



March 23, 2015

Olympus Turnaround start-up advanced

As a result of the inability to re-start Coker 8-3 following a boiler trip on March 19, Syncrude has advanced the start-up of the Olympus Turnaround.

An extensive troubleshooting effort took place over the weekend to bring Coker 8-3 back online but due to internal damage to the K-1 air blower a re-start was not possible. There were no injuries or process safety incidents as a result of the outage. I'd like to recognize those involved in the response for their hard work and commitment to safety. An investigation is underway to determine the cause of the trip as well as associated damage. We must learn from these unexpected outages in order to improve our overall reliability in the future.

Originally scheduled to start on April 2, Olympus, which includes planned maintenance on Coker 8-3, will now begin on March 24. Syncrude employees who have been seconded to help with the turnaround should prepare for the advanced schedule. Specific instructions will be provided by your leader or manager as details are finalized.

Turnarounds are very complex and challenging projects. There has been a tremendous amount of work done by Syncrude employees in all departments to help best prepare us for success. Despite the change in schedule, Syncrude remains fully committed to the safe, reliable, cost effective and timely execution of the Olympus Turnaround. Opportunities are also being identified to maximize post-turnaround production to capture output not achieved in the first quarter.

On behalf of leadership, I'd like to thank everyone for the work completed up until now and look forward to a safe and successful turnaround.

Pablo Borgnino

A handwritten signature in black ink, appearing to be "P. Borgnino".

Chief Operating Officer