



# Goods and Services Guide

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**The most updated version of this document is online at [forthills.suncor.com](http://forthills.suncor.com)**

\*The reference to "Fort Hills Operations team members" in this document refers to employees and independent contractors.

## A. Personal protective equipment (PPE)

1. Suncor has regionalized its [Regional Municipality of Wood Buffalo Personal Protective Equipment \(PPE\) Standard](#). The PPE Standard and the supporting [Safety Eye Wear Approval Procedure](#) apply to all Suncor sites in the Wood Buffalo Region (i.e. Oil Sands, InSitu, Major Projects, Fort Hills and pipelines). This information is also on the [Suncor Public Documents Page -> EH&S -> Oil Sands](#).
2. The following information is for Fort Hills Operations (FHO) including CSU activities. The standard mentioned above applies to employees and independent contractors. Contractors should check your contract for details on PPE requirements and provisions.  
The items listed below, which are available through the vending machines or Acklands on-site store, can be purchased using your Suncor ID badge. Contractors can use their own account with Acklands Grainger for these purchases.
  - a. [body protection \(e.g., safety harness & life jackets\)](#) – provided by Suncor, to employees and independent contractors, please speak to your leader about your requirements.
  - b. [eye and face protection \(glasses/goggles\)](#) – purchased through vending machine or on-site store.
  - c. [foot protection \(safety boots\)](#) – you must bring your own CSA and Suncor approved boots to site. Boot replacement will be available through the on-site store.
  - d. [hand protection \(gloves\)](#) – provided or purchased through vending machines/on-site store.
  - e. [head protection \(hard hats\)](#) – provided or purchased through vending machines/on-site store.
  - f. [hearing protection \(ear plugs/ear muffs\)](#) – provided or purchased through vending machines/on-site store.





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- g. [respiratory protection \(respirators/face masks/cartridge filters\)](#) – provided or purchased through vending machines/on-site store.
3. If you are a new hire, your leader will obtain the required PPE for you prior to your arrival and have your Suncor ID badge available for you. Your Suncor ID badge can be used at vending machines and on-site store.
  - a. Exception – [you are responsible for bringing your own safety boots to site](#).
  - b. Your PPE will be available for pick-up on your start date. Details in sections C, D and E below.
4. Depending on contractual arrangement, most contractors are required to bring their own PPE to site. For contractors that Suncor provides PPE they will have access to the vending machines and onsite store. For contractors that have to provide their own PPE, they can purchase these items at the onsite store using their own accounts with Acklands.
5. If you are a leader with a new hire, you may order seasonal and specialty PPE through a shopping cart for your new hire. Your Area Supply Chain Operations Representative (See section K for key contacts) will process as required.

New hires will automatically be able to access items through the vending machines or onsite store by using their Suncor ID badge. Leaders are not required to request this access from SCM.
6. If you are an existing Fort Hills Operations team member (employee or independent contractor) requiring new or replacement PPE, you can use your Suncor ID card to purchase some of these items through the vending machines or the on-site store.
  - a. Vending machines are located throughout the site in high traffic areas
  - b. The Acklands on-site store is located in the Main Administration warehouse.
7. Contractors should check your contract for PPE requirements and provision
8. Information on where to pick-up your PPE at Fort Hills is in sections C, D and E below.
9. Coveralls are available for all Fort Hills Operations team members in the Main Administration Complex. To ensure there are enough coveralls for all team members, do not take more than one set of coveralls.
10. Gas monitors can be procured through a shopping cart. SCM is currently working on a site stocking strategy. The bump station is located in the training facility.

## B. Safety boots

1. **Fort Hills Operations team members must bring their own safety boots to site.**
2. Safety boots must be Canadian Safety Association (CSA) and Suncor approved. Ensure your safety boots are:
  - a. at least six inches from the heel to the top of boot;
  - b. lace up;
  - c. have no exposed toe cap;
  - d. has pronounced and distinct heel; and
  - e. made with soles that are Vibram, Thermoplastic, Polyurethane etc. (ie. rated for cold temperatures).
3. Refer to [Suncor's PPE standard](#).
4. Employees are allowed one boot replacement per year. Your boots will be replaced if they are defective, worn out or damaged while at site. You may order a new pair through the following process:
  - a. A boot inspection must be completed by your supervisor/manager. Approval to purchase is required prior to ordering replacement boots. If approved, cost for replacement boots will be charged to your team's cost center.
  - b. Replacement boots can be ordered and picked-up at the Ackland's onsite store. The list of approved boot brands is on the Ackland's online catalogue.





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5. If you need a replacement pair of boots right away, you can pick-up a pair at the Ackland's on-site store. Due to limited space, the on-site store only carries one model for women and men – all sizes in that brand will be available.
6. Replacement laces for boots are available in the vending machines, or through the Acklands onsite store.

## Note:

For your safety and comfort, there may be other personal and/or work items you will need to bring to site. Check with your onboarding liaison prior to leaving home. Contract owners should communicate expectations to contractors during pre-mobilization meetings.

If you are staying at a Fort Hills designated lodge, review the list of personal items you may be required to bring from home [Suncor Travel Policies and Procedures – Fort Hills available on sunlink.suncor.com](http://sunlink.suncor.com)

## C. Safety glasses

1. Standard safety eyewear is provided by Suncor and available through vending machines or the Acklands on-site store.
2. Cost for prescription safety eyewear is available through Suncor's Health and Wellness program for employees
  - a. Complete a request form and send via email [healthwellness@suncor.com](mailto:healthwellness@suncor.com) or fax (780) 791-8380.
  - b. An email will be sent to you and your leader to confirm that you are eligible for this program - a job order number will also be included in the email.
  - c. Print this email and provide it to an optometrist who participates in the Occupational Vision Care (OVC) program. The optometrist will issue your prescription safety glasses.

## D. Safety clothing – coveralls, pants, winter parkas, safety vests

1. All safety clothing is provided by Suncor to Fort Hills Operations team members. Coveralls are available at the front entrance of Main Administration Building and are available in all styles and sizes. Take only one pair of coveralls at a time.
  - a. If you require a specific size or specialty pair of coveralls, ask your supervisor to contact [FHNPA@suncor.com](mailto:FHNPA@suncor.com) and provide the required type and size. These will be ordered and placed on the coverall table.
  - b. There are no name tags on coveralls.
2. If this is your first visit on site, a set of safety clothing will be provided to you by your leader with coveralls being the exception. Leaders no longer need to order coveralls for each employee, as these are available at the Main Admin.
  - a. Contractors check your contract or ask your Suncor leaders to determine whether safety clothing is provided by Suncor or your company.
  - b. For Suncor leaders - a list of contractors whom Suncor provides coveralls to is in the July FHO Leaders Kit.
3. If you are an existing FH employee and require additional or custom safety clothing or specialty sizing please contact your leader for approval. Once approved please input a requirement into a shopping cart. Your Area Supply Chain Operations Representative will process as required.
4. Fort Hills Operations team members should wear Suncor approved coveralls when entering areas where coveralls are required. Unless otherwise indicated, coveralls listed below are available for pick-up at the front entrance of Main Admin.
  - Nomex cotton
  - Lab coats - (available in E-houses)





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- Indura Browns Arc (flash rated) - (available in E-Houses)
- Cat 2

5. **Do not wash your own safety clothing at home or in the lodge.**

- a. To have your safety clothing cleaned, drop it off in the appropriate cleaning bins - 14 unit dry building Lower Bench or change rooms in the Main Administration building.
- b. Clean coveralls can be picked up at the front entrance of Main Admin.
- c. Winter parkas and other safety clothing can also be dropped off in the change rooms at the Main Administration building. Cleaning is picked up every Monday and returned the following Monday.
  - i. If your clothing **is tagged** you can pick it up during daily hours 8:30-10:30 am or 1:30-2:30 every afternoon except Tuesday.
  - ii. If your safety clothing **is not tagged**, please pick up a repair card from the Main Admin coverall area, fill it out with instructions to tag your item with your name and zip tie or staple it to your safety clothing.
- d. All Suncor safety clothing has a fire retardant coating and requires a special cleaning process, which is managed by Suncor Fort Hills Operations team members. Contractors can utilize this service at cost by contacting your contract owner. Cleaning these items at home or at the lodge will affect this coating and may impact your safety at site.

## E. Hard hats

1. Suncor provides green and blue **hard hats with Fort Hills logo** to all Fort Hills Operations team members New hires should wear green for the first 3 months or until deemed site competent by their Supervisor then replace with the Blue.
  - a. Detailed information on hard hats is in the Personal Protective Equipment standard (RGS0009A) for Regional Wood Buffalo.
  - b. Colour coding for hard hats shall be as follows:
    - BLUE – Suncor personnel
    - GREEN – New Suncor personnel
    - ORANGE – Designated Emergency Wardens
    - RED – Suncor Emergency Services
    - YELLOW – Suncor Electrical Distribution Department (EDD) personnel and authorized high voltage contractors. These hats must display the Power Line symbol.
  - c. Contractors shall be allowed hard hats of any colour except RED or ORANGE and contractor identification must be displayed on the hard hat.
2. Leaders will remove hard hats not approved by Fort Hills. Name labels can be added, centered under the Fort Hills logo at the front of the hard hat.
3. New or replacement Fort Hills hard hats can be purchased at a vending machine or Acklands on-site store

## F. Personal and Suncor provided work tools

1. Suncor provides all work tools required for Fort Hills Operations team members specific roles. These tools are available at your work location.
2. Contractors may have specific tool cribs for contractor supplied equipment and tools.
3. A selection of Suncor-owned tools are also available for users to check out at the Acklands on-site store:
  - a. Tools can be check-out from the on-site store for as long as needed, and must be returned in clean condition.
  - b. You will need to use your Suncor ID badge to check-out these tools.





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- c. The store is located in the Main Administration warehouse. It is opened seven days a week, from 6 a.m. to 6 p.m.
  - d. A monthly tools check-out report will be emailed to all leaders, identifying what tools have been issued, who checked-out the tool, and how long the tool has been checked-out for. Leaders are responsible to follow-up with their team for any tools that have been checked-out for more than 30 days.
  - e. Tools that have been checked-out for more than 60 days and confirmation is received from the last user that it cannot be located, will be replaced. The replacement cost will be charged to the last user's cost center.
4. If you are carrying any personal work tools on Suncor flights, be aware that these tools are only allowed in checked baggage, except those powered by lithium-ion batteries. Tools with lithium-ion batteries must be declared when checking in. These tools must be carried on board and will form part of your carry-on allowance. Where possible, please arrange with your leader to transport your tools separately or store your tools at site between shifts. Details on baggage allowance and weight restrictions on Suncor flights are on [sunlink.suncor.com/flights/baggage](http://sunlink.suncor.com/flights/baggage).

## G. PPE, consumables, and other equipment – vending machines and Acklands on-site store

1. PPE, consumables and tools are available as follows:
  - a. At the Acklands onsite store located in the Main Administration warehouse.
    - i. PPE and consumables are available for purchase at the Acklands onsite store.
    - b. Vending machines are located throughout the site in high traffic areas.
2. You will need to use your Suncor ID badge to purchase items. The cost of these items will be charged to your department's cost centre. You will not be required to complete an expense report for these purchases.
3. You will need to use your Suncor ID badge to check-out tools. There is no charge to check-out tools. Details of how to check-out tools is in [Section F](#) above.
4. If your Suncor ID badge does not work at a vending machine or the Acklands on-site store, it may be that:
  - a. You are not using your most current ID badge from security; or
  - b. Your ID badge is damaged; or
  - c. You are not authorized to access these items.
 Contact [Self-ServeMaterial@suncor.com](mailto:Self-ServeMaterial@suncor.com), with a copy to your leader, for any vending machine access issues.
5. If you require items not available at the Acklands onsite store or the vending machines, contact your Area Supply Chain Operations Representative (See section K for key contacts).

## H. Procurement process

Fort Hills Operations teams should understand and follow the Suncor procurement process to ensure they receive their goods and services in a timely manner. This process also ensures SCM can support you in getting the most cost-effective goods and services for your business. This process is as follows:

Procurement Options	When to use	Contact
Self-serve channels <ul style="list-style-type: none"> <li>• vending machines</li> <li>• on-site store</li> <li>• self-serve bins</li> <li>• Web ordering</li> </ul>	<ul style="list-style-type: none"> <li>• For most materials listed in sections A through G above. (PPE, consumables, tools)</li> </ul>	<a href="mailto:Self-serveMaterial@suncor.com">Self-serveMaterial@suncor.com</a>





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Direct contact to SCM	<ul style="list-style-type: none"> <li>For new demand or new contract</li> <li>Short-term purchase order (PO) break-in work not provided by MSS or NPA</li> </ul>	<a href="#">Area Supply Chain Operations Representative (See section K for key contacts)</a>
Work order (WO)	<ul style="list-style-type: none"> <li>Maintenance significant materials</li> <li>Service requests</li> <li>Material or Service Masters should be utilized where applicable (i.e. services existing on-site)</li> </ul>	<a href="#">Area Supply Chain Operations Representative (See section K for key contacts)</a>
Shopping cart	<ul style="list-style-type: none"> <li>For any material or service requirement directly related to your cost centre.</li> <li>For any material requirement not available in a tool crib or vending machine or where web ordering cannot be utilized</li> </ul>	<a href="#">Area Supply Chain Operations Representative (See section K for key contacts)</a>  <a href="#">QRG Create Shopping Cart</a>

## I. Hiring Independent Contractors (formerly PSAs)

- Leaders who need to hire independent contractors must contact their HR business partner, who will steward the approval with FHO leadership and contact SCM with a list of contractor positions approved to hire. Leaders should not contact their SCM representative until HR has received approval for contractors to hire.
- The following are approved staffing agencies:
  - Petroplan
  - Aerotek
  - Roevin
  - Design Group
- For all exceptions, FHOLT approval will be required. Leaders should review information on supplementary workforce to understand the additional approvals required and plan accordingly. This information is online [the Core > Tools and Resources >Leader Centre >Cost Reduction >Supplementary Workforce.](#)

## J. Fort Hills main warehouse

The main warehouse receives and issues all on-site materials. The main warehouse is located at the Main Administration Building and is opened from 6 a.m. to 6 p.m. seven days a week.

## K. Key Contacts - Supply Chain Management (SCM)

If you need	Procedure	Contact
PPE: <ul style="list-style-type: none"> <li>work boots, safety vests, glasses, gloves, hard hat</li> </ul>	<ul style="list-style-type: none"> <li>Check vending machines and Acklands on-site store.</li> <li>If the item is not available on-site you</li> </ul>	<a href="#">Area Supply Chain Operations Representative:</a> <ul style="list-style-type: none"> <li>Mine: <a href="mailto:fhassetpsc@suncor.com">fhassetpsc@suncor.com</a></li> </ul>





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<p>etc.</p> <ul style="list-style-type: none"> <li>Coveralls, vests, jackets, pants</li> </ul>	<p>can utilize web ordering or a shopping cart to requisition. Contact your Supply Chain Operations Representative for support.</p>	<ul style="list-style-type: none"> <li>NPA/NPA C&amp;SU: <a href="mailto:fhnppsc@suncor.com">fhnppsc@suncor.com</a></li> <li>C&amp;SU: <a href="mailto:fhcsupsc@suncor.com">fhcsupsc@suncor.com</a></li> <li>Fixed Plant: <a href="mailto:fhfppsc@suncor.com">fhfppsc@suncor.com</a></li> <li>LVF-MVF &amp; CMS: <a href="mailto:FHLMVFPSC@suncor.com">FHLMVFPSC@suncor.com</a></li> <li>MSS: <a href="mailto:FHMSSPSC@suncor.com">FHMSSPSC@suncor.com</a></li> <li>Sustaining Projects: <a href="mailto:fhsustainingscm@suncor.com">fhsustainingscm@suncor.com</a></li> </ul>
<p>Materials, tools and consumables</p>	<ul style="list-style-type: none"> <li>Check vending machines, Acklands on-site store, tool cribs and the warehouse.</li> <li>If the item is not available on-site you can utilize web ordering or a shopping cart to requisition. Contact your Supply Chain Operations Representative for support.</li> <li>Contractor access to the Acklands onsite store is identified on the contract.</li> </ul>	<p>Area Supply Chain Operations Representative:</p> <ul style="list-style-type: none"> <li>Mine: <a href="mailto:fhassetpsc@suncor.com">fhassetpsc@suncor.com</a></li> <li>NPA/NPA C&amp;SU: <a href="mailto:fhnppsc@suncor.com">fhnppsc@suncor.com</a></li> <li>C&amp;SU: <a href="mailto:fhcsupsc@suncor.com">fhcsupsc@suncor.com</a></li> <li>Fixed Plant: <a href="mailto:fhfppsc@suncor.com">fhfppsc@suncor.com</a></li> <li>LVF-MVF &amp; CMS: <a href="mailto:FHLMVFPSC@suncor.com">FHLMVFPSC@suncor.com</a></li> <li>MSS: <a href="mailto:FHMSSPSC@suncor.com">FHMSSPSC@suncor.com</a></li> <li>Sustaining Projects: <a href="mailto:fhsustainingscm@suncor.com">fhsustainingscm@suncor.com</a></li> </ul>
<p>Warehouse requests and inquiries</p>	<ul style="list-style-type: none"> <li>Email the appropriate contact</li> </ul>	<ul style="list-style-type: none"> <li>Daily requests: <a href="mailto:osqfwhseforemen@suncor.com">osqfwhseforemen@suncor.com</a></li> <li>Pick-up enquiries at the main warehouse: <a href="mailto:osqfwhsecounter@suncor.com">osqfwhsecounter@suncor.com</a></li> <li>All other support requests: Please contact your Supply Chain Operations Representative noted in the above section</li> </ul>
<p>After-hours SCM support</p>	<p>SCM is available to help with any safety and business-critical emergency material or service requirements which cannot wait until the next business day.</p> <p>After-hours calls will be responded to within 90 minutes.</p>	<p>After hours phone number: 403-880-8648.</p> <ul style="list-style-type: none"> <li>Calgary-based staff schedule is Monday to Friday</li> <li>Fort Hills-based staff schedule is 7 days on/7 days off cross shift</li> </ul>

## L. Safety and security

1. Our priority is to ensure the safety, security and comfort of Fort Hills Operations team members.
  - a. You must wear your PPE in all Suncor operating (Mine and Operating Plant Projects) and construction areas, support areas such as warehouses, labs and all maintenance shops, maintenance and material storage yards, hazardous yards and pipeline right of way.





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- b. Security officers may perform routine random searches of workers at site, including coveralls, tool boxes and personal bags. Searches include hand searches and/or sniffer dogs. Additional information is online at [the Core > Tools and Resources > Alcohol and Drug Policy](#).
- c. Fort Hills Security can be reached at (780) 742-2110.

### M. Code of Conduct

1. Sound and ethical business practices are fundamental to our business. Each Fort Hills Operations team member is responsible for ensuring Suncor conducts business in a safe, fair, respectful and lawful manner
2. All Suncor employees, contract staff and directors must familiarize themselves annually with Suncor's Standards of Business Conduct Code.
  - a. Within your first month at Fort Hills and once every following calendar year, [read the booklet \*The Way We Do Business and affirm compliance\*](#).
  - b. The booklet and affirmation can be completed online at [the Core > About Suncor > Suncor at a glance > Standards of business conduct](#).

