

2019-2020

Sustainability Report

*Environmental,
Social,
Governance*



Enterprise Products
Partners L.P.

*Sustainability has been a core
business philosophy of Enterprise
since EPCO's formation.*



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Company Overview

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& SUSTAINABLE REPORTING

FORWARD-LOOKING STATEMENTS

This Sustainability Report contains forward-looking information, or forward-looking statements based on the beliefs of the company, as well as assumptions made by, and information currently available to, our management team (including information published by third parties). When used in this report, words such as “anticipate,” “project,” “expect,” “plan,” “seek,” “goal,” “estimate,” “forecast,” “intend,” “could,” “should,” “will,” “believe,” “may,” “scheduled,” “potential,” and similar expressions and statements regarding our plans and objectives for future operations, are intended to identify forward-looking statements.

Although management believes that the expectations reflected in such forward-looking statements are reasonable, it can give no assurance that such expectations will prove to be correct. You should not put undue reliance on any forward-looking statements, which speak only as of their dates. Forward-looking statements are subject to risks and uncertainties that may cause actual results to differ materially from those expected, including insufficient cash from operations, adverse market conditions, governmental regulations, the possibility that tax or other costs or difficulties related thereto will be greater than expected, the impact of competition and other risk factors discussed in our latest filings with the Securities and Exchange Commission.

All forward-looking statements attributable to Enterprise or any person acting on our behalf are expressly qualified in their entirety by the cautionary statements contained herein, in such filings and in our future periodic reports filed with the Securities and Exchange Commission. Except as required by law, we do not intend to update or revise our forward-looking statements, whether as a result of new information, future events, or otherwise.

Release Date: July 2020.

Letter to Stakeholders

We are pleased to have the opportunity to publish the Enterprise Products Partners L.P. 2019-2020 Sustainability Report to discuss Environmental, Social, and Governance (“ESG”) topics pertaining to our business. Throughout this report, we will share some of the views and perspectives that shape our company and business strategy.

Our origins began with Enterprise Products Company (“EPCO”), which was formed in 1968 by Dan Duncan and two partners as a wholesale marketer of natural gas liquids (“NGLs”). In 1998, EPCO created Enterprise Products Partners L.P. (NYSE: “EPD”) to take our operating businesses public. EPCO, which is still a private, family-owned business, and its affiliates own our general partner and approximately 32 percent of our limited partner units.

Sustainability has been at the core of Enterprise’s business philosophy since EPCO’s formation. It was not called sustainability in 1968. We called it building a durable business managed for long-term value creation. No shortcuts. A business that treated our employees as our most valuable asset. Building long-term relationships with our customers by providing reliable midstream services through “win-win” transactions. Acting with integrity and humility. Driven by innovation, creativity, and entrepreneurial spirit. A commitment to the safety of our employees, customers, neighbors, and the environment. Being a supportive corporate citizen in the communities where our assets are located and where our employees call home.

In financial terms, sustainability is what has guided our general partner’s actions throughout our history, including:

- taking proactive measures, beginning in 2002, to lower our long-term cost of capital to enhance the value of our limited partner units and further align the interests of our management team with our public unitholders;
- together with its affiliates, reinvesting over \$1.7 billion of distributions into Enterprise to support our long-term growth and a strong balance sheet; and
- safeguarding our financial flexibility and providing one of the best investment-grade credit ratings in the midstream sector.

Sustainability is 22 consecutive years of cash distribution growth to our limited partners.

Today, EPD is one of the largest publicly traded partnerships and a leading North American provider of midstream energy services to producers and consumers of natural gas, NGLs, crude oil, refined products, and petrochemicals.

CONTINUED ON PAGE 8

SUPPORTING OUR COMMUNITIES THROUGH PUBLIC SERVICE EFFORTS SUCH AS SUPPORTING EDUCATION AND PROVIDING CAPITAL TO BUILD A \$66 MILLION PUBLIC SAFETY BUILDING FOR POLICE, FIRE, AND EMS

REDUCING DIRECT EMISSIONS INTENSITY RELATIVE TO THE VOLUME OF PRODUCTS HANDLED BY OUR INTEGRATED MIDSTREAM SYSTEM

PROMOTING A CULTURE OF INNOVATION, AND A WORKFORCE THAT CONTINUALLY STRIVES TO IMPROVE OUR FINANCIAL, ENVIRONMENTAL, SOCIAL, AND HEALTH AND SAFETY PERFORMANCE

RELIABLY SERVING OUR CUSTOMERS DESPITE HISTORIC WEATHER EVENTS

BEING AN INDUSTRY LEADER IN LANDOWNER RELATIONS AND PIPELINE ROUTING

**UTILIZING BIG DATA
TECHNOLOGY FOR ASSET
AND PIPELINE INTEGRITY
AND ENVIRONMENTAL
APPLICATIONS**

**INTRODUCING AND
ENHANCING A NUMBER
OF SUSTAINABILITY
INITIATIVES INCLUDING
FACTORIZING EMISSION
AND SAFETY-RELATED
DATA INTO MANAGEMENT
COMPENSATION
DECISIONS**

**EMPLOYING A TEAM
OF 51 CHEMISTS,
ENGINEERS, AND
TECHNICIANS 24/7/365
TO ASSURE THE
FEEDSTOCK WE DELIVER
TO OUR CUSTOMERS
MEETS THE PURITY
SPECIFICATIONS ON
WHICH THEY RELY**

**BEING AN EARLY
MOVER IN SOWING
NATIVE GRASSES TO
RESTORE PIPELINE
CONSTRUCTION AREAS**

**SUPPORTING THE
USE OF RECYCLED STEEL
IN MANUFACTURING
OUR PIPELINES**

**MAINTAINING A GREATER
THAN 99.999% SAFE
HANDLING RATE FOR
VOLUMES ACROSS
OUR SYSTEM**

LETTER TO STAKEHOLDERS

CONTINUED FROM PAGE 5

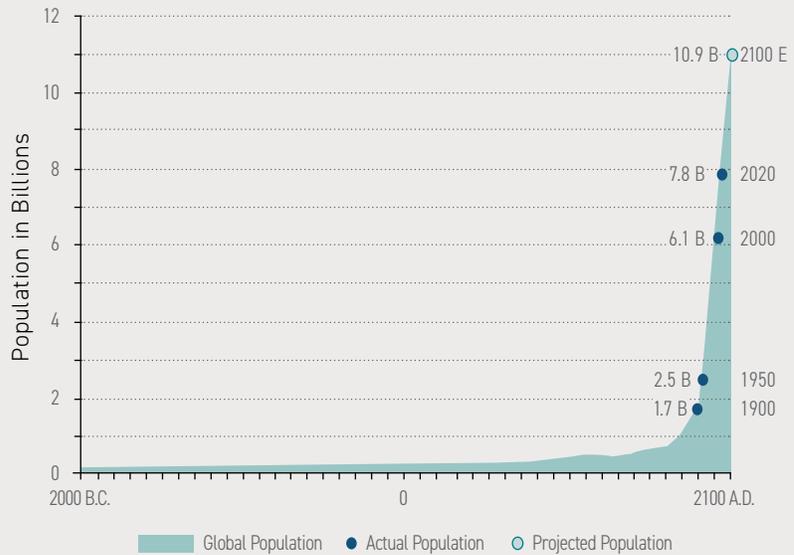
We operate an integrated network of assets that transports and processes energy to create value across our system. Moving energy is so much more than moving molecules; we bring products to market that are crucial to life and business in the United States and across the globe. The products handled across our system enable home heating, cooking, transportation, and domestic and global shipping, and are the essential building blocks for many items used in everyday life.

World population growth has grown significantly since the dawn of the Industrial Revolution in the late 1700s. It took from the beginning of humanity until the year 1803 for global population to reach 1 billion. The second billion of population growth took just 124 years. Due to higher fertility, lower infant mortality and greater life expectancy that has been provided by economic development, global population has grown an additional 1 billion people **every 12 years** since 1975 and is now estimated at 7.8 billion. The United Nations Population Division estimates global population will reach 10.9 billion by 2100. Population growth, associated development, and the desire for modern conveniences have resulted in tremendous growth in energy demand. This has also had a material impact, both directly and indirectly, on the environment.

We believe all sources of energy have an environmental footprint, some more apparent than others. We believe each of us has a responsibility to use energy more efficiently to limit and reduce our environmental footprint, whether it is emissions, spills, or waste. We believe, and United Nations data supports, that

Figure 1

Global Population Growth



Global Population	Year	Years to Grow + 1 B People
1,000,000,000	1803	—
2,000,000,000	1927	124
3,000,000,000	1960	33
4,000,000,000	1975	15
5,000,000,000	1987	12
6,000,000,000	1999	12
7,000,000,000	2011	12
8,000,000,000	2023 E	12
9,000,000,000	2037 E	14
10,000,000,000	2057 E	20

Sources: OurWorldInData.org; History Database of Global Environment (HYDE); United Nations, Department of Economic and Social Affairs, Population Division (2019). World Population Prospects 2019, Online Edition, Rev. 1.



access to affordable cleaner energy advances human development across the world, in terms of life expectancy, quality of life, education, and economic prosperity. We believe that wind and solar energy will play an important role in reducing global emissions. However, their role is limited to power generation and their application is subject to geographical and practical limitations. We believe lower emission natural gas, NGLs, and lower sulfur crude oil will continue to have a major long-term role in powering the world and providing the efficiencies, conveniences, and the modern way of life that we often take for granted.

We understand the responsibility that comes with our role and are committed to operating sustainably for our investors, employees, communities, and fellow citizens of the globe. In the midst of the COVID-19 global pandemic, we are grateful for the creativity and ingenuity of our employees who embody the Enterprise Model to drive financial success and act as outstanding stewards

of local and global communities in which we operate. We maintained the safety, strength, and integrity of our workforce throughout this crisis and are proud of the efforts of all 7,300 Enterprise employees.

Signatures from the Office of the Chair

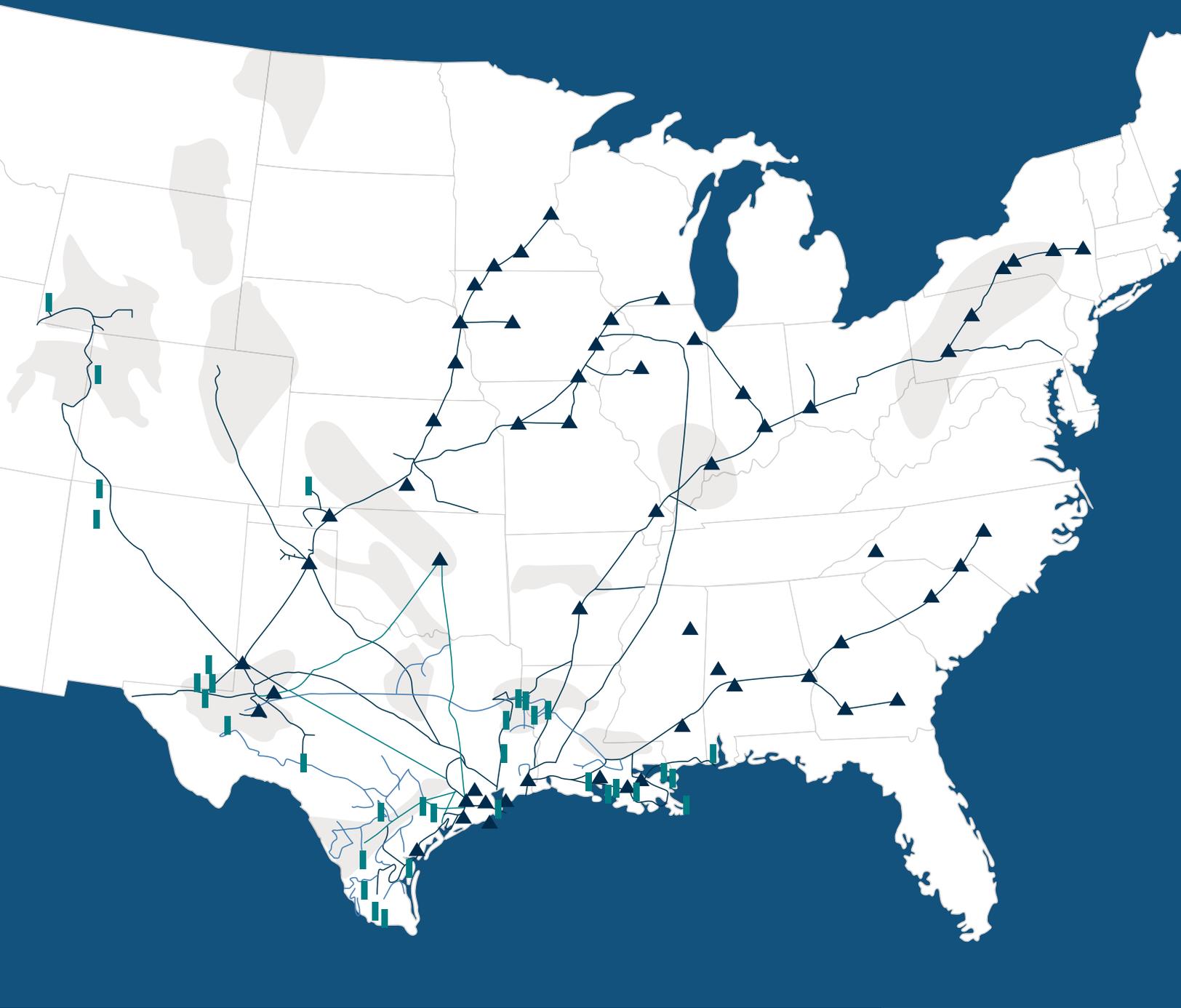
RANDA L. DUNCAN
Chairman of the Board

RICHARD H. BACHMANN
Vice Chairman of the Board

A. J. TEAGUE
Co-Chief Executive Officer

W. RANDALL FOWLER
Co-Chief Executive Officer and
Chief Financial Officer

**MOVING ENERGY
IS SO MUCH MORE
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MOLECULES; WE
BRING PRODUCTS
TO MARKET THAT
ARE CRUCIAL
TO LIFE AND
BUSINESS IN THE
UNITED STATES
AND ACROSS
THE GLOBE.**



Map Key

 NATURAL GAS PROCESSING PLANT

 TERMINAL/STORAGE

 NATURAL GAS PIPELINES

 LIQUIDS PIPELINES & SERVICES

 CRUDE OIL PIPELINES & SERVICES

About Us

Company Background

Enterprise Products Partners

L.P. (NYSE: EPD) (together with its affiliates referred to herein as “Enterprise”) is one of the largest publicly traded partnerships and a leading North American provider of midstream energy services to producers and consumers of natural gas, NGLs, crude oil, refined products, and petrochemicals.

Fundamentals Spotlight

Cleaner Fuels for a Brighter Future: Liquefied Petroleum Gas (“LPG”)

We believe in the positive impacts that energy, particularly access to affordable energy, can have on the health and well-being of citizens of the globe. We are proud to play a role in our nation’s and our world’s energy story.

The United Nations Human Development Index (HDI) was created as a means to assess the development of a country not only in terms of economic growth, but also in terms of health and standard of living through quantitatively measuring key indicators such as life expectancy, education, and health standards.

As depicted in [figure 2](#) on the next page, a notable positive correlation exists between HDI and Energy Use per Capita.

While the world has seen considerable progress toward universal access to electricity in recent years, access to clean cooking remains a significant challenge with devastating health implications for millions of people across the globe.



In sub-Saharan Africa, an estimated five out of six people (approximately 900 million people in total) lack access to clean cooking resources. Almost 95% of that subset of the population rely on solid biomass for cooking in the form of fuelwood, charcoal, or dung. The remaining 5% rely on kerosene or coal. Household air pollution stemming from inefficient and polluting cooking fuels was linked to nearly 500,000 premature deaths in sub-Saharan Africa in 2018. Globally, such deaths were estimated at 2.5 million—a figure comparable to the combined death toll of malaria, tuberculosis, and HIV/AIDS in 2018. In addition to severe health effects, the reliance on traditional use of biomass for cooking contributes to deforestation through unsustainable harvesting of fuelwood.⁽¹⁾

LPG is a very portable and clean burning fuel, emitting fewer pounds of carbon dioxide (“CO₂”) per million British thermal units (“MMBtu”) than most alternatives. LPGs, such as propane and butane, are also

very low in sulfur content and other pollutants such as particulate matter, which make them a clean indoor fuel option for cooking and heating.

While natural gas emits fewer pounds of CO₂ per MMBtu (See figure 3), it is significantly more difficult to transport and distribute on a broad scale. Unlike natural gas, LPG can be safely stored and transported in pressurized tanks and canisters. In many developing countries, governments promote clean fuels in an effort to stop deforestation and premature deaths from smoke inhalation, and to promote cleaner air in urban centers. LPG is a preferred fuel for these initiatives due to its lower emissions, and its ease of transportation and distribution. Examples of recent country-level efforts and progress in clean-cooking initiatives include:

- **CHINA:** Chinese LPG demand nearly doubled between 2014 and 2019, primarily driven by domestic heating and cooking demand. In some urban centers, coal stoves were outlawed in favor of LPG.

- **INDIA:** Introduced in 2016, the Ujjwala program subsidizes LPG usage by impoverished households. By 2019, more than 200 million LPG bottles were in circulation. India is currently the second largest LPG import market after China, with its domestic distribution sector accounting for 88% of its LPG consumption.

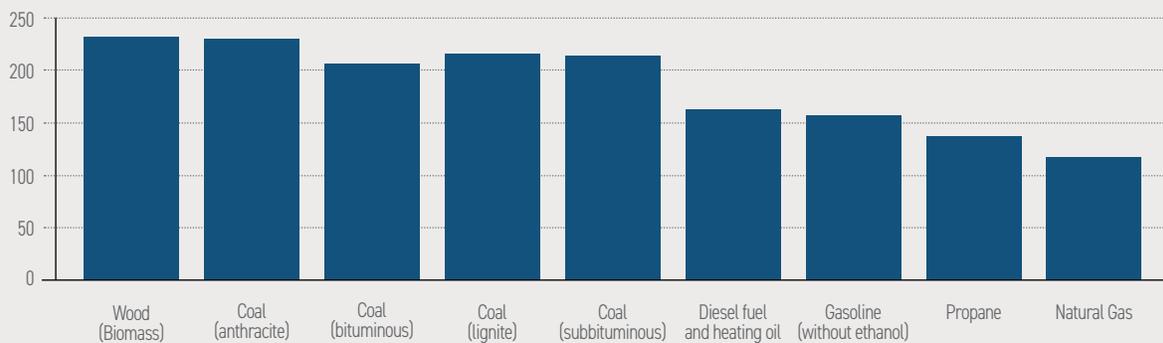
- **INDONESIA:** 90% LPG household coverage was achieved in 2017.

In recognition of the transformational benefits LPG affords, the United Nations developed the Global LPG Partnership, a non-profit, public-private partnership that aims to assist developing countries in the planning, financing, and implementation of national-scale LPG resources.⁽²⁾

Enterprise terminals currently export more LPG annually than any other company or non-U.S. country, in the world.

Figure 3

Pounds CO₂ per MMBtu

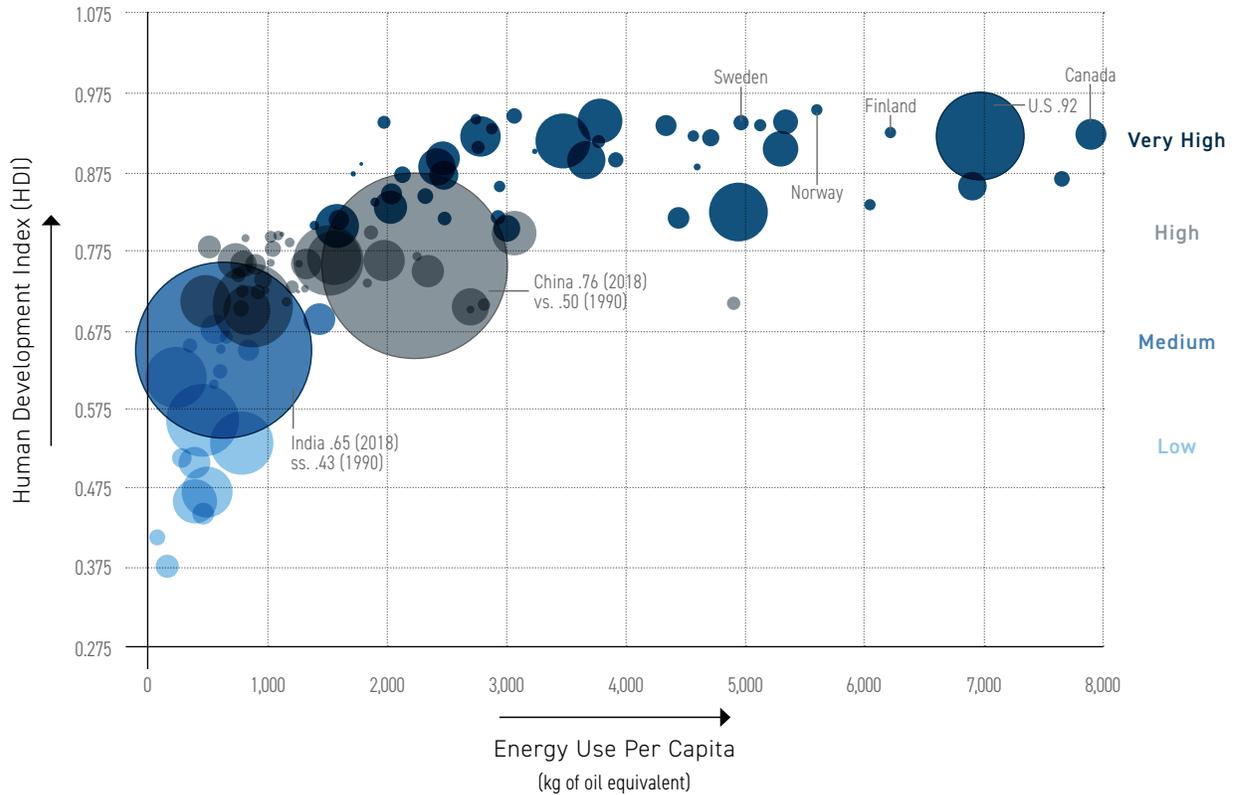


Source: EIA

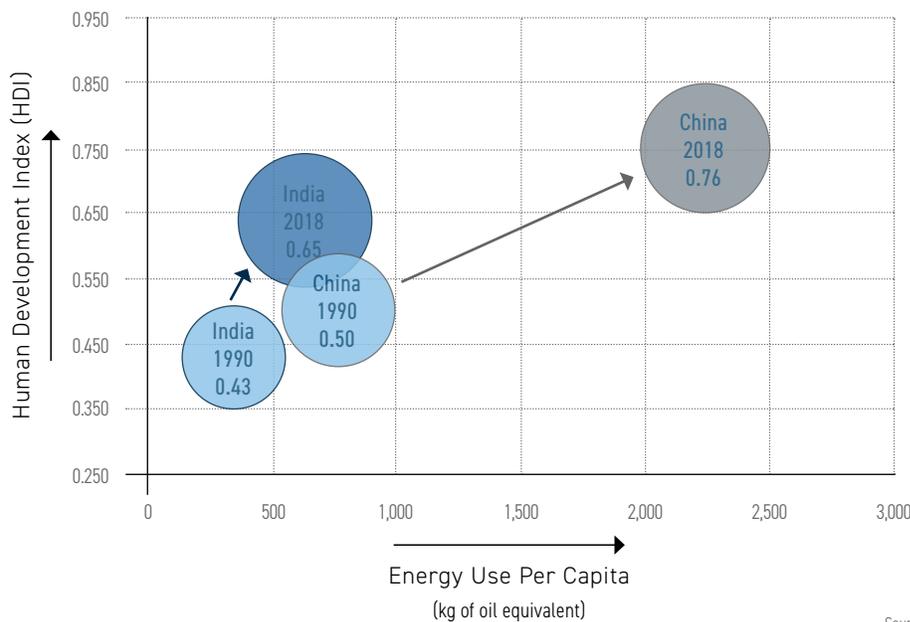
Figure 2

Access to Affordable Energy is Essential for HDI Improvement

Since 1990, India and China have seen a 51% and 52% improvement, respectively, in HDI



Size of Circles Depicts Relative Size of Population | Source: World Bank and United Nations Development Programme 2018



2018 VERSUS 1990

INDIA:

- Moved from Low to Medium HDI
- Mean education increased: 2.2x
- Life expectancy increased: 11.5yrs
- Energy Per Capita Increase: 82%

CHINA:

- Moved from Low to High HDI
- Mean education increased: 1.6x
- Life expectancy increased: 7.4yrs
- Energy Per Capita Increase: 192%

Source: World Bank and United Nations Development Programme

Energy Transformation

We acknowledge the growing applications for wind and solar for power generation and envision an “all of the above” energy approach will be required to meet demand. However, electricity is only 17% of end-use global energy consumed.⁽³⁾

There are physical limitations of wind and solar due to geography, scalability, and intermittency. As depicted in the graphic below, the most suitable locations for broad-

scale wind and solar power generation are limited and have minimal overlap with global population concentrations. (See figure 4)

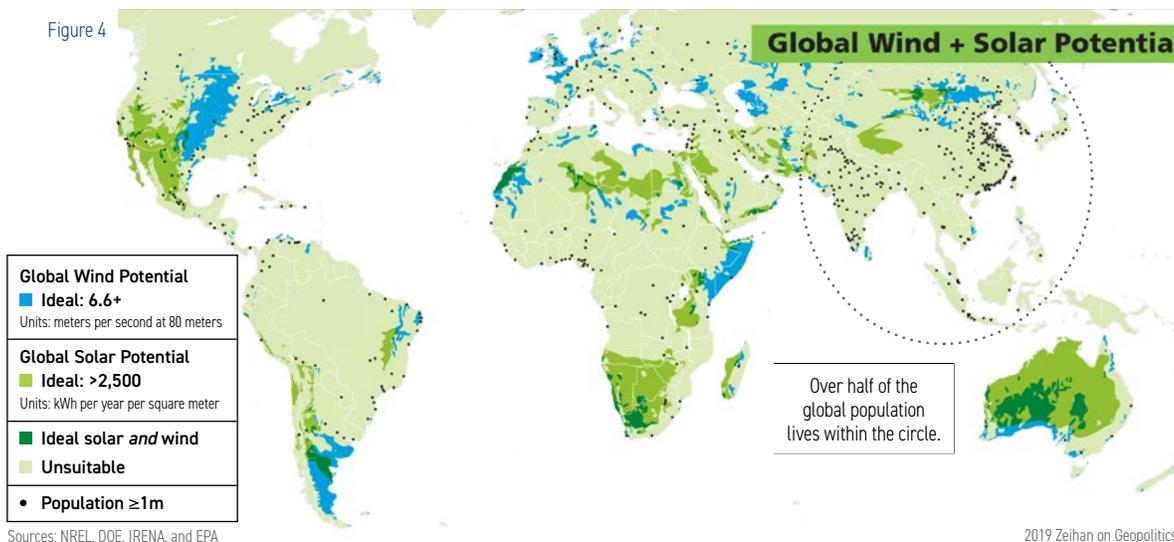
We believe crude oil, natural gas, and NGLs will continue to play an integral role in serving global energy needs and we forecast demand growth for such products for at least 20+ years before reaching a plateau. This demand growth will be driven by residential, transportation, and industrial/petrochemical applications.

DID YOU KNOW? ACCORDING TO THE NATIONAL RENEWABLE ENERGY LABORATORY, WIND TURBINES ARE COMPRISED OF APPROXIMATELY 11-16% FIBERGLASS, RESIN, OR PLASTIC,⁽⁴⁾ WHICH ARE MADE FROM DERIVATIVES OF HYDROCARBONS.

Global Wind + Solar Potential

Within 1,000 miles of a major city

Figure 4



Our Approach

Our business strategy is focused on generating attractive returns for our investors in a sustainable and responsible manner. Dan Duncan, our late chairman and co-founder of Enterprise, believed “**The way we do business is as important as the business we do.**” We strive each day to reflect this philosophy in our actions and illustrate Enterprise’s

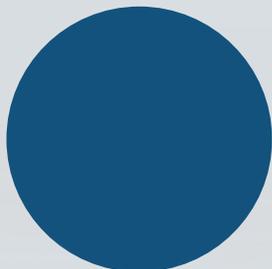
commitment to provide the highest quality service, protect the safety and health of our employees, contractors, and communities, and foster environmental responsibility. Our long-term focus is a reflection of our commitment to the longevity and stability of our business into the future.



*“The way we do
business is as important
as the business we do.”*

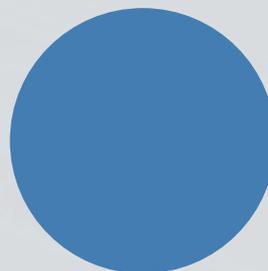
—Dan Duncan, Founder

Did You Know?



NATURAL GAS IS USED IN:
Lower emission power generation, residential fuel, and industrial fuel, including the manufacturing of steel, aluminum, and glass.

NGLS ARE USED IN:
Fuels and petrochemical products, including: food packaging, car parts, airplane parts, deodorants, makeup, ethyl-alcohol/hand sanitizer, wind turbines, and solar panels, Personal Protective Equipment (“PPE”) such as masks, goggles, gowns, coveralls, gloves, and medical devices such as respirators.



CRUDE OIL IS USED IN:
Transportation fuels (airplanes, boats, vehicles) and petrochemical products, including consumer electronics (cell phones and televisions), paints, furniture, and more.

Things that make our everyday lives possible

Stakeholder Engagement & Sustainable Reporting

We value the opinions of our stakeholders and appreciate the opportunity to garner their input. We frequently engage our Board of Directors, management team, employees, debt and equity investors, banking relationships, community members, customers, and suppliers on various matters pertaining to our business. This engagement includes formal and informal interactions that help us understand

our stakeholder’s expectations with respect to environmental, social, and governance matters.

In preparation for this report, we surveyed a sample of the aforementioned stakeholders to gauge their interest on topics pertaining to the sustainability of Enterprise’s business. We additionally reviewed peer materials, as well as guidelines and frameworks recommended by various industry and

reporting organizations. The results of this effort were reviewed by members of our executive management team and the Chairman of our Board of Directors.

The content of this report was shaped by the results of our recent survey, peer and framework review, stakeholder engagement efforts, and management’s interpretation of topics of relevance and/or interest in the realm of sustainability.

We are committed to...



FOOTNOTES

- (1) IEA WEO 2019, Special Section on Africa
- (2) <http://glpgp.org/home>
- (3) J.P. Morgan Tenth Annual Energy Paper, Eye on the Market, June 2020
- (4) https://www.usgs.gov/faqs/what-materials-are-used-make-wind-turbines?qt-news_science_products=0#qt-news_science_products



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Sustainable Operations

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- 50 RISK MANAGEMENT &
EMERGENCY PREPAREDNESS

Leadership

Board Oversight

We believe the Board of Directors of our general partner should play a critical role in the vision and oversight of our sustainability efforts, while cultivating an environment that allows for continued leadership and direction from subject matter experts across our organization. As Enterprise continues to grow, we remain squarely focused on our commitment to being a safe, reliable operator and a good steward of the environment. This includes an emphasis on safety and environmental protection; productive engagement with the community and other stakeholders; and qualified and well-trained personnel with access to the resources necessary to perform their jobs effectively and safely. Our Board of Directors, through its Governance Committee, provides oversight on sustainability-related matters, including Enterprise's environmental, transportation compliance, health and safety policies, procedures, programs and initiatives, and executive compensation, among others.

Safety Leadership Council

In addition to oversight provided by the Board of Directors, Enterprise has established a cross-functional task force comprised of leaders throughout our organization who are subject matter experts in various areas related to safety and sustainability. This task force, known within Enterprise as the "Safety Leadership Council," meets weekly to engage on safety and environmental stewardship and to review our latest safety and pipeline integrity performance data. The Safety Leadership Council reviews safety and environmental events, as well as the effectiveness of our safety awareness communication and training programs. This task force provides key leadership on sustainability and includes representation from our Board of Directors; executive management; and organizational groups throughout the company representing Commercial; Asset Optimization; Operations; Trucking and Marine; Corporate Risk; Finance and Investor Relations; Environmental, Health, Safety and Training (EHS&T); and Transportation Compliance.

MEMBERS OF THE SAFETY LEADERSHIP COUNCIL AT THE TIME OF THIS PUBLICATION:

Randa Duncan

Chairman of the Board

Jim Teague

Co-Chief Executive Officer

Randy Fowler

*Co-Chief Executive Officer &
Chief Financial Officer*

Graham Bacon

*Executive Vice President &
Chief Operating Officer*

Brent Secrest

*Executive Vice President &
Chief Commercial Officer*

Chris Nelly

*Executive Vice President of
Finance & Sustainability & Treasurer*

Bob Sanders

*Executive Vice President of
Asset Optimization*

Brad Motal

*Senior Vice President of
Liquid Hydrocarbons*

Natalie Gayden

*Senior Vice President of
Natural Gas Assets*

Tug Hanley

*Senior Vice President of
Pipelines & Terminals*

Greg Watkins

Vice President of Corporate Risk

Ivan Zirbes

Vice President of EHS&T

Jeff Morton

*Senior Director of
Transportation Compliance*

Gerry Stratmann

Senior Director of Safety



Environmental

Environmental Policy

Enterprise is committed to being a responsible steward of the environment. Our Environmental Policy is focused on minimizing the impact of our operations, improving our operational efficiency, and protecting the environment. A copy of our Environmental Policy is available on [our website](#).

Environmental Management Program

Our Environmental Management Program, which includes a dedicated 57-person team, ensures compliance with applicable rules and regulations and identifies opportunities to improve environmental performance.

We continuously monitor environmental data, which allows us to anticipate and avoid many issues before they occur. Our multifaceted Environmental Management Program is supported by several teams and systems.

While each group has defined roles and responsibilities, our Environmental Management Program relies heavily on collaboration, engagement with internal and external stakeholders, and cross-functional efforts in our commitment to safe, reliable, and compliant operations. Our collaborative approach results in a robust program that allows us to gauge the impact of our operations, ensure compliance, and continuously evaluate opportunities to economically reduce emissions and minimize disturbances associated with our operations.

We strive for effective interactions with regulatory bodies, landowners, community members, and government stakeholders. We believe training and awareness on environmental matters is imperative, and we provide such training to relevant stakeholders from internal subject matter experts and external sources.

Environmental Management Program

TEAMS	ROLES & RESPONSIBILITIES
AIR COMPLIANCE AND EMISSIONS	Collect, quality-assure, and track emissions monitoring data; use the data to calculate emissions for each site for compliance and performance monitoring purposes
ENVIRONMENTAL FIELD COMPLIANCE & OPERATIONS	Collect, monitor, and evaluate facility data for reporting verification purposes; confirm compliance with state and federal regulations
ENVIRONMENTAL AIR PERMITTING AND NATURAL RESOURCE EVALUATION AND PERMITTING	Provide applicability determinations; coordinate with internal & external stakeholders in the permit application process
ENVIRONMENTAL, HEALTH, AND SAFETY TRAINING	Develop, organize, and deliver EH&S education, awareness, and skills development courses, materials, and programs
ENVIRONMENTAL MANAGEMENT INFORMATION SYSTEM	Enable performance monitoring; provide notification of regulatory applicability changes that might affect future compliance obligations

Air Emissions Monitoring

Our internal environmental monitoring systems allow us to track operational and emissions data, including measurements of carbon dioxide (CO₂) and methane. We continuously monitor and review our emissions data in order to manage risks, identify opportunities for improvement, and adjust to evolve with changes in our business and operations. Our environmental monitoring systems allow for consistent and reliable accounting, reporting, and management of regulatory practices from all of our relevant operations. We are developing applications using Big Data analytics to enhance our real time monitoring and analyzing of data anomalies that one day may help us to predict and minimize emissions events. Our Air Compliance and Emissions group is tasked with supporting our Operations and Environmental personnel with emissions

monitoring, facility evaluations, permitting, responding to operational changes, and regulatory compliance.

We use a wide range of tools and technologies to monitor emissions and the operational parameters from which emissions are calculated. These include:

- Continuous Emissions Monitoring Systems that continuously monitor emissions from heaters, turbines, and other combustion sources;
- Parametric monitoring devices such as fuel flow meters;
- Level gauges for floating roof movement in tanks;
- Flow and composition monitors;
- FLIR infrared Optical Gas Imaging cameras (primarily used in leak detection surveys);
- Data historians;
- Supervisory Control and Data Acquisition (SCADA); and
- Customer and inventory management systems, among others.

Where continuous monitoring is not feasible, we collect and analyze periodic samples. Sampling may include stack emissions testing, material composition analyses, and properties testing.

Through our Leak Detection and Repair (LDAR) programs, we monitor potential sources of fugitive emissions to reduce the potential for releases of greenhouse gases and other pollutants into the atmosphere.



Emission Reduction Highlights



DOME ROOFS

Geodesic dome roofs are an effective means of reducing emissions associated with the storage of crude oil and petroleum products. The benefits include reduced overall emissions, avoidance of wind-induced emissions, improved fire safety, and mitigation of a number of operational risks. Dome roofs are not only good for the environment, but also good for business, as they can be a cost-effective option that leads to savings in maintenance expense over the life of the asset. Consistent with our commitment to improve operational efficiency across our system, we install dome roofs on many new compatible storage tanks and, through our tank integrity program, assess opportunities to convert existing tanks with less efficient roofs to dome roofs, where practicable. At the time of this publication, we have over 100 dome roof tanks across our system with over 30 million barrels of capacity. Installation of dome roofs is not always a regulatory requirement; however, we believe it is a best practice in sensitive areas that reflects our commitment to operational efficiency, our desire to minimize the impact of our operations, and our focus on reducing emissions associated with our operations when possible.

VAPOR RECOVERY SYSTEMS

Vapor recovery systems capture and liquefy vapors from storage tanks, loading systems and other processes. Implementation of vapor recovery systems is one of the ways we strive to minimize waste, prevent flaring, and reduce or prevent emissions (including releases of greenhouse gases and volatile organic compounds) in a manner that supports favorable economic returns. We use a standard of best practices at Enterprise that often exceeds regulatory requirements. The inclusion of vapor recovery systems in an applicable facility's design and operations is an example of how we incorporate environmental protection and value considerations in our project development process, even when not required by rules or regulations.

Emission Reductions

We are committed to reducing the greenhouse gas (GHG) emissions intensity of our operations. We focus on reducing process, fugitive, and operational GHG emissions whenever possible. The main avenues to achieve emission reductions across our system include:

- Capturing and liquefying vapors rather than flaring;
- Installing lower-emitting equipment when upgrading assets;
- Investing in technologically advanced control equipment; and
- Eliminating or minimizing waste streams.



Emissions Data

Since 2011, Enterprise has experienced a historic period of growth primarily attributed to the development of U.S. shale resources and the renaissance of the U.S. petrochemical industry. From 2011 to 2019, the company put ~\$28 billion of organic growth projects into service including six natural gas processing plants (totaling over 2.7 Bcf/d of capacity), over 5,000 miles of natural gas, NGL, crude oil and petrochemical pipelines, seven NGL fractionators (with over 705 MBPD of capacity), and a world-scale propane dehydrogenation (“PDH”) facility.⁽¹⁾ We also completed over \$8 billion in acquisitions that added seven marine docks at the Houston Ship Channel, over 20 million barrels of crude oil storage, eleven central gathering plants, and 171 MBPD of condensate stabilization.

While substantially increasing our footprint and volumes handled by our assets, we focused on taking actions to reduce the partnership’s direct emissions intensity per barrel equivalent (BOE) through our integrated system. Our investments in midstream infrastructure over this period led to volume increases across our system. Total petrochemical facility volumes increased 65%, total NGL fractionation volumes increased 23%, total liquids pipeline volumes increased 65%, and total fee-based processing volumes increased by 108%. This compares to growth of only 17% in our direct emissions during this period, including emissions owned by our customers that are reported by our assets. As a result, our direct emissions intensity per BOE handled actually **decreased** by 19%. (See figures 5-8)

Figure 5

Increase in Volumes Handled Compared to Increase in Emissions 2011-2019

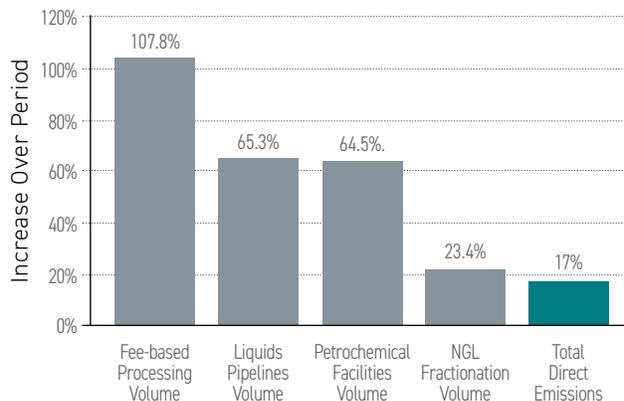
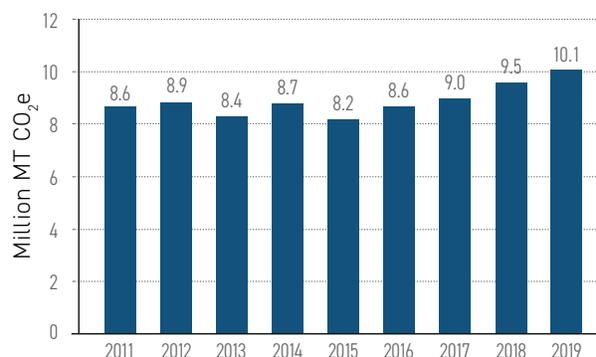


Figure 6

Total Direct Emissions

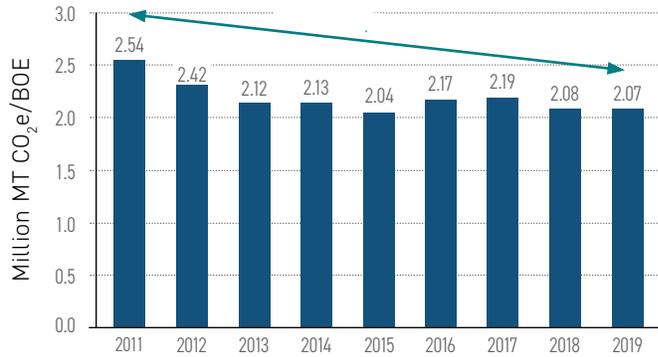
Direct Emissions (Scope 1)



- Reportable direct CO₂ equivalent emissions with global warming potential ratios including: Subpart C - Emissions from Stationary Combustion Equipment (regardless of facility) & Subpart W - Emissions from Petroleum and Natural Gas Systems: all other equipment emissions from natural gas processing, transmission, storage. Also, includes emissions from gas gathering and boosting.
- New assets from acquisitions or construction impact total direct emissions, including: Oiltanking and EFS acquisitions, new pipelines, processing facilities, storage and export facilities.

Figure 7

Total Direct CO₂e Emissions / BOE

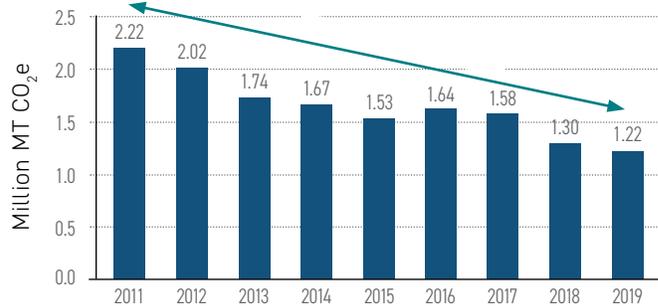


- BOE is the gross volume measured for the assets included in the reported direct scope emissions.

WHILE SUBSTANTIALLY INCREASING OUR FOOTPRINT AND VOLUMES HANDLED BY OUR ASSETS, WE FOCUSED ON TAKING ACTIONS TO REDUCE THE PARTNERSHIP'S DIRECT EMISSIONS INTENSITY PER BARREL EQUIVALENT (BOE) THROUGH OUR INTEGRATED SYSTEM.

Figure 8

Emissions Intensity of Gross Operating Margin



■ Direct Emissions per \$B of GOM

- Emissions Intensity is measured as Direct Emissions per billion dollars of Gross Operating Margin.
- Total gross operating margin is a Non-GAAP measure. For a reconciliation of these amounts to their nearest GAAP counterparts, see "Non-GAAP Financial Measures" on our website, enterpriseproducts.com.

As generally used in the energy industry and in this report, the acronyms below have the following meanings:

- Bcf** = billion cubic feet; /d = per day
- BPD** = barrels per day
- MBPD** = thousand barrels per day
- MMBbls** = million barrels
- MMBPD** = million barrels per day
- MMBtu** = million British thermal units
- MT** = metric tons
- CO₂e** = CO₂ equivalent

Other Emissions

Title V of the Clean Air Act (CAA) requires certain sources of air pollutants to obtain and operate in compliance with a Title V Operating Permit. As of 2019, over eighty Enterprise sites are subject to the Title V Operating Permit Program and are required to submit an annual emissions inventory. These emission inventories require the monitoring and reporting of criteria pollutants including volatile organic compounds (VOCs), Nitrogen Oxides (NOx), Carbon Monoxide (CO), particulate matter (PM), and Sulfur Oxides (SOx).

Since 2016 we have added or expanded a number of Title V facilities including: three NGL fractionators, a propane dehydrogenation (PDH) facility,

an isobutane dehydrogenation (iBDH) facility, two natural gas processing plants, and expanded export facilities at the Houston Ship Channel and Morgan’s Point.

Enterprise looks for internal opportunities to generate emission offsets for VOC and NOx emissions by replacing dated equipment with newer, more efficient technologies. When necessary, we also obtain emission offsets from emission control market participants to offset project emissions. This approach helps to ensure compliance with all current rules and regulations, reduces environmental impacts over time, and can have an added benefit in accelerating permitting timelines and lowering project costs.

Engineering & Technical Services

Enterprise is a technical leader among midstream operators employing approximately 500 engineers and scientists who are individually and collectively dedicated to developing and implementing strong technical solutions designed to improve our safety, reliability, sustainability, and environmental footprint. Our technical team has significant expertise including environmental engineering, power optimization, safety system design, product measurement and loss control, and pipeline facility control systems including cybersecurity expertise to prevent security threats. Enterprise engineers employ data analytics to ensure peak performance through data monitoring and analysis, and optimization engineers whose sole purpose is to improve the efficiency of our assets thus minimizing energy consumption while maximizing overall value. These engineers and scientists are technology and industry leaders, each of whom brings a broad range of expertise together to collaborate with cross-functional teams and stay on the forefront of developing technology. Our team of engineers and scientists actively lead industry organizations and workgroups that are committed to similar goals of improved safety, reliability, sustainability, and environmental impacts. By developing sustainable engineering solutions, our team of engineers and scientists are making positive impacts on our environment and the communities in which we operate.

Figure 9

Other Emissions

Criteria Pollutant Emissions from Facilities with Clean Air Act Title V Permits

Pollutant	Emissions (tons) by Year			
	2016	2017	2018	2019
NOx	7,610	7,394	7,467	8,018
CO	3,546	3,632	3,812	4,092
VOC	2,470	2,638	2,509	2,602
PM	427	390	393	380
SOx	569	413	424	482



Energy Use Initiatives

We believe operational efficiency is key to our ability to continue to provide critical infrastructure services in a sustainable and reliable manner. *We are committed to using energy efficiently across our operations.*

We continuously review opportunities to improve our operational efficiency on existing and prospective assets, and rely on a diverse mix of energy sources, including solar and wind power. Examples of our use of efficient and/or renewable energy sources include:

Solar Energy

We have over 16,200 metering stations across the United States operating on solar power. These stations generate approximately seven megawatt hours of power generation per day. These solar operated stations run natural gas chromatographs, measurement, controls, and communications equipment. Enterprise also utilizes solar units to generate power to certain cathodic protection system installations for the purpose of corrosion prevention across our liquid and gas pipelines. Power generation at the point of power consumption eliminates the inefficiencies and environmental footprint of conventional electrical transmission and distribution systems. Solar powered stations also save resources by eliminating the need for chemically treated electric poles and high capacity wiring, which benefits property owners by minimizing the electrical infrastructure needed across their land.

Wind

In certain areas of operations where wind is an attractive power source, Enterprise utilizes wind turbines to generate power for cathodic protection systems for the purpose

of corrosion prevention across our liquid and gas pipelines.

ERCOT Demand Response Program

Enterprise participates in a program established by the Electric Reliability Council of Texas (ERCOT) designed to preserve the reliability of the electric grid and mitigate the negative implications of surges in electricity demand during peak hours. At certain locations, Enterprise has the ability to act as a “Load Resource” by temporarily modifying our operations to reduce our power usage during periods of peak grid consumption. This contributes to greater operational efficiency in the electric markets and lessens the need for incremental power generation facilities to accommodate surges in electric demand. As described by ERCOT, “the value of a Load Resource’s load reduction is equal to that of an increase in generation by a generating plant.”⁽²⁾ ERCOT’s Demand Response program is increasingly important as the grid becomes more reliant upon intermittent renewable resources. Through collaboration with internal and external stakeholders, we are able to contribute to the reliability of the Texas electric grid and the efficient use of resources.



Renewable Energy Initiative

In addition to Enterprise-installed power generation sources, we purchase power generated by wind and solar sources. We estimate that approximately 18% and 17% of our 2019 electricity usage in Texas and company-wide, respectively, was attributable to wind and solar power generation sources. In 2020, we launched a new initiative to evaluate opportunities for expanded solar power purchasing and/or installations across our systems. We believe this initiative will help further our goal to use natural resources more efficiently in the future.

CO₂e Sequestration Initiatives

Enterprise currently sequesters approximately 35,000 metric tons per year of carbon dioxide in geologic storage. The 2018 expansion of the federal Section 45Q tax credit may support additional opportunities to sequester or beneficially reuse carbon dioxide that is produced as a byproduct of some of our operations. We do not currently claim a credit under Section 45Q, but we are evaluating Section 45Q and the Department of the Treasury’s recent guidance and proposed regulations with a view to whether the expanded tax credit will support operational changes and/or commercial agreements that would add financial value for our limited partners while also reducing our carbon footprint.

Conservation, Land Use, and Reliable Operations

We believe our commitment to environmental stewardship is not only a moral obligation, but also a good business decision, and helps drive the success of our projects and operations company-wide. In addition to playing an integral role in the long-term growth of our company, protecting the environment is also important to our business partners and the communities in which our personnel (including our employees, independent contractors and other service providers) live and work. We want our neighbors to know that protection of the environment is a priority and we continuously evaluate and strive to reduce environmental risks, which can affect our business and the community. We have implemented system-wide programs to mitigate this risk and help ensure compliance with federal, state, and local rules and regulations.

Asset Construction

We aim to minimize the impact of our operations on landscapes and habitats to the extent possible and employ an avoidance approach with respect to sensitive areas. Civil, environmental, cultural, and geo-technical surveys are conducted along a proposed pipeline route or asset site to identify and protect sensitive environmental resources, such as wetlands and water bodies, as well as to identify utility lines, foreign line crossings, and High Consequence Areas (“HCA”). This process involves collaboration among internal groups and engagement with

external stakeholders such as the U.S. Fish and Wildlife Service, the U.S. Environmental Protection Agency, the U.S. Army Corps of Engineers, landowners, and community members. We take great care in the construction of our assets. A team of skilled field, engineering, environmental, construction, survey, and inspection personnel (including employees and contractors) are employed to effectuate asset construction and commissioning in a safe and responsible manner. At the conclusion of construction of pipeline assets, we take measures to restore the right-of-way to its original or an improved condition, as reasonably practicable. In suitable landscapes, one of Enterprise’s common practices is to sow native grasses when restoring workspaces associated with our construction projects. *We are committed to restoring landscapes and preserving biodiversity.*

Landowner Relations

We are committed to engaging with our stakeholders, including landowners and community members, in a respectful manner. We seek to be an industry leader in the field of landowner relations. Through industry associations, Enterprise advocates for the adoption of best practices in landowner relations across our industry. Further, Enterprise is a leader in a coalition of companies formed to address eminent domain reform in a manner that respects and preserves landowner rights.

IN 2019, AS A PRODUCT OF OUR COMMUNITY ENGAGEMENT AND LANDOWNER RELATIONS EFFORTS, WE MODIFIED THE ROUTE OF ONE OF OUR APPROXIMATELY 400-MILE CRUDE OIL PIPELINES IN SOUTH TEXAS IN COLLABORATION WITH A GROUP OF LANDOWNERS AND COMMUNITY MEMBERS. WE STRIVE TO ACHIEVE THIS TYPE OF “WIN-WIN” BALANCE THAT SATISFIES THE INTERESTS OF OUR COMMUNITIES AND ALLOWS FOR CONTINUED GROWTH OF INFRASTRUCTURE THAT BENEFITS THE REGION. IN RECENT YEARS, WE ALSO REROUTED OR REPLACED CERTAIN SEGMENTS OF EXISTING PIPELINE SYSTEMS IN SOUTH TEXAS AND THE MIDWEST, TO ADAPT TO CHANGING CONDITIONS AND TO AVOID HIGHER POPULATION CONCENTRATIONS OR MINIMIZE THE RISK OF POTENTIAL IMPACTS TO ENVIRONMENTALLY SENSITIVE AREAS THAT EVOLVED OVER TIME.

We are proactive in our efforts to establish and maintain mutually beneficial relationships with landowners and strive to achieve a balance that respects landowner and community interests. We extensively train our right-of-way agents and expect that they conduct themselves in a manner consistent with Enterprise's Code of Conduct, which is rooted in a foundation of integrity, honesty, dedication, accountability, and respect. We strive to reach right-of-way acquisition agreements with landowners by compensating them fairly and negotiating in good faith. We seek to align ourselves with state and local stakeholders to understand their interests and expectations for our company. We keep public officials, policy makers, and regulators, as appropriate, apprised of new construction projects. Our focus on successful engagement allows us to expediently complete projects in a safe and environmentally responsible manner.

We respect the rights and interests of Native Americans and Indigenous peoples. When selecting a project route, we seek to avoid crossing indigenous communities. When it is necessary for our routes to cross tribal-owned lands, we employ our best practices approach

to landowner and community relations, and work directly with the impacted community, following the procedures they have enacted for crude oil and natural gas projects. When we cross federally owned lands managed by the Bureau of Indian Affairs, we follow all federal laws, rules, and regulations in acquiring right-of-way.

Water Management

Enterprise is committed to being a responsible steward of the environment, including in our management of water resources. We routinely take measures to mitigate water impacts during construction through horizontal directional drills, drilling under levees, re-routing around aquifers, and installing berms around storage tanks. We also construct rainwater collection systems in certain locations. Throughout the management of operations, we have procedures in place to monitor wetlands surrounding our assets for potential washouts and subsidence affecting our pipeline crossings of rivers, creeks, and ditches.

Habitat Assessments & Avoidance of Impacts

We employ an avoidance approach in our construction process and, in our effort to minimize the impact of our operations, we seek to avoid

sensitive areas, habitats, and seasons, when possible. In advance of project construction, we survey and assess our proposed route and/or sites to evaluate and identify the presence of threatened or endangered species, sensitive areas and habitats, high consequence areas, and areas of historical or cultural significance.

Our approach to land use and biodiversity is governed by the principles of our Environmental Policy, including our commitments to maintain efficient operations with a goal of using natural resources and energy more efficiently in the future, and to minimize disturbances from existing and future operations.

In practice, our approach may involve:

- Extensive environmental surveying and permitting efforts,
- Co-locating pipelines within existing right-of-ways,
- Adjusting routes to avoid sensitive areas,
- Adjusting construction schedules to avoid sensitive seasons (such as mating seasons for endangered or threatened species),
- Safely drilling or boring under certain habitats and water bodies to minimize disturbances,
- Engagement with community and environmental stakeholders, and
- Engagement with agencies such as the U.S. Fish and Wildlife Service and U.S. Army Corps of Engineers.

For further discussion of our efforts toward maintaining and preserving biodiversity, [see page 39 of this report.](#)





Reliable Operations in Detail

Public safety and environmental protection are paramount in all facets of our company including design, construction, and the safe operation of our pipelines and company assets. We work with qualified personnel to ensure compliance with federal, state and company safety standards and specifications. We do this through the implementation of solid management practices, inspection, and oversight.

In this section

- **SPILL PREVENTION & LEAK DETECTION EFFORTS**
- **RELEASES & REMEDIATION**
- **RIGHT OF WAY PATROLS & MAINTENANCE**
- **BIG DATA INITIATIVE**
- **PUBLIC AWARENESS**

SPILL PREVENTION & LEAK DETECTION EFFORTS

Pipeline Control Center & Facility Controls

Pipeline systems and facilities are monitored 24 hours a day by trained and qualified employees using satellite technology monitoring systems. Enterprise utilizes satellites as the primary form of communications at over 1,000 sites to provide monitoring and control of our pipelines and associated facilities. The satellite system provides the transport of voice, video, SCADA, measurement, controls, and corporate data necessary to operate these facilities. The system provides timely and accurate critical operating measures like pressures, temperatures, and leak detection indicators. This data improves our ability to maintain the safe, environmentally responsible, and reliable service of our pipelines. Even slight changes in pressure, temperature, and product flow can be detected by our Control Center. The satellite system includes redundant backup communications at each site and has robust monitoring and remote support capabilities.

Enterprise Pipeline Integrity Management Program

The Enterprise Pipeline Integrity Management Program maintains the ongoing integrity of operated pipelines and pipeline-related facilities as defined by PHMSA regulations at 49 C.F.R. Part 192, Subpart O, and 49 C.F.R. Section 195.452 by:

1. Identifying threats to pipeline safety and establishing the scope and frequency of integrity assessments.
2. Performing integrity assessments, analyzing the results, and determining remediation requirements.
3. Performing remediation.
4. Updating processes and procedures for High Consequence Area (HCA) Impact Analysis, Risk Assessment, and integrity management program evaluation.

Focused on Integrity: From Pipe Manufacturing to Operation

HIGH TENSILE STRENGTH STEEL

Pipes are fabricated at steel rolling mills and are carefully inspected by pipeline personnel to ensure their quality meets or exceeds both federal and industry-wide standards.

PROTECTIVE COATING

Protective coatings are applied at a mill, and if necessary on-site, to help prevent moisture from coming into contact with the metal. This helps to protect a pipeline from external corrosion.

WELD RADIOGRAPHIC INSPECTION

Welds linking pipe joints are radiographically examined (x-rayed) by a certified third-party inspector to confirm the absence of defects that could affect the integrity of the weld.

HYDROSTATIC TESTING

Once a pipeline is placed in the ground, hydrostatic tests are conducted to ensure its integrity and check for leaks. The tests involve filling the pipe with non-toxic water and pressuring the pipe to a pressure higher than normal operating conditions to ensure the pipeline meets its design strength requirement and is free of leaks. If any failures are detected during the testing process, we analyze the cause, make repairs, and complete another hydrostatic test before safely placing the pipeline into service.

PIPELINE INSPECTION GAUGE (PIG), OR "CLEANING PIGS"

Cleaning pigs are passed through the interior of a pipeline for cleaning purposes to remove water and other product debris, and to help prevent internal corrosion.

MAINLINE ISOLATION VALVES

Mainline isolation valves are placed at numerous locations along the length of a pipeline. Many of these valves are motor operated and monitored from Enterprise's Control Center.

The on-duty operator at the Control Center can rapidly close the valves remotely, should an emergency event occur.

IN LINE INSPECTIONS

In-line inspection (ILI) tools, often called "smart pigs," are inserted into the pipeline and pushed along by the flow of products or other materials in the pipeline. Smart pigs are sophisticated, computerized tools that have the ability to measure various characteristics about the pipeline such as dents, gouges, scrapes, anomalies and/or deformations, as well as wall thickness. Inspection data is aggregated and processed using specialized software, and subsequently reviewed by trained personnel who identify any anomalies or indications of possible defects. Enterprise's Pipeline Integrity group reviews the findings and develops a plan for any necessary corrective action. In-line inspections are performed under our assessment program and are managed by our Pipeline Integrity team.

Assessment History

We have a history of exceeding regulatory requirements in our annual pipeline integrity assessment mileage.

Figure 10

Miles Assessed for Liquids	2016	2017	2018	2019	Grand Total	Miles Assessed for Natural Gas	2016	2017	2018	2019	Grand Total
Required by Regulation	2,752	2,381	2,544	2,354	10,031	Required by Regulation	16	35	29	17	97
Discretionary	3,624	2,256	3,129	3,424	12,433	Discretionary	363	445	731	655	2,194
Grand Total	6,376	4,637	5,673	5,778	22,464	Grand Total	378	480	760	672	2,290
Percentage <i>[Total Assessed/Required]</i>	232%	195%	223%	245%	224%	Percentage <i>[Total Assessed/Required]</i>	2,363%	1,371%	2,621%	3,953%	2,361%

Corrosion Prevention Program

Corrosion Prevention Programs are designed to protect the health of pipelines and other assets by preventing corrosion through the use of certain systems, materials, and processes. The Enterprise Corrosion Prevention Program covers all of our operated pipeline systems and facilities. This program includes the following:

Cathodic Protection

- Operate and maintain over 3,200 cathodic protection systems
- Perform periodic field surveys of approximately 74,000 monitoring sites that require the Corrosion Technician to physically traverse the right of way to each location
- Conduct approximately 4,600 miles of close interval cathodic protection surveys annually
- Install approximately 225 cathodic protection systems annually

Atmospheric Corrosion Control

- Perform atmospheric corrosion inspections on above-ground facilities and pipe exposures at over 14,000 monitoring locations
- Assist with prioritization and planning of coating projects based on inspection data

Maintain compliance with federal and state agencies governing corrosion control

- Prepare for and participate in regulatory audits by state and federal agencies
- Create and maintain appropriate records/documentation for participation and presentation in regulatory inspections

Internal Corrosion Control

- Perform and/or coordinate monitoring and mitigation for internal corrosion through approximately 800 monitoring locations
- Review system-operating data to determine the need for additional internal corrosion monitoring, cleaning, pigging, and/or chemical treatment

Protective Coatings and Linings

- Recoat an average of 55,440 feet (10.5 miles) of pipeline annually
- Assist in the selection of appropriate coatings for new or existing assets

Materials Selection and Design/Project Support

- Assist in the selection of appropriate materials and design procedures for new or existing assets
- Provide corrosion prevention system design review on new pipeline and facility projects

RELEASES & REMEDIATION

Safe Delivery Rate

Enterprise handles billions of barrels of liquid hydrocarbons on an annual basis. We are committed to safe and reliable operations across our value chain. The safe transportation and handling of products throughout our system is a top priority. Enterprise achieved a safe handling rate of greater than 99.999% in 2019. Through asset design and construction, pipeline integrity programs, environmental monitoring, and 24/7 controls system monitoring, we are focused and proactive in our approach to incident avoidance.

Remediation

We pursue continual improvement in environmental performance, with a goal of no incidents. In the event of a release, we have remediation plans and procedures in place that are designed to address the incident and mitigate and remediate any potential impacts. We comply with regulatory reporting requirements for all applicable agencies at local, state, and federal levels. We work closely with regulatory bodies to ensure our remediation efforts meet or exceed those required to protect public health and the environment.

The process of remediation involves:

- Analyzing and monitoring the extent of potential impact
- Specialized systems designed to recover product
- Treatment of potentially impacted environmental media

The U.S. Department of Transportation's Pipeline and Hazardous Materials Safety Administration (PHMSA) aggregates performance information for

measuring pipeline safety performance of federally regulated pipelines.

We recovered more than 97% of the released hydrocarbons that remained in liquid form associated with Enterprise's PHMSA-reportable incidents from 2016-2018.

Incidents Impacting People or the Environment (IPE)

PHMSA (at the recommendation of the U.S. National Transportation and Safety Board, and in collaboration with pipeline operators and public pipeline safety advocates) developed a metric to measure the number of

IPE incidents. IPE is a metric that prioritizes the protection of public safety and the environment. Over the past five years, the number of Industry-wide IPE incidents saw a 36% improvement. With respect to 2019, Enterprise represented 4% of the total IPE incidents although we transported approximately 6% of last reported total industry volumes. (See figure 11)

Enterprise's rate of IPE releases per billion barrels transported continues to trend significantly below the industry average, as depicted in figure 12.

>99.999%
Safe Handling Rate

Maintaining Our Assets

Annual spending toward integrity, repairs, and maintenance.

Summary of Consolidated Maintenance Expenses and Sustaining Capital Costs

Dollars in millions

Maintenance expenses:	2015	2016	2017	2018	2019
Variable repair and maintenance expenses	\$51.8	\$50.0	\$59.9	\$68.8	\$75.6
Fixed repair and maintenance expenses	576.6	514.7	518.2	613.7	641.7
Integrity management expenses	86.4	86.1	85.6	112.6	97.9
Subtotal maintenance expenses	714.8	650.8	663.8	795.1	815.2
Sustaining capital costs	272.6	252.0	243.9	320.9	325.2
Total maintenance expenses and sustaining capital	\$987.4	\$902.8	\$907.7	\$1,116.0	\$1,140.4

Figure 11

Total IPE Releases

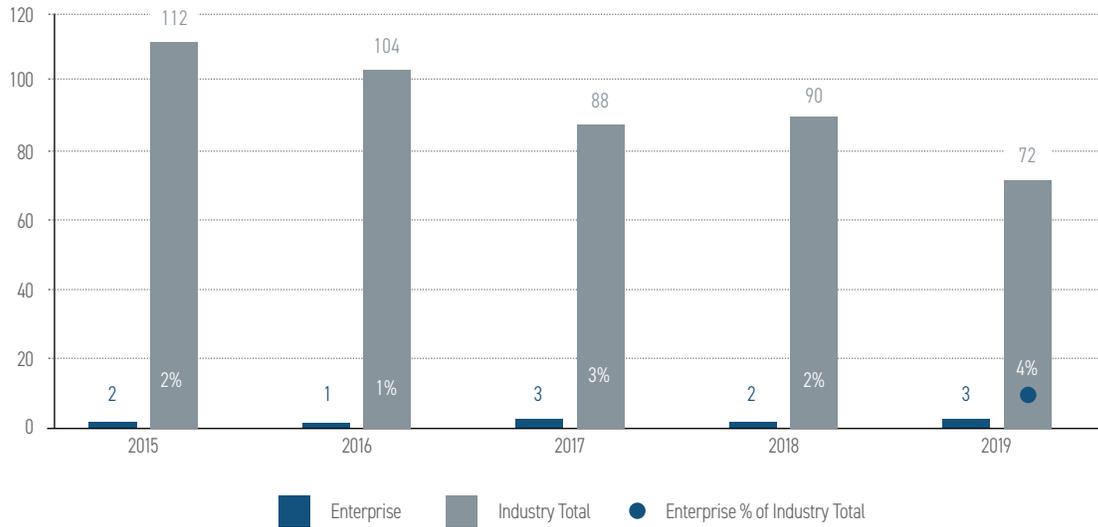
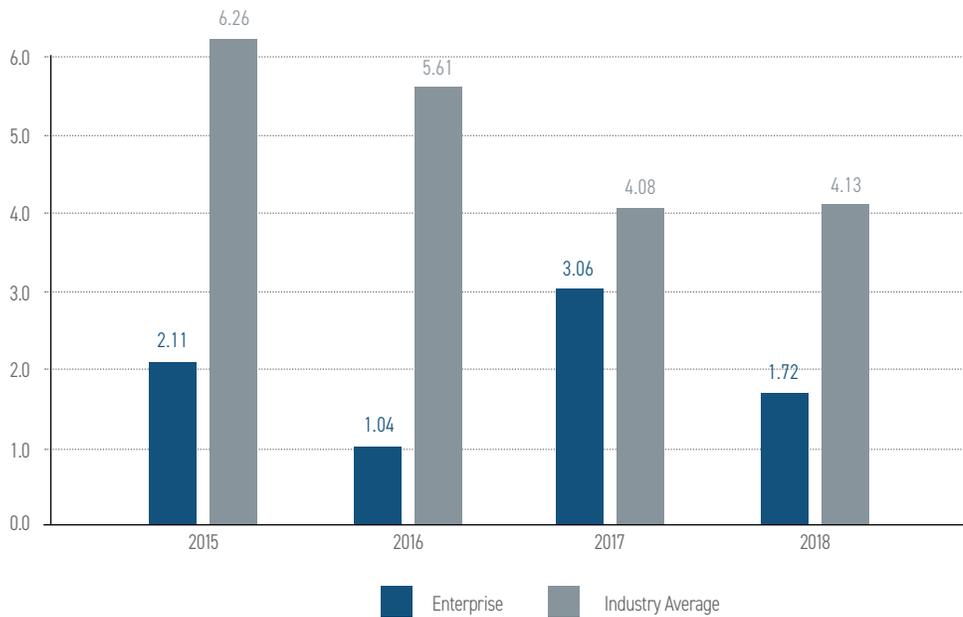


Figure 12

Average Number of Releases per Billion Barrels Transported





“Every day, it seems, is a new experience working at Enterprise, which keeps my job fresh and interesting. Being able to work on such a variety of projects alongside other dedicated and accomplished employees from the top down for the past thirty years has been rewarding and fulfilling. From supporting our field crews with reliable communications to chronicling the company’s achievements and its people through photographs and multi-media presentations gives me the opportunity to combine my passions for technology and creativity. In particular, taking aerial shots of our assets has given me a unique perspective that few others experience and allows me to appreciate the beauty of how the pieces of our midstream system work together to create economic benefits for so many and deliver the energy that our country depends on.”

—PEET, Lead Communications Engineer & Aerial Photographer

RIGHT-OF-WAY PATROLS & MAINTENANCE

A right-of-way (ROW) must be kept free from structures and other obstructions to provide the operator with access in order to conduct maintenance and other activities. We provide easy-to-follow encroachment guidelines in our Encroachment Brochure, available on our website.

Third-Party damage is one of the biggest threats to pipeline assets and facilities. Aerial and ground surveillance of the pipeline ROW are conducted routinely to monitor and help protect from encroachments and other activities, which may occur in areas along and adjacent to the ROW. Pipeline personnel conduct activities and maintenance on the pipelines. Examples include facility inspections, maintenance of the pipeline, construction activities, and ROW inspections. More heavily populated areas are inspected and patrolled at higher frequencies.

BIG DATA INITIATIVE

Our Big Data initiative is designed to discover and accelerate valuable data insights that lead to improvements in the safety, reliability, and efficiency of our operations. Enterprise has a wealth of data that can be mined using the latest technologies, including Artificial Intelligence and Machine Learning which can unlock new data insights, creating unprecedented opportunities for improvement. We have a number of initiatives underway that will significantly improve the safety, reliability, and environmental impact of our business.

Brazed Aluminum Heat Exchangers

One of our initial Big Data projects focused on Brazed Aluminum Heat Exchangers and developing data insights that would allow us to better manage our operations to maintain the health of certain operating equipment. At the time of this publication, Enterprise has 86 brazed aluminum heat exchangers in-service across

Aerial Patrol Helicopter



our system, 72 of which are located at natural gas processing plants.

Using historic and real-time data to create a number of tools and dashboards, we were able to significantly increase the visibility of our heat exchanger health. Since being implemented, these tools have alerted our Operations team to warning signs of fatiguing conditions that allowed them to proactively take corrective actions at our plants within hours.

Pipeline Integrity

Similarly, we have an initiative underway that uses advanced monitoring of billions of data points across our pipelines to identify and predict pressure cycles and prevent pipeline fatigue. We integrate this data into real-time dashboards and alerts that provide us with the information we need to make proactive operational decisions that protect and uphold the integrity of our assets. These insights further improve the safety and reliability of our pipelines.

Flare Emissions

The Big Data department is actively involved in Enterprise's effort to reduce emissions and improve our operational efficiency. Using real-time data and analytics, we are able to detect and alert flare emission anomalies in record time. This data enables immediate reductions in flare emissions, improving our overall environmental impact. We have an adaptable approach to Machine Learning and Artificial Intelligence, and we are developing additional programs that we expect to further aid in the prediction and prevention of emissions.

Power Utilization

Power optimization has the potential to reduce both our internal costs



and our overall environmental footprint. The development of real-time power utilization models allows us to optimize the configuration of our assets with the goal of using resources more efficiently to minimize our overall power demand. Our developments in this area also allow us to be responsive to ERCOT's Demand Response Program, without compromising the reliability of our operations.

PUBLIC AWARENESS

Public awareness and pipeline safety are paramount to the safe operation of our pipelines. Enterprise participates in numerous outreach efforts targeted at various stakeholder audiences to increase awareness about the importance of the, "811... Call Before You Dig" message, including our participation in collaborative sponsorships through the Common Ground Alliance.

Mailing Program & In-person Meetings

Through our Public Awareness mailing program, we engage and educate our communities on our

assets and pipeline safety. Each year, Enterprise distributes brochures that contain pipeline safety messages to approximately 2.4 million stakeholders who live and work near our pipelines. In addition to our mailing program, we meet with Emergency Responders and Excavators annually in counties across all of the states where Enterprise's pipelines traverse and participate in training and drills where appropriate.

We maintain and develop relationships with local response organizations and promote open communication with stakeholders in our communities to enhance the understanding of our operations and prepare for emergency situations. *(For further information on our emergency preparedness efforts, please see page 50 of this report.)*

811 Call Before You Dig

If you are a homeowner, farmer, excavator, contractor, or developer, you can help prevent damage to pipelines by calling 811 (the national toll-free One-Call number) before any digging project.



If you plan any excavation-related activity near or on a pipeline route, the law in most states requires you to contact the state One-Call Center at least 48 hours (and sometimes 72 hours) before you can begin your project. In most areas, you can call 811, the national toll-free One-Call number. When you call 811, we will be contacted by the One-Call Center and we will send a representative to the site to mark the location of our pipeline on your property free of charge. In 2019, our locators marked over 34,000 locations in response to One-Call requests.

Pipeline Markers

Pipeline markers are used to show the approximate location of a pipeline and are located near roads, railways,

water crossings, and other areas along the pipeline route. They provide important information regarding the pipeline operator, the type of product transported in the pipeline, and the operator's emergency number.

Partnerships & Organization Participation

In an effort to promote public awareness, Enterprise sponsors or participates in a number of pipeline safety alliances and partnerships with members of industry, governmental bodies, and other stakeholders. In 2019, this included the Common Ground Alliance (CGA), 811 Day, the Pipeline AG Safety Alliance, and the Pipeline Operators Safety Partnership.





Biodiversity

We appreciate the importance of biodiversity and maintaining healthy ecosystems. We are committed to protecting and restoring the environment and are sensitive to the needs of the localities in which we operate.

Oyster Bed Relocation

We recently developed a new oyster reef habitat and successfully relocated oyster beds, in connection with the construction of our ethane export facilities in Morgan's Point, Texas. This effort involved a comprehensive evaluation of the aquatic habitats of other oyster reefs in the area, to ensure the newly established reef would be a suitable environment for the relocated beds to flourish. We selected a site within a prohibited shellfish harvesting area and committed to monitoring the reef for five years in support of the new habitat's success. The relocation effort involved collaboration between internal groups and several external stakeholders, including the Texas Parks and Wildlife Department, the U.S. Army Corps of Engineers, and the Port of Houston Authority.

Native Seed Program

Enterprise supports native plant restoration in Texas. At the conclusion of a pipeline construction project, we often sow native seeds in our effort to

restore our workspaces to their original or improved condition. This effort builds relationships and trust with landowners and other key stakeholders, while promoting responsible land use and environmental stewardship. We participate in the Texas Native Seeds (TNS) Program's Pipeline Prairies Initiative which provides guidance on seed mix and restoration techniques. The TNS Program is led by the Dan L. Duncan Endowed Director.

During construction of the Shin Oak pipeline, we separated the project into six work zones across 660 miles and engaged an external contractor to conduct land studies. The studies aided in the identification and selection of seed blends, which, after gaining affected landowner and community support, were subsequently planted along the pipeline route.

Houston Toad

In the process of developing pipeline routes, we identify areas of ecological sensitivity. On recent pipeline projects,

Enterprise took a variety of proactive measures to protect sensitive species such as the Houston Toad (*Anaxyrus houstonensis*), native to portions of east-central Texas. These measures included re-routing certain portions of the pipeline route to avoid areas in which the Houston Toad and other sensitive species were expected to be present; using mitigation measures during construction to help assure that toads would not enter active construction zones; altering our construction schedule to avoid the Houston Toad's primary breeding season; and using biological monitors and environmental inspectors to verify absence of Houston Toads throughout our construction activities.

Williamson County Regional Habitat Conservation Plan

We proactively enroll in various habitat conservation agreements that not only include minimization measures that reduce overall project impacts to habitat of federal/state-listed and other sensitive species, but also provide significant financial support for the continued protection and enhancement of essential habitats. In recent years, Enterprise committed approximately \$3.4 million (including \$1.9 million in 2019) to the Williamson County Regional Habitat Conservation Plan as part of our efforts to protect sensitive species such as the Golden-Cheeked Warbler, Black-Capped Vireo, and certain karst species that inhabit central Texas. These species can be affected by a variety of human activities, including pipeline construction and operations activities. The plan includes both construction management measures to avoid or minimize impacts to certain sensitive species, as well as funding used to preserve areas that assist in sensitive species' recovery and provide other ecological benefits.

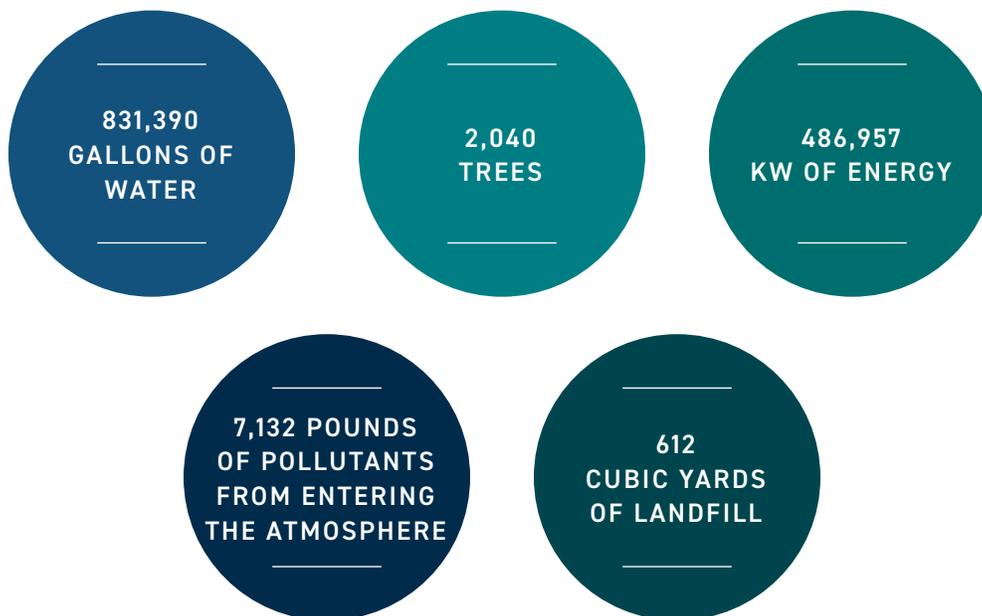
Recycling & Building Services

Enterprise’s corporate office is located at 1100 Louisiana, known as “Enterprise Plaza,” in Downtown Houston, Texas. 1100 Louisiana is an ENERGY STAR®-rated, LEED Gold building with efficient water use and lighting resources.

Our corporate office participates in the 1100 Louisiana comprehensive recycling program. 2019 single-stream recycling figures for the building include:



In 2019, across our locations in Texas, our recycling contractor collected and processed 237,110 pounds of paper waste on our behalf, and reported associated savings of:



Supply Chain Management

Supply Chain Standards

We believe Enterprise’s success is rooted in our focus on providing high-quality services while conducting our business activities ethically, honestly, and in compliance with applicable laws, regulations, and internal standards of conduct. As a builder of assets, third-party contractors and suppliers (such as pipe and valve manufacturers, engineering firms, and construction companies) play an integral role in our business. Given the importance of our relationships, we engage our suppliers and contractors in our commitment to ethical operations. Enterprise’s Code of Conduct (described further on [page 63](#) of this report) establishes standards for how we do business. We expect our suppliers and contractors to respect our commitment to sustainable operations and adhere to our Code of Conduct and internal policies, including the Environmental and Health & Safety Policies.

“The way we do business is as important as the business we do.” —**Dan Duncan**

We believe accountability is key in maintaining compliance across our supply chain. In Master Service Agreements and Master Purchase Agreements executed with our contractors and suppliers, respectively, we establish terms and conditions that require compliance with applicable laws and regulations, including, but not limited to, certain sections within the Code of Federal Regulations that apply to employee rights and non-discrimination practices. These terms and conditions are applicable to all work done for Enterprise Products. If Enterprise becomes aware of non-compliance, we may terminate our relationship with the offending party, and have chosen to do so in past instances.

Environmental Health and Safety (EH&S) performance and alignment with Enterprise’s core values are important considerations in our contractor selection process. Our Contractor Safety Manual outlines the EHS&T policies that apply to work conducted on Enterprise property or while representing Enterprise.

We review and monitor contractor performance to assess risks and opportunities for improvement. Further, any contractor working on site at an Enterprise facility is required to report certain health and safety statistics to ISNetworld, an independent third-party safety and

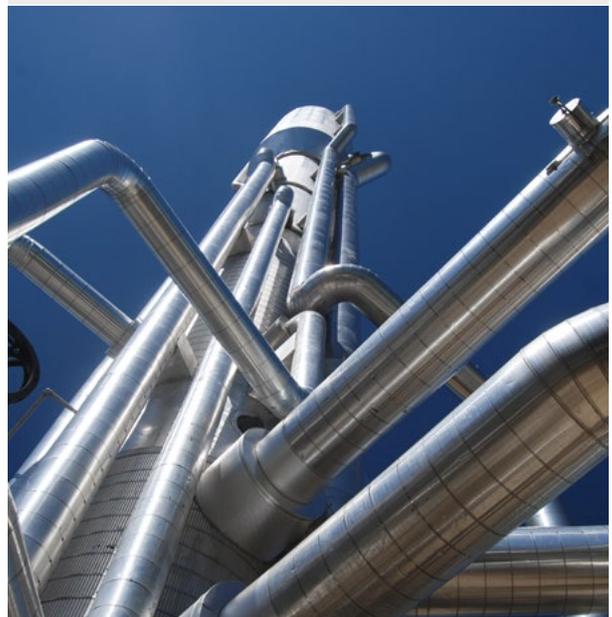
risk monitoring service. ISNetworld reviews and verifies this information against Enterprise requirements and governmental regulations (including the Occupational Safety and Health Administration (OSHA), the U.S. Environmental Protection Agency (EPA), the U.S. Department of Transportation (DOT), and state agencies exercising concurrent or similar jurisdiction). Contractors not meeting these established requirements are not allowed on Enterprise facilities until the deficiency has been corrected.

Enterprise is opposed to forced labor, child labor, harassment, abuse, discrimination, and unsafe working conditions; we expect our contractors, suppliers, and anyone doing business with Enterprise to maintain similar ethical standards.

Did You Know?

RECYCLED STEEL

Enterprise Procurement aims to source at least 50% of procured pipe from manufacturers utilizing recycled steel. In recent years, Enterprise's primary pipe manufacturers have reported that much of their coils have been manufactured with 100% scrap steel.



Health & Safety

At Enterprise, the safe operation of our assets is a top priority. Safety is at the core of our value system. We are committed to protecting the environment and the health and safety of the public and those working on our behalf by conducting our business activities in a safe and environmentally responsible manner. We promote a culture in which all personnel share the same commitment to health and safety, and recognize the importance of mitigating risks. Acting upon our commitment to safety, we engage all levels of employees and management, our Board of Directors, our contractors, and various external entities and organizations. We believe that safety breeds reliability and are committed to operating reliably to protect our people, the environment, and our communities.

H&S Policy

Enterprise's approach to corporate responsibility is governed by our strong values. Enterprise is committed to protecting the health and safety of our employees, contractors, customers, and the public. A copy of Enterprise's Health and Safety (H&S) Policy is included on [our website](#).

Our corporate safety policies and procedures establish strategic guidance for our employees and contractors. Our corporate safety manuals and related materials are widely distributed and easily accessible to our employees and contractors.

All of our personnel are expected to adopt, embrace, promote, and follow these basic principles:

No task is so important that it be performed at the risk of safety.

Everyone takes personal responsibility for working safely every day.

Employees have the obligation to stop work they consider unsafe, regardless of who is performing the task.

Cardinal Rules, safety policies, procedures, and practices are critical to a safe work environment and should be followed at all times.

All safety-related incidents and near misses are learning opportunities and must be reported.

Safe operations are an expectation of our neighbors, fellow workers, contractors, unitholders, regulators, and other stakeholders.

Managing Safe & Reliable Operations

GENERAL SAFETY PHILOSOPHY AND EXPECTATIONS

We understand that no task is so important that it puts our employees at risk of injury. We expect and rely upon our workforce to stop activities that are not safe, and we promote a culture where they can do so without fear of retribution.

INCIDENT REPORTING AND MANAGEMENT

Learning from our near misses and experiences to prevent reoccurrence is critically important; management sets the expectations of reporting and investigating incidents.

SAFETY PROCEDURES AND PROGRAMS

Defined processes and training are in place to guide workers in safe ways to complete tasks.

INDUSTRIAL HYGIENE PROCEDURES AND PROGRAMS

Employee and workplace industrial monitoring and established exposure limits are well-documented.

EMERGENCY PREPAREDNESS

Enterprise recognizes emergencies can create a variety of hazards for our employees, contractors, and communities. Preparation in advance of an emergency incident helps to ensure that employees and contractors have the necessary equipment, knowledge, skills, and abilities to keep themselves safe when an emergency occurs.

OPERATIONS AND MAINTENANCE

We maintain specific procedures to facilitate safe work conditions before the opening of equipment, spark-producing activities, entries, and return to service activities.

PROCESS SAFETY MANAGEMENT (PSM) MANUAL

Enterprise strictly adheres to the requirements and fourteen non-mandatory guideline elements of OSHA 29 CFR 1910.119 Process Safety Management on PSM-identified facilities. We aim to operate our facilities in a manner that prevents the release of hazardous chemicals into the environment. We are committed to the safety of our employees, contractors, and the public.

CONTRACTOR EHS&T SAFETY MANUAL

The Enterprise Contractor EHS&T Safety manual is intended to convey the environmental, health, safety, and training (EHS&T) policies and processes that apply to work conducted on company property, or while representing the company, to applicable third-party contractors, subcontractors, and other interested parties.

Performance Reviews & Oversight

We continually review our health and safety (H&S) performance and evaluate our operations to identify areas for improvement and adjust our operations accordingly. Our approach to monitoring and improving H&S performance involves various systematic processes, as well as engagement with, and involvement from, relevant internal and external stakeholders.

This effort includes:

- Self-audits and external audit process
- Benchmarking safe work practices and safety statistics with peer industry groups
- Continuous integrity evaluation programs and engineering design reviews
- Mentor programs for new employees
- Vendor, visitor, and contractor orientations
- Contractor risk evaluations
- Process Hazard Analysis (PHA)
- Communication with the Governance Committee of our Board of Directors

GoalZERO

We recognize that no task is so important that it be performed at the risk of health and safety. At Enterprise, we strive to achieve a goal of zero incidents and injuries. We pursue “GoalZERO” by managing health and safety risks, promoting safety awareness through training and subsequent competency assessments,



communicating our commitment to stakeholders, measuring and auditing our safety performance, and through intervention. Achieving GoalZERO means no harm to people, no lost work time, and no incidents.

While we strive to achieve GoalZERO, we understand that events and emergencies with the potential to lead to incidents can happen. We are committed to training our employees to equip them with the necessary knowledge, skills, and abilities to perform their assigned duties safely and effectively. We continuously review our safety performance metrics and conduct field audits to verify employee and contractor preparedness. We consistently communicate with our employees and contractors on hazards, expectations, and requirements to mitigate risks associated with the operation of our existing assets and the construction of our future assets. In addition to continuously

reviewing our performance, we pursue initiatives for improvement.

Daily Safety Moment

We strive to have all employees think about safety and how safety affects every aspect of our lives on a daily basis. Daily “Safety Moments” are emailed to Enterprise personnel every morning and are available on Enterprise’s internal web portal. Safety Moments cover topics that are relevant not only to our work, but also our daily lives, and are developed using internal and external sources. Motor vehicle safety is highlighted every Monday. Leadership-related safety moments are featured every Tuesday.

Before beginning any meeting, leaders are encouraged to read the Safety Moment aloud to meeting attendees. Safety Moments help establish a culture of safety and reliability by setting expectations for the entire organization.

SAFETY MOMENT

Be a Safety Leader

APRIL 16, 2019

Be a Safety Leader

A strong safety leader is not necessarily a manager or supervisor. Titles do not create an effective safety leader; only actions can do that. No matter what job you do or what title you hold, we all have the responsibility to be a safety leader.

Remember: "No task is so important that it be done at the risk of safety" and "Safe operations, reliable operations, and doing the right thing are our core values."

SAFETY MOMENT

Aim High in Steering

FEBRUARY 11, 2019

A Review of Key 1: Aim High in Steering

Over time, humans have become accustomed to certain behaviors such as driving vehicles using less-than-desirable habits. One of the most common mistakes drivers make is the failure to look ahead far enough to allow the brain to process the information. The average driver only looks three to six seconds ahead of the vehicle, while we should be looking at least 15 seconds ahead. By looking at least 15 seconds ahead, we are able to identify potential road hazards, traffic, traffic lights, brake lights of vehicles ahead and other bits of information that will allow us to adjust our driving to changing conditions in a safe manner. At 30 mph, a driver should be looking at least a block and a half ahead, while at 50 mph, a driver should be looking a quarter mile ahead. At fast speeds, the distance continues to increase.

Looking ahead 15 seconds is a habit that takes practice. Aim high in your steering to allow yourself to gather enough information and time to make good driving decisions.

Remember: "No task is so important that it be done at the risk of safety" and "Safe operations, reliable operations, and doing the right thing are our core values."

GoalZERO

SAFETY MOMENT

The Deadly Dozen

MAY 3, 2020

Unsafe Acts - The Deadly Dozen

We all know that there must be a cause for an accident to happen. In order to avoid accidents, we must remove the cause. Every cause is a result of an unsafe act, unsafe condition, or a combination of the two. By recognizing the unsafe act or condition, we can effectively remove the exposure to them. The following "deadly dozen" are reminders to help you recognize unsafe acts.

Unsafe Acts:

1. Unauthorized use or operation of equipment
2. Failure to secure or tie down materials to prevent unexpected movement
3. Working or operating equipment too fast
4. Failure to issue warnings or signals as required
5. Using defective tools or equipment
6. Removing guards
7. Improperly using tools or equipment
8. Standing in an unsafe place or assuming an improper posture (as in lifting)
9. Servicing energized equipment
10. Riding equipment not designed for passengers
11. Horseplay
12. Failure to wear the proper personal protective equipment

Remember: "No task is so important that it be done at the risk of safety" and "Safe operations, reliable operations, and doing the right thing are our core values."

SAFETY MOMENT

Why Safety? The Environment

MAY 19, 2020

Why Safety? The Environment

Pollution prevention, waste minimization, and limiting our impact to the environment are priorities at Enterprise. Practicing environmental stewardship is critical to being considered a good member of the communities in which we operate. Safety as a core value includes protecting the environment in which we live.

Remember: "No task is so important that it be done at the risk of safety" and "Safe operations, reliable operations, and doing the right thing are our core values."

Leadership & Oversight from Management

We believe leadership and strategic oversight from management on safety matters is critically important, and we continuously evaluate our Health & Safety performance. The Safety Leadership Council (described further on page 20 of this report) is a cross-functional task force comprised of leaders in our organization who provide oversight on matters related to safety. Members of the Safety Leadership Council include the Chairman of the Board of Directors, as well as our Chief Executive Officers, among others. The council meets weekly to review the status of programs and initiatives for improvement as well as data and statistical trends concerning key areas of Environmental, Health, and Safety performance.

Responsibility, Oversight, and Support

We believe active, visible, and engaged support from leaders throughout our organization is critical to ensuring the success of our safety-related initiatives and training. In addition to the Safety Leadership Council, which provides executive-level oversight of EH&S matters, we have Health & Safety committees and teams across the company. This includes our Safety Management Advisory Team and Area Safety Committees that offer focused leadership and oversight of our safety performance and strategies across our assets and operating regions. Our Health & Safety Management Program strives to foster an effective culture, characterized by planning, focus, and adaptability. This culture is founded both in leadership from management, and in an understanding of each individual's

responsibility for safety. We support the right and responsibility of all workers (including employees and contractors) to “Stop the Job” when they perceive an unsafe working condition or behavior inconsistent with our standards and procedures.

H&S Management System

Risk Management

Our risk management strategy aims to reduce project and job-related risk before the activities are undertaken and increase company and community preparedness for emergency events. We identify and evaluate hazards and develop risk management plans accordingly. We conduct risk assessments and subsequently review our findings to ensure the

quality and comprehensiveness of the mitigating actions defined in our risk management plans.

Cardinal Rules of Safety

Our Cardinal Rules of Safety are a pillar of our risk mitigation strategy. The Cardinal Rules of Safety represent those safety procedures that are critical to preventing serious injury and harm to people, assets, and the environment. Awareness and adherence to the Cardinal Rules of Safety are essential to ensuring safe operations. Enterprise is committed to educating and training its personnel on safe work practices. All employees and contractors must be committed to following all safety procedures in every task, performed every day.

Structured for Success



Cardinal Rules



PPE



**VEHICLE
SAFETY**



JOB PLAN



**LOCKOUT
TAGOUT**



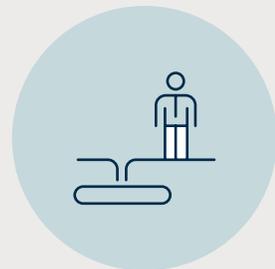
**CONFINED SPACE
ENTRY**



**WORK
PERMITTING**



**FALL
PROTECTION**



**LINE
LOCATING**

In addition to in-person and virtual training, we convey our safety philosophies and expectations through policy manuals. These manuals are an easily referenced resource on Safety, Process Safety, and Contractor Safety topics.

Stop Work Obligation

We support the right and responsibility of all workers to “Stop the Job.” If at any point an employee or contractor observes an unsafe act, condition, or work practice, they have the authority and obligation to stop work at any time.

Public Awareness

As further described on [page 37](#) of this report, public awareness and pipeline safety are paramount to

the safe operation of our pipelines and the avoidance of incidents. We engage our communities on pipeline awareness, physically mark the approximate location of our assets with pipeline markers, provide an online pipeline viewer tool with approximate pipeline locations, and promote safe digging practices.

Emergency Response Education

Enterprise works through various outreach initiatives to increase awareness within the emergency response community on matters concerning pipeline emergency response. We collaborate with first responders, industry organizations, public-private partnerships, and governmental organizations to

prepare for emergencies in an effort to mitigate risks and minimize the potential impact of events or incidents involving our assets. Internally, our field supervisors and managers receive advanced training on situational awareness and emergency management.

Environmental, Health, Safety & Training (EHS&T) Audits

Audits play a crucial role in our compliance and risk management efforts. Enterprise has a mature EHS&T Audit process under which more than 100 audits are performed every year. Subject areas include Health and Safety, Process Safety Management, Environmental, and Focus Audits.

Health and Safety Audits identify hazards and risks within the workplace, identify strengths and weaknesses in safety procedures and recommend improvements, confirm that internal practices meet or exceed industry best practices, evaluate compliance, and determine if safety systems are operating effectively.

Process Safety Management (PSM) Audits provide a systematic review of facilities, evaluate the effectiveness of Process Safety Management systems, evaluate protocols for the prevention of hazardous chemicals releases, and evaluate compliance with risk management plans, regulations, OSHA guidelines, and API recommended practices.

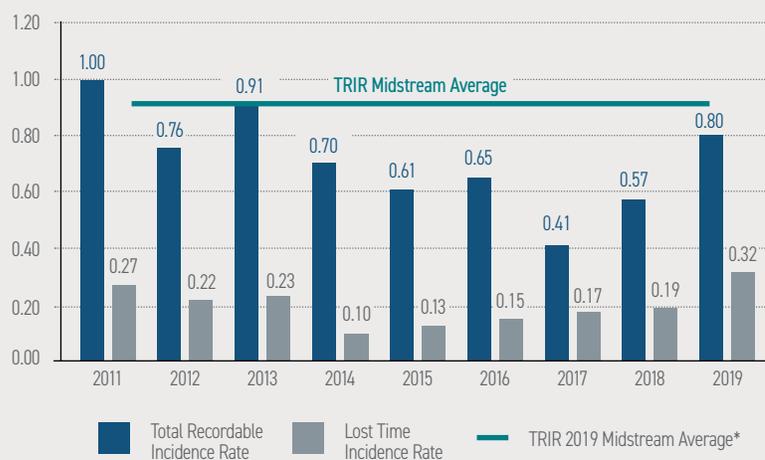
Environmental Audits evaluate compliance with regulations and socially and environmentally responsible practices, evaluate performance relative to applicable permits, and perform environmental assessments on:

- Emissions of greenhouse gases (GHG), volatile organic compounds (VOC), and hazardous air pollutants;
- Water management practices and procedures, including handling of process wastewater and produced water; and
- Waste, chemicals, and cleanup compliance monitoring, including management of all types of solid waste, regardless of hazardous classification.

In certain circumstances, we will perform additional Focus Audits to provide technical support and customized enhancements to a particular business unit process.

Figure 14

Total Recordable Incidence Rate (TRIR) & Lost Time Incidence Rate (LTIR)



*Midstream Average includes data from various trade associations and regulatory agencies, including: GPA Midstream Association, American Fuel and Petrochemical Manufacturers, and the Bureau of Labor and Statistics.

We are additionally subject to, and comply with, regulatory audits from various governmental agencies. Enterprise teams are prepared for agency inspections and are equipped with guidelines to aid in the process.

Performance Monitoring & Measurement

We track and trend incidents and near misses associated with health and safety, environmental and/or regulatory, loss of primary containment, and community impact.

We use formalized corporate and field audit processes to gather leading indicator data, which allows us to identify and proactively correct unsafe acts and unsafe conditions across the company. Additionally, we monitor internally developed Key Performance Indicators (KPI) from incident tracking and audit processes

and compare to KPIs from various trade associations and regulatory agencies including: GPA Midstream Association, American Fuel and Petrochemical Manufacturers, and the Bureau of Labor and Statistics.

While our Total Recordable Incident Rate continues to fall significantly below the midstream industry average, we did not achieve our internal goal of year-to-year improvement in TRIR and LTIR safety performance in 2019. (See figure 14) As a result, we have instituted several initiatives to further expand and better our safety education and training, and reemphasize our commitment to safe and reliable operations. We implemented a Field Level Audit Process with increased emphasis on assessment of worksite conditions, and employee knowledge and understanding of safety policies

and procedures. In addition, we instituted regional safety action plans to address higher risk items identified through our incident tracking database and lessons learned data.

Contractor Safety Management

At Enterprise, contractors are an essential part of new construction, expansion work, maintenance, project management and safety, and operational oversight. Because they are such an essential part of our day-to-day operations, contractor safety compliance is fundamental to our overall health and safety performance. We engage third-party safety councils to provide contractor training. We rigorously vet all of our contractors as part of our supplier qualification process. Enterprise’s Contractor Safety Group conducts ongoing evaluations beginning before a project starts, evaluating the risks of the services to be performed, through the hiring process and eventual performance of services. Prioritizing safety is reinforced by the commitment made in each Master Service Agreement between Enterprise and our contractors. [For further information on our Master Service Agreements with contractors, see the Supply Chain Management

section of this report.] Contractors working at Enterprise sites or on behalf of Enterprise are expected to follow company, local, state, and federal policies and regulations, as it relates to the nature of their work. All contractors receive safety manuals and in-depth training and site orientations. Frequent safety audits are conducted to monitor and certify compliance with all Enterprise policies and procedures.

We monitor contract companies doing business with Enterprise through an independent third-party service ISNetWorld (“ISN”). Contractor Safety compliance is reviewed on a continual basis through evaluations of the contractor’s work types, written programs, EH&S statistics, and related performance.

We collaborate with other midstream operators through ISN to compile and share the results of contractor audits and evaluations to promote safe working conditions throughout the industry. Enterprise is a member of the ISN Field Auditing Network (FAN) along with twelve other midstream operating companies. We also participate in the ISN Review and Verification System (RAVS Plus) auditing process, which provides

an additional level of due diligence through third-party evaluations. This process also provides feedback to contractors and operating companies, creating opportunities for adjustment and improvement.

Training & Certifications

We have a dedicated staff of over fifty employees that support the training and procedure development for personnel nationwide. We work to develop and upgrade our employees’ skills through targeted Safety, Technical, and Compliance training.

In Mont Belvieu, Texas, a primary hub of Enterprise’s operations, we maintain the Mont Belvieu Training Center — a 14,000-square-foot facility capable of handling more than seventy students per class and averages 190 classes per year. Our training facility utilizes state-of-the-art simulation equipment to create a real-world learning experience for employees. We routinely partner with more than 25 different vendors and technical contractors to provide specific types of training (e.g. line locate, hot tapping, product sampling, and bolting). In addition to classroom training, we offer over 300 online courses.



Training and Certifications

	2016	2017	2018	2019
Hours	308,000	346,000	317,000	352,812
Courses	632	667	658	655
People	5,500	5,700	5,700	5,824

Risk Management & Emergency Preparedness

Climate-related Risks & Impacts to our Business

Climate-related risks to our business could include or involve:

- flooding;
- rising sea levels;
- more frequent or more severe weather events;
- water availability;
- hindrance of exploration and production activities;
- consumer demand changes; and
- new regulations or other measures enacted by international, federal, regional, or state bodies.

For a discussion on climate change and related risks to our business, please reference the Enterprise Products Partners L.P. Form 10-K for the fiscal year ended December 31, 2019, filed with the U.S. Securities and Exchange Commission.

Climate-related events and circumstances may also present opportunities for our business. Examples of such opportunities are noted below:

- We operate export terminals that facilitate the export of liquefied petroleum gases (“LPG”), such as propane and butane, to international markets. At the time of this publication, we estimate that over one-third of U.S. LPG exports come from

Enterprise-operated facilities.

In many non-OECD countries, LPG plays a significant role in the overall reduction of emissions associated with home cooking and contributes to improvements in household health. In household applications, LPG often serves as a clean alternative replacing indigenous fuel sources like wood and coal, and emitting approximately 40% less pounds of CO₂ per MMBtu (See figure 3, page 12). In many of these non-OECD⁽³⁾ countries, particularly in Asia, generating renewable energy from wind and solar facilities is not a viable alternative due to physical limitations (See map on page 14). Government initiatives that promote LPG could lead to an increase in activity for our LPG export facilities.



- We operate pipelines and terminals that facilitate the transportation of propane to markets for home heating purposes; winter conditions can lead to an increase in activity for our propane-oriented business activities. In this example, we may expect a seasonal impact to activity annually, but extreme conditions may be harder to predict and occur less frequently. We have processes in place to continue operations safely in winter weather conditions, and procedures to accommodate associated surges in business activity.

Emergency Preparedness & Management

Enterprise's midstream network of pipelines and associated facilities are part of a nationwide system that provides a safe, reliable, efficient, and environmentally responsible way to deliver the energy products that Americans rely on every day. While rare, incidents do happen, and Enterprise is well-prepared to address them. Utilizing comprehensive and coordinated emergency response plans, the company is able to quickly mobilize personnel and equipment to effectively mitigate the impact. This collaborative, cross-functional plan involves the highest levels of management in addition to experienced and trained employees in the field.



CASE STUDY

Hurricane Harvey Response

Hurricane Harvey made landfall in Texas on August 25, 2017, as a Category 4 storm. The storm slowly traversed the Texas Gulf Coast for several days, before turning north and traveling inland through Louisiana. During this period, certain of our assets were exposed to record amounts of rainfall, localized flooding, and disruptions in power supply.

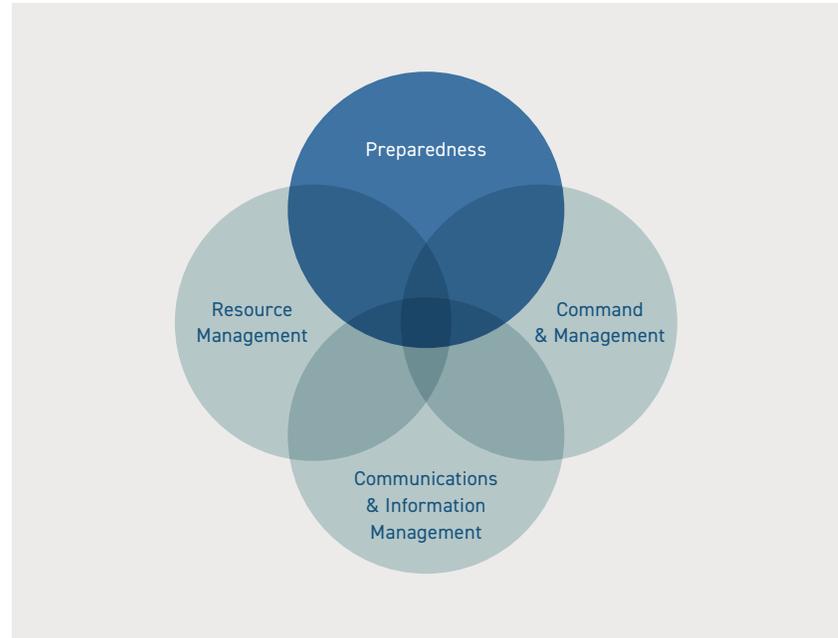
In preparation for the storm, as prescribed in our emergency preparedness plans, we scaled back plants, evacuated crews from certain at-risk facilities and established "ride out" teams which enabled operations to continue in a safe and reliable manner throughout the event. Senior management and employees across the company were engaged in frequent recurring conference calls to ensure alignment and up-to-date information-sharing.

As the storm traveled eastward, heavy rains impacted our East Texas operations. An estimated 55 inches of rain fell in the Mont Belvieu, Texas, area, causing significant flooding and limiting access to facilities. Our operations personnel continued to operate our Mont Belvieu complex as an unprecedented amount of rainwater fell on our operations. Our facilities in the vicinity of Nederland, Texas, received an estimated 61 inches of rain. Our operations personnel implemented emergency storm protocols, secured assets, and evacuated to safety. Our distribution and pipeline control personnel assumed their responsibilities at back-up locations and worked diligently to optimize system flows and maintain service for our customers across our assets. Our Information Technology teams were engaged to ensure

network services were available to our remote employees. Communication was essential to our ability to maintain reliability, implement flexible solutions, and quickly and confidently make decisions. Because of this coordinated effort, and the skill and preparation of our workforce, we were, to our knowledge, the only integrated midstream provider to maintain our operating capacity in crude, natural gas liquids, and natural gas for term customers throughout the event. We provided critical support for our customers, such as refineries, when others could not. We were able to keep upstream producers online and provide flow assurance to downstream customers, including those in natural gas distribution, while maintaining the safety and operational integrity of our assets.

Based at the company's headquarters building in Downtown Houston, Enterprise's Emergency Operations Center (EOC) serves as the nerve center for monitoring the situation, promoting efficient and effective coordination with field personnel and development of a strategic response. In addition to being well-trained and knowledgeable about the company's assets, many of Enterprise's employees have received specialized instruction in handling fires and other emergency situations. The company also works in conjunction with various contractors equipped to respond to incidents with a focus on protecting workers, first responders, the public, and the environment. To help ensure a prompt and appropriate response, Enterprise works with third-party vendors on a regular basis to ensure the materials and personnel are readily available. In the case of an event, Enterprise is committed to working in cooperation with local emergency responders, as well as state and federal regulators who are well-versed in the onsite Joint Information Center (JIC) structure.

Along with providing the operational expertise, Enterprise also pays close attention to the human needs of those who might be affected by an incident. Within the company is a dedicated group ready to provide lodging, food, financial assistance, or other necessities that may be needed. Communication with the public is also an important component of Enterprise's emergency response program. In addition to official company announcements, Enterprise also works with local authorities who use social media, broadcast outlets, and emergency notification systems, such as reverse 911, to keep the community informed.



Enterprise also works with these groups to conduct drills and tabletop exercises on a routine basis to help ensure they are well-prepared in case of an unplanned event.

Emergency Preparedness Plans

- Enterprise follows the Federal Emergency Management Agency (FEMA) National Incident Management System (NIMS) method of the Incident Command System (ICS) to manage facility emergencies, in both large and small situations
- Each facility we operate has an Emergency Action Plan
- Enterprise maintains an Emergency Operations Center (EOC), available for all incidents
- Enterprise utilizes our own Emergency Response Teams as well as local Fire Departments to respond to emergencies
- Over 500 emergency response drills and exercises are performed annually
- Training is provided to Emergency Responders and Incident Command staff
- Corporate Crisis Management Plan and exercises, Mutual Aid leadership roles, post incident critiques, annual ERP training, external agency audits
- Preparing for natural disasters and other emergencies:
 - a. Hurricane Preparedness: we monitor seasonal forecasts and review our Hurricane preparation plans annually. This includes a review of corporate, safety department, local area, and community specific plans.
 - b. Wildfires
 - c. Pandemics

Drills

We conduct approximately 500 emergency response drills and exercises annually. These drills demonstrate our commitment to protect employees, the community, and the environment, and demonstrate our commitment to business continuity. We track and document all emergency response drills and review our performance with executive leadership monthly.

Training

In addition to Hazardous Waste Operations and Emergency Response (“Hazwoper”) training, our Enterprise Emergency Management class provides field supervisors and managers with a next level of training on emergency preparedness.



The training is repeated every three years and seeks to:

- a. Enhance effectiveness and efficiency in emergency management;
- b. Utilize management skills to work within the Incident Command System;
- c. Expand awareness of Enterprise emergency response resources; and
- d. Encourage forward thinking with experience and situational awareness.

Pipeline Emergency Response Initiative

The Pipeline Emergency Response Initiative (PERI) was initiated by the Pipeline and Hazardous Materials Safety Administration (PHMSA) in an effort to advance the ability of emergency responders to manage pipeline emergencies through improved training, cooperation and communication with pipeline operators. This effort creates an educational environment where pipeline operators and emergency responders work together to create a pipeline safety training curriculum. This information is formulated into training materials that are distributed to the emergency response community based on the capabilities of the individual participating states. The PERI efforts are taking place in targeted states throughout the U.S. Enterprise Operations personnel have been involved in this effort since its inception in 2012, and continue to work with the emergency response community in the applicable states through which our pipelines traverse.

Managing Unplanned Events

We have procedures, resources, and emergency response plans in place

that allow us to effectively respond to emergency and security-related events. All environmental, health, and safety incidents and emergencies that occur at Enterprise locations are reported and investigated to a level appropriate to the potential risk. Management is responsible for ensuring that incident investigations take place. Corrective actions are ranked to eliminate causal factors. We believe communication and consultation with stakeholders, including community members, is important before, during, and after an emergency. Such communication manages social impacts and enhances our ability to operate and contribute to sustainable community development.

To ensure continuity of operations during emergency and security-related events, we have redundant critical communication capabilities and alternate response management locations in place. We test the emergency power generation equipment for each primary and alternate response management location on a routine basis. We conduct exercises and drills to identify needs or deficiencies in our response protocols and track necessary corrective actions to completion. Our primary critical communication locations are:

- Corporate Emergency Operation Center (EOC)
- Houston Pipeline Control Center

The Enterprise Corporate Emergency Operations Center is the location in which the Corporate Crisis Management Team (CMT) provides support for on-scene Incident Command System needs. The EOC, along with the Houston Pipeline Control Center, are both capable of rapidly relocating should the need arise.

To ensure continuous operations, we have processes and systems in place that allow the EOC to function virtually, should circumstances prevent our team members from assembling in a single location.

We have specially designed, mobile communication trailers that are strategically located across the country to support critical field communications. The trailers provide communication equipment, power generation, and shelter for critical communications in the field to support incident management efforts.

Cybersecurity

Our overall cybersecurity strategy is designed to safeguard operational technology critical to providing services for our customers and protecting information technology containing business-sensitive and personal information that is entrusted to the company. This strategy includes multiple layers of preventative measures, an employee awareness program that includes educating employees about phishing and other cyber risks, a Cybersecurity Incident Response Plan (CIRP) to ensure preparedness, and a cross-functional Cybersecurity Steering Committee to provide guidance around cyber risk management.

Cybersecurity Steering Committee

Enterprise's Cybersecurity Steering Committee (CSC) meets throughout the year to assist in fulfilling the company's responsibilities around the management of cybersecurity risk. The CSC is composed of senior representatives from Legal, Information Technology, Operational Technology, Engineering, Corporate Security, Risk, Human Resources, Finance & Accounting, Public Relations,

Investor Relations, and Executive leadership. The CSC is expected to:

- Establish and promote company-wide support for the management of cybersecurity risk;
- Provide oversight and ensure alignment between the company's cybersecurity strategy and company objectives;
- Review and advise on cybersecurity policy and governance;
- Provide a forum for review of cybersecurity risk in alignment with company objectives and risk tolerance;
- Promote cross-company alignment of cybersecurity programs and actions, including the effective alignment of cybersecurity spending to create the best value around cybersecurity risk management; and
- Review and oversee the Cybersecurity Incident Response Plan (CIRP).

Layers of Cyber Defense – People, Processes, and Technology

The Enterprise approach to data security is a risk-based, layered, defense-in-depth approach.

Enterprise invests significant resources toward the protection of our Operation Technology (OT) systems. OT environments are commonly referred to as Industrial Control Systems, which include SCADA, and local control systems for plants, pipeline facilities, and terminals. Enterprise focuses on the protection of information and control from theft or corruption, both intentional and accidental, with a

focus on safety and the preservation of availability. A separate team, dedicated to securing the OT environment, is tasked with the protection of these systems using advanced cybersecurity techniques while working closely with Corporate IT Security on systems that connect to the corporate network. Our mature OT Cybersecurity Program, validated by the Department of Homeland Security, is based on industry-recognized frameworks such as COBIT 5 and NIST CFS while utilizing industry standards such as API 1164, ISA 99, and other NIST Guidelines. This program includes Incident Response Plans, Business Continuity Plans, Disaster Recovery Plans, and other methods for securing our OT systems. Regular operating system patching, vendor-recommended cyber tools, next generation endpoint protection, and continuous monitoring of system health and security metrics are some of the tools used to combat the continuous and evolving threats.

Redundant layers of access control and other preventative controls provide multiple opportunities to stop incoming cyber threats. Defensive technologies include multiple layers of antivirus, email filtering, web filtering, and firewalls. Access control is well defined and restricted, allowing only authorized personnel to access those systems required for business needs. Segregation of duties is applied to high-risk processes. Accounts and access rights are reviewed regularly to ensure unnecessary access is removed. Password policies are enforced. There are effective processes for requesting and granting access, and access is immediately revoked upon termination.

Security patches are applied in a timely and well-managed process. Critical industrial control systems are



BASED AT THE COMPANY'S HEADQUARTERS BUILDING IN DOWNTOWN HOUSTON, ENTERPRISE'S EMERGENCY OPERATIONS CENTER (EOC) SERVES AS THE NERVE CENTER FOR MONITORING THE SITUATION, PROMOTING EFFICIENT AND EFFECTIVE COORDINATION WITH FIELD PERSONNEL AND DEVELOPMENT OF A STRATEGIC RESPONSE.

segregated from the corporate network, are not accessible from the internet, and have additional security controls, such as application white listing, that afford protection. Finally, all staff are educated around cybersecurity through policy, communications, and monthly phishing awareness exercises. On top of the protective layers, security monitoring is employed to identify any threats that make it past the preliminary layers of defense. Intrusion detection is used to monitor for attacks and indications of a compromise. Event data that includes intrusion detection events, all traffic to and from the internet, all network logins and attempts, all emails sent within or outside of the company, and all detections from our other security tools are collected into a Security Information and Event Management (SIEM) tool where the events are correlated to identify malicious activity and allow

our security analysts to search and review any suspect event. Regular vulnerability scans check systems for unpatched vulnerabilities. Third-party security assessments and penetration tests are used to identify any potential weaknesses in defensive layers. Critical applications are protected by backups, redundancy, and regular cross-functional disaster recovery testing.

Cybersecurity monitoring is aided by the use of cyber threat intelligence from multiple sources, including third-party cybersecurity experts, government agencies, and information shared from other companies. Enterprise is an active member of the Oil & Natural Gas Information Sharing & Analysis Center (ONG-ISAC), a “cyber neighborhood watch” for the oil & gas industry that facilitates timely and trusted sharing of cyber threat information between member companies.

FOOTNOTES

- (1) As generally used in the energy industry and in this report, the acronyms below have the following meanings: Bcf = billion cubic feet; /d = per day, BPD = barrels per day, MBPD = thousand barrels per day, MMBbls = million barrels, MMBPD = million barrels per day, MMBtu = million British thermal units.
- (2) <http://www.ercot.org/services/programs/load/laar>
- (3) Non-OECD countries are countries that are not members of the OECD (Organisation for Economic Co-operation and Development). Information on the OECD can be found online here.

SECTION 3:

Our People and Our Community

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70 EMPLOYEE BENEFITS

76 SUPPORTING OUR COMMUNITIES

Meet Our Workforce

Enterprise is often described as a unique place to work. Our culture is one of ownership, integrity, and opportunity. We recognize the hard work and contributions of individuals in our workforce who strive to further the goals of the Enterprise team. We promote an environment where our employees feel that Enterprise is more than a job, it is a tight-knit community that looks out for one another. We respect employees' differences and believe everyone should be treated with fairness and respect. *We value diverse ideas and perspectives, and are committed to promoting a safe and inclusive workforce.*

Our Employees

As of year-end 2019, Enterprise (through its affiliate) employed approximately 7,300 full-time employees across 26 states. See figure 15 which illustrates the demographics of our workforce in 2019.

Diversity & Inclusion

We recognize the value of a diverse workplace, and are committed to promoting an environment of fairness and respect. We believe different backgrounds, perspectives, and opinions lead to the types of discussions that breed innovation. In an ever-changing energy market, diverse perspectives offer a strategic advantage. Enterprise seeks

diversity in its workforce, respects its employees' differences, and recognizes the contributions of individuals.

We monitor diversity on both an ongoing and annual basis. Employee demographics are included in a weekly report which is reviewed by members of management. We employ dedicated resources internally to track employee demographic data, and annually review our diversity statistics against relevant benchmarks.

On an annual basis, we prepare Affirmative Action Plans for Minorities and Women and an Affirmative Action Plan for Disabled Workers and Protected Veterans. The results of these plans are reviewed with the Office of the Chairman, which includes representation from the Board of Directors and executive leadership. Further, the results for each of the twelve major areas are reviewed with the applicable senior leadership teams. In each of these reviews, particular emphasis is placed on year-over-year progress and opportunities for future improvement.

We remain focused on recruiting and hiring those individuals who are best qualified for a position, and, through training and promotion, strive to give our employees the tools needed to succeed in our organization.

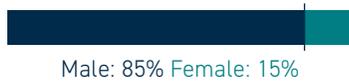
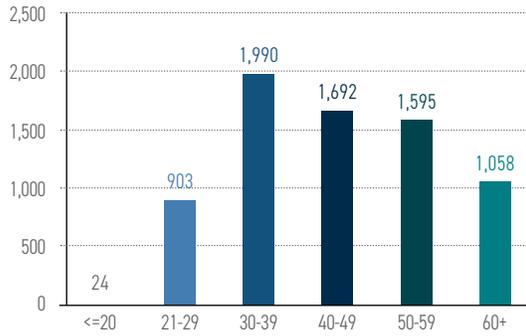


Figure 15

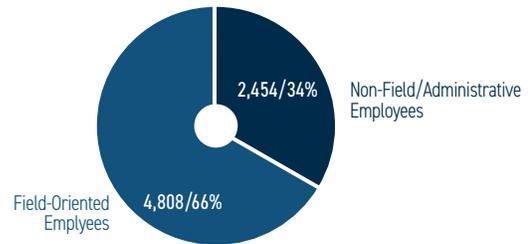
Employee Statistics

TOTAL EMPLOYEES: 7,262 | MALE: 6,188 | FEMALE: 1,074

EMPLOYEES BY AGE



NON-FIELD/ADMINISTRATIVE VS FIELD-ORIENTED EMPLOYEES



NON-FIELD/ADMINISTRATIVE EMPLOYEES



FIELD-ORIENTED EMPLOYEES

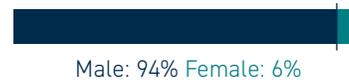
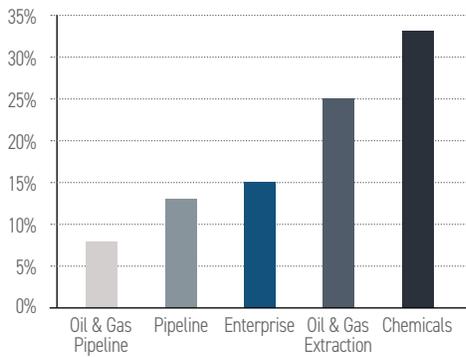


Figure 16

Female % of All Employees

Enterprise Compared to Related Industries

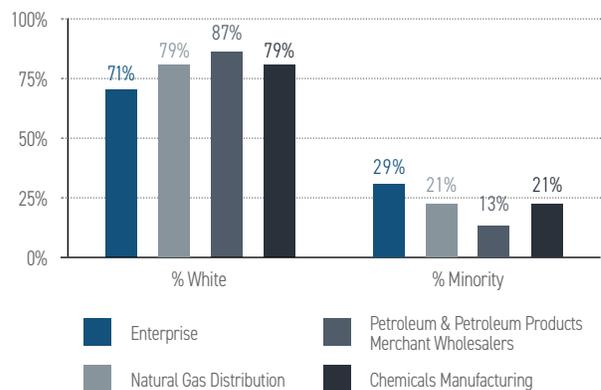


Source: Enterprise; U.S. Bureau of Labor Statistics, *Current Employment Statistics for May 2019*

Figure 17

Employee Demographics

Enterprise Compared to Related Industries



Source: Enterprise; U.S. Bureau of Labor Statistics

The Enterprise Model: Our Values and Our Environment

The Enterprise Model was developed by the Office of the Chairman, which includes members of the Board of Directors and Executive Management, to describe the culture of the company, the characteristics that make it unique, and the behaviors and expectations of individuals and leaders within the company. The Enterprise Model forms the foundation of our Code of Conduct.

The Enterprise Model – Weekly Message

Each week, senior leadership in our Human Resources department develops a Weekly Message that discusses the Enterprise Model in the context of practical applications, and, often, current events. The Enterprise Model – Weekly Message is broadly disseminated to employees via email and serves as a reminder of the values we hope to embody every day. In addition to the internal email distribution, Weekly Messages are also archived and available on our company intranet and are often incorporated into team meetings. An example message in the midst of the COVID crisis in May 2020 is to the right.

Quarterly Employee Webcast

Each quarter, members of Enterprise’s Executive Management host an employee webcast to review recent company performance and provide a forum for employees and management to engage in a discussion on relevant topics. Employees have the opportunity to submit questions to management in advance of the webcast, or in-person during filming at our corporate office location. Topics often include current events, financial results, business outlook, and sustainability-related matters. The webcast is intended to foster collaboration, education, curiosity, and cohesiveness across our organization.

Integrity, honesty, dedication, accountability, and respect for others are as integral to the success of Enterprise as a strong portfolio of assets and an effectively executed strategy.

The Enterprise Model

OUR PERSONAL MISSION:

“Do the best you can every day.
—Dan Duncan, Founder

OUR COLLECTIVE MISSION:

Achieve extraordinary results through perseverance, hard work, and collaboration

OUR VALUES (WHAT WE BELIEVE):

We are committed to a safe, injury-free workplace
We operate with absolute integrity
We exercise financial discipline
We practice humility
We care about each other, our customers, and our unitholders

OUR ENVIRONMENT (HOW WE WORK):

We succeed through collaboration and transparency
We encourage creativity and an entrepreneurial spirit
We are driven to produce results
We are passionate about what we do
We know that details matter

OUR LEADERSHIP FOCUS (HOW WE LEAD):

Action - we make things happen
Education - we are each a student and a teacher
Communication - we strive to listen, understand, and be understood
Collaboration - we solve problems together
Change - we are flexible, adaptable, and confident in the face of challenges
Curiosity - we ask “why” and “why not”
Humility - we know our strength is as a team, not individuals
Value - we have a unique ability to recognize and deliver value

The Power of Progress

“Look at a day when you are supremely satisfied at the end. It’s not the day when you lounge around doing nothing; it’s the day you’ve had everything to do and you’ve done it.” –Margaret Thatcher

Many of us keep lists of things that we need to accomplish. The tasks can run from the important (e.g., complete the safety protocol for an equipment repair) to the mundane (e.g., picking up something for dinner). I don’t know about you, but sometimes I will put things on my list just to ensure that I have something I can check off at the end of the day. There is nothing more satisfying than marking something “complete”! This is especially true in these unusual times, when we need a few “wins”.

The reason for this may be the “progress principle.” This principle is based on research and states that “of all the things that can boost emotions, motivation, and perceptions during a workday, the single most important is making progress in meaningful work.” We thrive on getting things done individually and as teams. Even incremental progress contributes to our engagement and motivation, while setbacks and hindrances can have a negative impact.

Managers and leaders can influence our progress, and therefore impact our motivation in a number of ways:

- Acknowledge that the work is meaningful by listening to our ideas, respecting our sense of ownership in the work, and communicating clearly about priorities and other factors that could affect the work
- Establishing a positive climate, even in times of crisis or setback, by working with us to identify problems and their causes and developing a coordinated action plan
- Staying attuned to our everyday activities and progress with frequent updates and timely feedback
- Targeting support to actions that would have the most impact on the team (taking the right action at the right time)
- Being a resource to us or our team (e.g., checking in vs. checking on)

These actions can be especially effective in our current situation, as we work diligently to remain focused and engaged in this challenging environment.

Source: *The Power of Small Wins* by Teresa Amabile and Steven J Kramer, published in May, 2011 *Harvard Business Review*

**2019–2020
Recognition**

Houston Chronicle
Top Places to Work

Institutional Investor
2020 All American Executive Team

2019 Global Energy Award by
S&P Global Platts

CEO recognition by American Fuel
& Petrochemical Manufacturers and
Greater Houston Port Bureau

Houston Chronicle



Spotlight: Employee Appreciation – Enterprise's 50th Anniversary

The enthusiasm and commitment exhibited by our employees each day is what drives Enterprise's success. We appreciate all of our employees who have made, and continue to make, Enterprise a great place to work. In December 2018, we celebrated our 50th anniversary as a company.

In appreciation of employee contributions to Enterprise's success, all employees (at the time of the celebration) received a special cash award and a commemorative 50th Anniversary coin.

"In 1968, Dan Duncan bought an interest in a regional retail propane company named Enterprise Products Company. He promptly moved Enterprise from Arkansas to Houston and started an LPG marketing and transportation company. Dan's desk was our breakfast room table, his phone was the yellow phone in the kitchen, and his secretary was my mother. This was the beginning of the company we are today.

Our most valuable asset is and always has been our people. Without each of you 'doing the best you can every day,' we would not have grown to be one of the largest publicly traded midstream companies in North America.... Thanks to each and every one of you for your past and present contributions, which have allowed us to reach this milestone. I know we all look forward to the next fifty years."

—Randa Duncan, Chairman



"As I approach fifteen years with Enterprise, I can only say that my gratitude and my appreciation for Mr. Duncan and what he has built continues to grow. I keep my commemorative coin on my desk as a reminder of that appreciation. I feel so incredibly grateful for the opportunity to be a part of such a knowledgeable and innovative team! I look forward to many more years of growing and learning with Enterprise."

—CALLIE,
Marketing Representative



Early Enterprise Trucking Operations



Code of Conduct

“The way we do business is as important as the business we do.” —Dan Duncan

Our founder, Dan Duncan, set the foundation that our relationships with our stakeholders are as important as the outcome of our interactions.

Our Board of Directors has adopted a Code of Conduct to educate and provide guidance on our high legal and ethical standards. The information contained in the Code of Conduct policy not only serves as a valuable resource for understanding the company’s expectations regarding appropriate behavior, but also emphasizes the important responsibility each employee has to recognize and report violations of the Code of Conduct. In our interactions with various stakeholders, such as investors, the financial community, customers, the general public, regulatory authorities, or fellow

employees, it is imperative that each of us commits to following the highest ethical standards.

How it applies: The Code of Conduct applies to employees, independent contractors, consultants, and others who do business with Enterprise.

How we communicate it:

- New hires are educated on the Code of Conduct, and required to acknowledge the policy upon starting at Enterprise.
- Active employees receive Code of Conduct training on a recurring basis, and are required to certify their understanding and compliance with the Code of Conduct annually.
- Contractors and vendors in our supply chain confirm their acknowledgement of our Code of Conduct in service agreements.
- Our third-party contractor management platform promotes the Code of Conduct to contractors seeking to do business with Enterprise.
- The Code of Conduct is reviewed in certain skills training programs, including our Operations supervisory program.
- The Code of Conduct is accessible on Enterprise’s external website and internal web portal, and discussed within our 10-K and certain internal Human Resources communications.



THE CODE OF CONDUCT COVERS TOPICS RELATED TO, OR ADDRESSES ENTERPRISE'S POLICY ON:

- Conflicts of interest
- Personal investment, and buying and selling EPD units
- Outside employment and business
- Fraud
- Workplace relationships
- Harassment and discrimination
- Confidential employee information and privacy
- Public speaking, publications, and press inquiries
- Substance abuse
- Endorsement
- Customer and third-party information
- Business gifts, trips, and events
- Third-party intellectual policy
- Copyright protected content
- Protecting Enterprise assets
- Obtaining and using business intelligence
- Trade restrictions and export controls
- Accuracy of records and reports
- Managing information assets
- Anti-Corruption laws, Foreign Corrupt Practices Act
- Business expenses
- No bribery or corruption
- Antitrust laws
- Charitable contributions
- Environmental, Health, Safety & Training (EHS&T)
- Political contributions
- Community activities

In addition to discussing Enterprise's standards for conduct, the Code of Conduct provides guidance and resources for dealing with addressed situations and topics. Leadership is further encouraged to "set the tone from the top" by modeling exemplary ethical business conduct, providing training in areas of identified need, and fostering an environment of clear and open communications so individuals feel comfortable bringing issues forward.

The policy and related training emphasize employee responsibility and obligations to uphold and take action on the Code of Conduct. If employees

are aware of a possible violation of the Code of Conduct, or legal or regulatory requirements, they are required and encouraged to notify their supervisor (provided they are not involved in the violation), Human Resources, Legal, Internal Audit, or the Confidential Employee Hotline (1-844-693-4318).

The Confidential Employee Hotline is available for confidential reporting of possible policy violations, whistleblower purposes, and to serve as a grievance mechanism for employees and other stakeholders. Defined processes and procedures are in place for collecting, reviewing, and investigating allegations, and

determining appropriate corrective action. Enterprise's confidential hotline is managed by a third-party service, NAVEX Global, available 24/7 by phone or online, which allows for discreet reporting and follow-up communications that maintain the anonymity of the reporting party as well as the integrity of the reporting process.

Enterprise will not retaliate — and will not tolerate retaliation — against any individual for raising a good-faith complaint with management, Human Resources, Legal, Internal Audit, or the Confidential Employee Hotline, or for participating in the investigation of any such complaint.

Employee-Led Networks



Women's Network

In 2020, we launched the Enterprise Women's Network, an employee-led effort aimed at creating a forum for women at Enterprise to connect and learn from one another. The Women's Network is designed to be an inclusive environment, welcome to both men and women. The inaugural committee consists of women from various groups and levels across the organization who bring unique perspectives and experiences. In time, the network will provide networking opportunities, feature guest speakers, and provide resources that promote women's career development.

Veterans Network

Vets@Enterprise is an employee-led network, formed in 2019. The group of military veterans is led by a committee of volunteers across the organization. Vets@Enterprise seeks to establish a network where employees can develop contacts and relationships, participate in a mentorship program, access resources on transition assistance, and aid in the recruiting of new veteran hires. This employee-led network is aligned with Enterprise's goal of welcoming and supporting veterans in the transition from military to civilian employment. At the time of this publication, approximately 400 self-identified veterans were employed at Enterprise.

AT THE TIME OF THIS PUBLICATION, APPROXIMATELY 400 SELF-IDENTIFIED VETERANS WERE EMPLOYED AT ENTERPRISE.

Enterprise Military Outreach

Our atmosphere of steadfast military support is demonstrated through multiple channels. It goes far beyond our HR-led efforts and is part of our philosophy of showing gratitude to those who have served our country.

Enterprise is an active participant in the following organizations and outreach programs:

Operation IMPACT (Injured Military Pursuing Career Transition): An award-winning diversity program, managed within Northrop Grumman, established after the events of September 11, 2001, for the purpose of assisting severely wounded service members as they transition from the military to a career in the private sector.

- Through Operation Impact’s “Network of Champions,” we provide volunteer support for workshops that teach important civilian job skills, including resume writing, job interviewing, transition training, and LinkedIn profile development.

Lone Star Veterans Association: The largest post-9/11 veteran membership group in the state of Texas.

- We provide volunteer support for fundraising activities and workshops, offering resume writing and career

transition counseling, in addition to a variety of other services designed to assist service men and women.

Employer Support of the Guard and Reserve (ESGR):

Enterprise has been recognized for participation in ESGR and support of National Guard and Reserve employees and their families. We have received the following awards from ESGR:

- Patriot Awards
- Going Above and Beyond Award
- Pro Patria Award
- Extraordinary Employer Support Award, and
- Freedom Award nomination

Enterprise has participated in a number of job fairs and hiring events focused on recruiting veterans including: Department of Defense “Hiring Heroes” career fairs, “Soldier for Life” hiring events, the Student Veterans Association job fair at the University of Houston, U.S. Chamber “Hiring our Heroes” hiring events, and the Workforce Commission “Hiring Red, White & You!” job fairs.

Enterprise features Veterans at Work spotlights such as Jermaine Wilson; a Supervisor in Property Accounting and a Commander in the United States Navy Reserve.



Is your job in the military comparable to the job duties that you currently perform? If so, how?

“I’m a Commander in the United States Naval Reserve. Some of the skills that we learn in the military that translate easily into the civilian sector are decision making, dedication, and contingency. As a Commander, the position is equivalent to a supervisor/manager in corporate America. Supervising my personnel in the military is similar to supervising my civilian staff here at Enterprise. The difference is just the particular jobs that are being done.”

—**JERMAINE**, Supervisor in Property Accounting

More of Jermaine’s interview, and other Veterans at Work interviews, can be found on Enterprise’s website here.

Employee Development

Training & Education

We are committed to employee development.

We encourage on-the-job development and skill diversification through internal training and promotion opportunities.

We encourage cross-functional career paths that allow our employees to diversify and upgrade their skills. We also offer a number of training and development programs designed to give employees the tools they need to succeed, such as:

- **Field courses** including the Safety, Technical, and Compliance training courses, which are discussed in “Section 2: Sustainable Operations” of this report. In 2019, we provided approximately 353,000 hours of safety, technical, and compliance training. In addition to employee training, some courses are offered to external stakeholders, contractors, and regulators.
- **Corporate training courses** including: Achieving Results, Business Writing, Communication 360, Supervisor First Line Essentials, Midstream 101, and Advanced Supervisor skills. These courses are offered multiple times a year and are available to employees across our organization who seek to further their skills and career development. Employees may request to participate in a course or may be nominated by their manager. Corporate training course attendance exceeded over 400 people in 2019.

- **Leadership development courses** including:
 - “Our Leaders of the Future,” first offered in January 2018, a three-part course for existing leaders in management, senior management, and executive levels in our organization, offering advanced leadership and value-oriented coursework.

As of June 2020, 100% of Our Leaders of The Future participants remain employed at Enterprise, and 69% have accepted a new position and/or promotion since their coursework began.

Our Leaders of the Future participants may also have access to additional leadership training resources outside of the session coursework, as business and organizational needs vary.

- “Being a High Performance Organization,” first offered in April 2019, designed for future leaders and high-performance individuals in our organization.

As of June 2020, 98% of Being a High Performance Organization participants remain employed at Enterprise, and 31% have accepted a new position and/or promotion since their coursework began.



Developing Leaders

At Enterprise, we value entrepreneurial spirits and we are committed to developing leaders who will continue to guide Enterprise's sustainability and durability into the future.

Employee Attraction & Retention

Hiring the Best

We seek to hire the best-qualified candidates for each job, those who can contribute to the success of our business, and who will thrive in our environment. We value diverse backgrounds, experiences, perspectives, and expertise. This helps us to challenge the status quo and strive for continuous improvement in our business performance. Enterprise's Human Resources department manages internal and external recruitment programs. Employees have the ability to submit transfer requests, and apply for internal job postings through our company's internal web portal. We additionally post positions on our website, utilize external hiring platforms, and participate in campus recruiting programs. We are intentional in our hiring effort, and seek to hire driven employees to join the Enterprise family.

Internship Programs

We believe in supporting the next generation of business leaders. We have a formal paid internship program for Accounting, Commercial, Distribution, Engineering, Internal Audit, and Finance functions.

In the summer of 2020, we elected to continue offering this program to thirty students from ten universities. We recognized the benefit to both the students and to our organization, and chose to adapt the program in a manner that would continue to provide our interns with opportunities for growth, despite the uncertainties they may face due to the COVID-19 crisis.

Our Interns often return to join Enterprise in full-time positions upon completing their degree.

78% of eligible 2019 interns were extended offers for full-time employment.

Employee Retention: Years of Service

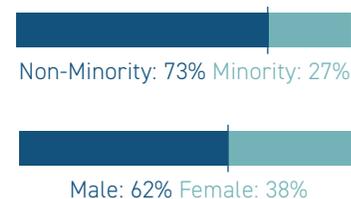
At the time of this publication, the average tenure of an Enterprise employee is ten years, and the average tenure of director level and above employees is fourteen years. Approximately 20% of our employees have over fifteen years of credited service with Enterprise.



"One thing I've noticed throughout my time at Enterprise is our preference to fill job openings by promoting from within and cultivating internal talent. It's not uncommon to see people who have worked in multiple groups across business segments as they progress through their career. I got my foot in the door as a Finance intern at Enterprise one summer during college, and I started full-time after graduation in Distribution. In that role I was able to learn about asset operations and customer relations hands-on while scheduling two of our NGL pipelines. After some time in Distribution, a position opened up in the Finance group, and my Distribution manager actively supported me pursuing that opportunity. Enterprise is the kind of company where you can build a fulfilling career, and don't be surprised if you end up in a completely different department from where you started!"

—DENYS, Senior Planning Analyst

2019-2020 Intern Classes





DEVELOPING LEADERS

THERESA, Vice President of Crude and Refined Products Terminals

FIRST JOB IN THE INDUSTRY: Receipt Meter Accountant
DEPARTMENTS AT ENTERPRISE: Natural Gas Gathering & Processing → NGL Marketing → Commercial

“Enterprise’s commitment to diversity also applies to the broad spectrum of experience and expertise of its employees. Like many of my fellow coworkers, I have had the opportunity to contribute to the company’s success through numerous roles and many different responsibilities, all of which have helped me gain a deeper understanding of the organization and become a better team player. With my 30th anniversary at Enterprise quickly approaching, I am honored and privileged to work with some of the brightest and most creative minds in the industry. The integrity, pride, and commitment to excellence they display day in and day out is inspiring.”



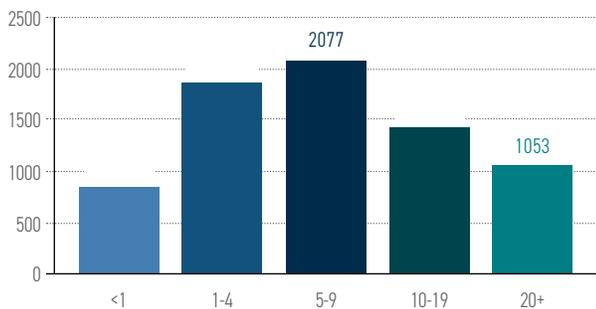
DEVELOPING LEADERS

NATALIE, Senior Vice President of Natural Gas

FIRST ROLE AT ENTERPRISE: Process Engineer
DEPARTMENTS AT ENTERPRISE: Engineering → Measurement & Material Balance → Distribution → Commercial

“Working at Enterprise, you learn two things very quickly: 1. Being curious and inquisitive is rewarded, and 2. Complacency is not. We are always in pursuit of new ideas and creative solutions. One of my favorite things about Enterprise is there are always enough open-minded people in the room to not only consider what may seem like a far-fetched idea, but to work through the possibilities, and develop a strategy in real-time. Having worked in many groups, I can say that this attitude and drive is a reflection of our company’s culture, not just that of a single department. We are always pushing to maximize value. That’s what I love about Enterprise. We strategically and creatively execute in a way others do not.”

Years of Credited Enterprise Service



83% of our Vice Presidents and above started in lower-level positions within Enterprise

Over 90% of our Vice Presidents and above have been promoted during their tenure at Enterprise

Approximately 88% of Director-level and above positions were filled by internal candidates in 2019

Employee Benefits

We are continually adapting our benefits offerings to fit the changing needs of our employees. Some recent enhancements include access to virtual doctor visits, enhanced maternity and paternity leave policies, elderly care assistance, and a new fitness facility at our corporate headquarters location.



Health & Support

Medical, Dental, Vision, Life Coverage: including a variety of plans and coverage options so employees can choose the plan that best suits their needs and their circumstances. In 2020, we added 100% coverage for COVID-19 testing and treatment.

Health Care and Dependent Day Care Flexible Spending Accounts: we offer these programs to allow eligible employees to set aside pre-tax dollars to go toward certain health care and dependent care related expenses.

MD Live: MD Live makes it easier than ever for employees to access care, with real time consultations with board-certified primary care doctors and pediatricians.

TalkTherapy via MDLive: covered individuals can speak to a licensed counselor, therapist, or psychiatrist for virtual support for anxiety, depression, trauma, and loss or relationship problems.

Employee Assistance Program: a confidential service that connects employees to counseling resources is available by phone 24/7; additional resources are also available online.

In-Office Health: At certain times during the year, we offer no-cost, in-office employee health screenings and flu clinics at major work locations, aimed at keeping our workforce educated and proactive about their health.

Downtown Fitness Facility: In 2020, our employees gained access to a new fitness facility located across the street from our corporate office location. Employee memberships are offered at no cost.

Family Leave

Paid Family Leave Policy: We made changes to our family leave policies in 2020, and expanded our employees' ability to take valuable time off to care for their loved ones.

- **Maternity & Parental Bond Leave:** We recognize the importance of bonding time when welcoming a new family member. Our policy applies to birth mothers, non-birth parents, adoptive parents, or parents via surrogacy. Eligible employees may be entitled to up to twelve weeks for birth mothers and up to four weeks for non-birth and adoptive parents of paid leave.
- **Elder Care:** our newly created elder care program was designed to help our employees in caring for elderly parents, grandparents, or in-laws. This program allows eligible employees to take up to one week of paid leave for elder care per year.



"I was extremely pleased to find out that Enterprise updated their policy to offer four weeks of Paternity Leave paid at 100 percent. I was even luckier to be able to take advantage of the new policy this year when my daughter was born in March. It gave me an opportunity to truly bond with my daughter in a way that most fathers likely miss out on due to having to return to work shortly after the birth of their child. It's nice to see Enterprise place an emphasis on family not just with words, but with actions."

—**STEVEN**, Distribution Supervisor



"Despite being a Fortune 200 company with more than 7,000 employees, Enterprise has always felt like a small family business because of the way its employees are taken care of. The company's generous Paternity Leave benefit, which allows new fathers like me to spend valuable time with their child, is a prime example of that commitment. It is this kind of thoughtfulness that creates personal loyalty to the company."

—**JOE**, Senior Manager, Finance

Educational Assistance Program

We offer an Employee Educational Assistance Program to financially assist eligible employees who are taking college and university undergraduate and graduate-level courses that will contribute to their development as an Enterprise employee. The program provides up to \$21,000 of cumulative benefits per employee.

2019



**104 EMPLOYEES
PARTICIPATED IN
THE EDUCATIONAL
ASSISTANCE PROGRAM**



**AND ENTERPRISE
CONTRIBUTED
\$352,076 TO SUPPORT
THEIR EDUCATIONAL
DEVELOPMENT**



“Enterprise is helping with my Master of Arts in Management degree for which I am forever grateful. Enterprise is so much of a person-oriented career choice. You feel as though you are part of a family here—a family that promotes you to be better at your job and your personal life. At a time when other companies do not provide benefits or have scaled back, my Enterprise family has financially supported my academic pursuits with tuition assistance.”

—LORI, Distribution Analyst

“Throughout my tenure working for Enterprise, I have been fortunate to have been given the opportunity to work in various departments, which has furthered my long-term career development. Currently, I am in the process of obtaining my Masters in Finance degree, which is being made possible by Enterprise’s educational assistance program. The opportunities that Enterprise provides truly allow for employees to evolve as individuals and professionals.”

—HONIE, Associate Scheduler

Retirement, Savings & Incentive Programs

Employee Retirement: We support employees' retirement planning objectives in two ways:

- We match employee contributions up to 6% of eligible compensation; and
- We make profit sharing contributions into eligible employee retirement accounts from 4% to 6% of eligible pay, depending on years of service.

Employee Unit Purchase Program (“EUPP”): We have a plan in place for our employees to purchase publicly traded units of EPD through the EUPP. The plan offers units to be purchased at a 10% discount to the price of units through voluntary payroll deductions.

Long-term Incentive Plan: Our employee compensation program aims to provide compensation opportunities that will align and drive employee performance toward the creation of sustained long-term unitholder value. We believe that our compensation program allows us to attract, motivate, and retain high quality talent with

the skills and competencies we require. In addition to discretionary annual bonuses, certain key employees may receive additional equity awards under long-term incentive arrangements (e.g. phantom unit awards), as a means to recognize their contributions to our company's success, to recognize their potential, and to encourage their retention.

Profits Interest Awards: Since 2005, the private affiliates of EPCO contributed a portion of their EPD common units as a means of additional compensation for key employees to show appreciation for their efforts, and to promote employee retention.

Fidelity Financial Education Seminars: Fidelity Investments, our 401K plan custodian, offers both group and one-on-one financial planning education at no cost to our employees. These seminars are hosted at our corporate headquarters and some satellite locations and offer educational resources that allow employees to better plan for their future investments.





“Life is always full of unexpected challenges and one truly learns the character of the Enterprise Products culture when disaster strikes. In August 2017, Hurricane Harvey made landfall on the Upper Texas Coast... We were impacted with approximately two feet of water in our recently built home and our dreams and hopes were now a hurricane statistic. We were blessed to be able to get to safety with a few personal items and our pets.

The crushing despair of watching your home being flooded will stay with you the rest of your life. The rain stopped, the waters started to recede, and the level of devastation was revealed. We were asking ourselves, ‘What are we going to do? Are we going to be able to save our home?’

In the midst of these questions, I started receiving phone calls and text messages from Enterprise Management and Safety checking on me and my family, and asking how could they help? Additionally, they made us aware of the Enterprise Relief Fund which was the kick starter to put our life back together.

Throughout the process, Enterprise’s Management not only checked on how the house repairs were going, but how were we, personally, doing during these challenging times, and they never stopped asking, ‘How could we help?’ Enterprise’s culture is not just an employer/employee relationship but a true culture of caring for each and every employee from the newest hire to upper management. I am proud to be a part Enterprise Products and its culture.”

—JONATHAN, Operations Supervisor



“It’s difficult to appreciate how hard it is to open your front door when there’s five feet of floodwater blocking its path. The water was chin-high. I waded out and onto the sheriff’s boat with just one bag and my cat held over my head—everything else was pretty much gone: the car, clothes, household effects. As we boated towards the safety of higher ground, I almost laughed when I saw some trivial things that I owned floating by us in a river that used to be a parking lot. I got off the boat and had no idea where I was going. All that I knew was gone, all that was left was unknown. In that trying time, the Enterprise Relief Fund served not just as a financial lifeline, but it served as a reminder that there were some things in my life that weren’t going to be washed away by the flood: that my career was waiting, and that I was going to be able to rebuild something else in the future, simply because the people of this company cared to help. It was the first step in the journey back to normal, and they made it easy for me to take.”

—RYAN, Director of Fundamentals & Strategy

Enterprise Relief Fund

The Enterprise Relief Fund (“the Fund”) was established in 2016 following an outpouring of support for employees in Louisiana who were affected by severe floods. The Fund is underwritten by employees for the benefit of employees and is administered by a third party, non-profit organization. Enterprise matches eligible employee contributions, in support of the Fund.

The money assists employees who have experienced economic hardship resulting from a natural disaster or other catastrophic or extreme circumstance beyond their control, and are unable to afford housing or other basic living needs.

Contributions of \$50 or more are eligible for a match through the Enterprise Matching Contribution Program. The Fund is designed to ensure that contributions into the Fund and amounts paid to employees from the Fund are tax-exempt.

Between 2016–2019, 381 employees received assistance through the Enterprise Relief Fund. Over this period, employees received approximately \$1.2 million of assistance from employee, company, and other affiliated contribution sources.

2016-2019 Enterprise Relief Fund Contributions

\$764,211 TOTAL



■ Employee Contributions ■ Company Match Contributions

Other Benefits

Our corporate headquarters offers subsidized parking or mass transit transportation to alleviate the burden of the additional expense for our employees.

We offer other discounts to our employees to assist in the purchases that make their everyday lives easier or more enjoyable including:

- a) Verizon, Sprint, and AT&T phone plan discounts
- b) Microsoft and Insight home technology discounts
- c) Ford or GM auto discounts, and
- d) *Texas Monthly* publications



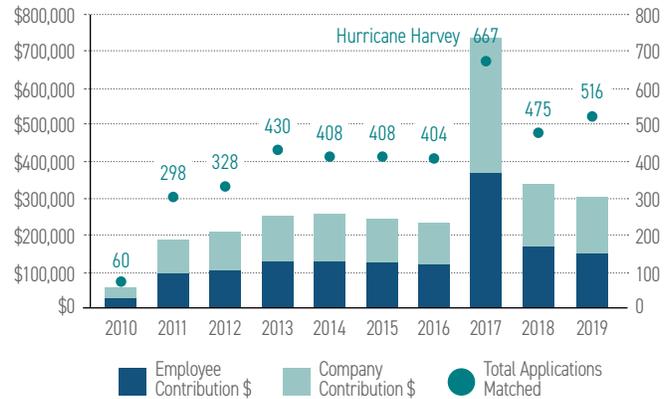
Supporting Our Communities

Committed to being a positive presence in the communities where we operate

Employee Matching Program

Supporting our employees and their causes

This program is designed to support employees and the causes they are passionate about through charitable contributions to non-profit organizations throughout their communities. Enterprise matches dollar-for-dollar employee contributions of \$50 or more, up to \$1,000 per employee per calendar year.



Giving Back to Our Communities

Our connection with local communities goes far beyond financial contributions. Enterprise’s areas of focus include supporting economic development, youth educational programs, and emergency responders in areas in which we live and work.

Between 2015–2019, Enterprise contributed over \$101 million dollars toward community outreach, economic development, education, emergency response, and pipeline safety awareness.

Houston Region Operations Scholarship Program & Internship

In 2013, we implemented a program to offer scholarships to Lee College, a community college located in Baytown, Texas. The program is designed to provide opportunities to students at several high schools in and around the greater Mont Belvieu, Texas, area where we engage in community outreach efforts. The program is aimed at “dual credit” students who are pursuing a STEM (Science, Technology, Engineering, and Math) path in high school and studying Instrumentation Technology, Electrical Technology, Process Technology, Analyzer Technology, Industrial Systems, and Machinist coursework at Lee College. We offer financial scholarships and paid internships (or a combination of the two) to students with financial aid needs. We additionally offer non-need-based internships to students who are enrolled in the target programs and are seeking industry experience. We have extended 45 scholarships and internships, and have made 26 successful hires from the pool of program participants since the program’s inception.



HIGHLIGHTED 2019 COMMUNITY DEVELOPMENT EFFORTS:

- \$33 MM (of a \$66 MM commitment) went to fund a new Baytown, Texas, public safety building
- \$17 MM went toward educational development in multiple communities

HIGHLIGHTED 2020 COMMUNITY DEVELOPMENT EFFORTS (to date, at the time of this publication):

- \$33 MM (completing \$66 MM commitment) to fund the new Baytown public safety building
- We maintain a surplus of PPE throughout our facilities for emergency preparedness. We quickly responded to the COVID-19 crisis, and contributed PPE to first responders in multiple communities in which we operate
- We recently completed a 2019 project that funded a new law enforcement training facility for the Jefferson County Sheriff’s Office

BAFTX Scholarship

We have supported the British American Foundation of Texas (BAFTX) with an annual contribution of approximately \$10,000 since 2006. The contributions support scholarships and other identified needs within the program, each year. The BAFTX scholarships afford low-income students in Texas the opportunities to excel through access to global education.

Duncan Scholarship

Through the support of the Dan L. Duncan Foundation, certain dependents of qualifying employees are eligible to receive a scholarship to further their education. “The Duncan Scholars Program” is a fund of the San Antonio Area Foundation. The first recipients received scholarships in 2017, and since then 88 students have received scholarships through the program.

In 2020, the San Antonio Area Foundation announced the fourth class of Duncan Scholar recipients. Each of the 28 recipients is a top performer in the classroom, as well as an active member of their community. The recipients represent the geographic diversity of our company, with students from Wyoming, Louisiana, Colorado, New Mexico, Indiana, Maryland, and Texas.

Outdoor Enrichment & Education

With the support of EPCO, some of our current and former employees have hosted outdoor retreats in support of wounded veterans, for over thirty years. We gather a group of service men and women each year at a location in Central Texas to get them outdoor exposure and provide a needed retreat. We also work with regional youth programs such as Bluebonnet and “Hunt with a Heart,” and offer support and outdoor

“I am so appreciative to have been awarded the Duncan Scholarship. Before I was given the scholarship, I was stressed trying to figure out how I was going to pay for tuition. I had a part-time job, but it wasn’t nearly enough. Thanks to the scholarship I was able to stress less about money and have a more enjoyable time during college. A big shoutout goes to [my mother], who is not only an amazing employee with Enterprise Products but is also an even better mother for continuing to encourage my dreams and to encourage me to apply for the Duncan Scholars Program. A big thank you goes to every employee and staff member at the Dan L. Duncan Foundation and Enterprise Products. You all made this scholarship possible for me and saw that I was worth taking a chance on. I graduated in December 2019 at SHSU with a Bachelor of Science degree in Victim Studies with a minor in Human Services. In August 2020, I will be starting on my master’s degree in Clinical Mental Health Counseling at the University of Nevada Las Vegas.”

**—Lauren, Sam Houston State University Class of 2019;
daughter of Yvonne, Administrative Assistant**

“I would like to take this opportunity to thank you for helping fund my education at St. Mary’s University. I was very honored to be one of the 2017 recipients of this generous award. Receiving this scholarship helped me to focus on my studies and achieve many of the goals I had set for myself. I am very grateful to the Duncan Scholars Program for encouraging children of Enterprise Products employees, such as myself, to attain a higher education.”

**—Danielle, St. Mary’s University Class of 2020;
daughter of Rene, Plant Operator**

enrichment opportunities, in a safe environment, for children each year.

Employee Volunteer Efforts

Yellowstone Academy and

Yellowstone College Prep: Enterprise selected the Yellowstone Academy and Yellowstone College prep as an educational support effort in 2019. Yellowstone is a wonderful example of a Houston community outreach program that develops and educates students from low-income areas in a nurturing environment. Enterprise employees participated in an online book fair and achieved the goal of purchasing at least one teacher-

selected book to be provided to each of the 500 Yellowstone students.

For many of these students, this was the first book that they owned.

Houston Food Bank: Members of our intern program volunteered their time and efforts to the Houston Food Bank in the summer of 2019 as part of their development program. Over the last three years, employees have contributed their time and efforts in the “Houston Food Bank” Marathon relay, which is a community event that serves as an opportunity to give back. Enterprise sponsors a team of runners and raises money for the cause.

SECTION 4:

Durability of Our Business

- 80 BOARD OF DIRECTORS
- 82 MANAGEMENT COMPENSATION
ALIGNMENT WITH
STAKEHOLDER INTERESTS
- 83 LEADERSHIP FOCUS
- 84 CONFIDENTIAL HOTLINE &
WHISTLEBLOWER PROGRAM
- 85 GOVERNMENT RELATIONS

Board of Directors

The Board of Directors of our general partner oversees management of our partnership. The Board is comprised of eleven voting members, one honorary member (non-voting), and three advisory directors (non-voting). We have six board members who qualify as “independent” under the rules of the New York Stock Exchange.

Board Meeting Attendance

Our Board held five meetings during 2019. Each member of our board attended at least 75% of his or her aggregate board and committee meetings, and the average attendance level of our board members in 2019 was over 98%.

Committees

Audit and Conflicts Committee

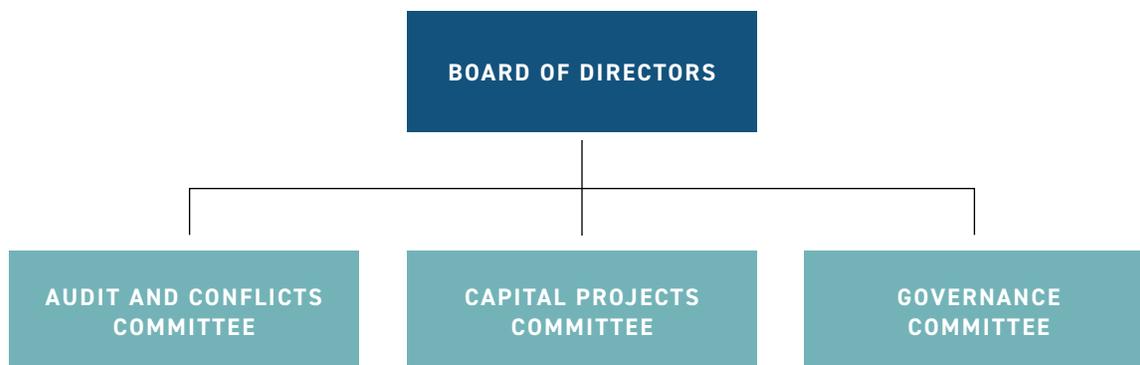
Our Audit and Conflicts Committee was established to assist with Board oversight of the integrity of the Partnership’s financial statements, the Partnership’s compliance with legal and regulatory requirements, the independence and qualifications of the Partnership’s independent auditors, and the performance of the Partnership’s internal audit function and of its independent auditors. The committee also reviews and approves certain related party transactions. The committee is comprised of four independent board members, denoted in the table opposite. Further information on the committee can be found on [our website](#).

Capital Projects Committee

Our Capital Projects Committee was established to review and approve certain expenditures of our general partner, the Partnership, and/or their respective consolidated subsidiaries in connection with proposed capital projects. The committee is comprised of eight members, three of whom are independent board members, denoted on the next page. Further information on the committee can be found on [our website](#).

Governance Committee

Our Governance Committee was established to develop and recommend to the Board a set of governance guidelines applicable to the Partnership, to review such guidelines from time to time and to oversee governance matters relating to our general partner and the Partnership, including Board and Committee composition, qualifications of Board candidates, director independence, succession planning and other related matters. The committee was also established to assist Board oversight of management’s establishment and administration of the Partnership’s environmental, transportation compliance, health and safety policies, procedures, programs and initiatives, and other related matters. The committee reviews our sustainability and ESG reporting and initiatives. The committee is comprised of three members, two of whom are independent board members, denoted on the next page. Further information on the committee can be found on [our website](#).





RANDA L. DUNCAN
Chairman of the Board^{G C}



CARIN M. BARTH
Director^{G C}



JOHN R. RUTHERFORD
Director^A



RICHARD H. BACHMANN
Vice Chairman of the Board^C



MURRAY E. BRASSEUX
Director^A



RICHARD S. SNELL
Director^{A C}



A. J. TEAGUE
Director, Co-CEO^C



JAMES T. HACKETT
Director^{G C}



HARRY P. WEITZEL
*Director, EVP, General Counsel,
and Secretary*^C



W. RANDALL FOWLER
Director, Co-CEO and CFO^C



WILLIAM C. MONTGOMERY
Director^A

- A** Audit & Conflicts Committee
- C** Capital Projects Committee
- G** Governance Committee

*As of March 31, 2020

Board of Directors

Composition



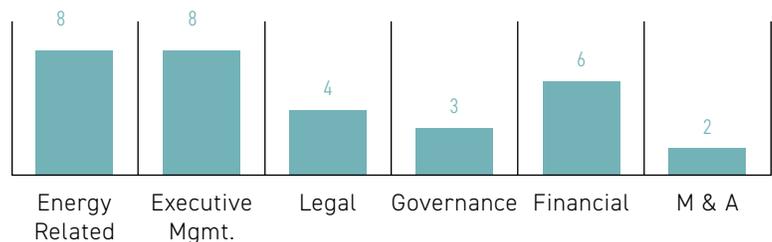
Governance Committee

Composition



Board Expertise

Our board is highly qualified and highly engaged



Management Compensation Alignment with Stakeholder Interests

A new Governance subcommittee, established in 2019, is the Incentive Plan Administration Subcommittee. It is composed of two independent directors, currently Ms. Barth and Mr. Hackett.

The subcommittee (i) reviews and approves all aspects of compensation of our Co-CEOs, (ii) administers the long-term incentive plans of the Partnership and its affiliates, and (iii) reviews and approves all equity grants made to employees, consultants, and/or directors as required by such long-term incentive plans.

Bonus considerations:

Bonus awards for our named executive officers are discretionary and intended to align with performance of our overall business strategies without incentives for individual business segments' performance, as well as the interest of our equity and debt investors and other stakeholders, including the items described below (with no weight or formula given to any specific financial or operating performance measure).

Financial metrics include:

- cash flow from operating activities per unit
- distributable cash flow per unit
- gross operating margin
- return on invested capital
- 3-year and 5-year equity total return performance relative to peers

Operating results include:

- certain safety performance
- direct carbon dioxide equivalent (“CO₂e”) emission measures

Commitment to EPD unitholder alignment:

Our alignment with limited partner interest is important to us. Affiliates of our general partner and executive management own approximately 32% of our outstanding limited partner units. As outlined in our Governance Guidelines, which are available on [our website](#), Enterprise sets guidelines for equity ownership applicable to the board and executive officers.

- Our non-management directors are required to own units representing three times their annual cash retainer.
- Our management directors and executive officers are required to own units representing three times their annual base salary.

Currently, all of our board members and executive officers are in compliance with these guidelines.



Leadership Focus



Office of the Chairman – *ensuring clear strategic alignment throughout the company*

The Office of the Chairman is a management oversight group comprised of: Ms. Duncan (as Chairman of the Board), Mr. Bachmann (as Vice Chairman of the Board), Mr. Teague (as Co-Chief Executive Officer [Co-CEO]), and Mr. Fowler (as Co-CEO and Chief Financial Officer [CFO]).

The purpose of the Office of the Chairman is for the group to serve collectively as a liaison between our Board and senior management with respect to certain matters including:

- the strategic direction of Enterprise (including business opportunities through organic growth and acquisitions);
- the vision, leadership, and development of the management team;
- business goals and operational performance; and
- strategies to preserve our financial strength.

In addition, the Office of the Chairman assists the Board and its Governance Committee in identifying director education opportunities and in determining the size and composition of the Board and recruitment of new members. The Office of the Chairman also oversees policies that (i) reflect our values and business goals and (ii) enhance the effectiveness of our governance structure. The Office of the Chairman also collectively oversees and provides strategic direction for our legal and human resources departments.

ESG / Sustainability reporting & leadership:

Our Sustainability reporting efforts are led by our Executive Vice President of Finance, Sustainability, and Treasurer through Investor Relations in collaboration with leadership throughout our organization including: Executive Management, Asset Optimization, Commercial, EHS&T, Fundamentals & Risk Assessment, Government Affairs, Human Resources, Legal, Operations, and Public Relations. We believe the responsibility of sustainability should be shared through direct involvement throughout the organization. Our reporting efforts and initiatives are reviewed with the Governance committee.

Confidential Hotline & Whistleblower Program

In accordance with NYSE rules, the Chairman of the Audit and Conflicts Committee, William Montgomery, has been designated as the director chosen to preside at regularly scheduled meetings of our non-management directors.

We have designated our toll-free, Confidential Hotline as the method for interested parties, including external stakeholders, to communicate with the presiding director alone, or with the non-management directors of our general partner as a group. All calls to this Hotline are reported by the Vice President of Internal Audit to the Chairman and non-management directors of the Audit and Conflicts Committee of our general partner.

As discussed on [page 63](#) of this report, our Confidential Hotline is available for anonymous reporting of possible policy violations, whistleblower purposes, and to serve as a grievance mechanism for employees and all stakeholders, including community members, contractors, investors, and vendors.

We take numerous proactive steps to communicate the Confidential Hotline beyond making it available on Enterprise's external website. For our employees, the Confidential Hotline information is included in our Code of Conduct, on the internal web portal, through our "Doing What's Right" campaign, included in new hire information packets, posted on office bulletin boards, and emailed in a semi-annual hotline awareness communication. For our contractors and vendors, the hotline information is posted via a third-party industry website, ISNetworld.com, and it is also provided in our Code of Conduct that is a standard document included with our contractor service agreements.

Enterprise has a structure in place to handle the process of confidential (including whistleblower) reporting of possible violations. The Senior Vice President of Human Resources and the Vice President of Internal Audit are notified of anonymous reports. Issues and concerns are then directed to the appropriate department for evaluation and follow-up (HR, Corporate

Security, EHS&T, Internal Audit, Legal, or other). Internal Audit monitors the status of the Hotline report follow-up and the information is reviewed with the Audit and Conflicts Committee as necessary.

Non-Retaliation Policy

Enterprise will not retaliate — and will not tolerate retaliation — against any individual for raising a good-faith complaint with management, Human Resources, Legal, Internal Audit, or the Confidential Hotline, or for participating in the investigation of any such complaint.

Confidential Hotline is 1-844-693-4318, or online at enterpriseproducts.ethicspoint.com

The communication is available 24/7 and in various local languages through NAVEX Global



Government Relations

Policy & Industry Group Participation

Enterprise Products has leadership roles in many key state and federal associations. We are able to coordinate advocacy and participate in key industry issues, including environmental and safety initiatives, pipeline security, and best practices involving pipeline construction and engagement with landowners.

Engagement & Initiatives

We stay engaged on many sustainability topics at a state and federal level. We act to educate and advocate on many key topics, including through our participation in the following workgroups and committees:

TXOGA Methane and Flaring Workgroup: Texas operators are committed to working collaboratively to

develop our state’s natural resources while improving environmental performance. To better assess the issues of methane emissions and flaring and develop industry-led solutions, a voluntary coalition of companies and organizations have joined to form the Texas Methane and Flaring Coalition. The Coalition will collectively identify and promote operational and environmental recommended practices to minimize flaring and methane emissions.

Texas’ Industry Seismicity Workgroup: This group is led by industry associations to focus on best practices and research that will help guide industry in an effort to eliminate causal relations between oil and gas operations and seismic activity. The workgroup has also worked with the state legislature to address appropriation needs of the research arm via the University of Texas (UT) Bureau of Economic Geology

NATIONAL PARTICIPATION INCLUDES:

- American Fuel & Petrochemical Manufacturers
- American Petroleum Institute
- American Waterway Operators
- Association of Oil Pipelines
- Energy Infrastructure Council
- European Petrochemical Association
- GPA Midstream Association
- International Liquid Terminal Association
- Latin American Clean Fuels Association
- National Petroleum Council
- North American Energy Standards Board
- US Oil & Gas Association

STATE & LOCAL PARTICIPATION INCLUDES:

- Local Propane Associations in 24 states
- Colorado Oil & Gas Association
- Energy Council
- Louisiana Mid-Continent Oil & Gas Association
- New Mexico Oil & Gas Association
- Petroleum Alliance of Oklahoma
- Texas Association of Business
- Texas Chemical Council
- Texans for Lawsuit Reform
- Texas Oil & Gas Association
- Texas Pipeline Association
- Texas Taxpayers & Research Association

(UTBEG). The group developed the Center for Integrated Seismicity Research (CISR) and partnered with UT to house CISR at UTBEG. Through CISR, the group is working to develop a thorough plan for addressing seismicity throughout the State of Texas. More information can be found [here](#).

Texas Endangered Species Workgroup: Maintains a forum for technical and legal experts to develop and implement plans to respond to potential endangered species listings in Texas, including providing comments, researching and collecting science, and engaging in conservation measures when necessary.

TXOGA Regulatory Practices Committee: Provides a forum for exploration and production regulatory specialists to provide feedback to agencies, the Texas Railroad Commission in particular, on the impact of regulatory actions upon the industry and the state.

Colorado Oil and Gas Association EHSR Committee: Reviews practical and technical details on regulatory development and implementation. Environmental and regulatory subcommittees meet regularly, and ad hoc working groups are created periodically for rulemaking and to address other specific issues.

Current Policy Related Issues

EMINENT DOMAIN REFORM

Continue to ensure certainty in infrastructure growth while promoting transparency and fairness in the process for all parties.

TAXES

Monitor all tax-related legislative and/or regulatory changes to promote continued infrastructure growth.

REGULATORY

Advocate for sound regulations and regulatory certainty while ensuring the safety of Enterprise operations for our employees and the public.

DAMAGE PREVENTION

Ensure damage prevention measures are kept intact, followed prudently and consistently for regulatory certainty and the safety of our employees and the public.

CRITICAL INFRASTRUCTURE

Protecting critical infrastructure businesses and employees by making illegal intentional trespass, damage, delays, and stoppages.



SECTION 5:

Resources

90 GRI CONTENT INDEX

97 SASB CONTENT INDEX

98 SUMMARY OF
METRICS DISCLOSED

Global Reporting Initiative

GRI Standard	Description	Locations or Direct Answer	Hyperlink (see footnotes)	
GENERAL DISCLOSURES				
GRI 102: General Disclosures 2016	ORGINIZATIONAL PROFILE			
	102-1	Name of the organization	Enterprise Products Partners L.P.	
	102-2	Activities, brands, products, and services	Sustainability Report – Company Overview p. 11 ; 2019 Form 10-K: item 7 (see hyperlink)	1
	102-3	Location of headquarters	Houston, TX	
	102-4	Location of operations	Sustainability Report – Asset Map p. 10 ; 2019 Form 10-K: Operational Statistics (see hyperlink)	1
	102-5	Ownership and legal form	Publicly traded partnership (NYSE:EPD)	
	102-6	Markets served	2019 Form 10-K: Items 1 & 2 (see hyperlink)	1
	102-7	Scale of the organization	Total number of employees: Sustainability Report – Our People and Our Community p. 58-75 ; Total number of operations: 2019 Form 10-K: Part 1, Items 1 & 2, F-41; Net revenues: 2019 Form 10-K: Part 2, Item 8, F5; Total Capitalization: 2019 Form 10-K: F4 (see hyperlink); Net Volumes Handled: Selected Financial Data: p.4 (see hyperlink)	1, 2
	102-8	Information on employees and other workers	Sustainability Report – Meet Our Workforce p. 58	
	102-9	Supply chain	Sustainability Report – Supply Chain Management p. 41	
	102-10	Significant changes to the organization and its supply chain	2019 Form 10-K: part 2, item 7: Significant Recent Developments (see hyperlink)	1
	102-11	Precautionary principal or approach	Although Enterprise does not formally follow the precautionary principal, we assess risks across our operations.; 2019 Form 10-K: Part 1, item 1a & item 1 (see hyperlink)	1
	102-13	Membership of associations	Sustainability Report – Government Relations p. 85	
STRATEGY				
102-14	Statement from senior decision-maker	Sustainability Report – Letter to Stakeholders p. 5-8		
102-15	Key impacts, risks and opportunities	Sustainability Report ; 2019 Form 10-K (see hyperlink)	1	
ETHICS AND INTEGRITY				
102-16	Values, principles, standards, and norms of behavior	Sustainability Report – The Enterprise Model: Our Values and Our Environment p. 60, Code of Conduct p. 63-64		
102-17	Mechanisms for advice and concerns about ethics	Sustainability Report – Confidential Hotline & Whistleblower Program p. 84 ; 2019 Form 10-K: p. 120-122 (see hyperlink)	1	

GRI Standard	Description	Locations or Direct Answer	Hyperlink (see footnotes)	
GRI 102: General Disclosures 2016	GOVERNANCE			
	102-18	Governance structure	Sustainability Report – Board of Directors p. 80-81	
	102-19	Delegating Authority	Sustainability Report – Leadership Focus p. 83	
	102-20	Executive-level responsibility for economic, environmental and social topics	Sustainability Report – ESG / Sustainability Reporting & Leadership p. 83	
	102-21	Consulting stakeholders on economic, environmental, and social topics	Sustainability Report – Stakeholder Engagement & Sustainable Reporting p. 17, Confidential Hotline & Whistleblower Program p. 84	
	102-22	Composition of the highest governance body and its committees	Sustainability Report – Board of Directors p. 80-81; 2019 Form 10-K: p.113-117 (see hyperlink); Board Committee webpage (see hyperlink)	1, 3
	102-23	Chair of the highest governance body	2019 Form 10-K: p.112 (see hyperlink)	1
	102-24	Nominating and selecting the highest governance body	2019 Form 10-K: p.119 (see hyperlink); Board Committees (see hyperlink); Governance Guidelines (see hyperlink)	1, 3, 4
	102-25	Conflicts of interest	Sustainability Report – Board of Directors p. 80-81, Confidential Hotline & Whistleblower Program p. 84; 2019 Form 10-K: p.120; Audit & Conflicts Committee Charter (see hyperlink)	1, 5
	102-26	Role of highest governance body in setting purpose, values, and strategy	Sustainability Report – Durability or Our Business p. 80-86	
	102-27	Collective knowledge of highest governance body	Sustainability Report – ESG / Sustainability Reporting & Leadership p. 83	
	102-28	Evaluating the highest governance body's performance	Governance Committee Charter (see hyperlink)	6
	102-29	Identifying and managing environmental and social impacts	Sustainability Report – Board of Directors p. 80-81	
	102-30	Effectiveness of risk management processes	Sustainability Report – Board of Directors p. 80-81; Audit and Conflicts Committee Charter (see hyperlink)	5
	102-31	Review of economic, environmental, and social topics	Sustainability Report – Board of Directors p. 80-81	
	102-32	Highest body's role in sustainability reporting	Sustainability Report – Stakeholder Engagement & Sustainable Reporting p. 17, ESG / Sustainable Reporting & Leadership p. 83	
	102-33	Communicating critical concerns	Sustainability Report – Confidential Hotline & Whistleblower Program p. 84	
	102-34	Nature and total number of critical concerns	Sustainability Report – Confidential Hotline & Whistleblower Program p. 84	
	102-35	Remuneration Policies	Sustainability Report – Retirement, Savings & Incentive Program p. 73, Management Compensation Alignment with Stakeholder Interests p. 82; 2019 Form 10-K: p.130 (see hyperlink)	1
	102-36	Process for determining remuneration	Sustainability Report – Management Compensation Alignment with Stakeholder Interests p. 82; 2019 Form 10-K: p.126 (see hyperlink)	1
102-38	Annual total compensation ratio	2019 Form 10-K: p.131 (see hyperlink)	1	

GRI Standard	Description	Locations or Direct Answer	Hyperlink (see footnotes)	
GENERAL DISCLOSURES, CONTINUED				
GRI 102: General Disclosures 2016	STAKEHOLDER ENGAGEMENT			
	102-40	List of stakeholder groups	Sustainability Report – Stakeholder Engagement & Sustainable Reporting p. 17	
	102-41	Collective bargaining agreements	One agreement, less than 1% of all employees	
	102-42	Identifying and selecting stakeholders	Sustainability Report – Stakeholder Engagement & Sustainable Reporting p. 17	
	102-43	Approach to stakeholder engagement	Sustainability Report – Stakeholder Engagement & Sustainable Reporting p. 17	
	102-44	Key topics and concerns raised	Not disclosed	
	102-23	Chair of the highest governance body	2019 Form 10-K: p.112	1
GRI 103: Management Approach 2016	REPORTING PRACTICES			
	102-45	Entities included in the consolidated financial statements	2019 Form 10-K: p.249-252 (see hyperlink)	1
	102-46	Defining report content and topic boundaries	Sustainability Report – Stakeholder Engagement & Sustainable Reporting p. 17	
	102-48	Restatements of information	Not applicable	
	102-49	Changes in reporting	We significantly expanded our report when compared to previous reporting periods	
	102-50	Reporting period	January 2019 through June 2020	
	102-51	Date of most recent report	Previous report: 2018 Sustainability Overview Document [Published May of 2019]	
	102-52	Reporting cycle	Annual updates	
	102-53	Contact point for questions regarding the report	Jackie Richert, Senior Director of Investor Relations 1-866-230-0745	
	102-54	Claims of reporting in accordance with GRI Standards	This report has been prepared with reference to the GRI Standards	
	102-55	GRI content Index	This document represents the company's content index	
	102-56	External assurance	We did not seek external assurance for the data in this sustainability report	
	MANAGEMENT APPROACH TO TOPICS COVERED IN THE REPORT			
103-1	Explanation of the material topic and its boundary	This report includes topics of relevance and/or interest in the realm of sustainability. See contents of this report for discussions of each topic.		
103-2	The management approach and its components	This report includes topics of relevance and/or interest in the realm of sustainability. See contents of this report for discussions of each topic.		
103-3	Evaluation of the management approach	This report includes topics of relevance and/or interest in the realm of sustainability. See contents of this report for discussions of each topic.		

GRI Standard	Description	Locations or Direct Answer	Hyperlink (see footnotes)
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ECONOMIC TOPICS

ECONOMIC PERFORMANCE			
GRI 201: Economic Perf. 2016	201-1	Direct economic value generated and distributed	2019 Form 10-K (see hyperlink) 1
	201-2	Financial implications and other risks and opportunities due to climate change	Sustainability Report – Risk Management & Emergency Preparedness p. 50
	201-3	Defined benefit plan obligations and other retirement plans	Sustainability Report – Employee Benefits p. 70-75
INDIRECT ECONOMIC IMPACTS			
GRI 203: Indirect Economic Impacts 2016	203-1	Infrastructure investments and services supported	Sustainability Report – Conservation, Land use, and Reliable Operations p. 28-29, Community Development Efforts p. 76; 2019 Form 10-K: p.68-72 (see hyperlink) 1
	203-2	Significant indirect economic impacts	Sustainability Report – Fundamental Spotlight p. 11, Supply Chain Management p. 41, Climate Related Risks & Impacts to Our Business p. 50, Community Development Efforts p. 76
PROCUREMENT PRACTICES			
GRI 204: Procurement Practices 2016	204-1	Proportion of spending on local suppliers	Sustainability Report – Asset Construction p. 28, Supply Chain Management p. 41; 2019 Form 10-K: p. 97-99 & F-67 : F-69 (see hyperlink) 1
ANTI CORRUPTION			
GRI 205: Anti-Corruption 2016	205-1	Operations assessed for risks related to corruption	Sustainability Report – Layers of Cyber Defense- People, Processes, and Technology p. 54, Code of Conduct p. 63; Audit and Conflicts Committee Charter (see hyperlink) 5
	205-2	Communication and training about anti-corruption policies and procedures	Sustainability Report – Supply Chain Management p. 41, Code of Conduct p. 63; Enterprise Code of Conduct (see hyperlink) 7

ENVIRONMENTAL TOPICS

TAX			
GRI 207: Tax 2016	207-1	Approach to tax	Partnership Agreement, including pages 48-49 (see hyperlink) 8
	207-2	Tax governance, control, and risk management	Sustainability Report – Confidential Hotline & Whistleblower Program p. 84; Partnership Agreement (see hyperlink); 2019 Form 10-K: p. 57-61 (Tax Risk to Common Unitholders), p. 36-37 (Climate Change Discussion), p.29 (Regulatory Matters), p. 34-35 (FERC Regulations) (see hyperlink) 8
	207-3	Stakeholder engagement and management of concerns related to tax	Sustainability Report – Government Relations p. 85-86; Partnership Agreement (see hyperlink); 2019 Form 10-K: p. 29 (Regulatory Matters), p. 57-61 (Tax Risk to Common Unitholders), note F-63 (Provisions for Income Taxes), note F-63 (Process for Collecting) (see hyperlink); K1 homepage (see hyperlink) 8, 9
	207-4	Country-by-country reporting	2019 Form 10-K: Part 2, Item 8: Financial Statements and Supplementary Data; 2019 Form 10-K: Note 16 Provisions for Income Taxes (see hyperlink) 1

GRI Standard	Description	Locations or Direct Answer	Hyperlink (see footnotes)
ENVIRONMENTAL TOPICS, CONTINUED			
GRI 301: Materials 2016	MATERIALS		
	301-2	Recycle input materials used	Sustainability Report – Did you Know? Highlight: Recycled Steel p. 41
GRI 302: Energy 2016	ENERGY		
	302-1	Energy consumption within the organization	Sustainability Report – Energy Use Initiatives p. 27; Purchased Power Sources p. 99
	302-4	Reduction of energy consumption	Sustainability Report – Energy Use Initiatives p. 27; Big Data Initiative p. 36-37
GRI 303: Water and Effluents 2018	WATER AND EFFLUENTS		
	303-1	Interactions with water as a shared resource	Sustainability Report – Water Management p. 29; Asset Construction p. 28; Environmental, Health, Safety, and Training Audits p. 47-48
GRI 304: Biodiversity & Land Use 2016	BIODIVERSITY & LAND USE		
	304-2	Significant impacts of activities, products, and services	Sustainability Report – Habitat Assessment & Avoidance of Impacts p. 29; Biodiversity p. 39
	304-3	Habitats protected or restored	Sustainability Report – Habitat Assessment & Avoidance of Impacts p. 29; Biodiversity p. 39
GRI 305: Emissions 2016	EMISSIONS		
	305-1	Direct (Scope 1) GHG Emissions	Sustainability Report – Direct Emissions (Scope 1) p. 24
	305-4	GHG emissions intensity	Sustainability Report – Emissions Data p. 25
	305-5	Reduction of GHG emissions	Sustainability Report – Emission Reductions p. 23
	305-7	Nitrogen oxides (NOx), sulfur oxides (Sox), and other significant air emissions	Sustainability Report – Other Emissions p. 26
GRI 306: Effluents and Waste 2016	EFFLUENTS AND WASTE		
	306-2	Waste by type and disposal method	Sustainability Report – Recycling and Building Services p. 40
	306-3	Significant Spills	Sustainability Report – PHMSA & IPE Incidents p. 34-35
GRI 308: Supplier Environmental Assessment 2016	SUPPLIER ENVIRONMENTAL ASSESSMENT		
	308-1	New suppliers that were screened using environmental criteria	Sustainability Report – Supply Chain Standards p. 41

GRI Standard	Description	Locations or Direct Answer	Hyperlink (see footnotes)
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SOCIAL TOPICS

EMPLOYMENT

GRI 401: Employment 2016	401-1	New employee hires and employee turnover	Sustainability Report – Employee Attraction & Retention p. 68; Total Number of Employees & Employee Demographics p. 99
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Sustainability Report – Employee Benefits p. 70-75
	401-3	Parental leave	Sustainability Report – Family Leave p. 71

OCCUPATIONAL HEALTH AND SAFETY

GRI 403: Occupational Health & Safety 2018	403-1	Occupational health and safety management system	Sustainability Report – Health & Safety p. 42-49
	403-2	Hazard identification, risk assessment, and incident investigation	Sustainability Report – Health & Safety p. 42-49
	403-3	Occupational health services	Sustainability Report – Health & Safety p. 42-49; Employee Benefits p. 70-75
	403-4 (2018)	Worker participation, consultation, and communication on occupational health and safety	Sustainability Report – Health & Safety p. 42-49; Leadership & Oversight from Management p. 46
	403-5	Worker training on occupational health and safety	Sustainability Report – H&S Management System p. 46-49; H&S Policy p. 42-44; Emergency Preparedness and Management p. 50-53; Training and Certifications p. 49
	403-6	Promotion of worker health	Sustainability Report – Employee Benefits p. 70-75
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Sustainability Report – Contractor Safety Management p. 49

OCCUPATIONAL HEALTH AND SAFETY, CONTINUED

GRI 403: Occupational Health & Safety 2018	403-8	Workers covered by an occupational health and safety management	Sustainability Report – H&S Policy p. 42-44; Contractor Safety Management p. 49; Environmental Health Safety and Training Audits p. 47-48
	403-9	Work-related injuries	Sustainability Report – Performance Monitoring and Measurement p. 48-49

TRAINING & EDUCATION

	404-1		
	404-2	Programs for upgrading employee skills and transition assistance programs	Sustainability Report – Training and Education p. 67; Training and Certifications p. 49; Educational Assistance Program p. 72; Retirement, Savings, and Incentive Programs p. 73

GRI Standard	Description	Locations or Direct Answer	Hyperlink (see footnotes)
SOCIAL TOPICS, CONTINUED			
DIVERSITY & EQUAL OPPORTUNITY			
405-1	Diversity of governance body and employees	Sustainability Report – Our Employees p. 59; Board of Directors p. 80; Total Number of Employees & Employee Demographics p. 99	
COMMUNITY RELATIONS			
GRI 411: 411-1	Incidents of violations involving rights of indigenous people	Enterprise Products has had no violations involving the rights of indigenous peoples for the reporting period. For a discussion on relations with indigenous peoples, see Sustainability Report – Landowner Relations p. 28-29	
413-1	Operations with local community engagement, impact assessments, and development programs	Sustainability Report – Landowner Relations p. 28-29; Giving back to our Communities p. 74-75	
SUPPLIER SOCIAL ASSESSMENT			
GRI 414: Supplier Social Assessment 414-1	New suppliers that were screened using social criteria	Sustainability Report – Supply Chain Management p. 41	

HYPERLINK FOOTNOTES

- (1) 2019 Form 10-K <https://ir-west.enterpriseproducts.com/static-files/4064c09a-6cd6-4934-a9e2-bea0e7ca217d>
- (2) Selected Financial Data <https://ir-west.enterpriseproducts.com/static-files/0e912ebb-4a40-434b-989e-767bd71fda37>
- (3) Board Committee webpage www.enterpriseproducts.com/about-us/corporate-governance/board-committees
- (4) Governance Guidelines https://enterpriseproducts.com/documents?type=PDF&formname=area&download=inline_pdf_20200508083232
- (5) Audit & Conflicts Charter https://www.enterpriseproducts.com/documents?type=PDF&formname=area&download=inline_pdf_20200508125822
- (6) Governance Committee Charter https://enterpriseproducts.com/documents?type=PDF&formname=area&download=inline_pdf_20200508125918
- (7) Code of Conducts https://enterpriseproducts.com/documents?type=PDF&formname=area&download=inline_pdf_20200508010453
- (8) Partnership Agreement https://enterpriseproducts.com/documents?type=PDF&formname=area&download=inline_pdf_20200508010239
- (9) K1 homepage <https://enterpriseproducts.com/k1-tax-information>

SASB Content Index

SASB Topic	SASB Code	Accounting Metric	Locations or Direct Answer
GREENHOUSE GAS EMISSIONS	EM-MD-110a.1	Gross global Scope 1 emissions, percentage methane, percentage covered under emissions-limiting regulations	Sustainability Report – Emissions Data p. 24-26
	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	Sustainability Report – Emissions Data p. 24-26
AIR QUALITY	EM-MD-120a.1	Air emissions of the following pollutants: (1) NOx (excluding N2O), (2) SOx, (3) volatile organic compounds (VOCs), and (4) particulate matter (PM10)	Sustainability Report – Other Emissions p. 26
ECOLOGICAL IMPACTS	EM-MD-160a.1	Description of environmental management policies and practices for active operations	Sustainability Report – Environmental p. 21
	EM-MD-160a.4	Number and aggregate volume of hydrocarbon spills, volume in Arctic, volume in Unusually Sensitive Areas (USAs), and volume recovered	Sustainability Report – Remediation Efforts p. 34
OPERATIONAL, SAFETY, EMERGENCY PREPAREDNESS & RESPONSE	EM-MD-540a.1	Number of reportable pipeline incidents, percentage significant	Sustainability Report – Remediation Efforts p. 34
	EM-MD-540a.2	Percentage of (1) natural gas and (2) hazardous liquid pipelines inspected	Sustainability Report – Spill Prevention & Leak Detection Efforts p. 31
	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	Sustainability Report – Sustainable Operations p. 19
ACTIVITY METRIC	EM-MD-0000.A	Total metric ton-kilometers of (1) natural gas, (2) crude oil, and (3) refined petroleum products transported, by mode of transport	Selected Financial Data p.4 (see hyperlink)

Summary of Metrics Disclosed

FINANCIAL & OPERATIONAL	2016	2017	2018	2019
Total Gross Operating Margin ("GOM")* (Dollars in Millions)	\$5,247.8	\$5,680.4	\$7,325.7	\$8,265.7
HEALTH & SAFETY				
Incident Rates	2016	2017	2018	2019
Total Recordable Incident Rate	0.65	0.41	0.57	0.80
Lost time Incident Rate	0.15	0.17	0.19	0.32
Operational Training & Certifications	2016	2017	2018	2019
Total Hours	308,000	346,000	317,000	352,812
Courses Conducted	632	667	658	655
Amount of Employees	5,500	5,700	5,700	5,824
Drills & Exercises Conducted				>500
Miles of Pipeline Inspected	2016	2017	2018	2019
Natural Gas Miles Assessed	378	480	760	672
Natural Gas Miles Assessed / Miles Required by Regulation	2363%	1371%	2621%	3953%
Liquids Miles Assessed	6,376	4,637	5,673	5,778
Liquids Miles Assessed / Miles Required by Regulation	232%	195%	223%	245%
ENVIRONMENTAL				
Incidents Impacting People or the Environment ("IPE")	2016	2017	2018	2019
Total IPE Releases	1	3	2	3
Enterprise's Percentage of Industry IPE Volumes	1%	3%	2%	4%
Safe Handling Rate				Over 99.999%
Scope 1 Emissions	2016	2017	2018	2019
Total Direct Emissions (Million MT of CO ₂ e)	8.6	9.0	9.5	10.1
Total Direct Emissions / Barrel of Oil (BOE) (Million MT of CO ₂ e)	2.17	2.19	2.08	2.07
Emissions Intensity of Gross Operating Margin (GOM) (Direct Emissions per \$B of GOM)	1.64	1.58	1.30	1.22
Economic Yield (\$B GOM/ Direct Emissions in MM MT CO ₂ e)	611	634	769	821
Criteria Pollutant Emissions From Current Title V Facilities (tons)	2016	2017	2018	2019
NO _x	7,610	7,394	7,467	8,018
CO	3,546	3,632	3,812	4,092
VOC	2,470	2,638	2,509	2,602
PM	427	390	393	380
SO _x	569	413	424	482

Purchased Power Sources (Estimated Percentage of Load)	2019
Natural Gas	46.0%
Coal	24.4%
Wind	14.4%
Nuclear	7.4%
Solar	2.3%
Hydro	1.6%
Other (includes biomass, geothermal, waste heat and other)	0.9%
Purchased by 3rd Party (unidentified source)	3.0%

SOCIAL

Total Number of Employees & Employee Demographics	2019 Amount	2019 Percentage
Total Employees	7,262	
Male	6,188	85%
Female	1,074	15%
White	5,179	71%
Minority	2,083	29%
Non-Field Oriented / Administrative Employees	2,454	34%
Male	1,663	68%
Female	791	32%
Field-Oriented Employees	4,808	66%
Male	4,525	94%
Female	283	6%

Age Profile of Employees	2019 Amount	2019 Percentage
Under 30 Years Old	927	12.8%
30 - 49 Years Old	3,682	50.7%
50 Years or Older	2,653	36.5%

Employment Data	2019
Average Tenure of Employees (years)	10
Average Tenure of Employees - Director-level and Above (years)	14
New Employee Hires (total number)	699
Employee Turnover	9.70%

Corporate Training	2019
Corporate Training Course Attendance (number of people)	>400

SOCIAL, CONTINUED**Leadership Statistics****2019**

Vice Presidents	Started in a Lower-level Position (below VP)	83%
	Promoted During Tenure	90%
Percentage of Director-level and Above Positions Filled by Internal Candidates		88%

Contributions to Employees**2016****2017****2018****2019**

Relief Fund	Applications Matched	8	297	105	117
	Total Matched Dollars	\$2,550	\$255,903	\$52,397	\$53,050
Matching Contribution Program**	Applications Matched	404	667	475	516
	Total Matched Dollars	\$116,202	\$366,332	\$167,389	\$150,230
Educational Assistance Program	Applications Matched				104
	Dollars Contributed				\$352,076

Leadership Statistics**2016****2017****2018****2019**

Total	\$2,927,356	\$22,767,020	\$10,377,450	\$54,334,291
Community Development	\$658,342	\$20,380,514	\$7,705,130	\$35,589,204
Education	\$477,000	\$475,000	\$482,710	\$17,276,308
Emergency Response	\$445,343	\$548,549	\$334,643	\$253,088
Public Safety Awareness	\$1,346,671	\$1,362,957	\$1,854,967	\$1,215,691

ECONOMIC IMPACT**Property Taxes (Dollars in Millions)****2017****2018****2019**

\$402 \$343 \$332

OTHER DISCLOSURES**Recycling****2018****2019**

Corporate Office (Tons)	Paper	88.39	
	Plastic	6.43	
	Aluminum	1.61	
	Cardboard	64.28	
Resources Saved (across Texas locations)	Trees	1,253	2,040
	Gallons of Water	516,103	831,390
	Kw of Energy	302,285	486,957
	Pounds of Pollutants Kept Out of the Atmosphere	4,423	7,132
	Cubic Yards of Landfill	367	612

FOOTNOTES

* Please see the 2019 Form 10-K for non-GAAP to GAAP reconciliation

** Includes Contributions from the Relief Fund



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