



Fueling Conversations

April 28, 2020

For the foreseeable future, each week, Fueling Conversations – a message from Dave Bauer, President and CEO of National Fuel – will be delivered to your inbox. If you have recommendations on topics, questions, or comments, please email corpcomm@natfuel.com.

Over the weekend, the Centers for Disease Control and Prevention (CDC) added six symptoms of the novel coronavirus to its list. The symptoms are: chills, repeated shaking with chills, muscle pain, headache, sore throat, and new loss of taste or smell.

Previously, the CDC listed just three known symptoms: shortness of breath, cough, and fever. On average, it takes five to six days from when someone is infected with the virus for symptoms to show, however, it can take up to 14 days. Public health experts have emphasized again and again that social distancing is the best tool we have to slow the coronavirus outbreak. The CDC encourages people to stay home. If you must venture out, you should stay at least six feet away from others. As a reminder, if you feel sick, please do not report to work. If you or someone in your household has tested positive for COVID-19, keep the entire household at home. Please contact your supervisor and Human Resources.

Often, when we think of the frontline of this fight, we immediately think of doctors and nurses but the frontline extends far beyond the reach of hospital walls. The reality of our business is that many of our employees can't work from home. Today, for some of our employees, that might mean entering the home of a COVID-19 patient.

Our call center employees have responded to incoming calls with a reassuring voice and knowledgeable responses. With the proper personal protective equipment (PPE) and established safety protocol, our utility servicemen have securely entered homes in response to emergency calls, including those with confirmed COVID-19 patients. They have acted swiftly, thoroughly, and without fail





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to ensure the continued safe and reliable delivery of natural gas service.

We know that our actions today will shape our future, and we will continue to rely on science and facts to guide our next steps. As such, the Pandemic Response Team is planning return-to-work integration with enhanced policies contingent on local, state, and federal guidelines.

As we look to the months that lie ahead, we must ask the question: How can we build back better? There is no returning to yesterday; there is only moving forward.

Across the Company, departments have adjusted to the situation in hand and continue to seek out ways to improve measures and procedures to achieve greater efficiency as well as ensure business continuity. Here are a few examples:

- Our Legal team continues to digest all federal legislation relative to COVID-19 to determine if the Company can take advantage of provisions for our employees and the financial health of our organization.
- Accounts Payable responded and adapted quickly (with help from Information Technology) to figure out a creative way to take a largely in-person process (keying in hard copy approval forms and printing checks) and make it work remotely. A few employees spend a limited amount of time in the office to process forms and organize them into groups, which are then picked up curbside by the remainder of the team. Completed documents are returned during the next pick-up.
- Purchasing has done a remarkable job searching for viable vendors to acquire hard-to-find PPE and related supplies.

We know there will be an end to this crisis but it won't be tomorrow or next week or even next month. It will come in waves, impacting everything from supply chains to air travel to sporting events. I encourage all of our employees to reflect on what their new normal will look like. When it comes to work, think about what you've done more efficiently during this time, what's worked well and what hasn't, and how we can carry forward these new or improved processes into our day-to-day workplace procedures.

I've always known that our employees are our most valuable asset. Throughout this challenging time, your innovative ways have proven that nothing is impossible. Thank you for your service and commitment to National Fuel.