

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. By adhering consistently to our community engagement process and maintaining a Company-wide Public Awareness Program, 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.

Governance

The following list outlines how we maintain oversight of community engagement from the Board level to individual employees.

- **Board of Directors:** Our approach to stakeholder engagement is overseen by the Sustainability Committee of our Board of Directors, which oversees sustainability issues, including communication, engagement and relationship-building with communities, stakeholders, decision makers and Indigenous Peoples.
- **Vice President and Director:** Various Vice Presidents, Directors and other management from our business units and central functions participate in integrated steering committees, responsible for the development and execution of project and regionally-based engagement plans, including specific provisions for Indigenous consultation and engagement.

- **Managers and subject matter experts:** Managers and subject matter experts from across the Company execute strategies and outcomes established through consultations with communities and Indigenous Nations and groups. Departments involved may include, for example, Environmental Management, Regulatory, Human Resources, Business Development, Supply Chain Management, Public Affairs & Communications and other functional units of the Company.

Policies

We are guided by our [Sustainability Policy](#), which commits us to clear, honest, respectful and timely engagement. Our policy 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 engage with Indigenous groups living near our projects and operations in Canada and the U.S. Because in both countries Indigenous Peoples have distinct rights, we recognize them as being separate from other stakeholders. Please see our Indigenous engagement section in the [2024 Sustainability Report, Indigenous engagement and inclusion management approach](#) document and [Indigenous Peoples Policy](#).

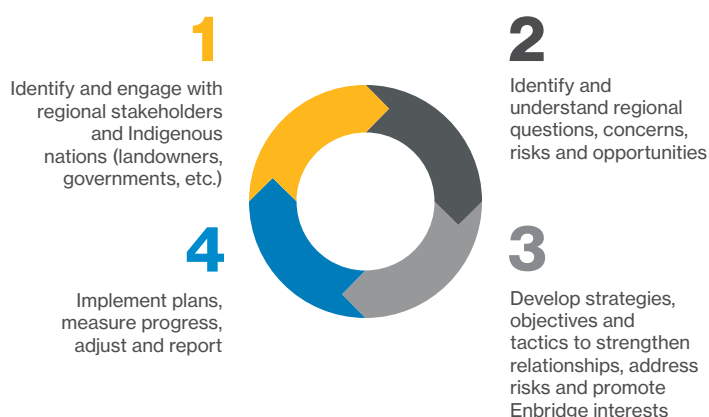
Our approach

Regional engagement plans

Regional engagement plans (REPs) integrate and capture activities in each of our U.S. and Canadian regions, including community engagement, public awareness and safety programs, and community investment. 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. Regional engagement plans cover engagement activities related to projects and to ongoing operations.

Our community engagement process

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



Consultation and engagement for new projects

Our four-step process applies to ongoing operations as well as new projects. Since many of the jurisdictions in which we operate have federal or regulation requirements on consultation with affected stakeholders or Indigenous groups, we undertake consultation on new projects per regulatory requirements.

Before starting new projects, we assess impacts on communities and develop plans accordingly. Note that no projects or operational sites have required physical or economic resettlement in the last 10 years.

Stakeholder questions and concerns

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. Stakeholders can use any of these methods to ask questions and communicate any issues. Where concerns are raised, we work with stakeholders to identify ways to address the issue. When possible, we report back to impacted stakeholders on whether, and what, actions have been taken.

Public Awareness Program

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.

More information

See our [2024 Sustainability Report](#) for performance highlights.

See our [Sustainability Policy](#).