



Respectful Workplace Standard

Effective Date: On Date Approved
Owned by: Chief People Officer
Reviewed every year
Livelihood ID: 178638516

Controlled Document
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Summary of Changes

This Summary shows:

- The location of each change within the document
- All changes to this document since it was last approved and published

Revision: 2.0 **Date:** 2020-05-26 (GDREQ-00145)

| Location of Change | Summary of Change |
|--------------------|---|
| Entire Document | Full document update from PG&S template to Enterprise Standard format. Document replaces CO-055E. |
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Requirements changed in the new revision will be identified with a revision triangle beside it.

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1 About this Standard

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| Purpose | The purpose of this Standard is to describe the requirements for supporting an inclusive and respectful work environment at Suncor. |
| Scope | <p>This Standard applies to Suncor Personnel's actions, behaviours and expected ways of working.</p> <p>This standard is subject to and forms part of Suncor's Standards of Business Conduct Code and Compliance Program.</p> |
| Target Audience | <p>This Standard applies to Suncor Energy Inc. and subsidiaries over which Suncor has operational control (collectively "Suncor" or "the company" or "enterprise-wide").</p> <p>As used in this document, "Suncor personnel" includes directors, officers, employees and independent contractors (formerly referred to as contract workers) of Suncor.</p> |
| Conformance Expectations | <p>Conformance to this standard is required upon the date of approval.</p> <p>In addition to what is provided for in this standard, Suncor Personnel must comply with the requirements of applicable laws and regulations relating to the matters covered by this Standard.</p> <p>If a deviation to this standard is required you must follow the GD deviation process.</p> |
| Introduction | <p>Suncor does not tolerate discrimination, harassment or violence in the workplace. Suncor Personnel who participate in discriminatory, harassing or violent behaviour will be subject to appropriate remedial and/or disciplinary action, up to and including termination of employment or termination of contract.</p> <p>No retaliation or reprisals will be tolerated against any individual who, in good faith, complains of, reports or participates in the investigation of any incident of alleged discrimination, harassment or violence.</p> <p>If you feel that you are being discriminated against, harassed or subject to other behaviour that is contrary to this standard, you are strongly encouraged to report the incident.</p> <p>Complaints filed will be handled confidentially and promptly in accordance with this standard. Suncor will investigate any complaints of discrimination, harassment and violence and will take appropriate corrective action to address any such incidents.</p> |

2 Respectful Workplace Requirements

All Suncor Personnel

The following provides the requirements applicable to all Suncor Personnel.

- 2.1.1 All Suncor Personnel are required to act in a manner consistent with the expectations and requirements outlined in this standard.
 - 2.1.2 No matter what their position, or that of the people with whom they interact, being inclusive and showing mutual respect and consideration is a fundamental expectation of our workplace.
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Leadership

The following provides the requirements applicable to all Suncor Leaders.

Leaders are required to:

- 2.1.3 Take all reasonable measures to promote a work environment consistent with this standard;
 - 2.1.4 Act fairly and consistently in dealings with all Suncor Personnel, and the application of Suncor processes and practices (e.g. recruitment, hiring, work assignment, promotion, transfer, termination and selection for training);
 - 2.1.5 Be aware of and work to mitigate personal bias when making decisions;
 - 2.1.6 Foster a psychologically safe work environment, which is an environment where people feel safe to be themselves, to speak up, to acknowledge mistakes and to be supported to learn from them; and
 - 2.1.7 Promptly consult with a Human Resources (HR) representative if they receive a complaint related to behaviour prohibited under this standard.
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3 Discrimination

3.1 Requirements and Guidance

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| Requirement | Suncor complies with all applicable laws pertaining to discrimination. Suncor does not tolerate any forms of discrimination based on a person's age, ancestry, citizenship, colour, family status, gender identity, gender expression, marital status, physical or mental disability, place of origin, race, religion or creed, sex (including pregnancy), sexual orientation or any other status protected by applicable laws. |
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| Guidance | Discrimination means treating an individual unfairly based on any of the grounds listed above. |
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3.2 Resolution

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| Informal and Formal Resolution | Suncor Personnel may choose to resolve discrimination issues informally or formally using the methods outlined below. |
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1. **Informal Resolution** – If comfortable, speak to the stakeholder(s) and/or person(s) involved in an attempt to seek to understand their perspective.
 2. **Formal Resolution** – If the informal procedures described above are not appropriate or the behaviour continues, Suncor Personnel may take their concerns to their leader to file a formal complaint. If Suncor Personnel cannot discuss the issue with their leader, or they are dissatisfied with the results, they should consult with a more senior leader, a HR director, or the [Suncor Integrity Hotline](#).
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4 Harassment

4.1 Requirements and Guidance

Requirement

Suncor is committed to providing a respectful work environment. Suncor does not tolerate any forms of harassment and is committed to taking reasonable measures to eliminate or, if that is not reasonably practicable, control the hazard of harassment.

Guidance

Harassment is any single incident or repeated incidents of objectionable or unwelcome conduct, comment, bullying or action by a person that the person knows or ought reasonably to know will or would cause offence or humiliation to a person, or adversely affects the person's health and safety, and includes:

- a) conduct, comment, bullying or action because of age, ancestry, citizenship, colour, family status, gender identity, gender expression, marital status, physical or mental disability, place of origin, race, religion or creed, sex (including pregnancy), sexual orientation or any other status protected by applicable laws; and
- b) a sexual solicitation or advance,

but excludes any reasonable conduct of an employer or leader in respect of the management of Suncor Personnel.

Harassment includes actions (such as touching or pushing), comments (including jokes or name-calling) and visual displays (such as posters or cartoons), which are reasonably perceived as insulting, intimidating, humiliating, hurtful, malicious, degrading or otherwise offensive to an individual, and includes sexual harassment, discriminatory harassment and other forms of harassment. Harassment can involve a single incident, or a series of incidents. Harassment can also occur on-line or through social media, as inappropriate emails, texts and social media posts can be equally hurtful. All forms of harassment are prohibited by this standard.

The above types of harassment are examples only and do not cover all circumstances or conduct that may constitute harassment. If an individual feels that they are being harassed, they are encouraged to seek guidance from Human Resources or Legal Affairs.



Important: Legitimate management intervention, or exercise of authority, including performance appraisals, counselling and discipline, is not harassment.

**Sexual
Harassment
Guidance**

Sexual harassment has been defined in some jurisdictions as any conduct, comment, gesture, or contact of a sexual nature that is likely to cause offence or humiliation to any reasonable person or that might, on reasonable grounds, be perceived by that person as placing a condition of a sexual nature on employment or

on any benefits or employment opportunity. Such harassment can include direct advances and reprisals or threats of reprisal if the advances are rejected. It also includes making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant or deny a benefit or advancement to the person and the person knows or ought to know the solicitation or advance is unwelcome.

Sexual harassment also includes offensive or humiliating behaviour of a sexual nature that creates an intimidating, hostile or “poisoned” work environment. A few examples are: questions and discussions about a person’s sexual life; touching a person in a sexual way; commenting on someone’s sexual attractiveness or sexual unattractiveness; persisting in asking for a date after having been refused; telling a woman she belongs at home or is not suited for a particular job; eyeing someone in a suggestive way; displaying cartoons or posters of a sexual nature; obscene jokes, suggestive comments, and writing sexually suggestive letters or notes, including emails or texts; and offensive, obscene or persistent phone calls.

Sexual harassment is frequently more about the abuse of power than sex. It often occurs in situations where there is unequal power between the people involved, and is an attempt by one person to assert power over the other. Harassment can also occur when an individual is in a vulnerable position because he or she is in the minority.

Persons flirting with each other or becoming involved in a romantic or sexual relationship are not harassing each other, as long as the relationship is consensual and none of the elements of sexual harassment, discussed above, are present. If one of the individuals changes her or his mind, and the other person persists in trying to continue the relationship, then the conduct can quickly become harassment and would fall within the behaviour prohibited by this standard.

**Discriminatory
Harassment
Guidance**

Discriminatory harassment is any harassment directed against any person on the basis of that person’s age, ancestry, citizenship, colour, family status, gender identity, gender expression, marital status, physical or mental disability, place of origin, race, religion or creed, sex (including pregnancy), sexual orientation or any other status protected by applicable laws.

Some examples of discriminatory harassment may include, racial or ethnic slurs, innuendos concerning a person’s age, marital status, sexual orientation, ethnic or racial origin, religion or disability; sexist, racist, ethnic or religious graffiti, offensive posters, and e-mails or screen savers mimicking someone with a disability.

**Other Harassment
Guidance**

Disrespectful behaviour, also known as “personal” harassment, is also covered by this standard. While it also involves unwelcome behaviour that demeans or embarrasses an individual, the behaviour is not based on unlawful discrimination or is not sexual in nature. It includes patronizing or condescending behaviour, such as humiliating a person in front of co-workers and practical jokes that offend, embarrass or insult someone. This type of harassment can create a “poisoned work environment” where employees do not feel safe or comfortable, or feel humiliated or demeaned.

4.2 Resolution

Suncor Personnel may choose to resolve harassment issues informally or formally using the following methods below:

Informal Resolution

While harassment has no place in a Suncor workplace, it may well be unintentional. Silence can be, and often is, interpreted as acceptance.

1. **Direct Approach** – Sometimes the best way of dealing with harassment may be to inform the harasser that the particular behaviour is unwelcome, and to ask that it stop. Often, a person may not be aware that his or her behaviour is inappropriate and will change the behaviour once they realize this.
2. **Informal Intervention** – It may be that communicating directly with the person is not enough, or that a person feels unable to deal with him or her directly. In that case, Suncor Personnel can speak to their leader, a more senior leader, or HR representative.

These informal methods are optional and depending on the situation, the individual may want to file a formal complaint immediately. If attempts at informal resolution fail, Suncor Personnel may still file a formal complaint.

Note: Suncor reserves the right to conduct a formal investigation into all incidents and complaints of workplace harassment that may be appropriate in the circumstances, including in cases of informal intervention.

Formal Resolution

If the informal procedures described above are not appropriate or the behaviour continues:

1. Suncor Personnel may take their concerns to their leader to file a formal complaint.
2. If Suncor Personnel cannot discuss the issue with their leader, or they are dissatisfied with the results, they should consult with a more senior leader, a HR director, or contact the [Suncor Integrity Hotline](#).

5 Workplace Violence

5.1 Requirements and Guidance

Requirement Suncor values safety above all else. Suncor does not tolerate any forms of violence and is committed to taking reasonable measures to eliminate or, if that is not reasonably practicable, control the hazard of workplace violence.

Guidance Workplace violence includes, but is not limited to:

- The threatened, attempted or actual conduct of a person that causes or is likely to cause physical or psychological injury or harm to a person, and includes domestic or sexual violence (e.g., hitting, shoving, pushing, kicking, sexual assault);
- Any threat, behaviour or action which is interpreted to carry the potential to harm or endanger the safety of others, result in an act of aggression, or destroy or damage property;
- Disruptive behaviour that is not appropriate to the work environment, e.g. yelling or swearing; and
- Other threatening or intimidating behavior such as following someone home from work, possession of weapons, ammunition, explosives (except such items used in the course of employment), any threat or attempt to initiate or participate in violence vandalism or malicious acts against the personal property of any person.

5.2 Resolution

Workplace Violence In the event that any Suncor Personnel experiences an act of violence, they are encouraged to:

1. **Immediate Assistance** – obtain immediate assistance by calling 911 (as appropriate) or the emergency number on the back of their Suncor access card (if applicable); and
2. **Reporting** – report the incident to Corporate Security or the [Suncor Integrity Hotline](#).

5.3 Violence Prevention Procedures

Security

Most Suncor sites are staffed with security personnel and the entry into Suncor workplaces is generally controlled and monitored through the use of security access cards.

1. Suncor Personnel can contact security in the event of an emergency, generally by referring to the phone numbers listed on the back of each security access card.
 2. In addition, in the event that Suncor becomes aware of a persistent threat of violence or a specific threat of violence, Suncor will take reasonable steps to inform those Suncor Personnel affected or potentially affected by such threat of violence and the measures being taken to eliminate or control such threat.
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6 Investigations and Reporting

6.1 Requirements and Guidance

Requirements

The following provide the requirements when an investigation takes place related to an incident of discrimination, harassment or violence.

1. All discrimination, harassment and violence incidents will be investigated in accordance with the Standards of Business Conduct - Investigation Standard and this document.
2. In any investigation, Suncor will not disclose the circumstances related to an incident of discrimination, harassment or violence or the names of the complainant, the person alleged to have committed the discrimination, harassment or violence, and any witnesses, except:
 - where necessary to investigate the incident or take corrective action or to inform the parties involved in the incident of the results of the investigation and any corrective action to be taken to address the incident;
 - where necessary to inform Suncor Personnel of a specific or general threat of violence or potential violence, or
 - as required by law.
3. Where it is necessary to inform Suncor Personnel of a specific or general threat of violence or potential violence, Suncor will disclose only the minimum amount of personal information that is necessary to inform Suncor Personnel of a specific or general threat of violence or potential violence.

6.2 Investigation Process

Steps

Once an investigator has been assigned the following steps will be completed:

1. **Step 1: Investigation** – The investigator will collect all relevant information and facts in respect of the incident. The complainant will be asked to provide and maintain all relevant information and facts including dates, times, places, names (including witnesses) and other details relating to the incident(s). The investigation will include, where appropriate, written statements outlining names, dates, times of the offence(s), the nature of the alleged discrimination, harassment or violence, any potential witnesses and the form of correction or redress sought through the complaint. The investigator will, with suitable sensitivity and the protection of the parties in mind, conduct individual interviews with all involved parties and document all discussions. The investigator will prepare a written report that documents

all relevant information and facts in respect of the incident. All parties will keep confidential any information discussed.

2. **Step 2: Legal Review** – The investigator will compile a report. It will be reviewed by the Human Resources director and the Legal Affairs department, who will then decide on the appropriate next steps.
3. **Step 3: Resolution** – Once a decision has been reached, the results of the investigation will be communicated to the appropriate parties as soon as reasonably practicable.
4. **Step 4: Implementation** – Any measures or corrective actions that have been identified as a result of any investigation shall be implemented as soon as practicable.

If there is insufficient evidence to substantiate the claim of discrimination, harassment or violence, the complainant and the respondent (if applicable) will be so informed. Those involved will also be informed that the documentation on the incident will be retained by the Human Resources Department on a separate confidential file (not on the individual's personnel file), and in the event that there are other claims of a similar nature in the future, the case may be reopened.

Where there is sufficient evidence to substantiate the claim of discrimination, harassment or violence, Suncor will take appropriate disciplinary or other action, up to and including termination of employment and reporting to the appropriate authorities.

Allegations of discrimination, harassment and violence are taken very seriously by Suncor and as such, the investigations are thorough. No retaliation or reprisals will be tolerated against any individual who, in good faith, complains of, reports or participates in the investigation of any incident of alleged discrimination, harassment or violence. However, should a deliberately false claim be made against an individual, then the person making the false claim will be subject to disciplinary action.

Suncor Personnel involved either directly or indirectly in an incident of discrimination, harassment or violence are advised to use Suncor's [Employee and Family Assistance Program](#) for counselling. Any person suffering an injury or adverse symptom resulting from an incident of discrimination, harassment or violence is also advised to consult a health professional for appropriate treatment.

6.3 Reporting to Governmental Agencies

Reporting

Suncor Personnel are strongly encouraged to report any incidents of discrimination, harassment or violence. Suncor Personnel are also entitled to file a complaint with their relevant governmental agency responsible for criminal law or human rights violations, as applicable. Suncor Personnel can contact their relevant governmental agency to establish the applicable limitation period and grounds and to obtain instructions for filing a complaint.

This standard is not intended to discourage any Suncor Personnel from exercising his or her rights pursuant to any other applicable law.

7 Roles and Responsibilities

HR Directors HR Directors, in conjunction with Legal Affairs, are responsible for:

- 7.1.1 Keeping leaders informed of applicable legislation;
 - 7.1.2 Developing and sustaining programs to support this standard;
 - 7.1.3 Assisting management in implementing this standard, and
 - 7.1.4 Determining the appropriate resolution to a complaint.
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Chief People Officer The Chief People Officer is responsible for:

- 7.1.5 Initiating reviews of this standard.
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8 References

Background Documents

The following document provides additional information that may be of interest or provide additional support for this Standard.

- Business Conduct Policy
 - Equal Opportunity and Inclusion Policy
 - Standards of Business Conduct – Investigation Standard
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The following individuals have approved and signed this document.

Name: Bradley Droppo (bdroppo)

Title: GM Labour & Employee Relations

Date Monday, 08 June 2020, 02:58 PM Mountain Time

*Minor changes have been made to this document which does not require re-approval.