



Emergency preparedness and response

GRI: 103-1; 103-2; 103-3; SASB: EM-MD-540a.4

We have robust emergency preparedness and response systems—which we constantly test, review and improve—to prepare us for a range of possible hazards.

Business context and our approach

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. However, potential threats to our business come in many forms, such as health alerts, natural disasters or emergencies involving workers and damage to oil and gas facilities, and we must be prepared. As an operator of critical energy infrastructure, we have measures in place to anticipate risks and respond to minimize impacts.

Our emergency preparedness and response systems are regularly tested and continually enhanced through our experience and learnings and through best practice within and beyond our industry. We partner proactively with local first responders, emergency management groups, industry associations and state and federal agencies to ensure our preparations are sound and the coordination will be effective in the event of an incident. Our employees and contractors are well trained and equipped to ensure a safe, rapid and effective response.

Our actions

Emergency response program

Emergency preparedness requires a systematic approach to identify potential hazards and plan mitigations so that a response is rapid and ensures the safety of responders, the community and the environment.

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. These programs are regularly reviewed and periodically audited to ensure their continual improvement and proper functioning. An overview of our Emergency Management Programs is available [here](#).

We have comprehensive [emergency response plans](#) tailored to each business unit to cover their operations and associated risks, including geographic-specific information. We regularly test these plans to ensure they work as expected. All our regulated plans were updated in 2019. Plans are shared with local first responders and most are available publicly on our website.

Training and exercises

We place high importance on training our employees and direct contractors that may 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.

Our emergency response training uses the [Incident Command System](#) (ICS) which is a federally-recognized emergency response methodology to manage the emergency response process. We also design emergency response training programs that meet the specific needs of each of our business units, and that reflect their specific risks and types of emergency situations.

Exercises are performed to assess the effectiveness of the training, to test the emergency response plans and to refresh skills and knowledge obtained through training. In general, each major operating region within our system is required to complete a full exercise cycle every three years. A full exercise cycle includes at least one full scale exercise, multiple tabletop exercises and equipment deployments.

To keep our employees and contractors prepared, we stage both discussion-based and operations-based exercises across our company, including workshops, tabletop exercises, notification drills, equipment deployments, functional exercises, and full-scale exercises involving equipment, our employees and contractors, local first responders, other third-party agencies and Indigenous communities. These exercises give them the opportunity to observe the process and have a firsthand look at how we are prepared to respond in the event of an incident and to provide feedback on how they would react or assist during an emergency.

We also maintain the Enbridge Enterprise Emergency Response Team (E³RT). The E³RT is a cross-business unit group trained to respond to large-scale events in Canada and the U.S.

In the U.S., we actively participate in public awareness groups sponsored by the API, the Association of Oil Pipe Lines, the INGAA and the Common Ground Alliance. In Canada, we engage with the Canadian Gas 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.

“ Seeing the equipment being deployed and meeting with personnel during the exercise has led to a greater understanding of the training, technology and professionalism that support Enbridge's emergency management planning. Enbridge has provided us with a lot of good information and hands-on learning. ”

L3RP's Indigenous Advisory and Monitoring Committee former co-chair **Joe Daniels, from the George Gordon First Nation, following an emergency response exercise on the Red Deer River near Jenner, AB.**



Bringing safety advocates to the table in Hamilton

In 2019, the E³RT participated in a simulated gas supply disruption and a gate station damage resulting in a major customer outage in our gas distribution area in Ontario, Canada. The exercise included 204 Enbridge team members.

[Learn more](#)

Our performance

In 2019, we conducted a total of 225 exercises and emergency response drills based on real-life scenarios across our operations to hone our emergency preparedness skills and capabilities.



A team event : Testing our preparedness

This video demonstrates our robust emergency response drill in Wisconsin Rapids, WI.

[Learn more](#)

Industry partnerships and collaborations

We are committed to strengthening our partnerships with the first responders who protect people's lives and secure the area in an emergency. This is completed 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 to improve our emergency response capabilities.