



March 27, 2020

Message from Syncrude to our Community Partners

We're reaching out to our partners in the social profit community to inform you about what we're doing to manage through the many challenges presented by the COVID-19 pandemic. These are uncertain times for all of us and our foremost concern is the safety of our people and our communities. In that regard, we hope the people in your organization are doing well under the circumstances, and that steps have been taken to ensure they can continue to work safely in support of your mission.

Syncrude is maintaining our essential role as a reliable provider of both crude oil and electrical energy. This is allowing Albertans and Canadians to heat their homes, operate their vehicles and get the energy required for daily life through this crisis.

As we do this, we're working to help "flatten the curve" by limiting our on-site work force; all people not required to work at our facilities are now working from home. Meanwhile, Syncrude operations are continuing under a revised operating environment designed to help minimize the spread of the COVID-19 virus. In addition to minimizing the number of people at our operation, we're keeping workers at physical distances, health screening, and practicing workplace hygiene, among other measures. Only critical work is proceeding at this time.

We understand the impacts the COVID situation has had on our community partners. Those of you that provide front-line or direct services are experiencing high demand for your programs and resources. Others are having to cancel programming and events, including fundraisers.

To reduce concern and stress on your end, we want you to know that Syncrude will continue to honour existing community investment commitments and work to process donations related to those commitments. Our ability to consider and decide on new funding commitments, however, will be delayed as we assess how community needs have evolved as a result of the current situation.

We also appreciate that some of your planned activities may no longer proceed as you originally envisioned in your funding proposals. We will be flexible and can adjust to these changes, but please let us know as soon as possible what those changes may look like.

In keeping with government and health agency advice and directives, we will not be travelling or attending events for the foreseeable future, and our employees have been advised to not participate in any team or group volunteer activities. If you have meetings with us, we will aim to hold them by phone or web call.

Meanwhile, if you want to reach out, we're here. Please contact our Community Investment Specialist, Jessica Lipton, at lipton.jessica@syncrude.com.

Thanks for the great work you do to make our communities safe, caring and livable. Take care, everyone. We'll get through this together.

Sincerely,

A handwritten signature in blue ink that reads "Alain Moore".

Alain Moore,
Vice President (Acting)
Government & Public Affairs