



# CITY CRUISES CANADA POLICIES AND PROCEDURES

## POLICY

POLICY: **B-5**  
SUBJECT: **ATTENDANCE MANAGEMENT PROGRAM**  
EFFECTIVE: **MARCH 15, 2024**  
SUPERCEDES: **NOVEMBER 30, 2023**

### POLICY

Regular and prompt attendance is necessary for the efficient operation of City Cruises Canada. Excessive absenteeism restricts our ability to provide amazing experiences to our crew and guests. All crew members are expected to be at their designated workplace on time and for each scheduled shift.

City Cruises Canada recognizes that crew members will be absent from work due to personal illness and/or injury or to attend to personal matters and as such has provided paid and unpaid time away from work. The attendance policy will ensure a fair and consistent approach to managing absenteeism.

For purposes of this policy, absences are any periods of time crew members are scheduled to work and are late reporting to work, unable to report to work or fail to complete their entire shift. This includes additional hours of work required over and above their regular schedule.

### 1.0 APPROVED ABSENCES

- 1.1 There may be times when a crew member is unable to report to work due to an unexpected illness, injury, or other related matter.
- 1.2 Approved absences will be tracked by departments and accurately coded in Dayforce timesheets to ensure that crew members achieve regular and consistent attendance at work.
- 1.3 Crew members are required to notify their department of their absence at least two (2) hours before their scheduled shift to allow time for their department to find a replacement. Crew members will state the reason for the absence, and when they expect to return to work. Failure to provide proper notice will result in progressive discipline, starting with a verbal warning.
- 1.4 Crew members who have consecutive unscheduled absences are responsible for informing their supervisor each day they are away from work unless other arrangements have been made with the manager or designate.
- 1.5 In the event that a full-time permanent crew member exhausts all of their paid sick time, Human Resources will schedule an attendance review meeting with the crew member.

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## 2.0 LEAVE OF ABSENCE

### 2.1 SICK LEAVE

**2.1.1** Contract crew members are entitled to up to three (3) unpaid Sick Leave days per calendar year once the crew member has worked for City Cruises Canada for at least two consecutive weeks. The three (3) unpaid sick leave days can be used for a personal illness, injury, or medical emergency for themselves.

### 2.2 FAMILY RESPONSIBILITY LEAVE

**2.2.1** City Cruises Canada crew members are entitled to three (3) unpaid days each calendar year for family responsibility leave, where the crew member has been employed for two (2) consecutive weeks.

**2.2.2** Leave is for illness, injury, or medical emergency of a listed family member, or for an urgent matter that affects a listed family member.

**2.2.3** A family member under this leave is described as:

- crew member's spouse
- parent, stepparent or foster parent of the crew member or the crew member's spouse
- a child, stepchild or foster child of the crew member or the crew member's spouse
- a grandparent, step-grandparent, grandchild or step-grandchild of the crew member or the crew member's spouse
- the spouse of the crew member's child
- brother or sister of the crew member
- a relative of the crew member who is dependent on the crew member for care or assistance

**2.2.4** The crew member must advise their manager when they are using Family Responsibility Leave.

**2.2.5** Family Responsibility Leave is applied in full-day increments. If a crew member takes any part of a day as paid or unpaid leave, it will count as one (1) full day of leave.

### 3.0 LEAVING EARLY

**3.1 Non-occupational illness or injury:** crew members may request to leave work early and may do so with the approval of their supervisor or manager. Available sick time will be applied (if applicable) and the absence will be tracked.

**3.2 Occupational Injury/Illness:** crew members may also leave work early at the recommendation of a trained first aid responder. An incident report is required to be completed for any occupational injury or illness. A crew member who leaves work early as a result of an occupational injury/illness is required to immediately seek a medical evaluation with the company's Occupational Physician (if applicable) or local urgent care/hospital. The crew member will receive full pay for that shift. Subsequent days off will be adjudicated by Human Resources, the crew member, and/or a third-party provider.

### 4.0 UNAPPROVED ABSENCES

**4.1** Unapproved absences will be tracked by departments and accurately coded in Dayforce timesheets. Exceeding your ESA minimum leave entitlement will result in progressive discipline, starting with a verbal warning. The number of unapproved absences taken by a crew member may impact re-hire eligibility.

**4.2** All unapproved absences will be documented and tracked in a rolling 12-month period.

### 5.0 CALLING IN SICK

**5.1** Crew members are required to inform their manager of any absences at least **two (2) hours** before the start of their shift.

**5.2** When calling in sick, crew members are required to state the reason for their absence and when they are expected to return to work.

**5.3** Crew members who are absent on consecutive days are required to call in each day they are absent.



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### 6.0 LATES

- 6.1 A crew member is considered late if they scan in one minute (60 seconds) or more after their scheduled start time.
- 6.2 If a crew member expects to be late for their scheduled shift, they are required to inform their department a minimum of two (2) hours prior to the start of their shift. A second late incident will result in progressive discipline, starting with a verbal warning.

### 7.0 NO CALL/NO SHOW

- 7.1 If a crew member does not show up for their scheduled shift without notifying their department or reports an absence later than two (2) hours after the start of a scheduled shift without a valid reason, they will be considered a No Call/No Show.
- 7.2 The crew member's supervisor/manager will contact the crew member to discuss the reason for absence and determine steps to take.
- 7.3 The first incident will result in progressive discipline at the written notice level.
- 7.4 A No Call/No Show on two consecutive days or on any two occasions in a rolling 12-month period will result in employment separation.

### 8.0 DAY OFF REQUESTED NOT GRANTED

- 8.1 Crew members who are absent on a day that was requested off but not granted may be issued discipline beginning at the verbal level unless reasonable documentation is provided. For permanent crew members, any available sick time will be applied to the absence.

### 9.0 PATTERN ABSENTEEISM

- 9.1 Pattern absenteeism will be considered three (3) or more absences of a similar nature. This would include but not be limited to calling in on the same days of the week, before or after scheduled days off, or before or after a public holiday.
- 9.2 Documentation will be requested at the time of the call for unscheduled absences if a pattern of absence has been established. Reasonable documentation may include a certificate from a qualified health practitioner.

### 10.0 ATTENDANCE REVIEW – ALL CREW MEMBERS

- 10.1 Departments may request that a crew member meet with Human Resources for an Attendance Review at any time that an attendance concern is identified.

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### 11.0 DOCUMENTATION

- 11.1** Management may request reasonable documentation (including medical documentation) at the time of the crew member's call or at any time during their scheduled shift. Upon return to work, documentation will be submitted to the Manager or designate. Failure to provide satisfactory documentation when required may result in progressive discipline beginning at the verbal level.
- 11.2** Medical documentation is accepted when the City Cruises Canada crew member has seen a medical professional within the 24-hour period relating to the absence. Upon return to work on the first shift back, documentation will be submitted to the Manager or designate or provided to Human Resources in confidence.
- 11.3** Obtaining documentation and covering any related costs are the responsibilities of the crew member.

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.

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