



**Contract Worker
Orientation Requirements for
Site and Area Access**

June 2021

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1. **Background and Intent**

Through the Contractor Safety Task Force, Syncrude determined a number of gaps in our safety practices for employees and contract workers. Part of this included contract workers onboarding. We identified:

- Gaps in the way this was conducted.
- Inconsistencies between the knowledge workers were receiving for the broader site.
- Lack of area specific training where the workers spend their time.

The intent of the revised onboarding is to provide the following:

- A welcome for contractors to the Syncrude Family to ensure they know that they are valued members of the team.
- An interactive experience to keep the learner engaged while informing and preparing the workforce.
- A consistent Site Orientation outlining the safety rules and expectations any individual needs prior to arriving on site.
- Area Specific information which highlights the hazards and what workers need to know to safely and effectively perform work in the specific area(s) where they are assigned.

This Communication Package is intended to identify and clearly communicate the changes, expectations and accountabilities to the key stakeholders to ensure implementation and sustainment are successful.

2. **What Has Changed?**

We work in a complex and challenging environment, which makes it critical that contractors arrive on site with the appropriate knowledge of the hazards and safety requirements at Syncrude. The new Onboarding requirements are broken into two different pieces.

1. **Site Access Orientation:** This training is required for every contract worker and must be completed before they start work at Syncrude.
2. **Area Specific Orientation:** These courses are broken down by area and are only required to be completed if an individual will be working in the specific area(s) at any of our operating locations. This training is required for all contractor workers performing field work in a specific operating area.

Area Specific requirement determination

Vendors need to determine which Area Specific course is required based on the work scope. Consult with the Syncrude agreement owner for clarification if needed. Please have workers complete any required Area Specific Orientation(s) ahead of time if the area of work is known. Vendors are responsible for ensuring their employees have completed the appropriate Syncrude Area Specific Orientation(s) and retain verification of worker training completion. Area Specific courses are available for the following functions:

- Upgrading
- Extraction
- Mining
- Tailings and Lease Development

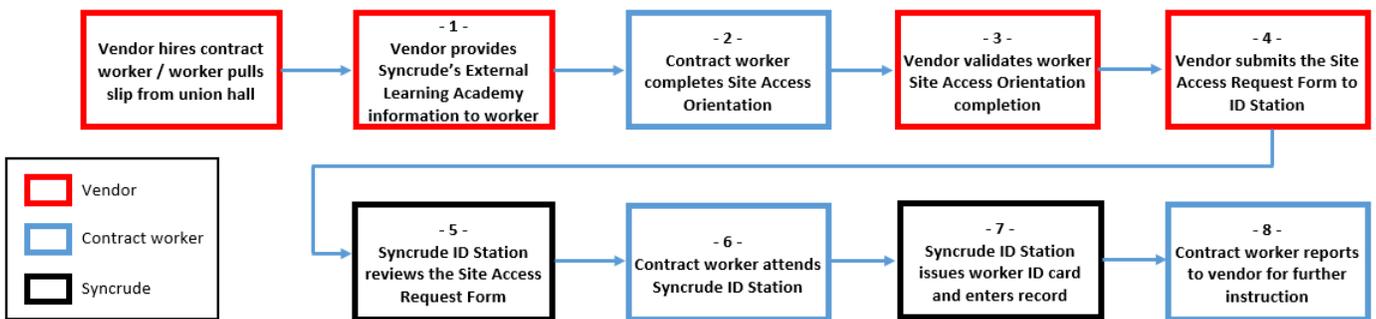
A. Overview of Changes

From (Current Process)	Process or What is Changing	To (New Process)
Syncrude provides a Job Specification to the vendor when starting a new agreement on site which identifies the requirement to review the Syncrude BSO (Basic Safety Orientation) Supplemental.	Job Specification edit <i>What is a Job Specification: indicates how the vendor is required to function at site. Different aspects of Camp, safety, training, etc. Important information about performing work on Syncrude site.</i>	Effective July 12: The Syncrude BSO Supplemental review requirement is replaced with the Syncrude Site Access and Area Specific Orientation requirements in an updated Job Specification.
Syncrude provides the Syncrude BSO Supplemental package to the vendor to include in their own orientation for workers.	Syncrude BSO Supplemental is eliminated and replaced with Site Access Orientation	Effective July 12: Syncrude BSO Supplemental will no longer be accepted. Incoming contract workers will need to complete Syncrude Site Access and applicable Area Specific Orientation(s) through the Contractor Learning Academy.
Vendors are required to include Syncrude’s BSO Supplemental package with their own orientation to workers.	How workers receive orientation	Effective July 12: Syncrude has provided access to the Contractor Learning Academy to all vendors. Vendor will provide instructions that all workers are to complete the online Syncrude Site Access Orientation prior to coming to site. *Note: Current contractor workers on site are not required to complete the updated Orientation, however, it is highly recommended that they do.
No Area Specific Orientation	Area specific orientation is required before accessing the work area. Addition of Area Specific Orientation Confirmation Form.	Effective July 12: Area Specific Orientation has been created for the Upgrader, Extraction, Tailings and Lease Development, and Mining areas; all workers who will be working in one or more of these areas are required to complete the applicable Area Specific Orientation prior to working in the area. It is the responsibility of the vendor to determine which (or if) Area Specific Orientation is required, based on their job scope. If unclear, confirm with the agreement owner. Vendor submits the Area Specific Orientation Confirmation Form to identify the Area Specific Orientation(s) completed and when.

<p>Vendor presents the Syncrude BSO Supplemental so validation is not required.</p> <p>Vendor submits the Site Access Request Form to the Syncrude ID Station.</p>	<p>Vendor requires a process to verify Syncrude Site Access Orientation.</p> <p>Site Access Request Form edit</p>	<p>Vendor develops and uses their own process to validate that appropriate orientation has been completed by the worker prior to deployment.</p> <p>Vendor retains a copy of the training verification and submits the updated Site Access Request Form to the Syncrude ID Station identifying the date that the Site Access Orientation is completed.</p> <p>Attesting (verifications) will be conducted to validate that new workers are completing Site Access and Area Specific Orientations.</p>
<p>No documented requirement to review the Syncrude BSO Supplemental with workers returning after being away from site for any duration.</p>	<p>Requirement for workers who <u>have already</u> completed Site Access and Area Specific Orientation to retake the orientation if they have been away from site for a period of 18 months and return</p>	<p>Effective July 12: A worker returning after they have been away from Syncrude site for 18 months or more will be required to complete the Syncrude Site Access Orientation and applicable Area Specific Orientations again.</p> <p>NOTE: A worker returning after being away from Syncrude site for less than 18 months will be required to complete the Syncrude Site Access Orientation and applicable Area Specific Orientations if not previously completed.</p>

B. Process Changes

Site Access Orientation – Workflow



1. Vendor provides Syncrude’s External Learning Academy information to worker

Based on their own internal process, the vendor will provide details to each new worker on how to log into Syncrude’s External Learning Academy to complete the Site Access Orientation.

2. Contract worker completes Site Access Orientation

Using the External Learning Academy login details, each worker must complete the online Site Access Orientation course.

3. Vendor validates worker Site Access Orientation completion

It is the responsibility of each vendor to verify that all required onboarding training has been completed and retain a copy of the verification for attesting purposes. The vendor will use their own internal process for this.

4. Vendor submits the Site Access Request Form to ID Station

The vendor completes the updated Site Access Request Form, indicating completion of Site Access Orientation (including date completed) and submits it to the Syncrude ID Station.

5. Syncrude ID Station reviews the Site Access Request Form

Site Security will review each form received and validate that the Syncrude Site Access Orientation completion has been indicated for the worker, prior to issuing the Syncrude ID.

6. Contract worker attends Syncrude ID Station

At the Syncrude ID Station, the contract worker shows a government issued photo ID and proof of Common Safety Orientation (Energy Safety Canada) or Basic Safety Orientation (OSSA) completion.

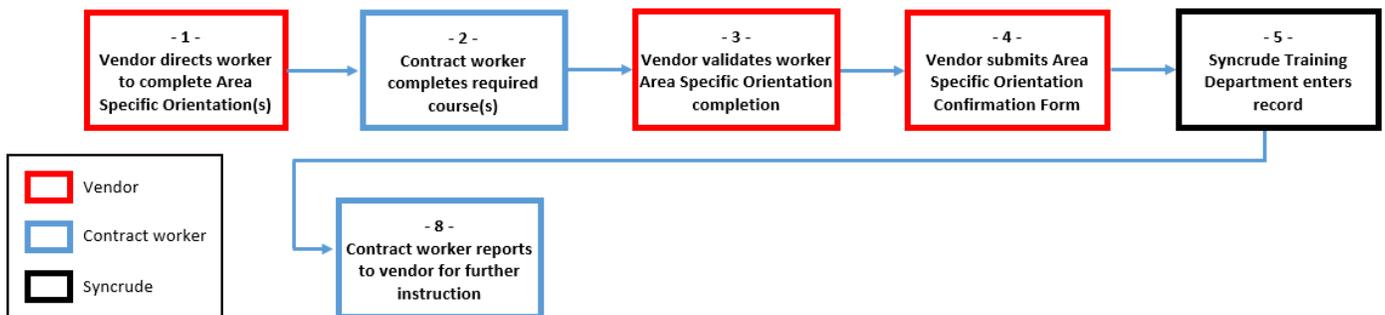
7. Syncrude ID Station issues worker ID card and enters record

Once the contract worker has their photo taken, they are issued a personal ID card for access to Syncrude site. Syncrude Security personnel will enter the training information into SIS.

8. Contract worker reports to vendor for further instruction

The vendor representative provides instructions for next steps to start work.

Area Specific Orientation – Workflow



1. Vendor directs worker to complete Area Specific Orientation(s)

When the contract worker is required to complete an Area Specific Orientation based on the work scope, the vendor directs the worker to complete the required course(s) through Syncrude’s External Learning Academy. This can be done at the same time as the Site Access Orientation instruction.

2. Contract worker completes required course(s)

Contract worker accesses their profile in Syncrude’s External Learning Academy and completes the required Area Specific Orientation course(s).

3. Vendor validates worker Area Specific Orientation completion

It is the responsibility of each vendor to verify that all required Area Specific Orientation courses have been completed and retain a copy of the verification for attesting purposes. The vendor will use their own internal process for this.

4. Vendor submits Area Specific Orientation Confirmation Form

Any Area Specific Orientations completed are to be captured using the Area Specific Orientation Confirmation Form which must be emailed to ContractorLearning@syncrude.com.

5. Syncrude Training Department enters record

Syncrude Corporate Training will enter the completed training information into SIS.

6. Contract worker reports to vendor for further instruction

The vendor representative provides instructions for next steps to start work.

Area Specific Orientation Reimbursement

Syncrude will reimburse up to 30 minutes for required Area Specific Orientation completed off site, **not** for Site Access Orientation.

Note: The only exception is for contract workers under any collective agreements where orientation is not paid.

The following information identifies how to obtain the reimbursement:

- CDMS Vendors
 - Submit the 30 minutes as an 'Orientation' override
 - Charge the first cost object (work order (WO), network activity (NWA) or cost center) the contract employee charged his/her labour hours
- Non CDMS Vendors
 - Submit the 30 minutes orientation as part of the contract employee time on the invoice
 - Charge the first cost object (WO, NWA or cost center) the contract employee charged his/her labour hours

Any subsequent Area Specific Orientations required, should be completed on site during actual time paid by Syncrude.

3. Accountability of Vendors

A. Setting you and your workers up for success

It's important that Syncrude vendors are aligned with the value of onboarding and how it contributes to the reduction of incidents. There are a number of expectations which Syncrude requires from our contractor partners through this onboarding process. It is the responsibility of the vendor to:

- Identify which onboarding course(s) need to be completed by each worker, based on their Syncrude site work location and to inform the worker that a copy of the training verification is required. If unclear, confirm with the Syncrude agreement owner.
- Ensure your company has identified and developed its own internal verification process to check that onboarding has been completed. Submit the Site Access Request Form and Area Specific Orientation Confirmation Form, if applicable, for each worker.

- Retain a copy of worker’s Site Access and Area Specific Orientation verification for each individual working on Syncrude site. Vendors must develop their own internal record retention process.

B. Existing Contract Workers

It is not a requirement for current site contract workers to complete the new Syncrude Site Access or the Area Specific Orientation for the area that they are currently working, but it is highly encouraged and recommended. If being moved to another area, the applicable Area Specific Orientation must be completed.

If a worker is away from Syncrude site for 18 months or more, they must complete the Site Access and Area Specific Orientation to be granted site access again. Workers that have only completed the Syncrude BSO Supplemental will be required to complete the Syncrude Site Access Orientation and applicable Area Specific Orientation(s) upon their return to site regardless of the duration away. A worker’s onboarding training, completed through the Contractor Learning Academy, will remain effective until after they have been away from site for 18 months. This timeframe aligns with the Short Service Worker Program requirements. After an individual graduates from the Short Service Worker Program, they become a Site Safety Mature Person.

For more details about the Short Service Worker Program, please reference details on Syncrude’s online Safety Repository (<https://syncrudecentral.ca/Safety>).

4. New Onboarding: Site Access and Area Specific Orientation

Here’s a breakdown of the two training experiences that workers can expect to see:

Site Access Orientation Content Overview	Area Specific Orientation Content Overview
Welcome to Syncrude	
Working During a Pandemic (including protocols)	
Introduction to Syncrude <ul style="list-style-type: none"> • Syncrude Operations • Executive Welcome • Indigenous Relations 	Area Introduction <ul style="list-style-type: none"> • Overview of Area • Management Welcome
Environmental Management <ul style="list-style-type: none"> • Wildlife / Bear Awareness • Waste Management • Spill Management 	
Expectations for Working at Syncrude <ul style="list-style-type: none"> • Operational Discipline • Safety Vision • Hazard recognition tools • Respect in the Workplace • Site Access and Security • Fitness for Work • Business Conduct 	
Your Role in Safety	Your Role in Safety

<ul style="list-style-type: none"> • Personal Commitment to Safety • Your Safety Rights (OH&S) • Safety Interventions • General site rules video • Life Saving Rules • Housekeeping • Slips, Trips and Falls • Working at Heights • Line of Fire • PPE Requirements • Electronic Devices • Flagging and Tagging • Scaffold Tags • Vehicle Operation at Site 	<ul style="list-style-type: none"> • Permitting • Area specific PPE requirements
Know the Hazards <ul style="list-style-type: none"> • General hazards and controls 	Know the Hazards <ul style="list-style-type: none"> • Hazard Identification • Area Specific hazards and controls
Emergency Response	Radio Information
Incident Reporting / Personal Injury	Incident Reporting / Personal Injury
Conclusion (with reference to Syncrude’s Safety Repository)	Conclusion (with reference to Syncrude’s Safety Repository)

5. Process for accessing online learning

Accessing updated onboarding via the **Contractor Learning Academy, located on [Syncrude.ca](https://www.syncrude.ca)**

- [Contractor Learning – Syncrude](#) or
- <https://www.syncrude.ca/our-company/contractor-learning/>

As communicated earlier in 2021, contractors will now access learning through the new Contractor Learning Academy; this includes the Site Access and Area Specific Orientation courses.

Part of setting you up for success is using a platform that works for you. Syncrude is using the web-based Contractor Learning Academy, which means that onboarding can be taken on-demand, and is accessible anytime from anywhere.

Onboarding training can be accessed and completed on a mobile device, tablet or computer.

The Process is as follows:

1. Contractors have a discussion with their leader or Contract Admin to determine what onboarding training is required per the Syncrude Contract.
2. Go to <https://www.syncrude.ca/our-company/contractor-learning/> to access the Contractor Learning Academy.
3. Access the Contractor Learning Academy with a personal or company device.
4. Scroll down and click on the red “Login” button

5. Each worker creates their own Contractor Learning Academy account with a personal or work email address. Enter the required information and click on “Sign Up Now.”
6. Accept the terms and conditions
7. Enroll/register in any required onboarding courses.
8. Additional resources and “How to Guides” are located on Syncrude.ca through the link above.

Note: When registering or logging in, you may need to select “External Members” at the initial screen.

Vendors are responsible for ensuring:

- Their employees have completed all required Syncrude site specific training.
- That they are able to provide proof of training.
- Their workers arrive at site with all other applicable safety and training qualifications that are not Syncrude specific.

For any other contractor training related questions, please reach out to ContractorLearning@syncrude.com.

6. Frequently Asked Questions

Q: What is the Contractor Learning Academy?

A: It is for third party external contractors only. Syncrude leaders and employees do not have access to the Contractor Learning Academy.

- The Contractor Learning Academy can be accessed by visiting www.Syncrude.ca
- A new Contractor Learning Page has been created under the “Our Company” drop-down list to provide resources and access for third party contractors. Click the LOGIN button to access
- Here’s the link: www.syncrude.ca/our-company/contractor-learning/

Syncrude’s learning systems in WebCAT and Tracker.Net was replaced with a new learning management system, effective April 5, 2021. This change enables contractors to:

- Register themselves into classes
- Complete their online courses from a personal or company device
- Have direct access to their training information
- Download, print or visually show their employer their completed training records

The benefits of this change include:

- Placing contractor training information directly in the hands of the contractor
- Improving the timing for contract companies working with their employees to register for and attend Syncrude required training

Q: Who can I contact if I have questions about Contractor Onboarding with either Site Access or Area Specific Orientation?

A: For any contractor training related questions, please reach out to ContractorLearning@syncrude.com.

Q: I'm having technical issues logging into the Contractor Learning Academy. What now?

A: Help is available. A number of resources and guides are available on Syncrude.ca ([Contractor Learning – Syncrude](#)). Additionally, you can email ContractorLearning@syncrude.com

Q: Are workers returning to site after being away required to complete the Site Access or Area Specific Orientation?

A: Workers that have only completed the Syncrude BSO Supplemental will be required to complete the Syncrude Site Access Orientation and applicable Area Specific Orientation(s) upon their return to site regardless of the duration away. A worker that has previously completed the Orientations through the Contractor Learning Academy and returning will be required to re-do the courses only after they have been away from site for 18 months or more.

Q: Are workers changing to a new company required to complete the Site Access or Area Specific Orientation?

A: Workers that have only completed the Syncrude BSO Supplemental will be required to complete the Syncrude Site Access Orientation and applicable Area Specific Orientation(s) when switching to a new company. A worker switching to a new company, who has previously completed the Orientations through the Contractor Learning Academy, will not be required to re-do the courses unless they have been away from site for 18 months or more. Note: the vendor will need to obtain a copy of the training verification from the worker for their records.

Q: Are existing workers required to complete the updated Site Access or Area Specific Orientation?

A: It is not a requirement for current site contract workers to complete the new Syncrude orientations, but it is highly encouraged and recommended.

Appendix A – Site Access Request Form



REQUEST FOR SYNCRUDE SITE ACCESS

Revised: 21-JUN-2021

COMPLETE & SEND TO:

Syncrude Mildred Lake & Aurora: ldstation@syncrude.com (Phone: 780-790-2258, 780-790-4317, or 780-790-5769)
 Edmonton Research Center (ERC): SyncrudeSecurityERC@syncrude.com (Phone: 825-409-7099)
 Suncor Energy Center (SEC): SyncrudeSecuritySEC@syncrude.com (Phone: 403-385-2400)

(A) ACCESS REQUIRED : Mildred Lake & Aurora Edmonton Research Center (ERC) [Off Site Worker] Suncor Energy Centre (SEC) [Off Site Worker] Hardin Building
 Other (please provide): _____

(B) ACCESS REQUEST TYPE: *** **Must** provide DOB for all workers. **Must** provide Syncrude Worker ID Number for all returning workers.
 REHIRE Site Access NEW HIRE Site Access REACTIVATION (Off Site <90 Days) TEMPORARY Site Access [Off Site Worker] (end date required)

(C) AGREEMENT / PO # **(D) CONTRACTOR COMPANY:** **(E) NAME OF SUB CONTRACT COMPANY (if applicable):**

(F) AGREEMENT TYPE: Service Agreement Service PO Qualified Carrier Union Representative (with LR approval) Other (additional approvals may be required)

(G) This access request must be signed by Authorized Representative of the Contract Company or a Syncrude DOAG PR02 - PR07

- The below listed individuals are active employees of the listed company, or employed by a subcontractor performing work for Syncrude under the above quoted contract. Contractors of Syncrude are responsible for all of their own workers and workers of their subcontractors listed below while present at or performing work on this site and must ensure that workers follow all rules that apply to contractors, including OSHA training and mandatory alcohol & drug testing prior to access.
- Termination forms must be sent to the ID station immediately upon determination that the individual's access is no longer required. Terminated badges must be returned to Security.
- Note - Contractor Reps are permitted to sign for Service Agreements and Qualified Carriers only. Syncrude Employees with DOAG PR02 - PR07 must sign for all other requests.

(H) AUTHORIZED CONTRACT REP or RESPONSIBLE SCL PERSONNEL: **SIGNATURE :** **PHONE #:**

(I) FIRST NAME (Legal)	LAST NAME	DOB (DD / MM / YY)	PREVIOUS WORKER ID	START DATE / END DATE (DD / MM / YY)	SCL LAN ACCESS REQ'D?	** RESPONSIBLE SCL LEADER / SUPERVISOR (DOAG: PR02 - PR09)	ONLINE SITE ACCESS ORIENTATION AND DATE COMPLETED (DD/MM/YY)
				to	<input type="checkbox"/> Y <input type="checkbox"/> N		<input type="checkbox"/> Y <input type="checkbox"/> N
				to	<input type="checkbox"/> Y <input type="checkbox"/> N		<input type="checkbox"/> Y <input type="checkbox"/> N
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- Original, **Valid** Photo identification must be presented to the ID Station Attendant at the time of badge creation. Accepted identification includes: Driver's License, Passport, Permanent Residency, Provincial ID Card, Canadian Citizenship, Status Card (**No other forms of identification will be accepted**).
- All persons and vehicles on company premise may be subject to search including personnel effects and contents. Refusal of search will result in the removal of the individual's site access privileges.
- Individuals must display their Syncrude Id badge at all times while on site. The badge may only be used by the person assigned to it.
- LAN accounts activations are the responsibility of the Business Area. LAN accounts can be requested using the Identity Manager application.
- ** Responsible SCL Leader/Supervisor field is mandatory for all workers. Improper names provided could result in access delays, Audit gaps and or Non Compliance Reports.

Appendix B – Area Specific Orientation Confirmation Form



Area Specific Orientation Confirmation Form

Contract Company: _____ Form Completed By: _____

Name Of Sub Contract Company (If Applicable): _____

First Name (Legal)	Last Name	DOB (DD/MM/YY)	Syncrude Worker ID Number (if known)	Area Specific Orientation Check appropriate box(es) and provide date completed (DD/MM/YY)			
				Upgrader	Mining	Extraction	Tailings & Lease Development
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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By submitting this form, the person completing it is confirming that they have verified that the identified Syncrude Area Specific Orientation has been completed by the individual(s) listed on the form. Submit the completed form to ContractorLearning@syncrude.com.