

# FAQs for Together we Care

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## Campaign donations

### Why should I donate through SunCares?

SunCares is your one stop shop for community engagement. Here are a few of the many benefits of using SunCares:

- Employees can personally donate to the charity or non-profit of their choice
- Charitable donation receipts can be accessed in employees SunCares accounts
- Employees can search for volunteer opportunities that interest them or create a volunteer opportunity and invite their team/colleagues to volunteer together
- SunCares Reward dollars are provided through SunCares for various community engagement activities – some reward dollars can be donated to a charity or non-profit of the employee's choice – including their local United Way chapter!
- Personal donations made through SunCares will be included in the regional report totals and be part of Suncor's overall community support through the 2017 Together we Care Campaign.
- Employees can customize their privacy settings when making personal donations

### How do I make a donation?

You can make a donation by logging into your SunCares account through the *Core*. Once logged into your account, you can donate to any eligible community organization of your choice. You can donate through SunCares at any time throughout the year, however, donations made between September 25 and October 31 will be counted towards the Together we Care campaign totals. Please see this [reference guide](#) for how to make a donation through SunCares.

### How do I make a paper pledge donation?

All employee donations must be made in SunCares. You can access SunCares by the *Core* or Suncor.com.

### How do I make a cash or cheque donation?

You can make your donation by Credit Card, PayPal and payroll in SunCares. We encourage employees to choose one of these three payment methods. If you choose to donate by cash or cheque you will need to work with your local campaign chair and track your donation outside of SunCares.

When will credit card and PayPal donations be made?

Credit Card and PayPal donations will be processed immediately after making your donation in SunCares

### Can my donation still be combined with my spouse's contribution?

With the new SunCares, donations can no longer be combined unless you both work at Suncor. If this is the case, you can make a combined donation in one of your SunCares accounts and include the name of your partner in the comments section of the donation form. This way the recipient organization can choose to recognize you both if you decide to share your personal information with them.

### Is there a fee that's charged with my donation?

All Credit Card and PayPal donations have merchant fees. Merchant fees for Credit Card are 2.4% and PayPal is 1.9%.

### How much of my donation goes to the charity?

If donating by Payroll 100% of your donation will go to your charity of choice. If donating by Credit Card or PayPal merchant fees will be applicable.

### **What personal information will be shared with my donation?**

Your donation will remain anonymous unless you decide to have your information shared with the charity or non-profit organization. When you first login to your SunCares account you will be asked to set your default sharing settings. You will also be given information sharing options when you make a donation through SunCares. It's your choice to share the information you want.

### **Will my colleagues or leader know if I donate?**

No. The new SunCares offers increased privacy to our employees and security of employee information. If employees choose to support the campaign, or not support the campaign, it is a personal choice and their donation/choice will not be shared.

### **Will my donation be matched?**

No. Suncor does not have a matching program for donations made through our annual giving campaign – our commitment to community is reflected in the level of our employee involvement. Suncor provides a corporate donation to the United Way to recognize the campaign and will continue to do so with the new Together we Care Campaign.

### **What charities can I donate to?**

You can donate to any registered charity and/or any eligible community organization.

### **What is an eligible community organization?**

This is an organization that is registered in the Benevity Causes Portal.

### **How do I know if my organization is in the Benevity Causes Portal?**

If your organization is in the Benevity Causes Portal, it will populate when you search for it in SunCares. If you cannot find an organization in the "Search" function, please nominate your organization or initiative by selecting "Nominate a Cause" (found in Quick Links).

### **How does a charity receive my donation?**

When you make a donation through SunCares it is grouped together with all other donations made to the same charity. These funds are then transferred to the recipient charities in aggregated monthly disbursements – electronically whenever possible.. The benefit to the organizations is instead of receiving thousands of individual cheques, the receiving charities get a single payment for a month's donations, reducing their administrative overhead and processing costs.

Payments to charities are initiated for disbursement by the 21st of the month following your donation. Funds should be disbursed to charities by the end of the month. For example: A donation made to a charity in September will be initiated for disbursement by October 21st and the funds should be sent by October 31st.

### **If I make a donation directly to my favorite charity aren't they better off?**

There are a lot of benefits to using SunCares, including simple recurring donations to the charities of your choice, the potential to make anonymous donations, and engagement with your colleagues and company around Giving Opportunities. While you are always free to donate directly to your chosen causes via cheque or credit card, you should be aware that generally it will be more efficient and cost-effective for your charities to receive your donation through SunCares.

There are always costs incurred by charities to process funds, record donor information and prepare and distribute tax receipts. SunCares reduces these costs by aggregating donation transactions from employees and automating tax receipts and other administrative tasks. This is an industry best practice that results in more funds being directed to charity programs rather than being eaten up in administration. Remember, no matter how you donate, there are always costs incurred.

### **What is the Canadian Online Giving Foundation?**

Benevity uses the Canadian Online Giving Foundation to distribute all donations made through SunCares to Canadian Registered Charities.

### **What is the American Online Giving Foundation?**

Benevity uses the American Online Giving Foundation to distribute all donations made through SunCares to American Registered Charities with 501 (c) (3) status.

### **What is the UK Online Giving Foundation?**

Benevity uses the UK Online Giving Foundation to distribute all donations made through SunCares to non-profit organizations in Canada and the U.S and International donations.

### **Where will the money we raise at campaign events be directed?**

Money raised at campaign events will be donated to the region's local United Way chapter. For more information please contact your regional campaign chair.

### **Are there other ways I can get involved besides making a monetary donation?**

Yes! You can volunteer in a number of ways. You can browse volunteer opportunities created by organizations, take part in a United Way Day of Caring opportunity, or you can create your own team building opportunity through SunCares. Check out this [reference guide](#) on how to create team building activities. You can also check out your regional campaign Core page for local campaign events.

### **Can I use my SunCares Rewards to contribute to the campaign?**

Any donations made from "My Rewards" will be included as corporate donations supporting your regional campaign.

### **Can I donate the \$150 SunCares Rewards I received from participating in the Three Things for Canada employee campaign?**

Yes. These rewards have been deposited to your SunCares "My Funds" account. You can choose to donate these dollars to any registered charity of your choice, including a United Way chapter. These donations will be included as corporate donations supporting your regional campaign.

### **Can I use SunCares My Funds to contribute to the campaign?**

Yes. You can donate your funds to any registered charity of your choice. Personal donations made to "My Funds" will be counted towards campaign totals.

## **Payroll Donations**

### **How do I make a payroll donation?**

Payroll donations can be made through your SunCares account. You can select a "one time" payroll donation or a "recurring" payroll donation. For recurring donations, enter the amount you wish to donate each pay period, NOT an annual total

- Example: A \$10 deduction per pay period = \$260 per year; you enter \$10.

- Recurring donations do not have an expiry date and will continue indefinitely until changed or deleted. You can edit or delete your payroll donation at any time through SunCares. See "[how to make a donation](#)" for a step-by-step guide on how to make a payroll donation

Note: For one-time or recurring payroll donations, your first deduction will be on your January 4 pay. The deadline to make changes to your January 4 deduction is December 18

### **When will my payroll donation start?**

All payroll donations made through SunCares in 2017 start Jan. 4, 2018. If you select a recurring payroll donation on the donation form in SunCares, the confirmation screen will include a payment/frequency note that reads “you have selected a recurring payroll deduction (not an annual total), which will begin with your next pay date.” As payroll donations will not begin until Jan. 4 2018, your first pay date for your new payroll donation is Jan. 4 NOT your current next pay in 2017. If you previously made a payroll pledge during the 2016 campaign, these will continue to be deducted from your pay until the end of 2017.

### **When will my payroll donation end?**

Once your new payroll pledge begins Jan. 4, 2018, it will not stop at the end of December 2018. Instead, it will continue with Suncor’s pay schedule until you edit, change or delete your recurring donation. See this reference guide for steps to edit your recurring donation. You will have until Dec. 18, 2017 to make any changes to be reflected on your first payroll donation on Jan. 4, 2018. Your current United Way payroll deduction will end as of the last pay in 2017.

### **How will my donation show up on my pay statement?**

If you currently have a United Way donation, there will be no changes to how it appears on your pay statement in 2017. Starting in January, 2018, what you see on your pay statement will depend on which type of donation you have chosen as follows:

Registered Charity: DONATION TAX CREDIT  
Non-registered Charity: DONATION N/TX CREDIT

### **What happens if I make a mistake entering my donation amount?**

When you make your donation, there is an opportunity for you to review and ensure that you have not made a mistake. If you do make a mistake, you have until the payroll cutoff date (usually end of regular business on Wednesday the week prior to pay week) to make any changes to an incorrect donation amount. The deadline to make changes to your Jan. 4 deduction is Dec. 18, 2017.

If you miss the cutoff date, then the incorrect donation amount will be deducted from your next pay. Once remitted to the charity, the donation is not refundable, so please check your pay statement promptly to ensure the accuracy of your donation. You can change or cancel any future donations on the SunCares site. For more information, see the How to edit or delete your Payroll Donation [QRG](#).

### **How do I make changes to my payroll donation?**

You can make changes to your payroll donation through your SunCares account by selecting “edit donation” on your upcoming donation. For more information, see the How to edit or delete your Payroll Donation [QRG](#).

### **How long will it take for changes to appear on my pay statement?**

All deduction changes will show up on the current pay statement if they are submitted by the payroll cut-off deadline. The payroll cut-off deadline is the end of regular business on Wednesday the week prior to the [pay day](#). The 2018 payroll schedule will be posted later this year on the [My Life at Suncor page](#)

### **Can the HR Employee Centre change my donation?**

No. Changes to your donation MUST be made online via SunCares.

### **What's the difference between donating to a registered and non-registered charity?**

If you donate to a [Canada Revenue Agency Registered Charity](#) you will receive a charitable tax receipt. If you donate to a [non-registered charity](#) (e.g., a non-profit society, club or association) you may receive a general acknowledgement for your donation but you cannot claim the donation as a tax deduction.

If you are ineligible to receive a tax receipt for a donation made to an organization, the message "You will receive a donation acknowledgment for this gift, not an official tax receipt" will appear on the donation form in SunCares. If you would like to receive a tax receipt for your donation, you will have the ability to change your donation to a registered charity before submitting your donation.

### **How do I find out if I've donated to a registered or non-registered charity?**

You can search the CRA website [here](#) to check the status of your selected organization. Enter the name of your chosen organization in the "charity name" field and select "registered" under the "charity status" field. You can also view an organization's charitable status on the organization's cause profile in SunCares. If they are a Registered Charity their registered charity number is displayed.

### **What happens to my payroll donation if I need to go on leave (short-term or long-term disability, maternity leave, personal leave, etc.)?**

What happens to your payroll donation depends on the type of leave you are taking. Contact the Employee Centre before your departure to find out what will happen with your payroll donation and any next steps that need to be taken.

### **What happens if my employment ends with Suncor?**

The deductions will end on your final pay.

### **Who do I contact if I have questions about SunCares and making donations?**

If you have questions about SunCares or making a donation you can find more information on the SunCares page on [suncor.com](#) or [the Core](#). Step-by-step information to make a donation can be found in the How to Make a Donation [QRG](#). For additional support, email [suncares@suncor.com](mailto:suncares@suncor.com).

### **Who do I contact if I have questions about my pay statement?**

If you have questions regarding your pay statement please contact the Employee Centre

### **What happens if I don't have enough money on my bi-weekly pay to cover the donation?**

If you don't have the funds available from your paycheque the donation amount will not be taken.

### **How do I cancel a recurring payroll donation?**

For steps on how to cancel a recurring payroll donation please access the How to Make Changes/Cancel Payroll Donations [QRG](#). Cancellations need to be made by end of regular business Wednesday the week prior to pay date to be reflected on your next pay statement.

### **How and when do I receive a tax receipt?**

Donation made to registered charities via credit card and PayPal appear on your My Account page immediately after making a donation. Click your name in the top right hand corner of the site and then click 'My Donation Receipts' in the left hand menu.

Donations made to registered charities via payroll deduction will appear on your Suncor T4 or RL-1 statement which is issued in February for the relevant tax year.

### **How will my SunCares payroll donations show up on my Suncor T4 or RL-1?**

The donation will appear in Box 46 of the T4 and Box N of the RL-1.

### **If I'm a SEUSA employee, how do I make a payroll donation?**

With the launch of the new SunCares and given there are multiple payroll systems at Suncor, a phased approach has been taken to integrating employee payroll donations into SunCares. At this time, SEUSA employees can only donate via credit card and PayPal in SunCares and will continue to use the manual process identified by your regional campaign. For more information please use the How to Make a Donation – SEUSA Campaign QRG or contact your [regional campaign chair](#).

### **If I'm a St. Clair employee, how do I make a payroll donation?**

With the launch of the new SunCares and given there are multiple payroll systems at Suncor, a phased approach has been taken to integrating employee payroll donations into SunCares. At this time, St. Clair Ethanol employees can only donate via credit card and PayPal in SunCares and will continue to use the manual process identified by your regional campaign. For more information please use the How to Make a Donation – St. Clair Campaign QRG or contact your [regional campaign chair](#).

### **Why will my payroll donation for the 2017 campaign not start until Jan 2018?**

For the 2017 campaign we are delaying the start of payroll donations until the first pay in January 2018 as some employees are still fulfilling their 2016 United Way pledge until the last pay period in December 2017.

### **If I set-up a recurring payroll donation in 2017 will it continue in 2018?**

Yes, recurring payroll donations made in SunCares will continue indefinitely until you make changes or cancel it. To learn how to make changes or cancel your donation at any time, please access the How to edit or delete payroll donations [QRG](#).

### **When I make a payroll donation am I pledging a total donation amount or the amount I want to make per pay?**

When you make a payroll donation you will enter the amount you wish to donate **per pay** NOT the total amount you want to give for the year.

### **How often will my recurring payroll donation be made?**

Recurring donations will be made bi-weekly on each pay until you change or cancel your donation.

### **Can I make a payroll donation using a paper pledge form?**

Paper pledge forms are no longer provided, all payroll donations must be through SunCares. SunCares can be accessed from work via the Core or from your home computer via Suncor.com. Go to the SunCares page on either site and click on the 'Access SunCares' link.

## **Campaign participation**

### **Are there other ways I can get involved besides making a monetary donation?**

Yes! You can volunteer in a number of ways. You can browse volunteer opportunities created by organizations, take part in a United Way Day of Caring opportunity, or you can create your own team building opportunity through SunCares. Check out this [reference guide](#) on how to create team building activities. You can also check out your regional campaign Core page for local campaign events.

### **How does Suncor define SunCares Together we Care participation?**

Participation in the Together we Care campaign includes volunteering in your community, making a monetary donation to any eligible community organization of your choice or taking part in a campaign activity. This is the first year that Suncor and the Suncor Energy Foundation will be able to include volunteer hours as part of way we share our story.

### **Will I still be able to volunteer for a United Way Day of Caring with my team members?**

Yes! Many organizations rely on the efforts of volunteers and pre-organized opportunities are one of the best ways to volunteer. The United Way has worked with organizations to create these opportunities to ensure everyone is benefiting from the experience. Volunteer opportunities, including Days of Caring, will be featured in SunCares and employees are encouraged to search for opportunities in SunCares and to register for an opportunity they're interested in.

### **Can I participate if I'm a contractor?**

Yes, contractors can make their donation to a charity of their choice by accessing the Community Impact Portal. Regional United Way chapters will be featured on the Community Impact Portal donation page.

### **What is the Community Impact Portal?**

The SunCares Community Impact Portal is a public site for Suncor contractors, retirees, suppliers and friends and family to access eligible programs within SunCares. This includes participating in the annual Together we Care campaign and the Humanitarian Grant, when activated. Contractors, retirees, suppliers and friends and family can also make personal donations through the SunCares Community Impact Portal at any time during the year.

### **Is the campaign part of my work duties, am I expected to participate?**

The campaign is not part of your work duties. Participation and contribution to the campaign is voluntary. The commitment of so many employees, contractors and retirees speaks volumes about the kind of people who work at this company, and is a strong reflection of Suncor's values. This year, through SunCares, we hope the campaign includes opportunities for everyone to engage in their community.

### **Why should I participate?**

Participation is completely up to you. Many charities and non-profit organizations depend on the generosity of their community members to fulfill their goals. The Together we Care annual giving campaign provides an easy opportunity to support your community while engaging with employees and contractors across Suncor. There are many activities organized by the regional campaigns to support the community, employee giving and the opportunity to build relationships.

### **What are the campaign dates this year?**

The company-wide campaign runs from September 25 to October 31. Each regional campaign sets its own campaign within this timeline. Check out your region's page on the Core for additional information.

## **Campaign changes**

### **Why did the United Way campaign change to the Together we Care campaign?**

The 2017 annual giving campaign will kick-off with some changes as part of Suncor's new employee program - SunCares. The new SunCares is an enhanced community engagement program that supports and connects employees to their communities. The new program is more accessible and inclusive than ever before and enables personal giving and community engagement at any time throughout the year. You can now track your engagement and make donations through SunCares from work, home, or even

on the go through your mobile device. The changes to SunCares provide more opportunities to engage in community, and celebrate the many ways Suncor employees support community organizations and together create energy for a better world.

With the new direction of SunCares, we've had the opportunity to reposition the previous United Way campaign to a more inclusive community giving campaign highlighting **ALL** the support our employees are providing to community organizations during the campaign period, including to the United Way.

The new theme aligns to Suncor's *Together* branding for Canada 150 and Oil Sands 50<sup>th</sup> and embodies both SunCares and United Way values: *Together we Care: with SunCares and United Way*

### **Does Suncor still support United Way?**

Suncor remains committed to United Way, our SunCares program and communities. To underscore this commitment, the new theme for the 2017 campaign is *Together we Care: with SunCares and United Way*. The new theme embodies both SunCares and United Way values. Suncor will also provide a corporate donation to the United Way to recognize the campaign.

### **Can I make a donation to the United Way through SunCares?**

Yes! You can make a donation to any United Way chapter you like. Your regional United Way chapter will be a "Featured Giving Opportunity" to make it easy for employees to make a donation. Employees can also use the search tool to donate to any other organization of their choice, including any United Way chapter.

### **What is SunCares?**

SunCares, supported by Suncor and the Suncor Energy Foundation, is a community engagement program to inspire our employees and retirees to contribute to social well-being, support the causes that are important to them and help us all work together to strengthen our communities and create energy for a better world.

## **Campaign recognition**

### **How are these changes impacting the Leader of the Way recognition?**

The Leader of the Way was a United Way recognition program. With the new campaign only employees who choose to support a United Way chapter directly will receive recognition from the United Way. SunCares provides real-time donations to organizations. Because of this, the United Way will not be able to see total payroll pledged donation amounts. The United Way will only be able to track donations as they come in per pay period. It is up to the United Way to determine the donation cut-off periods to be recognized as a Leader of the Way. Employees who choose to support another charity may now be recognized by that organization (if that organization has a recognition program in place and the employee chooses to have their name shared with the organization).

We are currently assessing the opportunity to create an internal SunCares recognition program for employees to recognize contributions to all organizations.

*Remember to ensure your privacy/sharing settings are updated when you make your donation to receive recognition for your donation.*