

Building Connections

2018 Sustainability Report



Forward-Looking Information and Non-GAAP Financial Measures

This Sustainability Report contains forward-looking information, or forward-looking statements, and non-GAAP financial measures. Please see the “Forward-Looking Information” and “Non-GAAP Financial Measures” sections on Pages 97 and 99 of this report.

Websites Links

This report contains references to Enbridge’s website. These references are for the readers’ convenience only. This report also has links to websites owned and operated by third parties. When clicking on those links, users will leave our website. These links are provided for additional information and convenience only. Enbridge is not responsible for third-party websites or their content. Enbridge is not incorporating by reference any information posted on Enbridge.com or any third party website.

Conventions

The terms “we”, “our”, “us”, “Company” and “Enbridge” as used in this report refer collectively to Enbridge Inc. and its subsidiaries unless the context suggests otherwise. These terms are used for convenience only and are not intended as a precise description of any separate legal entity within Enbridge. Unless otherwise specified, all dollar amounts are expressed in Canadian dollars; all references to “dollars,” “\$” or “C\$” are to Canadian dollars and all references to “US\$” are to United States dollars. All amounts are provided on a before-tax basis, unless otherwise stated.

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Al Monaco
President and
Chief Executive Officer

A Message from Our President and CEO

2019 marks 70 years since Enbridge began construction on our first pipeline to connect vital supplies of Alberta's energy to markets in the U.S. and eastern Canada. Our approach to the business has always been grounded in respect for people, communities and the environment, and focused on delivering long-term value for our stakeholders—an approach that's essentially our definition of sustainability in our business.

Our company has adapted and grown by capturing the opportunities created by changing market fundamentals on energy supply and by being responsive to the energy needs and wants of our customers and consumers. We've made safety and protection of the environment our top priorities and we listen, and act, on the input of our stakeholders—from those who work with us and invest in our business, to those who live near our assets and operations that today crisscross a continent.

Our job now is to position our company for the future—for the next 70 years and beyond.

We took significant steps toward this goal in 2018. We invested \$7 billion in new pipeline connections to link essential energy supplies to people and places across North America. Rampion Offshore Wind became the first of our European offshore wind projects to commence operations, connecting enough emissions-free energy to power 350,000 homes. In August 2019, we announced investment of \$1.8 billion to proceed with our fourth offshore wind farm, Saint Nazaire, off the coast of France. This is part of our strategy to invest in lower-carbon-intensive infrastructure.

We're working hard to cultivate a workforce that is diverse and inclusive—reflecting the communities around us, broadening our perspectives and enhancing our decision-making. We're leveraging technology and innovation, including the launch earlier this year of new Technology + Innovation Labs in Calgary and Houston to accelerate technology-driven business solutions.

We know continued success relies on high standards of governance, with policies, sound management practices and strategies to address the environmental and social issues of greatest relevance to our business and stakeholders. We remain committed to transparency and to holding ourselves accountable for our performance.

Through ongoing stakeholder engagement, we've affirmed three critical—and foundational—areas of focus and performance:

- Delivering energy safely and reliably, protecting people and the environment.
- Engaging in a meaningful way with local and Indigenous communities near our operations.
- Expanding access to energy systems integral to a lower-carbon economy.

Safety and Operational Reliability

We work hard to deliver outstanding safety performance, and we are deeply affected by two fatalities we experienced—one the loss of a member of our own team last year in a helicopter accident, the other the result of a rupture on one of our Texas Eastern

natural gas pipelines near Danville, Kentucky in August 2019. We experienced three incidents on our natural gas system in late 2018 and early this year; fortunately, no one was injured.

Our first concern in all instances is for those impacted and ensuring the safety of the community. These incidents serve as a critical reminder of why the safety of our systems has and always will remain our number one priority.

No incident is acceptable to us. We believe that all incidents, injuries and occupational illnesses can be prevented; these events deepen our resolve to ensure that everyone working on our behalf goes home safely at the end of the day, and that the public and environment are protected from harm. We're taking specific steps to further strengthen our safety culture and mindset—and ensure, with confidence, the integrity of our systems and the safety of our people.

Connecting with Communities

We never lose sight of the people at the end of our pipelines or those who live along the miles we traverse getting there. We serve hundreds of communities across North America, and our connection with those communities begins long before we lay pipe. We engage early with stakeholders and Indigenous groups who live and work near our projects and operations; this dialogue helps us understand community interests and concerns, environmental, cultural and historic sensitivities, and how we can contribute to the vitality of communities and regions.

Our relationships with landowners, communities and Indigenous groups are essential to our long-term success, and we focus on building partnerships that endure over the lifecycle of our assets. Our neighbors hold us to the highest standards—as do we. By listening to them—taking the time to learn and seek to genuinely understand community priorities, and to educate ourselves on Indigenous history, traditions and culture—we build and strengthen positive partnerships. Our report outlines our engagement on key projects such as the Line 3 Replacement Program, and how we approach the challenges and opportunities involved in engaging meaningfully and effectively.

Pathways to a Lower-Carbon Economy

As a leader in North American energy infrastructure, Enbridge has an important role to play in providing access to energy that is cleaner. That role involves contributing to greenhouse gas emission reduction goals and seeking new and improved pathways to deliver energy safely, responsibly and sustainably.

We're factoring climate considerations into all aspects of our business decision-making. We're focused intently on energy efficiency and emissions reduction; this includes the development of next-generation GHG emission reduction targets and plans to meet them. We are also working to introduce carbon sensitivity analysis into our capital approval process. We are strong proponents of partnerships, sound policy and research aimed at climate solutions and a smooth and balanced energy transition.

In conjunction with this report, in September we published a separate report, *Resilient Energy Infrastructure*, addressing the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD). The report provides insight into how we see the transition to a lower-emission economy, the resiliency of our strategy and the role for our company.

As we begin our 70th year, our reality is a pace of change that is accelerating rapidly. What we know with certainty is that the world needs more energy. We are working hard to focus our strategic priorities and position our company to deliver energy that is affordable, reliable and sustainable well into the future.

Enbridge is a team of nearly 14,000 people across North America. Our employees and contractors take pride in what we do—and fulfilling our purpose to deliver the energy that fuels people's quality of life. I'd like to acknowledge and thank them for their continued dedication and commitment to being the best energy delivery company.

We appreciate your interest in Enbridge and welcome your input. Let's stay connected!



Al Monaco



Roxanna Benoit

Vice President,
Public Affairs, Communications
and Sustainability

A Message from Our Vice President, Sustainability

Welcome to Enbridge's 2018 Sustainability Report. We appreciate your interest and are pleased to have the chance to connect with you on the sustainability issues important to us all.

We began reporting on our sustainability efforts in 2001. Much has changed in the intervening 18 years. Our company has expanded—and evolved. Today we manage diverse assets, including pipelines that deliver oil and clean-burning natural gas, and a growing portfolio of offshore wind. Technology has advanced exponentially, transforming the way energy is produced, processed, transported and used. As a leading North American energy delivery company, Enbridge engages decision makers, rightsholders and stakeholders whose expectations and requirements vary greatly. But they are aligned in their desire for more affordable, reliable, efficient and sustainable energy. You'll read about that common thread in this report, along with the steps we're taking to build relationships and operate safely, responsibly and reliably.

This report defines our corporate social responsibility (CSR) priorities and assesses our performance. But it is also a reflection of the world we work in—and the priorities held by readers like you. As society changes, so do the demands on organizations like Enbridge to adapt, respond, step up and contribute to meaningful and sustainable solutions to energy challenges and opportunities. For this reason we listen to and learn from customers, suppliers, communities, governments and a wide array of stakeholders. That input informs and improves our sustainability program, which is as dynamic as our changing industry and world.

Just as we continually seek to improve our performance, we are constantly on the lookout for ways to improve our processes for reporting and accountability to make information more useful to you:

- We strive to be transparent and forthcoming with data, metrics and relevant context and background.
- We utilize generally accepted sustainability reporting standards developed by the Global Reporting Initiative (GRI) to make it easier to compare our performance over time and against peers, and we continue to monitor development of frameworks such as the Sustainability Accounting Standards Board (you can find a detailed GRI Index beginning on Page 91).
- We engage with our stakeholders throughout the year to hear what's on their minds—and respond accordingly in our reporting and overall approach.

In addition to this report you can find specific, complementary information in the following:

- Our stand-alone report on climate strategy—Resilient Energy Infrastructure—[informed by the TCFD](#).
- Our discussion paper [Indigenous Rights and Relationships in North American Energy Infrastructure](#), developed in response to shareholder interest.
- The annual [Enbridge Safety Report to the Community](#), which details the progress we're making in safety and reliability of operations.
- Enbridge's [Notice of 2019 Annual Meeting of Shareholders and Proxy Statement](#) and [2018 Annual Report](#), which include details related to our corporate governance, financial performance and assessment of risk.

Much has changed since our debut Sustainability Report nearly two decades ago. What hasn't changed is Enbridge's commitment to do well as a business—and do good as a corporate citizen. We hope you'll let us know how we're doing.

Roxanna Benoit



Life Takes Energy[®]

Enbridge is one of North America's largest energy infrastructure companies with an extensive delivery network of crude oil, natural gas, natural gas liquids and renewable energy. Our purpose is to provide safe, reliable energy that fuels people's quality of life. Headquartered in Calgary, Canada we have major offices in Houston, Edmonton, Toronto, Duluth, Superior and Chatham. We employ nearly 14,000 people who bring energy and ingenuity to work every day.

Building Connections. Enbridge connects energy supply with growing markets in North America ... customers with solutions ... and communities with opportunity.

We conduct our business through three core businesses—**Liquids Pipelines (LP), Gas Transmission and Midstream (GTM) and Gas Distribution and Storage (GDS)**—and a growing renewables portfolio. We work across North America in eight Canadian provinces and territories and 41 U.S. states. We operate locally, living and working in the communities near our operations.

We move approximately 25% of North American crude oil supply, and deliver about 20% of the natural gas consumed in the U.S. We operate one of the fastest growing natural gas utilities in North America, serving 3.7 million customers and heating 75% of homes in Ontario. We own and operate Canada's largest natural gas storage facility and the second-largest physically traded hub in North America (Dawn Hub).

We were early investors in renewable energy and one of the largest renewable energy companies in Canada. In 2018, Enbridge developed a partnership with the Canada Pension Plan Investment Board (CPPIB) focused on growing our global offshore wind portfolio. Our net interests in renewable power facilities—either operating or under construction—have the capacity to generate more than 1,700 MW of zero-emission energy in North America and Europe, which is roughly enough energy to power about 700,000 homes.

Our acquisition in 2017 of Spectra Energy Corp accelerated our growth in lower-carbon natural gas, and our asset base today reflects the global energy supply mix. Our footprint gives us optionality to grow and capitalize on opportunities in the transition to a lower-carbon economy. Today, the portion of our portfolio focused on natural gas is approximately 54% of net assets and approximately 45% of earnings.

Enbridge recognizes that consumers want more affordable, reliable and sustainable energy. We see significant opportunity in diversifying the products and services we offer to respond to global supply and demand preferences. We pride ourselves on providing the energy people need and want, safely and reliably—to fuel our day to day lives. That's what Enbridge is all about.



- Liquids Pipeline
- Liquids Pipeline (proposed)
- Natural Gas Transmission Pipeline
- Natural Gas Gathering Pipeline
- Natural Gas Liquids Pipeline
- Crude Storage or Terminal
- Gas Storage Facility
- NGL Storage Facility
- △ Gas Processing Plant
- ▭ Gas Distribution Service Territory
- ▭ Affiliated Gas Distribution Territory
- ▼ LNG Facility
- ⊞ Rail
- ⊞ Trucking Facility
- Power Transmission
- ⚡ Renewable Energy
- △ Under Development

Sustainability Goals and Performance

Below are highlights of our sustainability performance in 2018. Please refer to Performance Data beginning on Page 85 for full details.

Goal	Performance	2016	2017	2018
Operate Safely, Reliably and Responsibly				
Continue to ensure safe workplace for our employees and contractors	Employee Total Recordable Incident Frequency (number of recordable incidents x 200,000 hours/total hours worked)	0.78/0.55 (SE/ENB) ¹	0.72	0.69
	Employee Days Away Restrictions and Transfers Frequency (days away incidents x 200,000 hours/total hours worked)	0.34/0.24 (SE/ENB) ¹	0.41	0.33
	Fatalities	2 (ENB contractors)	0	1
Maintain the integrity of our system	Pipeline inspections on our liquids and natural gas pipelines and distribution networks	15,681 ²	26,719	29,153
	Volume of reportable liquids spills (barrels)	657	8,470	411
	Number of reportable liquids spills	8	13	14
	Number of reportable natural gas process safety events	15	34	26
Exercise our emergency response teams	Drills, exercises and equipment deployments to hone our emergency preparedness skills	335	365	315
Protect the Environment				
Reduce greenhouse gas emissions from our operations	Scope 1: Direct Emissions (tonnes of carbon dioxide equivalent (tCO ₂ e))	2,445,000 ²	10,214,000	10,680,000
	Scope 2: Indirect Emissions (tCO ₂ e)	5,225,000 ²	6,436,000	6,795,000
Help our natural gas utility customers reduce their energy use and emissions impact	Cumulative natural gas savings since 1995 (billion cubic meters saved to date)	22.9	25.2 ³	27.6 ³
Advance renewable energy investments	Net interests in renewable power facilities (megawatts)	2,402	2,555	1,750 ⁴
	Renewable power generation facilities—under construction and in operation—in which we have an ownership interest	24	28	31
Support Communities and Suppliers				
Invest strategically where we live and operate	Investments in non-profit organizations to support safety, community and environmental priorities (Millions of dollars)	\$13.4 ²	\$23.9	\$22.4
Build meaningful relationships with Indigenous communities and project stakeholders	Indigenous spend in Canada and U.S. (procurement, employment, training, etc.) (Millions of dollars)	\$92	\$217	\$394
Engage our Workforce				
Engage and develop our workforce	Training investment per employee	\$1,609	\$1,071	\$1,316
Promote diversity, equality and inclusion	Women in top management positions	19%	22.4%	22.8%

¹ 2016 shows respective Enbridge and Spectra data prior to the companies' combination

² Legacy Enbridge data only (does not include data from legacy Spectra Energy).

³ 2017 and 2018 spending and results are unaudited and subject to change.

⁴ Sale of a 49% interest in 2018 in select assets in our North American onshore renewable portfolio. Enbridge remains the operator of the facilities.



Our Approach

Building Sustainable Connections

At Enbridge, sustainability is woven into everything we do. It's embedded in our values, the work we do, the operational risks we manage and the way we govern ourselves as a company.

In this section:

Sustainability at Enbridge

Corporate Governance

Risk Management



Sustainability at Enbridge

Building Sustainable Connections

At Enbridge, sustainability is not a standalone function or an isolated concept. Our commitment to sustainability is embedded within our values, our standards for the work we do and our vision to be the leading energy delivery company in North America.

Our Approach to Sustainability

Sustainability is integral to our decision-making and business performance. It directly supports delivery of our business strategy by helping us be responsive to customer needs, manage risk, attract, motivate and retain talent, and bring value to the communities we serve.

Sustainability at Enbridge means:

- Conducting business in a socially responsible and ethical manner—acting with integrity and modeling best practices.
- Protecting the environment and the safety of people—preparing Enbridge for the transition to a low-carbon economy and maintaining a culture that places safety above all else.
- Supporting human rights, diversity and inclusion—embracing an environment in which all our employees feel valued and inspired, and have the opportunity to be successful in their careers.
- Engaging, respecting, learning from and supporting the communities and cultures with which we work—building win-win relationships in the communities where we operate and live.

Corporate responsibility at Enbridge is guided by a number of policies and practices to ensure our standards are implemented throughout the organization—including our [Corporate Social Responsibility Policy](#), [Statement on Business Conduct](#), [Supplier Code of Conduct](#) and [Indigenous Peoples Policy](#). These policies and other frameworks help us manage sustainability-related risks and execute on our strategic corporate priorities.

Enbridge's Strategic Plan is our roadmap to the future, setting out the strategic priorities to enable us to achieve our vision. The Plan focuses on strong growth in our core businesses—each representing critical energy infrastructure and an unparalleled asset base. And it looks to the future, extending and diversifying our growth over the longer term. Underpinning the Plan are the foundational elements of our company: adhering to our values; maintaining the trust of our stakeholders; and developing our people.



Sustainably Delivering on our Strategy

As we've integrated and streamlined our company following the acquisition of Spectra Energy in 2017, we've had the chance to learn from one another and ensure that sustainability is understood and embedded across all business units, functions and regions. We identified five priorities to deliver on our strategy:

- We **integrate** environmental, social and governance (ESG) considerations into our business decision-making and performance.
- We proactively **engage** with our diverse stakeholders in order to gain better understanding of the issues most important to them.
- We **innovate** to develop new collaborative approaches to sustainability challenges.
- We have strong **governance** to ensure accountability and oversight of our operations and performance.
- We strive for **transparency** and **robust disclosure** to measure, report and evaluate our performance on environmental and social performance.

Our Values

Enbridge employees demonstrate safety, integrity and respect in support of our communities, the environment and each other.

Energized Employees

Enbridge recognizes the importance of corporate culture as a value driver and essential enabler to long-term success. Our success in executing on our strategic priorities is very much dependent on the way we conduct our business and the quality and capabilities of our people. These elements provide the foundation required to achieve our objectives and longer term vision. We seek employees and cultivate leaders at all levels who thrive in the Enbridge environment of accountability, respect, high-performance and innovation.

We believe that the outcome of living our values is a long-term, sustainable company. To us that means, delivering the energy people need and want in a way that is environmentally, socially and economically responsible.





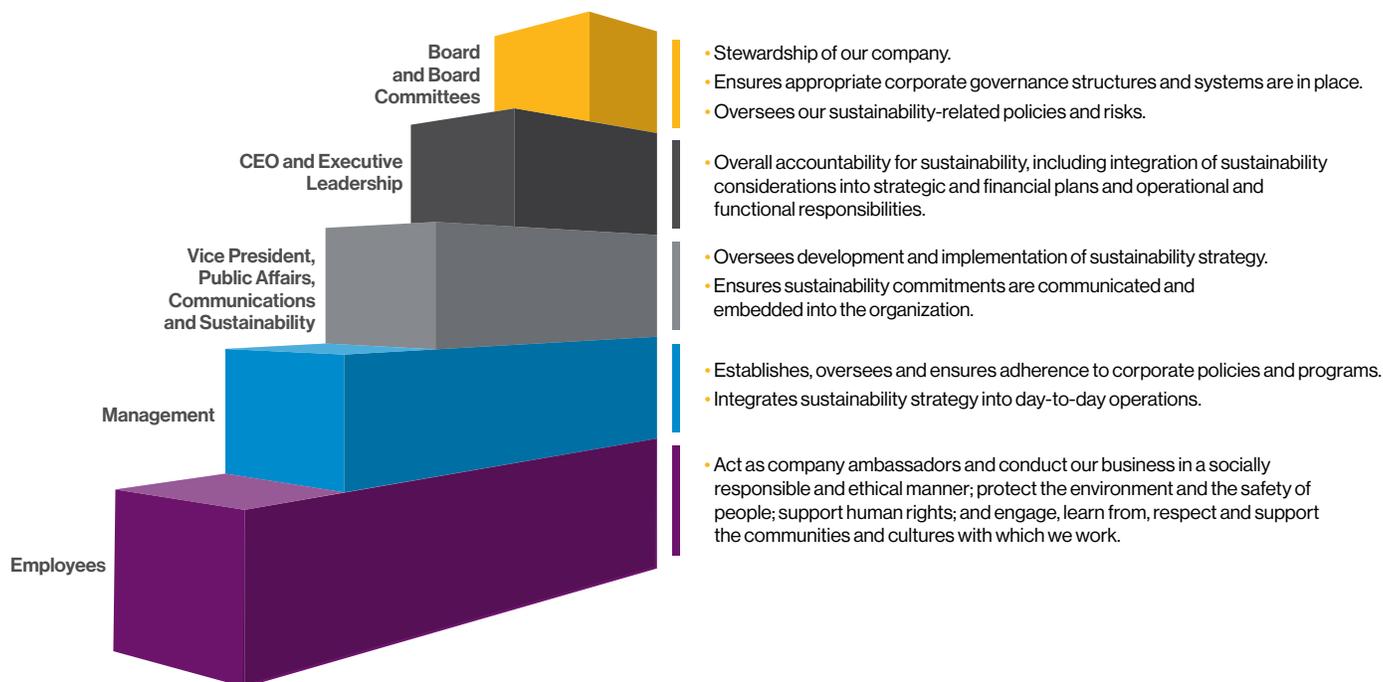
Corporate Governance

Sound business is built upon a foundation of trust. We believe good governance is important for our shareholders, our employees and our company.

Enbridge is committed to strong and sustainable governance, which promotes the long-term interests of our shareholders, strengthens our Board of Directors (Board) and management accountability, and builds stakeholder and public trust. Our comprehensive system of stewardship and accountability meets the requirements of all rules, regulations and standards that apply.

In the context of our overarching commitment to high standards of corporate governance, we have a clear and effective governance structure, beginning at the Board level, to provide oversight of environmental and social risks and opportunities. Key features of our sustainability governance structure are listed in the diagram below.

Sustainability Governance Structure



Board Committees

Our Board and its five standing committees each have [terms of reference](#) setting out their respective and distinct oversight roles. Select sustainability areas of oversight of each of the five Board committees are set out below:

Board ESG Oversight



The Corporate Social Responsibility (CSR) Committee is responsible for providing oversight of our policies, strategies and performance related to CSR and sustainability, including in the areas of Indigenous and stakeholder engagement, climate change, public policy, government relations and CSR reporting. The committee also considers social, political and environmental trends, risks and opportunities that affect Enbridge's business strategy and performance.

The CSR Committee meets quarterly and held four meetings in 2018. We provide details on the Committee meetings, our corporate governance structure and practices, and the role of the Board and Board Committees annually in our [Notice of 2019 Annual Meeting of Shareholders and Proxy Statement](#) (Proxy Statement).

Board Diversity, Qualifications and Expertise

Enbridge is committed to leadership in corporate governance and recognizes the importance of independent directors with a range of diverse perspectives, expertise and experience. The Governance Committee of the Board oversees Board succession planning and recommendations to the Board for new directors.

Enbridge is also committed to increasing diversity of our Board and senior management, and our Board has adopted a written diversity policy to highlight our approach to diversity. The diversity policy sets out key criteria for the composition of the Board, including the objective to have each gender comprise at least one-third of the independent directors. Eight of our 11 directors are independent under applicable securities law and stock exchange requirements.

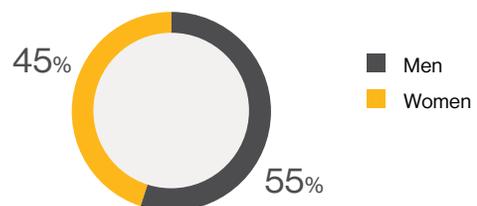
Sustainability is considered in our director recruitment and Board representation. We maintain a skills and experience matrix for our directors in areas we think are important for a company like ours, including:

- CSR and sustainability
- Public policy and government and stakeholder relations
- Health, Safety and Environment
- Risk oversight/management
- Governance/Board
- Strategy/growth

We use the skills matrix to annually assess our Board composition and in the recruitment of new directors.

In addition, Enbridge's [Corporate Governance Principles and Guidelines](#) contain tenure limits for our directors. Five of our 11 directors joined our board within the past five years and two joined in 2019. See our [Proxy Statement](#) for further information.

Board Gender Diversity



“Our Board provides strategic direction and oversight of decisions that shape the long-term future of the Company. They ensure we have the right leadership in place to build a diverse and skilled workforce to achieve our objectives.”

Karen Uehara,
Vice President and Corporate Secretary

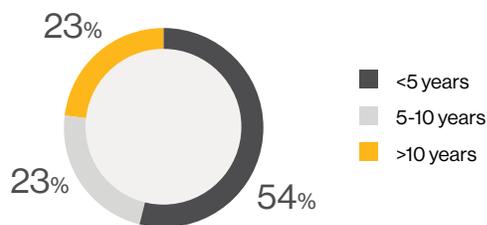


Management and Employees

In the governance of sustainability, management’s role is to establish, oversee and ensure adherence to corporate policies and programs. We have an established set of business standards and policies that outline expectations for our people and for those who work on our behalf, and we have integrated management systems and structures in place to support a consistent and rigorous approach across our business.

We have established checks and balances to ensure we adhere to the high standards we set at Enbridge, including our compliance investigations and reporting program and our Ethics Helpline. We regularly communicate our expectations, commitments and performance to our stakeholders through our Annual Report, our annual Sustainability Report and ongoing news releases, social media posts and community engagement initiatives.

Board Tenure



New directors, new perspective

We welcomed two new directors in February 2019. [Teresa S. Madden](#) and [Susan M. Cunningham](#) bring tremendous industry, business, technical and financial experience to the Board.

Executive and Employee Compensation

Enbridge’s approach to executive compensation is set by the Human Resources and Compensation Committee of our Board and is approved by our Board. Our executive compensation program is designed to: (1) attract and retain a highly effective executive team; (2) align executives’ actions with Enbridge’s business strategy (including our sustainability priorities such as safety, operational reliability and environmental performance of our systems); and (3) reward executives for short-, medium- and long-term performance.

Sustainability is integrated into the compensation structure of leadership in the form of expectations to meet corporate and business unit goals. Our senior leaders have goals in areas related to sustainability that focus on active safety leadership, employee and contractor personal safety, environmental impacts, employees and operational efficiency, system reliability and compliance. Executive compensation is directly related to the achievement of these and other goals. Our short term incentive plan (STIP) awards are designed to be a comprehensive assessment of corporate, business unit and individual performance.

Our executive compensation program is grounded in a pay-for-performance philosophy. Base salary is the sole fixed source of our executives’ cash compensation; the majority of their compensation is variable and strongly aligned to the achievement of Enbridge’s strategic priorities.

Success in our safety and reliability goals performance enhances our capability to keep the public safe and protect the environment while safely and reliably operating our assets. Our STIP program reinforces that obligation. All employees eligible for STIP have safety and reliability metrics. Company and/or business unit performance for these metrics directly impacts their annual variable compensation.

More information on our executive compensation programs can be found in our [Proxy Statement](#) at Enbridge.com.

Shareholder Engagement

We engage with shareholders on an ongoing basis and in a variety of ways, tailored to the specific needs and interests of a wide array of shareholder groups. Members of our executive and investor relations team regularly engage with our shareholders at company-hosted events, investor roadshows, industry conferences and one-on-one meetings. We remain focused on delivering on our strategic objectives and continue to enhance the transparency and disclosure of our financial, operational and ESG performance. Our investor relations and sustainability team keep the Board regularly updated on the views of shareholders.

Annual Meeting of Shareholders

All of our directors are elected annually at the annual meeting of shareholders. Detailed information on the items of business at our annual meeting of shareholders is available in our [Proxy Statement](#). We publicly disclose our voting results on SEDAR and EDGAR.



Risk Management

Spanning a vast continent. Serving millions of customers. Operating essential energy infrastructure. Enbridge deals in complexity and consequence every day.

Our ability to operate and ensure long-term success is linked to our ability to identify and manage potential risk to our company. The principal risks we assess, manage and mitigate are wide-ranging, encompassing financial, regulatory, compliance and reputational exposures, and protecting the safety of our systems, people and environment. Our sustainability-related risks include challenges associated with cybersecurity, safety and operational reliability, stakeholder trust and climate change.

How We Manage Risk

Our Board of Directors oversees all risks with the goal of ensuring that we can achieve our long-term strategic priorities. The Board has five standing committees that have responsibility for overseeing specific risk categories:



Enbridge's Corporate Financial Risk Management Policy, updated in February 2019, establishes principles and authority limits to ensure that the earnings and cash flows of Enbridge and our subsidiaries are not materially impacted by unmanaged financial risk.

While risk management activities are undertaken across Enbridge every day, we also provide our Board with a Corporate Risk Assessment (CRA) that captures these efforts on an annual basis. The purpose of the annual CRA process and report is to consistently assess and prioritize

enterprise-wide risks and treatments, highlighting top risks, trends in the Company's risk profile and treatment effectiveness. The CRA is also used to inform Enbridge's Strategic Planning process as well as the annual Audit plan. Striving for continuous improvement in our risk assessment and reporting processes is an important dimension of our company's risk culture.

Our Executive Leadership Team and Operations and Integrity Committee oversee the management of our most significant operational risks. Overall, operational risk management is guided by our Safety and Reliability Management System Structure, which includes our Safety and Reliability Policy, Management System Framework, and numerous framework standards. Together, these documents establish enterprise-wide requirements for safety and reliability programs: integrity management; safety management; emergency management; security management (both cyber and physical); environmental protection; and damage prevention. Individual business units establish, implement and maintain Integrated Management Systems for their defined assets and business processes, in keeping with enterprise-wide requirements.

For more information on our Board, please see Enbridge's [Proxy Statement](#).

Where possible, we use quantitative methods to assess our risks and to monitor the effects of our risk treatments. For example, we use leading and lagging metrics to assess the effectiveness of treatments pertaining to safety, the maintenance of the fitness of our systems and leak detection. We also conduct correlation analyses on our market price risks, including interest rates, foreign exchange and commodities prices, to ensure that we fully understand the interrelationships between these risks.

It is fundamentally important for us to have a strong risk and safety culture—which we define as shared attitudes, values, norms, beliefs and practices with respect to risk, risk management and safety—that aligns with our core values of safety, integrity and respect. For more information, please see the Health and Safety section beginning on Page 19.

We believe that managing climate change risks is an important element of our vision to be the leading energy delivery company in North America. Enbridge's climate change governance, risk management and strategy are further discussed in our TCFD report, [Resilient Energy Infrastructure](#), published in September 2019.

“In a volatile and changing industry that faces safety risks, cybersecurity threats and loss of reputation with stakeholders, effectively managing risk is critical to achieving our strategic priorities. Our corporate risk assessment process proactively engages risk owners across the enterprise to assess risks and treatment efforts, highlight top risks and identify important trends in Enbridge's risk profile. This rigorous process provides Management and the Board with valuable insights in carrying out their risk management responsibilities.”

Walt Tyrrell, Director, Risk Assessment



Managing Sustainability-Related Risks

Identifying and managing sustainability risks, some of which are outlined below, are key to achieving our strategic business priorities. Our annual report on Form 10-K, filed with the SEC and SEDAR, contains more information about the risks applicable to Enbridge.

Safety and Operational Reliability

We believe all incidents can be prevented. To achieve this we must identify and mitigate the risks in operating energy infrastructure to protect public safety, our workers and contractors, and the environment. In addition to our duty to protect people and the environment from harm, we know that incidents can also result in reputational damage, material repair costs and increased operating costs.

Key Mitigating Actions

- By centralizing the safety and reliability function across the enterprise, we have integrated our systems and programs to drive improved public, personal and process safety performance.
- Our Integrated Management Systems and core protection programs focus our attention and resources on managing key safety and reliability risks.
- Our newly implemented Safety Culture Framework dovetails with our safety programs and systems to drive effective assessment and sustained improvement of our safety culture, key to propelling progress on our Path to Zero incidents, injuries and occupational illnesses.

Cybersecurity

We recognize that cybersecurity is a top risk to critical infrastructure globally. As an operator of critical energy infrastructure and facilities, we recognize cyberattacks continue to increase in sophistication, which may impact our ability to protect our systems and deliver energy to our customers.

Key Mitigating Actions

- By centralizing the Technology and Information Services (TIS) function across the enterprise, we have full line of sight and the effectiveness to mandate technology policies to drive cybersecurity improvements across our business operations, personnel and third-party vendors.
- Our TIS strategy includes validation by several independent third parties, audits and execution of our cybersecurity program to continuously advance all our cybersecurity capabilities. We have robust governance frameworks and a dedicated role of Chief Information Security Officer.
- Advancing cybersecurity culture and performance is embedded in our management reviews including the Operational Integrity Committee.

Stakeholder Trust

Erosion of stakeholder and Indigenous communities' trust and/or confidence may influence actions or decisions about our company and industry. This may impact the cost of operations; timely project execution; the ability to secure growth opportunities; investment and financing decisions; and reputation.

Key Mitigation Actions

- We've strengthened transparency on environmental and social issues through reporting and engagement with stakeholders.
- We've made enhancements to our risk-based asset lifecycle approach to community engagement, including agreements and/or collaborations with Indigenous communities on jobs, procurement and environmental/cultural monitoring.
- We've made continuous enhancements to our processes to identify stakeholders and develop engagement plans that promote mutual understanding of project and associated facilities, and how Enbridge engages with the communities in which we will operate.
- We engage constructively at state/provincial and federal levels to inform public policies and advocate on those issues relevant to the Company and industry.



Safety and Asset Integrity

Our Highest Priority

Safety is not just a core value at Enbridge. It's the very foundation of our business. We work relentlessly to ensure the safety of our workforce and communities, keep our infrastructure healthy and fit for service, and maintain strong emergency preparedness and response systems.

In this section:

A Safe and Healthy Workplace

Maintaining the Fitness of Enbridge's Systems

Emergency Preparedness and Response



A Safe and Healthy Workplace

The safety of our people, and the communities in which we live and operate, always comes first.

Business Context and our Strategic Response

Enbridge's strategy identifies safety and operational reliability as our highest priority. We don't view safety in terms of degrees, or incremental improvement. For Enbridge, safety is a value. We are committed to ambitious safety goals: to lead our sector in safety and operational reliability; to foster a strong performance-based safety culture; and to achieve zero injuries, incidents and occupational illnesses. We are pursuing those goals aggressively.

While our overall performance for employee and contractor personal safety continues to rank among the strongest in the industry, tragically we lost a member of our team last year while completing an aerial survey of one of our pipelines. The loss was a reminder of the inherent risk in our work and how we must maintain constant vigilance, rigorous processes and unwavering focus on ensuring all who work on our behalf go home safely every day.

Our Approach

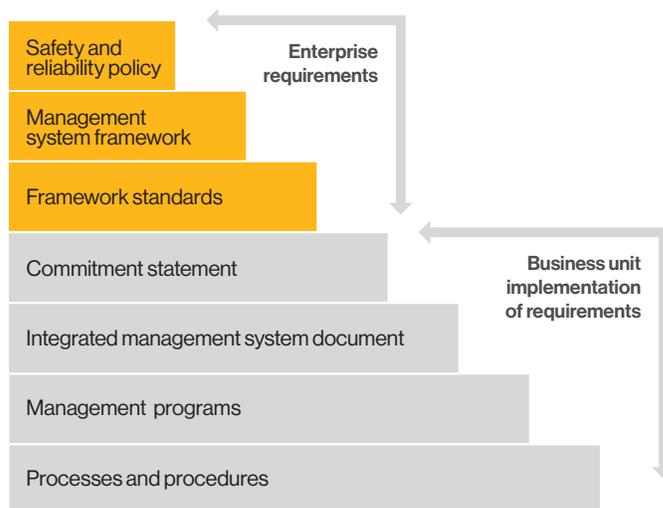
In 2018, Enbridge established a centralized safety and reliability team serving LP and GTM. We will further expand on this centralization in 2019 to include our utility business unit, Gas Distribution and Storage. Consolidating our safety teams will ensure that we apply the best in safety standards, policies and practices in an efficient, consistent manner across the organization.

Enbridge Management System Structure

Enbridge's Management System Structure (EMSS) helps us assess risks, mitigate them and design and implement programs to ensure their effectiveness.

EMSS sets enterprise-wide minimum safety and reliability requirements, including risk management and process safety, and guides implementation of the programs.

This structure allows us to mandate the application of systematic risk management—design principles, engineering and operating practices—throughout the Company.



Our leaders are responsible for developing and supporting improved safety performance and a positive safety culture, as well as demonstrating and exercising safety leadership. In addition, all workforce personnel—employees and contractors—help sustain our strong safety culture, including the responsibility to report hazards, potential hazards and incidents.

We investigate incidents and near misses to identify root causes and implement effective corrective actions to prevent recurrence. And, on a quarterly basis, we analyze the nature of any injuries that occurred, as well as the type and root cause of the incidents that led to the injuries. Based on that analysis, we work to mitigate workplace risks and improve our safety performance.

Safety Principles and Lifesaving Rules

Our safety principles are a set of actions with the purpose of improving performance and creating awareness of actions for a safe workplace. They complement our Lifesaving Rules.

“Safety is at the foundation of everything we do. It is the base upon which we build our success and the cornerstone of our reputation. But safety is about more than that. Safety is our shared value—it is our obligation and commitment to protect ourselves, our co-workers, the public, the communities where we live and work, and the environment from harm—in every decision and action, every day.”

Brianne Metzger-Doran,
Vice President, Safety and Reliability



The Lifesaving Rules are six powerful rules founded on real incidents at Enbridge that focus on eliminating incidents and guide the behavior of employees and contractors.

Our safety principles

- 1 All injuries, incidents and occupational incidents can be prevented.
- 2 All operating exposures can be controlled.
- 3 Leaders are accountable for safety performance.
- 4 All employees and contractors are responsible for safety.
- 5 Assessment and improvement are a must.
- 6 We promote off-the-job health and safety for our employees 24/7.

Safety Accountability

Strong safety performance requires a multi-layered management approach to promote and support individual and team contributions. Senior management annually sets detailed safety performance metrics at the business-unit level. These metrics focus on key performance factors related to safety and operational reliability. They link safety performance to employee compensation through incentives, rewarding effective and proactive safety behaviors and excellent safety performance. See the Executive Compensation section on Page 14 for more information.

In addition, we provide training on risk and safety topics such as hazard management, Lifesaving Rules, incident prevention and emergency preparedness and response.

Our Lifesaving Rules



#1: Hazard Management

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



#2: Driving Safety

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



#3: Confined Space Entry

Always follow procedures for Confined Space Entry.



#4: Ground Disturbance

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



#5: Isolation of Energized Systems

Always follow procedures for Lockout/Tag-out.



#6: Reporting of Safety-Related Incidents

Always report significant safety-related incidents.

Safety Culture

In 2018, Enbridge finalized its Safety Culture Framework and, more importantly, the supporting safety culture assessment toolkit and implementation strategy.

Our safety culture framework aligns with the Canadian National Energy Board Statement on Safety Culture, the American Petroleum Institute's Recommended Practice 1173 and safety culture frameworks from other high-hazard industries.

We must continually assess and improve upon how we think, act and interact when it comes to safety. In 2019, in partnership with the Interstate Natural Gas Association of America and the Canadian Energy Pipeline Association, we conducted an employee safety survey. This will help us understand where we are performing well and where we need to improve.

Contractor Safety

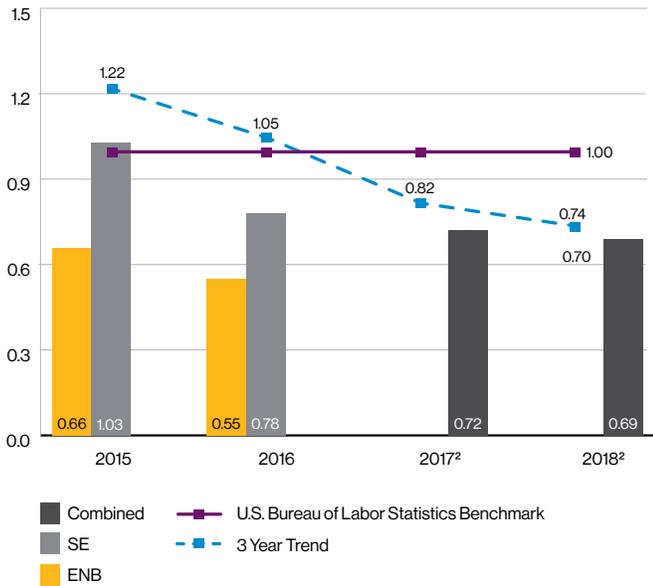
The contractors and subcontractors we work with are our partners in safety, and we expect them to be leaders in safety. We systematically and continually monitor contractors' safety and work performance. Our Contractor Safety Committee comprises contractor safety management members from across the enterprise. The committee focuses on continual improvement of our contractor safety management process to drive safety performance throughout Enbridge and across our industry.

Our Performance

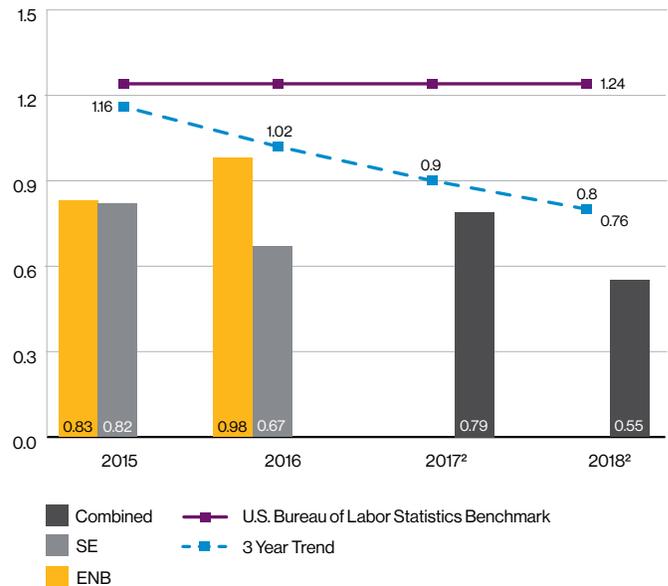
Our employee three-year average trend in Total Recordable Incident Frequency continues to improve and is well below industry benchmark of 1.0, determined by the Bureau of Labor Statistics (BLS). In total, we had 80 recordable employee injuries in 2018, compared with 95 recordable injuries in 2017.

Contractor incident rates have greatly improved in 2018, and the three-year average is also well below the industry benchmark of 1.24.

Employee Total Recordable Incident Frequency¹



Contractor Total Recordable Incident Frequency¹



¹ Number of recordable incidents multiplied by 200,000 hours, then divided by total hours worked

² 2015 and 2016 show respective Enbridge and Spectra data prior to the companies' combination



Maintaining the Fitness of Enbridge's Systems

Everything we do at Enbridge begins with safe and reliable operations to keep our energy infrastructure healthy and fit for service. Our goal, always, is to lead our industry in safety and reliability.

Business Context and our Strategic Response

Enbridge's integrity management program addresses all aspects of evaluating and maintaining asset integrity to minimize risks and consequences. We take a lifecycle view of integrity management, encompassing design and construction, monitoring and prevention, leak detection and community outreach and engagement.

Maintaining and continually improving upon safe, reliable performance requires us to not only diligently inspect our pipelines and facilities to ensure fitness for service; we must also learn from past incidents and near misses so we continually strengthen the system of barriers and controls that will prevent leaks and releases.

We are disappointed when we experience any incident—of any magnitude. Our goal is clear: *to prevent all injuries, occupational illnesses and incidents*. We investigate each event to identify and address root causes. The learnings from incidents, research and reviews feed back into our management system, our operating procedures and the conversations we have with our employees about maintaining an accountable, vigilant and resilient safety culture.

Our Approach

We invest in tools, technology and leading-edge research to continually improve our understanding of threats to our system and our ability to prevent them. We examine the effectiveness of our operational controls and management system to determine if we have any unmitigated risks or areas where we are underperforming on safety and reliability.

We invest significantly in the fitness of our systems and in leak detection:

- We monitor our systems 24/7, 365 days a year.
- We continually inspect pipelines and facilities to ensure optimal safety and reliability performance.
- We conduct visual right-of-way surveillance—both ground and air patrols—to watch for potential issues.

- We verify our performance and protective measures.
- We secure our systems against all identified threats.
- We monitor our pipelines for possible leaks using [multiple computerized systems](#), each with a different focus and each using different technology, resources and timing to provide overlapping and layered leak detection.

We actively research and develop new inspection, prevention and leak detection technologies to meet our needs and continually improve our ability to manage the hazards to our system.

Monitoring our Crude Oil Pipeline System

Controller monitoring: Our Supervisory Control and Data Acquisition (SCADA) system is designed to identify operational changes, such as pressure drops, that may indicate a leak. This SCADA system also monitors vapor concentrations, pump-seal failures, equipment vibration levels and sump levels.

Computational pipeline monitoring: We constantly monitor pressure, temperature and other key data from thousands of points along our systems to quickly identify and respond to unexpected changes. Computer-based systems use measurements and pipeline data to detect anomalies that could indicate possible leaks.

Scheduled line balance calculations: Many times a day, at regularly scheduled intervals, we calculate and confirm that the volumes of crude oil we receive into our pipeline systems precisely match the volumes we deliver.



Managing Hazards

How the integrity of a pipeline is managed depends on the threats the pipeline faces. Because every pipeline faces unique threats and stresses, Enbridge employs a wide range of risk assessment, inspection and surveillance techniques. Once threats and hazards have been identified, we select an optimal combination of controls and safety

barriers to preserve integrity over the life cycle of the pipeline. As inspection technology, pipeline materials and construction practices improve with time, and new data on threats and pipeline condition are gathered, our methods of maintaining fitness for service evolve. For more information, please [review our commitment to pipeline safety](#).

How We Prioritize and Respond to Threats

Threats

- External and internal corrosion.
- Fatigue and stress corrosion cracking.
- Geohazards (including slope movement, submarine currents and scouring at watercourse crossings).
- Human error, including third-party mechanical damage to pipe, causing releases of hazardous material.

Key Priorities

- Achieve zero spills or leaks.
- Maintain the fitness for service of our pipelines and facilities.
- Focus on damage prevention, leak detection and corrosion prevention programs.
- Ensure the quality of the assets we build.
- Instill robust process safety management and high levels of operational discipline across the entire system.

How We Take Action

Design and Construction

- Carefully select pipeline routes and facility locations.
- Follow strict standards for engineering and design.
- Extensively test new materials and technology before they are introduced.
- Ensure designs meet or exceed all governmental codes and regulations to provide the safest and most reliable assets practicable.
- Incorporate special design considerations for areas such as road, river and creek crossings and for high-consequence areas where the public may be affected.
- Set rigorous standards for pipeline materials received from manufacturers and check to ensure they meet our standards and specifications.
- Employ professional inspectors to oversee every facet of construction; use X-ray or ultrasound technology to inspect welds for potential defects.

Monitoring and Prevention

- Once pipelines are running, continuously monitor them for any signs of trouble.
- Conduct in-line inspections to detect any signs of internal and external corrosion, cracking, strain, fatigue, dents and legacy manufacturing defects; repair any defects found.
- Recognize conditions that have been known to cause failures and carefully analyze failures from our peers; work to minimize the risks.
- Ensure adequate cathodic protection is provided to steel pipelines.
- Minimize pressure cycling of liquids pipelines to prevent fatigue.
- Conduct regular preventative maintenance.
- Monitor land use changes and ground disturbance work around pipelines.
- Inform the public, public works and excavating companies about the presence of pipelines and how to dig safely.
- Locate pipelines for parties digging in the vicinity.
- Investigate unauthorized activities on rights-of-way.

Leak Detection

- Devote resources—both people and automated systems—on a continuous, 24/7/365 basis to ensure control of pipelines and rapid response to abnormal situations.
- Apply comprehensive, multi-layered leak detection system on liquids pipelines using several independent leak monitoring methods.
- Monitor pipelines for possible leaks and damages using multiple, redundant methods.

For more details on our ongoing actions to maintain the fitness of our systems and detect leaks, please visit the following pages on [enbridge.com](#): [Crude Oil and Liquids Pipeline Systems Integrity](#); [Crude Oil Pipeline Monitoring](#); [Operations](#); and [Natural Gas Systems Integrity](#).

Our Performance

Maintain Pipeline and Facility Integrity

In 2018, Enbridge invested more than **\$1.1 billion** in programs that help us maintain the fitness of our systems and detect leaks across our operations. Over the past three years, our investment has totaled more than **\$3.7 billion**.



Percentage of liquids transmission system with real time leak detection

100%



Length of leak detection survey on gas distribution mains

29,348km



Direct pipeline assessments

2,519



Length of transmission pipelines inspected with smart in-line inspection tools

36,473km



Cathodic protection system checks

87,562



Pipeline inspection completed on our liquids and natural gas pipelines and distribution network¹

29,153



Gas service connections leak-surveyed

745,781
connections



In-line pipeline inspections

358

¹ The number of pipeline inspections includes direct assessments of pipeline integrity, in-line inspections and follow-up digs, hydrostatic pressure tests, inspections completed on bridges, inspections completed on slopes and water courses and other inspections completed, such as storage-well integrity inspections and valve inspections. Our CSR and Sustainability reports prior to the 2017 report have included primarily in-line inspections.

Prevent Spills, Leaks and Releases

The integration of Spectra Energy in 2017 has approximately doubled the asset base of Enbridge, which has had a corresponding effect on the number of incidents that occurred across the expanded Enbridge system. For the purpose of our Sustainability Report, we include incidents that are significant and reportable to our Board of Directors:

- Tier 1 events are commodity releases with greater consequences and/or higher release volumes.
- Other Reportable incidents, termed Tier 2 events, are commodity releases with lesser consequences.

An injury or a fire as a result of a release often dictates classification of an event at a higher tier than the volume released would. Similarly, our management may decide to upgrade how we classify any event—including those that did not result in any spills, releases or harm, but that were potentially serious—to a higher tier if they deem doing so to be prudent. As such, the incidents that we include in this report have not all resulted in a spill or release.

Maintaining the Fitness of Enbridge's Systems

Liquids Spills, Leaks and Releases

In 2018, we delivered more than 3.96 billion barrels of crude oil and natural gas liquids. We experience 14 process safety events, of which 11 involved the release of a liquid hydrocarbon. The other three involved other forms of uncontained and uncontrolled hazardous energy on a liquids pipeline (e.g. mechanical energy, heat). Of the 11 leaks and releases, two were deemed to be Tier 1 process safety events.

The total volume from the 2018 liquids spills, in all Enbridge business segments, was 411 barrels. Of this total liquids volume released, 206 barrels were on our Liquids Transmission Pipeline System and 205 barrels were in gas processing plants. All but 157 barrels were contained within plant/terminal boundaries or secondary containment. Based on volumes spilled and our gross delivery volumes, we achieved a safe delivery rate greater than 99.99999% in 2018.

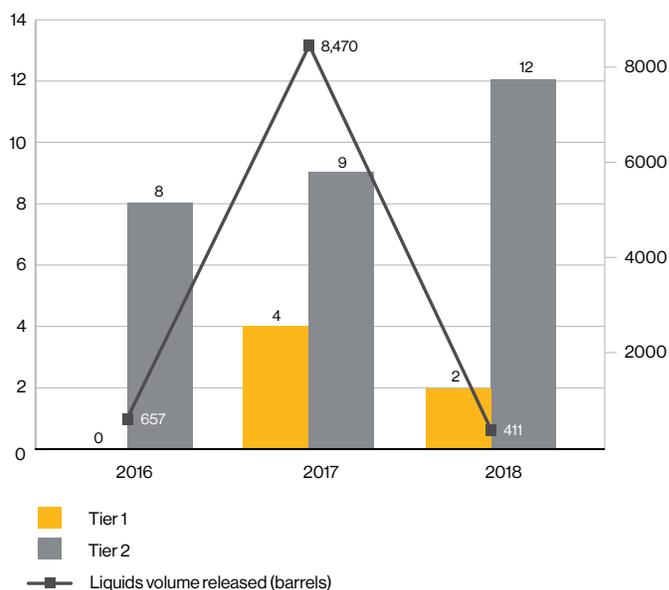
Natural Gas Releases

In 2018, Enbridge transported and distributed more than 10.6 trillion cubic feet of natural gas through our natural gas pipelines and our natural gas distribution network. We experienced 26 reportable (Tier 1 and 2) process safety events involving the release of gas from process equipment on our natural gas systems. Of this total, we experienced 14 Tier 1 process safety events.

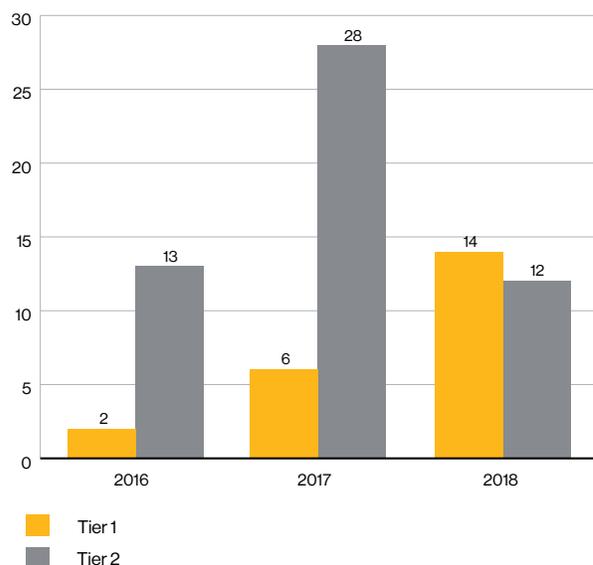
We experienced two significant incidents on our natural gas system in 2018 and two in 2019.

- In October 2018, our T-South transmission pipeline ignited in a rural, forested area north of Prince George, British Columbia. There were no injuries associated with the rupture; however, approximately 5.2 hectares of forest were damaged in the fire. Immediately following the incident, the pipeline and an adjacent pipeline were shut down. The pipeline remained shut down until its fitness for service was confirmed and a return-to-service order was issued by the National Energy Board. The majority of the T-South system remains under a pressure restriction while Enbridge completes its comprehensive integrity program on the T-South system.
- In December 2018, a release occurred on our East Tennessee pipeline near Pleasant Shade, TN. A nearby residence and two other buildings sustained limited damage from pipeline cover displaced in the release. Local residents were evacuated, and the pipeline was isolated and blown down without ignition. There were no injuries associated with the incident. Following repairs, gas supply to downstream customers was returned at a reduced pressure while Enbridge conducted its investigation and completes its comprehensive integrity program.
- In January 2019, a rupture occurred on our Texas Eastern Pipeline in Noble County, OH. The rupture resulted in a fire that injured two people and damaged three nearby residences. We coordinated with and supported the Pipeline and Hazardous Materials Safety Administration (PHMSA) and the Public Utilities Commission of Ohio (PUCO) as the investigation progressed. Enbridge also conducted its own investigation. Following a completion of a comprehensive integrity assessment, all three pipelines were returned to service.

Liquids/Liquids Systems Process Safety Incidents



Natural Gas Process Safety Incidents



- In August 2019, a rupture occurred on Line 15, part of our Texas Eastern transmission pipeline system, near Danville, KY, resulting in one fatality and several injuries. A number of homes were destroyed. The line was isolated, and the National Transportation Safety Board assumed control of the incident site and ensuing investigation, returning site control to Enbridge after eight days. PHMSA issued a Corrective Action Order which set out return to service and assessment requirements. The two adjacent pipelines to the impacted line were returned to service approximately one month later. At the time of the release of this report, Line 15 remains out of service.

In 2018, our natural gas utility delivered more than 1.8 trillion cubic feet of natural gas. A large number of small leaks are detected on our utilities network each year because of the significant number of natural gas delivery points. In the vast majority of cases, these below-ground or outside leaks are not hazardous due to the system's low delivery pressure, small line capacity, and odourization, which serves as a warning sign.

The low-hazard nature of these small leaks means the majority fall below our reportable (Tier 2) process safety event criteria. Leaks due to third-party damage to pipeline assets make up a significant portion of these releases. To help prevent third-party damage, Enbridge has an extensive public education program for pipeline awareness and safe digging. Enbridge also supports and is a member of one-call/locate services.

Detailed data related to the safety performance of all our businesses are located in the Performance Data.

“Ensuring the safety of our pipelines is a challenge we’re addressing from every perspective—technically, organizationally and culturally. We have set an expectation that we will not have any more failures. We’re developing a multi-faceted plan to meet that expectation with confidence. Safety comes first, without question. In the absence of certainty, fitness for service will not be assumed. Decisions about the safety of our assets are based on facts and data, driving toward quantitative statistical confidence in our assessments. And, assuring the diligence of our assessments through a deliberate quality control review process against our safety targets.”

Andy Drake, Vice President of Asset Integrity, GTM



Natural Gas Distribution Network

	2016*	2017	2018
Damages per 1,000 third-party locate requests	2.17	1.92	1.96

*Reflects Enbridge Gas Distribution data only.



Emergency Preparedness and Response

We have robust emergency preparedness and response systems—which we constantly test, review and improve—in the unlikely event of a pipeline incident.

Business Context and our Strategic Response

At Enbridge, we plan for safe, reliable, incident-free operations, in keeping with our belief that all incidents can be prevented—and that no release is acceptable.

We also prepare to respond in the unlikely event of an incident involving the operation of our assets. Robust emergency preparedness and response systems are in place, regularly tested and continually enhanced through our own experience and learnings and through best practice within and beyond our industry. We partner proactively with local first responders, emergency management groups, and state and federal agencies.

We regularly review our emergency management programs across our businesses to ensure that they are functioning as intended and identify improvement opportunities. In the event of an incident, our employees and contractors are well trained and equipped to ensure a safe, rapid and effective response.

Our Approach

Emergency preparedness requires a systematic approach to identify potential hazards and plan mitigation and remediation tactics so that a response is rapid and effective, and ensures the safety of responders, the community and the environment. An overview of our Emergency Management Programs is available [here](#).

Enbridge's emergency management programs, which are implemented within all our business units, guide our emergency preparedness and response. Our programs use an organizational structure for incident management that, depending on the nature and magnitude of an incident, covers all levels of the organization—from front-line workers to executive leadership—and can be activated immediately. Additionally, these programs are regularly reviewed and periodically audited to ensure their continual improvement and proper functioning.

Our Performance

Ensuring our Emergency Response Plans Are Current

Our comprehensive [emergency response plans](#) are tailored to each business unit to cover distinct operations and risks, including geographic-specific information. We regularly review, audit, update and test these plans to ensure they work as expected. Our emergency management programs outline the review and improvement cycles. All of our regulated plans were updated in 2018. Relevant information from our emergency response plans is shared with local first responders.

Training our Emergency Response Teams

We place high importance on training our employees and direct contractors that would be involved in an emergency response. The [training](#) individuals receive aligns with the role they would fill during a response, and covers potential hazards or risks that may be encountered during an emergency. Through the end of 2018, approximately 2,700 of our employees and direct contractors have received emergency response training. And over 94% of the required training courses were completed across the enterprise by the end of 2018.

Our emergency response training uses the Incident Command System (ICS), a federally recognized emergency response methodology applied across North America by military, first-response agencies, and local, state, provincial and federal governments. ICS enables our employees and contractors to react quickly and efficiently to the emerging issues and challenges that are inevitable in a real-life emergency response.

In addition to ICS training, we design emergency response training programs that meet the specific needs of each of our business units, and which reflect their specific risks and types of emergency situations. For example, operations staff in our LP business unit may complete booming, skimming and boat-handling courses.

Maintaining and Strengthening Enbridge's Emergency Response Team

E³RT

Our Enbridge Enterprise Emergency Response Team (E³RT) is a cross-business-unit group trained to respond to large-scale events in Canada and the U.S. that require more resources than one of our operating regions or business units alone could provide. The E³RT members are trained in ICS. In 2018, the E³RT participated in the full scale Des Plaines River exercise hosted by LP's Great Lakes Region.

Exercising our emergency response teams

To maintain and exercise preparedness, we stage both discussion-based and operations-based exercises across the Company, including seminars, workshops and tabletop drills as well as full-scale exercises involving our employees and contractors, local first responders and other third-party agencies. In 2018, Enbridge staged 315 drills, exercises and equipment deployments to hone our emergency preparedness skills and capabilities.

During these exercises, local first responders, agencies, government and industry representatives get a firsthand look at how we are prepared to respond in the event of an incident and provide feedback on how they would respond or assist during a pipeline emergency.

Working with key industry and emergency response associations

When required, our field response teams work with local emergency responders. We value the expertise of local [emergency responders](#), and we are committed to strengthening our partnerships with them through meetings, training exercises, personal contact, information updates and our [Emergency Responder Education Program](#).

Through industry associations, we exchange best practices with other operators and participate in committee activities and joint exercises for the purpose of advancing safety and emergency preparedness. In the U.S., we actively participate in public awareness groups sponsored by the American Petroleum Institute, the Association of Oil Pipe Lines, the Interstate Natural Gas Association of America, and the Common Ground Alliance. In Canada, we are a member of the Canadian Gas Association and the Canadian Energy Pipeline Association.

We are also a member of the Pipeline Operators Safety Partnership, a group of pipeline operators who work together to build relationships with first responders and promote pipeline safety at annual conferences. In addition, Enbridge Gas Inc. (GDS) is an associate member of the Northeast Gas Association, which can provide additional resources from nearby utility companies, if needed, to support a company's response to a significant incident on its natural gas distribution system.

SPOTLIGHT :

Training the (fire) trainers

In 2018 Enbridge GDS trained 329 firefighters and visited 101 fire stations as part of the Company's first responder natural gas awareness program. Going forward, the combined utility will focus on a train-the-trainer approach in conjunction with the Ontario Association of Fire Chiefs. Enbridge piloted this approach in December 2018, taking 21 fire department training officers through a train-the-trainer session at the Enbridge Technology and Operations Centre. This train-the-trainer approach will further enhance the delivery of training throughout the distribution area.

SPOTLIGHT :

Des Plaines River drill

In 2018 Enbridge conducted a full-scale emergency management exercise at our Des Plaines River facility in Will County, IL. The exercise involved the simulation of a large-scale incident (a light crude oil release from Line 14) to test response capabilities such as containment and recovery efforts. Line 14 predominately transports light crude oil to Chicago area refineries.

Exercise participants included members from E³RT and LP's Great Lakes Region Incident Management Team.

One hundred and thirty five employees and nearly 100 outside observers and participants tested and assessed Enbridge's overall response capability during the full-scale exercise, as well as specific activities, such as spill containment and recovery. Representatives from the Illinois Environmental Protection Agency, Illinois Emergency Management Agency, Will County Emergency Management, City of Joliet, the U.S. Environmental Protection Agency, the U.S. Army Corps of Engineers and the Department of Transportation's Pipeline and Hazardous Materials Safety Administration also participated.

“Exercises like this one test the readiness of our team to quickly converge from across the Company. It also gives employees and first responders real-world training to work together effectively on an incident response.”

Brad Shamla, Vice President, LP U.S. Operations





Community and Indigenous Engagement

At Enbridge, we work to ensure our relationships with communities and Indigenous groups are mutually beneficial—environmentally, socially, culturally and economically.

In this section:

Community Engagement
Indigenous Engagement



Community Engagement

We work hard to earn and maintain the trust of the people and communities who live near our assets and operations.

Business Context and our Strategic Response

We believe our long-term success depends on our ability to build effective, mutually beneficial relationships with the people and communities near our operations in Canada and the U.S. Coordinated, comprehensive management systems guide our approach, which is grounded in respect for our stakeholders and our commitment to foster open, transparent and meaningful dialogue with our neighbors.

Who are our Stakeholders?

Our stakeholders include the individuals and groups who live and work near—or who can affect or are affected by—our pipelines, power lines, operations and facilities. They include landowners, communities, governments, businesses, industry, non-government organizations and regulators, as well as the individuals and organizations with whom we work to prepare for and respond to emergencies.

We also engage with Indigenous individuals 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. We have distinct policies, management systems and accountabilities for addressing Indigenous rights and building community-based relationships. We provide more information on our relationships with Indigenous Peoples in our discussion paper, [Indigenous Rights and Relationships in North American Energy Infrastructure](#).

Our Approach

Policy

We strive to ensure both the consistency and flexibility of our community outreach efforts. Initiatives we undertake must adhere steadfastly to our values and be customized to local needs and issues. Our [CSR Policy](#) and [Indigenous Peoples Policy](#) commit us to timely and meaningful engagement with all stakeholders through clear, honest and respectful interactions.

Integrated Management System

We have an integrated management system for engagement that supports our multi-disciplinary and strategic, relationship-based approach to managing engagement, inclusion and communication activities.

The system is coordinated, scalable, and incorporates standardized processes, procedures, tools and templates to enhance its effectiveness and provide consistency in our approach across all Enbridge projects and operations. It is based on leading industry practices and global benchmarking systems, and further advances accountability, documented reporting and continuous improvement.

As shown on the following page, the system involves four stages, each with its own requirements.

Community Engagement Process



Engagement Plans

Every community is unique—and so is every Enbridge project. That's why we execute specific engagement plans for all new projects requiring regulatory approvals. That being said, we do follow a systematic process to identify those unique stakeholders, circumstances and engagement plans for each project, and maintain guidelines or standards to ensure consistent and respectful engagement.

We also have engagement plans at the regional level for our liquids and natural gas pipelines operations to ensure stakeholder engagement and communication is consistent and ongoing over the lifecycle of our assets, as well as across our different operating regions.

Regional Engagement Plans

Through our Regional Engagement Plans (REPs), we work to develop and maintain constructive, meaningful and long-term stakeholder relationships.

Our REPs are based on a solid understanding of the regional environment and an effort to learn what matters most—the priorities, interests and concerns of our communities and stakeholders. These plans ensure that our engagement is ongoing and that we build meaningful relationships with stakeholders. The REPs also serve as a foundation of stakeholder information when new projects are initiated within a region. Plans are developed and measured using best practices.

Our REPs help us build and maintain stakeholder relationships in each region and ensure coordination between project planning, operations and community engagement. Multidisciplinary teams execute the operational engagement plans in an integrated manner, incorporating experience and learnings from community engagement.

Project engagement plans

As each of our new projects enters the planning stage, we create customized engagement plans for them. These engagement plans are designed to understand stakeholder issues; answer questions and obtain input on our project plans; improve awareness of community interests and perspectives; and adapt our plans based on what we learn.

Our project engagement plans involve identifying and prioritizing stakeholders, tailoring engagement methods according to stakeholder priorities, identifying and analyzing issues and risks, and developing mitigation plans and processes to respond to issues and risks that might occur.

To ensure that these plans are effective and appropriate, we reach out to stakeholders and their communities to get to know them, the local environment and the relevant issues. Outreach includes surveys, focus groups and meetings with community members, and we engage and communicate through newsletters, fact sheets, presentations, project update letters, telephone calls, emails, advertising, social media and community events and open houses.

Addressing Stakeholder Input

We recognize that some stakeholders may have concerns about our projects and operations, and we respect their desire to voice them. Enbridge welcomes and encourages respectful, two-way dialogue and problem solving, and we take all stakeholder concerns and requests seriously. We carefully track issues raised to ensure effective follow-up and capture within our REPs.

We have created processes to proactively manage stakeholder concerns and questions or complaints related to projects and operations in each region. We log issues as they emerge, identify and prioritize potential issues, and develop appropriate engagement or communication actions to resolve them.

We offer stakeholders a variety of methods by which they can reach us, including toll-free telephone lines, in-person meetings and dedicated e-mail addresses. Our REPs also include opportunities for stakeholders to connect with us, and for us to listen and respond to them.

Ways We Engage				
	Landowners and Tenants	Community Members	Emergency Responders	Government and Regulators
Face-to-face meetings	●	●	●	●
Newsletters, brochures and other collateral mailouts	●	●	●	●
Town halls and open houses	●	●		
Websites	●	●		
Social media	●	●		
Landowner advocacy group workshops and presentations	●			
Community events (such as BBQs)	●	●	●	
Employee volunteer projects		●		
Partnerships with local and regional organizations		●		
Community investment programs		●	●	
Online emergency responder training			●	
Facility and rights-of-way tours	●	●	●	●
Emergency response tabletop exercises			●	●
Regulatory compliance				●

Public Awareness Programs

As the owner and operator of 43,000 miles (69,000 kilometers) of pipelines transporting oil and natural gas, our highest priority is operating our assets safely and reliably to protect the people, communities and environments located nearby.

In Canada and the U.S., we adhere to regulatory requirements to maintain and deliver a Public Awareness Program. This safety communication program is dedicated to informing and educating our neighbors—landowners, tenants, business owners, communities, elected officials, excavators and emergency responders—about the presence of pipelines and associated facilities in their communities, and how to continue living and working safely around them. While specific outreach requirements for this program vary across Canada and the U.S., it's governed by an enterprise-wide Public Awareness plan which helps ensure quality, consistency and the integration of best practices, while ensuring compliance with regulations specific to each jurisdiction.

Our Public Awareness Program meets, and in many cases exceeds, regulatory requirements. We strive to demonstrate our commitment to safety by:

- Providing a standard for safety engagement and communication, including face-to-face meetings, information mailings and online content.
- Educating on damage prevention best practices to safeguard underground infrastructure assets.
- Contributing to local emergency response readiness.
- Aligning communication around emergency management and community investment.
- Leveraging best practices to continuously improve our Public Awareness Program.

Our Performance

The following examples illustrate how we demonstrated accountability and responsiveness to stakeholders through the initiatives in our major project engagements and REPs.

Emergency Responder Education and Engagement

Since 2013, Enbridge has hosted and operated a free Emergency Responder Education Program, as a way to continue educating emergency responders of their role in the event of a pipeline emergency. This Enbridge-owned training program was the first of its kind among U.S. and Canadian pipeline companies.

In late 2018, we moved away from a self-hosted program and now participate in industry-aligned training offered by the American Petroleum Institute (API) and the Association of Oil Pipe Lines (AOPL). This training is a free online portal that continues to assist in educating first responders on the techniques and skills necessary to address liquids or natural gas pipeline emergencies. Featuring content from the National Association of State Fire Marshals, this program is considered best-in-class and has been promoted to all first responders along Enbridge's system.



Community open houses: Who we are, what we do

At community open houses, residents can learn more about Enbridge's operations, community outreach and relentless focus on safety.

[Learn more](#)

As understanding of safety messages is important to us, and the API/AOPL training is only available in English, Enbridge continues to invite our French-speaking emergency responders to email or contact us directly to facilitate in-person training.

In addition, as part of the Public Awareness Program, Enbridge employees are trained in how to deliver key messages to emergency officials, sharing information about our pipelines, and how to initiate safe and effective responses in the event of an emergency. In 2018, we've carried out these liaison activities with more than 850 emergency response agencies across Canada and the U.S.

To learn about Enbridge's partnerships with communities and organizations in relation to water/biodiversity, please see the Environmental Management Systems section on Page 52.



The career 'arc' may start right here

Trade winds are blowing in Winnipeg. And for Manitoba's First Nations and Métis, they're bringing opportunity. First Peoples Development Inc., based in Winnipeg, MB, has launched a pilot project to tackle the lack of qualified on-reserve and rural trades. A series of welding camps, held in September 2018 and supported with an Enbridge grant, was part of this initiative aimed at producing a steady stream of well-trained apprentices.

[Learn more](#)

SPOTLIGHT :

"You lose that water access ... that is devastation."

Hear the [perspective of an irrigation farmer](#) on how Enbridge worked with landowners and the Canadian Association of Energy and Pipeline Landowner Association (CAEPLA) to ensure a vital supply of water for their crops.

"Respectfully and caringly are the two words that I can express."

Ken Habermehl, irrigation farmer and rancher





Project funding for community needs

In May 2018, Enbridge announced approximately \$1.35 million in Community Investment funding for more than 55 communities in Saskatchewan and Manitoba located near our Line 3 Replacement Program. The donations were made in support of locally driven projects and initiatives that support safe, healthy and sustainable communities — everything from swimming pools to parks and playgrounds, community hall and recreation centre upgrades, emergency response equipment and more.

[Learn more](#)

Connecting Pipeline and Communities

At an estimated cost of \$8.2 billion, the Line 3 Replacement Program (L3RP) is the largest capital project in Enbridge's history and represents our largest community and Indigenous engagement effort to date. This project involves replacement of approximately 1,031 miles (1,660 km) of pipe running from Hardisty, AB to Superior, WI.

Construction of the Canadian portion of the L3RP is complete; we anticipate bringing the pipeline into service in the latter half of 2019. Meanwhile, we continue to await final permitting before construction can begin on the majority of the American portion of the project.

Community and Indigenous engagement have been a major focus of the L3RP on both sides of the Canada-U.S. border.

In Canada, by the end of 2018, we had recorded approximately 26,700 engagements — from community meetings to phone calls, emails and open houses — with landowners, municipalities, Indigenous communities or groups, and other interested parties. More than 150 Indigenous communities were engaged from as far away as 186 miles (300 km) from the replacement pipeline right-of-way. As of May 2019, we had 58 agreements with 95 Indigenous communities which included \$30 million of capacity funding to address barriers to engagement and to support community priorities to allow Indigenous communities and individuals to participate in the project. Over \$400 million of contracts went to Indigenous businesses or partners, and more than 1,100 Indigenous workers were employed on the project.

For the U.S. portion of L3RP, in 2018 alone we conducted nearly 794 meetings with local governments, landowners, business and civic organizations, and first responders — bringing total outreach efforts in four years to more than 2,632 meetings and events. We hosted meetings with landowners and stakeholders along our existing right-of-way to discuss the decommissioning of the existing Line 3 and engaged separately along our preferred route to answer questions and gain feedback on L3RP. These engagement efforts had tangible impacts on the project, resulting in more than 50 responsive route changes. [Watch more about Line 3 community engagement.](#)

Enbridge has committed to spending \$100 million in Minnesota with Indigenous and tribally owned businesses on L3RP in support of local initiatives that support safe, healthy and sustainable communities.



Indigenous Engagement

We're working hard to align our interests with those of Indigenous communities and collaborating for mutual benefit. And we're committed to doing it with trust and respect.

Business Context and our Strategic Response

Enbridge is committed to fostering strong, respectful, long-term relationships with Indigenous nations and groups throughout North America. We believe that building, enhancing and sustaining these relationships is an operating expectation—and the right thing to do.

We recognize and respect Indigenous communities as distinct peoples, with their own cultures and priorities. Wherever our operations neighbor with Indigenous communities, we seek to partner and engage with them to reduce our operational impacts and maximize the social and economic benefits we can bring. With infrastructure for delivering oil, natural gas and power that spans North America, Enbridge engages regularly with over 200 Indigenous nations and groups in Canada and 30 federally recognized Native American Tribes in the U.S.

Our Approach

We are guided by a set of strong internal values and systems that help us navigate this rapidly changing landscape.

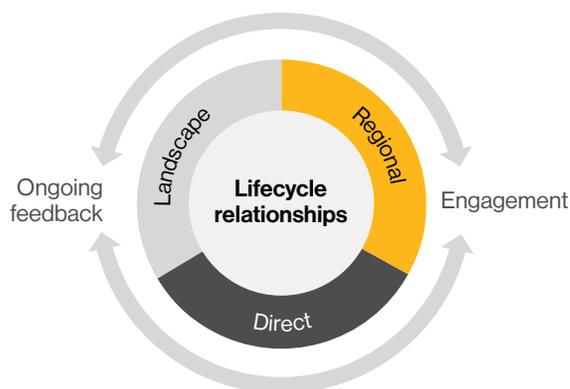
Our [Indigenous Peoples Policy](#) outlines the key principles that guide our engagement with Indigenous nations and groups in areas where our pipelines cross their lands. The policy, and its supporting guidelines, practices and management systems, recognizes the legal, regulatory and historic context of Indigenous rights and supports best practices on Indigenous consultation and engagement across all of our projects and operations.

Through our experience with the Line 3 Replacement Program, we stepped back and explored how our Indigenous engagement practices had evolved over the past few years. This resulted an ongoing, deeper dialogue and a more comprehensive approach piloted across the enterprise to work more strategically with Indigenous communities on

shared goals. Today, we more fully appreciate the value that building longer-term relationships can create for both the communities involved and our business.

Our Indigenous Lifecycle Engagement Framework, introduced in 2018, guides our approach to building and sustaining long-term relationships across our business. We shared the framework with focus groups and Indigenous communities in Canada and are now incorporating their feedback into our planning. We will continue to actively engage and invite input.

Indigenous Lifecycle Engagement Framework



The framework sets out an engagement strategy on three distinct levels:

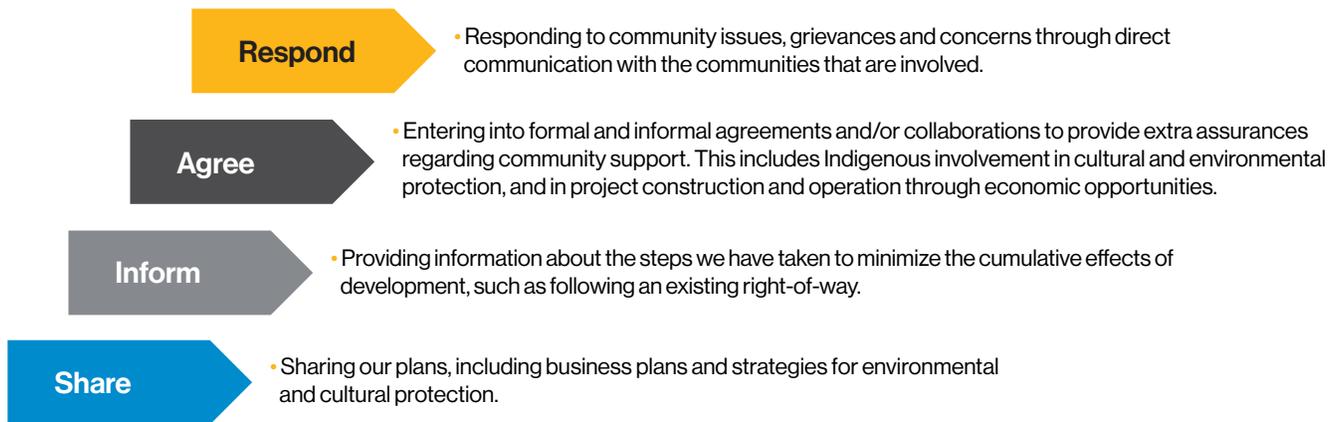
- **Landscape** level of engagement captures strategic, enterprise-wide engagement initiatives that impact the Company as a whole. Engaging with Indigenous leaders at this level will support ongoing and active engagement and communication.

- **Regional** level engagement involves Indigenous nations and groups located in geographic proximity to one another (e.g. the U.S. Midwest, the Canadian Prairies region and British Columbia). Regional initiatives focus on establishing opportunities for regional dialogue around key issues.
- **Direct** engagement is focused primarily on high priority nations—those that are near our infrastructure including: nations with Enbridge infrastructure on reserve (e.g. Fond du Lac and Swan Lake); nations within 12 to 19 miles (20 to 30 kilometers) of a pipeline right-of-way; and communities downstream of where a liquids

pipeline crosses a waterbody. Direct engagement activities tend to be site-specific and narrow in scope—activities that may be implemented most effectively and appropriately on a community-by-community basis.

Depending on the nature of a project, our Indigenous consultation and community engagement process can include elements from the diagram below:

Potential Elements Included in Indigenous Engagement



From Discussion to Defining Action

In 2018, Enbridge released a discussion paper on *Indigenous Rights and Relationships in North American Energy Infrastructure* to report on the steps we are taking to implement our Indigenous Peoples Policy and integrate Indigenous rights and sensitivities into our investment review process through early identification across our different types of investments.

Throughout the second half of 2018, the discussion paper was introduced to Indigenous leaders from over 20 nations in Canada with an invitation to review and provide input about its contents. We also received input through an online survey. Most of the feedback related to Indigenous rights, Enbridge's investment review process, employee awareness about Indigenous cultures and practices, and inclusion of Indigenous perspectives throughout our business. We were encouraged by the response; a direct outcome of the discussion paper is that it has helped us to better define our thinking and approach to lifecycle engagement with Indigenous nations and groups.



Our Performance

Creating Economic Participation Opportunities for Indigenous Nations

Wherever we engage with Indigenous communities, we pursue the support of economic development opportunities consistent with Indigenous communities' culture and community development plans. Indigenous socio-economic participation is central to our Indigenous Engagement Program. We have long recognized that hiring Indigenous businesses and contractors supports local employment, gives us the opportunity to understand available services and talent, and helps us build trust and relationships. We also appreciate the important contribution that Indigenous businesses make each year to the overall economy.

A specialized team within our Supply Chain Management (SCM) function focuses exclusively on expanding opportunities for socio-economic participation by Indigenous groups. The team includes Indigenous business development specialists with the skill sets required to support the achievement of our goals for Indigenous procurement.

In Canada, the SCM Indigenous Engagement team developed opportunities for Indigenous communities and businesses, with the largest effort on the L3RP. We have been able to work with local Indigenous communities, Indigenous businesses and our contractors to put over 150 Indigenous businesses and partnerships to work. The project employed over 1,100 Indigenous workers. Further, the project recorded an Indigenous spend of \$345 million as of the year-end 2018.

The SCM Indigenous Engagement team in the U.S. works with Indigenous communities and businesses to provide opportunities in training and education, employment, procurement and business development. By working with our general contractors and Indigenous business, we increased Indigenous economic spend from \$4.3 million in 2017 to \$14.9 million in 2018. This includes contracting, labor, business development and training initiatives. We have committed \$100 million in Indigenous spend focused on the L3RP in Minnesota.



Building Meaningful Relationships with Indigenous Communities

Investing in capacity

Enbridge is proud to partner with Indigenous communities near our projects and operational rights-of-way. We strive to share our success with these communities via investment, partnerships and human capital to support community organizations, fuel quality of life and make a positive, lasting impact. In 2018 Enbridge continued its long-standing support to enable communities to engage on our projects and build capacity within the community, as well as addressing community priorities—from educational programs to safety training and equipment, to cultural initiatives. Our capacity support in 2018 totaled nearly \$12.8 million. Details on our investment programs can be found in the Community Investment section on Page 70.

Surpassing \$1 billion

In the second quarter of 2019, we marked a major milestone, surpassing \$1 billion in Indigenous spend since 2011 across our LP and GTM businesses. This includes direct spend with Indigenous businesses as well as subcontracting opportunities for Indigenous business working suppliers and wages paid to Indigenous workers from our contractors.

Training and employment

We are continuing our efforts to increase Indigenous employment by working in partnership with communities, schools and local governments. Some of these partnerships include:

Oshkiimaajitahdah

Enbridge signed an agreement with Red Lake Nation's workforce development department, [Oshkiimaajitahdah](#), the United Association of Pipefitters and the Local 798 Welding Union to support the Red Lake Welding school with scholarships and donations for welding equipment. The agreement includes financial support to complete the construction of the manufacturing building in Redby, MN.

Everybody wins: Line 3 Replacement in Canada has maximized Indigenous participation

The pipeline we've built together is safer and will continue to provide economic benefits for Canada. Indigenous individuals, businesses and communities benefit in the short term from construction and the longer term through increased capacity, job experience, training and sustainability initiatives.

[Learn more](#)

American Indian Chamber of Commerce Wisconsin

Enbridge is a corporate member of the [American Indian Chamber of Commerce Wisconsin](#) (AICCW). The partnership with AICCW has provided mutually beneficial relationships with Tribal-owned and Tribal citizen-owned businesses. The partnership has provided Indigenous businesses contracting/subcontracting opportunities and labor resources for working on Enbridge projects; and sharing information with each other regarding Enbridge, Wisconsin Tribes and culture, and how we can work together for a sustainable future.

Cultural Awareness and Education

We provide Indigenous awareness training at Enbridge in support of our commitment to fostering an understanding of the history, traditions, rights and culture of Indigenous peoples among our employees and contractors. The training is designed to help employees and contractors communicate and engage more effectively with local Indigenous peoples. Approximately 1,500 employees and contractors have received Indigenous awareness training since the program's inception in 2016 in operating regions in Canada and the U.S. To extend the reach and impact of the program, we introduced online awareness training in 2019.

In 2019 Enbridge was the presenting sponsor for the [Calgary Stampede Elbow River Camp](#). We are proud to honor the historic relationship between the Calgary Stampede and the nations of Treaty 7, where families come together to share and express their cultural heritage and pass along traditions to the next generation.



A living connection to the history: Protecting Tribal traditions in Minnesota

Enbridge's Line 3 Replacement Project is about more than economics—it's about engagement, inclusion and respect. With nine Tribes participating directly through survey work, and more than 30 Tribes in total involved via consultation, Enbridge's L3R Tribal Cultural Resources Survey—encompassing all 337 miles of the project route across northern Minnesota—represents the largest Tribal cultural resources survey ever attempted in the energy industry.

[Learn more](#)



Wells Academy: A Minnesota story of technology, training and transformation

In 2018, Enbridge finalized a [13KW solar demonstration project](#) as part of a partnership between Enbridge and Native American-owned businesses, contractors and labor. Wells Technology was looking to bring their solar panels to the commercial market and we were looking for meaningful ways to collaborate with Tribes on renewable energy projects.

The solar panels are located at our office in Bemidji, MN. To date, 12,500 pounds of carbon dioxide (CO₂) emissions have been avoided. Working with Enbridge, Wells Technology was able to successfully bring a product to the commercial market and obtain UL listing and certification.

[Learn more](#)

Safety, Cultural and Environmental Protection

Enbridge has great respect for the cultural resources of our Indigenous and local communities. We seek to understand their concerns related to safety and the protection of cultural and environmental resources and values.

Indigenous and community-based input has also led to increased Indigenous participation in archaeological work, monitoring and cultural studies/surveys to inform environmental and cultural protection plans, and to increased Indigenous inclusion in emergency response planning and exercises for our L3RP.

In 2019 we concluded an extensive traditional cultural resources survey at the request of interested Tribal Nations in Minnesota—the largest Tribal resourced survey ever attempted in the energy industry. It extended beyond regulatory requirements and was carried out through a collaboration of nine Tribes participating directly through survey work, and more than 30 Tribes in total involved via consultation with the U.S. Army Corps of Engineers.

With input received from Indigenous nations we jointly collaborated and made changes to project design, planning and routing for our L3RP in both Canada and the U.S. to avoid sites of potential cultural significance. Tribal monitors will be hired for pre-construction and post-construction phases. The focus of the monitoring role is to provide an Indigenous perspective and ensure cultural resources are protected during the construction phase.

SPOTLIGHT :

Lighting the way

In 2018, Enbridge had the chance to share data with our Indigenous neighbors—and shed some light on history.

During consultation work to extend the Environmental Assessment Certificate for our Westcoast Connector Gas Transmission pipeline project in British Columbia, the Gitanyow Hereditary Chiefs Office asked us to share Light Detection and Ranging (LiDAR) data we had gathered years ago with University of British Columbia (UBC) researchers. When we reached out to UBC, we learned that LiDAR has become a valued tool in archaeological and cultural research—a tool and data previously unavailable to UBC.

As a result of our data sharing, UBC was able to identify more than a dozen potential archaeological sites of cultural significance to the Gitanyow peoples, including what may be a village site described in oral traditions. Researchers also found previously identified archaeological sites that had inaccurate coordinates and were able to correct the historical inaccuracies.

We were pleased to make Enbridge intellectual property available for this important work. After all, lighting the path forward often starts with shining light on our history.

Indigenous Spend in Canada and the U.S.¹

(millions)

	2016	2017	2018
LP	\$79	\$136	\$325
GTM ²		\$70	\$61
GDS	\$13	\$11	\$8

¹ Indigenous spend includes contracting, both direct from Enbridge and indirect sub-contracting opportunities, and wages paid to Indigenous workers.

² GTM spend in 2016 is combined under Major Projects.



Energy Transition and Climate Change

At Enbridge, we recognize that climate change is a global issue. As a leading energy infrastructure company—with assets positioned across the energy system—we are uniquely positioned to help society transition to a lower-carbon economy, and we're working to reduce our own emissions at the same time.



Our energy transition approach is based on emissions reduction, greater energy efficiency and investing in lower-carbon energy solutions.

Business Context and our Strategic Response

Responding to climate change and supporting the transition to a lower emissions economy are important areas of focus for our business—and our stakeholders.

We see two serious challenges facing the world today: the need to meet a growing demand for energy, driven by global population growth and economic development; and the need to address climate change by keeping average global temperatures from rising 2°C above pre-industrial levels. We believe that the world must be diligent in finding new ways to meet this dual challenge, and that the answer lies in finding and pursuing multiple pathways to provide affordable and reliable energy while protecting our environment. We are convinced that innovation can and should happen across the entire energy system: that is, more renewable energy and cleaner oil and gas. Global energy systems are already being reshaped, providing significant opportunity for forward-looking companies.

Close scrutiny of energy supply and demand fundamentals has enabled us to become one of North America's largest and most successful energy infrastructure companies—delivering oil, natural gas, NGLs and renewable energy. We have made big investments in natural gas infrastructure and continue to see significant opportunity in offshore

wind projects. Our business strategy has evolved to reflect these shifting market fundamentals. We're applying and encouraging clean technology and innovation across energy systems—including accelerated strategies for less carbon-intensive oil and natural gas; energy efficiency; fuel-switching; and electrification generated from low emissions and renewable sources, including wind, solar and hydrogen produced through Power-To-Gas (P2G).

Our Approach

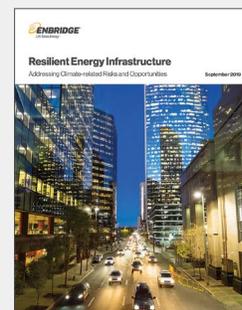
Our approach to supporting the transition to a low carbon economy is guided by our Climate Policy and involves three key focus areas:

- Reducing GHG emissions from our own operations.
- Helping customers reduce their energy use and GHG impact.
- Investing in renewable energy assets and low-carbon solutions.

As a leading energy infrastructure company, Enbridge recognizes that we have a responsibility to address climate change. We also recognize that—as a company with assets positioned across the entire energy system—we are uniquely positioned to help bridge the transition to lower carbon economy. Each of our core business units has a role to

Enhanced Climate-Related Disclosure

In September 2019 we released a Climate Report entitled *Resilient Energy Infrastructure—Addressing Climate-Related Risks and Opportunities*. In this report, we address recommendations made by the TCFD and expand our reporting on governance, risk management and opportunities, and strategic decisions with respect to climate change. In preparing the report we tested the resilience of our strategy and existing assets against two separate International Energy Agency scenarios. The process itself has and will continue to be highly valuable and a key part of our strategic thinking. In the final analysis, we see strong utilization of our existing assets through 2040 and significant opportunity for growth within each of our businesses.



play in reducing our own operational GHG emissions profile while we work with others to reduce GHG emissions across the entire energy value chain. We have also demonstrated our ability to advance energy diversification while ensuring the safety and reliability of energy supply.

In order to address climate change, we commit to taking climate actions that are consistent with our business model; align with changing energy market fundamentals; and address government and stakeholder expectations for meaningful progress on emissions reduction and management of climate risks.

We are currently developing next-generation targets for our Scope 1 and Scope 2 operational GHG emissions following our achievement of initial Scope 1 targets, and to reflect the breadth and scope of our business after our 2017 acquisition of Spectra Energy. We consider climate-related risks and impacts in our business decision-making:

- Our Enterprise Asset Management group applies a carbon sensitivity analysis when reviewing asset decisions.
- Our Investment Review team is in the process of integrating carbon sensitivity analysis into the capital investment approval process.

Our Enterprise Asset Management Group evaluates assets and investments by identifying and assessing financial benefits from energy efficiency measures in the form of annual power savings and reduced GHG emissions, and considers avoided GHG emissions in the context of environmental benefits and potential financial gains and losses. Our Investment Review team considers the potential compliance obligations associated with a potential project's energy consumption, including both electricity and natural gas. Carbon compliance costs are assessed at a national level, while electricity consumption is considered at a provincial/state level.

Our Performance

Reducing GHG Emissions in our Operations

We recognize that for us to play a key role in the transition to a lower emission economy and support the achievement of national and global emission reduction goals, we must take a proactive approach to reducing our own carbon footprint. That approach includes a focus on reducing the carbon intensity of our operations through enhanced energy efficiency and a commitment to continuously improve the way we manage methane emissions from our facilities. One of our main areas of focus is to reduce emissions from our ongoing operations and future projects.

“Enbridge operates in numerous jurisdictions across North America and is therefore subject to an array of climate-related regulations, including both implicit (i.e. methane regulation) and explicit (i.e. carbon tax) carbon pricing frameworks. In some instances it makes sense for Enbridge to engage directly with regulators given our unique circumstances as a company operating across international boundaries. However, in most cases we collaborate with other midstream companies through industry associations and non-governmental organizations.”

Edwin Makkinga, Manager, Climate Policy



Liquids Pipelines system optimization

LP implements a variety of techniques to optimize its operations, reduce power consumption and reduce indirect GHGs emissions across its network of oil pipelines. These include:

- Allocating larger volumes of crude oil to our more energy efficient pipelines and ensuring that oil is balanced across both heavy and light crude lines.
- Similar to fuel efficiency for an automobile, operating a pipeline at consistent flow rate (“speed”) a practice that leads to more energy efficient operation and less overall power (or “fuel”) consumption.
- The use of Drag Reducing Agent, a product that is injected into crude oil to reduce pipeline fluid friction, allowing oil to flow more efficiently and allowing for certain pump stations to be bypassed, thus reducing total energy consumption.
- Introducing power limits on certain stations to avoid unnecessary spikes on the flow rates.

Offices and buildings

GDS is deploying a five-year plan to reduce GHG emissions within our Ontario properties. In 2018, GDS achieved reduced GHG emissions at its Victoria Park Centre location by 11% and realized a 9% reduction at its Technology and Operations Centre in Markham through energy conservation measures. Work continues in 2019, including another targeted LEED Gold renovation project.

Vehicles

GDS has the largest natural gas vehicle fleet in Canada. To date, 41% of the fleet has been converted to operate on Compressed Natural Gas (CNG). In 2018, GDS invested more than \$5.5 million in CNG in both internal and external projects. These investments will further support an overall reduction in Scope 1 GHG emissions from fleet operations.

Managing our energy consumption

Pipeline transportation of crude oil and natural gas accounts for most of our energy consumption. GTM and GDS consume mainly natural gas, while LP's operations primarily rely on electricity to drive pump motors. The increase in energy consumption between 2016 and 2018 reflects the acquisition of Spectra Energy in 2017, which grew our gas transmission and distribution assets significantly and brought relative balance to our portfolio of oil and natural gas assets within both GTM and GDS asset portfolios.

Capturing waste heat

NRGreen Power LP is an independent power producer co-owned by Alliance Pipeline (of which Enbridge is co-owner with Pembina Pipeline Corporation). The company captures waste heat generated by natural gas-fired compressors and converts that to electricity without creating additional GHG emissions. Recovered energy is sold back to the electric grid within host provinces, and resulting carbon offset credits are sold into provincial carbon emissions compliance markets.

Enbridge's methane emissions

Methane emissions primarily result from natural gas that has either been vented to the atmosphere as part of normal operating procedures, or from fugitive emissions, which are small leaks or releases of gases or vapors from pressurized equipment or components.

Enbridge has undertaken many initiatives to manage and reduce methane emissions. Integrity management practices are in place for all of Enbridge's natural gas transmission and distribution pipelines and related storage and operational facilities. These assets are systematically maintained through testing, inspections and auditing. In addition to preventative maintenance, leak detection surveys are regularly conducted at our facilities using a variety of technologies and tools, including Optical Gas Imaging cameras, hand-held 'sniffer' gas detectors, right-of-way surveillance and air patrols on transmission lines and the use of infrared cameras.

In the U.S., GTM participates in the Environmental Protection Agency's (EPA) Natural Gas STAR Program, which provides a framework for the implementation of methane-reducing technologies and practices and documentation of voluntary emission reduction activities. In 2018, Enbridge reported avoided methane emissions of 3.1 million cubic feet¹ through the implementation of the following initiatives:

- Use of pipeline pump-down techniques to lower gas line pressure.
- Use of composite wrap repair.
- Use of hot taps for in-service pipeline connections.
- Use of YALE² closures for Emergency Shut Down (ESD) testing.

GTM also adheres to the Interstate Natural Gas Association of America's Methane Emissions Commitments aimed at continuously improving transmission and storage operations in a prudent and environmentally responsible manner. In 2018 the volume of methane emissions increased by approximately 22% from our GTM business segment as a result of acquisitions and divestitures, operational changes including new pipelines coming into service, and an outage on a flare on one of our major pipelines (resulting in increased venting). Our LP operations are not a major source of methane emissions.

Methane* (tCO₂e)

	2016 [†]	2017	2018
GTM	349,000	1,553,000	1,891,000
GDS	309,000	507,000	503,000
Total	658,000	2,061,000	2,394,000

*A GWP of 25 has been used to estimate methane emissions in t CO₂e.

[†]Legacy Enbridge data only.

¹The avoided methane emissions volume reported by GTM to the EPA Natural Gas STAR program does not include the Alliance and Vector pipelines.

²A YALE closure is a screwed-on pipe cap with a built in needle valve that bleeds the gas pressure off the ESD valve stake for safely removing the YALE device.

SPOTLIGHT :

Reducing operational GHG emissions at GDS

GDS tracks GHG emission reduction opportunities through its Facility GHG Emission Reduction Program. These opportunities include:

- **Avoiding vented gas for new builds:** When completing maintenance activities at compressor sites, sometimes it's necessary to vent natural gas from the equipment and surrounding pipelines to make them safe. Instead of releasing this natural gas (methane) to the atmosphere, we review new site designs with our Environment group to determine where opportunities to reduce methane emissions are apparent. As budgets allow, we introduce GHG emission-limiting facilities into the design. During the past year, four transmission stations along the GDS system have been equipped with blowdown recovery compressors that can be used during maintenance activities.
- **Electric valve operators for new builds:** Unlike pneumatic valves, electric valve operators do not vent natural gas into the atmosphere. For new builds, we evaluate the usage of electric valve operators as the preferred option for non-critical configuration valves.
- **Online monitoring for storage and transmission operations:** GDS operates a transmission system that moves natural gas from the Dawn Storage Hub to customers across Ontario. The online monitoring project will connect the main transmission stations to optimize engine use, resulting in reduced fuel consumption and reduced environmental impact. This project is still in the pilot phase.

Helping Customers Improve Their Energy Use and GHG Impact

Through a wide range of Demand Side Management (DSM) programs, we encourage our natural gas customers—from homeowners to industrial facilities—to adopt energy-saving equipment and operating practices to reduce energy consumption. Our DSM programs consist of energy-savings equipment and operating practices such as:

- Energy-efficiency audits of residential homes, commercial and industrial facilities.
- Financial rebates.
- Sharing of technical expertise.
- Support to industry and trade associations in various sectors (schools, hotels and motels, construction, automotive, food and beverage, pulp and paper, etc.) to promote DSM programs and enhance industry standards and best practices.
- Design pre-construction charrettes (planning sessions) that support and educate builders on higher-energy-efficiency building options.
- Partnerships with governments, suppliers and equipment manufacturers on investments in new energy-efficient technologies that benefit ratepayers.

As part of its DSM portfolio, the Savings by Design program (serving legacy EGD rate zone) and the Commercial Savings by Design green-building program (serving legacy Union Gas rate zone) help builders construct energy-efficient, healthy and sustainable homes that exceed the 2017 Ontario Building Code requirements by at least 15%.

The programs bring together a range of subject-matter experts and financial incentives during the design, construction and commissioning stages of building and housing projects. In 2017, the energy efficiency programs offered by our utility were recognized with awards from the Ontario Energy Association, the Ontario Sustainable Energy Association and EnerQuality, which recognizes energy-efficient home building.

Between 1995 and 2017³, GDS's energy efficiency programs saved our customers 25 billion cubic meters of natural gas, which is enough to serve nearly 11 million homes⁴ for one year. These natural gas savings have resulted in a reduction of 47.3M tonnes of Carbon Dioxide Equivalent (tCO₂e), roughly equal to removing 9.3 million⁵ cars from the road for one year.

Investing in Renewable Energy and Lower-Carbon Solutions

We are diversifying our assets to reflect a changing global energy mix and are now one of Canada's largest renewable energy companies. Since 2002, we have invested more than \$7.8 billion in renewable energy projects and our net interests have capacity to generate about 1,750 MW of zero-emission energy. In most cases, our onshore renewable energy and transmission projects are underpinned by attractive long-term power purchase agreements (PPAs) and price hedge arrangements that deliver stable cash flows and attractive returns similar to those realized by our liquids and gas transportation businesses.

³ 2016 and 2017 spending and results are unaudited and subject to change.

⁴ Assumes a residential customer uses a range between 2,200 to 2,400m³ per year to heat their home and water.

⁵ Assuming the average automobile produces 5.1 tonnes of CO₂e per year.

SPOTLIGHT :

GDS home retrofit offerings

In 2018, GDS provided enhanced home audit and retrofit program offerings, delivered in partnership with the Government of Ontario and Independent Electricity System Operator (IESO). The offerings provided rebates for completing a home energy audit and upgrades within the home, such as installing an energy efficient heating system, water heater, insulation, windows and air sealing.

GDS was able to provide residential homeowners with a coordinated, one-stop-shop approach to identifying energy efficiency improvements for qualifying measures and accessing rebates for their home. The offerings assisted homeowners in improving the efficiency of their homes, reducing their energy bills and reducing GHG emissions.

The Government of Ontario target for the enhanced home retrofit offering over the 2016 to 2019 period was 36,000 home retrofit participants. GDS has surpassed this target. The final participants of the enhanced home retrofit offering are being processed in 2019 as the enhanced offering winds down.

Wind Energy Investments

Enbridge has an interest in 20 offshore and onshore wind projects either in operation or under construction. We see great potential in offshore wind—one of the fastest-growing energy segments in Europe, where there is a significant push for a greater component of renewables in the supply mix and limited space for onshore renewable development. Since 2015 Enbridge has committed \$2.5 billion in offshore wind energy investments in Europe:

- **German Offshore Wind Development:** Enbridge is partnering with Germany's EnBW on the 497-MW Hohe See and 112-MW Albatros wind farms in the North Sea. Both are expected to enter service in 2019.
- **Rampion Offshore Wind Project:** Enbridge holds a 24.9% interest in the Rampion Offshore Wind Project, which entered commercial operation in November of 2018. The project, located off the United Kingdom's Sussex coast, consists of 116 turbines and has a generating capacity of 400 MW—enough electricity to supply almost 350,000 homes a year.
- **Dunkirk Offshore Wind Project:** In June 2019 France's Ministry for Ecological and Inclusive Transition selected the EDF Group, in partnership with Innogy and Enbridge, to design, build, operate and maintain the future Dunkirk offshore wind farm. The project, located 10 km off the coast of Dunkirk, will have an installed capacity of almost 600 MW. The wind farm should come into service in 2025.
- **Saint-Nazaire Offshore Wind Project:** In August 2019 Enbridge announced it is moving forward on the first of four offshore wind farms under development in France with its partner EDF Renouvelables. Enbridge has a \$1.8-billion gross investment in the 480-MW Saint-Nazaire offshore wind project, underpinned by a fixed PPA. The project is located off the northwest French coast.

Enbridge plans to continue to develop our power and renewables business where we have a competitive advantage and where we find opportunities with strong commercial underpinnings. As opportunities emerge, we will look to manage financial, regulatory and construction risk while securing long-term power purchase agreements.

Natural gas: Bridging the transition

Clean-burning natural gas has a critical role to play in the transition to a lower emissions economy. As one of North America's largest distributors and transporters of natural gas, we are well positioned to be a leading supplier of affordable and reliable natural gas to provide fuel for power generation, industrial and manufacturing facilities, and residential and commercial heating. Natural gas complements renewables by providing a quick-start backup while renewable-related issues such as intermittency, availability and volume and energy storage are resolved.

Over the next few decades the power generation and transmission network in North America is expected to undergo significant growth. With over 3.75 million natural gas customers and an extensive natural gas storage and distribution network, we believe our natural gas utility is well-positioned to help advance lower-emissions energy solutions that can enable access between zero emission and low-carbon sources of energy and existing natural gas assets, to support continued consumer access to reliable, low-cost energy in the future.

In 2018, the CPPIB acquired a 49% interest in select renewable energy assets in North America. Additionally, we entered into a joint venture agreement with CPPIB to pursue future European offshore wind projects. The combination of Enbridge's operating and development capability with CPPIB's resources and experience creates a powerful Canadian champion for developing offshore renewable energy projects in Europe.

Our asset mix will continue to be informed by the global energy mix—as renewable demand increases, our investments in renewable energy will likely increase as well.

SPOTLIGHT :

Spotlight: GDS's approach to greening natural gas

To further support the transition to a low-carbon future, we're working to vertically integrate our platforms for renewable energy and natural gas. We are expanding engagement in renewable natural gas (RNG)—energy produced from the decomposition of organic waste.

We're also pursuing power-to-gas (P2G) technology, and in partnership with the Canadian technology firm Hydrogenics we've developed North America's first utility-scale P2G pilot facility. GDS has invested more than \$1.6 million in P2G technology, which converts electricity into hydrogen and can be stored for future use.

The integration of renewable fuel supplies like RNG and hydrogen into existing pipeline distribution systems for natural gas could contribute significantly to meeting GHG emission reduction targets by reducing the carbon content of natural gas used to heat homes and buildings and for transportation. In partnership with the city of Toronto, Enbridge will add approximately 3.2 million cubic meters of RNG annually to distribution pipelines beginning year-end 2019, helping reduce the carbon intensity of the natural gas we deliver to our customers. To date GDS has invested about \$5 million in RNG.

Renewable Energy Net Generation Capacity

Enbridge's renewable energy projects—either operating or under construction—have the capacity to generate about 1,750 MW net of zero-emission energy.



20 wind farms
1,647 MW



4 solar energy operations
78 MW



1 geothermal project
9 MW



5 waste heat recovery facilities
17 MW



1 hydroelectric facility
0.5 MW

All megawatt figures are net capacity.

Scope 1 GHG Emissions

Scope 1 GHG emissions include those that result directly from our operations such as natural gas combustion from compressors used for transmission, along with fugitive and vented emissions. In 2018, our company-wide Scope 1 GHG emissions were about the same (slightly less) as they were in 2017. The change in total Scope 1 GHG emissions between 2016 and 2018 reflects the 2017 acquisition of Spectra Energy and its extensive natural gas transmission, storage and distribution infrastructure within both GTM's and GDS's asset portfolio.

Scope 2 GHG Emissions

Scope 2 GHG emissions include those that result from the off-site generation of electricity, which we buy and consume. LP uses electricity to operate the pumps that push crude oil and other liquid hydrocarbon products through its pipelines. Note that as our pipelines become fuller, the amount of energy needed to push crude oil and other liquid hydrocarbon products increases proportionately due to several factors, including the type of flow and liquid viscosity. In 2018, the amount of electricity use increased by nearly 8% because the volume of the product we delivered also increased.

Scope 1 (Direct) and Scope 2 (Indirect) GHG Emissions (tCO₂e)

	2016 ¹	2017	2018
Scope 1	2,445,000	10,214,000	10,680,000
Scope 2	5,225,000	6,436,000	6,795,000

Energy Consumption (Gigajoules)

	2016 ¹	2017	2018
Fuel	30,736,000	127,938,000	122,567,000
Electricity	31,399,000	41,820,000 ²	44,518,000
Total Energy	62,135,000	169,758,000	167,085,000

¹ Legacy Enbridge data only.

² 2017 electricity consumption data for legacy Enbridge's U.S. based GTM assets has been assumed equal to 2016.

Scope 3 GHG Emissions

We track Scope 3 GHG emissions that result from our utility customers' natural gas use, from our employee business air travel and from electricity grid transmission and distribution loss. An increase in total Scope 3 GHG emissions between 2016 and 2018 reflects the addition of approximately 1.5 million natural gas customers through Enbridge's acquisition of Union Gas in 2017. Natural gas complements renewable energy by providing a quick-start backup while renewable-related issues such as intermittency, availability, volume and energy storage are resolved.

Detailed GHG emissions and energy consumption data, broken out by business unit, is available in the appendix to this report, beginning on Page 85.

Scope 3 GHG Emissions (tCO ₂ e)			
	2016	2017	2018
Transmission and distribution loss^{1,2}			
Canada	186,000	212,000	240,000
U.S.	126,000	165,000	165,000
Total	312,000	377,000	405,000
Our customers' natural gas consumption			
GDS	21,500,000	46,500,000	49,600,000
Employee air travel for business			
Total	4,300	7,100 ¹	7,200 ³

¹ GHG Emissions that result from Grid Loss: We provide a high-level estimate of the Scope 3 GHG emissions resulting from the loss of electricity during its transmission and distribution.

² The estimate assumes the 2017 (Canada) and 2016 (U.S.) national-level percentage grid losses apply for all years. Sources: ECCC NIR (2019) and EPA eGRID (2018).

³ The 2016 emissions for employee air travel are for legacy Enbridge only, while 2017 and 2018 data represents combined company operations.



Innovation at Enbridge

Enbridge is committed to pursuing innovation and technology solutions that drive higher levels of safety, reliability and productivity in how we deliver energy. Across the enterprise our entire team is encouraged to think creatively, challenge conventional thinking and put forth bold new ideas.



\$14M
invested in innovation

In 2018 we invested about \$14 million in technology development and innovation projects. These projects are focused on the use of advanced analytics in our pipeline and power generation businesses, renewable energy technology and enhancement of the safety, efficiency and capacity of our assets.

Our two **Technology + Innovation Labs** are designed to spark the spirit of innovation and use the power of data to improve safety and reliability while accelerating technology-driven business solutions.



Innovation Accelerators

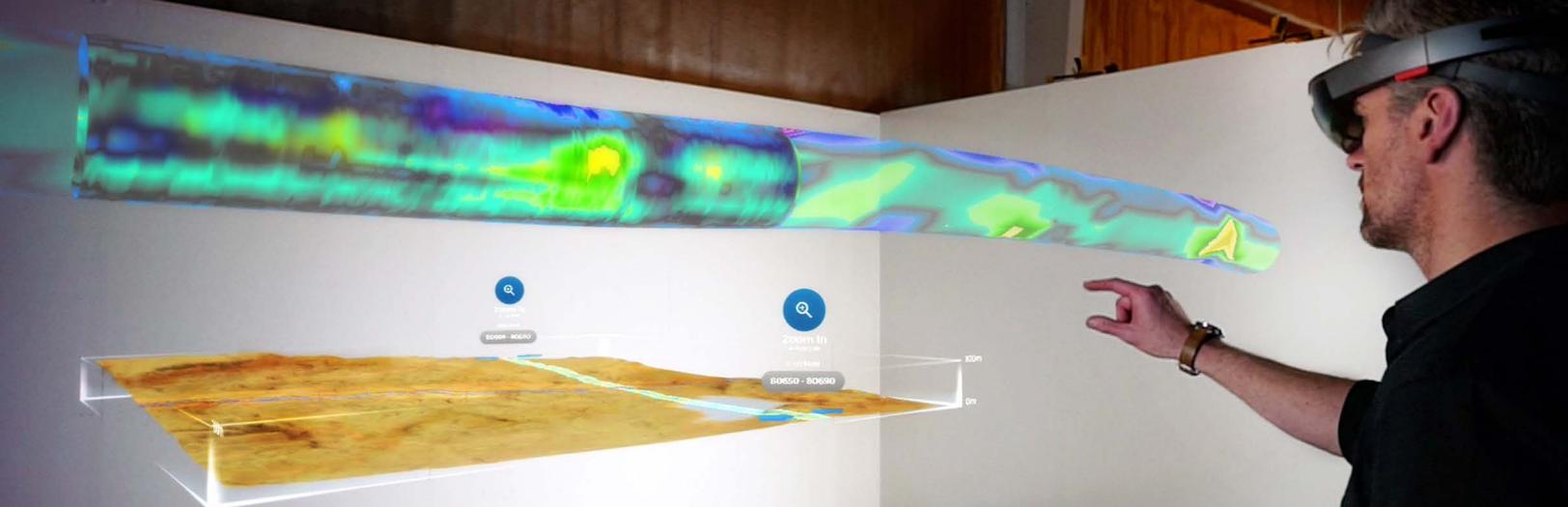
The labs, based in Calgary and Houston, are pioneering the development of innovative products through small agile teams. The labs were created to allow for “boundary-less” collaboration and creativity—and to serve as a platform for launching innovative ideas and solutions for our toughest business and industry challenges. Employees are encouraged to submit Shark Tank-style proposals to make our business more competitive, foster collaboration and fuel innovation.

The Houston lab launched in 2018 with an initial focus on how we gather, process, store and transform pipeline integrity data into actionable information. The work is centered on developing an integrated system that leverages technologies, including artificial intelligence, cloud computing and the Internet of Things solutions, to help us recognize and address asset risks.

The project holds great promise for Enbridge, our industry, customers and communities by making our approach to asset integrity more predictive than prescriptive, ultimately ensuring confidence in safe, reliable operations.

“We’ve been given the keys to unlock any data, leverage the latest technologies and work in a fast-paced, focused environment to produce a solution unique to the marketplace.”

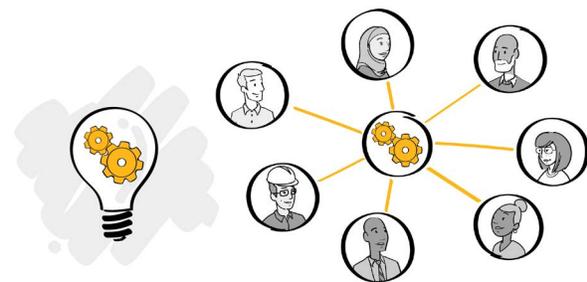
Jacob Parakadan, Manager GTM,
Operations Systems and Product Owner



Enbridge is continually looking for opportunities to enhance existing technologies, and advance new ones, in the areas of design, prevention, monitoring and leak detection to keep our pipelines and distribution systems safe.

We see it as our duty to work with innovators, researchers, regulators and our industry peers to drive safety and reliability performance to new levels.

We also know that the world is looking to us and other members of the energy sector to help society make the transition to a lower-carbon future, so we are investing in alternative energy and promising innovative technologies to support that change.



Upping our game with I-Frame

In our LP business, innovation is being driven through a new framework called I-Frame, incorporated into our Information Management System. The goal of I-Frame is to provide a pathway for people across the Company to share ideas and innovative problem-solving. Fostering an environment in which teammates are encouraged and inspired to be creative leads to improvements in productivity, value and solutions to some of our toughest challenges.



Efficiency and ELSA: Supporting the energy industry with high-tech pipeline scheduling

[Learn more about our Technology+Innovation Lab's work.](#)



Areas that Enable Continuous Improvement

Our activities in a variety of areas—whether it's community investment, workforce diversity, ethics, procurement or environmental protection—help achieve greater harmony, efficiency and prosperity.

In this section:

Local Environmental Impacts

Our Workforce

Customer Relations

Supply Chain Management

Community Investment

Economic Impact and Benefits

Political Advocacy and Accountability

Business Ethics

About this Report



Local Environmental Impacts

Environmental considerations are integrated into the way we do business, whether it's minimizing environmental impacts, protecting natural resources or reducing waste.

Business Context and our Strategic Response

Protecting natural resources and biodiversity and supporting conservation is a priority for Enbridge. As we execute on our capital expansion plans and maintain our existing infrastructure we are committed to conducting our operations in a manner that prevents harm to the environment and adheres to all laws and regulatory processes.

We work with local and Indigenous communities and other stakeholders and invest in projects and initiatives that promote environmental values and priorities that are mutually important and create benefits for the communities in which we operate.

Our Approach

We integrate environmental considerations into our business decisions and management, which are governed by our Safety and Reliability Policy. Our commitment to the environment is guided by the Enbridge Management System Structure (EMSS) which provides consistent expectations, standards and levels of discipline across our enterprise—and across asset lifecycles.

EMSS is put into practice through the Environmental Protection Program (EPP). The goal of the EPP is to anticipate, prevent, manage and mitigate environmental risk and conditions that could adversely affect the environment. The development and implementation of these risk management frameworks is informed by industry-leading protocols including, but not limited to, ISO 14001.

Each Enbridge business unit must establish, implement, and maintain an Integrated Management System for its defined assets and business processes that meets the enterprise minimum requirement and ensures regulatory and permit compliance.

Biodiversity and Land Management

We strive to avoid and/or minimize all impacts our projects and operations may have on sensitive habitats, species at risk and ecosystems. Our engineering operations and technical services teams help ensure that all of our assets are designed, constructed, maintained and operated to minimize the risk of habitat disturbance. Accordingly, we:

- Conduct environmental and cultural assessments to identify sensitive areas and use pre-existing rights-of-way where possible.
- Work with landowners and regulatory agencies to address the spread of invasive species that threaten valuable native species and natural plant and animal diversity.
- Monitor wetland and watercourse crossing sites regularly, following construction, to ensure they are fully restored to their previous function and value.
- Restore pipeline rights-of-way through rural areas so that agricultural activities can resume promptly following construction.
- Use appropriate vegetation management methods at our facility and pipeline rights-of-way locations.
- Employ habitat restoration methods including reclamation, environmental monitoring and mitigation, and follow-up landowner outreach.

We work cooperatively with regulatory agencies such as the Environmental Protection Agency, the U.S. Fish and Wildlife Service, the Bureau of Land Management, U.S. Army Corps of Engineers, National Parks Service, Environment and Climate Change Canada, and Fisheries and Oceans Canada, as well as state and local permitting and wildlife management agencies. Our philosophy is to meet, if not exceed, expectations set by any state, provincial or federal regulator.

SPOTLIGHT :

NEXUS team hatches migratory bird conservation plan

Promotion of biodiversity and sustainability were key planning considerations for Enbridge's 356-mile NEXUS Gas Transmission pipeline project. Initiatives included minimizing forest fragmentation, implementing compensatory mitigation to forested habitat clearing and adhering to winter clearing dates to avoid direct impacts to listed bat species and migratory birds.

The NEXUS team went a step further when they created a Migratory Bird Conservation Plan (MBCP) that focused specifically on federally-listed, state-listed and birds of conservation concern identified in state breeding bird atlases as potentially occurring within the project counties. Using the data, the project team developed a target clearing schedule of individual breeding bird habitats. The schedule was much more refined than the existing broad winter clearing windows and enabled a more accurate compensatory mitigation calculation. NEXUS' voluntary compensatory mitigation helped offset impacts to upland forested habitat across the project and the MBCP contributed to enhanced conservation of protected species.

Managing Water Resources

We recognize the ecological, cultural and social significance of water as a resource, and we're committed to responsible water management. Primary risks include impacts to water quality as a result of spills or hydrostatic testing, increased sediment loading due to flooding or heavy rainfall, withdrawing water from water-stressed areas, and implications for marine wildlife.

Enbridge's primary use of water is for hydrostatically testing the integrity of existing and new pipelines and related equipment prior to operation. Our operations and engineering groups carefully manage water used for hydrostatic pressure testing and have detailed procedures in place to measure water quality prior to disposal, either back to its source or via other approved methods.

We have strong operational practices focused on the protection of water quality and extensive experience in protecting water resources when pipeline infrastructure crosses a waterway. Waterway crossings are clearly marked and inspected annually by our employees for bank erosion, pipeline exposures and leaks. In addition, we employ divers to inspect submerged pipeline infrastructure at select locations, such as Line 5 beneath the Straits of Mackinac.

Air Emissions

The major air emissions that our facilities release include carbon monoxide (CO), nitrogen oxides (NOx) and volatile organic compounds (VOCs). Other contaminants that they release, but in much smaller quantities, include sulfur dioxide (SOx), hydrogen sulfide, particulate

matter (PM) and hazardous air pollutants (HAPs). Our facilities are designed to ensure that air emissions from our operations are kept below regulated limits.

These emissions are classified as criteria air contaminants (CACs) in Canada and criteria air pollutants (CAPs) in the U.S., and are released through incineration, industrial processes and fuel combustion. We have established management programs that define our roles, responsibilities and timelines for reporting emissions to various government agencies in both Canada and the U.S. We are making significant investments in equipment to reduce air emissions associated with our operations and to meet regulatory requirements.

Hazardous and Non-Hazardous Waste

We are committed to waste minimization, source reduction and recycling—approaches that offer both environmental and economic benefits. For example, we look for opportunities to reuse or recycle construction materials, we utilize recycled steel in our construction projects, and property managers at our office locations have implemented waste recycling programs.

Waste generation volumes fluctuate from year to year and are likely driven by many factors, primarily by the number and scale of construction and maintenance projects undertaken. Enbridge endeavors to continue expanding the current waste management processes to integrate other business units and report on their waste volumes in subsequent Sustainability reports.



Crossing the Straits of Mackinac

We'll be making a safe pipeline safer—by replacing our Line 5 Straits crossing in Michigan with a pipeline secured in a larger tunnel, bored deep beneath the lakebed.

[Learn more](#)

Our Performance

Efficient Use of Water

In 2018, Enbridge used a significantly larger volume of water compared with previous years, primarily due to several large pipeline construction and maintenance projects. These projects included the testing of pipelines and facilities for the L3RP, Line 4 Replacement and Seaway Connectivity for Liquid Pipelines; and the NEXUS Gas Transmission Pipeline for GTM.

Water Use for Hydrostatic Pressure Testing

(Megaliters)

	2016	2017 ¹	2018 ¹
Total Volumes	225.3	704.8	8,421.4

¹2017 and 2018 reflects Spectra Energy and Enbridge assets as a combined company.



Red snapper revival at Valley Crossing Pipeline Project

Research Institute for Gulf of Mexico Studies: Between 2017 and 2019, approximately 240,000 red snapper, the project's primary goal fish, were successfully raised from juvenile stage to adulthood. Valley Crossing Pipeline's gift enabled the purchase of critical marine transport components, including industrial dockage, rail transport, loading and unloading machinery and reefing material.

[Learn more](#)

Air Emissions

Overall, emissions of criteria air contaminants increased in 2017 with the acquisition of Spectra Energy, but have either stabilized or declined in 2018 for most business units.

Criteria Air Contaminants¹

(tonnes)

Total Volumes	2016 ²	2017	2018
NOx (as NO ₂)	2,267	17,105	17,588
SO ₂	519	8,485	6,757
VOCs	4,479	5,954	4,803
PM2.5	57	263	300
PM10	512	715	754
TPM	1,967	2,144	2,228
CO	1,489	7,904	7,122

¹ Breakout by business unit can be found in the Performance Data.

² 2016 data represents legacy Enbridge only, while 2017 and 2018 data represents combined company operations.

Hazardous and Non-Hazardous Waste

Overall, waste generation volumes increased in 2017 with the acquisition of Spectra Energy, but have either stabilized or declined in 2018 for most business units. In 2018, the volume of non-hazardous waste was elevated due to the generation of soil from the Wyndwood Pipeline Expansion Project in northeastern British Columbia.

As a result of recycling and organics collections programs initiated by the EGI Real Estate group, the volume of solid waste diverted from landfills has increased by 15% since 2015. This reduction corresponds to more than 100 metric tonnes of diverted solid waste annually.

Solid Waste Diversion at EGI Buildings¹ <i>(tonnes)</i>			
	2016	2017	2018
Solid waste sent to landfill	501	525	424
Solid waste diverted from landfill	601	863	794
Diversion rate	54%	62%	65%

¹ EGI buildings include offices in Toronto, Markham, Thorold, Tecumseh and operational depots.



Our Workforce

We're maintaining a dynamic and innovative workplace through professional development, active listening and a commitment to diversity and inclusion.

Business Context and our Strategic Response

Connecting people with the energy they need and want — safely, reliably and sustainably — requires a diverse, engaged and highly skilled team. The approximately 13,600 people Enbridge employs across North America are inspired and dedicated to building strategic, sustainable connections — from the pipelines we build to the communities where we live and work.

The evolving nature of our company and industry brings with it a range of workforce dynamics. Our 2017 acquisition of Spectra Energy required a focus on achieving synergies through the integration of systems and organizational structure, as well as alignment of culture and ways of working across a new organization. We introduced *What We Stand For* to help employees know and consistently rally around the enduring elements that define and guide Enbridge. Developed with input from employees, senior leaders and management, *What We Stand For* assembles in one place — as a quick reference — our purpose, vision, values, strategic intents, and a new element: ways of working. Our ways of working are about who we are and how we do business. This initiative complements our strategic priorities outlined in our strategic plan, and together, they help us to focus our energy on what needs to be achieved and how we will work together to deliver results.

Like many others within and beyond our sector, we see challenges and opportunities related to the need for advanced new competencies and knowledge transfer as we continue to understand our workforce requirements in the future and what we need to do to develop and acquire talent to fulfill these needs.

Our Approach

Attracting and Retaining Talent

We focus on enhancing the capability of our people through activities such as accelerated leadership programs, rigorous succession planning of critical roles, and facilitating career development and mobility throughout the enterprise. We value diversity and embed inclusive practices throughout our programs and approach to people management. Furthermore, we strive to maintain industry-competitive compensation and retention programs that provide both short-term and long-term performance incentives to our employees.

We continuously look for ways to offer flexibility to our employees to obtain optimal work-life balance. We offer variable work schedules and flex-options, parental leave and other like benefits to support our employees. Our Wellness Program supports employees' well-being by providing tools and resources to help them improve their physical, mental and financial health.

Employee Development

At Enbridge we want to provide our employees the opportunity to develop and have fulfilling careers.

Enbridge's career development strategy promotes career development as a shared responsibility between employees, their leaders and the Company. We have a strong foundation in place with many programs, tools and resources available to support employees on their career journey. We continue to build on this to ensure we adapt to the changing needs of our organization and people. Currently we are focused on:

- Better equipping employees and people leaders to have meaningful ongoing career discussions with tangible action plans.
- Enhancing opportunities for on-the-job learning and growth, including stretch assignments or temporary projects outside of employees' typical day-to-day job responsibilities.
- Encouraging employees to build new skills and explore opportunities within or across different departments and business units to enable them to gain diverse experiences.

Our philosophy of learning and creating a high-performance team is supported via a variety of channels. This includes:

- Our corporate university, Enbridge University, which offers a large catalogue of courses to build competencies.
- Leadership development certificate programs targeted at multiple levels in the organization (from front-line supervisors up to executive leaders).
- Education Reimbursement Program which supports employees by full/partial funding external learning and professional development opportunities.
- A mentorship program where employees and leaders engage in discussions tied to career and professional development. These discussions allow our employees to explore their long-term career aspirations, increase their knowledge and skills and explore other departments with the guidance of senior leaders. In 2018, 117 senior leader mentors were paired with mentees.
- Rotational assignments to enable employees to experience other areas of Enbridge's business.

Engagement

Our employee listening strategy involves multiple channels of listening, including formal engagement surveys, formal and informal conversations, pulse surveys, town halls, company-hosted social media (Yammer) and coffee chats. By understanding the employee experience and taking action to address opportunities identified via this feedback, we continue to build a proud and energized team.

Diversity, Equality and Inclusion

We have strong executive oversight and sponsorship of our Diversity & Inclusion Strategy (D&I), via a representative senior leadership Steering Committee that helps steward actions identified to foster an inclusive workplace. These actions include a focus on building awareness, delivery of learning programs, developing and supporting employee resource groups, engaging the workforce through local and regional initiatives, and implementing plans to close representation gaps.

Employee Resource Groups

We further foster diversity and inclusion through employee-led Employee Resource Groups (ERGs). ERGs are employee-formed and company-sponsored entities that:

- Promote understanding and support for historically underrepresented or marginalized employee populations.
- Educate and create development opportunities for members and allies via events and networks.
- Promote a diverse and inclusive work environment.

These groups collaborate with Enbridge business goals and community engagement with initiatives aligned with Diversity and Inclusion strategies.

Resources and support for diverse employee communities within Enbridge include:

Administrative Professionals Team (APT)

Administrative professionals + allies

Cares

Caregivers + allies

Connect

Next generation professionals + allies

EDGE

Ethnically Diverse Group of Employees + allies

Females in Engineering (FEMINEN)

Females in engineering + allies

Indigenous Employee Resource Group (IERG)

Indigenous employees + allies

Leadership Development Network (LDN)

Self-directed career/leadership development

Prism Energy

Lesbian, gay, bisexual, two-spirited and transgender employees + allies

Veterans

Active and former members of the armed forces + allies

Women@Enbridge

Female employees + allies

We proactively support leaders and coach them to review talent decisions with a diversity lens in order to mitigate the risk of unconscious bias. For example, we leverage opportunities to coach our leaders and employees at critical decision points that impact an employee's career, such as performance review and succession planning. Additionally a thorough analysis is conducted throughout these activities to ensure equitable representation of different demographic groups.

Tracking and monitoring our progress is important as we progress on our D&I journey. We have published an internal Gender Dashboard to provide transparency related to male and female representation metrics across the enterprise. The data collected in this dashboard is used to guide actions to bring greater diversity and inclusion to the workplace and will be expanded shortly to include other dimensions of diversity.

Enbridge's CEO is a member of the 30% Club, an international campaign focused on improving representation of women on boards and in senior management. Our goal is to achieve 30% female representation on our board of directors and across all leadership levels. In 2019 we signed on to Equal by 30, an international commitment by both public- and private-sector organizations to work toward equal pay, equal leadership and equal opportunities for women in the energy sector by 2030.

Employee Rights and Freedoms

We act in accordance with all laws and legislation. Our corporate policies include the Respectful Workplace, Harassment and Violence Policy, the Duty to Accommodate Policy and our [Statement on Business Conduct](#), all of which underline our commitment to:

- Ensuring fair labor practices and respecting human rights.
- Achieving a diverse workplace.
- Removing systemic barriers that could adversely affect our employees at work and in their careers.
- Implementing measures to prevent discrimination at Enbridge.
- Helping employees reach their potential.

We provide each of our business units with a training package that addresses components of human rights training, including anti-harassment, violence in the workplace and maintaining a respectful workplace. Each of our business units has implemented human rights policies and procedures that contain provisions for investigation and resolution of incidents.

“The momentum behind our diversity and inclusion work is really energizing. I've seen so much commitment from all levels of the Company—from our dedicated employee resource groups that shape our culture, to our senior leaders who are courageously taking on new ways of leading. I see progress every day and I am proud of our commitment to creating a workplace where everyone is welcome, valued and connected.”

Kimberley Grant, Manager,
Diversity, Inclusion and
Talent Acquisition Strategy



Freedom of Association, Labor Relations and Collective Bargaining

We believe that healthy and cooperative labor relations and collective bargaining contribute to our business success. As such, we maintain and foster a cooperative approach to union and management relationships through joint committees with various unions and industrial councils. We also follow the labor laws of the countries in which we operate as well as our own [principles of business conduct](#).

Employee Workforce and Turnover

To enable us to adapt, compete and achieve our growth strategy, we have continued efforts to streamline specific functions to minimize overlap and duplication. The total workforce decreased by approximately 10% in 2018. We realized efficiencies and staff reductions related to central functions and the sale of our Canadian and U.S. gathering and processing businesses. Divestitures comprised about 6% of the reduction in the employee population, with all receiving new offers of employment from the acquiring company. While large-scale integration activities continue (utility, Enterprise Resource Planning), much of the disruptive change of the past few years is behind us.

We analyze our voluntary turnover trends to understand the reasons why employees may choose to move on. In 2018 our voluntary turnover rate was 5.1%. The data is reviewed with executive leadership to proactively effect change.

At all times, we have treated our people with respect and dignity, providing support both to those who have left our company and those who remain. We have implemented comprehensive change management plans to assist with transitions and post-merger stabilization initiatives. Employees who were laid off received severance packages that exceeded legislated minimum notice periods and included outplacement assistance, as well as employee and family assistance programs.



FEMINEN at Enbridge—and Beyond

Amanda MacKay and Tina Uribe, members of Enbridge's FEMINEN (FEMales IN ENgineering) employee resource group, describe the group's evolution and impact.

Q: What was the impetus for FEMINEN?

AM: It began in 2012 as a grassroots initiative led by our colleague Lorna Harron. She noted a diversity gap within our engineering function in Edmonton. In response, she built a business case for greater diversity in the workplace, citing how diversity can improve bottom line performance, innovation and competitiveness. Our leadership immediately got on board and gave us the green light to start the employee resource group for female engineers and technologists, FEMINEN.

Q: How has the group evolved since then?

AM: We've experienced great response, energy and expansion. Initially, our meetings drew about 30 to 40 women. Today, we have 250 members—men and women—and three chapters across our North American operations. The Edmonton chapter alone has 160 members. We're committed to the vision of attracting, retaining and engaging women in Science, Technology, Engineering and Math (STEM) fields at Enbridge and bringing diversity not only to our engineering disciplines but to all functions.

TU: FEMINEN has five pillars that we view as our foundation: women in leadership; career development; work-life balance; workplace culture; and community engagement. One notable shift has been that we've broadened our focus externally, so we're connecting with organizations that share our goals, we're learning from others and reaching out to younger generations in our communities.

Q: Which leads us to your work with the Engineering Futures program. Tell us about that.

TU: Engineering Futures is a great program, and one we're proud to be a part of. Now entering its seventh year, the program is a partnership between Edmonton Catholic Schools' Braided Journeys Initiative, FEMINEN and our Diversity and Inclusion group. Engineering Futures pairs Indigenous female junior high school students with female engineering role models at Enbridge, with the goal of encouraging more young girls to consider STEM career pathways. We originally began working with students in grades 10 to 12, but soon realized the imperative of beginning the outreach earlier, so we now work with grades 7 to 9. We hold monthly lunch sessions with the students, during which we have guest speakers, discuss relevant issues, conduct hands-on activities with the girls and offer mentorship, encouragement and team building.

Q: When you think about where you've been with FEMINEN and where you're headed, what are you most proud of?

AM: I'm proud of our growth, which speaks to how receptive Enbridge and our employees are to diversity and inclusiveness. We've established new chapters in Houston and Ontario and we are seeing a significant increase in the number of male allies attending our events. We've doubled our numbers and are reaching more people, within and outside the Company. That is gratifying—and motivating.

TU: I'm proud of our involvement with Engineering Futures. We feel like we're planting seeds and can't wait to see what these talented young women accomplish!

SPOTLIGHT :

Men Advocating for Real Change (MARC)

We pursue many initiatives to advance diversity in our workforce. One initiative embraced by leaders is MARC, a training initiative to help leaders develop critical inclusive leadership strategies and skills. Leaders from across the Company have participated in MARC workshops, including members of our Executive Leadership Team.

The experiential sessions involve candid, reflective conversations on gender equality, diversity, inclusive leadership and unintentional bias. Participants addressed workplace realities related to gender—and committed to being visible champions and active allies in promoting an inclusive, equitable environment. While we are making progress, we see more opportunity.

Our Performance

Employee Profile

Position	Gender	< 30	31 to 40	41 to 50	51 to 60	>61	Total
Individual contributors, team leads, supervisors	Male	69.8%	71.8%	67.4%	67.3%	72.7%	7,322
	Female	30.2%	28.2%	32.6%	32.7%	27.3%	3,230
Managers	Male	100%	71.8%	68.6%	74.9%	91.7%	596
	Female	-	28.2%	31.4%	25.1%	8.3%	222
Directors	Male	-	69.2%	71.7%	70.5%	80.0%	180
	Female	-	30.8%	28.3%	29.5%	20.0%	72
VP and above	Male	-	50.0%	84.0%	73.5%	100%	62
	Female	-	50.0%	16.0%	26.5%	0.0%	18

Female Employees

	As of Dec. 31, 2017	As of Dec. 31, 2018	As of June 30, 2019
Workforce	30.0%	30.3%	30.8%
First-line management positions	28.1%	27.9%	26.9%
Management workforce	26.5%	27.5%	27.1%
Top management positions	22.4%	22.8%	28.0%

Recognition





Customer Relations

While our customer base is diverse and varied, our approach to customer service is not. Responsive customer relations and safe, reliable operations are critical to our business success.

Business Context and our Strategic Response

Listening and responding to our customers' needs is a fundamental priority for us.

We have a wide range of customers—from energy producers and marketers who ship and/or store their products on our oil and gas storage and transportation networks, to refiners and processors, to the residential, commercial and industrial customers who consume the natural gas we distribute.

Safe, reliable operations, combined with responsive customer service, help us retain existing customers and attract new business. Both are critical elements of our business success and essential for creating long-term value for our shareholders.

Our Approach

We fulfill our commitments to customers by: ensuring the safety of our systems and delivering the highest levels of reliability; making sure we are efficient so that they pay the lowest practical costs for our services; and delivering our growth projects on time and on budget, while attaining high standards of safety, quality, and environmental and regulatory compliance.

Natural gas storage and transportation customers in Ontario have a choice. Customers choose to do business at the Dawn Hub and ship natural gas from Dawn to Parkway on our transportation system because our services provide the best customer value. Attributes of price and quality (product offering, customer service, relationships and image) are weighed by customers in determining their value.

Our customer-facing teams across the Company aim to provide consistent and reliable service at all times. Our teams are constantly looking for opportunities to improve by: listening to customers to understand their needs; proactively bringing important information to their attention; and being responsive and addressing issues effectively and in a timely fashion to their satisfaction.

Our Customers

Each of our business units has a unique set of customers and uses a tailored approach to communicate and respond to them. Our two utilities (Enbridge Gas Distribution and Union Gas) amalgamated on Jan. 1, 2019 to form Gas Distribution and Storage. The rest of this section refers to both utilities as they operated as separated entities for the period under review.

Our customers are ...

Our customers need ...

We communicate with and respond to our customers through ...

LP

Producers, marketers and refiners.

- Competitive rates.
- Access to the best markets.
- Pipeline capacity and reliability.
- Maximized pipeline network performance.

- Regular meetings (>1,000 in 2018).
- Online systems for convenient scheduling.
- Reporting and monitoring of their service.

GTM

Onshore and offshore (Gulf of Mexico) shippers, including local distribution companies, producers, marketers, power plants and end users.

- Competitive rates.
- Access to the best supply and markets.
- Operational reliability and timely access to critical information.

- Online systems for convenient contracting, scheduling, reporting and monitoring of service.
- Annual marketing/business development meetings and annual Customer Service Users Group Meeting with LINK® Customer Interface System users.
- Customer training sessions.
- 24/7 hotline for system issues.

Utilities

EGD

Approximately 2.2 million residential, commercial, institutional and industrial users in Ontario, Quebec, New Brunswick and New York State.

- Safe and reliable delivery.
- Fair and reasonable delivery rates.

- Monthly billing, which creates the opportunity to communicate 12 times per year and results in 25 million customer contacts each year.
- 24/7 customer-service web access.
- Interactive voice response via call centre, SMS and email.
- Paperless billing.
- Social media, online surveys, newsletters, proactive safety information and campaigns.
- Energy conservation programs.
- Customer satisfaction surveys conducted by third parties — both traditional research (phone and web-based) and real-time surveys via the Qualtrics tool (see initiative section).
- Escalated concerns are directed to the Ombudsman Office.

UG

- 1.5 million residential, commercial, institutional and industrial customers in more than 400 communities across northern, southwestern and eastern Ontario.
- Producers and Marketers from across North America, Utilities and Power producers from across Canada and the U.S. Northeast.

- Safe and reliable delivery, and affordable delivery rates.
- Clear, proactive customer communications.
- Representatives who listen and understand their customers' businesses and needs.

- Monthly billing, which creates the opportunity to communicate 12 times per year and results in more than 17 million customer contacts each year.
- My Account and Unionline web-based transaction and information tools.
- Social media, online surveys and newsletters.
- Energy conservation programs.
- Customer satisfaction surveys conducted by third parties, including participation in the Mastio customer value and loyalty survey.
- Energy Services (storage and transportation) builds relationships through communication, meetings and creation of win-win opportunities.

Our Performance

Providing Consistent and Reliable Service to All of our Customers

We monitor customer satisfaction through regular formal meetings and informal contacts, and we measure their satisfaction through reputation studies and customer-satisfaction surveys conducted by third-party providers.

Customer Satisfaction Measurement		
	Engagement Tactics Used	Customer Satisfaction
LP	<ul style="list-style-type: none"> > 500 meetings with its top ranked customers. Holds annual customer conference and quarterly shipper meetings. 	<ul style="list-style-type: none"> Received positive feedback on LP's approach and ability to resolve issues collaboratively. Based on that feedback, LP believes that its customer satisfaction has improved and, going forward, it intends to continue its efforts to meet and exceed its customers' expectations.
GTM	<ul style="list-style-type: none"> Holds regular, informal conversations with its customers, annual Marketing/Business Development customer meetings, as well as an annual Customer Service Users Group meeting with interested LINK® Customer Interface System ("LINK® system") users. Has regular, informal conversations with many of its customers. 	<ul style="list-style-type: none"> Customers indicate an appreciation for GTM's responsiveness to their changing needs and its customer-focused approach. Specifically, Offshore customers indicated an appreciation for its fairness in dealing with issues that occur. GTM has a track record of continuous innovative improvement of its LINK® system, having implemented more than 100 customer-requested enhancements over the past 10 years. In several instances, new functionality implemented in GTM's LINK® system has been the first of its kind in the industry. Received positive feedback.
Utilities		
EGD	<ul style="list-style-type: none"> Customer Care responded to ~1.3 million customer inquiries, and ~8,200 issues went through EGD's Office of the Ombudsman. 	<ul style="list-style-type: none"> EGD conducted an annual reputation study with its residential customers. The Reputation Index score in 2018 was 79, (in 2017, it was also 79). The 2018 study determined that EGD led in the areas of field service response, service quality, safety and trust.
UG	<ul style="list-style-type: none"> Measures customer satisfaction across a number of touchpoints and transactions through ongoing quantitative research studies, including the online Unionline survey and through participation in the third-party Mastio customer value and loyalty survey. Energy Services (storage and transportation) solicits customer feedback at every touchpoint and report back to customers how their input improved the win-win relationships. Responded to approximately 881,000 customer inquiries through the call center. The Customer Relations group (escalated customer care team that will transition to the Office of the Ombusman) responded to about 4,000 issues. 	<ul style="list-style-type: none"> In the 2018/2019 Mastio Study, Energy Services Net Promoter Score (NPS = % Promoters – % Detractors) increased to 68.3%, up from 55.7% the previous year. Overall Satisfaction rating grew to 85.25% ranking the pipeline as #8 in North America and #1 in the Great Lakes region.

GDS Initiatives

The amalgamated entity GDS is in the early stages of integrating the websites of EGD and UG. In 2018, EGD launched a new Voice of the Customer tool (Qualtrics) which allows us to gather customer feedback through a new channel. This tool enables us to capture customer feedback in high velocity, and provides immediate perspective on how we're doing and where we need to react. The new EGD customer-facing website (enbridgegas.com) also went live in 2018, providing greater responsiveness and ease of navigation. In addition, a number of self-service functionalities are being added to EGD's My Account tool throughout 2019. For example, My Account provides customers with billing insight, more consumption information and analysis, transaction history and their communication preferences. Another exciting initiative will be the 2019 launch of the Chatbot, enabling customer inquiries to be handled automatically without human intervention. The Chatbot will help customers with billing inquiries, move requests, payment arrangements and general FAQs. The Chatbot will integrate with the live agent capability as needed.

GDS entities also continue to engage with their customers through their wide range of DSM offerings. From homeowners to large industrial facilities, GDS provide incentives to customers to encourage them to adopt energy-saving equipment and operating practices that reduce natural gas consumption.

For more information on our DSM programs, please see the Energy Transition and Climate Change section of this report, the [Energy Efficiency Tips](#) section of EGD's website or the [Conservation First](#) section of the UG website.

Safeguarding Customer Privacy and Data

At all levels of our company, we have robust systems and thorough processes in place to help ensure our customers' and stakeholders' privacy and data are protected. In 2018, neither LP, GTM, nor the Utilities received any significant substantiated complaints regarding breaches of customer privacy or losses of customer data.

Cybersecurity has been identified as a top risk for the Company. Therefore, Enbridge has developed and implemented a risk-based cybersecurity control framework to manage its cybersecurity risks and measure the effectiveness of controls. It addresses cybersecurity threats unique to Enbridge and in keeping with best practice. Specific areas of focus in 2018 included:

- Increased monitoring and response capabilities for security-relevant events.
- Increased security awareness and training for employees and contractors.
- Enhanced controls for anti-phishing and anti-malware.
- Reduction of access to systems and data through privileged account management.

Enbridge is committed to earning and maintaining our customers' trust by continuing to:

- Ensure we respect legal privacy requirements in collecting, handling and safeguarding personal information.
- Work with the data security team to carefully consider privacy and data security risks on new projects, system upgrades and/or initiatives.
- Provide privacy training and awareness to personnel who handle personal information.

Our Performance

Customer Satisfaction Measures			
	2016	2017	2018
LP	<ul style="list-style-type: none"> • >500 customer meetings. 	<ul style="list-style-type: none"> • >500 customer meetings. 	<ul style="list-style-type: none"> • >500 customer meetings.
GTM	<ul style="list-style-type: none"> • Regular, informal conversations with customers, high contract renewal rates, strong revenue replacement rates. 	<ul style="list-style-type: none"> • Regular, informal conversations with customers, high contract renewal rates, strong revenue replacement rates. 	<ul style="list-style-type: none"> • Regular, informal conversations with customers, high contract renewal rates, strong revenue replacement rates.
EGD	<ul style="list-style-type: none"> • Achieved 79% on its Customer Satisfaction Index.¹ 	<ul style="list-style-type: none"> • Achieved 79% on its Customer Satisfaction Index.¹ 	<ul style="list-style-type: none"> • Achieved 79% on its Customer Satisfaction Index.¹
UG	<ul style="list-style-type: none"> • Achieved 86% overall customer satisfaction with the Call Centre experience. 	<ul style="list-style-type: none"> • Achieved 87% overall customer satisfaction with the Call Centre experience. • Unionline satisfaction score of 93% (biennial study). 	<ul style="list-style-type: none"> • Achieved 87% overall customer satisfaction with the Call Centre experience.

¹EGD measures customer satisfaction through its Customer Satisfaction Index, which assesses customers' perceptions of EGD's service performance on a wide range of customer touch points.



Supply Chain Management

We work closely with our suppliers and hold them accountable to the same environmental, social, ethical and safety standards to which we hold ourselves.

Business Context and our Strategic Response

Enbridge's business is complex—and so is our supply chain. To meet the demands of our expansive operations across North America, we rely upon a network of suppliers and contractors to help us construct pipelines and facilities, provide needed equipment and supplies, deliver specialized expertise and serve customers and other stakeholders.

Through our SCM function, Enbridge seeks suppliers who share and reflect our commitment to sustainability. We work closely with the valued links within our supply chain, including manufacturers, contractors, subcontractors, distributors and consultants, to ensure that all adhere to our core values, [Statement on Business Conduct](#), [CSR Policy](#), [Indigenous Peoples Policy](#) and beginning in 2019, a new [Supplier](#)

[Code of Conduct](#). This document outlines the ethical and business conduct expectations of our suppliers in the areas of health and safety, the environment, labor and human rights, and responsible business behavior.

We also continually assess and adapt to concerns and trends affecting our business and supply chain channels. This includes issues such as cost pressures in logistics and transportation, shifting regulations, commodity volatility, technology and digitization gains that impact processes and evolving customer expectations, human trafficking, recycled steel and supplier diversity.

Supply Chain Management: Delivering competitive advantage through four pillars



Environmental stewardship

We consider environmental stewardship performance within the supply chain.



Social responsibility

We foster positive relationships with the community through the use of diverse and local businesses within the supply chain.



Indigenous engagement

We create economic opportunities for Indigenous communities wherever Enbridge operates.



Ethical procurement

We advocate for the highest ethical standard in how we acquire goods and services.

SCM helps Enbridge achieve:



Mitigated execution and operational risks



Enhanced public confidence



Bolstered CSR performance



Increased social and financial value



An aligned supplier community

Our Structure

Enbridge has a centralized SCM function that serves the entire enterprise. The SCM function is responsible for all aspects of supply management, from planning and governance, to strategic sourcing and tactical procurement, to materials management and contract management. Our SCM function also includes a centralized team focused solely on advancing our sustainability and Indigenous engagement priorities.

“Our new Supplier Code of Conduct is an important, impactful initiative. It outlines, in very clear terms, our expectations regarding ethical standards and business conduct for suppliers, specifically in the areas of health and safety, labor and human rights, and responsible, principled business behavior. We have high standards for the work we do—and the suppliers we work with.”

Phil Teixeira,
Vice President and Chief Supply
Chain Officer



Our Approach

We work with thousands of suppliers across North America—from major international companies to small, local businesses. Our suppliers cover a wide range of disciplines, including manufacturing, construction, engineering, distribution and consulting.

Integrating Sustainability Factors into our Supply Chain

Our SCM processes are designed to procure goods and services that meet our standards. We satisfy this objective by integrating sustainability factors into our supplier selection and relationship management through a variety of means, including supplier management, requests for proposal (RFPs), proposal evaluations, contracts and supplier performance management.



Safety and opportunities for Indigenous involvement are two major considerations in our proposal evaluation process, and we have a multi-year roadmap to help us further integrate ESG considerations and opportunities into our SCM strategies and programs.

Supplier Diversity

We recognize the value and innovation that results from having a diverse group of suppliers, including female-, minority-, LBGT+-, small, locally and veteran-owned businesses—and we promote equal opportunity for all qualified suppliers.

We are strengthening and standardizing our approach to supplier diversity, with full program implementation slated for 2020. We began tracking diverse supplier data in our GTM business unit in 2017 and are developing the methodologies and systems to track and maintain data for the enterprise as part of the future program implementation.

Indigenous Engagement

Our SCM function includes a SCM Indigenous Engagement team dedicated to facilitating opportunities for Indigenous communities and businesses within our supply chain. Because a significant opportunity within our supply chain is sub-contracting and material supply, we continue to work with our contractors and suppliers to enable them to help us increase the economic engagement with Indigenous communities and businesses related to our projects and operations.

We maintain an Indigenous business database which allows us to provide information about Indigenous businesses to our contractors and utilize Indigenous businesses in our own sourcing activities. We created and implemented the Socio-Economic Requirements of Contractors, which requires contractors to submit a Socio-Economic Plan (SEP) outlining how they will incorporate Indigenous businesses into their work for Enbridge. The SEP is submitted as part of the contractor's contract proposal submission and considered as part of the proposal evaluation process. As a result, we spent nearly \$394 million with Indigenous businesses, contractors, subcontractors and suppliers in Canada and the U.S. within our LP, GTM and GDS businesses. See Indigenous Engagement on Page 36.

Indigenous workforce collaboration

In Manitoba, the Birdtail Sioux First Nation created its own company, Birdtail Inclusive, with help from Enbridge, and began providing electrical installation and commissioning services to Enbridge across multiple geographies. “Instead of digging in our heels, we rolled up our sleeves,” says Chief Ken Chalmers (pictured at right).

[Learn more](#)

Supplier Management Program

As part of our Supplier Management program, we evaluate suppliers throughout the supplier lifecycle—from registration through offboarding. Our pre-qualification process ensures all suppliers are screened and that we only work with suppliers who meet and uphold our rigorous standards. We use ISNetwork, a global contractor and supplier management resource, as well as internal subject-matter experts to pre-qualify suppliers and monitor ongoing supplier performance. We conducted approximately 40 onsite supplier

assessments across North America in 2018, with each assessment requiring one to three days to complete. As we continue to implement our Supplier Code of Conduct, it will be integrated into our supplier performance management and relationship management processes.

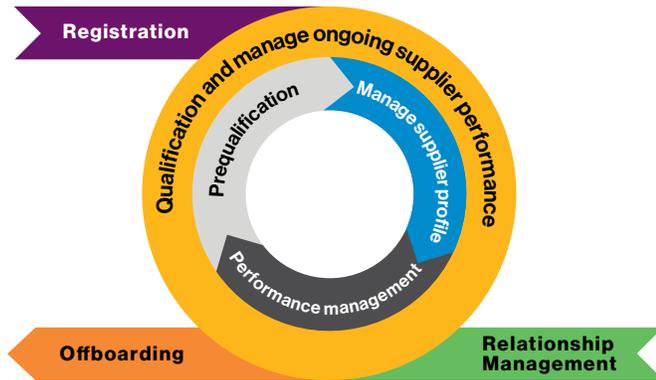
RFPs, Proposal Evaluations and Contracts

Environmental, social, safety and Indigenous participation are key factors included in supply chain RFPs, proposal evaluations and contracts. Beginning in 2018 and expected to continue through 2020, we are updating our sourcing and contracting templates to expand the sustainability criteria and increase the information provided by suppliers in the sourcing process. We anticipate that this standardization will further drive sustainability criteria into decision-making and embed our Supplier Code of Conduct expectations in our contracts.

Advocacy

Enbridge recognizes its responsibility to educate employees, suppliers and others on key topics affecting communities such as human trafficking, and advocating for ethics and human rights.

Supplier Management Program



SPOTLIGHT : Standing against human trafficking

Human trafficking is modern-day slavery, a crime that occurs whenever people are bought or sold for forced labor or sexual exploitation. It is more than a North American problem; the International Labour Organization estimates that globally, about 25 million people are victims of trafficking.

To do our part to fight human trafficking, Enbridge has focused on building awareness with our employees, warehousing and logistics providers, contractors and suppliers. We are proactively informing them of the resources available that describe trafficking behaviors to watch for, as well as contact information for reporting concerns. One such resource is the advocacy organization Truckers Against Trafficking (TAT), which provides an educational video, downloadable cards and phone numbers to help truck drivers in North America combat human trafficking.

In 2018, Enbridge raised awareness among our employees and suppliers by inviting those in Minnesota, Wisconsin and the surrounding region to human trafficking awareness events we hosted in partnership with TAT in Superior, WI and Bemidji, MN. The events included speakers from TAT and local non-profit organizations working to combat the crime. In conjunction with the events, we made available to the public TAT's traveling exhibit, Freedom Drivers Project, which is designed to help educate the public about the realities of human trafficking and what the trucking industry is doing to combat it. More than 240 people attended the events, and nearly 200 visited the educational Freedom Drivers exhibit, including

local university students studying supply management and law enforcement. Additionally, in advance of the event, many employee and supplier attendees completed TAT's training.

Our SCM function continues to work within our transportation and logistics network to advance TAT training. At our GTM business unit, 79% of our carriers are now TAT trained, up from 56% in 2017. We also rolled out the TAT training at our Liquids Pipeline warehouses.

Also in 2018, all of Enbridge's warehouse and logistics staff completed the TAT training, making Enbridge a TAT-certified carrier—and we signed on as a silver-level TAT sponsor.

For more information about TAT and Enbridge's joint efforts in 2018, see Pages 12-13 and 24 of the [TAT annual report](#).



Truckers Against Trafficking (TAT) officials and their Freedom Drivers Project exhibit during an awareness event hosted by Enbridge at Superior, WI.

Our Performance

2018 Company-Wide Procurement

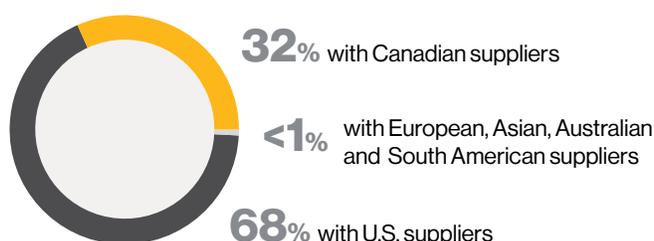
In 2018, we purchased approximately \$11 billion of goods and services from about 11,000 suppliers.

The majority of our annual spend was directed toward manufactured products for constructing pipelines and facilities, and operating, maintaining and monitoring system integrity. One of our most significant materials purchases is steel pipe. In 2018, we purchased about 104,000

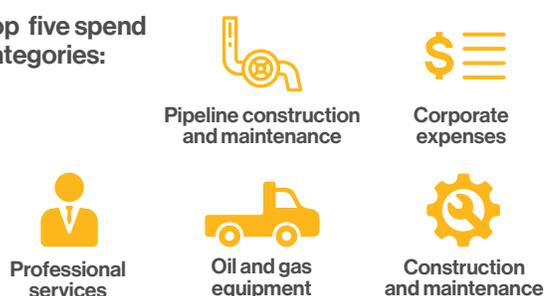
tonnes of pipe. The majority of that pipe was sourced in North America, with recycled steel comprising about 78% of the product. In 2018, we also saw a significant increase in Indigenous spend due to the L3RP in Canada. We joined the Sustainable Purchasing Leadership Council to share and learn from other organizations similarly committed to sustainability within the supply chain.

Total Spend

In 2018, we purchased approximately **\$11 billion** of goods and services from about **11,000 suppliers**.



Top five spend categories:



Performance Summary

	2016	2017	2018
Tonnes of steel pipe purchased/percentage sourced from recycled steel			
LP ¹	324,000 / 96%	119,200 / 95%	77,469 / 97%
GTM	see note 1	see note 1	19,517 / 35%
EGD	793 / 61%	1,624 / 89%	389 / 97%
UG	N/A	12,130 / 12%	7,047 / 82%
Indigenous Spend in Canada and the U.S.² <i>(millions)</i>			
LP	\$79	\$136	\$325
GTM	N/A	\$70	\$61
UG	\$13	\$11	\$8

¹ GTM spend in 2016 and 2017 is combined under LP. For 2018, this has been separated to align with our current business model.

² Indigenous spend includes contracting, both direct from Enbridge and indirect subcontracting opportunities, and wages paid to Indigenous workers.



Community Investment

We're committed to improving quality of life within communities where we live and operate, and we do it by partnering with organizations that champion solutions for safety, environmental and social issues.

Business Context and our Strategic Response

With operations, projects and offices across North America, we touch hundreds of communities—from big cities to small towns and all points in between. For some communities, our relationship goes back decades; in others, as we expand our systems and build new energy infrastructure, we're developing new connections with our landowners and neighbors. In all communities, as a corporate citizen, we believe strongly in our responsibility to be part of those communities—to give back and to contribute to their strength and vitality.

Our purpose is to fuel quality of life and we do that by investing in organizations and initiatives that enable impactful and sustainable change. We collaborate with community leaders to identify local priorities and we focus our support toward organizations that champion solutions to safety, environmental and social issues. We encourage and support our employees in giving of their time and talent to make their communities better places for all of us to live.

To see where we have been investing recently in Canada and U.S., please see our [Community Investments 2018 Map](#).

Our Approach

We align our community investments with our core values and business strategies, and we believe the most effective social investments are made through strategic relationships with organizations dedicated to serving our communities. We use frameworks that provide us with a consistent focus, process and reporting system to help us evaluate requests for funding and make decisions on the investments we make.

Community Investment is an integral component of our broader approach to Regional Engagement Planning and project engagement planning with significant input and decision-making from Enbridge employees who live and work in our operating regions. Investments in cities where we have major offices, and in programs delivered across multiple regions, are managed by a centralized team. We focus our investments in three core areas.

Enbridge's Three Core Areas of Community Investment

Safety organizations and initiatives focused on improving everyone's safety including: community safety; equipment and training for first responders and people responsible for community safety; and disaster relief.



Organizations, programs and projects that strengthen the social fabric of communities, offer opportunities for citizens to be enriched by cultural experiences, and provide opportunities to learn, grow and lead.

Programs that promote environmental stewardship, conservation, habitat remediation and environmental education.

Our Performance

Investing Strategically in Communities Where We Live and Operate

In 2018, we worked closely with community organizations to focus our resources and support. We acquired an understanding of their concerns, needs and aspirations through:

- Ongoing conversations with community leaders and stakeholders.
- Information gathered by Enbridge representatives who live and work in our communities and who regularly meet with community representatives.
- Direct requests from employees and community organizations.

In response to what we heard, we invested more than \$22.4 million in organizations across our operational footprint that are aligned with our three focus areas. Some of our investment highlights in 2018 are noted below.

SPOTLIGHTS : Community

- An Enbridge donation helped give women a warm welcome at Hamilton Interval House in Hamilton, ON. The 22-bed shelter provides more than a roof over a woman's head as they support clients and connect them to other community resources.
- Every year, thousands of riders across Canada bring passion and perseverance in their efforts to help achieve a cancer-free future—first by raising thousands of dollars in pledges, then by saddling up for an epic 200-kilometre ride. During the 2018 [Enbridge Ride to Conquer Cancer](#) season, more than \$41.8 million was raised for cancer research, treatment and care by more than 10,166 cyclists.
- Championed by Enbridge employees, and fueled by corporate and personal donations, we ended up raising nearly \$7.9 million for United Way chapters across North America.

\$17.4M
invested in 2018



The fight against 'social enemies'

They've got an historical name, but a modern fight on their hands. The Iron Nations Rangers, in west-central Saskatchewan, were recently formed as an anti-drug, anti-gang program for youths by the File Hills First Nations, with a \$15,000 grant from Enbridge to launch the program. "We still have common enemies, but they're new enemies. Drugs, gangs—social enemies. We wanted something to counteract that," says Len Busch, chief of police with the File Hills First Nations. The Iron Nations Rangers, aged 10 through 19, learn traditional skills, life skills and survival skills, with the program aimed at citizenship, improved self-esteem and community responsibility.

[Learn more](#)

SPOTLIGHTS: Safety

- Since 2002 Enbridge's [Safe Community program](#) has provided approximately \$13.3 million in grants to firefighters, emergency medical services, emergency management, 911 operators and other response agencies that assist with emergency situations in or near our operational communities. The grants help eligible organizations acquire new safety-related equipment, obtain professional training and deliver or receive safety education programs. In 2018, we expanded the program across our operating regions and invested nearly \$1.3 million in the Safe Community program.
- Our donation helped to replace overworked equipment in [Superior's Center Against Sexual and Domestic Abuse](#) shelter and provide transportation to low-income clients in the form of cab vouchers, bus passes, gas cards and minor vehicle repairs to women in abusive relationships.
- Our contribution assisted [Rural Municipality of Wallace-Woodworth](#) in the purchase and installation of the civic addressing signs. This three-year civic addressing project will see previously unmarked properties in the region receive essential signage to reduce emergency response time.
- In honor of a fallen training officer and a donation from Enbridge, [Miami Fire and Rescue](#) will assemble a wildfire incident kit will allow all members of the department to attend calls in full turnout gear, should a structure be involved, and change to coveralls at the scene if the fire is contained to grass or brush.

\$2.8M
invested in 2018

SPOTLIGHTS: Environment

- [St. Louis River Quest](#) provides access to the river and active learning for nearly 1,500 sixth grade students from the Duluth-Superior area. Enbridge has supported this project with funds and volunteers for several years.
- The Battle River Watershed Alliance's [X-Stream Science program](#), based in Camrose, AB, offers a hands-on learning experience for students on the importance of healthy watersheds—and one of the most telling barometers is the buzz of insect life in the water.
- A [pollinator program](#) at our solar farm in Sarnia, Ontario is part of a larger five-year partnership which is helping restore biodiversity and reintroduce native plants into one of the largest meadow grasslands in the province.

\$2.2M
invested in 2018

Employee Engagement

Volunteerism is a vital part of who we are as an organization. Giving back to the community provides our employees with the opportunity to work with other employees they may not engage with on a regular basis, provides a great deal of personal satisfaction and allows our employees to gain valuable leadership skills.

“We fuel quality of life by supporting communities where we live and work. We are very proud of our many volunteers who participate in our programs to strengthen communities through volunteering and giving.”

Lennina Pavon Cardoso, Senior Advisor,
Community Investment



Enbridge's [Our Community Partners](#) and [Helping Hands in Action](#) employee engagement programs provide support to employees who wish to contribute their time and dollars to local charitable organizations and programs. These important programs help employees to make a difference in our communities and further improve quality of life. In 2018:

- More than 460 employees participated in the Our Community Partners program, volunteering nearly 11,400 hours for causes they care about. The Company supported their efforts with more than \$208,000 in volunteer grants.
- Helping Hands in Action awarded nearly \$370,000 in grants, \$505,000 in matching gifts and completed 367 projects focused on improving quality of life in our communities.

We are reviewing our employee giving and volunteering programs with the objective of launching a new, enterprise-wide program in 2020.



Economic Impact and Benefits

Our ability to create positive economic results for our investors and other stakeholders is dependent on our financial and business success—and our ability to connect with the communities we serve in substantive, sustainable ways. We build long-term value by focusing on prudent capital investments, a strong balance sheet, and local and regional relationships.

Our Approach

In 2018, Enbridge set out a three-year strategic plan (2018-2020) to refocus on our low-risk pipeline and utility assets and to position our company for future success. We took steps to streamline the business to our three core franchises (liquids pipelines, gas pipelines and utilities and power operations), strengthen our balance sheet and simplify our business. At the same time, we continued to deliver exceptional service to our customers, put \$7 billion of new projects into service and advanced key growth projects.

We have a strategic footprint and assets that are difficult to replicate. The energy we deliver is in demand, and forecasts reinforce that all sources of energy are needed to meet growing global energy demand as we shift to a lower-carbon economy over the next several decades.

Local Impacts

In our operations, and as we grow, we contribute to the development of local communities where we operate in a variety of ways—through the delivery of affordable energy; purchases from local suppliers and service providers; job creation and a commitment to fair and local hiring; capital investment within our service and project regions; government taxes paid; and philanthropy and volunteerism.

For example, our L3RP—which is Enbridge's largest project to date—is generating significant economic benefit on both sides of the North American border.

In Canada, the \$5.3-billion project was expected to bring about \$1.8 billion in labor income to workers and an estimated \$514.3 million to Canadian federal, provincial and local governments during construction. The project will enter service in Canada in late 2019.

In the U.S., specifically in Minnesota, the project will bring about \$334 million in payroll to workers (about 50% of that to local workers), and a \$162-million construction-related gain for local economies, as a result of non-local workers, through purchase of local products/materials and use of local hotels, restaurants and services.

Enbridge's Valley Crossing Project, a 168-mile pipeline that runs from Agua Dulce, TX to the Gulf of Mexico east of Brownsville, entered service in 2018. According to a University of Texas Rio Grande Valley impact study the operations phase is expected to generate an estimated US\$183 in property taxes, 142 jobs, US\$10.9 million in labor income, and US\$10 million in value added, for an economic impact of US\$19 million in South Texas over the next 35 years. Going beyond creating economic value through taxes and jobs, the project will also have a meaningful impact on GHG emissions in Mexico, largely due to the displacement of fuel oil in Mexico's electricity generation.

We are advancing our supplier diversity program in 2020. This will help us attract qualified suppliers, stimulate local economic development and create long-lasting social and economic benefits in our stakeholder communities.

Creating local economic value

We're proud to deliver economic benefits in the states and the provinces where we do business across North America. To learn more about the ongoing tax revenue, local and regional economic stimulation, community investments, and workforce salary provided by Enbridge in your area, [search by state or province on Enbridge.com](#).

Enbridge Growth Strategy

As part of Enbridge's growth strategy, we have the following 2019 financial guidance:

5-7%

Long-term DCF/
share growth

4.5x-5.0x

Long-term target
leverage ratio

<65%

Long-term target
DCF payout ratio

In 2019, we expect favorable market fundamentals to drive increased activity around our core assets, allowing us to advance toward our 2020 goals, deliver value to our shareholders and contribute to community growth, prosperity and vitality in regions across Canada and the U.S.

2018 Economic Value Creation and Distribution

Operating Revenue
\$46.4B

Adjusted EBITDA
\$12.8B



\$1.27B
Employee wages



\$11B
Goods and services



\$4.66B
Dividend declared



\$22.4M
Community Investment



\$1.35B
Taxes paid to local,
state/provincial and
federal governments

Our Performance

Operating Performance

Enbridge had a successful year in 2018, delivering strong financial performance against our goals, with adjusted EBITDA of about \$12.8 billion—a 25% increase from 2017—and distributable cash flow of \$4.42 per share, a 20% increase.

Our businesses performed well and generated record operating and financial results.

Strong North American oil and natural gas supply, and sustained and growing demand in key markets, ensured our pipeline systems ran, and continue to run, at full capacity. In Liquids, we delivered 2.785 million barrels per day on our Mainline System—a new record.

In GTM, we reached peak deliveries on most of our systems and re-contracted more than 98% of the revenue that was up for renewal on our major pipeline systems.

We also brought our first European wind project into operation. The Rampion Offshore Wind Farm will generate enough green electricity to power the equivalent to 350,000 UK homes.

“2018 was a busy and productive year for Enbridge. Following our transformative acquisition of Spectra Energy in 2017, we established key priorities to further strengthen the Company for the future. We're pleased with our progress and we've entered 2019 an even stronger and more streamlined company.”

Al Monaco, President and CEO



Growing population and community expansions helped us continue to grow our customer base in our utility—3.7 million and counting. We delivered \$7 billion of new projects into service, including the NEXUS, TEAL and Valley Crossing pipeline projects, and we secured \$1.8 billion in new growth projects. In addition to bringing reliable, cost-effective energy supply to demand markets, our infrastructure projects deliver jobs, opportunity and investment to communities, customers and neighbors.

Year Ended December 31 (unaudited)

	2016	2017	2018
Total assets (\$ millions)	85,209	162,093	166,905
Operating revenues (\$ millions)	34,560	44,378	46,378
Earnings attributable to common shareholders (\$ millions)	1,776	2,529	2,515
Earnings per share	1.95	1.66	1.46
Adjusted earnings per common share	2.28	1.96	2.65
Adjusted Earnings Before Interest, Taxes, Depreciation and Amortization (EBITDA) (\$ millions)	6,902	10,317	12,849
Distributable Cash Flow (DCF) ^{1,2} (\$ millions)	3,713	5,614	7,618
DCF per common share ²	4.08	3.68	4.42
Weighted average common shares outstanding	911	1,525	1,724
Dividends paid per share	2.12	2.41	2.68

¹ Includes adjustments for unusual, non-recurring or non-operating factors. Schedules reconciling adjusted EBITDA, adjusted earnings, adjusted earnings per common share and distributable cash flow (DCF) are available at Enbridge.com.

² Formerly referred to as Available Cash Flow From Operations (ACFFO). Calculation methodology remains unchanged.



Political Advocacy and Accountability

We work to ensure that Enbridge speaks with one voice—lawfully and ethically—in the political arena.

We support democratic, regulatory and public policy processes in the jurisdictions in which we conduct business. We engage with policymakers and participate as appropriate in meetings, hearings, trade associations and advocacy efforts—all in accordance with the letter and spirit of applicable laws and our [Statement on Business Conduct](#).

Our Approach

Priorities Regarding Energy Advocacy

Enbridge publicly advocates for company interests on key issues and policies critical to our business. Ultimately, we strive to build awareness of the role that energy plays in people's lives and how the energy Enbridge generates, transports and distributes contributes in a meaningful way to their standard of living, health and prosperity.

Public Policy Positions

Enbridge is committed to supporting the development of responsible public policy. We engage with governments at the state, provincial and federal levels in Canada and the U.S. to help inform the development of public policies and regulatory processes important to our operations, growth projects and long-term strategic outlook and objectives.

Our key public policy positions include:

North America's energy competitiveness

Trade: Enbridge supports an integrated North American energy market supported by safe, reliable and interconnected infrastructure systems that link supply and demand. Open and integrated markets encourage investment in needed infrastructure connecting robust supply with growing demand across North America while also seizing the opportunity for energy exports from North America to global markets.

Regulatory stability: A predictable regulatory environment is critical to Enbridge's ability to attract capital, maintain reliable operations and pursue targeted expansion opportunities. We advocate for regulatory frameworks that are efficient, transparent, effective, harmonized and predictable.

Fiscal policy: Enbridge is focused on advancing stable fiscal and tax policies that promote investment in the development of North American energy infrastructure. This includes fiscal and tax regimes that allow us to continue to grow our business, create jobs and economic vitality, and strengthen North American energy security.

Energy transition and climate

Enbridge is committed to enabling the transition to a lower-carbon economy across all our businesses. We believe that the world must find new ways to meet global energy demand while also reducing global GHG emissions. We also believe that meaningful climate action requires innovation and emission reductions across the entire energy system. Therefore, we work to ensure that proposed public policy solutions are technology-agnostic, effective and efficient in addressing the climate impact of energy development and consumption. Enbridge has invested more than \$7.8 billion in renewable power since 2002 and natural gas contributed 45% in 2018 as compared to 20% in 2016 of EBITDA.

Community and Indigenous Inclusion

Enbridge believes that developing and maintaining strong relationships—based on common values of safety, integrity and respect, and focused on achieving common goals—yields constructive outcomes both for the communities in which we operate and for our company. We pursue sustainable relationships with Indigenous nations and groups in proximity to where we conduct business in a manner that adheres to a core set of principles outlined in the Company's [Indigenous Peoples Policy](#).

Infrastructure Safety and Security

With respect to pipeline safety, Enbridge is focused on continuous improvement and works to advance policies that encourage investment in technology and innovation to more efficiently and effectively identify and address potential threats to the safe operation of our system. As part of a continuing effort to enhance the security of physical assets, cyber and data networks, Enbridge is committed to preventing any incident, physical or cyber, from occurring, and to ensuring expedient and effective resolution and return to service in the event of an incident. Enbridge actively engages, directly and through industry organizations, with our regulators and security professionals in the public sector to ensure safe, secure and reliable operations of our infrastructure.

Our Performance

Advocacy

As required by law, we file lobbying reports on a regular basis with the Canadian government, the U.S. Congress, and state, provincial and municipal agencies, disclosing information about lobbying activities, including the issues lobbied and agencies contacted.

Political Contributions

Federal laws in both Canada and the U.S. generally place limits on a company's ability to participate in the political process. As such, Enbridge does not contribute corporate funds directly to federal political candidates, committees or parties in either jurisdiction. However, on a limited basis, we may use corporate funds in the U.S. to make contributions to 527 organizations (a 527 designation from the Internal Revenue Service confers tax exemption eligibility).

At the state, provincial and local level, Enbridge's political participation adheres to respective laws and regulations.

Our political contribution decisions are guided by what is in the best interest of the Company, our employees and our shareholders. We have processes in place to ensure transparency and accountability. All proposed contributions must be reviewed and approved by the business unit executive responsible for public affairs and communications, business unit president, the Chief Executive Officer or the Board of Directors. Enbridge's senior leader responsible for external affairs in Canada and/or the U.S. reviews all contributions and ensures accountability to our Political Contributions Policy. For more information, please see the [Enbridge Inc. Political Contributions Policy](#).

In 2018, Enbridge's total corporate political contributions in Canada were \$5,000 and in the U.S. were US\$43,000. In the U.S., through the voluntary, employee-driven Enbridge (U.S.) Inc. Political Action Committee (Enbridge-DCP PAC), eligible employees contributed approximately US\$237,000 to candidates, campaigns and committees at the state and federal levels. All U.S. contributions are disclosed consistent with federal and state laws and regulations and are available on the website of the Federal Election Commission and the websites of election boards in certain states where the PAC makes contributions.

Trade Associations

We participate in trade and industry associations to share our experience and expertise and to inform the development of public policy and regulatory processes. We benefit from, and contribute to, the general business, technical and industry standard-setting expertise that these associations provide. Safety and operational reliability, together, remain our number one priority, and we invest significant time and effort toward safety- and reliability-related issues.

We are also committed to supporting the development of responsible public policy in the pipeline industry, and work with the various trade and industry associations on a variety of public policy issues that may impact our business. In doing so, we express our own corporate objectives when policy priorities are established, and we do not always agree with all positions taken by these associations. Each year, we consider our membership in these associations as part of our annual strategic planning and budgeting process.

Lending our voice to industry leadership

Andy Drake, Vice President Asset Integrity for GTM*, is one of two industry representatives appointed by the Secretary of the U.S. Department of Transportation to serve on the Pipeline and Hazardous Materials Safety Administration's (PHMSA) Gas Pipeline Advisory Committee (GPAC). Andy has served on the GPAC for 18 years. In 2018 David Bryson, senior vice president for GTM*, served on the Liquids Pipeline Advisory Committee.

**Title effective June 1, 2019*

In 2018, we contributed CAD\$50,000 or more in membership dues to the following organizations in Canada. Please note that we have only listed our executive-level involvement in these organizations. We also participate in various committees associated with these trade associations.

Connecting with Canadian Industry Organizations

(Membership as of June 30, 2019)

Organization	Purpose	Examples of Our Involvement
Canada West Foundation	An independent, non-partisan public policy think tank that focuses on the policies that shape the West, and by extension, Canada.	An Enbridge representative is a member of an Advisory Council.
Canadian Chamber of Commerce	Connects businesses of all sizes from all sectors and regions of the country to advocate for public policies that will foster a strong, competitive economic environment that benefits businesses, communities and families across Canada.	Vice President, Public Affairs, Communications and Sustainability serves on the Board.
Canadian Association of Petroleum Producers	Represents Canada's upstream oil and natural gas industry.	President and CEO serves on a task force.
Canadian Gas Association	Represents Canada's natural gas distribution industry. Members include distribution companies, transmission companies, equipment manufacturers and other service providers.	Enbridge Gas Vice President serves on the Board.
Canadian Energy Pipeline Association	Represents Canada's transmission pipeline companies.	Senior Vice President, Operations serves on the Board. A Director serves on the Board of the CEPA Foundation.
Ontario Energy Association	Represents Ontario's energy sector, serving as a bridge between business, government and other groups to foster common understanding of each other's positions and interests.	Enbridge Executive Vice President, Utilities and Power Operations serves on the Board.

In 2018, we also contributed US\$50,000 or more in membership dues to the following organizations in the U.S.

Connecting with U.S. Industry Organizations

(Membership as of June 30, 2019)

Organization	Purpose	Examples of Our Involvement
American Gas Association	Represents more than 200 local energy companies that deliver clean-burning natural gas throughout the U.S.	Committee participation.
American Petroleum Institute	The largest U.S. trade association for the oil and natural gas industry, representing about 400 corporations involved in production, refinement, distribution and many other aspects of the petroleum industry.	President and CEO serves on the Executive Committee, Finance Committee and Board.
Association of Oil Pipe Lines	Represents the interests of owners and operators of liquid pipelines in the U.S.	Executive Vice President and President, LP serves as the Chair of the Board.
GPA Midstream Association	Represents U.S.-based companies that are engaged in gathering and processing natural gas.	DCP Midstream's President and CEO is Chair of the Board.
Interstate Natural Gas Association	Advocates regulatory and legislative positions of importance to the natural gas pipeline industry in North America, and initiates industry-wide safety and asset-integrity-improvement efforts.	Executive Vice President and President, GTM is Chair of the Board.
Pipeline Research Council International	Represents the world's leading pipeline companies, and the vendors, service providers, equipment manufacturers and other organizations supporting our industry.	Vice President, Pipeline Integrity serves on the Board.
Texas Pipeline Association	Provides effective advocacy on issues related to pipeline safety, environmental regulations, taxation and legislation and is the primary resource for information regarding the Texas pipeline industry.	Director, Commercial Services serves on the Board.



Business Ethics

Enbridge and our stakeholders are well served by the values we work and live by—safety, integrity and respect. These values support the communities we serve, the environment around us and each other.

Enbridge's values are reflected in our actions, our decisions and our interactions at every level, and are expectations of each employee, officer, director and those working on our behalf. Our reputation for acting with integrity is the foundation of positive, productive and trusting relationships—with customers, investors, communities and business partners. And that foundation of trust begins within our organization and amongst colleagues. Employees must feel free to express concerns, without fear of retaliation. And they must feel confident that the issues they raise are taken seriously and respected.

Business Conduct

Our intent is always to comply with all legal and regulatory requirements, including those pertaining to employment practices and business conduct. We take steps to ensure that our employees conduct themselves ethically in business dealings, and we are committed to preventing all forms of corruption within the scope of our business and operations. Enbridge [Statement on Business Conduct](#) is available on our website.

Ethics and Compliance Program

Our Ethics and Compliance Program is designed to minimize, to the extent possible, incidences of non-compliance and to ensure that our employees and contract workers conduct their work ethically, legally and responsibly. It is also intended to: emphasize the positive impact of ethical behavior on our corporate reputation, operations and financial performance; provide internal consistency in the application of compliance and ethical standards; and demonstrate our commitment to corporate social responsibility. The program establishes the accountabilities and responsibilities for our personnel, and addresses internal investigations, audits, self-reporting and discipline. As part of the program, we routinely manage compliance and take steps to improve our ethics and compliance culture through adherence to established policies and procedures.

Ethics and Compliance Oversight

The oversight of our Ethics and Compliance Program is a shared responsibility of the Audit, Finance and Risk Committee of our Board of Directors, our Chief Compliance Officer and our Executive Leadership Team.

Supporting Policies

Our values and governance structure are further supported by a range of policies on such wide-ranging topics as expectations of suppliers, government relations and political contributions, intellectual property, accounting and financial reporting, and more. These policies can be viewed at enbridge.com.



Roles and Responsibilities



Employee Training

In 2018, Ethics and Compliance Department personnel provided in-person training, awareness sessions and presentations on compliance-related issues to hundreds of employees and contract workers. Topics covered included anti-corruption and bribery, anti-trust issues and prevention of privacy breaches—all with the goal of raising awareness and preventing incidences.

Our recently expanded privacy team provides advice on data privacy issues and works with cross-functional business partners to ensure awareness and effective management of emerging privacy risks within the organization.

Annually, as a condition of employment, employees and contract workers are required to complete an online Statement on Business Conduct training course, which addresses an array of content, including anti-bribery and anti-corruption. The online training requires employees to certify their compliance with our Statement on Business Conduct during the previous calendar year and disclose any actual or potential

conflicts of interest. In addition to online training delivered through the Statement on Business Conduct, throughout 2019 anti-bribery and anti-corruption in-person training sessions will be conducted.

Reporting Allegations of Non-Compliance

We want to know of all potential non-compliance concerns so we can address them appropriately, gain insight and understanding, and continually improve.

Anyone can report potential breaches of the Statement on Business Conduct, Enbridge policies or the law via email, phone, in-person, mail, or the Ethics Helpline, which is operated by a third-party service provider. Our service provider delivers each report directly to our Chief Compliance Officer and to our Associate General Counsel, Ethics and Compliance. Individuals who use the Helpline may choose to identify themselves or remain anonymous. The reports are reviewed to address and resolve issues raised and confirmed as breaches with our policies or with the law.

SPOTLIGHT :

Enbridge Ethics Helpline

Enbridge believes in fostering and facilitating a “speak-up” culture.

While our Ethics and Conduct Hotline has been an excellent tool in encouraging the anonymous reporting of ethical and compliance concerns, employee feedback and reporting advances prompted a new partnership in 2019 with an independent third-party vendor, Convercent, hosting a new Ethics Helpline.

The Ethics Helpline is a modern, confidential platform that facilitates reporting of potentially illegal, unethical or improper conduct at Enbridge. It also allows employees and stakeholders to ask questions regarding the application of the Company's many governing policies. The new helpline offers enhanced functionality as well, providing flexible and innovative reporting methods, including 24/7 Helpline access via telephone, web submission and mobile texting.

Our Performance

In 2018, we received a total of 122 reports, down from 140 reports in 2017. There was also a decrease in the percentage of in-person, mail and phone reports and an increase in the percentage of reports received via email and the Ethics and Conduct Hotline. Anonymous reporting represented 61% of all reports, compared to 64% in 2017.

We received reports that contained multiple allegations. The 122 reports we received contained a total of 159 allegations, a ratio of 1.30, which is a decrease compared with the 2017 ratio of 1.70.

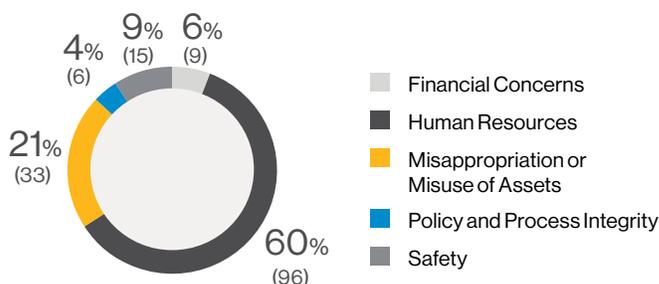
Fines, Penalties and Violations

Our intention is to work according to all external regulations and laws to prevent fines, penalties and violations that are monetary or non-monetary in nature. We are reporting all fines, penalties and violations (monetary and non-monetary) in excess of C\$10,000 and US\$10,000 (depending on the country in which they occurred). In 2018, we remitted the following fines, penalties and violations:

U.S. Department of Transportation (DOT): Pipeline and Hazardous Materials Safety Administration (PHMSA)

- In January 2018, Enbridge paid the U.S. DOT a civil penalty of US\$65,500 concerning a Notice of Probable Violation and Proposed Civil Penalty (Notice) issued in December 2015 to Algonquin Gas Transmission, LLC, a subsidiary of Spectra Energy Partners, LP. Notice included proposed findings of failing to take prompt remedial action to correct deficiencies indicated by cathodic protection monitoring at nine sites and failing to inspect three locations of pipeline exposed to atmosphere within maximum interval.
- In October 2018, Enbridge paid the U.S. DOT a civil penalty of US\$36,200 as a result of a Notice of Probable Violation, Proposed Civil Penalty and Proposed Compliance Order (Notice) issued June 2017 to Algonquin Gas Transmission LLC, a subsidiary of Spectra Energy Partners. Notice indicated a probable violation of the requirement of compressor station emergency shutdown systems to be operable from at least two locations, each of which is to be near the exit gates or emergency exits.
- In October 2018, Enbridge paid the U.S. DOT a civil penalty of US\$35,500 as a result of a Notice of Probable Violation, Proposed Civil Penalty and Proposed Compliance Order (Notice) issued July 25, 2017 to Vector Pipeline LP (a joint pipeline venture of Enbridge Inc., and DTE Energy Company, which is operated by Enbridge). Notice indicated a probable violation of the requirement to take prompt remediation to correct deficiencies in cathodic protection levels, and a violation of the requirement to conduct a review of work conducted by Vector personnel to determine the adequacy and effectiveness of procedures for normal operation and maintenance.

Ethics Reports by Category



U.S. District Court for the Western District of Michigan, Southern Division

- In May 2018, without admission of liability to the alleged violations, Enbridge paid the U.S. Department of Justice a penalty of US\$1,863,000 concerning alleged failure to provide timely in-line inspections on certain Enbridge pipelines in accordance with the provisions of the May 2017 court-approved Consent Decree.



About this Report

This report serves as Enbridge's commitment to transparency and disclosure of ESG factors relevant to our business and our stakeholders. We remain accountable by making sure that the ways we measure and report are aligned with our business and sustainability strategy, and by engaging our stakeholders.

Reporting Standard

We prepared our 2018 Sustainability Report using the Global Reporting Initiative (GRI) Standards, Core option. We are also assessing the application of sustainability frameworks developed by the Sustainability Accounting Standards Board and the United Nations' Sustainable Development Goals.

We categorize these topics into two groups:

- Priority areas, which are topics of high importance to Enbridge and our stakeholders.
- Topics which enable us to continually improve our priority areas and which, therefore, require our ongoing focus.

Material Topics

This report focuses on sustainability topics that are most significant to our stakeholders, our employees and our business. The report topics were assessed and prioritized by determining which areas could substantively influence stakeholders' assessments and decisions regarding Enbridge.

Priority areas		
Safety and asset integrity	Community and Indigenous engagement	Energy transition and climate change
Health and safety	Community engagement	Climate change, emissions reduction and energy efficiency
Asset integrity	Indigenous engagement	Energy transition
Emergency preparedness and response		Renewable and alternative energy investments

Areas that Enable Continuous Improvement

- Local environmental impacts.
- Our workforce.
- Customer relations.
- Supply chain management.
- Community investment.
- Economic impact and benefits.
- Political advocacy and accountability.
- Business ethics.

Following our acquisition of Spectra Energy in 2017, we re-evaluated these areas and determined that our material topics remain consistent.

Reporting Basis

Throughout the year, we proactively engage with our diverse stakeholders in order to foster dialogue and support our sustainability goals and priorities.

With our Investor Relations, Treasury and Corporate Governance teams we engage with shareholders to discuss financial, operational, safety, policy, diversity and ESG issues.

This and ongoing dialogue with our stakeholders, Investor Day conferences, one-on-one meetings and open houses helped inform what we have determined issues most relevant for this report.

Our report is written with the stakeholders below in mind and to whom we hold ourselves accountable:

Stakeholders



Associations and civil society groups



Communities



Customers



Employees, contractors, unions and Board of Directors



Environmental and other non-governmental organizations



Governments and government regulatory bodies in Canada and the U.S.



Individuals and organizations with whom we work to prepare for and respond to emergencies



Investors



Landowners



Local businesses and industry



Media



Regulators



Right-of-way communities



Suppliers



Indigenous groups

Reporting Scope

Our 2018 Sustainability Report includes performance data from, and events that took place in 2018, and significant events in 2019. The report covers all businesses and assets owned and operated by Enbridge, including the Alliance Pipeline. Alliance is a 50% partnership between Enbridge and Pembina and functions are split between Enbridge and Pembina, following the 2018 decision to convert operation and administration of the pipeline into an owner-operator model.

We closed on the acquisition of Spectra Energy in February 2017. To the extent possible in this report we have integrated asset and operations data of the combined company. Where indicated, for years prior to 2017, data reflects Enbridge performance. Unless otherwise noted, all financial information is presented in Canadian dollars, and units of measure are metric.

Assurance

We have not obtained third-party assurance of the data in our 2018 Sustainability Report.

While we understand the value of externally assuring our data, we elected to complete our integration activities to ensure that we have consistent methodologies for data compilation and a sound basis for presenting integrated data.

Performance Data

These tables include our quantitative environmental, safety, governance and social performance data for Enbridge in 2017 and 2018. Prior year performance for Enbridge and Spectra Energy [can be found here](#).

Health and Safety			
Occupational Health and Safety	2017	2018	
Personal injuries and illnesses	Number of employee hours worked	26,339,414.88	23,122,344.56
	Number of employee days away incidents	21	18
	Employee days away restrictions and transfers frequency ¹	0.41	0.33
	Number of employee days away	552	371
	Employee days away incident severity ²	4.19	3.21
	Number of employee recordable incidents	95	80
	Employee total recordable incident frequency ³	0.72	0.69
	Number of contractor hours worked	42,668,255.79	43,573,070.20
	Number of contractor days away incidents	26	31
	Contractor days away restrictions and transfers frequency ¹	0.12	0.14
	Number of contractor recordable incidents	168	120
	Contractor total recordable incident frequency ³	0.79	0.55
	Absenteeism	Number of employees	12,744
Number of days absent		64,867.90	49,108.84
Absenteeism ⁴		5.09	4.20
Employee motor vehicle incidents	Number of kilometers driven	126,369,086.29	117,691,222.52
	Number of contributory motor vehicle incidents	163	150
	Contributory motor vehicle incident frequency ⁵	1.29	1.27
Total annual safety observations	48,157	114,225	
Employee fatalities	0	1	

¹ Days away injuries/200,000 hours worked.

² Total number of lost days from injury or illness x 200,000/total hours worked.

³ Total recordable incident frequency is the # of recordable incidents x 200,000/hours worked.

⁴ Number of days absent per employee.

⁵ Motor vehicle incident frequency is the # of contributory incidents x 1,000,000/kms driven.

Asset Integrity

Number and Volume of Reportable Process Safety Incidents (Tier 1 and Tier 2), and Volume of Reportable Off-Property Spills, on all Enbridge's Liquids Systems

	2017	2018
Total number of reportable liquids spills ¹	13	14
Reportable Tier 1 and 2 process safety events (liquids and liquids systems)	34	26
Volume of reportable liquids spills ^{1,2} (barrels)	8,470	411
Volume of reportable off-property spills ¹ (barrels)	7,086	157

Reportable and Tier 1 Process Safety Events Involving Natural Gas

	2017	2018
Reportable (Tier 1 and Tier 2) process safety events	34	26
Tier 1 process safety events	6	14

¹"Number of reportable liquids spills", "Volume of reportable liquids spills (barrels)" and "Volume of reportable off-property spills (barrels)" are subsets of both the "Reportable (Tier 1 and Tier 2) Process Safety Event—Liquids Service" category and of the "Tier 1 Process Safety Events—Liquids Service" category.

²Includes volumes released off-site of Enbridge's property.

Emergency Preparedness and Response

Percentage of Required* Emergency Response Exercises Completed

	2017	2018
LP ¹	201%	203%
GTM	98%	114%
GDS	147%	133%

* Required by regulations or the business unit program.

¹As part of our stakeholder engagement and commitment to emergency preparedness and response, LP completes a large number of equipment deployments beyond what would be required formally under our emergency response exercises.

Environmental¹		2017	2018
Greenhouse Gases (operational control basis)			
Business Unit Direct GHG emissions (Scope 1) (tCO ₂ e)			
LP		21,000	18,000
GTM		9,392,000	9,789,000
GDS		797,000	869,000
Power Operations		200	200
Corporate Services		4,400	4,200
Business Unit Indirect GHG emissions (Scope 2) (tCO ₂ e)			
LP		5,395,000	5,813,000
GTM		1,032,000	972,000
GDS		2,600	2,300
Power Operations		600	400
Corporate Services		6,100	7,300
Criteria Air Contaminants			
Business Unit Criteria Air Contaminants (tonnes)			
LP	NOx (as NO ₂)	38	37
	SO ₂	0	0
	VOCs	3,432	3,263
	PM2.5	55	55
	PM10	513	514
	TPM	1,968	1,968
	CO	2	1
GTM	NOx (as NO ₂)	16,455	16,730
	SO ₂	8,484	6,757
	VOCs	2,487	1,503
	PM2.5	206	243
	PM10	199	239
	TPM	175	259
	CO	7,623	6,810
Business Unit Criteria Air Contaminants (tonnes)			
GDS	NOx (as NO ₂)	612	821
	SO ₂	0	0
	VOCs	36	37
	PM2.5	2	2
	PM10	2	2
	TPM	1	1
	CO	279	310

¹Business unit environmental performance data may not equal totals due to rounding.

Environmental¹		2017	2018	
Business Unit Energy Usage (Gigajoules)				
LP	Fuel	305,000	265,000	
	Electricity	34,032,000	36,661,000	
	Fuel + Electricity	34,337,000	36,927,000	
GTM	Fuel	121,839,000	115,086,000	
	Electricity	7,526,000	7,606,000	
	Fuel + Electricity	129,364,000	122,692,000	
GDS	Fuel	EGD	941,000	953,000
		Union Gas	4,777,000	6,187,000
	Electricity	EGD	60,000	56,000
		Union Gas	149,000	138,000
	Fuel + Electricity	Total Utilities	5,927,000	7,334,000
Power Operation	Fuel	3,000	3,000	
	Electricity	9,000	8,000	
	Fuel + Electricity	12,000	11,000	
Corporate Services	Fuel	Company Offices and Aircraft	73,000	71,000
	Electricity		44,000	50,000
	Fuel + Electricity		117,000	121,000

¹ Business unit environmental performance data may not equal totals due to rounding.

Social		2017	2018
Workforce			
		Female	Male
Permanent employees (full and part time) by level and gender	CEO	0	1
	Executive leadership	2	6
	VP	17	60
	Director	71	209
	Manager	73	190
	Supervisor/team lead	767	1,964
	Individual contributor	2,899	6,485
		Female	Male
Return to work and retention rates following parental leave	Number of employees who took parental leave	131	27
	Number of employees who returned to work to work following parental leave and who were still employed 12 month following	135	19
		Total 2017	Total 2018
Male to female salary ratios of each level (base salary)	Level 1	99.26%	97.02%
	Level 2	101.67%	99.89%
	Level 3	99.75%	102.07%
	Level 4	103.53%	101.61%
	Level 5	102.29%	103.13%
	Level 6/7	102.86%	103.78%

Social		2017		2018	
Workforce					
		Female	Male	Female	Male
Employee age profile	Up to 30	467	1,077	399	923
	31 to 40	1,108	2,688	1,008	2,557
	41 to 50	1,076	2,288	1,016	2,141
	51 to 60	986	2,267	939	2,011
	61 and above	192	595	180	528
Total compensation (millions)	Non-management level (base salary only)	91,267	107,597	95,574	111,924
	Management level (base salary only)	180,643	186,735	186,300	193,090
	Management level (base salary plus other cash incentives)	218,371	226,146	227,951	236,253
	Director and above (base salary only)	268,432	320,205	298,118	327,380
		Total 2017	Total 2018		
Net employment creation for permanent employees	Employee headcount	12,744		11,702	
	Net employment creation	-961		-1,042	
	Net employment creation (as a percentage)	-7.0%		-8.2%	
Employee turnover rate	Total employee turnover rate	11.3%		11.5%	
	Voluntary employee turnover rate	3.9%		5.1%	
Total compensation paid to regular full time and part time employees (millions)	Salary/wages	732		1,306	
	Pension and benefits	213		387	
	Short term incentive program	109		173	
	Long term incentive program	70		92	
	Total	\$1,124		\$1,958	
Compensation (US\$)	Total compensation of President and Chief Executive Officer to the average annual total compensation for all other employees, excluding the President and Chief Executive Officer	\$12,526,905/\$121,907		\$9,530,194/\$111,341	
	Projected benefit obligation of defined benefit pension at year end	\$5,312,000,000		\$5,211,000,000	
	Fair value of plan assets of defined benefit pension plans at year end	\$4,716,000,000		\$4,568,000,000	
	Amount spent towards employee defined contribution pension plans	\$26,000,000		\$30,000,000	
Employee Profile	Number of permanent employees at year end	12,948		11,906	
	Canada	8,738		8,541	
	U.S.	4,210		3,365	
	Number of female employees	3,829		3,542	
	Women represented in total workforce	30.0%		30.3%	
	Canada	22.9%		24.2%	
	U.S.	7.1%		6.1%	
	Women in first-line management positions	28.1%		27.9%	
	Women in management workforce	26.5%		27.5%	
	Women in top management positions	22.4%		22.8%	

Permanent Employee Age Demographics	Up to 30	12.1%	11.3%
	31-40	29.8%	30.5%
	41-50	26.4%	27.0%
	51-60	25.3%	25.2%
	60 and above	6.2%	6.1%
	Permanent employees covered by negotiated collective agreements	15.8%	17.0%
Amount invested per employee in training		\$1,071	\$1,316

Supply Chain		2017	2018
Good and services spending (billions of dollars)		11.6	11.0
	Canada	44%	32%
	U.S.	56%	68%
	Europe, Asia, Australia and South America	<1%	<1%
Indigenous spend ³ (millions of dollars)			
	LP	136.2	324.6
	GTM	70.1	60.8
	GDS	10.5	8.2
Steel pipe purchased/percent sourced from recycled steel (tonnes)			
	LP	119,200/95%	77,469/97%
	GTM ⁴		19,517/35%
GDS	EGD	1,624/89%	389/97%
	Union Gas	12,130/12%	7,047/82%

¹ Reflects Spectra Energy and Enbridge assets as a combined company.

² Figures are as at conclusion of Enbridge's 2018 and 2019 Annual General Meetings, respectively.

³ Includes wages, subcontractor spend, etc.

⁴ GTM spend in 2017 is combined under LP. For 2018, this has been separated to align with our current business model.

GRI Index

We prepared our 2018 Sustainability Report GRI Standards. Disclosures that the Company fully or partially reports on are noted in the table below.

GRI Standard	Disclosure	Description	Location or Direct Response
General disclosures			
Organizational Profile			
GRI 102: General disclosures	102-1	Name of the organization	Enbridge Inc.
	102-2	Activities, brands, products, and services	Enbridge Today; 2018 Annual Report on Form 10-K, Page 7
	102-3	Location of headquarters	Enbridge Today; Calgary, Canada
	102-4	Location of operations	Enbridge Today
	102-5	Ownership and legal form	Publicly traded company (TSX and NYSE: ENB)
	102-6	Markets served	Enbridge Today; 2018 Annual Report on Form 10-K, Page 7
	102-7	Scale of the organization	Enbridge Today
	102-8	Information on employees and other workers	Our Workforce
	102-9	Supply chain	Supply Chain Management
	102-10	Significant changes to the organization and its supply chain	Supply Chain Management
	102-11	Precautionary principle or approach	Maintaining the Fitness of Enbridge's Systems; Emergency Preparedness and Response; Energy Transition and Climate Change
	102-12	External initiatives	Energy Transition and Climate Change; About this Report; Enbridge Today; Task Force for Climate-Related Financial Disclosures
	102-13	Membership of associations	Emergency Preparedness and Response; Political Advocacy
Strategy			
102-14	Statement from senior decision-maker	CEO Letter	
102-15	Key impacts, risks, and opportunities	Risk Management; About this Report	
Ethics and Integrity			
102-16	Values, principles, standards, and norms of behavior	Business Ethics	
102-17	Mechanisms for advice and concerns about ethics	Business Ethics	

GRI Standard	Disclosure	Description	Location or Direct Response
Governance			
102-18		Governance structure	Corporate Governance
102-19		Delegating authority	Corporate Governance
102-20		Executive-level responsibility for economic, environmental, and social topics	Corporate Governance
102-21		Consulting stakeholders on economic, environmental, and social topics	About this Report
102-22		Composition of the highest governance body and its committees	Corporate Governance; Notice of 2019 Annual Meeting of Shareholders and Proxy Statement
102-23		Chair of the highest governance body	Corporate Governance
102-24		Nominating and selecting the highest governance body	Corporate Governance
102-26		Role of highest governance body in setting purpose, values, and strategy	Notice of 2019 Annual Meeting of Shareholders and Proxy Statement
102-27		Collective knowledge of highest governance body	Notice of 2019 Annual Meeting of Shareholders and Proxy Statement
102-28		Evaluating the highest governance body's performance	Notice of 2019 Annual Meeting of Shareholders and Proxy Statement
102-30		Effectiveness of risk management processes	Risk Management
102-31		Review of economic, environmental, and social topics	Corporate Governance
102-32		Highest governance body's role in sustainability reporting	Corporate Governance; Notice of 2019 Annual Meeting of Shareholders and Proxy Statement
102-33		Communicating critical concerns	Business Ethics
102-34		Nature and total number of critical concerns	Business Ethics
102-35		Remuneration policies	Notice of 2019 Annual Meeting of Shareholders and Proxy Statement
102-36		Process for determining remuneration	Notice of 2019 Annual Meeting of Shareholders and Proxy Statement
102-38		Annual total compensation ratio	Notice of 2019 Annual Meeting of Shareholders and Proxy Statement
102-39		Percentage increase in annual total compensation ratio	Notice of 2019 Annual Meeting of Shareholders and Proxy Statement

GRI Standard	Disclosure	Description	Location or Direct Response
Stakeholder Engagement			
	102-40	List of stakeholder groups	About This Report
	102-41	Collective bargaining agreements	Our Workforce; Performance Data
	102-42	Identifying and selecting stakeholders	About This Report
	102-43	Approach to stakeholder engagement	Community and Indigenous Engagement; Customer Relations; About This Report; Indigenous Rights and Relationships in North American Energy infrastructure
	102-44	Key topics and concerns raised	Community and Indigenous Engagement; Customer Relations; About This Report; Indigenous Rights and Relationships in North American Energy infrastructure
Reporting Practices			
	102-45	Entities included in the consolidated financial statements	About this Report
	102-46	Defining report content and topic Boundaries	About this Report
	102-47	List of material topics	About This Report
	102-48	Restatements of information	About This Report
	102-49	Changes in reporting	About This Report
	102-50	Reporting period	About This Report
	102-51	Date of most recent report	About this Report
	102-52	Reporting cycle	About this Report
	102-53	Contact point for questions regarding the report	Contact Us
	102-54	Claims of reporting in accordance with the GRI Standards	About This Report
	102-55	GRI content index	This document represents the Company's content index
	102-56	External assurance	About this Report
Economic Topics			
Management Approach			
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	About This Report, and embedded within sustainability topics
	103-2	The management approach and its components	About This Report, and embedded within sustainability topics
	103-3	Evaluation of the management approach	About This Report, and embedded within sustainability topics

GRI Standard	Disclosure	Description	Location or Direct Response
Economic Performance			
GRI 201: Economic Performance	201-1	Direct economic value generated and distributed	Economic Impact and Benefits
	201-2	Financial implications and other risks and opportunities due to climate change	Task Force on Climate-Related Financial Disclosure
Market Presence			
GRI 203: Indirect Economic Impacts	203-1	Infrastructure investments and services supported	Indigenous Engagement, Community Investment, Maintaining the Fitness of Enbridge's Systems
GRI 204: Procurement Practices	204-1	Proportion of spending on local suppliers	Indigenous Engagement
Environmental Topics			
GRI 301: Materials	301-1	Materials used by weight or volume	Supply Chain Management
	301-2	Recycled input materials used	Supply Chain Management
	302-2	Energy consumption outside of the organization	Energy Transition and Climate Change; TCFD Report
	302-3	Energy intensity	Energy Transition and Climate Change; TCFD Report
	302-4	Reduction of energy consumption	Energy Transition and Climate Change; TCFD Report
	GRI 303: Water and Effluents	303-1	Interactions with water as a shared resource
Emissions			
GRI 305: Emissions	305-1	Direct (Scope 1) GHG emissions	Energy Transition and Climate Change; TCFD Report
	305-2	Energy indirect (Scope 2) GHG emissions	Energy Transition and Climate Change; TCFD Report
	305-3	Other indirect (Scope 3) GHG emissions	Energy Transition and Climate Change; TCFD Report
	305-4	GHG emissions intensity	TCFD Report
	305-5	Reduction of GHG emissions	Energy Transition and Climate Change; TCFD Report
	305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	Local Environmental Impacts
Spill Prevention Control			
GRI 306: Effluents and Waste	306-2	Waste by type and disposal method	Local Environmental Impacts
	306-3	Significant spills	Maintaining the Fitness of Service

GRI Standard	Disclosure	Description	Location or Direct Response
Environmental Management			
GRI 207: Environmental Compliance	307-1	Non-compliance with environmental laws and regulations	Business Ethics
Social Topics			
Employment			
GRI 401: Employment	401-1	New employee hires and employee turnover	Performance Data
	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Performance Data
	401-3	Parental leave	Performance Data
Occupational Health and Safety			
GRI 403: Occupational Health and Safety	403-1	Occupational health and safety management system	Health and Safety
	403-2	Hazard identification, risk assessment, and incident investigation	Health and Safety
	403-3	Occupational health services	Health and Safety
	403-5	Worker training on occupational health and safety	Health and Safety
	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Health and Safety
	403-9	Work-related injuries	Health and Safety
	403-10	Work-related ill health	Performance Data
Training and Education			
GRI 404: Training and Education	404-1	Average hours of training per year per employee	Sustainability Commitments and Performance; Performance Data
	404-2	Programs for upgrading employee skills and transition assistance programs	Our Workforce
Diversity and Equal Opportunity			
GRI 405: Diversity and Equal Opportunity	405-1	Diversity of governance bodies and employees	Our Workforce
	405-2	Ratio of basic salary and remuneration of women to men	Performance Data

GRI Standard	Disclosure	Description	Location or Direct Response
Community and Indigenous Engagement			
GRI 103: Management Approach	103-1	Explanation of the material topic and its Boundary	Community and Indigenous Engagement
	103-2	The management approach and its components	Community and Indigenous Engagement
	103-3	Evaluation of the management approach	Community and Indigenous Engagement
GRI 411: Rights of Indigenous Peoples	411-1	Incidents of violations involving rights of indigenous peoples	Business Ethics
GRI 412: Local Communities	412-1	Operations that have been subject to human rights reviews or impact assessments	Indigenous Engagement
	413-1	Operations with local community engagement, impact assessments, and development programs	Community and Indigenous Engagement
	413-2	Operations with significant actual and potential negative impacts on local communities	Community and Indigenous Engagement
GRI 414: Supplier Social Assessment	414-1	New suppliers that were screened using social criteria	Supplier Code of Conduct
GRI 416: Customer Health and Safety	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Business Ethics
Government Relations and Regulatory Compliance			
GRI 419: Socio Economic Compliance	415-1	Political contributions	Political Advocacy and Accountability
GRI 418: Customer Privacy	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Business Ethics
GRI 419: Socio Economic Compliance	419-1	Non-compliance with laws and regulations in the social and economic area	Business Ethics

Forward-Looking Information

Forward-looking information, or forward-looking statements, have been included in this report to provide information about us and our subsidiaries and affiliates, including management's assessment of our and our subsidiaries' future plans and operations. This information may not be appropriate for other purposes. Forward-looking statements are typically identified by words such as "anticipate", "believe", "estimate", "expect", "forecast", "intend", "likely", "plan", "project", "target" and similar words suggesting future outcomes or statements regarding an outlook.

Forward-looking information or statements included in this report include, but are not limited to, statements with respect to the following:

- Positioning our company for the future.
- Our belief that climate change is a global issue and that we are uniquely positioned to help society transition to lower-carbon energy sources.
- Our belief that two serious challenges are facing the world today: the need to meet a growing demand for energy, driven by global population growth and economic development, and the need to address climate change by keeping average global temperatures below 2°C above pre-industrial levels.
- Our belief that the world must be diligent in finding new ways to meet this dual challenge and that the answer lies in finding and pursuing multiple pathways to provide affordable and reliable energy while protecting our environment.
- The global energy future, including the factors and trends that are expected to shape it.
- The expected role of different energy sources and innovation in the transition to a low carbon economy.
- Focusing our strategic priorities and positioning our company to deliver energy that is affordable, reliable, responsibly produced and sustainable.
- Our commitment to taking climate actions that are consistent with our business model, align with changing energy market fundamentals and address government and stakeholder expectations for meaningful progress on emissions reduction and management of climate risks.
- The two International Energy Agency scenarios used to test the resilience of our strategy and assets and our expected resiliency thereunder.
- The effectiveness of our risk management strategies, including in mitigating climate-related risks.
- Our positioning and optimization of our infrastructure, investment in and application of new technologies, and development of new energy efficiency products, services and programs to provide carbon reductions and support energy reliability and affordability.
- Our growth and diversification of our assets to reflect a changing global energy mix and our plans to continue to develop our power and renewables business and to invest into new areas that fit our investment proposition.
- Our approach to supporting the transition to a low carbon economy based on emissions reduction, greater efficiency and investing in lower-carbon energy solutions.
- Our development of updated GHG emissions reduction targets and our GHG data management.
- Our integration of environmental and climate considerations into our business decisions and management.
- Expectations relating to laws and government policy, the expected impacts thereof, and our ability to contribute to the development thereof.
- Our diverse and inclusive workforce culture and our approach to attracting and retaining talent, employee development, diversity, equality and inclusion.
- Our leveraging of technology and innovation and our pursuit of innovation and technology solutions that drive higher levels of safety reliability and productivity in how we deliver energy.
- Our continued success relying on high standards of governance, with policies, sound management practices and strategies to address the environmental and social issues of greatest relevance to our business and our stakeholders.
- Our corporate culture as a value driver and essential to long-term success, and our belief that the outcome of living our values will result in Enbridge being a long-term, sustainable company.
- Our belief that all incidents, injuries and occupational illnesses can be prevented.
- Our safety culture and mindset, our plans for enterprise-wide assessment and monitoring thereof, and our belief that safety culture drives safety performance.
- How to achieve our goal of leading our industry in safety, reliability and asset integrity.
- Our integrity management and emergency management programs and their effectiveness.
- Our belief that our long-term success depends on our ability to build effective, mutually beneficial relationships with the people and communities living and working near our operations, including stakeholders and Indigenous groups in Canada and the U.S.
- Our approach to engagement in a meaningful way with local and Indigenous communities near our operations.
- Expectations and forecasts regarding commodity prices and supply and demand.

- Our supply chain management sustainability program.
- Expected future financial and operating performance, financial strength and flexibility, growth and expansion opportunities, strategic planning and execution of our strategic plans.
- Expected costs related to announced projects and projects under construction.
- Expected in-service dates for announced projects and projects under construction.
- Expected capital expenditures.
- Expected future actions of regulators.
- Expectations regarding the impact of the stock-for-stock merger transaction completed on February 27, 2017 between Enbridge and Spectra Energy Corp (the Merger Transaction) including our combined scale, financial flexibility, growth program, future business prospects and performance.
- Canadian and United States portions of the Line 3 Replacement Program.
- Expectations resulting from the successful execution of our 2018-2020 Strategic Plan.

Although we believe these forward-looking statements are reasonable based on the information available on the date such statements are made and processes used to prepare the information, such statements are not guarantees of future performance and readers are cautioned against placing undue reliance on forward-looking statements. By their nature, these statements involve a variety of assumptions, known and unknown risks and uncertainties and other factors, which may cause actual results, levels of activity and achievements to differ materially from those expressed or implied by such statements. Material assumptions include assumptions about the following: the expected supply of and demand for crude oil, natural gas, natural gas liquids (NGL) and renewable energy; prices of crude oil, natural gas, NGL and renewable energy; exchange rates; inflation; interest rates; availability and price of labor and construction materials; operational reliability; customer and regulatory approvals; maintenance of support and regulatory approvals for our projects; anticipated in-service dates; weather; the timing and closing of dispositions; the realization of anticipated benefits and synergies of the Merger Transaction; governmental legislation; acquisitions and the timing thereof; the success of integration plans; impact of the dividend policy on our future cash flows; credit ratings; capital project funding; expected EBITDA; expected earnings/(loss); expected earnings/(loss) per share; expected future cash flows; estimated future dividends; energy transition to low carbon economy; the development and performance of technology and new energy efficient products, services and programs; and long-term energy future scenarios. Assumptions regarding the expected supply of and demand for crude oil, natural gas, NGL and renewable energy, and the prices of these commodities, are material to and underlie all forward-looking statements, as they may impact current and future levels of demand for our services. Similarly, exchange rates, inflation and interest rates impact the economies and business environments in which we operate and may impact levels of demand for

our services and cost of inputs, and are therefore inherent in all forward-looking statements. Due to the interdependencies and correlation of these macroeconomic factors, the impact of any one assumption on a forward-looking statement cannot be determined with certainty, particularly with respect to the impact of the Merger Transaction on us, expected EBITDA, expected earnings/(loss), expected earnings/(loss) per share, or estimated future dividends. The most relevant assumptions associated with forward-looking statements regarding announced projects and projects under construction, including estimated completion dates and expected capital expenditures, include the following: the availability and price of labor and construction materials; the effects of inflation and foreign exchange rates on labor and material costs; the effects of interest rates on borrowing costs; the impact of weather and customer, government and regulatory approvals on construction and in-service schedules and cost recovery regimes.

Our forward-looking statements are subject to risks and uncertainties pertaining to the realization of anticipated benefits and synergies of the Merger Transaction, operating performance, regulatory parameters, changes in regulations applicable to our business, dispositions, the transactions undertaken to simplify our corporate structure, our dividend policy, project approval and support, renewals of rights-of-way, weather, economic and competitive conditions, public opinion, changes in tax laws and tax rates, changes in trade agreements, exchange rates, interest rates, commodity prices, political decisions and supply of and demand for commodities, including but not limited to those risks and uncertainties discussed in our applicable filings with Canadian and U.S. securities regulators (including the most recently filed Form 10-K and any subsequently filed Form 10-Q, as applicable). The impact of any one risk, uncertainty or factor on a particular forward-looking statement is not determinable with certainty as these are interdependent and our future course of action depends on management's assessment of all information available at the relevant time. Except to the extent required by applicable law, Enbridge Inc. assumes no obligation to publicly update or revise any forward-looking statements made in this report or otherwise, whether as a result of new information, future events or otherwise. All forward-looking statements, whether written or oral, attributable to us or persons acting on our behalf, are expressly qualified in their entirety by these cautionary statements.

Non-GAAP Financial Measures

This report contains references to adjusted EBITDA, adjusted earnings and Distributable Cash Flow (DCF). Management believes the presentation of these metrics gives useful information to investors and shareholders as they provide increased transparency and insight into the performance of the Company. For the year ended December 31, 2018, these non-GAAP measures are defined and reconciled to comparable GAAP measures in Enbridge's news release of February 15, 2019 entitled "Enbridge Inc. Reports Strong Fourth Quarter and Full Year 2018 Results", which is available on Enbridge.com and filed on SEDAR and EDGAR. Our non-GAAP measures referred to above are not measures that have standardized meaning prescribed by generally accepted accounting principles in the United States of America (U.S. GAAP) and are not U.S. GAAP measures. Therefore, these measures may not be comparable with similar measures presented by other issuers.



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