

Cando Rail & Terminals and Suncor

How Cando and Suncor Built a Trusted, Network-Wide Rail Partnership Through Performance and Solutions

"Suncor comes to us because they know we understand their operations and can find practical solutions. Whether it's in-yard switching, transloading, or terminal services, our focus is always on improving reliability and creating real value."

JOSH MCINNES,
Manager, Sales & Industrial
Development



The Opportunity

Suncor operates large, complex industrial facilities where rail plays a central role in moving products safely and efficiently. As volumes and service needs grew across the network, Suncor required a rail partner capable of more than basic switching services. They needed a trusted provider with the experience, flexibility, and network reach to support evolving operational demands across multiple locations and regions.

Suncor sought a partner that could integrate seamlessly into its operations, improve efficiency, add capacity where needed, and provide consistent service across locations. Most importantly, the company needed a rail provider capable of addressing challenges proactively and delivering practical solutions as issues arose.

When rail operations are complex and reliability is critical, Cando delivers solutions that keep supply chains moving.

"This partnership shows what's possible when you consistently deliver. Over time, we've expanded our services, our footprint, and the value we provide, and Suncor now sees us as a trusted extension of their operations."

JAY CRANNEY,
Senior VP of Commercial & Business Development

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The Solution

Cando initially supported Suncor at individual locations, providing in-yard switching operations and railcar storage with a strong focus on safety, reliability, and operational discipline. By embedding its teams within Suncor's operations, Cando developed a deep understanding of the company's rail challenges and identified opportunities to add value beyond the original scope of work.

As trust between the organizations grew, Cando's role expanded across Suncor's network. Today, the company delivers a combination of in-yard operations, railcar indexing, transloading, railcar staging and storage, and value-added terminal services. These services support Suncor at multiple locations across Canada, including Thunder Bay, Oakville, Sturgeon, Lethbridge, Enterprise, Milton, Kingston, Sarnia, and Winnipeg.

Building on proven performance, Cando was recently awarded the switching services contract at Suncor's Edmonton refinery. Scheduled to begin in July 2026, operations will include switching and railcar indexing services 16 hours per day, seven days per week, using an Atlas Trackmobile. This solution is expected to increase loading capacity, improve reliability, and reduce rail congestion.

The Impact

Cando's integrated, network-based approach has enabled Suncor to increase efficiency, improve railcar velocity, and achieve greater production certainty across its operations. At the Edmonton refinery, switching and indexing services are expected to increase loading capacity by 50% while allowing CPKC to drop and lift cars in a single move, saving time and resources.

Through transloading services at Sturgeon, Enterprise, and Milton, Cando supports the movement of diesel, gasoline, and ethanol into key markets, including additional rail capacity to move product out to market

"Our relationship with Suncor is exactly what we strive for with our customers. We started by delivering reliable service at one location, earned their trust, and grew into a network-wide partnership where we're helping solve rail challenges across multiple sites every day."

PAUL DUNCAN,
Chief Operating Officer



from the Edmonton region, the Northwest Territories mining sector, and the Greater Toronto Area. National railcar storage capabilities across multiple terminals provide Suncor with increased flexibility, improved fleet utilization, and reduced demurrage costs.

Additionally, Cando's value-added terminal services, including product sampling and rapid-turn fleet inspections demonstrates the company's ability to deliver customized solutions that support Suncor's broader supply chain needs.

Creating a Partnership

A Timeline of Work With Suncor

- **2019**
Railcar storage provided at Cando Sturgeon Terminal
- **2020**
In-yard switching services begin at Suncor sites in Thunder Bay and Oakville
- **2020–2023**
Scope of services expands to include railcar offloading assistance and external railcar cleaning.
- **2024**
Transloading services launched at Sturgeon, Enterprise, and Milton to support fuel and ethanol movements.
- **2024–2025**
National railcar storage provided across multiple Cando terminals, improving flexibility and fleet utilization.
- **2025**
Value-added terminal services delivered, including jet fuel sampling at Southlands and fleet inspections at Sarnia.
- **2026 (Planned)**
Switching and railcar indexing operations begin at Suncor’s Edmonton refinery, as well as transloading services at Winnipeg, increasing loading capacity and improving reliability.



A Trusted Rail Partner

With more than 47 years of rail operations experience and over 55 locations across North America, Cando brings proven expertise in first-mile and last-mile rail services, terminal operations, and infrastructure development.

Supported by long-standing relationships with **CN and CPKC** and trackage rights at **more than 30 locations**, Cando helps customers like Suncor optimize their rail supply chains safely, efficiently, and reliably.