

Suncor supports shared space for non-profits

Helping the community collaborate: that's why the Suncor Energy Foundation is supporting the Jerry Forbes Centre for Community Spirit.

The foundation's \$500,000 donation to support the Jerry Forbes Centre is part of Suncor's priority to cultivate community leaders. Supporting professional development of non-profit and Aboriginal community leaders will help our communities grow and thrive.

Known as a 'shared space,' the Edmonton-based centre will be a 6,300 square metre (70,000 square foot) building that can house more than 20 charities and non-profit organizations.

In a shared space, non-profit organizations can collaborate and share resources while sharing the costs of administration, rent, utilities and other



John Prusakowski, left, presents a \$500,000 cheque on behalf of Suncor to Gord Whitehead from the Jerry Forbes Centre for Community Spirit in June 2012.

overhead costs. Ultimately, it allows organizations to focus on the work they do for the community, rather than worry about competing for operational funds and other resources.

"In the end, it is not really just about Suncor's support for this initiative, but about everyone – corporations, government and community – coming together to support the non-profit sector, enabling them to do their work today and

well into the future," said Suncor's John Prusakowski, VP Edmonton refinery, at the announcement event in June 2012.

"We hope with our support, other companies will come on board to support the centre and make it truly a great centre for non-profit collaboration, innovation and leadership."

The centre is expected to be open for business in 2014.

With OWLS, all eyes are on safety



An OWLS observation in action.

Have you ever stood on a chair to reach something, instead of getting a proper ladder or stepstool? If you did this at Suncor's Edmonton refinery, chances are, a co-worker would spot you and encourage you to find a safer way.

Employees make it their mission to look out for the safety of co-workers, using a process called Observing Work Life for Safety (OWLS). This process has evolved over 16 years at the refinery.

"By observing our daily routines, we can celebrate safe behaviour and do something about at-risk behaviour," says Tim Carmichael, process operator and OWLS facilitator at the refinery.

OWLS is an employee-driven initiative rather than a formal part of the Environment Health & Safety (EHS) department. Tim leads a steering committee of 12 frontline people who manage the observation process, and 85 per cent of on-site employees are trained OWLS observers.

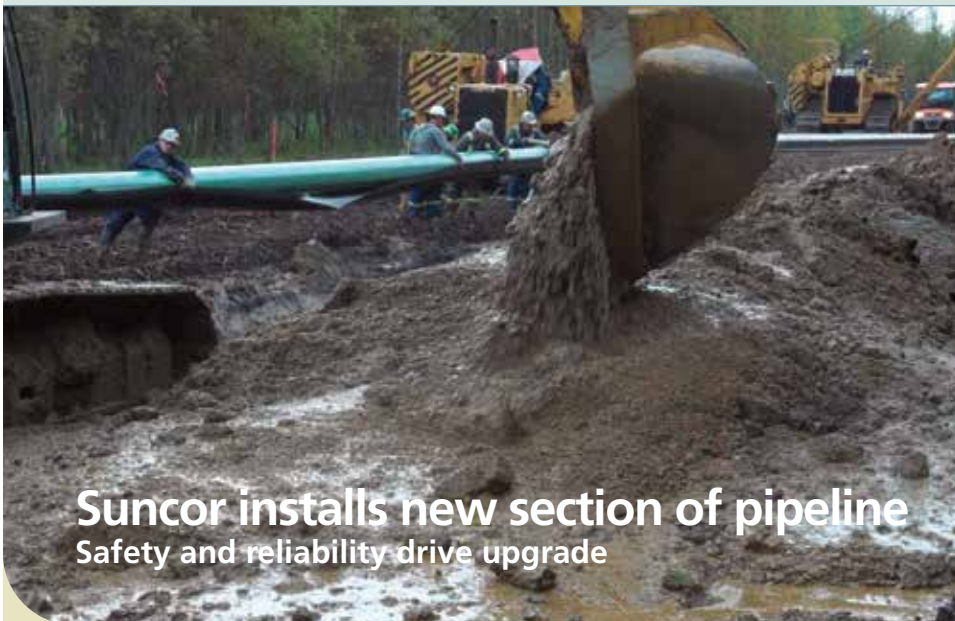
The aim is to have observations occur daily throughout the refinery, at a contact ratio of one-to-one or better. A typical month might see more than 100 people perform peer-to-peer observations with the 730 on-site workers during their daily work.

"The idea is to have a positive conversation about safety, not point fingers about doing something wrong," Tim explains. "It's about workers caring for workers."

Observer feedback on at-risk behaviour might be as simple as reminding workers about proper protective gear, such as earplugs. Other times, Suncor might need to make physical changes to equipment.

All observation cards go into an OWLS database and the results are shared with EHS and the Joint Health and Safety Committees. This allows Suncor to be proactive about reducing trending at-risk behaviour.

"OWLS observations help decrease our recordable injury frequency," says Tim. "It's all part of making sure every worker goes home safely each day."



Suncor installs new section of pipeline

Safety and reliability drive upgrade

Suncor Energy Logistics Corporation (SELCO) has replaced 7.5 kilometres (4.7 miles) of its Oil Sands Pipeline. Located halfway between Fort McMurray and Edmonton near Wandering River, the replacement has an expected design life of 50 years.

As project engineer Carl Lam notes, "This new pipe section will help to achieve our goal of ensuring safe, reliable low-cost transportation for our commodities past the middle of the 21st century."

The new pipe has a thicker wall of steel than the original pipe and is coated with a material that deters corrosion.

Crews prepare to install the new Oil Sands Pipeline replacement section near Wandering River, Alta.

It also complies with current Canadian Standards Association (CSA) code for the pipeline industry. A CSA stamp of approval shows that a product has been examined and tested for safety and dependable performance.

The new pipe was installed using a combination of traditional trenching and horizontal directional drilling. The live tie-in was completed in mid-October. Depending on the season, between 5,300 and 5,500 barrels per hour of sweet or sour synthetic or diesel flows through the pipe.

"SELCO will continue to regularly implement a robust inspection plan for the entire pipeline. This diligent testing helps ensure continued reliable, safe service to our oil sands operation," says pipeline integrity manager Doug Waslen. The ongoing testing also helps Suncor make sure that wetlands, wildlife, ecosystems, drinking water and people are protected.

Employees support those in need

In October, a team of Suncor employees spent a morning at Bissell Centre as part of the Suncor Edmonton area United Way Day of Caring. The group helped serve a luncheon meal for inner city community members and spent some time in the Early Childhood Development Program Centre. It was a great opportunity for the group to make a positive difference to the poverty in Edmonton's inner city.

For several years, Suncor has provided NOMEX protective coveralls, winter jackets and vests (as well as used work boots) to Bissell Centre for their Casual Labour program. Recently, Suncor provided Petro-Canada gas cards to Bissell Centre following flooding in their building that temporarily closed their kitchen, food storage, child care and community closet rooms. The fuel allowed them to transport food back to their facility from other kitchens around the city, and to pick up an increased amount of donations.



Suncor employee Lillian Small snuggles an infant at the Edmonton Bissell Centre Early Childhood Development Program Centre.

Who you gonna call? The UPDATEline

Call the UPDATEline (1-866-653-9959) if you notice, or are curious about, any unusual industry activity in Sherwood Park or east Edmonton.

Take the oil sands tour

Despite what you may have heard from anti-oil sands campaigners, what happens in Alberta's north is not a secret we're trying to keep. It's quite the opposite, really.

Not only do we welcome and encourage visitors, we also work with Fort McMurray Tourism to offer guided bus tours of our oil sands operations from late May through September. Anyone, from foreign dignitaries to tourists passing through the province, can visit oil sands production sites. We believe that by visiting, people will see not only the effect of oil sands development but also the enormous economic and engineering achievement that it represents for Canada.

Our hope is that visitors will take away a first-hand understanding of the contribution our sector is making to

keep the wheels of transport turning across North America, and also our efforts to reduce development impacts on Alberta's environment.

But we understand that not everyone can make it to the oil sands in person. That's why we also offer a virtual tour on our website. To get a glimpse into the inner workings of our oil sands site, go to suncor.com/videos and select Oil Sands Tour.

As of November 2012, Suncor guided 3,393 individuals on 155 tours through our oil sands sites. We are hoping to host more visitors in 2013. Notable attractions include:

- an opportunity to visit the Oil Sands Discovery Centre where you can experience the story of the oil sands from the driver's seat of a 150-tonne truck
- the Aurora Borealis, nature's free light show, which we think beats anything Las Vegas can offer



Oil sands site tours are readily available for those who can (and can't) make the trip.

- reclamation in action, where the former site of a tailings pond is being transformed into a mixed wood forest and small wetland.

So when you consider your summer travel plans, don't discount heading to the Fort McMurray area.

To book your oil sands tour, go to fortmcmurraytourism.com/tours.

Canada's Oil Sands Innovation Alliance launched

Canada's Oil Sands Innovation Alliance (COSIA), publicly announced in March, isn't the first industry organization formed to address the environmental challenges of oil sands development, but it does promise to be different than anything we've seen yet.

Founded by Suncor's president and CEO Steve Williams and the leaders of 13 other like-minded oil sands companies, COSIA represents an unprecedented level of collaboration for the industry.

It builds on advancements made by other industry and research development associations, including the Oil Sands Leadership Initiative, the Canadian Oil Sands Network for Research and Development, the Oil Sands Tailings Consortium, and the Petroleum Technology Alliance of Canada. And with multiple companies and associations coming together in this manner, barriers to funding, intellectual property and human resources should be eliminated.

Aside from the magnitude of collaboration, COSIA is different on a few other fronts:

- Oversight of COSIA and work on its focus areas of tailings, water, land and greenhouse gases will come directly from oil sands industry chief executives, who have a knack for getting things done.
- COSIA is a single organization with a clear line of sight to performance improvements, including yet-to-be-determined performance goals for each of the focus areas.
- COSIA will enable industry players to work together to avoid duplication of effort, share collective expertise and build on one another's successes to improve environmental performance and the pace of performance delivery by the industry.
- COSIA also provides better access to key industry players for anyone with ideas or potential solutions for advancing performance in the focus areas.

While COSIA can't claim to be the first organization created to tackle the environmental impacts of oil sands development, we think it is well positioned for success.

For more on COSIA, check out their website at cosia.ca.



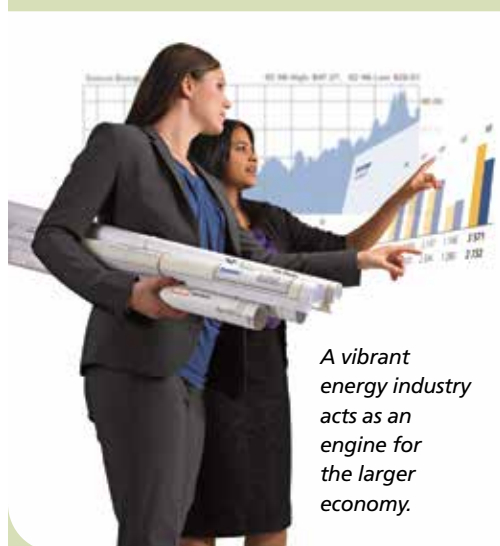
Steve Williams, Suncor's president and CEO, helped launch the alliance March 1 in Calgary.

Photo: COSIA

What do you think of In Your Community?

Please share your thoughts via the attached postcard or online at suncor.com/inyourcommunity

We're in it for the long haul



A vibrant energy industry acts as an engine for the larger economy.

Suncor has been working hard to develop energy resources in a way that creates social benefits for our communities, improves environmental performance and generates economic growth:

"If too much emphasis is put on short-term economic gain at the expense of promoting strong communities or a healthy environment, long-term economic costs are almost certain to occur," said Steve Williams, Suncor's president and CEO, in the 2012 Report on Sustainability.

"The economic wealth generated by responsibly developing this resource base provides today's social benefit of good jobs and government revenues – while also generating the investment capital needed to help realize tomorrow's environmental technologies and new energy sources."

The benefits of Suncor's success are reflected in these 2011 numbers:

- Paid \$2.27 billion in royalties. We also paid income taxes of approximately \$900 million to governments in Canada and internationally.
- Capital and exploration expenditures totalled \$6.9 billion in 2011, compared to \$6.0 billion in 2010.
- Our combined spending on goods and services was almost \$10.9 billion.
- We have more than 11,000 vendors spanning all provinces, Northwest Territories, Yukon, the United States and 43 other countries.
- The range of goods and services is extensive and includes heavy equipment, drilling, construction, engineering, environmental services, trucking, chemicals, electrical, and hospitality services.

For more information on Suncor's 2011 results, go to suncor.com/sustainability.

OSQAR celebrates a milestone

Suncor's Oil Sands Question and Response (OSQAR) e-newsletter and blog marked a significant milestone when it published its 100th edition on Sept. 5. To celebrate this achievement we:

- held our first-ever OSQAR live text chat. Hosted on our OSQAR blog, panelists Gord Lambert, Suncor's vice president, sustainability; Ed Whittingham, executive director, Pembina Institute; and David Layzell, executive director, Institute for Sustainable Energy, Environment and Economy; and professor, department of biology, University of Calgary, were on hand to take questions from our readers on oil sands development. To read the chat history, go to osqar.suncor.com/osqar-live-chat.html.

- announced an official OSQAR app. Coming soon for all mobile devices, this new app will make it easier to read OSQAR on the go as well as explore video and photo content related to the oil sands. Watch the OSQAR blog at osqar.suncor.com for details on how to get 'OSQAR to go' for your mobile device.

- produced a special OSQAR video. Go behind the scenes with the OSQAR team for a tongue-in-cheek look at how each edition is planned, written and published. To view the video, go to osqar.suncor.com/a-milestone-for-osqar.html.

OSQAR's popularity has grown since the first edition was launched in April 2010. The e-newsletter now has more than 2,000 subscribers and the blog, launched



OSQAR published its 100th edition on Sept. 5, 2012.

in June 2011, attracts about 1,125 readers per week.

Here's what's in store for the next 100 editions: We'll continue tackling controversial oil sands development topics. We'll also continue inviting others to contribute through guest columns, as we believe offering a variety of perspectives facilitates knowledge and encourages fact-based dialogue.

To subscribe to OSQAR, log on to osqar.suncor.com/subscribe.html.

Sign up at www.suncor.com/emailalerts to be notified when new *In Your Community* newsletters are available online

This publication contains forward-looking statements identified by words like "expected," "anticipate," "estimate," "plan," "schedule," "goal," "propose," "target" and "strategy". All statements that address expectations or projections about the future, including statements about our strategy for growth, costs, schedules, production volumes, operating and financial results and expected impact of future commitments, are forward-looking statements. These statements are not guarantees of future performance and involve a number of risks and uncertainties, and actual results may differ materially from those expressed or implied. Suncor's Earnings Release, Quarterly Report and Management's Discussion & Analysis for the third quarter of 2012 and its most recently filed annual information form/Form 40-F, annual report to shareholders and other documents it files from time to time with securities regulatory authorities describe the risks, uncertainties, material assumptions and other factors that could influence actual results and such factors are incorporated herein by reference. Copies of these documents are available without charge from Suncor at 150-6 Avenue S.W., Calgary, Alberta T2P 3Y7, by calling 1-800-558-9071, or by email request to info@suncor.com or by referring to the company's profile on SEDAR at www.sedar.com or EDGAR at www.sec.gov. Except as required by applicable securities laws, Suncor disclaims any intention or obligation to publicly update or revise any forward-looking statements, whether as a result of new information, future events or otherwise.