



Safety

GRI: 103-1; 103-2; 103-3; 403-1; 403-2; 403-3; 403-5; 403-7; 403-8; 403-9; 403-10

At Enbridge, we are all responsible for safety. Safety is the foundation of everything we do and guides all our actions and commitments.

Business context and our approach

At Enbridge, safety is our top priority and a core value that shapes decision-making all the time, at every level. We are committed to keeping the public and the environment safe and ensuring every member of our team returns home safely at the end of every day. To meet our objectives, we must keep safety at the forefront of our thoughts and actions. We strive to build a robust safety culture involving every member of our team, based on a shared sense of ownership and vigilance.

Maintaining and continually improving upon our safety and reliability performance requires us to conduct our activities in a systematic, comprehensive and proactive manner that manages risks and prevents incidents across the lifecycle of our assets. We continuously evaluate and improve our personal and system safety procedures to reduce the risk of incidents.

While our goal is zero incidents, we've experienced incidents on our gas pipeline systems over the past two years that have impacted communities, including one that resulted in the death of a member of the public. These incidents are a stark reminder of the very real hazards we must manage in our business and why safety is our number one priority. We discuss our approach to incident prevention and our track record in the [Asset Integrity](#) chapter of this report.

We believe all injuries, incidents and occupational illnesses are preventable. In pursuit of our goal of zero incidents, we hold ourselves accountable for achieving these performance objectives:

- Improving our safety performance and targeting a continuous improvement in our total recordable incident frequency for our employees and contractors
- Sustaining an incident frequency rate below industry average

Our actions

Our culture of safety begins with leadership and a governance framework that sets the standard for rigor, discipline and accountability required to improve safety performance.

We have a Board-level Safety and Reliability Committee and an Operations and Integrity Committee, chaired by our CEO with a membership reflecting senior executives from all business units. Supporting these committees is the Safety and Reliability Governance Team, which has accountability for the overall corporate direction, policy, standards and objectives to ensure operational reliability is achieved across Enbridge. At the business unit level we have Joint Business Unit Councils to provide enterprise-wide collaboration, alignment and strategic direction on safety and reliability matters.

On an annual basis, senior management sets detailed performance metrics at the business unit level related to safety and reliability. We directly link safety performance to leadership compensation through incentives, rewarding effective and proactive safety behaviors and excellent safety performance.

To support our actions to sustain a robust safety culture, in 2019, we completed the centralization of the safety functions by incorporating the Gas Utility (GDS) and Renewable Power Generation business units. This involved moving safety

professionals previously embedded in the business units into a larger, centralized team and establishing a new centralized governance structure and approach to safety across the Company. All business units are now supported by the centralized Safety and Reliability team, completing the effort initiated following Enbridge's merger with Spectra Energy in 2017. This centralized function has allowed for an improved line of sight to safety throughout Enbridge, which increased efficiencies and the expansion of safety best practices.

“ Safety is not something that can be prescribed or controlled through process alone. It relies on a culture that is nurtured from the top. Our safety culture inspires people to take ownership, not only for their personal safety, but also for the safety of others. ”



Brianne Metzger-Doran,
Vice President, Safety & Reliability

Safety and Reliability Policy

Enbridge's [Safety and Reliability Policy](#) represents our overarching commitment and is an umbrella policy which wraps around policies related to individual, mandatory management programs. We operationalize our governance of safety through our MSS, which supports us in assessing and mitigating risk, as well as designing and implementing programs that ensure effectiveness. The MSS sets enterprise-wide minimum safety and reliability requirements, including risk management and system safety, and guides implementation of the programs across all business units. This structure allows us to direct the application of our systematic risk management – good design principles, engineering and operating practices – throughout the Company.

Safety culture

Creating and maintaining a positive safety culture is an essential part of operating safely.



The success of our safety and reliability programs is a measure of both our competence in executing the policies, procedures and processes defined through regulatory and business requirements; and our overall commitment to working and operating safely, with thoughtful intention as defined by our values, beliefs and norms.

2019 was the start of our three-year Safety Culture Strategy defined primarily by tactics focused on supporting education and awareness events and assessment and improvement activities.

Safety culture in practice

Our leaders are responsible for developing and supporting improved safety performance and a positive safety culture, as well as for demonstrating and exercising safety leadership. In addition, all workforce personnel (employees and contractors) have a role in helping us sustain our strong safety culture, including the responsibility for reporting hazards, potential hazards and incidents.

In 2019, we implemented our Enterprise Safety Culture Framework, which works in partnership with our MSS in achieving safety excellence. The framework provides a structured approach to building an industry-leading safety culture. The framework is built on a foundation of traits, attributes and characteristics that articulate our desired safety culture and is being implemented through three strategic priorities, focused on education, assessments and ongoing monitoring of our progress.



Leadership

How management at all levels of the organization promote and reinforce safety as a core value.



Ownership

How individuals are empowered, take personal responsibility and are held accountable for managing risk.



Vigilance

How the organization anticipates, senses and learns from risk.



Resilience

How the organization manages risk and the strategies to respond under pressure.

Our Safety Culture Framework has three strategic priorities:

- Creating a model that defines the traits, attributes and characteristics of a healthy safety culture that enhances overall Safety and Reliability
- Communicating with, educating, and developing our highly capable people to influence and improve our safety culture
- Measuring and monitoring our safety culture across all areas of the business to continuously improving in and uphold our value of safety

Our well-established safety principles and Lifesaving Rules serve as important touchstones of our safety culture. These programs have helped sharpen our focus on safety, improve safety performance in line with our goals and reinforce the belief that everyone should demonstrate safety leadership. Read more about our [Safety Principles](#) and [Lifesaving Rules](#).

We provide employees with training on risk and safety topics, such as hazard management, Lifesaving Rules, incident prevention and emergency preparedness and response, as well as the technical training to ensure they can complete their work safely.

Sustaining a robust safety culture is a journey that requires focus and continuous effort. We regularly assess and validate the effectiveness of our tools and approach and consult other high-hazard industries, academics and our regulators to identify and share best practices. Continuous improvement remains top-of-mind to ensure a best-in-class safety culture through continuous learning, assessment and targeted action.

We thoroughly investigate serious incidents and near misses to identify root causes. The learnings from our root cause analysis shapes new behaviors, provides insights for training improvements and informs our broader program.

At Enbridge everyone has the authority to stop unsafe work. Our leaders are accountable for helping to build this culture in their teams and every employee is responsible for keeping themselves and each other safe.

Our Lifesaving Rules



Hazard Management

Always ensure an analysis of potential hazards has been completed and proper authorization received prior to starting the work.



Driving Safety

Only drive a vehicle or operate equipment when not under the effect of alcohol or any substances that cause impairment.



Confined Space Entry

Always follow procedures for Confined Space Entry.



Ground Disturbance

Always follow procedures for locating, positively identifying and excavating buried facilities.



Isolation of Energized Systems

Always follow procedures for Lockout/Tag-out.



Reporting of Safety-Related Incidents

Always report significant safety-related incidents.

SPOTLIGHT: Safety in action

Pipeliner Dan Stevens works in the Lake Charles, Louisiana area for Enbridge. While passing through one of the Company's ROW areas, he noticed workers from the local parish cleaning out ditches over the Company's pipeline using a backhoe. Dan could have driven by, assuming that the work had been properly permitted, but decided to stop and check. He requested to see the "One Call" ticket to verify that the equipment operator had notified the One Call system prior to excavating. The equipment operator could not provide the ticket, nor confirm that notification was made. Dan then initiated a stop work order on the party, requested that they leave our easement and reported it to his supervisor. Later, we learned that the parish had failed to make the legal notification to the One Call system. We followed up with Damage Prevention, resulting in corrective action to the parish. Dan's focus on safety, throughout his daily routine, exemplifies Enbridge's safety culture in action.

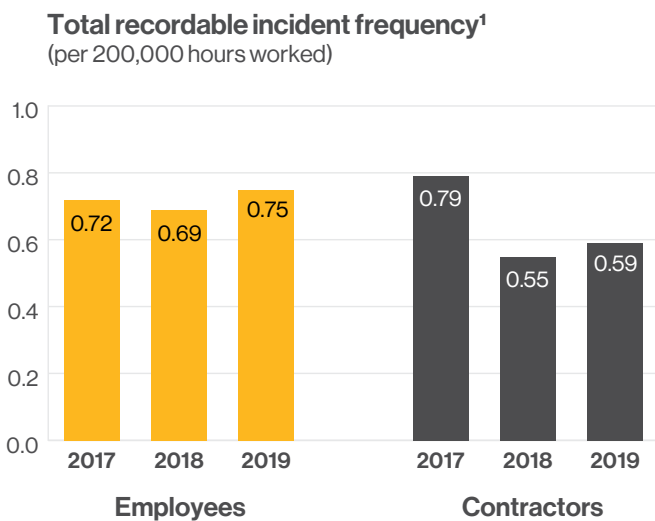


Our performance

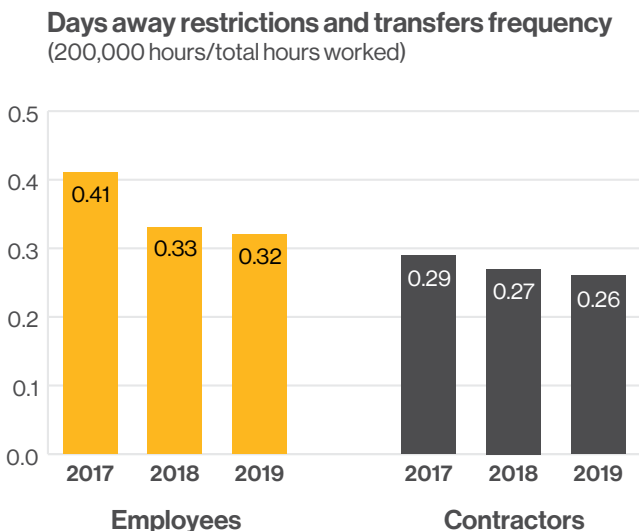
We monitor and report on key workforce safety metrics for both employees and contractors. Our overall focus on employee and contractor safety continues to result in strong performance compared against industry benchmarks.

Our employee total recordable incident frequency (TRIF) rose slightly in 2019, with 81 recordable employee injuries in 2019, compared to 80 recordable injuries in 2018. Contractor incident rates rose slightly in 2019. Our days away restrictions and transfers (DART) frequency decreased across Enbridge in 2019. While we made slight improvements in personal safety, we know we must maintain our efforts to continue improving safety in our operations.

For additional safety metrics see [ESG Datasheet](#) and Enbridge's [2019 Safety Report to the Community](#).



¹ The number of reported work-related incidents that result in a fatality or injury.



Executing on our Enterprise Safety Culture Framework

We developed and delivered the first Leadership Safety Culture Workshop in 2019, attended by over 200 operational leaders from our company. We plan to hold additional workshops in 2020 and 2021.

In 2019, we participated in the INGAA and Canadian Energy Pipeline Association survey for a first-of-its-kind, cross-border industry association effort. Over 9,000 Enbridge employees and contractors participated. The results provided critical insights to our strengths and areas of opportunity to advance our safety culture. We are using what we learned from this survey to improve our safety culture across the organization.



> Pipeliners buffing the pipe following welding; more than 46,000 pieces of pipe were welded together to make one continuous pipe on our L3RP between Hardisty, Alberta and Gretna, Manitoba, which began commercial service in December 2019.

L3RP is the largest single-build infrastructure project in company history. This monumental undertaking was successfully executed over four seasons by a peak construction force of roughly 5,300 workers and a steadfast commitment to safety—both on and off a ROW encompassing more than 40 rural communities. In 2019, we spent approximately two million work hours on the project with a total recordable incident frequency of 0.78.

Awards

In 2019, Enbridge received the First Principle Award from the Association of Science and Engineering Technology Professionals of Alberta, Canada. This award is given to a company in Alberta that holds paramount the safety, health and welfare of the public, the protection of the environment and the promotion of health and safety within the workplace. The award also reflects the Company's championing of volunteerism, leadership and community involvement and its support of Engineering Technology Professionals in the workplace.

[Enbridge Gas Inc.](#) received the [Worker Safety Award](#) for Enbridge's Safety Leadership in Action (SLIA) program. Enbridge created the company-wide SLIA program to promote and measure the key safety leadership behaviors that build and drive a strong safety culture.



Responding to COVID-19

COVID-19 has created an extraordinary set of circumstances and challenges. As a company that provides an essential service across North America, we know people count on us everyday for the safe, reliable delivery of energy. At all our operating sites, from our facilities and offices to the frontlines, we are maintaining safeguards to ensure safe access to facilities and continuity of operations. We follow a robust COVID-19 Safe Work Protocol which sets common expectations and new ways of working.

To complement the protocol, Enbridge has developed and extensively tested a Site Assessment Tool which focuses on the actions we might take to ensure the continued safety of our people and project quality—up to and including potential shutdown of a construction site. The tool considers regulatory approval, exposure of our people, access to medical services, food, water and housing, sanitation and personal protective equipment, among other considerations. Visit [Enbridge COVID-19](#) to learn more about our safety protocols.



Copper recycling strengthens community safety initiatives

Copper recycling provided a unique way to strengthen the response capacity of communities along the L3RP route.

Approximately 110,000 pounds of copper cable—collected and recycled following pump station construction—resulted in more than \$200,000 pumped back into communities along the pipeline ROW. The funds were used to support a variety of safety initiatives, including upgraded fire protection equipment in communities located at strategic points across the vast Canadian prairies where 18 pump stations keep oil flowing safely and reliably along the pipeline.

[Learn more](#)