

## POLICY

POLICY: **A-15**  
SUBJECT: **WORK FROM HOME POLICY**  
EFFECTIVE: **October 1, 2023**  
SUPERCEDES: **NONE**

### POLICY

City Cruises Canada has an established policy that outlines a hybrid model of remote work arrangements for crew members.

This policy does not alter or replace the terms and conditions of the crew member's existing employment contract (i.e., salary, benefits, vacation entitlements, etc.). Crew members who work from home must comply with all company rules, policies, and procedures, that would apply if the crew member were working onsite.

Hybrid model of remote work is not eligible for individual reimbursement by the company (i.e., equipment, internet, etc.), and is voluntary in nature. The company will not issue any tax related forms (i.e., T2200) to crew members as it relates to work from home expenses.

### 1.0 ELIGIBILITY

Crew members may be eligible to participate in a hybrid model of remote work from the close of the operating season to March 1<sup>st</sup>, if they meet the following criteria:

- 1.1 They have obtained permission to work from home from their department head. Once approved, the work from home option will be reviewed regularly by the department head.
- 1.2 Their work from home location has been pre-approved by their department head; work locations must be within the province and in the general vicinity of the crew member's primary work location.
- 1.3 The essential duties of the crew member can be met through basic hardware and software programs provided by the company.
- 1.4 The crew member must have an adequate internet connection, an appropriate physical workspace, and work-related supplies and be able to perform the essential duties of their position in a distraction-free environment.

- 1.5 They must be in good standing (i.e., no performance issues) and demonstrate and possess the competencies, knowledge and skills required to perform their job remotely.
- 1.6 Crew members who are required to provide dependent care during their established work schedule, will not be eligible.
- 1.7 Crew members whose core responsibilities require them to be present in the workplace may not be eligible to participate in the hybrid model of remote work.

## **2.0 WORK FROM HOME SCHEDULE AND JOB DUTIES**

- 2.1 Crew members must follow the work schedule provided to them by their department. Work schedule will be assumed to be the same schedule prior to the crew member working remotely.
- 2.2 Crew members are expected to be available to their managers, department heads and co-workers during the agreed-upon work schedule.
- 2.3 Overtime hours will not be incurred by the crew member unless they have permission from their department manager/head.
- 2.4 Department manager/head will define the crew member's performance measures and expectations. Crew member will be expected to meet all deadlines/reports and attend all requested virtual and on-site meetings.
- 2.5 Crew members must be available to attend the work site when requested; where possible, advanced notice will be provided.
- 2.6 Crew member will advise their department head in the event they are sick, required to provide dependant care or have an unexpected emergency. Crew member will follow the Company and department absence reporting procedures and use available sick time to cover the absence. Personal appointments are to be scheduled outside of the established work schedule. If a personal appointment must take place during the established work schedule, the crew member will obtain approval from their department manager and submit the necessary time off.
- 2.7 Crew members must maintain a minimum standard related to the Company's Appearance Standards policy. Crew members are expected to present themselves on video as they would in a face-to-face meeting.

- 2.8 Department heads will establish a hybrid work from home schedule consisting of to no more than two (2) days per week; subject to change based on operational requirements.
- 2.9 Unless otherwise approved by department head, crew members who have utilized this hybrid model of remote work, will return to the workplace at the start of the operating season or a date established by the department head.

### **3.0 DATA SECURITY**

- 3.1 Crew members must ensure a high level of security of all company network and data access. Crew members must follow all guidelines, requirements and policies set out by City Cruises Canada's Computer Use policy.
- 3.2 The use of equipment, software, and data supplies provided by City Cruises Canada is limited to the designated crew member and for the purposes of completing work activities. Crew members must take reasonable precautions to protect City Cruises Canada's equipment and resources from loss, theft, damage and/or unauthorized access.

### **4.0 WORKPLACE SAFETY**

- 4.1 A crew member's remote workspace will be considered an extension of City Cruises Canada's workspace, and as a result, appropriate safety measures outlined in the Company's Health and Safety policy must be adhered to.
- 4.2 City Cruises Canada assumes no liability for injuries or losses occurring in the crew member's remote workspace that is not directly attributable to the crew member's performance of their expected work duties.



# CITY CRUISES CANADA POLICY AND PROCEDURE



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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