

Welcome!

MacKay River Lodge

We are committed to providing you with a safe and comfortable lodging environment while you're working with Suncor. This information package is designed to assist our guests enjoy their stay by providing information on MacKay River Lodge.

If you have additional questions, please visit the front desk.

We hope you enjoy your stay at MacKay River Lodge.

Fast facts

Address	MacKay River Lodge C/O CMT - Mackay River PO Box 5657 Fort McMurray, AB T9H 3G6
Bank machines	Located in the lobby.
Front desk hours	6:30 a.m. – 8 p.m. For after-hours please follow the instructions posted on the after-hours notice on the front desk and contact the number listed.
Dining room hours	Breakfast – 5 a.m. – 7 a.m. Lunch room – 4:30 a.m. to 7 a.m. and 5:30 p.m. to 8 p.m. Dinner – 6 p.m. – 8 p.m. Refreshment centre – open 24 hours
Email	suncor.mackayriver@civeo.com
Internet	All rooms are equipped with both wired and wireless high-speed internet at no charge.
Lost and Found	The lost and found is located at the front desk.
Numbers	Front desk: 780-792-2970 On call cell: 780-799-2679 Security Gate: 780-792-2955
Telephones	There are telephones in every room and two public telephones in the recreation room. Call can be made through the use of a calling card. Please see the front desk for details.

Lodge overview

Arrival

Please visit the front desk to check into the lodge.

A valid reservation, proof of employment and current photo identification are required to obtain a room.

All guests will be required to read and sign off on Suncor Lodge Rules & Regulations and Suncor's Drug Interdiction Policy.

Change in employment

If you have a change in employer or area of work, please notify the front desk **immediately**. This allows the front desk to keep accurate records and provide efficient operations to all guests.

It is determined on a case-by-case basis whether you must change rooms, depending on the requirements of your employer.

Comments

Comment forms are available at the front desk. You will receive a written response within 24 hours of receipt.

If you have an urgent comment, contact the front desk.

Going on leave

If you are leaving the lodge on days off and are permitted to place your room on hold, please sign out when you leave and sign back in on your return at the front desk. If you are not permitted to place your room on hold, you must check out. Failure to comply may result in disposal of your items after 72 hours from departure and possible additional charges to your employer.

You have a maximum of nine days to return. Any leave longer than nine days requires prior approval from your

Business Unit. If approval has not been received your belongings will be packed up.

Room key

If you misplace your badge, you must report to the front desk. You must show Suncor or government-issued picture identification.

If you get locked out of your room, please go to the front desk and an agent will escort you to your room. After 10 p.m., go to the dining room kitchen and someone there will assist you. Upon entry to your room, you must present your ID.

Smoking policy

In accordance with the Regional Municipality of Wood Buffalo Smoke-Free Bylaw, all common areas at Suncor lodges including the recreation centre, hallways and the dining room are designated non-smoking. Please note that smoking will not be permitted within 10 meters (34 feet) of lodge entrances. Failure to comply will result in a lodge suspension, up to and including a lodge ban.

All rooms are equipped with a sensitive smoke detector. Tampering with smoke detectors puts the safety of other guests at risk and may result in a fine or lodge suspension.

Smoking is only permitted in the designated areas.

Vending

Vending machines are located in the recreation area for basic snacks and amenities.

Lodge overview

When you leave

Suncor's standard check-out time is 9 a.m. If you are on a hotelling program, check-out time may vary. Contact the front desk if you are unsure as to your check-out time.

When you are ready to check out, remove all of your belongings, then return the key to the front desk. If you are checking out after hours, return your key to the security office.

If any items are left behind that are considered garbage, please ensure they are in the garbage can or labelled as garbage.

Please do not leave the site without checking out, as the front desk maintains an accurate database of current guests in the event of an emergency.

If your employment has been terminated, you have 24 hours to vacate your room.

Dining

Dining

A certified chef plans and prepares all meals. Rotating daily and weekly menus can be found at the entrance of the dining room.

Vegetarian, gluten-free and reduced salt/sugar options are offered at every meal, and with the variety of selection, there's always something for every guest.

Dining room Code of Conduct

The following code of conduct is in place to create a comfortable and enjoyable dining experience for all guests:

- Cell phone use is not permitted in the dining facility at any time.
- Plastic food containers and backpacks are not permitted inside the dining room.
- No food can be removed from the dining room.
- You are not permitted to wear coveralls/overalls, headwear, sleeveless shirts, dirty work boots, and winter jackets; entry will be refused.
- If you have any specific dietary request, please speak to the chef or food service manager.
- When you enter the dining room, please be prepared to show your room key to a security officer or attendant.
- If you have any feedback on the food quality, temperature or general kitchen service, please report it to the chef on duty or the food and beverage manager.

Amenities

Boots-off facility

The lodge is our home; we require that all guests and visitors entering the lodge remove their boots and outdoor footwear. There are boot nooks available for guests to store their footwear.

Housekeeping

We take pride in our lodges. The lodge and rooms are cleaned on a regular schedule.

Housekeeping activities include:

- Twice weekly cleaning and garbage removal.
- Weekly linen and towel change.
- Daily cleaning of shared washrooms.

Do Not Disturb / Night Shift door hanger: If you are working the night shift, please hang the door hanger with the Night Shift side facing out. This way housekeeping will know to clean your room in the early evening. If you wish to not be disturbed, please hang the DND side facing out on your door handle by 7 a.m.

For your safety: *Do Not Disturb* rooms are checked every second day.

To allow for proper cleaning, please ensure your room is kept in a tidy fashion; please do not leave your personal items on the bed or floor.

Internet access / use

Wireless internet is available in every room. You will connect to the **CampNet network**. A password is not required for access.

Internet use is monitored and illegal activity is reported. Guests are asked to adhere to the following guidelines for internet use while staying at the lodge:

- Do not use the Internet for illegal downloading, copying, sharing, or where the violation of any copyright laws may occur.
- Do not post, send or forward material that could be seen as obscene, offensive, libelous, defamatory, harassing, illegal, or unethical.
- Avoid websites that contain tasteless, obscene, insensitive, racist, political, sexist or hateful material. Sexual, ethnic, and racial harassment is strictly prohibited.
- If you accidentally connect with a website that promotes illegal activities, or contains sexually explicit, racist, violent, or other potentially offensive material, you are required to immediately disconnect from that site.

Laundry

Washing machines and dryers are available free of charge for guests. Complimentary laundry detergent and dryer sheets are provided for your convenience.

Maintenance

Maintenance will address issues ranging from burnt out light bulbs to broken furniture. At the front desk, there is a log designed to record any maintenance issues or observations. The log is monitored closely by our maintenance team, and allows us to respond quickly to any requirements or service requests.

Some requests may require a longer period of time to resolve. We appreciate your patience.

Amenities

Recreation and entertainment

The recreation facilities at MacKay River Lodge include:

- Cardio room
- Weight room
- Pool tables
- Ping pong
- Poker tables
- Dart boards
- Theatre room

Room amenities

For your comfort, inside your room you will find:

- Twin or double bed
- Jack and Jill or private bathroom
- Towels (two bath towels, one each of hand and face towels)
- Work desk and chair
- Blackout curtains
- Air conditioning (one large air conditioning unit per wing)
- Telephone
- Cable TV
- Internet access
- Washers and dryers (per dorm)
- Room maintenance
- Room cleaning service

Television

All rooms have a TV with free cable. If you do not have a remote controller in your room, please visit the front desk.

If your TV is not functioning properly, please make a note in the maintenance log, found at the entrance of the lodge.

Transportation

Buses

All Suncor lodges offer shuttle services between the lodge and the job site. Bus information and schedules can be found posted at the main entrance or online at sunlink.suncor.com.

Parking

Guests of MacKay River typically fly into Firebag and are bused to site. You will not require transportation as the lodge is right on site. However, if you have been provided a company truck and drive to site, there are parking options available.

Please feel free to park anywhere in the parking lot in front of the lodge, except for the designated areas with signage for emergency vehicles and Civeo. You must give your vehicle details (make, model, colour, & license plate) to the front desk when you register.

Taxis

Fort McMurray has several taxi companies that serve the oil sands operations.

Guests must pre-order taxis and inform the lodge security gate of the request (780-792-2955). To access Suncor property, the taxi driver will need to provide officers with the name of the guest who ordered the taxi. Pick up at the front of the front desk is the preferred location to meet taxis.

Health and wellness

Health tips

Minimize your chances of getting sick:

- Keep your hands away from your face to reduce the incidence of disease transmission.
- Practice good respiratory hygiene by coughing or sneezing into tissues or your sleeve to reduce bacteria and virus transmission.
- Hands should be washed for 15-20 seconds with soap and warm water after using the toilet, when touching anything that may be contaminated and when visibly soiled.
- Use disposable alcohol packets to disinfect telephones and computer keyboards at work.
- Get plenty of sleep, be physically active, manage your stress, stop smoking, drink plenty of fluids and eat nutritious food.

Medical assistance

Guests can receive medical treatment for illness and non-occupational injury at the *Emergency Services Treatment Room* at site. Medical practitioners are available at the treatment room 24 hours a day, seven days a week and can assist with a variety of ailments from bumps, bruises, scrapes and scratches to blood pressure tests:

For serious injury or an emergency please call the Suncor Emergency Line – 780-792-2499. The number is also printed on the back of all badges.

Safety and security

Emergency

An emergency evacuation plan is posted on the back of the door in each room and at the entrance and exit to each building. Please familiarize yourself with your closest exit and assembly area.

In case of an emergency evacuation: exit the lodge, go to the assembly area identified on the plan and wait for further instruction. Guests are asked to remain in the assembly area until the all-clear is given by Emergency Services or security officers.

Ensure you have proper footwear and outerwear available in your room at all times, especially in winter, as you may be standing outside while the alarm is investigated

Lightning

In case of lightning in the area, the recommendation is to retreat inside the lodge for safety, if not on the job site.

Sniffer dogs

Sniffer dogs frequent lodges to do random inspections. If a positive detection is made, a member of the search team will enter a lodge room to investigate.

The dogs will also monitor the parking lots. If a positive detection is made, a member of the search team will contact the registered owner of the vehicle. The registered owner of the vehicle will be asked to unlock the vehicle and allow the search team members to perform a hand search of the vehicle. Any drugs, drug paraphernalia, or contraband will be seized and reported.

Guests who fail to permit the search team members access to their vehicle may be subject to disciplinary action.

Visitors

All visitors must be registered with the front desk and are only permitted in the common areas of the lodge. Visitors who are not lodge guests are not permitted in the dorms or guest rooms at any time. Under no circumstances are guests to have other guests / non-guests staying in their rooms

Visitors are not permitted to eat in the dining room unless a meal ticket has been purchased from the front desk.

Quiet time is from 11 p.m. – 5 a.m. and 11 a.m. – 5 p.m.; there are no visitors during these times.

Security has the right to override visiting privileges if:

- Guest rooms are excessively noisy
- Guest rooms are noisy during quiet time
- Guest rooms are knowingly occupied by non-guests

Wildlife safety

Due to the remote location of our operations there is a potential to encounter dangerous wildlife such as bears, cougars and other animals. Precautions have been taken to limit the risk of these encounters. In the event of a wildlife sighting, please contact the security office (780-792-2955) to report it and do not interfere with security activities.

Additionally, here is what you can do to keep yourself and others safe:

- Secure garbage bins.
- Do not prop open doors.
- Do not feed, tease or provoke wildlife at any time.
- Avoid traps set for wildlife.