

# Employees

## Living Our Values

NW Natural's core values of integrity, safety, caring, service ethic and environmental stewardship guide how we engage with customers, stakeholders, shareholders and communities. We actively work to foster these values in our employee culture every day.



Employees Suzanne Kruse and Jason Cawood are frequent bike commuters

# Workforce of the Future

Recruiting and retaining people who share NW Natural’s core values and reflect the diversity of our surrounding communities is vital to our success. That’s why we are committed to nurturing an inclusive and equitable environment that provides opportunities, prioritizes health and safety, encourages respect and trust, and supports growth and learning.

## Employee Benefits

To attract employees and meet the needs of our workforce, NW Natural strives to offer competitive total compensation packages. Our package options vary depending on date of hire and whether the employee is full-time or part-time or a union member. The company continuously looks for ways to support employees’ work-life balance and well-being and this is reflected in physical, mental and financial wellness programs to meet the needs of employees and help them care for their families. These benefits are outlined below.

Healthcare & Insurance	Wellness	Financial	Work-Life Balance	Culture & Community	Employee Recognition & Discounts
Medical	Health Screenings	401(k)	Paid Time Off	Employee Resource Groups	Formal Employee Recognition Program
Dental	Flu Shots	Enhanced 401(k) for employees not in pension plan	Paid Holidays and Floating Holidays		
Vision	Activity Rewards Program				
Flexible Spending Accounts	Tobacco Cessation	Financial Education	Flexible Work Arrangements	Sustainability Committee	Recognition of years of service (every five years)
Health Savings Account	Weight-Loss Program	Employee Stock Purchase Plan	Employee Assistance Program	Diversity, Equity & Inclusion Committee	
Life Insurance	Wellness Advisory Committee		Pension for employees hired before January 1, 2007 for nonunion and January 1, 2010 for union employees	Education Assistance	Employee Charitable Giving
	Lactation & Quiet Rooms (Company Headquarters)				
Short-Term and Long-Term Disability	Free Fitness Centers (Company Headquarters & Certain Resource Centers)		Paid Parental Leave	Casual Attire Dress Code	Free Annual Transportation Pass (Company Headquarters)

## Workforce Demographics

We actively work to build a more diverse workforce that reflects the communities we serve. Today, 19% of our employees self-identify as Black, Indigenous or People of Color (BIPOC)—a nearly 75% increase since 2000. Currently, approximately 25% of Oregonians identify as BIPOC. Currently, our 12-person officer team includes five women, and our 11-member NW Natural Holdings’ Board of Directors includes three directors who identify as BIPOC,

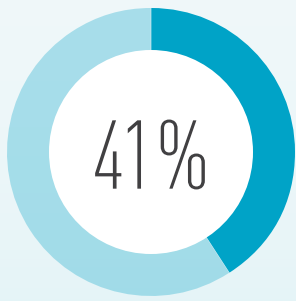
and four women—an achievement that earned us recognition for the third year in a row from the nonprofit Women on Boards, which described the board’s gender diversity as a “shining example of enlightened business leadership.”

As a federal contractor, NW Natural maintains Affirmative Action Plans for its Portland, Sherwood and Salem employee centers, programs that have been audit compliant since the first one in 2003. We strive to provide pay equity for our work force. We do a comprehensive analysis for each new hire, and annually an external consultant reviews our pay practices including protected characteristics such as gender and race. In addition, to maintain equity, we periodically review and work to provide pay adjustments when needed during an employee’s tenure.

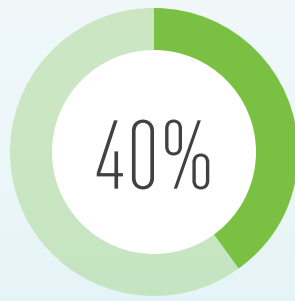
WORKFORCE DIVERSITY AT NW NATURAL				
Year	Black, Indigenous, People of Color (BIPOC)	Female	Veterans	Disabilities
2000	11%	28%	NA*	NA*
2010	17%	32%	7%	1%
2020	19%	28%	7%	2%

\*Data is collected via voluntary employee disclosure beginning in 2015 and may be underreported.

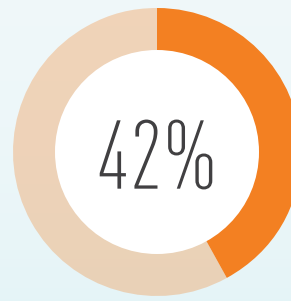
## BIPOC & Women in our Workforce



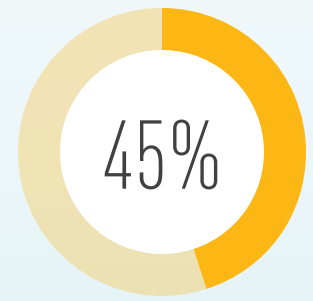
Total Workforce



Management



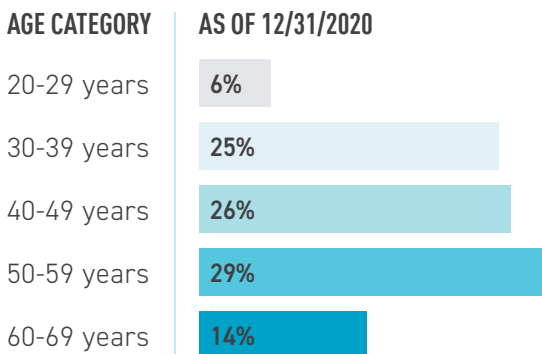
Executives



Board of Directors

### A Multigenerational Workforce

The company highly values every employee from every generation, background, and way of life. Their diverse skills, deep company knowledge and broad experience help us meet customers' needs. The average age of our employees is 47 years old.



### Employee Satisfaction

Each year, we ask our employees how satisfied they are with their individual jobs, their work groups and the company overall. This feedback gives company leaders valuable guidance on ways to make NW Natural a more effective company and a better place to work.

In our 2020 survey, employees overwhelmingly reported that they're engaged in their work and happy to be at NW Natural. More than 80% of employees completed the company's 2020

organization-wide survey—in contrast to the average employee-survey response rate of 30-40% in U.S. companies. Over 91% of NW Natural employees described themselves as engaged, compared with just 36% of employees nationwide. High-level survey results improved upon 2019 scores that were already high.

### Growth and Development

NW Natural provides growth and development opportunities through programs designed to build skills and relationships. These include:

- MENTORING** – NW Natural's mentoring program creates opportunities for career growth by building relationships. Since the program began in 2006, more than 200 employees have participated. We are collaborating with the company's employee resource groups to ensure the program remains successful, culturally relevant and meets the needs of our female and BIPOC employees.
- SCHOLARSHIPS AND TUITION** – Qualified employees are eligible for tuition support of up to \$5,250 per year for undergraduate and graduate degree programs. Over the last five years, employees have received nearly \$335,000 in assistance for higher education.
- GAS CLASS** – Our three-month internal class provides a big-picture understanding of the industry, outlines how we operate, helps participants understand how they contribute to achieving our key goals, and helps participants identify opportunities for career growth. The course returned in early 2021 in a flexible, remote format with no limit on class size.
- LEADERSHIP AND EMPLOYEE DEVELOPMENT** – Each year, many of our employees attend a wide range of internal and continuing education courses relevant to their areas of expertise. Our employees also have the opportunity to engage in ongoing

management and leadership training through a variety of programs, including: University of Idaho Energy Executive Course, Portland Business Alliance Leadership Portland Program, AGA Executive Leadership Development Program, Willamette Utility Management Certificate Program, WEI Business Acumen for Emerging Leaders, Willamette Leadership for Attorneys in Business, Executive Development Institute (EDI) programs, Executive Forum Advanced Leadership Program, AGA Next Level Leadership Women’s Program and Utility Finance for Non-Finance Professionals.

## Partnership in Action

More than half of NW Natural employees are represented by the Office and Professional Employees International Union Local 11. Working together, Union leadership and NW Natural reached a mutually beneficial agreement that is in effect from December 2019 through May 2024. During calendar year 2020, NW Natural did not experience any work stoppages (strikes or lockouts) and had zero idle days for the year.

## Union Employees Testify in Support of Natural Gas

In 2021, several NW Natural Union employees testified to local policymakers in Oregon and Washington about the importance of the natural gas system, its role in a carbon-neutral world, and the economic benefits and job creation NW Natural brings to its local communities. One example is Sonia Consani, a NW Natural service technician who is passionate about environmental science. She worked on the AB 32 Global Warming Solutions Act while in college, and she is personally committed to reducing greenhouse gases. As a former agricultural business owner, she testified during a local city council meeting about the value of a circular economy focused on conservation, eliminating waste and reusing our resources.



Sonia Consani, NW Natural service technician.

She believes the energy system can be a deeper part of the circular economy by using the existing natural gas infrastructure to reduce emissions with renewable fuels like RNG and renewable hydrogen that also eliminate other waste streams.

## 2020 EMPLOYEE SURVEY RESULTS

95%

PROUD TO WORK FOR NW NATURAL

91%

ENGAGED, COMMITTED, AND ENTHUSIASTIC ABOUT THEIR WORK AT NW NATURAL

88%

FEEL LIKE THEY BELONG AT NW NATURAL

82%

PARTICIPATED (SURVEYS RETURNED)

## EMPLOYEES ALSO AGREED OR STRONGLY AGREED WITH THE FOLLOWING:

- We provide **excellent service** to our external customers (96%)
- We demonstrate **safe work practices** in our work area (96%)
- In my work area, we operate with **integrity and ethical conduct** (96%)
- We engage with customers and the community in a way that **respects and values diversity and inclusion** (95%)
- I understand the **importance of my job** to the success of NW Natural (95%)



## Workplace Culture and Community

Employee-led groups develop programs and activities that build awareness around issues important to their co-workers, families, customers and our community. Groups include the Diversity, Equity & Inclusion Council, African-American, Rainbow Alliance (LGBTQ+), Veterans, Somos Unidos (Latinx), and Asian-American employee resource groups, Wellness Advisory Committee, Women's Network, and Sustainability and Equity Engagement Team. 2020 highlights include:

**SAY HEY! NETWORKING EVENTS** – Employees participated in [Partners in Diversity](#) virtual networking events, which convened business and community leaders online to welcome professionals of color who are new to Oregon and Southwest Washington. NW Natural is a founding member of Partners in Diversity, and our VP, chief human resources and diversity officer serves on their board.

**DIVERSITY RECRUITMENT** – NW Natural employees attended or hosted virtual events aimed at recruiting BIPOC and women. These included the [Urban League of Portland Job Fair](#), which focuses on providing job opportunities to African Americans, and events with Partners in Diversity and [Constructing Hope](#), which support women and people of color in various industries. Employees also participated in a virtual career fair for veterans and attended happy hours sponsored by [Portland Women in Tech](#), which helps empower women, nonbinary and underrepresented people to join and remain in the technology field.

**STEP CHALLENGES** – Every year during NW Natural's seasonal step challenges, teams and individuals compete against each other to log the most steps and earn reward points they can convert into prizes or cash. The challenges are part of a voluntary step tracking, wellness and healthy-habits program. To help employees stay more active in 2020, the NW Natural Wellness Team increased the number of step challenge events. About 70 teams of five employees each participated in spring, summer and fall challenges, with the top steppers averaging up to 30,000 steps per day.

**BOOK CLUB** – In July, the Women’s Network and the Diversity, Equity & Inclusion Council sponsored a book club event featuring books focused on racial justice. More than 50 employees chose to participate, and a team of trained facilitators helped guide discussions in breakout groups during the event.

**ECOCHALLENGE** – The Sustainability and Equity Engagement Committee sponsored an EcoChallenge in November, partnering with NW Natural’s Women’s Network, Diversity, Equity & Inclusion Council, and Wellness Team. Nearly 100 office and field employees competed to complete specific challenges that provided ways to learn more about climate justice and reduce environmental impacts through simple lifestyle adjustments. Participants earned funds for reaching preset goals, and NW Natural donated the funds to organizations assisting with local wildfire relief and environmental justice.

**VIRTUAL CHARITY DRIVE** – NW Natural employees team up every year on a holiday gift drive in partnership with local nonprofits. In 2020, we couldn’t collect gifts in person because of COVID, so Community Affairs and the Women’s Network took the event virtual. Employees purchased gifts online for homeless youth served by two local nonprofits: [P:ear](#), which mentors homeless youth in Portland, and [SnowCap Community Charities](#), which provides food, clothing, advocacy and other services to those in need.

**#TAKEOUTTUESDAY** – In May, NW Natural joined the national #TakeoutTuesday social media campaign encouraging people to support local restaurants hit hard by mandatory closures during the COVID quarantine. Over the month, dozens of employees from across the company ordered food to go and shared photos of their meals on social media and the company intranet.



**#SHOPLOCAL** – In December 2020, employees participated in a #ShopLocal campaign to support local businesses facing economic hardship because of the pandemic. Employees shared photos of their shopping experiences and gifts they purchased online or through safe in-person shopping, and NW Natural featured them on social media and on the company intranet.

**THE NEW NORMAL** – The way we work changed dramatically with the coronavirus pandemic, and NW Natural’s Corporate Communications team invited employees to share images and stories from their “new normal.” It was just one of the ways the company helped employees to stay connected, encourage each other and share ideas.

**FOR MORE INFORMATION SEE ALSO:**

- [Careers at NW Natural](#)
- [Diversity, Equity & Inclusion](#)