

Edmonton refinery Six decades of change

Here's a great way to celebrate an anniversary: offer up some hot sunny weather, throw in lots of fun activities for employees and their families, retirees, neighbours and friends; toss in some food, demonstrations, giveaways and refinery bus tours – and cap it off with a homegrown Suncor trade show. Suncor Energy's Edmonton refinery celebrated 60 years of operation Sept. 10 and welcomed more than 1,000 people.

As you might imagine, the refinery has seen many changes over six decades. John Prusakowski, VP, Edmonton refinery, says, "The original refinery, located in Strathcona County just east of Edmonton, was surrounded by farm fields but industrial and residential developments have grown up around us over the years. The refinery is a source of stable employment and tax contributions to Strathcona County.



From left, John Prusakowski (vice president, Suncor's Edmonton refinery), Boris Jackman (executive vice president, Refining & Marketing, Suncor), Marjorie Bencz (Edmonton Food Bank) and Jean Cremer (Strathcona Shelter Society). Suncor donated \$30,000 each to these two community organizations on the occasion of the Edmonton refinery's 60th anniversary.

Beyond that, our employees volunteer for everything from sports coaches and United Way to volunteer firefighting. We have strong ties to the community."

As part of this milestone event, refinery employees voted to choose two deserving

organizations to receive a community gift of \$30,000 each. The Edmonton Food Bank and the Strathcona Shelter Society received their gifts at a VIP breakfast in the morning, joined by numerous dignitaries, neighbours and stakeholders.

Pipelines tends to the heart of the business

Suncor's Refining & Marketing's pipeline operations employees understand matters of the heart.

"Our Oil Sands and Firebag operations are the heart and arteries of our business," says Mark Kingdon, manager, Maintenance & Reliability. "Pipelines are the veins that connect everything together," he says about the system that carries Suncor's lifeblood.

The network of 27 pipelines, approximately 1,600 kilometres, crisscrosses Alberta and the U.S. states of Wyoming and Colorado. They transport conventional crude, light and heavy synthetic crude, diesel, jet fuel, NGL (natural gas liquids, which contain propane and butane), natural gas and water (for upgraders or in production units).

Field operators perform routine preventive maintenance on the pipelines. They can also be called out any time of the day or night to respond to equipment failures or other emergencies.

"We are trained to fix problems in the field before they are relayed to the control centre," says Fort McMurray pump station operator Dennis Newman.

At the control centre in Sherwood Park, operators monitor approximately 21,000 data points about conditions along the pipelines including pressure, flow rates and temperatures.

"These operators are our eyes in the sky," says Mark.

Taking care of external stakeholders

The Pipelines group also protects external stakeholders by adhering to strict government regulations to ensure that wetlands, wildlife, ecosystems, drinking water and people are protected.

"We're all on the same page when it comes to ensuring the integrity and reliability of our pipelines for all our stakeholders," emphasizes Doug Kingdon, (no relation to Mark Kingdon) director, Engineering & Support.

2011 Provincial Skills Canada Competition

Promoting skills to Alberta youth

Suncor Energy was a gold sponsorship partner at the 2011 Provincial Skills Canada Competition (PSCC) held in Edmonton in May, 2011, part of Skills Canada Alberta.

The philosophy of the Provincial Skills Canada Competitions is to reward students for excellence, to directly involve industry in evaluating student performance and to keep training relevant to employers' needs.

During the two-day competition, 468 secondary and 165 post-secondary student



Photos: Skills Canada Alberta

competitors specialized in one of 42 event areas and worked on a project that had been designed by experts in the field. Events ranged from brick masonry to graphic design to welding to electrical wiring. Gold medalists at PSCC were further rewarded with a selection to Team Alberta and an opportunity to showcase their skills at the National Skills Competition held in Quebec City in June.

Skills Canada Alberta is a provincial, not-for-profit organization that actively promotes careers in skilled trades and technologies to Alberta youth. In 2011, 6,500 students participated in Skills Canada Alberta programs, representing 150 communities from across the province.

Hands on for Habitat for Humanity

On a rainy day in June, the Materials Management and Logistics team from the Suncor Acheson facility in west Edmonton participated in a team-building day at a local Habitat for Humanity site.

The eight-member team helped install windows, fire extinguishers, vanity vents, house numbers and counter tops. It was a great to use a variety of skills, get to know co-workers and give back to the community.

Celebrating River Day in Edmonton

More than 1,900 people enjoyed a day of water activities, free food and giveaways at the annual River Day at Rundle Park, above the banks of the North Saskatchewan River. As neighbours to Rundle Park and northeast Edmonton residents, representatives from Suncor's Edmonton refinery and other members of the Strathcona Industrial Association spoke to attendees about environmental initiatives, air quality monitoring and operations. More than 30 water-oriented recreation and safety groups and organizations provided demonstrations and displays that included free fishing rods, and the popular Pooter Pond (virtual fishing).



This portly 'smart pig' was placed inside a water makeup pipeline between Suncor's Oil Sands and Firebag locations earlier this year. His job is to detect dents, wrinkles, or other anomalies in the line. This pig and others on his team work to strengthen the integrity of the pipelines by tracking data that can be used to minimize the risk of ruptures.

Who you gonna call? The UPDATEline

Call the UPDATEline (1-866-653-9959) if you notice, or are curious about, an unusual industry activity in Sherwood Park or east Edmonton.

OSQAR – Oil Sands Question and Response

Can we talk?

We've heard from you, our stakeholders, that you want more information about the oil sands and industry's performance, especially given public concern and media attention.

We recognize that actions speak louder than words and also that we must do a

better job in terms of our environmental performance.

As the company with the greatest production in the oil sands, we are taking the approach that we need to do a much better job of sharing information. And that's why we're pleased to offer the Oil Sands Question and Response, or OSQAR, to support constructive dialogue about the oil sands.

OSQAR started last year as an email newsletter subscription for people who are interested in our company, the oil sands and other energy issues. Each email newsletter addresses a topical, timely subject – with special emphasis on environmental issues – often providing references and links to both positive and not-so-positive third-party

commentary. Recently, OSQAR took on another form – a blog – in the hopes of increasing our audience and providing another venue for healthy discussion.

Through its conversational, "here's some things to think about" tone, OSQAR is intended to support constructive, balanced conversations about Suncor and the industry. You can access OSQAR in two ways:

1. Visit the blog at: <http://osqar.suncor.com>
2. Subscribe to the email newsletter at: <http://osqar.suncor.com>

On the right side of the page, underneath Archives, use the sign-up form to subscribe.

Suncor's community investments take new direction

We know that community investment is about more than just writing cheques. It's about getting involved, committing to finding ways to improve, and inspiring ourselves and others to think creatively about what we want for our communities.

Following Suncor's merger with Petro-Canada, we were provided with a unique opportunity to evaluate our existing community investment strategy and consider how we might engage differently with key communities to create a more meaningful impact for the future.

After much reflection, research and consultation, we are pleased to share the exciting new direction that Suncor's community investments are taking.

Our investments will now focus on helping communities grow, thrive and become more sustainable. By leveraging our skills as an integrated energy company, we believe we can help our communities achieve greater sustainability by investing in initiatives that:

- strengthen communities by cultivating community leaders
- build skills and knowledge for the current and future workforce
- foster the ability to think creatively through inspiring innovation
- build employee and volunteer capability by engaging citizens in community activities
- actively engage employees and communities in collaborating for a shared energy future.

We have decided to focus our investments in these areas because we believe that when used in combination, they allow unconventional solutions to surface – the type of 'outside the box' ideas that are essential to the development of strong and vibrant communities.

But we know that sustainable communities are not the product of one group acting in isolation. That's why at the heart of our community investment approach is a desire to proactively engage with a diverse group of partners to develop positive, meaningful relationships for the good of our communities, our company and future generations.

For more about community investment at Suncor, go to Suncor.com/community.



Suncor works closely with Aboriginal peoples and communities to build and maintain long-term, mutually beneficial relationships.

Rick George recognized as Canadian Energy Person of the Year

Suncor president and CEO Rick George has been named Canadian Energy Person of the Year by the Energy Council of Canada, recognizing his significant contribution to Canada's energy sector, nationally and internationally.

He was presented with the award during a ceremony at the TELUS Convention Centre in Calgary, Alta. last month.

In accepting the award, Rick told his audience, "At Suncor, but also throughout industry, we're challenging ourselves to develop a positive vision for how the oil

sands could become a key part of the 21st century energy mix. And, I believe, the work we're doing to address the people equation, the progress we're making on the technology front and the conversations with government all point to an impressive oil sands story."

Rick was acknowledged not only for his accomplishments in the energy business, but also for his contributions to the community at large through his strong sense of social responsibility and giving back to the community.



Rick George, left, accepts the Energy Person of the Year Award from Energy Council of Canada chair John Muir.

Sustainability in action

You've probably heard this before: Suncor is focused on being a responsible energy company. In so doing, we pursue a triple bottom line vision of sustainable development. That is, we believe energy development should occur in a way that provides economic prosperity, promotes social well-being, and preserves a healthy environment.

Why do we do it – and why is sustainable development so important at Suncor?

For a start, sustainable development is simply the right thing to do, but there's more to the story than that. We realize that our stakeholders, from the public at large to regulators, investors, employees and various interest groups, have increasingly high expectations and look to us to be top performers.

Let's take a closer look at sustainable development, using the following three examples from Suncor.

Healthy environment

- Civitas, a breakthrough golf course turf management product, developed by our Refining & Marketing business,



Until Civitas, no product has successfully balanced two key requirements, being both environmentally safe and effective. We introduced this product to the U.S. market two years ago and to our Canadian market within the last few months.

works like a booster shot to help grasses' natural immunity to fight off fungal disease. Introduced just two years ago, Civitas is now in use at some 2,000 golf courses in the northern U.S. and has just been approved for use in Canada.

Social well-being

- In 2010, Suncor employees and retirees contributed more than 111,000 volunteer hours to their local communities; 660 organizations received funding through the SunCares Employee Grants Program in 2010. Over the past five years, employees, retirees and contractors, with support from Suncor and the Suncor Energy Foundation,

contributed more than \$19 million to United Way agencies and programs across Canada and the U.S.

Strong economy

- In 2009, royalties paid by Suncor totalled approximately \$1.2 billion, including \$645 million directed to Alberta government oil sands royalties. Suncor also paid more than \$1 billion in taxes in 2009 to governments in Canada and internationally.

Not only is sustainable development the right thing to do, it is good for business, and contributes to our continuing licence to operate at all our locations and businesses.

Sign up at www.suncor.com/emailalerts to be notified when new *In Your Community* newsletters are available online