

Community engagement



Why it's important

Enbridge is committed to clear, honest, respectful and timely engagement with Indigenous nations and regional stakeholders – including landowners, governments and communities – near our projects and operations.

We use a four-step community engagement process to help us identify, understand and engage with community members about opportunities or concerns.

By adhering consistently to this process as well as maintaining a Company-wide public awareness program that meets or exceeds regulatory requirements, we aim to build trust and maintain positive, productive relationships with landowners and communities wherever we work.

In addition to engaging with communities on new projects and activities, we meet with landowner groups to keep communication channels active and open, and to support mutual awareness of any emerging concerns.

Our approach

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

We also engage with Indigenous 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. Please see our Indigenous Engagement and Inclusion section in the [2023 Sustainability Report, Indigenous engagement and inclusion management approach document](#) and [Indigenous Peoples Policy](#).

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

Community engagement process

1 Identify and engage with regional stakeholders and Indigenous nations (landowners, governments, etc.)



2 Identify and understand regional questions, concerns, risks and opportunities

4 Implement plans, measure progress, adjust and report

3 Develop strategies, objectives and tactics to strengthen relationships, address risks and promote Enbridge interests

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

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

More information

See our [2023 Sustainability Report](#) for performance highlights.