

Summary

Effective April 9, 2016:

- Suncor will no longer operate the following flights:
 - Weekday SunJet or designated charter flights between Calgary and Fort McMurray – does not affect the flights designated for East Tank Farm (ETF).
 - Sunday SunJet or designated charter flights between Calgary, Edmonton and Firebag;
- Instead, travellers with a business critical need to travel between these locations will use commercial airlines(e.g. WestJet, Air Canada, etc.).
- Suncor will no longer operate airport shuttles in Calgary and Fort McMurray. Travellers will be responsible for arranging their own transportation to and from the airport.

Frequently Asked Questions (FAQ)

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****If you are a Suncor contractor and unable to access the following information on *the Core*, this is also available on sunlink.suncor.com.**

1. Can I still fly SunJet between Fort McMurray and Calgary?

- The SunJet and designated charter flights between these locations will be cancelled effective April 9, with the exception of flights designated for East tank Farm (ETF).
- If business critical travel is required, you will need to book a commercial flight by visiting [the Core > Tools and Resources > Travel - Commercial](#).

2. Can I still fly SunJet between Firebag, Edmonton and Calgary?

- Suncor still operates flights between these locations during the week (Monday to Friday). The SunJet flight schedule is online at sunlink.suncor.com.
- Only the Sunday flights between these locations will be cancelled effective April 9, due to the low number of passengers.

3. Why is Suncor cancelling these flights?

- As part of our cost reduction journey, we asked employees to find alternatives to travel, for example using available technology to connect with co-workers. We're pleased – but not surprised – by the response.
- We've seen a steady and sustained decline in travel overall, particularly on SunJet and designated charter flights between Calgary and Fort McMurray.
 - These flights have also been under-utilized; that is, they are not regularly full. The market condition is an opportunity for us to work with the business to identify and implement reductions to our aviation cost structure.
 - As a result, we determined it is more cost-effective to cancel these flights and for travellers to use commercial flights instead.

4. How many commercial flights are there between Calgary and Fort McMurray?

- The frequency of commercial flights between these locations may vary from week to week, so travellers should [call AMEX](#) to see what commercial flights are available for the dates they want to travel.
- It's important to note that, back in the day, there were few commercial options, which is why Suncor took it upon itself to transport employees. Today, the commercial flight services to Fort McMurray have matured and there are many options to fit your schedule.

5. Who usually travels on SunJet flights?

- Travellers on SunJet are [occasional travellers](#), shift workers, fly-in/fly-out (FIFO) team members, and [SunJet non-business travellers](#) (also commonly referred to as SunJet "hitchhikers").

6. If I need to travel to the locations where SunJet doesn't fly anymore, what do I do?

- You will need to book a commercial flight. Suncor commercial travel is booked by calling American Express (AMEX) at 1-866-444-3922 or suncortravel@aexp.com. Information is available on [the Core > Tools and Resources > Travel - Commercial](#).
- Booking a commercial flight requires VP approval and a credit card. Proof of VP approval (e.g. email from VP) must be provided at the time of booking.

7. If I need to travel on a commercial flight for Suncor business, do I have to book that through AMEX?

- Yes. When you book your commercial flight through AMEX, and update your [Traveller Profile](#), Suncor is able to provide you with travel, security and safety updates and information that may affect your travel plans.
- Booking commercial flights through AMEX also helps the company understand Suncor's travel needs, so they can negotiate a preferred rate for us.

8. Booking SunJet flights require a cost centre and approval from my leader – is that the same for commercial flight bookings?

- There is a different process for booking commercial flights - you will require VP approval and a credit card to complete your booking.
- For information on how to book a commercial flight go to [the Core > Tools and Resources > Travel - Commercial](#).

9. How do I get VP approval for a commercial flight?

- Consideration should only be given for business-critical travel and related expenses - determine whether or not your objective for travel can be done remotely through Lync, video conference, telephone/conference call and email.
- Speak to your leader for more details about travel or other cost management efforts.
- Speak to your leader or your VP's executive assistant as to whether your team has a commercial travel approval process.

10. Why do I need a credit card to book through AMEX? Are they not affiliated with Suncor?

- [AMEX](#) will help you book commercial flights directly from commercial airlines. As such, to secure the booking, a credit card payment is required before the booking can be completed.

11. What if I don't have a credit card?

- You can use your Suncor corporate Visa credit card to book commercial flights. Information on using your corporate credit card and expense reporting is on [the Core > Tools & resources > Expense management](#).
- If you do not have a Suncor corporate Visa credit card and would like to apply for one, talk to your leader and complete the [online form](#). It takes approximately two weeks to receive your credit card in the mail.
- If you are not eligible for a Suncor corporate Visa credit card (i.e. contractors), you will need to use your company credit card or your personal credit card.
- If your Suncor corporate Visa credit card has been suspended, you will require VP approval to re-activate it. Please email visa@suncor.com for more information.

12. I'm a Suncor leader. Can I book commercial flights for my team members using my credit card?

- No. Suncor leaders cannot use their corporate Visa credit card to book a commercial flight for someone else on their team. A Suncor corporate Visa credit card provides the card owner with travel insurance, which is not transferrable to other Suncor team members.

13. What if I have a reservation for one of the flights that will be cancelled on April 9?

- If you have a flight reservation for travel before April 9, you are not required to take any action. You can proceed with the travel as planned on your current itinerary.
- If you already have a reservation for travel after April 9 on one of the cancelled flights, you will receive an email informing you that your Suncor reservation has been cancelled. If you still need to travel, book a commercial flight by visiting [the Core > Tools and Resources > Travel - Commercial](#).
 - Booking a commercial flight requires VP approval and a credit card. Proof of VP approval (e.g. email from VP) must be provided at the time of booking.

14. I have a reservation through the Suncor hitchhiker program. Is that still valid?

- Non-business travel on SunJet is provided to our Fort McMurray-based employees and their immediate families for medical (critical), bereavement or other purposes. These travellers are also commonly referred to as SunJet “hitchhikers.”
- If you are a Suncor non-business traveller:
 - with a reservation to travel before April 9, you are not required to take any action. You can proceed with travel on your flight as planned.
 - with a reservation to travel after April 9, you will receive an email informing you that your flight has been cancelled. You will need to [contact AMEX](#) to book a commercial flight to replace the cancelled Suncor reservation. You do not require a credit card or VP approval for this commercial booking.
- Effective March 23, the [SunJet non-business travel program](#) (also commonly referred to as the “hitchhiker” program) is suspended until further notice. Travellers who do not have an existing reservation, will not be able to book a flight under this program.

15. Can Suncor employees use AMEX to book personal travel on commercial flights?

- Yes. All Suncor employees and their immediate families (spouses/partner and dependents) can use AMEX for personal travel reservations. Suncor’s corporate discount will be applied where applicable. A complete list of employee deals, including travel, and how to access them is available on [the Core > My life at Suncor > Employee deals](#).
- Please ensure you thoroughly read and complete the [Suncor Personal Travel Request Form](#) prior to submitting it to AMEX. A personal credit card is required for booking personal travel with AMEX.
- You will need to have a Travel Profile to book commercial flights through AMEX. Please read the [Traveller Profile Instructions](#) for information.

16. Can I book personal travel with AMEX to destinations other than where Suncor operates?

- Yes. Suncor employees can book personal travel for themselves and their immediate family through AMEX on any commercial airline to any destination worldwide.
- Immediate family refers to an employee’s spouse/partner, and dependent child/children and parents.
- Please ensure you thoroughly read and complete the [Suncor Personal Travel Request Form](#) prior to submitting it to AMEX. A personal credit card is required for booking personal travel with AMEX.

17. Will AMEX help me find the best rate for my personal travel destination?

- Employees should first research the commercial flights, locations and dates they wish to travel. AMEX will be able to confirm whether they can get you a better rate.
- AMEX is able to check preferred rates on specific commercial flights, locations and dates. However, they do not offer the services of a travel agent and cannot search for the best rates for a commercial flight.
- Please ensure you thoroughly read and complete the [Suncor Personal Travel Request Form](#) prior to submitting it to AMEX. A personal credit card is required for booking personal travel with AMEX.

18. Do commercial flights leave from Suncor hubs?

- No. Commercial flights will fly in and out of an international or regional airport, not from the Suncor Aviation Centre (SAC) or Fort McMurray Airport North Terminal. For example, commercial flights:
 - to and from Calgary will originate from the [Calgary International Airport](#);
 - to and from Fort McMurray will originate from the [Fort McMurray International Airport](#);
- As such passengers should:
 - understand and follow airport regulations, check-in procedures, baggage limits and security processes set out by the [Canadian Air Transport Security Authority \(CATSA\)](#).
 - be aware that flight times for travellers will depend on your commercial flight reservation - please check your reservation for details.
 - allow enough time for check in, security procedures, etc.

19. Will Suncor still provide an airport shuttle in Calgary and Fort McMurray?

- No. Suncor will no longer operate airport shuttles in Calgary and Fort McMurray. Travellers will be responsible for arranging their own transportation to and from the airport.
- Talk to your leader and refer to the [General Business Travel and Expense Procedures Guide](#) for details about travel-related expenses that are permitted (e.g. meals, parking, taxi, etc.)
- Information on business travel and expenses is also on [the Core > Tools and Resources > Expense management](#)

20. If I travel on business for Suncor on a commercial airline, do I still need to go through airport security?

- Yes. Travellers on commercial flights should understand and follow airport regulations, check-in procedures, baggage limits and security process set out by the [Canadian Air Transport Security Authority \(CATSA\)](#). Please ensure you allow enough time for check-in, security procedures, etc.

21. If I'm travelling on a commercial flight, is there parking available at the airports for Suncor business travellers?

- Parking rates and availability, and airport information can be found on the airports' websites - [Calgary International Airport](#), and [Fort McMurray International Airport](#).
- Talk to your leader and refer to the [General Business Travel and Expense Procedures Guide](#) for details about travel-related expenses that are permitted (e.g. meals, parking, taxi, etc.)
- Information on business travel and expenses is also on [the Core > Tools and Resources > Expense management](#)

22. Who do I contact if I have other questions or comments about these changes?

- For questions on these changes or other Field Logistics cost management initiatives, contact [Alex Scholfield](mailto:ascholfield@suncor.com), Director Field Logistics Planning and Integration at ascholfield@suncor.com
- For questions about your travel itinerary or how to book a flight for business travel, contact Travel Services at mytravel@suncor.com or 1-866-276-7800 (Option 3, after choosing a language).