



UGI's Stakeholder Engagement

UGI actively engages with its stakeholders across a variety of platforms and mediums to understand their needs, priorities, and expectations so that we can provide relevant and meaningful information on those topics. These engagements help strengthen our relationships with our stakeholders as we remain committed to delivering affordable, reliable, and sustainable energy solutions to our customers. UGI's stakeholders include, employees, customers, communities, government (federal, state, and local), industry associations, and shareholders. Our engagement approach varies based on stakeholder group.

In Fiscal 2021, the Company launched its first global employee engagement survey. The survey was completed by more than 7,000 employees across our organization. While it offered employees an anonymous forum for providing candid and thoughtful feedback about the Company and engaging with management, it also informed the Company of potential opportunities for change.

| Stakeholder | Engagement Approach |
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| Employees | <ul style="list-style-type: none">• Employee Engagement Surveys• Employee Resource Groups• Company Newsletters• Corporate & ESG website• Company Intranet sites• LinkedIn• Performance Evaluations• Training Events• Townhall Events |

UGI prides itself on being a customer-focused company. We continue to invest in technology that ensures our customers have safe, reliable, modern, and affordable energy solutions delivered to them every day. To further that objective, our LPG businesses are investing over \$200 million by the end of Fiscal 2022 to optimize our operations and build on our self-service tools and digital capabilities to promote a stress-free customer engagement.

| Stakeholder | Engagement Approach |
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| Customers | <ul style="list-style-type: none">• Billing statements and messaging• Customer feedback surveys• Customer website portals• Email newsletters• J.D. Power Survey• LinkedIn• Market research• News releases to local media |

UGI has a long history of strengthening the communities we serve both by providing financial assistance and supporting employee volunteer efforts. Our employees actively participate in their communities by serving on non-profit boards, acting as mentors and coaches and volunteering as firefighters, among other activities. In addition, UGI offers paid volunteer leave for full-time eligible employees.

| Stakeholder | Engagement Approach |
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| Communities | <ul style="list-style-type: none"> • Economic Development Groups • Support local nonprofits, chambers, and associations that help the communities we serve • Volunteerism |

The UGI Family of Companies supports public policy that furthers our ability to provide reliable, affordable and sustainable energy to our customers and that allows us to operate responsibly, efficiently, safely and economically. UGI also believes in operating transparently, including in its public policy engagement and lobbying activities, and commits to conducting our operating activities in accordance with applicable laws and regulations. UGI engages in lobbying activities and participates in trade associations that educate and address issues that impact our Company.

| Stakeholder | Engagement Approach |
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| Government | <ul style="list-style-type: none"> • Actively participate in matters of energy industry importance and matters specific to UGI before federal, state, and municipal government legislative and regulatory bodies • Continuous Dialogue <ul style="list-style-type: none"> ○ Federal Energy Regulatory Commission ○ PA Public Utility Commission ○ West Virginia Public Service Commission ○ State and municipal governments |

| Stakeholder | Engagement Approach |
|-----------------------|---|
| Industry Associations | <ul style="list-style-type: none"> • Attendance at regular meetings and conferences and active participation with the following organizations: <ul style="list-style-type: none"> ○ American Gas Association ○ Energy Association of PA – Gas & Electric ○ Edison Electric Institute ○ Federal Communications Commission ○ Gas & Oil Association of West Virginia ○ Interstate Natural Gas Association of America ○ Marcellus Shale Coalition ○ National Propane Gas Association ○ North American Energy Standards Board ○ PA Chamber of Business & Industry ○ RNG Coalition ○ Southern Gas Association ○ Utilities, Telecommunications & Energy Coalition of West Virginia ○ West Virginia Chamber of Commerce |

UGI seeks regular engagement with investors to communicate our strategy and solicit feedback from the investment community. In Fiscal 2021, our independent Board Chair participated in a number of investor meetings. Additionally, management periodically engages a third-party consultant to obtain independent feedback from our investors. In Fiscal 2021, management participated in a number of investor conferences, roadshows, and meetings, both virtual and in-person. These meetings were attended by various members of the Company’s senior management, including our Chief Executive Officer, Chief Financial Officer, Executive Vice Presidents, and/or senior members of our business unit management teams. Management periodically discusses feedback, including key themes and other insights gained from the investor outreach meetings, at the Company’s Board and Committee meetings, as appropriate.

| Stakeholder | Engagement Approach |
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| Shareholder | <ul style="list-style-type: none"> • Investor Calls • Investor Conferences (virtual and in-person) • Investor Day (bi-annual) • Investor Perception Study • Investor Relations Website • Quarterly Earnings News Releases • Off-cycle News Releases • On-going discussions through meetings and calls |