



Stalkaya



LANDSEA



PAPER
EXCELLENCE

PORT MELLON LODGE

GUEST WELCOME PACKAGE

*"We humbly and gratefully acknowledge this project lies on
the unceded territory of the Skwxwú7mesh Nation."*

LODGE INFORMATION

Phone: 1-604-848-5744

Address: 3838 Port Mellon Highway, Port Mellon

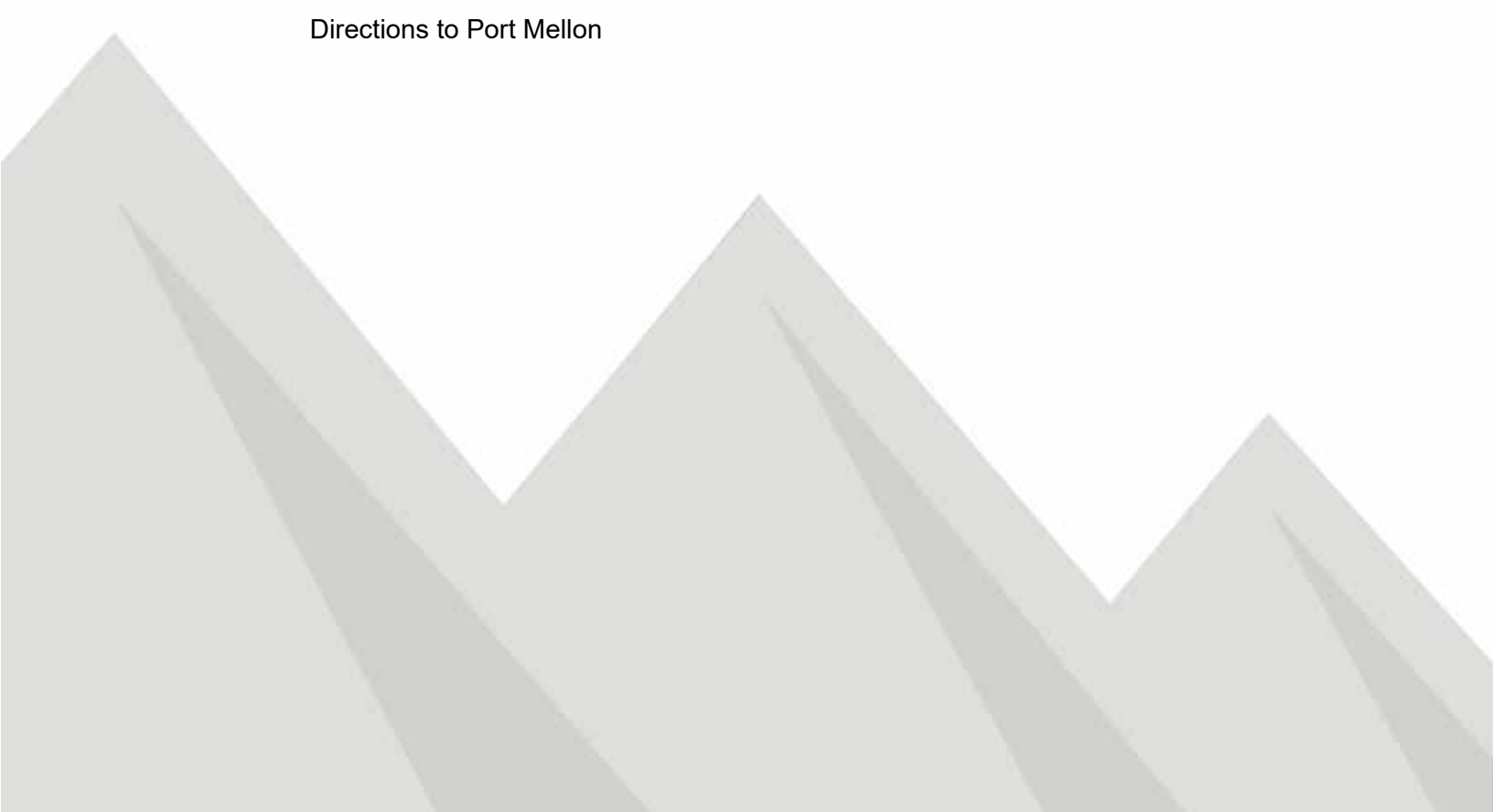
Front Desk: portmellon@landseacamps.com

Manager: portmellonmanager@landseacamps.com



TABLE OF CONTENTS

Welcome to Port Mellon	3
Coming and Going	4
Pre-Arrival Training	5
Site Safety & Security	6
Dining in Camp	7
Room & Amenities	8
Site Services	9
Appendix	10
LandSea's Reservation Policy	
LandSea's Policies & Guidelines	
Directions to Port Mellon	





WELCOME TO PORT MELLON

Port Mellon Lodge is owned by Howe Sound Pulp & Paper (HSPP), a Paper Excellence Company, and supports one of the oldest operating mills in British Columbia. HSPP has played a key role in the history of the Sunshine Coast since it's commissioning in 1909, drawing many families to the community in pursuit of work at the mill.

LandSea has proudly provided catering and accommodation services to Port Mellon Camp since 2010. In 2022, LandSea established a partnership with Stalkaya, a Squamish Nation owned business – Stalkaya LandSea LP – with the goal of prioritizing Indigenous employment and engagement on all project located in the Traditional Territory of the Squamish Nation, including Port Mellon. Stalkaya-LandSea continues to support Port Mellon with the goal of providing a “home-away-from-home” for all our guests.

Port Mellon Lodge homes up to 350 guests and offers a variety of services and amenities to ensure a safe and comfortable stay for all patrons. This package contains everything you need to know about preparing for your stay at the lodge, including important pre-arrival training, what to bring, and what to expect while on site. Please review this package in full prior to your arrival.

Thank you, and we look forward to welcoming you at Port Mellon Lodge.

- The Stalkaya-LandSea Team



Stalkaya



LANDSEA

COMING AND GOING

Time to go to camp!

Reservations must be submitted by supervisors using a Reservation Request Form with a minimum of 72-hours before guest arrival. Any reservation changes must be communicated in advance or are subject to a penalty charge of one nights stay. LandSea's Standard Reservation Policy is included in the Appendix.



Checking In & Out

Check in time is 3:00pm.

Check out time is 8:00am.

If your arrival or departure time is not within the regular posted office hours, please notify the Front Desk in advance. Please remove all items from your room at checkout.

Parking

Parking is permitted in the designated guest parking area North West of camp - as outlined in the Directions to Site included in the Appendix – and is solely at the vehicle owner's risk. Any unregistered vehicle will be towed at the guest's expense.

Front Desk

Our Front Desk is always available for assistance with inquiries and acts as a liaison between Guests and all departments in the camp. Please report any issues with your room or the facilities to the front desk team.

Room Keys

Keep your room key safe and never exchange it without permission. Keys must be returned upon checkout.

Lost or stolen room keys must be reported to the Front Desk immediately. A charge of \$25.00 will apply for the replacement of lost, stolen or unreturned room keys (payable to front desk).

Traffic Safety

Our goal is to ensure the safety of all patrons within the Facility. Please be aware of directional signage and abide by posted speed limits. Always watch for pedestrians and vehicles when driving through the grounds as Port Mellon is an active worksite with multiple crossings and access points.

Visitors

Only Authorized Visitors are permitted at camp, and must register at the security gate and front desk. All visitors must conform to camp policies and are only permitted in common areas.

PRE-ARRIVAL TRAINING

Know before you go!



Paper Excellence Site Orientation

All guests are required to complete HSPP's Site Safety Training prior to their arrival to camp. Please follow the below instructions carefully.

1. Navigate to: <https://peorientations.azurewebsites.net/contractor>
2. Fill out your information in the required fields
3. Select "Howe Sound – Visitors and Vendors" from the drop down menu
4. Proceed through training and quiz. A score of 80% must be achieved for site access.
5. A completion certificate will be sent to your email - keep a digital or printed copy on hand for site access.



LandSea Camp Policies & Guidelines

All guest must read and understand LandSea's Standard Camp Policies and Guidelines, as enclosed in this package and posted the at site office. Guests must sign an Arrivals Sheet each time they arrive to camp, which indicates their acknowledge and adherence to the Lodge Rules. The rules may be updated at any time and thus should be reviewed at site frequently.

Compliance to these policies is a condition of your stay at camp. Failure to adhere to these guidelines or any unlawful act will result in the loss of facility priviledes and eviction from site.





SITE SAFETY & SECURITY

Your health and safety is our #1 priority.

Emergency Numbers

In The event of an emergency, please dial 911 and inform the Camp Manager or Relief Manager. Additional contacts numbers to note are below.

On-Site Medical Office:	604-884-2238
RCMP, Non-Emergency:	604-885-2266
Sechelt Hospital:	604-885-2224

Drugs & Alcohol

The use of alcohol and drugs anywhere on HSPP's property is strictly prohibited and will result in immediate dismissal from site.

Wildlife Awareness & Safety

Port Mellon is surrounded by wildlife, including (but not limited to) bears, cougars, and deer. Please refrain from feeding or approaching wildlife or allowing them to approach you; the more they are accustomed to human contact, the greater the danger they become.

Fire Safety

Camp is equipped with a sophisticated fire protection system. Upon your arrival, please educate yourself with the emergency exits and fire alarms.

The use of candles, any open flameable, or anything with a heat source is prohibited in Guest Rooms. This includes microwaves, hot plates, slow cookers, portable heaters, and other cooking/ heating apparatuses.

If you discover smoke or fire in your room:

1. Exit the room and close the door behind you.
2. Pull the nearest fire alarm & alert others in the area.
4. Walk to the nearest emergency exit.
5. Proceed to the nearest Muster Station.

DINING IN CAMP

Come for work, stay for the food.

We are committed to providing a creative, well-balanced menu offering that delights our guests, and provides nutritional, dietary and seasonally variety. We look forward to serving you in our kitchen.



Dining Room Hours

Breakfast and dinner service times are based on current shift scheduling and are posted at the kitchen. Please contact the Chef to arrange for a “late plate” or meals for other shifts.

Mug-Up & Grab-and-Go Lunch

The Mug-Up Area and Grab-and-Go Lunches are available to guests 24/7. Guests are limited to two (2) lunch bags per day, and may enjoy snacks, fresh fruit, pastries, coffee, tea, and cold beverages. Any food brought to rooms should be properly disposed of so to minimize the risk of attracting critters.

Dietary Requirements

Please ensure the kitchen is notified of any allergies or dietary restrictions you have by completing a dietary form in the kitchen. We care about your health and safety, so all food items are labeled for your convenience.

Dress Code

The following attire is not permitted in the dining room: headgear, personal protective equipment, outerwear, coveralls, soiled or dirty work clothing, muscle shirts, tank tops, sock feet or bare feet. In addition, baseball caps, hats or raised hoodies and personal backpacks, bags and purses are prohibited.

Devices

Cell phones and head phones are permitted in the dining room, however we kindly ask they are not used while in the service line

Feedback

We are dedicated to providing an enjoyable meal service for all guests and welcome any feedback on the food or lodge through our online survey:

www.landseacamps.com/guestfeedbackform

ROOM & AMENITIES

Time to rest and recover!



Dorm Rooms

All dorms are private with access to shared central washrooms. Each room includes a flat screen TV, desk, dresser, bed with fresh linens, and a large window. Bath towels, shampoo & conditioner are NOT provided and are the responsibility of guests.



Housekeeping Services

Each room is cleaned every 2nd day, and linens are changed weekly. Please ensure all personal items are removed from on and around your bed on scheduled cleaning days.



Laundry

Laundry machines are located in the middle of each dorm. Complimentary laundry detergent is provided. Please respect the posted laundry hours.



Quiet Hours

We kindly ask guests to respect both day and night shifts by abiding by the following quiet hours, minimizing conversations, TV and music volumes within and surrounding guest dorms.

Daytime: 10:00am - 5:00pm

Nighttime: 10:00pm - 5:00am



SITE SERVICES

Something for everyone...

Boot Room

All work boots and soiled work attire are to be left in the boot room. Dirty boots are not permitted to be worn in dorms or common areas.

Fitness Centre

No need to leave behind your fitness routine when you travel - enjoy our gym facility which includes a treadmill, weight training equipment and free weights.

Recreation Area

We are pleased to offer pool tables, darts, table games and several televisions to watch your favourite sports.

TV & Internet

For your viewing pleasure, we offer a variety of channels on cable television. For internet the network is HSCAMP or HSPP, and no password is required.

Local Information

Information on local services and community context can be found at the lodge notice board. If you require additional information, please contact Guest Services.

Recycling & Environment

There are recycling bins located throughout the camp. We care about the environment and ask that you place your trash and recyclables in the appropriate bins.



APPENDIX

LandSea's Reservation Policy
LandSea's Policies & Guidelines
Directions to Port Mellon



LandSea Reservation Policy (Port Mellon)

Standard Reservations Policy:

All communications regarding occupancy forecasts, reservations requests, and updates to reservation requests must be sent to portmellon@landseacamps.com & cc. reservations@landseacamps.com, following the below process:

1. Supervisors are responsible for sending a weekly updated 21-day Occupancy Forecast in advanced of all reservations and contractor bookings. Forecasts should include the contractor company name, total number of guests, and anticipated accommodation dates.
2. An official reservation request must be submitted a minimum of 72 hours prior to the guests' arrival using the Port Mellon Reservation Request Form.
3. These emails are monitored daily during desk hours (7:30am – 7:30pm). Any emails received after desk hours may not be responded to until the following day.

Forecasts are imperative to ensure efficient Lodge Operations, appropriate staffing, and sufficient food requirements. Any contractor arriving at camp must have an approved reservation. No-shows and cancellations within 24 hours may be subject to a charge of one night.

Advanced communication regarding ALL reservation requests and occupancy adjustments will assist us in serving you and your team better. We appreciate your cooperation.

Thank-you,

LandSea Management

LandSea Camp Policies and Guidelines

Welcome to LandSea! To ensure all occupants enjoy a clean, healthy, and safe environment, we require you to follow these simple camp guidelines and policies. Compliance with camp policies is a condition of your stay and failure to adhere to these guidelines or any unlawful act will result in the loss of facility privileges and eviction from site.

Camp Policies:

1. The possession or use of firearms, ammunition, hunting knives, explosives or other weapons of any kind is prohibited.
2. LandSea Camps are alcohol and drug free facilities. Possession or use of drugs and alcohol is prohibited. Failure to comply with this policy will result in immediate removal from the camp premises.
3. Information or suspicion of illegal or prohibited substances may result in searches of guest rooms, vehicles, and personal belongings within the camp. These searches may include the use of canines.
4. We have a zero-tolerance policy regarding bullying and all forms of harassment. Reports of bullying and Harassment will be investigated via a senior management committee and may result in a loss of camp privileges, pending the outcome of an investigation.
5. Intentional damage to any camp facilities (interior or exterior) by a guest will be subject to a vandalism charge. This damage includes any alterations of any room or facility, holes in walls, stickers, tape, posters, and permanent markers. The damage will be priced and charged to the occupant or contractor.
6. All guests are personally responsible for any damages to their room. All problems or damages need to be reported as soon as possible to a LandSea staff member.
7. Keep your personal room tidy. Suitcases and other articles should not be stored under beds. Remove any items from your bed, and floor so proper cleaning may occur by the housekeeping team. Be mindful of laptops and electrical equipment cord and their placement to prevent fire hazards and difficulty for room cleaning. When you're not in your room, please unplug all devices and turn off the lights.
8. Camp accommodations will be attended to based upon the Scope of Work identified in the applicable contract. Every 7 days or upon checkout, sheets will be changed. Should your room require attention (light bulbs, etc.) please advise housekeeping attendants or camp administration.
9. Please pack up all your personal belongings and vacate your room by the posted check out time on your day of departure.
10. LandSea is not responsible for any lost, stolen, or damaged property brought to the site or otherwise kept at the camp. Any personal items left within the camp, for longer than 30 days, will be treated as abandoned and donated to charity.
11. Lost or missing room cards, keys, TV remotes, and room supplies must be returned to the front desk and are subject to a replacement fee up to \$25.00. This fee will be billed directly to the client, indicating the room number and guest associated with the missing key.
12. Pets are not permitted anywhere on site.
13. Gambling and vending of any kind are prohibited.

14. Smoking and use of e-cigarettes and vaporizers are permitted outdoors in the designated areas only. Do not litter the ground with cigarette butts. Use designated disposal stations. Non-compliance will incur an appropriate cleaning fee and/or eviction.
15. The use of candles, open flames, or flammable items are not permitted. Keep all personal belongings a minimum of 8 inches from baseboard heaters.
16. Report wildlife sightings in our area to the Lodge Manager. Petting, feeding, and harassment of wildlife are prohibited onsite or within surrounding areas.
17. Streaming or downloading music, movies, non-compliance to copyright laws, or any other large formats downloads is prohibited, as these practices may lead to internet shutdown.
18. All social media should be kept personal and should not reflect personnel, location, or project. No project documents or images are permitted to be posted or shared.
19. Boots, dirty and/or wet clothing must be kept in the dry room or designated area. No work clothing including hard hats, reflective vests and coveralls is allowed in the accommodation or dining areas. Under no circumstances is clothing of any kind to be dried in individual rooms.
20. Unauthorized guests or invitees into the camp are strictly prohibited. Only residents registered at the Camp are permitted within the camp facility.
21. Guests must present at the Front Desk at Check-In, Check-Out, Time-In and Time-Out to collect/return your key or card and sign. This is imperative for accurate billing and safety. LandSea requires participation from all guests in this procedure to ensure the camp is safe and secure. Non-compliance with this rule will be reported to their immediate supervisor and camp privileges may be removed.
22. Any visitor must check in with the administrator onsite and advise if they will be present for any meals and when they are departing. Visitors must sign the casual meal sheet located in the dining room for any meals they have consumed. Visitors should conduct their visit respectfully, not interfere with the construction or camp guests and wear appropriate PPE in designated areas. Visitors should also remain in public areas, and not enter any accommodation areas without supervision from the Camp Manager or security.
23. Camp occupants that have been sick in camp (not working) for longer than 48 hours will be requested to depart camp, seek medical advice and their own lodging, or return home to recover. Camp environments are not conducive to guests who are unwell as it increases the spread of illness to other occupants. If an occupant is ill and not able to go to work, they are to inform their supervisor and the Camp Manager immediately and stay quarantined to their room. The Camp Manager can be contacted for provisions.
24. Follow posted signs at all times. Vehicles are to be parked in designated parking areas and may require a parking pass. Non-Compliance may result in towing of the vehicle at the owner's expense.
25. Quiet time is from 9pm – 5am.
26. Entrance ways, stairs, and walkways may be slippery. Proper footwear is important. Please be extremely cautious.
27. The laundry facilities will be available for camp occupants at designated intervals. Detergent and fabric softeners are supplied. Please respect the laundry hours and remove your laundry in a timely manner. Washing of work wear is prohibited unless posted on designated washers.

28. Please conserve water use and energy. All waste should be kept to a minimum and disposed of in appropriate receptacles utilizing proper recycling techniques. Only toilet paper can be flushed in toilets (no paper towels, feminine products etc.).
29. Mealtimes are posted and may vary depending on project schedule and requirements. If late plates are required, please advise camp administration or kitchen team. Adherence to the posted rules of the Dining Room is required.
30. Breakfast and dinner will consist of a hot buffet in the dining room. Packed lunch will be available to assemble and take with you during breakfast time each morning. Soup and sandwiches will be available at lunch in the dining facility for workers at the camp and for day visitors.
31. Dishes may not be removed from the dining room and all food must be consumed in dining areas.
32. All guests are to familiarize themselves with the Emergency Response Procedure posted on the back of each room door. In the event of an alarm, evacuate immediately and do not re-enter. Follow the instructions of your Fire Warden and LandSea staff at the Muster Point. Fire drills are conducted periodically, and your participation is required. Do not tamper with safety equipment or fire alarms/suppression systems.
33. LandSea is not responsible for injuries or ailments caused by the incorrect use of gym equipment or utilizing gym equipment against a physician's recommendation.
34. For your safety and ours, please use the sharps containers located in each laundry room and public washroom for any needles, razors, or blades. Improper disposal of any sharps will result in immediate loss of camp privileges.
35. ***LandSea Camp and Catering Services Ltd., ("LandSea") and its affiliates, shareholders, directors, officers, employees, agents, successors and assigns are not responsible for and will be held harmless from and against any and all claims, actions, damages, liabilities, losses and expenses (including, without limitation, all legal fees on a full indemnity basis and disbursements) and demands of any nature whatsoever relating to lost wages, or expenses incurred as a result of a loss of camp privileges.***

By signing the Arrivals Sheet at camp, you acknowledge and agree that you have carefully read and fully understand LandSea's Camp Policies and Guidelines. You will follow the terms of this agreement. Failure to comply with camp policies or any unlawful act will result in loss of facility privileges and eviction from site.

Directions to Port Mellon

1. Take BC Ferries from Horseshoe Bay to Langdale.
2. Exit the ferry and terminal and follow the signs right to Port Mellon.
3. Follow Port Mellon Highway for 12.2 KM (the road bends a few times, stay on Port Mellon Highway).
4. Upon arrival to site entrance, notify security guard at window which contractor you are with, and that you are going to camp.
5. Proceed up the hill to guest parking, second exit on the right (see Figure 2).

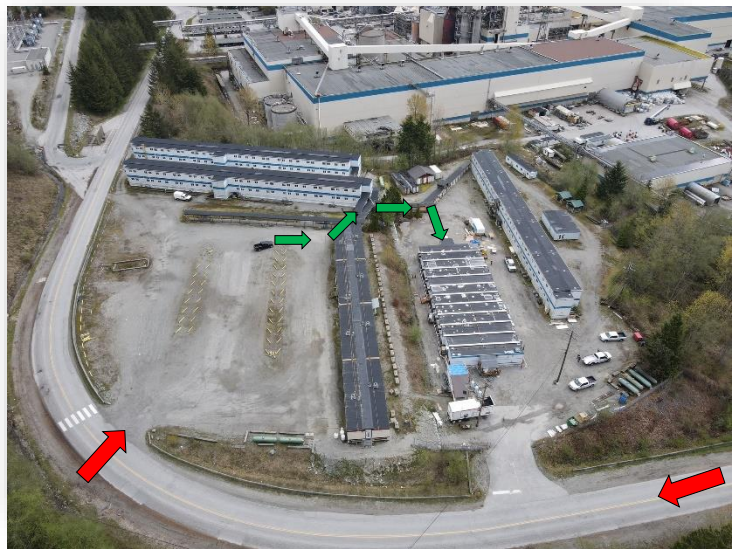
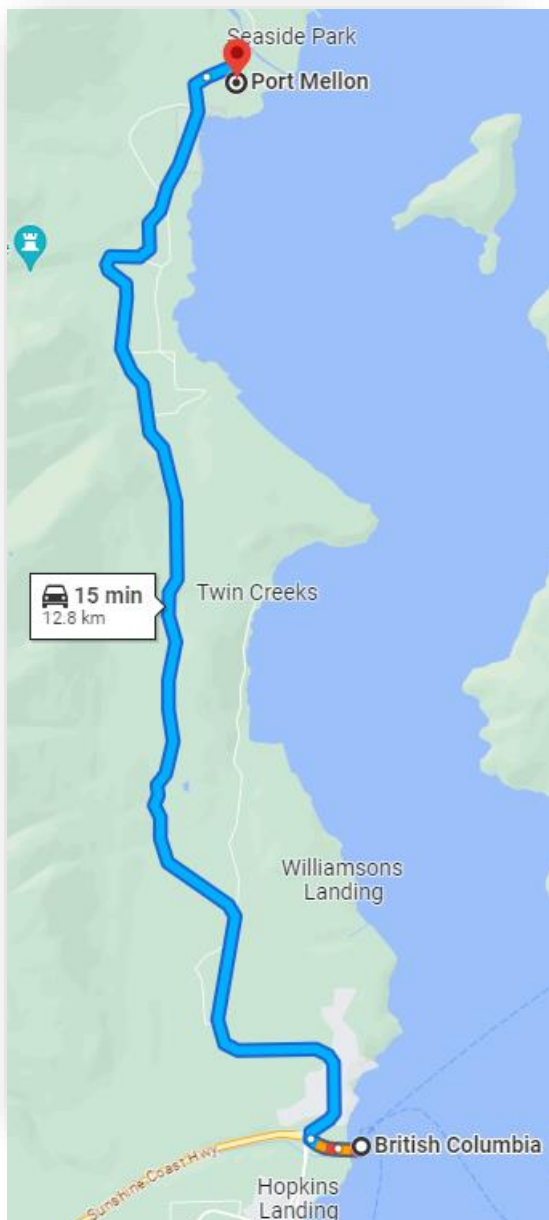


Figure 1 (left): Road from terminal to camp.

Figure 2 (above): Road from security gate to guest parking area. Green arrows indicate walking directions to front desk for check-in.