



Addendum to Enbridge's 2013 Corporate Social Responsibility Report (with a focus on 2013 data)

Emergency Preparedness and Response Performance Data Sheet

This performance data sheet relates to the following Global Reporting Initiative (GRI G3.1) Environmental Performance Indicator:

- EN26 - Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation

Context

While our pipeline and system integrity initiatives contribute to reducing the risk of spills, leaks and releases and mitigating their impacts, these measures cannot completely eliminate risk. Therefore, we have comprehensive emergency preparedness and response and environmental mitigation plans in place to respond rapidly and completely if an emergency does occur.

Our target is 100 per cent safe operations of our systems and we are committed to preventing all incidents. To that end, we invest in equipment and emergency response supplies staged at strategic locations along our pipeline routes.

We also continually train our employees and contractors, and provide training to first responders in our areas of operation throughout North America to help prepare them should an incident occur. The training involves staging hundreds of drills, emergency exercises and equipment deployments each year involving federal, state, provincial and municipal agencies, and testing and refining our response plans so that we have the shared knowledge and experience to respond to any incident.

Our commitment to emergency preparedness and response also includes our work to ensure that the public is aware of our operations and can help us prevent third-party damage to our facilities from unauthorized excavation. Our public awareness work helps landowners, community members and first responders recognize and report incidents, and instructs them on how to stay safe if an incident occurs.

When we experience a spill, leak or release, our highest priority is the safety and protection of people and the environment. We develop plans for remediation and reclamation with the input of affected stakeholders and environmental regulators. We strive to address all regulator and stakeholder requirements, and to restore impacted areas to a state that is acceptable to the local community. We investigate each release to determine causes, and incorporate recommendations for prevention and improvement into our Integrity Management programs.

2013 Key Performance Areas

#1. Successfully roll-out and continue to operate the Enbridge Enterprise Emergency Response Team (E³RT), Enbridge Safe Community Program and Emergency Responder Education Program

The E³RT responds to large-scale emergency events anywhere in North America that would require more resources than a single Enbridge region or business unit could provide. Through our Safe Community Program, we provide grants to first responder organizations in our areas of operation. The Emergency Responder Education Program gives first responders a solid foundation in pipeline emergency response.

Management Approach and Background

We are enhancing our incident management capabilities throughout our company. Our aim is to consistently capture, report, and manage activities to resolve incidents and reduce the likelihood of a reoccurrence. Our integrated approach and use of common methodologies will enable us to better share information between our business units and benchmark our performance against other organizations.

In responding to spills and leaks of liquids products, our Liquids Pipelines business unit (LP) typically takes the following steps:

- Minimize environmental impact through containment
- Capture and safely remove the product from the environment, and take care to keep it from spreading to uncontaminated vegetation, water or soil
- Recover a high percentage of the product and inject it back into our pipelines
- Dispose of contaminated water, soil and vegetation at appropriate waste disposal facilities.
- Establish what needs to be removed based on a comprehensive clean-up plan, environmental testing and monitoring, physical inspection and guidance from government regulators
- Work closely with experts to minimize impacts on wildlife, and assist with the rehabilitation of animals that have come in contact with the product
- Develop and execute rehabilitation plans for water, soil and vegetation with the input of affected stakeholders and environmental regulators
- After determining the cause or causes of a spill or leak, implement corrective actions and apply lessons learned to our wider system and share our learnings with the pipeline industry

In responding to natural gas releases, our Gas Transportation business unit (GT) and Gas Distribution business unit (GD, including Enbridge Gas Distribution, EGD) typically take the following steps:

- Identify the location of the leak
- Ensure the safety of public, employees and the environment
- Isolate the leak
- Repair and verify the repair has corrected the problem
- Remediate
- Apply lessons learned and share learnings with the natural gas industry

Timely response to leaks is critical to ensuring the safety of the public. EGD set out to reduce its response time and, since June 2012, has maintained a 45-minute response rate more than 90 per cent of the time. Its previous response rate was 60 minutes. Also, proper coordination between EGD and external parties when responding to emergencies is critical to reducing the risk of damage and injury. First responder notification is now done every time damage occurs. Further, EGD is taking a risk-based approach to prioritize fire department training to focus on those departments that would benefit most from natural gas awareness training.

In 2013, we continued to improve our overall emergency preparedness and response capabilities, particularly with regard to:

- **Resourcing:** We have dedicated resources to support the creation and maintenance of an emergency plan. These resources include project support personnel and regional emergency response coordinators.
- **Programs:** We developed the Emergency & Security Management System (ESMS), which establishes accountabilities for the emergency management and asset security functions, details expectations of management, and describes how we will recognize, understand and manage our emergency preparedness and response and asset security risks.

- **Plans:** In August 2013, LP's U.S. operations introduced its new Integrated Contingency Plan (ICP). The ICP follows an industry-recognized format for response planning and is based on the Incident Command System (ICS), which promotes an integrated and coordinated response and is the common system used by first responders, the military and civil authorities across North America for responding to incidents. Our ICP received its five-year approval from the U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration (PHMSA) in July 2013. Enbridge's ICP is the first and only industry plan to undergo an extensive review process, which included the U.S. Environmental Protection Agency, the U.S. Coast Guard and Canada's National Energy Board. The ICP addresses the gaps identified in the U.S. National Transportation Safety Board report on our July 2010 Line 6B oil spill near Marshall, Michigan, and strengthens our emergency response capabilities to any incident that might occur on our pipelines.
- **Capability:** We continued placing emergency response equipment along our pipeline system, determining where to place it based on criteria such as targeted rapid response times.
- **Training and Exercises:** We provided ICS training to essentially all of the individuals across our company who could fill leadership and response roles during an incident.

Also in 2013, we rolled out, or continued operating, the following programs related to emergency preparedness and response:

- **Enbridge Enterprise Emergency Response Team (E³RT):** Through E³RT, employees throughout Enbridge's business units in Canada and the U.S. participate in regular emergency response exercises to test and improve our capacity to respond to large-scale emergency events. These exercises range from tabletop simulations, where employees discuss responses to various scenarios, to full-scale deployment drills with local emergency agencies, using equipment to practice recovery and clean-up in various terrains and on water, as applicable.
- **Enbridge Safe Community Program:** Maintaining strong relationships with emergency responders in our areas of operation throughout North America is a priority for us. One of our flagship community investment programs is our Safe Community Program, under which we provide grants to the first responders, police agencies, fire-fighters, emergency medical services and other related health providers who would respond to emergency situations in or near communities along our pipeline rights-of-way. The grants help eligible organizations acquire new safety-related equipment, obtain professional training and deliver safety education programs in their communities. Since the program's inception in 2002 through to the end of 2013, our Safe Community Program grants to first responder organizations in Canada and the U.S. have totaled approximately \$7 million.
- **Emergency Responder Education Program:** We rolled out the Enbridge and Vector Pipeline Emergency Responder Education Program in the U.S. in December 2012 to more than 8,000 emergency response agencies, and rolled it out in Canada in April 2013 to approximately 800 first response agencies. The online training program features 3-D, interactive graphics to help first responders visualize their response to pipeline incidents. Content includes the basics of natural gas and crude oil pipeline operations information, how to safely handle products transported by pipelines, pipeline emergency response tactics and pipeline emergency scenarios. The program material is based on Pipeline Emergencies, an industry-leading pipeline emergency response training program developed by the National Association of State Fire Marshals (NASFM) in the U.S. We adapted the NASFM materials to provide information specific to our pipelines. In 2013, we also rolled out an in-person outreach component of the program and developed a new training module that targets 911 dispatch centres covering the areas in which we operate and fire departments close to our pipelines and facilities.

For More Information

Please see Enbridge's December 2013 [Operational Reliability Review](#).