

Community Feedback Process Fact Sheet

What is the Coastal GasLink Community Feedback Process?

Our Community Feedback Process is a tool for managing questions, concerns, and general comments from the communities in which Coastal GasLink works. The Feedback Process offers different ways for community members to contact us during the construction and operations phases of Coastal GasLink Projects.

Coastal GasLink is committed to an extraordinary legacy of safety and respect for our communities and the environment. We value:

- The safety and health of people, communities, and the environment.
- An inclusive and respectful workplace.
- Collaboration, care, and trust.
- Commitment, personal responsibility, initiative, and excellence in performance.
- Quality of work and innovation.
- Honesty, integrity, and open communication.

As part of this legacy, Coastal GasLink will work to address community concerns through direct and respectful dialogue and discussion. Feedback is systematically tracked to promote mutual timely resolution, whenever possible.

What can I use the Community Feedback Process for?

Our valued community members can use the Community Feedback Process to send Coastal GasLink questions, concerns, or complaints relating to the project or project personnel.

Some examples might include the following:

- Questions about general activities.
- Reporting concerns regarding Coastal GasLink and/or their contractors, sub-contractors or their personnel.
- Offer general feedback.
- Anything else that concerns you about Coastal GasLink activities.

What if I have a concern about legal or ethical violations, or harassment?

Our core values – safety in every step, personal accountability, one team and active learning – form the foundation of how we do business. The [Code of Business Ethics Policy](#) reinforces behavioral requirements and expectations and provides guidance to ensure our daily business activities and decisions are consistent with our values.

You may confidentially report a concern to a qualified investigator about any perceived legal or ethical violations, harassment or other suspected breaches of the Code of Business Ethics by calling the toll-free TC Energy Ethics Help Line (1-888-920-2042) or by submitting a report [online](#).

How can I get in touch with Coastal GasLink?

You can reach our Community Relations Team in the following ways:

- Coastal GasLink Toll –Free Phone Number: 1-855-633-2011
 - *The general inquiries line is monitored during regular business hours (Monday – Friday from 8am – 4pm PST for general public inquiries)*
 - Your feedback can be made anonymously by calling Coastal GasLink's toll-free number.
 - Email: coastalgaslink@tcenergy.com
- Website: www.coastalgaslink.com/contact/
- In person through discussions with a CGL team member

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Coastal GasLink prohibits retaliation or adverse consequences from any person raising concerns in good faith.

Emergency Response:

Our commitment to the safety of our people, pipelines, and facilities is unwavering. Please visit our [Contact page](#) for our complete list of emergency numbers.

To report incidents or emergencies, please call [1-888-982-7222](tel:1-888-982-7222)

How will my privacy be protected?

Coastal GasLink takes your privacy seriously. Please read our privacy statement [here](#).

Who will respond to me?

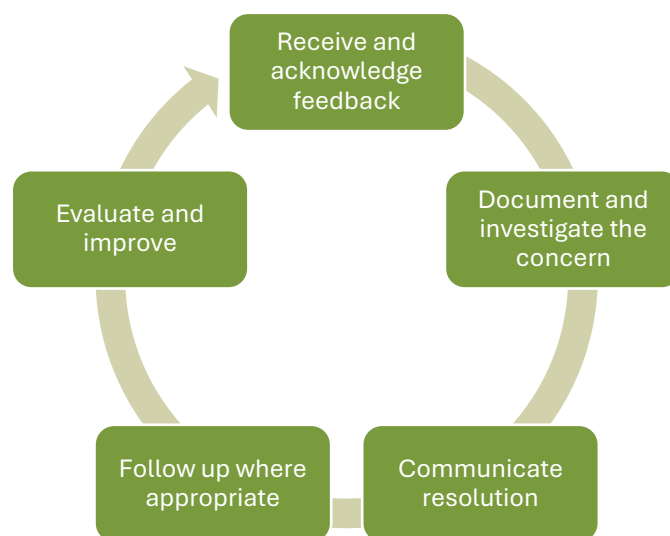
Our Community Relations Advisors are the primary contact for the Community Feedback Process. They will work with in-house team members to answer your questions and address your concerns. Ethical concerns raised using the Code of Business Ethics process referred to above are managed confidentially by qualified investigators.

Sometimes, a community member may submit a question or report a concern that Coastal GasLink will not be able to answer or respond fully. In those cases, we will do our best to direct you to the appropriate contact or organization (e.g., LNG Canada, local government, etc.).

What will happen when I contact Coastal GasLink with feedback?

We expect to receive many different types of enquiries into our Community Feedback process, but when a community member submits a question, comment, or concern to Coastal GasLink, we will use the same general process to address it.

As we work through the Community Feedback process, we will keep the community member(s) updated on their inquiry as outlined below:



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**When will I hear back from Coastal GasLink?**

Your inquiries are important to us and we take them seriously. Coastal Gaslink will respond to your inquiries as quickly as possible. We will work diligently to acknowledge any feedback. Questions or concerns that require additional input or investigation may take longer. Please note, for feedback submitted anonymously, we will not be able to provide a response.