



Corporate Sustainability Report

2021



CENTURI

Corporate Sustainability Report
2021



Building the infrastructure
for a sustainable future



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Centuri's company policy throughout the COVID-19 pandemic has required face coverings for employees. Any photos included in this report that show employees gathered without masks were taken pre-pandemic.

Ensuring the impact we make on the people and environment around us is a positive one



Welcome

Fellow Stakeholders,

Thinking ahead to the future is deeply rooted in Centuri's history, and it is the inspiration behind the "100-year" vision from which Centuri derives its name. That vision is the impetus for our commitment to sustainability and building a lasting business. We know that sustainability is a multifaceted endeavor that challenges us not just to continue meeting our customers' needs, but also to ensure that the impact we make on the people and environment around us is a positive one.

The principles of our Sustainability Framework – Safety, Quality, Employees, Community, Environment, and Economy – guide our activities and ensure they contribute to a responsible and lasting way of running our business. The culmination of these efforts is what we call BUILDING BETTER.

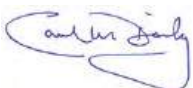
Through responsible operations and ethical decision making, we're building efficient and resilient energy systems to power a cleaner, more sustainable future. While doing so we're building better opportunities for our employees, communities, and planet to thrive.

We're pleased to have recently welcomed Riggs Distler to the Centuri family of companies. In addition to serving as our union electric platform company, Riggs Distler sits at the forefront of renewable energy opportunities, with capabilities for photovoltaic modules, wind turbine & generator support, hydroelectric systems, battery energy storage systems, and more. This transformational acquisition puts Centuri in an even stronger position to build the infrastructure that will allow our customers to deliver clean energy to their customers.

Some of the many ways Centuri companies are building a better future

- We've implemented ways to make our internal operations more sustainable and established a goal to reduce our greenhouse gas emissions 25% by 2030.
- We began roll out of an updated telematics system on company vehicles, which will allow us to track and reduce vehicle emissions.
- Our operating companies achieved our highest safety performance on record while following pandemic protocols and accommodating more work hours.
- We strengthened our commitments to Diversity, Equity, and Inclusion (DEI) and took deliberate action to advance an inclusive culture by engaging employees and launching initiatives in response to their feedback.
- We established a Diversity Council to lead our DEI initiatives and establish employee resource groups.
- We celebrated the 5-year anniversary of NPL's Partner Alliance and industry-leading supplier diversity practices.
- We protected employee health and safety and volunteered hundreds of hours to support vaccine distribution.
- We gave back to our communities through non-profit contributions, volunteerism, and in-kind support.

Centuri, through its elite team of operating companies working together, is putting the energy infrastructure in place that will fuel the lives of future generations, while doing our part as an employer, community member, and steward of the environment to lead our industry in building what lasts.



Paul M. Daily
President and CEO

FROM THE CEO



Centuri Group, Inc.

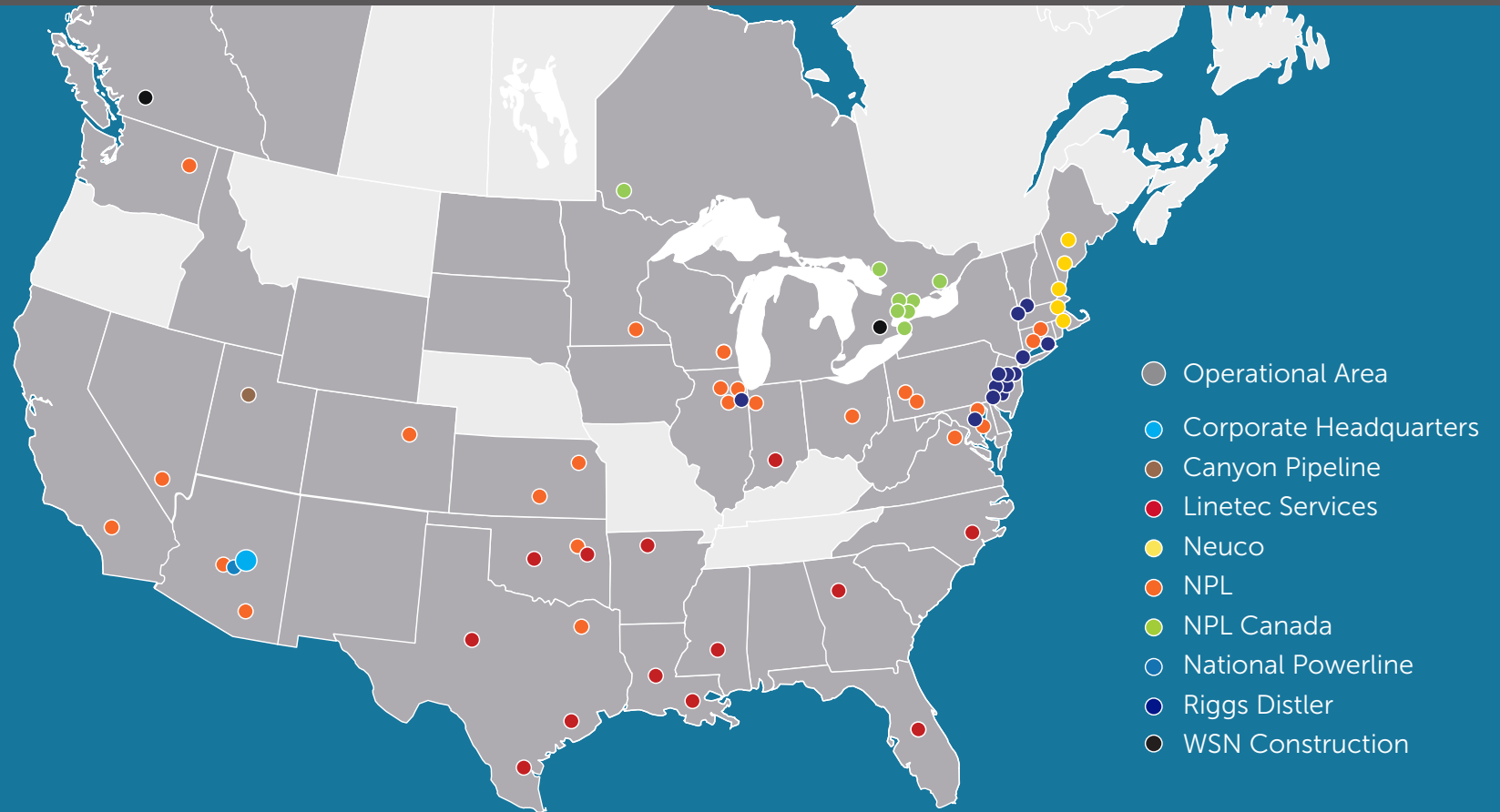
Our family of operating companies works as one team to meet our customers' needs

Centuri is a comprehensive utility infrastructure services enterprise dedicated to delivering a diverse array of solutions to North America's gas and electric providers. Through sound investment, shared services, and an unwavering commitment to the safety of our employees and the communities we serve, Centuri supports the performance of its operating companies across the U.S. and Canada. Centuri is a subsidiary of Southwest Gas Holdings, Inc.

Trusted Brands Working Together



Centuri Markets



11
Business Entities

10,500+
Employees

45
States/Provinces

ONE TEAM

Sustainability Framework

Six principles guide our enterprise strategy for building a sustainable business and making a positive impact



SAFETY

The safety of our employees and the communities where we work is our first priority.

COMMUNITY

We are part of the communities where we work and have a responsibility to give back through volunteerism, philanthropy, and inclusion.

EMPLOYEES

Employees are the lifeblood of our organization. We value diversity and strive to foster a fair and welcoming culture where careers can thrive.

QUALITY

Ensuring the safety and reliability of the work we leave behind, we do things the right way, every day, to meet the requirements of our customers and regulatory agencies.

ECONOMY

We invest resources for the future and contribute to local economies through job creation and supplier partnerships.

ENVIRONMENT

As stewards of our environment, we are committed to reducing our carbon footprint and avoiding the unnecessary degradation of air, land, and water in our operations.

ESG Enterprise Excellence Team

Centuri's recently established ESG Enterprise Excellence Team provides input, alignment, and direction for our sustainability initiatives. The cross-functional team has representation across business units to ensure consistent awareness and execution throughout the entire organization. Centuri also has a seat on the Southwest Gas Holdings (SWX) ESG Committee, which reports regularly to the SWX Board of Directors.

ESG (Environmental, Social, Governance) initiatives are prioritized internally with executive level accountability through the Centuri EVP, Chief Customer Officer and VP, Communications & Sustainability with specific direction from the Centuri CEO.

Centuri discloses its sustainability metrics in coordination with SWX through the S&P Global Corporate Sustainability Assessment and Sustainability Accounting Standards Board (SASB), and regularly partners with customers to share best practices and ESG performance metrics.



BUILDING BETTER

We are committed to building better. This means embracing our responsibility as an employer and member of the community to provide resources that encourage our employees, our suppliers, and our communities to have better conversations, establish stronger partnerships, inspire brighter futures, and create more opportunities.



Environmental



Social



Governance

WELCOME TO THE NEXT CENTURI

Transformational Acquisition Brings New Opportunities in Clean Energy

In 2021, Centuri welcomed Riggs Distler & Company to our family of companies, propelling our vision of sustainability forward by expanding our service offerings and geographic footprint. Founded in 1909, Riggs Distler has long-standing customer contracts with nearly all the major investor-owned electric utilities in the Northeast and Mid-Atlantic regions. In addition to their turnkey services for utilities, they are also one of the only providers in the region with a full suite of civil, mechanical, electric, and fabrication capabilities.

This transformational acquisition not only positions us to offer more comprehensive services to our customers, but new capabilities for renewables will lead to opportunities supporting clean energy generation and delivery.

Leading Solutions for a Changing Industry

- Solar Photovoltaic Module Installation
- Electric Vehicle Charging Stations
- Battery Energy Storage Systems
- Combined Heat and Power Systems
- Wind Turbines & Generator Support
- Hydroelectric Systems
- Fuel Cells





RIGGS DISTLER

A **CENTURI** COMPANY

Riggs Distler was the prime contractor for the Pemberton Solar Project responsible for the 20MWdc photovoltaic solar system to deliver green power to the residents of Central New Jersey. Self-performing all project services, this system now generates enough electricity to power 2,100 homes in the area. The success of this project earned Riggs Distler recognition by Top Solar Contractors.

Safety is Our Top Priority

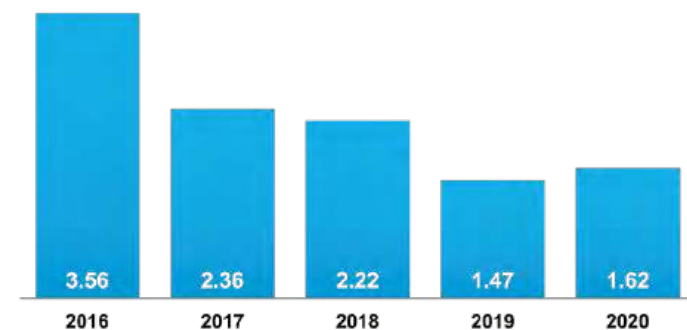
Essential Service

COVID-19 changed the way we work and emphasized the essential nature of our jobs. We're proud of our actions to prioritize the health and safety of our employees and our communities. Following a variety of pandemic protocols, our field crews were able to deliver for our customers and achieve record safety performance. As the pandemic continues, we're remaining vigilant. Promoting vaccination opportunities for employees and supporting their ongoing safety and well-being.

Exemplary Safety Performance

Despite the pandemic's impact, Centuri's overall safety performance improved significantly compared to the prior year. Approaching one million safety observations in 2020, Centuri's frontline safety observer program Think SAFE has had a significant impact on our ability to achieve these year-over-year safety improvements.

Lost Time Injury Frequency Rate per 1M Work Hours



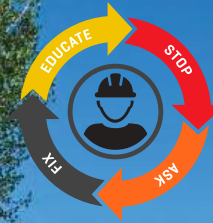
**55% LTIFR Improvement
Over 5 Years**



COMPARED TO PRIOR YEAR

↑ 4% Work Hours
↓ 11% DART
22% TRIR

2020 Percentages. DART- Days Away, Restricted or Transferred;
TRIR- Total Recordable Incident Rate



Nearly 1 Million Think SAFE Observations



Centuri's frontline safety observer program **Think SAFE** has had a significant impact on our ability to achieve year-over-year safety improvements



BUILDING BETTER

ENVIRONMENTAL

Sustainable Infrastructure for the Future

Our commitment to environmental stewardship starts with our work. By modernizing and strengthening the integrity of energy systems, we are increasing efficiency and resiliency while decreasing carbon emissions and the environmental impacts inherent to aging utility systems. The infrastructure we build is vital to both meeting the energy needs of the future and enabling the transportation of renewable sources of energy.

In 2020, Centuri companies replaced hundreds of miles of gas pipeline infrastructure and added resiliency to our customers' electric power systems, reducing emissions and enhancing the safety of our communities.



Enabling Infrastructure for Renewable Energy – Athena RNG Project

Through our operating company NPL, Centuri is supporting the Athena Project in South Dakota, which will include the construction of new anaerobic digesters on three dairy farms. The methane gas generated by nearly 13,000 cows on these farms will be captured, cleaned, and converted to renewable natural gas (RNG), which will then be injected into the local interstate pipeline and used for transportation, cooking, or electricity.

NPL is constructing 60 miles of gas pipeline that will connect these farms and transport the RNG to the gas utility's interconnect. The project is anticipated to produce 217,000 MMBtu of renewable natural gas each year—enough to drive 2,492 vehicles for a full year. Any excess methane will be converted into fertilizer.

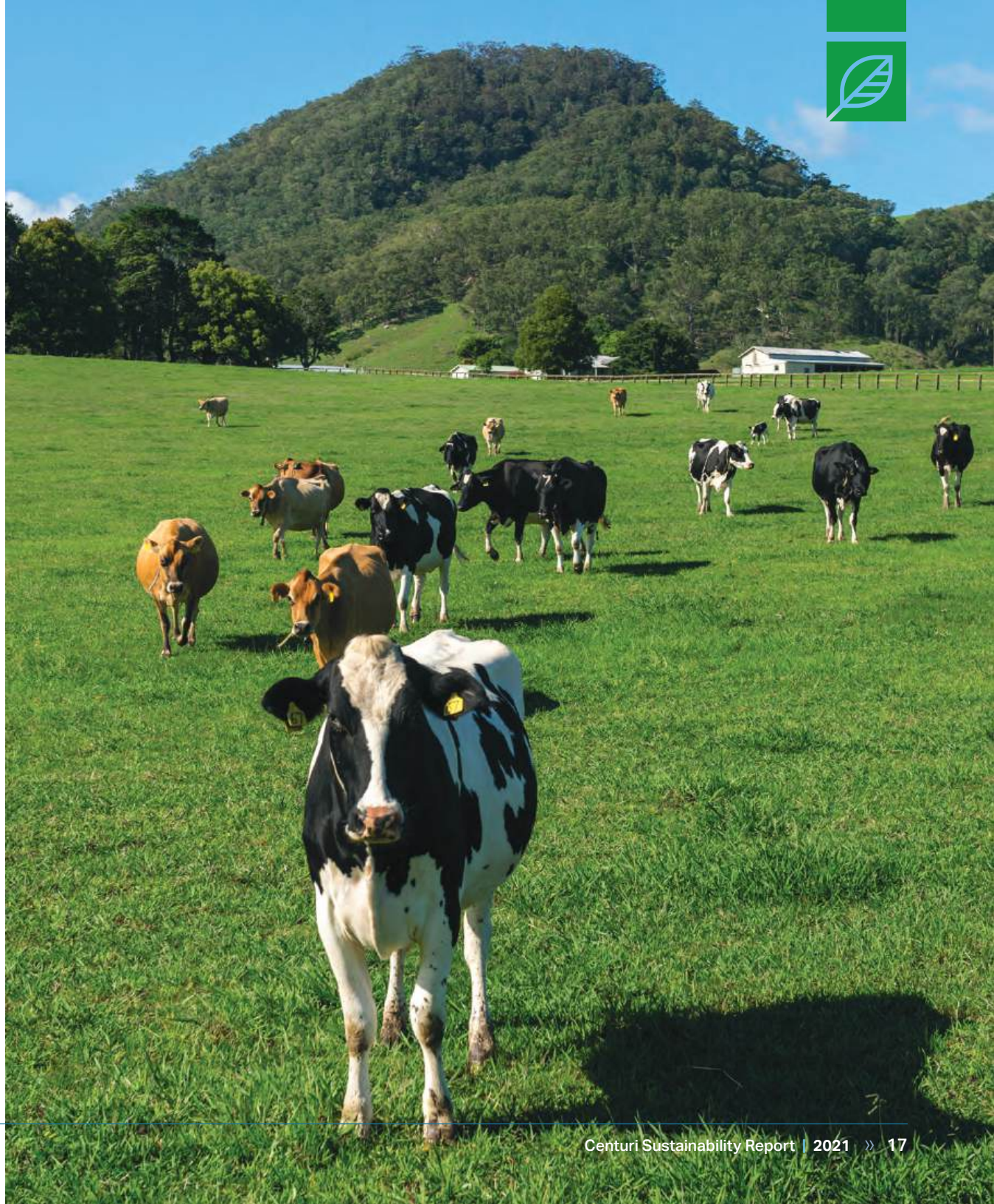
Another example of how Centuri companies are supporting our customers and communities in building a better energy future.



RENEWABLE NATURAL GAS

13,000 Cows

217,000 MMBtu Natural Gas



Sustainable Operations

As we build infrastructure to sustain future generations, we go about our work mindful of how our operations impact the planet. This year we set a goal to reduce Greenhouse Gas emissions (GHG).

Our plan to reach this goal includes **measuring** our energy consumption and CO₂ emissions, implementing strategies to **reduce** our overall GHG output, and **reporting** on progress.

Using 2019 as our baseline, we will improve environmental practices across three primary areas to sustain our business and the planet for future generations.

Installation of a new telematics system is currently underway. By the end of the year we will have GPS systems on more than 8,000 road vehicles and equipment. This will help us monitor and set targets to reduce vehicle emissions and idle time.

We also performed energy assessments on our major company facilities and identified those with higher energy use for a more detailed energy audit.

Some of our companies are leading the way on facility efficiency. National Powerline, for example, recently self-engineered and installed a solar system that powers 100% of their office energy use and reduces CO₂ emissions 14.1 tons per year.



National Powerline's self-engineered and installed solar system produces 100% of energy used at their office.

Greener Facilities

- Conduct utility use audits
- Upgrade to energy efficient building controls
- Explore renewable energy systems
- Install EV charging stations

Improved Fleet Utilization

- Enhance telematics
- Reduce vehicle & equipment idle time
- Incorporate eco-technologies and alternative fuels

Responsible Field Operations

- Water usage
- Dust and pollution
- Waste
- Equipment emissions
- Impact to surrounding environments



Electric vehicles (EV) charge at the Corporate Office. We plan to switch all pool vehicles to EVs during the next four years.



Environmental risk mitigation is an important component in our field operations.



**GREENHOUSE
GAS EMISSIONS
25% by 2030**

Processes That Reduce Our Impact

Across Centuri, our operations abide by various environmental risk mitigation plans and employ processes that protect the variety of locations where we work. Whether it's using spill protection beneath equipment that could leak, taking soil samples to avoid fracturing the ground during a bore, controlling dust, disposing waste properly, or preventing stormwater contamination, we invest in training and equipment that reduce our impact and comply with applicable regulations.

Holding Ourselves Accountable

We've joined with our parent company Southwest Gas Holdings in publishing Environmental and Sustainability Commitments.

We also disclose our environmental efforts to the Sustainability Accounting Standards Board, S&P Global Corporate Sustainability Assessment, and our customers.



Scan the QR code to read more about our Environmental and Sustainability Commitments



Corner Canyon, Draper, UT
Hiking Trail Improvements

Restoration and Improvement

From installing a gas service line in someone's yard or burying miles of steel pipe in the backcountry, we make the effort to restore our worksites to the way they were – and sometimes even improve them. Canyon Pipeline, for example, works on several large diameter Feeder Line projects running through the natural areas around Salt Lake City, Utah. One such Feeder Line path followed a hiking trail through Corner Canyon in Draper, UT. When the work was finished, the new trail built by Canyon Pipeline was wider and better groomed than what existed before.

Avoiding disruption to wildlife is also a factor. In Pleasant View, UT, Canyon Pipeline worked with a landowner to re-route pipeline running through an elk farm, by-passing the habitat and leaving a well-groomed dirt road for the owner to continue caring for the herd.





BUILDING BETTER

SOCIAL

Creating Opportunities. Inspiring Futures.

We are part of the communities we serve, and the work we do is essential for powering the lives of those around us. As a responsible corporate citizen and good neighbor, we are proud of the many ways we go beyond our work to give back, build better opportunities, and ensure our community impact is a positive one.

Through volunteerism and philanthropy, Centuri companies and our employees embrace a giving spirit with a focus on inclusion. Partnerships with local organizations help our philanthropy efforts have an even greater impact.



Giving Back in Meaningful Ways



Salvation Army | WSN Construction



Get Growing Foundation | NPL Great Lakes



Salvation Army Boys and Girls Club | NPL Baltimore



Boys and Girls Club | Neuco



Arizona Friends of Foster Children Foundation
Corporate Office



Utah Food Bank | Canyon Pipeline

Doing Our Part in Times of Crisis

In addition to building energy systems to last, Centuri companies respond in times of emergency to minimize downtime and disruption. During a tumultuous year navigating a pandemic and several severe weather events, Centuri companies not only continued to perform our essential work, but we also made a difference in helping impacted communities recover.

Supporting Public Health

The health and safety of our employees were top priorities throughout our COVID-19 response. Even as employees focused on adapting to new working conditions, we took action to help the communities where we work.

Centuri companies donated essential items to communities and local organizations. National Powerline, for example, donated water to the Hopi Nation in Arizona. Neuco donated masks for frontline medical personnel at a hospital in Boston.

As vaccinations became more available, our employees aided the distribution effort at a Dignity Health site in Central Arizona. Nearly 100 volunteers donated 900 hours to help thousands of people in the area get their shot.



**SUPPORTING LOCAL
VACCINATION
EFFORTS**
100 Volunteers
900 Hours

Emergency Storm Response

Supporting our customers and communities with emergency response is an important part of what we do. Our capabilities and resources to respond quickly add tremendous value to the services we provide for improving the integrity and reliability of critical gas and electric systems.

Eight major storm events, including Hurricane Laura, made 2020 a record year for bad weather in Linetec's service territory. Despite many being impacted personally by these storms, Linetec employees rallied to the call for restoring power to hundreds of thousands of people across 14 states.



AT ITS PEAK

8 Major Storm Events

156 Crews

14 States

442,000 Hours

0 Reportable Safety Incidents



See a video about our storm response efforts and the Linetec employees who went above and beyond for their communities



Inclusive Workforce Development Programs

Job readiness and training programs that feed directly into our workforce are a win-win for our operational needs and members of the community. Strategic partnerships with our customers, educational institutions, and government agencies are helping Centuri pioneer and replicate inclusive programs to develop the next generation of our workforce while increasing opportunities in the communities we serve.

Our partnership with Phoenix Job Corps is a great example of community engagement, socio-economic inclusion, and talent development working together. Job Corps' mission is to give underserved students the skills to be job ready in a number of industries. The Natural Gas Pipeline Academy taught by NPL in cooperation with Job Corps was the first of its kind and will serve as a model for similar programs.



NPL CANADA COMMUNITY EXPANSION



Opportunities for inclusion and workforce development often arise from supporting our customers' initiatives. NPL Canada, for example, performs Community Expansion projects that connect remote areas to their customer's gas distribution system. Not only do these projects increase economic opportunities by providing a more affordable source of energy to homes and businesses, they provide employment opportunities as well. This has been especially beneficial for including First Nation peoples, like the Saugeen First Nation in Saugeen Shores, Ontario.



Taking Care of Employees

Employees are the lifeblood of our organization. Along with unwavering commitments to employee safety and well-being, Centuri companies strive to be employers of choice in providing fair and welcoming workplaces where individuals can thrive.

We are building better opportunities for our employees, providing a foundation upon which to grow and then the opportunities to do so. That is the core concept behind our Solid Ground Careers brand. At all Centuri companies, employees are part of well-established and growing teams, working in a stable industry, with access to the training and resources to advance. Our promote from within culture is backed by programs like Foreman In Training, LEAD, and other apprenticeship and mentoring programs that encourage individuals to enter management ranks.

We created greater access to professional growth courses and training in our Learning Management System and LinkedIn Learning to give additional avenues for continuing education and skill development. We also launched a new internal job opening website to make opportunities throughout all our companies visible to all employees like never before.



OPPORTUNITIES LEAD TO ADVANCEMENT

126,000 Online Training Hours

234 Promotions to Management

Increasing Opportunities for Families

We are building better opportunities for our employees' families as well. Established in 2020, the Centuri Scholarship program is helping to brighten the futures of our employees' college-bound children. Students have used the funds to attend two- or four-year colleges, vocational schools, and other post-secondary educational institutions.



CENTURI SCHOLARSHIP PROGRAM

20 Scholarships

\$75,000 Awarded

50% Awarded to Ethnic/Racially Diverse Applicants

BRIGHTER FUTURES

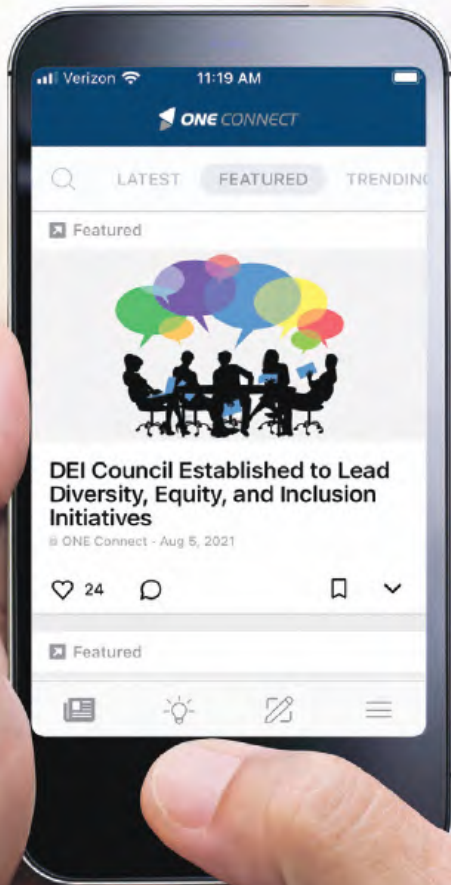


“ I’m a junior in college working towards my Bachelor of Science in Nursing degree. I am grateful that my mom works for a company that cares about my family and my future. The Centuri Scholarship allows me to better my academic goals by helping with tuition and resources. Thank you! ”

- Daughter of Julie Padilla, Design Drafter at NPL



Our first all-inclusive communications platform, ONE Connect has the potential to reach every employee, regardless of position or location.



Employee Assistance Program & Employee Care Fund

Supporting families in times of need is a priority. Our Employee Assistance Program offers free counseling on a variety of issues to all employees and their family members. In addition, the Employee Care Fund, which is funded by donations from employees, helps families afford basic living expenses in the wake of qualifying catastrophic events.



EMPLOYEE CARE FUND

\$280K Employee Contributions
Since Launch in 2016

Building Community Through Employee Engagement

With employees spread across the U.S. and Canada, communication is key for keeping employees informed and for fostering a sense of belonging. We're building better employee engagement and strengthening our One Team spirit through our recently launched ONE Connect app. ONE Connect is our first all-inclusive communications platform with the capability to reach every employee, regardless of position or location. Whether it's through the mobile app or web experience, any employee can log on to get important company news, access resources, and engage with content.



212 Service Members Hired in 2020
8% of all hires

Honoring Military Service Members

Out of respect and appreciation for military service members, we launched Operation Solid Ground, an initiative focused on extending opportunities to current and former service members. This initiative has grown both in the number of service members we've added to our workforce and the strategic partnerships we've established to ensure its sustainability. In 2020, Centuri companies hired 212 service members, which represents 8% of total hires.

Each year, approximately 200,000 members of the U.S. Armed Forces re-enter the civilian workforce or pursue higher education. To recruit these highly sought-after individuals, we partner with organizations like the Department of Defense in support of programs like SkillBridge. SkillBridge connects transitioning service members with industry partners to gain civilian work experience in real-world situations. Centuri hired our first SkillBridge participant in 2020.

As an industry partner, Centuri has also taken a leadership role chairing the Reserve Organization of America's Citizen-Warrior Coalition. This unique program works towards giving U.S. Reserve members a path where they can continue their service while also pursuing a civilian career. As the leader in this initiative, we are simultaneously benefiting our Reserve service members, our workforce needs, and our nation's military readiness.



Learn how the SkillBridge program is making a difference from our first participant.



See our article in Reserve Voice Magazine to learn more about our role in the Citizen-Warrior Coalition.

Diversity, Equity, Inclusion

Putting Action Behind Our Words

We know the inherent value that diversity contributes to a team's long-term success. Our journey started with listening to our employees and sharing a commitment to advance DEI in our workplace.



Our Leadership Commitment

To build a company-wide culture where diversity, equity, and inclusion are fundamental values in the everyday business practices throughout the workplace environment. We envision a workplace that is diverse and welcoming to all individuals that is supported with a framework that demonstrates our commitment to these values through words and actions.

- Foster a workplace that is welcoming, inclusive, and representative of the communities we serve
- Engage our workforce to listen, promote open dialogue, and confront challenging conversations about DEI
- Provide the resources for training and education that creates a model for how we have those conversations
- Share best practices and create opportunities for our associates to express their thoughts on how we can be better
- Be transparent about our plans on DEI with our employees and Board members

One Team. Many Voices.





Diversity in Our Workforce

Women

12% Of leadership
7% Of total workforce

Ethnic/racial minority

22% Of leadership
55% Of total workforce

Age

26% 30<
51% 30-50
23% 50>



To continue on our path, Centuri hired a Chief Diversity Officer and just recently launched a Diversity Council to guide how we advance DEI values in our practices for talent acquisition, hiring, training and development, and broaden employee engagement. Rolling out Employee Resource Groups and training through the foreman level will be among the Council's first priorities.



“ Diversity, Equity, and Inclusion must be an area of focus for any sustainable organization. At Centuri, we know the value of our people and the unique potential that each individual offers to our workforce. Embracing the differences in others is at the heart of our One Team philosophy. Taking action to emphasize diversity and inclusion across our business practices will only strengthen our team. ”

Veronica Pittman Delgado
Senior Vice President, Chief Diversity Officer



Investing in Diverse Suppliers

Being inclusive extends beyond our workforce. We mentor, assist, and advocate so that our supplier partners can grow along with us.



21% U.S. Diverse Supplier Spend
\$159M Enterprise Diverse Spend



Centuri hosts a Supply Chain and Diversity Summit each year to discuss opportunities, network, and advocate for supplier diversity.



*Centuri is a member of the National
 Minority Supplier Development Council*

Programs like NPL's Partner Alliance in the Great Lakes Region are leading the industry in promoting supplier diversity. Celebrating its 5-year milestone, the Partner Alliance is a cohort of NPL team members alongside suppliers ranging from family-owned small businesses to industry conglomerates that meets quarterly to discuss new ways for advancing diverse supplier initiatives through business education, mentorship, networking, and advocacy. Since establishing the Partner Alliance, NPL's Great Lakes Region has spent over \$260 million with diverse suppliers.



“ NPL's commitment and passion for diversity is truly second to none. Not only are they looking at increasing your revenues and giving you work, but they're interested in training you as a business owner and manager. Through the Alliance, I've met NPL vendors who I can now call my own clients. In all my years of work, I've never seen another company offer something like the NPL Partner Alliance. ”

Arturo Saenz

Chief operating officer with GSG-Probe Consulting, Inc., a leading minority-owned business enterprise (MBE) providing a range of engineering services and member of the NPL Partner Alliance for four years

NPL PARTNER ALLIANCE CELEBRATES 5 YEARS OF SUPPLIER DIVERSITY



15

Prime Contractor Members

5

Certified MBE (Minority Business Enterprise) Participants

2,000

Lifetime Volunteer Hours



NPL's Partner Alliance was featured as an industry-leading program in *North American Oil & Gas Pipelines* magazine



Scan the QR code to see our video about the NPL Partner Alliance.



Responsible Sourcing

We consider our suppliers an extension of our business, and we hold them to the same high standards that we hold ourselves. In addition to meeting our safety and quality requirements, all Centuri company suppliers must conduct themselves ethically in accordance with our Vendor Code of Conduct.

We are also committed to and encourage in others the fair treatment of workers and to strictly observe standard labor practices in accordance with federal, state, and local laws. We strictly oppose any practice of human trafficking, child labor, and the exploitation of vulnerable populations.



Scan the QR code to read our Human Rights Policy.



BUILDING BETTER

GOVERNANCE

We are committed to sustainable and ethical business operations and have a framework in place to support sound and transparent leadership as well as established expectations for employee conduct and those in our supply chain.

Corporate Structure & Framework

Our 10-member Executive Leadership Team (ELT) oversees the strategy and execution of our core business activities with direct report to the Centuri CEO. As an organization, we execute a strategic plan, updated regularly with annual established goals in place. ESG has a prominent and lasting place in that strategic plan.

Centuri Advisory Board

The 5-member Centuri Advisory Board was formed in 2018 to provide broad perspectives and strategic advice in advancement of the Company's overarching strategy and 100-year vision. Comprised of retired and active utility and construction industry leaders with extensive executive experience and passion for their respective industries, the Council has served as a valuable resource for our growing enterprise. Members are appointed by our CEO and the CEO of Southwest Gas Holdings, who is also the Advisory Board's Chairman.





Governance Policies

Our **Employee Code of Business Conduct and Ethics** summarizes Centuri's expectations for employees in the workplace. Instances when the code of conduct is violated are met with immediate action. We hold similar expectations for our suppliers and require our partners to sign and adhere to our Vendor Code of Conduct.

We encourage our employees to report any instances of misconduct in the workplace through the **Centuri Ethics Helpline**. This helpline provides resources and avenues for reporting inappropriate workplace behavior. Each and every report is confidential and reviewed with the utmost sincerity.

Centuri's Discrimination and Harassment Policy and Human Rights commitments are available on the Governance tab on our website. These policies help us create and maintain an environment free of unlawful discrimination, harassment, and retaliation. Additional policies, including corruption and anti-bribery and privacy policies, are contained in the Employee Code of Business Conduct and Ethics.



The Centuri Ethics Helpline provides resources for reporting inappropriate workplace behavior.

Customer Satisfaction

The Centuri name was derived from our “100-year plan” for sustainability. With the addition of Riggs Distler to the Centuri family, we now have over 100 years of experience as foundation to that plan. Throughout our history, we have fostered decades-long relationships with our top customers. In fact, NPL has served its first customer since 1967.

Average relationship length with our
TOP 20 customers
22.6 years



We Listen

To further strengthen our customer relationships, we annually survey our top customers to get feedback on our performance from both their day-to-day operations personnel as well as their senior leaders. Our performance is evaluated on a 5-point scale (5 being the best) in categories including safety, quality, communications, strategic goals, innovation, diversity, and more. For the past several years, Centuri has averaged a 4.4 in overall customer satisfaction

4.4 / 5
IN OVERALL CUSTOMER SATISFACTION

Customer Advisory Board

Collaborating with our customers enables us to gain valuable insight into their needs, share our vision and strategy, and ultimately build better partnerships. Centuri’s annual Customer Advisory Board meeting is a 22-year tradition where we host executive leaders from our top customers in a forum to discuss the topics most relevant to our industry, network, and explore opportunities. This meeting is the pinnacle of our approach to be a genuine partner to our customers and invest in long-term relationships.



Building What Lasts

Centuri is privileged to serve North American energy providers who are innovating and setting aggressive goals to create a clean energy future. As we continue to serve as the contractor of choice for our customers, expand into new geographies, and offer new services, our opportunity to make an impact will certainly grow. So too will our commitment to building a better future for the people and places around us.

We look forward to playing an essential role in securing a sustainable energy future for generations to come, supporting our customers through sound infrastructure services and working both internally and externally to build what lasts.



Environmental



Social



Governance



CENTURI

Corporate Sustainability Report 2021

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