

# OIL SANDS GROUND TRANSPORTATION

Website: [sunlink.suncor.com](http://sunlink.suncor.com)

Email: [groundtransportation@suncor.com](mailto:groundtransportation@suncor.com)

Telephone : 780 742 5416



**On behalf of Suncor's ground transportation team, we would like to welcome you again to the Suncor family.**

This document will give you:

- An overview of the various components of Suncor's ground transportation
- Where to find detailed information about bus routes and schedules
- Methods of contact for ground transportation questions and issues
- Safety tips and advantages of using Suncor's ground transportation

## OVERVIEW

Suncor's ground transportation program is among the most comprehensive in the Regional Municipality of Wood Buffalo, especially here in Fort McMurray. Our goal is that you will have stress-free and safe travel to and from the oil sands.

An airport shuttle service is in place for all departing and arriving SunJet passengers. Coaches serve the residential areas in Fort McMurray from the acreage of Saprae Creek to the bustling Timberlea neighborhood. In addition, the site services buses and on-demand shuttles bring you to the various areas in and around Base Plant.

## GROUND TRANSPORTATION ISSUES

Should you have an unpleasant experience onboard, bus schedule issues or safety concerns with any of our buses or shuttles, it is important to note the following (if applicable):

- a. Date
- b. Time
- c. Unit number of the bus/shuttle
- d. Route
- e. Location
- f. Issue(s) / Concern(s)

Forward these concerns via email to: [groundtransportation@suncor.com](mailto:groundtransportation@suncor.com) . For urgent cases or situations, call the Ground Transportation on-call number: 780 742 5416. For emergency situations, dial the Emergency Services hotline at: 780 790 7001 if you are at Base Plant, otherwise call 911.

## BUS SAFETY & ETIQUETTE

- a. Verbal abuse or any abusive behaviour towards bus drivers or fellow passengers will not be tolerated. Please refer to Suncor's Harassment Policy on CO-055 on [Suncor.com](http://Suncor.com)>>Contractors>>Standards of Business Conduct
- b. Buses will only stop at specified stops. Stop signs are not bus stops
- c. Please do not take up two seats by using the seat beside you for your personal objects (briefcase, bags, tools, etc.)
- d. Use headphones or ear buds when listening to a music player. Remember your neighbor may not want to hear your music; keep the volume low



# OIL SANDS GROUND TRANSPORTATION

Website: [sunlink.suncor.com](http://sunlink.suncor.com)

Email: [groundtransportation@suncor.com](mailto:groundtransportation@suncor.com)

Telephone : 780 742 5416



## COMPONENTS OF GROUND TRANSPORTATION

Detailed routes, schedules and pick-up locations can be found at our website: [sunlink.suncor.com](http://sunlink.suncor.com)

### A Airport shuttle

When you arrive at the Fort McMurray north (old) terminal, the airport shuttle service will be waiting for you at a bus stop outside of the arrival area. For departures, this airport shuttle starts from the Steepbank Mine Complex (SBMC) on the east side of Base Plant and has pick-up locations around Base Plant and the Suncor Business Centre (SBC) before heading to the airport.

This Airport Shuttle services only passengers for SunJet flights.

### B Coaches (town-to-site service)

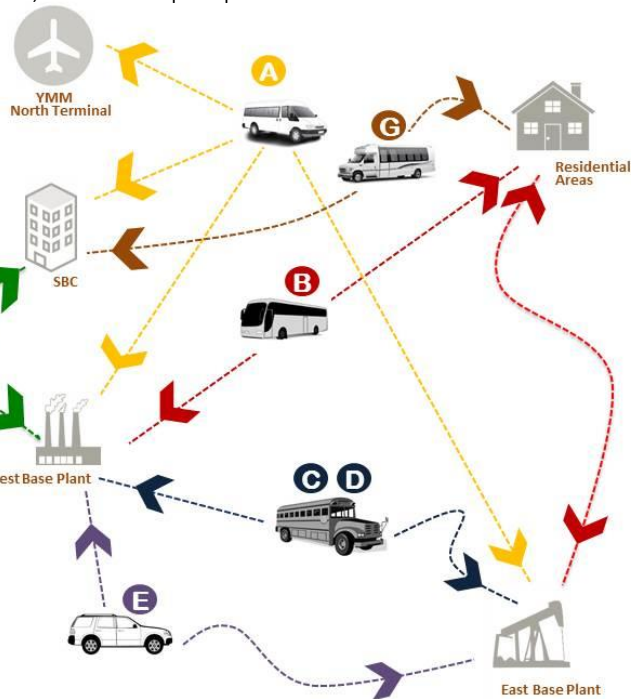
The town-to-site service has 17+ routes with three departure times in each of the morning and afternoon for arrival at either the West or the East side of the Base Plant. Going home, you may catch these coaches at various staging locations around Base Plant or the main hubs: the Main Administration building (Main Admin) on the west side and the Steepbank Mine Complex (SBMC) on the east side of Base Plant.

### C Site services buses (yellow buses)

The main mode of transportation in and around base plant is the site services buses. During morning (5:45 a.m. – 7:50 a.m.) and afternoon (3:45 p.m. – 7:50 p.m.) arrivals and departures, as well as shift changes, the site services buses bring you to the various office buildings/trailers around base plant and the Suncor-owned lodges (Hudson, Borealis and Millennium).

More than half of the site services bus routes originate from the transfer point, which is the transportation hub for all yellow buses.

"Last run" signage is displayed on a bus' windshield on its final run for the shift. This means a passenger can request the driver to drop him/her off, regardless of the bus route, to the main gate, Borealis or Millennium Lodges.



### G Suncor Business Centre (SBC) bus

The SBC bus is a milk-run bus service between the major residential areas in Fort McMurray and SBC. It has a scheduled run in the morning and the afternoon from Monday to Friday except stat holidays.

### F Suncor Business Centre (SBC) shuttle

The SBC shuttle is a direct bus service between SBC and Main Administration building at west Base Plant. It is a 30 minute frequency shuttle service between 8:30 a.m. and 3 p.m. from Monday to Friday except stat holidays.

### E On-demand shuttle

The on-demand shuttle is a service to all other locations in and around Base Plant not served by any of the site services or daytime shuttles mentioned. You may request an on-demand shuttle by dialing 780 743 6000, and dispatchers will ask your travel details, including your badge number. In order to verify your identity, you must physically present your badge to our drivers upon boarding the shuttles. Failure to present your badge will result in service refusal.

### D Daytime shuttles

The daytime shuttles operate from 8 a.m. to 3:30 p.m. when the site services buses are not in service. There are five routes :

1. "A" Admin shuttle – starts at the main gate with Main Admin as its first stop, then SBMC before returning to the main gate.
2. "S" Admin shuttle – starts at the main gate with SBMC as its first stop, then Main Admin before returning to the main gate.
3. Plant 300 shuttle – starts and ends at Main Admin with stops at Plant 300, Plant 300 Double Decker and Plant 82.
4. West Side shuttle – starts and ends at Main Admin and stops at most major offices on the west side of Base Plant.

5. 1L – starts and ends outside of the main gate with stops at Borealis and Millennium Lodges. If you are a new employee, you will take this bus to attend your orientation at Millennium Training Center or Risk Management Learning Center.