



**Public Engagement Summary
FOR THE
ICBC PARKING LOT ROUTE VARIANCE
APPLICATION TO AMEND EAC E17-01
TRANS MOUNTAIN EXPANSION PROJECT**

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REV 0**



TRANSMOUNTAIN

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Approach

As identified in Section 1.2.2 in Volume 3A (Filing ID A55987) of the Facilities Application, the following principles have been and will continue to be used to guide the stakeholder engagement program for the Trans Mountain Expansion Project (TMEP).

- **Accountability** – Address issues as they emerge. Trans Mountain believes that effective problem solving and mitigation strategies can be identified through engagement with stakeholders.
- **Communication** – Facilitate the involvement of stakeholders; listen and gather input, and work collaboratively to resolve concerns. Use multiple channels for communication to meet the communication needs of diverse stakeholder groups.
- **Local focus** – Seek local input and understanding of the region, its people, the environment and reflect local values and attitudes in communications with stakeholders.
- **Mutual benefit** – Seek solutions to challenges that result in shared benefits for all interests.
- **Relationship building** – Instill confidence in the public by remaining committed to being a good neighbour with the goal of establishing and maintaining positive, long-term relationships with stakeholders.
- **Respect** – Respect individual values, recognize the legitimacy of concerns and value the stakeholder input.
- **Responsiveness** – Use input and where feasible, provide timely feedback to stakeholders on how their input has affected plans and decisions.
- **Shared process** – Design the TMEP Engagement Program based on public input, taking into consideration various stakeholder group interests, knowledge levels, time and preferred method of engagement.
- **Sustainability** – Report on a triple bottom line of social, environmental and economic concerns raised, and identify how these concerns might be addressed.
- **Timeliness** – Initiate engagement processes as early as possible to provide adequate time for stakeholders to assess information and provide input.
- **Transparency** – Commitments made to stakeholders will be documented and carried out. When Trans Mountain is unable to act on input, an explanation will be provided.

The Project has adopted Trans Mountain's Community Relations philosophy, as described below.

- We believe Indigenous communities, our neighbours, governments and local communities play an important role in how we conduct our business. Our success depends on earning the trust, respect and co-operation of all community members.

- We are committed to respectful, transparent and collaborative interactions with communities to develop long-term effective relationships. To honour this commitment, we participate in local communities by hosting facility open houses, providing newsletters and Project updates, making safety and public awareness presentations, and participating in community events, regulatory processes and informal meetings.

The engagement program reflects the diverse and varied interests of the communities and areas traversed by the pipeline system as well as those traversed by marine tanker traffic. Trans Mountain is committed to ongoing engagement throughout the life of the TMEP, and its robust stakeholder engagement program is designed to foster participation from the public who have an interest in the Project.

Summary of Activities

Trans Mountain has been engaging with stakeholders in the United Boulevard area of Coquitlam since May 2012. A complete record of these engagement and communications activities related to the ICBC Parking Lot Reroute was submitted with the Canada Energy Regulator (CER) Section 21 Application (Appendix C). No issues or concerns were identified at that time.

A record of Project engagement and communications activities has been submitted to regulators by Trans Mountain to address the requirements of CER Condition 49 and BC EAO Condition 14.

Outstanding Issues or Concerns

Trans Mountain has not identified any additional issues or concerns related to the ICBC Parking Lot Reroute since the completion of the CER Section 21 process.

An update to BC EAO Condition 14 was filed in October 2019. No new issues regarding the ICBC Parking Lot Reroute were identified during that reporting period.

Ongoing Engagement

Trans Mountain continues to share Project information with stakeholders as construction planning progresses. Robust engagement and communications with United Boulevard business owners is ongoing. The focus of these activities is mitigation of impacts to business access along United Boulevard during construction. No concerns regarding the ICBC Parking Lot reroute have been raised by United Boulevard business owners during this process.

Additional engagement specifically related to the ICBC Parking Lot Reroute is not planned at this time. Trans Mountain will respond to requests for information as appropriate.

Ongoing Project communications and information sources include, however are not limited to:

- Trans Mountain website and social media posts (Twitter, Facebook, YouTube, LinkedIn)
- Information phone line and email: info@transmountain.com / 1.866.514.6700
- Trans Mountain Today: e-newsletter (register online)
- Community construction e-newsletter (register online)
- Local print and digital advertising
- Mail drops and emails
- Response to media and information requests
- Briefings to elected officials and special interest groups

- In-person public engagement and construction readiness activities

The Community Liaison for Spread 7 will work with the appropriate Trans Mountain teams to address any new concerns related to the ICBC Parking Lot Reroute if identified through ongoing engagement activities.