

ENERGY to Light the Way

2022 CORPORATE RESPONSIBILITY REPORT



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John W. Somerhalder II
Board Chair
Interim President and CEO



Paul Kaleta
Board Committee Chair, Corporate Governance,
Corporate Responsibility and Political Oversight

November 2022

This year, as FirstEnergy celebrates its 25th anniversary, we are in the midst of a transformation that aims to revitalize our corporate culture, improve the financial profile of the company and optimize performance through customer-centered investments in innovation and technology.

Now more than ever, we are focused on our people – the more than 12,000 employees who inspire us, drive FirstEnergy's success and light the way in the communities where they live and work. We are building a team that draws strength from its diversity of talent, experience and perspective while sharing an unwavering commitment to the Mission and Core Values that anchor our corporate strategy.

For these important reasons, our corporate responsibility approach now reflects FirstEnergy's long-held belief that employees are essential to the company's success – and distinguishes their role by expanding our priorities to include **Employee**, Environmental, Social and Governance (EESG).



Our corporate responsibility website reflects the talent, collaboration, innovation and investments necessary to enable the clean energy transition and meet the evolving needs of our customers.

Our long-term, multibillion-dollar investment plan supports our continued work to enhance the reliability of our transmission and distribution system for the millions of people who depend on us while developing a more resilient and modernized electric grid that incorporates emerging technologies and helps enable the low-carbon future to come. For example, we recently deployed an interactive system across the entire FirstEnergy footprint that uses automation to enhance operations and streamline communications and will pave the way for future technology advancements.

We believe renewable energy is also a key aspect of the clean energy transition, and we continue to support efforts to cultivate a low-carbon economy within our six-state service territory. With conditional approval from the Public Service Commission of West Virginia, we are advancing our first 50 megawatts (MW) of utility-scale solar generation with the first site expected in service by 2023. We are also investing more than \$720 million to help connect clean energy generated by New Jersey's offshore wind farms to the power grid, supporting the state's goal of introducing 7,500 MW of offshore wind-generated electricity by 2035. In addition to these renewable energy projects, we continue to support electric vehicle infrastructure and energy efficiency programs throughout our footprint.

Along with a future-focused investment strategy, we believe it's important to meet stakeholder expectations for transparency and accountability regarding our EESG efforts. For example, guided by the Task Force on Climate-related Financial Disclosures (TCFD) framework, we have published an updated Climate Report, which includes climate risk and opportunity insights from low- and high-carbon scenarios and details our climate governance and risk management practices, climate targets and decarbonization efforts.

We are proud to share our progress on a range of key EESG initiatives and look ahead with both enthusiasm and determination. Each new day presents an opportunity to bring good energy to the communities we serve. And with every new challenge, we have a chance to do better.

Our strong leaders and dedicated employees have the wisdom – and the courage – to strive toward a clean energy transition and take actions to mitigate the risks of climate change. Together, we are reimagining the fabric of our organization and the future of our industry.

John W. Somerhalder II

Paul Kaleta

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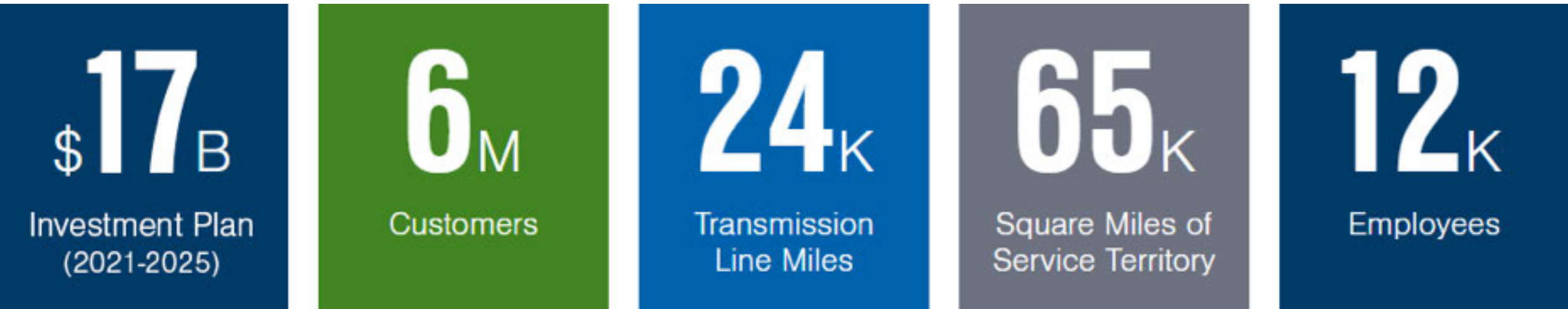


ABOUT US

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COMPANY OVERVIEW

Headquartered in Akron, Ohio, FirstEnergy is a fully regulated electric utility with over 12,000 employees dedicated to integrity, safety, reliability and operational excellence. Our subsidiaries are involved in the transmission, distribution and regulated generation of electricity. Our 10 electric distribution companies form one of the nation's largest investor-owned electric systems, based on serving more than 6 million customers in Ohio, Pennsylvania, New Jersey, West Virginia, Maryland and New York. The company's transmission subsidiaries operate approximately 24,000 miles of transmission lines connecting the Midwest and Mid-Atlantic regions. FirstEnergy's Mon Power subsidiary controls 3,580 megawatts of generating capacity from two regulated coal plants and one pumped-storage hydro facility.



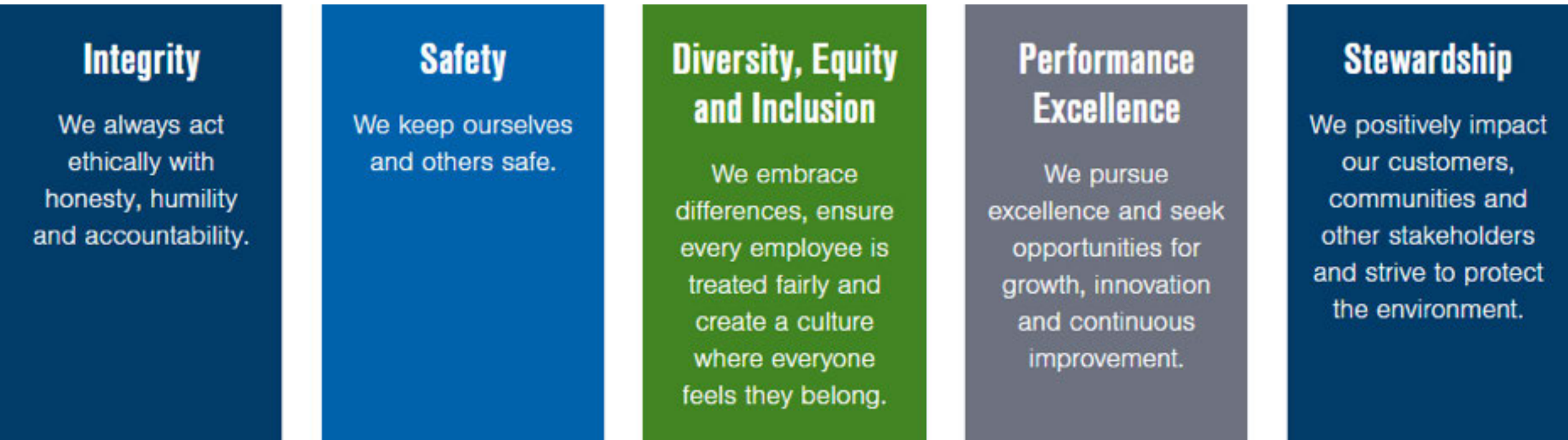
MISSION

We are a forward-thinking electric utility centered on integrity, powered by a diverse team of employees committed to making customers' lives brighter, the environment better and our communities stronger.

CORE VALUES

FirstEnergy's Core Values identify the beliefs and ideals that matter most to us. They guide the decisions we make and the actions we take every day, defining who we aspire to be.

We believe that for our Core Values to really matter, they must be more than just words – they must be engrained in how we operate, behave and interact daily with each other and our communities. To accomplish this, we communicate regularly with employees about what the values mean, why they are important and how we all can put them into action. We also rely on our leaders to model our Core Values every day, as they set an ethics- and integrity-focused tone at the highest levels of our company.



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Our approach to governance includes maintaining oversight of significant company issues and strengthening risk management; building a strong, centralized corporate compliance program; ensuring a culture of ethics and integrity; continuing stakeholder engagement efforts; and providing consistent, transparent disclosures on a range of EESG topics.

CENTRALIZED COMPLIANCE PROGRAM

We’re taking several key actions to embed a culture of uncompromising integrity and ethical behavior throughout FirstEnergy. For example, under the leadership of the Chief Ethics and Compliance Officer, we are centralizing compliance assurance activities within a single organization.

[READ MORE](#)

PUBLIC POLICY ENGAGEMENT

We’re focused on more robust oversight and disclosure of the company’s advocacy efforts. We published our Political and Public Engagement Policy and Public Engagement Practice to clarify our participation in public policy activities and closer align our strategic goals.

[READ MORE](#)

EESG MATERIALITY

We’re using a data-driven approach to sharpen our EESG efforts. Our EESG performance depends largely on our ability to effectively identify, manage and communicate the risks and opportunities of relevant EESG topics to our internal and external stakeholders.

[READ MORE](#)

CODE OF CONDUCT

FirstEnergy’s Code of Conduct, *The Power of Integrity*, lays the foundation for what we expect from all employees, regardless of their role. We’re focused on empowering employees to speak up whenever a situation does not appear to conform to our Code of Conduct.

[READ MORE](#)

CLIMATE ALIGNMENT DISCLOSURE

Our Corporate Engagement Report assesses alignment between the 501(c)(4) and 501(c)(6) trade organizations we support and our climate policy and strategy – including our pledge to achieve carbon neutrality of our Scope 1 emissions by 2050.

[READ MORE](#)

BOARD DIVERSITY

We strive for a well-rounded and diverse Board of Directors, whose members represent a wide breadth of experiences and perspectives. The Board has set a goal to maintain composition of at least 30% diverse members (by race, ethnicity and gender combined) for the foreseeable future.

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STRATEGY

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STRATEGIC PLAN

Inspired by open and ongoing dialogue with diverse stakeholders, FirstEnergy is experiencing a period of growth and renewal. We are embracing pivotal changes within our operations and culture that are energizing our company as we further our transformation into a forward-thinking, premium utility.

Guided by our Core Values, we are focused on building a diverse workforce whose business practices are centered on a best-in-class [ethics and compliance](#) program. Together, we are cultivating a [safe and inclusive](#) company culture where all employees – regardless of role, seniority or tenure – feel empowered and motivated to raise concerns, ask questions and contribute their thoughts and ideas.

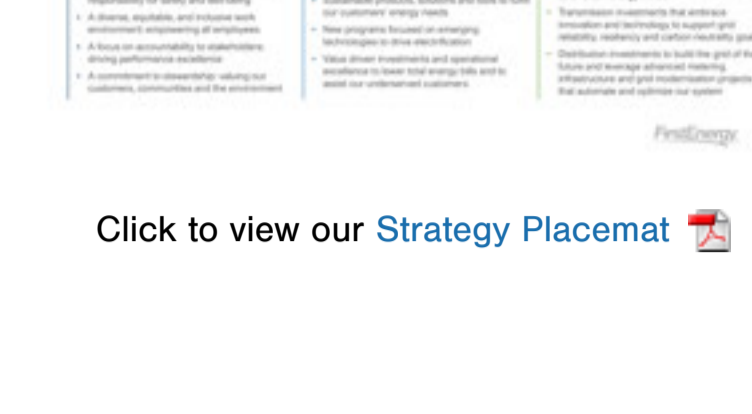
Throughout this cultural transformation, FirstEnergy has maintained strong operational and financial performance, leaving us well positioned to capitalize on long-term, sustainable investments designed to serve over 6 million customers' evolving energy needs while growing value for shareholders. Our sustainable investment plan targets 75% formula rate recovery and aligns our annual rate base growth and earnings growth rate with premium utilities, leading to a competitive dividend and investment-grade credit ratings, while focusing on growing cash from operations consistent with earnings.

FE Forward initiatives continue to modernize our company – driving us to enhance business practices and accelerate our digital transformation. Building on our proven track record of [safety](#) and performance excellence, we're developing ways to increase efficiency and optimize how we manage our assets and resources, while maintaining a sharp focus on customer satisfaction and service reliability.

Using a data-driven approach, we're building a [best-in-class customer experience](#) that will help them explore renewable energy choices, adopt electric vehicles, manage energy use, report outages and navigate payment assistance programs. We're also improving customer interactions with our contact centers and multiple digital channels, expanding payment options and continuing to support our low-income customers' needs throughout the transition to a reduced carbon future.

Dedicated to continual improvement and innovation, FirstEnergy is poised to unlock significant [growth opportunities that are embedded in a decarbonized economy](#). We've identified significant long-term infrastructure investment opportunities to enhance our transmission system and support our role in the clean energy transition, including investments that facilitate electric vehicle (EV) infrastructure, renewable energy integration, grid reliability and resiliency.

With renewed commitment to transparency, compliance and ethics, and unwavering commitment to our customers, FirstEnergy strives to emerge as an industry-leader, lighting the way toward [a low carbon future](#) and continued success.

[Click to view our Strategy Placemat](#)

BUILDING A PREMIUM UTILITY



A Strong Foundation

Built by passionate and engaged employees

A CULTURE OF ETHICS AND INTEGRITY
A trusted partner to our stakeholders

Building a compliance program focused on ethics, integrity, transparency and accountability

- Established a Compliance Subcommittee to oversee the assessment of improvements in FE's compliance program
- Appointed 5 new independent directors and hired senior leaders with unwavering commitment to integrity
- Added a new Ethics and Compliance component to our Key Performance Indicators (KPIs)
- Delivered various compliance trainings throughout 2021
- Hosted several town hall meetings with all employees to reinforce integrity is integral to FE's values and success
- Remediated the material weakness in internal controls associated with our tone at the top
- Revised Code of Business Conduct
- Began publishing a new quarterly Corporate Engagement report on our Corporate Responsibility website
- Rated a Trendsetter in 2021 & 2022 CPA-Zicklin Index
- New policy and practice regarding political contributions and ballot initiative expenditures: focus on issues with significant impact on FE and our customers; aligned with our core values and strategic priorities



A SAFE WORKPLACE

Where all employees take responsibility for safety and well-being

Leading with safety; commit to creating a working environment that helps ensure every employee returns home safely every day

- Safety is a core value embedded in our culture
- Employees receive safety training to improve job site exposure identification, communication and mitigation to prevent life-changing events
- Enhanced safety protocols regarding COVID-19
- Safety KPI metrics represent 15% of STIP

A DIVERSE, EQUITABLE & INCLUSIVE WORK ENVIRONMENT
Empowering all employees

Diversity, Equity and Inclusion (DEI) is a core value and foundational to everything we do

- Provide ongoing training, education and dialogue forums on a variety of DEI topics for employees and leaders
- DEI KPI metrics represent 15% of STIP
- Aspire to achieve a 30% increase in the number of racially and ethnically diverse employees by 2025

A FOCUS ON ACCOUNTABILITY TO STAKEHOLDERS
Driving performance excellence

Focusing on investment-grade ratings to support investments and earnings growth

- Cash Flow KPI to reinforce emphasis on cash
- \$3.4B equity financing transactions eliminate equity needs and support incremental investments
- 13% FFO-to-Debt no later than 2024; targeting mid-teens thereafter

A COMMITMENT TO STEWARDSHIP
Valuing our customers, communities and the environment

Valuing our customers, communities and the environment

- Achieve carbon neutrality by 2050; 30% reduction by 2030 (from 2019 baseline)
- 20% reduction in water consumption at our two fossil fuel plants by 2030



A Customer-Centered Focus

Exceeding expectations through modern experiences, electrification and affordable energy bills



TECHNOLOGY AND DIGITAL UPGRADES

To enhance the customer experience, expand communications channels and improve satisfaction

Simplify the customer payment process and incorporate more innovative and self-service support functionalities

- Diverse billing and payment options, web chat capabilities, and timely alerts and notifications
- Outage notifications and two-way interactions

NEW PROGRAMS FOCUSED ON EMERGING TECHNOLOGIES
To drive electrification

Economy-wide electrification to reduce carbon emissions and power a more sustainable future

- EV Charging Infrastructure programs (NJ & MD)
- Exploring opportunities with customers and regulators to achieve their renewable goals

SUSTAINABLE PRODUCTS, SOLUTIONS AND TOOLS
To fulfill our customers' energy needs

Promote energy efficiency and smart meter programs and infrastructure to help customers conserve energy

- Advocate for customer programs that promote energy efficiency, conservation, demand-side management, and smart meters
 - 2.7M smart meters in-service; 4M by 2025 (PA, NJ, OH)
 - Energy efficiency & conservation programs to help customer reduce consumption and peak demand (PA, NJ, MD)

VALUE-DRIVEN INVESTMENTS AND OPERATIONAL EXCELLENCE
to lower total energy bills

Focus on customer rates and affordability of total energy bills

- Average Annual Residential Bill increase of ~0.5% since 2011
- Average-to-below average customer rates in all jurisdictions we operate
- Focusing on prudent operating expenses through FE Forward and making the right investments for customers



Enabling the Energy Transition

Strategic investments for a clean, reliable, resilient and secure grid



CUSTOMER-FOCUSED INVESTMENTS

That support a secure electric grid, reduce service interruptions and enable electrification and other clean energy trends

Advanced technology investments to make improve grid reliability, resiliency, and security

- Solar generation projects – West Virginia
- Pilot programs – Maryland Battery Storage
- Implementing system integration, automation and mobility tools
- Investing in innovation and continuous improvement

TRANSMISSION INVESTMENTS THAT EMBRACE INNOVATION AND TECHNOLOGY
To support grid reliability, resiliency and carbon neutrality goals

Support the global energy transition to renewable resources

- JCP&L offshore wind project
- Transmission upgrades to support existing generation retirements and incremental renewable generation
- Stakeholder dialogue regarding planned operational end dates for Fort Martin (2035) and Harrison (2040)
- Energizing the Future Program



DISTRIBUTION INVESTMENTS

To build the grid of the future and leverage advanced metering infrastructure and grid modernization projects that automate and optimize our infrastructure

Digital tools and solutions to drive performance excellence

- Grid Modernization – Distribution Automation & Volt Var Optimization
- Advanced Distribution Management System
- AMI/Smart Meter deployment

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STRATEGIC GOALS FOR THE FUTURE



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STRATEGIC GOALS FOR THE FUTURE

We believe setting goals and disclosing our progress is a critical part of living our Mission and demonstrating transparency and accountability. Aligned with our company strategy and EESG priorities, the following companywide goals are designed to prepare us to meet our customers' future energy needs and move us closer to our vision for a more resilient, innovative, diverse and sustainable FirstEnergy.

Our goals also align with the United Nations Sustainable Development Goals (UN SDGs), which provide a framework for companies and organizations to support global sustainability. Currently, our goals map to 11 of the 17 UN SDGs. We will continue to evaluate where our business and expertise can contribute to the UN's sustainability mission and assess any potential future goals in support of additional SDGs accordingly.

As part of our commitment to strong governance efforts, including increased transparency and accountability, we will update our progress toward these goals on this website annually

It is important to note that FirstEnergy has additional internal metrics and goals, including the key performance indicators (KPIs) that make up our short-term incentive program for employees. These KPIs provide shorter-term targets to measure performance and improvement in areas that are high priorities for the company and critical to our continued success. Among others, those areas include customer reliability, customer service, environmental protections, safety, and diversity, equity and inclusion. Our company's internal-based KPIs strongly support our progress toward the companywide goals noted below as well as advancement of our company strategy and overall commitment to strong EESG, operational and financial performance. For additional information about our KPIs, please visit our [2022 Proxy Statement](#).

- EMPLOYEE
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- COMMUNITIES

Economic Development

Create \$25B in cumulative economic impact

Performance Update	In progress
Target Date	2025
UN SDGs	891112

Volunteerism

75% senior leadership participation on nonprofit boards and 25% executive team involvement on diverse or multicultural nonprofit boards

Performance Update	In progress
Target Date	2025
UN SDGs	5



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EMPLOYEE CUSTOMER ENVIRONMENT COMMUNITIES

Diverse Workforce

30% aspirational increase in the number of racially and ethnically diverse employees and leaders

Performance Update	Achieved 10.3% racial and ethnic diversity of our workforce companywide; Achieved 9.4% racial and ethnic diversity at the supervisor-and-above level - an increase of over 25% from 2020
Target Date	2024
UN SDGs	510

Employee DEI Perception

Year-over-year improvement in our annual DEI Employee Survey's inclusion index, which measures perceptions of our efforts to create a diverse and inclusive environment

Performance Update	Experienced a three-point decline in the 2021 DEI Employee Survey's inclusion index overall, despite demonstrated improvements in several key areas
Target Date	2024
UN SDGs	4510

Exposure Recognition and Reduction

Reduce employees' exposure to potentially life-changing events in the workplace

Performance Update	Achieved zero life-changing events in 2021
Target Date	Continuous
UN SDGs	38

Workplace of the Future

100% remote capability for employees to access their work on any device at any time

Performance Update	Continued enabling remote capabilities for employees while bolstering cyber security efforts
Target Date	Continuous
UN SDGs	8



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Grid Modernization

Install smart meters for two-thirds of our total customers

Performance Update	2.7M smart meters have been installed, the equivalent of 45% of our total customers
Target Date	2025
UN SDGs	7911

Energy Efficiency

Help customers achieve electricity savings in excess of 7.5M MWh between 2021 and 2025

Performance Update	In Progress
Target Date	2025
UN SDGs	713

Service Reliability

5% reduction in the duration of service interruptions for customers

Performance Update	Achieved a 3% (or seven-minute) reduction in the duration of service interruptions for customers, compared to our 2019 baseline
Target Date	2025
UN SDGs	79

Transmission Reliability

20% reduction in Transmission Outage Frequency on 100 kV-and-above lines

Performance Update	Achieved 20% reduction in Transmission Outage Frequency on 100kV-and-above lines, compared to our 2019 baseline
Target Date	2025
UN SDGs	79

Emerging Technologies

Convert 100% of streetlights owned by our operating companies to smart LEDs

Performance Update	Converted 1600 streetlights to smart LEDs through a pilot program in Erie, Pennsylvania
Target Date	2030
UN SDGs	7911

Innovation

Deploy at least six bots and four analytical models that deliver streamlined business solutions

Performance Update	Exceeded our goal by deploying six automation bots (with an additional 2 in development) and six analytical models
Target Date	2022
UN SDGs	89

Supply Chain

Achieve 20% of our supply chain spend with diverse suppliers

Performance Update	Achieved 16% diverse supplier spend during 2021
Target Date	2025
UN SDGs	812



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EMPLOYEE

CUSTOMER

ENVIRONMENT

COMMUNITIES

Electrification

Reach 30% electrification of our light-duty and aerial truck fleet

Performance Update	Ordered 100 electrified vehicles in 2021 to replace 3% of our fleet
Target Date	2030
UN SDGs	713

Renewable Energy

Own at least 50 MW of solar generation in West Virginia

Performance Update	Filed in WV for approval to build five utility-scale solar energy projects, which would generate a total of 50 megawatts of renewable energy
Target Date	2025
UN SDGs	91113

Greenhouse Gas

Achieve carbon neutrality by 2050, with an interim goal to reduce our companywide Scope 1 greenhouse gas (GHG) emissions 30% from our 2019 baseline by 2030

Performance Update	Reduced Scope 1 greenhouse gas (GHG) emissions by 12% from our 2019 baseline, on our journey to carbon neutrality
Target Date	2030, 2050
UN SDGs	13

Vegetation

Create 225 acres of biodiverse pollinator habitats

Performance Update	Planted 94 acres of pollinator habitats (2020-2021)
Target Date	2025
UN SDGs	15

Waste

Recycle or beneficially reuse 50% of our wood poles at the end of their useful lives

Performance Update	Recycled or beneficially reused 608 tons of wood poles in 2021
Target Date	2025
UN SDGs	12

Water

20% reduction in water consumption at our two coal plants

Performance Update	Reduced water consumption by 23% at our two regulated coal-fired plants in 2021, compared to our 2019 baseline
Target Date	2030
UN SDGs	6



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MOVING *FE FORWARD*

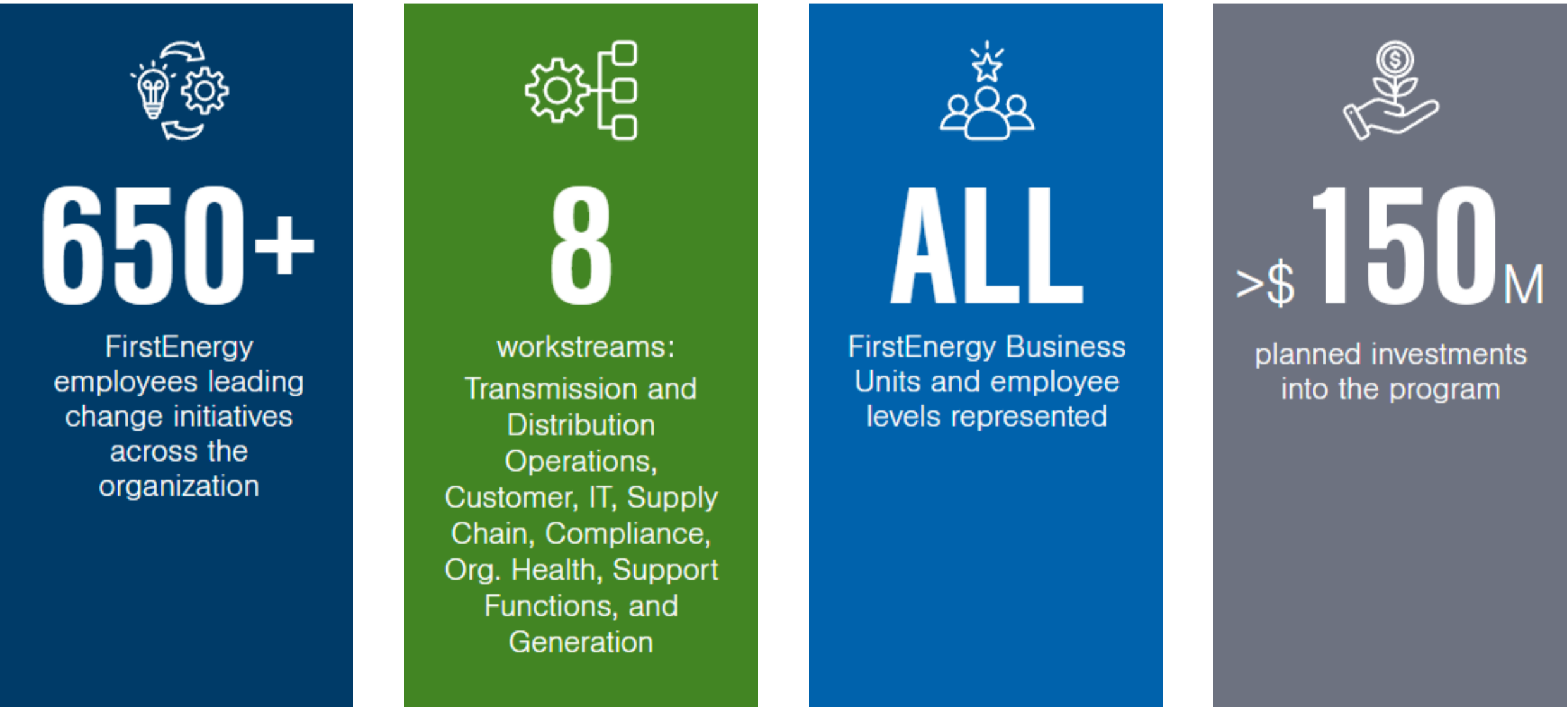
Launched in February of 2021, *FE Forward* is focused on transforming how FirstEnergy operates by identifying opportunities to enhance our organization, focus on performance excellence and refocus our investment strategy. By restructuring our organization, streamlining and centralizing our processes and practices, and implementing more modern tools, *FE Forward* is reshaping our company as we strive to emerge as a premier utility.

For example, our new five-state operating model and corresponding changes to our organizational structure are designed to centralize decision-making, leading to greater consistency across the company. The model enables us to streamline efforts and make it easier for teams to develop and implement business solutions.

In addition, our centralized and strategic Customer Experience function is helping drive improvements essential to our customer-focused strategic objectives: delivering a modern digital customer experience, accelerating widespread electrification, providing sustainable products and solutions, and focusing on customer affordability.

FirstEnergy expects that *FE Forward* will be a significant catalyst to augment its growth potential by taking a more strategic approach to operating expenditures and reinvesting in opportunities that better serve our customers, act on our EESG initiatives and support our [Climate Strategy](#) 🇺🇸 as we transition to a smarter, cleaner electric grid.

FE Forward by the Numbers



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EESG APPROACH

We believe staying true to our Mission and Core Values means executing our corporate responsibility approach to pursue objectives and initiatives that positively impact our stakeholders and help fulfill our shared vision for a more forward-thinking and industry-leading FirstEnergy.

We also believe our success requires strong management and oversight of EESG matters as well as transparency and accountability regarding where we need to improve and how we're going to succeed.

Our diverse and talented employees are critical to that success – a force that moves our company forward, advances our business strategy and works tirelessly to do good business for a better world.

For those reasons, FirstEnergy has chosen to recognize employees as a distinct and *essential* component of our corporate responsibility approach, officially expanding our priorities to include employee, environmental, social and governance (EESG).

EESG Strategic Priorities:

Employee

Support the development of an inclusive, equitable, rewarding and safe work culture while empowering our diverse and innovative team to make our customers' lives brighter and our communities stronger

Environmental

Protect the environment by minimizing our impact, improving the sustainability of our operations, executing our Climate Strategy and finding opportunities to enhance the ecosystems we interact with

Social

Invest in the communities we serve, promote public safety and economic development, and advance equitable and inclusive business practices to enable positive change while delivering superior customer service

Governance

Maintain oversight of significant company issues and strengthen risk management; build a strong, centralized corporate compliance program and culture of ethics and integrity; continue stakeholder engagement efforts and provide consistent, transparent disclosures on EESG topics

How We Manage Our EESG Priorities:

- Assess the company's significant EESG-related risks and opportunities and evaluate opportunities to mitigate those risks and capitalize on opportunities that help us be a more sustainable, forward-thinking electric utility
- Respond to external stakeholder guidance and expectations regarding EESG performance, reporting transparency and accountability
- Collaborate with employees across the company to advance EESG priorities and integrate our corporate responsibility approach into FirstEnergy's overarching business strategy
- Demonstrate the value that our company goals and initiatives bring to our stakeholders, and the alignment of those goals to our EESG priorities
- Inform stakeholders of our efforts to improve our EESG performance and demonstrate accountability and transparency


CORPORATE RESPONSIBILITY GOVERNANCE AND OVERSIGHT

FirstEnergy's Board of Directors provides oversight and guidance on EESG topics while helping to ensure the company's strategy, goals and decision-making reflect and align with our Mission, Core Values and EESG priorities.

FirstEnergy's Board committees provide oversight and guidance on distinct EESG related topics. For a summary of each committee's oversight responsibilities, please visit the [Board Governance](#) page .

In addition to the EESG oversight roles and responsibilities described above, our Corporate Responsibility team works with the Corporate Responsibility Executive-Level Steering Committee and Corporate Governance and Corporate Responsibility Board and Political Oversight Committee to help ensure the transparency and accountability of FirstEnergy's EESG efforts, and continuously strive to improve our EESG performance across our organization.

Corporate Governance, Corporate Responsibility and Political Oversight Committee

The Corporate Governance, Corporate Responsibility and Political Oversight Committee of the Board of Directors, comprised of independent directors, provides oversight of the company's corporate responsibility approach and supporting EESG initiatives. The Committee meets at least five times per year to discuss, among other things, updates on a broad range of EESG issues, and company management provides regular updates on EESG progress throughout the year. Please see the [Corporate Governance, Corporate Responsibility and Political Oversight Committee Charter](#)  for a description of the Committee's full responsibilities.

Corporate Responsibility Executive-Level Steering Committee

This cross-functional, executive-level steering committee oversees our company's corporate responsibility approach and EESG initiatives. Members include senior leadership from the company's five organizational pillars – Finance & Strategy, Customer, Operations, Legal, and Human Resources & Corporate Services. The Steering Committee meets at least quarterly to oversee EESG initiatives with the goal of driving transparency and continuous improvement in the company's EESG performance.

Manager, Corporate Responsibility

The Manager leads the Corporate Responsibility team responsible for executing our corporate responsibility approach, developing our EESG initiatives, educating our employees on the importance of corporate responsibility efforts and improving EESG focus and performance across business areas. This person reports to the Director of Investor Relations and Corporate Responsibility, and regularly updates the Corporate Responsibility Executive-Level Steering Committee and the Corporate Governance, Corporate Responsibility and Political Oversight Committee on evolving considerations for our company and our EESG progress.

EESG REPORTING

Executing our EESG Priorities requires that we be responsive to external stakeholders' guidance and expectations regarding EESG performance and transparency. We are working toward aligning our EESG disclosures with leading reporting initiatives, such as the Sustainability Accounting Standards Board (SASB), Taskforce on Climate-Related Financial Disclosures (TCFD) and Global Reporting Initiative (GRI). Please see our [EESG Reports and Disclosures](#) page for more information.

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EESG MATERIALITY

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UNDERSTANDING EESG MATERIALITY

EESG materiality assessments are a mechanism designed to help companies identify and understand the relative importance of specific EESG topics.

Insights gained from these materiality assessments enable companies to appropriately prioritize EESG topics, manage relevant performance improvement and integrate EESG goals into their business strategy. Companies can also gain line of sight into emerging topics that may impact their business to help them manage related risks. Additionally, companies may use EESG materiality assessment results to evaluate how well they are communicating with stakeholders about EESG topics through their corporate responsibility reporting and disclosures.

HOW WE USE OUR EESG MATERIALITY ASSESSMENT

2022 EESG Materiality Review

Our EESG performance depends largely on our ability to effectively identify, manage and communicate the risks and opportunities of relevant EESG topics to our internal and external stakeholders. We designed our Corporate Responsibility website to be a central and accessible location for disclosures on EESG topics that influence our company.

Strong management and oversight of ESG topics, together with transparency and accountability regarding areas for improvement, help drive us forward as a company.

The purpose and value of our materiality review include:

- Validating that we are appropriately addressing the most relevant EESG topics for our company.
- Prioritizing EESG topics so that we can develop initiatives designed to improve our EESG performance, enhance EESG disclosures, and mitigate risks related with EESG topics.
- Identifying emerging EESG topics in our industry.

Methodology

Our 2022 EESG materiality review was completed using Datamaran®, a cloud-based software platform that enables a comprehensive and data-driven process for monitoring the EESG landscape.

Datamaran® assessed the EESG topics that are most relevant to the electric utility industry as informed by SASB's Sustainable Industry Classification System® (SICS)*. Using their patented machine learning technology, Datamaran® analyzed our Corporate Responsibility website to determine how effective we are in communicating our EESG topics. The same technology is used to track the frequency and emphasis of those same EESG topics within our stakeholders publicly available sources including – corporate annual reports, EESG reports, industry regulation and digital media. The stakeholder groups included electric utility peers, regulators, policy makers, investors, customers and suppliers. The output was a robust, AI data-driven ranking of the importance of EESG material topics as described by these external stakeholders in their disclosures.

Results

The results of the 2022 EESG material assessment affirmed that our company's Mission, Core Values, [company goals](#) and [Strategic Plan](#) align with our relevant EESG material topics.

While it is important to understand and act on EESG topics material to our business, the ability to effectively communicate the importance of these topics to external stakeholders can be equally important.

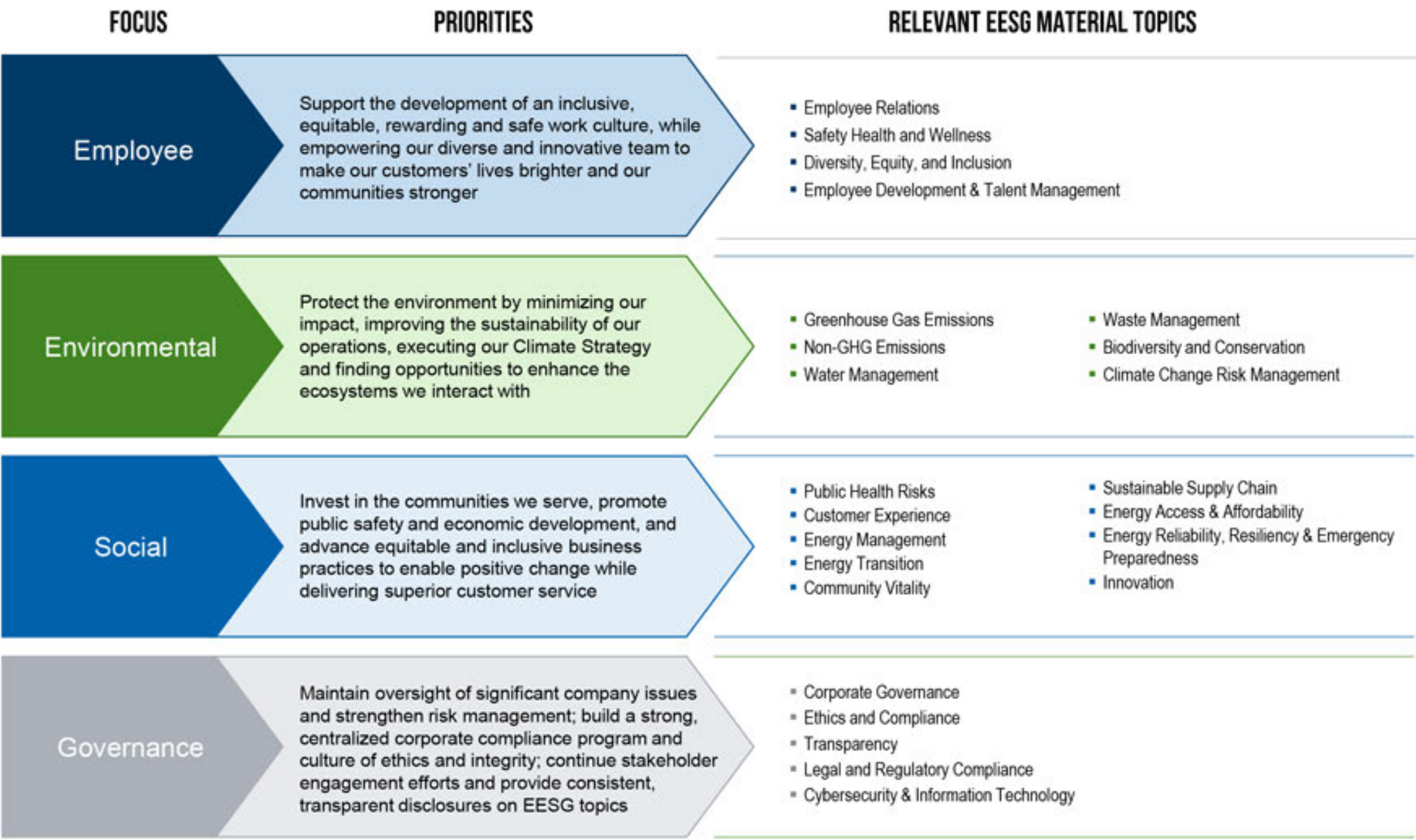
Datamaran's AI technology helped us determine that we are meeting stakeholder expectations though our external communications on our Corporate Responsibility website. The results demonstrated that a majority of our relevant EESG material topics are communicated effectively and are aligned with external stakeholders' expectations for these disclosures.

While energy transition and energy access and affordability are among FirstEnergy's top priorities and actively supported by a range of company initiatives, the assessment results indicated that our disclosures regarding these topics were not aligned with stakeholder expectations. Moving forward, we will use these findings to better communicate our progress by providing additional disclosures on these topics in the near future.

We also recognize that EESG topics are continually evolving and will continue to use data analysis to evaluate emerging topics and focus our efforts on those topics most important to FirstEnergy and our stakeholders.

We provide valuable feedback to our internal Risk team on the material EESG topics. Understanding the potential impact of EESG risks and building proactive mitigation plans are important steps toward our company's continued success.

We remain committed to executing our [corporate responsibility approach](#) by identifying and driving company initiatives that support and improve our EESG performance. Going forward, we will continue to use results of our EESG materiality assessment to ensure that our EESG initiatives and activities remain relevant and responsive.



*SASB's Sustainable Industry Classification System® (SICS®) uses an impact-focused methodology categorizing companies under a sustainability lens. SICS builds on and complements traditional classification systems by grouping companies into sectors and industries in accordance with a fundamental view of their business model, their resource intensity and sustainability impacts, and their sustainability innovation potential.

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BOARD GOVERNANCE

BOARD STRUCTURE AND OVERSIGHT RESPONSIBILITIES

Our Board of Directors provides oversight and guidance to help FirstEnergy execute its business strategy and fulfill the company's mission to make customers' lives brighter, the environment better and our communities stronger. As part of that effort, the Board also provides oversight and guidance on employee, environmental, social and governance (EESG) topics significant to the company while ensuring our business strategy, goals and decision-making reflect and align with our corporate responsibility priorities. In addition, the Board also collaborates with our management team to keep integrity central to everything we do, drive accountability across the company and increase transparency with our stakeholders.

The Board, through the Compensation Committee, also oversees our executive compensation program, including compensation based on key performance indicators tied to finances, operations, safety, and diversity, equity and inclusion. Information on that program can be found in our [Proxy Statement](#).

The Board adheres to the requirements of FirstEnergy's [Code of Conduct](#) and abides by our [Corporate Governance Policies](#), which—together with the Board committee charters—serve as a framework for meeting its duties and responsibilities with respect to the governance of the company. This framework also addresses organizational changes to the Board should they occur in the future.

The Board has five standing committees, each of which solely comprise independent directors where required by our Corporate Governance Policies, the New York Stock Exchange listing standards and applicable Securities and Exchange Commission rules. Each committee has clear roles and oversight responsibilities as shown below.

For more information about our Board of Directors, including biographical information and additional details on oversight responsibilities, please see our [Board of Directors page](#) on the company's corporate website.

BOARD AND BOARD COMMITTEES	EESG OVERSIGHT RESPONSIBILITIES	
Board of Directors	The Board is subject to the Code of Conduct , Corporate Governance Policies , and the Third Amended and Restated Code of Regulations ("COR")	<ul style="list-style-type: none">Alignment of material EESG topics to company strategy
Audit Committee	See full responsibilities included in the Audit Committee Charter	<ul style="list-style-type: none">Material EESG risks including climate risksEnterprise Risk Management structure, design and reporting, including evaluation of EESG risks
Compensation Committee	See full responsibilities included in the Compensation Committee Charter	<ul style="list-style-type: none">Human capital management practices and policies, including Diversity Equity and InclusionEESG related KPIs
Corporate Governance, Corporate Responsibility and Political Oversight Committee	See full responsibilities included in the Corporate Governance, Corporate Responsibility and Political Oversight Committee Charter	<ul style="list-style-type: none">Corporate governance policiesPolitical and lobbying activity, including oversight of the company's Political and Lobbying Action PlanEESG transparency & accountability (including climate), climate strategy, alignment with external expectations
Finance Committee	See full responsibilities included in the Finance Committee Charter	<ul style="list-style-type: none">EESG in finance credit scores, cost implications from climate risk/opportunity, alignment with investor expectations
Operations and Safety Oversight Committee	See full responsibilities included in the Operations and Safety Oversight Committee Charter	<ul style="list-style-type: none">Health and safetyHuman and labor relationsCybersecurity operational mattersEESG initiative implementation, including climate strategy implementationEnvironmental policy oversight

BOARD DIVERSITY

At FirstEnergy, we're focused on creating a more diverse, equitable and inclusive company – and that includes the senior leadership and Board levels. We believe that a diverse leadership team will make us a stronger company, enable us to innovate and broaden perspectives, serve our customers better and add value for all stakeholders. For those reasons, we seek to maintain a well-rounded and diverse [Board, including diverse Board and committee leadership](#), that represents a wide breadth of experiences and perspectives.

Our Board of Directors has set a goal to maintain at least 30% diverse members (by race, ethnicity and gender combined) for the foreseeable future.

In addition, because director expertise and subject matter fluency is central to a high-functioning Board of Directors with strong oversight processes, the Corporate Governance, Corporate Responsibility and Political Oversight Committee also considers differences in professional experience, education and other individual skills, qualities, and attributes in its nominee decision-making process.

For information on our current directors' attributes, experience, qualifications and skills, please view the skills matrix provided in our [Proxy Statement](#).

ETHICS AND INTEGRITY

FirstEnergy and its Board are committed to upholding high standards for ethics and integrity – the cornerstones of effective corporate governance. This requires every leader to set the right tone at the top and create an environment where ethics and compliance are embedded in daily work practices, where transparent communication is prioritized, and where employees feel empowered to speak up and are expected to act in accordance with our core values and behaviors.

Our Board is working in lockstep with the company's management team to help ensure a culture of ethics and integrity at FirstEnergy. Please visit the [Ethics and Compliance](#) page for details on our company's larger efforts in this area, and please see the [Proxy Statement](#) for previous steps the Board has taken to support a culture of ethics and integrity.

SHAREHOLDER OUTREACH

Commitment to Shareholder Outreach and Engagement

FirstEnergy has a long history of meaningful, robust engagement with our shareholders. We believe consistent, transparent dialogue is essential in order to understand investor feedback on a broad range of issues and provides valuable insights for our Board, its committees, and our management team into investor perspectives and priorities.

In addition to our proactive shareholder engagement throughout the year focused on corporate governance and executive compensation matters, our management team participates in numerous investor conferences, and in both one-on-one and group meetings.

We periodically meet with institutional shareholders to discuss a variety of topics including:

- Our strategic vision.
- Board oversight of corporate governance, diversity, equity and inclusion, and our ethics and compliance program.
- Federal and state regulatory matters spanning our six-state service territory.
- Financial and operational performance.
- Executive compensation.
- Our political advocacy and lobbying practices, and their alignment with our climate goals.
- Our climate goals and strategies, clean energy transition and sustainable investments.

Representatives who participated in these meetings over the past year have included Board members, our CEO and members of the management team from the Corporate Secretary, Finance, Human Resources and Investor Relations departments.

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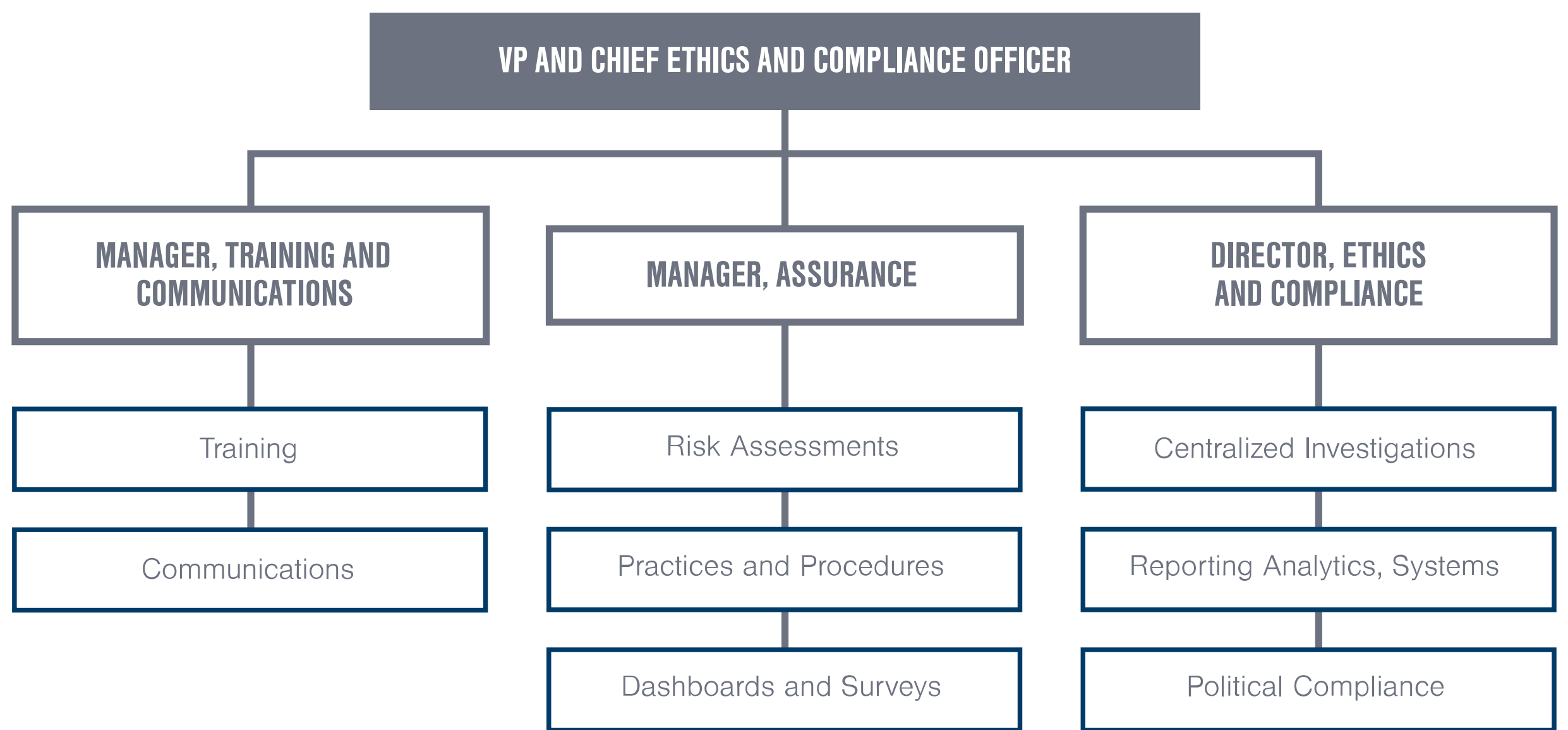


ETHICS AND COMPLIANCE

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ETHICS AND COMPLIANCE OVERSIGHT

Integrity is as foundational to our business as safety. All our leaders and employees play a critical role in creating an environment where our business practices are consistent with our values - helping individuals do the right thing and treating our coworkers, customers and communities with respect. An ethics and compliance key performance indicator component for all non-bargaining, non-physical employees in our annual incentive compensation program drives employee accountability and reinforces the importance of a strong culture of ethics and integrity. The Office of Ethics and Compliance (OEC) oversees organization-wide compliance, assurance, training and communications.

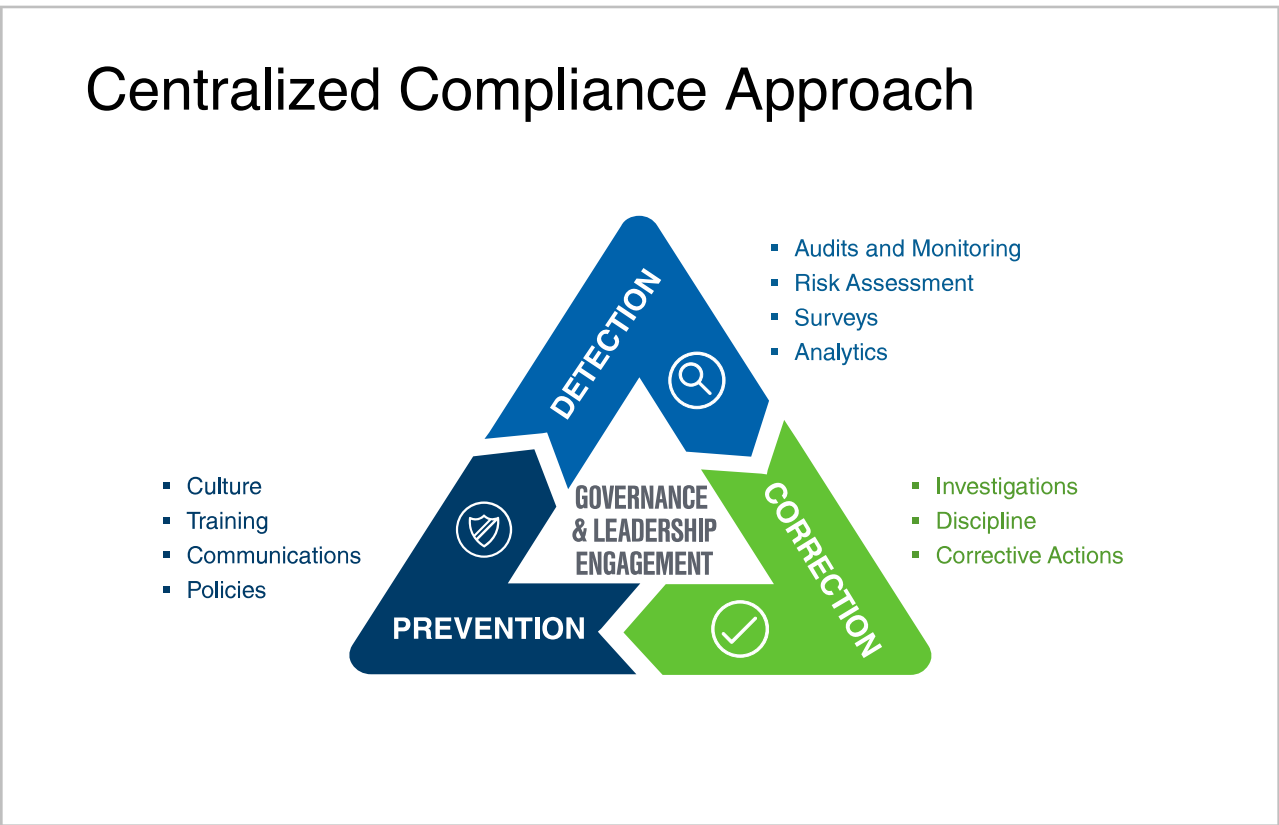


COMPLIANCE PROGRAM OVERVIEW


We are focused on embedding a culture of uncompromising integrity and ethical behavior throughout the company. Key efforts include:

- Centralizing compliance assurance activities within a single organization under the leadership of the Chief Ethics and Compliance Officer.
- Building strong compliance processes, policies and controls.
- Strengthening the channels for concern reporting and further maturing our processes to address concerns.
- Seeking continuous improvement by monitoring, benchmarking and incorporating an independent assessment of our program.
- Increasing transparency and accountability around FirstEnergy's political and public policy engagement.

Please see our [Investor FactBook](#) to read more about the key steps we've completed to create a leading ethics and compliance program.



THE POWER OF INTEGRITY

FirstEnergy's [Code of Conduct](#), *The Power of Integrity*,  lays the foundation for what we expect from all employees, regardless of their role. It reflects our collective commitment to keep integrity at the forefront of everything we do – a pledge underscored by our refreshed mission statement and core values.

The Power of Integrity applies to all FirstEnergy employees, officers and directors, regardless of role, seniority or tenure at the company. Anyone whose actions are found to be inconsistent with the expectations in *The Power of Integrity* will be held accountable and may be subject to disciplinary action.

Our employees are all responsible for understanding and following *The Power of Integrity*. By adhering to the expectations in this Code, always acting with integrity and speaking up when something doesn't seem right, we are paving the way for a strong future for FirstEnergy.

EMPLOYEE TRAINING AND COMMUNICATIONS

We are implementing more robust, best-practice approaches to training and communicating with employees on ethics and compliance issues. Our renewed approaches will help ensure consistent understanding and implementation of expectations.

The Office of Ethics and Compliance leads training on processes, policies and controls we have in place, such as the Code of Conduct, gifts and entertainment requirements, conflicts of interest and reporting concerns.

Key Trainings:

- Code of Conduct (*The Power of Integrity*).
- Political and Public Policy Engagement and Political and Public Engagement Practice.
- Concern Management for Leaders.
- Concern Management for Employees.

Key Communication Channels:

- Newsletters.
- Video Blog (VLOG).
- Leader Discussion Guides and Responses.
- Town Halls.
- Meeting Messages.
- Micro-learning Videos.
- Employee Touchpoints.
- Board Meetings and Executive Council Meetings.


ETHICS AND COMPLIANCE CONCERN REPORTING

Our employees share a responsibility to foster and contribute to a culture that places compliance, ethics and integrity at the forefront of everything we do. That responsibility requires that employees act with integrity and voice opinions and concerns whenever a situation does not conform to expectations in *The Power of Integrity*, or violates laws, rules or regulations. Employees with information about an actual or suspected violation have an obligation to bring that concern to the company's attention.

We strive to make it as easy as possible for employees to ask a question or report a concern. The following channels are available and identified in *The Power of Integrity*: the employee's own supervisor, another supervisor (of any level), Office of Ethics and Compliance, Human Resources, Legal, Internal Audit, Corporate Security, Executive Council and the Board of Directors.

In addition, we maintain anonymous reporting channels that are visible and widely available to employees. Employees who wish to report anonymously can do so by contacting our Employee Concerns Helpline or by going to our EthicsPoint website.

The Employee Concerns Line and EthicsPoint website are managed by an independent third-party organization that helps personnel communicate sensitive, and sometimes confidential, information to the company. The organization is staffed by professionals who are trained to protect anonymity and handle concerns discretely and confidentially.

For additional details on our confidential concern management process, as well as our investigation and resolution process, please see our [Code of Conduct](#) .

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POLITICAL AND PUBLIC POLICY ENGAGEMENT

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OUR APPROACH

FirstEnergy maintains a responsibility to its shareholders, customers and employees to advocate for public policy issues that impact the company and its stakeholders. We strive to engage thoughtfully and responsibly, as we advocate for our interests and attempt to effect positive change for the communities we serve. We communicate our positions with policymakers regarding issues that impact the company and its stakeholders because we have a legitimate stake in policy debates and outcomes. We understand and comply with all rules that govern lobbying, including public disclosure and reporting requirements.

Where appropriate, we reserve the right to make contributions to non-candidate initiatives that support our business priorities and create value for our stakeholders. We understand, respect and comply with all legal limitations on corporate contributions. These steps have allowed us to reshape our approach to political and public policy engagement, ensuring closer alignment to our strategic goals and core values, as well as more robust oversight and disclosure of the company's advocacy going forward. FirstEnergy's [Political & Public Engagement Policy](#)  has been adopted to promote principled engagement by the company and its directors, officers, employees, and those acting on the company's behalf.

CORPORATE ENGAGEMENT REPORT

As we develop FirstEnergy's strategies, programs and positions regarding a variety of issues that affect the company, we seek insight from various stakeholder groups, including local, state and federal policymakers, consumer and small-business advocates, peer utilities, customers, investors, non-governmental organizations, chambers of commerce and trade associations. We are committed to considering and balancing all our company's strategies and goals, including those related to climate change, in the assessment and development of our positions on proposed legislation and regulations.

Our [Corporate Engagement Report](#)  provides insight into our public policy engagement and advocacy in alignment with our commitment to the highest standards of business conduct and ethical behavior as the foundation for achieving our mission. The report also encompasses information related to direct and indirect lobbying activities, including contributions to 501(c)(4) organizations and to 501(c)(6) trade organizations, where membership dues exceed \$25,000. That includes an evaluation of any pertinent alignment between those organizations and our climate position and strategy – including our pledge to achieve carbon neutrality by 2050 and our support for the intent of the Paris Agreement.

Updates to contributions noted in the Corporate Engagement Report can be found here:

- [2021](#) 
- [2022](#) 

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STAKEHOLDER ENGAGEMENT

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OUR APPROACH

Engaging with stakeholders is essential to meeting our customers' needs and achieving our vision for a more diverse, innovative and sustainable FirstEnergy. We engage with a wide range of stakeholders, including employees, customers, investors, non-governmental organizations and others. These engagement efforts help us to build important relationships, capture different perspectives and inform our strategies, programs, and policies on a number of issues.

STAKEHOLDER ENGAGEMENT EFFORTS

At FirstEnergy, we strive to communicate clearly and openly with our stakeholders. The engagement efforts described below help ensure we operate with the needs and concerns of our employees, customers, investors, community members and others in mind. For information on our approach to political and public policy engagement, please visit the [Political and Public Policy Engagement](#) page.

Employees		
Topics	How We Engage	Purpose
<ul style="list-style-type: none">Mission and Core ValuesCompliance, ethics and integrityDiversity, equity and inclusionBusiness performance and KPI resultsCommunity involvement and volunteerismSafetyHealth and wellnessCOVID-19Employee mentorship, training, development and goal settingWork-life balanceEmployee recognition	<ul style="list-style-type: none">Code of Conduct and company policiesAnnual DEI Employee SurveyDaily internal employee portal communicationsExecutive leadership town hall webcasts, presentations and messages to employeesFormalized training and development programsQuarterly check-ins and performance reviews"Speak Up" DEI dialogue sessionsAnnual corporate objectives and cascading prioritiesEmployee Business Resource GroupsThe Power of Thanks	We recognize that our employees are what ultimately drive our strategy, culture and company forward. We need robust employee engagement to effectively attract, develop, engage and retain a diverse, high-performing workforce that is motivated to contribute to FirstEnergy's success.
Suppliers		
Topics	How We Engage	Purpose
<ul style="list-style-type: none">Supply chain management systems and bidding processEthics, integrity and complianceSafetySupplier diversitySustainability and environmental stewardshipCost savings for customersSupplier performance improvement	<ul style="list-style-type: none">Supplier Code of ConductRequests for ProposalsTerms and conditions of supplier agreementDiverse Supplier Development programElectric Utility Industry Sustainable Supply Chain AllianceSafety education and trainingSupplier performance reviews pilot	We thoughtfully engage with our suppliers to help improve their performance and achieve our vision for a diverse, sustainable and highly ethical Supply Chain that drives business unit success and creates value for FirstEnergy. Please see our Supply Chain page for additional information on suppliers.
Non-Governmental Entities (NGOs)		
Topics	How We Engage	Purpose
<ul style="list-style-type: none">Clean energy futureRenewables and distributed energy resourcesElectrificationEnergy efficiencyEmerging technologiesSustainable operationsVegetation management best practices	<ul style="list-style-type: none">Organizational membershipsMeetings, conferences and webcastsConsulting agreementsParticipation in investment groupResearch studies or partnershipsWorkshopsRegulatory proceedings	We recognize the importance of engaging with various entities on a range of topics to enable FirstEnergy to be a sustainable, innovative and industry-leading organization.
Investors		
Topics	How We Engage	Purpose
<ul style="list-style-type: none">Corporate compliance, ethics and integrityBoard expertise and demographicsClimate change, climate risks and opportunitiesEmissions and carbon neutral goalsFinancial performanceSustainability and environmental stewardshipRisk managementRate and regulatory proceedingsDiversity, equity and inclusionSafety	<ul style="list-style-type: none">Annual meeting of shareholdersQuarterly earnings callsCorporate governance outreach (annual)Outreach via email, phone calls and meetings	We believe it's crucial to engage regularly with our investors to ensure we consider, and effectively address, the topics that matter most to them. Please see our Board Governance page for additional information on the Board's shareholder engagement efforts.
Customers		
Topics	How We Engage	Purpose
<ul style="list-style-type: none">Billing and paymentNew serviceMove in /Move out / Transfer serviceConsumer productsCustomer assistance programsEnergy conservationCustomer assistanceEnergy efficiency and managementEnergy affordabilityOutages and storm restorationElectrical safetyElectrificationEnvironmental energy resourcesCOVID-19Site selection	<ul style="list-style-type: none">Social mediaWebsiteContact centersInteractive voice responseEmailTextVoice technology (Alexa)Field visitsCustomer service surveysEnergy efficiency program offeringsFocus groupsCommunity town hallsBillingFirstEnergy HomeMailingsPrint and broadcast mediaFace-to-face interactions	We strive to provide safe, reliable electricity along with innovative programs, products and services that make our customers' lives brighter. We strive to provide a best-in-class customer experience by continuing to identify opportunities to enhance and improve our existing services while also anticipating future customer requests and technology needs.
Communities		
Topics	How We Engage	Purpose
<ul style="list-style-type: none">Public safetyDiversity, equity and inclusionCOVID-19Workforce and economic developmentFood insecurity and other community welfare topicsEnvironmental stewardship and pollinatorsClean energy future	<ul style="list-style-type: none">Corporate givingFoundation givingEmployee volunteerism and nonprofit board servicePublic safety education and outreachEconomic development supportPollinator WeekArbor Day events	We believe the greater good is better business and seek to develop long-term relationships with nonprofit partners to advance our philanthropic and stewardship goals. Financial investments are leveraged to build stronger, healthier and more vibrant communities. For information about our <i>Investing with Purpose</i> initiative, visit the Community Vitality page.

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ENTERPRISE RISK MANAGEMENT

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RISK MANAGEMENT APPROACH

Managing risks and opportunities – from those related to evolving regulatory and market conditions to those associated with climate change – is a vital component of our company's governance and oversight functions. Our comprehensive Enterprise Risk Management (ERM) program helps ensure we understand and mitigate potential risks that could impact our business and key stakeholders while capitalizing on opportunities that align with FirstEnergy's Mission and business strategy.

RISK MANAGEMENT OVERSIGHT

The ERM process is overseen by FirstEnergy leadership, the Board of Directors and Board committees. Risk and opportunity management strategies are presented to the Board committees on a short- and long-term basis, which enables each committee to play an active role in the oversight process.

For additional information about FirstEnergy's risk oversight structure, please view our [Proxy Statement](#).

Board of Directors	Provides oversight of risk management practices, reviews material company risks and helps ensure processes are in place to support a strong risk management culture.	▼
Audit Committee of the Board	Oversees the ERM program and process for identifying, assessing, managing and monitoring enterprise risks; ensures risks are appropriately communicated with the Board and its committee; oversees enterprise risks and corresponding annual and mitigation steps related to the Committee's specific responsibilities; annually reviews the risk management governance, guidelines, policies and procedures.	▼
Executive-level Enterprise Risk Management Committee (ERMC)	Provides oversight and monitoring to help ensure that appropriate risk policies and management processes are established and executed; vets risk prioritization and mitigation to help ensure that risks – including climate-related ones – are managed in accordance with our expectations.	▼
Vice President and Chief Risk Officer	Provides highest executive-level oversight of day-to-day risk management efforts; prepares enterprisewide risk management reports for presentation to the ERMC, Audit Committee and the full Board; provides additional timely reports on significant risk issues as appropriate to employees, senior leadership, respective Board committees and the Board.	▼
Corporate Risk Department	Executes ERM process.	

RISK MANAGEMENT PROCESS

Our ERM program is designed to help ensure we thoroughly address risks and opportunities that could impact our business. The ERM framework consists of identification and assessment of the company's full enterprisewide risk profile, clear risk ownership and mitigation accountability, and continual monitoring and reporting.

Our Enterprise Risk Management (ERM) framework consists of identification and assessment of the company's full enterprise-wide risk profile, clear risk ownership and mitigation accountability, and continual monitoring and reporting.

Risk Identification and Assessment

As part of our ERM identification and assessment process, we categorize risks according to our risk taxonomy – strategic, financial, operational, compliance and litigation, and reputational. With subject-matter support, we then assess risk size and scope and make risk prioritization decisions by quantifying potential impact, identifying time horizon for onset and assessing likelihood of occurrence.

A summary of FirstEnergy's current material risks, including some climate-related risks, is included in our [Annual Form 10-K](#).

Monitoring and Managing Risks

Oversight and accountability are key facets of our ERM process for monitoring and managing risks. We assign risk owners as well as responsibilities for control and mitigation of risks. The Corporate Risk department works with those owners cyclically as part of our ERM process to certify risk controls and make any needed management adjustments.

To understand the key risks that are managed through the ERM process, please view the risk factors included in the [Annual Form 10-K](#), as well as our [10-Qs filed in 2022](#). For details regarding how climate risks are integrated into our ERM program please visit the [Climate Story page](#) and read our [Climate Report](#). 📄

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OUR APPROACH

At FirstEnergy, we are committed to protecting the ongoing reliability of our electric system. We recognize that threats to our critical energy infrastructure could jeopardize public safety and potentially leave millions of customers without electricity. As physical threats become increasingly common and cyberattacks escalate in number and sophistication, we are working continuously to reinforce our grid defenses and protect our systems.

We work closely with law enforcement and intelligence partners to identify compliance and cybersecurity risks, exchange information and put safeguards in place to comply with strict reliability and security standards. We maintain compliance with NERC's Critical Infrastructure Protection (CIP) industry standards, and we meet all mandates and standards set by the states in which we operate.

We also collaborate with peer groups in the electric utility industry. For example, we participate in the Electric Information Sharing and Analysis Center, a key industry group that serves as a security information clearinghouse and notifies electric utilities of threats in the industry. In addition, as part of our participation in the North American Transmission Forum, we collaborate with our peer utilities on defenses against evolving cyberattacks and take part in peer reviews and assessments, which help us to evaluate and strengthen best practices. We also participate in the Northeast Ohio Cyber Consortium, a cross-sector information-sharing and cyber-analysis organization formed to address and mitigate escalating cyber threats across various industries.

Although we have comprehensive cyber and physical security plans in place, we don't publicly disclose details about these measures as doing so could facilitate plans to harm our infrastructure, customers or employees.

CYBERSECURITY OVERSIGHT

Cybersecurity is a key enterprise risk, with both Board- and executive-level oversight.

Board-Level Oversight

The Board of Directors is responsible for overseeing cybersecurity and receives updates from CIO or CISO of Cyber and Physical Security at each regularly scheduled Board meeting.

The Board's Audit Committee reviews cybersecurity performance and risk management practices, primarily through reports provided by management, and reviews the steps taken to monitor, control and mitigate cybersecurity exposure.

Executive-Level Oversight

The CISO, CIO and/or SVP of Cyber and Physical Security provide regular cybersecurity reports to the Board of Directors at scheduled Board meetings and regularly update the Audit Committee on a range of cybersecurity topics.

A collaborative cross-departmental committee, comprised of leaders from various business units, including Risk, Internal Audit, Information Security and others, meets monthly to review and assess security metrics, major security projects and security-related industry trends.

Cybersecurity Team

Led by the CISO of Cyber and Physical Security, this team is responsible for managing and implementing the cybersecurity strategy, as well as training and education for all employees and contractors.

The team is tasked with incident response and root cause analysis; vulnerability and risk assessments; regulatory compliance and patch management oversight; security assessment support; and support and configuration of cybersecurity hardware and software.

CYBERSECURITY STRATEGY AND PROCESS

FirstEnergy leverages industry best practices to protect its information assets and employs a layered defense-in-depth cybersecurity strategy. The concept behind this strategy is that if one layer of defense does not stop an attack, there are other layers of additional security measures in place.

We are continuously and proactively identifying and mitigating cybersecurity threats – not simply reacting to them. As part of our cybersecurity efforts, we are:

- Deploying devices that provide physical and electronic protections, logging and monitoring.
- Increasing the use of data analytics to help predict, prepare for and mitigate threats.
- Implementing third-party tests that use "friendly" hackers to attack our network, so we can validate our technical cybersecurity control effectiveness and address any deficiencies we identify.
- Conducting an independent assessment of every aspect of our cybersecurity program to identify improvements and define our cybersecurity roadmap.

To support the need for continuous monitoring and detection, our Transmission Security Operations Center (TSOC) uses a unique set of technologies to assess security events from a physical, cyber and operational technology perspective. The TSOC is responsible for performing threat analysis; conducting investigations; analyzing security metrics and trends; reporting to company leadership and our Board Audit Committee; and sharing security information with industry, government and regional partners.

CYBERSECURITY EDUCATION AND TRAINING

Education and training for employees is critical to our cybersecurity process. All employees are required to successfully complete annual cybersecurity awareness training and annual anti-phishing training. These courses teach employees to recognize phishing attempts and other attack methods, protect their credentials and passwords, and abide by our internal controls, processes and procedures at all times.

In addition to these required annual trainings, we test employees continuously with simulated phishing scams to help ensure they can identify and avoid such attacks. Additional training is assigned as needed.

Cybersecurity policy training and elevated user training is required for all employees who are approved for elevated level of access to systems or information as a required function of their job.

Beyond official training, we strive to regularly educate our employees on cybersecurity matters. We provide ongoing educational content through our internal employee portal and periodic lunch-and-learn sessions.

MITIGATING PHYSICAL AND CYBER RISK EXPOSURE

Over the past several years, we have witnessed a significant increase in the frequency, scope and sophistication of physical and cybersecurity attacks on critical infrastructure. FirstEnergy invests heavily in innovative and layered security measures that use both technological and physical barriers to protect critical transmission facilities and our digital communications networks.

As we modernize the grid with smart technologies, for example, the operational benefits come with increased risk of potential threats. Digital systems like Supervisory Control and Data Acquisition (SCADA) devices (used to remotely monitor our systems in real time), smart meters and internet-enabled streetlights offer significant improvements in operations. But they also increase the number of points where malicious actors can try to gain access and compromise larger systems. To mitigate these potential threats, we build in additional safeguards to separate our networks.

Threats don't always come directly from the internet. Physical access to critical systems is also closely monitored. We regularly perform vulnerability assessments at sites across our footprint. Critical locations are monitored around the clock and are protected by both digital and physical barriers.

INFORMATION SECURITY

FirstEnergy has several policies and programs in place for the protection of sensitive information and the retention of the company's records. Employees are trained on and required to comply with the following policies:

- **Corporate Policy 104 – Enterprise Records Retention Policy:** guides employees on the proper retention and disposition of company records.
- **Corporate Policy 804 – Secure Disposal of Sensitive Information:** educates employees on how to securely dispose of physical media that may contain sensitive information that is no longer needed.
- **Corporate Policy 808 – Sensitive Information:** guides employees on the identification and classification of sensitive information.
- **RIM STD 2.05 – Sensitive Information Management:** educates employees on how to protect information classified as sensitive.
- **Identity Theft Prevention Program:** reflects the commitment of FirstEnergy to comply with the Fair and Accurate Credit Transactions Act of 2003 (also known as the "Red Flags Rule").

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We strive to develop a safe, inclusive, equitable and rewarding work culture, where diversity and innovation drive continuous improvement and empower us to make our customers' lives brighter and our communities stronger.

**DIVERSE
WORKFORCE**

We're building a diverse workforce that better reflects the communities we serve. We're especially focused on increasing the racial and ethnic diversity of our workforce and leadership by 30% by 2025, based on 2020 levels.

[READ MORE](#)

SAFETY

We demonstrate our commitment to safety by taking proactive measures to identify workplace hazards, develop effective mitigation strategies and help ensure that employees return home free from injury *every* day. We also understand the importance of psychological safety, and we're building a culture where employees feel free to be their authentic selves and share ideas.

[READ MORE](#)

**WORKPLACE
FLEXIBILITY**

We're reimagining a more flexible workplace, and we're providing tools and resources to help employees achieve performance excellence whether working on site or remotely. As of July 2022, approximately half of our workforce was designated as mobile.

[READ MORE](#)

**DEI
ACCOUNTABILITY**

We're driving accountability by tying compensation for leadership to diversity, equity and inclusion goals through our key performance indicators (KPIs) and Short-Term Incentive Program. In 2021, we broadened the KPI to include supervisors.

[READ MORE](#)

**ENGAGED AND
EMPOWERED
WORKFORCE**

Our employees are doing more than bringing you energy for the here and now. Our diverse and talented workforce is powering exciting opportunities for all that lies ahead. And we're investing in them – so they can Light the Way in the communities where they live, work and play.

[READ MORE](#)

**EMPLOYEE
DEVELOPMENT**

We're preparing our high-performing workforce for the future through our transparent talent management process and employee development programs – helping each employee reach their full potential in our organization.

[READ MORE](#)

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BUILDING A COMPANY WHERE EMPLOYEES CAN THRIVE

Our commitment to employees is an essential part of our EESG priorities. Our people are the force that moves our company forward – advancing our business strategy and EESG performance and turning our vision and goals into a reality.

FirstEnergy strives to be the employer of choice in the communities we serve, known for our diverse team, our culture of equity and inclusion, and our dedication to helping over 12,000 employees reach their full potential. We are developing a corporate culture where employees feel empowered to support our mission, drive our success, and build satisfying and engaging careers at FirstEnergy.

Our Core Values are the foundation of our transformation, our strategy and, ultimately, FirstEnergy's long-term growth and success. With a strong foundation of ethics and integrity, our leaders are fostering a culture where employees feel psychologically safe to be their authentic selves, speak up and bring their best to work every day.

Built upon these values, our talent management and Total Rewards processes are designed to attract, retain, focus, reward and develop a diverse and skilled workforce of high-performing employees and teams. Together, we are building a best-in-class utility and an exceptional place to work.

<p>Integrity</p> <p>We always act ethically with honesty, humility and accountability.</p>	<p>Safety</p> <p>We keep ourselves and others safe.</p>	<p>Diversity, Equity and Inclusion</p> <p>We embrace differences, ensure every employee is treated fairly and create a culture where everyone feels they belong.</p>	<p>Performance Excellence</p> <p>We pursue excellence and seek opportunities for growth, innovation and continuous improvement.</p>	<p>Stewardship</p> <p>We positively impact our customers, communities and other stakeholders and strive to protect the environment.</p>
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EMPLOYEE FEEDBACK

Throughout the year, employees are given the opportunity to provide feedback about the company's efforts to advance DEI ideals and culture initiatives within the organization. With employees' voices to guide us, we're continuing our transformation to a value and people centered company.

Additionally, guided by our newly enhanced [Code of Conduct](#), *The Power of Integrity* 📖 we're fostering a culture of trust where leaders openly engage in two-way dialogue with employees, encouraging them to voice opinions and empowering them to strive for continuous improvement. Moving forward, we're focusing our efforts to provide greater clarity of purpose – enabling our organization and employees to take more meaningful steps toward growth and improvement.

FAIR, EQUITABLE AND COMPETITIVE COMPENSATION

At FirstEnergy, employees can expect wages that are competitive and consistent with their sustained performance, demonstrated values, positions, skill levels, experience and knowledge. FirstEnergy's internal policies and processes continue to support equitable and consistent pay practices for employees throughout our organization. Our Total Rewards, including compensation, are regularly benchmarked against our industry and utility peer companies to allow for competitive wages and benefits packages.

DIVERSITY, EQUITY AND INCLUSION

We're dedicated to promoting DEI in our workplace and within the communities we serve. By increasing efforts to identify and hire diverse talent, we've made progress toward achieving a 30% increase in racially and ethnically diverse employees, from our 2020 baseline, both companywide and at the supervisor-and-above leadership level by 2025. In addition, FirstEnergy continues to earn local and national recognition for our DEI initiatives.

A FLEXIBLE WORKPLACE

The COVID-19 pandemic prompted FirstEnergy and many other companies to reimagine the workplace and provide employees with more flexibility, including the ability to work remotely. Through this process, we've discovered that our office employees can remain highly productive and continue to support the safe and reliable delivery of electricity by our field workforce. As of July 2022, approximately half of our workforce is designated as mobile employees.

Prioritizing Performance *and* People

In our new workplace model, FirstEnergy will provide resources to help employees work securely and successfully in a mobile and flexible fashion while increasing employee satisfaction, retention and work-life balance.

To achieve our goal, we're taking the following steps:

- Transitioning to a cloud-based model that enables more advanced technology solutions and integrated business systems.
- Striving to provide employees with the tools they need to accomplish their goals, regardless of the technology or system.
- Developing artificial intelligence and machine learning capabilities to train employees on cloud management and IT solutions.

EMPLOYEE SAFETY, HEALTH AND WELLNESS

Safety is a company imperative, a core value embedded in every aspect of operations. It means making sure we're doing the right thing at the right time, every time, so everyone returns home safely every day.

Our approach extends beyond physical safety to employees' whole health. We help employees make their overall health a priority through our robust HealthyLiving Wellness Program, which includes activities to promote physical, emotional, social and financial wellness.

We're also committed to ensuring our employees have time away to spend with loved ones and pursue interests outside of work. Our [time-off policies](#) are designed to promote a healthy work-life balance, and even support community engagement by offering eligible employees additional time off to volunteer their time and talents.

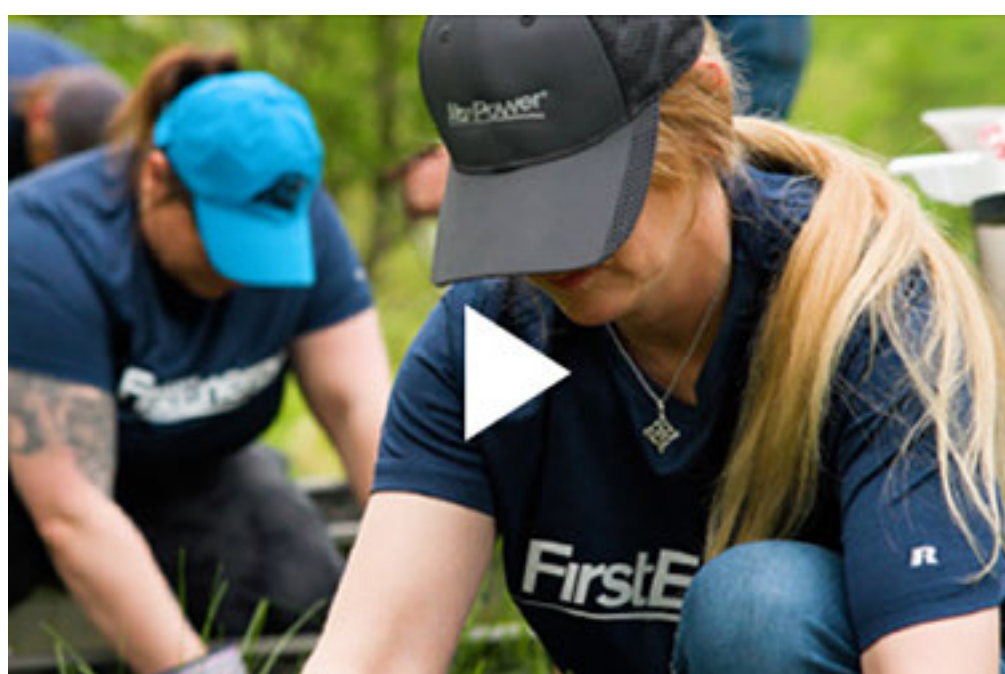
For more information, visit our [Employee Safety, Health and Wellness](#) page.

EMPLOYEES WHO LIGHT THE WAY

When it comes to transforming our company, we turn to our employees for inspiration. At FirstEnergy, we believe we are more than an electric utility company. We are 12,000 employees with the power to be a catalyst for good – a diverse and talented team accomplishing remarkable things every day.

Our employees are doing more than bringing our customers energy for the here and now. They are powering exciting opportunities for all that lies ahead. And we're investing in them – so they can invest in the communities where they live, work and play.

Our new [Light the Way](#) campaign celebrates our employees' exceptional efforts to do good for their communities and the 6 million customers we serve.



Green Teams

From park beautification projects to recycling utility poles, our people are giving their time and talents to preserve and protect the environment.



Victor Coleman

Dr. V, a FirstEnergy external affairs consultant, is inspiring kids and adults in our community to do great things and be even greater people.

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DIVERSITY, EQUITY AND INCLUSION

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OUR DEI ASPIRATIONS

Diversity, Equity and Inclusion (DEI) is a core value as well as a corporate objective because a diverse, equitable and inclusive culture delivers strong operational performance and innovation to better serve our customers, while building a safe and rewarding work experience for employees. A diverse workforce brings a wealth of knowledge and experience to our organization. An inclusive work environment invites everyone to share their knowledge and experience. And equitable treatment helps ensure that we are creating opportunities for all employees to thrive. FirstEnergy is a stronger company because we recognize and leverage our employees' unique talents, experience and perspectives.

Our DEI strategy aligns with our overall business objectives and is supported by three pillars:



Build a Diverse Workforce for the Future



Advance our Culture of Inclusion and Belonging



Enhance our Diversity Focus with Customers, Communities and Suppliers

OVERSIGHT AND ACCOUNTABILITY

High-level oversight of diversity, equity and inclusion for our employees belongs to the Compensation Committee of the Board. To align with our companywide focus, our Board is also committed to a policy of inclusiveness and actively seeks a diverse slate of candidates for director positions. These efforts support the Board's goal to maintain a composition of at least 30% diverse members (by gender, race and ethnicity) for the foreseeable future.

Our DEI Council aims to enhance workforce diversity, create an inclusive work environment, and provide oversight and guidance for FirstEnergy's integrated diversity, equity and inclusion strategy. Our DEI team, with director-level management, is responsible for developing and executing our companywide initiatives.

To read more about our Board's focus on diversity, please see the [Proxy Statement](#).

Introduced in 2018, our DEI key performance indicator (KPI) supports our commitment by increasing leadership accountability for DEI efforts. Managers and above have 15% of their STIP weighted on the DEI KPI, which considers three factors: the percentage of diverse professional hires, the number of diverse succession plan candidates and improvements in key measures of inclusion in our annual DEI Employee Survey. In 2021, we broadened the KPI to include supervisors, whose DEI KPI is tied to the survey at 5%.

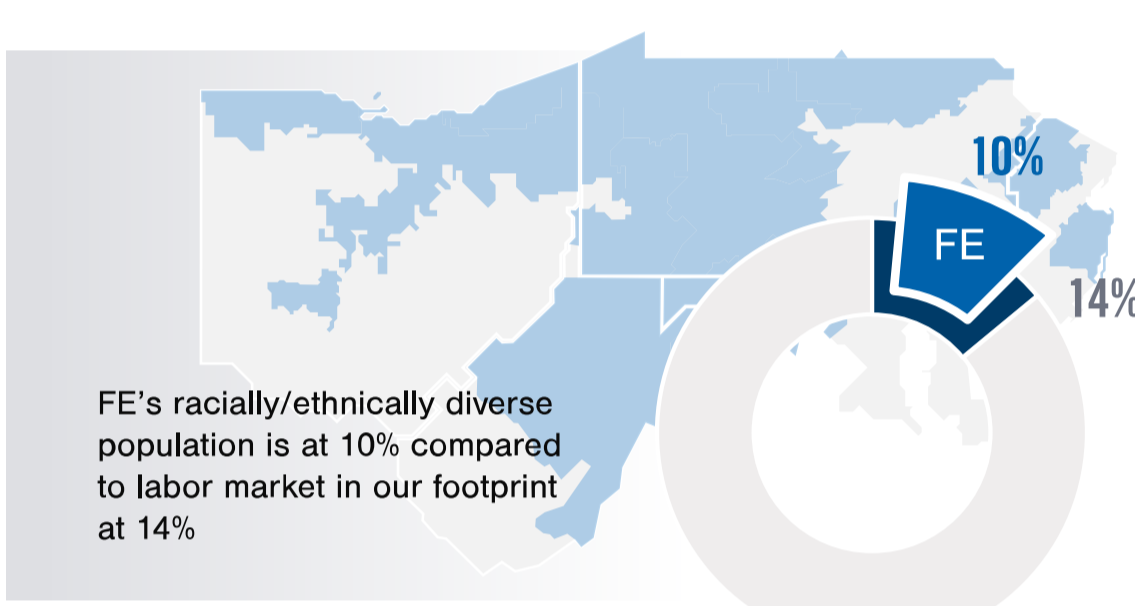
BUILDING A DIVERSE TEAM

When our team reflects the diversity of the communities we serve, we can better understand and meet our customers' needs. With this in mind, we're taking decisive steps to accelerate the diversity of our workforce. In 2021, we announced an aspirational goal to achieve a 30% increase, from our 2020 baseline, in the number of racially and ethnically diverse employees by 2025 – both companywide and at the supervisor-and-above leadership level.

Visit our [Talent Management and Employee Development](#) page for details on the recruiting and hiring practices we've implemented to achieve our goal.

Our goal is to achieve a 30% increase, from our 2020 baseline, in the number of racially and ethnically diverse employees and leaders by 2025.

Now



Progress Toward our 2025 YE Goal



Leadership is defined as supervisor and above positions. Racially/ethnically diverse refers to American Indian or Alaska Native, Asian, Black/African American, Hispanic or Latino, Native Hawaiian or Other Pacific Islander and Two or More Races. Racially/ethnically diverse employees may be recorded in more than one category.

FOSTERING AN INCLUSIVE ENVIRONMENT

We want to create a rewarding work environment where innovative ideas are welcomed, and all employees are treated with respect and motivated to contribute to FirstEnergy's progress. In turn, we believe this inclusive environment will help us achieve operational excellence and provide superior value to our customers, investors and other stakeholders.

Even with many employees working remotely, we remain focused on promoting workplace equity and creating an open and inclusive culture. We continue to offer opportunities for employees and leaders to "Speak Up" about important diversity, equity and inclusion (DEI) topics. The culture we are building extends beyond compliance and inclusivity, empowering employees to be candid, explore creative solutions, question freely and transform mistakes into opportunities for both individual and company growth. For more information on our cultural transformation and commitment to employees, visit [Employees are Essential at FirstEnergy](#).

Key inclusion efforts include:

- **Speak Up Series:** Ongoing moderated forums that provide a safe space for employees to engage in open and honest dialogue about a range of DEI topics. It's also a place where we can discuss the best ways to move forward in fostering equitable and inclusive environments at FirstEnergy and in our communities. Speak Up topics have included racial equity, allyship and microaggressions – and have continued while employees work remotely.
- **Bold, Inclusive Conversations:** Leaders set the tone for creating a workplace where every team member feels they belong and that their ideas are welcomed and valued. From 2020 to 2021, FirstEnergy invested in DEI training for more than 1,800 leaders. The training was designed to provide education about the history of racism and help our leaders build the knowledge and skills required to discuss current events, hold courageous conversations with employees and become allies.
- **Employee Business Resource Groups (EBRGs):** Our [employee-driven EBRGs](#) build inclusivity and connect employees by providing education, professional development, volunteering and networking opportunities to their members and allies. With 19 different chapters of our seven EBRGs, so far, 2,600 employees, or approximately a quarter of our workforce, have taken advantage of this opportunity to connect and grow.

EBRGs at FirstEnergy



FirstEnergy MOSaic
A FirstEnergy Employee Business Resource Group

Serves as a resource to FirstEnergy's people of color and their allies and seeks to further strengthen recruitment, development and advocacy of people of color.



FirstEnergy Veterans & Allies
A FirstEnergy Employee Business Resource Group

Strives to positively influence the organizational culture by ensuring the hiring and development of veterans.



FirstEnergy Women in Leadership
A FirstEnergy Employee Business Resource Group

Develops current and future women leaders for senior management positions and addresses the challenges of work-life balance.



Alternate Current
A FirstEnergy EBRG for LGBTQ+ and their Allies

Strives to enhance the health and well-being of the LGBTQ+ community within FirstEnergy by providing a safe and supportive environment through a partnership between corporate leadership, community members and participating employees.



THRIVE
Supporting Employee Abilities
A FirstEnergy Employee Business Resource Group

Serves as a resource for mental wellness and advocates for employees with physical and mental disabilities and major illnesses, as well as family members and friends who support and assist them. The group is committed to fostering an inclusive work environment where employees of all abilities are empowered to be authentic, valued and respected.



FirstEnergy Helping Women GROW
A FirstEnergy Employee Business Resource Group

Ensures the professional and personal development of women in our customer contact centers and develops women leaders across the company through mentorship opportunities.



Family Network
A FirstEnergy EBRG for Parents, Caregivers and Nieces

Provides workplace support to foster balance between career and family, while raising awareness of issues caregiving and taking steps to positively change our culture around caregiving.

SOCIAL JUSTICE IN OUR COMPANY AND OUR COMMUNITIES

In response to increased violence, hateful acts and bigotry across the country, FirstEnergy has accelerated efforts to advance racial equality and social justice in both our workplace and the diverse communities we serve. With support from company leaders across the organization, we are providing knowledge and tools to help employees recognize and call out injustice when they see it.

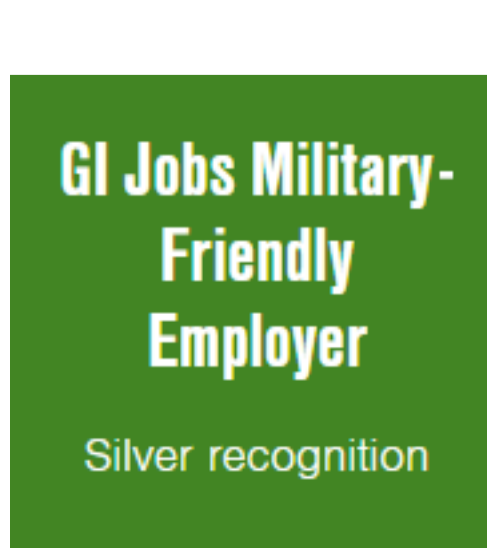
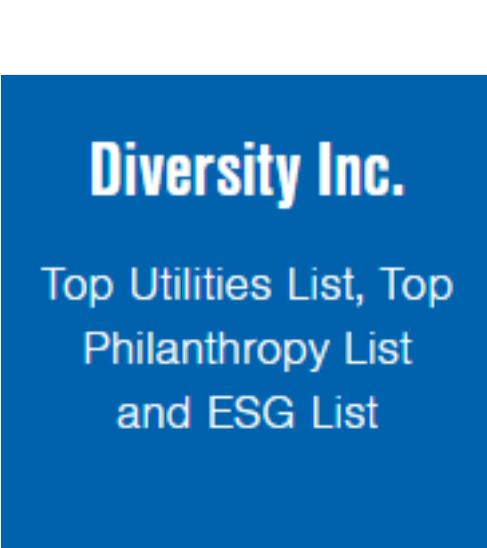
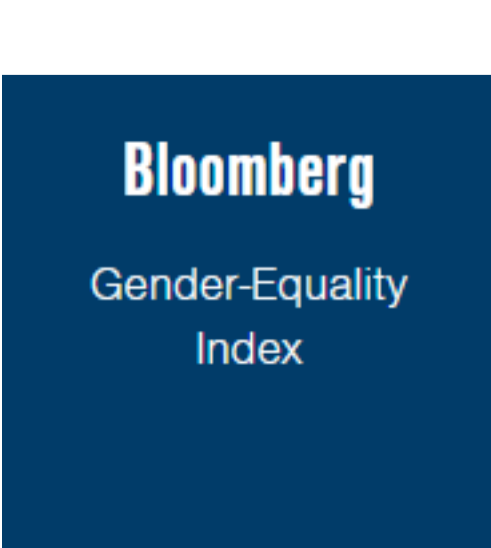
We are raising awareness and taking action to help build a brighter, safer world for our employees and customers:

- **Developing a more diverse workforce and leadership team:** Members of our MOSaic Ohio EBRG have teamed up with employees from Human Resources and Legal to identify and implement actions toward meaningful change. As a result of their efforts, FirstEnergy has already taken notable steps, such as enhancing our recruiting and interview processes, improving succession planning and publishing the DEI Workforce and Culture Progress report to increase transparency.
- **Focusing energy and resources to drive local change:** In 2021, the newly established EBRG Community Involvement Council sponsored events for the Martin Luther King Jr. Day of Service and a drive to collect hats, mittens and gloves for local nonprofits.
- **Establishing connections to help address economic disparities in our communities:** Our newly established Justice, Equity, Diversity & Inclusion Team provides guidance and develops messaging to help External Affairs team members engage more thoughtfully with elected officials on DEI issues to facilitate meaningful change.
- **Listening to our communities to develop informed responses:** Established in 2020, our DEI Event Response Team evaluates current DEI-related events and makes appropriate recommendations to guide the company's timely stance or perspective.

As the world around us changes and new local needs emerge, our efforts will evolve to better serve our employees, customers and communities.

DEI RECOGNITION (2021-2022)

Our ongoing commitment to DEI remains essential to our forward-looking and future-building strategy, and we continue to earn local and national recognition for our efforts.



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EMPLOYEE ENVIRONMENTAL SOCIAL GOVERNANCE

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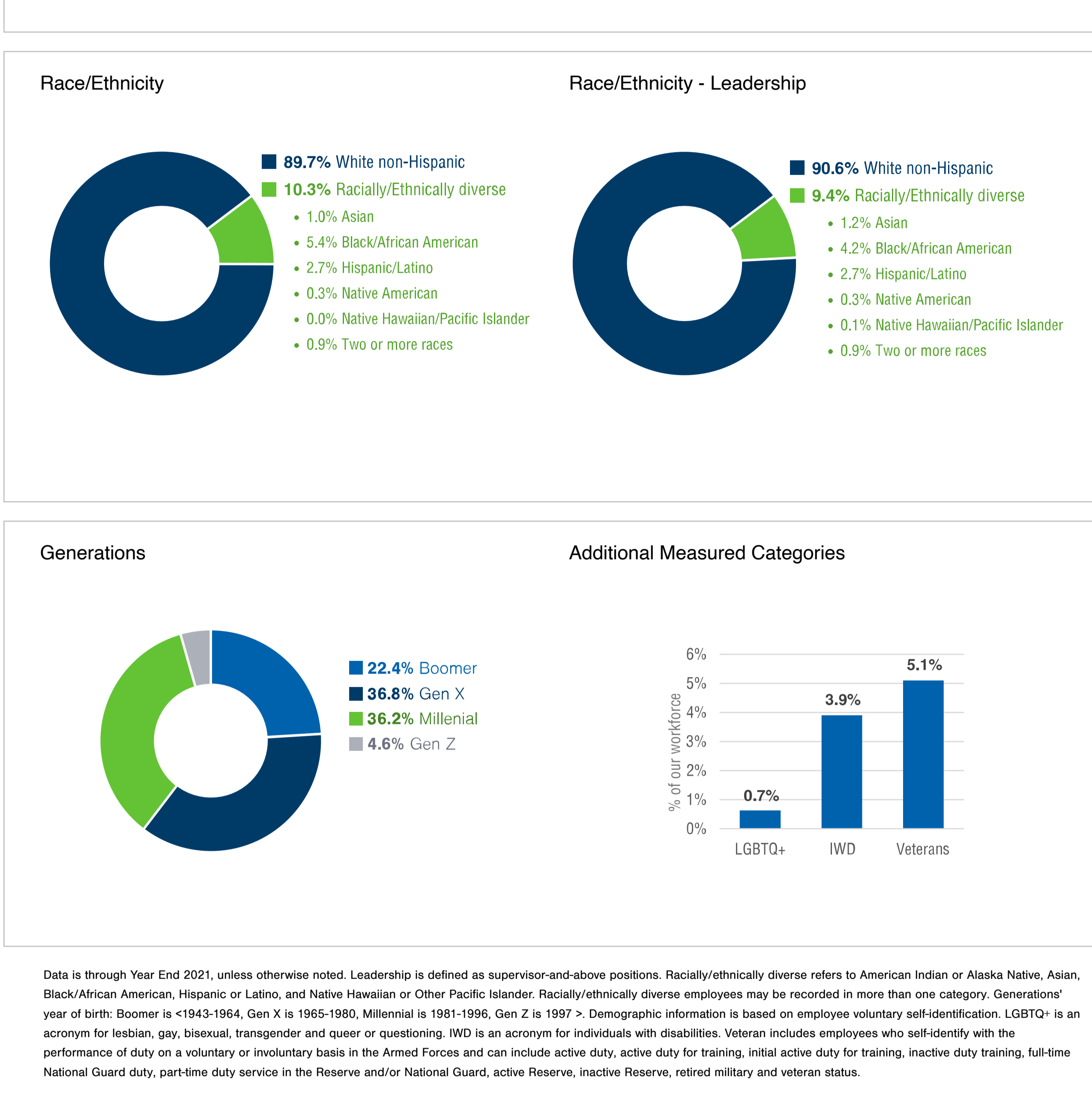
WHO WE ARE

At FirstEnergy, our dedicated employees drive our strategy and our success. They are also central to our cultural transformation – helping us build a diverse, equitable and inclusive work environment that leverages teamwork, fosters innovative thinking and embodies ethics and integrity. We are developing a workplace where leaders foster a collaborative and inclusive atmosphere, assemble diverse teams, and help employees understand and embrace their role in executing our overall strategy.

To attain our vision now and in the future, we are creating this culture of inclusion by encouraging collaboration, enhancing employees' overall well-being and increasing trust and communication across the organization.

We're setting and achieving goals in three core areas: building diverse and high-performing teams within a culture of the highest standards of integrity and ethics, creating an inclusive environment of respect, appreciation and acceptance for everyone; and helping employees grow, develop and reach their full potential.

For more workforce demographics, please visit our [EESG data tables](#).



Data is through Year End 2021, unless otherwise noted. Leadership is defined as supervisor-and-above positions. Racially/ethnically diverse refers to American Indian or Alaska Native, Asian, Black/African American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander. Racially/ethnically diverse employees may be recorded in more than one category. Generations* year of birth: Boomer is <1943-1964, Gen X is 1965-1980, Millennial is 1981-1996, Gen Z is 1997+. Demographic information is based on employee voluntary self-identification. LGBTQ+ is an acronym for lesbian, gay, bisexual, transgender and queer or questioning. IWD is an acronym for individuals with disabilities. Veteran includes employees who self-identify with the performance of duty on a voluntary or involuntary basis in the Armed Forces and can include active duty, active duty for training, initial active duty for training, inactive duty training, full-time National Guard duty, part-time duty service in the Reserve and/or National Guard, active Reserve, inactive Reserve, retired military and veteran status.

RECRUITING AND HIRING A DIVERSE, HIGH-PERFORMING
WORKFORCE

FirstEnergy's recruiting, interviewing and hiring processes leverage many recognized best practices to help ensure the best candidate is selected for every open position.

To that end, our key recruiting and hiring practices include:

- Requiring diverse candidate and interview states for positions where racially and ethnically diverse or female employees are underrepresented as compared to external labor market availability.
- Requiring racially and ethnically diverse interview panels for director-and-above positions.
- Building a hiring champion network of over 400 employees who have been trained to support all interview panels and establish an objective, consistent approach for the interview and selection processes.
- Requiring hiring managers and interview team members to undergo training designed to mitigate unconscious bias in the selection process.
- Providing a scholarship program that offers financial assistance to traditionally underrepresented students in our Power Systems Institute, an award-winning program designed to train the next generation of line and substation workers.

Our actions to increase the consistency and inclusivity of our hiring process have made a positive impact on our talent recruitment efforts. In 2021, we experienced significant increases in the percentages of external hires filled by females and racially/ethnically diverse candidates.

	2019		2020		2021	
Total Hires	720		655		706	
Overall Diverse*	251	34.86%	222	33.89%	291	41.22%
Female	174	24.17%	159	24.27%	198	28.05%
Racially/Ethnically Diverse	101	14.02%	104	15.88%	128	18.13%

*Overall diverse in 2019-2021: Includes hires who are racially/ethnically diverse, females, individuals with disabilities and LGBTQ+ – employees are only counted once even if they meet multiple dimensions of diversity.

BUILDING THE TALENT PIPELINE

Building our workforce begins long before a candidate applies for a job. The Co-op/Intern program is one of the ways we develop the talent pipeline by providing meaningful and challenging work assignments and professional development, mentorship and networking opportunities to college students. Our Co-op/Intern program successfully continued during the pandemic while similar programs across the industry faced challenges. We also converted a greater number of racially/ethnically diverse program participants to full-time employees than in previous years. When participants have completed their schooling, they are eligible to apply for full-time employment.

Year	Number of Co-Ops / Interns	Female	Racially / Ethnically Diverse	Eligible Co-Ops / Interns Converted to Employees	Female	Racially / Ethnically Diverse
2019	85	27.1%	21.2%	20	35.0%	5.0%
2020	96	32.3%	27.1%	13	22.6%	12.9%
2021	98	23.5%	28.6%	21	33.3%	38.1%

Ambassador Network

Through the FirstEnergy Ambassador Network, we're engaging with a broad network of colleges and universities, professional societies and community organizations to increase awareness of careers in the energy sector and build a diverse talent pipeline for our company.

More than 400 employees, including 22 Executive Sponsors, participate in the Ambassador Network to help showcase growing opportunities within FirstEnergy and the electric utility industry.

These employees work closely with local organizations and educational institutions, including Historically Black Colleges and Universities (HBCUs), to establish Ambassador Network teams and help us recruit top talent from underrepresented populations.

425
EMPLOYEES
Ambassador
Network Makeup

24
Ambassador
Network Teams

RETAINING TALENT

One hallmark of an inclusive workplace is that employees choose to stay and build their careers with us. We monitor attrition rates across all employee demographics as an indicator of job satisfaction and engagement. Overall, we enjoy low turnover at FirstEnergy with rates below external benchmarks.

We are committed to advancing an inclusive workplace with a goal of retaining women and racially and ethnically diverse employees at the same rate as men and White/non-Hispanic employees. For details on our inclusion initiatives, which are essential to our success in talent retention, please visit our [Diversity, Equity and Inclusion](#) page.

Turnover	Voluntary			Retirement		
	2019	2020	2021	2019	2020	2021
Female	2.2%	1.6%	3.0%	5.7%	2.6%	3.4%
Male	1.4%	0.9%	1.5%	4.4%	3.1%	3.3%
Racially/ethnically diverse employees	3.3%	2.2%	5.3%	3.4%	2.4%	3.0%
White/non-Hispanic	1.4%	0.9%	1.5%	4.8%	3.1%	3.4%

Data is representative of Year End 2021, unless otherwise noted. Percentages are a comparison of attrition to overall in-group population. Includes employees who separated from FE voluntarily (e.g., resigned due to an outside opportunity). Demographic information is based on employee voluntary self-identification. Racially/ethnically diverse refers to American Indian or Alaska Native, Asian, Black/African American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander. Racially/ethnically diverse employees may be recorded in more than one category.

MANAGING AND ASSESSING OUR TALENT

FirstEnergy is a multifaceted organization with a range of opportunities for employee growth, development and advancement. Moving forward, we're focusing our efforts to provide greater clarity of purpose – enabling our organization and employees to take more meaningful steps toward improvement and long-term success. Our process incorporates various elements, including:

Career Management – Employees actively plan and manage their careers in partnership with leadership. Our career management process includes:

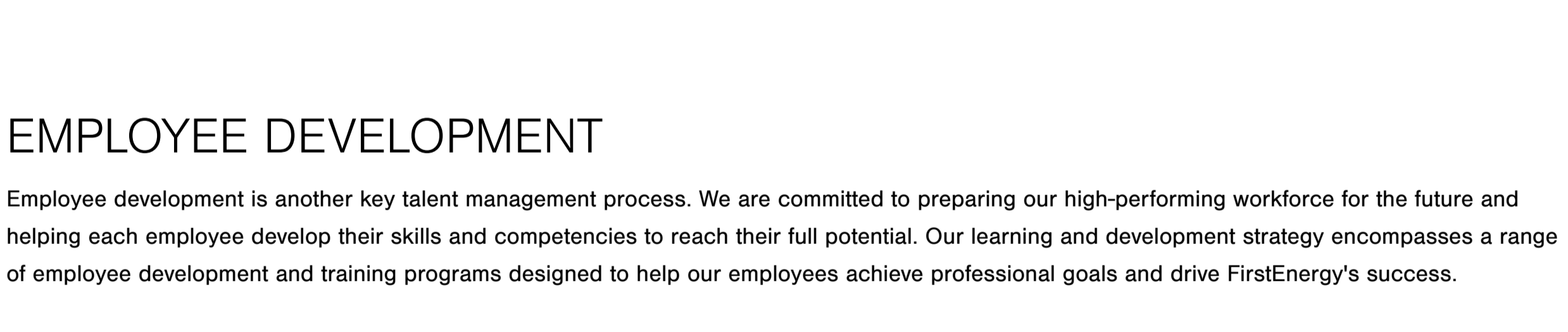
- Setting priorities that identify the most important work employees do to support their team's objectives and goals.
- Creating development goals that focus on a knowledge, skill or behavior needed for career growth. At least one development goal must be tied to a FirstEnergy value or behavior.
- Holding quarterly check-in conversations with a supervisor to discuss priorities, career aspirations, development goals and more.

Talent Talks – Business-unit leaders assess employees' leadership potential, performance and development needs.

- Leaders from each business unit meet at least annually to discuss and calibrate employees' year-over-year performance, potential for leadership positions and actions that can accelerate future opportunities.
- These discussions focus on better understanding employees' capabilities, development areas and aspirations, while also ensuring a meaningful development plan is in place that will help accelerate their readiness for leadership opportunities.
- Open and honest discussion prepares leaders to provide ongoing development coaching to employees.

Succession Planning and Leadership Selection – FirstEnergy strives to maintain a robust and diverse leadership pipeline for manager-and-above positions while ensuring that meaningful development plans are in place for emerging leaders. We often look to succession plans when there is a need to fill a leadership role, but we also engage in external searches to make sure we consider a broad, diverse pool of candidates. Ultimately, our robust selection process helps ensure we identify the best person for the job:

- Near-term and long-term successors are identified during Talent Talk discussions.
- Leaders provide aggregate feedback to help ensure that successors for leadership positions have development plans that address their strengths and development needs, and prepare them to take on additional responsibilities and/or new roles.
- Talent talks, succession plans and job postings are used to identify candidates for open manager-and-above positions.
- An objective, behavior-based interview process is used to interview candidates for open leadership positions and to select the best candidate for the position based on all the factors considered.



Data is representative of Year End 2021. Succession plan metrics are based on manager-and-above succession plans. Near-term successor includes employees who are considered Ready Now or Less than 2 years. Racially/ethnically diverse refers to American Indian or Alaska Native, Asian, Black/African American, Hispanic or Latino, Native Hawaiian or Other Pacific Islander and Two or More Races. Racially/ethnically diverse employees may be recorded in more than one category. Demographic information is based on employee voluntary self-identification.

EMPLOYEE DEVELOPMENT

Employee development is another key talent management process. We are committed to preparing our high-performing workforce for the future and helping each employee develop their skills and competencies to reach their full potential. Our learning and development strategy encompasses a range of employee development and training programs designed to help our employees achieve professional goals and drive FirstEnergy's success.

Power Systems Institute

An award-winning program for recruiting and developing the next generation of highly trained, dedicated and motivated line and substation workers. The 21-week program combines technical coursework at local community colleges with hands-on skills instruction at company facilities. To date, FirstEnergy has hired nearly 2,400 line workers and substation personnel who completed PSI programs. Please visit the [PSI page](#) on our [website](#) for more information.

Apprentice Pilot Program Augments PSI Efforts

Launched in 2020 our Line Worker Apprentice Program is designed to support our PSI training. This *FE Forward* initiative will help to address labor shortages in rural areas where our utilities have had difficulty attracting talent or have experienced higher-than-average attrition rates.

The initial pilot helped fill open positions at Ohio Edison's Marion, Sandusky and Springfield locations. After the qualifying and selection processes were completed, successful candidates were hired as full-time employees at the C-line worker apprentice level – then will progress to the B-line worker level over the next two years.

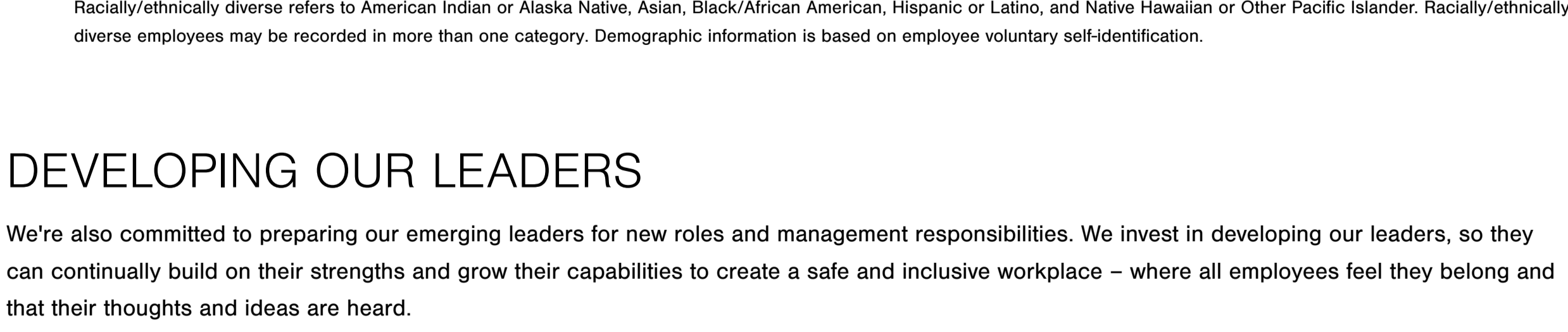
FirstEnergy teamed up with the leadership of the International Brotherhood of Electrical Workers (IBEW) and the Utility Workers Union of America (UWUA) to conduct the line apprentice program. A second pilot is scheduled for Pennsylvania Operations beginning summer of 2023.

Employee Education and Certification

We help our employees pursue degrees and certifications to advance their careers and enhance their contributions to FirstEnergy. Through our comprehensive tuition reimbursement program (capped at \$5,250 per year per person), we assist all regular, full-time employees, including union members, with the costs of satisfactorily completed courses of study directly related to our business. In addition, our new *Eduate to Elevate* program assists employees in pursuing associate and bachelor's degrees at partner colleges and universities in Toledo (Owens College), Akron (Stark State and The University of Akron), Reading (Avernia University) and Fairmont (Pierpont College). The benefits of this program include tuition deferment and a cohort-style approach with other FirstEnergy employees.

Mentoring Program

Our formal mentoring program matches mentees with mentors who can support their long-term career growth. It is designed to create collaborative, two-way partnerships that encourage individual development through sharing expertise, values, perspectives and attitudes. We offer both an open enrollment mentoring program, available to all non-bargaining employees to be a mentor, mentee, or both. In addition, we have a hand-matching program to support the development of high performing and high potential employees and racially/ethnically diverse talent.



Data is representative of Year End 2021. Bargaining Unit employees are not eligible to participate in the mentoring program currently, except for the Reading Contact Center. Racially/ethnically diverse refers to American Indian or Alaska Native, Asian, Black/African American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander. Racially/ethnically diverse employees may be recorded in more than one category. Demographic information is based on employee voluntary self-identification.

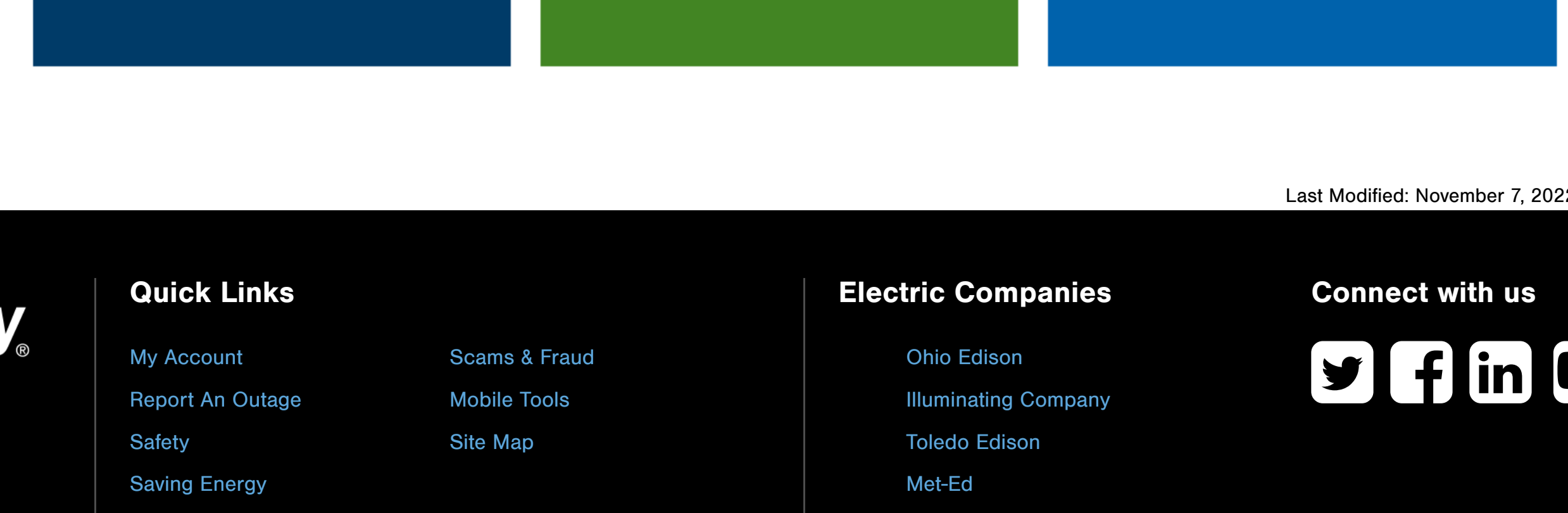
DEVELOPING OUR LEADERS

We're also committed to preparing our emerging leaders for new roles and management responsibilities. We invest in developing our leaders, so they can continually build on their strengths and grow their capabilities to create a safe and inclusive workplace – where all employees feel they belong and that their thoughts and ideas are heard.

- Aspiring Leader Program:** In 2022, we partnered with Kent State University to pilot the Aspiring Leader Program. This program was designed to provide a development opportunity to high performing individual contributors on near-term succession plans to further prepare them for leadership roles in the future.
- New Supervisor and Manager Program (NSM):** Our NSM Program prepares newly hired or promoted supervisors and managers for their supervisory responsibilities, training them in leadership practices that align with our mission and core values.
- Experienced Leader Program:** This program educates and trains experienced managers and directors in effectively leading their teams and the organization. Delivered through a series of virtual, instructor-led and small-group coaching sessions spread over six months, it equips our leadership with the tools to support their teams and ultimately drive FirstEnergy's success.
- Senior Leadership Development:** Executives are selected to participate in intensive leadership development experiences in partnership with the Center for Creative Leadership, a premier external vendor for leadership development. These experiences enable executives to reflect on their leadership style and examine and maximize their effectiveness to accelerate organizational commitment, alignment and results.

PERFORMANCE MANAGEMENT PROCESS

During check-in conversations throughout the year, employees and their leaders discuss their performance, progress towards priorities and development goals. During our annual Performance Investment and Rewards Calibration (PIRC) Process, leaders within a business unit or department come together for performance calibration sessions. Discussing and calibrating employee performance provides multiple perspectives and helps ensure that leaders differentiate performance in a fair and consistent manner when allocating compensation increases among employees.



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[Home](#) | [Employee](#) | [Safety, Health And Wellness](#)

SAFETY GOVERNANCE AND ACCOUNTABILITY

Safety is an unwavering core value at FirstEnergy. We believe that, together, we have the power and responsibility to keep each other safe and create a working environment that helps ensure every employee returns home free from injury every day.

Our safety teams work together to drive continuous improvement in our company's safety processes and programs, and to provide guidance for compliance with applicable laws, regulations and standards. Our Executive Safety Council, comprised of company leaders who meet monthly, develops the strategic direction of our safety vision and provides oversight and guidance on our safety plans and initiatives. In addition, each operating company has a Safety Governance Team, comprising operating company management and union leadership responsible for proper implementation of our safety initiatives and assessments of safety performance.

We continue to include safety metrics as key performance indicators (KPIs) in our annual incentive compensation program to reinforce that a safe work environment is crucial to our success. Our Days Away, Restricted or Transferred (DART) rate and Life-Changing Events (LCEs) metric monitor the impact of our exposure reduction efforts. DART measures the number of incidents that result in days away from work, days of restricted work activity or job transfers. Our DART stretch goal is set at the industry benchmark top-decile rates, and the DART target goal is set at the industry benchmark top-quartile rates. LCEs track injuries that are or could be life-threatening, life-altering or fatal. Please see our [EESG data table](#) for specific safety metrics.

"Safety is, and always will be, an unwavering core value at FirstEnergy and is at the forefront of everything we do. Keeping one another safe in every situation, every day, is at the heart of our safety commitment. Our leaders are our role models and sponsors of safety, and our employees should know that they have support from the leadership team to do the right thing every time.



As we continue to improve our safety culture, we must not only focus on keeping one another safe, but ensure our customers and communities are, too."

Sam Belcher
Senior Vice President, Operations

EMPLOYEE SAFETY

Leading with Safety

Safety is a business and cultural imperative embedded in every aspect of operations. It is making sure we are doing the right thing at the right time, every time, so everyone returns home safely every day. Having the power to keep each other safe means accepting the responsibility to look out for ourselves and each other. There is consistent reinforcement of the shared and personal accountability for controlling exposure to hazards, and continuously improving safety behaviors, systems and controls. Zero LCEs is our shared mission.

With emphasis on "Leading with Safety," leaders and employees receive safety training and reinforcement of exposure control concepts to improve job site exposure identification, communication and mitigation to prevent LCEs. FirstEnergy continues to enhance and reinforce leader and employee safety training and exposure control concepts to improve job site exposure identification, communication and mitigation to prevent life changing events. Further, FirstEnergy continues to expand its Leading with Safety experiences with its employees to achieve excellence in personal, contractor and public safety.

We recognize leadership's key role in controlling and eliminating exposure. To solidify critical leadership behaviors and accountability at all levels, we have conducted a 360-degree assessment and formed personal safety action plans for all Utility and Fleet Operations leadership. We've also provided LCE critical control workshops and field coaching for managers and supervisors, as well as awareness training for our field leaders.

Our field verification process is also an important part of achieving our safety vision and managing our safety performance. Field verifications are designed to increase focus on scenarios that have the potential to create life-changing events. This process helps us to identify critical controls in the field that affect exposure and provide coaching opportunities to help employees recognize exposure risk and eliminate or mitigate it. This process also helps to ensure we're effectively following existing safety procedures and programs in the field.

A cornerstone of our corporate strategy is ensuring we are creating a safe workplace where all employees are responsible for safety and well-being. We are committed to creating a working environment that helps ensure every employee returns home safely every day.

Our success in achieving our safety vision depends on partnering with our employees and our unions to reduce exposure and improve our safety practices and processes. Toward that end, we build feedback and coaching opportunities into our safety processes, including our field verifications. We also work to build trusting relationships across organizational levels and encourage employees to speak up and pause or stop work if they feel something is not right.

Employee training and education is also vital to our success. We conduct both annual and ongoing training for employees on a range of health and safety topics:

- **Progression training:** These trainings occur regularly over the employees' first several years in their role and provide workers with the skills and knowledge needed to safely perform increasingly advanced tasks.
- **Refresher training:** Refresher sessions are offered on a regular basis to help ensure employees are current with our safe work practices and with regulatory-required training.
- **Service restoration training:** This specialized training is provided on a regular basis for employees who support service restoration efforts. Team members learn to safely identify and assess damage following a storm, protect the public from hazards such as downed wires and safely repair or replace damaged facilities to restore service for customers.

FirstEnergy's training courses are offered in a variety of formats (i.e., in-person, web-based, instructor-led, and remote) to optimize timeliness of delivery, student comprehension and sustainability.

COVID-19 Response: Keeping Employee Safety and Well-being First

We recognize that the pandemic posed unprecedented challenges for our employees, both at work and at home. We facilitated a range of tools and resources to enable employees to work effectively while also providing flexibility and expanded benefits to help them and their families cope throughout the pandemic.

Some of those solutions included modifying the employee benefits plan to offer in-network coverage for COVID-19 treatment and telehealth services, providing employees with up to four hours of paid time off (PTO) to receive each dose of the vaccine and implementing a new PTO carryover process that allows employees to access unused 2020 and 2021 PTO through 2024.

For the additional measures we have taken for the safety and well-being of our employees please visit our [Proxy Statement](#).

Contractor Safety

Contractor safety includes strengthening our partnerships with our contractors and focusing our efforts to reduce their exposures, eliminate events and pursue excellence in safety and human performance, while sharing information and best practices.

Our comprehensive contractor safety program is a key part of this effort and consists of the following elements:

- **Contractor Pre-Qualification:** This is a formalized annual review of our contractors' safety readiness and performance.
- **Contractor Safety Requirements:** These safety requirements are embedded within each contractual document to help clarify our general safety expectations for contractors prior to initiating work with FirstEnergy. If safety requirements are modified, they are communicated to each contractor company.
- **Contractor Oversight:** We provide oversight of contractors through tools such as orientation, partnership meetings, incident reporting and corrective actions.
- **Evaluation of Onsite Safety Performance:** We conduct contractor safety performance assessments through field observations.

Additionally, we are developing a contractor field verification process to help identify, control and eliminate potential or actual exposures that have the potential to result in a life-changing event.

Health and Wellness

Our approach extends beyond physical safety to employees' whole health, including their mental and emotional wellness and personal and family well-being.

At FirstEnergy we are committed to helping our employees maintain and improve their health. We help employees make their overall health a priority through our robust HealthyLiving Wellness Program. This extensive program is offered through our partnership with Virgin Pulse and is designed to encourage and reward participants for improving or maintaining positive health and total well-being. We evaluate the HealthyLiving program as part of our Total Rewards each year – looking at best practices and program participation as well as feedback from our employees – to determine which features to offer for a robust and engaging program.

Our wellness program focuses on physical, emotional, social and financial health. Components of the program include personalized wellness content such as a health assessment survey and health screening, wellness challenges, health coaching, a robust mobile app, along with a dedicated series of emotional strength exercises and tools to help employees find the right work-life balance.

Employees can earn up to \$600 in rewards as they complete program activities and show healthy results. To encourage healthy living at home, the digital wellness platform is also available to spouses and domestic partners, who can earn up to \$200 if enrolled in a FirstEnergy or union-sponsored medical plan. When participants are ready to redeem their rewards, they have a variety of options such as pre-tax Health Savings Account (HSA) and 401(k) contributions, taxable cash payments, charitable donations and gift cards and merchandise from the platform's online store.

FirstEnergy also offers a comprehensive set of benefits and programs to support our employees, including:

- | | | |
|---|---|--|
| • Medical and prescription | • Dental | • Vision |
| • Company Provided Health Care Contribution | • Health savings and flexible spending accounts | • Dependent insurance and flexible spending accounts |
| • Life insurance (basic, supplemental, dependent life and accidental death and dismemberment) | • Long-term disability insurance | • HealthyLiving Wellness Program |
| • Financial planning | • Life Resources Employee Assistance Program | • Adoption Assistance |
| • Educational Assistance | • Pension | • 401(k) Savings Plan (with matching employer contributions) |

Additional benefits can be found on our [Total Rewards compensation and benefits package](#) website.

We also strive to create flexibility and balance for our employees. Our [time-off policies](#) are designed to promote a healthy work-life balance and allow employees time away to spend with friends and family, and pursue interests outside of work. Our diverse slate of time-off programs allows for flexibility in how employees take paid leave and goes beyond standard Paid Time Off (PTO) offerings to address unforeseen circumstances and employee well-being.

Additionally, eligible employees have access to 16 hours of paid Volunteer Time Off (VTO), which can be used instead of PTO when an employee volunteers at a 501(c)(3) charitable organization. This VTO policy enables our employees to volunteer with organizations that matter to them and support our company's mission to make our communities stronger.

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Electric Companies

[Ohio Edison](#)
[Illuminating Company](#)
[Toledo Edison](#)
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Connect with us



ENVIRONMENTAL

[Home](#)

We strive to protect the environment by minimizing our impact, improving the sustainability of our operations, executing our Climate Strategy and finding opportunities to enhance the ecosystems we interact with.

VEGETATION MANAGEMENT

We're proud to be recognized as a fully accredited Right-of-Way (ROW) Steward through the ROW Stewardship Council, a designation honoring our dedication to responsible and sustainable practices in vegetation management.

[READ MORE](#)

CLIMATE REPORT

We believe climate change is among the most important issues of our time, and we're committed to doing our part to enable a low-carbon future for the communities we serve. Our new Climate Report provides transparency on climate governance practices, risk management processes, scenario analysis insights, climate targets and decarbonization efforts.

[READ MORE](#)

FOSTERING POLLINATORS

We believe the utility industry is uniquely positioned to create and support habitats where declining pollinator populations can thrive. We've set a goal to create 225 acres of biodiverse pollinator habitats by 2025 by planting seed mix in our transmission rights-of-way.

[READ MORE](#)

ELECTRIFYING THE ECONOMY

Our long-term vision is to help lead a seamless and reliable economy-wide electrification effort and power a more sustainable future for the customers and communities we serve. To advance that vision, we're making electric vehicle adoption more accessible, convenient, and affordable through our *EV Driven* programs in Maryland and New Jersey.

[READ MORE](#)

ENVIRONMENTAL POLICY

We are responsible stewards of the natural resources impacted by our operations and are committed to fulfilling this responsibility for current and future generations by conducting our operations according to the principles in our policy.

[READ MORE](#)

ENERGY EFFICIENCY

In 2021, our energy efficiency programs helped customers save over 390,000 MWh of electricity. To continue these efforts, our goal is to help customers achieve cumulative reductions in electricity usage exceeding 7.5 million MWh between 2021 and 2025.

[READ MORE](#)

FLEET ELECTRIFICATION

We're targeting 30% electrification of our light-duty and aerial truck fleet by 2030, and full electrification by 2050. Since 2021, we've been striving for 100% electric or hybrid purchases for this fleet.

[READ MORE](#)

WASTE REDUCTION

Our Wood Pole Diversion Program helped us divert 608 tons of wood poles from landfills in 2021. This and other company recycling programs help us minimize waste and mitigate our impact on the environment.

[READ MORE](#)

CLEAN ENERGY

We've set a goal to own at least 50 MW of solar generation in West Virginia by 2025, and we continue to connect our customers' distributed energy resources with our grid. Through year-end 2021, we have facilitated more than 66,000 customer retail interconnection projects across our service area.

[READ MORE](#)

Last Modified: November 7, 2022



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Electric Companies

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Connect with us



POLICY AND COMPLIANCE EXCELLENCE

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ENVIRONMENTAL POLICIES, OVERSIGHT AND COMPLIANCE

We believe climate change is among the most important issues of our time and have developed research-driven policies to clarify our role as a steward of the environment.

We expect all employees and contractors to adhere to our environmental policies. We have management strategies in place, including an environmental management system, to help ensure we continue to abide by all regulatory compliance requirements. We also provide employee education through tools such as annual training and daily environmental messages for employees whose work can directly impact the environment.

Our Environmental Policy

FirstEnergy believes it is our responsibility to protect and preserve the natural environment and promote a sustainable future for the customers and communities we serve. We are responsible stewards of the natural resources impacted by our operations and are committed to fulfilling this responsibility for current and future generations by conducting our operations according to the principles in this policy.

Compliance

We will meet or exceed the requirements of all applicable federal, state, and local environmental laws and regulations.

Environmental Justice

We will conduct our operations through equitable, just, and transparent engagement with the communities we serve.

Environmental Stewardship

We are committed to minimizing the environmental impact of our operations on air, water, and land; advancing resource conservation and enhancement; and employing pollution prevention and minimization policies. We address climate change through effective, comprehensive, and innovative project planning as described in our Climate Position and Strategy. We undertake companywide sustainability efforts and provide annual environmental training, daily environmental messages, and Environmental Performance News Flash communications to all employees whose work can directly affect the environment. We do this to drive accountability for understanding and incorporating environmental responsibilities into daily activities. We also conduct audits and assessments and promptly correct work conditions that we determine threaten human health, safety, or the environment.

Environmental Sustainability

We proactively integrate environmental considerations into all areas of business planning and decision-making to preserve, protect and maintain the environment and to mitigate the risks from climate change for future generations. To help ensure ongoing environmental improvement, we plan, implement, and measure our performance through operational evaluations. We will also continue to promote waste reduction, environmental awareness, and biodiversity across our operations. To support these efforts, we will sustain a culture of environmental stewardship at all levels of the organization and encourage employees to identify opportunities to modify our business policies and asset replacement strategies to be more environmentally responsible.

Community Engagement

We promote and maintain open dialogue with employees, customers, regulators, and our communities with respect to environmental, social and governance issues. We foster customer education, respond to stakeholder concerns, and enhance the environment through various FirstEnergy employee volunteer efforts, such as our tree planting and pollinator garden sustainability programs. These and other actions are part of our larger efforts to support the communities where we live and work by cultivating civic, economic, and social well-being.

Our Environmental Justice Policy

The U.S. Environmental Protection Agency (EPA) defines Environmental Justice as the fair treatment and meaningful involvement of all people regardless of race, color, national origin, or income with respect to the development, implementation and enforcement of environmental laws, regulations and policies. According to the EPA, this goal will be achieved when everyone enjoys the same degree of protection from environmental and health hazards, along with equal access to the decision-making process to have a healthy environment in which to live, learn and work.

In alignment with EPA's definition, FirstEnergy is committed to ensuring the opportunity for inclusive participation and the equitable consideration of stakeholders as we seek an environmentally sustainable future for the communities we serve. This will enable stakeholders to be involved in the decision-making process when our activities affect the environmental and/or health conditions in our service area.

We will strive to find strategic and collaborative solutions to better manage and mitigate environmental and/or health impacts on our communities, including underserved communities. We will also seek out and facilitate the meaningful involvement of those potentially impacted by our current and legacy operations.

With this policy as a foundation, FirstEnergy aims to add depth and clarity to our understanding of Environmental Justice in our daily business practices as we move forward in equitable support of our stakeholders.

ENVIRONMENTAL OVERSIGHT AND ACCOUNTABILITY

FirstEnergy's Environmental group focuses on environmental compliance and managing a range of environmental issues, from responsibly managing waste to reducing infrastructure-related risks to avian species. The policies we've established – Environmental and Environmental Justice, and their related initiatives – foster employee awareness, provide guidance, define responsibilities and outline our strategy for mitigating environmental impacts.

With these policies as a foundation, Board and executive-level oversight helps ensure the transparency and accountability of our environmental initiatives, while also ensuring those initiatives are carefully aligned with the company's Core Values and company strategy.

Board Level

The Board of Directors oversees enterprisewide risks, including environmental risks. The Audit Committee oversees remediation costs, environmental budgets and material environmental risks. The Operations and Safety Oversight Committee oversees the Environmental Excursions and Notices of Violation (NOV) key performance indicator (KPI) and other indicators of environmental performance. Additionally, in coordination with the Corporate Governance, Corporate Responsibility and Political Oversight Committee the Operations and Safety Oversight Committee oversees environmental strategy, initiatives and policies, including those related to climate change and environmental protection.

Executive Level

Led by the Senior Vice President of Operations and the Vice President of Utility Operations, the Director of Environmental and the Environmental Management team are responsible for executing the environmental strategy, providing management oversight of environmental initiatives, and compiling reports on environmental progress for appropriate board committees throughout the year.

Director and Environmental Management Team

The Environmental Management team and Director of Environmental have a broad range of responsibilities that includes managing environmental compliance, identifying new or changing regulations that affect our operations; overseeing all operational permits at the federal, state and local level; and overseeing initiatives that support the environmental strategy. Together with the Vice President of Utility Operations, the Director of Environmental provides regular monthly reports to the executive-level management team on environmental programs and key initiatives as well as the status of our Environmental Excursions and NOV KPI.

COMPLIANCE EXCELLENCE

Compliance excellence is a key principle of FirstEnergy's approach to protecting the environment and mitigating the impact of our operations. Various levels of oversight help ensure that we are complying with all federal, state and local laws and regulations applicable across our footprint including, but not limited to, those related to the Clean Air Act, Clean Water Act, Resource Conservation and Recovery Act and the Endangered Species Act.

To help ensure compliance with all environmental regulatory requirements, we use an environmental management system for our power generation operations that tracks our regulatory requirements and prompts responsible parties to complete each required task. We use the same environmental management system, on a more limited basis, in our distribution operations, and we also employ a similar environmental management system on the transmission side to help ensure adherence to our project-based permits and compliance requirements.

Our Environmental Compliance Assessment Program (ECAP) is another vital part of our efforts to maintain compliance excellence. Through this program, we conduct rigorous internal regulatory reviews of individual sites to assess environmental compliance with federal, state and local requirements. Essentially, ECAP helps us to:

- Identify and correct any instances of noncompliance.
- Assist managers in gaining a thorough understanding of the specific environmental compliance requirements of particular facilities.
- Identify practices and circumstances that make facilities vulnerable to noncompliance.
- Increase awareness of individual accountability for environmental compliance and environmental stewardship.
- Provide independent inspections verifying environmental compliance.

We strive to evaluate every FirstEnergy facility through the ECAP program every three years.

Additionally, through our Environmental Threat Assessment Program, we aim to exceed compliance requirements, going above and beyond by performing site visits that help us to proactively identify and eliminate any potential environmental risks at our facilities.

These two key programs help us to maintain compliance in a variety of areas and put into action our commitment to be good stewards of the environment.

We also incentivize our environmental performance by including Environmental Excursions and NOV as a KPI metric in the Operations Index of our short-term incentive program. Our Environmental Excursions and NOV KPI metric tracks any regulatory reportable air emission, water discharge or other unauthorized release that exceeds applicable environmental limitations, conditions and deadlines set by federal, state or local regulations. Our threshold, target and stretch goals for this metric are based on our previous year's performance, with the stretch goal designed to encourage significant improvement in our commitment to making the environment better. Including these environmental metrics in our Operations KPIs enhances employees' awareness of and attention to environmental compliance and drives continuous improvement across all areas of our business. Please see our [EESG data table](#) for our Environmental Excursions and NOV metrics.

Last Modified: November 7, 2022

CLIMATE STORY

[Home](#) | [Climate Story](#)

CLIMATE POSITION

We believe climate change is among the most important issues of our time, and we're committed to doing our part to ensure a bright and sustainable future for the communities we serve. Through the diligent execution of our [Climate Strategy](#), we're working toward achieving carbon neutrality of our Scope 1 emissions by 2050, which we view as a key step in meeting the climate challenge and building a low-carbon energy future for the next generation. In addition, we have a responsibility to our stakeholders to proactively mitigate the company's climate change risks and capitalize on emerging opportunities in a reduced-carbon economy – all while meeting the changing energy needs of our diverse customer base.

CLIMATE STRATEGY

At a high level, our [Climate Strategy](#) consists of two major efforts: reducing greenhouse gas (GHG) emissions and enabling the energy transition to a low-carbon future.

Importantly, our Climate Strategy is a key component of our company strategy. That alignment means efforts to implement and execute our Climate Strategy *also* support and advance our company strategy. Additionally, it means FirstEnergy is well-positioned to strategically consider climate-related risks and capitalize on opportunities that emerge in the energy transition.

Reducing Emissions

To reduce our Scope 1 GHG emissions and work toward carbon-neutrality by 2050, we are:

- **Transitioning Away from Coal Generation:** We've committed to moving beyond our two coal-fired generating plants no later than 2050. Our commitment is consistent with the Effluent Limitation Guidelines compliance filing we submitted to the Public Service Commission of West Virginia (WVPSC), in which we proposed end-of-life dates for the Fort Martin (2035) and Harrison (2040) plants. We will engage in a broad stakeholder dialogue and work closely with the WVPSC as we develop and seek approval for that future transition plan.
- **Electrifying our Vehicle Fleet:** We're targeting 30% electrification of our light-duty and aerial truck fleet by 2030, and 100% electrification by 2050. To reach our electrification goal, we're striving for 100% electric or hybrid vehicle purchases for our light-duty and aerial truck fleet moving forward, beginning with the first hybrid electric vehicle additions to the fleet in 2021.
- **Reducing SF₆ Emissions:** We're working to repair or replace, as appropriate, transmission breakers that leak SF₆. Sulfur hexafluoride, or SF₆, is a gas commonly used by energy companies as an electrical insulating material and arc extinguisher in high-voltage circuit breakers and switchgear. If escaped to the atmosphere, it acts as a potent greenhouse gas with a global warming potential significantly greater than CO₂.

To read more about our decarbonization strategy, please see our [Climate Report](#).

We have reduced our Scope 1 greenhouse gas (GHG) emissions by 12% from our 2019 baseline on our journey to carbon neutrality.

According to the United Nations, global GHG emissions amounted to an estimated 59.1 billion tons of CO₂e in 2019. FirstEnergy's Scope 1 emissions amounted to approximately 18.1 million metric tons in 2019 – about 0.03% of the annual global total. While FirstEnergy's total GHG emissions are a small component of global GHG emissions, we are taking action to proactively mitigate our impact and do our part to secure a bright and sustainable future for generations to come.

Our broader company commitment to environmental stewardship extends beyond reducing greenhouse gas emissions. Please visit our [Biodiversity and Conservation](#), [Waste Management](#) and [Water Management](#) pages for more information on our efforts to develop increasingly sustainable, responsible operations.

Enabling the Energy Transition

Reducing GHG emissions is just one part of our Climate Strategy. We're also focused on the energy transition, and we believe our main role in that transition is enabling a low-carbon future, and the steps we're taking to enable that future include:

- Protecting and enhancing the transmission system to support grid reliability and enable increased renewables and other clean energy trends.
- Building the technologically advanced distribution grid of the future by implementing grid management solutions, smart meters, automation, EV charging infrastructure and other emerging technologies.
- Being innovative and forward-thinking with our coal generation fleet as we explore opportunities to incorporate renewable resources and implement emerging technologies.

Please visit the [Energy Transition page](#) for more detailed information on the steps we're taking to enable the clean energy transition.

CLIMATE OVERSIGHT AND ACCOUNTABILITY

Climate Strategy

FirstEnergy's Board of Directors provides oversight and guidance on employee, environmental, social and governance (EESG) topics, including climate change. The Board has five standing committees that, through [their respective oversight responsibilities](#), assist in guiding FirstEnergy's Climate Strategy and related efforts. The Corporate Governance, Corporate Responsibility and Political Oversight Committee has general responsibility for oversight of EESG matters and receives climate-related updates at its meetings. In coordination with the Corporate Governance, Corporate Responsibility and Political Oversight Committee, the Operations and Safety Oversight Committee reviews and monitors environmental-related strategies, initiatives and policies, including in the area of climate change. The Finance, Audit and Compensation Committees also provide specific oversight of EESG matters that fall within the scope of responsibilities set forth in each of their charters. Please see the company's [Climate Report](#) for additional climate-related Board oversight information.

At the management level, responsibilities for climate matters are spread across the company's five organizational pillars – Finance & Strategy, Customer, Operations, Legal, and Human Resources & Corporate Services. Cross-functional management-level committees – including the Corporate Responsibility Steering Committee and its Climate Subcommittee – are designed to bring relevant leaders together to help ensure FirstEnergy is advancing climate action in alignment with our corporate strategy, identifying and managing climate risks, capitalizing on energy transition opportunities, and providing transparency through disclosure efforts. Visit our [Climate Report](#) for more information on these management-level committees.

Climate Risk

The full Board provides oversight of risk management practices, reviews material company risks – including the climate-related ones – and helps ensure processes are in place to support a strong risk management culture. In addition, the Board's Audit Committee oversees the ERM program and process for identifying, assessing, managing and monitoring enterprise risks; ensures risks are appropriately communicated with the Board and its committees; oversees enterprise risks and corresponding control and mitigation steps related to the committee's specific responsibilities; annually reviews the risk management governance, guidelines, policies and procedures.

At the management level, the Vice President and Chief Risk Officer provides executive-level oversight of day-to-day risk management efforts and prepares enterprise-wide risk management reports for presentation to the Audit Committee and the full Board. In addition, a management-level Enterprise Risk Management Committee provides oversight and monitoring to help ensure that appropriate risk policies and management processes are established and executed.

Climate risks are integrated into our ERM process much like any other enterprise risk. FirstEnergy's current material climate risks are identified and discussed in our [Annual Form 10-K](#). To read more about FirstEnergy's risk management oversight and the ERM program and process, including the integration of climate risks, please see the [Enterprise Risk Management](#) page and our [Climate Report](#).

Our [Climate Report](#) also includes insights from low-carbon (approximately 1.5°C) and high-carbon (approximately 4.5°C) scenarios. These updated scenarios, which build upon a prior 2-degree analysis we conducted in 2019, help us to view a broader range of possible climate futures and understand some of the potential long-term climate-related risks and opportunities associated with each. The report was designed according to the Task Force on Climate-related Financial Disclosure's (TCFD) climate risk framework. Please see our [TCFD Disclosure](#) to quickly locate our responses to their leading guidance.

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OUR APPROACH

As part of our [Climate Strategy](#) and company strategy, we're focused on our role in enabling the energy transition to a low-carbon future and supporting our customers' evolving needs along the way. That includes anticipating and responding to customer expectations for reliable service, clean energy sources, increased control over their energy use and carbon footprint, as well as more sustainable alternatives in transportation, manufacturing and industrial processes. Among other efforts discussed below, our strategic transmission and distribution investments are key to creating a reliable, resilient and secure grid, and enabling the clean energy transition for the customers we serve.

TRANSMISSION INVESTMENTS FOR A CLEAN ENERGY FUTURE

Our transmission investments are key to reliably integrating more renewables and distributed energy resources into our region's electric grid – and enabling the carbon-neutral future our customers and communities want. We're preparing for that future by:

- Investing in upgrades that ready grid operators to respond more swiftly to changing conditions and facilitate the reliable inclusion of smaller, distributed generating sources.
- Assessing the value of energy storage as a transmission asset to enable greater operational flexibility, increased protection against physical asset risks, and better support for increased renewables and distributed energy resources.
- Upgrading and modernizing our transmission system to provide customers with a stronger, smarter and more secure power grid for years to come.

Please see our [Energy Reliability](#) page and [Investor Factbook](#) for more information on our transmission investments.

SUPPORTING CLEAN ENERGY OPTIONS

FirstEnergy is taking many steps to prepare for a reduced carbon world, and each state where we operate presents a different path toward the clean energy future. Though regulatory decisions may limit our ability to develop renewable generation, we recognize that our customers expect more sustainable energy options and are exploring ways to meet that demand across our service territory.

Five of the six states in which FirstEnergy principally operates (Ohio, Pennsylvania, New Jersey, Maryland and New York) are deregulated states. With a few exceptions, FirstEnergy's utilities are prohibited from owning generation in these states. This includes renewable generation assets such as solar and wind, as well as energy storage when storage is defined as a generation asset.

We want to empower our customers with solutions that meet their energy needs and reduce the region's carbon footprint. Working within the bounds of state laws and regulations, we are continually looking for and acting on opportunities to build the clean energy future we all envision.

In 2020, FirstEnergy set a goal to own at least 50 MW of solar energy in West Virginia. Since then, our Mon Power and Potomac Edison utilities have received conditional approval from the Public Service Commission of West Virginia (WVPSC) for [five utility-scale solar facilities](#), which will together total 50 MW of renewable generation. The utilities' solar program aligns with a 2020 bill passed by the West Virginia legislature that authorizes electric utilities to own and operate up to 200 MW of solar generation facilities to help meet the state's electricity needs.



In October 2022, the New Jersey Board of Public Utilities (BPU) selected JCP&L, in a joint proposal with Mid-Atlantic Offshore Development, LLC (MAOD), to build new and upgrade existing transmission infrastructure to connect clean energy generated by New Jersey's offshore wind farms to the power grid. The nearly \$723 million investment minimizes environmental and community impacts by using existing rights of way and avoiding greenfield development. Construction is expected to begin in 2025, with completion targeted by 2030, supporting New Jersey's goal of introducing 7500 MW of offshore wind-generated electricity by 2035.

INTEGRATING DISTRIBUTED ENERGY RESOURCES

We understand the pressing desire for low- and zero-carbon generation and recognize that our customers expect more sustainable energy options. We support our customers' right to safely use distributed energy resources (DERs) and have developed processes that support the interconnection of solar, energy storage and other DERs consistent with the laws and regulations of the states in which we operate.



As customers grow more interested in the opportunities presented by distributed energy resources, we are studying the best ways to facilitate connection to our grid. Every installation is unique, and we work closely with customers who submit an application to interconnect their DERs with our distribution system. We have developed a comprehensive review process to assess the interconnection scenario, request clarifications and identify any adjustments needed before proceeding with the interconnection process. Once these requirements are satisfied, we collaborate with customers to complete the safe and reliable integration of their DER project on our grid.

As we explore ways to meet our customers' increasing demand for use DERs, we must also maintain compliance with regulatory restrictions related to renewable energy generation. For example, FERC Order 2222 opens up wholesale market participation to aggregation of distributed energy resources on the distribution system. To help clarify the full scope and implications of such regulations, we have a dedicated team focused on understanding how all those individual DER components, when aggregated, can be effectively and safely integrated into our system.

EXPANDING ELECTRIC VEHICLE (EV) INFRASTRUCTURE

We view electrification as an opportunity to significantly reduce our region's carbon footprint. Our long-term vision is to help lead a seamless and reliable economywide electrification effort and power a more sustainable future for the customers and communities we serve.

Transportation electrification has the potential to eliminate direct tailpipe emissions from gasoline-powered cars and improve air quality across our service area. Our *EV Driven* programs in Maryland and New Jersey are making electric vehicle adoption more accessible, convenient and affordable.



In Maryland, we're supporting the state's goal to have 300,000 zero-emission vehicles on the road by 2025. Through our *EV Driven* program, Potomac Edison is installing utility-owned public charging stations throughout its Maryland service area. Through August 1, 2022, we have installed 22 charging stations as well as eight direct-current (DC) fast chargers, which can provide an 80% charge for most EVs in less than an hour. We have also installed Level 2 charging stations that accommodate two vehicles simultaneously and deliver 8 to 24 miles of range per hour of charging.

In New Jersey, we're supporting the state's goal of registering 330,000 electric vehicles by 2025 by providing incentives for electric vehicle charging infrastructure through JCP&L's new *EV Driven* program. The four-year, \$38.9 million program includes three components:

- Residential charging** – provides up to \$1,500 in incentives for customer electrical upgrades necessary for the installation of up to 2,000 qualified Level 2 electric vehicle chargers in JCP&L's service area.
- Mixed-use commercial and multifamily property charging** – provides up to \$6,700 per qualified Level 2 charger for up to 500 public-access ports, and up to \$5,000 per port for a maximum of 100 ports dedicated to workplace use across JCP&L's service territory.
- Public-access DC Fast charging** – provides up to \$25,000 per DC fast charger port for up to 248 charging locations accessible to the public across JCP&L's service territory.

To learn more about how FirstEnergy is supporting state efforts to reduce emissions by expanding EV charging infrastructure, visit our [New Jersey EV Driven website](#).

As EV purchases continue to increase, drivers will need to know that EV charging infrastructure is in place to support their needs – especially for long-distance and interstate travel. We strive to be an industry leader and believe it's important for FirstEnergy to participate in larger conversations surrounding widespread electrification. For example, we participate in the Electric Highway Coalition, a group of electric companies committed to enabling long-distance EV travel through a network of fast-charging stations connecting major highway systems. By working together towards efficient and effective fast-charging deployment plans, we avoid duplication of efforts among coalition utilities and complement existing fast-charging sites.

DRIVING ENERGY EFFICIENCY

FirstEnergy has long supported our customers' ability to use energy more efficiently and wisely. Our energy efficiency programs are one way we help customers identify areas to reduce energy use and minimize their carbon footprint while also saving money on their electricity bills.

Helping Customers Make Informed Decisions About Their Energy Use

\$15M LOW-INCOME ENERGY EFFICIENCY SERVICES
Provided approximately \$15 million in low-income energy efficiency services to qualifying customers

390,000 MWh of Saved ELECTRICITY
Helped over 1 million residential customers save more than 390,000 MWh of electricity – about one year's pollution from 56,000 cars

Energy efficiency and/or peak demand reduction policies, including annual incremental energy efficiency targets of up to 2% of total customers' usage, have been established in certain states to meet long-term customer and community sustainability needs. We offer a suite of energy efficiency programs to meet or exceed these reduction targets while also supporting system reliability and lowering customers' demand for electricity.

Residential customers can save energy through significant incentives that offset the costs of major home efficiency upgrades, such as home insulation and weatherization, major appliance upgrades or heating and cooling system improvements. Others may benefit from smaller, incremental changes such as lighting improvements, enhanced energy usage data and education, or kits that provide useful energy-efficient products, such as LED light bulbs.

We also offer solutions for small businesses, government entities, schools and even the largest and most energy-intensive manufacturers and industries. Our portfolio of commercial and industrial programs provides measures and financial incentives for these customers to purchase qualifying high-efficiency products; recycle inefficient appliances; complete energy audits; and adopt energy-saving behaviors or energy management practices.

To view these and other programs available to our residential, commercial and industrial customers, visit our [Save Energy website](#).

Please also see our [ESG data table](#) for our energy efficiency metrics.

Our goal is to help customers achieve cumulative electricity reductions in excess of 7.5M MWh between 2021-2025.

[1] Greenhouse Gas Equivalencies Calculator | US EPA

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BIODIVERSITY AND CONSERVATION

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BIODIVERSITY COMMITMENT AND CONSERVATION PRACTICES

Our electric transmission system spans approximately 24,000 miles of lines connecting the Midwest and Mid-Atlantic regions and includes more than 13,000 miles of rights-of-way (ROW) transmission corridors. As we build and maintain our infrastructure to help ensure reliable electric service for our customers, we are also focused on preserving and protecting the environment on approximately 128,000 manageable acres. Beyond improvements to our own work practices, we collaborate with and support a range of organizations dedicated to habitat conservation in our service area.

Our corporate [Biodiversity Commitment](#) guides our actions to protect wildlife and support habitat conservation. Our commitment includes utilizing integrated vegetation management (IVM) best practices to establish and maintain a mixture of grasses, shrubs and other vegetation that yield thriving, biodiverse habitats in our transmission corridors. It also includes partnering with collaborative industry groups and research institutes to continuously improve utility and vegetation management best practices.

GREEN TEAMS

FirstEnergy's 10 Green Teams comprise employees from across the company who volunteer their time and talents to participate in a wide variety of environmental stewardship initiatives in support of our Mission Statement. Together, the Green Teams far surpassed their 2021 companywide goal, planting 17,000 trees in public spaces across our service territory. Setting a more challenging goal for 2022, the Green Teams are on target to plant more than 20,000 trees, focusing on economically depressed neighborhoods within our service area.

INTEGRATED VEGETATION MANAGEMENT

Integrated vegetation management is the process by which our Vegetation Management group evaluates our transmission corridors to assess tall-growing woody vegetation that can interfere with transmission lines and equipment. The group develops and implements corresponding control options such as herbicide application, manual pruning and mowing, along with tree and brush removal as necessary.

Our IVM process aligns with our Biodiversity Commitment and includes the use of ecologically focused management practices that foster compatible, low-growing and biodiverse plant communities that require less maintenance in the long run. This helps us reduce costs and provide more reliable service to our customers. Please see our [Energy Reliability](#) page to learn how our vegetation management practices contribute to service reliability.

CREATING POLLINATOR-FRIENDLY HABITATS

IVM also enables FirstEnergy to use our extensive transmission corridors to [create pollinator-friendly habitats](#) that sustain healthy populations of bees, butterflies and other pollinating insects. We believe well-managed rights-of-way that exceed minimum standards of care can provide the food and cover that wildlife needs to survive.

As part of the Vegetation Management program, the New Construction team has worked to support diverse pollinator habitats by starting a pollinator seed mix initiative. Since the Pollinator Seed Mix program began in 2020, we've planted more than 160 acres of newly created pollinator habitat, making significant progress toward our goal to create 225 acres of biodiverse habitats on utility rights-of-way and company properties across our service area by 2025. The program aims to replace grass seeding with pollinator seed mixes after initial clearing activities on the rights-of-way.

Our goal is to create 225 acres of biodiverse pollinator habitats on utility rights-of-way and company properties across our service area by 2025.

BEING A RIGHT-OF-WAY STEWARD

The [Right-of-Way Stewardship Council \(ROWSC\)](#) is an accreditation program that has established standards for responsible right-of-way vegetation management along corridors. The program promotes the application of Integrated Vegetation Management (IVM) and best management practices to utility vegetation managers in order to maintain power system reliability and address ecological concerns.

FirstEnergy is one of only eight electric utilities in the country to be recognized by the ROW Stewardship Council as a fully accredited ROW Steward for our IVM practices. This accreditation program establishes responsible standards of excellence for ROW management and independently evaluates utilities' IVM practices according to more than 200 verifiers. Even more, as the largest electric utility to be recognized, this accreditation highlights the diverse and innovative team required for a successful IVM program of our scale and standards. We're proud to be named an industry leader in responsible ROW management, and we'll continue to promote the use of IVM in our transmission corridors, improving habitat and providing ecological benefits for pollinators and other wildlife as a result.



POLLINATOR CONSERVATION AND RESEARCH

Pollinators like bees, butterflies, bats and birds play a critical role in sustaining a healthy environment. Not only do they pollinate plants [that produce one-third of the food we eat](#), but they also help maintain vegetation that cleans the air, prevents soil erosion and supports other wildlife. We believe the utility industry is uniquely positioned to create and support habitats where declining pollinator populations can thrive.



In addition to cultivating plant life that supports pollinators in our transmission corridors, FirstEnergy also partners with organizations on various pollinator initiatives and participates in collaborative research studies that help us develop increasingly sustainable vegetation management practices.

For example, we are a founding cooperator on the [Pennsylvania State Game Lands 33 \(SGL33\) research project](#), which began in 1953 in response to public concern about the impact of vegetation management practices on wildlife habitat along a transmission corridor. Today, we work with researchers from [Penn State](#) who continue to study the effects of vegetation management practices on the wildlife habitats at SGL33 sites.

These continuous studies have demonstrated that our IVM work under transmission lines is key to the creation of diverse, early-successional plant communities, which provide the healthy, sustainable habitats that pollinators and other animal species rely on. Additionally, we participate in the EPRI Power-in-Pollinator initiative and Monarch Butterfly Candidate Conservation Assurance Agreement.

PROMOTING CONSERVATION AND POLLINATION

As part of our commitment to be good stewards of our environment and communities, we introduced a companywide initiative in 2020 to create and maintain pollinator gardens across FirstEnergy locations in Ohio, Pennsylvania, New Jersey, West Virginia and Maryland. Our employees have helped create 18 pollinator gardens at FirstEnergy locations.

AVIAN PROTECTION

Birds of prey, like ospreys, often seek out our utility poles and transmission towers to build their nests. These nesting tendencies place the birds near energized electrical equipment, which jeopardizes their well-being and can potentially cause power outages. Because our utility infrastructure naturally attracts nesting birds, we have a long-standing commitment to protect nesting birds from harm that can result from contact with our equipment.

Our avian protection process is about efficiently identifying and responding to bird activity along our power lines. As part of that process, our internal Avian Incident Reporting Application enables utility personnel to report avian issues in real time, streamlining the process to protect nesting birds and proactively mitigating risks to service reliability. This mobile app enables field workers to submit photos and answer key questions to report the locations of bird nests or other bird-related issues along the company's power lines.

Also, our drone team often plays a key role in our avian protection process. Drones allow us to safely evaluate nesting situations and plan next steps without disturbing the nests, which might contain eggs and cannot be disturbed in most cases.

After the drone inspection step in our avian protection process, we employ best practices to both create a suitable alternative nesting platform and relocate the nest. Our most notable success is with our osprey protection efforts. In partnership with the New Jersey Environmental Protection Agency, the Erie Bird Observatory and other groups, we have successfully protected these birds from electrocutions and collisions with our equipment by building safe nesting platforms away from our equipment and installing deterrents against future nesting on utility structures. This proactive work helps ensure the safety of the osprey population and prevents electric service interruptions for our customers.

In addition to our avian protection efforts, we maintain membership in the Edison Electric Institute's Avian Power Interaction Committee, which brings utilities, wildlife resource agencies, conservation groups and manufacturers of avian protection products together to protect birds. We also collaborate with the Erie Bird Conservancy, Hawk Mountain Sanctuary, Birds of Flight Sanctuary and other conservation organizations to promote avian awareness education and support protection efforts across our service area.

LINE CREW PROTECTS NESTING OSPREY

[A Penn Power line crew](#) partnered with state and federal wildlife agencies in western Pennsylvania to develop a plan for removing an osprey nest containing eggs that was situated on a utility pole. Disturbing or removing the nests can be a complicated task due to environmental regulations. In most cases, an active nest containing eggs cannot be disturbed. Unable to move the eggs to a nearby bird sanctuary because of permitting issues, Penn Power line workers developed an alternative solution to protect the birds. They installed insulated bird guard coverings on the power lines and equipment near the nest to keep the birds safe until the eggs hatched. Utility personnel waited until the fall, then safely removed the nest and installed the nesting platform.

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WASTE MANAGEMENT AND REDUCTION

Providing our customers with reliable electricity requires that we responsibly and effectively manage the waste that results from our operations, as we also find ways to minimize future waste and expand our recycling and reuse efforts. Waste streams at FirstEnergy include municipal waste, universal waste and hazardous waste. We work to reduce, reuse and recycle the waste we generate through several initiatives including the projects and programs described below.

As part of our commitment to compliance excellence, we track waste generated from our operations and submit periodic reports to regulatory agencies. Please see our [EESG data table](#) for waste and recycling metrics.

WASTE REDUCTION EFFORTS

We continuously look for opportunities to minimize or eliminate waste streams, recycle or reuse waste items and improve employees' awareness of proper waste management methods. As a result, we've implemented a range of improvements, including:

- **Vending Machine Removal:** We removed vending machines from our corporate headquarters to eliminate waste from expired items and avoid the energy the vending machines used each month.
- **Single-Use Elimination:** We prevented more than 3,600 pounds of landfill waste by providing employees with reusable water bottles and coffee tumblers to replace disposable plastic, paper and single-use cups.
- **Printing and Paper Changes:** We converted to 100% recycled paper companywide and implemented new printing best practices, such as default double-sided printing and secure-release prompts that question whether employees really need or intended to print. Additionally, this initiative calls for 100% of our used printer toner to be recycled.

UTILITY POLE RECYCLING PROGRAM

Wood utility poles are one of FirstEnergy's largest waste streams, contributing thousands of tons of waste each year. In 2020, Ohio Edison began a pilot program to recycle or beneficially reuse decommissioned utility poles. The program was a demonstrated success and, in 2021, we expanded the [Wood Pole Diversion Program](#) to all our operating companies.

Traditionally, a significant portion of wood utility poles from our transmission and distribution operations are landfilled when they are no longer viable for their intended purpose. Under this new program, the line shops and transmission projects now divert the poles from landfills into various reuse and recycling options available in each state. For example, the poles have found new life in farmers' fields and parks and have been milled into lumber. Since the beginning of the pilot phase, we have diverted over 1,700 tons of wood poles.



By 2025, we aim to recycle or beneficially reuse 50% of our wood poles at the end of their useful lives, when they previously would have been landfilled. This initiative is part of our larger effort to reduce waste across our operations and build a more sustainable energy future.

By 2025, we aim to recycle or beneficially reuse at least 50% of our wood poles at the end of their useful lives, when they previously would have been landfilled.

RECYCLING AND INVESTMENT RECOVERY PROGRAM

At our Miles Service Center in Cleveland, we manage the company's surplus assets, primarily wire and cable, through reuse, refurbishment, and sale. By repairing or processing materials and products for reuse, we reduce new material purchases while creating less landfill waste and mitigating our environmental impact. Additionally, the company generates revenue by processing scrap wire and cable.

Please see our [EESG data table](#) for our investment recovery and recycling metrics.

Each month, the Miles Service Center sorts and handles approximately 282,000 pounds of scrap material, which generated a net benefit of \$3.1 million in 2021 alone. This program is part of our ongoing efforts to develop increasingly sustainable operations.

CONSUMER AND ELECTRONIC WASTE RECYCLING PROGRAMS

Across our operations, FirstEnergy recycles company electronic waste, such as computers and phones. In addition, we have launched a pilot program to help employees properly recycle personal electronic waste and help divert items from landfills.

Recycling Efforts in 2021



BENEFICIAL REUSE

As part of our focus on environmental compliance excellence and stewardship of natural resources, FirstEnergy is committed to the responsible disposal of coal combustion residuals (CCRs). CCRs – in the form of bottom ash, fly ash, synthetic gypsum and calcium sulfite – are the byproducts that remain after coal is burned to make electricity. These materials are transported to state-of-the-art dry disposal facilities that use liners and leachate collection systems, as well as extensive groundwater monitoring, to help ensure environmental protection. We maintain a CCR management program to meet all compliance requirements of the Federal Coal Combustion Residual regulations. To read about our CCR activities and compliance reports for the facilities we manage, please visit our [CCR website](#).

When possible, we also strive to beneficially use CCRs, which are common ingredients in concrete roads, drywall and a wide variety of other construction materials. By diverting CCRs from landfill to more beneficial uses, we reduce the need for waste disposal sites. In 2021, for instance, our continued beneficial use efforts helped us to divert about 20% of our CCR waste from landfills.

RESTORING AND REPURPOSING LAND FOR BENEFICIAL USE

Our Coal Combustion Residuals team is responsible for an innovative beneficial use project that harvested more than 3 million tons of landfilled fly ash and restored a valuable 400-plus acre property for future redevelopment opportunities. The team also planted 14 acres with a biodiverse seed mix, intended to help feed our stressed pollinator populations. Additionally, the team created a strategic "un-disposal" engineering process for reclaiming a permitted landfill, which was approved by the West Virginia Department of Environmental Protection and provided a reliable feedstock to two major cement manufacturers that supported both companies' sustainability goals.

Public Notice

Disposal of PCB Remediation Wastes at Non-TSCA Approved Landfills

The [attached approval](#) ("Approval") from USEPA, dated February 13, 2020, allows FirstEnergy and its subsidiaries to dispose of PCB Remediation Waste with as-found concentrations of < 50 ppm in non-TSCA approved landfill facilities, including municipal solid waste landfills, as found in Condition 9 of the Approval.

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OUR APPROACH

Though we do not operate in a critical water area, water is essential to our operations at FirstEnergy. Our water management approach focuses on both water quantity and quality – and serves as a prime demonstration of our commitment to environmental stewardship.

We maintain a rigorous compliance process to meet all permitting rules and regulations. In accordance with our power generation-related permits, we closely monitor a wide range of quantity and quality metrics, and report findings monthly to the West Virginia Department of Environmental Protection (DEP) or respective environmental agency. Our permits are open for public comment and can be reviewed [here](#). We also strive to comply with all federal, state and local permits required for our transmission and distribution projects.

Additionally, we provide detailed responses each year for the CDP Water and CDP Climate questionnaires. To find our most recent CDP Water and CDP Climate reports and learn more about our water management practices, please visit our [EESG Reports and Resources page](#).

POWER GENERATION WATER QUANTITY MANAGEMENT

Water quantity management involves ensuring we have enough water to run our two regulated coal-fired power plants, reducing water withdrawal and use where possible, and monitoring water releases to help ensure we're doing our part to use water responsibly in our communities.

Both of our regulated coal-fired plants – Harrison and Fort Martin – function with 100% closed-cycle cooling systems (with cooling towers), which use approximately 90% less water compared to once-through, open-cycle cooling systems. This has helped our regulated generation fleet avoid about 90 billion gallons in water withdrawals every year, reducing our use of this important natural resource.

We also run additional reuse processes at both Harrison and Fort Martin to further minimize water use at the plants. At Harrison, we collect landfill wastewater – called leachate – and recycle 50% for use in the scrubber while carefully treating the rest before safe release to the West Fork River. This process reduces the amount of water we withdraw from the river for use in the scrubber by about 144,000 gallons per day, or approximately 52.5 million gallons annually. At Fort Martin, we run a similar recycling project to return leachate for use in the cooling tower, which reduces the amount of water we withdraw from the local river by about 88,200 gallons per day, or approximately 32 million gallons annually.

As we continue our focus on these environmental stewardship efforts, we have set a goal to further reduce water consumption at our two coal plants by 20% by 2030, based on a 2019 baseline. Please see our [EESG data table](#) for additional water reporting.

We're targeting a 20% reduction in water consumption at our two regulated coal plants by 2030 from our 2019 baseline.

POWER GENERATION WATER QUALITY MANAGEMENT

Water quality management involves closely monitoring the contents of water used at our two plants, carefully managing wastewater, and appropriately cleaning and treating water to remove metals and other compounds before release. We monitor water releases to help ensure we're protecting surface water and groundwater in the areas where our plants operate, and aligning with compliance standards set by the West Virginia Department of Environmental Protection and U.S. Environmental Protection Agency.

The scrubber process at our Harrison plant is a zero-discharge system, which means we release no water as part of those operations. Instead, we carefully collect water from the landfill at Harrison and either recycle it for use in the scrubber or treat the landfill water to clean it before release. At Fort Martin, we use sophisticated water treatment methods to remove metals and other compounds before release.

TRANSMISSION AND DISTRIBUTION WATER MANAGEMENT AND PROTECTION

On the transmission and distribution sides of our business, we also take special care to minimize our impact on the quantity and quality of natural water resources.

During the planning and siting of projects, we employ a permitting review process to minimize environmental impacts of construction activities and daily operations. Through conducting that process and pursuing the permits required by federal, state and local regulations, we survey for sensitive environmental resources. This survey also assesses the area for potential rare species' habitats that may be located in and around existing and proposed rights-of-way.

Our first goal is always to avoid any impact on wetland and stream habitats. First, we evaluate project plans alongside the wetland and stream data collected from field surveys. After careful consideration, we then choose options and construction practices that avoid any sensitive resources identified in the field survey. However, when it is impossible to avoid a habitat, we take action to minimize and mitigate potential impacts, as warranted. Some examples of minimization and mitigation strategies include:

- Traversing non-forested wetlands via construction matting, rather than graveled access roads, to facilitate faster restoration of an area to pre-construction conditions after the work is completed.
- Using a temporary bridge or timber matting that spans bank-to-bank when stream crossing is unavoidable, which avoids direct impacts to the stream and enables the banks to restore to pre-construction conditions after work is completed.
- Cutting trees by hand within forested wetlands, instead of with machinery, to minimize ground disturbance from access when clearing within the forested wetland is unavoidable due to required clearances or structure placement.
- Limiting stump removal from forested wetlands to the location of the new facility (e.g., structure foundation, substation expansion, etc.) when removal is unavoidable.
- Purchasing credits at a mitigation bank, paying into an in-lieu fee program or establishing a project-specific mitigation program to offset any permanent wetland impacts.

Additionally, we develop storm water pollution prevention plans (SWPPPs) as part of our transmission and distribution project planning process. These SWPPPs are project specific and rely on best practices for both preventing erosion from stormwater runoff and protecting the quality of local waterways and tributaries from construction-related silt and sediment. Plans are developed by our Environmental group and provided to the Construction & Design Services group to help ensure compliance with all applicable stormwater pollution prevention rules and regulations.

We also focus on preventing erosion and protecting waterways outside the scope of project planning. For example, we built retention basins around our LEED-certified Center for Advanced Energy Technology (CAET) to prevent flooding and erosion by restricting the flow of rainwater back to streets and storm drains. As part of our *Energizing the Future* transmission program, we also install similar retention basins around newly constructed substations to protect communities and local waterways from flooding and erosion. In addition, our CAET facility features a bioretention system that uses soil, sand and vegetation to help remove pollutants from rainwater before releasing the water back to the community's storm drain system.

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NON-GHG AIR EMISSIONS

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MITIGATING OUR IMPACT

As part of our approach to corporate responsibility, we strive to mitigate our environmental impact and increase the sustainability of our operations. Through our [Climate Strategy](#) 🇺🇸, we're taking steps to reduce greenhouse gas (GHG) emissions within our direct control (Scope 1) 30% by 2030 from our 2019 baseline. Additionally, we have invested in environmental controls to reduce the impact of non-GHG air emissions resulting from electricity generation at our two regulated coal plants.

FORT MARTIN POWER STATION ENVIRONMENTAL MEASURES

At Fort Martin, we have invested in environmental control systems. Each unit has a scrubber system that removes more than 98 percent of the sulfur dioxide (SO₂) emissions. As part of the scrubber system, a Physical-Chemical Wastewater Treatment System removes solids and metals from the scrubber wastewater. The scrubbed flue gas produces a steam plume that is carried from the units through a chimney.

The station is also equipped with electrostatic precipitators, which in conjunction with the scrubber remove 99 percent of the fly ash from flue gases, and low nitrogen oxides (NO_x) burners, which reduce NO_x emission by 50%. We've also installed GORE technology on both units to aid in mercury reduction.

In addition, each unit is equipped with a hyperbolic cooling tower that reduces the temperature of approximately 250,000 gallons of water per minute. A plume of water vapor leaves the top of the tower while cooled water collects at the base where it is mixed with fresh water and recycled leachate to make up for evaporative losses of the water vapor leaving the tower.

HARRISON POWER STATION ENVIRONMENTAL MEASURES

We have also invested in Harrison's environmental control systems. All three units are equipped with a scrubber system, located between the boilers and the chimney, that remove more than 98 percent of the SO₂ emissions.

All three units are also equipped with low NO_x burners and selective catalytic reduction (SCR) systems for removal of nitrogen oxides from the flue gases. The SCR systems transform nitrogen oxides into nitrogen, which becomes part of the ambient air and water. These systems remove at least 90 percent of nitrogen oxide emissions from the flue gas.

Harrison is also equipped with electrostatic precipitators, which in conjunction with the scrubber remove 99 percent of the fly ash from flue gases. In addition, each of the two hyperbolic cooling towers reduce the temperature of approximately 270,000 gallons of water per minute. A plume of water vapor leaves the top of the tower while cooled water collects at the base where it is mixed with fresh water and recycled leachate to make up for evaporative losses of the water vapor leaving the tower.

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We are committed to investing in the communities we serve, promoting public safety and economic development, and advancing equitable and inclusive business practices to enable positive, sustainable change while delivering superior customer service.

ENERGY RELIABILITY

We’re investing in transmission and distribution system upgrades that enhance reliability and resiliency for our customers, who depend on us for reliable energy every day of the year. Our investments drive measurable performance enhancements that benefit customers now and into the future.

[READ MORE](#)

INNOVATION & DIGITAL FACTORY

We’re accelerating the delivery of digital business products using a hyper-agile model. By harnessing the best thinking from across our company and working collaboratively with business unit leadership, the Digital Factory uses analytics to identify data-driven business solutions, applies leading-edge process automation for efficiency, and creates custom-developed digital solutions that leverage the latest in cloud platform technology.

[READ MORE](#)

CUSTOMER EXPERIENCE

Our employees are also FirstEnergy customers, which gives us powerful insight into the customer experience. Our employees inspire us to engage with our customers in meaningful ways, guide them to resources and support very real needs. To encourage customers who may need payment assistance, our "We’re Customers Just Like You" campaign features employees who understand how difficult it can be to find and ask for help when finances are tight.

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FIRSTENERGY FOUNDATION

We've been committed to improving the quality of life where our customers and employees live and work for over a century. Now, the FirstEnergy Foundation carries that commitment forward across our service footprint, supporting nonprofit organizations with grants for workforce development and educational initiatives, among other key giving priorities.

[READ MORE](#)

PUBLIC SAFETY

We help educate and prepare first responders and other members of the community who may come near our electrical lines and equipment. To enhance this educational program, we rolled out a new fleet of [Live Wire Electrical Safety trailers](#) to show how electrical hazards are encountered and handled safely in the field.

[READ MORE](#)

SUPPLY CHAIN

We're focused on building our diverse supplier pipeline through our Supplier Diversity Program. Maintaining an inclusive supplier diversity strategy is important when sourcing products and services, selecting suppliers, and managing supplier and contractor relationships. Our goal targets a 20% increase in our supply chain spend with diverse suppliers by 2025.

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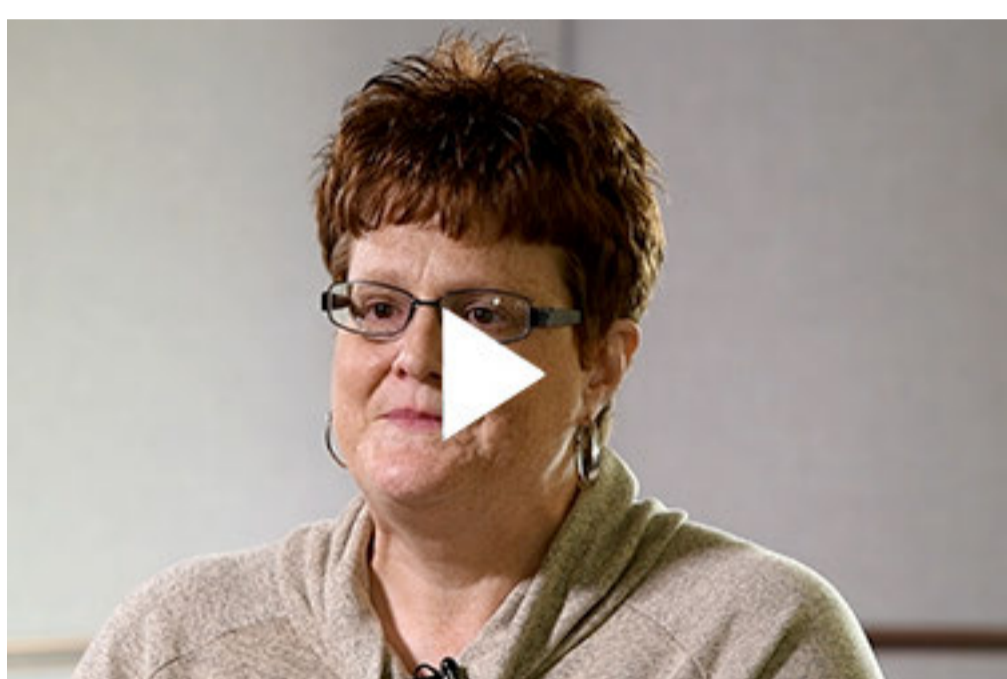
CUSTOMER EXPERIENCE

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EFFORTLESS CUSTOMER EXPERIENCE

We define the "Customer Experience" as the sum of all interactions that a customer has during their relationship with FirstEnergy. Committed to meeting our customers' expectations for premier service, we're focusing on providing them with an effortless, transparent and consistent experience. As part of that effort, we're continuously working to modernize our customer service capabilities, create more self-service options and expand communication channels to serve and engage with our customers – and connect with them when they need us the most.

Our employees are also FirstEnergy customers, and they inspire us to engage with our customers in meaningful ways, guide them to resources and support very real needs. For example, we were proud to launch the "[We're Customers Just Like You](#)" campaign, which features employees who understand how difficult it can be to find and ask for help when finances are tight. We also understand the importance of meeting customers where they are, so the campaign was shared via video, social media and personalized emails.



Our assistance and support programs provide personalized solutions to help customers keep the lights on and access energy-saving opportunities. Following the success of this effort, we'll continue to develop innovative ways to offer compassionate, accessible and practical support during challenging times.

As part of our business strategy, we are using a data-driven approach to create a best-in-class customer experience. We're also enhancing customer interactions with our contact centers and digital channels and continuing to support our low-income customers' needs throughout the transition to a reduced-carbon future.

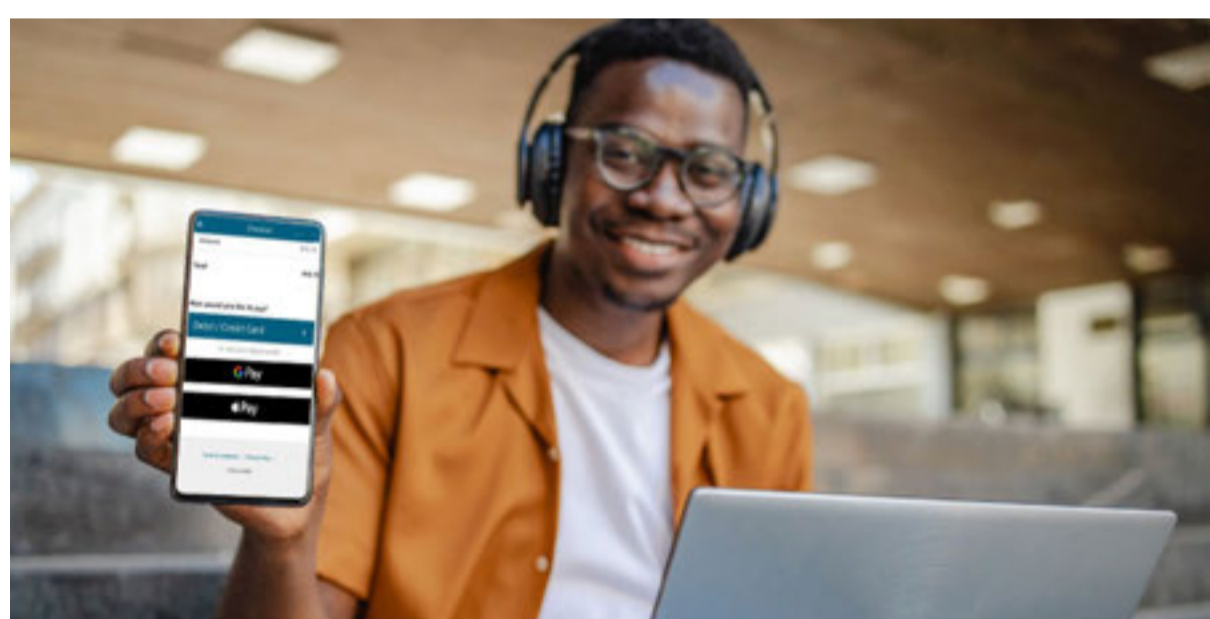
We are making progress toward our strategy by building a better, more modern digital customer experience – borne out of fresh, forward-thinking initiatives and driven by employees who want to make life easier for our customers.

For example, our [FirstEnergy customers](#) now have several additional payment methods available to them, including Apple Pay® and Google Pay™ for residential customers. Customers who have Apple Pay® or Google Pay™ accounts configured on their smart phones or electronic devices can use these methods seamlessly to make secure, cashless payment transactions.

In addition, customers can arrange to make partial payments online, pay by text messaging or pay as a guest without creating a FirstEnergy online account first.

We offer a suite of convenient tools to help customers stay connected and up to date with important account and outage information. Because we understand the inconvenience of a power outage, we also offer a streamlined outage reporting process on the website and comprehensive [24/7 Power Center outage maps](#), which show current outage locations, estimated restoration times, the cause of outages and the status of the repair crews.

We continually research and incorporate new technologies into our customer interactions, as well as prioritize system upgrades that will better position us to meet evolving customer expectations and resolve concerns more efficiently.



We are working toward a Customer 360 view that gives us a comprehensive picture of our customers' experience by aggregating data from their various touchpoints. This view will enable us to track the customer journey and leverage a fully integrated knowledge management process that creates transparency of customer issues and drives continuous improvement. Our technology investments will prepare us for migration to a multichannel environment that can address and resolve customer issues through the channel of their choice.

Our goal is to enhance our customers' experience by providing full visibility and consistency across all channels. By engaging more innovative and accessible communication options, we help our customers stay informed in the way – and at the time – that's right for them.

Please see our [EESG data table](#) for our customer service metrics.

To monitor our customers' experience and drive continuous improvement in our service to them, we use customer surveys to track key metrics such as First Contact Resolution (FCR), Customer Satisfaction (CSAT), Customer Effort Score (CES) and Escalent/Cogent Engaged Customer Relationship (ECR) Index. Between 2018 and 2021, scores for Customer Satisfaction, First Contact Resolution and Customer Effort increased by approximately 2% to 3% due to our continuous efforts to improve and provide a best-in-class customer experience.

SOCIAL MEDIA COMMUNICATIONS



Social media is a key platform for sharing information with stakeholders and assisting customers with service requests and other account-related concerns. FirstEnergy manages [accounts](#) on Twitter, Facebook, LinkedIn and YouTube.

Our social media posts present timely information on a range of topics, including:

- Seasonal energy efficiency tips
- Electrical safety information
- Tips on managing a FirstEnergy electric account
- Power outage education
- Company updates, such as scheduled service reliability enhancements
- Community engagement updates
- Customer program information

Social media not only keeps our customers informed – it helps us keep them safe when storms arise. When a major weather event is forecast, we share information to help customers prepare for a potential outage, as well as remind them how to report outages and get status updates. Once a storm has passed, social media helps keep customers informed through regular restoration updates. We also share safety reminders, such as what to do about downed power lines and how to use generators safely.

To provide a helpful, personalized and efficient experience for customers and other stakeholders who reach out through social media, representatives from Communications and Customer Self-Service collaborate to answer questions and address concerns. The team is available Monday through Friday, 8:00 a.m. to 5:00 p.m., with expanded hours during major weather events.

ASSISTANCE PROGRAMS

We strive to meet the needs of our diverse customer base and provide equitable solutions for everyone we serve.

As part of that effort, we offer payment assistance and emergency support programs to help customers facing financial hardships. Programs can help customers budget monthly payments, pay winter heating bills, catch up on past-due payments and avoid service disconnections. To view the different assistance programs available to customers in each part of our service territory, please visit our [Assistance Programs page](#).

FirstEnergy also offers programs for income-qualified residential customers to reduce energy usage or offset the costs of energy improvements. These programs often work in conjunction with other utilities or local, state or federal funding opportunities to maximize customer benefits. Using our website, customers can search for assistance options based on location, household size and income. To review the programs we offer, please visit our [Saving Energy page](#).

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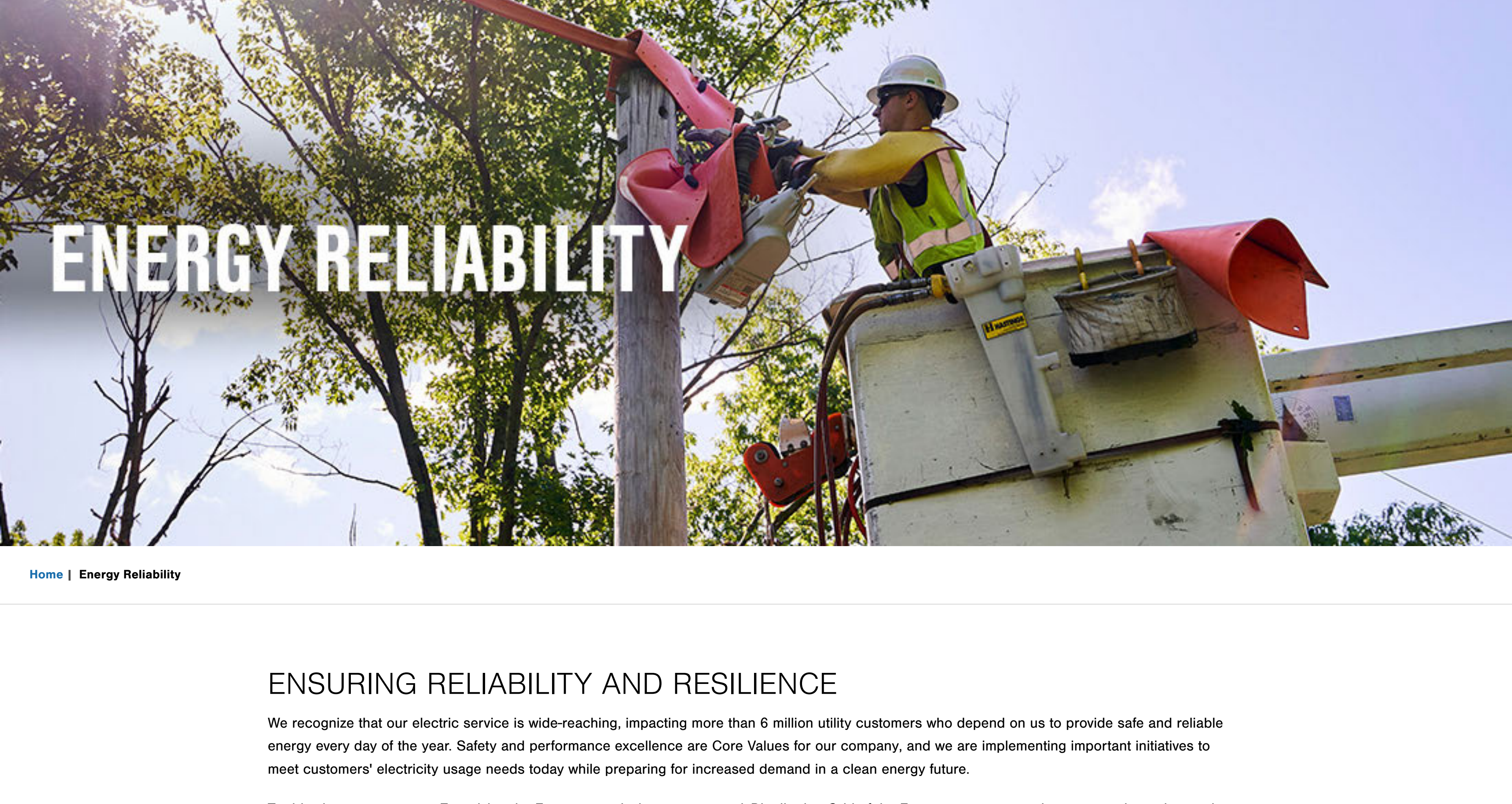
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ENERGY RELIABILITY

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ENSURING RELIABILITY AND RESILIENCE

We recognize that our electric service is wide-reaching, impacting more than 6 million utility customers who depend on us to provide safe and reliable energy every day of the year. Safety and performance excellence are Core Values for our company, and we are implementing important initiatives to meet customers' electricity usage needs today while preparing for increased demand in a clean energy future.

To drive improvement, our *Energizing the Future* transmission program and *Distribution Grid of the Future* program target investments that enhance the reliability and resilience of our system for customers. Routine infrastructure maintenance and storm preparedness plans also play key roles in our efforts to help ensure service reliability.

MEASURING RELIABILITY PERFORMANCE

Our customers count on us to keep their energy flowing and address outages swiftly when they occur. Reliability metrics such as distribution System Average Interruption Duration Index (SAIDI) and Transmission Outage Frequency (TOF) are included in our key performance indicators (KPIs) and are crucial to our pursuit of performance excellence.

SAIDI represents the average total duration of outage minutes in a year for each customer served, adjusted for major storms. Our KPI goals for SAIDI are in line with annual standards established by the state utility commissions and are set to challenge our operating companies to enhance performance. TOF measures the frequency of transmission line outages, excluding those that are scheduled, forced by emergency or operational. The KPI goals for TOF are determined through industry peer benchmarking.

We measure our performance on these metrics and share results with employees both quarterly and annually. Please see our [EESG data table](#) for our trended reliability performance metrics.

ENERGIZING THE FUTURE TRANSMISSION INVESTMENTS

Through our [Energizing the Future](#) initiative, we're upgrading and modernizing our transmission system to ensure customers benefit from a stronger, smarter and more secure power grid for years to come.

Investing in innovation and ENHANCING THE GRID with new technologies

- **Center for Advanced Energy Technology (CAET):** Innovative testing and training facility.
- **Transmission Asset Health Center:** Real-time monitoring to reduce outages and lower expenses.
- **Integrating digital technology** to enhance equipment monitoring and lower costs.
- **Exploring real-time emerging technologies** to enhance data collection.

Continuing strategic investments and preparing for a FUTURE OF RENEWABLE ENERGY

- **Making smart investments to modernize the grid** to integrate future renewables.
- **Ensuring reliability** through sequence of capital projects with maintenance requirements.
- **Leading in industry dialogue** surrounding the integration of renewables into the grid.
- **Exploring opportunities** with stakeholders to achieve their renewable goals.

Continued focus on making the right INVESTMENTS FOR OUR CUSTOMERS

- **Improving reliability and resiliency** with fewer and shorter outages.
- **Lowering total energy costs** by reducing initial capital and future maintenance expenses.
- **Supporting the global energy transition** to renewable resources.
- **Assisting in advancements** of economic development.

These infrastructure investments are driving significant performance enhancements on our ATSI system, serving our three utility companies in Ohio and our Penn Power utility in western Pennsylvania. We anticipate continued customer benefits as we expand the program eastward.

With over 700 projects undertaken in 2021 alone, our long-term, multibillion-dollar *Energizing the Future* initiative continues to modernize FirstEnergy's transmission assets, enhance operational capabilities and expand load capacity to make the grid more reliable and resilient. These significant transmission investments also support our Climate Strategy by hardening the grid against increasingly violent storms, reducing greenhouse gas (GHG) emissions and providing the grid flexibility needed to incorporate more renewable energy resources. Across our service area, we're replacing or rebuilding existing lines and substations, and adding new facilities to meet anticipated load growth and other operational challenges.

We're reconfiguring substations across our service area to increase capacity, reduce the probability of equipment failure and respond quickly to supply disruptions. In south central Pennsylvania, we upgraded a substation to increase the capacity of the transformer that connects the West Penn Power and Penelec systems, providing a more reliable substation configuration. Another upgrade in Erie, Pennsylvania, helps prevent potential outages on the 115-kilovolt (kV) system through a substation configuration that leaves room for future expansion. Such infrastructure investments are driving measurable performance enhancements for our customers, including a 38% reduction through 2021 in transmission-related distribution outages on our ATSI system, which serves our three utility companies in Ohio and our Penn Power utility in western Pennsylvania.

As we make these reliability investments, we're targeting a 20% reduction in TOF on 100 kV-and-above lines by 2025, compared to our 2019 baseline. Notably, these upgrades are essential, not only to continued reliability, but to enabling a reduced carbon future marked by increased renewables and distributed energy resources. Visit our [Energy Transition](#) page, our [Climate Strategy](#) and our [Investor Factbook](#) for additional details on our clean-energy focused transmission investments.

CUSTOMER-FOCUSED DISTRIBUTION INVESTMENTS

Through our *Distribution Grid of the Future* program, we're building a more dynamic, smart and secure distribution system.

Across our service territory, we are working to strengthen our grid's foundation by building a smarter communications network and replacing or upgrading aging equipment. That includes implementing Advanced Distribution Management Systems, more advanced automation, smart meters and other technologies to prepare the distribution grid of the future.

For additional information on our long-term vision for the distribution grid of the future, visit our [Innovation](#) page and [Investor Factbook](#).

OHIO GRID MODERNIZATION

As part of our customer and future-focused Grid Modernization programs, our Ohio customers will benefit from enhanced reliability, energy efficiency opportunities and innovative products and services that can ultimately help lower their energy bills.

Our filing, known as Ohio Grid Mod II, proposes a four-year, \$626 million investment plan that builds upon system upgrades completed under Grid Mod I. Under Grid Mod I we have installed approximately 704,000 smart meters across our Ohio service area, enabling automated readings and helping customers make more informed decisions about their energy usage. We also implemented automated reclosers and voltage-regulating devices to reduce the scope of outages and optimize voltage levels on the system. These improvements are producing reliability benefits for customers.

The Grid Mod II would also offer smart thermostat rebates of \$50 per thermostat and customer energy management reports for residential customers that will further enable them to manage their energy usage.

VEGETATION MANAGEMENT ENHANCES RELIABILITY

We conduct preventative maintenance on our infrastructure as part of our transmission and distribution programs in each of the states we operate. Vegetation management is one of the key proactive steps we take because we operate in heavily dense vegetative areas, where trees are a leading cause of outages. For that reason, it's a clear priority for us to manage vegetation along our distribution lines and transmission corridors, especially along rights-of-way.

Our integrated vegetation management (IVM) process involves conducting inspections to determine which vegetation will interfere with our lines and equipment and employing contractors to reduce incompatible vegetation, either through manual mowing, pruning, tree and brush removal or herbicide application, as needed. For details on how our IVM process helps cultivate biodiverse, pollinator habitats in our transmission rights-of-way, please visit our [Biodiversity and Conservation](#) page.

Our Vegetation Management group manages more than 2.5 million trees every year. We follow four-year and five-year maintenance cycles for transmission and distribution lines, depending on the state or utility service area. Our vegetation management staff performs inspections and approves all work conducted by vegetation management contractors. Annual inspections of transmission rights-of-way corridors are performed to assess treatment effectiveness and identify necessary work to help ensure reliability.

We have contracts with more than 40 companies that perform vegetation management activities on our transmission and distribution systems, totaling an estimated 1,500 crews and 3,500 trained, qualified line clearance workers. Our work complies with all federal, state and local regulations and in accordance with the American National Standards Institute's ANSI-Z133.1 and ANSI-A300 Standards – vegetation management and safety standards set by the Tree Care Industry Association. Forestry personnel also seek relevant certifications, such as ISA Certified Arborist, ISA Certified Arborist Utility Specialist, Registered Professional Forester, Tree Risk Assessment Qualification, Certified Tree Expert and Pesticide Licenses.

On the transmission side, our Transmission Vegetation Management group uses Light Detection and Ranging (LiDAR) to more accurately and efficiently identify incompatible vegetation for removal. Consisting of a laser and GPS receiver, LiDAR technology bounces light beams off objects around it and captures all the reflected points in a selected range. The LiDAR data can then be used to create an accurate three-dimensional image that shows the height of vegetation on the transmission corridor, which is used to assist in work planning activities, cyclical maintenance, and to verify appropriate clearances are maintained. As the technology improves, the Transmission Vegetation Management group plans to use LiDAR data for artificial intelligence efforts and other initiatives aimed at enhancing employee safety and service reliability.

For instance, we've been using the LiDAR data to target ground inspections by focusing efforts where vegetation is identified to help verify nothing is encroaching on our line clearances. Additionally, we are using LiDAR to assist in work planning quality control, identify vegetation that is encroaching our C1 Radial clearances; and comply with the NERC requirement to aerially inspect all NERC lines annually.

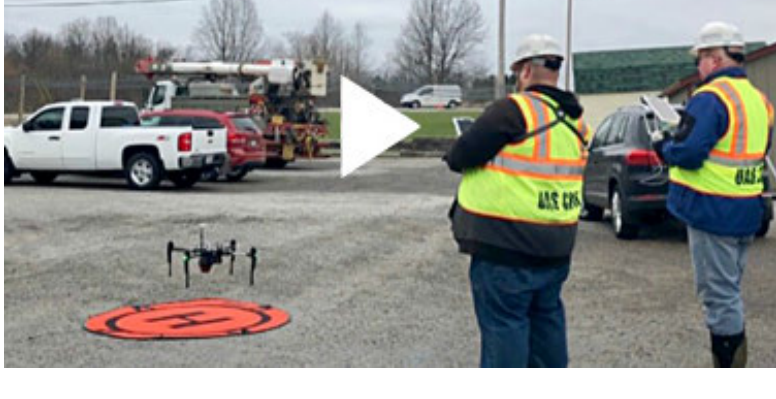
UNMANNED AERIAL SYSTEM TEAM

Our Unmanned Aerial System (UAS) program's team of pilots uses drones to perform aerial inspections and surveys of our infrastructure. [These inspections](#) help us identify and assess environmental-related risks – including those posed by nesting birds – as well as maintenance needed for reliability or to repair storm damage.

Using drones is often safer, faster, more thorough and less expensive than other options. For example, drones help mitigate our impact on vegetation and wildlife while decreasing employee exposure to potential hazards.

Our drone pilots must complete a rigorous training program that includes ground school and airspace navigation. All pilots are licensed through the Federal Aviation Administration (FAA). FirstEnergy's Flight Operations team oversees the UAS program's operational procedures and adherence.

Please visit the [Biodiversity and Conservation](#) page for details on the important role drones play in our avian protection process.



SERVICE RESTORATION

Our customers rely on us to deliver the safe and reliable electric service needed for their daily lives. While we continue to work to increase the resilience of our system, weather – especially large storms – can have a significant impact on our ability to serve our customers.

Our emergency response processes enable us to respond quickly and safely to a storm or other emergency. Our processes incorporate key principles and concepts found in the National Incident Management System (NIMS) to help ensure a standardized, consistent and scalable approach to all incidents regardless of size, scope or complexity.

To maintain a state of operational preparedness, we conduct exercises annually to test our training, as well as key systems and tools. These exercises are designed to prepare employees assigned to service restoration duties and review the restoration processes and storm-management tools critical to getting the lights back on quickly and safely. Additionally, we conduct After Action Reviews with affected stakeholders following all major storm events and emergencies to assess our performance and continuously improve our readiness. Corrective Actions are improvement items that result from After Action Reviews. These actions are assigned to specific individuals or groups to help ensure accountability and track completion.

Our FirstEnergy storm preparedness process comprises:

Readiness Plans	When severe weather is forecast, we activate formal readiness plans to ensure our customer contact centers can handle a larger volume of calls and our crews are prepared to safely clear damage and restore service.
Mutual Assistance Relationships	While employees of our operating companies are more than capable of handling most outages, we have mutual assistance relationships with neighboring electric utilities to help us safely and quickly restore power, as the need arises.
Emergency Operations Center	System operators at our regional distribution and transmission operations centers monitor weather forecasts around the clock and coordinate our service restoration resources and support as needed.
Power Restoration	After a storm passes and it is safe to assess damage, we identify, assess and mitigate hazards in the interest of safety for our customers and employees. Our dedicated employees and external crews work in shifts around the clock until power is safely restored.
Emergency Communications Plan	We provide appropriate staffing for media coverage during outage events, hold daily conference calls about restoration progress with local officials and emergency management personnel, and use social media to share safety reminders and updates.
Estimated Time of Restoration (ETR)	We issue ETRs to provide customers with an expectation of when service will be restored. Customers are notified of changes to ETRs as they are updated.

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EMERGING TECHNOLOGIES FOR THE GRID OF THE FUTURE

To help ensure reliability for our customers, our *Distribution Grid of the Future* program is also designed to prepare our electric system for our customers' future needs. From electric vehicle (EV) charging stations to smart city capabilities, we want to meet our customers' evolving preferences and provide the infrastructure, tools and support they need to reach their sustainability goals and thrive in a carbon-neutral future.

Our vision for the grid of the future is an enhanced distribution platform that delivers customer value through a stronger, more empowering energy experience. The following Emerging Technology (EmT) programs help us research and plan investments in key technology areas to bring our vision for the distribution grid to life.

EMT PROGRAM	CUSTOMER IMPACT/ BENEFITS	PROGRESS
GRID MODERNIZATION	As our customers and industry shift toward a more sustainable energy future, we need an increasingly smart, safe, reliable and flexible distribution system. These attributes are crucial for supporting increased and variable renewable generation resources, as well as widespread electrification of transportation, and commercial and industrial processes.	Through <i>Distribution Grid of the Future</i> programs in each of the states we serve, we're implementing Advanced Distribution Management Systems, distribution automation, volt/var optimization and other smart technologies that support service reliability and enable the technologically advanced grid of the future. Visit the Energy Reliability page for additional information on our distribution grid modernization efforts and other reliability investments.
SMART METERS	Our widespread utility infrastructure and energy expertise leaves us well-positioned to enable our customers' increased adoption of sustainable smart city initiatives. Smart energy solutions help municipalities operate more efficiently and reduce their carbon footprint while enhancing community safety and improving their citizens' quality of life.	FirstEnergy is in the process of installing smart meters in three states within our service territory, with a goal to complete installation for two-thirds of our 6 million customers by 2025.
ELECTRIFICATION	Customers want options that help them improve the energy sustainability of their homes or businesses. Electric utility support for electric vehicle adoption, charging infrastructure and the efficient use of electricity in buildings and various energy-intensive industry processes can yield benefits for customers and the environment, including progress in achieving sustainability targets, significant emissions reductions and improved air quality. Visit the Energy Transition page for more information on our vision for electrification efforts across our service area.	FirstEnergy joined the Electric Highway Coalition, a group of electric companies committed to enabling long-distance electric vehicles (EV) travel through a network of EV fast-charging stations connecting major highway systems. We are making EV adoption more accessible, convenient and affordable through our EV Driven pilot programs in Maryland and New Jersey. Please visit our Electric Vehicle website for more information about these programs and additional information about EV incentives.
SMART CITIES	Our widespread utility infrastructure and energy expertise positions us well to enable our customers' increased adoption of sustainable smart city initiatives, which help municipalities operate more efficiently, reduce their carbon footprint, enhance community safety and improve their citizens' quality of life.	We are committed to converting 100% of the streetlights owned by our operating companies to smart LEDs by 2030.
ALTERNATIVE GENERATION	Our customers are increasingly interested in sustainable electricity generation, which is beneficial for the environment and central to a clean energy future. Visit our Sustainable Energy Future page for additional information on our efforts to support customers' preferences for renewable energy and distributed energy resources (DERs).	We continue to connect customers' DERs to our grid, and we've committed to owning at least 50 MW of solar generation in West Virginia by 2025. Additionally, FirstEnergy's Pennsylvania Utilities have filed a plan to purchase electric generation supply in 2023. The proposed program includes a process for meeting state-mandated alternative energy standards and includes a separate bidding process to procure new long-term solar energy projects with a total capacity of at least 7 MW and up to 20 MW.
ENERGY MANAGEMENT	As energy-related choices continue to evolve, FirstEnergy is taking steps to be make information and tools more accessible to customers, empowering them to weigh their options and develop a personalized energy management plan.	We have implemented initial smart speaker functionality that enables a customer to access their current and past bill amounts. We also plan to enable bill payment, outage information, energy savings information and safety tips.

TECHNOLOGY RESEARCH AND DEVELOPMENT

The transition to a reduced carbon future is rapidly evolving, and we stay current on new developments through a variety of initiatives.

We participate in venture capital investments through Energy Impact Partners (EIP), a global investment group leading the transition to a sustainable energy future. These investments are focused on transforming the utility industry through the development of emerging industry solutions and close-to-market utility technologies. Our participation provides insight into future industry trends and opportunities, as well as exposure to innovative technologies that can benefit our customers, our company and the environment. For example, FirstEnergy participates in EIP's Elevate Fund, which is focused on investing in companies founded or run by diverse talent that are driving innovation within EIP's core mission of advancing the low-carbon economy, including through supply decarbonization, electrification, tech-enabled infrastructure, reliability and resilience, and intelligent demand.

We also stay informed of the latest energy research through active memberships in research institutes. The Electric Power Research Institute (EPRI) is among our most important partnerships. FirstEnergy participates in numerous EPRI research programs focusing on transmission, distribution, generation, the environment and sustainability.

Additionally, FirstEnergy works with coalitions and universities through consortiums and direct research projects. For example, we are participating in a federally funded renewable energy study being conducted by the Smart Electric Power Alliance for the West Virginia Office of Energy. As part of the stakeholder working group, we're developing a study that outlines natural disaster outage risk and the ability for strategic deployment of microgrids that provide enhanced resiliency to critical infrastructure across the state.

INNOVATION AND DIGITAL FACTORY

Our Innovation & Digital Factory's purpose is to accelerate the delivery of digital business products using a hyper-agile model. By harnessing the best thinking from across our company and working collaboratively with business unit leadership, the Digital Factory uses analytics to identify data-driven business solutions, applies leading-edge process automation for efficiency, and creates custom-developed digital solutions that leverage the latest in cloud platform technology.

Whether it's developing an app, modeling data or automating a business process, the Digital Factory works through challenges and opportunities by incorporating input from business units in the form of Product Owners to deliver streamlined solutions that benefit employees and customers. By using design-thinking strategies to develop an innovative mindset, teams are equipped to solve core business challenges in faster and more scalable ways.

Ultimately, the Digital Factory aims to unlock value by improving our service to customers, enhancing the employee experience and driving long-term growth for FirstEnergy.

INNOVATION IN ACTION

In the spring of 2021, the Digital Factory's Automation team collaborated with our Customer Service team to create and deploy a Robotic Process Automation, or bot, to help us handle certain types of customer service web inquiries more effectively. The new bot quickly processes customer inquiries and frees up time for our customer service representatives, time which can be spent responding to more complex web requests. Our customers have embraced the efficiencies driven by this solution. Initial business estimates based on historical self-service volume concluded that 19,000 inquiries would be processed by this bot, saving 1,500 hours annually. After one year, the bot has processed 41,000 inquiries, saving 3,400 hours.

In 2022, the Digital Factory partnered with the Customer Experience team to enhance online payment options for our customers. The Digital Factory team conducted customer research and tested the new designs with them throughout the process to build a digital product our customers asked for. One main goal of the payment initiative was to increase the self-service options available for our customers. As a result, we added more modern and mobile payment methods such as ApplePay® and GooglePay™. Additionally, new features like Guest Pay make one-time payments easier while Partial Pay and Boost Pay help customers keep the lights on when finances are tight. For additional information, please visit our [Customer Experience](#) page.

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Home | Sustainable Supply Chain

SUPPLY CHAIN STRATEGY

Our strategy is focused on championing a culture of EESG among our employees while also promoting supplier diversity and improving our suppliers' performance. We work to implement our strategy while demonstrating high standards for ethics and integrity – all with the goal of driving business unit success and creating value for FirstEnergy.

Sustainable Supply Chain	Partner with suppliers to achieve our goals and demonstrate the value of a sustainable supply chain
Supplier Diversity	Expand our roster of diverse suppliers through a targeted diversity program
Culture of EESG	Empower employees to champion our EESG initiatives and create a culture that values EESG
Supplier Performance	Develop a program focused on improving supplier performance, achieving goals and managing supplier risks

BUILDING A MORE DIVERSE SUPPLY CHAIN

Diversity is a core value inherent to our company's business operations and increasing supplier diversity is a major component of our Supply Chain group's business objectives and long-range strategies. It helps us to provide business opportunities to traditionally underrepresented suppliers and advance inclusive economic growth in the communities we serve.

Our Supplier Diversity Program helps to ensure the development of mutually advantageous relationships with businesses owned and operated by minorities, women, veterans, members of the LGBTQ+ community, individuals with disabilities and individuals in HUBZones. Through the program, we strive to make our supplier base as diverse as our customer base, and we work with governmental agencies, diverse business advocacy groups and peer companies to identify diverse suppliers for potential opportunities. We also strive to continually increase our dollars spent on diverse suppliers, and over the past three years (2019-2021), we have exceeded our targets for diverse supplier spend. Continuing these efforts, we'll work toward our goal of achieving 20% of our Supply Chain spend with diverse suppliers by 2025.

In 2021, we launched our Diverse Supplier Development program, which is a two-year program designed to provide minority-owned businesses in our service area with support and coaching from FirstEnergy supply chain experts and business unit leaders. Candidates are vetted to help ensure there is an opportunity for them to work with FirstEnergy as a direct Tier I or Tier II supplier. The program includes training modules on topics such as working safely with FirstEnergy, understanding the terms and conditions of their contract, mastering our supplier bid technology and more.

WOMEN'S BUSINESS ENTERPRISE CENTER-EAST (WBEC-EAST)

In recognition of its commitment to supplier diversity and women-owned businesses, FirstEnergy has been presented with the 2021 "Regional Council Member Done Deals" award by the WBEC-East.

As advocates for women business owners, WBEC-East offers training and education for entrepreneurs and provides certification for businesses across Pennsylvania, Delaware and Southern New Jersey. FirstEnergy serves as a corporate member on WBEC-East's Supplier Diversity Council.



Additionally, the program links the suppliers with relevant business unit leadership to facilitate relationship building. By the end of the program, participants will have worked with FirstEnergy's business units and supply chain experts to develop an understanding of our supplier standards, management system and bid process. Our goal is to position these suppliers for success and improve their probability of winning supply contracts.

We successfully brought five minority-owned businesses into the inaugural 2021 Diverse Supplier Development program and look forward to identifying candidates for the 2022 program.

For additional metrics on our Supply Chain spend, please visit our [EESG data table](#).

INCREASING THE SUSTAINABILITY OF SUPPLY CHAIN

FirstEnergy is an active member of the Electric Utility Industry Sustainable Supply Chain Alliance, a group of utility companies and industry suppliers that work together to improve environmental performance and advance best practices.

As part of participation in the Alliance, we implemented the addition of a sustainability section in our supply chain RFPs. This section comprises questions that help us to assess suppliers' focus on reducing environmental impacts.

ETHICS, COMPLIANCE AND OVERSIGHT OF SUPPLY CHAIN

Ethics and integrity are central to our Supply Chain group. Our new Supplier Code of Conduct, [The Power of Collaboration](#), establishes business standards our suppliers must meet in their day-to-day activities and reinforces our expectation that suppliers use good judgment and act with integrity in their business dealings with FirstEnergy. The Supplier Code of Conduct is embedded in the purchase orders we establish with each of our suppliers.

Our Supply Chain group has improved supply chain management and oversight functions. These changes enable the integration and centralization of our procurement, analytics and standards and material operations functions, creating better coordination of material fulfillment and more strategic alignment to drive cost savings.

In addition, we've developed stronger oversight of consulting agreements. Supply Chain is implementing a Spend Control Tower (SCT) for select supplier categories including consulting and, professional services that will determine how and when our employees enter into consulting agreements. As part of the process, employee spend requests in these supplier categories require detailed information for review, including safety, compliance and risk considerations, as well as a detailed cost analysis.

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Home | Community Vitality

FIRSTENERGY FOUNDATION

For more than a century, FirstEnergy has been committed to improving the quality of life where our customers and employees live and work. In support of this effort, the FirstEnergy Foundation invests in nonprofit organizations to enable positive changes that strengthen the communities we serve.

The Foundation's priorities range from supporting key safety initiatives and promoting workforce and economic development to improving social and cultural aspects of our region. As an overarching giving priority in line with our companywide focus on diversity, equity and inclusion (DEI), the Foundation also supports organizations and initiatives that serve diverse populations and enhance inclusion.

FOUNDATION VISION

To invest in transformative organizations that enhance the vitality, sustainability and diversity of the communities we serve.

GIVING PRIORITIES

Improving

the quality of life in our communities and supporting key safety initiatives

Empowering

our communities' workforce development and educational initiatives

Supporting

employee leadership and volunteer interests that align with our business interests

Promoting

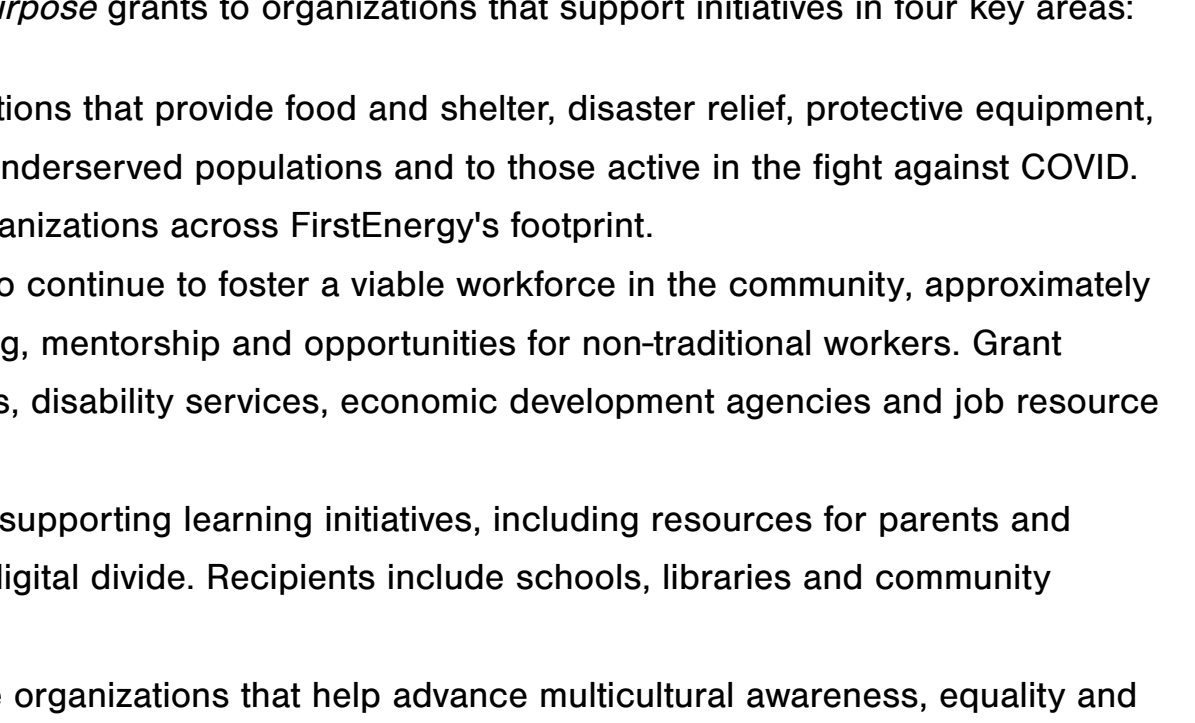
local and regional economic development

Giving Priorities in Action

- In New Jersey, the Foundation's grant to America's Grow-a-Row (The Fresh Produce Initiative) will help improve quality of life and increase access to nutritious fresh produce for people suffering from food insecurity and related health issues. Located within our JCP&L service area, this program serves low- to moderate-income individuals and families of all backgrounds and ethnicities in rural, suburban and urban areas.
- In Pennsylvania, the Foundation is promoting workforce development in Berks County and Reading with a two-year grant to help move Latinos out of poverty through occupational training, adult basic education, employment services and case management support. Awarded to Berks Latino Workforce Development Corp. in our Met-Ed service area, the grant will bolster programs that help participants to obtain role-based training and advanced certifications. Additional support efforts include high school equivalency, soft skills, job readiness, professional development and college readiness in addition to helping bridge the gap of English as a second language.

Investing With Purpose

FirstEnergy Foundation recently completed its *Investing with Purpose* initiative. Funded by the FirstEnergy Foundation Investing with Purpose was developed in response to the COVID pandemic, which created health, financial and educational hardships for customers across FirstEnergy's footprint, and in response to the events of 2020 that highlighted racial and social injustices impacting our nation. With those issues in mind, the Foundation identified philanthropic opportunities through nonprofit organizations across its service territory that are responding to needs of vulnerable populations.



The *Investing with Purpose* initiative represents an additional commitment on top of the company's annual charitable giving, which averages approximately \$10 million per year. The Foundation presented *Investing with Purpose* grants to organizations that support initiatives in four key areas:

- Health & Safety** – Approximately \$1 million was presented to organizations that provide food and shelter, disaster relief, protective equipment, financial assistance, health screenings and other important services to underserved populations and to those active in the fight against COVID. Recipients include hospitals, youth organizations, shelters and other organizations across FirstEnergy's footprint.
- Workforce Development** – To assist those impacted by job loss and to continue to foster a viable workforce in the community, approximately \$993,000 was presented to organizations working to enhance job training, mentorship and opportunities for non-traditional workers. Grant recipients include organizations such as technical schools and programs, disability services, economic development agencies and job resource programs.
- Education** – The Foundation granted nearly \$682,000 to organizations supporting learning initiatives, including resources for parents and teachers, and to those who are working to combat the challenge of the digital divide. Recipients include schools, libraries and community education programs, among others.
- Social Justice** – Approximately \$448,200 was granted to social justice organizations that help advance multicultural awareness, equality and inclusion. Grants were provided to both national and local nonprofits actively assisting minority business development, LGBTQ cultural programming and other important causes, including a donation to The Tri-State Diversity Council to conduct unconscious bias training and assist formerly incarcerated individuals with training to return to the workplace in Ohio, Pennsylvania and New Jersey.

For a full list of *Investing With Purpose* grant recipients, visit the [FirstEnergy Foundation](#) on the company's website.

CORPORATE GIVING

Our corporate giving strategy focuses on initiatives that parallel our business interests while helping our communities and the people who live in them achieve greater success.

We are committed to building productive relationships to address areas of need in our communities. Whether directed to the United Way or local foodbanks, [our corporate contributions](#) and philanthropic outreach support organizations and projects dedicated to improving the environmental, economic, social, educational and cultural aspects of our communities.

The FirstEnergy community has long supported United Way in its efforts to improve the health and socio-economic well-being of our communities. In 2021, employee contributions and Foundation matching gifts to United Way agencies totaled more than \$2.6 million.

Our company and employees care deeply about food insecurity in our communities. Every March, our employees organize fundraising competitions and events to support local food banks and community pantries. In 2021, they raised over \$338,000, including a \$100,000 Foundation donation; the equivalent of nearly 2.4 million meals for food pantries in our service area.

Matching Gifts

The FirstEnergy Foundation's Employee Matching Gifts program supports employee contributions to qualifying educational, cultural, youth, civic and health and human services organizations. In 2021, the Foundation donated more than \$230,000 to match employee contributions and expanded to include charitable contributions raised by FirstEnergy Employee Business Resource Groups (EBRGs) for qualifying charitable organizations.

Storm Response

In-kind donations are also top of mind, especially following an extreme weather event. Staging sites for FirstEnergy operations during storm response often become distribution sites for excess food and supplies at the conclusion of a storm. Food, beverages, paper products and other supplies are donated to area foodbanks, community pantries and other social service agencies to aid customers as they recover following a storm.

EMPLOYEE VOLUNTEERISM

Our employees donate their time and talents in our communities – from volunteering at local food pantries and building affordable, energy-efficient homes to raising funds for quality health and social services organizations.

We are committed to supporting our employees' efforts through a robust Employee Volunteer Program, which includes:

- Volunteer Time Off (VTO):** Our VTO policy provides employees with 16 hours of additional paid time off per calendar year to volunteer within their communities.
 - Community Impact Portal:** This user-friendly platform automatically sends volunteer opportunities and reminders to employees based on their geographic area; provides dashboards that track employees' volunteer hours and giving pledges; and makes it easier to find volunteer opportunities and donate to non-profit organizations of their choice.
- Our company leadership is also invested in donating their time to advance the well-being of our communities. In the fall of 2020, we launched *Powering our Communities with Purpose* with Business Volunteers Unlimited, a nonprofit that helps connect business professionals with nonprofit organizations in northeast Ohio.

We've set a goal for 75% senior leadership participation on nonprofit boards and 25% executive team involvement on diverse or multicultural nonprofit boards by 2025.

ECONOMIC DEVELOPMENT

We support the long-term economic health of the communities we serve through development initiatives that create jobs, support local suppliers and attract new businesses throughout our service area.

Our strategy is built on developing and maintaining relationships with economic development partners at state, regional, national and international levels. Coupled with our economic development expertise, these relationships help us to retain and attract businesses to our service territory, encourage investment in the areas we serve and provide value-added services and support to help our communities thrive.

Our Economic Development team's services include providing key economic indicator data to our regional partners and conducting local demographic research and economic impact studies. We also offer relocation services to companies considering moving to our region, promote urban revitalization and workforce development, and sponsor community readiness programs.

Additionally, the [Economic Development website](#) acts as a self-service hub, enabling our customers to access the information they need quickly, conveniently and intuitively. This feature aligns with FirstEnergy's goal to enhance customers' interactions with our digital media as part of our best-in-class customer experience.

Our Economic Development team also serves customers and communities by helping to promote business development and job growth across our service area. Building on our strong economic development track record, we strive to create \$25 billion in cumulative economic impact across our service area from 2020 to 2025.

In 2022, FirstEnergy was once again recognized by *Site Selection* magazine as one of the nation's leading utilities in promoting economic development from 2018-2021. Through these efforts, we continue to advance economic development across our service area - helping to attract 21,820 new jobs and \$5.4 billion in third-party corporate facility investment in 2021.

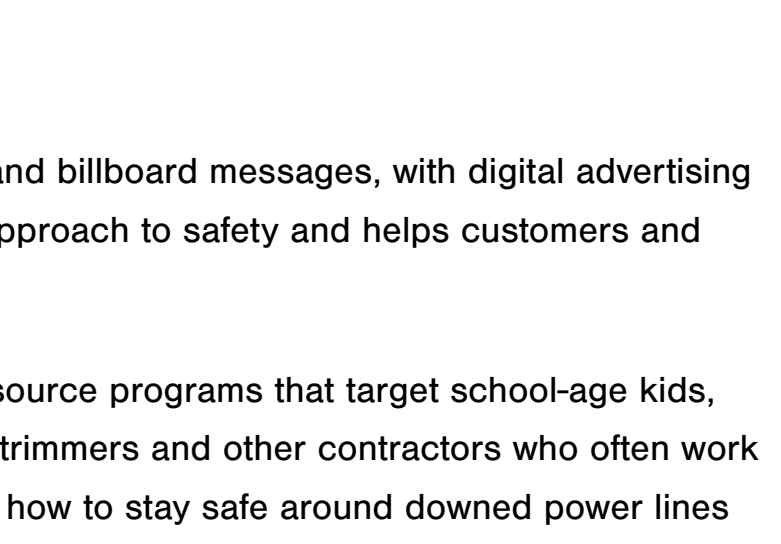
Building on our strong economic development track record, we strive to create \$25 billion in cumulative economic impact across our service area from 2020 to 2025.

PUBLIC SAFETY

Our commitment to safety extends beyond our employees and into the communities we serve. Our Public Safety group develops and manages programs that promote safety for those who may come near FirstEnergy's power lines or equipment.

For example, our [Stop.Look.Live](#) public safety outreach campaign teaches people to stay safe around electricity by following three simple steps to avoid dangerous accidental contact with electrical equipment:

- STOP** what you're doing to consider your personal safety before working or playing around power lines or electrical equipment.
- LOOK** around for potential hazards and ways you might come into contact with electrical equipment and identify a way to avoid the hazard.
- LIVE** and prevent serious injury or death by taking precautions to avoid accidental contact with electrical equipment.



The multi-faceted outreach campaign combines conventional advertising, including creative radio spots and billboard messages, with digital advertising on streaming services and social media platforms. *Stop.Look.Live* reflects our proactive companywide approach to safety and helps customers and community members identify and avoid potentially dangerous situations.

In addition to the advertising campaign, we have robust direct mail, email and web-based educational resource programs that target school-age kids, first responders and our most at-risk contractors, including heavy equipment operators, excavators, tree trimmers and other contractors who often work near or around energized electrical equipment. We also send bill inserts to customers containing tips on how to stay safe around downed power lines and high-voltage transmission lines, and in other potentially dangerous scenarios.

As part of our outreach efforts, we also have a fleet of Live Wire Electrical Safety trailers, which we use to hold in-person demonstrations that show community members the potential dangers that exist around energized electrical equipment. In addition, FirstEnergy employee volunteers will bring electrical safety education into grade school classrooms through our Live Wire Safety School program.

For more information, visit our [public safety website](#).

Drone Safety Campaign

With the growing number of drones now hovering in the skies above our service territory, FirstEnergy's Public Safety group is working to increase awareness about the potential dangers of flying near energized electrical equipment. We recently launched an [educational outreach campaign](#) – featuring an array of social media ads across a variety of platforms – that targets adolescents aged 12 to 18 and their parents with tips for operating unmanned aerial vehicles (UAVs) safely.

The campaign, which started in July of 2022 and runs through January 2023, is divided into three waves that were strategically developed for each time of year. The campaign starts with *The Drone Safety Zone* video game, which offers engaging ways for kids and adults to learn general drone safety information. Toward the holidays, outreach will focus on parents by encouraging them to teach kids how to operate new drones safely. In the final phase of the campaign, we plan to provide important tips for unboxing and operating a new drone safely, along with instructions for downloading *The Drone Safety Zone* video game.

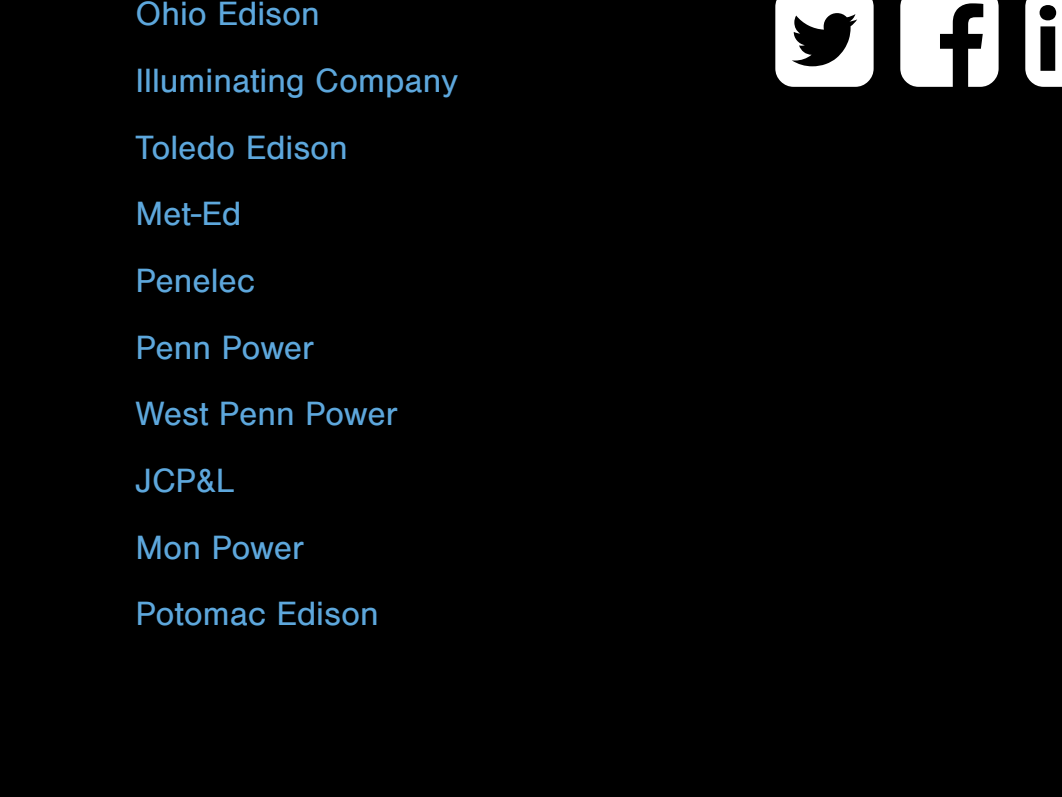
We also understand that accidents can happen, so the campaign will remind operators to contact FirstEnergy if their drone gets caught in power lines or crashes into a utility pole or substation. We emphasize that operators should never attempt to retrieve drones themselves and instruct them to call FirstEnergy, so we can return the drone safely to them.

We continue to develop and improve our public safety outreach efforts to help protect human life and reduce exposure to potential life-changing events for anyone who may come near FirstEnergy lines or equipment. For more information, please see our [public safety website](#).

LIVE WIRE SAFETY TRAILERS

As part of our *Stop. Look. Live* public safety outreach program, we help educate and prepare first responders and other members of the community who may come near our electrical lines and equipment. To enhance this educational program, we rolled out a new fleet of [Live Wire Electrical Safety trailers](#) to show how electrical hazards are encountered and handled safely in the field.

A new fleet of trailers are available to each of our 10 operating companies and will be used in programs across our service territory. The 24-foot trailers are fitted with power lines, transformers and other electric conductors as well as metal items, such as ladders and car doors that could come in contact with energized equipment.



Last Modified: November 7, 2022

ESG REPORTS AND RESOURCES

ABOUT OUR CORPORATE RESPONSIBILITY REPORTING

We are committed to providing stakeholders with information about FirstEnergy's corporate responsibility approach and environmental, social and governance (ESG) initiatives and performance. As part of that commitment to transparency and accountability, this dedicated Corporate Responsibility website presents the company's progress on ESG-related topics.

Our website includes this ESG Reports and Resources section, which serves as a central location for our ESG performance data. Our ESG data table provides information on our ESG performance in key areas of our business. We also are working toward disclosing ESG information here in alignment with leading sustainability reporting frameworks, including the Sustainability Accounting Standards Board, Taskforce on Climate-Related Financial Disclosures, Global Reporting Initiative and Edison Electric Institute ESG/Sustainability Template.

In addition to providing transparency for stakeholders, our ESG performance data also helps us to measure and evaluate our progress and set goals for continuous improvement.

Last Website Update: November 2022

For additional information, please contact:

Kristin Susick, Supervisor, Corporate Responsibility, [email Kristin](#)

Forward-Looking Statements

Forward-Looking Statements: This website includes forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995 based on information currently available to management. Such statements are subject to certain risks and uncertainties and readers are cautioned not to place undue reliance on these forward-looking statements. These statements include declarations regarding management's intents, beliefs and current expectations. These statements typically contain, but are not limited to, the terms "anticipate," "potential," "expect," "forecast," "target," "will," "intend," "believe," "project," "estimate," "plan" and similar words. Forward-looking statements involve estimates, assumptions, known and unknown risks, uncertainties and other factors that may cause actual results, performance or achievements to be materially different from any future results, performance or achievements expressed or implied by such forward-looking statements, which may include the following: the potential liabilities, increased costs and unanticipated developments resulting from government investigations and agreements, including those associated with compliance with or failure to comply with the Deferred Prosecution Agreement entered into July 21, 2021 with the U.S. Attorney's Office for the Southern District of Ohio; the risks and uncertainties associated with government investigations and audits regarding Ohio House Bill 6, as passed by Ohio's 133rd General Assembly ("HB 6") and related matters, including potential adverse impacts on federal or state regulatory matters, including, but not limited to, matters relating to rates; the risks and uncertainties associated with litigation, arbitration, mediation, and similar proceedings, particularly regarding HB 6 related matters, including risks associated with obtaining dismissal of the derivative shareholder lawsuits; changes in national and regional economic conditions, including recession, inflationary pressure, supply chain disruptions, higher energy costs, and workforce impacts, affecting us and/or our customers and those vendors with which we do business; weather conditions, such as temperature variations and severe weather conditions, or other natural disasters affecting future operating results and associated regulatory actions or outcomes in response to such conditions; legislative and regulatory developments, including, but not limited to, matters related to rates, compliance and enforcement activity, cybersecurity, and climate change; the risks associated with cyber-attacks and other disruptions to our, or our vendors', information technology system, which may compromise our operations, and data security breaches of sensitive data, intellectual property and proprietary or personally identifiable information; the ability to accomplish or realize anticipated benefits from our FE Forward initiative and our other strategic and financial goals, including, but not limited to, overcoming current uncertainties and challenges associated with the ongoing government investigations, executing our transmission and distribution investment plans, executing on our rate filing strategy, controlling costs, greenhouse gas reduction goals, improving our credit metrics, growing earnings, strengthening our balance sheet, and satisfying the conditions necessary to close the sale of additional membership interests of FirstEnergy Transmission, LLC; changing market conditions affecting the measurement of certain liabilities and the value of assets held in our pension trusts may negatively impact our forecasted growth rate, results of operations, and may also cause us to make contributions to our pension sooner or in amounts that are larger than currently anticipated; mitigating exposure for remedial activities associated with retired and formerly owned electric generation assets; changes to environmental laws and regulations, including but not limited to those related to climate change; changes in customers' demand for power, including but not limited to, economic conditions, the impact of climate change or energy efficiency and peak demand reduction mandates; the ability to access the public securities and other capital and credit markets in accordance with our financial plans, the cost of such capital and overall condition of the capital and credit markets affecting us, including the increasing number of financial institutions evaluating the impact of climate change on their investment decisions; future actions taken by credit rating agencies that could negatively affect either our access to or terms of financing or our financial condition and liquidity; changes in assumptions regarding factors such as economic conditions within our territories, the reliability of our transmission and distribution system, or the availability of capital or other resources supporting identified transmission and distribution investment opportunities; the potential of non-compliance with debt covenants in our credit facilities; the ability to comply with applicable reliability standards and energy efficiency and peak demand reduction mandates; human capital management challenges, including among other things, attracting and retaining appropriately trained and qualified employees and labor disruptions by our unionized workforce; changes to significant accounting policies; any changes in tax laws or regulations, including, but not limited to, the Inflation Reduction Act of 2022, or adverse tax audit results or rulings; and the risks and other factors discussed from time to time in our Securities and Exchange Commission ("SEC") filings. Dividends declared from time to time on FirstEnergy Corp.'s common stock during any period may in the aggregate vary from prior periods due to circumstances considered by FirstEnergy Corp.'s Board of Directors at the time of the actual declarations. A security rating is not a recommendation to buy or hold securities and is subject to revision or withdrawal at any time by the assigning rating agency. Each rating should be evaluated independently of any other rating. These forward-looking statements are also qualified by, and should be read together with, the risk factors included in FirstEnergy Corp.'s filings with the SEC, including, but not limited to, the most recent Annual Report on Form 10-K and Quarterly Report on Form 10-Q, and any subsequent Quarterly Reports on Form 10-Q and Current Reports on Form 8-K. The foregoing review of factors also should not be construed as exhaustive. New factors emerge from time to time, and it is not possible for management to predict all such factors, nor assess the impact of any such factor on FirstEnergy Corp.'s business or the extent to which any factor, or combination of factors, may cause results to differ materially from those contained in any forward-looking statements. FirstEnergy Corp. expressly disclaims any obligation to update or revise, except as required by law, any forward-looking statements contained herein or in the information incorporated by reference as a result of new information, future events or otherwise. Forward-looking and other statements regarding our climate strategy, including our greenhouse gas emission reduction goals, are not an indication that these statements are necessarily material to investors or required to be disclosed in our filings with the SEC. In addition, historical, current and forward-looking statements regarding climate matters, including greenhouse gas emissions, may be based on standards for measuring progress that are still developing, internal controls and processes that continue to evolve and assumptions that are subject to change in the future.