



AEP'S PRINCIPLES OF  
**BUSINESS CONDUCT**

At AEP, we believe in doing the right thing every time for our customers, each other and our future.



BOUNDLESS ENERGY



# AEP'S PRINCIPLES OF **BUSINESS CONDUCT**

## Dear Fellow Employees

As a company, we showed tremendous resilience and adaptability during the recent global pandemic. Even when faced with never before seen challenges, we persevered. In fact, we stepped up and went above and beyond to continue doing the right thing every time for our customers, each other and AEP's future.

During these unprecedented times, we continued to protect our most valuable assets, our brand, our reputation and our employees. AEP's values were our guide in carrying out this responsibility. The *Principles of Business Conduct* define both the ethical and legal standards by which we operate every day. No matter our role and responsibilities, we must act in accordance with the highest standards of business. None of us should accept anything less.

The *Principles* will help you understand AEP's policies, standards and expectations. Please use these expectations as your reference for the manner in which you carry out your work and how you treat others.

Our *Principles of Business Conduct* is our guidepost as we strive to power a new and brighter future for our customers and communities.



Nick Akins  
Chairman, President & Chief Executive Officer



**1.0** PRINCIPLES OF  
BUSINESS CONDUCT  
OVERVIEW

**2.0** BUILDING  
THE RIGHT WORK  
CULTURE

**3.0** OUR  
RELATIONSHIPS

**4.0** OUR  
ASSETS

**5.0** SECURITY

**6.0** OUR  
IMAGE

**7.0** REPORTING  
CONCERNS

## **1.0 PRINCIPLES OF BUSINESS CONDUCT OVERVIEW**

- 1.1 [Our Culture](#)
- 1.2 [Speak Up and What You Should Expect](#)
- 1.3 [Expectations of All Leaders](#)
- 1.4 [Office of Ethics & Compliance](#)

## **2.0 BUILDING THE RIGHT WORK CULTURE**

- 2.1 [Workplace Safety](#)
- 2.2 [Diversity, Equity & Inclusion](#)
- 2.3 [Workplace Conduct, Harassment & Bullying](#)
- 2.4 [Dynamic Work Force](#)
- 2.5 [Environmental Stewardship](#)

## **3.0 OUR RELATIONSHIPS**

- 3.1 [Customer Experience](#)
- 3.2 [Conflicts of Interest](#)
- 3.3 [Anti-Corruption and Bribery](#)
- 3.4 [Gifts and Entertainment](#)
- 3.5 [Travel](#)
- 3.6 [FERC Standards of Conduct & Affiliate Restrictions](#)
- 3.7 [Supplier Diversity](#)
- 3.8 [Antitrust](#)

## **4.0 OUR ASSETS**

- 4.1 [Financial Records, Reporting & Internal Controls  
\(Intercompany Relations and SEC Reporting\)](#)
- 4.2 [Insider Information & Trading Activities](#)
- 4.3 [Appropriate Use of Company Assets & Records](#)
- 4.4 [Fraud](#)

## **5.0 SECURITY**

- 5.1 [Digital Identity & Physical Security](#)
- 5.2 [Privacy \(Confidential Information and PII\)](#)
- 5.3 [Cybersecurity Intelligence & Defense](#)
- 5.4 [Phishing](#)
- 5.5 [Critical Infrastructure Protections](#)
- 5.6 [Intellectual Property](#)
- 5.7 [Enterprise Content Management](#)

## **6.0 OUR IMAGE**

- 6.1 [Public Communications](#)
- 6.2 [Social Media](#)
- 6.3 [Political Engagement](#)
- 6.4 [Sustainability](#)

## **7.0 REPORTING CONCERNS**

- 7.1 [Should I Report?](#)
- 7.2 [How Do I Report?](#)
- 7.3 [How Does the Concerns Line Work?](#)
- 7.4 [Retaliation](#)



**1.0** PRINCIPLES OF  
BUSINESS CONDUCT  
OVERVIEW

**2.0** BUILDING  
THE RIGHT WORK  
CULTURE

**3.0** OUR  
RELATIONSHIPS

**4.0** OUR  
ASSETS

**5.0** SECURITY

**6.0** OUR  
IMAGE

**7.0** REPORTING  
CONCERNS



# PRINCIPLES OF BUSINESS CONDUCT OVERVIEW

**1.1** OUR CULTURE

**1.2** SPEAK UP & WHAT YOU SHOULD EXPECT

**1.3** EXPECTATIONS OF ALL LEADERS

**1.4** OFFICE OF ETHICS & COMPLIANCE



1.0 PRINCIPLES OF BUSINESS CONDUCT OVERVIEW

2.0 BUILDING THE RIGHT WORK CULTURE

3.0 OUR RELATIONSHIPS

4.0 OUR ASSETS

5.0 SECURITY

6.0 OUR IMAGE

7.0 REPORTING CONCERNS



## 1.1 OUR CULTURE

**At AEP, we believe in doing the right thing every time for our customers, each other and our future.** Employees' daily actions are expected to reflect the culture we aspire to achieve at AEP. There are a variety of avenues available to employees to improve our culture. Examples include serving as a culture champion, creating and executing team culture action plans, expressing appreciation for others through the Power of Thank You and sharing their opinions and feedback through tools such as the annual AEP Employee Culture Survey.

For more information on AEP culture, visit the [Culture Website](#).

## 1.2 SPEAK UP & WHAT YOU SHOULD EXPECT

At AEP, we are committed to a culture of trust and transparency, ensuring the highest level of ethics and integrity. As an AEP employee, you have every right to demand the company and your co-workers uphold the highest ethical standards.

It is important that our employees can raise and discuss acts of misconduct or inappropriate behavior with confidence and without fear of retaliation. A "Speak Up" culture empowers an employee who has knowledge of activities which are illegal, violate company policy, or both, to report these activities to the proper company authorities.



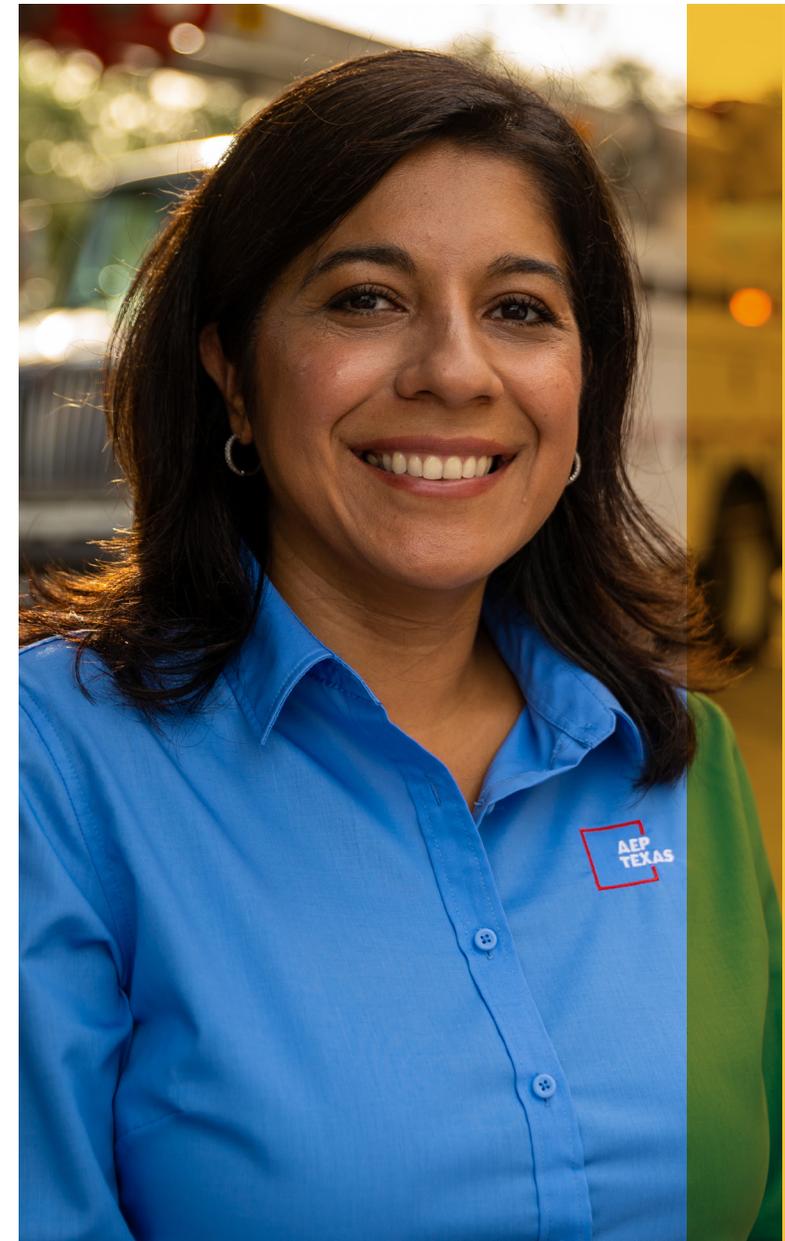
## 1.3 EXPECTATIONS OF ALL LEADERS

Leaders at AEP are held to a higher standard and are expected to create an atmosphere where employees feel valued, safe and respected. As a leader, you are also expected to support a culture of compliance where employees can report concerns and potential violations without fear of retaliation. AEP leaders should manage by motivation, not intimidation, and must demonstrate compliance with the *Principles of Business Conduct*.

## 1.4 OFFICE OF ETHICS & COMPLIANCE

AEP's Office of Ethics & Compliance is committed to supporting AEP's strong culture and to raise awareness of the importance of ethics and compliance at AEP. Our ethics and compliance program promotes a culture of high ethical standards and compliance with all laws and regulations.

The Office of Ethics & Compliance regularly communicates with executive and board leadership and will recalibrate the program based on changing internal and external demands and emerging trends.





1.0 PRINCIPLES OF BUSINESS CONDUCT OVERVIEW

2.0 BUILDING THE RIGHT WORK CULTURE

3.0 OUR RELATIONSHIPS

4.0 OUR ASSETS

5.0 SECURITY

6.0 OUR IMAGE

7.0 REPORTING CONCERNS



## BUILDING THE RIGHT WORK CULTURE

2.1 WORKPLACE SAFETY

2.2 DIVERSITY, EQUITY & INCLUSION

2.3 WORKPLACE CONDUCT, HARASSMENT & BULLYING

2.4 DYNAMIC WORK FORCE

2.5 ENVIRONMENTAL STEWARDSHIP



1.0 PRINCIPLES OF BUSINESS CONDUCT OVERVIEW

2.0 BUILDING THE RIGHT WORK CULTURE

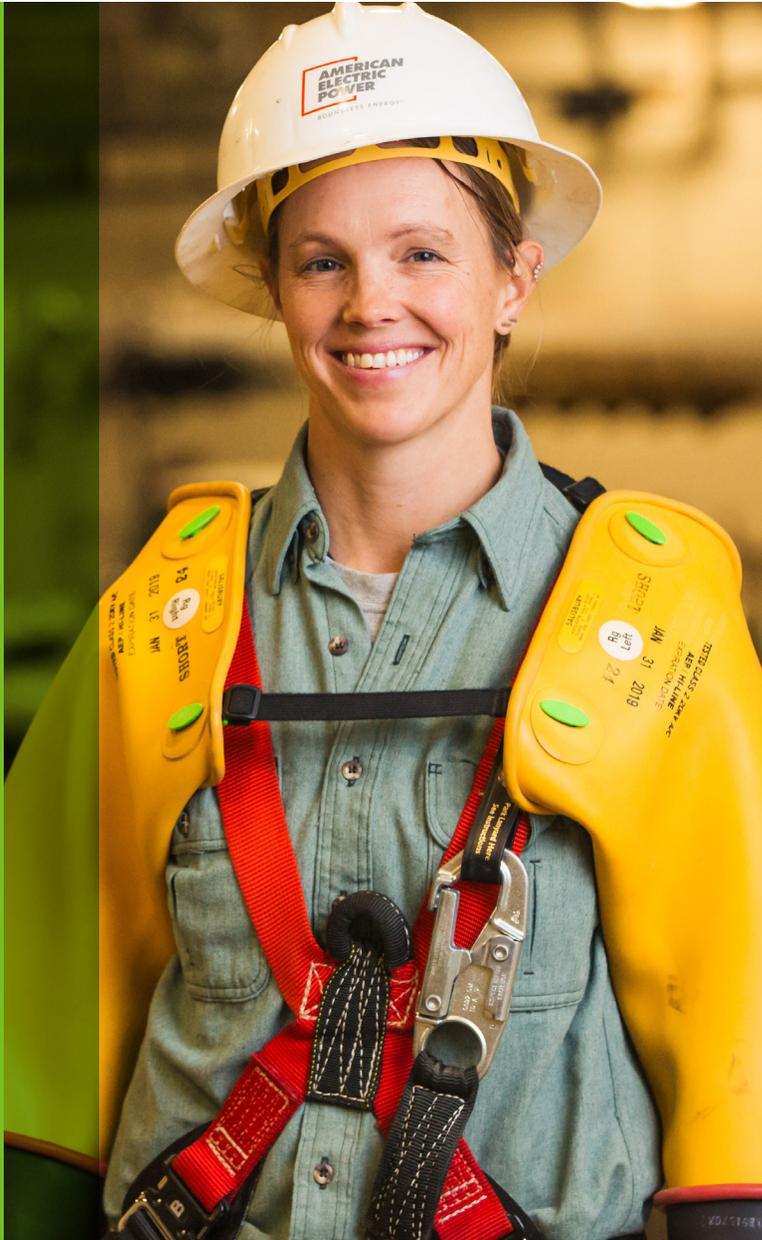
3.0 OUR RELATIONSHIPS

4.0 OUR ASSETS

5.0 SECURITY

6.0 OUR IMAGE

7.0 REPORTING CONCERNS



## 2.1 WORKPLACE SAFETY

**We believe in Zero Harm because we care that everyone goes home in the same or better condition than when they came to work.**

No aspect of operations is more important than the health and safety of our employees and customers. AEP manages our facilities in compliance with all applicable health and safety regulations. For us to do so, everyone at our facilities must follow all of our safety instructions and procedures.

To report an unsafe condition, please contact AEP's Hazard Line 1-888-AEP-ASAP (1-888-237-2727), talk to your local manager or contact AEP's Concerns Line at 1-800-750-5001 or online at [www.aepconcernsline.com](http://www.aepconcernsline.com).



**ZERO HARM<sup>SM</sup>**



## 2.2 DIVERSITY, EQUITY & INCLUSION

AEP is committed to providing an inclusive workplace where discrimination and harassment are not tolerated. Employment-related decisions such as training, hiring, discipline, compensation and promotions will be made regardless of race, religion, gender, age, ethnicity, national origin, veteran status, disability or sexual orientation.

AEP is a dynamic and growing energy company that serves increasingly diverse communities and customers. This requires AEP to have a diverse, inclusive workforce and a long-term strategy that sustains a culture in which our employees, customers and suppliers feel respected, valued and connected.

Diversity and inclusion are integral elements in our values. They are crucial to sustaining our culture, and fundamental to our continued business success.

We expect our employees to conduct themselves in a manner that contributes to a healthy, safe and productive work environment. Harassment of any kind will not be tolerated. You are expected to support AEP's inclusive culture and comply with the



### OUR DIVERSITY & INCLUSION VISION

We are committed to a culture where differences are valued and recognized as a significant positive influence on AEP's ability to serve our employees, customers, suppliers and other key stakeholders.





## 2.3 WORKPLACE CONDUCT HARASSMENT & BULLYING

A great part of our success is grounded in our open and collaborative work environment which helps us achieve excellence and meet the needs of our customers. We are and must be professional and honest with our colleagues, customers and business partners and treat each other with high respect and regard. AEP will not tolerate harassment of any kind.



### HOW TO MAINTAIN INTEGRITY IN THE WORKPLACE

- › Do the right thing every time;
- › Value the diversity of people, which includes their ideas and contributions generated from unique perspectives;
- › Treat people with respect. Avoid any actions that someone might interpret as intimidation or bullying;
- › Remember that what you find acceptable or funny may be offensive to others or in other cultures.



### TELL ME MORE

**Harassment is conduct that is intimidating, offensive, demeaning or hostile or that unreasonably interferes with work, such as:**

- › Jokes or insults about race;
- › Teasing a colleague about their religion;
- › Disparaging remarks about someone's nationality;
- › Sharing unsolicited opinions about sexual orientation;
- › Unwelcome sexual advances or requests;
- › Sexually explicit gestures or posters.



## 2.4 DYNAMIC WORK FORCE

### Flexible Schedules

AEP promotes diversity & inclusion and a workplace culture that believes in doing the right thing every time for our customers, each other and our future. Flexible work schedules allow employees to achieve both personal and professional success while allowing AEP to continue operations.

While AEP's standard business hours are 8 a.m. to 5 p.m., Monday through Friday, flexible work schedules as agreed by the employee and supervisor can be a valuable work arrangement for both employees and the company. Reduced fuel emissions and commuting costs, improved work/life balance and enhanced customer service during non-traditional work hours are just some of the benefits of flexible work schedules.

If you have questions about working a flexible work schedule, consult with your supervisor or Human Resources to find out more. It should also be recognized that in certain circumstances, departmental responsibilities and size, labor agreements, handbook supplements and other requirements may affect your ability to work a flexible work schedule.



## Remote & Hybrid Workers

Work at AEP includes Remote, Hybrid, On-site and Field Work classifications; a classification is assigned to each AEP job to determine where employees will complete their work. Mandatory health and safety directives may alter work locations.

Working remotely is different for every employee; the Remote & Hybrid Work Policy establishes the expectations and requirements associated with remote and hybrid work.

As an employee, regardless of where you perform your job, it is AEP's expectation that all employees conduct themselves in a professional manner as outlined in the *Principles of Business Conduct* and the [Employee Handbook](#). With regard to those employees who will be working remotely or on a hybrid schedule, these employees need to adhere to the rules in the Remote & Hybrid Work Policy and the Remote & Hybrid Work Agreement.

Employees who have questions about working remotely are encouraged to consult their supervisor, Human Resources or the [Work Hub](#).



## TELL ME MORE

**Whether an employee is working remotely on a regular basis or working from somewhere other than their usual work location, the company expects that all employees will:**

- › Follow all Company policies and guidelines that would apply if working on-site at an AEP location;
- › Accurately keep track of hours worked;
- › Be fit for duty and conduct themselves with a level of professionalism commensurate with the work they are performing;
- › Provide status updates in the format and at the level of frequency agreed with the manager;
- › Respond to phone, voicemail, text messages and other collaboration tools in a timely manner, in accordance with all guidelines;
- › Use Company-issued or approved equipment and software when performing work for the Company.

Contact your supervisor or Human Resources before relocating to ensure AEP is registered/qualified to do business in the desired new remote work location.

Update the Remote & Hybrid work agreement if the employees' remote work location changes.

# 2.5 ENVIRONMENTAL STEWARDSHIP

We are committed to protecting the environment and conducting our business in an environmentally sustainable manner. Employee awareness of and dedication to compliance with applicable environmental requirements are the keys to meeting our legal obligations and protecting the environment today and for generations to come.

Achieving environmental excellence depends on the individual efforts of thousands of AEP employees working together with a shared commitment to environmental protection and enhancement.

All employees are expected to assume responsibility for environmental protection and will be held accountable for willful violations of environmental laws or regulations.

## WHAT TO DO

- > **Be a good corporate citizen and environmental steward;**
- > **Be familiar with and follow the environmental regulations, policies and procedures that apply to your job;**
- > **Dispose of waste materials legally and in a way that meets our environmental standards;**
- > **Take appropriate action to quickly address instances of environmental spills or equipment upsets to minimize impact on the environment.**





# OUR RELATIONSHIPS

[3.1 CUSTOMER EXPERIENCE](#)

[3.2 CONFLICTS OF INTEREST](#)

[3.3 ANTI-CORRUPTION & BRIBERY](#)

[3.4 GIFTS & ENTERTAINMENT](#)

[3.5 TRAVEL](#)

[3.6 FERC STANDARDS OF CONDUCT & AFFILIATE RESTRICTIONS](#)

[3.7 SUPPLIER DIVERSITY](#)

[3.8 ANTITRUST](#)



## 3.1 CUSTOMER EXPERIENCE

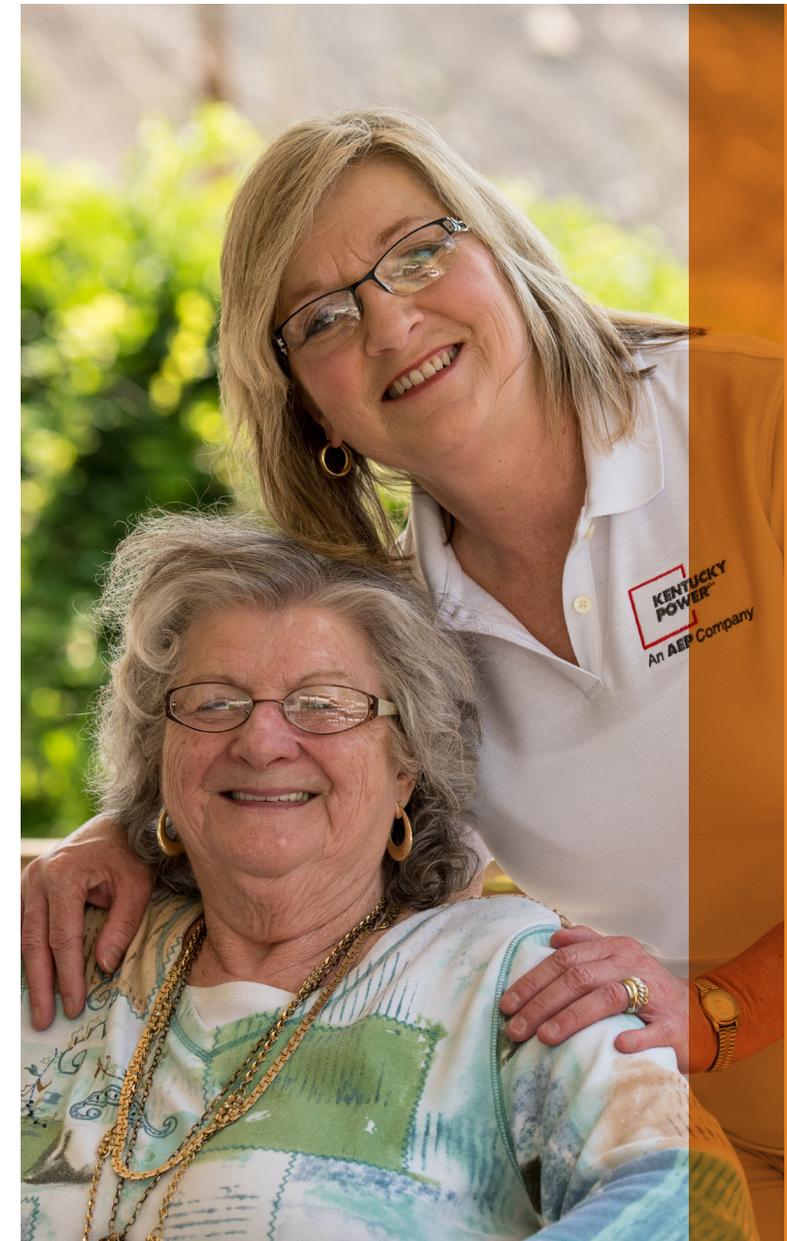
A key to AEP's business success lies in our ability to please our customers by meeting their needs in ways that improve their quality of life. This includes delivering safe, efficient and reliable services of consistently high value and promoting our products truthfully. If we please our customers, we will please our regulators, and our financial results will reward shareholders and our employees. AEP depends on long-term, continuing relationships with satisfied customers.

Cultivating a reputation of honest, compassionate and respectful communication is fundamental to this long-term approach.



### HOW TO MAINTAIN CUSTOMER FOCUS

- › Listen to our customers;
- › Deliver value to our customers;
- › Consider the customer impact of our decisions.





## 3.2 CONFLICTS OF INTEREST

A conflict of interest may occur when an employee takes part in an activity or relationship that benefits them and not AEP. In other words, each party's personal gains are at odds with each other.

If an employee has a conflict of interest, it usually affects their decision-making at work, their ability to complete job duties, and their loyalty to AEP.

There are many situations where an employee could find themselves in a conflict of interest. In these examples, an employee could benefit from their actions to the detriment of AEP.

- › When an employee owns a portion of a business that AEP does business with;
- › When an employee refers AEP's customer to another business where they have financial interests;
- › When an employee provides consulting services on the side to an AEP customer;
- › Any use of AEP's assets for personal profit, such as information, technology, supplies, goods, etc.

### **Conflict of Interest Disclosure**

Employees are required to complete an annual conflict of interest disclosure. A disclosure allows an employee to document a relationship they have with another person or business that could have an impact on their ability to be objective when performing their job duties. Filing a disclosure is not uncommon or negative, it is simply a safeguard that enables Ethics & Compliance to provide you with the appropriate parameters to perform your job in an ethical manner.

Ethics & Compliance will review every disclosure and every employee will receive specific written guidance relative to their disclosure.



## HOW TO AVOID A CONFLICT OF INTEREST

- > Be transparent about your outside activities and relationships and watch for situations where they might interfere with your work or make it difficult for you to be objective;
- > Do not use your position at AEP to benefit yourself, friends or family members;
- > Never pursue (for yourself or others) business or corporate opportunities that you learned about in your work at AEP or through the use of company property or information.



## EXAMPLES OF A POTENTIAL CONFLICT OF INTEREST

- > A family member or friend works for an organization that does business or wants to do business with AEP or competes with us;
- > You use company resources for your personal benefit or for the personal benefit of someone else;
- > You supervise or are supervised (directly or indirectly) by a family member or friend;
- > You are offered a gift or entertainment that is excessive or that might influence – or appear to influence – your business decisions.



## TALKING IT THROUGH

Conflicts of interest are not always obvious. If you face a situation in which it looks like a conflict of interest may exist, ask yourself these questions:

- > **Would the situation, or the relationship, affect my decisions at AEP?**
- > **Would I be putting my personal interest, or the interest of someone close to me, ahead of AEP's interest?**
- > **Would I be embarrassed if someone at AEP knew all the facts?**
- > **Do I, or does someone close to me, gain anything from my potentially divided loyalty?**
- > **Would other people think that the situation, or relationship, might affect how I do my job?**
- > **Would a customer or supplier wonder if we treated them fairly?**



## 3.3 ANTI-CORRUPTION & BRIBERY

AEP is committed to nurturing strong and productive relationships with our government officials. AEP requires employees and representatives to conduct AEP business before Government Officials openly and honestly, exercising the utmost integrity at all times.

[AEP's Anti-Corruption Policy](#) expressly prohibits bribery and all other forms of corruption. AEP prohibits offering, promising, giving or authorizing others, such as lobbyists and political consultants, to give anything of value, tangible or intangible, either directly or indirectly, to any individual, including Government Officials, to gain an unfair business advantage or to influence improperly an official's decision-making with respect to the Company.

Additionally, consistent with AEP's Anti-Corruption policy. If a Government Official performs or offers to perform an official act for AEP in exchange for AEP's selection of a vendor or supplier:

- > The Government Official's request must be reported immediately to AEP's Chief Compliance Officer;
- > The vendor/supplier who is the subject of the requests shall be disqualified from consideration to provide any goods or services to AEP.

**A bribe is never an acceptable cost of doing business.**

**All Employees Must Review and Understand the Anti-Corruption Policy.**



### TELL ME MORE

#### What is Considered a Bribe?

In addition to cash, bribes may also include:

- > Gifts, especially gifts beyond a nominal value;
- > Entertainment, hospitality and/or travel that is beyond reasonable business needs;
- > Food and beverage;
- > Personal services, favor or loans;
- > Offers of employment;
- > Charitable or political contributions;
- > Awarding of contracts or business;
- > Payments or benefits for services for an individual's family members or acquaintances, including offers of employment;
- > Payments, benefits, or services including kickbacks to a "facilitator." A kickback is a bribe or payment to someone who has facilitated a transaction or appointment.



**Q:** The State Senate Chief of Staff asked you if he could use the company’s suite for a staff appreciation event at the Arena for the upcoming NCAA men’s basketball tournament.

**A:** The value of the suite and associated tickets are likely beyond a nominal value and would not be a permissible gift.

**Q:** The company would like to sponsor a breakfast reception for Legislators during the State Legislative Session.

**Other companies will be sponsoring various other events during the session.**

**The breakfast will provide networking and educational opportunities for employees and legislators.**

**A:** You should check with AEP Legal and confirm that the sponsorship was approved and disclosed if and as required under the [Political Engagement Policy](#).



## WHAT TO DO TO AVOID BRIBERY & CORRUPTION

- › Know and follow our anti-corruption policies and all relevant anti-corruption laws. Remember that many anti-bribery laws have severe penalties and apply wherever we do business;
- › Never ask for or accept a bribe;
- › Use care and follow our policies and procedures on retaining third-party business associates, and properly supervise their activities;
- › Never ask anyone else to do something that the law or our policies prohibit you from doing;
- › Make sure that all payments, benefits or favors are fully, honestly and accurately reflected in the company’s books and records. Never attempt to conceal or misrepresent a payment or an expenditure;
- › Contact [AEP Legal](#) for guidance if you have any questions or concerns about bribery laws or our policies or whether a gift or payment would be unlawful or inappropriate.



## 3.4 GIFTS & ENTERTAINMENT

Offers of gifts and entertainment between AEP employees and its customers, suppliers, and other business partners may be an acceptable part of doing business and a way to build goodwill. Providing or accepting occasional meals, seasonal gifts, and tickets to sporting events may be appropriate in certain circumstances. However, if offers of gifts or entertainment are frequent or of substantial value, they may create an actual or perceived conflict of interest.

Employees must exercise good judgment in accepting or providing gifts or entertainment. Talk to your manager or Ethics & Compliance when in doubt about whether to accept or provide a gift.

Gifts not meeting the outlined criteria must be returned to the donor, along with an explanation. If perishable, the gift should be donated to a charitable organization and the donor notified.

AEP recognizes that, under certain circumstances, providing or accepting invitations to functions that involve travel or overnight stays could be in AEP's best interest and contribute to good working relationships with customers or vendors.

- > To the extent practical, AEP will pay travel expenses for you to participate in vendor-sponsored trips and activities;
- > Your supervisor must approve your attendance at these functions.





## REQUIRED CRITERIA TO ACCEPT

- > It is consistent with good business practices;
- > It cannot be construed as a business inducement;
- > You are able to reciprocate;
- > It would not be embarrassing to AEP if it were disclosed to the public;
- > It adheres to your specific business unit policy.

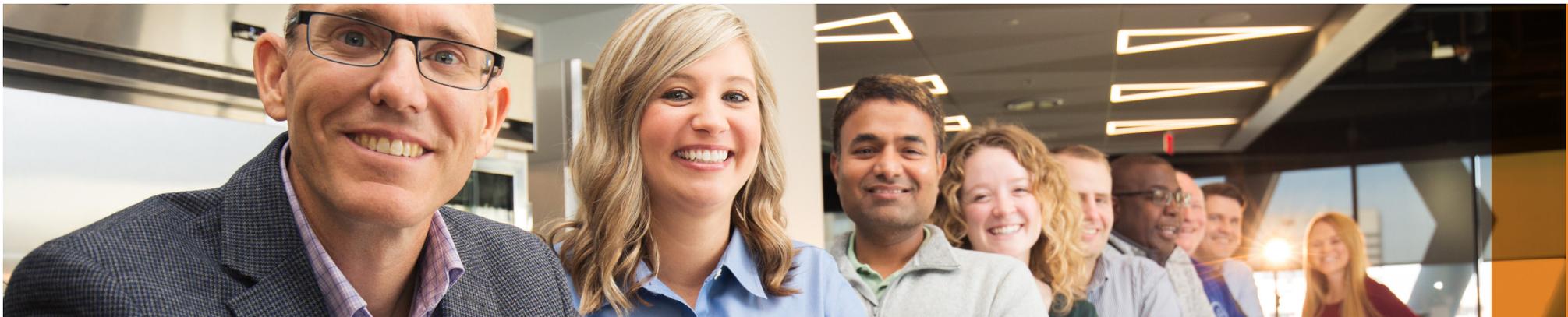


## CONSIDER THIS

**As a rule, an occasional gift of a promotional item or an item with a nominal value is generally allowed.**

AEP prohibits offering or accepting any gift or entertainment that may be deemed:

- > Entertainment, hospitality or travel that has no clear business purpose or a gift or entertainment that is beyond reasonable business needs;
- > Personal services, favors or loans;
- > Payments or benefits to or services for an individual's family members;
- > Offered as a "quid pro quo" (offered for something in return);
- > Lavish or extravagant;
- > Likely to reflect negatively on our reputation;
- > In violation of applicable law or the policies of the giver or the recipient.





## 3.5 TRAVEL

### Statement of Purpose

[AEP's Travel and Entertainment Policy](#) provides employees (authorized to travel on the company's behalf) with reasonable transportation, lodging, meals and other services necessary to conduct official business. The company reimburses employees for all reasonable expenses incurred in the course of business.

Since every situation encountered while traveling on business cannot be anticipated, each employee shall exercise good judgment and fiscal responsibility when doing business for the Company.

Whenever possible, employees should obtain prior management approval for any expenditures not specifically covered in the policy. Exceptions to this policy require prior approval from the employee's immediate supervisor. It is the responsibility of all managers to ensure that employees who travel are aware of and adhere to this policy.

Under this policy, the term employee includes both employees and contractors directed to travel on company business.

### Contact Information

Any questions regarding business travel should be referred to [Workplace Services](#) (200-6840 or 614-716-6840).



# 3.6 FERCC STANDARDS OF CONDUCT & AFFILIATE RESTRICTIONS

The Federal Energy Regulatory Commission (FERC) Affiliate Restrictions govern what can and cannot be shared between employees of AEP's traditional (regulated) operation companies and those of AEP's competitive (market regulated) power Marketing Affiliates, including competitive generation.

AEP complies with the Affiliate Restrictions and Standards of Conduct regulations through the joint efforts of all transmission and marketing function employees. Steps we have taken include:

- > Transmission and marketing function personnel are physically separated, and marketing function personnel do not have electronic or physical access to transmission facilities or non-public transmission function information;
- > AEP's market-regulated power sales affiliate personnel are physically separated from the employees of the franchised public utilities with captive customers and have no electronic or physical access to the facilities or non-public market information of the franchised public utilities with captive customers.



## Federal Energy Regulatory Commission



### TELL ME MORE

- > Some Service Corp. employees provide services to both Operating Companies, Marketing Affiliate employees, and business segments, and could come in contact with market information. That's OK, provided the information is not inappropriately passed along between Operating Company and Marketing Affiliate under the "No Conduit Rule";
- > A "transmission provider" is any public utility that owns, operates or controls facilities used for the transmission of electric energy in interstate commerce;
- > "Transmission functions" means the planning, directing, organizing or carrying out of day-to-day transmission operations, including the granting and denying of transmission service requests;
- > "Marketing functions" generally means the sale or resale in interstate commerce, or the submission of offers to sell in interstate commerce, of electric energy or capacity, demand response, virtual transactions, or financial or physical transmission rights.



# 3.7 SUPPLIER DIVERSITY

AEP values competitive access in our supply chain as we strive to engage our customers as our business partners. We will achieve these goals by:

- > Generating strategic partnerships with qualified and certified firms owned by minorities, women, LGBT, veterans and service-disabled veterans as well as HUBZone and Disadvantaged Businesses;
- > Strategically sourcing goods and services that meet AEP's specifications without compromising performance expectations;
- > Promoting strategic communications with minority and women's trade groups for developing and expanding small business capacity.

**Supplier diversity is a key element of our supply chain strategy.**



## TELL ME MORE

### Who are diverse suppliers?

- > **Women-owned businesses.\***
- > **Minority-owned businesses.\***
- > **Hispanic-, African American-, Asian-, Native American-owned businesses.\***
- > **Veteran-owned businesses.\***
- > **Small business (for government compliance only).**

\* Diversity status is determined by ownership percentage and revenue for the market.





# 3.8 ANTITRUST

Antitrust laws are designed to promote a vibrant free market. All employees are responsible for ensuring that our business is conducted in compliance with state and federal antitrust laws.

**Q:** I am attending a utility group seminar. Is it OK to discuss our safety culture and our strategy for expanding into new markets?

**A:** It is great to share safety practices so we can all improve the safety of our workplace; however, sharing specific information regarding product and geographic strategy may violate antitrust laws.

Any publicly shared information regarding AEP's corporate strategy may be generally discussed. Check with [AEP Legal](#) with any questions.

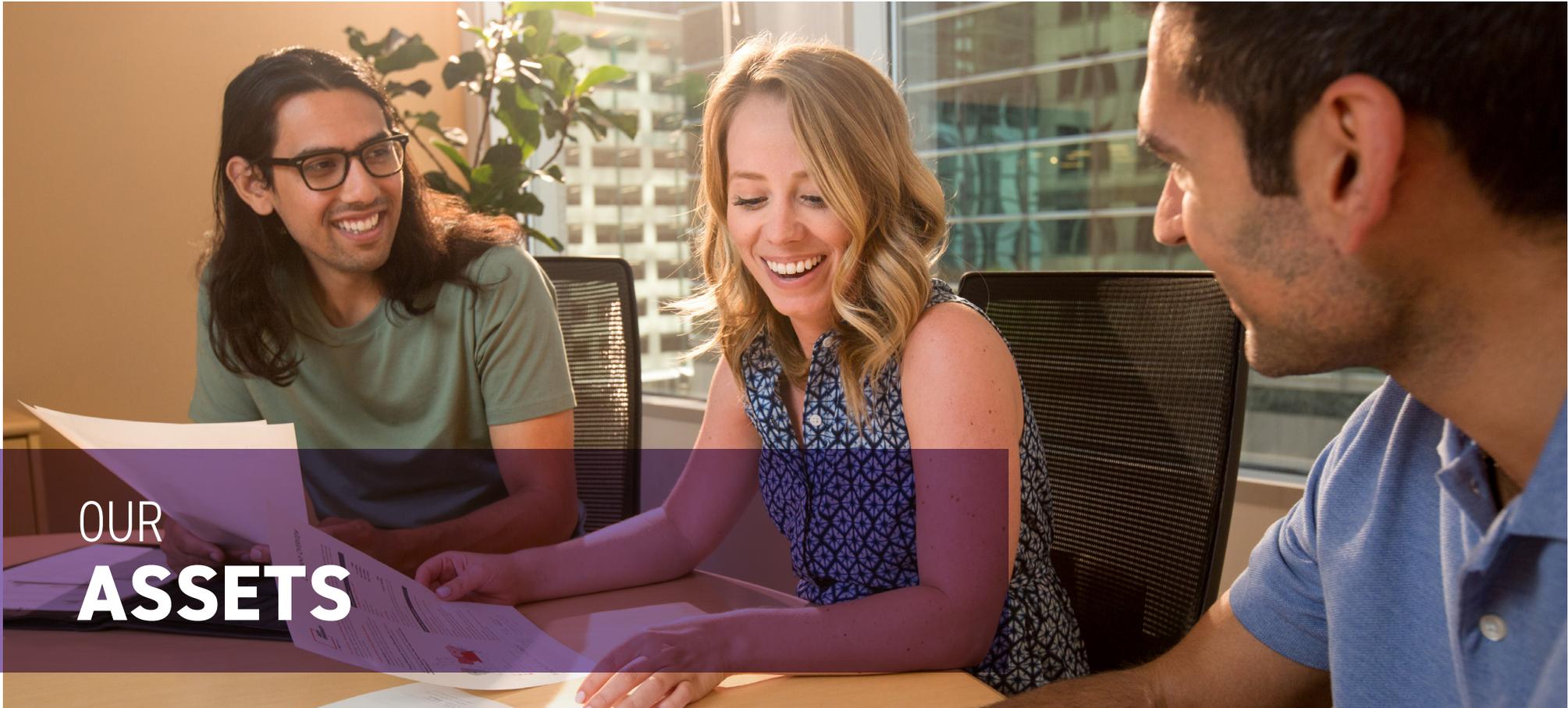


## TELL ME MORE

**Never make agreements or exchange information or discuss the following topics with a competitor:**

- > Price, including any component of price (such as current or proposed fees, surcharges or discounts), for sales or purchases;
- > Terms and conditions of sale or purchase;
- > Cost;
- > Profit margins;
- > Employment practices;
- > Sales or marketing plans;
- > Bidding plans, including the amount of a bid, who should win or lose bidding, or who will or will not bid;
- > Destroying another competitor (such as through below-cost pricing);
- > Boycotting or otherwise refusing to do business with any third party, such as a customer, a supplier or another competitor.

Never use a customer or any other person as an intermediary to exchange company-sensitive information with competitors. Contact [AEP Legal](#) if you suspect a customer or other person is providing a competitor with AEP's sensitive information.



# OUR ASSETS

4.1 FINANCIAL RECORDS, REPORTING & INTERNAL CONTROLS (INTERCOMPANY RELATIONS & SEC REPORTING)

4.2 INSIDER INFORMATION & TRADING ACTIVITIES

4.3 APPROPRIATE USE OF COMPANY ASSETS & RECORDS

4.4 FRAUD



## 4.1 FINANCIAL RECORDS, REPORTING & **INTERNAL CONTROLS** (Intercompany Transactions & SEC Reporting)

Many people inside and outside of AEP have an interest in AEP's operations. They rely on the timeliness, accuracy and integrity of our financial information to make important transactions or financial decisions. External parties that rely on our financial information include regulatory commissions, debt and equity investors, insurance carriers, environmental agencies and vendors.

We all share responsibility for detecting and preventing fraud and other inappropriate conduct. Immediately report any suspected fraud to an appropriate member of management, Audit Services, Ethics & Compliance, AEP Legal or Human Resources. Suspected fraud can also be reported confidentially and anonymously through the AEP Concerns Line at 1-800-750-5001.

### **Intercompany Transactions**

The company's regulated subsidiaries are governed by laws and regulatory rules that regulate transactions between and among them. These laws and rules are intended to prevent cross-subsidies and to avoid the misstatement of expenses and earnings. The [AEP Accounting Department](#) or [AEP Legal](#) should be contacted for assistance.

### **SEC Reporting**

All AEP employees participating in the preparation of reports or documents filed with or submitted to the Securities and Exchange Commission (SEC) or engaging in public communications made on behalf of AEP shall endeavor to ensure full, fair, accurate,



timely and understandable disclosures.

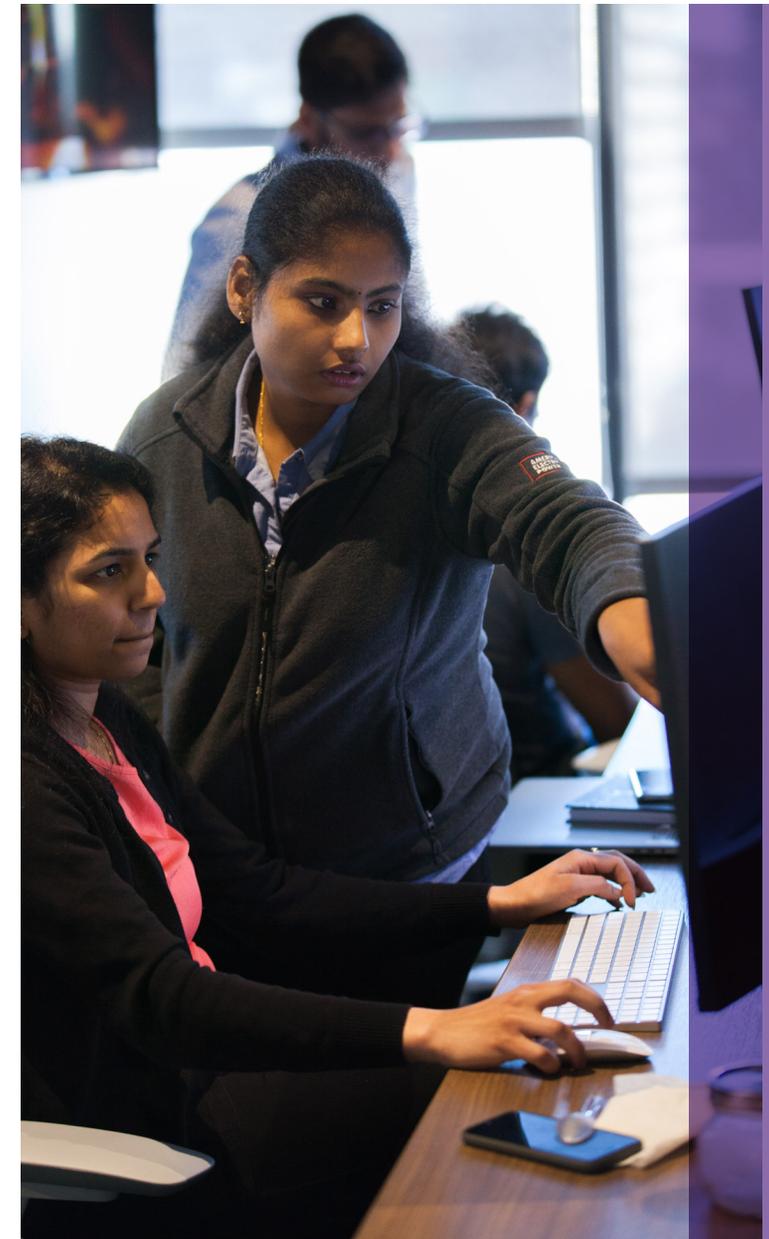


## WHAT TO DO

### Accurate Record Keeping

- > Be sure that the information you prepare, process and analyze:
  - is accurate;
  - is thorough;
  - complies with applicable laws, accounting principles and company policies;
- > Never falsify, try to hide or mischaracterize an AEP record;
- > Never attempt to bypass any company procedure or control, even if you think it would be harmless or save time;
- > Always cooperate with our external and internal auditors/investigators;
- > Be familiar with and follow company policies and procedures regarding business records, including requirements to keep and delete or discard business records (see section 5.7);
- > Never destroy records to avoid disclosure in legal proceedings or investigations, and comply with any notice from the AEP Legal that requires you to retain records.

**AEP Concerns Line:**  
**1-800-750-5001**





1.0 PRINCIPLES OF BUSINESS CONDUCT OVERVIEW

2.0 BUILDING THE RIGHT WORK CULTURE

3.0 OUR RELATIONSHIPS

4.0 OUR ASSETS

5.0 SECURITY

6.0 OUR IMAGE

7.0 REPORTING CONCERNS

## 4.2 INSIDER INFORMATION & TRADING ACTIVITIES

AEP's stock is registered with the Securities and Exchange Commission, which allows the securities to be traded publicly. This right imposes an obligation on the company to support the integrity of the market.

Insider trading is the trading of company stock based on insider information and is strictly prohibited. Insider information includes material non-public information that an employee, or an agent, vendor, contractor or consultant, learns through his or her employment.

An employee cannot buy or sell any company stock based upon material non-public AEP information until after the public has received the information and the stock market has time to react to it.

Employees must not disclose insider information to others, including family, friends and acquaintances. Persons who trade AEP stock based on insider information may subject themselves, and/or the employee who provided that information to criminal and/or civil action, regardless of whether the employee benefits from the transaction. All employees should refer to [AEP's Insider Trading Policy](#) for more information.





**Q:** Due to my job responsibilities, I often have access to earnings information before it is released. If someone asks me how the numbers look before the SEC filing, is it OK to provide them a general indication of the earnings?

**A:** No, any type of disclosure of material non-public information including estimates or other types of tipoffs is prohibited. Material non-public information should be discussed only among employees who have a need to know in order to complete their job responsibilities and who understand the insider trading rules.

**Q:** My family and friends sometimes ask me how AEP is doing and if they should buy our stock. I feel the company is doing well, and I am proud to work for AEP, so I recommend that they buy it, is this a problem?

**A:** It is great to be proud of our accomplishments. To avoid any potential problems, it would be best to refer them to the Investors tab on AEP.com, where there are presentations and other investor-related materials for their review.



## TELL ME MORE

Examples of what could be considered material non-public information include:

- > Judicial or regulatory decisions;
- > Dividend declarations;
- > Plans to issue or buyback securities;
- > Earnings announcements;
- > Pending acquisitions or mergers;
- > Joint venture and contract negotiations.

### What's In Bounds

- > Protecting company inside information from those who do not have a need to know;
- > Adhering to SEC regulations and company policy for buying or selling AEP stock.

### What's Out of Bounds

- > Discussing inside information in public places;
- > Using or sharing inside information for personal gain;
- > Trading in the securities of AEP when you have material non-public information that has not yet been released to the public.



## 4.3 APPROPRIATE USE OF COMPANY ASSETS & RECORDS

**AEP has entrusted you with the tools and resources you need to perform your job.**

Limited personal use of certain company-owned assets is permissible. For example:

- > You may make occasional personal phone calls;
- > Using the internet to check the current news, provided that use is neither excessive or interferes with your job;
- > Using the company vehicle to pick up lunch while heading to the job site.

Employees should neither perform, nor be directed to perform, personal work while on company time. Examples include:

- > Doing personal grocery shopping while picking up company mail;
- > Directing a subordinate to pick up your personal vehicle from the repair shop;
- > Picking up a payment from your rental property.

**You should never use company-owned assets for outside personal business purposes.**

Occasionally, you may be asked to perform work on behalf of AEP as part of a public service or charitable function. This may involve using company tools, equipment, vehicles or time. Examples may include:

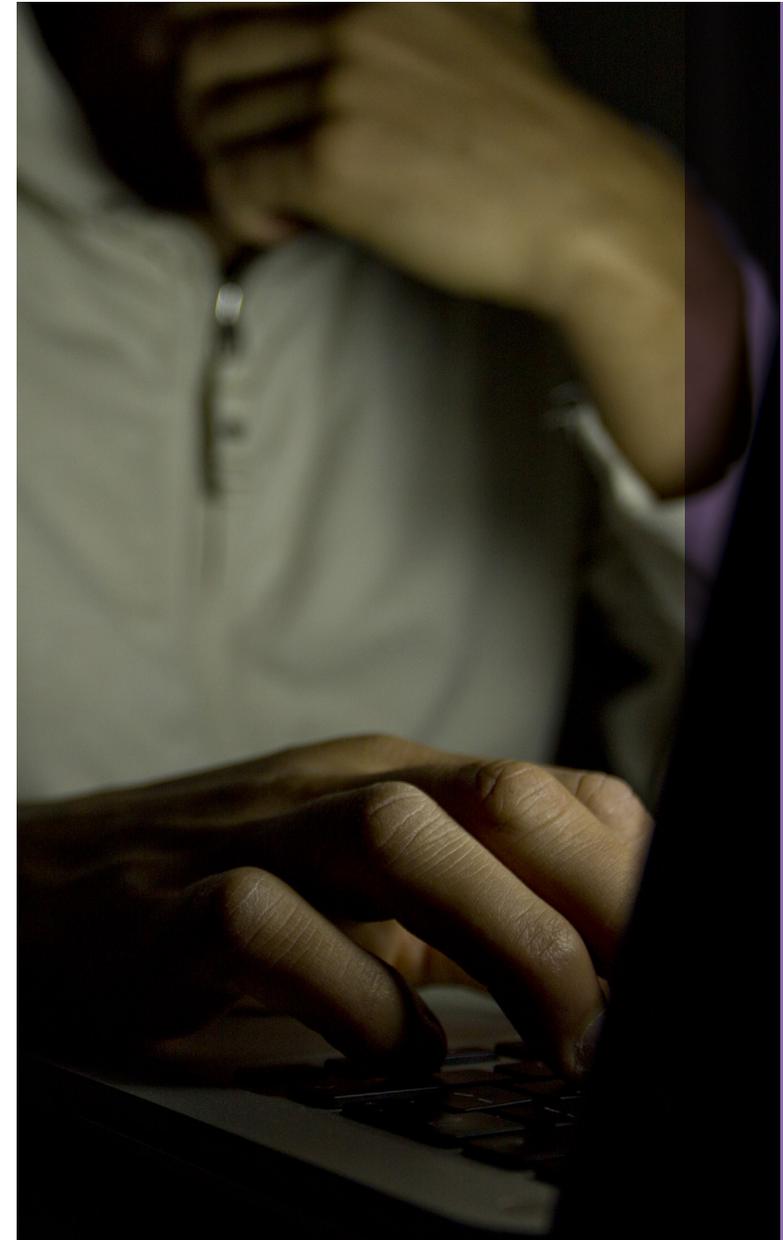
- > Installing lighting at a Little League baseball field;
- > Using your company computer to present a slideshow at a United Way meeting;
- > Please be sure to fully disclose this activity and obtain prior approval from your manager.



**You may never use AEP's assets or the AEP network to view, send, store or print pornographic or similarly offensive material.**

- > This policy covers pornographic or similarly offensive materials containing racial, ethnic, religious or sexist slurs or epithets;
- > Any employee found to have violated this policy will be subject to disciplinary action, up to and including termination on the first offense;
- > AEP monitors activity on company-owned assets and across AEP's networks; Including but not limited to:
  - emails;
  - text messages;
  - cellphone usage;
  - visits to websites;
  - downloaded apps;
  - any personal device connected to AEP's network.

For more information or questions, please review [AEP's Prohibition Against Pornography and Offensive Material Policy](#).





## 4.4 FRAUD

Fraud is the false representation or concealment of a material fact with the intent of personal gain and/or improving the company's image or standing.

Fraud also includes intentionally preparing or submitting financial statements that could make the company look better even if there is no direct benefit to the employee.

Examples of fraudulent actions:

- › Forgery or alteration of any document or account belonging to the company;
- › Forgery or alteration of a check, bank draft or any other financial document;
- › False representation of facts to allow misappropriation of funds, securities, supplies or other assets;
- › Impropriety in the handling or reporting of money or financial transactions;
- › Profiting from insider knowledge or company activities;
- › Intentionally disclosing confidential and proprietary information or falsifying information to outside parties.

**Any employee who is witness to suspected fraud is responsible for immediately reporting it to an appropriate member of management, Audit Services, Human Resources or Ethics & Compliance.**



### DID YOU KNOW

**Some common examples of fraud include:**

- › Misrepresentation of health insurance data;
- › Misuse of corporate credit/fuel cards;
- › Theft or unauthorized use of company-wide assets, including office supplies and tools;
- › Falsification of time sheets, which includes misrepresentation of overtime or sick time.



# SECURITY

- [5.1 DIGITAL IDENTITY & PHYSICAL SECURITY](#)
- [5.2 PRIVACY \(CONFIDENTIAL INFORMATION and PII\)](#)
- [5.3 CYBERSECURITY INTELLIGENCE & DEFENSE](#)
- [5.4 PHISHING](#)
- [5.5 CRITICAL INFRASTRUCTURE PROTECTIONS](#)
- [5.6 INTELLECTUAL PROPERTY](#)
- [5.7 ENTERPRISE CONTENT MANAGEMENT](#)



## 5.1 DIGITAL IDENTITY & PHYSICAL SECURITY

The Digital Identity and Physical Security organization is responsible for the physical security of AEP employees and assets. This team maintains the corporate facility access control system, manages the AEP network and ensures compliance with physical security policies and regulations.

### Mandatory Self-Reporting

AEP requires that within 24 hours of an event, employees will report to their immediate supervisor and/or their local Human Resources representative the following:

- > An arrest, charge, indictment or conviction of a felony or misdemeanor criminal charge (except minor traffic offenses that will not result in incarceration);
- > Service of a protection order or restraining order when the employee is listed as the subject of the protection or restraining order.

**REPORT SECURITY INCIDENTS TO AEP SECURITY EITHER ONLINE OR BY CALLING:**

**Security Hotline**  
**1.866.747.5845**

**7 days**  
**a week**

**Audinet**  
**8.200.1337**

**Available 24 hours**



## 5.2 PRIVACY

### Confidential Information

AEP values security and data privacy. Employees are AEP's most important tool to assure data security. All employees with access to AEP funds, property or information have a responsibility to manage them with the highest level of integrity and to avoid any misuse of these assets. Every precaution should be taken to prevent passing information to unauthorized persons, both inside or outside of AEP, particularly in those areas where confidential information and technologies play a major role in business strategy.

### Personally Identifiable Information

AEP recognizes the importance of having effective and meaningful privacy protections in place when it collects, uses, retains, discloses and/or destroys Personally Identifiable Information ("PII"). These protections are necessary to ensure AEP's compliance with privacy laws and to ensure the compliance of contractors, agents and customers who may furnish PII to AEP.

AEP applies protective measures when handling PII under its control or in its possession. AEP has a [PII Data Privacy Protection Policy](#) that establishes privacy standards applicable to PII throughout AEP. AEP also complies with local and state privacy and data protection laws or regulations.



### TELL ME MORE

#### What is considered confidential information?

- > Engineering and other technical data;
- > Financial data, including actual and projected earnings and sales figures;
- > Planned new services and products;
- > Advertising and marketing programs;
- > Actual and proposed business plans and strategies;
- > Customer and supplier lists and information, including contract provisions and pricing;
- > Capital investment plans;
- > Product configuration, component specifications, logic diagrams and technical drawings;
- > Test data;
- > Trade secrets, including methods, programs and processes;
- > Employee information, including personal information, compensation data and organizational charts.



## WHAT TO DO

- > Know and comply with all applicable privacy and data protection laws, policies and procedures that apply to your job;
- > Respect and maintain the confidentiality and security of personal information collected by or for the company at all times;
- > Never collect or attempt to access personal information about employees, customers or business partners that you do not need to do your job, and never keep such information longer than it is needed.



**Q: I am moving offices and have some old documents and binders that I need to discard. I assume I can put it all in the big dumpster bin that Workplace Services will bring?**

**A:** If you have documents that contain PII, you will need to shred those in your local shredder or request a secure shredder bin from [Workplace Services](#).



## TELL ME MORE

### What is PII?

An individual's first name or initial with the last name, plus any one of the following:

- > Social Security number;
- > Driver's license number;
- > State or federal government issued ID number;
- > Passport number;
- > Biometric data (including but not limited to fingerprint, DNA, voiceprint or retinal scan);
- > Personal credit card number;
- > Bank account or debit card number, along with any required security information or password required for access.

### What is not PII?

- > Customer account numbers;
- > Corporate credit card information;
- > Another corporation's bank account number;
- > Birth date;
- > Employee number;
- > Last four digits of a Social Security Number.



## 5.3 CYBERSECURITY INTELLIGENCE & DEFENSE

Cybersecurity Intelligence and Defense has responsibility for monitoring, managing, mitigating, investigating, responding, and reporting cybersecurity risks, threats, and cyberattacks against the AEP enterprise. The Cybersecurity Intelligence and Defense team protects AEP's endpoints, users, and systems from a wide array of cyber threats.

These cyber threat protections are accomplished by performing security data analytics; analyzing threat intelligence; managing enterprise network security technologies; administering multi-factor authentication technologies; and performing forensics and electronic discovery in support of Human Resources, Ethics & Compliance and AEP Legal investigations.

The Cybersecurity Intelligence and Defense team is home to the 24x7x365 Cybersecurity Desk and is responsible for leading all cybersecurity incident response activities for AEP.

## 5.4 PHISHING

### How to recognize and avoid phishing:

1. Consider all external emails containing attachments or links as potential risks.
2. External emails will always contain the word "External" in the subject line. A brightly colored banner is also added to the top of the content area of most external emails.
3. DO NOT open attachments or click on links from untrusted or questionable sources.
4. If an email is suspicious, click the Report to Incidents button in your Outlook Ribbon to forward the email to [incidents@aep.com](mailto:incidents@aep.com) for review.
5. The Report to Incidents button is not yet available for mobile device users, and any suspicious emails should be forwarded to [incidents@aep.com](mailto:incidents@aep.com).



## READ & THINK **BEFORE YOU CLICK**

### Watch for:

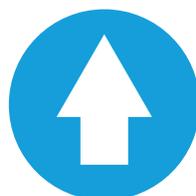
- > Misspellings and poor grammar;
- > Messages that don't seem quite right;
- > Unsolicited emails.

### Ask Yourself:

- > Was I expecting this message?
- > Does this email make sense?
- > Am I being pushed to act quickly?
- > Does this seem too good to be true?
- > What if this is a phishing email?

### Three Primary Phishing Threats

1. Malicious links
  - direct you to imposter websites that steal your information and infect your device with malware;
2. Malicious attachments
  - compromise your computer;
3. Requests for sensitive data
  - prompt you to fill in user IDs, passwords, financial information, etc, which is then stolen.



## SERIES OF **ESCALATION**

In an effort to protect AEP from malicious cyber threats, AEP will require all staff (both employees and contractors) to participate in an ongoing Phishing Awareness program. All employees should review the [Email Phishing Accountability Policy](#).

Staff that “fail” a Phishing Awareness email test by clicking on embedded links, opening included attachments and/or forwarding the test email outside of AEP will be subject to a series of training and manager intervention steps (subject to existing labor contracts).



## 5.5 CRITICAL INFRASTRUCTURE PROTECTIONS

You have a role to play to ensure the security of your co-workers and AEP's assets. The role can vary from keeping your computer password secure to reporting suspicious persons on or around AEP property. That role has grown to include being cautious about how you post both personal and company-related information on social media.

AEP is subject to the North American Electric Reliability Corporation Critical Infrastructure Protection (NERC CIP) Standards. The standards include extensive requirements for securing utility infrastructure and implementing specific information management policies.

Government regulations require AEP to report any sabotage events. Because sabotage is difficult to determine, all employees and contractors should report any suspicious events to Security. The Physical and Cybersecurity teams will investigate to determine if sabotage has occurred.

For additional information or questions, visit online at [Security](#) or [NERC CIP Standards](#).



### DO YOUR PART

- > Keep personal and AEP items properly secured, and lock your desk when unattended;
- > When traveling, secure laptops and other valuables in an area of your vehicle that is not visible;
- > Always lock unattended vehicles;
- > Always password-lock your computer when away from your desk.



### DID YOU KNOW

If you work in or have access to a NERC CIP-designated location, you are required to comply with these stringent security standards:

- > Enter a NERC CIP-restricted area only if you are certain that you have approved unescorted access;
- > If you enter with an escort, you must log in and out every time you enter or leave that location;
- > If you are escorting an individual into a NERC CIP restricted area, know your responsibilities;
- > When in doubt, call the Security Hotline at 1-866-747-5845 (Audinet 8-200-1337).



## 5.6 INTELLECTUAL PROPERTY

You must safeguard AEP's confidential and proprietary information, trade secrets and other intellectual property, which includes copyrights, trademarks and patents.

Employees must not disclose any information that might compromise proprietary technologies or trade secrets to any unauthorized persons. You also must take reasonable precaution against inadvertently disclosing this information to anyone not authorized to have it.

Just as we expect our intellectual property rights to be protected, we will respect the intellectual property rights of others. You may not intercept, duplicate or gain the intellectual property of others through any means, unless given permission by the intellectual property right holder. Additionally, confidential information provided from outside sources may not be shared until approved by the [AEP Legal](#).



### DID YOU KNOW

**AEP has ownership rights to the inventions, knowledge and employee work products – collectively known as intellectual property – developed in the course of employees' work, on company time and using AEP assets and facilities. AEP will establish and protect its right to such intellectual property.**



## 5.7 ENTERPRISE CONTENT MANAGEMENT

Laws, regulations and AEP policies dictate which records must be retained, how they are handled and how long they must be kept. A consistent approach to records management helps us mitigate risk. [AEP's Records Retention Manual](#) also outlines how records are to be classified and handled according to the [AEP's Security Data Classification Guidelines](#).

In addition, some records may be subject to a litigation hold. These may include requests from a government agency, private individual, or corporation as part of a legal proceeding, or the request may be for records that are relevant to pending or anticipated litigation. AEP Legal will advise you on the need to preserve documents and records. A legal hold supersedes any retention requirement specified in our record retention policies. If you have questions regarding the disposition of a particular document, please contact [AEP Legal](#).



### DID YOU KNOW

**Upon ending your employment at AEP, whether through retirement, resignation, or termination, please remember the following:**

- > Mass data transfers and removable disk transfers are monitored by IT Security;
- > DO NOT use an unauthorized removable disk or any similar item to download your workstation or server contents;
- > If you have personal information on your workstation such as photos or documents, contact Ethics & Compliance prior to removal to get authorization.



1.0 PRINCIPLES OF BUSINESS CONDUCT OVERVIEW

2.0 BUILDING THE RIGHT WORK CULTURE

3.0 OUR RELATIONSHIPS

4.0 OUR ASSETS

5.0 SECURITY

6.0 OUR IMAGE

7.0 REPORTING CONCERNS



# OUR IMAGE

6.1 PUBLIC COMMUNICATIONS

6.2 SOCIAL MEDIA

6.3 POLITICAL PARTICIPATION

6.4 SUSTAINABILITY



## 6.1 PUBLIC COMMUNICATIONS

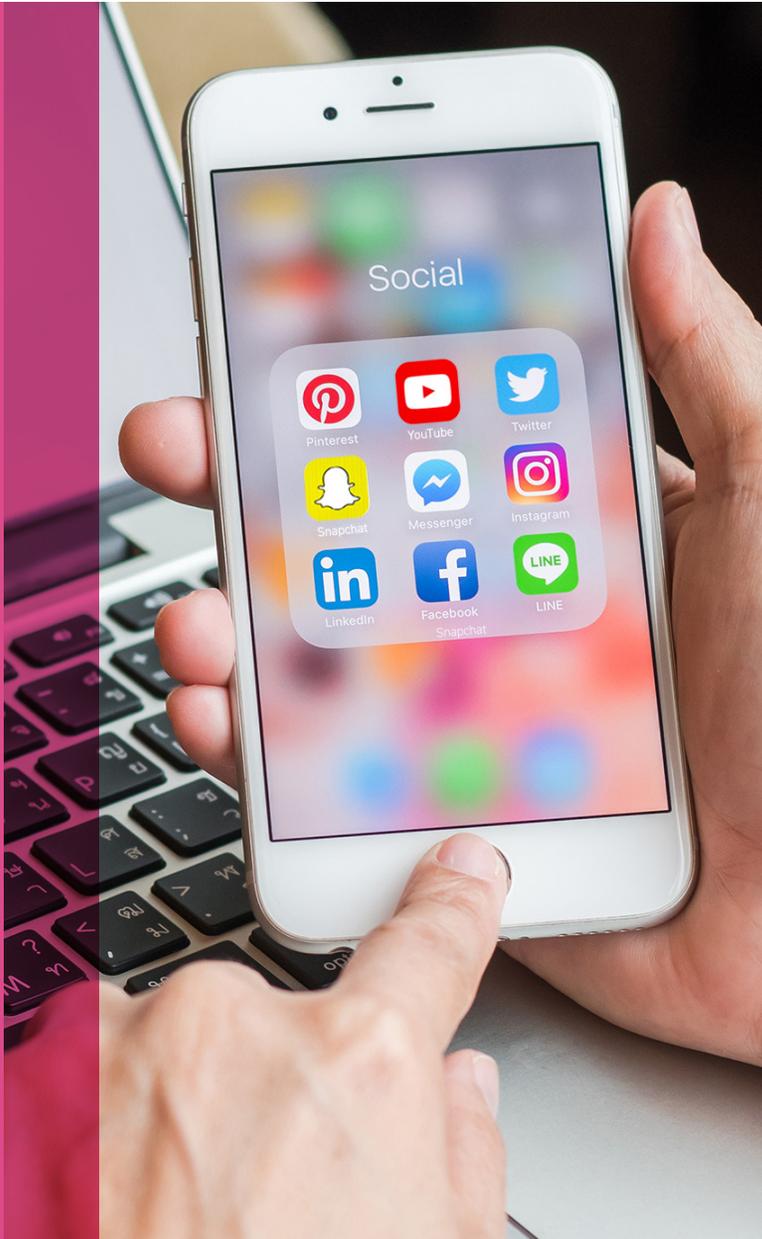
AEP is frequently the subject of print and electronic media coverage. AEP's Communications & Marketing staff assists reporters from regional, national and international publications as they work on stories about issues and developments that are of importance to the company.

Contact [Communications & Marketing](#) for assistance on media issues.



### DID YOU KNOW

- > If you receive a request from the news media to do an interview or respond to an issue on behalf of the company, please refer the request to Communications & Marketing;
- > In situations where an immediate comment is required in the interest of public safety, AEP employees should feel free to comment to the extent necessary on matters within their areas of expertise. In such cases, they should inform Communications & Marketing of their media contact as soon as possible.



## 6.2 SOCIAL MEDIA

This policy covers the communications of all AEP employees and contractors, on all social media, during work and non-working hours, on Company-issued and personal cellular and computing equipment.

AEP recognizes the importance of social media to inform and shape thinking about the Company, its brands, products and services, and Company-sponsored events.

AEP also recognizes that social media is a communication tool frequently utilized by employees.

All employees are expected to review and understand the [Social Media Policy](#).

**If you wouldn't say it to your supervisor or CEO face-to-face, you probably shouldn't say it on social media.**



### **Treat others with respect.**

Treat past and present co-workers, supervisors, suppliers, customers, AEP and yourself with respect. Do not post material or comments about AEP employees, vendors, suppliers or customers that are offensive, demeaning, inappropriate, obscene, pornographic, inappropriate, bullying, harassing, discriminatory, threatening, violent or abusive.

### **Be Aware: Private things are not private.**

Many times things that you publish can be seen or found by others, despite privacy settings. Consider everything you post online as potentially viewable by anyone.

### **Be Authentic: Make it clear that the views expressed are yours.**

Remember, nothing damages an individual's online reputation more than misrepresentation. Also, make sure your profiles are consistent with how you present yourself to your co-workers, clients and customers.

### **Only approved spokespeople can speak on behalf of AEP.**

Do not portray yourself as a spokesperson or even an unofficial spokesperson on issues relating to the company. Only individuals who have been granted specific permission to comment on and/or otherwise contribute to social media for business purposes are "Authorized Digital Spokespersons".

Contact: Melissa McHenry at [mamchenry@aep.com](mailto:mamchenry@aep.com) or 614/716-1120 if you think an official AEP response may be required for something you see on social media.

### **Be Careful: What you share and how you share it.**

Refrain from using comments that are demeaning, inflammatory or offensive. If you make a mistake, be the first person to correct it.

### **Respect confidentiality.**

It is good business practice for companies and individuals to keep certain topics confidential. NEVER disclose any of AEP's confidential and undisclosed business information, personal employee information or the confidential and undisclosed business information of suppliers and others with whom AEP does business.

### **Respect copyrights and fair use.**

Always make sure to give proper credit where it is due and be sure you have the right to use a piece of information before you publish it.

**AEP employees are expected to abide by AEP's guiding principles with regard to interaction on social media.**



## TELL ME MORE

- › Remember that you are responsible for the content you publish on any medium;
- › Refrain from using comments that are demeaning, inflammatory or offensive;
- › Consider your audience before you post something;
- › Make sure your profiles are consistent with how you present yourself to your co-workers and customers;
- › Never discuss, in social media, the employment status of a fellow employee or contractor, customer accounts, or contracts with AEP vendors;
- › Respect copyrights and fair use.



## DID YOU KNOW

### Authorized Digital Spokespersons

- › Any page or other social media presence intended to officially represent AEP (or any of its subsidiaries, projects or programs) must be approved by the Social Media Manager;
- › Individuals who have been granted specific permission to comment on and/or otherwise contribute to social media on behalf of AEP for business purposes are Authorized Digital Spokespersons;
- › If you are not an Authorized Digital Spokesperson, you may not comment or make statements on behalf of AEP on social media.





## 6.3 POLITICAL ENGAGEMENT

Our industry is undergoing fundamental transformation driven by a number of factors, including new public policies.

To meet our customers' evolving expectations, we sometimes must work to reshape the regulatory and legislative framework in which we exist. To do this, AEP is active in the policy making and political process through routine, constructive engagement with government officials, policymakers and stakeholder groups.

AEP exceeds the basic legal requirements to maintain transparency in its interactions with policymakers and political or advocacy organizations.

- > For the benefit of all stakeholders, AEP actively participates in the political process and in lobbying activities at the national, state and local levels, where allowed to by law;
- > Where permitted by law, AEP may contribute corporate funds to state and local candidates, parties, committees, ballot measures and political organizations that are generally supportive of our business interests and aligned with our core values;
- > No contribution will be given in anticipation of, in recognition of, or in return for any official act, and all corporate political contributions are disclosed.

### Use of Corporate Resources

In order to guard against any inadvertent in-kind Corporate Political Contributions, the use of corporate resources in connection with Political Activities, such as fundraising and campaigning, in those jurisdictions that allow such in-kind contributions, shall be reviewed and approved under the [Political Engagement Policy](#). Any events that are Political Activities and that use corporate resources must be



precleared by AEP Legal before the event is planned. Please note if a non-AEP entity, including any AEP PAC, utilizes any AEP space for a Political Activity event, it must pay AEP in advance for the space and any services (including food service) and goods to be provided.

### **Disclosure**

AEP is committed to transparency in its Political Activities. The company discloses its Corporate Political Contributions in accordance with applicable laws and regulations. In addition, AEP voluntarily discloses activities subject to this policy through our website and our Corporate Accountability Report, to provide customers, stakeholders, and shareholders additional information about our participation in the political process on an annual basis.

### **Oversight**

Every Corporate Political Contribution must be approved by AEP Legal and AEP Executive Management.

### **Compliance**

AEP has established strict internal policies, processes and compliance measures to ensure adherence to legal and regulatory requirements.

### **Political Participation**

You are encouraged to participate in political civic duties as long as you are able to meet the responsibilities of your job at AEP and no conflicts of interest exist. We support our employees' rights to support political causes and candidates, as long as it is done in a lawful, peaceful and respectful manner.

### **Employee Officeholders**

Employees seeking political office, either by appointment or election, must be sensitive to potential conflicts of interest and must disclose the position in the annual conflict of interest disclosure. The political office must not interfere with your ability to do your job at AEP. The employee officeholder should make it clear that his or her opinions are their own and not those of the company unless the employee is serving on an appointed or elected Board as an official representative of AEP. AEP expects employee officeholders to act in the public interest – whether or not those decisions affect AEP.

### **Political Attire**

AEP is committed to an inclusive and diverse work environment, one that is free of harassment and discrimination. To support this effort we ask employees to refrain from workplace expressions including attire, signage or electronic messages, that could be viewed as campaigning for any individual candidate and/or political party.



## TELL ME MORE

What is the definition of a Government Official under the Political Engagement Policy?

- › Any official, officer, employee or representative of, or any person acting in an official capacity for or on behalf of, any governmental entity (including federal, state, local, or municipal government department or agency), whether elected, appointed, retained or otherwise employed, when that individual's role or position involves oversight of or influence over AEP's interests;
- › Any political party or party official or candidate for political office;
- › Any company, business, enterprise or other entity owned, in whole or in part, or controlled by any person described above.



## WHAT WOULD YOU DO

Marsha has been working with a senior state commission member on a rate case. One day, the commission member tells Marsha that his daughter is graduating with a degree in engineering. He wonders – can Marsha help get his daughter's foot in the door at AEP after graduation?



### Q: What should she do?

### A:

Marsha should thank the commission staff member for his interest on behalf of his daughter and AEP. She should encourage him to tell his daughter to check out the career section at AEP.com.



## WHAT WOULD YOU DO

The local school district has a levy on the ballot this November. The plant has always been a big supporter of the school in various ways and many of the plant employees have children in the district. The plant manager wants to contribute company money to the school levy.

**Q:** Can she?

**A:**

A school levy is a “ballot issue” and so the contribution would be a Corporate Political Contribution; as such, it must have AEP Legal and management approval before it can be made.



## DID YOU KNOW

AEP discloses contributions of corporate funds or in-kind services by AEP to Social Welfare Organizations in accordance with the Political Engagement Policy. These contributions must be approved by AEP Legal and executive management.

“Social Welfare Organization” means a social welfare organization operating under section 501(c)(4) of the Internal Revenue Code.

Examples of Social Welfare Organizations:

- > MoveOn.org
- > Americans for the Arts Action Fund
- > Civics Clubs such as Lions/Rotary
- > Volunteer Fire Departments
- > Miss American Organization



1.0 PRINCIPLES OF BUSINESS CONDUCT OVERVIEW

2.0 BUILDING THE RIGHT WORK CULTURE

3.0 OUR RELATIONSHIPS

4.0 OUR ASSETS

5.0 SECURITY

6.0 OUR IMAGE

7.0 REPORTING CONCERNS



## 6.4 SUSTAINABILITY

Our strategy for a sustainable future is to ensure the production and delivery of energy serves as an enabler of positive social and economic change for our customers, employees and communities as we collaboratively shape our future. We are grounded by our culture of safety, continuous improvement and customer focus. We commit to aggressively support economic development, cultivate innovative solutions, champion education, and make smart infrastructure investments that power our communities and improve lives.

### WE ARE GUIDED BY THESE KEY FOCUS AREAS:

#### Transitioning to a Clean Energy Future

At AEP, our vision for a clean energy future is clear. We are taking actions, setting aggressive goals, investing in large-scale renewable energy and deploying new technologies to help accelerate the transition to a clean energy economy.

Our responsibility is to achieve this without compromising reliability, affordability, resilience, or the security of the electric power grid, while complying with all environmental laws and regulations.

#### Empowering Our Employees

At AEP, our people are critical to our success. Supporting our employees through a culture of engagement, mutual care, inclusiveness, and a commitment to Zero Harm serves as our foundation for growth and empowerment. We are committed to providing opportunities for all employees to advance and unlock the power



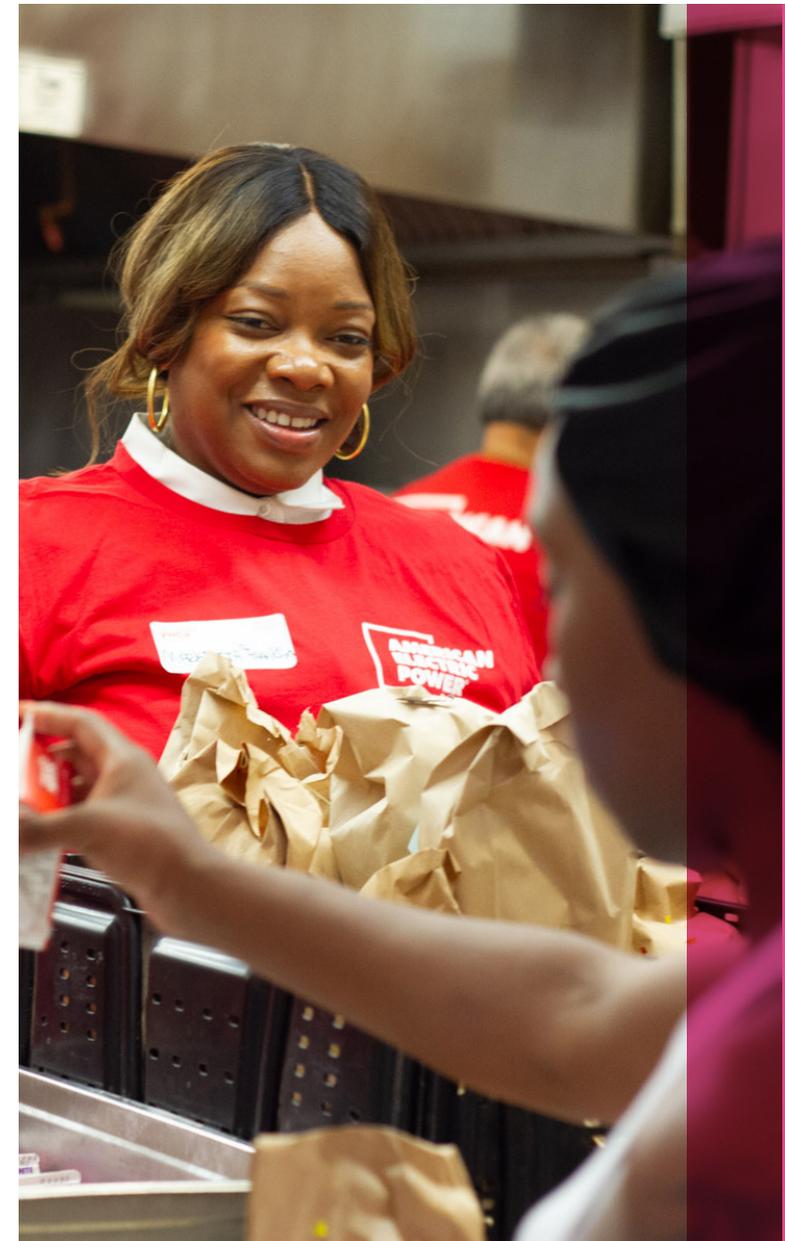
of perspectives to better serve our customers, drive innovation and generate sustainable growth for our company.

### Supporting Our Local Communities

Giving back to our communities is fundamental to our vision of powering a new and brighter future. Through volunteerism, corporate giving, and economic development, AEP proudly supports the vibrancy and resilience of the communities we serve — as an energy provider and as part of a system of community support.

### Enhancing the Customer Experience

At AEP, our goal is to provide world-class service while creating positive, lasting relationships with our customers. We are doing this by meeting our customers in the communication channel of their choice and making it easy to do business with us. We deliver innovative solutions and expertise to help our customers optimize their energy experience and achieve their clean energy goals.





1.0 PRINCIPLES OF  
BUSINESS CONDUCT  
OVERVIEW

2.0 BUILDING  
THE RIGHT WORK  
CULTURE

3.0 OUR  
RELATIONSHIPS

4.0 OUR  
ASSETS

5.0 SECURITY

6.0 OUR  
IMAGE

7.0 REPORTING  
CONCERNS



# REPORTING CONCERNS

[7.1 SHOULD I REPORT?](#)

[7.2 HOW DO I REPORT?](#)

[7.3 HOW DOES THE CONCERNS LINE WORK?](#)

[7.4 RETALIATION](#)



# 7.1 SHOULD I REPORT?

Deciding whether to report a concern can be a difficult decision for anyone.

Abusive behavior, such as bullying, harassment, discrimination



Suspected unlawful or criminal offenses like fraud, corruption, bribery or blackmail

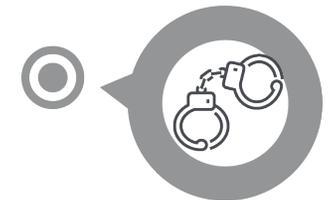


Improper conduct or unethical behavior such as altering or suppressing quality or safety test results

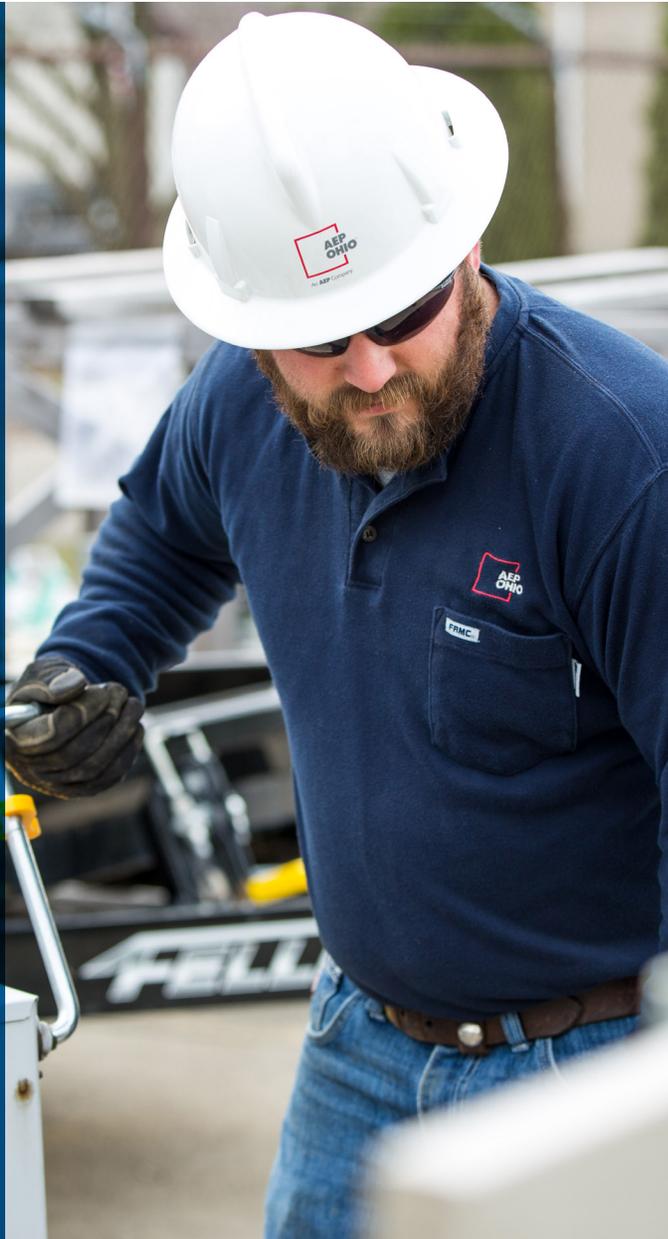


Failing to protect confidential information

## Common Examples of Reportable Activities



Unauthorized use or theft of our organization's property and resources



## 7.2 HOW DO I REPORT?

- > Call the Concerns Line toll free, 24 hours a day at 1-800-750-5001;
- > Contact Ethics & Compliance Office:
  - office phone: 614-716-6226;
  - address: 1 Riverside Plaza, Columbus, OH 43215;
- > Internet/Website: [www.aepconcernsline.com](http://www.aepconcernsline.com);
- > Report to management or Human Resources.

## 7.3 HOW DOES THE CONCERNS LINE WORK?

All calls to the AEP Concerns Line are answered by an independent, non-affiliated firm to ensure anonymity when desired by the reporter. The firm's representative documents the concern and may ask clarifying questions to ensure that the concern is completely understood. The information is then transmitted to Ethics & Compliance, and an investigation is conducted. Every effort is made to protect the reputation of those involved. At the conclusion of every investigation a response is provided to the reporter either directly or through the AEP Concerns Line website. If you have questions or are seeking guidance on ethical issues and do not require anonymity, you can contact Ethics & Compliance directly at 614-716-6226 or Audinet 8-200-6226.



## DID YOU KNOW

How does Ethics & Compliance (E&C) ensure anonymity?

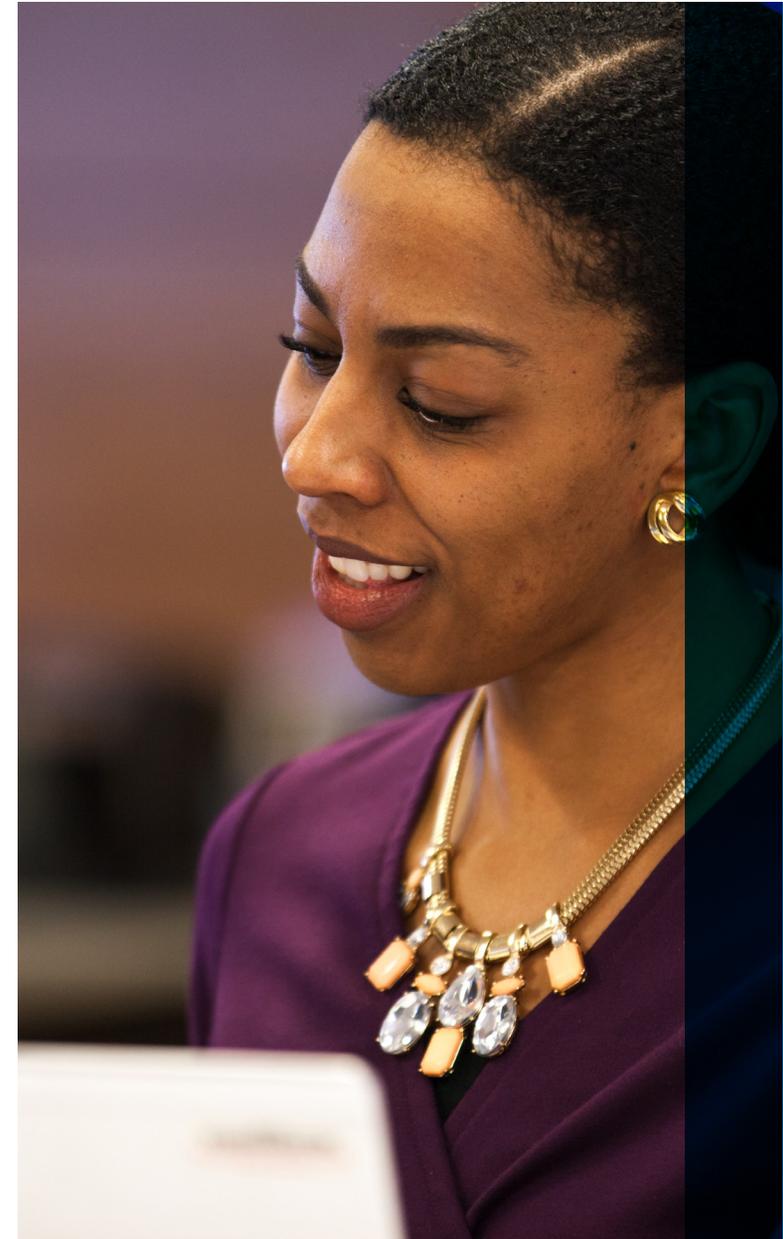
- > All calls to the AEP Concerns Line are answered by a third-party call center;
- > The vendor does not track phone numbers or record the conversation;
- > All calls and contacts are logged into a secure database that can be accessed only by E&C Staff;
- > All reporters create a unique password to access his/her case in the future;
- > It is the reporter's responsibility to log into the database to retrieve messages and requests from E&C.



# 7.4 RETALIATION

Employees, contractors, vendors and 3rd party suppliers who come forward with concerns play an important role in maintaining a healthy, respectful and productive workplace. Retaliation against an employee who reports an issue in good faith or raises a concern he or she believes to be true involving a violation of company policy, law or regulation is strictly prohibited.

Retaliation can take many forms, such as demotions, undesirable assignments, inappropriate performance ratings and termination of employment. Retaliation may also include verbal harassment, intimidation, threats of retaliation and any attempt to identify an anonymous AEP Concerns Line reporter. Be aware that retaliation can occur between management, employees, contractors, vendors and 3rd party suppliers as well as among employees themselves.



**THERE ARE MANY CHANNELS FOR**

## **REPORTING ACTIVITIES AND CONCERNS**



**Ethics &  
Compliance**  
**614.716.6226**



**Human  
Resources**



**Concerns Line**  
**1.800.750.5001**  
**[www.aepconcernsline.com](http://www.aepconcernsline.com)**



**Anonymous  
Report**



**Your Manager  
or a Manager  
in Another  
Department**

### **Office of the Chief Compliance Officer:**

**Gina Mazzei-Smith**

**614.716.2990**

**[gemazzei-smith@aep.com](mailto:gemazzei-smith@aep.com)**

### **Contact the Ethics & Compliance staff directly:**

**Stephanie Caudill**  
**614.716.2935**  
**[slcaudill@aep.com](mailto:slcaudill@aep.com)**

**Heather Fagadar**  
**614.716.3868**  
**[hjfagadar@aep.com](mailto:hjfagadar@aep.com)**

**Terry Waggener**  
**614.716.1690**  
**[tlwaggener@aep.com](mailto:tlwaggener@aep.com)**

**Donna Buckler**  
**614.716.3550**  
**[dkbuckler@aep.com](mailto:dkbuckler@aep.com)**

**Teresa McIntyre**  
**614.716.2961**  
**[tcmcintyre@aep.com](mailto:tcmcintyre@aep.com)**

**AEP Concerns Line:**

**1-800-750-5001**

[www.aepconcernsline.com](http://www.aepconcernsline.com)



BOUNDLESS ENERGY