



Mount Robson 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 Mount Robson Lodge.

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

We hope you enjoy your stay at Mount Robson Lodge.

Fast facts

Address	Fort Hills, 90 km north of Fort McMurray on Highway 63
Bank machines	ATMs are located in the main lobby, and the main floor between the gymnasium and vending machines.
Dining room hours	Breakfast – 4:30 a.m. – 8:30 a.m. Dinner – 4 p.m. - 9 p.m. Lunchroom – available during breakfast and dinner meal service Refreshment centre – available 24 hours
Front desk hours	Open 5:30 a.m. – 11 p.m. daily After hours, please contact 587-335-8308 to obtain immediate after-hours customer service assistance
Internet	All rooms are equipped with wired and wireless high-speed internet at no charge
Lost and Found	For the lost and found, please see security
Numbers	Front desk: 780-790-7046 Security office: 780-793-8100 Suncor emergency line: 780-742-2111 or 9-1-1 from any landline
Telephones	There are phones located in each room and throughout the core building. A calling card is required for all out-of-town calls.
Website	sunlink.suncor.com/robson



Lodge overview

Arrival

If this is your first time at Mount Robson:

- You will need to check in at the front desk.
- All guests must sign an Accommodation Rules & Regulations & Drug Interdiction Procedure form, located at sunlink.suncor.com/lodgeconsent. You are only required to sign this once a year.
- The front desk staff will program your Suncor ID badge with access to the Core Building and your assigned room. This access will automatically expire on check-out day.

If you are a returning guest at Mount Robson:

- Room assignment will be posted on the bulletin board next to the front desk - you will be identified by your Suncor ID badge.
- On your check-in day, your Suncor ID badge will be automatically programmed enabling you to access the lodge amenities and your guest room. Unless you require additional assistance, you are not required to go to the front desk to check in if you are a returning guest.
- Guests need to sign an Accommodation Rules & Regulations & Drug Interdiction Procedure form each year. If your form has expired or will expire within two weeks, your badge ID will not be posted on the bulletin board and you must go to the front desk.

Check-in time is 3 p.m. Guest room assignments are based on lodge availability; any special needs or requests should be directed through your travel coordinator before arrival. Guests are asked to confirm their check-out date, as well as day or night shift assignment. Any discrepancy in length of stay must be directed to your travel coordinator.

Comments

Comments can be presented in writing to the lodge front desk or security office, and will be responded to in a timely manner. If you have an urgent concern, contact the front desk at 780-790-7046 or security office at 780-793-8100.

Going on leave / luggage storage

Each guest is permitted to store a maximum of two bags, weighing no more than 60 lb. combined, at the lodge. No trash/plastic bags are accepted in storage.

Room key

If you get locked out of your room, please go to the security office and an officer will escort you to your room. You will need to show photo identification to the officer at your room if you do not have it with you.

Room access cards are to be used by the registered guests only. Do not provide your access card to any unauthorized person for the purpose of using the lodge.

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. Smoking is only permitted in the designated areas. Failure to comply will result in disciplinary actions, up to and including lodge or site bans.

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 disciplinary actions, up to and including lodge or site bans.



Amenities

When you leave

All guests must check out prior to leaving Mount Robson at the end of their shift rotation. Please ensure you check out prior to starting your shift for the day.

Check-out times:

- 7 a.m. for day shift
- 6 p.m. for night shift

If any items are left behind that you no longer need, please ensure they are in a garbage can, or labelled as garbage. Please do not leave site without checking out at the front desk so that Birch River Site Services (BRSS) can maintain an accurate record of current guests in case of an emergency.



Dining

Dining

At Mount Logan Lodge, Suncor ensures that every guest receives a customized dining experience to suit their needs. Our food stations and rotating options can include Asian, Mexican, or Italian inspired meals, as well as traditional comfort food right off the grill.

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.

A certified chef plans and prepares all meals, posting daily and weekly menus outside the entrance to the dining room.

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 is a boot room 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:

- Weekly linen and towel change.
- Twice weekly cleaning of the washrooms and laundry facilities.

If you are working the night shift, please use the *Night Shift* door hanger to let housekeeping know you don't wish to be disturbed. **For your safety: Do Not Disturb rooms are checked daily after noon.**

To allow for cleaning, please ensure your room is kept tidy.

Internet access / use

Wired and wireless internet is available in every room. The password for wireless access is located in your room next to the TV.

We ask that guests 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 in each wing. Complimentary laundry detergent and dryer sheets are also available.

Maintenance

Maintenance will address issues ranging from burnt out light bulbs to broken furniture. Please see the front desk between the hours of 5:30 a.m. and 11 p.m. to complete a maintenance request form to report any maintenance concerns in your room. Between the hours of 11 p.m. and 5:30 a.m. there is a maintenance log located at the front desk that guests can use to report maintenance concerns.

All maintenance concerns are reviewed by the facilities manager twice daily and will be addressed in a timely manner. Depending on the nature of the concern, some requests may require a longer period of time to resolve. We appreciate your patience.

Nicholby's

Nicholby's is located on the second floor of Mt. Robson Lodge at the top of the stairs. It offers basic snacks, reading materials, and hygiene products.

Cash, Interac debit, and credit cards are accepted. The hours of operation are posted at the commissary and are adjusted to accommodate shift schedules for the convenience of guests.



Amenities

Recreation and entertainment

The multi-sports/gymnasium complex is available to guests 24 hours a day, seven days a week. The recreation facilities and programs include:

- Weight room (co-ed)
- Women-only weight room
- Cardio & spin bike room
- Gymnasium
- Squash courts
- Ball hockey, basketball, volleyball and badminton, based on interest
- Two movie theatres
- Lounge
- Darts
- Pool tables
- Foosball
- Ping pong
- Golf simulators
- Poker tables
- Video game area
- Meeting and training rooms

Any sporting equipment can be signed out at the multi-sports/gymnasium complex.

Contact the recreation coordinator via the front desk for more information about the programs available at Mount Robson Lodge.

Room amenities

For your comfort, inside your room you will find:

- Super twin bed
- Private bathroom
- Towels (bath towel, hand towel and facecloth)
- Shampoo and soap dispenser
- Alarm clock
- Work desk and chair
- Black-out blinds/curtains
- Corkboard
- Air conditioning
- 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 control in your room, please visit the front desk.

If your TV is not functioning properly, please contact Telus directly using the toll-free number found near the TV in the room.

Transportation

Buses

All Suncor lodges offer shuttle services between the lodge and the job site. Bus information and schedules are posted in the main entrance or online at sunlink.suncor.com/forthills.

Parking

Personal vehicles are not allowed on site.

Taxis

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

Guests must pre-order taxis and inform the lodge security gate of the request. To access Suncor property, the taxi driver will need to provide officers with the name of the guest who ordered the taxi. Taxis are to be met at Gate 9.



Mount Robson
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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

The medical centre is available 24 hours.

The medical centre is located on-site at the Upper Bench; for non-emergencies, please speak with the staff at the front desk at 780-790-7046 or security office at 780-793-8100.

For serious injuries or in an emergency, please call the Suncor Emergency Line at 780-742-2111. This number is printed on the back of all Suncor ID 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. In case of an emergency evacuation: exit the lodge and go to the assembly area identified on the plan to wait for further instruction. Guests are asked to remain in the assembly area until the all-clear is given by Emergency Services or Security. In the case of an emergency situation, please call the security office.

During an evacuation:

- Dress for the weather – 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
- Be bear aware – during spring, summer fall, ensure to bring appropriate PPE (air horns, noisemakers, etc.). Individuals must have taken bear awareness training before bear spray will be permitted.

In the case of an emergency situation, please call the security office.

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.

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

Quiet must be maintained in all rooms from 11 p.m. - 5 a.m. and 11 a.m. - 5 p.m. Excessive noise will not be tolerated at any time.

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 inform the security office (780-793-8100).

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.