

Summary

As of July 16, 2018, Fort Hills Travel will no longer be in operations. Travel coordinators will have new contacts for travel and lodge reservations and services. This change does not impact Fort Hills third-party contractors – they will continue to contact their travel coordinator.

Earlier this year, Fort Hills Operations FIFO travellers also transitioned to Travel Services. This will create a streamlined one-way travel process which is used by other Suncor travellers in the region.

The following frequently asked questions have been developed to help travel coordinators for our third-party contractor companies understand the change and actions required to ensure a safe and seamless travel experience.

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Frequently Asked Questions

Who should travel coordinators contact when planning travel and lodge stays for Fort Hills third-party contractors?

- The following is the list of contacts travel coordinators should be familiar with:

For the following inquiries and information requests	Contact
<ul style="list-style-type: none"> Travel and lodge reservations - including changes or cancellations to current reservations 	Mytravel@suncor.com
<ul style="list-style-type: none"> Forecast inquiries – aviation and lodge Fly day changes Assessment request for new contractor groups Leaders – vacation, sick days and termination updates for FIFO employees. 	FHOF@suncor.com
<ul style="list-style-type: none"> Lodge requests and information (i.e. baggage move, room pack-up, overstay, meal hours, medical room etc.) 	FHFieldLogistics@suncor.com
<ul style="list-style-type: none"> Ground transportation requests and information 	FHGT@suncor.com
<ul style="list-style-type: none"> System training and access (i.e. Amelia, lodge and aviation demand forecasting) Travel related questions/feedback, support 	travelsupport@suncor.com
<ul style="list-style-type: none"> Seat requests for flights – 48 hours or less 	flightfollowing@suncor.com
<ul style="list-style-type: none"> Seat requests for flights – more than 48 hours 	Acscheduling@suncor.com

Travel and lodge contact changes – information for travel coordinators (Fort Hills third-party contractor)

When should I start connecting with these contacts?

- You can contact them starting July 16, 2018.

Can I still contact FH Travel?

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

Are approvals still required to book flights and lodges?

- Yes. Site Director approval is still required and should be included in the request form when sent to mytravel@suncor.com
- The BU approval will be the Field Logistics Demand Forecast Operations team – they can be contacted at FHOF@suncor.com

How do I make changes to flight and lodge reservations?

- The process to make changes to both flight and lodge reservations has not changed. All previous approval requirements will still be needed.

Will my flight and lodge itineraries look different?

- No, there is no change to how your itineraries will look.

Will flight and lodge reservations be emailed to travel coordinators?

- Flight and lodge reservations are sent to the email address on reservations. Therefore, reservations may be sent directly to travellers or to travel coordinators who send it out to the travellers.

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

Will there be changes to reporting?

- The following reports will be sent from Travel Services directly to travel coordinators - daily occupancy, date extension, flight lodge comparison, duplicate flights, requested submitted, and hoteling.

Will the monthly travel coordinators continue after this change?

- Yes. However, these meetings will be hosted by the Field Logistics team at Fort Hills.

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