Welcome to the Horizon Site Lodges
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Canadian Natural Welcomes you!

It is our pleasure to welcome you to the Horizon Site Lodges.

Whether you are here for a large, longer term job or a small, shorter term job, we strive to provide you with a clean and comfortable room, a variety of delicious meals and friendly courteous staff.

We offer a variety of services and recreation activities along with an on site convenience store for your use. Our goal is for you to be comfortable in your home away from home.

If you require any additional help or information during your stay with us, please see someone at the front desk, contact the manager on call at 780-598-6858, or discuss with a lodge coordinator; we’d be happy to assist.

Enjoy your stay!

Sincerely,
Canadian Natural Accommodations Manager
Meet your Canadian Natural Lodge Coordinators

McKay River Lodge Coordinators:

Monique Arsenault
monique.arsenault@cnrl.com
780-828-2538 (office)
780-713-7994 (cell)

Bruce Sawler
bruce.sawler@cnrl.com
780-828-2909 (office)
780-792-4009 (cell)

Calumet River Lodge Coordinators:

Dale Bursey
dale.bursey@cnrl.com
780-824-4224 (office)
780-370-7450 (cell)

Dmitry Bershadsky
dmitry.bershadsky@cnrl.com
780-828-4297 (office)
780-714-4027 (cell)
Contact Us

Mailing address for residents

McKay, Calumet & Chelsea River Lodge

PO Box 6609
Fort McMurray, AB
T9H 5N4

If you would like to receive mail, please ensure the sender includes your name.

“ESS Manager On Call” 780-598-6858

To address concerns that need immediate attention or are not corrected to your satisfaction.

Phone & Fax #’s

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<thead>
<tr>
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<th>McKay River Lodge</th>
<th>Calumet River Lodge</th>
<th>Chelsea River Lodge</th>
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<tbody>
<tr>
<td>Front Desk</td>
<td>780-824-2302</td>
<td>780-824-2308</td>
<td>780-824-2300</td>
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<td></td>
<td></td>
<td>or 2313</td>
<td>ext. 2527</td>
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<tr>
<td>Office Fax</td>
<td>780-828-4523</td>
<td>780-828-4083</td>
<td>N/A</td>
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<td>Hotline</td>
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<td>780-828-2558</td>
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<td>(Maintenance, Janitorial or Food Issues)</td>
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<tr>
<td>Security</td>
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<td>780-828-3002</td>
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Room Reservations

CNRL
CNRL employees can access the Accommodations Form in the excel templates while logged into the CNRL network. Forward completed forms to: 36870.centralhousing@compass-canada.com

Contractors:
Fill out the Accommodations Request Form (Appendix 1)
Forward completed forms to: 36870.centralhousing@compass-canada.com
A confirmation number will be emailed in 48 hours

Room Check In

Go to the Front Desk, scan your badge so your reservation can be found for check in (have your confirmation number handy in case it is required).
Collect your room keys.
Room On Hold & Off Hold

Residents are required to place their room on hold at the front desk or the kiosks in the lobby prior to going on regular rotation.

When returning from regular rotation, residents can take their room off hold at the kiosks in the lobby or at the front desk.
(Please allow 2 minutes for access through the turnstiles).

Room Check out

Residents are required to check out if they are gone for an extended period of time. Please check with the front desk for more information.

All residents who check out need to reserve a room 72 hours before they return (see room reservation).
Room Check out

When checking out, please ensure all belongings are removed from your room and keys are returned to the front desk or security.
Check out times are 7:00 am or 7:00 pm on the last day of your shift.
If your employment has been terminated, you must vacate your room and check out immediately.
Residents are not allowed to stay in camp during their days off.
Room Checklist

We are happy to provide you with a smoke free environment.

Please take a moment to look over your room for the following items. If any items are missing or damaged, please inform the front desk.

- 1 Bed
- 2 Pillows
- 1 Blanket
- 1 Desk
- 1 Chair
- Dresser Drawers
- Closet; Clothes Rack
- 1 Set of Horizontal Blinds
- 1 Waste Paper Basket
- 1 Reading Light
- 1 Medicine Cabinet
- Color TV
- 1 Telephone
- 1 Boot Mat
- Smoke Detector
- 1 Wall Mounted Cup Holder, Towel Rack & Coat Hook

Towels and personal items are not provided; TV remotes are available for purchase in the “On the Go” store.
Room Services

Housekeeping
• Rooms are cleaned daily, sheets are changed once per week
• It is our policy not to touch your belongings even for cleaning purposes. Please keep the floor clear for cleaning staff.
• Shared washrooms are cleaned twice daily in the morning and evening.

Phone Services
• Local calls are free. Dial 9 for the outside line. For long distance, purchase calling cards in the On-The-Go store.
• Each room's telephone has an individual number (contact front desk for the number)
• Unfortunately calls cannot be transferred from the front desk

Free Internet Services
• You will require an ethernet cord for your laptop computer (available in the on-the-go store).
• If you experience any connectivity issues, please contact the front desk.
Lodge Services

Our Lodges provide a range of facilities and services designed for the “home away from home” feel for our residents.

Fitness facilities
State of the art fitness gymnasium with cardio & weight equipment
Hours of operation : 24/7

Recreation Room
Includes pool tables, ping pong tables, televisions, snacks including fresh fruit, muffins, cookies, juice & coffee, ice machine
Hours of operation : 24/7

The Lounge
Join other guests for a cool beer and entertainment at the lounge
Hours of operation :
6:00 pm – 10:00 pm
Last call at 9:00 pm
Lodge Services

Tim Horton’s
Hours of operation:
5:00 am – 9:00 pm – McKay Lodge
4:00 am – 9:00 am – Calumet Lodge
4:30 pm – 9:00 pm

4:30 am – 10:30 am – Chelsea Lodge
4:30 pm – 9:00 pm

“On the Go” Convenience Store
The Store is fully stocked with all your essential needs.
Hours of operation:
5:30 am – 7:30 am – McKay Lodge
4:30 pm – 9:00 pm

5:00 am – 7:30 am – Calumet Lodge
4:30 pm – 9:00 pm

5:00 am – 7:00 am – Chelsea Lodge
4:30 pm – 9:00 pm
Lodge Services

Secretarial Services @ The Front Desk
- Faxing - $1.00/page (max. $5.00)
- Photocopies - $.25/page
- Postal Services:
  - Standard sized letters will gladly be added to outgoing mail
  - Envelopes & stamps are available for purchase at the front desk

Hours of operation:
24/7 – McKay River Lodge
6:00 am – 11:00 pm – Calumet River Lodge

Recreation Programs
Each camp offers recreation activities and events. Please see the monthly calendar of events on the information boards for an up to date list.

ATM Machine

Guest parking Lot
Personal vehicles are NOT authorized to be “on site”. Vehicles parked in the 1 hour designated parking spots for longer than 1 hour are subject to towing with a $200 fee for vehicle return. Parking in designated parking areas only

Non Denominational Prayer Room

Library (Located at McKay River Lodge)
Lodge Services

Hours of Operation

**Front Desk**
24/7 – McKay River Lodge
6:00 am – 11:00 pm - Calumet River Lodge
6:00 am – 8:00 pm Chelsea River Lodge

**Dining Room**
Breakfast: 4:00 am – 8:00 am
Bagged Lunch: 4:00 am – 6:30 am
4:00 pm – 6:30 pm
Dinner: 4:00 pm – 8:00 pm

**Security Office**
24/7

Hours subject to change
Dining Room & Lunch Room

Dining Room
Enjoy your meals in a comfortable community atmosphere. Please note that food cannot be removed from the dining room.

Lunch Room
Residents can enjoy a large selection of lunch options. Please note, there is a two (2) bag limit from the lunch room. Shelving units and coat racks are provided outside the dining room for your convenience.
For our residents enjoyment, the following dress code is in place:

- No Dirty Work Clothes/Footwear
- Footwear must be worn at all times
- No Coveralls/Overalls
- No Sleeveless Shirts
- No Ball Hats/Caps
- No Outerwear
- No sweaty residents directly from the gym
- No bags and/or back packs
- Only food items from the lunch room can be removed (2 bag limit)
- (ID badges MUST be scanned on entrance)
FAQ’s

Visitors – Residents
Resident visiting hours are from 5:00 am – 11:00 am and 5:00 pm – 10:30 pm only. All other times are quiet times.
Male residents are **NOT** permitted to visit female rooms or dorms; female guests may visit male rooms or dorms during visiting hours only.

Visitors – Non Residents
Non-residents must be accompanied by a resident during visiting hours and must be signed in and out at the security desk by a resident in order to visit the facilities. Security must be notified of the arrival of your visitor to ensure they are granted access through the operations gate. Security/Management has the right to override visiting privileges.
If you want to have a meal with a visitor, meal vouchers for non residents can be purchased at the Front Desk.

Room Heating / Cooling System
Each room has an electric baseboard heater with a thermostat that only controls heat. Care should be taken to ensure items are kept 12 inches away from the baseboard heaters.
Windows should remain closed and the floor vent open for the A/C to adjust to room temperature. Floor vents can be closed for your own comfort; please DO NOT block floor vents with foreign objects.

Commerce
You must receive written permission from both CNRL and ESS in order to conduct business in the camp facilities; this includes fundraising for charities.
FAQ’s

Room Searches
Canadian Natural retains the right to request a search of lodge rooms where “reasonable grounds” dictate. Any refusal of a room search request will result in the indefinite suspension of camp and/or site privileges.

Lost Room Key / Locked Out
If you are locked out of your room, please ask security for assistance. Key replacements are available at the front desk for $20.00.

Lodge Maintenance / Janitorial / Food Services
For any Lodge issues pertaining to: Maintenance, Janitorial or Food Services, please call the 24/7 Lodge Maintenance Hotline at:

780-828-2558

CONCERNS, COMMENTS OR QUESTIONS
To help direct your inquiries, please consult the following lists

Front Desk
Lodge Maintenance
Housekeeping
Lodge Services
Rules & Regulations
Dining Room
Lodge Safety
Concerns
General inquiries

Security
Noise Complaints
Parking Lot
Lodge Access & Visitors
Luggage Storage
Room Access
(Locked out)
Camp Internet – Getting Connected

Internet service is provided in all Horizon camp rooms. This quick reference is designed to help you establish connectivity quickly and easily while avoiding some common pitfalls.

**Internet Service is provided via a wired connection only**
There is no wireless service available. Any wireless networks you may discover are not camp provided internet service.

![Wired Connection](image)

**The wired connection requires a Cat5, 5e, or 6 network cable**
A Cat5 cable has 8 pins / wires. A phone cable with 4 or 6 pins will NOT work.

![Cat5 Cable](image)

**Some rooms may have two wired jacks available**
If one does not work, please try the other.

![Wired Jacks](image)

**Still experiencing issues?**
Please try your laptop or other device in a coworker or neighbour’s room. If you still have no connectivity, please review your device configuration.

If you have connectivity in another room, but not in yours, please report it to camp administration who will pass it on for further review and troubleshooting as required.
Safety Notice

Baseboard heaters can be fire hazards!

Proper baseboard with no obstructions

Improper Storage in front of baseboard heater

Please ensure all materials are a minimum of 12 inches away from the electric baseboard heaters in your room.
In Case of An Emergency

Canadian Natural’s 24 Hours Emergency Services line is

780-828-3000

Medical Emergencies

For medical emergencies call:

780-828-3000

For non-emergency medical assistance, please contact your company for transportation to the CNRL medical center.

Emergency Procedures

Emergency procedures are posted in each dorm room. Please familiarize yourself with the closest exit and emergency assembly areas (see attached maps).
Emergency Meeting Points

McKay River Lodge
#18, 19 & 20

Calumet River Lodge
#1, 2, 3 & 4

Chelsea River Lodge
#25, 49 & 50
Discipline & Appeals

**Discipline guidelines**

To ensure camp residents can enjoy their stay at the Horizon lodges, steps have been taken for dealing with individuals or groups whose actions are illegal, disruptive to other guests or potentially harmful to the reputation of CNRL or ESS.

When checking into the Horizon Lodges, rules and regulations are given to every resident to sign and they are posted in the main hallway. Residents that do not respect the rules may be subject to disciplinary action.

Some actions may result in an indefinite camp/site suspension.

**CNRL site suspensions are not open to review by Camp Management.**
Discipline & Appeals

Camp Suspension Appeal Process

Camp residents may appeal their camp suspension through their representative at the appeals committee meeting.

The appeals committee will determine whether or not and, if applicable, under what conditions an individual’s camp privileges may be reinstated.

Suspended individuals must request representation from his/her respective Union or their Employer / prospective Employer.

The committee will take into consideration accountability, remorse shown, corrective action and the measure(s) taken to prevent future occurrences. Acceptance of accountability, in writing, for the suspended individual’s actions is a pre-condition of the committee’s evaluation.

The appeals committee will not hear an appeal at the time when the individual is being suspended from site. Appeal requests are reviewed and scheduled monthly at the appeals meeting set up by Labour Relations.

Notice of the committee’s decision will be sent to the suspended individual’s representative.
Canadian Natural and ESS Poplar Point Remote Camp Services are committed to a healthy, productive work environment where the dignity and safety of each individual is respected and protected. Harassment or violence WILL NOT be tolerated.

Violence and/or harassment would be defined as:
Any inappropriate physical contact or action, or threat of inappropriate physical contact or action that would result in pain and/or suffering to individuals; insulting comments, slurs, insulting or demeaning posters, insulting or demeaning invitations, unwanted or offensive actions, teasing, jokes, cartoons, graffiti, innuendoes, drawings, unwanted touch, unwanted gifts, lack of respect for personal space, etc.

Any incidents of violence or harassment involving contractors, customers, vendors or visitors to CNRL will be investigated and dealt with in an expedient, confidential and fair manner.

Regardless of the outcome, the individual who, in good faith, complains, reports or participates in the investigation of any incident or alleged incident of violence or harassment, will be protected from any form of retaliation.

Those who participate in violent or harassing behavior will be subject to disciplinary action including the loss of camp privileges and/or an indefinite site suspension.
Unacceptable Behaviour

Harassment Policy

Should you have any complaints or concerns, you must speak with the Camp Management immediately or file a complaint with Security staff.

* Excerpts from CNRL “Harassment-Free and Violence-Free Workplace” policy. The complete policy/procedure included in the site orientation.
# Appendix 1

## ACCOMMODATIONS REQUEST FORM - CANADIAN NATURAL RESOURCES

**Canadian Natural**

**horizon**

**Date:**

### BUSINESS UNIT: Please Check One

- Bitumen Production
- Major Projects - Upstream
- Upgrading & Utilities
- Major Projects - Downstream
- Operation & Project Services
- Coker Rebuild
- Mining
- Opportune Maintenance
- Technology Development
- CNRL Business Travellers
- FIFO
- Third Party - Specify
- CNRL Business Travellers
- Others - Specify

### Contractor Contact Information

- **Company (Contractor):**
- **Contract #:**
- **Cost Code** (For Billing to CNRL)
- **Invoice Room To:**

### Guest's Name

<table>
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<tr>
<th>Last Name</th>
<th>First Name</th>
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<th>Required Accommodation</th>
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### SIGNING AUTHORITY (please print clearly)

- **Approved By:**
  - Contractor Supervisor - Print Name
  - Phone:
  - Email:
  - (Contractor Supervisor - Signature)

### NOTES:

1. All reservations require 72 hours notice from the time/date stamp of the reservation request email. No exceptions will be made.
2. Please ensure all portions of the form are completely filled out. Incomplete forms will be rejected.
3. If requesting rooms for multiple contracts, a separate form is required for each contract.
4. Completed forms must be emailed to ESS Central Housing and CNRL Camp Business Unit Coordinator.
5. All residents are required to check out at the end of their shift cycle.
6. All residents require a confirmation number prior to arrival.
7. All terms of the CRSA will apply.

**ESS Central Housing**

- **Email:** 36870.centralhousing@compass-canada.com
- **Phone:** 780-824-2321

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