

Volunteering SunCares Frequently Asked Questions

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1. How can I get volunteer rewards?

Employees and retirees can earn \$20/hour up to \$2,000/year for volunteering in their communities.

2. Where do I apply for volunteer rewards?

The SunCares program offers volunteer and milestone rewards, and donation matching. To apply for rewards and matching, please log into your SunCares account. To earn volunteer rewards, complete a track time form. To earn donation matching, make a donation to any eligible community organization of your choice in SunCares and your donation will be automatically matched. For more information, head to the SunCares page on the Core or suncor.com.

3. What types of volunteering is eligible for volunteer rewards?

You can receive rewards for your engagement in community by:

- volunteering and/or fundraising for an eligible community organization on your own time or through the volunteer time off policy.
- Please access SunCares to apply for rewards and donate them to eligible community organizations of your choice. For more information, visit SunCares on the Core or on suncor.com. You can earn \$20/hour up to \$2,000/year for volunteering in your community.
- volunteering with your colleagues through a team building activity.
 - volunteering for a community act of caring.

4. What qualifies as volunteerism?

Volunteerism is any act of service that goes above your role as a parent and helps others. volunteering at a cultural or religious organization, donating blood or participating in a fundraising event.

Driving your kids to sports practice or participating in an adult recreation league isn't eligible for volunteer rewards.

5. Is there a minimum amount of time I need to track to get rewards?

There is no minimum amount of time you need to volunteer before you track your time in SunCares. You can track your time once your volunteer activity has been completed, or if you volunteer regularly, you can track your time whenever it's convenient.

6. Do my fundraising efforts count as volunteer hours?

Participating in a fundraising activity, like riding in the Ride to Conquer Cancer or Run for the Cure, counts as volunteer time. However, any hours spent training for an activity does not count as volunteer time unless it is organized with the community organization.

7. Can I volunteer on company time?

You might be eligible to receive time off for volunteering. For more information, please reference the [Suncor Time off for Volunteer policy](#) on The Core. You are eligible to earn volunteer rewards for volunteer time used through the volunteer time off policy.

8. Will my rewards be provided in my local currency?

- Canadian employees will receive Canadian funds in their "My Rewards" account
- US employees will receive US funds in their "My Rewards" accounts
- International employees will receive US funds in their "My Rewards" accounts

9. Do my volunteer rewards expire?

Volunteer rewards will expire one year after you receive them.

Funds in your SunCares "My Funds" account do not expire.

10. Do Volunteer Rewards go to the organizations where I volunteered?

Volunteer rewards can be donated to any eligible community organization of your choice through your “My Rewards” account. Once your volunteer time is approved, the rewards will be in your account for you to donate.

11. How do I donate My Rewards to the youth sport team I volunteer with?

To donate SunCares “My Rewards” to a specific team, search for the organization that the sports team is registered to (i.e. for an Atom team registered within the Fort McMurray Minor Hockey Association, search for the Fort McMurray Minor Hockey Association and select it). Then click on the “Donate Now” yellow button and complete the form. When you get to the “Add your comments” section of the form, you need to specify what chapter or team to send the funds to. Also, if you want the sports organization to see who the donation is from, you will need to change the “Privacy settings” in the form to include your name when the donation is sent by Benevity to the sports organization.

Please note, specific instructions on the use of the funds are not binding for the recipient

12. Can I donate My Rewards to more than one organization?

Yes, you can distribute the rewards in your SunCares “My Rewards” account to as many eligible community organizations as you would like to support.

14. What is an eligible community organization?

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

15. What is the Benevity Causes Portal?

The Benevity Causes Portal is a database of community organizations that have registered with our service provider, Benevity. Generally, eligible organizations are community organizations that are:

- Registered charities
- Non-profit organizations

16. 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 SunCares, please nominate your organization or initiative by selecting “Nominate a Cause” (found under Quick Links). Benevity will then follow up with the Suncor Energy Foundation to ensure the organization fulfills eligibility requirements and will include the organization in the cause portal, or will work with the organization to set up a cause profile. Once your organization/ initiative is added to the portal, you will be notified and able to select this organization for tracking volunteer time or making a donation.