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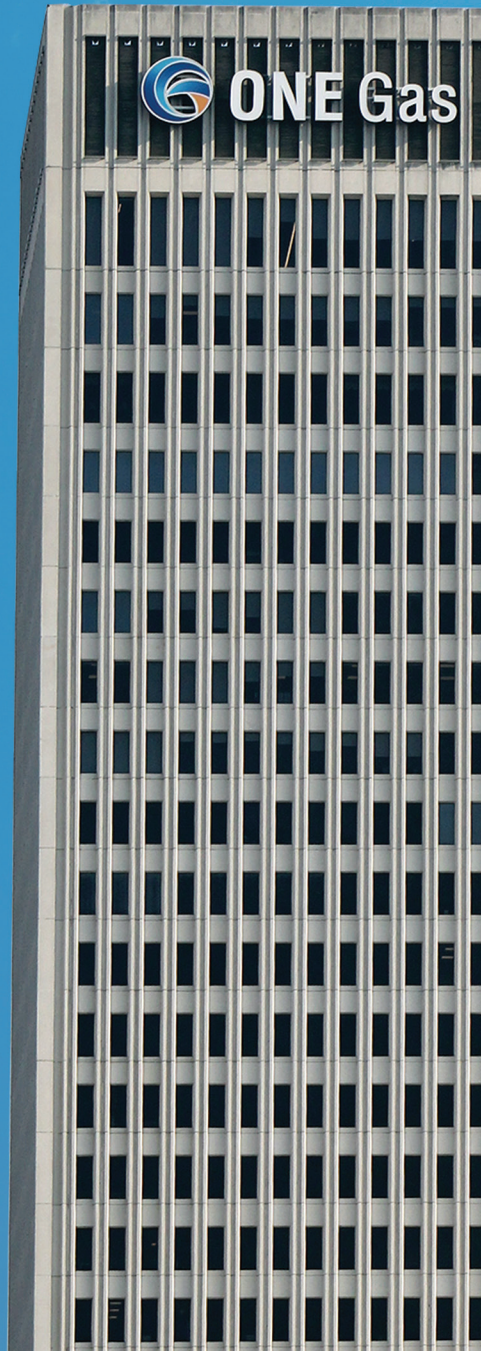
A Sustainable Vision Forward

Environmental, Social and Governance Report
2022



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About This Report

Our Environmental, Social and Governance (ESG) Report provides transparency into the social, environmental and governance practices of ONE Gas. This voluntary report is informed by sustainability reporting guidelines outlined in the Metrics section. Our goal is to provide relevant information about our business and how natural gas will continue to play a pivotal role in a cleaner energy future.

About ONE Gas

ONE Gas, Inc. (NYSE: OGS) is a 100% regulated natural gas utility. Headquartered in Tulsa, Oklahoma, the Company is included in the S&P MidCap 400 Index and is one of the largest natural gas utilities in the U.S. We provide natural gas service to approximately 2.3 million customers in Kansas, Oklahoma and Texas.

We own and operate approximately 63,300 miles of distribution and transmission pipelines across our service territory. We consistently rank in the top quartile of all safety metrics tracked by the American Gas Association (AGA) of similar-sized local distribution companies in the U.S., including the lowest Days Away, Restricted or Transferred (DART) rate. ONE Gas is committed to providing safe, affordable and reliable energy while helping to build a sustainable future.

Our Divisions



Kansas Gas Service
A Division of ONE Gas

*72% market share,
the largest in Kansas*



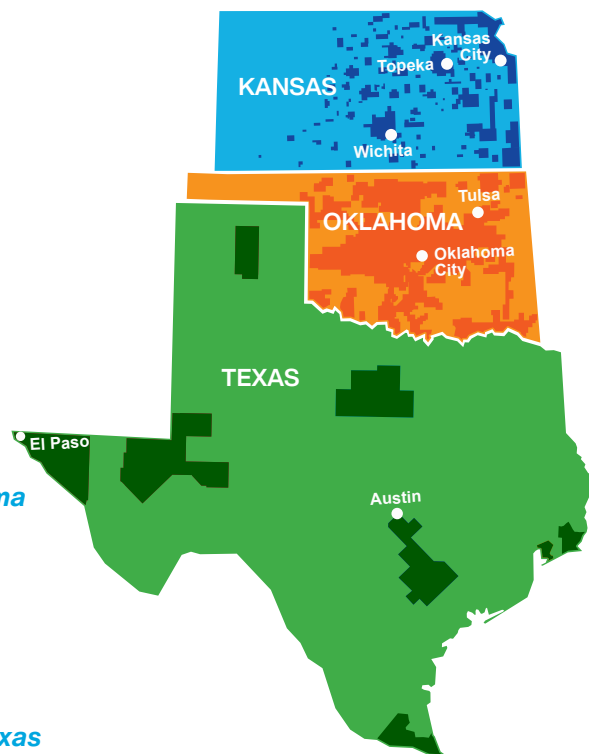
Oklahoma Natural Gas
A Division of ONE Gas

*88% market share,
the largest in Oklahoma*



Texas Gas Service
A Division of ONE Gas

*13% market share,
the third largest in Texas*



Our **MISSION** is to deliver natural gas for a better tomorrow.

Our **VISION** is to be a premier natural gas distribution company, creating exceptional value for our stakeholders.

Strategy

- » Safe and reliable energy
- » High-performing workforce
- » Capital demand growth
- » Energy transition solutions
- » Customer affordability

Core Values



Safety

We are committed to operating safely and in an environmentally responsible manner.



Ethics

We are accountable to the highest ethical standards and are committed to compliance.



Inclusion & Diversity

We embrace an inclusive and diverse culture that encourages collaboration. Every employee makes a difference and contributes to our success.



Service

We provide exceptional service and make continuous improvements in our pursuit of excellence.



Value

We create value for all stakeholders, including our customers, employees, investors and communities.



2021 Report Highlights

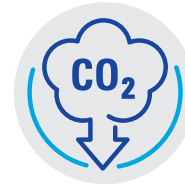


55%

expected reduction in emissions due to leaks from distribution pipelines by 2035, measured from a 2005 baseline and including projected growth, achieved primarily through our vintage pipeline replacement and protection program



Replaced **430 miles** of distribution mains, service lines and transmission lines to improve safety and reduce fugitive emissions



35,926 metric tons of CO₂e reduced through our Energy Efficiency Programs, equivalent to removing **7,741 passenger vehicles** from the road



Lowest Days Away, Restricted or Transferred rate among the country's largest natural gas distribution companies for the fifth consecutive year, according to data tracked by the AGA



5th consecutive year increase

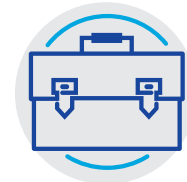
in employee engagement scores measured by Gallup



Contributed **\$3.6 million** in ONE Gas Foundation grants, corporate sponsorships and community giving



90.6% of customers were satisfied in the 2021 Contact Center Survey



25% of our directors identified as female and **12.5%** identified as Hispanic/Latino

33% of our senior leaders identified as female and **17%** identified as African American



“This report highlights our commitment to safe operations and responsible environmental stewardship, and our support of our employees and the communities we serve.”

- Sid McAnnally, President and CEO

A Message from President and Chief Executive Officer Sid McAnnally

Every day, all of us at ONE Gas join together to serve our customers by providing reliable natural gas service, fulfilling our Company's mission statement: to deliver natural gas for a better tomorrow.

Our vision for a better tomorrow includes continuous improvement and being part of a sustainable energy future. As you will see, we are building processes and pursuing opportunities to realize that vision.

Emission Reductions

An important part of the sustainable energy future is emission reductions. We share the aspiration of reaching net-zero emissions by 2050 and believe that our people and our assets will play an essential role in a carbon-neutral energy future.

Our strategy and goals are grounded in understanding our current emissions profile and how best to capitalize on opportunities to reduce emissions, using a both/and approach, leveraging our existing assets and programs as we pilot new and emerging technologies.

We believe we can achieve a 55% reduction in absolute emissions due to leaks from distribution pipelines by 2035, measured from a 2005 baseline and including projections for future growth of our assets. In fact, as of December 31, 2021, we have reduced these CO₂e emissions by 46%. We are developing renewable natural gas projects as we evaluate other innovative opportunities and technologies, such as the pilot projects that we are supporting related to using low-carbon hydrogen.

High-performing Employees

A high-performing workforce is the foundation of our strategic plan. Our 3,650 dedicated employees are focused on the safety of one another and our systems while providing exceptional service to our 2.3 million customers.

Our employees' unwavering commitment to safety in 2021 earned them recognition from the American Gas Association (AGA) for having the fewest severe injuries of any natural gas utility of our size in the U.S. — for the fifth consecutive year. I congratulate our team on this record-breaking achievement.

We also support our employees through attractive benefits and development programs. Our dedication to developing an inclusive and diverse workforce has never been more vital.



Sid McAnnally
President and CEO

You will see a new five-year plan that has been designed with the advice of our employee resource groups and our Inclusion & Diversity Council along with input from the listening sessions that allow me to hear directly from employees across the company.

Commitment to Governance

Expanding our work related to safety and the environment starts with strong governance. Under the guidance of the ONE Gas Board of Directors and our ESG Steering Committee, we have thoughtfully expanded and enhanced our disclosures and reporting transparency around ESG initiatives in this report.

I'm proud of the ONE Gas team and honored to present this summary of their work in 2021 as we continue toward our sustainable energy future.

Sid McAnnally
President and CEO

Environmental Sustainability



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Our Path to a Carbon-Neutral Future

We believe ONE Gas and our assets will play an essential role in the transition to a carbon-neutral energy future. We also are mindful of the need to continue to provide safe, reliable and affordable natural gas service to our customers.

A key component of our business and environmental strategy is reducing our methane emissions. We share the aspiration of reaching net-zero emissions by 2050. Our commitment is that any goals or targets we set will be achievable and supported by a well-articulated, long-term strategy that is grounded in understanding our current emissions profile and how best to capitalize on opportunities to leverage our existing assets and programs.

We have set a Scope 1 emissions reduction goal related to our pipeline replacement and protection plan. Leveraging internal and external resources, we are actively evaluating opportunities for further emission reductions across Scopes 1, 2 and 3, including improving operational practices that reduce emissions, replacing geologic natural gas in our system with renewable natural gas, expanding energy efficiency and education programs, and introducing sustainable building initiatives. We also are evaluating future opportunities, and technologies, such as carbon capture, and the utilization of low-carbon hydrogen.

“Our commitment to sustainability aligns with our Company mission — to deliver natural gas for a better tomorrow.”

– Caron A. Lawhorn
Senior Vice President and Chief Financial Officer



SCOPE 1

Scope 1 emissions are direct greenhouse gas (GHG) emissions that occur from sources that are controlled or owned by an organization, such as our pipelines, meter sets and fleet.

SCOPE 2

Scope 2 emissions are indirect GHG emissions from sources controlled or owned by an organization, such as purchased electricity.

SCOPE 3

Scope 3 emissions are from sources not owned or directly controlled by an organization but related to its activities. This includes emissions from our customers' use of the natural gas we provide and emissions upstream of our system.

Reducing Emissions from Mains and Services

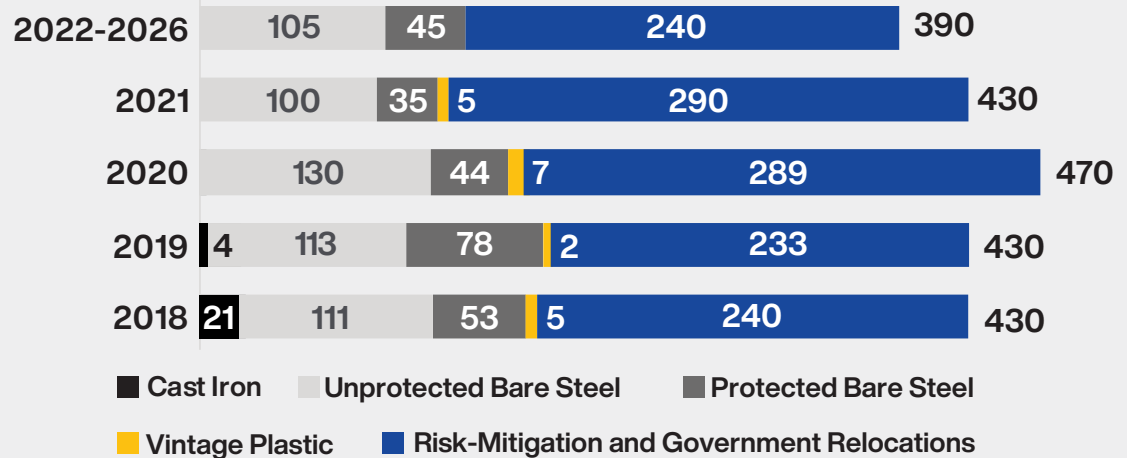
ONE Gas has set a goal of achieving a 55% reduction in Scope 1 emissions due to leaks from its distribution pipelines by 2035, measured from a 2005 baseline and accounting for projected system growth. We expect to achieve this goal primarily through our vintage pipeline replacement and protection program.

Utilizing the EPA's Greenhouse Gas Inventory Protocol, our estimated total emissions due to leaks from mains and services in 2021 was 155,391 metric tons of CO₂e, compared to 289,070 metric tons of CO₂e in 2005. This 46% reduction keeps us on track to achieve our 2035 goal. Pipeline replacement helps us maintain safe and reliable operations while decreasing emissions from our systems by replacing higher-emitting pipe with lower-emitting pipe.

In addition to our pipeline replacement and protection program, we are focused on reducing operational emissions through the implementation of advanced leak detection technology and damage prevention programs.

PIPELINE REPLACEMENT (MILES)

Average Annual Est.



» Of the \$544 million in capital investments in 2021, almost 70% was spent on system integrity and pipeline replacement projects

» On average, 231 miles of vintage pipelines replaced per year since 2014

As a founding member of the Environmental Protection Agency's Methane Challenge Program, ONE Gas committed to replacing a minimum of 2% of our vintage materials annually — a target we've exceeded every year since the program started in 2016.

In addition to our pipeline replacement efforts, we are participating in Project Veritas with the Gas Technology Institute (GTI), a leading non-profit organization specializing in the research of new energy technologies. Project Veritas is developing a program to calculate company-specific emission factors related to meters, with the end goal of identifying and implementing pathways to reduce those emissions. Our system integrity efforts, such as damage prevention, also reduce emissions from our natural gas distribution system.

We have achieved a **46% reduction** in CO₂e emissions since 2005.

Innovation and Technology

Innovation is the catalyst to move us towards a sustainable energy future. By investing in new natural gas technologies, ONE Gas actively supports its strategic focus areas of increasing safety and reducing emissions while helping to meet the global goal of a lower carbon future.

ONE Gas has invested more than \$11 million in researching and developing innovative natural gas technology solutions through an ongoing partnership with GTI. In 2021, the Company contributed more than \$1.1 million for technology development projects. Our investment supports more than 80 active technology projects.



As of May 2022, we have **24 RNG projects in various stages of negotiation and development.** Additionally, in Oklahoma, we have the authorization to spend up to **\$5 million annually to purchase RNG** as part of our natural gas supply portfolio and recover the cost through our purchased gas-cost mechanism.

Renewable Natural Gas

Renewable natural gas (RNG) projects can capture methane from organic materials like food and animal waste, redirecting it away from the environment and removing harmful contaminants from the atmosphere. RNG is carbon-neutral at combustion. Additionally, it is chemically identical to geologic natural gas.

That means RNG can be used in all current applications of natural gas.

Across Kansas, Oklahoma and Texas, ONE Gas is developing opportunities to deliver RNG to customers thanks to the abundance of RNG feedstock in our service territory that is proximate to our existing pipeline assets.

In April 2021, we announced an initiative with Vanguard Renewables, the U.S. leader in organics to renewable energy, to develop and expand farm-based RNG projects across Kansas, Oklahoma and Texas. The partnership taps into Vanguard's network of farm-based anaerobic digesters, which offer a circular solution to food-waste recycling and decarbonization while supporting the American farmer. The joint effort will deliver a sustainable, renewable energy option for ONE Gas commercial and industrial customers to reduce emissions and achieve ESG goals.

We are also exploring RNG projects related to landfill and wastewater methane capture across our service territory.

Hydrogen

Utilizing hydrogen as a fuel source has the potential for national and regional benefits for energy storage, resiliency and emission reductions. The carbon intensity associated with different methods of hydrogen production varies and carbon intensity assessments of hydrogen production are still being studied and developed. In the meantime, we are investing in research with national laboratories and participating in industry partnerships so that we are ready to take advantage of hydrogen technology if and when low-carbon hydrogen is produced at scale.

H2@Scale

Along with GTI and the University of Texas at Austin, ONE Gas is a participant in the H2@Scale hydrogen development project, which is creating the first dedicated renewable hydrogen network to demonstrate hydrogen infrastructure safety and reliability.

Hydrogen Transportation Fueling

We're partnering with GTI in Central Texas to identify hydrogen transportation fueling opportunities and to design, fabricate and test an advanced fuel-flexible hydrogen/RNG burner in a commercial scale furnace. We're also working with GTI to examine the effects of hydrogen-blended natural gas on the performance of natural gas meters.

Hydrogen Task Force

We are an active partner in the Oklahoma Hydrogen Production, Transportation and Infrastructure Task Force, which is developing policies to support this promising technology in Oklahoma, and the Clean Hydrogen Future Coalition, which brings together diverse stakeholders to promote clean hydrogen as a critical pathway to achieving the United States' decarbonization objectives.

Carbon Capture Technology

We are a member of the Carbon Utilization Research Council (CURC), which engages with elected officials to ensure that the United States pursues carbon capture and other advanced technologies that support the long-term, environmentally responsible use of natural gas and other geologic energy sources. CURC successfully advocated for the incorporation of funding into the Infrastructure Investment and Jobs Act for carbon capture demonstration projects and associated pilot testing. CURC also submitted on behalf of members FY 2023 budget requests to the United States Senate Appropriations Committee that includes over \$500 million for CO₂ storage expansion, carbon capture research and development, and deployment of carbon capture test centers.

We've also partnered with GTI to explore methods to improve natural gas-fired industrial boiler and furnace efficiency while lowering CO₂ emissions and proving means to capture or convert the CO₂ emissions into valuable products.



GTI ENERGY

solutions that transform



Commitment to ONE Future

ONE Gas is a proud member of **Our Nation's Energy Future (ONE Future)**, a group of more than 50 natural gas companies working together to voluntarily reduce methane emissions across the value chain to 1% (or less) by 2025. ONE Future distribution member companies represent 40% of the total U.S. natural gas delivered by local distribution companies and 41% of the total national miles of distribution mains. In 2021, we submitted data to ONE Future for the first time.

In November 2021, ONE Future released its annual methane intensity report showing methane intensity for ONE Future members across all sectors was 0.42%, well below the 1% methane intensity target. Methane intensity is defined as total methane emissions divided by gross gas production utilized by that sector. The methane intensity for the natural gas distribution sector, of which ONE Gas is a part, was 0.118%, beating the goal of 0.225% by 46%.



Fleet and Facilities



43%

of our company-owned fleet is CNG

Reducing Emissions from Transportation

Our fleet team is implementing a strategy to lower Scope 1 emissions associated with our Company-owned and -operated vehicles by purchasing and deploying compressed natural gas-fueled vehicles where practicable and encouraging employees who drive for the Company to reduce idling time. Compressed natural gas (CNG) is one of today's cleanest-burning alternative transportation fuels. Compared to gasoline or diesel, CNG can help reduce carbon dioxide emissions by up to 30% and carbon monoxide by as much as 85%.

In 2021, we avoided 50,077 metric tons of CO₂e with our fleet of natural gas vehicles, which is equivalent to removing more than 10,817 passenger vehicles from the road.

Sustainable Building Practices

ONE Gas has incorporated sustainability considerations into our building standards for the construction of new facilities to reduce our environmental impact.

Our new greener building standards include the following requirements:

- » Ceiling tile – 55% recycled content
- » Toilet partitions – 16.5% recycled content
- » Carpet tile – 100% recycled packaging content; 46% post-industrial recycled content
- » Steelcase office chair – 88% recycled content
- » Steelcase cubicle – 71% recyclable; 48% recycled content
- » ENERGY STAR certified TVs and appliances
- » Hot water tanks – ENERGY STAR rating of .095-.093
- » High-efficiency HVAC units - 18 SEER or better (ENERGY STAR is 14.5)
- » LED – luminous efficiency of 85%

In 2021, we completed construction on three new buildings using our new building standards: Austin Service Center East in Texas; Hutchinson South in Kansas; and the Tulsa Training Center in Oklahoma.



Our Austin Service Center is fitted with a variety of energy-efficient enhancements, including:

Lighting Control System

- » Automated lighting system to reduce energy consumption
- » Brightness sensors automatically dim interior perimeter lighting to offset sunlight

Building Management System

- » Automated thermostat control to reduce energy consumption
- » Automated system improves HVACs efficiency and fresh air intake

Exterior Landscaping

- » Stormwater capture to aerate low-impact landscaping

Addressing Customer Emissions

The bulk of our Scope 3 emissions come from our customers' use of natural gas. We believe in empowering our customers to make the best energy decisions for their businesses, families and communities. Our customers are in the best position to determine what is right for them as they consider the environment and their need for reliable and affordable energy. We are working to provide our customers with options to lower their carbon footprint, focusing on RNG today, and may include hydrogen in the future.

We are also working to strengthen and expand our energy efficiency programs to help our customers use less energy and water.



Our energy efficiency rebate programs help customers in Oklahoma and Texas make smarter energy choices that benefit them and the environment. In 2021, ONE Gas divisions issued 107,633 energy efficiency rebates in Oklahoma and Texas, totaling \$15,764,709.

Our Energy Efficiency Programs Include:

- » Low-Income Energy Efficiency Assistance Program
- » Home Improvement and Appliance Replacement Program
- » New Home Program
- » Commercial Direct Install Program
- » Natural Gas Vehicle Rebate Program
- » Water Conservation Program

In addition to these formal programs, we invest in energy conservation education for our customers and communities. We regularly engage in multimedia education campaigns covering television, radio, print, billboards and social media to promote this information. We also provide energy-saving tips on our websites and communications to customers, builders and service technicians.



2021 Energy Efficiency Program Highlights



28,803,124

gallons of water saved by customers, a **26.5% increase** in water savings from 2020



5,193,933

therms of expected annual energy savings



35,926

metric tons of **CO2e reduced** through our energy efficiency programs



107,633 rebates

totaling **\$15,764,709** issued



Compressed Natural Gas for Transport Customers

Facilitating the use of compressed natural gas (CNG) vehicles is just one of the many ways we can help our customers reduce their carbon footprint. CNG can be used in place of gasoline, diesel fuel and propane in light-, medium- and heavy-duty natural gas vehicles (NGVs). CNG is one of the cleanest-burning alternative transportation fuels today, producing the fewest GHG emissions of any major motor fuel.

In addition to environmental benefits, purchasing an NGV also can have economic benefits. CNG is typically less expensive than gasoline and offers higher octane.

Many states have incentives and tax credits available for CNG vehicle purchases, conversions or refueling station infrastructure. In addition to electric or hydrogen fuel cell vehicles, many of these programs cover NGVs.

We offer incentives for personal and business purchases of dedicated or bi-fueled NGVs in Kansas, Oklahoma and Central Texas. Since 2015, we've provided more than 250 NGV rebates across our service territories.

Our public and private CNG fueling stations provide clean-burning CNG to vehicles across Kansas, Oklahoma and Texas — and use is on the rise. We transported 2.8 million dekatherms of CNG to stations in 2021.

2021 CNG Highlights



145
public and private
CNG fueling stations



33
ONE Gas fueling stations,
some open to the public



Transporting supply to **66**
retail fuel service stations



Transporting supply to
46 private CNG stations
(bus fleets, delivery fleets, waste
management fleets and more)

Environmental Stewardship

Being an environmental steward goes beyond reducing carbon emissions. We also strive to minimize our impact on the environment in all our operations. We participate in careful operational planning and partner with government agencies, non-government organizations and local non-profits to avoid, limit or minimize the impact on endangered species and their habitat. We also recycle scrap polyethylene (PE) in Oklahoma.

ONE Gas strives for 100% compliance in all we do, including compliance with environmental regulations. As of December 31, 2021, EPA has not issued any fines against ONE Gas for non-compliance with environmental regulations.

Habitat Conservation

When our growing service territory requires new development or significant construction projects, a biodiversity evaluation is performed before work begins. The evaluation outlines the potential for the existence of threatened or endangered plants and animals and their habitat along our proposed project right-of-way.

If it is determined that habitat for a threatened or endangered species may be present, we perform a field study that may lead to further permitting and mitigation, as appropriate, before the construction phase can begin.

When completing a construction project, we work to restore the property to its original state or better. Improvements may include laying sod or reseeding with native vegetation, as appropriate and agreed upon with the property owner.

Water Management

While our operations are not water-intensive, we are committed to using natural resources responsibly. Our water management efforts include:

- » Reducing water consumption in employee-occupied facilities with efficient flush valves
- » Encouraging customers to reduce usage through our water conservation program



In 2021, our energy efficiency programs saved **28,803,124** gallons of water. This total represents a **26.5%** increase in water savings from 2020.

- » Using captured stormwater to aerate low-impact landscaping at some facilities
- » Updating landscaping with water-friendly native plants and grasses
- » Monitoring water use and disposal during our limited hydrostatic testing in accordance with Clean Water Act requirements, state regulation and permitting requirements and other regulatory requirements



Protecting Endangered Species

Hays County, Texas, southwest of Austin, is one of the fastest-growing communities in the country. This thriving suburb added more than 567,000 residents between 2010 and 2020, with additional growth projected to continue for decades to come. Hays County is also home to potentially rare or sensitive species, including a federally endangered songbird, the golden-cheeked warbler. Construction projects that remove brush and trees as new homes are built can affect the golden-cheeked warbler's well-being. In such cases, companies participating in the construction pay a fee to support meaningful habitat conservation.

Texas Gas Service, a division of ONE Gas, recently paid such a fee to Hays County to support a Regional Habitat Conservation Plan (RHCP) for the golden-cheeked warbler. The RHCP is designed to promote responsible economic development and contribute to preserving open space protection for the federally endangered bird. The plan takes a phased approach to conservation, setting aside 10,000-15,000 acres to protect the golden-cheeked warbler and many other species in Hays County in perpetuity.

The endangered
golden-cheeked warbler
is the only bird species whose
population nests entirely
in the state of Texas.

Safety and System Integrity



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A Culture of Safety

Safety is our No. 1 Core Value. It is an integral consideration in everything we do. Safe driving, personal injury prevention and public safety are essential aspects of our daily work. Our training, processes and procedures are designed to prevent incidents or harm to our employees, customers and communities.

We regularly rank in the top quartile for similar-sized local distribution companies for all three personal safety metrics tracked by the AGA: Total Recordable Incident Rate (TRIR); Days Away, Restricted or Transferred (DART); and Preventable Vehicle Incident Rate (PVIR).

ONE Gas has had zero work-related fatalities since its founding in 2014.

Since 2014, we've enhanced our safety culture and improved our safety record:

55% reduction in our TRIR

70% reduction in strains and sprains, our employees' most prevalent type of injury

79% reduction in our DART



“ Safety is our number one Core Value and the foundation of everything we do. Our 3,650 employees drive our safety culture and are committed to a goal of zero harm.”

– Curtis L. Dinan
Senior Vice President and Chief Operating Officer

Recognized for Safety Excellence

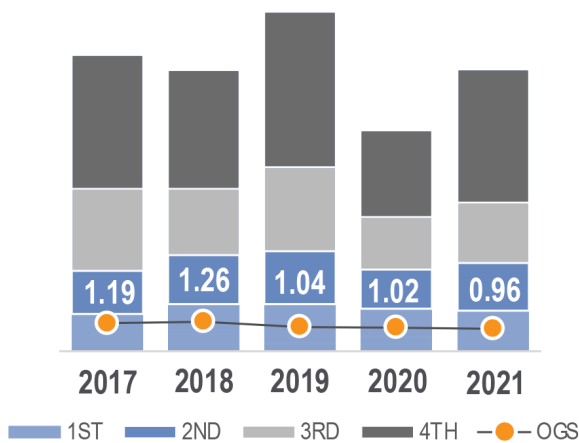
In 2021, the AGA recognized ONE Gas for having the lowest incident rate for DART for the fifth year in a row. DART represents the most severe types of injuries. Our DART rate has decreased 79% since 2014. For 2021, our lost-time case rate is equivalent to our DART rate at 0.22. ONE Gas' safety scores place the Company among the safest natural gas distribution companies nationwide.



We believe that this commitment to safety carries over into other areas of our work, resulting in system improvements and better service to our customers.

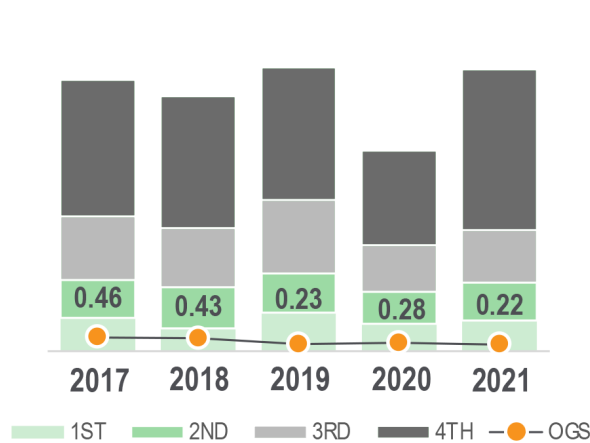
2017 – 2021 Safety Metrics

AGA Quartile Data: TRIR



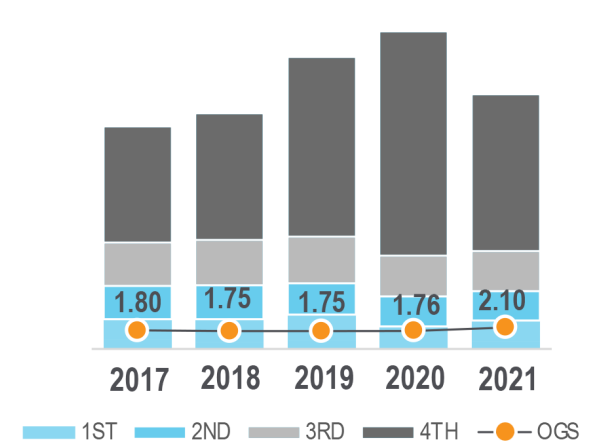
Total Recordable Incident Rate (TRIR) was 0.96 incidents per 200,000 work hours.

AGA Quartile Data: DART



Days Away, Restricted or Transferred (DART) was 0.22 incidents per 200,000 work hours.

AGA Quartile Data: PVIR



Preventable Vehicle Incident Rate (PVIR) was 2.10 incidents per million miles driven.



Training and Development

State-of-the-Art Training Center

In June 2021, ONE Gas opened a 17,000-square-foot specialized training center to provide hands-on training to our field service employees. Last year, more than 6,500 training hours were logged for customer service, construction and maintenance training.

Coming in 2022:

- » Increased frequency of training
- » Expanded training offerings
- » Enhanced fire school training

Areas Covered by Training

All employees receive annual training on our Code of Conduct; cyber and physical security; environmental, safety and health (ESH) compliance; discrimination and harassment prevention; conflicts of interest and records disposition. All employees who may handle personal health information receive HIPAA training, and our operations employees engage in a variety of safety and emergency preparedness training on an annual or more frequent basis.

Simulation City

Our training center includes eight buildings that replicate real-world scenarios our field workers typically face. Hands-on training lets employees experience utility locating, simulated leaks and addressing code violations. The training center also includes an inspector school and a dig site for teaching safe digging techniques and best practices for trench shoring.

Operator Qualification

Federal law requires operators of energy pipelines to have an Operator Qualification (OQ) Plan and Program to reduce human error and protect life and property. ONE Gas has a comprehensive OQ plan that defines the requirements and processes used to qualify individuals who perform covered tasks on ONE Gas' pipeline system. Training for our field workforce aligns with B31Q, the industry safety and integrity standard published by the American Society of Mechanical Engineers (ASME).

Methods and Practices

Qualifications - Individuals must be appropriately qualified to perform covered tasks or, for non-restricted tasks, be directed and observed by a qualified individual.

Our Employees - ONE Gas directly supervises and verifies OQ for its employees to ensure quality training.

Our Contractors - A third party administers OQ assessments and maintains OQ records for contractors to ensure that all work on our system is done by trained personnel.

Verification - OQ records are accessible to inspectors via an e-wallet certification, which all individuals performing covered tasks are required to carry, allowing us to quickly verify credentials.

Safe Work - Work is not allowed to begin on a job site until a safety review has been completed and the inspector has verified that the individuals at the job site are either qualified to perform the covered tasks or, where appropriate, will be directed and observed by a qualified individual.

Contractor Safety Summits

Contractors play an important role in providing safe, reliable service to our customers, performing construction work, customer service and compliance activities. We strive to extend our safety culture to our contractors through consistent communications and inspection.

Annual Contractor Safety Summits are one way to make contractors aware of safe digging and other safety practices. Contractors from across our service territory meet with representatives from ONE Gas to share safety best practices and review new protocols and procedures.



AGA Peer Review

ONE Gas is an active participant in the AGA's Voluntary Peer Review Program. During a week-long, in-depth review, peer reviewers observe areas such as safety culture, technical training, damage prevention and pipeline safety risk management. At the end of the week, reviewers identify potential areas for improvement and best practices for safety and efficiency. Collaborating with peers to highlight leading practices and identifying opportunities for improvement reinforces our commitment to safety while also driving a culture of innovation, resiliency and continuous improvement.

In 2021, we set a goal to **reduce pipeline damages caused by ONE Gas contractors by 30%** compared to 2020.

Thanks to increased education, communication and relationship building, **damage from contractors fell by 35%**, resulting in increased safety and reduced fugitive pipeline emissions.

Operational Safety and Emergency Preparedness

ONE Gas is an Active Member of Many Industry Organizations



We use various technologies to monitor and maintain our natural gas distribution system to allow safe delivery of natural gas to our customers and the communities we serve. These safety procedures and technologies are important parts of our system integrity program that help identify areas of improvement as we continue to modernize our system.

Pipeline Safety Compliance

Our Pipeline Safety Compliance Program supports the Company's commitment to safety by implementing a framework and processes to achieve regulatory compliance and explore opportunities for improvement. Our dedicated Pipeline Safety Compliance Group works alongside Operations to drive compliance across the organization.



Safety Management System

ONE Gas continues to implement a comprehensive and systematic approach to managing safety called the ONE Gas Safety Management System. This safety management system aligns with API Recommended Practice (RP) 1173 for pipeline safety, which utilizes a Plan-Do-Check-Act cycle to foster continuous improvement. In mid-2019, the AGA board asked member companies to implement API RP-1173 voluntarily within three years. ONE Gas was an enthusiastic supporter of and has met this industry-wide commitment.

We use the four-step cycle to determine:

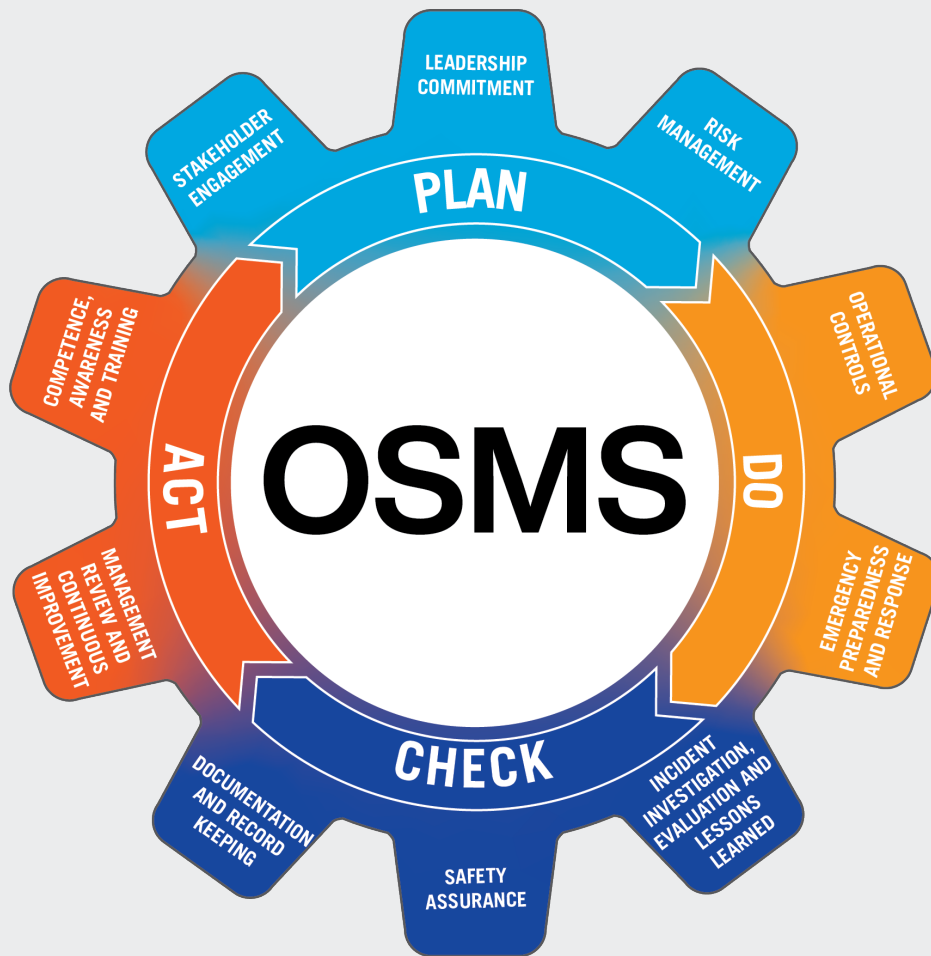
- 1) what we need to do,
- 2) how to execute the work,
- 3) how to review what we did, and
- 4) how to improve.

These four steps provide an ongoing process to identify improvement opportunities.

API RP-1173 Progress in 2021

- » Completed our first maturity assessment to establish a benchmark against all 234 “shall” statements within API RP-1173 to identify potential opportunities for improvement
- » Conducted 80 meetings with 58 stakeholders across various corporate and divisional workgroups to understand existing controls and performance related to each “shall” statement
- » Established a quantitative maturity rating for the 234 “shall” statements within the 10 Elements of the Recommended Practice
- » Assigned an overall rating for each of the 10 Elements of the Recommended Practice
- » Used data to identify potential opportunities for improvement as the organization implements API RP-1173
- » Scheduled a second maturity assessment in 2022 to measure the development of the OSMS program against the benchmarks set in 2021

10 Elements of the ONE Gas Safety Management System



ONE Gas met full implementation of API RP-1173 in 2022.



Cyber and Physical Security

Our Company's focus on safety extends to protecting our physical security, information technology and operational technology assets.

Our Chief Information Officer (CIO), who reports directly to the CEO, leads ONE Gas' cyber and physical security efforts. The CIO attends regular meetings of our Board of Directors to provide updates on the cybersecurity landscape and what ONE Gas is doing to keep our customers, employees and systems safe. Under the CIO's direction, the ONE Gas cybersecurity and physical security teams operate 24/7, continuously analyzing cybersecurity and physical security risks to our business.

As of December 31, 2021, there have been no disruptions to our business caused by cyber incidents, nor have we experienced any data breaches; however, we understand the need to be constantly alert and keep our employees vigilant. We address cyber and physical security risks through three layers of prevention:

Our Company

- » Implements multiple layers of security technology, including AI-assisted surveillance and intrusion detection
- » Shares information with peer companies to improve security across our industry
- » Voluntarily participates in Transportation Security Administration (TSA) corporate and critical facility security review programs
- » Works collaboratively with TSA on the security directives issued to pipeline operators in 2021, Security Directives Pipeline-2021-01 and Pipeline-2021-02

Our Cyber and Physical Security Teams

- » Perform 24/7 monitoring of ONE Gas systems and facilities for physical and cybersecurity risks
- » Conduct frequent cyber and physical security drills and training
- » Monitor industry trends to implement controls, as appropriate, to mitigate these risks

Our Employees

- » Complete quarterly mandatory cybersecurity awareness training
- » Complete quarterly mandatory physical security awareness training
- » Participate in monthly phishing awareness exercises
- » Are provided with a phone number to report any suspicious activity connected to our assets or facilities
- » Are trained in how to handle sensitive or confidential information, including HIPAA training, as appropriate to their roles

Privacy Practices and Protection

To provide natural gas service, it is necessary for ONE Gas and some of its vendors and contractors to collect some personal information about our customers. We take our obligation to protect this information seriously and have several plans and protocols to safeguard customer information:

- » We annually assess key components of our IT infrastructure as part of our Sarbanes-Oxley compliance review
- » We encrypt sensitive information in transit and at rest
- » We utilize technology and controls to prevent cyber breaches

- » Vendors with access to customer information are obligated to employ adequate data security practices and protocols to protect ONE Gas information, including providing periodic SOC 2* reports and other information about their security credentials and practices
- » We never sell our customers' personal information to third-party companies for independent use
- » The websites for each of our divisions provide customers' data usage and privacy terms and conditions

**A SOC 2 report is designed to assure relevant entities about the suitability and effectiveness of an organization's controls relevant to security, availability, processing integrity, confidentiality and privacy.*



Crisis Planning and Drills

ONE Gas has a full complement of emergency and crisis plans, assessments and committees designed to mitigate risk and promote emergency preparedness for pipeline operations and cybersecurity. Each operating division performs emergency drills at least annually and includes local emergency management personnel and public authorities.

Company officers and management regularly discuss areas of improvement and industry examples of natural gas emergencies and responses. All departments must create, update, maintain and periodically review business continuity plans. These plans were successfully deployed to maintain operations throughout our COVID-19 response and during Winter Storm Uri in February 2021.

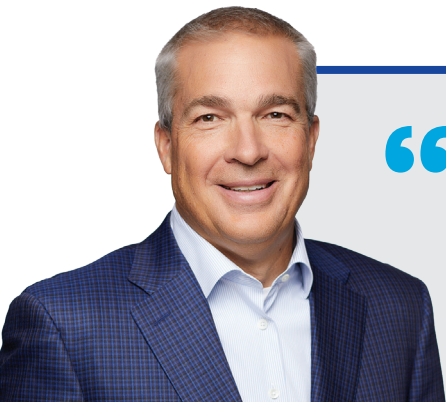
We also participate in emergency drills hosted by various third-party community partners, agencies and organizations.

Crisis planning guidance documents include:

- » Pipeline Emergency Response Plan
- » Threat and Hazard Identification and Risk Assessment
- » Crisis Management Plan
- » Business Continuity Plans
- » Corporate Security Plan
- » Cybersecurity Plan

In 2021, ONE Gas was recognized with a **Southern Gas Association (SGA) Award for success and innovation in emergency response management** for its comprehensive response to COVID-19 and Winter Storm Uri. SGA honored ONE Gas for shifting from simply responding to emergencies to a proactive, collaborative approach based on relationships, training and exercises with the whole community of governmental emergency management agencies.





“ Our Core Values guide our work and behaviors and inspire us to keep our customers and communities safe every day.”

– Kent Shortridge
Senior Vice President, Operations and Customer Service

Emergency Response Time

From the moment we receive a call about a natural gas odor, we closely monitor the time between creating the emergency order and the arrival of the first Company responder to the scene. In keeping with our dedication to continuous improvement in 2021, we set a goal to meet or beat a 30-minute emergency response time (ERT) at least 66% of the time.

In 2021, our average response time for gas emergencies was 27.6 minutes, with 64.5% of emergencies responded to within 30 minutes, excluding calls during the 10-day cold weather event in February.* That includes responding in a mix of urban, suburban and rural areas across Kansas, Oklahoma and Texas.

Our managers and supervisors review and evaluate ERT performance monthly to determine how we can further improve and execute on opportunities they identify.

**The extreme hazardous conditions brought on by Winter Storm Uri impacted our ERT, resulting in our crews arriving within 30 minutes or less for 62.7% of total calls in 2021.*

Emergency Valve Corridor Project

Since 2020, ONE Gas has been implementing a new emergency valve planning system to aid operations and increase reliability by limiting the impact of outages on our customers when a line needs to be shut off. Engineering and Operations utilize this sectionalized boundary grid system to continually upgrade the pipeline system and include appropriate shutoff valve locations in system planning.

Pressure Reduction Project

Operating our transmission pipelines at lower pressures significantly increases safety by eliminating the risk of a pipeline rupture. Through a series of projects, we have lowered pressures on certain high-pressure pipelines in metropolitan areas. Over the last 13 years, we have reduced pressure on more than 1,200 miles of transmission pipeline.

System Integrity

We leverage data in all areas of our pipeline safety program to guide decision-making and improve our processes. Analyzing data on pipeline damage and reportable incidents, understanding what the data is telling us and taking action to reduce such incidents enhances safety for all stakeholders and helps reduce accidental methane emissions. Over the years, we have built several systems to improve our processes and drive down these numbers.

Data-Driven Approach to Damage Prevention

ONE Gas utilizes a Damage Information Management System (DIMS), a centralized process and system of record for documenting damage to ONE Gas natural gas pipelines and facilities. The Company can determine common causes of damage and use that information to improve our damage prevention outreach and reduce future pipeline damage by analyzing the data.



Ticket Management System

Before digging or excavation activity, the law requires that a person or company call their local One Call Center (typically by dialing 811) so that local utilities can locate and mark any lines in the area to prevent damage.

ONE Gas uses a cloud-based ticket management system to streamline excavation ticket requests from the One Call Centers in the states we serve. Tickets are routed through a centralized platform and immediately passed to the line locator, which gives ONE Gas increased visibility into ticket data and line location performance. These insights allow ONE Gas to manage line locating more effectively and target improvement efforts as needed to avoid damage to our pipelines.

Risk Assessment and Damage Reduction

ONE Gas utilizes Risk Assessment and Damage Reduction technology, also known as RADAR, to pull data from public and internal

sources. This application, developed by ONE Gas Information Technology, System Integrity and Field Operations team members, helps us analyze data and prioritize the probability of damage occurring due to excavation activities near our pipelines. As higher-risk situations are identified, we can proactively connect with the excavator on-site before the excavation begins to foster safe practices. Oklahoma Natural Gas began using RADAR in its major metro areas in 2021, and the Company plans to expand the deployment Company-wide over the next few years. The implementation of RADAR is an excellent example of continual efforts to improve our safety performance and reduce emissions.

Public Awareness

Our public awareness efforts and damage prevention programs proactively engage key audiences and provide information to help our stakeholders make informed and safe decisions and avoid damage to our pipelines.

Public Awareness Programs Include:

- » 811 Call Before You Dig – Participate in local damage prevention programs to promote safe digging
- » Natural Gas Safety – Educate the public about how to detect a natural gas leak and what to do and not do if they suspect one
- » Cross Bore Education – Provide cross bore awareness and safety measures to plumbing and excavating stakeholders (cross-boring occurs when a gas line intersects another utility's line)
- » Social and Traditional Media – Leverage popular social media platforms and news media channels to raise awareness of safe digging
- » Employee Engagement – Create employee safe digging advocates through educational materials, contests and trivia

Key Audiences Include:

- » Customers
- » Emergency responders
- » Professional excavators
- » Homeowners
- » Public officials
- » Employees



Common Ground Alliance

ONE Gas is a member of the Common Ground Alliance, a forum that allows stakeholders to collaborate, share best practices and promote effective damage prevention practices.

Material Tracking and Traceability

We currently utilize a material tracking and traceability mobile application to install new transmission facilities. Knowing the pipe location, material and installation date of our pipelines helps us to plan system upgrades and replace pipe as needed. A quick barcode scan on the pipe captures essential data such as the type of material and when and where it was made. This application will be utilized for our distribution assets starting in 2023.

Advanced Leak Detection Technology

We regularly conduct leak surveys on our gas delivery system to find and eliminate leaks.

ONE Gas now utilizes advanced mobile methane leak detection units where the mobile units are mounted within vehicles and provide in-depth analysis to create reports that provide the locations of potential infrastructure leaks. Potential leaks are then investigated and repaired according to their classification. Our units are deployed in some operating areas in Oklahoma and Texas, and we're working alongside the Kansas Corporation Commission to implement the technology in Kansas.

The advantages of advanced mobile detection include electronic data collection and analytics, the ability to operate in adverse

weather conditions and the potential to survey approximately two times faster. Locating leaks and addressing them more quickly reduces emissions.

Pipes Act of 2020

ONE Gas is subject to and has fulfilled the requirements of the Protecting Our Infrastructure of Pipelines and Enhancing Safety (PIPES) Act of 2020, Section 114. The PIPES Act requires operators to review and update their Operations and Maintenance manuals to verify that the plans contribute to public safety and are designed to eliminate hazardous leaks, minimize the release of natural gas from pipelines and protect the environment.



Social Commitment



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Social Responsibility

Social responsibility begins with fostering a safe, ethical, inclusive and diverse culture. ONE Gas employees care about one another as much as they do our customers and the communities where we live and serve. Here’s how we made a difference for our stakeholders in 2021.

Supporting Our Employees

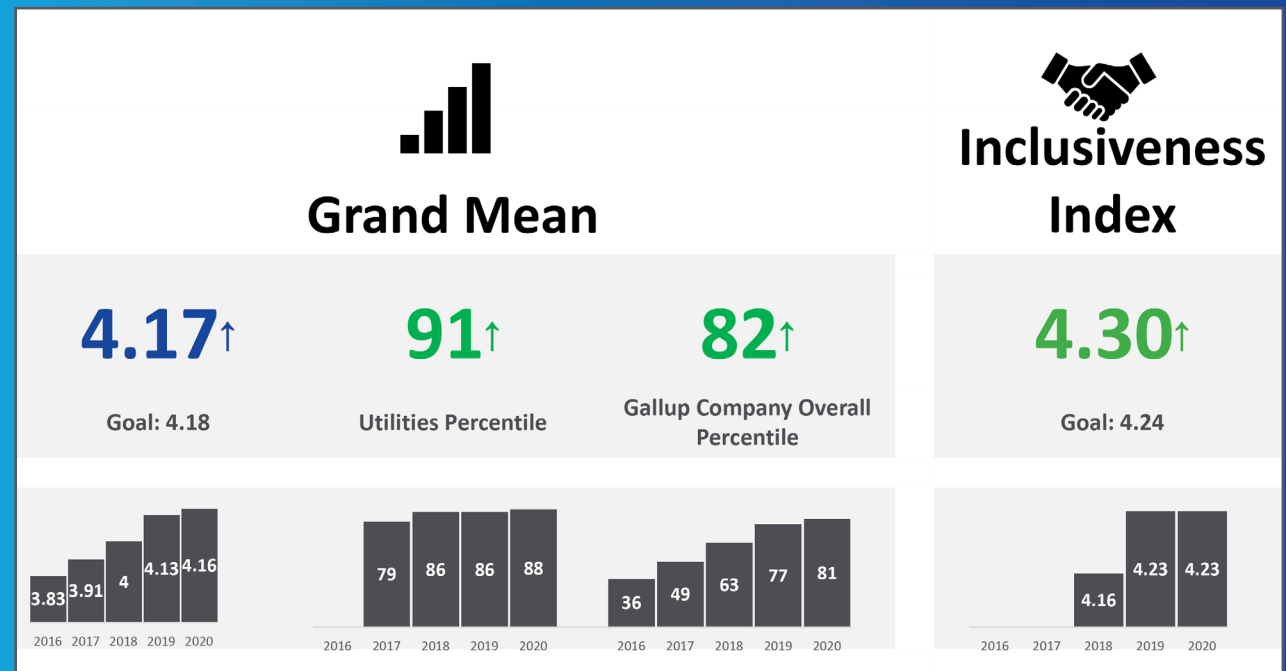
We have seen firsthand how an inclusive work culture, where all viewpoints are welcome, creates an engaged and high-performing workforce and an environment where top talent wants to work.

Employee Satisfaction Survey

Since March 2016, ONE Gas has completed an annual Gallup employee engagement survey. Participation in the survey continues to be strong, with 89% of employees participating in 2021. Our employee engagement scores were in the top quartile of Gallup’s Overall Company Database and increased for the fifth straight year. We were also in a small group of companies that maintained increases through the pandemic.

Gallup studies have consistently shown that organizations with highly engaged employees have fewer safety incidents, reduced turnover and increased productivity.

2021 Gallup Employee Engagement Results



Our inclusiveness index score also increased. Based on decades of Gallup research in workplace engagement, diverse and inclusive environments show numerous advantages, including increased retention, organizational commitment and innovation.

Engagement is not something we do just once each year. It is also how we complete our work every day. It is an essential part of our culture because engaged employees provide better service and value to our customers and communities.

Enhancing Our Internal Candidate Experience

ONE Gas fills approximately 40% of open positions with internal candidates annually, giving our employees opportunities to learn, grow and advance their careers.

We learned through listening sessions that some employees felt that our internal candidate experience lacked transparency. Armed with this information, we identified opportunities to diversify the makeup of our interview panels and provide more communication touchpoints with candidates throughout the interview process. We piloted the new internal candidate experience in 2021. Survey feedback from the pilot suggested that the process was more transparent, fair and supportive to the internal candidates, so the new processes were implemented company-wide.

In fall 2021, our Talent Acquisition team provided additional support to employees seeking career advancement by hosting a webinar to teach employees how to make their résumé stand out.

Leadership Training Programs

Leadership Essentials, a role-based curriculum, serves as the backbone of our leadership development strategy. Because the development needs of leaders change as leaders progress, the curriculum is different for

each management level and aligns with the competencies required for that role. The self-paced program includes classroom-based and online training as well as development experiences.

Exploring Leadership is a self-paced curriculum for individual employees interested in leadership. The program, which is open to all employees, allows an employee to explore the skills leadership requires and determine whether they are interested in pursuing a leadership role.

2021 College Recruitment Highlights

- » 11 four-year institution campus partners in Kansas, Oklahoma and Texas
- » 77 total campus events in 2021
- » 17 summer 2021 interns in Accounting, Communications, Engineering, Environmental, Safety & Health, Field Operations, Finance, Human Resources and Information Technology





Inclusion & Diversity 2021 Highlights

- » Developed a **five-year plan** for advancing Inclusion & Diversity initiatives
- » Launched artificial intelligence (AI) tool for **inclusive job descriptions**
- » Posted our jobs daily to **more than 50 diversity-focused sites**
- » Brought on **12 new partner organizations** and maintained 25 existing relationships to help expand our reach and audience for recruitment activities
- » Participated in **virtual and in-person career fairs with a diversity focus**, including military bases and minority-specific career fairs across Kansas, Oklahoma and Texas
- » Introduced new training to equip Talent Acquisition personnel with tools to better **attract, hire and retain veterans** and members of the military community
- » Fostered **new partnerships with minority-serving institutions** and student organizations
- » **Increased recruiting and education events at historically underrepresented campuses 85%** since 2019
- » Developed **new leadership training** on conscious inclusion, which launched in 2022



To build a better tomorrow, we have created a culture that embraces Inclusion & Diversity as a Core Value and encourages collaboration across our organization. The family-like environment and mutual respect make ONE Gas a special place to work. This commitment to our workplace culture has never been more evident than in 2021, as the Inclusion & Diversity Council, team members from across the Company and senior leaders came together to develop a comprehensive five-year plan to advance Inclusion & Diversity initiatives.

Inclusion & Diversity Strategic Pillars

Inclusion & Diversity Mission

To strengthen a sense of belonging for every stakeholder of the ONE Gas family where every individual makes a difference and contributes to our success in delivering natural gas for a better tomorrow.

The Five Pillars of our Inclusion & Diversity Plan Include:



Education & Awareness

- » Developing leader training to promote awareness and understanding of blind spots and their impact on leadership
- » Providing tools and tips for leaders that encourage authentic conversations with their teams
- » Helping employees understand their personal connection to making everyone feel valued and engaged



Responsibility & Accountability

- » Leveraging data to identify gaps and opportunities to build a high-performing, diverse workforce
- » Taking advantage of existing data or information and looking for trends
- » Being transparent and communicating progress



Comprehensive Communication

- » Explaining the “why” and how it relates to our overall business strategy
- » Delivering consistent, frequent information Company-wide
- » Creating tools and empowering conversations at the local level
- » Developing a feedback loop to monitor our employees’ experience



Enhancing & Integrating Equity

- » Assessing HR processes, policies and practices and removing obstacles and biases to provide opportunities for all
- » Intentional succession planning and career development at all levels
- » Reviewing recruitment and promotion practices
- » Engaging Employee Resource Groups (ERGs) and capturing their perspectives throughout our initiatives



Defining the Language

- » Creating awareness around what inclusive language means
- » Defining foundational inclusion and diversity terms
- » Training key influencers (HR and Communications) on inclusive language
- » Embedding inclusive language into our daily performance



A Strategic Imperative

One of our strategic goals is to support our high-performing workforce. Continuous learners who know how to solve problems, collaborate and make informed decisions create a dynamic workplace equipped to lead into the future. An inclusive environment leverages our diversities, drives innovation and increases employee engagement to achieve this high-performing state.

We do not tolerate racism or discrimination in any form. We draw upon our Core Values to reinforce what we stand for: the value and voice of every person. Our Company culture embraces inclusion and diversity and encourages collaboration and feedback. We recognize the ongoing importance of listening to our employees to create a more inclusive environment, which we continued in 2021 through CEO Listening Sessions.



The Board approved updates to our Code of Business Conduct and Ethics in 2020 to reinforce our policies on non-discrimination, anti-harassment and equal opportunity. In 2022, we introduced a Supplier Code of Conduct that reinforces our expectation that suppliers adopt policies and practices that extend such protections to their employees.

Our Inclusion & Diversity Council, chaired by our CEO, includes six permanent and 16 rotating members serving three-year terms from various functional areas, backgrounds and experiences. The Council provides governance and guidance for implementing Inclusion & Diversity strategies, and its members are natural advocates and thoughtful listeners making an impact with their local teams.



“ Inclusion & Diversity is an essential Core Value that helps our organization realize the value and importance of every employee. Fostering a safe, inclusive and welcoming environment for all employees reinforces our safety culture and drives our Company’s success.”

– Julie A. White
Vice President, Communications and Inclusion & Diversity

Employee Resource Groups

Our ERGs drive engagement and awareness throughout our organization. In addition to connection and collaboration, ERGs help us recruit diverse talent, share valuable education on various topics, provide professional and leadership development opportunities for members and promote community involvement. All employees are welcomed and encouraged to join ERGs, regardless of whether they identify as members of the group's constituency.

In 2021, 31% of employees engaged in one of our ERGs, which share information and promote resources to support the well-being of its members. Our ERGs advance inclusion and diversity throughout the Company and our local communities for the following employee groups and their allies:



ONE PRIDE (People Respecting Inclusion and Diversity in Everyone)
supports our LGBTQ+ employees and communities



BLOG (Black Leadership at ONE Gas)
supports our Black and African American employees and communities



La Voz
supports our Hispanic/Latino employees and communities



VERG (Veterans Employee Resource Group)
supports veteran employees and communities



CAPABLE (Caring, Adaptable, Proficient, Ambitious, Brave, Loyal, Equal)
supports people with disabilities and their caregivers



Native ONE
supports our Native American employees and communities



WE Lead (Women in Energy Leading)
supports women in the workforce

ONE Gas Receives Award for Community Efforts and Inclusion & Diversity Impact

ONE Gas was recognized in April 2021 for its contributions to community and inclusion and diversity efforts by the Tulsa chapter of The Links, an international service organization whose members include more than 16,000 professional women of African descent. ONE Gas embraces and promotes diversity and collaboration, ensuring all employees are valued contributors toward the Company's overall success.

Johnnetta Johnson
Managing Director
Engineering



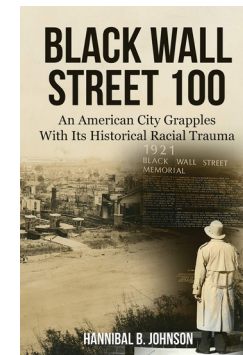
“Did You Know?” Virtual Series

“Did you Know” was a first-of-its-kind, three-part series providing a high-level overview of various departments, roles and responsibilities within the Company. The events were co-hosted by two employee resource groups, La Voz and BLOG, and allowed both groups to share their message of inclusion and diversity to members and

non-members alike. More than 350 participants engaged with a panel of experts throughout three events and enjoyed a Q&A opportunity for attendees and panelists to engage. The purpose of the series was to help attendees gain additional insight into their future career interests regardless of where they might be in the Company.

BLOG Hosts Virtual Book Club on 1921 Tulsa Race Massacre

BLOG partnered with Inclusion & Diversity and the ONE Gas Foundation to educate employees about the 100th anniversary of the 1921 Tulsa Race Massacre, an incident of racially motivated violence that resulted in a tragic loss of life and the destruction of many predominantly Black businesses, homes and neighborhoods. BLOG hosted a virtual book club reading of *Black Wall Street 100: An American City Grapples with Its Historical Racial Trauma*, written by Hannibal B. Johnson.



“ONE Gas collaborating with BLOG to host our book club ignited a change of mindset, creating space for courageous conversations in a way our organization never has before,” said Ieashia McReynolds, 2021 BLOG chair. “I walked away from the experience less afraid to share my thoughts with others who didn't look like me. After receiving countless emails, calls and texts from my peers across our footprint saying the same thing about how they felt, I realized I wasn't alone.”



Read the Morgan Pilkington profile
in Woman Engineer magazine:
<https://oneg.as/morgan>

WE Lead Mentoring Program

WE Lead is our largest and longest-running ERG with more than 500 active members. This popular mentoring program offered by WE Lead is open to all employees, and enhances participants' personal and professional skills by pairing Company leaders with mentees. In addition to several virtual panels and professional development sessions, the group raised \$2,400 for the National Alliance of Mental Illness (NAMI) during their WE Give virtual fundraiser. The group matched 61 employees with mentors in 2021 and has facilitated more than 516 professional matches since the program began in 2015.

Supporting Veteran Employees Leads to ONE Gas Recognition

For the fourth year in a row, Tulsa's Community Service Council and the Oklahoma Veteran Alliance recognized ONE Gas as a Veteran Employer Champion. This designation recognizes employers who have taken intentional steps to create a veteran-ready workplace.

"The fact that we have been honored every year since the program began shows that we are taking the right steps to create a culture where veterans are honored, appreciated and an integral part of the ONE Gas workforce," said Aaron Diaz, 2021 chair of VERG. "It's great to know our efforts are recognized in our communities as well."



2021 Benchmark Workforce Demographics

Category	ONE Gas	U.S. Utility Average ¹
Women	26%	25%
Historically underrepresented individuals ²	36%	27%
Women and historically underrepresented individuals in leadership positions ³	50%	35%
Women in leadership positions	32%	
Historically underrepresented individuals in leadership positions	27%	
Women and historically underrepresented individuals in Engineering positions	52%	
Women and historically underrepresented individuals in IT positions	48%	
Individuals with a disclosed Veteran Status	4%	

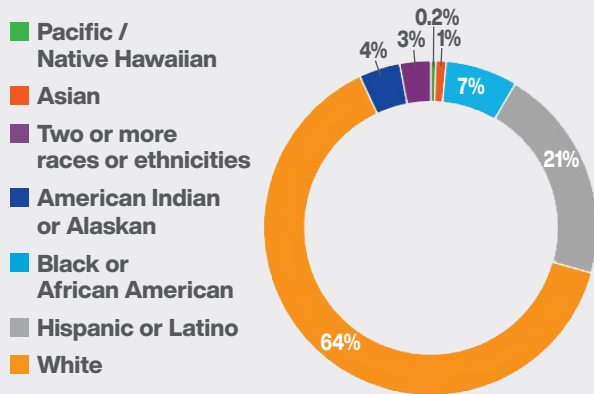
¹Source: 2018 EEOC Reports: NAICS22-Utilities. 2018 is the most current year data available.

²Defined as individuals who identify as members of traditionally underrepresented racial and ethnic groups.

³Defined as supervisors and above

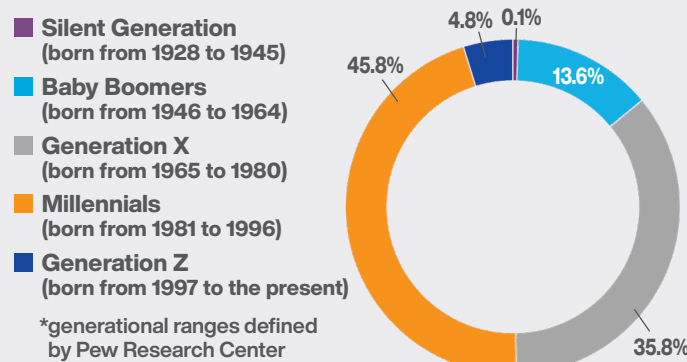
Ethnicity Breakdown for Total Workforce

ONE Gas' workforce demographics closely resemble the ethnic breakdown of the three states in our footprint when compared with U.S. Census data for 2021.



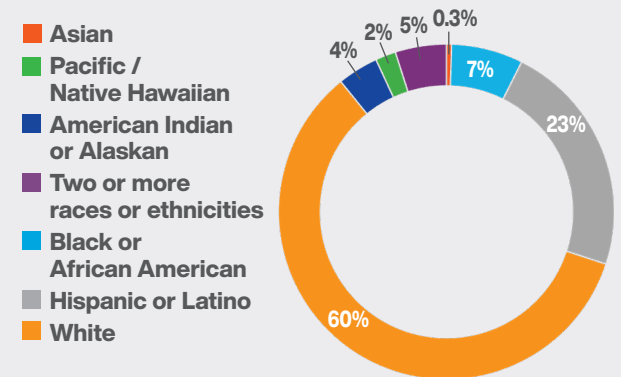
Age/Generational Diversity

We are mindful of generational differences as we develop our workforce and plan for future recruitment. Here is how our workforce looked from a generational perspective in 2021:



New Hires

We incorporate our value of Inclusion & Diversity throughout the employee experience, beginning with monitoring the effectiveness of our recruiting strategies.



- » 22% were women
- » 54% were either women or from historically underrepresented racial or ethnic groups

Turnover Rate

We monitor our voluntary turnover rate to help us understand market trends and opportunities to increase employee development engagement and retention.

» Voluntary Turnover: 7.9% (Resignation 5.2%, Retirement 2.7%)

Well-being

Just as our employees take exceptional care of our customers, we strive to take exceptional care of them. We are committed to fostering a culture of physical, financial, emotional and social well-being that supports all aspects of our employees' lives. Our well-being programs and benefits take a holistic approach to inspire our employees to make healthy personal and professional lifestyle choices.

Four Areas of ONE Gas Well-being:

Physical	Financial	Emotional	Social
Encourage healthy lifestyles where employees are aware of their state of health and opportunities for improvement	Help employees prepare for the future by educating them on spending, saving and investing to meet short- and long-term financial goals	Educate and promote resources and access to services to assist employees with addressing life challenges that can affect an employee's health, family life and job performance	Highlight the value of being part of a community and the importance of developing healthy relationships
Health and prescription drug insurance	Retirement savings plans: 401(k) & profit-sharing	Paid time off Holiday time off	Employee resource groups Mentorship program
Vision and dental insurance	Employee Stock Purchase Program	Flexible and remote work options	Professional development
CareATC Wellness Centers (where available)	Smart Dollar Program for money management and financial education	Virtual counseling	Continuing education Scholarship and Tuition Assistance Programs
Health Spending and Savings Accounts (FSA, HSA)	Life insurance	Adoption assistance	Service Award recognition
Tobacco cessation program	Accidental death & dismemberment insurance	Employee assistance program	Volunteer program and grants
Dedicated lactation rooms	Short- and long-term disability insurance	Paid parental leave	Matching grants to 501(c)(3) non-profit organizations
Virtual wellness visits	Dependent care flexible spending account	Child and elder care referral resources	Job shadowing

To learn more about employee well-being and benefits at ONE Gas, visit onegas.jobs/our-benefits/

Employees Helping Employees: ONE to ONE Fund

ONE to ONE Fund is a voluntary, charitable organization created by employees to help each other in times of personal crisis. An eight-member board of directors, comprised of ONE Gas employees elected for four-year terms, administers the fund. The mission of the ONE to ONE Fund is to assist in times of crisis, such as natural disasters, unexpected illnesses and associated health care expenses, or other hardship situations for ONE Gas employees.

In 2021, 36 employees received financial assistance totaling \$97,000. Out of this total, \$15,000 was for assistance due to Winter Storm Uri and \$4,800 for COVID-19. In addition, 44 employees received 3,441 hours (about four and a half months) of donated paid time-off.

Return to the Office

In March 2020, as the world came to terms with the scope and impact of COVID-19, ONE Gas decided to send office employees to work from home for their safety and the safety of others. During this time, our dedicated field employees continued to report to service centers and make customer calls, using appropriate social distancing and personal protective equipment to ensure there was no interruption of service to our customers. As science matured, ONE Gas monitored the situation closely and changed our COVID-19 protocols as appropriate.

Teams across the Company were hard at work in 2021 to prepare employees who had been working remotely to return to the office in April 2022. We adopted a hybrid approach between remote and fully in-person work. We recognize that modern work environments have shifted. When possible, employees want the

flexibility to do some work remotely while also reaping the benefits of in-person connection and collaboration. Rather than having rigid schedules, we believe giving our leaders the flexibility to manage their teams will produce the best business results.



“ We constantly analyze and enhance our Total Rewards to improve employees' overall physical, financial, emotional and social well-being.”

*– Mark A. Bender
Senior Vice President, Administration
and Chief Information Officer*

Caring for Our Customers 2021 Highlights



93.4%

overall satisfaction score on the 2021 ONE Gas Customer Relationship Survey



91.7%

of customers indicated that we are “easy to do business with”*



90.6%

of customers were satisfied in the 2021 Contact Center Survey



25 Points Higher

Customers' overall satisfaction with our website was 25 points higher than the utility industry average. **



14 Points Higher

Customers' overall satisfaction with our mobile app was 14 points higher than the utility industry average. **

* 2021 MSR relationship survey ** 2021 Verint Predictive Experience Survey

Customer Satisfaction

In today’s fast-paced world, every minute counts. We strive to help our customers quickly find solutions to their needs and look for innovative ways to make it easy to do business with us.

Our digital tools, such as our free mobile app, website and text alerts, help customers pay bills, view payment history and schedule service from the convenience of their preferred device. In 2021, we launched autopay for credit card payments for easy and timely bill payments. Our customers can also pay their bills conveniently through frequently used mobile payment services like Venmo, PayPal and Amazon Payments.

Our Kansas Gas Service, Oklahoma Natural Gas and Texas Gas Service websites help customers find information, explore payment

options, learn about natural gas or pay a bill quickly. The websites also served as a valuable communication tool during the pandemic and Winter Storm Uri to update customers on our safety protocols, outages and the financial and community resources available to them.

We continue to encourage our customers to sign up for electronic statements. E-statements make it quick and easy for customers to receive monthly bills while reducing paper waste — an eco-friendly option. The adoption of e-statements continues to grow, with nearly half of our customers enrolled. Our customer service representatives also are just a phone call away when our customers need a personalized approach or a friendly voice to talk them through their needs.

Texas Gas Service Receives J.D. Power Award

Texas Gas Service strives to provide excellent customer service through increased productivity and balancing personal interactions and technology to deliver efficient and satisfying experiences to our customers. Texas Gas Service was recognized as No. 1 in Customer Satisfaction with Residential Natural Gas Service in the South among Large Utilities in the J.D. Power 2021 Gas Utility Residential Customer Satisfaction Study.

Texas Gas Service received top rankings in price, corporate citizenship and communications.

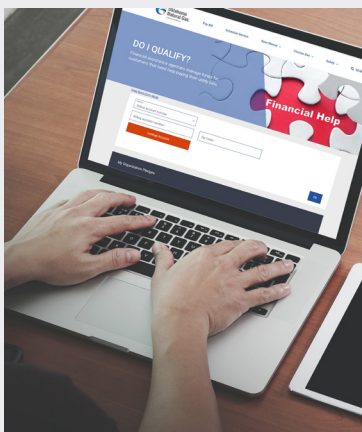
For J.D. Power 2021 award information, visit [jdpower.com/awards](https://www.jdpower.com/awards).



Low Income Support

Employees across the Company went the extra mile to help our customers who may have needed assistance paying their bills to avoid any service disruption by connecting them with available financial resources.

We developed the ONE Gas Energy Assistance Portal, a tool that streamlined the social service agency application vetting process in all three states. Rather than calling Customer Service to access usage, billing, payment information, or disconnect notice copies for applicants, agencies can now self-serve any time to obtain needed information. Once applicants are approved, the agency can take actions on their account, such as notifying us of a pending payment.



In Kansas, our Customer Service team offered safe, in-person workshops around the state to guide customers through the LIEAP application process. Oklahoma Natural Gas partnered with local agencies to help customers access more than \$200 million in funds, specifically for utility and rental assistance, to help those impacted by COVID-19. In Texas, agencies in El Paso reached out asking for help connecting with customers in need. At the agencies' request, Texas Gas Service worked closely with more than 10 partner organizations to coordinate assistance, counsel and education for customers needing financial assistance.

ONE Gas Foundation Grants

The ONE Gas Foundation is an independent 501(c)(3) organization that focuses on education and workforce development, community engagement and disaster recovery, and community collaboration and development within our service territory.

In 2021, the ONE Gas Foundation gave \$1,016,800 through 28 grants in the following philanthropic focus areas:

- » **Community Enrichment & Assistance:** \$416,100
- » **Education & Workforce Development:** \$86,200
- » **Community Collaboration:** \$514,500

Giving Back to Our Communities 2021 Highlights



Contributed **\$3.6 million** in ONE Gas Foundation grants, corporate sponsorships and community giving



\$2,893,091 million

in total ONE Gas Foundation giving across Kansas, Oklahoma and Texas including ONE Gas Foundation grants, public school grants, matching grants, Share the Warmth and United Way

- » **28** new Foundation grants
- » **223** matching grants (employee, retiree and director donations)



Public School Funding Grants supported **200** teachers in **166** schools



\$1.9 million to United Way Campaigns

in Kansas, Oklahoma and Texas

Doubling the Impact

The ONE Gas Foundation Matching Grant program empowers employees and retirees to direct where they want our Foundation dollars to be invested, which keeps our funding diverse and doubles the impact of our giving. Each year, we match employee and retiree giving to qualified 501(c)(3) nonprofits in our Company footprint, up to \$5,000 per employee and \$1,000 per retiree. In 2021, we donated \$224,400 through 223 matching grants.



Funding Our Public Schools

We proudly support STEAM initiatives (Science, Technology, Engineering, Arts and Math) that invest in today's students for the workforce of tomorrow. Instructional technology was our top public school resource funded in 2021.

In 2021, we awarded 223 public school grants, which:

- » Impacted 200 teachers in 166 schools
- » Funded projects for 70 first-time applicant teachers
- » Increased our number of projects supported by 16%
- » Increased our number of teachers supported by 13%

United Way Giving

United Way campaigns are a longstanding tradition for ONE Gas employees. The ONE Gas Foundation encourages employee giving by matching contributions dollar-for-dollar to support our neighbors in need. Support for United Way begins at the top, with many Company leaders serving in various United Way leadership and volunteer roles. Through the generosity of 1,674 employees/retirees and the ONE Gas Foundation, ONE Gas gave \$1,933,890 to United Way Campaigns throughout our three-state footprint in 2021.



Political and Community Activity

Advocacy

ONE Gas does not contribute corporate funds to candidates for office or political action committees. Instead, employees, retirees and directors may voluntarily contribute to the employee political action committee (PAC) to support various parties, including other political action committees and candidates seeking federal or state offices aligned with the Company’s priorities. Contributions are non-partisan and are reviewed by a diverse group of PAC members from across the Company.

While ONE Gas does not contribute corporate funds to political candidates, we do remain engaged within our service territory when public policy may affect our business, customers, employees and the communities we are proud to serve. We do

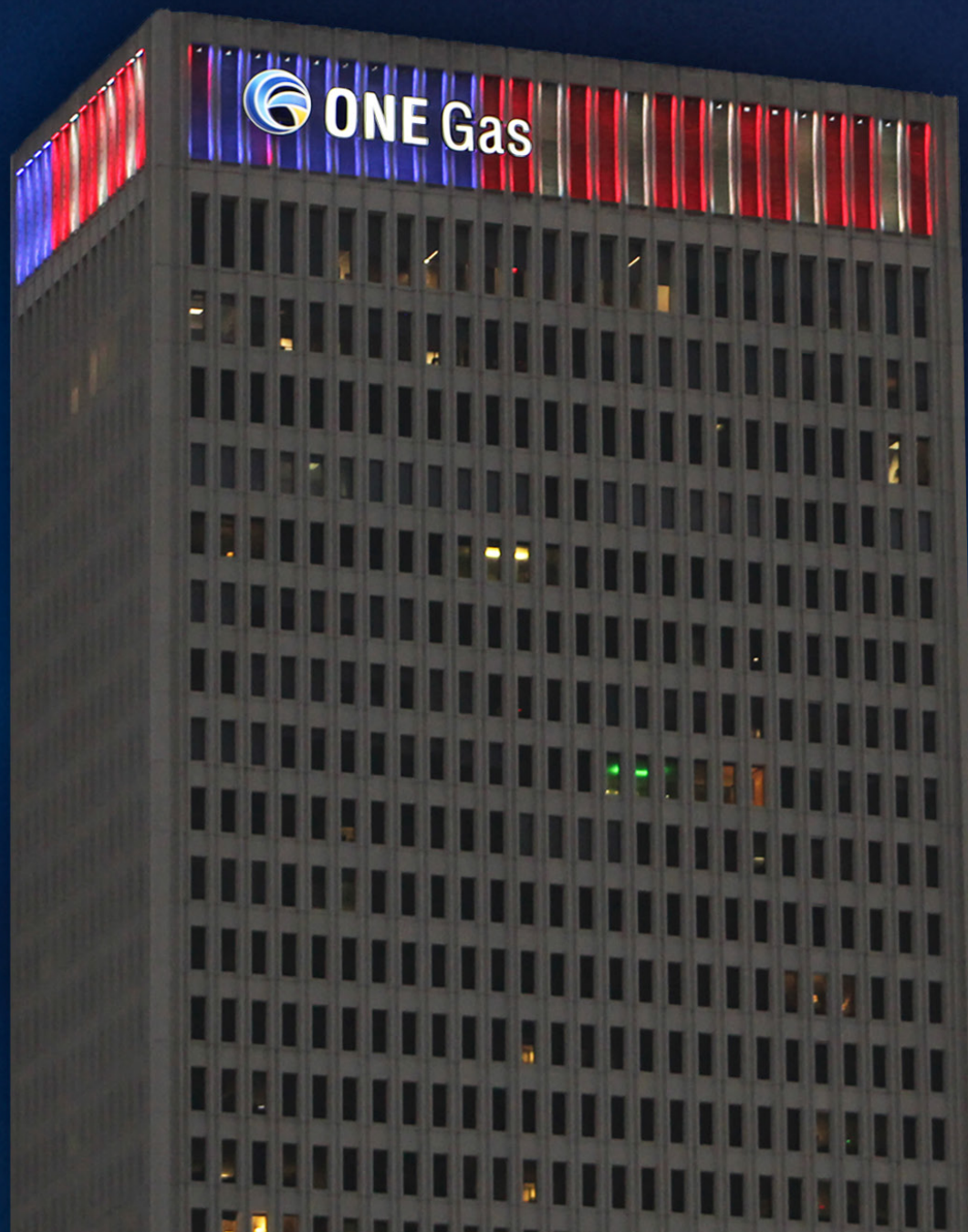
this by establishing and maintaining a dialogue with elected officials and business leaders on matters concerning energy use, affordability and reliability. Additionally, supporting and participating in trade associations and business groups such as the American Gas Association and local Chambers of Commerce allows us opportunities to advocate for causes that benefit our customers, such as promotion of government-funded energy assistance programs (such as LIHEAP), damage prevention and other pipeline safety practices.

ONE Gas is committed to partnering with our communities to provide insight into the benefits of natural gas, which is an essential component of a pathway to reducing emissions while maintaining affordability, reliability and the quality of life that our customers enjoy and deserve.

Community Relations Managers

Being a good corporate citizen includes investing in our communities financially and with our time. ONE Gas takes a “boots-on-the-ground” approach to community relations, with dedicated representatives engaged in our service territory to ensure good stewardship in the communities we serve. Our community relations managers work to build positive, long-lasting relationships with local elected officials and business leaders through open, honest communication. In addition to proactively addressing any community concerns, the community relations managers participate in or serve on local chambers, leadership programs, non-profit boards, and charitable events and champion local causes to help communities grow and thrive.





Governance

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2021 Corporate Governance Highlights

75% of directors are independent

25% (2) of our directors identify as female and **12.5 % (1)** identifies as Hispanic/Latino

Expanded the Code of Business Conduct and Ethics

Improved disclosures and more transparent reporting of ESG topics

Board of Directors

We are committed to providing lasting value and energy transition solutions for our stakeholders. Our commitment to sustainability aligns with our Company mission — to deliver natural gas for a better tomorrow. This mission influences our business strategy and guides our decision-making, including our goals and targets related to ESG matters.

The ONE Gas Board of Directors is responsible for oversight of the Company's business, including reviewing and approving the Company's strategic and financial plan and evaluating climate-related risks and opportunities. Our Board and management are committed to maintaining strong corporate governance practices that allocate rights and responsibilities among our Board, management and our shareholders in a manner that benefits the long-term interests of our shareholders. Our corporate governance

practices are designed to satisfy regulatory and stock exchange requirements and provide for effective oversight and management of our Company.

Our Board has adopted best practices in corporate governance and a comprehensive code of business conduct and ethics that go beyond the NYSE-listing requirements. These governance practices build upon a foundation of internal financial and compliance controls. The Company reviews and updates its corporate governance policies and practices to keep current with the latest legal requirements and the best practices of other public companies.

For complete information on our corporate governance practices, including Board committees and charters, visit the [Governance](#) portion of our website or view our most recent [proxy statement](#).

Governance Practices at ONE Gas

- » Annual election of all directors by majority vote in uncontested elections
- » Meaningful stock ownership requirements
 - Directors 5x annual cash retainer
 - CEO 6x base salary
 - Officers 2-4x base salary
- » Independent directors meet in executive sessions in conjunction with all regularly scheduled Board meetings
- » Diverse skills and qualifications of directors
- » Securities/Insider Trading policy and training in place
- » 75% of directors are independent

Board Diversity

- » 25% (2) of directors identified as women
- » 12.5% (1) of directors identified as Hispanic/Latino
- » Age range 58-73
- » Lead independent director
- » Audit, Executive Compensation and Corporate Governance Committee members are independent

Commitment to Board Diversity

ONE Gas’ director selection criteria include consideration of diversity in evaluating candidates for Board membership. The Board believes that diversity with respect to background, experience, skills, geographic location, race and gender are important considerations because such diversity brings different perspectives to Board discussions and decisions. The governance committee discusses diversity considerations in connection with each director candidate and periodically regarding the composition of the Board as a whole. In addition, the governance committee and the Board conduct formal self-evaluations each year that include an assessment of whether the governance committee and the Board have adequately considered diversity, among other factors, in identifying and discussing director candidates.

Code of Business Conduct and Ethics

Our [Code of Business Conduct and Ethics](#) provides guidelines for ethical issues when interacting with fellow employees, customers, suppliers, competitors, federal and state agencies or officials, and the general public. The Code of Business Conduct and Ethics reinforces our Company's Core Values and culture rooted in ethics. We strictly adhere to all applicable regulatory requirements, as well as various industry compliance standards, and strive to exceed them. Employees train on these topics annually and confirm they comply.

In 2021, the ONE Gas Board of Directors approved an expanded Code of Business Conduct and Ethics. Additions include a commitment to respecting human rights in

our supply chain; respecting employee rights; and providing further guidance on conflict of interest and anti-corruption matters, such as gifts, entertainment and other favors from customers, suppliers, vendors or other business contacts or for government officials.

Visit ethics.onegas.com to read our Code of Business Conduct and Ethics.

Supplier Code of Conduct

In 2022, ONE Gas implemented a Supplier Code of Conduct, applicable to all ONE Gas suppliers, reinforcing the values contained in our Code of Business Conduct and Ethics, both of which you can view at ethics.onegas.com.



“Our Core Values are our guard rails for our collective actions within the company, and more importantly, they help develop and maintain our Company culture.”

– Joe McCormick
Senior Vice President, General Counsel and Assistant Secretary



ESG and Climate-related Governance

At ONE Gas, we believe we have a shared responsibility to care for one another and our planet. We are committed to finding ways to operate safely, reduce emissions and engage in conservation efforts as we move toward a sustainable energy future.

Our entire Board is actively involved in overseeing, reviewing and guiding our corporate ESG strategy as part of our annual strategic planning process. This includes evaluating climate-related risks and opportunities relating to material environmental, social and governance matters. Our Board regularly discusses corporate strategy throughout the year with management formally, as well as informally, and during executive sessions of the Board as appropriate.

The Board implements its risk oversight responsibilities by having management provide periodic briefing and informational sessions on the significant voluntary and involuntary risks our Company faces and how our Company seeks to control and mitigate those risks. The Board also participates in crisis drills.

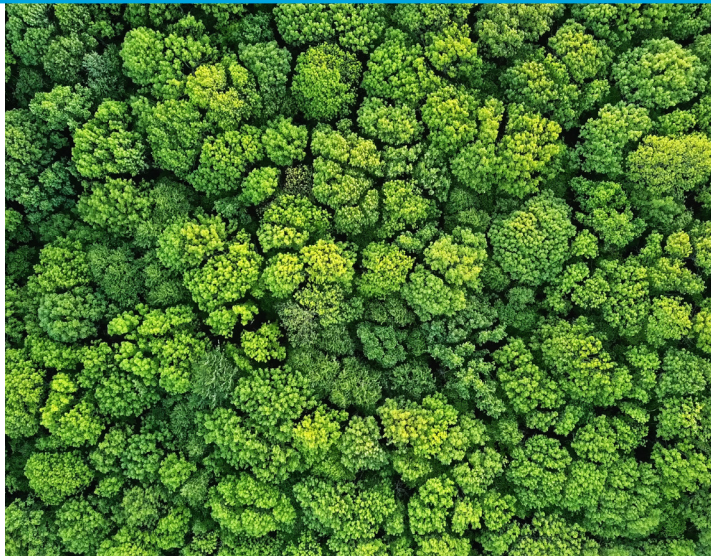
The chairs of the Environment, Safety, Health & Compliance (ESH&C) Steering Committee and ESG Steering Committee each provide the Board with updates on safety, cyber- and ESG-related matters.

The ONE Gas Board and management team work together to set ESG targets, measure progress and drive accountability for our sustainability goals. We intentionally structured our dedicated ESG resources to report directly to our Chief Financial Officer because we understand the importance of accountability and oversight when reporting ESG data.

Environment, Safety, Health & Compliance (ESH&C) Steering Committee

Our ESH&C Steering Committee is chaired by our Chief Operating Officer. The committee's primary purpose is to provide vision, direction and oversight of our ESH&C programs, processes and management systems to protect our employees, customers, the environment and the communities we serve. The committee includes members representing Field Operations, Legal, Commercial, Communications, Customer Service, Environmental, Safety and Health, Resource Management and System Integrity.

Delivering Natural Gas
For a Better **Tomorrow**



ESG Steering Committee

Established in 2021, the ESG Steering Committee is chaired by our Chief Financial Officer, and oversees ESG disclosure efforts for the Company and assists senior management in setting ONE Gas' strategy for addressing issues pertaining to:

- » Climate and the environment, including efforts to reduce emissions consistent with net-zero goals;
- » Social issues, including how we interact with customers, employees, shareholders, communities and other stakeholders; and
- » Governance around these issues, including risk assessment and board oversight.

Our CFO regularly reports the Committee's activities to the executive leadership team. All committee members are officers, and various employees serve ex officio to provide subject-matter expertise.

The Committee includes members representing Engineering, Field Operations, Legal, Commercial, Communications, Human Resources, Inclusion & Diversity, Corporate Governance, Customer Service, Environmental, Safety and Health, Resource Management and System Integrity. Having members from across the Company on the Committee fosters collaboration and efficient execution of ESG-related goals and targets.

Director of Sustainability

- » Drives the Company's sustainability strategy, reporting, data collection and responses to surveys, ratings and rankings
- » Serves as an ex-officio member of the ESG Steering Committee to inform about climate and other ESG-related issues that pertain to ONE Gas and makes recommendations on ESG disclosures



Aligning Sustainability and Strategy: Enterprise Risk Assessment

We utilize an integrated Enterprise Risk Management (ERM) framework to identify, assess and manage risks. Through this framework, we determine risk appetite and apply it to strategic planning, formulating business objectives, prioritizing risks and developing risk monitoring activities and risk responses. The framework also enables us to evaluate risks, including those related to climate, both broadly across the business, as well as more specifically within business functions. This provides an aggregated view of risk, allowing us to analyze interactions between risks and coordinate distinct risk responses.

Our Board of Directors provides oversight of risk and communicates with management regarding the capabilities and efficacy of our ERM framework. Regular discussions occur between the Board and management related to risk appetite, key risks affecting our strategy and business objectives, and the effectiveness of management's risk responses. The Board and management will also utilize the ERM framework as a basis for developing, considering and adopting alternative business strategies due to changing internal and external risks.

Management prioritizes risks and assesses the severity and velocity of risks through the ERM framework, which enables the selection and deployment of risk responses based on risk appetite, tolerance, and strategic or business objectives. Risk assessments and responses are reviewed periodically by management and revised, if necessary, to reflect changing risks and business priorities.

Our CFO oversees the performance of our ERM framework with the assistance of our internal audit team, who utilizes the risk assessment in the development of the internal audit plan. To maintain independence, our director of Audit Services reports functionally to the Audit Committee of the Board of Directors and administratively to our CFO.

ESG Materiality Assessment

We conducted a materiality assessment to determine which ESG-related topics, including climate-related issues, are most important to our business and stakeholders, including our customers, employees, investors and communities. To determine which topics ONE Gas should focus on, we first considered definitions of materiality from several sources, including the SASB, TCFD, the Global Reporting Initiative (GRI) and CDP. We noted how those definitions differ from the definition of materiality under the federal securities laws and regulations. As such, any use of the terms “material” and “materiality” in this report should not be interpreted as being in alignment with the understanding of materiality used for disclosure in our filings with the Securities and Exchange Commission (SEC).

To identify potential material topics, we reviewed and considered established ESG frameworks, the results of our enterprise risk management (ERM) assessment, the S&P Corporate Sustainability Assessment (CSA), peer ESG reports and questions and issues raised by investors and other stakeholders. We vetted the identified topics with leadership, including our ESG Steering Committee, which includes senior leaders from across the organization, and adjusted based on their feedback. Areas of focus for this year's report were then reported to and discussed with our Board of Directors in conjunction with our strategic planning process.

Forward-Looking Statement

Some of the statements contained and incorporated in this report are forward-looking statements. Forward-looking statements may be identified by words such as “anticipate,” “estimate,” “expect,” “project,” “intend,” “plan,” “believe,” “should,” “goal,” “forecast,” “guidance,” “target,” “could,” “may,” “continue,” “might,” “potential,” “scheduled,” “likely,” and other words and terms of similar meaning, however, all statements in this report that are not statements of historical fact should be considered forward-looking statements. Readers should not place undue reliance on forward-looking statements, which are applicable only as of the date of this report and are based on management’s current expectations. These statements are subject to known and unknown risks, uncertainties, changes in circumstances and assumptions that are difficult to predict and often beyond our control. These and other factors may cause our actual results, performance or achievements to be materially different from any future results, performance or achievements expressed or implied by forward-looking statements. In addition, many of the standards and metrics used in preparing this report, including any underlying data used in preparing such metrics, continue to evolve and are based on expectations and assumptions believed to be reasonable at the time of preparation, but should not be considered guarantees. The standards and metrics used, and the expectations and assumptions they are based on, have not been verified by any third party. Moreover, our disclosures based on any standards may change due to revisions in framework requirements, availability of information, changes in our business or applicable governmental policies, or other factors, some of which may be beyond our control. In addition to any assumptions and other factors referred to specifically in connection with the forward-looking statements, factors that could cause our actual results to differ materially from those contemplated in any forward-looking statement include, among others: socio-demographic and economic trends, energy prices, technological innovations, climate-related conditions and weather events, legislative and regulatory changes, our ability to gather and verify data regarding environmental impacts, our ability to successfully implement various initiatives throughout the company under expected time frames, the compliance of various third parties with our policies and procedures and legal requirements and other unforeseen events or conditions. These factors are not necessarily all the important factors that could cause actual results to differ materially from those expressed in any of our forward-looking statements. Other factors also could have material adverse effects on our future results, including factors that are unknown to us. Other risks are described in greater detail in Parts 1, Items 1A, Risk Factors, in our Annual Report and quarterly reports on Forms 10-K and 10-Q respectively, which we file with the Securities and Exchange Commission. All forward-looking statements attributable to us or persons acting on our behalf are expressly qualified in their entirety by all these factors. Other than as required under securities laws, we undertake no obligation to update publicly any forward-looking statement whether as a result of new information, subsequent events or change in circumstances, expectations or otherwise. You should not place undue reliance on any forward-looking statement. We do not undertake and expressly disclaim, any obligation to update or revise any forward-looking statements to reflect the impact of circumstances or events that arise after the date the forward-looking statements were made. This report also contains matters that may be significant, however, any significance should not be read as necessarily rising to the level of materiality used for the purposes of complying with the U.S. federal securities laws, even if we use the word “material” or “materiality” in this report. Given the uncertainties and assumptions required to make some of the disclosures in this report, and the timelines involved, materiality is inherently difficult to assess far in advance. Moreover, given the inherent uncertainty of the estimates, assumptions and timelines contained in this report, we may not be able to anticipate whether or the degree to which we will or will not be able to meet our plans, targets or goals in advance.

Metrics

Reporting Framework

This report was developed with reference to the AGA ESG/Sustainability template, and the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) and the Sustainability Accounting Standards Board (SASB).

Additional Information

Please see our most recent Annual Report on Form 10-K as updated by the most recent Quarterly Reports on Form 10-Q and as filed with the SEC for information relevant to investment decisions in ONE Gas securities.

Welcoming Your Feedback

As you review our ESG Report, we encourage you to provide feedback. Please send any comments to IR@onegas.com. Thank you.

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Task Force on Climate-related Financial Disclosures (TCFD)

Introduction

Our vision at ONE Gas is to deliver natural gas for a better tomorrow. We focus every day on delivering safe, reliable and affordable natural gas to our customers. Our core values guide our decisions and our commitment to implementing sustainable business practices.

ONE Gas supports the recommendations of the Task Force on Climate-related Financial Disclosures and has included disclosures and metrics aligned with these recommendations in our 2022 ESG Report. These disclosures also include Sustainability Accounting Standards Board (SASB) disclosures and metrics for the Gas Utilities and Distributors industry, and those developed by the American Gas Association for its Voluntary Reporting Tool.

Please refer to the accompanying 2022 ESG Report for additional information on the disclosures and metrics that are summarized in the report that follows.

Governance

Board Oversight

Our Board of Directors oversees an enterprise-wide approach to risk management. The Board implements its risk oversight responsibilities by having management provide periodic briefing and informational sessions on the significant risks our Company faces and how our Company seeks to control and mitigate those risks. Risks related to climate and environmental performance, and the Company's strategy for mitigating those risks, are reviewed by the Board as part of its risk oversight responsibilities.

Our entire Board is also actively involved in overseeing, reviewing and guiding our corporate environmental, social and governance (ESG) strategy in both regular meetings and as part of our annual strategic planning process. This includes evaluating climate-related risks and opportunities.

Our Board and management team work together to set ESG targets, measure progress and drive accountability for our sustainability goals.

Management Oversight

Our senior leadership, including our Chief Executive Officer (CEO), regularly reviews risks and opportunities, including those related to environmental issues, and how to apply policies and strategies to address those in each aspect of the business.

We have established two steering committees that focus on safety and environmental practices and ESG strategy, respectively. Our Environment, Safety, Health and Compliance (ESH&C) Steering Committee is chaired by our Chief Operating Officer (COO) and includes other members of our management team and senior operations personnel. The primary purpose of the ESH&C Steering Committee is to provide vision, leadership, direction and oversight of our ESH&C programs, processes and management systems for the protection of our employees, the environment and the communities we serve.

In 2021, ONE Gas established the ESG Steering Committee, which is responsible for recommending ESG policies and practices important to our internal and external stakeholders. The Committee is chaired by our Chief Financial Officer (CFO), who regularly reports the Committee's activities to the executive leadership team and provides

Task Force on Climate-related Financial Disclosures (TCFD)

updates to the Board on important issues that come before the Committee. The primary purpose of the ESG Steering Committee is to provide vision, leadership, direction and oversight of our ESG programs, strategy, processes and disclosures, as we continue to focus on integrating sustainable business practices into our business while creating long-term shareholder value. The ESG Steering Committee makes recommendations for new and enhanced disclosures around ESG initiatives, metrics and targets and enhances the Company's understanding and integration of ESG practices into everyday business activities. This Committee is part of our commitment to a focused effort to integrate ESG risks and opportunities into business and risk management strategies. This effort includes input and collaboration throughout the enterprise.

Strategy

Natural gas is an integral part of the energy delivery system in the United States and the world. ONE Gas supports the transition to a lower carbon future, including the goal of being carbon neutral by 2050. We believe natural gas will remain relevant for the foreseeable future due to the safety and reliability of the underground pipeline delivery system, the affordability of natural gas compared with other alternatives, and the challenges of

incorporating 100 percent renewable sources of energy into the energy delivery system. Further, there are many industrial uses of natural gas and the associated natural gas liquids for which there is no substitute.

Our strategy at ONE Gas is to continue to deliver safe, reliable and affordable natural gas to our current and future customers. In doing so, we are committed to operating in an environmentally responsible manner, which includes lowering emissions. Following is a summary of our environmental strategy, as described more fully in the accompanying report.

- » Reducing operational emissions through:
 - Pipeline replacement and protection programs
 - Damage prevention
 - Timely leak detection and repair, including the deployment of the latest technology for identifying leaks
 - Improved operational practices to reduce the release of natural gas during repairs
- » Reducing emissions from our fleet through:
 - Increased usage of compressed natural gas (CNG)
 - Operational practices that increase fuel efficiency
- » Reducing energy use in our buildings

- » Reducing the carbon intensity of the natural gas we transport by replacing a portion of our supply of geologic natural gas with renewable natural gas (RNG) in the near term, and low carbon hydrogen as the technology matures
- » Helping our residential and commercial customers reduce their emissions by:
 - Offering rebates to offset a portion of the cost of replacing their appliances with options that are more efficient
 - Educating customers on how to use less energy
 - Offering green tariffs
- » Helping our transportation customers reduce their emissions by connecting them with a supply of RNG, which is carbon-neutral at combustion and, in some cases, carbon-negative due to the capture of methane that would otherwise vent to the atmosphere
- » Investing and participating in research and industry partnerships focused on emissions reductions and low carbon technologies including:
 - ONE Future
 - H2@Scale
 - Clean Hydrogen Future Coalition
 - Oklahoma Hydrogen Production, Transportation and Infrastructure Task Force
 - Carbon Utilization Research Council
 - Research and development conducted by the Gas Technology Institute

Risk Management

We utilize an integrated Enterprise Risk Management (ERM) framework to identify, assess and manage risks. Through this framework, we determine risk appetite and apply it to strategic planning, formulating business objectives, prioritizing risks and developing risk monitoring activities and risk responses. The framework also enables us to evaluate risks, including those related to climate, both broadly across the business, as well as more specifically within business functions. This provides us with an aggregated view of risk, allowing us to analyze interactions between risks and coordinate distinct risk responses.

Our Board of Directors monitors risk and communicates with management regarding the capabilities and efficacy of our ERM framework. Regular discussions occur between the Board and management related to risk appetite, key risks affecting our strategy and business objectives, and the effectiveness of management's risk responses. The Board and management also utilize the ERM framework as a basis for developing, considering and adopting alternative strategies due to changing internal and external risks.

Management prioritizes risks and assesses the severity of risks through the ERM framework, which enables the selection and deployment of risk responses based on risk appetite, tolerance, and strategic or business objectives. Risk assessments and responses are reviewed periodically by management and revised, if necessary, to reflect changing risks and business priorities.

Our CFO oversees the performance of our ERM framework with the assistance of our internal audit team, who utilizes the risk assessment in the development of the internal audit plan. To maintain independence, our director of Audit Services reports functionally to the Audit Committee of the Board of Directors and administratively to our CFO.

Metrics and Targets

Please see the accompanying 2022 ESG report for our metrics and targets, including:

- » 2021 Scope 1 emissions due to leaks from mains and services
- » Reduction in emissions due to leaks from mains and services as of 12/31/2021
- » Target reduction in emissions due to leaks from mains and services by 2035, accounting for projected system growth
- » Emissions avoided through Energy Efficiency Programs
- » Emissions avoided through ONE Gas CNG fleet

Sustainability Accounting Standards Board (SASB) 2021

SASB Code	SASB Title	Disclosure Title	Response
IF-GU-240a.1	Energy Affordability	Average retail gas rate for (1) residential, (2) commercial, (3) industrial customers, and (4) transportation services only	<p>For residential customers, the average bundled gas rate is: KGS: \$11.92 per Mcf ONG: \$11.22 per Mcf TGS: \$14.57 per Mcf</p> <p>For commercial and industrial customers, the average bundled gas rate is: KGS: \$10.34 per Mcf ONG: \$8.79 per Mcf TGS: \$10.02 per Mcf</p> <p>For other customers (Compressed Natural Gas, Cogeneration Systems, Irrigation, Municipal Water Pump, Public Authority, Public Authority AC, Large Public Authority), the average bundled gas rate is: KGS: \$33.26 per Mcf ONG: \$7.20 per Mcf TGS: \$8.79 per Mcf</p> <p>For transportation services, the average rate is: KGS: \$0.96 per Mcf ONG: \$0.33 per Mcf TGS: \$0.96 per Mcf</p>
IF-GU-240a.2	Energy Affordability	Typical monthly gas bill for residential customers for (1) 50 MMBtu and (2) 100 MMBtu of gas delivered per year	<p>For the first 50 Mcf, the typical monthly gas bill for residential customers is: KGS: \$49.67 ONG: \$46.74</p> <p>Based on the typical customer usage in our service territory, a 100 Mcf calculation is not applicable because our customers do not use that much gas. Similarly, within our Texas service territory, a 50 Mcf calculation is not applicable.</p> <p>Average monthly bill for TGS residential customers: \$43.71, representing 36 Mcf average monthly usage</p> <p>ONE Gas provides information on the components of our customers' bills on our operating company websites (linked below).</p> <p>https://www.kansasgasservice.com/pay-bill/understand-your-bill https://www.oklahomanaturalgas.com/Pay-Bill/Understand-Your-Bill https://www.texasgasservice.com/pay-bill/understand-your-bill</p>

SASB Code	SASB Title	Disclosure Title	Response
IF-GU-240a.3	Energy Affordability	Number of residential customer gas disconnections for non-payment, percentage reconnected within 30 days	<p>We do not publicly disclose this metric. We work with customers to avoid disconnection, however. Proactive measures, which vary by state, may include payment arrangement options, information on financial assistance programs and community action agencies, courtesy collection calls, disconnect notices, pre-disconnect calls, and text messages. When we do find it necessary to disconnect a customer, we follow guidelines established by our regulators that, among other provisions, may restrict disconnections during periods of cold temperatures. After disconnection, we continue to provide customers with information about payment arrangements and financial assistance providers. As COVID-19 continued to spread in 2021, ONE Gas took steps to protect ourselves, our co-workers, our families and our customers by following our COVID-19 response plan and safety protocols, which included suspending disconnects for several months.</p>
IF-GU-240a.4	Energy Affordability	Discussion of impact of external factors on customer affordability of gas, including the economic conditions of the service territory	<p>The regulatory authorities in our three operating states are responsible for ensuring that the utilities in their jurisdictions provide safe and reliable service at a reasonable cost, while providing utility companies the opportunity to earn a fair and reasonable return on their investments. U.S. households that used natural gas for cooking, heating and clothes drying in 2021 saved an average of \$1,041 every year compared to households using electricity for the same activities, according to the American Gas Association. Our customers' natural gas bills make up about 1% of the median income in the jurisdictions in which we operate. A portion of the bill includes the cost of natural gas, which is passed through to our customers without a profit. ONE Gas employs a number of strategies to limit the near-term fluctuations in commodity prices, including physical & financial hedging and fixed-price rate tariffs. For further discussion of specific risks, please see our Annual Report.</p>
IF-GU-420a.1	End-Use Efficiency	Percentage of gas utility revenues from rate structures that (1) are decoupled or (2) contain a lost revenue adjustment mechanism (LRAM)	<p>(1) 0% (2) 0%</p> <p>More than 70% of revenues excluding the cost of natural gas are associated with fixed charges for revenue recovery that are not dependent on usage or weather. In addition, while we do not have a pure “decoupled rate structure,” all our service areas utilize weather normalization mechanisms. These mechanisms are designed to reduce the delivery charge component of customers’ bills for the additional volumes used when actual heating degree days (HDDs) exceed normalized HDDs and to increase the delivery charge component of customers’ bills for the reduction in volumes used when actual HDDs are less than normal HDDs. Normal HDDs are established through public rate proceedings in each of our jurisdictions.</p>

Sustainability Accounting Standards Board (SASB) 2021

SASB Code	SASB Title	Disclosure Title	Response
IF-GU-420a.2	End-Use Efficiency	Customer gas savings from efficiency measures by market	ONE Gas energy efficiency rebate programs serve residential and commercial customers throughout Oklahoma and parts of Texas by educating customers and encouraging investments in energy efficient appliances that result in reduced net energy consumption and lower utility bills. In 2021, the Oklahoma Natural Gas Energy Efficiency program achieved site savings of 471,104 MMBtu, the Texas Gas Service Central Texas Energy Efficiency Program achieved site savings of 36,367 MMBtu, and the Rio Grande Valley Energy Efficiency Program achieved site savings of 11,922 MMBtu. The City of Austin franchise agreement mandates an energy efficiency program. The other programs throughout Oklahoma and Texas are encouraged by our regulators and have been voluntarily implemented by the company. For more information on energy efficiency, please see the SASB Addendum and 2022 ONE Gas ESG Report.
IF-GU-540a.1	Integrity of Gas Delivery Infrastructure	Number of (1) reportable pipeline incidents, (2) Corrective Action Orders (CAO), and (3) Notices of Probable Violation (NOPV)	(1) 0 (2) 0 (3) see the SASB Addendum
IF-GU-540a.2	Integrity of Gas Delivery Infrastructure	Percentage of distribution pipeline that is (1) cast and/or wrought iron and (2) unprotected steel	0.00% of natural gas pipelines are cast iron 0.039% of natural gas pipelines are wrought iron 3.70% of natural gas pipelines are unprotected steel Approximately 90% of replaced pipe is replaced with PE pipe and 10% with coated, protected steel pipe
IF-GU-540a.3	Integrity of Gas Delivery Infrastructure	Percentage of gas (1) transmission and (2) distribution pipelines inspected	(1) ONE Gas completed inspections on 10.54% of our transmission pipelines. We used the following methods: <ul style="list-style-type: none"> ➤ In-Line Inspection method on 0.60% of transmission pipeline ➤ Pressure Test method on 0.94% of transmission pipeline ➤ Direct Assessment method on 9.00% of transmission pipeline ONE Gas performed leak survey on 100% of transmission pipelines. (2) 100% of new distribution pipelines are pressure tested before they are placed in service. ONE Gas performed leak survey on 45.98% of distribution main pipelines.
IF-GU-540a.4	Integrity of Gas Delivery Infrastructure	Description of efforts to manage the integrity of gas delivery infrastructure, including risks related to safety and emissions	Please see the SASB Addendum. For additional information on safety and system integrity, please see the 2022 ONE Gas ESG Report.
IF-GU-000.A	Activity Metric	Number of: (1) residential, (2) commercial, and (3) industrial customers served	For 2021, ONE Gas averaged approximately 2,065,000 residential customers For 2021, ONE Gas averaged approximately 160,000 commercial and industrial customers

SASB Code	SASB Title	Disclosure Title	Response
IF-GU-000.B	Activity Metric	Amount of natural gas delivered to: (1) residential customers, (2) commercial customers, (3) industrial customers, and (4) transferred to a third party	117,758 MMcf to residential customers 37,615 MMcf to commercial and industrial customers 2,521 MMcf to other customers (public authority and wholesale customers) 229,935 MMcf to transport customers
IF-GU-000.C	Activity Metric	Length of gas (1) transmission and (2) distribution pipelines	2,460 miles of transmission pipelines 61,761 miles of distribution pipelines

SASB Addendum

IF-GU-420a.2 Customer gas savings from energy efficiency measures by market

The following rebate programs are offered in the Oklahoma Natural Gas (ONG), Central Texas (CTX) and Rio Grande Valley (RGV) service territories:

OGS Energy Efficiency Programs									
Program	Residential			New Construction			Commercial		
	ONG	CTX	RGV	ONG	CTX	RGV	ONG	CTX	RGV
Range	✓		✓			✓			
Dryer	✓	✓	✓		✓	✓		✓	✓
Water Heater	✓	✓	✓	✓	✓	✓			
Furnace	✓	✓		✓	✓		✓		
Backup Generator			✓						
Low Income	✓								
Low Income Free Equipment		✓	✓						
Energy Star/Home Performance		✓							
New Home Program				✓					
Multifamily Program*				✓					
Food Service							✓	✓	✓
Boilers							✓	✓	✓
Commercial Custom/Direct Install							✓	✓	✓
Water Savings Kits	✓	✓	✓						
Transportation (CNG)*	✓	✓	✓	✓			✓	✓	✓

* The multifamily and transportation programs (ONG only) are not funded through the Energy Efficiency budget.

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IF-GU-420a.2 Describe relevant policy mechanisms in place that allow for or incentivize energy efficiency

- » We are encouraged by the governing bodies in Oklahoma and Texas to offer energy efficiency education and energy efficiency programs to our customers. We design our programs to promote the efficient use of natural gas and the benefits of investing in energy efficient appliances, thereby reducing net energy consumption and lowering utility bills for residential and commercial customers. In Oklahoma, we are governed by the Oklahoma Corporation Commission. In Central Texas, our program is governed by any department or office within a city with delegated authority to review and approve the Conservation and Energy Efficiency budget and conservation adjustment clause (CAC) charge adjustment. In the Rio Grande Valley, our program is governed by the Lower Rio Grande Valley Development Council. In Texas, the programs are currently available to customers who live within participating city limits.
- » By ONG Tariff 1201, the Energy Efficiency rate is a fixed rate per customer that is separate from base rates. It is trued-up once per year within an annual filing that occurs each March. In addition, per Oklahoma Corporation Commission Gas Utility Service Rule Chapter 45 Rule 23-8 Incentives, a maximum incentive of 15% of Net Benefits will be paid for achievement of 100% or greater of the Utility's total annual Net Energy Source savings goal.
- » For both Oklahoma and Texas, our budgets are funded by our customers in areas where the program is offered by including a volumetric (for Texas commercial customers) or fixed charge on the monthly bill (for all Oklahoma customers and Texas residential customers). Our rebate portfolio is based on industry standard methodologies, such as those prescribed by the California Standard Practice Manual and various state technical reference manuals.

IF-GU-540a.1. Number of (1) reportable pipeline incidents, (2) Corrective Action Orders (CAO), and (3) Notices of Probable Violation (NOPV)

We received NOPVs from state regulatory agencies, most of which were related to damage prevention. We continue to take action to enhance damage prevention programs and reduce third-party damages, as described below and in the accompanying 2022 ESG Report.

IF-GU-540a.4 Description of efforts to manage the integrity of gas delivery infrastructure, including risks related to safety and emissions

1. Describe efforts to manage the integrity of gas delivery infrastructure

Integrity Management: ONE Gas has in place Distribution Integrity Management and Transmission Integrity Management Programs (DIMP and TIMP) compliant with CFR 192 Subparts O and P to evaluate pipeline risk and implement mitigation strategies. We utilize advanced, hosted risk-modeling software on our transmission assets and a probabilistic risk model for our distribution assets.

Damage Prevention: We leverage data in all areas of our safety and system integrity programs to guide decision-making and improve our processes. ONE Gas implemented a Damage Information Management System (DIMS) in 2019, which is a centralized process and system of record for documenting damage to ONE Gas natural gas pipelines and facilities. ONE Gas also utilizes a Ticket Management System to manage tickets submitted through each state's One Call system so we can make data-driven decisions to improve line locating performance. To mitigate pipeline damage, we are leveraging this system to reduce excavation damage by prioritizing those tickets with the highest probability of damage and proactively connecting with the associated excavators prior to the excavation activity.

Public Awareness: ONE Gas follows the general recommendations of the American Petroleum Institute (API) Recommended Practices (RP)-1173, Public Awareness for Pipeline Operators, and has a Public Awareness Program in place compliant with CFR 192.616. The program defines the requirements for pipeline safety education addressing four audiences: 1) the Affected Public; 2) Local Public Officials; 3) Excavators; and 4) Emergency Officials. As an organization, we are committed to providing safe, reliable, natural gas delivery, and performing our work in a manner that protects the safety of people who live and work near our pipelines. We strive for open dialogue about pipeline safety education with communities and key constituencies in our operating areas.

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Pipeline Safety Management System: ONE Gas continues to implement a comprehensive and systematic approach to managing safety called the ONE Gas Safety Management System (OSMS). This safety management system aligns with pipeline safety, which utilizes a Plan-Do-Check-Act cycle to foster continuous improvement. In mid-2019, the American Gas Association (AGA) board asked member companies to voluntarily implement API RP-1173 within three years. ONE Gas was an early and enthusiastic supporter of this industry-wide commitment.

ONE Gas monitors Pipeline and Hazardous Materials Safety Administration (PHMSA) advisories and National Transportation Safety Board (NTSB) investigations and is heavily involved in industry organizations to stay abreast of best practices and industry initiatives, including the AGA, Southern Gas Association (SGA), Gas Technology Institute (GTI), and API. Our engineers work to include best practices and lessons learned in our operations and standards.

Leak Survey: In early 2020, ONE Gas invested in advanced mobile methane leak detection units and began a pilot to test the equipment across various pipe types, locations and surveying conditions. As of 2021, our units are deployed in some operating areas in Oklahoma and Texas, and we are working alongside the Kansas Corporation Commission to implement the technology in Kansas. The mobile units are mounted within vehicles and provide in-depth analysis to create reports that provide locations of potential infrastructure leaks. Compared to traditional walking leak surveys, the advantages include an expanded search footprint, the ability to operate in adverse weather conditions and the potential to survey approximately two times faster. Locating leaks and addressing them more quickly also reduces emissions.

Control Room: ONE Gas has a Control Room Management Plan in compliance with CFR 192.631. The Control Room Management Plan defines the Control Room operation processes for the operating entities of ONE Gas that are subject to pipeline safety Control Room regulations. Any controller working in a Control Room that monitors and controls all or part of the ONE Gas pipeline system through our supervisory control and data acquisition (SCADA) system must follow the requirements of the plan. A written Alarm Management Plan is kept for each control room to provide for effective Controller response to alarms. ONE Gas also has in place a Fatigue Management Plan as part of the Control Room Management Plan.

SCADA: ONE Gas has a SCADA system in place in compliance with sections 1, 4, 8, 9, 11.1 and 11.3 of API RP-1165. The ONE Gas SCADA system consists of a primary and backup SCADA server to control and monitor pipelines and facilities. The SCADA system is our link between the control room and the field equipment. Normal operations use the primary server with automatic failover to the backup server.

RADAR: Oklahoma Natural Gas began using Risk Assessment and Damage Reduction (RADAR) technology in major metro areas in 2021 and plans to expand deployment to more locations over the next few years. RADAR pulls data and information from public and internal sources to analyze and prioritize the probability of damage occurring due to excavation activities planned near our pipelines. As higher-risk excavations are identified, select field employees proactively connect with the excavator before the excavation begins to help foster safe digging practices and avoid pipeline damage. The implementation of RADAR is an excellent example of continual efforts to improve our safety performance supporting the OSMS, through its Plan-Do-Check-Act cycle.

1.3 The use of standards, industry best practices, benchmarking and participation in third-party initiatives, which may include, but are not limited to:

1.3.1 The American Gas Association's Peer Review Program

ONE Gas is an active participant in the AGA's voluntary Peer Review Program. Participating companies send natural gas subject matter experts to visit each other's facilities to conduct a week-long, in-depth review of specific areas, including safety culture, technical training, damage prevention and pipeline safety risk management. Peer reviewers observe operations and interview employees and contractors from all parts of the organization. At the end of the week, reviewers identify areas for improvement and best practices for safety and efficiency.

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1.3.2 American Petroleum Institute's API Recommended Practices 1170 and 1171

Not applicable. ONE Gas does not currently own or operate underground natural gas storage assets.

1.3.3 Natural Gas Industry Safety Programs

ONE Gas is a member of the One Call (811) programs for each state in which it operates. These programs facilitate the locating of company gas lines before excavation activity and promote safe digging practices. ONE Gas provides additional education and training to promote safe digging practices, through education, training, social media campaigns and customer and excavator communications. ONE Gas is also a member of the Common Ground Alliance, a forum that allows stakeholders to collaborate, share best practices, and promote effective damage prevention practices.

1.3.4 The U.S. Environmental Protection Agency's (EPA) Natural Gas STAR Program

We are a participant in the EPA's Natural Gas STAR and Methane Challenge programs. In 2021, we exceeded our EPA Methane Challenge Program emissions reduction goal for the fifth year in a row. As a founding member of Methane Challenge, we've committed to annually replacing a minimum of 2% of our vintage materials — a target we've exceeded each year since we began the program.

ONE Gas is also a member of Our Nation's Energy Future (ONE Future), which represents more than 50 natural gas companies working together to reduce methane emissions intensity to 1% (or less) across the natural gas value chain. In 2021, ONE Gas submitted data to ONE Future for the first time. ONE Future reported a 2020 methane intensity for the group of 0.424%, well below the 1% target. The distribution sector intensity was 0.118%, beating the goal of 0.225% by 46%. Participating distribution companies represented 40% of the gas delivered in the U.S. in 2020. These numbers demonstrate that the natural gas industry can minimize methane emissions, increase production and throughput, and supply much needed energy to the U.S. and around the globe for years to come.

2. How ONE Gas integrates a culture of safety and emergency preparedness throughout its project lifecycles, such as through training, oversight of workforce, rules and guidelines for communicating risks, and use of technology.

ONE Gas is also an active participant in the voluntary AGA Gas Utility Operations Best Practices Program. Each year, several roundtable topics are selected. Participating companies complete surveys that consist of quantitative and qualitative data for each roundtable topic. After data submission, industry leaders are identified and participating companies can benchmark their performance against peer companies. ONE Gas also participates in the roundtable meetings where best practices are shared and discussed with industry peers.

Safety is our foremost core value and is integrated throughout our culture and processes. As noted above, we have adopted API RP-1173 and are implementing a Safety Management System that also utilizes a Plan-Do-Check-Act cycle to analyze our activities and foster continuous improvement. Our employees are trained and empowered to stop work if they see anything unsafe, or if essential safety equipment is missing. Our pipeline safety compliance group reviews procedure adherence and documentation for compliance with laws and regulations, prompting corrective action plans when needed.

ONE Gas opened a new training center in 2021 that is designed to provide hands-on training to Operations employees throughout the company. The 17,000 square-foot space has dedicated areas for specific disciplines, including pressure and measurement, customer service, construction and maintenance, fire abatement and management and excavation safety. A "Simulation City" includes eight buildings that replicate real-world scenarios our field workers typically face. Hands-on training lets employees experience utility locating, simulated leaks and handling code violations. The training center also includes an inspector school and a dig site for teaching safe digging techniques and best practices for trench shoring. The ONE Gas Training Center held its first training class in June 2021.

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In addition to the requirements of our Operator Qualification Plan described in section 3 below, inspection and job site assessments provide workforce oversight. Inspectors utilize technology to verify operator qualification status of workers and record inspection activities. Field employees and contractors have ready access to ONE Gas operating standards. Our field operations and contractor performance teams work with contractors to enforce contractual provisions, check that operating standards and safety requirements are being followed, and provide resources to improve performance. We hold yearly safety summits with contractors to share best practices and reinforce that safety is ONE Gas' number one core value.

3. Describe your approach to ensuring pipeline operators are qualified or supervised when performing a covered task

ONE Gas has a comprehensive operator qualification (OQ) plan, consistent with 49 CFR 192, Subpart N – Qualification of Pipeline Personnel, that defines the requirements and processes used to qualify individuals who perform covered tasks on ONE Gas facilities. ONE Gas recently constructed a state-of-the-art training center and is implementing B31Q to improve the quality and consistency of training and operator qualification for our field workforce. The ONE Gas OQ Plan provides that individuals must be properly qualified to perform covered tasks or, for non-restricted tasks, be directed and observed by a qualified individual. The qualified individual is responsible for task performance and signing any related documentation.

ONE Gas directly supervises and verifies OQ for its own employees and utilizes a third-party service to administer OQ assessment and maintain OQ records for contractors. The OQ record is accessible to inspectors via an e-wallet certification that all contractors are required to have when working on a ONE Gas job site.

4. Describe efforts to mitigate risks and promote emergency preparedness, such as coordinating with third parties (e.g., sewer line and buried power line developers), performing timely pipeline inspections, repairing aging infrastructure, and maintaining current pipeline operator certifications

ONE Gas has in place a Pipeline Emergency Response Plan (PERP) procedure to mitigate risk and promote emergency preparedness for pipeline operations. The PERP requires emergency drills for each operating division and includes local emergency management personnel and public authorities as appropriate. Each year in each division, threat and hazard identification and risk assessment (THIRA) meetings are conducted with company officers and management to plan for drills, including a discussion of areas of improvement and industry examples of natural gas emergencies. We also participate in emergency drills hosted by a wide variety of third-party community partners, agencies, and organizations.

We have in place a Crisis Management Plan, a Business Continuity Plan, and Corporate Security Plan. These plans incorporate crisis or emergency drills on at least an annual basis.

The ONE Gas Operations and Maintenance (O&M) manual contains a procedure with instructions to field operations personnel to develop an isolation plan in preparation for unexpected operating conditions during the completion of a pipeline tie-in. The procedure instructs personnel to “confirm the location, accessibility, and operability of emergency valves, non-emergency valves, and proposed squeeze off locations,” along with determining the direction and number of natural gas supply feeds into the area, system pressures, and the schedule and sequence of events necessary to complete the tie-in work.

ONE Gas has in place Distribution Integrity Management and Transmission Integrity Management Programs (DIMP and TIMP) consistent with CFR 192 Subparts O and P to evaluate pipeline risk and implement mitigation strategies. Our Damage Prevention and Public Awareness Programs proactively engage key stakeholders, enable ONE Gas to take steps to avoid damage to our pipelines and are consistent with applicable portions of CFR 192 Subpart L.

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In addition to our public awareness efforts and damage prevention programs, ONE Gas provides cross-bore awareness and information about safety measures to plumbing and excavating stakeholders (cross-boring occurs when a gas line intersects another utility's line).

ONE Gas plans its leak surveys to meet federal and state codes. ONE Gas' pipe inventory is predominantly polyethylene (PE) and coated steel (92%). We continue to modernize our system by replacing or cathodically protecting our unprotected steel pipe and replacing other vintage pipe, which improves the safety and integrity of the pipe and reduces emissions

See Section 3 for a discussion of our operator qualification program.

5. Describe efforts to manage risks related to human health and safety, and emissions, including fugitive emissions and process emissions, that arise out of the integrity of gas delivery infrastructure

Our Pipeline Emergency Response Plan specifically, and O&M plans in general, are developed with a focus to protect life, property, and then company assets, in that order.

ONE Gas is subject to and has fulfilled the requirements of the PIPES Act of 2020, Section 114 which is a self-directed mandate from Congress requiring operators to review and update their O&M manuals to ensure the plans contribute to the public safety, eliminating hazardous leaks and minimizing the releases of natural gas from pipelines, and the protection of the environment.

Our pipeline replacement program has enabled us to lower emissions due to leaks from mains and services. By 2035, we expect to achieve a 55% reduction in emissions due to leaks from our distribution mains and services, measured from a 2005 baseline and accounting for projected system growth. We expect to achieve this goal primarily through our vintage pipeline replacement and protection program. We continue to utilize technology, such as mobile leak detection, to improve leak detection and repair programs and are integrating state-of-the-art advanced leak detection technologies and practices. Faster leak detection and repair reduces emissions from leaks. ONE Gas has also piloted the use of specialized mobile compression and vacuum equipment to capture methane that would otherwise vent or flare during maintenance or inspections and return the gas to the system. For more information, see the accompanying 2022 ESG Report.

6. Specifically address operations in high consequence areas and systems to avoid and manage emergencies, accidents and incidents that could have catastrophic impacts on human health, the local community, and the environment.

ONE Gas assesses transmission pipelines in areas of higher population using internal inspection tools, pressure testing and direct assessment. These assessments help identify pipeline anomalies so ONE Gas can perform remediations in a proactive manner. ONE Gas has been lowering pressure on certain high-pressure pipelines in metropolitan areas since 2008. Operating these pipelines at a lower pressure significantly increases safety by eliminating the risk of a pipeline rupture. Over the past 13 years, ONE Gas has reduced pressure on more than 1200 miles of transmission pipeline. Additionally, since 2020, ONE Gas has been enhancing its emergency valve systems to minimize emergency response time and maximize reliability by limiting outage impact to our customers when a line needs to be shut off. Engineering and Operations utilize modeling software and a sectionalized boundary grid system to continually upgrade the pipeline system and optimize shutoff valve locations in system planning.

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The ONE Gas Field Operations group takes Pipeline Emergency Response training on an annual basis. OGS employs a Director of Emergency Management that works with Operations leadership to oversee emergency response, preparedness and planning, and relationships with emergency partners (city, county and state level). Additionally, the OGS Director of Emergency Management establishes and maintains designated Points of Contact for state level emergency management personnel. ONE Gas employees practice simulated events — annual tabletop and/or field exercises — for each state. In addition to the emergency preparedness efforts and DIMP and TIMP programs described above, the Asset Management team at ONE Gas focuses on safety, capacity, and reliability planning to enhance system integrity and mitigate risks. Vintage distribution main and service line replacement projects are optimized for risk mitigation by our asset investment planning and management technology.

7. Direct or indirect financial opportunities related to the management of the integrity of the gas delivery infrastructure

In 2021, we invested \$383 million in capital investments for system integrity and replacement projects, a 6% increase over 2020.

8.1 Disclose pipeline replacement rates, use of polyethylene pipes, or other efforts to reduce fugitive emissions and leaks and improve the safety of its distribution pipelines

ONE Gas replaced approximately 430 miles of transmission pipeline, distribution mains, and service lines in 2021. Our pipeline replacement ratio is approximately 90% polyethylene and 10% protected steel. These are generally lower-emitting pipe materials than the vintage materials replaced.

8.2 Average response time for gas emergencies

In February 2021, the U.S. experienced Winter Storm Uri, a historic winter weather event impacting supply, market pricing and demand for natural gas in several states, including our service territories of Oklahoma, Kansas, and Texas. Due to the extreme nature of Winter Storm Uri, our emergency response times were severely and negatively impacted during the period of 2/13/21 to 2/22/21. Response times increased during this period due to weather and road conditions which limited the availability of resources as well as our ability to work and travel safely. Additionally, as a result of power outages, tree damage, and low-to-no pressure situations, we experienced an unprecedented volume of emergency orders. As a result of the impact to our operations during this time, we are reporting emergency response times both inclusive and exclusive of these dates. Excluding calls from Winter Storm Uri, our average response time for gas emergencies in 2021 was 27.6 minutes, with 64.53% of emergencies responded to within 30 minutes. Including calls from Winter Storm Uri, our average response time for gas emergencies in 2021 was 42.35 minutes, with 62.65 % of emergencies responded to within 30 minutes.

8.3 Open Grade 2 and 2+ leaks

When leaks are detected, they are classified as Grade 1, 2 or 3. Grade 1 leaks are existing or probable hazards to persons or property and require immediate repair. ONE Gas procedures currently require that hazardous leaks be repaired immediately and that personnel remain on site until the leak has been repaired. Grade 2 leaks are non-hazardous at the time of detection and require a repair within 6 months of detection to avoid a future hazard. Grade 2 leaks are re-checked at specific intervals if repair cannot be done immediately. Grade 3 leaks do not represent a probable hazard at the time of detection and are reasonably expected to remain non-hazardous. Although regulations do not mandate a repair timeline, ONE Gas protocols require repair within 30 months. On 12/31/2021, ONE Gas had 210 open Grade 2 leaks, which is equivalent to 0.003 Grade 2 leaks per mile of pipeline.

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8.4 Fugitive Emissions from distribution system as measured utilizing EPA subpart W factors*

363,124 metric tons CO₂e

14,525 metric tons CH₄

Fugitive Methane Emissions Rate 0.22%

*ONE Gas has limited transmission assets that do not meet the threshold for EPA reporting and are not included in these numbers

8.5 Process Emissions

We do not currently measure or estimate process emissions. However, ONE Gas has piloted the use of specialized mobile compression and vacuum equipment to capture methane that would otherwise vent or flare during maintenance or inspections and return the gas to the system.

8.6 Other efforts to reduce emissions and/or improve the safety of the gas delivery infrastructure

Please [see 2022 ESG Report](#).

American Gas Association (AGA) Voluntary Reporting Tool

Parent Company

ONE Gas, Inc

Operating companies

Kansas Gas Service
Oklahoma Natural Gas
Texas Gas Service

Business type

Natural Gas Utility

States of Operation

Kansas
Oklahoma
Texas

Regulatory Environment

Regulated

Report Date

As of December 31, 2021

Natural Gas Distribution

Ref. #.	Reporting Metric	Current Year 2021	Last Year 2020	Definition
1	Methane emissions and mitigation from distribution mains <i>All methane leak sources per 98.232 (j) (1-6) are included for Distribution. Combustion sources are excluded. CO₂ is excluded.</i>			
1.1	Number of Gas Distribution Customers	2,220,000	2,241,000	
1.2	Distribution Mains in Service			These metrics should include all local distribution companies (LDCs) held by the Parent Company that are above the LDC Facility reporting threshold for EPA's 40 C.F.R. 98, Subpart W reporting rule.
1.2.1	Plastic (miles)	22,367	21,936	
1.2.2	Cathodically Protected Steel - Bare & Coated (miles)	17,775	17,758	
1.2.3	Unprotected Steel - Bare & Coated (miles)	1,464	1,491	
1.2.4	Cast Iron / Wrought Iron - without upgrades (miles)	24	24	
1.3	Plan/Commitment to Replace / Upgrade Remaining Miles of Distribution Mains (# years to complete) <i>These metrics should provide the number of years remaining to take out of service, replace or upgrade cathodically unprotected steel mains, and cast iron/wrought iron mains, consistent with applicable state utility commission authorizations.</i>			
1.3.1	Unprotected Steel (Bare & Coated) (# years to complete)	Data not currently available	Data not currently available	Optional: # yrs by pipe type.
1.3.2	Cast Iron / Wrought Iron (# years to complete)	Data not currently available	Data not currently available	ONE Gas has no cast iron pipe and less than 24 miles of wrought iron pipe.

American Gas Association (AGA) Voluntary Reporting Tool

Ref. #.	Reporting Metric	Current Year 2021	Last Year 2020	Definition
2	<i>Distribution CO2e Fugitive Emissions</i>			
2.1	CO2e Fugitive Methane Emissions from Gas Distribution Operations (metric tons)	363,125	367,015*	Fugitive methane emissions (not CO2 combustion emissions) stated as CO2e, as reported to EPA under 40 CFR 98, Subpart W, sections 98.236(q)(3)(ix)(D), 98.236(r)(1)(v), and 98.236(r)(2)(v)(B) - i.e., this is Subpart W methane emissions as input in row 2.2 below and converted to CO2e here. This metric should include fugitive methane emissions above the reporting threshold for all natural gas local distribution companies (LDCs) held by the Parent Company that are above the LDC Facility reporting threshold for EPA's 40 C.F.R. 98, Subpart W reporting rule. Calculated value based on mt CH4 input in the 2.2 (below).
2.2	CH4 Fugitive Methane Emissions from Gas Distribution Operations (metric tons)	14,525	14,681	INPUT VALUE (total mt CH4) as explained in definition above. Subpart W input is CH4 (mt).
2.2.1	CH4 Fugitive Methane Emissions from Gas Distribution Operations (MMSCF/year)	757	765	
2.3	Annual Natural Gas Throughput from Gas Distribution Operations in thousands of standard cubic feet (Mscf/year)	363,821,321	362,834,550	This metric provides gas throughput from distribution (quantity of natural gas delivered to end users) reported under Subpart W, 40 C.F.R. 98.236(aa)(9)(iv), as reported on the Subpart W e-GRRT integrated reporting form in the "Facility Overview" worksheet Excel form, Quantity of natural gas delivered to end users (column 4).
2.3.1	Annual Methane Gas Throughput from Gas Distribution Operations in millions of standard cubic feet (MMscf/year)	345,630	344,693*	
2.4	Fugitive Methane Emissions Rate (Percent MMscf of Methane Emissions per MMscf of Methane Throughput)	0.22%	0.22%	Calculated annual metric: (MMSFC methane emissions/MMSCF methane throughput)

*minor data corrections were made

Human Resources

Ref. #.		Current Year 2021	Last Year 2020
1	Employees		
1.1	Total Number of Employees	3,650	3,700
1.2	Percentage of Women in Total Workforce	26	27
1.3	Percentage of Minorities in Total Workforce	36	35
2	Board of Directors		
2.1	Total Number on Board of Directors/Trustees	8	8
2.2	Percentage of Women on Board of Directors/Trustees	25	25
2.3	Percentage of Minorities on Board of Directors/Trustees	13	13
3	Employee Safety Metrics		
3.1	Recordable Incident Rate	0.96	1.02
3.2	Lost-time Case Rate	0.22	0.25
3.3	Days Away, Restricted, and Transfer (DART) Rate	0.22	0.28
3.4	Work-related Fatalities	0	0

Operational Pipeline and Hazardous Materials Safety Administration (PHMSA) Data

Distribution Miles	Kansas	Oklahoma	Miami/Bartlesville	Texas	Total
Unprotected Bare Steel	204.04	722.59	60.67	283.39	1,270.69
Unprotected Coated Steel	12.2	0	1.08	179.54	192.82
Protected Bare Steel	1,708.42	81.15	59.49	407.99	2,257.05
Protected Coated Steel	3,815.39	6,572.59	195.08	4,934.90	15,517.96
Ductile Iron	0	0	0	0	0
Copper	0	0	0	0	0
Cast/Wrought Iron	0.16	0	0	23.79	23.95
Plastic-PVC	140.3	3.72	0	99.94	243.96
Plastic-PE	5,812.70	11,163.57	356.36	4,787.35	22,119.98
Plastic-Abs	0	0	0	2.8	2.8
Plastic-Other	0	0	0	0	0
Other	0	0	0	0	0
Total	11,693.21	18,543.62	672.68	10,719.70	41,629.21

Services	Kansas	Oklahoma	Miami/Bartlesville	Texas	Total
Unprotected Bare Steel	13,830	27,736	4,741	30,787	77,094
Unprotected Coated Steel	2,645	0	1,298	17,512	21,455
Protected Bare Steel	4,570	0	144	62,825	67,539
Protected Coated Steel	7,895	201,327	90	164,939	374,251
Ductile Iron	0	0	0	0	0
Copper	0	0	0	145	145
Cast/Wrought Iron	0	0	0	0	0
Plastic-PVC	51	0	0	908	959
Plastic-PE	606,663	672,686	29,546	383,239	1,692,134
Plastic-Abs	0	0	0	11	11
Plastic-Other	0	0	0	0	0
Other	0	113,544	0	37,211	150,755
Total	635,654	1,015,293	35,819	697,577	2,384,343

Transmission Miles	Kansas	Oklahoma	Texas	Total
	1,536.31	614.79	308.57	2,459.67
4"	354.8	55.69	29.83	440.32
6"	155.44	96.2	38.29	289.93
8"	285	230.67	53.68	569.35
10"	69.93	18.54	59.09	147.56
12"	161.26	107.95	23.95	293.16
14"	0	0	15.34	15.34
16"	117.16	18.39	85.59	221.14
18"	0	50.24	0	50.24
20"	252.71	11.13	2.59	266.43
22"	23.81	0	0	23.81
24"	116.21	25.99	0	142.20
26"	0	0	0	0.00
28"	0	0	0	0.00
30"	0	0	0	0.00
Total	1,536.31	614.79	308.57	2,459.67

Class Location	Kansas	Oklahoma	Texas	Total
Class 1	1,424.74	378.17	141.05	1,943.96
Class 2	59.14	80.69	21.35	161.18
Class 3	52.43	155.92	145.53	353.88
Class 4	0	0	0.65	0.65

Leak Detection and Repair

Leak Repair Timeline

- Grade 1:** Immediate repair
- Grade 2:** Repaired within 6 months of detection and re-checked if a repair cannot be completed right away
- Grade 3:** Repaired within 30 months of detection and re-checked between detection and repair

Distribution Survey Frequency

Oklahoma	
Type	Frequency
Shorted casings	4 times each calendar year but at intervals not exceeding 4½ months
Vertical Main Structure	1 time per calendar year but at intervals not exceeding 15 months
Inside Business Districts	All facilities: 1 time per calendar year but at intervals not exceeding 15 months
Outside Business Districts	Protected coated steel and polyethylene (PE) plastic: Every 5 calendar years but at intervals not exceeding 63 months All other: Every 3 calendar years but at intervals not exceeding 39 months

Texas	
Type	Frequency
Shorted casings	4 times each calendar year but at intervals not exceeding 4½months
Vertical Main Structure	1 time per calendar year but at intervals not exceeding 15 months
Inside Business Districts	All facilities: 1 time per calendar year but at intervals not exceeding 15 months
Outside Business Districts	Cast iron mains: 1 time per calendar year but at intervals not exceeding 15 months PE pipe: Every 5 calendar years but at intervals not exceeding 63 months Cathodically protected coated steel: Every 3 calendar years but at intervals not exceeding 39 months Cathodically protected bare steel: Every 2 calendar years but at intervals not exceeding 27 months

Kansas and Bartlesville/Miami, OK	
Type	Frequency
Shorted casings	4 times each calendar year but at intervals not exceeding 4½ months
Vertical Main Structure	1 time per calendar year but at intervals not exceeding 15 months
Inside Business Districts	All facilities: 1 time per calendar year but at intervals not exceeding 15 months
Outside Business Districts	No data
Public Buildings	1 time per calendar year but at intervals not exceeding 15 months
Mains	Unprotected bare steel and ductile iron mains in Class 2, Class 3, and Class 4 locations and cast iron mains: 1 time per calendar year but at intervals not exceeding 15 months Unprotected steel and ductile iron mains located in Class 1 areas, cathodically protected bare steel mains, or polyvinylchloride (PVC) mains: Every 3 calendar years but at intervals not exceeding 39 months Protected coated steel mains and PE plastic mains: Every 5 calendar years but at intervals not exceeding 63 months Services and Yard Lines Unprotected steel, and PVC: 1 time per calendar year but at intervals not exceeding 15 months Cathodically protected bare steel service or yard lines: Every 3 calendar years but at intervals not exceeding 39 months Cathodically protected coated steel or PE plastic service lines and yard lines: Every 5 calendar years but at intervals not exceeding 63 months

Transmission Survey Frequency

Type	Frequency
Lines carrying odorized gas, regardless of density index class location	1 time each calendar year but at intervals not exceeding 15 months
Lines carrying non-odorized gas in Class 1 or Class 2 locations	1 time each calendar year but at intervals not exceeding 15 months
Lines carrying non-odorized gas in a Class 3 location	2 times each calendar year but at intervals not exceeding 7½ months
Lines carrying non-odorized gas in a Class 4 location	4 times each calendar year but at intervals not exceeding 4½ months
Shorted casings	4 times each calendaryearbutat intervals not exceeding 4½ months

Transmission Line Patrolling	
The frequency of patrols shall be determined by the size of the line, the operating pressures, the class location, terrain, weather, and other relevant factors, but intervals between transmission line patrols shall not be longer than the frequencies in Table 2.	
Additional Patrolling	Additional patrols shall be made as necessary where operating pressure, line condition, terrain, weather, or other relevant factors dictate the need for such patrols.

ESG Report Metrics Summary

Environmental

System Profile

Length of gas distribution pipelines	61,761 miles
Length of gas transmission pipelines	2,460 miles
Distribution mains, service lines and transmission lines	430 miles
Distribution pipeline that is plastic	60.69%
Distribution pipeline that is protected steel	33.96%
Distribution pipeline that is unprotected steel	3.70%
Distribution pipeline that is other material	1.61%
Distribution pipeline that is wrought iron	0.039%
Distribution pipeline that is copper	0.002%
Distribution pipeline that is cast iron	0.00%

Operations Profile

Number of residential customers	~2,065,000
Number of commercial and industrial customers	~160,000
Amount of natural gas delivered to residential customers	117,758 MMcf
Amount of natural gas delivered to commercial and industrial customers	37,615 MMcf
Amount of natural gas delivered to other customers (public authority and wholesale)	2,521 MMcf
Amount of natural gas delivered to transport customers	229,935 MMcf
Gas utility revenues from decoupled rate structures	0%
Gas utility revenues that contain a lost revenue adjustment mechanism (LRAM)	0%
Sales margins associated with fixed charges for revenue recovery that are not dependent on usage or weather	>70%

Customer Gas Rates

Average bundled gas rate for residential customers	KGS: \$11.92 per Mcf
	ONG: \$11.22 per Mcf
	TGS: \$14.57 per Mcf
Average bundled gas rate for commercial and industrial customers	KGS: \$10.34 per Mcf
	ONG: \$8.79 per Mcf
	TGS: \$10.02 per Mcf
Average bundled gas rate for other customers (Compressed Natural Gas, Cogeneration Systems, Irrigation, Municipal Water Pump, Public Authority, Public Authority AC, Large Public Authority)	KGS: \$33.26 per Mcf
	ONG: \$7.20 per Mcf
	TGS: \$8.79 per Mcf
Average gas rate for transportation services	KGS: \$0.96 per Mcf
	ONG: \$0.33 per Mcf
	TGS: \$0.96 per Mcf
Typical monthly gas bill for residential customers for the first 50 Mcf	KGS: \$49.67
	ONG: \$46.74
	<p>TGS: within our Texas service territory, a 50 Mcf calculation is not applicable, as our customers do not use that much gas</p> <p>Average monthly bill for TGS residential customers is \$43.71, representing 36 Mcf average monthly usage</p>

Compressed Natural Gas (CNG)

Total CNG transported to fueling stations	2.8M dekatherms
Total CNG fueling stations supplied	145
Percentage of company-owned fleet that is CNG capable	43%

ESG Report Metrics Summary

Emissions

Expected emissions reduction by 2035 due to leaks from distribution pipelines through vintage pipeline replacement and protection program, measured from a 2005 baseline	55%
Total CO2e emissions due to leaks from mains and services in 2021	155,391 metric tons
Total CO2e emissions reduced from leaks from mains and services between 2005 and 2021	133,679 metric tons
Fugitive emissions from distribution system as measured utilizing EPA subpart W factors* <i>* ONE Gas has limited transmission assets that do not meet the threshold for EPA reporting and are not included in these numbers</i>	363,124 metric tons CO2e 14,525 metric tons CH4 Fugitive Methane Emissions Rate: 0.22%
CO2e emissions avoided through NGV fleet	50,077 metric tons
Emissions reduction achieved from 2005 baseline	46%
Scope 1 emissions total	434,136 metric tons CO2e, utilizing EPA Greenhouse Gas Inventory Protocol

Capital Improvements and Investment

Dollars spent on capital improvements in 2021	\$544,000,000
Capital improvement spending on system integrity and pipeline replacement projects	68%
Investment in technology development projects	\$1,100,000

Renewable Natural Gas (RNG)

Active RNG projects as of May 2022	24
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Safety

Workforce Safety	
Days Away/Restricted or Transfer Rate (DART)	0.22
Total Recordable Incident Rate (TRIR)	0.96
Preventable Vehicle Incident Rate (PVIR)	2.10
Lost Time Case Rate (LTC)	0.22
Reduction in DART rate since 2014	79%
Reduction in TRIR since 2014	55%
Reduction in sprains and strains since 2014	70%
Pipeline Safety	
Number of reportable pipeline incidents	0
Number of Corrective Action Orders (CAO)	0
Number of Notices of Probable Violation (NOPV)	see SASB addendum
Number of reportable data breach incidents	0

System Integrity

Annual vintage pipeline replacement since 2014 (average)	231 miles per year
Pipeline replaced with polyethelene (PE)	~90%
Pipeline replaced with coated, protected steel	~10%
Percentage of transmission pipelines inspected	10.54
Percentage of transmission pipelines inspected by In-Line Inspection (ILI)	0.60%
Percentage of transmission pipelines inspected by Pressure Test	0.94%
Percentage of transmission pipelines inspected by Direct Assessment	9.00%
Percentage of distribution main pipelines inspected by leak survey	45.98%
Percentage of new distribution pipelines pressure tested before being placed in service	100%
Reduction of pressure on transmission pipelines since 2009	1,200 miles
Open grade 2 leaks as of 12/31/2021	210 (0.003 grade 2 leaks per mile of pipeline)

ESG Report Metrics Summary

Emergency Response

Average Emergency Response Time (ERT), excluding calls from Winter Storm Uri	27.6 minutes
Percentage of emergency calls responded to within 30 minutes, excluding calls from Winter Storm Uri	64.53%
Percentage of emergency calls responded to within 30 minutes, including calls from Winter Storm Uri	62.65%
Average Emergency Response Time (ERT), including calls from Winter Storm Uri	42.35 minutes

Energy Efficiency Programs

Customer energy efficiency program savings achieved	Oklahoma Natural Gas: 471,104 MMBtu Texas Gas Service: 36,367 MMBtu Rio Grande Valley: 11,922 MMBtu
CO2e reduced through our customer energy efficiency programs	35,926 metric tons
Customer water savings from energy efficiency programs	28,803,124 gallons
Customer energy savings from energy efficiency programs	5,193,933 therms
Total customer NGV rebates provided since 2015	>250
Total customer energy efficiency rebates issued	\$107,633
Total \$ of customer energy efficiency rebates issued	\$15,764,709

Social

Community

Total ONE Gas Foundation giving across Kansas, Oklahoma and Texas including ONE Gas Foundation grants, public school grants, matching grants, Share The Warmth and United Way	\$2,893,901
Total \$ donated through employee-matching grants in 2021	\$224,400
Total \$ donated to United Way campaigns	\$1,933,890
Total \$ contributed in ONE Gas Foundation grants, corporate sponsorships and community giving	\$3.6 million
Total \$ contributed through ONE Gas Foundation grants	\$1,016,800

Employees

Inclusion & Diversity	
Ethnicity breakdown of the workforce	64% White 21% Hispanic or Latino 7% Black or African American 4% American Indian or Alaskan 3% Two or more 1% Asian 0.2% Pacific / Native Hawaiian
Women in the workforce	26.3%
Women in leadership positions	32%
Historically underrepresented individuals in the workforce	36.4%
Historically underrepresented individuals in leadership positions	27%
Women and historically underrepresented individuals in leadership positions	50%
Women and historically underrepresented individuals in Engineering positions	51.7%
Women and historically underrepresented individuals in IT positions	48.1%
Individuals with a disclosed Veteran Status	4.3%
Ethnicity breakdown of all new hires	60% White 23% Hispanic or Latino 7% Black or African American 5% Two or more races 4% American Indian or Alaskan 2% Pacific or Native Hawaiian 0.3% Asian

ESG Report Metrics Summary

New hires who were women	21.9%
New hires who were women or non-white	53.9%
Generational breakdown of the workforce	0.1% Silent Generation (born 1928-1945) 13.6% Baby Boomers (born 1946-64) 35.8% Generation X (born from 1965 to 1980) 45.8% Millennial (born from 1981 to 1996) 4.8% Generation Z (born from 1997 to present)
Additional Workforce Metrics	
Voluntary turnover rate	7.9% Resignation rate: 5.2% Retirement rate: 2.7%
Open positions filled with internal candidates	~40%
Employees participating in Employee Stock Purchase Program (ESPP)	44%, for the purchase of 89,240 shares
Employees engaged in one of our Employee Resource Groups (ERGs)	31%
Employees receiving donated time-off through ONE to ONE fund	44 employees totaling 3,441 hours
Total employees receiving financial assistance through ONE to ONE fund	36 employees totaling \$96,806

Customers

Overall satisfaction score on the ONE Gas Customer Relationship Survey	93.4%
Customers indicating that we are “easy to do business with”	91.7%
Customers satisfied in our Contact Center survey	90.58%
Overall customer satisfaction with our website compared to utilities industry average	25 points higher
Overall customer satisfaction with our mobile app compared to utilities industry average	14 points higher

Governance

Directors who are independent	75%
Directors who are women	25%
Directors who are Hispanic	12.5%
Senior leaders who identify as female	33%
Senior leaders who identify as African American	17%

Thank you for your interest in ONE Gas.

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15 East Fifth Street, Tulsa, OK 74103

918.947.7000 | ONEGas.com

