



A MESSAGE TO OUR STAKEHOLDERS

August 2020

The midstream industry plays a critical role in transporting energy that powers progress, sparks innovation and fuels quality of life for people around the world.

As a leading midstream operator, we have a duty to manage our business well. We also appreciate that our commitment to do the right thing benefits not just our employees and contractors, but also our local communities and many others across the globe.

Our Sustainability program highlights ways that we live our Values and advance our efforts to be the partner, employer and investment of choice. Specifically, it includes:

- Integrating environmental, social and governance best practices into our business
- Improving the communities where we operate through volunteerism and charitable initiatives
- Providing transparent data-driven disclosures on our Sustainability efforts

Acknowledging that continuous improvement is a journey, the metrics set forth in this document are designed to provide insight into our Sustainability program and serve as a roadmap to guide our advancement.

We have made meaningful progress in some areas, while in others we must do better. In particular, every employee and contractor should go home safely each day. Safety is a Core Value at Plains, and we are committed to reaching our goal of zero incidents and injuries.

We thank you for your interest in our Sustainability program and welcome future dialogue about our program, and your insight on ways in which we might improve our efforts.



Willie Chiang
Chairman & CEO

OPERATIONAL	2019	2018	2017	GRI/SASB ¹
Transportation Volume (mmb/d) <i>Crude oil pipeline, NGL pipeline and trucking transportation volumes</i>	6.9	5.9	5.2	102-7 EM-MD-0000.A
Facilities Volume (mmb/mo) <i>Liquids Terminalling and Storage, natural gas storage and NGL fractionation</i>	125	124	130	102-7 –
Supply & Logistics Volume (mmb/d) <i>Crude oil lease gathering purchases and NGL sales</i>	1.4	1.3	1.2	102-7 –
Total Assets (B)	\$29	\$26	\$25	102-7 –

ASSET HIGHLIGHTS	2019	2018	2017	GRI/SASB
Miles of Pipeline <i>Crude oil and NGL pipelines</i>	18,965	18,000	19,700	102-7 –
Terminalling and Storage Capacity (mmb) <i>Crude oil and NGL (Facilities and Transportation segments combined)</i>	148	140	143	102-7 –
NGL Fractionation / Condensate Processing Capacity (mb/d)	>345	>345	>345	102-7 –
Natural Gas Processing Capacity (bcf/d)	7.3	7.4	7.4	102-7 –
Natural Gas Storage Capacity (bcf)	>60	>60	>65	102-7 –

PIPELINE AND ASSET INTEGRITY	2019	2018	2017	GRI/SASB
Integrity and Maintenance Expenditures (mm)	\$512	\$468 ²	\$520	– EM-MD-540a.4
Pipeline Miles Assessed via In-line Inspection ³	8,717	6,870	7,647	– EM-MD-540a.2
Pipeline Control Center Simulator Trainings ⁴	681	682	275	404-2 –

SAFETY	2019	2018	2017	GRI/SASB
Employee Total Recordable Injury Rate (TRIR) ⁵ (per 200,000 work hours)	0.52	0.74	0.81	403-9 EM-EP-320a.1
Contractor Total Recordable Injury Rate (per 200,000 work hours)	0.26	0.38	0.57	403-9 EM-EP-320a.1
Employee Lost Time Injury Rate (per 200,000 work hours)	0.17	0.53	0.35	403-9 –
Employee Fatalities	0	0	0	403-9 EM-EP-320a.1
Contractor Fatalities ⁶	1	0	0	403-9 EM-EP-320a.1
Employee Motor Vehicle Incident Rate (per one million miles)	0.94	1.40 ⁷	1.63	–
Emergency Preparedness Tabletop Exercises	153	118	94	404-2 EM-EP-320a.1
Large-scale Emergency Preparedness Exercises	12	6	1	404-2 EM-EP-320a.1
Emergency Preparedness Specialty Exercises ⁸	17	7	8	404-2 EM-EP-320a.1

*Unless otherwise noted, data is as of, or for the 12 months ended, December 31 of each year presented.

¹ The Global Reporting Initiative (GRI) publishes reporting standards for economic, environmental and social issues. The Sustainability Accounting Standards Board (SASB) publishes sustainability standards by industry.

² 2018 value updated from prior disclosure to include re-categorization of expenditures.

³ Annual mileage assessed varies based on integrity management assessment schedules and number of different assessments run on the same pipeline segment.

⁴ Control Center staff complete simulator trainings each year. As part of our continuous improvement, at the end of 2017, new training software was launched and training was expanded.

⁵ Our 2020 year-over-year reduction target is 20%.

⁶ No incident is acceptable to us, and our first concern in all instances is for those impacted. We remain committed to reaching our goal of zero incidents and injuries, and ensuring that everyone working on our behalf returns home safely each day.

⁷ 2018 updated from prior disclosure based on re-classification of incidents.

⁸ Specialty exercises include drills that take place in non-traditional conditions, such as winter weather response, swift water booming and boat operations training.

SAFETY (continued)	2019	2018	2017	GRI/SASB
Corporate and Regulatory Asset Security Plans ⁹	57	79	55	–
Qualified Individual Notification Drills ¹⁰	214	203	206	404-2 –
Employees Trained on Emergency Response	3,934	3,074	2,407	404-2 –
Employees Trained on the Incident Command System	2,428	1,111	1,042	404-2 –
Agencies/Response Organizations Trained on Emergency Preparedness	576	297	382	–
First Responders Trained on Emergency Preparedness ¹⁴	2,123	909	1,380	– EM-EP-320a.1

ENVIRONMENTAL¹¹	2019	2018	2017	GRI/SASB
Number of Federally Reportable Releases ¹²	23	31	36	306-3 EM-MD-540a.1
Barrels of Petroleum Liquids Transported (B)	2.6	2.3	2.0	–
Percentage of Barrels Safely Delivered	>99.999%	>99.999%	>99.999%	–

PUBLIC AWARENESS AND DAMAGE PREVENTION	2019	2018	2017	GRI/SASB
Pipeline Safety Guides Distributed to the Public ¹³	365,272	154,800	413,272	–
Call Before you Dig One-call Tickets Processed	254,827	242,855	243,715	– EM-MD-540a.4
Public Awareness Safety Trainings	172	120	226	–
Third-party Line Strikes Resulting in a Release	0	1	3	– EM-MD-540a.4

EMPLOYEE¹⁴	2019	2018	2017	GRI/SASB
Employees Located in the United States	3,683 (32 states)	3,660 (34 states)	3,577 (32 states)	102-7 –
Employees Located in Canada	1,315 (4 provinces)	1,237 (4 provinces)	1,206 (4 provinces)	102-7 –
Percentage of Field Employees	68%	69%	71%	102-8 –
Percentage of Non-exempt Employees	54%	55%	57%	–
Number of Employees Hired	930	620	588	401-1 –
Voluntary Employee Turnover Rate	10%	10%	11%	401-1 –
Percentage of Female Employees	21%	21%	20%	102-8, 405-1 –
Percentage of Management Roles Filled by Females <i>Employees at Manager, Director and above levels</i>	19%	22%	20%	405-1 –
Percentage of Executive Roles Filled by Females <i>Employees at the Vice President, Senior Vice President and Executive levels</i>	12%	14%	7%	–
Percentage Minority Employees in the United States ¹⁵	30%	28%	27%	405-1 –
Houston Chronicle Top Workplaces Rank Among Large Companies	6	7	12	–

*Unless otherwise noted, data is as of, or for the 12 months ended, December 31 of each year presented.

⁹ A new regulatory requirement for site-specific Hazardous Materials Plans prompted the 2018 increase in plans. Since 2018, Plains has divested and/or inactivated several assets with site-specific plans, resulting in the 2019 decrease.

¹⁰ A Qualified Individual (QI) is an employee who has been trained to manage an emergency response. Notification Drills task QIs with responding to unannounced, simulated emergency scenarios.

¹¹ Our current internal reporting infrastructure is designed to provide GHG emissions estimates in accordance with the U.S. EPA Mandatory Greenhouse Gas Reporting Rule (Subpart C – General Stationary Fuel Combustion Sources and Subpart W – Emissions from Petroleum and Natural Gas Systems), and in Canada, the Alberta Technology Innovation and Emissions Reduction program (regulation 133/2019), the Ontario Greenhouse Gas Emissions rule (regulation 390/18) and the federal Output-Based Pricing System (regulation 2019/266). We are evaluating additional GHG emission reporting frameworks and implementation requirements and will provide an update on this effort in future disclosures.

¹² Our 2020 year-over-year reduction target is 20%.

¹³ Guides are mailed to first responders and excavators annually, to landowners and business owners every other year, and to public officials every three years.

¹⁴ Data is representative of full-time employees only.

¹⁵ Minority data includes all U.S. employees who identify as non-white. Due to regulatory limitations, this data is not collected in Canada.

BOARD COMPOSITION	2020	2019	2018	GRI/SASB
Number of Board Members	11	13	12	–
Number / Percentage of Independent Directors ¹⁶	7 / 64%	7 / 54%	6 / 50%	102-22 –
Percentage of Directors Subject to Public Election <i>3-year staggered term</i>	64%	54%	50%	–
Number / Percentage of Female Directors	1 / 9%	1 / 8%	0	102-22, 405-1 –
Number / Percentage of Minority Directors ¹⁷	1 / 9%	2 / 15%	2 / 17%	102-22, 405-1 –
Average Age of Independent Directors	62	67	68	102-22, 405-1 –
Average Tenure of Independent Directors	9	12	14	102-22 –
Total Number of Board Meetings Held During the Fiscal Year	5 (as of 5/31)	7	4	–
Average Board Meeting Attendance	100%	98%	98%	–

EXECUTIVE COMPENSATION	2020	2019	2018	GRI/SASB
Percentage of Director and Executive Officer Equity Ownership <i>As of date of annual meeting proxy statement</i>	13%	16%	17%	–
Percentage of CEO Target Compensation “At Risk” ¹⁸ For Fiscal Year	88%	88%	88% / 0% ¹⁹	–
Average Percentage of All Named Executive Officer (other than CEO) Target Compensation “At Risk” For Fiscal Year	84%	84%	84%	–

GOVERNANCE STRUCTURE KEY ELEMENTS	2020	2019	2018	GRI/SASB
Unified Board of Directors ²⁰	✓	✓	✓	–
Majority Independent Directors ¹⁶	✓	✓	✓	102-18 –
Annual Meetings for the Public Election of Independent Directors <i>3-year staggered term</i>	✓	✓	✓	–
Lead Independent Director	✓	✓	✓	–
No Incentive Distribution Rights ²¹	✓	✓	✓	–
No “Golden Share” ²²	✓	✓	✓	102-25 –
Quarterly Sustainability Program Reporting to Board	✓	✓	✓	102-19 –

*Data as of May 31 of each year unless otherwise noted.

¹⁶ As of November 2019, our governing documents require that a majority of our Board satisfy the independence requirements of the exchange where our securities are listed for trading, despite the fact that, as limited partnerships, PAA and PAGP are exempt from such requirements. Directors who serve pursuant to a previously negotiated contractual right to designate a director to the Board are not assessed for independence.

¹⁷ Minority data includes Directors who identify as non-white.

¹⁸ “At Risk” compensation is typically tied to the achievement of one or more performance metrics that measure value creation over both the near and longer term, as well as service period requirements.

¹⁹ During 2018, Mr. Armstrong served as CEO for the first nine months of the year and Mr. Chiang served as CEO for the last three months of the year. For 2018, at Mr. Armstrong’s request, annual bonus and long term equity incentive targets were not established for Mr. Armstrong and he elected to forego approximately 90% of his CEO-related base salary and thus did not have any “at risk” target compensation for 2018 (although the compensation committee ultimately awarded a discretionary bonus to Mr. Armstrong in recognition of his contributions as CEO to PAA’s 2018 performance). For 2018, 88% of Mr. Chiang’s target compensation was considered “at risk.”

²⁰ Plains All American Pipeline, L.P. (trading symbol: PAA) and Plains GP Holdings (trading symbol: PAGP) are managed by a single unified Board of Directors located at PAA GP Holdings LLC. Prior to 2016, PAA and PAGP were managed by two separate boards under a dual board structure.

²¹ Incentive distribution rights give a general partner an increasing share of incremental distributable cash flow based upon certain conditions.

²² Refers to a control right granted in certain partnership agreements whereby the holder has the right to direct certain activities of the partnership, including the unilateral right to appoint and replace board members, irrespective of the holder’s economic interest.

Additional information in the following areas is available on our website:	GRI/SASB
Operations Management System	103-3, 403-1 EM-MD-540a.4
Environmental, Health & Safety Policy Statement	– EM-MD-160a.1
Environmental Policy	–
Sustainability Policy	–
Tribal Engagement and Cultural Sensitivity	–
Cultural Resource Protection	–
Code of Business Conduct	102-16, 102-17, 102-23 –

Cautionary Note

Certain figures have been rounded for presentation purposes. Plains undertakes no obligation to update the figures and information contained herein, although it is our intent to provide similar information in the future with respect to periods following 2019.

Glossary

B	= in billions	mb/d	= thousand barrels per day
mm	= in millions	NGL	= natural gas liquids
mmb	= millions of barrels	bcf	= billion cubic feet
mmb/d	= millions of barrels per day	CO ₂ e	= carbon dioxide equivalent
mmb/mo	= millions of barrels per month		

QUESTIONS AND COMMENTS

To offer comments and suggestions about this report, please contact:

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