to Summit's Board of Directors and are used in identifying and prioritizing action items company wide.

Cybersecurity

Summit's commitment to cyber security continues to be a key focus throughout the company. In 2020, Summit increased its security by implementing multi-factor authentication company-wide and conducting quarterly trainings with 100% of the Summit team. Summit also conducted a phishing campaign wherein it tested the team's training and response to potential phishing scams; Summit scored above the industry average in this exercise.

Despite offices being closed for the majority of 2020, Summit was able to conduct an e-waste drive to recycle used electronics; recycling approximately 450 pounds of e-waste.

OUR BOARD

Summit's highest governance body is its Board of Directors. Directors are required to seek the Company's prior consent before engaging in any Board activity presenting a conflict of interest. The onboarding process for new Directors also includes training around conflicts of interest. In addition, many of our regulated entities also have reporting requirements related to the membership of the Board, related party agreements and shareholder information.

Last year, Summit's Board continued to strengthen its focus on Diversity, Equity and Inclusion (DEI), particularly related to board member recruitment, ongoing team member recruitment, business strategy, and KPI tracking.

Board actions included:

- Reorganized Board committees to include enhanced DEI issue oversight. This included updating the charter of the Human Resources, Compensation and Safety Committee to expand that committee's oversight of Summit's approach to diversity;
- Recruited a new Board member who chairs that committee and who has expertise and experience in DEI issues; and
- Increased Summit's reporting on DEI KPI's to a quarterly basis.

Board members serve on five standing committees:

- Audit
- Compensation
- Corporate Governance & Nominating
- Safety
- Strategic Planning

Each committee has adopted a formal charter that describes in detail its purpose, organizational structure and responsibilities.

Whistle Blower Protection

We provide a workplace where employees are encouraged to report concerns and ask questions without fear of retaliation. To promote this culture, we provide a confidential compliance hotline that is available 24 hours a day, seven days a week. The hotline is available to all employees and persons outside the organization to report known or suspected illegal or unethical behavior. The hotline is managed by an independent, third-party operator and all reports are promptly investigated. We promote awareness of the company's reporting system and non-retaliation policies through direct communications with employees, on our corporate intranet and using displays in high-traffic work areas across the organization.



**AVERAGE
TENURE**



DIVERSITY



FEMALE

Director biographies are featured on Summit's public website:





ENVIRONMENT

Summit's commitment to the environment is one of the guiding principles in our everyday work.

In addition to the environmental goals that Summit sets for itself every year, Summit team members took it upon themselves to find innovative ways to take our environmental efforts to the next level. In 2020, Paul Lewis, Senior Manager of Operations in Maine, was tasked to find a way to reduce natural gas usage at regulator stations. By lowering the temperature of heaters at regulator stations he was able to reduce SNGME's natural gas consumption by 15,237 therms. These adjustments were done little by little with careful monitoring until the team was able

to find a lower temperature that reduced energy needs while ensuring safety and reliability of the distribution systems.

The Maine operations team was able to reduce total energy use by over 100 metric tons of CO₂e which is equivalent to taking over 23 cars off the road.

“

Paul Lewis, Senior Manager of Operations in Maine, **Speaks Up** about his environmental commitment:

“As a Mainer, I was taught to value nature and the environment. By working at Summit, I get to make a positive impact in my community and help preserve the environment for the next generation. It is exciting to help and to be a part of Summit's overall environmental goals. I'm looking forward to what we can accomplish over the coming years.”

”

OUR PERFORMANCE

GHG Emissions Inventory

In 2020, the Summit team built the most advanced greenhouse gas (GHG) emissions inventory that we have had to date. This cross-departmental effort allowed us to create a strong benchmark on which to base goals and measure success. Based on our GHG emissions inventory, we are able to identify key areas where emissions reductions will have the most impact on our goals.



ESG Performance

Environmental Goals achieved in 2020:

- ✓ Developed emissions inventory for scope 1 and 2 emissions.
- ✓ Studied the feasibility of implementing methane recapture in our operations.
- ✓ Eliminated the use of single use cups in corporate offices.
- ✓ Conducted an environmental risk assessment and addressed the findings.

PIPELINE REPLACEMENT PROGRAM

To increase safety, reduce methane emissions, and enhance system efficiency, we are systematically replacing and upgrading aging pipe through a multi-year capital investment program, which has reduced methane emissions by 20% since the beginning of the project in 2015. In 2020, we retired over 40 miles of aging pipe in Arkansas and Oklahoma. Through this effort, we have been and will continue to be able to reduce our methane emissions and promote the ongoing safety and efficiency of our system.

2021 Environmental Goals


Implement an Environmental Management System aligned with ISO 14001.

Advance Renewable Natural Gas Policy in states where Summit operates.

METHANE RECAPTURE

Summit recently piloted methane recapture technology in two states. As a 2020 ESG goal, our teams challenged themselves to be innovative leaders in the natural gas industry and pursued studying the feasibility of methane recapture technology early in the year. Thanks to the pioneering spirit of our engineering and operations teams, we determined that not only was the technology feasible - it was worth piloting that very year.

To minimize social and environmental impact, we utilized Zero Emissions Vacuum and Compression (ZEVAC ®) to capture and reuse gas that would otherwise have been emitted into the atmosphere through normal construction/operation practices. These pilots demonstrated a step forward for the company as it works to reduce emissions on its system and limit its environmental impact. By simply piloting this technology twice, we were able to save approximately 28.1 metric tons of CO₂e, which is equivalent to taking 6 cars off the road for one year.



Summit was honored with the Southern Gas Association's ESG Award for piloting the ZEVAC ® technology.

Energy Efficiency

At Summit, we are committed to reducing carbon emissions and providing affordable energy solutions to our customers. One of the ways we do that is by investing in energy efficiency. Each year, we invest more than \$3.0 million in energy efficiency programs that directly benefit our customers. By reducing the energy usage of those we serve, we help our customers keep more money in their pockets, while reducing their carbon footprint. Over the last decade, our energy efficiency programs in Arkansas, Oklahoma, Colorado and Missouri resulted in a carbon avoidance of approximately 27,086 metric tons of carbon dioxide. That is equivalent to taking over 5,891 cars off the road or offsetting the total energy usage of over 3,262 homes.

Our energy efficiency programs help make homes more efficient by creating a thermal barrier to reduce energy usage and costs while also increasing air circulation and creating healthier ventilation and superior air quality by preventing pollutants from coming into the home.

In 2020 Summit's subsidiary, AOG, started a low-income energy efficiency program in Arkansas that helps families reduce their utility costs and reap the benefits of home weatherization.

FLEET VEHICLE EMISSIONS REDUCTION STRATEGY

In 2020, Summit adopted a Fleet Vehicle Emissions Reduction Strategy. This strategy to reduce greenhouse gas emissions from fleet vehicles in the company's five-year plan includes four key components:

- Prioritizing fuel efficiency in vehicle purchasing decision making
- Reducing fleet vehicle idling time
- Reducing vehicle miles driven
- Engaging in policy development that furthers technological advancements in fuel efficient clean transportation options

By implementing this strategy, Summit expects to reduce fleet vehicle emissions by approximately 15% over the next five years.

AT OUR SUBSIDIARY, AOG, 76% OF OUR FLEET VEHICLES RUN ON LOW EMISSION COMPRESSED NATURAL GAS (CNG). BY CONVERTING ONE VEHICLE TO CNG FROM GASOLINE YOU CAN REDUCE CARBON EMISSIONS BY AN ESTIMATED 20% TO 30%.



Vice President of Engineering, Helen Ayotte, **Speaks Up** about emissions reduction:

“The Fleet Vehicle Emissions Reduction Strategy is a critical piece of the ESG puzzle. In order to ensure that our plans and programs move us forward we need to first determine our strategic approach. The creation of this strategy will not only provide the blueprint to achieve our goals but will help hold us accountable.”

SAFETY

Safety is a vital part of Summit's culture. Keeping our team, customers, and communities safe is something we all work towards every day.



**IN 2020 WE
CELEBRATED NO
RECORDABLE
INJURIES**



SAFETY PERFORMANCE

Summit continued to exhibit excellence for safety metrics in 2020. As a part of our Corporate Scorecard, Summit tracks key safety metrics to gauge our quarterly and annual performance. As a company, we came in below target for both personal injuries and vehicle incidents in 2020. At Summit, we strive for excellence and continuous improvement, therefore we challenge ourselves each year to improve our safety metrics.

Personal Injuries (TRIR)*



Vehicle Incidents (VIR)**



*TRIR is the Total Recordable Incident Rate which is calculated by the number of OSHA recordable incidents per year and the total number of hours worked.

**VIR is the Vehicle Incident Rate which is calculated by the number of vehicles incidents per year and total miles driven.

Driver Safety: Summit addresses driver safety every year to make sure that the team is up to date on all safe driving practices. In 2020, we invested in our fleet vehicles to decrease blind spots and to enhance ergonomic accessibility for our team.

A Life Changing Choice



After a life-changing safety incident in 2019, a valued AOG team member agreed to help spread the word about safety in the workplace. In 2020, Summit published a safety video that shares the story of how one choice and one injury impacted colleagues, friends, and family. Safety investigations are taken very seriously, and this event could have resulted in tragedy. This video provides us with a way to connect and engage with the Summit team, and to drive home the importance of safety.

<https://youtu.be/fJ-jT1vgcTM>

“

Chris Polley, Senior GIS Analyst, **Speaks Up** about Safety:

“Safety is at the core of everything we do at Summit, but we don’t leave it behind at work. The safety training that we receive on the job follows us home and we adopt the safety practices in our everyday lives. Whether I’m working in my woodshop, digging in my yard, or driving through my neighborhood, Summit’s safety training stays with me. We learn from the experiences of our teammates, and we are all safer because of it.”



2020 DART Award Winner

For the third year in a row, Summit received an “Industry Leader Accident Prevention Award” for excellence in safety performance from the American Gas Association. In fact, in 2020 we came in second place in our category with a 0.53 DART incident rate.

The DART incident rate measures recordable cases involving days away from work, days of restricted work activity, or job transfer. This accomplishment is a testament to our company value to “Put Safety First” each and every day and our focus on tracking leading indicators like near misses, job hazard analysis, and safety training.



SAFETY UPDATES

Enhanced Damage Prevention

Unintended and uncontrolled releases of natural gas poses both a safety and emissions risk. To help mitigate these circumstances, we've enhanced our Damage Prevention practices reaching a wider audience. Our new in-house Damage Prevention Application allows us to track gas loss caused by third party damages and will help us focus on areas that need the most attention.



Limiting not at fault damages, circulating pointed communications, and focusing on outreach to excavators and homeowners to bring awareness to the dangers of line strikes will help us achieve greater safety and increased emissions reductions.

We work with agencies such as 811, the Common Ground Alliance, and have recently been achieved the Gold Shovel Standard certification for our high standards for safe excavation.

Stakeholder Safety



Stakeholder engagement is very important to Summit, particularly when it comes to educating various stakeholders about natural gas safety. In 2020, Summit team members participated in more than 73 safety related stakeholder meetings and events. In addition, since 2017, Summit has worked to educate local students about natural gas safety, providing in-school training presentations at schools in the service territory.

In previous years, members from the Summit Safety Team offered free in-person safety presentation to schools. However, due to COVID-19, we adjusted to a new normal and provided a natural gas safety presentation for kids virtually! The short 8-minute YouTube video presentation focused on educating 3rd and 4th graders on natural gas safety. Core ideas included call 8-1-1 before you dig, safety around construction sites, and what to do if you smell gas.

Over 170 schools received the safety video!

Health and Safety Manual: In 2020, the Summit team embarked on a large project to rewrite the company's entire Health and Safety Manual. This year-long project better aligned Summit's manual with existing OSHA standards and broke out policies into easily digestible documents for quick referencing.

SAFETY TRAINING

In 2020, Summit implemented a new online training program. Overall, the team was assigned 113 trainings based on their job requirements. We had 100% participation in this program and ALL trainings were completed on time. These trainings included:

- Aggressive Driving
- Being a Natural Gas Champion
- Bloodborne Pathogens
- Code of Business Conduct and Ethics
- Connecting with Remote Employees
- Create an Ergonomic Workstation
- Cybersecurity Crash Course: Cyberattacks
- Dealing with Stress at Work
- Defensive Driving
- Distracted Driving
- Effective Communication for Remote Workers
- Electrical Safety for Everyone
- Equal Employment Opportunity Policy
- Global Anti-Corruption: Preventing Bribery and Corruption
- Hearing Conservation
- Heat Stress
- Interviewing Tips
- Maine Sexual Harassment Training for Employees & Managers
- Media Relations Policy
- Overcoming Personal Barriers to Diversity
- Overcoming Unconscious Bias
- Preventing Harassment in Industry
- Preventing Sexual Harassment for Managers
- Preventing Slips & Falls
- Proper Use of a Fire Extinguisher
- Psychology of the Hiring Process
- Security Awareness Now! Phishing
- Social Engineering: What is Phishing and How Does it Work?
- Social Engineering: What is Spear Phishing?
- Social Engineering: What is Vishing and How Does it Work?
- Social Media Guidelines
- Whistle Blower Policy

Team members were able to voluntarily sign up for additional trainings. In 2020 the Summit team completed 428 additional trainings, including:

- Accountability: 4 Barriers to Building a Culture of Accountability
- Active Listening Skills to Improve Communication
- Assembling Cross-Functional Teams
- Becoming a Great Leader Series
- Coaching with a Process
- Communicating Your Ethics to Your Team
- Communication Toolkit Series
- Coronavirus Precautions and Prevention: Coronavirus Preparedness
- Effective Delegation Skills
- Handling an Angry Customer
- Happiness at Work Series
- HIPAA: 16. Consumer Rights
- How to Resolve Customer Complaints on the Spot
- Learn to Lead Series
- Manager's Toolbox Series
- Measuring Employee Engagement
- Preparing for an Epidemic
- Team Building Series
- The Stakeholder Analysis Matrix
- Time Management Series

COMMUNITY

At Summit, kindness is not only one of our core values, but also an intrinsic part of our everyday lives. We believe in creating economically sustainable communities and are honored to help our neighbors. Our team spends hundreds of hours each year volunteering in the communities where they live and work.

Volunteer efforts make a huge difference in our communities

**4 HOURS
volunteer time**

=

**Approximately \$114.16 of economic
impact invested in our communities**

Measured this way, in 2020, Summit's volunteer efforts equated to over **\$45,000** of economic impact.

Volunteerism

The kindness of our team often goes above and beyond expectation. Each year, Summit team members are provided with 20 hours of paid time off to use towards volunteer activities. Many of our team members look forward to their VTO and use the full 20 hours that Summit offers. Faced with social distancing challenges in 2020, our team still found ways to safely volunteer in their communities. Several team members went to extraordinary lengths to use the 20 hours of VTO provided and used countless personal hours to volunteer in their communities. Summit's Diversity & Engagement Committee awarded three of their colleagues with a Citizen Award for their outstanding commitment to their communities. Summit donated \$250 in each awardees name to a charity of their choosing.



OUR CITIZEN AWARD WINNERS FOR OUTSTANDING VOLUNTEERISM IN 2020



Communications Specialist, **Aaliyah Grant**, was thrilled to learn about Summit's VTO program when she began work at the company in early 2020. Eager to give back to her community, and excited to connect with new colleagues, Aaliyah quickly jumped into action and began to organize volunteer opportunities. Throughout 2020, Aaliyah exemplified Summit's core value of kindness and spent hours volunteering for worthy causes that helped feed families in need throughout Arkansas.

"Volunteerism and giving back to my community is a core personal value that I was brought up with. Knowing that my company not only supports, but encourages, time off for volunteerism is one of the best benefits I've ever had."

Charitable nonprofits, like Meals on Wheels, saw increased community need amid the COVID-19 pandemic. While many nonprofits were under restrictions intended to help reduce the spread of COVID-19, they continued to operate and relied on volunteer support. However, the number of people willing or able to volunteer decreased. This was particularly true for Meals on Wheels. Customer Development Representative, **Adam Peake**, spends much of his time working and driving around communities in Colorado and saw an opportunity to help his neighbors. Adam helped Meals on Wheels provide different meal options in five communities in Colorado. Volunteers like Adam picked up the meals at one of the four local community freezers and delivered them to clients once a week. Each meal provided at least one-third of the recommended daily nutrition for older adults.



BJ Proctor, Senior Manager of Technical Training, believes in leading by example. While COVID-19 restrictions caused many recreational activities to close, BJ doubled down on his volunteer efforts to make sure that his community could thrive despite the difficulties it faced. In 2020 he spent hundreds of hours volunteering at a local camp where he completely renovated and rebuilt cabin bathrooms and designed and built bunkbeds. A pillar of his community, BJ also spent his time volunteering at local churches where he not only volunteered as a Youth Pastor and Bible-study co-leader, but also a driver and volunteer for church events. BJ's efforts in his community are a positive example for his family, friends, and colleagues.

SUPPORTING OUR COMMUNITIES

Summit's VTO program offers the team a way to participate in causes that mean the most to them. Some team members find creative ways to use their VTO while highlighting their strengths and hobbies.

Summit's IT team participates annually in Extra Life, an organization that unites gamers around the world to play games while fundraising to support their local Children's Miracle Network Hospital. These funds are used to help sick and injured children afford the quality care they deserve.

“

Christopher Cox, Senior Technical Support Analyst, **Speaks Up** about VTO:

“Raising money for the Children's Miracle Network Hospitals through Extra Life allows me to leverage my love of playing games to help address a shortfall in the healthcare system.

Though my efforts with this charity persist year-round, the greatest funding gains are achieved in a short, intense window. Much like the telethons of the past, Summit's VTO policy gives me the leeway and motivation necessary to put my all into a three-day marathon of raising awareness and soliciting donations while providing entertainment to keep viewers engaged.”

”

In 2020, Summit donated over \$100,000 and over 1,500 volunteer hours to its communities.

Summit's donation M.U.N.C.H. (Missourians United to Combat Hunger) assisted over 550 food insecure families in the Willow Springs Missouri School District each month of the year.



Every year, Summit team member Chrisara Smith organizes a coat drive and inspires the Maine team to help kids in need. This winter tradition helps dozens of families at Farrington Elementary School weather the harsh Maine winters. In 2020, Summit team members donated **45 coats, 19 pairs of ski pants, 17 pairs of gloves, and 11 hats.**



As a part of its annual giving, Summit purchased much-needed hand sanitizer and distributed it to local emergency responders. These donations assisted front line Emergency Medical Service, Healthcare, Fire Department, and Law Enforcement first responders in fighting COVID-19.



In 2020, food security became a big concern for many families across the nation. Summit channeled much of its annual giving towards organizations such as food banks to help make sure that families were well fed during the pandemic. **One \$5,000 donation to the Augusta Food Bank in Maine was able to provide 15,000 meals.** This donation helped the food bank provide a bag of food that contained six meals for the weekend to over 125 area schoolchildren for a month.

OUR PERFORMANCE

ESG PERFORMANCE

Community Goals achieved in 2020:

- ✓ Channeled 100% of charitable giving funds to efforts that reinforce environmental, social, and governance commitments.
- ✓ Strengthened cyber security measures.
- ✓ Instituted a net-promoter customer survey.

2021 Community Goals

Create a customer care strategy for each state to better align with customer needs.

Donate 2,000 hours of VTO company-wide.

Create a low-income program in Maine to assist customers with heating costs.

ECONOMIC IMPACT

In addition to community engagement and charitable giving, Summit has a positive economic impact on the communities we serve through jobs, goods and services, and taxes and franchise fees.

Employee Compensation (Wages & Benefits)*	\$49,300,000
Supplier Payments	\$84,500,000
Property Taxes	\$8,300,000
Sales & Use Tax**	\$2,900,000
City Franchise Fees***	\$5,600,000

* Benefits include employer contributions for health and welfare benefits as well as 401(k) and retirement contributions.

** Depending on state and local laws, we are required to collect sales tax from customers on taxable sales of goods and services. We also pay taxes on certain purchases made by Summit that have not been previously taxed by the vendor or service provider.

***Payments made to local governments for use of public rights-of-way.



STAKEHOLDER ENGAGEMENT

Summit is committed to being a good friend and neighbor to its customers, the communities that we serve, and our stakeholders. As a regulated public utility, Summit is actively engaged with stakeholders in Arkansas, Colorado, Maine, Missouri, and Oklahoma. Our stakeholder relations plan includes cooperative engagement with regulators, law makers, local officials, first responders, and schools. These relationships allow us to educate our stakeholders on natural gas safety, provide meaningful input on energy policy, and to be better able to withstand challenges, transitions, or emergencies, be they economic, operational, or political.

To best meet the needs of our communities we believe that it is important for us to be active and engaged. That is why each year we partner with dozens of local, community-based organizations.

Memberships & Associations

ACP-Association of Continuity Professionals
American Biogas Council
American Gas Association
Appalachian Gas Measurement Short Course
Arkansas Advanced Energy Association
Arkansas Gas Association
Arkansas GIS Users Group
Arkansas State Heating, Venting, Air Conditioning, and Refrigeration Association
Augusta Rotary
Avaya Alumni Network
Avaya Professionals
Central Maine Apartment Owners Association
Central Maine Growth Council
COGA
Colorado One Call
Colorado Pipeline Association
Common Ground Alliance
Crawford County Board of Realtors
DNG-ISAC
E2Tech
EAM CAB -- Oracle Enterprise Asset Management Customer Advisory Board
EC-Council
Energy & Utilities Network
Energy Solutions Center
Financial Research Institute
Fort Smith Board of Realtors
Fort Smith Regional Alliance
Fort Smith Regional Council
Fort Smith School District Partners In Education
Greater Fort Smith Association of Homebuilders
Infraguard
ISC2
Kennebec Valley Board of Realtors

Leadership Fort Smith
Maine Association of Plumbing, Heating, and Cooling Contractors
Missouri Association of Natural Gas Operators
Missouri Energy Cybersecurity Coalition
Missouri Energy Development Association
Missouri One Call
MUST
National Association of Homebuilders
National Energy Foundation
Natural Gas Vehicles of America
Northeast Gas Association
Oklahoma Gas Association
One Future
Oracle Application Users Experts
Our Nations Energy Future Coalition
PAPA
Pine Tree Society
Pipeline Association for Public Awareness
Pipeline Association of Missouri
Poteau Chapter Ducks Unlimited
Poteau Kiwanis Club
Renewable Natural Gas Coalition
River Valley IT Professionals
Saas Group
Scrum Alliance
Southern Gas Association
The Poultry Federation
United Way
US-CERT
Van Buren Rotary Club
VMUG
Western Arkansas Human Resources Association
Women's Energy Network

Chambers of Commerce

Alma Area Chamber of Commerce
Arkansas State Chamber of Commerce
Ava Chamber of Commerce
Branson Chamber of Commerce
Branson Lakes Area Chamber of Commerce
Camdenton Area Chamber of Commerce
Cumberland Falmouth Community Chamber of Commerce
Fort Smith Chamber of Commerce
Gallatin Chamber of Commerce
Greater West Plains Chamber of Commerce
Hollister Chamber of Commerce
Kennebec Valley Chamber of Commerce
Lake Area Chamber of Commerce
Lake of the Ozarks Chamber of Commerce
Lake West Chamber of Commerce
Lebanon Chamber of Commerce
Maine State Chamber of Commerce
Mid-Maine Chamber of Commerce
Missouri Chamber of Commerce
Mountain Grove Chamber of Commerce
Muldraw Chamber of Commerce
Oklahoma State Chamber of Commerce
Portland Regional Chamber
Poteau Chamber of Commerce
Sallisaw Chamber of Commerce
Van Buren Chamber of Commerce
Warsaw Chamber of Commerce
Yarmouth Chamber of Commerce

PEOPLE

In 2020, the Summit team banded together like never before. Teams from across the company and across the country found ways to engage with each other in meaningful and impactful ways. Virtual coffee breaks spurred collaborations and created new and unlikely friendships. As the company withstood an unprecedented year, the Summit team reinforced its values.

Adam Colba, Financial Planning and Analysis Manager, **Speaks Up** about Culture:

“COVID-19 provided me an exceptional opportunity to connect with my teammates. While working from home I had virtual lunch and coffee meetings with colleagues across the company. With each of these conversations, I have learned more about my fellow coworkers, and their unique perspectives. These candid conversations have provided me with insight and have strengthened my view of the culture at Summit.”



ESG PERFORMANCE

Social Goals achieved in 2020:

- ✓ Implemented a comprehensive diversity and inclusion initiative.
- ✓ Implemented unconscious bias training company-wide.
- ✓ Conducted a comprehensive review of Summit's benefits program to better align benefits offerings.
- ✓ Instituted anti-corruption training for all employees.

2021 Social Goals

Include women on interview panels 90% of the time for office-based jobs and 70% of the time for field-based jobs.

Add benefits that align more closely with an inclusive and diverse workforce.



2021 ACCOMPLISHMENTS

Best Places to Work in Maine and Arkansas –

In 2020, Summit was named as one of the Best Places to Work in both Maine and Arkansas.

“By digging deep to understand what is most important to our people, we’ve built a strong company culture and created a rewarding team member experience that encourages pioneering, excellence, agility, kindness, and safety. As a result, when COVID-19 hit, our teams we were able to continuously adapt to provide safe, clean, and reliable energy solutions to our community. In the middle of a global pandemic, it is an exceptional honor to be named one of the best places to work.” -Fred Kirkwood, Chief Customer Officer.

Blue and You Fitness Challenge- Summit once again won first place in the Blue and You Fitness Challenge. As gyms closed, the Summit team continued to prioritize health and wellness while showcasing our core values.

Fastest Growing Companies in Denver –

Summit was recognized by the Denver Business Journal as one of the 2020 Fastest Growing Denver Area Private Companies in the extra-large category for the second consecutive year. At a virtual presentation held by the Denver Business Journal Summit was revealed as the region’s 9th fastest-growing privately held company.

“We are extremely honored, for the second year in a row, to be in such good company with other great businesses. It has been a privilege to be a part of such an innovative and collaborative team. Our ability to grow is a tribute to our hard-working team members across Summit committed to serving our communities.” - Steve Birchfield, EVP & Chief Financial Officer.

DIVERSITY AND ENGAGEMENT

In the wake of George Floyd's murder, Summit's Diversity and Engagement (D&E) Committee developed a set of recommendations to strengthen and enhance Summit's diversity practices. These recommendations focused on three areas for improvement: pre-hire, onboarding, and culture. Many of those recommendations were set to be implemented in 2021. One recommendation was that the company should broaden its holiday schedule to honor Martin Luther King, Jr. The company has now added his birthday to the list of company holidays.

The D&E Committee also helped Summit launch its BRIDGE program. The BRIDGE program is designed to support a new hire's assimilation into the Summit team while helping them learn Summit's culture and values. New hires are partnered with an ambassador who serves as a valuable resource in the first 12 weeks at Summit.



Clark Medlock, Senior Manager of Energy Efficiency, **Speaks Up** about Diversity & Engagement:

"The chance to be involved in Summit's Diversity & Engagement Committee has been a great learning experience. Through the Committee I've been given the opportunity to make actionable change and provide my personal insights to Summit's leadership team. I'm proud of the collaboration of the Committee members, and the work that we were able to accomplish in 2020."

Compensation and Benefits

Summit offers competitive pay and benefits which provide flexibility, choice, and support to our team when they need it most. We understand that home and family are essential to our employees, and our benefits are designed to support them both at work and at home. Here is some of what we offer*:

- Competitive pay, including pay-for-performance incentives
- Robust medical, dental and vision plans
- Pet insurance
- Teledoc healthcare
- Legal insurance
- Employer contributions to Health Savings Accounts
- Company-paid life and disability coverage
- 401k retirement savings plan with a generous employer match and immediate vesting

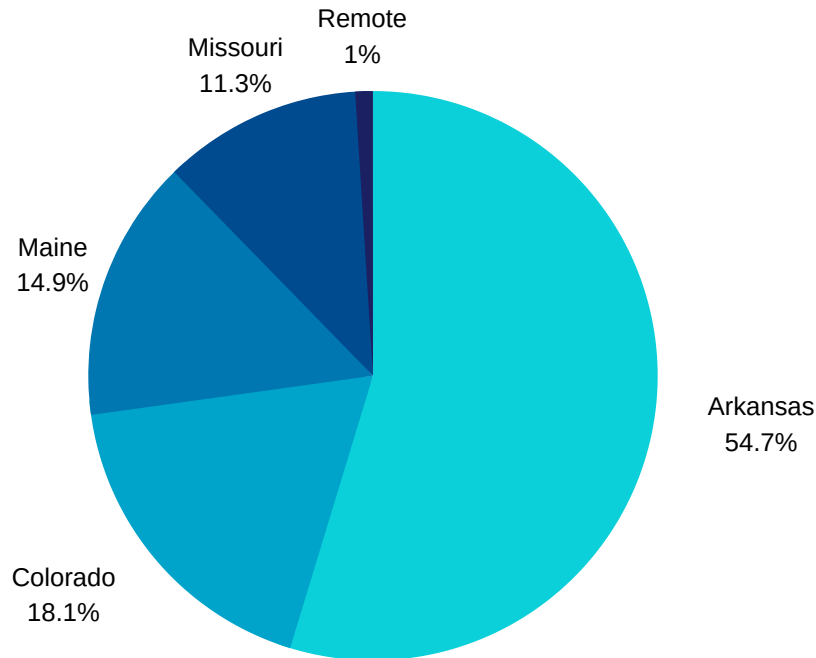
- Flexible paid time off (PTO), as well as paid holidays and floating holidays
- Paid Volunteer time off for all employees
- Parental leave to all parents for the birth or adoption of a child
- Wellness program that encourages healthy living
- Education reimbursement to support growth and skill development
- Employee Assistance Program
- Remote work policy

*Benefits for some positions in Arkansas and Oklahoma are governed by a Collective Bargaining Agreement and may differ from the benefits we provide to our other employees.

2020 Workforce Demographics



Percent of Total Employees by State



Total Employees	397	73.3% Male	26.7% Female
Part time Employees	0		
Temporary Employees	1	100% Male	

Executive leadership positions held by women	30%
Ethnic diversity	14%
Veterans	4.8%
Represented by unions	23.4%
Average tenure	8.74 years
Voluntary turnover rate	5.1%
Retirement rate	1.8%

Appendix A: 2020 Quantitative Emissions Data



Methane Emissions and Mitigation from Distribution Mains-2020

Number of Gas Distribution Customers	104,300
Plastic (miles)	3,931
Cathodically Protected Steel - Bare & Coated (miles)	1,936.5
Unprotected Steel - Bare & Coated (miles)	6
Cast Iron / Wrought Iron - without upgrades (miles)	0
Unprotected Steel (Bare & Coated) (# years to complete)	7
Cast Iron / Wrought Iron (# years to complete)	0

Emissions

Scope 1 Emissions, Metric Tons of CO ₂ e	35,048
Scope 2 Emissions, Metric Tons of CO ₂ e	1,226
Scope 3 Emissions, Metric Tons of CO ₂ e	891,304
Net Avoided Emissions, Metric Tons of CO ₂ e	69
Total Methane Emissions, Metric Ton of CH ₄	1,273
Net Avoided Methane Emissions, Metric Tons CH ₄	3



Methane Emissions and Mitigation from Distribution Mains-2020

Number of Gas Distribution Customers	58,200
Plastic (miles)	1,447
Cathodically Protected Steel - Bare & Coated (miles)	1,763
Unprotected Steel - Bare & Coated (miles)	6
Cast Iron / Wrought Iron - without upgrades (miles)	0
Unprotected Steel (Bare & Coated) (# years to complete)	7
Cast Iron / Wrought Iron (# years to complete)	0

Emissions

Scope 1 Emissions, Metric Tons of CO2e	21,177
Scope 2 Emissions, Metric Tons of CO2e	881
Scope 3 Emissions, Metric Tons of CO2e	500,250
Net Avoided Emissions, Metric Tons of CO2e	63
Total Methane Emissions, Metric Ton of CH4	795
Net Avoided Methane Emissions, Metric Tons CH4	3



Methane Emissions and Mitigation from Distribution Mains-2020

Number of Gas Distribution Customers	22,600
Plastic (miles)	1,205
Cathodically Protected Steel - Bare & Coated (miles)	112
Unprotected Steel - Bare & Coated (miles)	0
Cast Iron / Wrought Iron - without upgrades (miles)	0
Unprotected Steel (Bare & Coated) (# years to complete)	0
Cast Iron / Wrought Iron (# years to complete)	0

Emissions

Scope 1 Emissions, Metric Tons of CO ₂ e	4,115
Scope 2 Emissions, Metric Tons of CO ₂ e	199
Scope 3 Emissions, Metric Tons of CO ₂ e	111,972
Net Avoided Emissions, Metric Tons of CO ₂ e	5.6
Total Methane Emissions, Metric Ton of CH ₄	147
Net Avoided Methane Emissions, Metric Tons CH ₄	.2



Methane Emissions and Mitigation from Distribution Mains-2020

Number of Gas Distribution Customers	4,500
Plastic (miles)	223
Cathodically Protected Steel - Bare & Coated (miles)	.5
Unprotected Steel - Bare & Coated (miles)	0
Cast Iron / Wrought Iron - without upgrades (miles)	0
Unprotected Steel (Bare & Coated) (# years to complete)	0
Cast Iron / Wrought Iron (# years to complete)	0

Emissions

Scope 1 Emissions, Metric Tons of CO ₂ e	2,461
Scope 2 Emissions, Metric Tons of CO ₂ e	48
Scope 3 Emissions, Metric Tons of CO ₂ e	95,975
Net Avoided Emissions, Metric Tons of CO ₂ e	0
Total Methane Emissions, Metric Ton of CH ₄	53
Net Avoided Methane Emissions, Metric Tons CH ₄	0



Methane Emissions and Mitigation from Distribution Mains-2020

Number of Gas Distribution Customers	19,000
Plastic (miles)	1,056
Cathodically Protected Steel - Bare & Coated (miles)	61
Unprotected Steel - Bare & Coated (miles)	0
Cast Iron / Wrought Iron - without upgrades (miles)	0
Unprotected Steel (Bare & Coated) (# years to complete)	0
Cast Iron / Wrought Iron (# years to complete)	0

Emissions

Scope 1 Emissions, Metric Tons of CO ₂ e	7,295
Scope 2 Emissions, Metric Tons of CO ₂ e	98
Scope 3 Emissions, Metric Tons of CO ₂ e	183,107
Net Avoided Emissions, Metric Tons of CO ₂ e	0
Total Methane Emissions, Metric Ton of CH ₄	278
Net Avoided Methane Emissions, Metric Tons CH ₄	0

Appendix B: GRI Index

GRI Standards		
GRI 101: Foundation		
GRI 102: General Disclosures		
Disclosure	Description	Related Content and Source
102-1	Name of the organization	Our Company
102-2-a	Activities, brands, products, and services	Our Company
102-2-b		
102-3	Location of headquarters	Our Company
102-4	Location of operations	Our Company
102-5	Ownership and legal form	Our Company
102-6-a	Markets served	Our Company
102-6-a-i		
102-6-a-ii		
102-6-a-iii		
102-7-a	Scale of the organization	People
102-7-a-i		Our Company
102-7-a-ii		
102-7-a-iii		Appendix A
102-7-a-iv		n/a
102-7-a-v		Appendix A
102-8-a	Information on employees and other workers	People
102-8-b		
102-8-c		n/a
102-8-d		
102-8-e		
102-8-f	Supply chain	Data is compiled through Summit's ADP program.
102-9		n/a
102-10-a	Significant changes to the organization and its supply chain	n/a
102-10-a-i		
102-10-a-ii		
102-10-a-iii		
102-11	Precautionary Principle or approach	n/a
102-12	External initiatives	Community
102-13	Membership of associations	Community

102-14	Statement from senior decision-maker	Letter from our CEO
102-15	Key impacts, risks, and opportunities	Letter from our CEO
102-16	Values, principles, standards, and norms of behavior	Safety, Our Communities
102-17-a	Mechanisms for advice and concerns about ethics	Governance
102-17-a-i		
102-17-a-ii		
102-18-a	Governance structure	Governance
102-18-b		
102-19	Delegating authority	Governance
102-20-a	Executive-level responsibility for economic, environmental, and social topics	Governance
102-20-b		
102-21-a	Consulting stakeholders on economic, environmental, and social topics	Governance
102-21-b		
102-22-a	Composition of the highest governance body and its committees	Governance
102-22-a-i		
102-22-a-ii		
102-22-a-iii		
102-22-a-iv		
102-22-a-v		
102-22-a-vi		
102-22-a-vii		
102-22-a-viii		
102-23-a	Chair of the highest governance body	Governance
102-23-b		
102-24-a	Nominating and selecting the highest governance body	Governance
102-24-b		
102-24-b-i		
102-24-b-ii		
102-24-b-iii		
102-24-b-iv		

102-25-a		
102-25-b		
102-25-b-i		
102-25-b-ii	Conflicts of interest	n/a
102-25-b-iii		
102-25-b-iv		
102-26	Role of highest governance body in setting purpose, values, and strategy	Governance
102-27	Collective knowledge of highest governance body	Governance
102-28-a	Evaluating the highest governance body's performance	Governance
102-28-b		
102-28-c		
102-28-d		
102-29-a	Identifying and managing economic, environmental, and social impacts	Governance
102-29-b		
102-30	Effectiveness of risk management processes	Governance
102-31	Review of economic, environmental, and social topics	Governance
102-32	Highest governance body's role in sustainability reporting	Governance
102-33	Communicating critical concerns	Governance
102-34-a	Communicating critical concerns	Governance
102-34-b		
102-35-a		
102-35-a-i		
102-35-a-ii		
102-35-a-iii	Remuneration policies	Governance
102-35-a-iv		
102-35-a-v		
102-35-b		
102-36-a	Process for determining remuneration	Governance
102-36-b		
102-36-c		