

## POLICY

POLICY: **A-1**  
SUBJECT: **CODE OF CONDUCT**  
EFFECTIVE: **NOVEMBER 30, 2023**  
SUPERCEDES: **JANUARY 11, 2023**

### POLICY

City Cruises Canada's Code of Conduct establishes professional standards to maintain business interests and the safety of crew members and guests. A crew member who violates the following standards may be subject to Progressive Discipline up to and including employment separation.

#### 1.0 GENERAL

- 1.1 Job performance that does not meet established company standards.
- 1.2 Discourteous or rude behaviour towards guests or crew members.
- 1.3 Failure to have required authorization cards on your person at all times while on duty. Authorization cards include, but are not limited to: Smart Serve card, driver's license if operating a motor vehicle, captain's license.
- 1.4 Consuming food or beverages, smoking, vaping, chewing gum or using personal electronic devices in an unauthorized area or outside of a regularly scheduled break.
- 1.5 Failure to adhere to the dress code and grooming policy.
- 1.6 Soliciting or pressuring a guest or crew member for a gratuity, gift, or suggesting that a gratuity is required or expected for service.
- 1.7 Conduct resulting in damage, loss, or other harm to the property of a guest, crew member or the company.
- 1.8 Using, destroying, or removing any company property, equipment or materials for purposes other than Company business without written authorization.
- 1.9 Soliciting or distributing literature and/or selling merchandise to other crew members or guests on company property.
- 1.10 Failing to submit money, valuables or other lost & found items discovered in any of the company premises.

- 1.11 Parking in areas other than those designated as crew parking.
- 1.12 Not complying with requests to provide required medical or other documentation.
- 1.13 Posting unauthorized material including notices, posters and pictures on any company bulletin boards, wall, or surface of company property.
- 1.14 Receiving inappropriate personal telephone calls, mail, e-mail, or text messages at work.
- 1.15 Texting, making phone calls, taking pictures/videos, wearing headphones/ear buds/Bluetooth device, gaming, searching the internet (for personal reasons) or using social media on a personal cell phone during work time or when a guest(s) is present.
- 1.16 Sleeping on the job or while on duty.
- 1.17 Having family members and/or friends visiting the crew member while they are working without authorization from their Manager
- 1.18 Taking unauthorized breaks, leaving your assigned work area without authorization from your supervisor, and leaving the job without permission.
- 1.19 Conduct while on or off-duty that adversely affects the company, a guest, or another crew member.
- 1.20 Disregarding safety rules and/or failing to report accidents, injuries or near misses.
- 1.21 Making false, fraudulent, or malicious statements.
- 1.22 Making false statements or material omissions on any personnel or other company records.

## 2.0 SERIOUS MISCONDUCT

Incidents of serious misconduct may result in immediate employment separation.

- 2.1 Insubordination: failure or refusal to recognize or adhere to direction or authority of a supervisor, manager, or department head.
- 2.2 Violating any law while on duty or on company property, or while off premises which would reflect unfavourably on the company's reputation, or otherwise cause disrepute to the company.

- 2.3** Theft; including property and time.
- 2.4** Disrespecting, discriminating, harassing or sexually harassing comments or conduct towards any other individual including management or supervisors (including failure to perform work as required or assigned).
- 2.5** Failing to immediately follow, observe and report health and safety occurrences, injuries, and incidents as per company policies and standards.
- 2.6** Possession or use of weapons in the workplace.
- 2.7** Modifying or tampering with safety and/or fire equipment.
- 2.8** Failing to follow and observe Health and Safety rules and policies.
- 2.9** Disclosing, without authorization, confidential company information.
- 2.10** Possession or use of alcohol, or illegal/illicit drugs or being under the influence of alcohol or illegal drugs, including cannabis while on duty or on company property at a company-sponsored events.
- 2.11** Failure to report to work for two (2) consecutive days (or twice) within a twelve (12) month rolling period) without notifying a supervisor.
- 2.12** Mischief resulting in damaging company property, the property of guests, and or fellow crew members.
- 2.13** Violations of the Ethical Standards policy.
- 2.14** Falsifying or altering company records including employment applications and work schedules.
- 2.15** Fighting, threatening, or acting in lewd manner, using obscene language, gestures and swearing.
- 2.16** Unapproved absence for three or more consecutive shifts.

Further interpretation of this policy is the responsibility of the Vice President, Operations. 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.