



SunCares Reference Guide

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1. SunCares

Suncor employees are passionate and proud about contributing to the communities where they live and work. Their involvement makes a difference in helping build sustainable communities.

The SunCares program, 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.

Through SunCares, employees can create a personal portfolio of causes, give money and/or time to charities of choice, learn new skills, share their knowledge with community organizations, and take advantage of SunCares rewards offered by Suncor and the Suncor Energy Foundation.

2. Eligibility

2.1. Employees and retirees

Employees and retirees are eligible for all SunCares Rewards and Grants. They have full access to the Volunteer Program, and can use SunCares to make personal donations.

2.2. Student, casual and temporary employees

Student, casual and temporary employees are eligible for the Humanitarian Matching Grant, participation in the United Way Campaign, the Volunteer program and using SunCares to make personal donations.

2.3. Contractors

Contractors are eligible for the Humanitarian Matching Grant, participation in the United Way Campaign and using the program to make personal donations. This reference guide is for employees only, please access the SunCares Community Impact Portal on suncor.com or [the Core](#) for more information.

3. Accessing SunCares

3.1. Employees (full-time, student, casual and temporary)

Full-time employees, students, and casual and temporary employees can access the SunCares program through [the Core](#) via single sign on, or through <http://www.suncor.com/en-ca/community-investment/suncares> using an eight digit employee ID number. If accessing through Suncor's internal network (i.e., *The Core*) you will be directed to your SunCares dashboard. If accessing from [suncor.com](http://www.suncor.com), you will be directed to the login page.

3.2. Retirees

Retirees can access SunCares via [suncor.com](http://www.suncor.com). An eight digit employee ID will be required to login. If you have not received email correspondence from Suncor providing you with SunCares program instructions, please email sef@suncor.com to receive your access information. If you have received your login information, you can access SunCares through www.suncor.com/suncares.



Log in to SunCares

Logging in from outside the Suncor network?

SunCares ID*: *

Password: *

[Forgot Password?](#)

SIGN IN

Logging in from inside the Suncor network?

CLICK TO LOG IN USING SINGLE SIGN ON

First time logging in?

Signing in for the first time and don't have a password? Set one [here](#).

If you do not have access to a suncor.com email account, please email suncares@suncor.com for your password.

*Your SunCares ID is your eight digit employee ID. If needed, please add zeros before your number to make it eight digits. Examples: 00555555, 00055555.

 **Select a new language**

Français

3.3. Contractors

Contractors can access SunCares through suncor.com or [the Core](#). No login is required to access the program.

The screenshot shows the SunCares Community Impact Portal. At the top, there is a navigation bar with links for "SunCares Community Impact Portal", "Make a Donation", "Redeem a Gift Card", and "Search". A "Help & FAQ" link is also visible in the top right corner. The SunCores logo is prominently displayed, followed by the title "SunCares Community Impact Portal" and the tagline "Inspiring social well-being". Below this is a search section titled "Search our cause database" with a text input field, a dropdown menu set to "Canada", and a "SEARCH" button. The "About SunCares" section explains the program's goal to inspire social well-being and includes social media sharing options for Twitter, Facebook, and LinkedIn. A "Need Some Help?" section provides links to "Frequently Asked Questions" and "contact support". The page features a background image of a cloudy sky and a decorative graphic of dotted lines connecting various icons representing social well-being.

4. My Dashboard

Once you are logged into SunCares you will be directed to your Dashboard. Your Dashboard provides an at-a-glance summary of your donations and volunteer activity. From here, you can view your upcoming and past donations, including your SunCares Rewards, view your donation receipts, easily access your favorite causes, or read current information about SunCares opportunities in the SunCares News section.

The screenshot shows the SunCares My Dashboard. At the top left is the SunCOR logo. To the right, it says "MY GIVING ACCOUNT CA\$0.00" and "Hi Stephanie | Help • Manage". Below this is a navigation bar with buttons for "My Dashboard", "Make a Donation", "Volunteer", "What's New", "Quick Links", and "Search". A central box displays "UPCOMING DONATIONS" with a "Credit Card/PayPal" entry for CA\$0.00, scheduled for Mon, 03/27/2017. Below that is "2017 PERSONAL PROGRESS" showing "Total Donations CA\$0.00", "This Year's Donation Outlook CA\$0.00", and "Total Volunteer Hours 0:00 hrs".

My Dashboard

The "Let's Get Started!" section has four tabs: "MY DONATION ACTIVITY", "MY VOLUNTEER ACTIVITY", "MY FAVORITE CAUSES", and "GETTING STARTED". The "GETTING STARTED" tab is active. The text says "Let's Get Started! There are several ways to start giving." Below this, "Option 1: Search for a Cause" is highlighted, with a magnifying glass icon. The text explains: "To give to any registered charity in your country, search in the menu bar (above). Setting up a one-time or recurring donation is quick and easy."

SunCares News



Welcome to the new SunCares
[View Details](#)

5. Updating your profile

Updating your profile will help create a more personal giving experience. Based on location, skills and interests, SunCares will provide suggestions for donation or volunteer opportunities. From any screen, in the top right-hand corner, click your name.

Once in your profile, you can:

- Update your email
- Upload a photo
- Edit your profile information
- Select account/profile settings to edit your advanced profile information
- View the status of your match requests (left-hand sidebar)
- Access your donation (tax) receipts

For more information, guidelines and eligibility please read the [How to update your profile quick reference guide](#) (QRG).

6. My Giving Account

My Giving Account provides a summary of your current available funds in “My Funds” and “My Rewards”. You will use these funds to make donations.

- My Funds:

Add funds to your account through credit card or PayPal, and use them to make donations to registered charitable organizations in your country whenever you like. You will receive a tax receipt at the time you deposit funds into your “My Funds” account. These funds may be matched when donated to match eligible causes (eligible post-secondary institutions and when a Humanitarian Matching Grant is activated).

- My Rewards:

Earn rewards by participating in a volunteer or fundraising opportunity and give back even more to the causes you care about. You can direct these rewards to any eligible community organization. Rewards are not match eligible.

7. Accessing Donation Tax Receipts

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. The donation will appear in Box 46 of the T4 and Box N of the RL-1.

8. Quick Links

Quick Links provide you with easy access to information about the different SunCares opportunities.

- Nominate a Cause:

If you are unable to find your organization when looking to make a donation or create a volunteer opportunity, the organization may not be a part of the causes portal and you will have to “nominate” it for approval. The “Nominate a Cause” quick link will direct you to a form where you can fill in the organization’s details for approval.

For more information, guidelines and eligibility please read the [Nominate a Cause quick reference guide](#) (QRG)

- Request a Match:

If you have already made a donation to an eligible post-secondary institution external of SunCares, you will have to fill out a form to request a match. The “Request a Match” quick link will directly to the form.

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- There are several other quick links that will direct you to more information – Volunteer Rewards, Leadership Rewards, Bereavement Grant, Milestone Rewards

9. Rewards

9.1. Volunteer Rewards

In recognition of employees and retirees who volunteer in their communities, SunCares will reward their involvement, per hour, spent volunteering or fundraising with eligible community organizations, up to \$1,000 per year. Funds are allocated to your SunCares “My Rewards” account where you can direct your donation to eligible community organizations of your choice at any time. **These rewards cannot be carried over into the following year, and must be donated by December first of the current year.**

Time spent volunteering in December can be tracked in January of the following year.

For more information, guidelines and eligibility please read the [Volunteer Rewards quick reference guide](#) (QRG).

9.2. Leadership Rewards

In recognition of employees and retirees who serve on an eligible community organization Board of Directors, or equivalent governing body, SunCares provides \$1,000 per year, per employee or retiree, directly to the organization.

For more information, guidelines and eligibility please read the [Leadership Rewards quick reference guide](#) (QRG).

9.3. Milestone Rewards

Canadian employees celebrating a company milestone year or retiring can choose to have the value of their Milestone Service and Retirement Awards gift donated on their behalf by the Suncor Energy Foundation to the registered Canadian charitable organization of their choice. This option is outlined in the information sent to the Milestone Service and Retirement Awards recipient.

10. Grants

10.1. Post-Secondary Matching Grant

SunCares will match contributions made by employees and retirees to eligible Canadian and international post-secondary educational institutions, to a maximum of \$1,000 per year, per employee or retiree.

For more information, guidelines and eligibility please read the [Post- Secondary Matching Grant quick reference guide](#) (QRG).

10.2. Bereavement Grant

The Bereavement Grant is for a Suncor employee or retiree wanting to make a gift in memory of someone from the Suncor family who has passed away. Gifts are made to eligible community organizations. You can access the Bereavement Grant application form on suncor.com.

10.3. Humanitarian Matching Grant

In response to world events, the Suncor Energy Foundation will determine when to activate a one-time matching program for Suncor employees, retirees and contractors wishing to support relief efforts. Employee, retiree or contractor contributions to pre-approved agencies will be matched to a maximum of \$1,000 per person when this program is activated.

11. Volunteer Program

Volunteerism has long been a part of how employees contribute to their communities. A variety of tools and resources are available to support volunteerism, either as an individual or as part of a team. Through SunCares, employees can create team building volunteer opportunities and invite their team members to participate, search for individual volunteer opportunities created by organizations that are part of the causes portal, and look for opportunities organized by Suncor and the Suncor Energy Foundation. To browse volunteer opportunities, select “Browse Volunteer Opportunities” under the Volunteer tab in your SunCares account. To receive rewards, volunteer time must be tracked in the track time form. For team building opportunities during working hours, volunteer time must be tracked through the volunteer opportunity.

- How to create a [volunteer opportunity quick reference guide](#) (QRG).
- Check out Suncor’s Time off for Volunteering Policy on [the Core](#)

12. Personal Giving

Employees, retirees and contractors have the opportunity to make personal donations through SunCares to eligible community organizations of their choice. Contractors can access this opportunity through the SunCares Community Impact Portal.

For more information and guidelines please read the [How to make a donation quick reference guide](#).