

Committed to responsible development

With more than 65 years' experience, TransCanada is a leader in the responsible development and reliable operation of North American energy infrastructure including natural gas and liquids pipelines, power generation and gas storage facilities.



We are committed to working collaboratively with our stakeholders and ensuring they are engaged and respected throughout the life cycle of all our projects.

At TransCanada, our approach is to safely deliver the energy the world needs in an economically, environmentally and socially responsible manner. Here's how we deliver on this commitment:

Responsible stakeholder relations

Making sure our stakeholders are engaged and respected is critical to TransCanada's success. We are committed to sharing information and seeking public input which will result in better plans – for us, for our stakeholders and for communities as a whole.

To ensure on-going engagement with stakeholders throughout the life cycle of our facilities, regionally located community and Indigenous relations personnel are assigned to each operating region and become the first point of contact for any future enquiries after the project begins operations.

Engaging Indigenous communities

We know our activities have the potential to affect the lives of Indigenous people in tangible ways. We aim to conduct our activities in a way that fosters mutual benefit – this includes working with communities to identify and manage potential effects of our activities and provide economic opportunities.

TransCanada aims to provide business, employment and training opportunities throughout all phases of our projects to the Indigenous communities on whose lands we operate.

Community investment

Giving back to the communities where we operate has always been and will always be part of our culture. Whether it's partnering with community groups, supporting local initiatives or encouraging our employees to be involved in their neighbourhoods, the goal of our Community Investment Program is to build strong and vibrant communities across North America. TransCanada also has a long history of providing support for education and training in the communities where we do business.

Commitment to engagement and addressing issues

TransCanada's approach to engagement with stakeholders, landowners and Indigenous groups is aimed at understanding



As part of our commitment to environmental stewardship, we work to minimize our environmental footprint as we strive to meet the energy needs of North Americans.

concerns and addressing issues related to our projects and operations. We consult early and often, invite feedback, and continue to provide updates and address concerns throughout the regulatory process and throughout operations.

TransCanada's preferred method for addressing the concerns of stakeholders, landowners and Indigenous groups, is through direct and respectful discussion. Issues received or identified through ongoing engagement are systematically tracked and followed up on to promote resolution. In the event that resolution through this approach is not achievable, the parties may consider use of the National Energy Board's collaborative Appropriate (or alternative) Dispute Resolution (ADR) Process.

Safety 24/7

We believe every incident is preventable and continue toward our goal of realizing zero safety incidents.

Our goal is to ensure that our pipeline and energy facilities operate safely every day and that the public, our employees and the environment are never negatively affected by an incident involving our facilities.

We have a industry-leading safety record, and our goal is to have zero safety incidents at our facilities. Being prepared for the rare cases when something does go wrong, is part of our commitment to ensuring the safety of the communities where we operate.

In the unlikely event of an incident, all of our projects have a specific Emergency Response Plan (ERP) that outlines the steps we'll take to respond. Our Emergency Preparedness and Response team is focused on quickly and effectively responding to emergencies and mitigating any impacts that may have

occurred to public safety, property or the environment in a timely manner. In the event of an emergency, please contact TransCanada's 24 hour emergency line at 1.888.982.7222.

Minimizing our environmental footprint

TransCanada has a long-standing commitment to protect the environment where we live and work. As part of our commitment, and in support of regulatory processes, TransCanada assesses the potential effects that may be associated with construction and operation of a proposed project. Some examples of potential effects associated with a project like a meter station, compressor station or pipeline project are potential effects to soil, water, vegetation, fish and wildlife, archaeological resources, air quality and noise, infrastructure and services, and communities and their economies.

The Environmental and Socio-Economic Assessment (ESA) prepared for a proposed project considers these potential project effects, proposes mitigation and enhancement measures, and evaluates the significance of residual effects once these measures are implemented. An Environmental Protection Plan is also developed to identify the necessary measures to be used during the life cycle of the facilities, to manage effects, and to ensure equivalent land capability.

Contact us at:

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