

General manager's message: The voice of our community promotes social well-being

I would like to recognize the Public Liaison Committee (PLC) for its many years of service to the community and extend our appreciation to its membership. The PLC is a group of individuals who are leaders in the community and who are committed to the best interests of their neighbours. The committee consists of our local government officials, representatives from the Ministry of the Environment and the Peel Region Public Health Department, and local ratepayers' associations and independent members.



Dean Wilcox

At Suncor Energy and Petro-Canada Lubricants, we continually strive to exceed industry standards at our lubricants facility. By working together with the PLC, we have made ongoing improvements to ensure that we continue to maintain our best-in-class operations.

Initially mandated by the Ministry of Environment to provide a transparent forum to discuss initiatives and activities associated with environmental compliance and performance, the PLC has since grown to be the voice of the community at the table on many topics that are of interest to our neighbours.

The efforts of this committee have helped to promote the social well-being of the residential communities that surround us.

We recognize the time that is volunteered by these members. It is a long-term commitment for many, with a high participation rate, and we applaud their dedication to their community.

*Dean Wilcox
general manager, Production & Logistics*



Employees lend a helping hand

Building sustainable and resilient communities and engaging citizens are key components of Suncor Energy's community investment strategy. The United Way plays a key role in bettering our communities by helping a network of agencies and programs provide social services to hundreds of thousands of people in the cities in which we live and work. We are proud of our long-standing history of supporting this agency.

Once again this fall, employees led an incredible campaign to raise money for the GTA region. Collectively, employees in the Mississauga-Oakville area raised an outstanding \$969,000 that will go back into local charitable organizations.

Suncor also recognizes that active community involvement of our employees and retirees is crucial, and we support the causes they care about through our SunCares Employee Grants Program. The SunCares program enables employees to give back by encouraging them to participate in this community through volunteer work.

This year, more than 290 employees from the Mississauga-Oakville area have volunteered more than 840 hours to local organizations. We understand that the charitable giving and volunteer efforts of our employees and retirees helps to strengthen the communities in which we operate.

For more information about our employee programs or opportunities for community partnerships with Suncor, please visit our website at suncor.com, and follow the links to our Community Investment pages.

Tank farm demolition update

In the fall of 2011, we began decommissioning and removing unused tanks along the eastern side of our property. Ensuring that we continue to be a good neighbour in an effort to control noise, we suspended decommission work during July and August, and abstained from using heavy industrial equipment during the summer months.

Now that the fall and winter have approached, Petro-Canada Lubricants will continue its plans to demolish our remaining outdated storage facilities.

"Suncor believes in balancing our business concerns with the concerns of the community in which we operate," says Brad Smith, manager environment health & safety.

We have also revamped several processes to reduce noise, including refurbishing excavation equipment and establishing new methods for disposing of scrap material.

"Our commitment to being a considerate corporate citizen and respecting all of our stakeholders will continue to grow along with our business," emphasizes Carl Glenn, director engineering.

The demolition of the storage tanks is expected to be complete in 2013.

Lubricants facility completes a safe maintenance turnaround

We often hear about a company performing a turnaround or a shutdown, but what does that mean, exactly? A turnaround helps ensure a safe, reliable and profitable operation for years to come.

"Our goal is always to achieve mechanical integrity, to meet all industry standards and to comply with or exceed all government safety codes and regulations," explains Jim Park, director maintenance.

As part of a regular cycle, our Lubricants facility recently shut down part of its operation to perform a turnaround. This planned shutdown enables workers to perform specialized maintenance and make capital improvements. Our

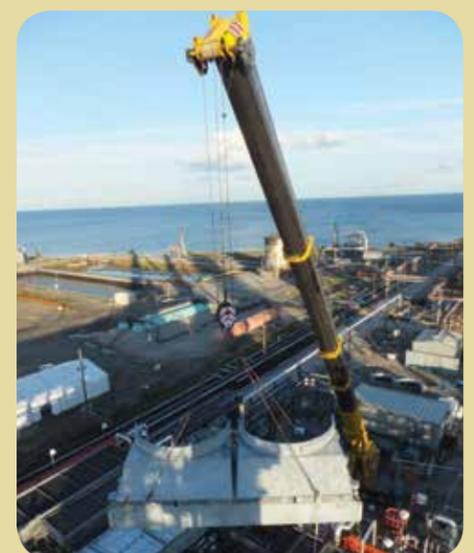
most recent turnaround was successfully completed on Oct. 17.

Our employees and contractors spent a total of 300,000 hours preparing the units involved, performing demanding maintenance work and restarting production.

"Because this was planned maintenance, we were able to ensure that supplies to our customers would not be interrupted," says Michel Perreault, director of operations.

As always, being a good neighbour is a priority of ours. We are pleased to report that our efforts to minimize disruption to our neighbours were successful.

Most important, every employee and contractor returned home safe and sound every day after completing their tasks skilfully and efficiently.



A large piece of equipment was replaced during the recent turnaround, as part of the preventive maintenance efforts.

Suncor's Mississauga Lubricants safety communications

Every Monday at noon, we test our emergency call-out system, which includes sounding the siren. Whenever you hear the siren, you can call the Community Notification Line 1-866-644-5678 for more information.

If you have questions about current operations at the facility such as noise or odours, please call our shift supervisors, who are available 24/7 at 905-822-4222. All inquiries are recorded in our incident reporting system, and we take immediate action to resolve them.

For general information or inquiries about the Mississauga Lubricants Centre, our products and business, please call 905-403-5626.

Feedback opportunity

Your continuing feedback is important to us. If you have questions or comments on this issue of our newsletter, or if you have an address change, send an email to info@suncor.com. To receive regular news updates from Suncor, subscribe to E-news at suncor.com.

Take the oil sands tour

Despite what you may have heard from anti-oil sands campaigners, what happens in Alberta's north is not a secret we're trying to keep. It's quite the opposite, really.

Not only do we welcome and encourage visitors, we also work with Fort McMurray Tourism to offer guided bus tours of our oil sands operations from late May through September. Anyone, from foreign dignitaries to tourists passing through the province, can visit oil sands production sites. We believe that by visiting, people will see not only the effect of oil sands development but also the enormous economic and engineering achievement that it represents for Canada.

Our hope is that visitors will take away a first-hand understanding of the contribution our sector is making to

keep the wheels of transport turning across North America, and also our efforts to reduce development impacts on Alberta's environment.

But we understand that not everyone can make it to the oil sands in person. That's why we also offer a virtual tour on our website. To get a glimpse into the inner workings of our oil sands site, go to suncor.com/videos and select Oil Sands Tour.

As of November 2012, Suncor guided 3,393 individuals on 155 tours through our oil sands sites. We are hoping to host more visitors in 2013. Notable attractions include:

- an opportunity to visit the Oil Sands Discovery Centre where you can experience the story of the oil sands from the driver's seat of a 150-tonne truck
- the Aurora Borealis, nature's free light show, which we think beats anything Las Vegas can offer



Oil sands site tours are readily available for those who can (and can't) make the trip.

- reclamation in action, where the former site of a tailings pond is being transformed into a mixed wood forest and small wetland.

So when you consider your summer travel plans, don't discount heading to the Fort McMurray area.

To book your oil sands tour, go to fortmcmurraytourism.com/tours.

Canada's Oil Sands Innovation Alliance launched

Canada's Oil Sands Innovation Alliance (COSIA), publicly announced in March, isn't the first industry organization formed to address the environmental challenges of oil sands development, but it does promise to be different than anything we've seen yet.

Founded by Suncor's president and CEO Steve Williams and the leaders of 13 other like-minded oil sands companies, COSIA represents an unprecedented level of collaboration for the industry.

It builds on advancements made by other industry and research development associations, including the Oil Sands Leadership Initiative, the Canadian Oil Sands Network for Research and Development, the Oil Sands Tailings Consortium, and the Petroleum Technology Alliance of Canada. And with multiple companies and associations coming together in this manner, barriers to funding, intellectual property and human resources should be eliminated.

Aside from the magnitude of collaboration, COSIA is different on a few other fronts:

- Oversight of COSIA and work on its focus areas of tailings, water, land and greenhouse gases will come directly from oil sands industry chief executives, who have a knack for getting things done.
- COSIA is a single organization with a clear line of sight to performance improvements, including yet-to-be-determined performance goals for each of the focus areas.
- COSIA will enable industry players to work together to avoid duplication of effort, share collective expertise and build on one another's successes to improve environmental performance and the pace of performance delivery by the industry.
- COSIA also provides better access to key industry players for anyone with ideas or potential solutions for advancing performance in the focus areas.

While COSIA can't claim to be the first organization created to tackle the environmental impacts of oil sands development, we think it is well positioned for success.

For more on COSIA, check out their website at cosia.ca.



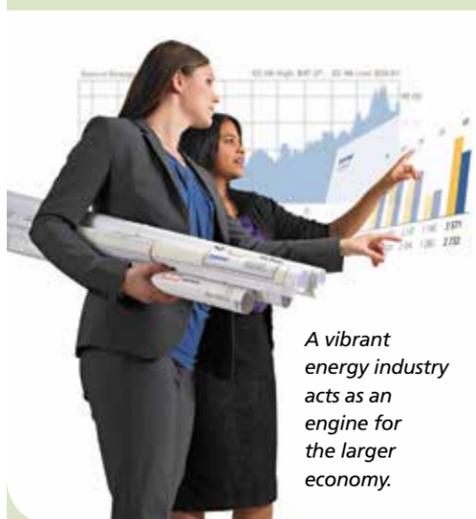
Steve Williams, Suncor's president and CEO, helped launch the alliance March 1 in Calgary.

Photo: COSIA

What do you think of In Your Community?

Please share your thoughts via the attached postcard or online at suncor.com/inyourcommunity

We're in it for the long haul



A vibrant energy industry acts as an engine for the larger economy.

Suncor has been working hard to develop energy resources in a way that creates social benefits for our communities, improves environmental performance and generates economic growth:

"If too much emphasis is put on short-term economic gain at the expense of promoting strong communities or a healthy environment, long-term economic costs are almost certain to occur," said Steve Williams, Suncor's president and CEO, in the 2012 Report on Sustainability.

"The economic wealth generated by responsibly developing this resource base provides today's social benefit of good jobs and government revenues – while also generating the investment capital needed to help realize tomorrow's environmental technologies and new energy sources."

The benefits of Suncor's success are reflected in these 2011 numbers:

- Paid \$2.27 billion in royalties. We also paid income taxes of approximately \$900 million to governments in Canada and internationally.
- Capital and exploration expenditures totalled \$6.9 billion in 2011, compared to \$6.0 billion in 2010.
- Our combined spending on goods and services was almost \$10.9 billion.
- We have more than 11,000 vendors spanning all provinces, Northwest Territories, Yukon, the United States and 43 other countries.
- The range of goods and services is extensive and includes heavy equipment, drilling, construction, engineering, environmental services, trucking, chemicals, electrical, and hospitality services.

For more information on Suncor's 2011 results, go to suncor.com/sustainability.

OSQAR celebrates a milestone

Suncor's Oil Sands Question and Response (OSQAR) e-newsletter and blog marked a significant milestone when it published its 100th edition on Sept. 5. To celebrate this achievement we:

- held our first-ever OSQAR live text chat. Hosted on our OSQAR blog, panelists Gord Lambert, Suncor's vice president, sustainability; Ed Whittingham, executive director, Pembina Institute; and David Layzell, executive director, Institute for Sustainable Energy, Environment and Economy; and professor, department of biology, University of Calgary, were on hand to take questions from our readers on oil sands development. To read the chat history, go to osqar.suncor.com/osqar-live-chat.html.

- announced an official OSQAR app. Coming soon for all mobile devices, this new app will make it easier to read OSQAR on the go as well as explore video and photo content related to the oil sands. Watch the OSQAR blog at osqar.suncor.com for details on how to get 'OSQAR to go' for your mobile device.

- produced a special OSQAR video. Go behind the scenes with the OSQAR team for a tongue-in-cheek look at how each edition is planned, written and published. To view the video, go to osqar.suncor.com/a-milestone-for-osqar.html.

OSQAR's popularity has grown since the first edition was launched in April 2010. The e-newsletter now has more than 2,000 subscribers and the blog, launched



OSQAR published its 100th edition on Sept. 5, 2012.

in June 2011, attracts about 1,125 readers per week.

Here's what's in store for the next 100 editions: We'll continue tackling controversial oil sands development topics. We'll also continue inviting others to contribute through guest columns, as we believe offering a variety of perspectives facilitates knowledge and encourages fact-based dialogue.

To subscribe to OSQAR, log on to osqar.suncor.com/subscribe.html.

Sign up at www.suncor.com/emailalerts to be notified when new *In Your Community* newsletters are available online

This publication contains forward-looking statements identified by words like "expected," "anticipate," "estimate," "plan," "schedule," "goal," "propose," "target" and "strategy". All statements that address expectations or projections about the future, including statements about our strategy for growth, costs, schedules, production volumes, operating and financial results and expected impact of future commitments, are forward-looking statements. These statements are not guarantees of future performance and involve a number of risks and uncertainties, and actual results may differ materially from those expressed or implied. Suncor's Earnings Release, Quarterly Report and Management's Discussion & Analysis for the third quarter of 2012 and its most recently filed annual information form/Form 40-F, annual report to shareholders and other documents it files from time to time with securities regulatory authorities describe the risks, uncertainties, material assumptions and other factors that could influence actual results and such factors are incorporated herein by reference. Copies of these documents are available without charge from Suncor at 150-6 Avenue S.W., Calgary, Alberta T2P 3Y7, by calling 1-800-558-9071, or by email request to info@suncor.com or by referring to the company's profile on SEDAR at www.sedar.com or EDGAR at www.sec.gov. Except as required by applicable securities laws, Suncor disclaims any intention or obligation to publicly update or revise any forward-looking statements, whether as a result of new information, future events or otherwise.