

# COURTESY MATTERS™

## WHAT OUR NEIGHBOURS NEED TO KNOW ABOUT COURTESY MATTERS™

Our neighbours are important and your role in delivering the Courtesy Matters message is critical to the success of the program. The majority of the issues EnCana faces in oil and gas development are surface access related. Our resource play strategy requires long-term operations in communities, so our reputation and relationships within communities are crucial to our ability to access land, and to garner community acceptance. We intend to manage and address these issues to be able to sustain our social license to operate.

### KEY MESSAGES

Courtesy Matters is an EnCana-wide program focused on being a good neighbour demonstrating respect and courtesy in the communities where we operate - doing the right thing helps us be a good neighbour.

Courtesy Matters encourages responsible, courteous behaviour with:

-  **TRAFFIC** - using designated access roads and monitoring driving speed
-  **GATES** - identifying landowner gate requirements
-  **DUST** - using dust suppression 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

We are proud of the good work we already do and this program highlights the need for us to continue and to build upon our good neighbour efforts.

Small changes in our behaviours can make a big difference.

### WHAT WE EXPECT “COURTESY MATTERS” TO DO

- Ensure communities see that EnCana and its contractors are listening and responding to their concerns.
- Encourage courteous behaviour from all those representing EnCana.
- Help reduce the impacts of nuisances that may be associated with oil and gas activity in the community – especially those around traffic, gates, dust, noise and garbage.
- Help communities to better understand how EnCana and its contractors contribute positively to the communities in which we operate.
- Establish EnCana publicly as a leader in industry and community relations while providing an opportunity to build and maintain rapport, respect and trust.

For more information call our toll-free number 1-888-568-6322  
and ask for Courtesy Matters, or email [courtesymatters@encana.com](mailto:courtesymatters@encana.com)

