



Landowner expresses gratitude

A landowner in the Monogram area called to express his appreciation for all the work EnCana has put into the area after a grass fire swept through the area. On his land, EnCana replaced gate latches, repaired cross bracing and put gravel down on heavily used prairie trails. The landowner says, *"It looks like home again. Everyone who has been involved in this operation has done a fantastic job."*

– Landowner, Monogram, AB

Offering roadside assistance

Following a car accident, two EnCana employees stopped to assist a woman in need. The employees then provided her with a drive to Dawson Creek.

She took the time to call EnCana and express her gratitude.

– Stranded motorist, Dawson Creek, BC

Responding to feedback

"The Courtesy Matters Program responds to and reflects community feedback. Our goal as a company and as individuals is to conduct business in a manner that minimizes the impact to the communities where we're privileged to operate."

– Dave Rushford, VP, Business Services and Stakeholder Relations

EnCana is improving behaviour with a focus in the following areas:



Traffic

using designated traffic routes, access roads or trails and monitoring driving speed



Gates

identifying landowner gate requirements



Dust

using dust suppression on roads in front of residences as needed for heavy traffic moves



Noise

monitoring use of retarder brakes and operational noise levels



Garbage

being careful of our environment by ensuring garbage is contained on and around the lease site

...and by getting to know our neighbours.



COURTESY MATTERS™



For more information:
Call 1-888-568-6322
and ask for Courtesy Matters

Email us at
courtesy matters@encanca.com



Printed in Canada on recycled paper

Our neighbours are important to us



COURTESY MATTERS™

what
is
Courtesy
Matters?

Courtesy Matters is an EnCana-wide program that focuses on being a good neighbour and making small changes in our behaviours that make a big difference in the communities where EnCana operates. Courtesy Matters represents a collaborative relationship between EnCana employees and the contractors who do work for EnCana.

why
did EnCana
develop
Courtesy
Matters?

This program was developed in response to EnCana's stakeholder engagement survey results. The survey indicated that communities wanted to see improvements with regard to nuisance issues associated with the oil and gas industry.

"Courtesy Matters" pilot project won in the Social Performance category at the Canadian Association of Petroleum Producers (CAPP) Steward of Excellence Awards in May 2007, and has since expanded across the company.

EnCana recognizes and supports the role of the community in influencing how EnCana addresses and manages the issues that impact them.



How will we achieve success?

- By establishing clear expectations about the Courtesy Matters program for EnCana employees and the contractors who do work for us
- By promoting courteous behaviour in all areas of EnCana's operations, including during daily safety meetings
- By coordinating our activities with local municipalities
- By forming relationships with industry and community organizations to encourage courteous behaviour



A large
percentage of
field operations
are carried out
by independent
contractors