



In 2014, we developed and started implementation of a new lodging structure. Under this new structure, guests at Firebag will be assigned to lodge rooms based on their shift schedule and whether they are an employee or contractor. This new structure will be rolled out to all employees and contractors over the next few months. The date for your transition will be discussed with your leader(s) and will be provided to you in a separate communication with instructions about the transition.

The guidelines in the chart below will provide you with further information to help you understand your lodge room assignment at Firebag.

### Before you leave home

**Pack accordingly.** We encourage travelers to leave their belongings in the storage provided on site when they are off-shift. Please consider what you pack and what items you could leave at home.

**Check your travel reservations.** You will receive separate itineraries for your flight and your lodge bookings. Ensure both your flight and lodging reservations align with your shift rotation and arrival/departure dates.

### Check-In / Check-Out

**Check-in time:** 5:00 p.m.

**Check-out time:** 7:00 a.m.

The following chart describes the lodge structure at Firebag and the check-in and check-out requirements:

| Guest Assignment                              | Lodging Structure  | Check-in Required   | Check-out Required  |
|---|--|---|---|
| Suncor employees on 14/14, 8/6 or 7/7 shifts  | <b>Room Sharing</b> – two designated guests on cross-shifts share an assigned room and utilize this same room for each shift rotation.   | Yes - no earlier than 5:00 p.m.   | Yes - no later than 7:00 a.m.   |
| Employees and contractors who work 4/3 shifts | <b>Short-Term Room Holds</b> – guests are assigned to a room and must check-out when they are off shift for more than 5 days - they will check into a different room when they return for their next shift. When a guest is off shift for less than 5 days, then they must place their room on hold. | Yes – if guests are off shift for more than 5 days.<br><br>No – if off shift for less than 5 days, but room must be placed on hold. | Yes – if guests are off shift for more than 5 days.<br><br>No – if off-shift for less than 5 days, but room must be placed on hold. |
| All other employees and contractors           | <b>Hoteling</b> – guests check-in and check-out of their room each time they are on site for their shift and when they leave.  | Yes, no earlier than 5:00 p.m.  | Yes, no later than 7:00 a.m.  |



### Check-In

The lodge front desk (housing office) receives a list of arriving guests 24 hours in advance and will be prepared for your arrival.

If you have not already done so, you will be required to sign an Accommodation Rules & Regulations and Drug Interdiction Procedure Acknowledgement & Consent form before you receive your room key. You will only be required to sign this form once a year.

### Check-Out

Guidelines are outlined on the chart. Please ensure that you check-out at the Housing Office; otherwise the lodge is unable to properly confirm that you have checked out. Suncor is not responsible for any personal items left behind – please see the lodge front desk if you have lost something. Prior to check-out, please pack up all your personal belongings in your room – do not leave anything in your room.

Please ensure that you adhere to the check-out time or the room will not be cleaned / ready for the next guest.

To check-out of your room, simply return your key card to the lodge front desk located at the housing office in the lobby of the lodge prior to 7:00 a.m. This is a fast and easy process.

### Hoteling Facility – Storage & Showers

A hoteling facility will be attached to the Village Lodge and includes both a baggage storage area and male / female shower areas with individual shower stalls. The hoteling facility is located outside of the south west corner of the Firebag Village Core in-between the main entrance and STR bunkhouse A south. It will be accessible through an arctic (interior) corridor from the Village.

#### ***A. Baggage Storage for Hoteling Guests***

If you are a hoteling guest, while you are off-shift, you can safely store your baggage at the hoteling facility on site. Two pieces of baggage can be stored in the facility. Each piece of baggage can be no larger than the size of a hockey bag and not exceed 27kgs/60lbs in weight. Oversized items, such as hockey sticks, may be stored in the facility if required. Suitcases, duffel bags, hockey bags, and backpacks are all acceptable types of baggage. There are restrictions on what can be stored. The facility will have pictures of what type of baggage is acceptable and unacceptable.

Guests staying at all lodges at Firebag will be able to store their baggage in this central hoteling facility.

The hoteling facility also has a designated area for travel / shower bag (“day bag”) storage. Once you check-out of your room in the morning you can store your baggage and a travel / shower bag if needed. If you do not have a place



at your work site to store your travel/shower bag, you can store this bag at the facility and retrieve it later when you shower or leave site after your last shift.

### **B. Showers**

Showers are available in the hoteling facility for guests to use when they have checked out of their rooms and require a shower at the end of their shift. Individual shower stalls are provided with separate rooms for male and female. The facility is accessible from the Village through an interior corridor.

Towels are available at the facility, as well as shampoo / soap dispensers in each shower stall. Guests are responsible for other personal toiletries.

### **Locker and In-Room Storage for Room Sharing Guests**

If you are a room sharing guest, you can store your belongings in the lockers that will be provided near your room. You will need to provide your own lock (Nicholby's does have locks available for purchase). A locker will be designated to each person based on their room number, for example, the two guests who share room 125 will have lockers 125A and 125B assigned to them.

Smaller in-room storage will also be available in the designated room sharing room – you will need to provide your own locks to use this storage. There are two lockable storage compartments per person in each room, so you will require two locks if you want to fully use this storage (as a result, three locks in total are required to use all storage options).

Room sharing guests are also welcome to use the day bag storage in the hoteling facility to store their travel / shower bag if needed.

### **Reservations**

As with your flight reservations, you will have a separate lodge reservation booked for each shift rotation by your travel coordinator.

Every schedule change that you require will need to be reflected in your travel and lodge reservations. You are responsible for requesting changes to your flight and lodge reservations if you take vacation, sick time, work overtime, or other reasons that would impact the times and/or days of your flights and lodging.

If you need to change your reservation please contact your travel coordinator. Lodge and aerodrome staff are unable to make changes to your travel and lodging itineraries on your behalf. Please review your revised confirmations once you receive them.



## **Questions**

For more information or questions about the implementation of the new lodging processes, please contact [osisbusinesssupport@suncor.com](mailto:osisbusinesssupport@suncor.com) or your leader. For general lodge or flight inquiries, please contact lodge front desk staff or your travel coordinator.