

KEEPING IN CONTACT WITH YOUR COMMUNITY

Trans Mountain is committed to ensuring stakeholders are kept informed during construction and have a way to voice concerns about Project construction.

Community Liaison

Trans Mountain will work with the contractors to establish Community Liaisons in communities along the pipeline corridor. The liaison will work with communities during construction to provide construction-related information, be available to answer questions and address construction-related concerns.

Managing Construction Complaints

Trans Mountain will have a detailed Construction Complaints Process to address community and local government concerns during construction. The complaints process will be based on industry best practice and will meet NEB conditions as well as commitments made to Intervenor and communities.

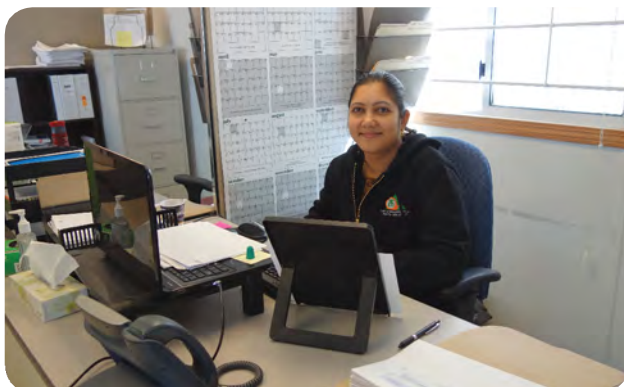
The complaints process will:

- Address stakeholder questions and concerns in a timely manner
- Meet regulatory requirements



A number of activities and communication methods will be put in place to support this commitment including:

- Using signage, print, online, social media as well as paid and unpaid media to promote contact information
- Providing email, phone, voicemail and some in-person options to report complaints
- Using technology to track all inquiries and ensure timely response
- Offering options for management of more urgent concerns
- Tracking and reporting all inquiries and complaints
- Ensuring emergency contact information is available 24/7



The existing Trans Mountain emergency contact information will be maintained throughout construction and during ongoing operations.