

How we respond

We’ve designed our systems and trained our people to be on the lookout for trouble and to spot it right away, so that when an incident occurs we respond safely and effectively to minimize the impact on people, communities and the environment.



Safety first

Our first priority in any incident response is to protect the health and safety of our neighbors and the community, and of everyone responding. Our approach is to over-respond, quickly mobilizing the people and equipment that we need, and more, so that we can initiate and maintain a safe, decisive and effective response.

Environment and wildlife

We seek to limit the environmental impact by working to quickly contain the incident, prevent further damage, and deter unaffected wildlife from straying into harm’s way. In 2024, we safely delivered more than 4.7 billion barrels of oil, for a safe delivery record of better than 99.99995%. However, we believe all incidents can be prevented – and no incident, spill or release will ever be acceptable to us.

Cleanup

Once we have contained the incident, we begin the cleanup process. We clean and prepare the affected environment for rehabilitation, including the removal of contaminated soil, foliage and water for safe disposal. If wildlife has been affected we make sure that trained personnel and suitable facilities are available for their care. Whenever possible, we return affected wildlife back to the wild once they are healthy.



Rehabilitation and monitoring

Our goal, following any incident, is to bring the affected area back to its pre-incident condition or as close as possible and we work with regulators, environmental experts and our neighbors in the community to ensure it meets their expectations. We then monitor the health of the rehabilitated area over time to assess and address longer-term impacts.



We’re responsible

When an incident occurs on our systems we take full responsibility. This includes completing a thorough cleanup and rehabilitation, and working with landowners and community members who have been directly impacted to ensure they are fairly compensated. We also cover the costs of agencies and first responders involved in major responses and we carry insurance so that there is no cost to the public in the event of an incident.