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## Applicability of the No Show Policy

### Is the No Show policy applicable to your contract?

Please contact your **Supply Chain representative** to confirm whether the No Show policy applies to your contract or service agreement.

## Charge Back Process Overview

### What is the charge back process for no shows?

- In accordance with Suncor's contract with the Supplier, charge backs apply to the Supplier for no-shows associated with aviation and lodging services.
- A no-show occurs when a flight or lodging reservation is **not canceled at least 24 hours prior to check-in**.
- Charge backs are calculated using verified reservation records.
- The schedule for chargebacks is as follows:
  - • April 30th: Q1 No-Show charge backs
  - • July 31st: Q2 No-Show charge backs
  - • October 31st: Q3 No-Show charge backs
  - • January 31st: Q4 No-Show charge backs

\*Next business day if it falls on a weekend.

### Notices and Reporting

- Suppliers will receive a **spreadsheet summary** with total no-shows and a detailed **line-by-line breakdown** for each instance.
- Charge backs are processed automatically under contract terms, with credited amounts assigned to Suncor against your Supplier account.
- Refer to your **contract's no-show clause** for applicable fees per occurrence.

### Supplier Process

- Quarterly notifications are issued by **Field Logistics** ([SuncorNoShows@Suncor.com](mailto:SuncorNoShows@Suncor.com)).
- Suppliers have **20 business days** to review and report discrepancies after receiving notice.
- If a timely and reasonable response is submitted, Field Logistics will evaluate the response
- All charge backs will be processed automatically as per the terms of the contract, with amounts being credited to Suncor against the Supplier's account.
- **Note:** No-shows resulting from **weather, commercial flight delays, or emergencies** are *not excusable* and will be charged.

### Credit Process

- Confirmed charges move through internal approval workflows.

- Costs are allocated to relevant **asset cost centers** and approved by cost center owners.
- Approved credits are **applied to the Supplier's account** and deducted from future payments.
- If no outstanding payments exist, **EFT payment** will be arranged with the Supplier.

### How are discrepancies related to no shows handled?

#### Monthly No-Show Reports

- Sent monthly from **Field Logistics** to each Supplier.
- These reports are **for information only** and not formal charge backs.
- Suppliers should review and send discrepancy details to [SuncorNoShows@Suncor.com](mailto:SuncorNoShows@Suncor.com).
- Note: Suppliers on the monthly no-show report distribution list automatically receive daily hotelling reports as well, as the distribution list is shared, Suppliers cannot opt to receive only one.

#### Quarterly Charge Back Notices

- Summarize all quarterly no-shows.
- Resolved discrepancies from monthly reports should not appear here.
- If resolved incidents appear in error, notify **Field Logistics** for correction before processing.

### Are early check-outs considered no shows?

**No.**

- Early departures do **not** count as no shows. Guests checking out prior to scheduled departure do not incur charges.
- Ensure departure dates reflect accurately based on scope of work.

### Are there exceptions for missed flights due to late commercial connections?

**No.**

- Missing a flight due to late commercial connections is **not exempt** from no-show charges. Allow a **minimum two-hour layover** when booking travel.
- Reservations not canceled or modified at least **24 hours before check-in** that result in missed arrival will be charged as no-shows.

### Where can Suppliers find more details or support?

- Refer to your contract for policy clauses, or contact your Supply Chain representative
- For discrepancy inquiries, general questions or clarifications contact Field Logistics at [SuncorNoShows@Suncor.com](mailto:SuncorNoShows@Suncor.com).