

Horizon Guest Welcome Package McKay and Chelsea River Lodges



Issue Date – May 2019

Revision - 6



Welcome to the Canadian Natural Horizon Lodges

We are committed to providing you with a place to relax and unwind after a long day of work. You can relieve your stress in our fitness facility, enjoy a game of ping-pong, or shoot some pool with your colleagues in the games room. Our goal is to provide you a safe and comfortable home away from home.

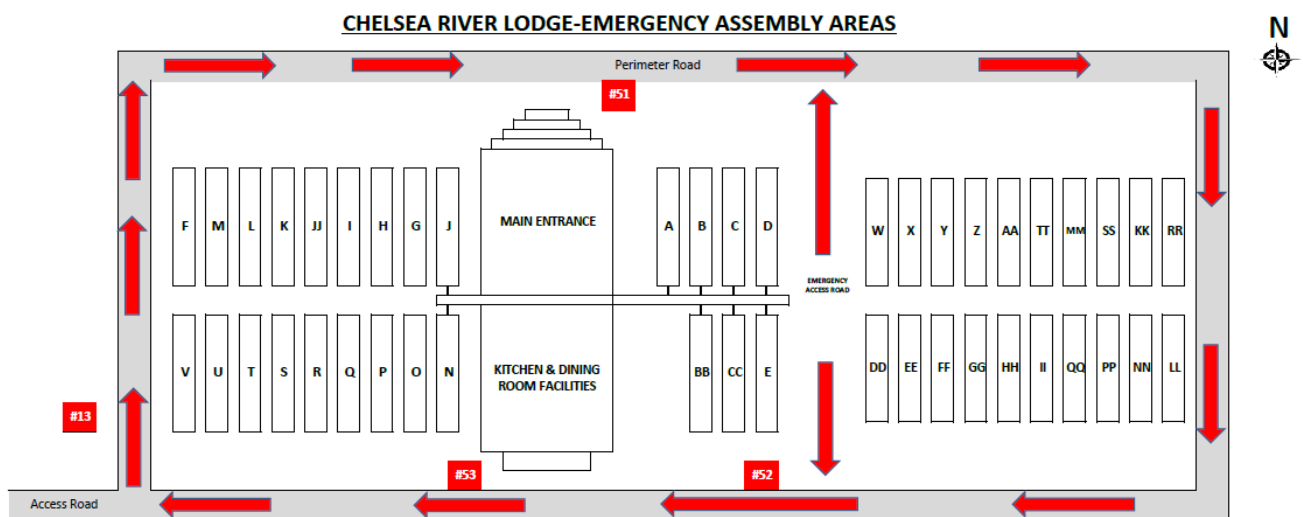
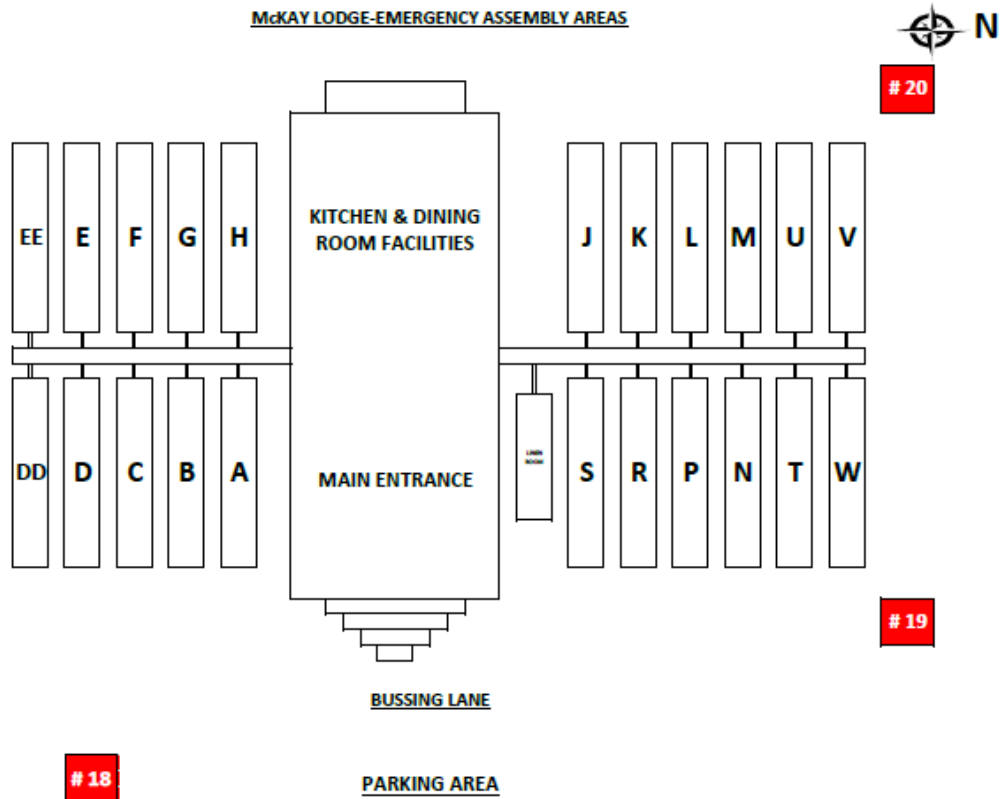
This package contains the Horizon Lodges Rules and Regulations, which are in place for the comfort and safety of all our valued Guests. Please take a moment to read them carefully, you will also be required to acknowledge them with your signature when you check in.

If you require any additional information regarding McKay or Chelsea River Lodges, we have a team of CNRL Camp Coordinators that are here to help. Should you experience any challenges during your stay, please let us know so that we can assist you.

Welcome!



ATTACHMENT A: Muster Point Locations



*NOTE CHANGES AND ADDITIONS MAY BE MADE. SEE MAP AT DORM ENTRY FOR MUSTER POINT CLOSEST TO YOU.



EMERGENCY/SAFETY/SECURITY

Emergency Response

McKay and Chelsea River Lodges are equipped with a sophisticated fire protection system. We ask that you please educate yourselves with the location of the emergency exits, fire alarms, and the Emergency Response Procedure posted on the back of each Guest Room door and every dorm hallway.

In the event of the alarm sounding, please evacuate the building by using the exit marked on the floor plan. Once outside follow the instructions of the fire wardens and assemble at the Muster Point closest to your location and do not re-enter the building until authorized to do so.

To further support our fire prevention and safety program, the use of candles or other open flames is prohibited in the Guest rooms or any area of the Lodge and we ask Guests to keep items away from the in room baseboard heaters.

Emergency Contact Number

In the event of an emergency, please call
780-828-3000

Drills/Tests

For your safety CNRL conducts regular testing of the fire alarm systems. When a test has been scheduled notifications will be posted in the applicable area. We schedule test to have as low impact as possible on our Guests.

Drills are also performed regularly and will be done so without notification. Please take every fire alarm evacuation seriously and follow the evacuation plan.

Security

The Lodge offers a sense of safety, security and peace of mind with twenty-four (24) hours per day, seven (7) days a week (24/7) Security. If at any time during your stay you notice anything of a suspicious or alarming nature, or if you are locked out of your room, please contact Lodge Security 780-828-3002 or visit the Security Desk located in the lobby.

Wildlife Awareness & Safety

Wildlife is present in the area year round so please adhere to the following safety guidelines:

- Scan the area, and be alert.
- Walk in groups, or get a ride.
- Never leave garbage out, always utilize trash receptacles.
- Do not approach wildlife for any reason.
- Refrain from throwing rocks, or anything else, at wildlife of any kind, and NEVER feed the animals.
- Observe posted signs that address wildlife concerns.

Important Contact Information

Front Desk

For your convenience, the Front Desk offers assistance for all Guest inquiries and acts as a liaison between Guests and all departments in the Lodge. Front Desk agents are available 24/7 at:

McKay

Front Desk 1.780-824-2302
36769@compass-canada.com

Chelsea

Front Desk 1.780-824-2306
36771@compass-canada.com



ATTACHMENT B: McKay & Chelsea Rules and Principles

These rules and regulations are in place to ensure the safety and security of all residents in the camp. At CNRL compliance is a deeply held value; it is essential that all camp rules are complied with to ensure the safety of all our residents. Failure to comply with these rules and regulations may result in a lodge and / or site suspension.

- 1. ALCOHOL & DRUG POLICY** - All Canadian Natural Lodges are dry camps. Possession of alcohol and/or drugs, steroids and drug paraphernalia on Company property (including camp rooms) is prohibited as per the Alcohol & Drug Policy. This includes but is not limited to any illicit substance(s), alcohol, marijuana (including medically authorized), mood altering drug(s), drug related paraphernalia, non-prescriptive steroids or masking systems.
Please be reminded that a violation of the Alcohol & Drug Policy is very serious. Any violation of this Policy will not be tolerated and will result in corrective action up to an including termination of employment for Employees, and for Contractors, removal from Company property or contract termination.
- 2. This Lodge is a NON SMOKING facility.** Smoking is permitted in the designated smoking areas ONLY. (This includes ceremonial smoking and electronic cigarettes). In addition, anyone found smoking in their room will also incur a cleaning charge of \$250.00.
- 3.** For the safety of all residents, the use and storage of flammable or combustible material in the lodge is not allowed. This includes the use of flammable solvents to clean clothing.
- 4.** Room keys are intended exclusively for the use of the registered employee, in order to protect the safety and security of all employees. If someone else is found occupying the room, the employee will lose accommodation privileges and may face further disciplinary action.
- 5.** Residents are responsible for the condition of their room and will be held accountable for any damages beyond normal wear and tear including damages to walls from stick pins or stickers. Action taken, if damage is found, is at the sole discretion of camp management. Any repair cost may be the responsibility of the resident.
- 6.** Willful damage, unruly conduct, fighting, violence, theft or biohazards will not be tolerated at any time. Any biohazards found in the room would incur a cleaning of \$250.00.
- 7.** Please be respectful of your fellow residents and observe the Quiet Hours in dorms from 10:00pm to 5:00am and 10:00am to 5:00pm. Employees are also reminded that during Quiet Hours, Residents are NOT allowed to have visitors in their rooms.
- 8. Check-Out Times:** Dayshift – 7:00 am PRIOR to your last shift; Nightshift – 7:00 pm PRIOR to your last shift. It is mandatory for all residents to utilize the **Check-in/ Check-out** kiosk or visit the **Main Reception Desk** when departing from or returning to site. Residents are required to remove all of their belongings if leaving the lodge for more than their allowable hold days.
- 9.** Respect the staffs that clean by keeping your room neat and tidy (safe to work in) and free of biohazards.
- 10.** Residents who share a room with a cross shift. It is imperative that all personal belonging in the room are stored away prior to leaving site for days off.
- 11.** TV remote controls are to remain in the room at all times. \$50.00 charge will apply if missing.



12. Laundry Room facilities are available on each floor. These machines provided are for street clothing only: The washing of work coveralls or work jackets are prohibited.
13. When rooms are vacant, doors must be kept locked. The lodge does NOT assume any responsibility for lost and stolen property. Do not disturb signs are not permitted in the lodge.
14. The use of humidifiers is acceptable. However, the room occupant will be responsible for all costs associated with any damages and/or repairs. E.g. mold in the room, warping of furnishings, etc.
15. **Cooking of any type in a resident's room is prohibited.** The use of microwave ovens, toaster ovens, coffee makers, kettles or any other piece of equipment intended to cook, heat or reheat food and beverages is prohibited in village dorm rooms. Portable Heaters are prohibited.
16. Residents must swipe their ID card when accessing the dining area or lunchroom.
17. Meals provided for Lodge residents and visitors (approved by camp coordinator) are for consumption in the dining room. Occupants are **NOT** allowed to take the hot meal provided outside the dining area.
18. **Lunchroom** - Only authorized lunch bags are to be used for the lunchroom and are for the resident consumption while on site. (**maximum 2 bag limit**)
19. The following is prohibited in the Dining Room and Lunchroom: wearing coveralls or reflective work wear, dirty clothing, sweaty gym cloths, hats or dirty boots and bags or back packs.
20. Pets are not allowed on site or in the camp accommodation as part of the **Horizon Site Rules**.
21. Do not feed, harm or disturb wildlife; **Horizon Site Rules**.
22. Recreation facilities are accessible to occupants. The use of Gym facilities is at the residents own risk. Any damage to the recreation facility by the resident will be held responsible. Gym users are requested to shower and change before entering the dining room.
23. Tampering with safety devices, first aid equipment, fire protection equipment, emergency devices and other facilities is strictly prohibited (including removal or tampering with smoke detectors, covering windows);
24. Parking is permitted **ONLY** in designated areas. Any vehicle parked in a no parking zone may be towed and a \$200 fee applied to retrieve the vehicle. Camping in the Lodge parking lot is strictly prohibited.
25. Residents must receive written permission from Canadian Natural Resources Ltd. in order to conduct business in the Lodge; this includes fundraising for charities.

Management reserves the right to modify the existing rules and to establish and enforce additional Lodge rules and regulations; as required.



COMING/GOING

Visitors

All Visitors must register at West Gate Security. Unauthorized/unregistered Visitors are not permitted in the Lodge. Authorized Visitors are not permitted in the "Guest Only" areas (Guest Rooms, fitness facility, etc.). Authorized Visitors must also conform to all Guest rules applicable when visiting the Lodge.

Quiet Times

In order for all guests to receive sufficient rest quiet times in the dorms is between 10:00pm and 5:00am.

Checking In

All guests must check-in at the front desk or by using the kiosks upon arrival even if assigned to a permanent room. Day shift rooms are cleaned by 5:00 pm for your arrival and night shift rooms by 9pm. When checking in outside of these hours please be aware you may need to wait for the room cleaning to be completed prior to access. New reservations (those who are not returning to the same room share or permanent room) will have a room ready for their arrival.

Checking Out

Check out time for day shift is prior to 7:00am, and 7:00pm for night shift. When you are checking out you MUST take all of your personal belongings from the room and either store your luggage or take it with you unless you are in a room share.

Room Shares

When paired up as a room share please be courteous to your in-coming roommate by putting away all of your belongings and placing any trash in the receptacle. For the security of your belongings, lock them in the lockers provided when leaving site or take them with you.

Luggage Storage

The Security desk offers a short term luggage storage service. Luggage storage can be used for a maximum of 30 days from the last day of your rotation. Unclaimed luggage after this period will be disposed of.

Room Access Key

Safeguard your Lodge room access key the same as you would your personal residence key. If you lose your room access key or if it is stolen, report it to the Front Desk immediately. Please note that a charge of \$20 will apply for the replacement of lost, stolen, or unreturned dorm room keys.

If locked out of your dorm room the Security team located in the lobby will assist you.

Lost and Found

Found items within the lodge will be turned over to Security and will be held for 90 days.

Traffic Safety

Our goal is to ensure the safety of all our Guests within the facility. Please be aware and watch for pedestrians at all times when driving through the grounds as there are multiple crossing / access points.

Please respect all posted speed limits within the facility, which is 20km/h. For your safety, please be aware of the directional signs, and driving etiquette on site.

Shuttle Service

- Shuttle service will be available between the Lodge, worksite and Aerodrome on a daily basis.
- Departure times for Aerodrome buses are posted at in the lobby at the flight center kiosks.

Flight Centers

Located in the lobby, the Flight Centers are where you will check in prior to boarding. If you are taking more than one small carry on item you will be required to check your bags. Please note that Aerodrome busses will not accept passengers with luggage over 22lbs and larger than a carry on.

See posted check in times and bussing schedule at the Flight Center kiosk and or speak with a Flight Center representative if you have any questions.

For lost luggage Call 1-780-828-2605

AMENITIES/SERVICES

Dining Room

Breakfast:	4:00 am – 9:00 am
Bagged Lunch (dayshift):	4:00 am – 8:00 am
Bagged Lunch (nightshift):	4:00 pm – 8:00 pm
Dinner:	4:00 pm – 9:00 pm

(Hours of operation are subject to change).

Please contact the Front Desk to arrange for “OT meals”.

Be advised that there is a dress code in effect which includes: no reflective coverings; coveralls; soiled work clothing; sweaty gym clothing, backpacks; hats or bare feet.

If you have any food allergies inform the Chef as we are happy to accommodate your requests (ask at the serving line or see the dining room greeter).

Lunch Room

The Lunch Room is located on the left at the dining room entrance. A meal scan is required to enter and there is a limit of two lunch bags per person. Lunch items feature a variety of sandwiches, salads, fresh cut vegetables and fruits, pastries, soups and microwavable entrees.

Rec Room

The Rec Room Area is available twenty-four (24) hours per day and will offers cold beverages, snacks, fresh fruit, coffee and tea.

Commissary

For your convenience, there is a commissary located in the core area of the lodges, where you can purchase snacks, drinks, toiletries, tobacco products, and electronics. Operating Hours are posted on the Commissary door.

Coffee Shop (Timmy’s) @ McKay Lodge

We know how hard our Guests work, which is why we have provided a coffee shop in order to meet the tastes of all our valued Guests. Located in the lobby of McKay Lodge, hours of operation are from: 4am – 9pm seven days a week.

Housekeeping Services

Housekeeping services are tailored to rotations and room type. Please see the Housing office directly for cleaning schedule information. Sheet changes are done once a week for all room types and full check out cleaning is provided to room share rooms upon check out in preparation for the next guests’ arrival.

Night shift rooms are serviced between 5pm – 6am

Day shift rooms between 7am – 5pm

Housekeeping Service Continued...

If you are working a night shift, to ensure that your room is serviced appropriately, please place the “night shift” sign on the outside of your door. For your convenience, the “night shift” sign is obtained from the Front Desk when checking in. In the event your shift has changed, please advise the Front Desk in order to prevent any kind of disruption to your sleep.

Please note that “Do Not Disturb” and “Cleaning Not Required” signs are not allowed for security and cleanliness reasons. If you are sick in your room please let the Camp Attendant know and your room cleaning will be moved to an alternate day.

Laundry

The Lodge’s laundry machines are located on every floor of each dorm. The laundry rooms are designated for personal clothing only and are not to be used for work jackets, coveralls or heavy duty items.

Television Channels

For your viewing pleasure, we offer a variety of channels of cable television. For television related difficulties contact Telus by calling the number on the back of your dorm room door. Maintenance related issues can be reported to the Front Desk.

Automatic Teller Machine

For your convenience, there are ATMs located in the main lobby of the Lodges.



Internet Access

We are pleased to provide WI-FI access throughout the Lodge. The WI-FI connection does not require a password and can be connected to by selecting CNRL-Guest.

Vending Machines

We have several vending machines available throughout the Lodge.

Fitness Centre

No need to leave behind your fitness routine when you travel — enjoy our gym facility which includes treadmills, elliptical machines, stationary bikes, free weights and weight training equipment. A fitness schedule with classes offered and special events for the month will be posted on the bulletin board at the Front Desk and the Gym entrance.

Guest Feedback

We are dedicated to achieving the highest level of satisfaction. We would appreciate it if you would fill out the Guest Satisfaction Survey as we are eager to receive your feedback concerning the service being provided.

Please take the time to either fill out the Guest survey card or our quick “Happy on Not” surveys provided electronically at Guest feedback stations located near the dining rooms. We are also happy to receive your feedback anytime in person at the front desk, to an ESS manager or the CNRL coordinator on duty.

Email concerns to the CNRL Camp Coordinators at HorizonAccommodationCoordinators@cnrl.com

Recycling/Environmental Awareness

There are recycling bins located throughout the Lodge. We care about the environment and ask that you place your trash and recyclables in the appropriate bins, blue bins for recycling and black bins for garbage.

Mail Service

Stamps and mail services will be offered by the Front Desk at a nominal cost.

Mailing address for (McKay or Chelsea Lodge) is:

**PO Box 6609
Fort McMurray
AB, T9H 5N**

**THANK YOU
WE HOPE YOU ENJOY YOUR STAY!**