

# Harassment-Free Workplace in Canada Policy

## Policy statement

This Policy affirms South Bow's commitment to fostering a respectful, safe, and inclusive Workplace where Harassment or violence of any kind is prohibited, and outlines processes for reporting and resolving allegations of Harassment in the Workplace.

## Scope

This Policy applies to all Employees and Contractors in Canada.

## Principles

### 1 Harassment and violence-free workplace

- 1.1 South Bow promotes a culture and working environment based on mutual respect, physical and mental well-being, and treating each other with dignity.
- 1.2 South Bow does not tolerate workplace harassment or violence of any kind.

## Implementation

### 1 Roles and responsibilities

- 1.1 South Bow will:
  - a) respond to a Notice of Occurrence promptly and in accordance with the resolution process outlined in this Policy;
  - b) take appropriate corrective action, up to and including termination of employment or contract, against Employees and Contractors who breach this Policy;
  - c) jointly develop, review, and update this Policy, Workplace assessment, training, and Emergency procedures in accordance with this Policy, with the Safety Policy Committee, and ensure effective implementation; and
  - d) annually report to the regulator Notice of Occurrences, and when the death of an Employee is the result of Harassment.
- 1.2 All Employees and Contractors must:
  - a) comply with this Policy;
    - Contractors must also comply with their employer's harassment and violence prevention policy.

- b) promptly report any real or suspected violation of this Policy in accordance with section 2;
  - c) complete the mandatory training as described in section 8 of this Policy (Employees and Contingent Workforce Contractors (CWCs) only);
  - d) promote and support a respectful Workplace that is free from Harassment;
  - e) cooperate with the resolution processes;
  - f) maintain strict confidentiality about and respect the privacy of individuals involved in the resolution process; and
  - g) refrain from, and immediately report, retaliatory behaviour against individuals involved in Harassment-related situations, as described in the Non-retaliation section of this Policy.
- 1.3 The Harassment Investigation Coordinator must:
- a) conduct an initial review of every Notice of Occurrence; and
  - b) oversee the resolution process in accordance with this Policy.
- 1.4 The Safety Policy Committee will work jointly with the Company to meet the requirements imposed by applicable legislation as it pertains to Workplace Harassment prevention.
- 1.5 The Joint Health, Safety and Environment Committee (JHSEC) will work jointly with the Company and the Safety Policy Committee to meet the requirements imposed by applicable legislation as it pertains to Workplace Harassment prevention at the local Workplace level, including jointly determine, with the Company, the recommendations to be implemented after an investigation.
- ## 2 How to report Harassment
- 2.1 Witnesses and Principal Parties should promptly notify the Harassment Investigation Coordinator via South Bow's Ethics Help Line with any real or suspected Harassment (Notice of Occurrence).
- Former Employees may notify within three months after the day they cease to be employed by South Bow.
- 2.2 A Notice of Occurrence may be made orally or in writing and must include:
- a) the name of the Principal Party and the Responding Party, if known;
  - b) the date of the occurrence; and
  - c) a detailed description of the occurrence.
- 2.3 A Witness may provide a Notice of Occurrence anonymously.
- 2.4 Contractors should also report any real or suspected occurrence to their employer.

- South Bow will determine whether the matter is to be resolved by South Bow or resolved by the Responding Party's employer, in accordance with the applicable legislation.
- South Bow reserves the right to monitor any resolution conducted by the Responding Party's employer.

2.5 The Harassment Investigation Coordinator will review the Notice of Occurrence and respond within seven calendar days of receiving it.

### 3 Internal resolution process

#### 3.1 Negotiated resolution.

- a) Negotiated resolution is a form of informal resolution where the Principal Party and the Harassment Investigation Coordinator discuss the alleged Harassment, clarify the information provided in the Notice of Occurrence and attempt to reach a solution.
  - All the parties involved in the negotiated resolution will make every reasonable effort to resolve the matter.
- b) The Harassment Investigation Coordinator and the Principal Party will determine together whether the occurrence constitutes Harassment.
  - If the Principal Party and the Harassment Investigation Coordinator agree that the allegations do not constitute Harassment, the matter will be considered resolved.
  - If the Principal Party and the Harassment Investigation Coordinator do not agree that the allegations do not constitute Harassment, and the Principal Party would like to continue with the resolution process, the Principal Party can choose to continue with the negotiated resolution or request conciliation and/or a formal investigation. The Principal Party must notify the Harassment Investigation Coordinator of their decision.
- c) With the Principal Party's approval, the Responding Party can also participate in the negotiated resolution.

#### 3.2 Conciliation.

- a) The Principal Party and the Responding Party may engage in conciliation at any time during the resolution process, provided:
  - both parties agree to participate;
  - both parties agree on the person to facilitate the process; and
  - a final formal investigation report has not been provided.
- b) Conciliation may include coaching, counseling, and/or conflict resolution with a neutral third-party facilitator. Other parties, such as leaders or Human Resources, may be engaged as required.

- c) If the Principal Party is satisfied with the result of the conciliation the matter will be considered resolved.

### 3.3 Formal investigation.

- a) The Principal Party may request a formal investigation at any time during the resolution process.
- b) Once a request is received, the Harassment Investigation Coordinator will:
  - provide notice of the investigation to both parties;
  - select an investigator from the list that has been jointly developed with the Safety Policy Committee; and
  - provide the parties monthly updates while the investigation is ongoing.
- c) While the formal investigation is ongoing, attempts at negotiated resolution and/or conciliation may continue.
  - If the alleged Harassment being formally investigated is resolved by negotiated resolution or conciliation before the investigator has provided their report, the investigation will be discontinued.
- d) During the formal investigation process, the investigator may interview Witnesses and collect additional evidence, as required.
- e) The investigator will consider all relevant evidence gathered to determine whether a breach of this Policy has occurred.
- f) The findings will be documented in a formal report that will include a general description of the occurrence, the investigator's conclusion, and recommendations.
- g) The formal report will be shared with the Principal Party, Responding Party, Harassment Investigation Coordinator, and others as required by the resolution process.
  - This report will not directly or indirectly reveal the identity of persons involved in the investigation.
- h) Any required course of corrective action will be communicated to Human Resources and to the appropriate leader(s) for implementation.

### 3.4 Resolution timelines.

- a) Allegations of Harassment are serious and high priority is placed on resolving them.
- b) The timeline for resolution of alleged Harassment is dependent on the complexity of the allegation.
- c) All allegations of Harassment will be resolved within one year after the day on which a Notice of Occurrence is provided to the Harassment Investigation Coordinator.

### 3.5 The Principal Party may choose to stop the resolution process at any time by informing the Harassment Investigation Coordinator of their decision.

### 4 External resolution options

- 4.1 Employees who believe that the Company has failed to fulfill its duties under the *Canada Labour Code* or the *Workplace Harassment and Violence Prevention Regulations* relating to a Notice of Occurrence, may notify their leader or Human Resources. If the matter is not resolved, Employees or South Bow may refer their complaint to the *Canada Labour Program*.
- 4.2 For matters related to any legally protected grounds Employees can pursue recourse under the *Canadian Human Rights Act* with the Canadian Human Rights Commission, or under the *Criminal Code of Canada*.

### 5 Workplace assessment

- 5.1 The Company will, jointly with the Safety Policy Committee, perform a Workplace assessment taking into consideration both internal and external risk factors that may contribute to Harassment in the Workplace. The Workplace assessment considers:
  - a) the culture, conditions, activities and organizational structure of the Workplace;
  - b) any reports, records, and data related to Harassment in the Workplace;
  - c) physical layout of the Workplace;
  - d) existing measures to protect psychological health and safety in the Workplace; and
  - e) external factors including, but not limited to, family violence.
- 5.2 The Company will, jointly with the Safety Policy Committee, review and update as necessary the Workplace assessment every 3 years. The Company and the Safety Policy Committee will also jointly develop and implement preventive measures to mitigate the risk of Harassment in the Workplace within six months after the risk factors are identified in the Workplace assessment.
- 5.3 The Company will, jointly with the JHSEC, review and update as necessary, the Workplace assessment:
  - a) when the Principal Party stops the resolution process before the matter is resolved; or
  - b) when the Responding Party is not an Employee or the Company.
- 5.4 For more information on the risk factors that can contribute to Workplace Harassment and are considered during the Workplace assessment process, see Appendix A.

### 6 Immediate danger and Emergency procedures

- 6.1 The Company encourages and supports all Employees and Contractors to remove themselves from potentially harmful or violent situations in the Workplace. If Employees and Contractors determine that they are in immediate danger or threat, they should contact 9-1-1 immediately.
- 6.2 For more information on Company-related Emergency procedures, see Appendix B.

### 7 Additional supports

- 7.1 The Company makes medical, psychological and other supports available to all Employees in Canada through an anonymous third-party service, the Employee Family Assistance Program (EFAP).

### 8 Training

- 8.1 The Company, jointly with the Safety Policy Committee, establishes anti-Harassment training that all Employees and CWCs are required to complete annually.
- 8.2 The training must include:
- a) the elements of this Policy;
  - b) the relationship between Workplace Harassment and the prohibited grounds of discrimination set out in the *Canadian Human Rights Act*;
  - c) how to recognize, minimize and prevent Workplace Harassment;
  - d) crisis prevention, personal safety, and de-escalation techniques; and
  - e) how to appropriately respond to various types of Harassment.

### 9 Privacy and confidentiality

- 9.1 To protect the privacy of the persons involved in a Harassment-related situation, the Safety Policy Committee and the JHSEC are not permitted any involvement in the resolution process.
- 9.2 To the extent possible, the Company will maintain confidentiality of the Harassment-related matter and involve as few individuals as possible. Information, such as details of the occurrence, the name of the Principal Party, Responding Party, and any Witnesses will be shared only with those who need to know for the purposes of the resolution, decision making and corrective action implementation, and/or as required by law.

## Your responsibility

Employees and Contractors must follow all applicable provisions and the spirit and intent of this Policy and support others in doing so. You must promptly report any suspected or actual violation of this Policy through available [channels](#) so that South Bow can investigate and address it appropriately. Those who violate this Policy or knowingly permit others under their supervision to violate it may be subject to appropriate corrective action, up to and including termination of employment or contract, as applicable, in accordance with the Company's corporate governance documents, employment practices, contracts, and agreements.

### Interpretation and administration

The Company has sole discretion to interpret, administer and apply this corporate governance document and to change it at any time to address new or changed legal requirements or business circumstances.

### Non-retaliation

South Bow supports and encourages Employees and Contractors to report suspected violations of corporate governance documents, applicable laws, regulations, and authorizations, as well as hazards, potential hazards, incidents involving health and safety or the environment, and near hits. Such reports can be made through available [channels](#). South Bow takes every report seriously and investigates it to identify facts and, when warranted, makes improvements to our corporate governance documents and practices. All Employees and Contractors making reports in good faith will be protected from retaliation, and all Employees and Contractors must report if they or someone they know is being or has been retaliated against for reporting. Good Faith Reporting will not protect Employees and Contractors who make intentionally false or malicious reports, or who seek to exempt their own negligence or willful misconduct by the act of making a report.

### Definitions

**Contractor** means a third party hired by South Bow to perform services for or supply equipment, materials, or goods to the Company. Contractors include, without limitation, Contingent Workforce Contractors and Excluded Contractors.

**Contingent Workforce Contractor (CWC)** means an individual who:

- is employed by a third party (preferred Contingent Workforce supplier) to work on behalf of South Bow at a South Bow Office or work site;
- uses South Bow's assets (e.g., workstation, email, phone) and corporate services;
- is compensated on an hourly basis for a defined timeline;
- enters timesheets in Workday following South Bow Guidelines; and
- works under the direction of a South Bow leader.

**Emergency** means an unforeseen or imminent event which requires prompt coordination of resources, special communications and/or heightened authority for employees to protect the health, safety or welfare of people first, and then to limit damage to property, the environment or Company operations.

**Employee** means full-time, part-time, temporary and student employees of South Bow.

**Excluded Contractor** means a third party or individual employed by a third party who:

- delivers services, equipment, materials, or goods to the Company using their own tools and assets (e.g., workstation, laptop, email, phone, PPE, vehicle);
- does not increase South Bow corporate headcount and overhead costs;
- works remotely (offsite);
- does not enter timesheets in South Bow Workday; and
- directs their own work or receives direction from their employer.

**Good Faith Reporting** means an open, honest, fair and reasonable report without malice or ulterior motive.

**Harassment** means any action, conduct or comment, including of a sexual nature, that can reasonably be expected to cause offense, humiliation or other physical or psychological injury or illness to Employees and Contractors, including any prescribed action, conduct or comment. For the purposes of this Policy, Harassment also includes acts and attempted acts of violence.

**Harassment Investigation Coordinator** means the designated recipient of a Notice of Occurrence in South Bow's Human Resources department to oversee the administration of this Policy. The Harassment Investigation Coordinator may delegate the responsibilities under this Policy to another trained investigator.

**Joint Health Safety and Environment Committee (JHSEC)** means the individuals, composed of Employee and employer representatives, whose goal is to be mutually committed to improving health and safety in the Workplace.

**Notice of Occurrence** means formal notice to the Harassment Investigation Coordinator of any real or suspected Harassment in the Workplace.

**Principal Party** means the person who is the object of the Harassment allegation.

**Responding Party** means the person alleged to have behaved in violation of this Policy.

**South Bow** or the **Company** means South Bow Corporation and its wholly owned subsidiaries and operated entities.

**Safety Policy Committee** means the individuals who oversee implementation of preventive measures at the local Workplace level including the review of the Harassment Free Workplace Policy, Workplace safety assessments and anti-Harassment training.

**Witness** means a person who witnessed or is informed of any real or suspected Harassment in the Workplace by the Principal Party or Responding Party.

**Workplace** means any place where Employees and Contractors are employed or engaged in work for the Company. Workplace includes physical and virtual locations and activities related to work responsibilities, such as conferences, trade shows, meetings, after hour social events, business travel or temporary assignments.

### Appendices

- [Appendix A](#): Factors that contribute to Workplace Harassment
- [Appendix B](#): Emergency procedures

### References

#### Related corporate governance and supporting documents

- Code of Business Ethics Policy

#### Other references

- [Canada Labour Code](#)
- [Canada Labour Program](#)
- [Canadian Human Rights Act](#)
- [Criminal Code of Canada](#)
- [Employee Family Assistance Program \(EFAP\)](#)
- [Work Place Harassment and Violence Prevention Regulations](#)

### How to contact us

- [Policy Questions and Comments](#)

### South Bow's reporting channels

- [Ethics Helpline](#)
- [Human Resources](#)
- [Corporate Compliance](#)
- Legal department

## Appendix A: Factors that contribute to Workplace Harassment

There are a number of factors that can contribute to Workplace Harassment. These factors can be divided into 5 general categories:

- individual characteristics;
- physical work environment;
- work activity/culture;
- job factors; and
- other external factors.

### 1 Individual characteristics

1.1 Working with individuals that exhibit certain characteristics can put Employees and Contractors at greater risk of Harassment. This can include working with individuals, and their relatives, who may lash out at the closest person due to:

- a) being angry and frustrated with the system;
- b) having a history of violence;
- c) a mental health condition, emotional disorder, or a head injury;
- d) racist, sexist, homophobic, transphobic, ableist or otherwise discriminatory attitudes and behaviors; and
- e) being under the influence of drugs or alcohol.

### 2 Physical work environment

2.1 Certain work environments and Workplace designs can result in additional risks that may lead to Harassment. These can include:

- a) working alone, in small numbers or in isolated or low-traffic areas (for example, isolated reception area, washrooms, storage areas, utility rooms);
- b) working in community-based settings (for example, home visitors);
- c) having a mobile Workplace;
- d) working in a poorly designed individual area, such as a cramped room or a room that has poor visibility of individuals;
- e) working in an overcrowded environment; and
- f) working in an environment with high noise levels.

### 3 Work activity/culture

3.1 Certain work activity and culture can result in additional risks that may lead to Harassment. These can include:

- a) working with the public;

- b) working with volatile persons (for example, opponents of pipeline operations and energy industry developments);
- c) working on premises where alcohol is served;
- d) working in an environment that tolerates or promotes racist, sexist, homophobic, ableist, or otherwise discriminatory attitudes and behaviours;
- e) working during periods of intense organizational change (for example, strikes, privatization, restructuring, downsizing); and
- f) working in the same Workplace with an (ex) partner who is abusive.

#### 4 Job factors

4.1 Aspects specific to a job, such as mental and physical demands of the job, can result in additional hazards that may lead to Harassment. This can include:

- g) lack of control over how work is done;
- h) excessive workload;
- i) unreasonable or tight deadlines leading to high stress;
- j) confusing, conflicting or unclear job or roles;
- k) ambiguous or complicated reporting structures; and
- l) lack of job security.

#### 5 Other external factors

5.1 Other external factors that can result in Harassment include:

- a) Family violence or domestic violence, such as a family member or (ex) partner:
  - threatening an Employee or co-workers either verbally or over the phone or email;
  - stalking the Employee;
  - verbally abusing the Employee or co-workers;
  - destroying the Employee or organization's property;
  - physically harming the Employee or co-workers; and
  - using work time or Workplace resources to monitor or attempt to control the actions of an (ex) partner.

## Appendix B: Emergency procedures

Below is a summary of the Emergency procedures that South Bow must implement in various types of situations.

### 1 Violence in the Workplace

1.1 If you witness or experience violence at work:

- a) remove yourself from the situation if you can;
- b) inform your leader or seek help from a co-worker immediately;
- c) if your leader is the perpetrator, notify another leader in the line of authority;
- d) if your physical security or well-being is threatened, press your panic button, if applicable, and if possible call 9-1-1; and
- e) contact [Corporate Security](#) as soon as you are able to do so

If you are dealing with a violent person:

- a) stay calm;
- b) try to calm the other person or diffuse the situation (if you can);
- c) avoid saying or doing anything that could aggravate the situation;
- d) avoid eye contact, sudden movements or any touching that can be perceived as threatening;
- e) respect the person's personal space;
- f) continue the conversation with the person only if the person calms down;
- g) tell the person that you understand the reason for their anger;
- h) if the behavior persists, end the conversation;
- i) politely notify the person that you will leave the work area or ask them to do so;
- j) notify your leader or seek help from a co-worker immediately (use the panic button, as applicable); and
- k) if the person refuses to leave the premises and the situation escalates call 9-1-1 and contact [Corporate Security](#) as soon as you are able to do so
- l) Active shooter

1.2 If you witness an incident involving an active shooter outside the building:

- a) stay out of sight (away from windows) and warn colleagues, individuals and visitors;
- b) leave the area at risk;
- c) when safe to do so, call 9-1-1, contact [Corporate Security](#) and other building occupants;
- d) if you cannot evacuate the building safely, lock outside doors and close the blinds and curtains; and
- e) wait for instructions from first responders;

- 1.3 If you witness an incident involving an active shooter inside the building:
- stay calm; if you can do so safely, leave the area immediately;
  - warn others, as many as possible, without attracting the attention of the assailant;
  - f) if you can do so safely, call 9-1-1 and notify [Corporate Security](#) and other building occupants;
  - lock the doors or barricade yourself in a room using furniture;
  - block the windows, close the office blinds and curtains;
  - if the workspace has no door, hide under your desk or where you cannot be seen;
  - if you are in a washroom, remain there, if safe to do so;
  - silence your cellphone, turn off radios and computers;
  - if you cannot escape, remain silent and hide until first responders arrive; and
  - wait for instructions from first responders.

## 2 Bomb threat

- 2.1 If you are made aware of a bomb threat by telephone:
- a) listen to the caller calmly and do not interrupt them; and
  - b) try to get as much information as possible, such as:
    - when the bomb is supposed to explode;
    - where the bomb is located;
    - description of the device;
    - reason for the call or motivation for the threat; and
    - telephone number on the display screen (if possible);
  - c) remember any details you can about the caller, such as:
    - approximate age;
    - gender;
    - accent;
    - level of nervousness; and
    - any background noise;
  - d) call 9-1-1 and inform your leader and contact [Corporate Security](#) as soon as you are able to do so
  - e) remain available to provide information to first responders.
- 2.2 If you are made aware of a bomb threat by e-mail:
- a) save the email (or letter); and
  - b) contact [Corporate Security](#) as soon as you are able to do so

- 2.3 If a bomb alert is activated (for example, over intercom):
- a) visually inspect your immediate work area including:
    - wastepaper baskets;
    - storage areas;
    - dislodged suspended ceiling panels;
    - furniture that has been moved;
    - closets; and
  - b) inform your leader of the results of your search;
  - c) if you find a suspicious package, do not touch it and inform the Threat Response Analysis and contact [Corporate Security](#) immediately; and
  - d) do not evacuate the building until the security services authorize you to do so.