



# Our approach to safety and emergency response

**While our ultimate goal is to prevent all spills and releases, we're also committed to providing a comprehensive incident response at any point along our pipeline network. In the event of a leak, Enbridge personnel and contractors have robust and tested emergency response expertise, training, and equipment to ensure a quick and effective response.**

## How does Enbridge stay prepared for an incident?

In 2017, we participated in 365 drills, exercises, and equipment deployments across our company to boost our emergency response preparedness. We also do extensive research on the products we carry and how they would react and impact the environments along our rights-of-way in the unlikely event of a leak.

## Do you have an actual plan in the case of an emergency?

We regularly update our emergency response plans, which govern our response for all types of situations, and sharing them with local first responders.

## Do you invest in emergency response training?

Since 2012, Enbridge has invested more than \$80 million in equipment and training to improve our overall emergency preparedness and response capacity.

## Do you keep in touch with first responders?

We make in-person visits to municipal officials, first responders, HAZMAT crews, and 9-1-1 dispatchers—particularly those departments that are most likely to respond in the event of a pipeline emergency—to maintain relationships and review emergency preparedness information.

## A multi-faceted approach to safety

Enbridge's top priorities are the safety of people, protection of the environment, and the operational reliability of our pipeline systems.

Emergency response is just one component of our multi-faceted approach to pipeline and facility safety, which includes rigorous design and construction standards, robust pipeline maintenance, 24/7/365 system monitoring, inline inspections, and leak detection. We invest heavily each year in the tools, technologies, and strategies to keep our pipelines operating safely, reliably, and in an environmentally responsible manner.

## Responding quickly and effectively

Our state-of-the-art Pipeline Control Center provides continuous monitoring and control of our liquids pipelines across North America—24 hours a day, 365 days a year—using both human and automated resources.

In the unlikely event of a leak, Enbridge would rapidly dispatch a trained response team, including environmental crews who have a strong understanding of the products we transport.

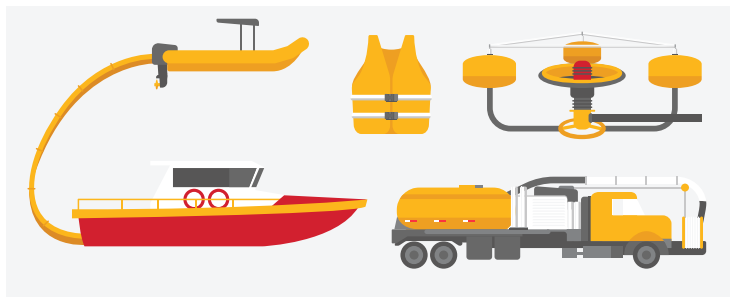
Under the oversight of federal and state/provincial agencies, Enbridge would then clean and restore the affected areas to avoid long-term impact to landowners, residents, and the environment.

## Maximizing our preparedness

We have tailored and detailed emergency response plans that govern our response for all types of situations. These plans consider all of the factors that influence the behavior and potential impact of a release including drinking water, flow of running water, air emissions, wildlife and animal livestock, and shoreline impacts.

Enbridge will update emergency response plans to capitalize on the best available prevention and response systems. We will collaborate with local municipalities and their emergency responders to ensure these plans meet local needs and concerns.

A quick and effective response is grounded in being prepared. Enbridge employees in the U.S. and Canada participate in regular emergency-response drills and simulations, many of them involving local first responder groups, to test and improve our preparedness procedures.



Since 2012, Enbridge has invested more than \$80 million in training and new response equipment, ranging from boom to boats, and deployed them across our systems to improve our overall emergency preparedness and response capacity.



Enbridge's full-scale emergency response drill at Devils Lake, North Dakota in January 2018 involved local, regional, Tribal and state emergency response organizations. The exercise involved practising oil containment and recovery, testing and deploying equipment, and educating first responders on pipeline emergencies in order to promote a safe, speedy and effective response.

## Online, interactive training

Enbridge's Emergency Responder Education Program, another facet of our public awareness outreach, offers free unlimited online training and pipeline emergency response tactics for first responders near our projects and operations. Over the past four years, through 2017, about 2,900 emergency responders and other interested parties in the U.S. and Canada have completed this training.

We've also expanded this program with a training module targeted specifically at 9-1-1 call center personnel, so that they are equipped, if necessary, to initiate a safe and effective response to a pipeline incident.

## Response resources in the region

Enbridge meets annually with first responders, including police, fire, and EMS, along the right-of-way to review Enbridge response procedures, and identify roles and responsibilities of external responders who would support Enbridge in the unlikely event of an incident.

Through our Safe Community grant program, we also sponsor emergency responder groups based near our pipelines and facilities to attend emergency response-focused conferences and expand their knowledge base.