

POLICY

POLICY: **A-2**
SUBJECT: **ETHICAL STANDARDS**
EFFECTIVE: **JANUARY 1, 2022**
SUPERCEDES: **APRIL 7, 2014**

POLICY

City Cruises Canada (CCC) expects professional and ethical conduct from all its crew members. All City Cruises' crew members are expected to treat each other, our guests, contractors and vendors, with respect, fairness and honesty. Our policy affirms our commitment to conduct our business with integrity.

1.0 CONFLICTS OF INTEREST

- 1.1 Crew members entering into any relationship or business arrangement that may impact or affect their ability to make decisions or perform duties of their job must disclose the nature of the potential conflict to their manager immediately.
- 1.2 Disclosures of potential conflicts of interest must be submitted in writing by the manager and approved by Human Resources.
- 1.3 Crew members are required to sign a written Protection of Business Interests Agreement that defines matters such as conflicting business interests and employment.
- 1.4 Crew members may be required to disassociate themselves from the conflicting interest to maintain employment.

2.0 MISAPPROPRIATION OF COMPANY FUNDS, PROPERTY AND ASSETS

- 2.1 Crew members entrusted to work with funds or other assets of the business must use items for business purposes only.
- 2.2 Crew members may not utilize funds, property, or assets for reasons other than legitimate business purposes.

3.0 GRATUITIES

- 3.1 Solicitation of a gratuity is strictly prohibited.
- 3.2 Individual departments may establish guidelines for pooling of gratuities. Gratuities must be distributed in an honest manner.
- 3.3 Revenue Canada guidelines require that crew members declare all gratuities received. It is expected that crew members abide by this legislative requirement.
- 3.4 A crew member is not permitted to materially benefit through solicitation or receipt of discounts, cash, property, or services from any vendor or service provider of the company during their employment. Similarly, a crew member is not permitted to accept any form of monetary or non-monetary gift, payment, or service for referrals of business.

4.0 GIFTS

- 4.1 Non-supervisory crew members may accept an unsolicited non-cash gift.
- 4.2 Crew members working in a in a non-liquor licensed area may accept unopened, sealed alcoholic beverages as a gift.
- 4.3 Alcohol may not be stored in personal lockers or storage area.
- 4.4 All gifts must be brought to the attention of the crew member's immediate manager or supervisor on duty who will log and store the gift in a secured area. The crew member may retrieve the approved gift at the end of their shift.
- 4.5 Crew members who buy or sell, and crew members who have the ability to recommend, control or supervise buying or selling are not able to accept gifts without General Manager approval.

5.0 FRATERNIZATION

- 5.1 Any relationship that has the potential to affect a crew member's job function must be disclosed to Human Resources.
- 5.2 No crew member will report to, or supervise the activity of, someone with whom they are involved.

5.3 In the event a crew member becomes involved in a relationship that contravenes 5.2 or 7.1, City Cruises Canada reserves the right to take action to remedy the situation. These steps may include:

- moving one (1) of the crew members to a different shift;
- requiring that one (1) of the crew members pursue a transfer to another position;
- requiring that one (1) of the crew members voluntarily separate their employment from City Cruises Canada.

5.4 Should the nature of a relationship change, crew members are required to disclose the change to the manager.

6.0 FAVOURITISM

6.1 Favouritism is defined as: "the action of treating one or more crew members in a preferential manner, whereby the integrity of the decision-maker is compromised by the lack of objectivity exhibited, real or perceived."

6.2 Management is required to make employment-related decisions based on merit or policy.

6.3 Favouritism is strictly prohibited and should be reported to Human Resources.

7.0 EMPLOYMENT OF RELATIVES AND CO-HABITANTS

7.1 Crew members may not report, directly or indirectly, to a relative or co-habitant. Crew members will disclose the name of any relative(s) or co-habitant(s) employed by the company to their manager.

7.2 Relatives or co-habitants may not work where their relationship is a real or a perceived conflict in job duties. Such a conflict shall include, but is not limited to, job duties within or outside the same department.

7.3 For purposes of this policy, "relatives" are defined as:

parents	spouse	children
sister/brother	grandchildren	grandparents
mother-in-law	father-in-law	stepparents



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stepchildren	stepbrother/stepsister	grandparents by marriage
aunt/uncle	niece/nephew	brother-in-law/sister-in-law
cousins	significant other	partner/same sex partner

- 7.4** For purposes of this policy, "cohabitants" are defined as anyone living together in the same household in a conjugal relationship.
- 7.5** Crew members must immediately notify their manager of any relationship or change in relationship that may be a violation of this policy.

8.0 CONFIDENTIALITY

- 8.1** All crew members are required to read and sign a Protection of Business Interests Agreement and abide fully by its contents.
- 8.2** Over the course of their employment, crew members will be privy to confidential information regarding the company, crew members and guests. It is expected that this information will be kept confidential throughout their employment and thereafter.

Further interpretation of this policy is the responsibility of the Vice President, Employee & Guest Experience. The Company reserves the right to make, modify, revoke, suspend, terminate, or change any policy or procedure, in whole or in part, at any time.

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