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 $169,000, which 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.

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 skillfully and efficiently.

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.

“It is important to the well-being 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.

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 environmental performance 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 3,993 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 history and workings of the oil sands industry by driving the driver’s seat of a 150-tonne truck
■ the aura Borealis, nature’s free light show, which we think beats anything Las Vegas can offer

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 $950 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.

We’re in it for the long haul

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.”

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 Whitingham, 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 behind-the-scenes look at how each edition is planned, written and published. To view the video, go to osqar.suncor.com/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 in June 2011, attracts about 1,250 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.