

SunCares Community Giving Network

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The SunCares Community Giving Network

What is the SunCares Community Giving Network?

SunCares Community Giving Networks (SCGNs) are regionally-based employee-led teams that plan and implement a variety of giving activities and community connection opportunities throughout the year. Networks focus on:

- empowering employees to connect, lead and engage with their communities on a year-round basis;
- fostering flexible, inclusive giving and volunteer activities that support employees' ongoing involvement in community; and
- enabling Suncor regional teams to plan and execute giving activities that meet the needs of their unique business area, leaders, employees and local communities.

Why is there no longer a company-wide campaign?

Expanding to a year-round model gives the employee-led network teams in each region the flexibility to plan their community giving activities and events to best meet the needs of their business area and the local community. A region may still choose to incorporate campaign elements - events and activities focused within a specific timeframe, or multiple timeframes – into their planning if this makes sense.

By moving to a year-round model, we'll also be keeping a focus on community giving and support throughout the year rather than for just a few select weeks.

Does Suncor still support the United Way?

Yes! The Suncor Energy Foundation (SEF) is working with our key United Way chapters to expand our relationship with United Way from an annual workplace fundraising campaign to a strategic relationship focusing on providing support and working with United Way chapters to build community resilience. Find out more about the SEF strategy on [the Core](#) or suncor.com.

How do I get involved in the network and where do I find information?

You can find information about your regional network by visiting the [SCGN page](#) on *the Core*. Regional networks will begin populating their Core pages with information on upcoming events and activities shortly. Watch for an announcement when these pages go live. To volunteer for your regional network team, connect with the contact listed on your regional SCGN page or email suncares@suncor.com.

How do the regional networks choose which community organizations to support?

Regional networks can feature local community organizations of their choice throughout the year, including United Way. These organizations can appear in SunCares as a featured giving opportunity for all employees in the region, and be supported through regional fundraising events and volunteering. Each regional network will work with leaders, employees, and business partner communicators (who oversee community engagement plans) to choose appropriate organizations to support.

Remind me what has changed with payroll donations?

In 2017 payroll donations were integrated into SunCares and recurring contributions are now ongoing. If an employee has set up a recurring payroll donation, it will continue until they change or cancel it. This means employees no longer need to re-establish their contribution each year. Employees can edit or change their contribution at any time via the SunCares website.

When will company results be shared?

Results will be broadly shared through a number of communication channels in January each year, including Core news. Both company-wide and regional community giving will be recognized and celebrated, including volunteer efforts, contributions and community engagement. Stories of community engagement and giving, and our progress, will also be shared throughout the year in a variety of Suncor communication channels.

Donations

Why should I donate through SunCares?

SunCares is your one stop shop for community engagement. Here are a few of the many benefits of using SunCares:

- Employees can personally donate to the charity or non-profit of their choice
- Charitable donation receipts can be accessed in employees SunCares accounts
- Employees can search for volunteer opportunities that interest them or create a volunteer opportunity and invite their team/colleagues to volunteer together
- SunCares Reward dollars are provided through SunCares for various community engagement activities – some reward dollars can be donated to a charity or non-profit of the employee's choice
- Personal donations made through SunCares will be included in regional network totals and be part of Suncor's overall community support
- Employees can customize their privacy settings when making personal donations

How do I make a donation?

You can make a donation by logging into your SunCares account through the *Core*. Once logged into your account, you can donate to any charity or non-profit of your choice. Donations can be made throughout the year and will all be included in regional network totals. Please see this [reference guide](#) for how to make a donation through SunCares.

How do I make a paper pledge donation?

All employee donations must be made in SunCares. You can access SunCares by the *Core* or Suncor.com.

How do I make a cash or cheque donation?

You can make your one-time or recurring donation by credit card, PayPal and payroll in SunCares. We encourage employees to choose one of these three payment methods.

If you choose to donate by cash or cheque you will need to work with your local network to track your donation outside of SunCares.

When will credit card and PayPal donations be made?

Credit card and PayPal donations will be processed immediately after making your donation in SunCares.

Can my donation still be combined with my spouse's contribution?

Donations can no longer be combined unless you both work at Suncor. If this is the case, you can make a combined donation in one of your SunCares accounts and include the name of your partner in the comments section of the donation form. This way the recipient organization can choose to recognize you both if you decide to share your personal information with them.

Are there any fees associated with my donation?

Suncor and the Suncor Energy Foundation cover all administrative fees associated with your donation.

All credit card and PayPal donations also have merchant fees. Merchant fees for credit cards are 2.4% and PayPal is 1.9%.

The company that administers SunCares on our behalf, Benevity, encourages all community organizations to accept donations via electronic funds transfer to avoid the additional costs associated with creating cheques. Benevity compiles all donations made to the community organization via SunCares and transfers these funds monthly. If your community organization of choice chooses to receive donations from SunCares by cheque, they agree to pay a manual processing fee to cover administration and overhead costs (e.g., cheque preparation, issuing, mailing, etc.). These manual cheque fees will apply only after a charity has received 3 manual cheques, in order to give them time to set up an electronic donation payment option.

How much of my donation goes to the charity?

If donating by payroll, 100% of your donation will go to your charity of choice. If donating by credit card or PayPal, merchant fees will be applied. Merchant fees for credit cards are 2.4% and PayPal is 1.9%.

What personal information will be shared with organizations I donate to?

Your donation will remain anonymous unless you decide to have your information shared with the charity or non-profit organization. When you first login to your SunCares account you will be asked to confirm your default sharing settings. You will also be given the opportunity to change these settings each time you make a donation through SunCares. It's your choice to share the information you want.

Will my colleagues or leader know if I donate?

No. Information you share in SunCares, including the organizations you donate to, is not shared with colleagues or leaders. How you choose to support your community, including your donation amounts and the organizations you support, is a personal choice.

Will my donation be matched?

Suncor only matches donations made to eligible post-secondary institutions and humanitarian aid organizations. Match-eligible organizations will have a matching banner in SunCares.

What charities can I donate to?

You can donate to any registered charity and/or non-profit in the Benevity Causes Portal. Benevity is the company that administers SunCares on our behalf.

How do I know if my organization is in the Benevity Causes Portal?

If your organization is in the Benevity Causes Portal, it will populate when you search for it in SunCares.

If you cannot find an organization in the “Search” function, please nominate your organization or initiative by selecting “Nominate a Cause” (found in Quick Links).

How does a charity receive my donation?

When you make a donation through SunCares it is grouped together with all the donations made to that charity. These funds are transferred to the recipient charities each month. This benefits the charities by reducing their administrative overhead and processing costs. Charities get a single payment each month instead of receiving many individual cheques.

Payments to charities begin by the 21st of the month following your donation. Charities should receive the funds by the end of the month. For example: A donation made to a charity in September will be grouped together with other September donations to that charity by October 21st, and the charity will receive the funds by October 31st.

If I make a donation directly to my favorite charity aren't they better off?

While you are always free to donate directly to your chosen causes, you should be aware that generally it will be more efficient and cost-effective for your charities to receive your donation through SunCares.

There are always costs incurred by charities to process funds, record donor information and prepare and distribute tax receipts. SunCares reduces these costs for charities by grouping all donations from SunCares monthly and automating tax receipt and other administrative tasks. This is an industry best practice that gives charities the ability to direct more funds to their programming rather than to administration.

Using SunCares to make a donation also provides the opportunity to:

- set up recurring donations, including from payroll;
- easily make anonymous donations; and
- take advantage of matches for donations to eligible post-secondary institutions and humanitarian aid organizations. Match-eligible organizations will have a matching banner in SunCares.

What is the Canadian Online Giving Foundation?

Benevity, the company that administers SunCares on our behalf, uses the Canadian Online Giving Foundation to distribute donations made to **Canadian registered charities**.

What is the American Online Giving Foundation?

Benevity, the company that administers SunCares on our behalf, uses the American Online Giving Foundation to distribute donations made to **American registered charities** with 501 (c) (3) status.

What is the UK Online Giving Foundation?

Benevity, the company that administers SunCares on our behalf, uses the UK Online Giving Foundation to distribute donations made through SunCares to **non-profit organizations** in Canada and the U.S, as well as **ALL** international donations.

Where will the money from fundraising events be directed?

Donations made to support fundraising events will be donated to the charity or non-profit(s) of choice identified by your regional SunCares Community Giving Network (SCGN). For more information please contact your regional SunCares Community Giving Network lead.

Are there other ways I can get involved besides making a monetary donation?

Yes! You can browse volunteer opportunities created by organizations, take part in a SunCares Day volunteer opportunity, or you can create your own team building volunteer opportunity through SunCares. Check out this [reference guide](#) on how to create team building volunteer activities. You can also check out your regional SunCares Community Giving Network Core page for local events and opportunities.

Can I use my SunCares Rewards to contribute to annual totals?

Yes. All donations made through SunCares will be included in year-end results.

Can I use SunCares My Funds to contribute to annual totals?

Yes. You can donate your funds to any registered charity of your choice. All donations made through SunCares will be included in year-end results.

How and when do I receive a tax receipt?

Donations made to registered charities via credit card and PayPal appear on your My Account page immediately after making a donation. Click your name in the top right hand corner of the site and then click 'My Donation Receipts' in the left hand menu.

Donations made to registered charities via payroll deduction will appear on your Suncor T4 or RL-1 statement which is issued in February for the relevant tax year.

Payroll donations

How do I make a payroll donation?

Payroll donations can be made through your SunCares account. You can select a “one time” payroll donation or a “recurring” payroll donation. For recurring donations, enter the amount you wish to donate each pay period, NOT an annual total

- You will need to enter a donation amount to be deducted per pay period NOT an annual amount. Recurring donations do not have an expiry date and will continue indefinitely until changed or deleted. You can edit or delete your payroll donation at any time through SunCares. See '[How to make a personal donation](#)' for a step-by-step guide on how to make a payroll donation
- If you've set up a recurring contribution in SunCares (from payroll, credit card or PayPal), these contributions are ongoing and no longer finish at the end of the calendar year. You don't need to set up another contribution, it's already there!

When will my payroll donation start?

Payroll donations begin on your next pay if you make your donation before the current pay period end date.

If the donation is a recurring amount, it will continue deducting each pay period until you change or cancel it.

The 2018 payroll schedule can be found on the [My Life at Suncor page](#) on the Core.

When will my payroll donation end?

Once your payroll donation begins, it will not stop at the end of the calendar year. Instead, it will continue with Suncor's pay schedule until you edit, change or delete it. See this [reference guide](#) for steps to edit or cancel your recurring payroll donation.

How will my donation show up on my pay statement?

What you see on your pay statement will depend on whether your donation is for a registered or non-registered charity. Donations to non-registered charities are not eligible for a tax credit.

Registered Charity: DONATION TAX CREDIT

Non-registered Charity: DONATION N/TX CREDIT

How will my SunCares payroll donations show up on my Suncor T4 or RL-1?

The donation will appear in Box 46 of your T4 statement (Canada) and Box N of the RL-1 (US).

What happens if I make a mistake entering my payroll donation amount?

When you make your donation, there is an opportunity for you to review and ensure that you have not made a mistake. If you do make a mistake, you have until the payroll cut-off date (usually end of regular

business on Wednesday the week prior to when you're paid) to make changes to an incorrect donation amount.

If you miss the cut-off date, then the incorrect donation amount will be deducted from your next pay. Once remitted to the charity, the donation is not refundable, so please check your pay statement promptly to ensure the accuracy of your donation. You can change or cancel any future donations on the SunCares site. For more information, see the 'How to edit or delete your payroll donation' [reference guide](#).

How do I make changes to my payroll donation?

You can make changes to your payroll donation through your SunCares account by selecting "edit donation" on your upcoming donation. For more information, see the 'How to edit or delete your payroll donation' [reference guide](#).

How long will it take for changes to appear on my pay statement?

All deduction changes will show up on the current pay statement if they are submitted by the payroll cut-off deadline. The payroll cut-off deadline is the end of regular business on Wednesday the week prior to when you're paid. The payroll schedule is available on the [My Life at Suncor page](#) on the Core.

Can the HR Employee Centre change my donation?

No. Changes to your donation MUST be made online via SunCares.

What's the difference between donating to a registered and non-registered charity?

If you donate to a [Canada Revenue Agency Registered Charity](#) you will receive a charitable tax receipt. If you donate to a [non-registered charity](#) (e.g., a non-profit organization, club or association) you may receive a general acknowledgement for your donation but you cannot claim the donation as a tax deduction.

If you are ineligible to receive a tax receipt for a donation made to an organization, the message "You will receive a donation acknowledgment for this gift, not an official tax receipt" will appear on the donation form in SunCares. If you would like to receive a tax receipt for your donation, you will have the ability to change your donation to a registered charity before submitting your donation.

How do I find out if I've donated to a registered or non-registered charity?

You can search the CRA website [here](#) to check the status of your selected organization. Enter the name of your chosen organization in the "charity name" field and select "registered" under the "charity status" field. You can also view an organization's charitable status on the organization's cause profile in SunCares. If they are a registered charity their registered charity number is displayed.

What happens to my recurring payroll donation if I need to go on leave (short-term or long-term disability, maternity leave, personal leave, etc.)?

What happens to your payroll donation depends on the type of leave you are taking. Contact the Employee Centre before your departure to find out what will happen with your recurring payroll donation and any next steps that need to be taken.

What happens to my recurring payroll donation if my employment ends with Suncor?

The deductions will end on your final pay.

Who do I contact if I have questions about SunCares and making donations?

If you have questions about SunCares or making a donation you can find more information on the SunCares page on suncor.com or [the Core](#). Step-by-step information to make a donation can be found in the 'How to make a personal donation' [reference guide](#). For additional support, email suncares@suncor.com.

Who do I contact if I have questions about my pay statement?

If you have questions regarding your pay statement please contact the Employee Centre

What happens if I don't have enough money on my bi-weekly pay to cover the donation?

If you don't have the funds available from your paycheque the donation amount will not be taken.

How do I cancel a recurring payroll donation?

For steps on how to cancel a recurring payroll donation please read the 'How to edit your payroll donation' [reference guide](#). Cancellations need to be made by the end of regular business on Wednesday the week prior to when you're paid to be reflected on your next pay statement.

If I'm a SEUSA employee, how do I make a payroll donation?

With the launch of the new SunCares and given there are multiple payroll systems at Suncor, a phased approach has been taken to integrating employee payroll donations into SunCares. At this time, SEUSA employees can only donate via credit card and PayPal in SunCares. Please continue to use the existing process if you want to establish a payroll donation. For more information please see the 'How to make a donation – SEUSA' reference guide or contact your regional network lead.

If I'm a St. Clair employee, how do I make a payroll donation?

With the launch of the new SunCares and given there are multiple payroll systems at Suncor, a phased approach has been taken to integrating employee payroll donations into SunCares. At this time, St. Clair Ethanol employees can only donate via credit card and PayPal in SunCares. Please continue to use the existing process if you want to establish a payroll donation. For more information please see the 'How to make a donation – St. Clair' reference guide or contact your regional network lead.

If I set-up a recurring payroll donation in 2017 will it continue in 2018 and beyond?

Yes, a recurring payroll donation made in SunCares will continue indefinitely until you make changes or cancel it. To learn how to make changes or cancel your donation at any time, please access the 'How to edit or delete payroll donations' [reference guide](#).

When I make a payroll donation am I pledging a total donation amount or the amount I want to make per pay?

When you make a payroll donation you enter the amount you wish to donate **per pay** NOT an annual total.

How often will my recurring payroll donation be made?

Recurring donations will be made bi-weekly on each pay until you change or cancel your donation.

Can I make a payroll donation using a paper pledge form?

Paper pledge forms are no longer provided, all payroll donations must be made through SunCares. SunCares can be accessed from work via *the Core* or from your home computer via Suncor.com. Go to the SunCares page on either site and click on the 'Access SunCares' link.

Network participation

Are there other ways I can get involved besides making a monetary donation?

Yes! You can browse volunteer opportunities created by organizations, take part in a SunCares Day volunteer opportunity, or you can create your own team building volunteer opportunity through SunCares. Check out this [reference guide](#) on how to create team building volunteer activities. You can also check out your regional SunCares Community Giving Network Core page for local events and opportunities.

How does Suncor define SunCares Community Giving Network participation?

Participation in the SunCares Community Giving Network includes volunteering in your community, making a monetary donation to any eligible community organization of your choice, and/or taking part in a network activity.

Will I still be able to volunteer for a United Way Day of Caring with my team members?

Yes! The United Way has worked with organizations to create these opportunities to ensure everyone is benefiting from the experience. Regional networks can still work with their local United Way chapters to share these pre-organized volunteer opportunities. Employees are encouraged to search for more volunteer opportunities in SunCares and to register for an opportunity they're interested in.

Can I participate if I'm a contractor?

Yes, contractors can make their donation to a charity of their choice by accessing the [SunCares Community Impact Portal](#).

What is the SunCares Community Impact Portal?

The SunCares Community Impact Portal is a public site for Suncor contractors, retirees, suppliers, friends and family to access eligible programs within SunCares. This includes participating in SunCares Community Giving Network activities. Contractors, retirees, suppliers, friends and family can also make personal donations through the SunCares Community Impact Portal at any time during the year.

Are SunCares Community Giving Network activities part of my work duties, am I expected to participate?

Participating in the SunCares Community Giving Network is not part of your work duties. Participation and contribution to the network is voluntary. The commitment of so many employees, contractors and retirees speaks volumes about the kind of people who work at this company, and is a strong reflection of Suncor's values. This year, through SunCares, we hope the networks provide opportunities for everyone to engage in their community.

Why should I participate in the SunCares Community Giving Network?

Many charities and non-profit organizations depend on the generosity of community members to fulfill their goals. The SunCares Community Giving Network (SCGN) provides opportunities to support your community while engaging with other employees and contractors across Suncor. There are many activities organized by regional SCGNs to support the community, help you learn more about community needs, and get to know colleagues and team members in other areas of Suncor.

When are network activities taking place?

SunCares Community Giving Networks in each region have a variety of fundraising and volunteer opportunities planned throughout the year. Check out your [region's page](#) on *the Core* for additional information.

Campaign changes

Why did the Together we Care with SunCares and the United Way campaign change to the SunCares Community Giving Network?

Though the campaign model has served Suncor well for a number of years, a multi-year trend of declining support and engagement, the resource-intensive campaign structure within a short time period, and increasing requests from employees for more choice in giving, meant there was opportunity to expand to a more inclusive model.

Expanding the annual campaign to a year-round network model provides regions, and the employee-led network teams, the flexibility to plan their community giving activities and events to best meet the needs of their business area and the local community. It also allows for there to be a focus on

community giving and support throughout the year rather than for just a few select weeks, and provides an opportunity to highlight **ALL** the support our employees are providing to community organizations, including to the United Way.

A region may still choose to incorporate campaign elements - events and activities focused within a specific timeframe, or multiple timeframes – into their planning if this makes sense.

Can I make a donation to the United Way through SunCares?

Yes! You can make a donation to any United Way chapter you like in SunCares. Employees can also use the search tool to donate to any other non-profit or charitable organization of their choice.

What is SunCares?

SunCares, supported by Suncor and the Suncor Energy Foundation, is a community engagement program to inspire our employees and retirees to contribute to social well-being, support the causes that are important to them and help us all work together to strengthen our communities and create energy for a better world.

Recognition

How are these changes impacting the Leader of the Way recognition?

The Leader of the Way is a United Way recognition program. You can still receive Leader of the Way recognition from the United Way by supporting a United Way chapter with a certain level of annual giving (usually this is \$1200+, but check with your local chapter to confirm). SunCares now provides donations to organizations in real-time. This means that, if you choose to donate to United Way at a Leader of the Way level, you'll only receive your recognition from United Way once they have received your full donation.

If you support other charities you may be recognized by that organization, if it has a recognition program in place and you've chosen to share your name with the organization. Remember to ensure your privacy/sharing settings are updated when you make your donation, if you want to receive this recognition.