



CITY CRUISES CANADA POLICIES AND PROCEDURES

POLICY

POLICY: **B-2**
SUBJECT: **APPEARANCE STANDARDS**
EFFECTIVE: **MAY 8, 2024**
SUPERCEDES: **MARCH 18, 2024**

POLICY

City Cruises Canada is committed to presenting a positive and professional image in the community and at work. Personal hygiene and cleanliness must be always maintained. It is expected that crew members exercise good judgment and dress appropriately for their jobs. Departments, with the prior approval of Human Resources, may have additional uniform standards based on safety, security, or operational requirements.

1.0 FACTORS THAT DETERMINE APPROPRIATE DRESS

- 1.1 Nature of your work and the amount of your public contact.
- 1.2 Safety considerations, such as necessary precautions when working on the boat, working with machinery or in hazardous work areas.
- 1.3 Crew members will be required to always wear the required personal protective equipment (PPE), when required, without exception for any reason. Failure to wear the required personal protective equipment will result in progressive discipline.

2.0 GENERAL

- 2.1 Visible tattoos may not contain offensive graphics, profane or vulgar wording, hate or extremist symbols.
- 2.2 Hair must be clean, neat and in a style appropriate for work.
- 2.3 Facial hair must be neatly trimmed and groomed.
- 2.4 Cologne and perfume may be worn provided they are not excessive, and the work area is not scent-free.
- 2.5 Make-up should be natural in appearance, including eyelash extensions (i.e., conservative in length).

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- 2.6** Crew members will keep their fingernails clean and well maintained and at an appropriate length for the position in which they have been hired (i.e., not a health and safety concern). Fingernails should not exceed 1-2cm in length.
- 2.7** Unpleasant body odour and poor personal hygiene is not acceptable; the use of an antiperspirant or deodorant is required for all crew members.
- 2.8** Undergarments must be worn. When you bend over, your abdomen, buttocks, chest (including cleavage) and undergarments should not be exposed.
- 2.9** Crew members are not permitted to wear a cap, hat, or bandana during working hours unless it is part of the City Cruises uniform, is a bona-fide religious requirement or has a City Cruises logo.
- 2.10** The requirements of cultures to wear specific types of clothing will be respected.
- 2.11** As part of our commitment to maintaining a welcoming and professional environment, wearing Company issued name tags at work is mandatory for all crew members.

3.0 NON-UNIFORMED AND OFFICE CREW

- 3.1** During the operating season, non-uniformed crew members are required to wear business or business casual attire that conforms to professional business standards.
- Flip-flop sandals are not permitted.
 - Crew members should consider the necessity to continually conduct themselves in a professional fashion, and dress in such a way that will not create a negative perception by customers or clients.
 - City Cruises logoed attire is considered part of business casual attire.
 - Sweatshirts, sweatpants, t-shirts with logos, leggings, tights, running shoes, jeans, joggers, or sports attire is not permitted.
- 3.2** During the winter closure, crew members must wear business casual attire. Jeans/denim are permitted but must be free from holes or rips and must be workplace appropriate.
- Sweatpants, t-shirts with logos, leggings, tights, joggers or sports attire is not permitted.
- 3.3** Professional attire must be worn during all vendor/client facing meetings.

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4.0 UNIFORMED CREW

- 4.1 Uniformed crew members are required to wear company-issued uniform items and requirements as specified by City Cruises for their entire shift.
- 4.2 Crew members will be responsible for supplying pants, shorts, capris, or skorts as per the colour outlined by their department. No athletic material, jeans, tights, or sweatpants, will be permitted. Shorts and skorts must be an appropriate length no shorter than 2.5 inches above the knee.
- 4.3 Shoes must be black in colour, in good repair, clean and adhere to safety regulations. Sandals, flip flops, croc-style and open-toed shoes are not permitted.
- 4.4 Each department has guidelines that outline the specific uniform requirements for each uniformed position.
- 4.5 Garments such as t-shirts worn under the uniform must not contain offensive remarks or logos and should not be visible. Long sleeve shirts worn under the company-issued shirt must be black.
- 4.6 Crew members should care for their uniform, as it reflects our image. Uniforms should be clean, free from wrinkles and in good repair. Damaged uniforms should be replaced.
- 4.7 When returning a uniform, it must be washed and returned in a cleaned and pressed condition.

5.0 JEWELLERY

- 5.1 Crew members may wear jewellery provided it is not excessive. Earrings must be conservative in length, number, and size (i.e. less than 3cm).
- 5.2 Jewellery is not permitted if it poses a safety risk to the crew member or guest.
- 5.3 A small nose piercing is permitted; the jewellery worn may only be a small stud or small hoop. All other facial piercings are unacceptable.
- 5.4 Ear lobe spacers are permitted; the jewellery worn must be solid and nude in colour, no larger than a dime.



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6.0 REMEDIAL ACTION

- 6.1 Department managers are accountable for ensuring crew members adhere to these appearance standards and take corrective action if a crew member's appearance is deemed inappropriate.
- 6.2 Crew members not compliant with these guidelines may be sent home without compensation to correct their appearance to conform with the guidelines set out in this policy. Crew members are expected to report back to work to complete their shift.
- 6.3 Repeated non-compliance with this policy will result in discipline.

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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