



Suncor Oil Sands - Base Plant

Web Based Training for Contractors

Web Based Training is easy to use

1. Contractors **access** the Learning Management System (LMS) and courses **through Suncor.com**
2. Contractors must have an **active Suncor badge** to login to online courses. Timely mobilization will give contractors sufficient time to complete WBT
3. All users are given an access password which is then reset by the user
4. Contractors are provided with a **list of the Suncor web based courses** they must complete
5. Contractors are asked to complete **Affirmations** for the following:
 - Personal identity verification – at time of login
 - OSSA Orientation completion – in LMS
 - Verification of the In Situ Site Safety Standard (if required) – in LMS
6. Contractors **access and complete required online courses** in Suncor's LMS



Benefits of Web Based Training

- Suncor onboards approximately 12,000 contractors per yr across Wood Buffalo. Badging, onboarding and training processes have a big impact on contractor safety and productivity and Suncor's completion costs and timelines.
- Suncor's Firebag and Drilling areas have successfully used Web Based Orientation Training for several years.
- Web based training is convenient for contractors: Courses can be taken from anywhere using a desktop or laptop computer
- Cost effective course delivery and reduced risk of training duplication
- Gate Security, Suncor Learning, Turn Around General Contractors and Contractor Coordinators are able to view course completion records to support prompt Gate Entry and other reporting needs.

Note: Individual contractors need to bring their OSSA Orientation certificate for badging at Security

Objective: Launch Contractor Web Based Training across the RMWB.

Address tool / process issues to improve Contractor & Onboarding team experience

Interim Solution – Timing Feb 22

1. Initial launch focus on Base Plant TA / MSS/ In Situ groups
2. Feb 15: Launch CSC access/password support and data capture
3. Modify Suncor.com & LMS login screens to improve user course access experience
4. Eliminate / reduce onboarding team manual password reset workload and communications
 - Use of generic password - **Safety*LMS17**
 - “One way” approach for OS & IS areas
5. Activate “Identity”, “OSSA course” and “IS Site Standard” affirmations and reporting
6. Refresh end user and onboarding stakeholder QRG’s and other support materials

Other:

- Refresh Suncor.com screens to improve wording and access to LMS
- Consistent use of Training Matrix by all areas to clearly define and communicate orientation & training requirements
- Emphasize / socialize requirement for pre-site completion of Industry

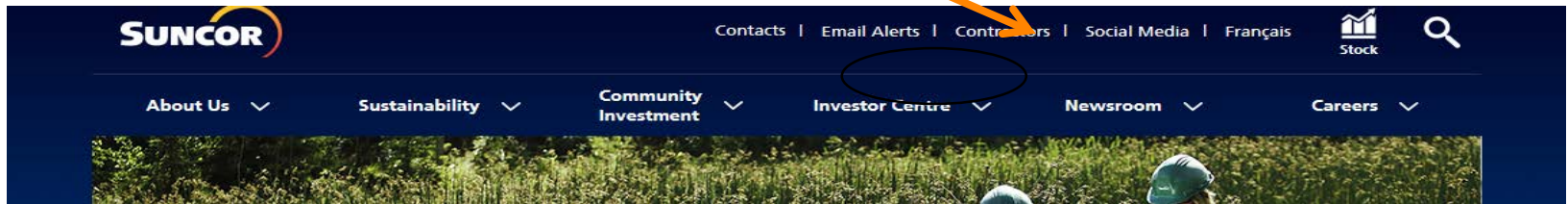
“Final” Solution – Timing June/July

1. Complete Base Plant launch to all areas
2. Go-Live with “Self-serve Password Reset”
3. Improve stakeholder reporting to better support process requirements
4. Set up and enable implementation of LMS Web Based Training at Fort Hills Operations, ETF – MPG
5. Business Unit / Category Mgmt. alignment on Training contractual terms and subsequent implementation activities

Web Based Training Access (Effective February 22, 2017)

Go to Suncor.com:

❖ Select *Contractors* from top menu bar



❖ Select *Contractor Orientation*

Contractors

- Contractors
- Subscribe to STORM
- Travelling With Us
- Foreign Travel
- Marine Transportation
- Contractor FAQ
- Qualify to be a Contractor
 - Prequalification Instructions
 - Environment, Health & Safety Documents
 - Folders
 - Existing Contractors
 - Contractor Orientation**
 - Accounts Payable
 - Terms and Conditions

❖ Click on Login icon (validate information in SAP)

Complete your Suncor orientation and awareness training:

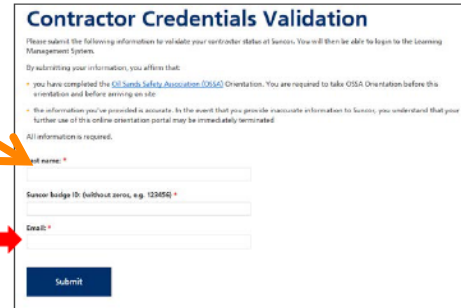


Web Based Training Access

❖ Type your last name / Suncor badge number (ID) / email address

C. Validate your credentials

1. Note that you must have completed the **Common Oil Sands Safety Association (OSSA) orientation to work at Wood Buffalo regional sites.** You will be asked to affirm this requirement within the system.
2. Enter your Last Name, Suncor Badge ID and Email into the appropriate fields.
 - a. If there was a prior email for you on file, you will be told this by your contractor administrator, and need to enter this email address to validate your credentials.
 - b. If no prior email was on file, please enter your preferred personal (recommended) or work email.



Contractor Credentials Validation

Please submit the following information to validate your contractor status at Suncor. You will then be able to login to the Learning Management System.

By submitting your information, you affirm that:

- you have completed the [OSSA Safety Association OnSite](#) Orientation. You are required to take OSSA Orientation before this validation and before arriving on site.
- the information you've provided is accurate. In the event that you provide inaccurate information to Suncor, you understand that your further use of this online orientation portal may be immediately terminated.

All information is required.

Last name: *

Suncor badge ID (without zeros, e.g. 123456) *

Email: *

Submit

❖ Type your Suncor badge number (i.e. User ID) and Suncor provided password: **Safety*LMS17**

Welcome

Welcome to the Suncor Learning Management System (LMS) direct login

If this is your first time accessing the LMS, you will need to have an active Suncor badge ID and your initial login password to continue (contractors will receive this from your onboarding contacts). You will be prompted to enter your User ID (your badge #, no preceding zeros) and set a new personal password once you enter the system.

All users should refer to the [ORG Accessing the Suncor LMS](#) for logon instructions.

Returning users will need to remember their personal password, or request a password reset by calling the Suncor Client Support Centre (see below).

If you have technical issues accessing the system, please contact the Suncor Client Support Centre (24hrs, 7day/week):

1-866-276-7800 (Within North America)
1-403-272-7800 (Outside North America)



Welcome! Please Sign In

User ID:

Password:

Sign In

Web Based Training Access

❖ You will then be requested to reset your password

Password Expired
User Password has expired. Please Change User Password.
* = Required Fields

The User's password has to be compliant with the following rules:

- The length of the password must be between 8 and 40 characters and must not contain a proper word or one found in the dictionary over 4 letters in length.
- Characters cannot be repeated more than 4 times in a row and has both upper and lower case letters.
- The password cannot contain Badge ID but must contain at least one number.
- The password cannot contain user's first name and last name but may contain a symbol.
- The new password cannot be same as any of the previous 6 passwords.

* Old Password:

* New Password:

* Verify Password:

❖ Locate and complete the courses that you were advised to take

Back
Catalog Search

Search: Go Course Calendar

Languages: English (English) ; Currency: CAD (Canadian Dollar)

Courses (25) Sort By: Relevance

Narrow Courses:

- Category: Instructor-Led, Online, Other, Curricula, Program
- Subject Area: Functional >, Plant and Unit >, View all
- Delivery Method: Instructor-Led, Online

Records per Page: 5

- Alcohol and Drug Policy Overview WBT** (Course 2114)
Online Course
GENERAL DESCRIPTION For all Suncor Employees within Canada Course informs you about our expectations more
★★★★☆ 573 ratings
0.00 CAD
- Contractor In Situ Site Safety Standard Affirmation** (Document 492002)
Online Course
General Description: This affirmation is required for contractors working at a Suncor In Situ site. more
Free
- Contractor OSA Requirement Affirmation** (Document 492001)
Online Course
General Description: This affirms the contractor's compliance with the Oil Sands Safety Association (more
Free
- Drilling Completions and Logistics Orientation (DCL)** (Course 17001)
Online Course Already Assigned
For contractors requiring access to perform work at all Suncor drilling sites
★★★★☆ 93 ratings
Free
- Environmental Due Diligence** (Course 2178)
Online Course
GENERAL DESCRIPTION The course is an overview of the major stakeholders in the environment. general more
★★★★☆ 404 ratings
0.00 CAD

History of completed courses

History ▾

recently added 4

View All

Back
Completed Work

Show Completions: All

Completion Date *	Title	Status	Action
2017/02/13 12:38	Drilling Completions and Logistics Orientation (DCL)	Complete	
2017/02/13 12:19	Permit To Work-CHE Suncor WBT	Complete	
2017/02/13 12:19	Permit To Work-CHE-Contractor-DVD	Course Equivalent Granted Credit	
2017/02/13 11:50	In Situ Site Orientation	Complete	

4 Items

* All dates are for MST time zone.



Support Accessing the LMS

Please contact the Suncor Client Support Centre (24/7 support hours) if you have technical issues accessing the system or password issues:

Phone: **1-866-276-7800 (Within North America) OR**
1-403-272-7800 (Outside North America)

Select language option, then select option 1 for Client Support Centre

Email: **ClientSupportCentre@Suncor.com**

Effective February 15, 2017

Next steps

- Suncor and vendor understanding and active support on the new WBT process
- Continued focus by Suncor and vendors on ensuring completion of Industry Standard courses and web based training prior to contractors arriving at site
- Suncor leaders to specify training requirements(training matrix) early in the mobilization process
- Ensure Mobilization timing gives contractors adequate time to complete web based training prior to arrival
- When doing manual password reset, please use the generic password **Safety*LMS17**
- If you have any questions or feedback, please contact

EXAMPLE: Training Requirements: Electrician (Base Plant, TA work scope)

Industry Standard / OSSA Courses (contractors to complete before arriving at Suncor site)	Base Plant Web Based Training (contractors to complete prior to Suncor Site / Gate Access)	Suncor - Area Specific Training (Instructor Led - will vary by area / role & scope of work)**
WHMIS*	Suncor Oil Sands Site Orientation (WBT 1.5 hrs.)*	Control of Hazardous Energy – Isolations & Lockouts (Classroom 6 hr.)
OSSA / BSO Safety Orientation* (Classroom 4 hrs.)	Wildlife Awareness (WBT 30 mins)	Air Purifying Respirator (Classroom 1 hr.)
OSSA Aerial Work Platform	NORM - Naturally Occurring Radioactive Materials (30 min WBT) – Turnaround Mandatory	Respiratory Protective Equipment (Classroom 4 hr.)
OSSA Fall Protection	Industrial Wireless Orientation (WBT - 10 mins) – Turnaround Mandatory (Feb 24)	Permit Training (Classroom 5 hr.)
Standard First Aid/CPR	H2S Awareness (1 hr. WBT)	Gas Detection (Classroom 3 hr.)
OSSA Confined Space	Nuclear Gauge Awareness (30 min WBT)	Receiver Safing (Classroom 2 hr.)
Wildlife Awareness – Intermediate		Blanking & Blinding (Classroom 3 hr.)
		**There may be additional courses required depending on job scope

* Minimum required for Site / Gate access

Complete List of Courses on Contractor LMS

ons

The contractor portal within the Suncor LMS is based on a select catalogue of content items. These items are shared with the main LMS course/item catalogue, but only items approved to be in the contractor portal catalogue will show up for contractors within the portal.

IMPORTANT NOTE: *If a contractor has a network ID and is using the portal, they will see *all* of the courses (over 2,500) that are in the main LMS, and may need to be given additional guidance on what to take, or how to search by item number to find the correct course.*

These approved WBT and/or affirmation items are:

1. ***Alcohol and Drug Policy Overview (course 2114)***
2. ***Drilling Completions and Logistics Orientation DCL (course 17001)***
3. ***Environmental Due Diligence (course 2178)***
4. ***Firebag Emergency Preparedness (course 1458)***
5. ***H2S Awareness WBT (course 2174)***
6. ***High Voltage Sub Safety Orientation (course 1091) added 2016/04/27***
7. ***Hydrogen Peroxide Awareness – In Situ(course 1462)***
8. ***In Situ Orientation (course 2410)***
9. ***Insitu-Nuclear Gauge Awareness (course 1966)***
10. ***Journey to Zero Orientation (course 1866)***
11. ***Managing Hazards in the Workplace (course 193001) replaced OS – Field Level Risk Assessment WBT 1401***
12. ***Nitrogen Awareness – In Situ (course 1394)***
13. ***Nuclear Gauge Safety Orientation WBT (course 1842)***
14. ***OS – NORM WBT (course 1403)***
15. ***OSSA Driving in the Mine WBT (course 103001) added 2015***
16. ***Permit to Work – CHE Suncor WBT (course 2149)***
17. ***Silica Awareness WBT 2226***
18. ***WHMIS – WBT 865****
19. ***Suncor WHMIS 2015 - GHS - WBT (Course 348002)* - added 2016.10***
20. ***Wildlife Awareness Basic WBT 2747***
21. ***Suncor Oil Sands Site Orientation (SOSSO) WBT (Course 2240)***
22. ***Contractor OSSA Requirement Affirmation (Document 492001)+***
23. ***Contractor In Situ Site Safety Standard Affirmation (Document 492002)+***
24. ***TN Confined Space Awareness (Course 88100294) - Terra Nova contractors only***
25. ***TN Offshore Regulatory Awareness Training (Course 88100528) - Terra Nova contractors only***

Key Contacts: for more information please contact....

Onboarding Teams

InSitu: Firebag & MacKay River

- Fbmaintenancesupport@suncor.com

Fort McMurray Base Plant

- Onboarding-Extraction@Suncor.com
- TurnaroundOnBoarding@suncor.com
- OnboardingMSS@suncor.com
- Onboarding_E&U@suncor.com
- Onboardingcoordinator@suncor.com
- Onboardingmem@suncor.com

East Tank Farm

- OnboardingETF@Suncor.com

Drilling & Completions

Fort Hills & Firebag

- » sagd_data@suncor.com

MacKay River and Base Plant

- » mackay_dcl@suncor.com

On-Line Entry Vendor Support

- olv@suncor.com