

# Community engagement



## Why it's important

Ongoing engagement is essential for creating and sustaining long-term value for landowners and communities near our projects and operations. Through open dialogue and community involvement, we seek to build trust and understanding, and cultivate relationships that enable us to constructively address stakeholder needs.

Our engagement efforts are more important than ever now. We want to hear and understand our stakeholders' points of view and use every opportunity to partner with communities where we live and work to build the bridge to a cleaner energy future.

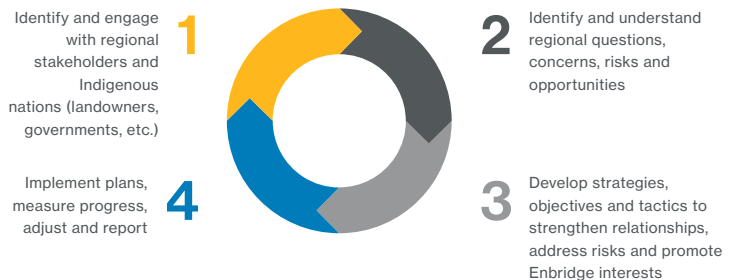
## Our approach

We are guided by our [Corporate Social Responsibility Policy](#), which commits us to clear, honest, respectful and timely engagement. Our policy also states that we will work with governments and agencies to support and respect human rights within our sphere of influence. Enbridge will not tolerate human rights abuses, and will not engage or be complicit in any activity that solicits or encourages human rights abuse.

We also engage with Indigenous peoples and groups living near our projects and operations in Canada and the U.S. However, because in both countries Indigenous peoples have distinct rights, we recognize them as being separate from other stakeholders.

Regional engagement plans (REPs) integrate and capture all of the activities in each of our U.S. and Canadian regions, including community engagement, public awareness and safety programs, and community investment. The REPs are evergreen documents maintained by Enbridge employees in regional project planning, operations and community engagement roles to help us identify risks and opportunities, and coordinate our actions.

## Community engagement process



Enbridge's enterprise-wide public awareness program meets, and often exceeds, regulatory requirements. This communication program is dedicated to informing and educating neighbors, landowners, the digging community (including developers, excavators and farmers), Indigenous groups, municipal and emergency officials, and others about the presence of pipelines and associated facilities in their communities and how to live and work safely around them. To learn more about our program, visit our [Public Awareness Program](#) page or visit the [Safety](#) page on the Enbridge Gas website for residential customers.

Should stakeholders have questions that aren't addressed through our regular engagement processes, we have mechanisms in place for documenting, addressing and resolving these items. Questions raised by communities near our projects or operations have included pipeline safety, routing, site remediation, security, noise and environmental impacts. We offer stakeholders a variety of methods to reach us, including toll-free telephone numbers, in-person meetings, public meetings and tours, and electronic communications and web pages.

### **More information**

See our 2021 Sustainability Report for performance highlights.