



CITY CRUISES CANADA POLICIES AND PROCEDURES

POLICY

POLICY: **A-12**
SUBJECT: **PROGRESSIVE DISCIPLINE**
EFFECTIVE: **NOVEMBER 30, 2023**
SUPERCEDES: **JANUARY 1, 2022**

POLICY

City Cruises Canada is committed to setting clear and achievable performance expectations for all its crew members. Progressive discipline will be used to address performance and conduct that does not meet departmental or company expectations. Non-compliance with any company or departmental policy or procedure is subject to progressive discipline

Degrees of discipline are generally progressive, allowing crew members the opportunity to correct their performance or behaviour. The following factors should be considered before applying progressive discipline:

- how many different offenses are involved
- the nature and seriousness of the offense
- the time interval and crew member's response to prior disciplinary action(s)
- previous work history of the crew member

Exceptions: Serious misconduct such as fighting, theft, insubordination, refusal to participate in an investigation, threats of violence, the sale or possession of drugs or abuse of alcohol on company property etc., may result in the first and only disciplinary step. Steps of the disciplinary process may be skipped at the discretion of the company after investigation and review of the total situation.

1.0 VERBAL WARNING

A verbal warning will normally take place upon the first minor incident or recognition of repeated minor performance problems.

Company Policy - A-12 Progressive Discipline	Revised Date: November 30, 2023	Approved by: LM
<i>Uncontrolled when printed</i>	Page 1 of 4	RMS Document

- 1.1 The manager or designate will meet and review the concern with the crew member and complete a Crew Performance Form. The documentation will clearly outline what policy, procedure or standard is being reviewed.
- 1.2 During the discussion, the manager or designate will clearly explain the next progressive step of the discipline if the performance concern is repeated. The crew member will be provided with an opportunity to respond in writing on the Crew Performance Form.
- 1.3 The crew member will acknowledge receipt of discipline by signing the Crew Performance Form. The crew member's signature does not constitute agreement.
- 1.3 Copies of the Crew Performance Form will be forwarded to Human Resources for review and will be placed in the crew member's personnel file.

2.0 WRITTEN WARNING

A written notice will be issued for repeated performance or conduct problems or infractions of a more serious nature.

- 2.1 The manager or designate will review the concern with the crew member and complete a Crew Performance Form, which will clearly explain the performance concern. The form will outline what policy, procedure, or standard is being reviewed.
- 2.2 During discussion, the manager or designate will discuss and document the next step of progressive discipline if the performance concern is repeated. The crew member will be provided with an opportunity to respond in writing on the Crew Performance Form.
- 2.3 The crew member will acknowledge receipt of discipline by signing the Crew Performance Form. The crew member's signature does not constitute agreement.
- 2.4 Copies of the Crew Performance Form will be forwarded to Human Resources for review and will be placed in the crew member's personnel file.

3.0 SUSPENSION

A suspension will be issued for repeated performance or conduct problems or infractions of a more serious nature.

- 3.1** The manager or designate will review the concern with the crew member and complete a Crew Performance Form which will clearly explain the performance concern. The form will outline what policy, procedure, or standard is being reviewed.
- 3.2** During the discussion, the manager or designee will advise the crew member on the number of days associated with the suspension. They will also advise the crew member that if the behaviour continues, the next step in the progressive discipline cycle may be termination. The crew member will be provided with an opportunity to respond in writing on the Crew Performance Form.
- 3.3** Suspensions will typically be one (1) unpaid day away from work. Depending on the severity of the performance issue, additional unpaid suspension days may be warranted.
- 3.4** Copies of the Crew Performance Form will be forwarded to Human Resources for review and will be placed in the crew member's personnel file.
- 3.5** No employment suspensions will be conducted prior to review by the Vice President, Operations and General Manager or designate.

4.0 INVESTIGATIVE SUSPENSION

An investigative suspension is a period where a crew member is prohibited from working pending an investigation into the facts of a disciplinary case.

- 4.1** If after the investigation:
 - Termination is warranted, the crew member will not be paid for the period of suspension
 - The crew member is not fully cleared of any wrongdoing; they may be subject to discipline as outlined above. It is at the discretion of the Vice President, Operations, General Manager or designate as to

what (if any) lost pay because of the investigative suspension will be reimbursed. Documentation will be placed in the crew member's personnel file.

- If no discipline is determined, the crew member will return to work as soon as possible. They will be paid for the time lost because of the investigative suspension and there will be no documentation in the file.

5.0 ROLL-OFF

- 5.1** Each stage of progressive discipline will remain on the crew member's record for twelve (12) months from the date of issue.
- 5.2** Roll-off will apply only if the crew member has regularly been at work and has not taken an extended leave of absence of more than thirty (30) days.
- 5.3** Serious misconduct will remain on the crew member's record indefinitely.
- 5.4** Crew members on extended leave will have their attendance records frozen until such time as they return to work.

6.0 TERMINATION

- 6.1** A crew member's employment may be terminated based on discipline record, serious misconduct, or any other reason that would give the company cause to end employment. A recommendation to terminate a crew member's employment will be supported by documentation and reviewed by the department head.
- 6.2** No employment termination will be conducted before review by the Vice President, Operations, General Manager, or designate.

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.