



APPROACHABLE
RESPONSIVE
COLLABORATIVE
ACCOUNTABLE
CONSISTENT

TransCanada — WE OPERATE WITH RESPECT FOR OUR STAKEHOLDERS

With more than 65 years' experience, TransCanada is a leader in the responsible development and reliable and safe 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 practices and achieving public confidence to safely build and operate energy infrastructure.

For more details:

Please email us at
community_relations@transcanada.com

For general information, please call:
1.855.895.8754

Or visit our websites at:
www.transcanada.com
csrreport.transcanada.com



INNOVATIVE
RESPECTFUL
HONEST
TRUSTWORTHY
INFORMATIVE
ENGAGED





HOW WE WORK – IT’S ABOUT RESPECT

When we begin what we believe is a promising business venture, our first commitment is to take into account community members who may be affected by our project. That’s you.

We start by building solid relationships.

We have dedicated staff who work with you. We listen to what you have to say and take your perspectives into account when we develop our plans. We strive to be approachable and available.

Let’s begin the dialogue.

We give you — our stakeholders — many opportunities to talk with us. Whether it be at an open house, during a site tour or in your home over a cup of coffee, we are eager to meet with you and have a meaningful conversation.

We spell out the details.

We prepare information about the project proposed in your community so you can read and consider it. We want you to be fully informed about what the project means to you, your neighbours and your business. That’s important to us.

Why trust matters so much – to all of us.

We believe that by operating openly and with integrity, we can earn your trust. That’s the only way we can build something that benefits your community, the economy and TransCanada.

Tell us what you think.

We provide you with contact information and are open to your suggestions.

THEY’RE MORE THAN JUST WORDS TO US

We stand behind these commitments to you and strive to earn the privilege of working in your community.

APPROACHABLE

We are proactive and have open communications with your community.

RESPONSIVE

We listen to your perspectives and consider them as we develop our plans.

COLLABORATIVE

We work with your community to achieve the best outcomes for all.

ACCOUNTABLE

We stand behind our decisions and our actions. You can count on that.

CONSISTENT

We use a consistent approach when we engage communities.

INNOVATIVE

We are open to your suggestions and to trying new ways of doing things.

RESPECTFUL

We strive to be socially responsible citizens of your community.

HONEST

We are truthful about our operations and how they affect you.

TRUSTWORTHY

We operate with the interests of your community at heart.

INFORMATIVE

We inform you of project details affecting your community.

ENGAGED

We strive to involve stakeholders early and often in all phases of our projects.

