

Syncrude Canada Ltd.
Policy Manual

Community Relations Policy

Policy: Community Relations
Policy Owner: Vice President, Government & Public Affairs

Policy Statement

Syncrude believes that our long term success is grounded in conducting safe, reliable, responsible and profitable operations. Success is realized not only in the amount of oil we produce, but also in how we produce it. To us, energy is realized by providing employment and rewarding careers, by contributing to the well-being of the communities in which we live and work, and in the wealth and opportunities we share across the country. By working together with affected communities and key stakeholders, we aim to create positive energy wherever we conduct business.

Furthermore, we understand responsible development of the oil sands resource can only be achieved by maintaining the confidence and support of those directly impacted by our operations. We are committed to operating our business safely and reliably while also contributing to the quality of life of neighbouring communities. We also seek to establish meaningful long-term relationships, based on respectful engagement, consultation, collaboration and open dialogue.

Through our commitments, we will:

- Foster an environment of mutual respect in which communities and stakeholders can define the manner in which they wish to be engaged or consulted.
- Actively and regularly seek community input and feedback into how we operate our business and consider these learnings as we develop and implement business strategy.
- Create shared value and support socio-economic outcomes that are meaningful and beneficial to all parties, including employment, training and skills education, business development and community investment.
- Be accountable for our actions and responsive to the needs of local communities, ensuring interactions reflect our guiding principles of care, honesty and respect.
- Uphold the dignity of those with whom we interact, acknowledge their rights, and value diversity of culture, backgrounds, characteristics, experience, knowledge and perspectives.

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- Ensure openness, transparency and ethical conduct in all interactions and engagement.
- Share relevant and necessary information in a timely and accessible manner to promote informed decision-making and mutual understanding about projects or plans, and to proactively resolve issues or address concerns.
- Report and communicate regularly about our progress toward delivering on our commitments.

The Community Relations Policy establishes Syncrude's expectations for employees, and those working on the company's behalf, regarding engagement with affected communities and key stakeholders. It is augmented by Syncrude's Indigenous Relations Policy and further supported through corporate Program and Application Guidelines.

Definitions

Communities of Interest and Stakeholders are individuals or groups with an interest in, and influence on, or are directly impacted by, the success of the Company in delivering intended results and maintaining the viability of our products and services. These include:

External – Joint Venture Participants; a government agency, department or elected official; a media, community or non-governmental organization (NGO); local First Nations or Métis Locals; or a company that has direct impact on Syncrude's continued operation

Internal – departments, employees and contractors/suppliers

Rights are as defined under the Alberta Human Rights Act and the Canadian Human Rights Act, and reflected in the Canadian Charter of Rights and Freedoms.

Administration of Policy

This Policy will be administered directly and through the following Policies, Application Guidelines or Programs:

- Indigenous Relations Policy
- Communications Policy
- Communities of Interest Consultation Program
- [Communicating with Employees Application Guidelines](#)

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- [Community Investment Application Guidelines](#)
- Relationships with Government Policy and Application Guidelines

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