



# CORPORATE SOCIAL RESPONSIBILITY

With more than 60 years' experience, TransCanada is recognized as a leader in the responsible development and reliable operation of North American energy infrastructure including natural gas and oil pipelines, power generation and gas storage facilities.

As a responsible developer and operator, we understand there is a strong connection between our Corporate Social Responsibility (CSR) practices and maintaining public acceptance to safely build and operate energy infrastructure.

TransCanada defines CSR as our commitment to operating in an economically, socially and environmentally sustainable manner, while recognizing the interests of our stakeholders.

Our approach to CSR is based on our corporate values of Integrity, Responsibility, Innovation and Collaboration, our corporate policies and the following seven dimensions of CSR:

**Stakeholder Relations** – TransCanada plays an active role in the community.

**Corporate Governance** – TransCanada considers long-term social, environmental and economic impacts when we make decisions.

**Customer Relations** – TransCanada is fair, respectful and honest with customers and clients.

**Employee Relations** – Employees are treated fairly, respectfully and honestly at TransCanada.

**Environment** – TransCanada works to minimize the impact of its projects and operations on the natural environment.

**Human Rights** – TransCanada respects human rights in its projects and operations.

**Supplier Relations** – TransCanada makes purchasing decisions that take social and environmental factors into consideration.

TransCanada produced its first CSR report in 2001 and participates in a number of sustainability surveys such as the Dow Jones Sustainability Index, London Benchmarking Group and the Carbon Disclosure Project.

Participating in these annual sustainability surveys provides us with a benchmarking opportunity where we can assess areas of strength and areas where we can consider improvement.





## Stakeholder Relations Framework Keeps Us Moving in the Same Direction

As TransCanada continues to grow, increased interaction with diverse external stakeholders across North America requires that we behave consistently and concertedly. To ensure continued growth, TransCanada developed a Stakeholder Relations Framework in 2010, which outlines how to engage and build relationships with affected individuals or groups.

TransCanada generally defines stakeholders as those people or groups who significantly affect, or who may be affected by, our business activities.

Endorsed by President and Chief Executive Officer, Russ Girling, the cornerstone of the Framework is a **Stakeholder Relations Commitment Statement**, which outlines TransCanada's promise to stakeholders. To read the full version of TransCanada's commitment statement, please visit our website.

Employees and contractors are expected to consider these guiding principles when interacting with external stakeholders:

- Identify and consider the perspectives of our stakeholders.
- Be visible, present and approachable in the community.
- Recognize that diverse thoughts, opinions and experiences contribute to better decisions and outcomes.
- Take ownership and accountability for our decisions and outcomes.
- Track, measure and publicly report on our performance to learn and improve.

Other tools for employees and contractors developed as part of the Framework include:

- 10-step Stakeholder Relations Process
- Stakeholder Relations Intranet Site
- Annual Stakeholder Relations Workshop
- Network of Stakeholder Relations Practitioners

Building positive relationships with our stakeholders enhances our business performance by managing expectations, minimizing risk, identifying opportunities and improving decision-making.

In one way or another, every employee and contractor that interacts with external stakeholders is an ambassador for TransCanada.

For more information, please contact our CSR department:

Corporate Social Responsibility

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