



# Environmental, Social and Governance (ESG) Disclosures

Since 1883, Roanoke Gas Company has been a proud employer and provider of service in the Roanoke Valley. As a public utility, we recognize the important role we play in minimizing environmental impacts and improving the safety and quality of life for all stakeholders.



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# ENVIRONMENTAL

# SOCIAL

# GOVERNANCE



## System Modernization

For more than 25 years, we have been modernizing our natural gas distribution system. During that time, we have replaced all bare steel and cast iron pipe and renewed four gate stations with plans to renew two more. This has resulted in a modern, state-of-the-art system with unaccounted for gas at 0% since 2014.

## Emissions Reductions

Since 2000, we have reduced our pipeline emissions by 73% while increasing our customer base by 25%.

## Reduced Carbon Footprint

We have installed a 75kW solar voltaic system at our corporate office. This system will reduce our carbon footprint by substituting a renewable energy source.

## Customer Partnerships

We continually work with our customers to reduce their carbon footprint. For example, we worked with UPS to help it convert its delivery fleet from diesel fuel to cleaner burning, affordable natural gas.



## Employees

The cornerstone of our Company is our employees. We invest in the lives of our employees by providing good health benefits, retirement plans, tuition reimbursement, gym membership reimbursement, and an onsite exercise facility.

## Community Engagement

Our employees are encouraged to participate in charitable organizations within the communities they work and live. Many generously donate time and talents. All of our officers serve on the board(s) of nonprofit organizations.

## Safety

Safety is our number one priority. Everything we do ensures safe and reliable service that safeguards the lives of our employees and residents of the communities in which we serve. Our focus on safety has lowered our Lost Time Incident Rate from .04% in 2018 to .004%, or one lost workday, in 2020.

## Economic Development

We recognize that economic development creates opportunities and jobs which improves the lives of the people who reside within our service territory. We engage with the Virginia Economic Development Partnership on a state level, and the economic development office of each city and county in which we serve.



## Diverse Board of Directors

Recognized five consecutive years by 2020 Women on Boards as a "Winning W Company" for having 22% female director composition. Beginning in 2020, three of nine directors are female, increasing the composition to 33%.

## Management Incentive Compensation Aligned with Our Mission

The incentive compensation of our management team is aligned with the mission of the Company: Creating value for shareholders, employees, and the communities in which we serve.

## Compliance and Risk Management

The Governance and Nominating Committee has been tasked with oversight of the Company's ESG matters. Management reports regularly to the Governance and Nominating Committee on these matters.

## Diversified Shareholder Ownership

We have no one shareholder that holds more than 10% or exerts undue influence on the Company.