



Commitment to Our People

Our Commitment to Our People

Our success lies in hiring talented people and setting them free to pursue great ideas—ideas that engage the imagination, stretch us all and ensure that we continue to provide exemplary and cost-effective service to our customers. Our efforts and commitments include:

1. Ensuring a safe and healthy work environment, preventing accidents and incidents, and ensuring that all Avista employees return home healthy and whole.
2. Fostering a culture that values trust and respect based on diversity, equity and inclusion, and offering all employees the chance to enrich their lives and careers through challenging and meaningful work—all in an equal opportunity workplace that is surrounded by a supportive and inclusive environment.
3. Valuing the contribution of our employees by focusing on creating and maintaining an environment to attract, develop, motivate, retain and reward high-caliber employees.
4. Performing to our ethical and compliance standards, ensuring that we conduct ourselves in a legal and ethical manner in upholding our regulatory obligations.
5. Holding our contractors, suppliers and other business partners to the same ethical and compliance standards to which we hold ourselves.



1 ■ Ensuring a safe and healthy work environment, preventing accidents and incidents, and ensuring that all Avista employees return home healthy and whole.

We work in a challenging industry with demanding physical requirements. Crews often work through harsh weather conditions, surrounded by high voltage electrical equipment and high-pressure natural gas lines. In order to execute on our commitments to our stakeholders, Avista must ensure the safety and health of our own people.

Safety is an essential part of our mission. For us it means successfully executing on our mission while protecting ourselves and others from harm. We do this by increasing our organization's dynamic capacity to complete work with minimum accidents, injuries or incidents through being vigilant, recognizing hazards, applying defenses, continuously learning and improving from our experiences and staying resilient in varying and unpredictable conditions.

Avista values the safety and health of our employees and expects that all employees will place their own personal safety, the safety of their co-workers and the safety of our customers and communities at the forefront of their decisions and actions. We work

with our employees to build personal responsibility regarding safety and health measures and to create and always maintain a safe work environment. We also emphasize and require that if someone witnesses a situation that may endanger themselves, other employees, customers or community members, or threatens to damage an Avista asset or piece of equipment, they must take immediate action. All employees and contractors of Avista are empowered and have the authority to immediately stop work without fear of retaliation through our Authorization to Stop Work program.

At Avista, we're proud of our mindset that everyone is a safety leader whose role it is to ensure the safety of ourselves and of those around us. We all have a responsibility to question, challenge, and fix any situation we feel is not in compliance with safe practices or safety policies. Our work must be performed in the safest possible manner, consistent with our safe work practices. Our Incident Prevention Manual outlines Avista's safety commitments and expectations as well as the safety rules and practices for our different operating units. Our Vehicle Use Policy is similarly designed to ensure the safety of our employees and the public while driving vehicles for work. Regular trainings, communications, performance metrics and safety alerts and lessons learned regarding our safety policies and practices are delivered to our workforce throughout the year.



While it is the responsibility of our employees to know, understand and follow our safety policies and practices, we recognize our larger shared responsibility towards safety and health, which is why we continue our efforts with policies, trainings and communications. To further enhance Avista's safety culture, we've implemented the following actions:

- Daily safety tailboard meetings for field crews
- Structured safety tailboard meetings for field crews at the start of each new project
- Weekly safety huddles among work groups
- Monthly department safety meetings
- Company-wide safety stand-up meetings
- Safety alerts regarding near-misses or potential safety concerns
- Monthly safety newsletter including performance metrics
- Safety communication boards throughout our facilities
- Formal recognition programs for outstanding safety service
- Incident assessments based on the Human & Organizational Performance (HOP) methodology to reduce incident consequences or eliminate hazards entirely
- Lessons learned from incident assessments are shared company-wide for employees to learn safe practices at work and at home

- Safety and health information management system accessible to all employees for reporting incidents, accidents and near misses
- Annual safety conference reinforcing our commitments to safety through learning, sharing and reflecting on our continuous efforts to improve safety performance

Our ultimate goal is best summed up in our employee created slogan:

**Safety for family.
For work. For life.**

Beginning in 2016, Avista implemented its first company-wide safety survey. The voluntary survey is an anonymous and confidential means for our employees to provide their views about safety and health at Avista, providing critical insights on where we are performing well and where we still have room to strengthen our safety performance. The survey questions focused on the following areas: management participation, supervisor participation, employee participation, safety support activities, safety support climate and organizational climate. We have also implemented the National Safety Council's Safety Management System (SMS) which consists of additional safety related focus areas within the Company. The survey and Avista's SMS assessments are conducted biennially to determine the maturity of our safety programs, including the

Our Safety Intent Statement:

As an Avista safety leader, I am committed and responsible for my safety and the safety of those around me. I am focused on the task at hand and recognize that no situation is routine. I am vigilant in maintaining my hazard awareness because something can always go wrong.

I am always learning and seeking safer ways to complete my work. I step in and speak up when I observe at-risk actions and welcome constructive feedback from others. I support others when they are doing it right.

All of my decisions focus on integrating safety into the work I do. I am well-trained and follow safe work practices in my job and in my life.

My family can rely on me to come home healthy and whole.

prioritization of safety initiatives, new program initiative effectiveness and overall improvements against our baseline measures. We are committed to understanding how we may improve to ensure our workers return home safely at the end of the day.

Avista has also implemented an all-inclusive approach consisting of employee representation across all levels of the organization. Collaboration and engagement are prioritized to effectively operate our safety and health programs in the structure below:

Central Safety Council	<ul style="list-style-type: none"> • Provides overall commitments, policies and strategy for Avista's safety and health programs and results. • Working group comprised of senior resources. • Advocates for necessary actions and resources. • Quarterly reporting to Board of Directors.
Safety Core Team	<ul style="list-style-type: none"> • Responsible for supporting and implementing safety and health initiatives across the organization. • Working group comprised of management. • Coordinates and monitors safety and health performance.
Safety Team	<ul style="list-style-type: none"> • Supports employees by implementing safety and health initiatives across the organization • Provides safety expertise and guidance • Working group comprised of public and safety specialists, industrial hygiene, human and organizational performance and safety administration
Joint Safety Committees	<ul style="list-style-type: none"> • Focus on safety and health issues related to their specific functioning areas across the organization. • Comprised of bargaining and non-bargaining employees.
Operations Teams	<ul style="list-style-type: none"> • Monthly team meetings led by Safety Chairs / Co-Chairs. • Responsible for awareness and providing updates to new or changing items and for the collection of safety concerns.

Safety and health commitments and program requirements are key topics addressed in our formal agreements with the trade unions who represent our craft employees. We work with our craft representatives to ensure the safety and health of all craft employees. Our Labor and Management Committee regularly meets to promote collaboration and open dialogue in order to review and work through any raised concerns. Our formal agreements with our trade unions also include grievance and arbitration provisions in order to focus on any potential safety or health related concern or complaint. In addition to our Labor and Management Committee, our Joint Safety Committees are chartered to support and implement our safety and health initiatives related to their specific functioning areas.

Avista follows all federal, state and local safety and health regulations through a dedicated Safety and Health department and their administration of both employee and public related safety and health compliance programs. These compliance programs focus on regulatory requirements from agencies such as the United States Occupational Safety and Health Administration (OSHA), Washington Division of Occupational Safety and Health (DOSH), Oregon Department of Occupational Safety and Health (Oregon OSHA), and the Department of Transportation (DOT), among many others.

In order to support and equip our employees with the necessary knowledge and tools to perform their work in a safe and healthy manner, Avista administers numerous training programs as required for our employees by OSHA, DOT, DOSH and Oregon OSHA. Through a combination of Avista instructor-led, third-party and online training programs, we keep our employees properly trained and aware to ensure their safety and health. Avista also supplies personal protective equipment for employees as needed for their work, including the tools, equipment and machinery required to

perform their jobs safely. Ergonomic equipment is similarly used whenever possible to reduce fatigue, strain or potential injuries. Other programs that further ensure a safe and healthy workplace for our employees include:

- Substance abuse prevention program including pre-employment, random, for-cause and post-incident testing and monitoring.
- Operator qualification training for our natural gas employees to ensure safe operation of gas systems.
- Contract employees receive a safety and health orientation before commencing work on any Avista property.
- All new hires, regardless of position, receive a safety onboarding kit and perform required safety and health training.
- Confidential employee assistance program administered by a third-party provider supports our employees and their families in safety and health related matters.

Safety Metrics	2019	2018	2017	2016	2015	2014	2013	2012	2011
Vehicle Accident Rate (VAR): Accidents /1 Mil. Miles Driven	5.28	6.27	8.14	6.05	6.12	5.04	9.14	9.60	8.33
Recordable Injury Rate (RIR): Recordable Injuries per 200,000 hours worked	3.21	4.56	4.09	3.88	3.66	4.71	5.71	6.64	7.45
Lost Time Injury Rate (LTIUR): Lost-time injuries per 200,000 hours worked	0.83	1.62	1.40	1.48	1.24	1.42	2.55	2.24	2.58
Employee Fatalities:	0	0	0	0	0	0	0	0	0

2 ■ Fostering a culture that values trust and respect based on diversity, equity and inclusion, and offering all employees the chance to enrich their lives and careers through challenging and meaningful work—all in an equal opportunity workplace surrounded by a supportive and inclusive environment.

We take great pride in our workplace culture. It's one that values trust and respect and guides our overall commitment to doing what is right. Our people are committed to conducting business ethically and honestly, and Avista is committed to providing a trusting and respectful work environment centered around diversity, equity and inclusion. Our people and our culture have always been our greatest asset and they continue to be areas of focus in which we challenge ourselves to seek opportunities for the further advancement of diversity, equity and inclusion at Avista.

We believe that diversity in our backgrounds, experiences, and perspectives makes us stronger as a Company and as a community. Our differences should be valued and embraced. Our goals can best be achieved by bringing forward a truly diverse workforce in which we gain the benefit of different ways of looking at our business, leading to innovative outcomes. As we continue to seek out a diverse range of people to join us and work towards our goals, we recognize that the diversity of our employees should reflect the customers

Women Representation

Women Representation	%
Bargaining Employees	3%
Non-Bargaining Employees	45%
All of Avista	29%
Spokane Workforce Availability	50%

Tenure Diversity (All Employees)

Tenure	%
Less than 1 Year	9%
1 to 4 Years	22%
5 to 9 Years	24%
Greater than 10 Years	45%

and communities that we serve. We also recognize that diversity goes beyond gender and ethnicity. Currently, our data is mostly available in these areas and is being shared with our stakeholders. Avista has historically tracked other areas such as employees who self-identify as veterans and individuals with disabilities and has plans for gathering other demographics as well as encouraging employees to continue to self-identify. We look forward to sharing additional demographic information as our data continues to improve.

Minority Representation

Minority Representation	%
Bargaining Employees	5%
Non-Bargaining Employees	8%
All of Avista	7%
Spokane Workforce Availability	11%

Generational Diversity (All Employees)

Generation	%
Generation Z	4%
Millennial	34%
Generation X	42%
Baby Boomer	20%

In support of our commitments to a diverse workforce, we believe that equality, both in fair treatment and opportunity to all, is central to our ability to enhance our diverse workforce. Our focus on equality encompasses more than our adherence to Equal Employment Opportunity and Affirmative Action programs and compliance, it extends into our Company's structures, systems and policies that may lead to inequity in the first place. By reviewing and adopting policies and procedures that specifically address unconscious bias in recruiting, interviewing, hiring, promoting and pay equity practices, we can remove institutional and social barriers and promote equality among our current and future workforces. Similarly, focused efforts on training and development, mentoring and sponsorship programs are designed to support, retain and provide avenues for advancement among our diverse talent. At Avista, we offer everyone the opportunity to enrich their careers and lives through challenging and meaningful work in a caring and supportive environment that champions diversity and equality.

While having a diverse and equitable work environment may naturally lead to a more inclusive culture, we are busy taking action to ensure our culture continues to be trusting, respectful, supportive and inclusive of everyone. We recognize that when a company's culture is diverse, fair and inclusive, underrepresented groups are better supported, engaged and more likely to thrive and bring their full, authentic selves to Avista. We are committed to providing resources to our employees to engage, listen and learn together to strengthen

our culture of belonging. Through new employee support programs, sponsored community and educational webinar events, targeted trainings for leaders, raising racial justice awareness and the creation of employee resource groups such as the Women of Avista, we are building awareness and practices that bring the principles of diversity, equity and inclusion to life as we strengthen our workplace environment and culture of belonging.

Belonging:

I feel welcome to bring my whole self to Avista, including my unique identity, experiences, expertise, and insights.



We are starting from a position of strength when it comes to our workplace culture, yet we recognize we must continue to grow and enhance our business practices to meet the challenges that lay ahead. That is why we are actively engaging and listening to our employees, customers and





communities. These actions will help inform and allow us to measure our diversity, equity, inclusion and racial and social justice commitments. To support this process, we created the “Our People Council” that is comprised of our officers and a large and diverse group of employees from all over the Company. To evaluate our current workplace culture through these lenses, we are also developing the next evolution of a comprehensive Diversity, Equity, and Inclusion (DEI) strategic plan that will serve as a roadmap for our collective success.

Strategic planning to support our DEI efforts is deeply connected to our business strategies and commitments, and provides a vehicle to hold ourselves accountable and accelerate progress in these important areas. Together, we will continue to support and ensure a diverse, equitable and inclusive culture where our people remain fully engaged, enabling us to effectively execute on our strategies.



2019 Employee Engagement Survey Highlights		Strongly Agree / Agree
I'm willing to go beyond the requirements of my job to help Avista succeed.		93%
The people I work with treat me with respect.		87%
Our team is proud of the work we do.		86%
I enjoy working with the people on my team.		86%
I would recommend Avista as a great place to work.		85%
Avista trusts their employees to do their jobs.		85%
Avista cares about employees.		82%

3 ■ Valuing the contribution of our employees by focusing on creating and maintaining an environment to attract, develop, motivate, retain and reward high-caliber employees.

Better energy for life. We have been building towards this vision for 130 years. We have not been alone in this pursuit. We've collaborated with our customers, communities and other stakeholders to to create a company that is positioned for the future. Central to our ability to deliver clean, reliable and affordable energy over this time are the talented and dedicated employees of Avista. Our employees are a part of the fabric and everyday lives of our customers and communities who rely and trust us to meet their energy needs.

Avista employees work cooperatively, decisively, and strategically, guided by a simple principle: do what is right in a manner that is fair and worthy of trust. Our success lies in hiring talented people and setting them free to pursue great ideas—ideas that engage the imagination, stretch us all, explore what's possible and prepare us for the future in support of our values:

Trustworthy:

Our word is reliable, we do what is right.

Collaborative:

We are respectful and at our best when working together.

Innovative:

We continuously improve and find better ways to get things done.

Avista believes it is important to provide a compensation structure that is competitive within the industries and regions in which we compete for talent while maintaining equity across genders, races, ethnicities and backgrounds. We generally target overall compensation levels at the market median; pay components for an individual's role, responsibilities, experiences and performance within the Company. Managers review base pay for non-bargaining employees annually through a merit process following the conclusion of a performance management process. We believe in and practice effective performance management through ongoing, meaningful conversations between leaders and employees around performance, goal setting and development planning. Included in this process are specific tools and training resources for employees to maximize their preparation and development planning opportunities. Avista believes this target positioning and active performance management practices are effective tools to attract, retain, motivate and reward our employees for their contributions.

The Avista employee incentive plan is similarly designed to help motivate and focus employees on our customer service, reliability, and operational cost goals which benefit our customers and communities. Our incentive plan seeks to tie employee efforts to our organizational goals that are mutually beneficial for all our stakeholders. The incentive plan is also an important element of our overall compensation to employees and in the Company's alignment of a competitive compensation structure with comparable positions of companies within the utility industry. We believe that our incentive plan is a key part of our ability to motivate, engage and reward our employees for their collective efforts, and to ensure that we may continue to attract, and retain our high-caliber employees.

As our employees continue to find new and innovative ways to excel, we have kept pace as a Company to reward their ingenuity. In addition to our compensation structure, performance management and incentive plan, we have several other recognition channels and awards that serve to honor the desired performance and accomplishments of our employees, particularly when it comes to innovation, safety and customer service. Some of our additional recognition programs include:

- A Pacesetter Cash Reward Program
- Medallions and other recognition methods for acknowledging safety, customer service and cross-company collaboration efforts
- President's Leadership Awards for outstanding excellence in for customer experience, innovation and safety

This ecosystem of recognition methods provides multiple venues for employees to nominate others for consideration as well as giving leaders options for reinforcing behaviors that contribute to our success.

In addition to our compensation structure, performance management and incentive plan, Avista believes our employment benefits are a key strategy in our ability to attract and retain the talent that we need to succeed. Avista's benefits package includes:

- Medical, dental, vision, life, and disability coverage
- Retirement benefits including pension plan and/or 401(k)
- Time-off programs, including military absences
- Tuition benefits, continuing education, and training
- Incentive based wellness program
- On-site medical clinic (main campus)
- Adoption support
- Free telemedicine program
- On-site gym and locker rooms (some locations)
- Flexible work arrangements
- Ergonomic workstations
- On-site dining (main campus)
- Employee Assistance Program

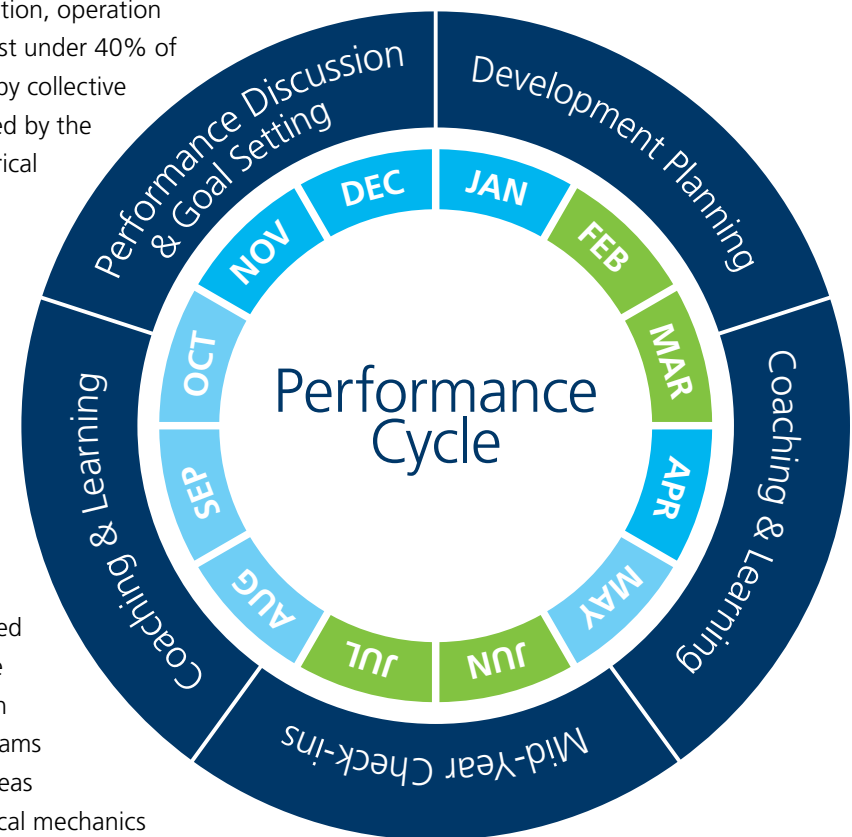
Continuous learning plays a large part in fostering collaboration and innovation among our employees and is pervasive throughout Avista. Our development opportunities are created to prepare our employees at all levels to ensure they have the skills, knowledge and experience to perform today and well into the

future. Keeping our workforce equipped to succeed is imperative to meet the emerging challenges that lay ahead. We develop training that is relevant, necessary and in demand for our organization. Training may be delivered through instructor-led courses, self-service topics, computer-based learning modules and field-based, hands-on workshop models that cover the range of our operations.

For our craft/field employees, Avista has a dedicated training department to provide required electric and natural gas trainings and Avista-specific trainings. Our craft training programs are administered to ensure our employees can safely perform their duties in compliance with construction, operation and maintenance requirements. Just under 40% of our Avista employees are covered by collective bargaining agreements, represented by the International Brotherhood of Electrical Workers, Local 659 (Oregon) and Local 77 (Washington/Idaho). As part of our commitment to our craft workforce development, we currently provide 11 active apprenticeship programs. These apprenticeship programs, which typically take 2–4 years to complete, provide participants with classroom, workshop and on-the-job training to gain the background and experience required to advance within their fields while maintaining their employment with Avista. These apprenticeship programs represent a wide range of focus areas across our operations, from electrical mechanics

and lineman to hydroelectric operators and communication technicians.

With a continued eye on the future, Avista has long offered a Student Engineering Development Program that provides a variety of opportunities for local engineering students to develop their skills, gain an insight into the energy industry, gain valuable working experience and explore future professional opportunities. Students spend several months working with Avista, where they participate in meaningful projects, experience focused mentorship and prepare for the next steps in their career. The program is mutually beneficial as students are



exposed to Avista's culture and we keep pulse on the latest technology and principles being taught in our colleges. This program further enables Avista to build a strategic and more diverse pipeline to our internal Engineering Development Program.

Avista helps employees understand how they can drive and maximize their development for current roles and to prepare for future opportunities through a robust development planning toolset and a menu of continuous learning and development suggestions. Employees have access to a variety of learning opportunities as part of our overall professional and leadership development programs. Examples of topics include leadership, business

process improvement, presentation skills, project management, industry standard coaching skills, emotional intelligence and natural instincts, and leading change. In addition to our internally led courses, we send employees to industry events and certification programs, courses or programs offered through energy-related organizations such as the Western Energy Institute, the American Gas Association and the Edison Electric Institute, as well as to our local colleges and universities such as the University of Idaho, Willamette University, Gonzaga University and others.

Our Aspiring Leader Program entering its 18th session continues to provide an immersive

development opportunity for those employees preparing for future leadership roles. This one-year program provides selected employees exposure to a variety of departments, training, leadership concepts and mentoring. Graduates of Avista's Aspiring Leader Program are found throughout all levels of leadership in the organization, including several of our Company officers and senior managers.

Avista provides tuition assistance for undergraduate and master's level studies in programs that add to employees' performance and effectiveness in present or foreseeable jobs within the Company.

Training Program Metrics	2019	2018	2017	2016	2015	2014	2013	2012
Pre-Line School:								
Total students graduated	76	78	70	68	68	73	74	73
Hours of training	46,816	40,048	43,120	42,432	42,432	45,552	46,176	45,552
Credits awarded per student	43	43	43	49	49	49	49	49
Apprentices—All Crafts:								
Total number of apprentices trained	74	73	88	71	60	80	64	59
Number of active programs	11	11	11	10	10	10	11	10
Hours of training on the job	153,920	151,840	183,040	147,680	124,800	166,400	133,120	120,640
Hours of classroom training	10,967	10,820	14,960	13,200	7,798	14,101	8,236	3,961
Journeyman Training:								
Electric/generation	8,764	9,497	6,939	9,732	13,680	10,404	6,217	7,587
Gas refresher—hours	3,380	3,260	3,840	3,040	2,752	2,251	2,248	1,417

4. ■ **Performing to our ethical and compliance standards, ensuring that we conduct ourselves in a legal and ethical manner in upholding our regulatory obligations.**

Avista is committed to conducting our business with the highest level of integrity. We work hard all day, every day, doing what's right for our customers and our communities because we know they rely on us. Bottom line: we do the right thing. This philosophy is accurately captured in our code of conduct.

[Our Code of Conduct](#) provides the foundation for our business decisions and guides our approach to ethical conduct and compliance with legal and regulatory requirements. The Code defines expectations for all employees, members of leadership, our board of directors, and business partners. It also outlines our core policies, including Avista's approach to anti-trust, anti-corruption, insider trading, and conflicts of interest. All employees and our Board of Directors are required to complete annual training on the Code of Conduct.

Avista's Ethics & Compliance Program promotes an ethical corporate culture and provides the framework to enable business areas to achieve compliance while pursuing Company initiatives. The Ethics & Compliance Department utilizes a blend of employee training, policies and risk management to drive engagement. The department partners with internal audit, human resources, legal and enterprise risk

management to facilitate the coordination of ethical and compliance related activities across the organization.

Avista actively encourages employees and others to ask questions, voice concerns, and report alleged violations of Company policies, laws, or regulatory requirements. We respect confidentiality, subject to legal requirements. Retaliation against anyone who reports a concern is strictly prohibited. Avista provides several channels for raising concerns, including a 24/7 confidential message hotline that allows anonymous reporting if desired. An investigation process guide provides consistency and transparency to our investigation process. Hotline reporting metrics are made available to our employees and supplied to our Board of Directors.

Avista conducts internal audits and self-assessments to evaluate its control systems, adherence to our code of conduct and overall ethics and compliance program performance. With respect to program performance, Avista utilizes an internal methodology to assess program effectiveness. Avista also benchmarks its ethics and compliance activities against other industry and non-industry entities to gain a broader perspective on best practices.

Strong support from Avista's leadership and the Board of Directors help drive the success of our Ethics and Compliance Program. Our commitment to ethics and compliance is reflected in the Company's recent recognition as one of the 2020 World's Most Ethical Companies by the Ethisphere Institute, a global leader in defining and advancing the standards of ethical business practices, corporate character, integrity, transparency and corporate trust.





5. Holding our contractors, suppliers and other business partners to the same ethical and compliance standards to which we hold ourselves.

Providing clean, safe, and reliable electricity to 395,000 customers and natural gas to 364,000 customers across 30,000 square miles and four northwestern states is a big job. Sometimes we need extra help to ensure that we get the job done. That is where our contracted employees, suppliers and other business partners come into play. Whether delivering goods or performing services on behalf of Avista, we expect our third parties to operate and behave in the same ethical and compliant manner as our own employees. As such, they are subject to the same obligations and responsibilities outlined in Avista's Code of Conduct.

[The Avista Code of Conduct](#) outlines our expectations and acceptable behaviors required of all employees, including Company officers, members of our Board of Directors and all third parties—contractors, suppliers, consultants, agents and others working with or on behalf of Avista. In addition to adhering to the Code of Conduct, Avista third parties may be subject to specific regulatory compliance requirements, including mandatory trainings, background checks, drug and alcohol testing and all safety related measures and performance.

Where applicable, our third parties receive the required and necessary training and communication in order to meet these requirements.

Avista continues to advance the design and impact of its supply chain. Due diligence is performed as needed to assess a potential supplier's ability to meet Avista policy or contractual requirements including intellectual property provisions, safety performance and manufacturing and operational quality conformance. Our Supplier Code of Conduct sets forth provisions regarding matters such as safety, compliance, ethical conduct, respect, diversity and equal opportunity. In addition, our Tier 1 Vendors must provide a copy of their own organization's code of conduct or business ethics policy for Avista's review.

Special focus is placed on Avista's Tier 1 vendors—those vendors with an annualized spend in excess of \$2 million who may be of strategic importance to our operations or who may be difficult or costly to replace. As part of our Supplier Relationship Management program, we work with our Tier 1 vendors to formally embed and promote our values into our supply chain. For these vendors, we track their commitments to our values and evaluate their performance in and business results. This is accomplished by using a scorecard process that includes an analysis of activities such as safety, quality and service, collaboration, schedule performance, risk mitigation, innovation, technology, sustainability, environmental practices, code of conduct and ethics policies, and diversity spend programs. Our business partners are a valuable and integral part of our operations. Their alignment with our vision and values enables us to deliver our commitments to our customers and the communities we serve.

Forward-Looking Statement

This report contains forward-looking statements, including statements regarding our current expectations, plans or objectives for future operations and other factors, which may affect the company in the future. Such statements are subject to a variety of risks, uncertainties and other factors, most of which are beyond our control and many of which could have significant impact on our operations, results of operations, financial condition or cash flows and could cause actual results to differ materially from those anticipated in our statements.

For a further discussion of these factors and other important factors please refer to our most recent Annual Report on Form 10-K, or Quarterly Report on Form 10-Q, filed with the Securities and Exchange Commission. Those reports are also available on our website at www.avistacorp.com. The forward-looking statements contained in this report is current as of December 31, 2020, and should not be relied upon as being current as of any subsequent date. We undertake no obligation to update any forward-looking statement or statements to reflect events or circumstances that occur after the date on which such statement is made or to

reflect the occurrence of unanticipated events. New risks, uncertainties and other factors emerge from time to time, and it is not possible for management to predict all of such factors, nor can it assess the impact of each such factor on our business or the extent to which any such factor, or combination of factors, may cause actual results to differ materially from those contained in any forward-looking statement.