



CEPA Code of Conduct for Land Representatives/Agents

The Canadian Energy Pipeline Association and its member companies are committed to strong positive relationships with persons affected by our operations and projects, including landowners and other stakeholders. Such relationships can only occur where there is mutual respect and trust. This starts with the conduct of those persons from the industry engaging with landowners and other stakeholders. As representatives of CEPA member companies, each person engaging landowners and other stakeholders commits to the following standards of conduct:

1. Respect and Trust

Positive, lasting relationships are built upon mutual respect and trust. We will seek to understand issues from a landowner's perspective and help them understand ours.

2. Integrity & Courtesy

We will undertake our interactions with landowners and other stakeholders with honesty, integrity, and courtesy at all times.

3. Good Faith Negotiations

We will listen and seek to understand and negotiate in good faith. We will make every effort to reach agreement with landowners and other stakeholders in an honest, fair and reasonable fashion.

4. Accurate and Timely Information

The presence of energy pipelines facilities can cause concern to landowners and other stakeholders. We will provide landowners and other stakeholders with factual information regarding the importance of energy infrastructure, the reason and need for the proposed project, operational activity or decommissioning/abandonment of the facility and the processes in place governing easement acquisition, certification, construction, operation and maintenance of our facilities and the particulars of our project. We will speak within our competencies and refrain from representing matters not within our knowledge.

5. Confidentiality

We will preserve the confidentiality of conversations and the terms of agreements with landowners and other stakeholders; except for relaying those standard terms and approaches to issues on a uniform basis (e.g. land restoration, seeding, clean-up, etc.) to ensure all landowners and other stakeholders are treated fairly and equitably.

We will not engage in gossip or personal comments about other landowners, and will be discreet in use of information entrusted to us by a landowner to assist in overall landowner relationships (e.g. the adjoining neighbour is away on vacation).

6. Respecting the Regulatory Process

Regulatory approval for a project is not a certainty and our interactions with landowners and other stakeholders will reflect that understanding. We view our interactions as a vital piece in informing the project and Regulators of landowner and other stakeholder comments and concerns to enable well informed decisions. Timing of regulatory applications is important and company representatives will ensure landowners and other stakeholders understand the process and importance of timing for projects.

7. Responding to Issues

We will respond to landowner and other stakeholder concerns in a timely manner.



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8. Industry Ambassadors

Each company employee and representative is an ambassador for the industry. We will ensure our employees and representatives interact with landowners and other stakeholders in accordance with this Code of Conduct.

CEPA member companies will endeavour to ensure its land representatives/agents are trained and competent in this code of conduct and in how interactions are conducted with landowners. CEPA and its member companies firmly believe that with a mutual understanding and responsibility between landowners and companies many issues can be avoided. In the event a landowner or other stakeholder feels this code of conduct has not been followed by a company representative the landowner should immediately contact the company's land department and speak to a manager responsible for the employee or representative.