



Syncrude's transition to Suncor's procurement processes SOW Contractor learning – FAQs

As part of the Suncor and Syncrude integration, Syncrude sites will adopt the Suncor contractor onboarding process including SOW contractor learning.

Why is this important?

The integration of our contractor learning process ensures that Statement of Work (SOW) contractors (known today as a third-party/hatted contractor) with Syncrude are well-prepared and compliant before commencing their work, contributing to a safer and more efficient work environment across our sites.

As part of the integration, Syncrude's Contractor Learning Academy will be replaced by the Suncor's Learning Management System effective January 3, 2024.

Important deadlines

SOW contractors are encouraged to complete their training on Syncrude Learning Academy by December 30, 2023.

- SOW contractors can continue to view, download and print their learning history until December 30, 2023.

As of January 3, 2024 SOW contractors at Syncrude sites will complete all training using Suncor's Learning Management System (LMS).

- Access to Syncrude's Contractor Learning Academy will no longer be available as of December 30.

No training history will be migrated from Syncrude to Suncor.

- Service providers should inform their existing SOW contractors to view, download and print all valid training certificates from [Syncrude Contractor Learning Academy](#) by December 30, 2023.
- Any training in progress should be completed by December 30, 2023. Partially completed training will need to be restarted on Suncor's Learning Management System.

What is changing for SOW contractors?

Existing SOW contractors

- **A valid Suncor Worker ID number is required** to access Suncor's LMS.
- **Download previous training certificates:** It's essential for existing Syncrude SOW contractors to download their previous training certificates before December 30, 2023 ensuring a smooth transition as systems and processes evolve. Refer to [view download and print course certificates](#) for more information (not available in French).
- **On demand training:** Most existing SOW contractors have met their training requirements. If an existing contractor has additional training needs after December 30, 2023 they will complete it using the [Suncor Learning Management System](#).

New or reactivated Syncrude SOW contractors

- **Suncor's training process applies to Syncrude sites:** Effective December 31, 2023 new SOW contractors, as well as those who previously held a contract at a Syncrude site, will adopt Suncor's contractor learning process. Service providers will provide their workforce login instructions to access Suncor's Learning Management System.
- **Badge ID issuance:** A Suncor Worker ID number is issued by email and is required to access Suncor's Learning Management System.

In this document

- [Why is this important?](#)
- [Important deadlines](#)
- [What is changing for SOW contractors?](#)
- [Resources](#)
- [Getting support](#)
- [Frequently asked questions](#)

Resources

- [Contractor orientation and training](#) on Suncor.com
- [Accessing the Contractor Portal](#) quick reference guide
- [Accessing the Workday Mobile App \(for iPhone/iPad and Android\)](#) quick reference guide
- [Contractor Onboarding Support team FAQs](#)
- [Syncrude SOW contractors badge FAQs](#)
- [Syncrude supplier onboarding information portal](#)

Getting support

For Suncor LMS access issues or to search help topics visit the [Contractor Support Center](#)

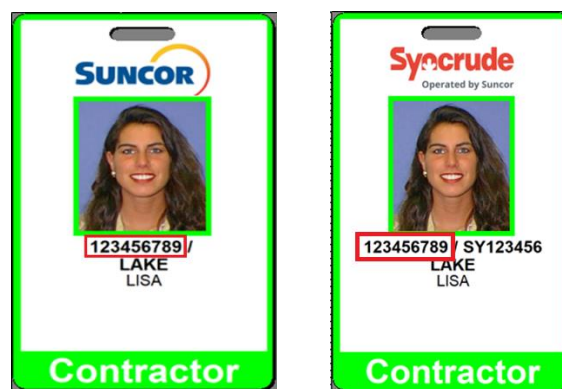
Frequently asked questions

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.

Why is it important for Syncrude SOW contractors to download certificates before December 30, 2023?

SOW contractor training history will no longer be accessible on Syncrude Learning Academy after December 30, 2023.

Can a supplier download completed course history/certificates from Syncrude Learning Academy on behalf of a SOW contractor?

No. Only a SOW contractor can download their own completed course history.

If a Syncrude SOW contractor does not download their training certificates from the Syncrude Learning Academy by December 30, 2023 what should they do?

Effective January 3, 2024, Suncor's Contractor Onboarding Support team that currently supports suppliers at Suncor sites in the RMWB region will extend their support to suppliers that are onboarding to Syncrude. This will be the team you will contact after January 3, 2024 if a training certificate is required. More information about how to contact this team can be found in [this FAQ document](#).

Do Syncrude SOW contractors need a copy of their Syncrude training history when they arrive on site?

After January 3, 2024 SOW contractors will not be required to show their training history when they arrive on site.

- It is expected that all SOW contractors have completed all required training before starting work.
- Site security teams can validate required learning requirements or exception training (i.e., regional Suncor training) completed in Suncor's Learning Management Systems.

However, as a precaution during this transition we recommend **current contractors** download a copy of completed training certificates from Syncrude Learning Academy by December 30, 2023 in case they are asked to confirm completions.

Do vendors 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.

With the introduction of Suncor's training program, will existing Syncrude SOW contractors be required to complete additional training?

Existing contractors will only need additional training if it is required to complete their scope of work.

Will Syncrude SOW contractors be issued a Suncor badge ID#?

Please review [this FAQ document](#) for more information about our badge transition strategy.

Do 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.

How will new SOW contractors access the required training?

As part of onboarding, the administrator from the SOW contractor's organization will provide login instructions to access Suncor's Learning Management System.

Who can I contact if I have questions or need support for SOW contractor learning?

For more information and support for contractor training, visit the [contractor orientation and training page](#). Or if you are experiencing access issues, please check the [Contractor Support Center](#) for answers to common issues.

Does this change impact embedded contractors?

No. As embedded contractors are engaged as a contractor reflected in Suncor's organizational chart, they will follow the Suncor employee process to complete required training.

What does the term service provider mean?

Any organization that performs a service or provides a contracted workforce to Suncor.