

## Background

We value the safety and security of our passengers above all else. It's for this reason that Suncor is implementing enhanced security for our aviation operations in Calgary and Edmonton.

### **Aviation security enhancements begin August 14, 2015.**

The new aviation security enhancements support Suncor's [Alcohol & Drug policy](#), and corporate security policy, as well as Transport Canada regulations. It also aligns with industry best practices, and improves the safety and security of our Suncor travelers and assets.

Below are Frequently Asked Questions (FAQ) on:

- [Overall aviation security enhancements](#)
- [Calgary specific aviation security enhancements](#)
- [Edmonton specific aviation security enhancements](#)

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## FAQ – Overall aviation security enhancements

### **What are aviation security enhancements?**

- At our aviation operations in Calgary and Edmonton, we will be implementing security procedures that will help improve the safety and security of our Suncor travellers and assets. These security procedures align with [Suncor policies](#) and permits random searches, and routine screening of passengers, carry-on baggage and checked baggage. Details of these procedures are highlighted below in [FAQ Calgary](#) and [FAQ Edmonton](#).
- Other policies and procedures in place for the safety and security of our passengers are on [SunLink.suncor.com](http://SunLink.suncor.com)

### **Why are we implementing these security procedures?**

- Aviation security enhancements are for the safety and security of our passengers. These security enhancements also support [Suncor's Alcohol & Drug policy](#), corporate security policy, Transport Canada regulations, and align with industry best practices.

### **What if I don't want my baggage searched or x-rayed?**

- Aviation security enhancements are being implemented to ensure the safety and security of our passengers. Passengers who do not consent to having their baggage searched and x-rayed will not be allowed to board a Suncor flight.

### **What happens if a [Suncor restricted item](#) is found in my baggage or on my person?**

- If a restricted item(s) is found in your possession the following procedure will take place:
  - If it is an illegal item identified under the [Criminal Code of Canada](#), it will be seized and local police will be notified. The passenger will not be allowed to board the flight.
  - If the item is alcohol, it will be seized and the employee's appropriate leader will be notified. The passenger will not be allowed on the flight and will be placed on a temporary travel ban.
  - If it is not illegal, but is listed on the [Restricted Items on Board](#), it will be removed and disposed of with consent from the passenger. Passengers may wish to make alternative arrangements if they do not want the item(s) disposed of (e.g. store it in their vehicle, have a friend pick it up etc). Aviation staff will not store the item for passengers and are not responsible for items left at the aviation centre/airport.

### **Other than Calgary and Edmonton, are aviation security enhancements implemented in other locations?**

- Aviation security procedures ([Canadian Air Transport Security Authority - CATSA](#)) such as full baggage screening (checked and carry-on) and passenger screening have been in place for Suncor aviation operations in Vancouver and Kelowna since 2013.
- Additional security enhancements are being assessed for aviation operations in Calgary, Firebag Aerodrome, Fort McMurray and Saskatoon.

### **How long before my flight should I arrive at the aviation centre/airport?**

- Passengers should arrive one hour prior to their flight departure time to ensure they have enough time to check-in and complete the required security screening process.
  - In Edmonton, Vancouver and Kelowna **check-in closes 45 minutes before the flight departure time.**
  - In all other locations **check-in closes 30 minutes before flight departure time.**
- Passengers will not be allowed to board a Suncor flight if they arrive after check-in closes.
- The check-in counter opens two hours before departure.

### **Do the new aviation security enhancements impact the baggage limit and weight restrictions?**

- No. Total baggage weight restrictions are:
  - Checked bags – 27 kg/60 lb.
  - Carry-on baggage – 10 kg/22 lb.
- Each passenger is permitted one carry-on bag and one personal item. Examples of personal items include, but are not limited to, a laptop, briefcase, or purse. All carry-on bags together must meet the weight restrictions above. Carry-on bag must not exceed the size of 25 cm x 36 cm x 48 cm. Please note – this is smaller than airline

standard due to varying size of Suncor's aircraft. Personal item must not exceed the size of 16 cm x 37 cm x 43 cm. There is no limit to the number of checked baggage. However, all checked baggage together must meet the weight restrictions noted above.

- Details on baggage limit and weight restrictions are available on [Sunlink.suncor.com](http://Sunlink.suncor.com)

**What are the rules around bringing medication on board SunJet?**

- Ensure that all prescription and non-prescription medications are kept in their original containers and are clearly labelled as to its contents. In the case of prescription medication, the passenger's name must be on the container or the passenger must present proof of prescription, as per Suncor's Medication Standard (CO-S23)
- We understand that travelling with medication may be required. Passengers will help expedite the screening process by adhering to the medication standard

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**FAQ – Calgary specific aviation security enhancements**

**What is changing for Calgary passengers?**

- Aviation security enhancement at the Calgary Executive Flight Centre (EFC) will take approximately two extra minutes at check-in and includes:
  - X-ray screening of all checked baggage; and
  - Random searches of passenger and carry-on baggage, which may involve the use of sniffer dogs.

**Why is Suncor using sniffer dogs for random searches at EFC in Calgary?**

- Suncor is committed to ensuring a safe work environment. Drugs and alcohol pose a significant risk to safety. Our sniffer dog program is part of an important standard that helps keep our workplace safe and secure. This reflects Suncor's commitment to improve safety and reduce alcohol and drug-related risks.
- Sniffer dogs and dog handlers are already used in all Suncor Oil Sands, In Situ and Major Project sites including the Firebag Aerodrome and lodges.
- The search procedure utilizing sniffer dogs will be respectful of the passenger's privacy and will always be conducted by trained professionals.

**What does a random search involve?**

- Passenger searches can be conducted by a variety of methods including, but not limited to, hand search or metal detector.
- Baggage search can be conducted through a physical search, x-ray, and/or the use of a sniffer dog.
- All searches and screening procedures will be respectful of the passenger's privacy and will always be conducted by trained professionals.

**Does the check-in procedure change in Calgary?**

- The new aviation security enhancements will be part of the check-in process. All other check-in procedures and requirements that passengers are accustomed to will not change.
- Procedures and requirements for check-in are available on [SunLink.suncor.com](http://SunLink.suncor.com)

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**FAQ – Edmonton aviation security enhancements**

**What is changing for Edmonton passengers?**

- Starting August 14, 2015 Suncor will operate out of the Edmonton International Airport (EIA), located at: 1, 1000 Airport Road, Nisku, AB. The Suncor check-in counter is through Door 25 on EIA's departure level. Location and check-in details are available on the [EIA Suncor video](#).
- Pre-screening of checked baggage for [Suncor restricted items](#) will be done at check-in.
- In addition, full baggage and passenger screening, and regular airport security checks will be conducted as set out by the [Canadian Air Transport Security Authority \(CATSA\)](#).

**Why is the Edmonton hub moving to the Edmonton International Airport?**

- Moving our aviation operations to EIA supports Suncor's logistics strategy and provides a better travel experience for Edmonton passengers. EIA is well equipped to handle our present and future aviation and passenger needs.
- The amenities and services provided by EIA will enhance traveller convenience and comfort. These amenities include access to a variety of food and retail services, ample discounted parking, convenient connections to commercial flights, and a dedicated departure/arrival gate.

**Are the aviation security enhancements different than what other travellers at the airport go through?**

- Suncor passengers will have their checked baggage pre-screened at check-in for [Suncor restricted items](#).
- In addition, Suncor travellers will go through full baggage screening and [regular airport security checks](#) as required by [CATSA](#) regulations. This security procedure applies to all travellers at EIA.

**Why do we need a pre-screening x-ray at the check-in counter for checked baggage?**

- Checked baggage is pre-screened because [Suncor's Alcohol & Drug policy](#), and corporate security policy [restricts certain items](#) on Suncor property (e.g. SunJet and site/lodges).
- Pre-screening also enables passengers to remove items (non-illegal) not permitted on Suncor flights, sites and lodges from their baggage prior to departure.
- A list of [Suncor restricted items](#) is available on [SunLink.suncor.com](#). In addition, a complete list of items prohibited on flights to and from domestic and international airports is on the [CATSA](#) website.

### **How far is EIA from the Executive Flight Centre (EFC) Terminal 1, where Suncor presently operates its flights from?**

- EIA is about a two minute drive south of EFC. Location details are available on the [EIA Suncor video](#).
- Directions to EIA are on the airport's website at [flyeia.com](#)

### **Will Suncor aviation operations in other locations be moving to their local international airports as well?**

- Not at this time.

### **How much longer will the security procedure at EIA take?**

- The security procedures and the time required to complete the process are detailed in the [EIA Suncor video](#). Passengers should arrive one hour prior to their flight departure time to ensure they have enough time to check-in and complete the required security screening process:
  - In Edmonton check-in closes **45 minutes** before the flight departure time.

### **Is there a fast lane for security screening?**

- Yes. Suncor passengers have access to EIA's Fly Thru, an express line for security screening.

### **What kind of ID do I need to check-in?**

- All passengers must have both their valid government-issued photo ID and Suncor ID card to check-in.
- **Suncor passengers checking in to flights in Edmonton will not be permitted to board their flight if they do not have a valid government-issued photo ID.**
- Procedures and requirements for check-in are available on [SunLink.suncor.com](#)

### **Do I still have to carry my Suncor ID?**

- Yes. Suncor employees and contractors will require their Suncor ID card to access their work site and lodges.

### **Will there be a dedicated check-in counter for Suncor?**

- Yes. The counter is located inside Door 25 of EIA's departure level. Location details are available on the [EIA Suncor video](#).

### **When should I arrive at the airport before my flight leaves?**

- Passengers should arrive one hour prior to their flight departure time to ensure they have enough time to check-in and complete the required security screening process:
  - In Edmonton check-in closes **45 minutes** before the flight departure time.
  - Passengers will not be allowed to board a Suncor flight if they arrive after check-in closes.
  - The check-in counter opens two hours before departure.

### **Where will I park?**

- EIA has ample parking space with discounted rates for Suncor travellers. Information about parking locations, shuttles and rates is on the [EIA Suncor video](#) and on EIA website – [flyeia.com](#)

### **How much does parking cost?**

- Suncor travellers have a 42 per cent discount on rates at the airport's Value Parking lot.
- Information about parking locations, shuttles and rates is on the [EIA Suncor video](#) and on the EIA website – [flyeia.com](#)

### **How far is the parking lot from the check-in counter?**

- The parking lot is less than a 10 minute walk to the terminal.
- There is also a shuttle that operates between the parking lot and the terminal. The shuttle will drop off passengers at Door 25 on EIA's departure level, the location of the Suncor check-in counter.
- Complete details are on the [EIA Suncor video](#).

### **What amenities are provided at the Edmonton terminal?**

- There are a variety of restaurants and retail services. For a complete list of amenities and their operating hours please check the EIA website – [flyeia.com](#)

### **Can I buy/consume alcohol within the terminal while waiting for my flight?**

- Travellers must be fit to fly or they will not be permitted to board a Suncor flight. Fit to fly includes not being under the influence of drugs or intoxicated.
- In addition, employees and contractors must be fit for duty for their shift once they arrive on site. Fit for duty means the ability to safely perform your duties without any limitations caused by the use of alcohol or drugs.
- The possession and consumption of alcohol, illicit drugs or drug paraphernalia is prohibited while on Suncor business and at Suncor premises, which includes Suncor flights and Suncor operated lodges.

- Please refer to [Suncor's Alcohol & Drug Policy](#) for complete details. If you are a contractor, you should also refer to your employer's alcohol and drug policy.

### **Where do I pick up my baggage when I arrive in Edmonton?**

- Baggage for Suncor passengers will be on Carousel 20 on the arrivals level of the airport.
- Complete details are on the [EIA Suncor video](#).

### **I am arriving in Edmonton from Firebag and have a connecting flight at EIA to my local airport, do I have to pick up my baggage and go through security before boarding my connecting airline?**

- Yes.
- After arriving in Edmonton on a Suncor flight, you will pick up your baggage on Carousel 20 at the arrivals level and proceed to the check-in counter of your connecting flight.
- Once checked-in to your connecting flight you will need to proceed through regular airport security.

### **I am flying to Edmonton from my local airport and then connecting to Firebag; can I go straight to the Suncor departure gate without checking-in at the counter?**

- If you have no checked baggage, you can proceed directly to the Suncor departure gate counter (Gate 16). You are not required to go through baggage pre-screening or regular airport security again.
- If you have checked baggage, you must pick up your baggage at the designated carousel for your incoming flight at the arrivals level and then proceed to the Suncor check-in counter located inside Door 25 on the departure level.
- Suncor will pre-screen your checked baggage and you will be required to proceed through regular airport security.

### **Do passengers get on/off the plane on the tarmac or through a jet bridge?**

- This depends on the type of aircraft used for your flight. Attendants at the check-in counter and departure gate counter can confirm the aircraft you will be travelling on and whether you will be boarding from the tarmac or through a jet bridge.
- EIA has future plans to load passengers through a jet bridge regardless of aircraft size.

**Questions or comments:** Please contact [asksunjet@suncor.com](mailto:asksunjet@suncor.com)