

Emergency preparedness and response



Why it's important

While we plan for safe, reliable, incident-free operations, potential threats to our business can come in many forms – including pandemics, 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 to respond to and minimize impacts should an incident occur.

Our approach

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

Our programs use an organizational structure for incident management which, depending on the nature and magnitude of an incident, cover all levels of the organization – from frontline 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 posted on our website.

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. 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 who may be involved in an emergency response. The training aligns with the role individuals 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](#), 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 business unit.

Exercises are performed to assess the effectiveness of the training, to test the emergency response plans and to refresh skills and knowledge. 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.

We stage both discussion-based and operations-based exercises, 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 first-hand 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), a cross-business unit group trained to respond to large-scale events in Canada and the U.S.

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.

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 National Gas Association of America, 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.

More information

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

See our [2023 ESG Datasheet](#) for emergency preparedness and response and other related data.