

### Background

Guests staying at a Suncor lodge must sign the *Accommodation Rules & Regulations & Drug Interdiction Procedure Acknowledgement & Consent* form.

A web-based system is developed that will automate the annual form process. Guests will read and sign the forms online. Guests are required to sign the form online prior to checking in to the lodge. First-time users of the system must verify their identity by submitting a photo through a web camera – this process is called “proctoring.”

The online system was rolled out to all Fort Hills workers in November 2016.

### FAQs

#### **Why are guests required to sign a consent form to stay at a Suncor lodge?**

- It is to confirm they adhere to the rules and regulations for guests at Suncor accommodations and the Suncor Drug Interdiction at Suncor Sites policy. It is a condition to stay at Suncor lodges or accommodations.

#### **Can I sign it manually?**

- If the form is signed manually it is only valid for one stay at the lodge. You will be required to sign a paper copy of the form at the front desk **each time** that you check in to the lodge.

#### **Why is this process being done online?**

- The web-based implementation:
  - Provides flexibility for guests to sign the form on their own time.
  - Reduces interaction and increases efficiency at the front desk.
  - Supports effective document management and reduces human error.

#### **Do I still use my personal email address if I have a Suncor email address?**

- Use your Suncor email address if you have one.

#### **What happens when a guest’s signed consent expires after a year?**

- Once you confirm your consent online and provide an email address, you will be sent an email reminder six weeks before your consent expires, informing you that renewal is required. You must consent to receive emails from the system in order to receive these email reminders.
- We recommend you renew your consent online soon after receiving this email to avoid having to be directed to the front desk once your consent expires.

#### **What happens if I don’t sign the web-based form before arriving at the lodge?**

- You will be required to sign a paper copy of the form at the front desk **each time** that you check in to the lodge.

### **What if I don't have a computer or laptop with a camera for the first time I sign the form?**

- There are a number of options available:
  - Through your contracting company
  - At a public library
  - At a trade union's office
  - Using a friend or family member's computer
- If you have any questions or concerns, speak to your leader.

### **How does the proctoring technology work? How can Suncor be sure someone isn't "beating" the technology?**

- Online monitoring uses a webcam and microphone coupled with government-issued photo ID to confirm a guest's identity. It continues to check the person's identity randomly and regularly throughout the session. If there's an issue verifying the identity at any time, the training session is suspended/ended.
- We recommend that you cover all information except your picture and name with a sticky note or your finger when you provide an image of your government-issued ID.

### **Is the orientation mobile-friendly?**

- Sorry, not at this time. Efforts are underway to explore this option.

### **Is software installation required to do the orientation?**

- Installation is not required and the orientation is compatible with all major browsers, e.g. Internet Explorer version 9+, Google Chrome, Safari, Firefox.

### **How is personal information protected?**

- Both Suncor and BISTrainer, the software provider, adhere to both provincial and federal privacy legislation. The data privacy policy can be viewed through the system. Any data that is retained is stored on a secure server owned and managed by Suncor. BISTrainer doesn't hold any personal information.
- We recommend that you cover all information except your picture and name with a sticky note or your finger when you provide an image of your government-issued ID.

### **When I go to create my profile and enter my information, it asks me to verify my email address.**

#### **Why?**

- If you have previously completed the Fort Hills orientation using your email address, you will get this message. Simply choose "Send Verification Email" and follow the instructions in the email. This will let you create an account for completing the lodge consent forms.

### **Is the expectation that this document is completed now regardless of when we plan to mobilize to site?**

- Due to the fact that this is an annual process, we advise it is completed closer to mobilization.

**If the individual does not have a Suncor badge ID, do I need to wait for him to get one before he begins to work on this consent form?**

- Yes. We use the badge ID to verify the individual in our system, so a guest must have one before s/he can complete the consent form.
- You must enter your correct badge ID in the system in order for your consent to be valid.

**I already consented to the form. Why was I asked to sign a different form when arrived to my next shift?**

- If you stay at more than one lodge during employment, you may be required to sign additional forms at our third-party lodges.