

Stakeholder engagement

GRI: 102-40; 102-42; 102-43

Active stakeholder engagement and dialogue is an integral part of our sustainability commitment. Each stakeholder brings an essential perspective, and we value their collaboration and insights to ensure we have a full understanding of the issues and trends facing our industry and company. Throughout the year, we proactively engage with our diverse stakeholders in order to foster dialogue in support of our sustainability goals and priorities. Enbridge writes this report with these stakeholders, to whom we hold ourselves accountable, in mind.

We prioritize, engage with and incorporate feedback from individuals and groups who live and work near, or who can affect or are affected by, our pipelines, power lines, operations and facilities. We also use criteria outlined in our integrated management system to ensure a consistent and rigorous approach to engagement across all of our projects and operations. Due to their distinct rights, we consider Indigenous nations to be separate from other stakeholder groups. For more information, please see the [Community Engagement](#) and [Indigenous Inclusion](#) chapters of this report.

In 2019, we engaged with multiple stakeholder groups in a variety of ways, including, but not limited to:

Stakeholder group	Engagement approach	
Shareholders/investors	<ul style="list-style-type: none"> • Annual meeting of shareholders • Annual Enbridge Day Investment Community Conference • Investor conferences and non-deal roadshows • Canadian and U.S. securities regulatory filings 	<ul style="list-style-type: none"> • Analyst meetings and conference calls • Annual sustainability report and other specialized reports • Ongoing investor relations engagement and presentations • Quarterly earnings calls and business updates
Employees and contractors	<ul style="list-style-type: none"> • Leadership communications • Townhalls, employee forums, webcasts and podcasts • Employee bulletins and newsletters • Career development plans 	<ul style="list-style-type: none"> • Yammer • Intranet (ELink) • Employee resource groups • Diversity and Inclusion advisory groups • Employee surveys
Policymakers, regulators and community leaders	<ul style="list-style-type: none"> • Community meetings/open houses • Facility and asset tours • Participation in conferences and panels 	<ul style="list-style-type: none"> • Trade association and industry representation • Multi-stakeholder initiatives • Face-to-face meetings
Customers and suppliers	<ul style="list-style-type: none"> • Selection and contracting processes • Customer surveys • Face-to-face meetings 	<ul style="list-style-type: none"> • Supplier relationship management meetings • Annual customer meetings • On-site visits
Landowners, communities and Indigenous nations	<ul style="list-style-type: none"> • Town halls and open houses • Landowner meetings • Community meetings and events • Community investment programs • Indigenous procurement 	<ul style="list-style-type: none"> • Emergency response tabletop exercises • Facility tours • Volunteering • Process for managing grievances • Contributing to local emergency response readiness

Stakeholder group	Engagement approach	
Industry groups and non-governmental organizations	<ul style="list-style-type: none"> • Participate on committees • Board positions on relevant trade groups • Sponsor and participate in advocacy activities 	<ul style="list-style-type: none"> • Participate in key conference and speaking opportunities • Support industry groups with data gathering and analytics to solidify beneficial public policy
Media	<ul style="list-style-type: none"> • News releases • Web and social media 	<ul style="list-style-type: none"> • Media line • Interviews

“ The Board understands the importance of constructive communication and engagement with our shareholders as part of its oversight of the Company. We believe active engagement with our shareholders and other stakeholders on an ongoing basis through a variety of avenues is key to transparency, facilitating open and informed dialogue and building relationships of trust. ”



Karen Uehara,
Vice President & Corporate Secretary



> Al Monaco, President & CEO, is joined by members of the Executive Leadership Team for the 2020 All Company Forum hosted from Toronto. Employees from approximately 200 locations across North America participated in the Forum, our annual meeting for Enbridge team members.