



Syncrude's transition to Suncor's procurement processes Syncrude contractors – Badge FAQs

To minimize impacts to our business and to our supplier community, a managed transition to standardize company issued credentials for our contractor workforce will begin on January 3, 2024.

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What is changing?

As part of Syncrude's integration with Suncor, starting January 3, 2024 we will begin to transition Syncrude contractors to one badge (company credential) standard. This managed transition will be followed to minimize impacts to our business and to our supplier community.

More information about our approach is summarized below:

Migration approach for existing contractors with both a Syncrude and Suncor badge.

By March 15, 2024 existing Syncrude contractors with a Syncrude and Suncor badge will transition to only using their Suncor badge and credentials when working at any Suncor site.

- The Syncrude data for these contractors will be migrated to their Suncor Worker ID profile in SAP Fieldglass, and the contractor should only use their Suncor badge as of January 3, 2024.
- However, both badges will remain active until their scheduled de-activation date.
- This approach will minimize access issues for these contractors before and after our transition to one system on January 3, 2024.
- During data migration, all relevant Syncrude 'access' data for that worker will be updated in SAP Fieldglass and related systems that enable site and network access.
- Existing Suncor network access will be retained.
- If any NEW network access is required, requests through the standard process is required.

In January, our supply chain team will begin to communicate to vendors the timeline in which their worker's Syncrude badges will be de-activated.

Migration approach for existing contractors with only a Syncrude badge.

For existing contractors that only have a Syncrude badge, their Syncrude badge will continue to work and will only be replaced with a Suncor badge when a replacement is required, **but** their Syncrude data will be migrated to a new Suncor worker ID profile in SAP Fieldglass.

Mobilization and onboarding new Syncrude contractors.

As of January 3, 2024, new Syncrude contractors will be issued a Suncor Worker ID and badge number to access Syncrude sites.

Related information

- [Contractor Onboarding Support team FAQs](#)
- [Contractor learning FAQs](#)
- [Safety Data Sheets FAQs](#)
- [Syncrude supplier onboarding information portal](#)

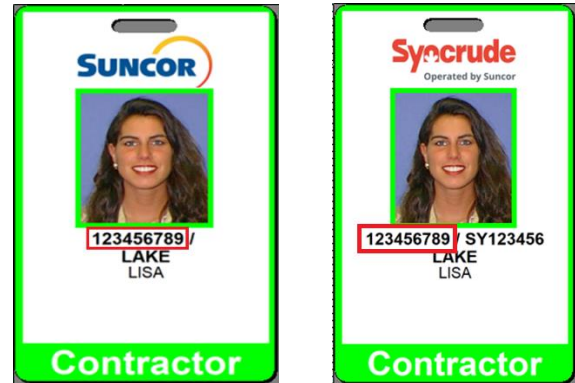
Frequently asked questions

What's the difference between a badge number, Worker ID and a Security ID?

The badge number and Worker ID number should be the same for each worker.

Like an employee number, the Worker ID is a unique Suncor identifier for each worker.

The Security ID is a required field by Fieldglass. It is a unique identifier for each worker to help ensure duplicate records are not created on Fieldglass, and to distinguish workers with the same name from one another.



The badge / Worker ID number on a Syncrude or Suncor badge.

Will SOW contractors with a Suncor badge automatically have access to a Syncrude site?

Suncor contractors will only have access to Syncrude sites if they have a Syncrude Statement of Work and have completed Syncrude site access training.

If a contractor has both a Suncor and Syncrude badge, are they required to return their Syncrude badge to security?

Contractors should keep both badges until further instructions are sent by supply chain to service providers.

Do suppliers still need to submit a Syncrude Site Access Form to the Syncrude ID station?

No, this is no longer required as of January 3, 2024.

Will Syncrude badges still have access to both Mildred Lake and Aurora sites?

Yes, existing access will be maintained during this transition.

When would a contractor with only a Syncrude badge be required to replace this with a Suncor badge?

If the badge is lost, not working or if the contractor completes an assignment and returns to work on a new assignment after an absence between assignments.

We are an approved service provider following Suncor's Detailed Time Entry process, if we have a contractor with both a Syncrude and Suncor badge, what badge should they use when working at Syncrude after January 3, 2024 to ensure we have correct swipe data?

If the contractor has no access issues while working at Syncrude with their Suncor badge, they should start using their Suncor badge as of January 3. Note: swipe data reports will include all badge swipes for your contractors.

Who do we contact if we have questions about contractor swipe data?

Service providers invited by Suncor to follow our Detailed Time Entry process should contact supplierenablement@suncor.com for questions about this process, including swipe data.

How can suppliers find or verify a SOW contractor's Security ID or Worker ID on Fieldglass?

If the contractor has worked with your company in the past, you can run a worker lookup report. Information on how to look up a worker on Fieldglass can be found in this [quick reference guide](#).

If a SOW contractor has worked for another supplier at Syncrude or Suncor, how can we verify their badge number and Worker ID before we mobilize the contractor (to avoid duplicate records and a delay with contractor mobilization)?

Starting January 3, 2024 Suncor's Contractor Onboarding Support team will be available to help service providers with contractor onboarding and mobilization questions. Review this [summary document](#) for more information about the role of Suncor's Contractor Onboarding Support team.

How long does it take for a new SOW contractor to be issued a Suncor badge?

We recommend a minimum of seven business days be planned for when mobilizing a new SOW worker. However, if no issues during the onboarding process, the SOW contractor should receive their Suncor credentials by email within 48 hours of being added to a Statement of Work on Fieldglass.

Does this change impact embedded contractors (also known as contingent workers)?

Yes. As embedded contractors are engaged as a contractor reflected in Suncor's organizational chart, they will be issued Suncor credentials.

Who do we contact if we have questions about an embedded contractor (contingent worker)?

Start with your business contact or the procurement contact identified on the work order. Suncor's Contractor Onboarding Support team only supports the onboarding and mobilization of SOW contractors (also known as third-party/hatted contractors).

What does the term SOW contractor mean?

A SOW worker is an individual worker provided by a service provider that is not reflected in Suncor's org chart to deliver/ execute project services, operational services, or outsourced services on behalf of Suncor. Known today as a third-party/hatted contractor with Syncrude.

What does the term service provider mean?

Any organization that performs a service or provides a contracted workforce to Suncor. Also known as supplier or vendor.

Getting support

- **Mobilizing new Statement of Work (SOW) contractors.** Starting January 3, 2024 our Contractor Onboarding Support team will offer support to Syncrude service providers working with Suncor in the RMWB region. This team should be your first point of contact for questions about SOW contractor mobilization errors or delays.

More information about this team and how to contact them can be found [here](#).

- **Suncor procurement process / training questions.** Our Supplier Enablement team is the right team to reach out to for questions about Suncor's procurement processes and training questions or resolving purchase order or invoice transaction errors within SAP Fieldglass.

Contact supplierenablement@suncor.com.