

## Summary

Starting July 16, 2018, Suncor’s Travel Services will coordinate fly-in/fly-out (FIFO) travel for Projects employees and contractors at Fort Hills.

Earlier this year, Fort Hills Operations FIFO travellers also transitioned to Travel Services. This will create a streamlined one-way travel process as Fort Hills travellers will be using the same processes currently in place for other Suncor travellers in the region. This means as of July 16, FH Travel will no longer be in operation. The team was stood up to support the high volume of flight and lodge reservations during the construction of Fort Hills. We appreciate the great work FH Travel has done over the past several years.

The following frequently asked questions have been developed to help travellers understand the change and actions required to ensure a safe and seamless travel experience.

## FAQ Contents

Who is my travel coordinator?.....	1
When should I start contacting Travel Services? .....	2
What would I contact Travel Services for?.....	2
Are there other contacts that I should be aware when planning for my travel and lodge stays? .....	2
How do I contact Travel Services? .....	2
Can I still contact FH Travel? .....	2
How do I make changes to my flight and lodge reservations? .....	2
Currently, my flight and lodge reservations are booked about four weeks in advance. Will that change?.....	2
Is there anything I need to do when I receive my reservations?.....	3
Is there other information I need to confirm? .....	3
Will my flight and lodge itineraries look different?.....	3
Will my flight and lodge reservations still get emailed to me? .....	3
Does this change affect other flight and lodge processes and procedures? .....	3
Why is Travel Services now my travel coordinator? .....	3
Who do I contact if I have questions about this change? .....	3

## Frequently Asked Questions

### Who is my travel coordinator?

- Starting July 16, 2018, Travel Services will be the travel coordinator for Fort Hills Projects FIFO employee and independent contractors.
- FIFO employees and independent contractors are those who have been identified as such by Human Resources (HR).
- Employees and contractors who travel and stay at Fort Hills on a regular basis (i.e. leaders who go to site every week), but are not designated as FIFO by HR are considered “occasional travellers” and should review the document [FAQ – Travel Services to coordinate FH occasional travel.](#)

## Travel Services to coordinate FIFO travel for Fort Hills Projects

July 5, 2018

### When should I start contacting Travel Services?

- You can contact Travel Services starting July 16, 2018.

### What would I contact Travel Services for?

- You should contact Travel Services if you have questions, or need to change/cancel a flight or lodge reservation. They will offer the same travel services that FH Travel previously provided.

### Are there other contacts that I should be aware when planning for my travel and lodge stays?

- The following is the list of contacts you will need to be aware of when travelling and staying at Fort Hills.

For the following inquiries and information requests	Contact
<ul style="list-style-type: none"> <li>Travel and lodge reservations - including new, and changes or cancellations to current reservations</li> <li>For flights:               <ul style="list-style-type: none"> <li>Fly day changes</li> <li>Seat requests</li> </ul> </li> <li>Leaders – vacation, sick days and termination updates for their FIFO employees.</li> </ul>	<a href="mailto:Mytravel@suncor.com">Mytravel@suncor.com</a> Information on Travel Services and hours of operation is on <a href="#">the Core &gt; Tools and Resources &gt; Travel – Site</a>
<ul style="list-style-type: none"> <li>Lodge requests and information (i.e. baggage move, room pack-up, overstay, meal hours, medical room etc.)</li> </ul>	<a href="mailto:FHFieldLogistics@suncor.com">FHFieldLogistics@suncor.com</a>
<ul style="list-style-type: none"> <li>Ground transportation requests and information</li> </ul>	<a href="mailto:FHGT@suncor.com">FHGT@suncor.com</a>

### How do I contact Travel Services?

- You can contact Travel Services by email at [mytravel@suncor.com](mailto:mytravel@suncor.com) or telephone at 1-866-276-7800, press option 1, then 3.
- Information on Travel Services is on [the Core > Tools and Resources > Travel – Site](#)

### Can I still contact FH Travel?

- No. Starting July 16, 2018, FH Travel will no longer be in operations.

### How do I make changes to my flight and lodge reservations?

- Use the following forms to make changes to flights and/or lodge reservations:
  - [Traveller request form](#) – for one-time changes that affect your shift rotation or require you to travel to another Suncor location (i.e. training at Firebag or Base Plant).
  - [FIFO passenger request form](#) – for permanent changes to shift rotation, schedules, hubs etc. HR approval is required for permanent changes.
  - If you have any questions about these forms, contact [mytravel@suncor.com](mailto:mytravel@suncor.com)
- Changes or cancellations must be sent by email to [mytravel@suncor.com](mailto:mytravel@suncor.com) – it cannot be done over the phone.
- If your leader or HR approval is required for the change/cancellation, this must be included in the email.
- These forms are currently used by Suncor employees and contractors in the Wood Buffalo region and will replace the Fort Hills travel request forms.

### Currently, my flight and lodge reservations are booked about four weeks in advance. Will that change?

- Yes. Flight and lodge reservations will now be booked 12 weeks in advance starting August 1, 2018.
- This advanced booking will improve planning and travel flexibility for travellers, especially for those who need to book connecting commercial flights.
- Currently, flight and lodge reservations are booked between 4-6 weeks in advance.

### Is there anything I need to do when I receive my reservations?

- Every three months you will receive your lodge reservations by email (booked 12 weeks in advance). Review this lodge reservation and make sure it is correct. If changes are required, you must contact Travel Services.
- Your flight reservations will be booked to align with your lodge reservations.

### Is there other information I need to confirm?

- Yes. Travellers will receive a report that will require them to review and confirm their travel information and work schedule are current. This report will be sent to each traveller and their leader twice a year.
- Confirmation of this report ensures your flight and lodge reservations are booked correctly.
- The first report is expected to be sent out mid-December. Additional details will be provided at a later date.

### Will my flight and lodge itineraries look different?

- There will be no changes to your itinerary.
- Reminder for night shift - the check-out date on your lodge reservation will be the day you finish your last shift rotation.
  - All guests must check out of the lodge before starting their shift – this is the current process.

### Will my flight and lodge reservations still get emailed to me?

- Yes. Your flight and lodge reservations are emailed to the address on your travel profile.
- Most travellers have their Suncor email address as their primary email address. To update or change the email where you want your flight and lodge reservations sent, please contact [mytravel@suncor.com](mailto:mytravel@suncor.com)

### Does this change affect other flight and lodge processes and procedures?

- No.
- Current approvals from leaders and HR for travel changes are still required. In addition, Site Director approval is still required for reservations made within seven days.
- Processes such as [Suncor restricted items on board charter flights](#), [check-in and check-out times and procedures](#), [lodge consent forms](#) etc. do not change.
- Please review the [Suncor Travel Policies and Procedures – Fort Hills Operations](#) for complete details. All travel and lodge information is online at [sunlink.suncor.com](http://sunlink.suncor.com)

### Why is Travel Services now my travel coordinator?

- FH Travel was stood up to support the high volume of flight and lodge reservations during the construction of Fort Hills.
- Travel Services currently provides travel support for other FIFO operations in the region. The goal is to create a streamlined, one-way process for the Wood Buffalo region.
  - Travel Services is within the Field Logistics department and based in Calgary.

### Who do I contact if I have questions about this change?

- If you have questions about this change, or any about your flight and/or lodge reservations, contact Travel Services at [mytravel@suncor.com](mailto:mytravel@suncor.com)