

The top half of the image shows a large array of solar panels installed in a grassy field. The panels are tilted and arranged in rows, with a bright sun creating a lens flare effect in the upper right. In the background, there are rolling hills and a clear blue sky with some clouds.

RENEWING OUR COMMITMENT

2019 GLOBAL REPORTING INITIATIVE TABLE

A SUPPLEMENT TO NISOURCE'S 2019 INTEGRATED ANNUAL REPORT



GENERAL DISCLOSURES			
Standard Disclosure	Disclosure Requirements	In Accordance with GRI Core Guidelines	2019 Response
GRI 102-1	a. Report the name of the organization.	✓	NiSource, Inc.
GRI 102-2	a. Description of the organization's activities, b. Primary brands, products, and services, including an explanation of any products or services that are banned in certain markets.	✓	Detailed information is available on www.nisource.com and on pages 6-7 of NiSource's 2019 Form 10-K, also available on www.nisource.com .
GRI 102-3	a. Report the location of the organization's headquarters.	✓	801 East 86th Avenue, Merrillville, Indiana, 46410
GRI 102-4	a. Report the number of countries where the organization operates, and names of countries where it has significant operations and/or that are relevant to the topics covered in the report.	✓	NiSource operates solely in the United States.
GRI 102-5	a. Report the nature of ownership and legal form.	✓	NiSource (NYSE: NI) is an investor-owned corporation incorporated in the state of Delaware.
GRI 102-6	a. Report the markets served (including geographic location where products and services are offered, sectors served, and types of customers and beneficiaries).	✓	NiSource utility customers include residential, commercial and industrial users of natural gas and electricity. Customers are located in the United States in our service territory in seven states. Also available on pages 6-7 of NiSource's 2019 Form 10-K available on www.nisource.com .

GRI 102-7	<p>a. Report the scale of the organization, including:</p> <ul style="list-style-type: none"> • Total number of employees Total number of operations • Net sales (for private sector organizations) or net revenues (for public sector organizations) • Total capitalization broken down in terms of debt and equity (for private sector organizations) • Quantity of products or services provided 	✓	<p>These items can be found in the Form 10-K and the Annual Report as follows:</p> <ul style="list-style-type: none"> - Total number of employees- ~8,400; See page 8 of NiSource's 2019 Form 10-K Total number of operations – See page 6 of NiSource's 2019 Form 10-K - Net sales, Total Capitalization – See page 25 of NiSource's 2019 Form 10-K - Quantity of products and services – Total natural gas volumes sold and transported for 2019 were 1,040.2 MMDth. Total electric sales for 2019 were 15,721.3 Gigawatt Hours. See pages 34 and 38 of NiSource's 2019 Form 10-K. Also see our year-end earnings release on NiSource.com
GRI 102-8	<p>a. Report the total number of employees by employment contract (permanent and temporary), by gender.</p> <p>b. Report the total number of employees by employment contract (permanent and temporary), by region.</p> <p>c. Total number of employees by employment type (full-time and part-time), by gender</p> <p>d. Whether a significant portion of the organization's activities are performed by workers who are not employees. If applicable, a description of the nature and scale of work performed by workers who are not employees.</p> <p>e. Report any significant variations in the numbers reported in Disclosures 102-8a, b, and c (such as seasonal variations in employment in the tourism or agricultural industries).</p> <p>f. An explanation of how the data have been compiled, including any assumptions made</p>	✓	<p>See the 2019 Integrated Annual Report for highlighted workforce statistics. Additional detail is available in our Supplemental Sustainability Data (Workforce Statistics) document available at www.nisource.com/sustainability.</p>

GRI 102-9	a. Describe the organization's supply chain, including its main elements as they relate to the organization's activities, primary brands, products, and services.	✓	<p>NiSource purchases a wide range of products and services from suppliers. For every product or service we procure, the overall goal is the same – to secure the best product and services at the best value. NiSource does not pay a premium to do business with any supplier. We are committed to offering diverse suppliers an opportunity to succeed, including those historically underutilized in the supply chain. See page https://www.nisource.com/company/doing-business-with-us for information regarding supplier diversity.</p> <p>NiSource aspires to be best-in-class of regulated utilities and regarded for supplier diversity and community economic inclusion. We actively pursue opportunities to connect with suppliers, including diverse suppliers by participating in and hosting industry and diversity events across our service areas. Additionally, we collaborate with public/private advocacy organizations such as American Association of Blacks in Energy, Ohio Gate, American Gas Association and Indiana Energy Association to coach and develop suppliers to enhance their value to the corporation and increase their economic value in the community.</p>
GRI 102-10	<p>a. Report any significant changes to the organization's size, structure, ownership, or its supply chain, including:</p> <ul style="list-style-type: none"> • Changes in the location of, or changes in, operations, including facility openings, closings, and expansions <p>Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations)</p> <p>Changes in the location of suppliers, the structure of the supply chain, or in relationships with suppliers, including selection and termination</p>	✓	None in 2019.
GRI 102-11	a. Report whether and how the precautionary approach or principle is addressed by the organization.	✓	NiSource believes its Sustainability Strategy, Sustainability Policy and Environmental Health & Safety Policy reflect the internalization of the precautionary principle within NiSource. The company also considers elements of the precautionary principle, based on these policies, including when identifying risks, environmental considerations and stakeholder impact surrounding existing, past and future business operations.
GRI 102-12	a. List externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses.	✓	We continue to evaluate various external charters and principles to which the company may subscribe based on their applicability to our industry, sustainability and endorsement by peers. External partners we consider when we make sustainability decisions and considerations of charters to implement include: Utility Solid Waste Activities Group (USWAG); Coal Ash Consortium; Clean Energy Group; Energy Sustainability Interest Group; MGP Consortium; Indiana Energy Association (IEA); Edison Electric Institute (EEI); Southern Gas Association (SGA); Midwest Gas Association; Northeast Gas Association; American Gas Association; and the National Safety Council.

GRI 102-13	a. List memberships of industry or other associations, and national or international advocacy organizations	✓	<p>Public policy decisions can affect our business, and at NiSource we believe that engaging in the political process is in the best interest of our company, our employees and our stakeholders. We track proposed legislation at the federal, state and local level and advocate our position when appropriate. We strive to educate public officials about our businesses and the impacts of potential policy decisions and also participate in industry trade associations to assist in developing industry-wide positions, including memberships in Edison Electric Institute (EEI), and the American Gas Association (AGA). NiSource President and CEO Joe Hamrock is on the board of the AGA and the board of the American Gas Foundation (AGF). He also serves in a number of leadership roles, including the board of trustees for the Mt. Carmel College of Nursing, Ohio Business Roundtable and Columbus Partnership. Employees in our companies also serve on different committees and subcommittees in various roles.</p> <p>NiSource's Political Action Committee (NIPAC) provides our employees a voice in the political process. NIPAC is a voluntary employee political action committee and, through NIPAC, we make bipartisan political contributions when permitted by law and in accordance with established guidelines. We comply with all Federal Election Commission and state regulations and PAC contributions are publicly disclosed in our filings with state and federal election commissions and agencies.</p>
GRI 102-14	a. Provide a statement from the most senior decision-maker of the organization (such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and its strategy for addressing sustainability.	✓	<p>See letters from Joe Hamrock, CEO, and Kevin Kabat, Chairman of the Board, on pages 2-6 of the 2019 Integrated Annual Report. See the 2019 Sustainability Scorecard for additional information on our sustainability-related performance and goals.</p> <p>NiSource's Sustainability Strategy and Policy, approved by NiSource's Board of Directors, is available at https://www.nisource.com/company/sustainability/reports-and-policies</p> <p>These documents outline the company's commitment to sustainability and how it aligns with the company's business strategy. NiSource's vision is to establish a legacy of sustained economic growth, social responsibility and environmental stewardship reflective of a premier energy company.</p> <p>In 2014, NiSource conducted a priority issues study with internal and external stakeholders, which guides our focus and reporting going forward. This effort is in line with the goals of the Global Reporting Initiative and other major international guidelines. Those topics that ranked highest in priority to both internal and external stakeholders were no surprise and remain aligned with our business priorities and investments: Employee Safety, Public Safety, Service Reliability and Emergency Response. Other highly rated categories were Ethics and Transparency and Overall Customer Satisfaction. In 2019, we continued to assess materiality issues via our participation in the EPRI Sustainability Interest Group and the EEI/ESG and AGA Steering committees. The 2019 Integrated Annual Report reinforces that sustainability is integrated within our business strategy. The report and related documents publicly showcase and track the areas that matter most to the company and its stakeholders.</p> <p>The 2019 Integrated Annual Report presents a number of key events, achievements and challenges. NiSource's Sustainability Strategy, approved in January 2014, further identifies the company's short- and long-term strategy. NiSource's Sustainability Policy, Sustainability Strategy and Environmental, Safety & Sustainability Committee charter outline the company's responsibility for identifying impacts, risks and opportunities.</p> <p>NiSource also maintains a standing Risk Management Committee responsible for the oversight and governance of various risks the company faces. Detailed company risks, including sustainability risks to NiSource, are available in the Risk Factors section (pages 9-20) of the NiSource 2019 Form 10K, filed 2-28-2020 which is available on www.nisource.com.</p>

GRI 102-16	a. Describe the organization's values, principles, standards and norms of behavior.	✓	<p>Detailed information can be found starting on page 14 of the company's 2020 Proxy Statement and page 2 of the NiSource Code of Conduct available at www.nisource.com/ethics.</p> <p>NiSource believes that good, ethical business conduct is the foundation of our workplace – a workplace where we can enjoy an atmosphere of fairness and honesty, and where talented people have an equal opportunity to contribute to our strength and growth. Our core Code of Conduct values are: Fairness, Honesty, Integrity and Trust. Detailed information can be found in NiSource's Code of Business Conduct, Sustainability Policy and Environmental, Health & Safety Policy available on www.nisource.com. All corporate policies are applied and adopted equally across all NiSource businesses. Our Code of Conduct is available at https://www.nisource.com/company/sustainability/reports-and-policies.</p> <p>The Board of Directors has a Code of Business Conduct to promote ethical behavior, including the ethical handling of conflicts of interest.</p> <p>NiSource has been recognized for its ethics practices as part of Ethisphere's World's Most Ethical Companies. We were one of 135 companies from 23 countries honored for leadership in ethical business standards. This recognition honors companies that lead with integrity and prioritize ethical business practices.</p>
GRI 102-18	a. Report the governance structure of the organization, including committees of the highest governance body. b. Committees responsible for decision-making on economic, environmental and social topics.	✓	<p>The NiSource Board of Directors oversees NiSource's operations. The Board committees include Audit; Compensation; Environmental, Safety and Sustainability; Finance; and Nominating and Governance. Detailed information on the governing body also is available on www.nisource.com and on pages 2 and 13-18 of the company's proxy statement for the 2020 annual stockholders meeting available on www.nisource.com.</p> <p>The Audit Committee is responsible for monitoring the integrity of the company's financial statements, the independent auditors' qualifications and independence; the performance of the company's internal audit function and the independent auditors; and compliance with legal and regulatory requirements. The Environmental, Safety & Sustainability Committee fulfills the committee's responsibilities for assessing the company's sustainability initiatives.</p>
GRI 102-40	a. Provide a list of stakeholder groups engaged by the organization.	✓	<p>We engage with stakeholders who have a unique interest in our business. Stakeholders include our customers, investors, employees, potential employees, community neighbors, local organizations, public officials, regulators, the news media, suppliers, contractors, shareholders and financial analysts. In 2014, NiSource conducted a priority issues study with internal and external stakeholders, which has guided our focus and reporting.</p> <p>This effort is in line with the goals of the Global Reporting Initiative and other major international guidelines. Internal stakeholders who were invited to participate in the study included all in Manager roles and above across the NiSource organization. External stakeholders who were invited to participate in the study included community and industry partners, customers, government officials, and suppliers.</p> <p>In addition, the EEI/AGA quantitative and qualitative reports were developed based on investor feedback. These reports are available on our website at https://www.nisource.com/company/sustainability/reports-and-policies.</p>

GRI 102-41	a. Report the percentage of total employees covered by collective bargaining agreements.	✓	As of December 31, 2019, NiSource had ~8,400 employees of whom 3,219 (approximately 38 percent) were subject to collective bargaining agreements. See page 8 of NiSource's 2019 Form 10-K
GRI 102-42	a. Report the basis for identification and selection of stakeholders with whom to engage.	✓	<p>Stakeholders include customers who depend on NiSource companies for their electricity and natural gas; employees and suppliers who carry out NiSource operations and strategy; and our community partners, including nonprofits, industry and government organizations. NIPSCO has five Community Advisory Panels (CAPs) in place across Indiana. These CAPs are a cross section of community groups who are selected by NIPSCO Community Affairs Managers working together to improve communication, share information about new programs and outreach efforts, and develop an ongoing dialogue on issues ranging from environmental concerns to community outreach and philanthropy.</p> <p>CAP members come from a variety of categories including: Government, Business, Media, Not-for-profit, Labor, Special groups, Faith-based, Homeowners, Healthcare, Senior citizens, Agriculture, Public Safety, Students, Civic and Community Improvement.</p> <p>Across our companies, NiSource has a formalized stakeholder outreach process in place for infrastructure modernization projects, remediation activities, and other instances (when needed) if local communities are impacted by our business operations.</p> <p>In addition, public notice for utility projects needing permits is provided as necessary, consistent with regulatory requirements. NiSource conducts stakeholder meetings and issues public communications on remediation activities to ensure its projects get the proper feedback and that stakeholder input is considered. For larger sites or sites with special concerns, site-specific websites are created to keep the community involved and informed on site activity.</p>

GRI 102-43	a. Report the organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group, and an indication of whether any of the engagement was undertaken specifically as part of the report preparation process.	✓	<p>See pages 1-19 of the 2019 Integrated Annual Report.</p> <p>The majority of our engagement is in line with specific projects. We complete hundreds of projects each year across nearly every state we operate in. Investor, customer and regulatory engagement is ongoing and part of the normal business operation. For example, we participate in community events where customers can ask questions and we have the opportunity to share information about the company. Another example is NIPSCO's five Community Advisory Panels (CAPs) in place across Indiana that meet three times per year to discuss topics relevant to NIPSCO operations and customer programs. These CAPs are a cross section of community groups working together to improve communication, share information about new programs and outreach efforts, and develop an ongoing dialogue on issues ranging from environmental concerns to community outreach and philanthropy.</p> <p>Investors are formally engaged on quarterly calls as well as through attendance at conferences throughout the year. NiSource has a formalized stakeholder outreach process in place for infrastructure modernization projects, remediation activities, and other instances (when needed) if local communities are impacted by our business operations. In addition, public notice for utility projects needing permits is provided as necessary, consistent with regulatory requirements. NiSource conducts stakeholder meetings and issues press releases on remediation activities to ensure its projects get the proper feedback during these activities in a manner that is acceptable both to the environment and the community. For larger sites or sites with special concerns, site specific websites are created to keep the community involved and informed on site activity.</p> <p>In 2014, NiSource conducted a priority issues study with internal and external stakeholders, which has guided our focus and reporting. This effort is in line with the goals of the Global Reporting Initiative and other major international guidelines. Internal stakeholders who were invited to participate in the study included all in Manager roles and above across the NiSource organization. External stakeholders included community and industry partners, customers, government officials, and suppliers.</p>
GRI 102-44	<p>Report key topics and concerns that have been raised through stakeholder engagement, including:</p> <p>i. how the organization has responded to those key topics and concerns, including through its reporting.</p> <p>ii. Report the stakeholder groups that raised each of the key topics and concerns.</p>	✓	<p>The Environmental, Safety & Sustainability (ESS) Committee assists the Board in overseeing the programs, performance and risks relative to environmental, safety and sustainability matters. Its responsibilities include evaluating the Company's environmental and sustainability policies, practices and performance; evaluating the Company's safety policies, practices and performance relating to our employees, contractors, and the general public; reviewing and assessing shareholder proposals related to the environment, safety and sustainability; reviewing and evaluating the Company's programs, policies, practices and performance with respect to health and safety compliance auditing; and assessing major legislation, regulation and other external influences that pertain to the ESS Committee's responsibilities. There were no investor proposals related to environmental, safety, or sustainability matters in the proxy statement for the 2020 annual stockholders meeting.</p> <p>We report key sustainability/ESG metrics in our EEI quantitative and qualitative templates which were developed based on feedback from the EEI ESG/Sustainability working group comprised of industry peer companies and investors.</p> <p>Many of our customer programs (i.e. energy efficiency and renewable power programs) are a direct result of feedback from stakeholders. NiSource is continuously seeking stakeholder input to encourage transparency and influence our approach to safety, infrastructure modernization and our environmental stewardship. Projects we undertake involve extensive stakeholder input and consideration. In many cases, we conduct public open houses and meet individually with elected officials, emergency responders and individual residents. We also engage with the local media to ensure public understanding and input. Feedback is primarily solicited through the venues mentioned; in addition our customer service representatives, public affairs team and land agents are continuously receiving feedback and information from stakeholders.</p> <p>The 2019 Sustainability Scorecard is structured around key commitments to NiSource stakeholders and how they're being addressed.</p>

GRI 102-45	a. List all entities included in the organization's consolidated financial statements or equivalent documents. b. Report whether any entity included in the organization's consolidated financial statements or equivalent documents is not covered by the report.	✓	a. NiSource's reportable segments are: Gas Distribution Operations and Electric Operations. See page 6 of NiSource's 2019 Form 10-K, available on NiSource.com. b. See page 6 of NiSource's 2019 Form 10-K, available on NiSource.com. All report contents represent only continuing operations; all discontinued operations have been removed to ensure the report is representative of our continuing business.
GRI 102-46	a. Explain the process for defining the report content and the topic Boundaries. b. Explain how the organization has implemented the Reporting Principles for defining report content.	✓	See the message from Joe Hamrock in the 2019 Integrated Annual Report, and see also our 2019 Sustainability Scorecard, available on NiSource.com/Sustainability. In addition, we are following the Global Report Indicator (GRI) Standards "Core" reporting methodology as the basis of our disclosures. We've defined our Integrated Report and our strategy to present a sharpened focus on sustainability, through the lens of our stakeholder commitments: <ul style="list-style-type: none"> • Dependable, predictable and timely service and emergency response • Industry-leading safety performance • Top-tier customer value and brand perception • Recognized among the best places to work in our communities • Investments that systematically and efficiently deliver service integrity • Growing our customer base by expanding into unserved areas The commitments are integrally connected to the issues prioritized through our 2014 priority issues study (materiality assessment) conducted with internal and external stakeholders. These priorities include Employee Safety, Public Safety, Service Reliability and Emergency/Storm Response, Ethics and Transparency and Overall Customer Satisfaction. These have guided our focus and reporting in line with the goals of the Global Reporting Initiative and other major international guidelines. Internal stakeholders who were invited to participate in the study included all in Manager roles and above across the NiSource organization. External stakeholders included community and industry partners, customers, government officials, and suppliers.
GRI 102-47	a. List all the material topics identified in the process for defining report content.	✓	NiSource conducted an internal and external priority issues survey in 2014. The topics that ranked highest in priority were: Employee Safety, Public Safety, Service Reliability and Emergency Response. Other highly rated categories were Ethics & Transparency, and Overall Customer Satisfaction. See the 2019 Integrated Annual Report and our 2019 Sustainability Scorecard, available at https://www.nisource.com/company/sustainability/reports-and-policies
GRI 102-48	a. Report the effect of any restatements of information provided in previous reports, and the reasons for such restatements.	✓	There are no restatements present in the 2019 Integrated Annual Report and related materials, unless noted.
GRI 102-49	a. Report significant changes from previous reporting periods in the list of material topics and topic Boundaries.	✓	There are no significant changes in Scope and Aspect Boundaries in this year's report.
GRI 102-50	a. Reporting period (such as fiscal or calendar year) for information provided.	✓	Calendar year 2019, published in April 2020.
GRI 102-51	a. Date of most recent previous report (if any).	✓	Calendar year 2018, published in April 2019.
GRI 102-52	a. Reporting cycle (such as annual, biennial).	✓	Annual
GRI 102-53	a. Provide the contact point for questions regarding the report or its contents.	✓	Julie Shea Manager of Sustainability & Support, NiSource 801 E. 86th Avenue, Merrillville, IN 46410 jashea@nisource.com

GRI 102-54	Report if the organization has prepared the report in accordance with the GRI Standards, either: i. GRI Standards: Core option ii. GRI Standards: Comprehensive option.	✓	NiSource is following the Global Reporting Initiative (GRI) "GRI Standards-Core" reporting methodology, which has been externally assured by a third party, Jacobs. Their Statement of Assurance is available at https://www.nisource.com/company/sustainability/reports-and-policies .
GRI 102-55	Report the GRI Content Index which specifies each of the GRI Standards used and lists all disclosures included in the report. b. For each disclosure, the content index shall include: i. the number of the disclosure (for disclosures covered by the GRI Standards); ii. the page number(s) or URL(s) where the information can be found, either within the report or in other published materials; iii. if applicable, and where permitted, the reason(s) for omission when a required disclosure cannot be made.		This document represents the GRI Content Index and meets the criteria described in GRI 102-55.
GRI 102-56	a. Description of the organization's policy and current practice with regard to seeking external assurance for the report. b. If the report is externally assured: i. not included in the assurance report accompanying the sustainability report, report the scope and basis of any external assurance provided. ii. The relationship between the organization and the assurance providers. iii. Whether and how the highest governance body or senior executives are involved in seeking assurance for the organization's sustainability report.	✓	NiSource sought out and requested external assurance for its 2019 Integrated Report and GRI table from a third party, Jacobs. Their statement of assurance is available on the NiSource website at https://www.nisource.com/company/sustainability/reports-and-policies . The Environmental, Safety & Sustainability Committee of the Board of Directors meets no less than four times per year to fulfill the committee's responsibilities for assessing the company's sustainability initiatives. NiSource's 2019 greenhouse gas data and other environmental data is undergoing an independent external assurance by Trinity Consultants.

MANAGEMENT APPROACH			
Materiality Aspect	Disclosure Requirements	In Accordance With GRI Core Guidelines	2019 Response
GRI 103-1	For each material topic, the reporting organization shall report the following: Explanation of why the topic is material The boundary for the material topic which includes a description of: where the impacts occur the organization's involvement with the impacts. For example, whether the organization has caused or contributed to the impacts, or is directly linked to the impacts through its business relationships. Any specific limitation regarding the topic Boundary	✓	<p>a. In 2014, we conducted a sustainability priority issues survey with internal and external stakeholders to gain a better understanding of which sustainability issues are of most importance to them.</p> <p>Those topics that ranked highest in priority to both internal and external stakeholders align with our well-established business strategy and focus: Employee Safety, Public Safety, Service Reliability and Emergency Response. Other highly rated categories were Ethics and Transparency and Overall Customer Satisfaction.</p> <p>b. These priority issues are applicable across our entire organization and directly impact our employees (Employee Safety), and our customers and communities (Public Safety, Service Reliability and Emergency Response).</p> <p>We've aligned our Integrated Report and our strategy to present a sharpened focus on sustainability, through the lens of our renewed commitment to deliver value for our customers, communities, investors and business partners as well as improving the employee experience.</p> <p>c. There are no limitations to the report regarding topic boundary as indicated in b. above.</p>
GRI 103-2	For each material topic, the organization shall report: a. How the organization manages the topic b. A statement of the purpose of the management approach c. A description of the following, if the management approach includes that component: i. policies ii. commitments iii. goals and targets iv. responsibilities v. resources vi. grievance mechanisms vii. specific actions, such as processes, projects, programs and initiatives	✓	<p>a. Management of Material Topics. See our 2019 Integrated Annual Report and Sustainability Scorecard on www.nisource.com/sustainability for details on how material topics are managed. First introduced with the 2015 Sustainability Report, the Scorecard lays out sustainability goals and metrics that are aligned with commitments to our stakeholders, and reflecting our priority topics.</p> <p>b. The purpose of this management approach is to ensure that our identified priority topics identified remain aligned with our current business priorities and investments, and to measure our performance against our milestones and targets.</p> <p>c. We strive for transparency in our reporting and continue to look for opportunities to report our performance in a manner that is comparable and consistent with other companies in our industry. Our sustainability-related policies, our scorecard, supplemental data, and other related information can be found at https://www.nisource.com/company/sustainability/reports-and-policies.</p>
GRI 103-3	For each material topic, the organization shall report: a. How the organization evaluates the management approach, including: i. The mechanisms for evaluating the effectiveness of the management approach	✓	<p>In 2014, NiSource conducted a priority issues study with internal and external stakeholders, which guides our focus and reporting going forward. This effort is in line with the goals of the Global Reporting Initiative and other major international guidelines. Those topics that ranked highest in priority to both internal and external stakeholders were no surprise and remain aligned with our business priorities and investments: Employee Safety, Public Safety, Service Reliability and Emergency Response. Other highly rated categories were Ethics and Transparency and Overall Customer Satisfaction.</p> <p>i. To evaluate the effectiveness of our management of material topics, we collaborate with EEI, AGA, and EPRI, to ensure that our</p>

	ii. The results of the evaluation of the management approach Any related adjustments to the management approach		<p>metrics, reporting and disclosures are consistent and in line with our industry peers.</p> <p>ii. We respond to numerous rating organizations’ surveys and requests for information to help us measure our sustainability/ESG performance.</p> <p>We also publish an annual scorecard in conjunction with our Integrated Annual Report, which demonstrates our performance on our key sustainability metrics that address our priority issues.</p> <p>See our priority topics shown in this table below.</p>
Priority Topic: Occupational Health Services (aligns with GRI 403-1, GRI 403-2, GRI and GRI 403-7)	A description of the occupational health services’ functions that contribute to the identification and elimination of hazards and minimization of risk, and an explanation of how the organization ensures the quality of these services and facilitates workers access to them	✓	<p>See pages 6-9 of our 2019 Integrated Annual Report, for details on our Safety Management System (SMS) to mitigate potential risks before they happen. Additional details include how we measure our safety performance and reduce safety hazards, and how we will continue to invest in safety improvements, implement policies and procedures, develop technical training and guidelines for our employees, and leverage new tools and technology to improve our safety performance.</p> <p>See Safety section of the Sustainability Scorecard on www.nisource.com/sustainability. See GRI 103-1, 103-2 and 103-3.</p>
Priority Topic: Public safety (aligns with GRI 416-1)		✓	<p>See pages 6-9 of our 2019 Integrated Annual Report for details on our low pressure system enhancements and our ongoing implementation of a Safety Management System.</p> <p>See “Investing in Safety” sections (pages 3 and 4) of the Sustainability Scorecard on https://www.nisource.com/company/sustainability/reports-and-policies</p> <p>See GRI 103-1, 103-2 and 103-3.</p>
Priority Topic: Service reliability (aligns with GRI 203-1)		✓	<p>See pages 10-11 of our 2019 Integrated Annual Report.</p> <p>See Investment/Service Integrity section of the 2019 Supplemental Sustainability Data file on https://www.nisource.com/company/sustainability/reports-and-policies</p> <p>See GRI 103-1, 103-2 and 103-3.</p>
Priority Topic: Emergency response (aligns with GRI 416-1)		✓	<p>Emergency response was among those aspects that ranked highest in our 2014 priority issues study to both internal and external stakeholders.</p> <p>As a natural gas and electric utility, emergencies have the potential to impact our customers, employees, contractors and other key stakeholders. Potential impacts include service outages and safety concerns. Thus, our emergency response is material to both internal and external stakeholders and is measured and reported on page 7 of the 2019 Sustainability Scorecard and the Supplemental Data section of the 2019 Supplemental Sustainability Data file available at www.nisource.com/sustainability.</p> <p>NiSource analyzes weather-related risks and opportunities annually. In addition, management reviews risks and opportunities on an ongoing basis.</p> <p>See the Risk Factors section (pages 9-20) of the NiSource 2019 Form 10K available at https://www.nisource.com/investors/sec-filings-and-financial-reports See GRI 103-1, 103-2 and 103-3.</p>
Consistent delivery on financial commitments (aligns with GRI 201-1)		✓	<p>See 2019 Form 10-K at https://www.nisource.com/investors/sec-filings-and-financial-reports</p> <p>See 2019 Integrated Annual Report at www.nisource.com/sustainability. See GRI 103-1, 103-2 and 103-3.</p>
Capital investment in infrastructure modernization and growth (aligns with GRI 203-1)		✓	<p>Nearly all of NiSource’s investments in energy infrastructure are for the public benefit. See 2019 Integrated Annual Report, page 9 at www.nisource.com/sustainability. See GRI 103-1, 103-2 and 103-3.</p>

Skilled workforce availability / workforce succession (aligns with GRI 404)		✓	See pages 20-21 of our 2019 Integrated Annual Report, "" . See GRI 103-1, 103-2 and 103-3. See also our web page titled "Fueling Your Success" at https://www.nisource.com/careers/growth-potential
Reputational risk (aligns with GRI 102-17)		✓	Our reputation ultimately rests on the good judgment and personal integrity of each of our employees, officers, directors and those with whom we do business. We believe, therefore, that our core values must at all times guide our decisions, actions and conduct. Our core Code of Conduct values are: Fairness, Honesty, Integrity and Trust. Detailed information can be found in NiSource's Code of Business Conduct at https://investors.nisource.com/corporate-governance/default.aspx . See GRI 103-1, 103-2 and 103-3.
Total shareholder return as compared to peers (aligns with GRI 201-1)		✓	See 2019 Form 10-K at https://www.nisource.com/investors/sec-filings-and-financial-reports See 2019 Integrated Annual Report at https://www.nisource.com/company/sustainability See GRI 103-1, 103-2 and 103-3.
Environmental regulatory compliance (aligns with GRI 307-1)		✓	In 2019, NiSource received one Agency Action / Notice of Violation (NOV) with no monetary penalty resulting from it. At NiSource, our environmental performance is reviewed on a regular basis. We use business/operating plans and balanced scorecards to establish and measure performance on environmental objectives and targets. Our legal and other regulatory requirements are tracked and monitored through an electronic regulatory tracking system. Environmental compliance is assessed through our Corporate Environmental Health Safety auditing program and self-assessments, and non- conformances are identified and tracked to closure. Work management tools are used in all our companies to assign environmental tasks and responsibilities appropriately. Our learning management system assigns and tracks required environmental training. Environmental records are stored/maintained in an electronic records managementsystem. We have systems for the management of agency inspections, corporate level compliance assessments, spill reporting, environmental data management reporting, internal and external communications, and policies and procedures. Various elements of our systems are reviewed via our internal auditing programs on a risk-based frequency. The regulatory portion of our environmental management system continues to be audited / inspected by the local, state, and federal regulatory agencies. See the Environmental Section of the 2019 Supplemental Data file on www.nisource.com/sustainability . See GRI 103-1, 103-2 and 103-3.
Air pollutant emissions (aligns with GRI 305-7)		✓	See pages 12-14 of our 2019 Integrated Annual Report. See page 5 of the 2019 Sustainability Scorecard on www.nisource.com/sustainability . See 2019 Supplemental Sustainability Data tables on www.nisource.com/sustainability . See GRI 103-1, 103-2 and 103-3.
Water quality, use and availability (aligns with GRI 306-1)		✓	See 2019 Supplemental Sustainability Data tables on www.nisource.com/sustainability . See GRI 103-1, 103-2 and 103-3.
Greenhouse gas emissions (aligns with GRI 305-5)		✓	See 2019 Supplemental Sustainability Data tables on www.nisource.com . See GRI 103-1, 103-2 and 103-3.

Ethics and transparency (aligns with GRI 102-17)		✓	<p>Our reputation ultimately rests on the good judgment and personal integrity of each of our employees, officers, directors and those with whom we do business. We believe, therefore, that our core values must at all times guide our decisions, actions and conduct. Our core Code of Conduct values are: Fairness, Honesty, Integrity and Trust. In addition, NiSource is committed to integrating respect for human rights into our operations and value chain, and this is demonstrated in our Human Rights policy. The NiSource Code of Conduct and Human Rights Policy are both available at https://www.nisource.com/company/sustainability/reports-and-policies.</p> <p>In 2019, we investigated 112 ethics cases and found 57 (51%) to be substantiated. This is above the utility industry benchmark substantiation standard of 42%. On average our ethics cases are closed in 21 days, compared to an all-industry benchmark average of 40 days. None of the cases investigated were defined as corruption or human rights violations. The leading substantiated cases were workplace violence followed by sexual and other forms of harassment and conflict of interest. We take all investigations seriously and apply appropriate discipline, which ranges from counseling, verbal/written warning, suspension and termination.</p> <p>See GRI 103-1, 103-2, and 103.3</p>
Overall customer satisfaction (aligns with GRI 102-44)		✓	<p>See “Serving Our Customers and Communities” on pages 18-19, of our 2019 Integrated Annual Report. Results compiled from a third party customer survey measure the percentage of utility customers who say the company held steady from 2018 to 2019, although our state operating companies are showing continuous improvement overall in year-over-year J.D. Power scores. See Customers and Communities section (page 7 of the 2019 Sustainability Scorecard on www.nisource.com/sustainability. See GRI 103-1, 103-2 and 103-3.</p>
Customer privacy and data security (aligns with GRI 418-1)		✓	<p>We maintain policies and procedures to encourage employee and contractor reporting of actual or suspected privacy breaches regarding customer data. During 2019, several incidents were brought to the Company's attention through these channels. In these instances, no breach of customer privacy or loss of data was substantiated which required notification under any regulatory or legal requirement.</p> <p>See GRI 103-1, 103-2 and 103-3.</p>
Energy affordability (aligns with GRI 203-1)		✓	<p>Our business plan is focused on investing in our energy infrastructure – approximately \$1.8 billion was invested in 2019 – to continue enhancing the safety and reliability of our systems. We must balance this growth with improving environmental performance and implementing energy efficiency measures for our customers. We strive to provide our customers with the information they need to receive the support they need through LIHEAP and additional customer assistance programs.</p> <p>Learn more in our Environmental, Health & Safety Policy, our Sustainability Strategy, and throughout www.nisource.com.</p> <p>See Customers and Communities section (page 7) of the 2019 Sustainability Scorecard on www.nisource.com/sustainability. See GRI 103-1, 103-2 and 103-3.</p>
Employee engagement / job satisfaction (aligns with GRI 404)		✓	<p>Our primary measure for engagement is through our annual employee engagement survey. We measure employee engagement through our annual employee survey. We review the survey results with employees to hear their ideas and share ways we can work together to address areas of concern Survey highlights include: Engagement was rated at 83 percent down from 89 percent in 2018 The participation rate was 78% in 2019.</p> <p>See the Growing our Team section (page 10) of the 2019 Sustainability Scorecard on www.nisource.com/sustainability. See GRI 103-1, 103-2 and 103-3.</p>
Training, education and career development ((aligns with GRI 404-2)		✓	<p>See “Empowering Our Team” on pages 20-21of the 2019 Integrated Annual Report. See GRI 103-1, 103-2 and 103-3.</p>
Goodwill and volunteerism in communities (aligns with GRI 413-1)		✓	<p>See page 19 of the 2019 Integrated Annual Report, “Enriching Our Communities in 2019”. Our employees donate their time to make our communities better places to live, work and play, and volunteered 14,450 hours at local nonprofits last year. The NiSource Charitable Foundation supports this engagement through its Dollars for Doers program, which recognizes employee volunteerism hours with charitable donations in the employee’s name. This volunteerism generated \$289,000 in donations in 2019. Across NiSource, giving back is part of our local community commitment, and in 2019 we contributed \$4.9million to organizations in our communities, and of this total, the NiSource Charitable Foundation contributed nearly \$1.5 million. NiSource has a formalized</p>

			<p>stakeholder outreach process in place for infrastructure modernization projects, remediation activities, and other instances (when needed) if local communities are impacted by our business operations. In addition, public notice for utility projects needing permits is provided as necessary, consistent with regulatory requirements. NiSource conducts stakeholder meetings and issues press releases on remediation activities to ensure its projects get the proper feedback during these activities in a manner that is acceptable both to the environment and the community. For larger sites or sites with special concerns, site-specific websites are created to keep the community involved and informed on site activity.</p> <p>See Growing Our Team section (page 10) of the 2019 Sustainability Scorecard on www.nisource.com/sustainability. See GRI 103-1, 103-2 and 103-3.</p>
Charitable Giving (aligns with GRI 413-1)		✓	<p>See page 19 of the 2019 Integrated Annual Report.</p> <p>NiSource companies contributed more than \$4.9 million to non-profit organizations in our communities, including \$1.5 million in giving by the NiSource Charitable Foundation. See “Growing Our Team” (page 9) of the 2019 Sustainability Scorecard on www.nisource.com/sustainability. See GRI 103-1, 103-2 and 103-3.</p>