



# The Fly–In/Fly-Out Guide

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All Suncor travel and lodge information, including those in this document, is available on [sunlink.suncor.com](http://sunlink.suncor.com).

## A. Before Leaving Home

1. Travellers should complete the Fort Hills site orientation before arrival. Orientation can be completed online at [forthills.suncor.com](http://forthills.suncor.com)
2. Review your latest flight itinerary and lodge room confirmation, and bring it with you. You cannot check in to a Suncor flight without a reservation. Contact your designated travel coordinator if you have any questions or require changes to your reservation.
3. Provide your designated travel coordinator with your preferred contact information so that you can be contacted of flight delays.

The current version of this document can be accessed on [sunlink.suncor.com](http://sunlink.suncor.com). Printed documents are uncontrolled.



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4. Review bus schedules and routes at [sunlink.suncor.com/forthills](http://sunlink.suncor.com/forthills). Changes to flight schedules will be communicated to travellers with existing reservations either through Travel Support or the traveller's designated travel coordinator.
5. Pack accordingly. There are baggage allowances and weight restrictions on Suncor flights, as well as a list of restricted carry-on items. Details are available on [sunlink.suncor.com/flights/baggage](http://sunlink.suncor.com/flights/baggage).
6. You must bring your own toiletries and a water bottle. There is a convenience store and/or vending machine at your lodge, which carries a limited number of toiletry items. A list of items in lodge rooms and amenities is on [sunlink.suncor.com/lodging](http://sunlink.suncor.com/lodging).
7. Make sure you have the proper identification (ID) document with you:
  - a. A valid (not expired) government issued photo ID is required to check in for Suncor flights.
  - b. Suncor ID badge is required for access to site, including lodges. If this is your first trip to site and you have not received your ID badge, present your valid government-issued photo ID to security at site to receive your Suncor ID or temporary site pass.
8. Job tools are only allowed in checked baggage, except those powered by lithium-ion batteries. Tools with lithium-ion batteries must be declared when checking in. These tools must be carried on board and will form part of your carry-on allowance. Where possible, please arrange with your employer to transport your tools separately or store your tools at site between shifts. Details on baggage allowance and weight restrictions is on [sunlink.suncor.com/flights/baggage](http://sunlink.suncor.com/flights/baggage)
9. Baggage number and weight restrictions are as follows:
  - Checked bags – maximum two checked bags, each bag cannot exceed 50 lb. There is no charge for checked baggage. Bags will be weighed at check-in; bags over 50 lb. must be split in to two bags.
  - Carry-on – maximum two carry-on bags, each bag cannot exceed 25 cm x 36 cm x 48 cm.
  - Details on baggage allowance and weight restrictions is on [sunlink.suncor.com/flights/baggage](http://sunlink.suncor.com/flights/baggage)
10. Air traffic and weather conditions can lead to delays for Suncor flights. Plan for a minimum of three hours between your scheduled arrival and connecting flights. Suncor is not responsible for missed connecting flights or commercial flight fees incurred by travellers due to delays or cancellations of Suncor charter flights. If you are delayed or missed your flight see [section J - Changes and/or Delays to Travel Plans](#).
11. Neither Suncor nor its third-party charter flight providers are responsible for lost, misplaced, stolen or damaged baggage.
12. If misplacement or loss of your baggage results in delayed or missed work (i.e. PPE or tools packed inside your baggage), you will not be compensated for these items or loss wages.



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13. If an item is lost or misplaced, within 24 hours of your arrival you must file a lost baggage report in its entirety on SunLink at [http://sunlink.suncor.com/main/lost\\_baggage](http://sunlink.suncor.com/main/lost_baggage) or with the customer service agent at the arriving location.
14. Additional information including baggage tips for easy travel is online at <http://sunlink.suncor.com/flights/baggage>.

## B. Suncor’s alcohol and drug policy

1. We value safety above all else and believe all incidents are preventable. The purpose of [Suncor’s Alcohol and Drug Policy](#) is to minimize the risks in the workplace associated with alcohol and drug use.
2. Alcohol and drugs are not permitted on Suncor sites, including Suncor flights, all transportation provided by Suncor and our lodges.
3. All areas of Suncor sites are subject to searches without warning and reasonable cause. This includes searches of passengers and guests, their baggage, and personal or company vehicles they are in. Searches may include hand search, metal detector and/or the use of sniffer dogs.

## C. Medical/special needs

1. Travellers with medical or other special needs should inform their designated travel coordinators in advance and confirm that the appropriate arrangements have been made with the customer service agents when they check in at the terminal.
2. Prescription and non-prescription medications must be kept in their original containers and clearly labelled as to their contents. Travellers may be denied boarding a Suncor flight if they are carrying medication that is not clearly labelled. In the case of prescription medication, the traveller’s name must be on the container or the traveller must present proof of prescription, as per [Suncor’s Medication Standard \(CO-S23\)](#). Additional information is on [sunlink.suncor.com/flights/security](http://sunlink.suncor.com/flights/security).

## D. Arriving at the Airport

1. Passengers must arrive at the airport at least one hour before their flight departure time.

City	Location	Address	Phone
Calgary, AB	Calgary International Airport	2000 Airport Rd NE	403-735-1200
Edmonton, AB	Edmonton International Airport	1, 1000 Airport Road, Door 27	1-800-268- 7134



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Firebag, AB	Firebag Aerodrome	Firebag	780-598-9144
Fort McMurray, AB	Fort McMurray International Airport, South Terminal	100 Snow Bird Way #300	780-793-8979
Kelowna, BC	Kelowna International Airport Main Terminal	5533 Airport Way	250-826-4988
Vancouver, BC	Vancouver International Airport South Terminal	4440 Cowley Crescent	604-207-7070

2. Pay parking is available at Suncor terminals with the exception to Firebag Aerodrome. Please allow enough time to travel between the parking area and the terminal. More information about airports and parking is available at [sunlink.suncor.com/flights/airports](http://sunlink.suncor.com/flights/airports).

## E. Check-in and boarding

1. To check-in travellers must have a valid (not expired) government-issued photo ID to check-in

### **OR**

Two pieces of valid (not expired) government-issued non-photo ID (one of which must show name, date of birth and gender). The names on the two pieces of ID must match. If the last names do not match due to a name change, the guest must present a marriage certificate or legal change of name certificate. \*\*Expired, accreditation documents e.g. "tradesman certificate," or any document that indicates "not to be used as identification" will not be accepted for travel.

2. The name on your ID must match the name on your itinerary or you will be refused check-in.
3. A customer service agent will provide instructions on your gate location and boarding time. Typically, boarding begins 30 minutes before departure and check-in closes 45 minutes before departure. We recommend you arrive at check-in at least 90 minutes prior to your flight departure time. Once check-in closes, you will not be able to board the aircraft. Information on checking in and boarding Suncor flights is on [sunlink.suncor.com/flights/checkin\\_boarding](http://sunlink.suncor.com/flights/checkin_boarding).

## F. Safety and security

Our priority is to ensure the safety and comfort of all travellers.

1. At the Firebag Aerodrome security officers will perform routine random searches of travellers' property, including carry-on or checked baggage. A search will be conducted should an item of concern be identified as being present in your baggage. Information on traveller and baggage screening, security and prohibited items is on [sunlink.suncor.com/flights/security](http://sunlink.suncor.com/flights/security).



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2. When boarding Suncor-provided buses, you must present a Suncor ID badge to the bus driver. For your safety, use three-point contact when boarding/leaving the bus, and remain seated with your seatbelt fastened during your trip. The complete list of [bus travel tips and etiquette](#) is available for download on [SunLink.suncor.com/main/schedules\\_and\\_routes](http://SunLink.suncor.com/main/schedules_and_routes).

## G. Arrival to Firebag Aerodrome

1. When you arrive at the Firebag Aerodrome, proceed through security into the terminal building. All employees and contractors will be asked to show their Suncor ID badge. If you are a new employee and do not have your Suncor ID badge, inform security that you are travelling directly to the Fort Hills site.
2. Pick up your baggage from the rack located outside in front of the terminal and board the appropriate bus to Fort Hills.
3. Buses are labelled according to the lodge they are going to. Board the bus marked with the name of the lodge that is on your reservation confirmation.
4. For buses leaving the Aerodrome to the lodges, you are responsible for placing your baggage into and removing it from the bus storage compartment. For your safety and the safety of all passengers, only the bus driver should open and close the baggage bay door on the bus. Suncor is not responsible for damages to baggage placed in the bus storage compartment.
5. If you are a returning traveller with baggage stored at a lodge other than the one you have a reservation for:
  - You must first proceed to the lodge where your baggage is stored.
  - Once your baggage has been retrieved from storage, board the bus to the appropriate lodge listed on your reservation.
6. The travel time from the Aerodrome to Fort Hills is approximately 90 minutes, but may vary depending on lodge destination and road/weather conditions.
7. When the bus arrives at the Fort Hills gate, security will board the bus and scan each passenger's Suncor ID badge. If you are a new hire and do not have an ID badge, inform security that you are proceeding directly to the lodge, unless you have made other arrangements with your leader.
8. Travellers who do not have a Suncor ID badge and are assigned to Mount Robson or Mount Logan lodges can get a visitor badge from the lodge security office. This visitor badge allows you to check in to your lodge room and will be replaced by your official Suncor ID once you have completed your full site orientation.
9. To receive a temporary badge, you must present to security a valid (not expired) government-issued photo ID

### **OR**

Two pieces of valid (not expired) government-issued non-photo ID (one of which must show name, date of birth and gender). The names on the two pieces of ID must match. If the last names do not match due to a



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name change, the guest must present a marriage certificate or legal change of name certificate.

## H. Lodge information

1. Before coming to site, ensure you have a lodge reservation. Having a flight reservation does not automatically mean you have a lodge reservation.
2. Lodge reservations must be made at least seven days prior to your arrival date to guarantee a lodge room in the Fort Hills region.
3. Lodge confirmations will be sent to you or your designated travel coordinator approximately 72 hours prior to your arrival date.
4. All lodges at Fort Hills are “boots-off” areas. Bring a clean pair of indoor footwear with you to site.
5. In addition to the information below, more information is available at [sunlink.suncor.com/lodging](http://sunlink.suncor.com/lodging).

## I. No lodge reservation

If you arrive at site on Suncor provided transportation, and do not have a lodge reservation:

- Contact your travel coordinator to see if a reservation can be submitted for the duration of your stay.
- If it is after hours and your travel coordinator is unavailable, you will be considered a “walk-in guest.”
- Accommodations will be booked for you at an available lodge for **one night only**. Lodge rooms will be assigned based on availability. Walk-in guests may be required to coordinate their own transportation to their assigned lodge.

If you arrive at site and did **not** use Suncor provided transportation, and do not have a lodge reservation:

- Contact your travel coordinator to see if a reservation can be submitted for the duration of your stay.
- If it is after hours and your travel coordinator is unavailable, you will be directed to a lodge where you can check in using a personal credit card.

In either situation, travellers must call their designated travel coordinators to make a new lodge reservation for the remainder of their stay at site. This will require business unit approval and lodge assignment will be based on availability.

## Hoteling

You will be hoteling for the duration of your stay. Hoteling at a Suncor-owned or third-party lodge is much like staying in a regular hotel – once you check in, the room is yours for the duration of your stay. When



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your shift ends, you pack up your belongings and check out so the room can be prepared for the next guest.

## II. Parking

1. Personal vehicles are not allowed on site. If you have approval for a vehicle at site, you must have a valid parking permit. This is also required to park at the lodges. Parking and permit information is in [Suncor's parking lot standard](#).
2. Park in designated areas - do not park in areas reserved for emergency vehicles.

## III. Check-In

1. If you are a new hire or occasional traveller to Fort Hills, or this is your first time to a Fort Hills lodge, you will need to check-in at the front desk, where you will receive your swipe building/room access or hard key depending upon lodge set-up.
2. Lodge rooms are cleaned after all check-outs. Guest check-in for day shift is 3 p.m. later to allow sufficient time for the lodge staff to properly clean and prepare the room.
3. At Mount Robson and Mount Logan lodges, returning guests can check their room assignment on the bulletin board next to the front desk. Your Suncor ID badge is automatically programmed to access your room and lodge amenities during your reservation period. Unless you need assistance, you are not required to check-in at the front desk. At all other Fort Hills lodges you must check in at the front desk or self-check-in kiosk upon your arrival.
4. Once a year you will be required to review and sign Suncor's *Accommodation Rules & Regulations and Drug Interdiction Consent* form. The form is available online at [sunlink.suncor.com/lodgeconsent](http://sunlink.suncor.com/lodgeconsent).
  - New employees will fill out the form during their site orientation.
  - Existing employees will be reminded by email when it is time for them to sign the form (if they have signed up for an email alert).
  - Contractors should fill out the form before their first shift.
  - If you do not complete the online form, you must fill out the paper form each time you check in to a lodge.
5. Familiarize yourself with the evacuation map located in your room.
6. Consult your lodge's front desk or guest directory for meal times and services available to you.
7. You must contact your designated travel coordinator or leader immediately if there is a change or delay in your travel plans. Travellers who do not show up for their lodge reservations on time, and have not contacted their designated travel coordinator/leader to report a delay, are considered a no-



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show. Their lodge reservation for the duration of their stay at Fort Hills will be cancelled. Your business unit may be charged directly for no-shows.

## IV. Rooms and amenities

Rooms and amenities vary in each lodge. Information on rooms and amenities at Suncor-owned lodges is online at [sunlink.suncor.com/lodging](http://sunlink.suncor.com/lodging).

## V. Extended stay

1. If your shift has changed and you are required to stay at site longer than the dates on your itinerary, you must immediately contact your designated travel coordinator. This will ensure you continue to have lodge accommodation at site.
2. Written approval from a site director or above is required when requesting an extended stay.

## VI. Check-out

1. Confirm your flight itinerary in advance with your designated travel coordinator. You cannot check-in to a Suncor flight if you do not have a reservation.
2. Ensure you pack enough food for the day as you will not be able to return to the lodge after you check-out. Each lodge guest can pack up to two bagged lunches a day. There are limited food/snack vending machines throughout site.
3. If it is the last day of your shift rotation, you must check out before you leave for your shift. Suncor lodge check-out times are:
  - 7 a.m. for the day shift (and occasional travellers)
  - 6 p.m. for the night shift
4. Check-out at the front desk. Return all lodge keys and cards at check-out. If you forget to return your keys or cards, contact your designated travel coordinator immediately. Guests may be charged for keys/cards not returned to the lodge.
5. Baggage storage is available at all lodges used in the Fort Hills region. You can store up to two pieces of baggage (up to 27 kg/60 lb. combined) while away from site. Baggage must be labelled with your name, company/contractor, badge ID number and contact information. If you are returning to site and have been assigned to a different lodge than the one your baggage was stored, you must pick up your baggage before going to your assigned lodge. Check with the front desk for storage details. Suncor is not responsible for lost or damaged items left in storage at the lodges.
6. If you do not check-out, Suncor reserves the right to remove and store belongings so the room can be cleaned and prepared for the next guest. These items will be placed in the lost and found at the front desk and disposed of after 15 days. Suncor and the lodge operator are not responsible for any



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personal items left in lodge rooms after check-out. Your business unit may be charged if you do not check-out before you leave site.

## I. Bus Transportation

1. All Fort Hills bus routes and schedules are available:
  - Online at [sunlink.suncor.com/forthills](http://sunlink.suncor.com/forthills).
  - At your assigned lodge; please check with the front desk to ensure they are current.
2. The travel time to the Aerodrome from your designated lodge is approximately 90 minutes, but may vary depending on location and road/weather conditions.
3. Buses are available for loading 10 minutes before departure for the Aerodrome. **Board the bus that is designated for your flight number.** Buses are scheduled to ensure all travellers arrive at the Aerodrome on time for their flight. Be respectful of your co-workers – when you get on a bus not designated for your flight, you're taking up a seat and could cause someone to miss their flight. Be respectful of your co-workers – when you get on a bus not designated for your flight, you're taking up a seat and could cause someone to miss their flight. Passengers may be asked to present their flight itinerary to the bus driver. If you are not on the right bus, you will be asked to get off and wait for your designated bus.
4. You are responsible for placing your baggage into and removing it from the bus storage compartment. For your safety and the safety of all passengers, only the bus driver should open and close the baggage bay door on the bus.
5. If you miss your bus and cannot make your flight or need to change your reservations for either flight or lodge room, you must contact your designated travel coordinator immediately. Aerodrome and lodge staff cannot change or modify reservations.

## J. Changes and/or Delays to Travel Plans

Our journey to become a low cost producer includes effectively managing our travel and lodge costs. This means ensuring our planes, buses and lodges are utilized to their capacity. If needed, cancel or change your reservations so that unnecessary costs are not incurred due to empty plane/bus seats and lodge rooms.

1. You must contact your designated travel coordinator immediately if your:
  - trip needs to be cancelled in advance of travel (more than 24 hours of travel date), so your flight and room reservations are cancelled and your business unit is not charged for a no-show guest. If you cancel within 24 hours of your travel date, your business unit/company may be charged a no-show rate.



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- trip needs to be changed in any way (arrival or departure dates), so your flight/lodge reservations can be revised accordingly.
  - flight is delayed due to weather conditions or mechanical issues, so lodge staff know you are arriving later and will hold your lodge reservation.
  - lodge reservation was cancelled (see no-show information below) and have been assigned accommodations for one night. Your designated travel coordinator will need to set up a new reservation for the remainder of your stay at Fort Hills.
2. Guests who do not arrive at their assigned lodge on time and have not contacted their designated travel coordinators to report a delay, will be considered a no-show. Their lodge reservation, which was made for the duration of their stay at site, will be cancelled.
- No-shows on flights and for rooms not only reduce availability for others, they also have a significant financial impact on the project.

All Suncor travel and lodge information, including those in this document, is available on [sunlink.suncor.com](http://sunlink.suncor.com).