

Hornblower 

# CREW HANDBOOK CANADA



2024

# TABLE OF CONTENTS

Letter From the CEO.....	1
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## CHAPTER 1: INTRODUCTION

About this Handbook.....	3
Legal Compliance.....	4
Policy Changes.....	4
Questions.....	4
About Hornblower Group.....	5
Our Locations.....	6
Glossary of Terms.....	8
History of the Company.....	9
Company Strategy.....	11
The RESPECT Service System.....	11

## CHAPTER 2: WORKPLACE COMMITMENTS

Equal Employment Opportunity.....	13
Procedures for Requesting Accommodation.....	13
Diversity, Equity and Inclusion.....	14
Non-Discrimination Policy.....	14
Preventing Harassment & Workplace Violence.....	15
Reporting Harassment or Violence.....	17
Investigating Harassment or Violence.....	18
Preventing Sexual Harassment.....	19
Reporting Sexual Harassment.....	21
Investigation of Alleged Sexual Harassment.....	21
Harassment Training for Crew.....	22
Management’s Responsibility Regarding Harassment, Discrimination & Violence.....	22
Good Faith Reporting.....	22
Fraternization.....	22
Nepotism.....	23
Accessibility Standard for Customer Service.....	24
Solicitation & Distribution.....	26
Bulletin Boards.....	27
How to Raise Questions and Concerns.....	27
Open-Door Policy.....	27
What the Company Will Do.....	28

## CHAPTER 3: EMPLOYMENT PROCEDURES

Recruiting and Posting of Openings.....	30
Job Descriptions.....	30
Crew Member Transfers.....	30
Crew Referral Program.....	31
Criminal Background Check.....	31
Crew Files.....	31
Crew Member Conduct Expectations.....	32
Performance Reviews & Self Assessments.....	34
Performance Management.....	34
Progressive Discipline.....	34
Employment Separation.....	35
Employment Verifications.....	35

## CHAPTER 4: PAY AND PERFORMANCE

Workweek.....	37
Work Schedules.....	37
Hours of Work.....	37
Attendance.....	38
Eating Periods.....	39
Timeclocks.....	39
Payroll.....	39
Timekeeping Policy.....	40
Early Outs.....	40
Overtime.....	41

## CHAPTER 5: EMPLOYMENT BENEFITS

Employment Status.....	43
Job Classification.....	44
Introductory Period.....	44
Benefits.....	45
Cruise Benefits.....	45

## CHAPTER 6: CREW LEAVE AND TIME-OFF POLICIES

Leave Types.....	47
Personal Leave of Absence.....	47
Bereavement Leave.....	47
Pregnancy/Maternity Leave.....	48
Parental Leave.....	48
Family Medical/Compassionate Care Leave.....	48
Critical Illness Leave.....	48
Crime-Related Child Death or Disappearance Leave.....	48
Domestic or Sexual Violence/Victims of Family Violence Leave.....	49
Confidentiality of Medical Information.....	49
Reservist Leave.....	50
Voting on Election Day.....	50
Leave for Court or Jury Duty.....	50
Public/General Holidays.....	50
Vacation Time Off.....	51
Sick Time Off/Personal Leave.....	51

## CHAPTER 7: KEY COMPANY POLICIES

Appearance Guidelines.....	53
Appearance Guidelines (Office Crew).....	53
Appearance and Grooming Guidelines for Office and Uniformed Crew.....	53
Uniforms.....	54
Cell Phone Use/Personal Electronic Devices.....	55
Tobacco & Smoking.....	55
Drug & Alcohol Policy.....	56
Recreational and Medical Cannabis.....	58
Visitors and Personal Use of Company Resources & Facilities.....	59
Celebrity Visitor Protocol.....	61
Outside Employment.....	61
Gifting Policy.....	63
Social Media Activities Policy.....	63
Protection of Personal & Company Information.....	64

## CHAPTER 8: HEALTH, SAFETY AND WELLNESS

Commitment to Safety.....	69
Environmental Affairs.....	72
Cleaning and Sanitation.....	72
Theft, Fraud, and Abuse.....	73
Company-Provided Electronic Resources & Information.....	73

## CHAPTER 9: ACKNOWLEDGEMENT

Acknowledgement and Receipt of Crew Handbook.....	77
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# LETTER FROM THE CEO

Hello Fellow Crew member –

Welcome to Hornblower Group, we're delighted to have you aboard and part of the Hornblower family. As a company that puts creating amazing experiences at the forefront, I hope you find this a great place to work.

We are focused on building and developing our business portfolio to position Hornblower as a global experiences and transportation leader. To do so, we're building a company culture that puts our **RESPECT** Service System at the heart of the organization and our company values and operating principles at its core. We believe that cultivating a great experience for our guests begins with facilitating a great experience for our Crew.

It's an exciting time to be part of the Hornblower family and I'm glad to have you along for the ride. What our Crew has accomplished together during my time with Hornblower is truly outstanding; I am continuously inspired by the dedication and hard work put forward by our Crew.

I'm proud to be standing at the helm of this organization as we continue to lead with **RESPECT** and build upon Hornblower's amazing heritage and success. I hope you are equally proud to now be a part our organization and I look forward to working with you.



A handwritten signature in black ink, appearing to read 'K R', with a long horizontal line extending to the right.

Kevin Rabbitt

CEO, Hornblower Group

A group of three people in white uniforms are smiling and looking towards the right. They are standing in front of a chain-link fence. The background is slightly blurred, showing an outdoor setting with a building and some greenery. The overall mood is positive and professional.

# 1

## INTRODUCTION

# INTRODUCTION



## About this Handbook

This Crew Handbook has been prepared as a reference for the crew of City Cruises Canada.

The Crew Handbook is given to all new crew of the Company and is available through an online portal or from any member of Human Resources. It is intended as a reference tool for crew to use as day-to-day questions come up. To ensure smooth operations, there are department and location-specific policies and procedures that are not covered in this Crew Handbook that crew members will be required to learn and adhere to based on the crew member's position within the Company. Those will be reviewed with the crew member during training and throughout employment.

This Handbook is provided for your benefit and you are expected to read it carefully and to be familiar with the guidelines and policies contained within. If you do not understand anything contained in this Handbook, please contact your supervisor or any member of Human Resources who will explain any of the policies to you.

THIS HANDBOOK IS NOT AN EXPRESS OR IMPLIED CONTRACT OF EMPLOYMENT GUARANTEEING CONTINUED EMPLOYMENT FOR ANY CREW. THE COMPANY RETAINS THE RIGHTS TO TERMINATE CREW AT ANY TIME, WITH OR WITHOUT CAUSE OR NOTICE FOR ANY REASON OR NO REASON, JUST AS CREW RETAIN THE RIGHT TO LEAVE THE COMPANY AT THEIR DISCRETION AT ANY TIME, WITH OR WITHOUT CAUSE OR NOTICE FOR ANY REASON OR NO REASON. NO MANAGER OR SUPERVISOR HAS ANY AUTHORITY TO ENTER INTO A CONTRACT OF EMPLOYMENT EXPRESS OR IMPLIED THAT CHANGES OR ALTERS EMPLOYMENT WITH THE COMPANY. ONLY THE PRESIDENT OF THE COMPANY HAS THE AUTHORITY TO ENTER INTO AN EMPLOYMENT AGREEMENT THAT ALTERS EMPLOYMENT WITH THE COMPANY, AND ANY SUCH AGREEMENT MUST BE IN WRITING, SIGNED BY THE PRESIDENT OF THE COMPANY.



This Handbook supersedes all previous Handbooks and all other verbal and written descriptions of the terms and conditions of the crew member's employment with the Company. The Company complies with all applicable laws. To the extent that this Handbook is inconsistent with any provision of applicable federal, provincial or local law, such law shall govern.

### **Legal Compliance**

Nothing in this Handbook or in any other document or policy is intended to violate any local, provincial or federal law.

Nothing in this Handbook is intended to limit any concerted activities by crew relating to their wages, hours or working conditions, or any other conduct.

### **Policy Changes**

Some items discussed in this Handbook may vary from other companies or even from one location to another. In addition, not all of the Company's policies and procedures are set forth in this Crew Handbook. As set forth above, the Company retains the right to change or modify the information in this Handbook without prior notice.

### **Questions**

With any Company or department policy or procedure, if a crew member does not understand it fully, or would like more information, they are encouraged to ask their manager, or any member of Human Resources.

# ABOUT HORNBLOWER GROUP

Hello and welcome aboard! We are Hornblower Group, a global leader in world-class experiences and transportation. Hornblower Group is the corporate entity of all City Experiences and American Queen Steamboat Company entities.

The brand heritage of our organization dates back nearly 100 years, with the establishment of Boston Harbor Cruises in Massachusetts in 1926; on the west coast of the United States, Hornblower Group began in 1980. Across our growing portfolio, we have a long-standing history of expertise and innovation and have continually redefined the marine hospitality industry. Today, our footprint spans 111 countries and territories, and 125 US cities, with offerings including water-based experiences, land-based experiences, overnight cruises experiences, and ferry and transportation services.

Seaward Services Inc., a marine services company specializing in the operation, maintenance and repair of government and privately owned vessels, is also a subsidiary of Hornblower Group, operating and maintaining U.S. Navy Ranges and port facilities, including local oil spill response.

Our Hornblower Group global headquarters is located in San Francisco, California, with additional corporate offices in Boston, Massachusetts; Chicago, Illinois; London, United Kingdom; New Albany, Indiana; New York, New York; and across Ontario, Canada.

**Hornblower** 

**city experiences** 

**Dining, Events & Sightseeing**

**city cruises** 

**Land Experiences**

**walks**  **devour**   
CITY EXPERIENCES CITY EXPERIENCES

**Ferry & Transportation**

**city ferry**   
by Hornblower 

**Niagara citycruises**  **Boston Harbor citycruises** 

**Alcatraz citycruises**  **Statue citycruises** 

**Venture Ashore**   
BY CITY EXPERIENCES

# OUR LOCATIONS







City Cruises also operates cruises on behalf of the National Park Service and the Niagara Parks Commission. It currently holds service contracts to provide ferry service to:

- Statue of Liberty National Monument and Ellis Island Immigration Museum in New York City
- Alcatraz Island in San Francisco, California
- Niagara Falls, in Niagara Falls, Ontario, Canada



City Ferry offers specialized knowledge and expertise required to transport passengers, vehicles and other cargo safely across inland and coastal waterways. Current ferry systems include:

- Cross Bay Ferry, which connects the St. Pete Downtown Waterfront with Tampa's downtown waterfront in Florida
- Gee's Bend Ferry, which runs between Camden and Gee's Bend in Boykin, Alabama
- Mobile Bay Ferry, which connects Dauphin Island with Mobile Point in Alabama
- NYC Ferry, connecting Manhattan to the Outer Boroughs. In 2021 we added Staten Island (St. George) and Coney Island
- Oklahoma River Cruises, a sightseeing tour on the Oklahoma River in Oklahoma City, Oklahoma
- Pensacola Bay Cruises, which operates between City of Pensacola, Pensacola Beach, and Fort Pickens in Florida
- Pierce County Ferry, a passenger and vehicle ferry that connects Steilacoom, Ketrone, and Anderson Island in Washington State
- Puerto Rico ferry system, with lines between Cataño and San Juan, and between Ceiba, Vieques and Culebra
- St. Johns River Ferry, which connects Mayport Village and Fort George Island in Jacksonville, Florida



City Experiences represents our portfolio of water and land-based experiences and includes two sub-brands: City Cruises and City Ferry.

City Experiences offers a range of land-based experiences including shore excursions, partner offered experiences, multi-port packages, Cruising Excursions, ShoreTrips and Walks tour products. The iconic water-based experiences are branded City Cruises, and ferry services are branded City Ferry.

City Cruises operates public dining and sightseeing cruises as well as private charters for corporate events, birthday parties, weddings, or other special occasions. It creates unforgettable experiences across 22 destinations in the U.S., Canada and the UK.



# GLOSSARY OF TERMS

- **All Hands** - our quarterly company-wide meeting. Hosted by our CEO, the meeting provides an overview of the organization and allows us an opportunity to learn about what's happening across all divisions
- **Anchor** - the name of our proprietary ticketing platform (formerly known as Compass)
- **Crew Connect Canada** - the name for our company intranet dedicated to our Canadian Region
- **Dayforce** - our Payroll portal. This is where you can find your paystub, T4s, personal information, schedule and more
- **Crew** - our employees. We are a team with equally important roles that work together to deliver our mission of creating amazing experiences
- **Guests** - all of our customers. Whether they are celebrating on a private charter, exploring our dining offerings or sightseeing, everyone who participates in our experiences are our guests
- **Gurus** - the name of our IT service
- **Hornblower University** - the name of our on-line training portal which will include mandatory and voluntary training programs
- **Okta** - our single sign-on service solution that will allow you access to all tech platforms utilized by the company
- **RESPECT Service System** - this is inclusive of our company mission, values (**RESPECT**) and Operating Principles (The Hornblower 12). More information on this can be found on [page 11](#)
- **The Explorer** - our quarterly company-wide newsletter which provides an overview of current events happening across all divisions

# HISTORY OF THE COMPANY

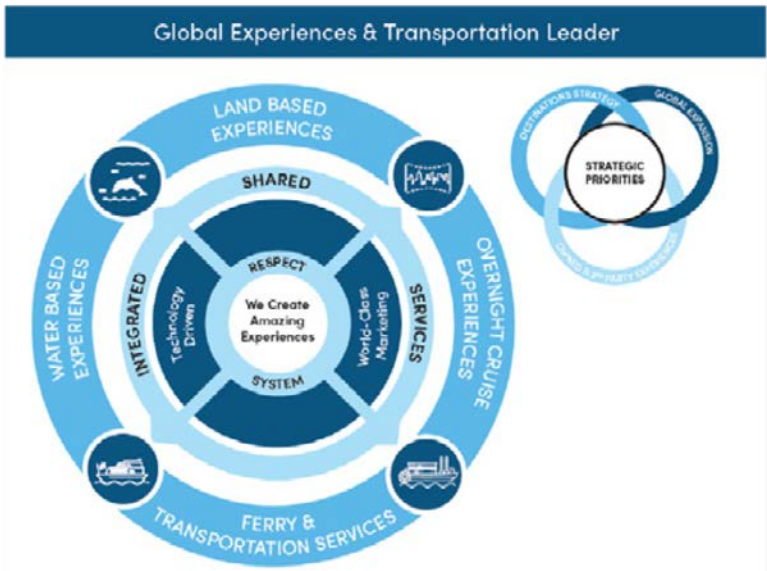


Our story *officially* begins in 1980 when Hornblower Tours was purchased by Terry MacRae in Berkeley California. However, the history of brands in our portfolio goes back nearly 100 years:

- **1926** - Boston Harbor Cruises is founded in Boston Massachusetts
- **1951** - Gananoque Boat Line is founded in Gananoque, Ontario Canada
- **1974** - Spirit Cruises is founded in Norfolk, Virginia
- **1980** - Hornblower Tours purchased by Terry MacRae in Berkeley California
- **1981** - Seaward Services Inc., founded in Fort Lauderdale, FL
- **1980 – 1987** - The Company is known as Hornblower Party Yachts
- **1984** - The Company moves its headquarters to San Francisco, California
- **1986** - City Cruises is founded in London, England
- **1987 – 1993** - The Company is founded as Hornblower Dining Yachts
- **1987** - Mariposa Cruises is founded in Toronto, Ontario, Canada
- **1991** - Odyssey Cruises is founded in Chicago, Illinois
- **1993 – 2020** - The Company is known as Hornblower Cruises & Events
- **1993** - The Company spins off Hornblower Marine Services (HMS), a marine management company focused on the operation of casino boats and ferries. HMS Ferries, Inc. expands to government contracting work and the development to high-speed ferry systems
- **1996** - City Cruises redevelops the first new purpose-built sightseeing boat on the River Thames in London
- **1996** - Seadog is founded in Chicago, Illinois
- **1997** - The Company acquires Lake Tahoe Cruises, Inc. and adds ferry services across Lake Tahoe
- **1998** - Mystic Blue Cruises is founded in Chicago, Illinois

- **2004** – Hornblower Group acquires Adventures at Sea and becomes the largest private yacht fleet in Southern California
- **2006** – Alcatraz Cruises, a Hornblower subsidiary, is awarded National Park Commission contract for Alcatraz Island in San Francisco
- **2006** – Entertainment Cruises is formed with the merger of Odyssey Cruises and Spirt Cruises
- **2007** – Entertainment Cruises acquires Baltimore Harbor Cruises
- **2008** – Hornblower Group awarded National Park Service contract for Statue of Liberty National Monument and Ellis Island Immigration Museum
- **2009** – Alcatraz Cruises designed and build the first hybrid ferry in the United States which reduces fuel consumption by 75%
- **2009** – Seaward Services is founded in New Albany, Indiana
- **2010** – Seaward Services Inc., acquired by HMS Global Maritime, becoming party of the Hornblower family
- **2011** – Cruising Excursions is found in London, England
- **2011** – HMS establishes the American Queen Steamboat Company with its first inaugural cruise in the spring of 2012
- **2012** – Hornblower Group awarded Niagara Parks Commission contract for boat tours in Niagara Gorge
- **2014** – Niagara Cruises begins tours in Niagara Gorge with two state-of-the-art catamarans
- **2015** – Hornblower Group awarded the NYC Ferry contract by the New York City Economic 10 Development Corporation
- **2015** – Shore Excursions of America is founded in Easton, Pennsylvania
- **2016** – Entertainment Cruises acquires Potomac Riverboat Company
- **2017** – NYC Ferry by Hornblower begins operations in May 2017
- **2018** – Entertainment Cruises acquires Mariposa Cruises
- **2019** – The Gee’s Bend Ferry operates the first zero-emissions, all-electric passenger/vehicle ferry in the U.S.
- **2019** – Hornblower Group acquires Entertainment Cruises, Boston Harbor Cruises, Gananoque Boat Lines and UK-based City Cruises under the Cruises & Events division
- **2019** – American Queen Steamboat Company acquires Victory Cruises Lines
- **2020** – The Company is known as Hornblower Group with Cruises & Events becoming one of the four divisions
- **2020** – Overnight Cruise division added Shore Excursions of America to its portfolio in October 2020
- **2020** – HMS Ferries Inc., named operator of Puerto Rico Ferry Service in November 2020
- **2021** – Cruising Excursions is added to the Company’s portfolio of business in January, expanding our footprint globally to 70 countries
- **2021** – ShoreTrips is added to the Company’s portfolio of business in February, expanding our global footprint to more than 111 countries and territories
- **2021** – Walks Agency, Ltd., is added to the Company’s portfolio adding additional excursion experiences to our divisions
- **2021** – In April 2021, Hornblower Cruises & Events, City Cruises, and HMS Ferries, Inc., rebranded as one master company. City Experiences. City Cruises and City Ferry are named sub-brands of the division

# COMPANY STRATEGY



Hornblower Group is focused on becoming a global experiences and transportation leader.

1. We're building our global footprint, allowing us to provide guests around the world with amazing experiences.
2. We're expanding our experience offerings to encompass world-class land-based, water-based, and overnight cruise experiences.
3. We're expanding our transportation capabilities globally with our ferry system division.
4. We want to be a leader in everything that we do. To achieve this, we've centred our company culture around the RESPECT Service System and are also heavily investing in world-class marketing and technology-driven solutions.

# THE RESPECT SERVICE SYSTEM



At Hornblower Group, our mission is to create amazing experiences – not only for our guests, but our crew. Our company values, **RESPECT**, and operating principles, the Hornblower 12, allow us to live out our mission of creating amazing experiences. Together, they form the **RESPECT Service System**.

OUR MISSION	We Create Amazing Experiences.
OUR VALUES	Our Operating Principles: <b>HORNBLOWER 12</b>
Respect	1. Foster diversity and inclusion.
Environment	2. Practice conservation and environmental responsibility.
Safety #1	3. Cultivate a safe and secure workplace.
Professionalism	4. Be on time. Come prepared.
	5. Make data-driven, fact-based decisions.
	6. Be decisive with 80:100 solutions (80% right, 100% implementable).
Exceed	7. Expect to win – but compete as an underdog.
	8. Embrace innovation and reinvention.
Communication	9. Listen and be responsive.
	10. Strive for efficiency and transparency without politics.
Teamwork	11. Win as a team. Play your role.
	12. Work hard, have fun, celebrate successes.

Our Operating Principles, known as the Hornblower 12, demonstrate the ways we promise to engage to live those values.

The **RESPECT Service System** reflects our company values and is supported by our operating principles, the Hornblower 12. By creating a company culture that puts **RESPECT** at its core, we believe it will drive us to achieve our goal of becoming a Global Experiences and Transportation Leader.

# 2

## WORKPLACE COMMITMENTS



# WORKPLACE COMMITMENTS



## **Equal Employment Opportunity**

The Company is committed to offering equal employment opportunities. We strive to employ and promote the best qualified person for each job. The Company ensures that all employment decisions are based only on valid job requirements. The Company does not discriminate on the basis of race, ancestry, place of origin, colour, national or ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, religion, age, record of offences, marital status, genetic characteristics, family status or disability, or any other basis protected by applicable federal, provincial, or local law.

This equal employment opportunity commitment extends to all aspects of employment, which includes but not limited to hiring, promotion, transfer, demotion, recruiting, recognition, advertising or solicitation, compensation, training, layoff, termination, access to facilities and programs, participation in social and recreational functions, and use of crew member facilities.

In accordance with applicable law, the Company will extend all legal rights and responsibilities to same sex spouses on the same basis as it extends those rights and responsibilities to opposite sex spouses.

## **Procedures for Requesting Accommodation**

Crew and job applicants can request an accommodation at any time during the application process or while employed. Crew and job applicants along with the Company do share the responsibility for ensuring that accommodation needs are identified. The Company will provide reasonable accommodations for the known physical or mental limitations for any crew member or applicant, unless doing so will result in an undue hardship for the Company.

To request accommodation, or for more information regarding the process, contact [canadahr@cityexperiences.com](mailto:canadahr@cityexperiences.com).

Once implemented, accommodations may be re-evaluated as necessary to determine whether modifications are required or if the accommodation is still necessary. This evaluation may be initiated by the Company or by the crew member.

In the event the Company denies an accommodation request, or an alternative is offered, the crew member or job applicant will be informed of the reasons for the decision.

## Diversity, Equity and Inclusion

Aligned with our Respect Value and our first Operating Principle from the Hornblower 12, we foster a diverse and inclusive work environment. We do this by recognizing and valuing the many ways in which we differ. Whether it's the colour of our skin, our religious beliefs, our gender identity or expression, our sexual orientation, our age, our marital status, our disability or any other difference, these differences offer a richness that enhances our organization and enables us to create amazing *experiences*.

The Company celebrates and welcomes the diversity of all crew members, stakeholders, and guests. We foster an environment that respects people's dignity, ideas and beliefs thereby ensuring equity and diversity in employment.

We demonstrate our commitment to this by providing a supportive work environment and culture that welcomes and encourages equal opportunities for all crew members.

We are an inclusive company where all who work here believe the company belongs to them as much as it belongs to others.

## Non-Discrimination Policy

The Company strives to provide a working environment that fosters openness and tolerance for all crew members. All crew have a right to work in an environment free from discrimination due to race, ancestry, place of origin, colour, national or ethnic origin, religion, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, record of offences, marital status, family status, genetic characteristics, or disability, or any other basis protected by applicable law (the "Prohibited Grounds").

In the event you believe that you have been discriminated against, or you are aware of an incident of discrimination involving another individual, you are encouraged to:

- Provide a written or verbal report to a member of management with whom you feel comfortable including managers, directors, and/or the General Manager;
- Contact Human Resources at [canadahr@cityexperiences.com](mailto:canadahr@cityexperiences.com)

Any report submitted should be specific and should include the names of the individuals involved, the names of any witnesses and any documentary evidence (i.e., emails, notes etc.).

The Company takes all complaints of discrimination seriously and immediately initiates a thorough investigation. Crew members with direct knowledge of the incident are required to cooperate in the investigation. All complaints will be kept confidential to the extent possible.



Crew members who report an incident of discrimination are protected against reprisal or threats of reprisal. A reprisal is an action, or a threat that is intended as retaliation for making the claim of discrimination.

If, after the investigation, the Company determines an act of discrimination has taken place, the Company will take immediate action to address the conduct and ensure that it does not happen again.

For more information, visit our [Workplace Violence, Harassment and Discrimination policy](#).

## **Preventing Harassment & Workplace Violence**

The Company is committed to providing a healthy, safe, and inclusive work environment by maintaining a workplace free of harassment and violence of any kind. This includes prohibiting harassment or violence against our job applicants, contractors, interns, volunteers, or crew by another crew member, supervisor, vendor, customer, or any third party.

### **Workplace Violence**

Workplace violence can be defined as:

- The exercise of physical force by a person against a crew member, in our workplace, that causes or could cause physical or psychological injury or illness to the crew member (i.e., fighting, assault, sexual assault, destruction of property)
- The attempt to exercise physical force against a crew member, in our workplace, that could cause physical or psychological injury or illness to the crew member

- A statement or behaviour (i.e., gesture) that is reasonable for the crew member to interpret as a threat to exercise physical force against the crew member, in our workplace, that could cause physical or psychological injury or illness to the crew member

All crew are prohibited from engaging in any physical confrontation with a violent or potentially violent individual, unless otherwise specifically covered in another Company policy. The Company expects and encourages all crew to exercise reasonable judgment in identifying potentially dangerous situations.

Threats, threatening language, or any other acts of aggression or violence made toward or by any Company crew member **WILL NOT BE TOLERATED**. A threat includes any verbal, written, or physical threat, including those made online (e.g., through blogs, social media, or other technologies), that attempts to intimidate, bully, or instill fear in others. A threat can also include menacing gestures, flashing of weapons, stalking or any other hostile, aggressive, damaging, and/or destructive action undertaken for the purpose of control or intimidation.

Examples of workplace violence include, but are not limited to:

- Threats or acts of violence occurring on Company property
- Threats or acts of violence occurring off Company property involving someone who is acting in the capacity of a representative of the Company



- Threats or acts of violence occurring off Company property involving a crew member if the threats or acts affect the business interests of the Company

Examples of conduct that may be considered workplace violence include, but are not limited to:

- Threatening physical contact directed toward another individual
- Threatening an individual or the individual's family, friends, associates, or property with harm
- The intentional destruction or threat of destruction of the Company's or another's property
- Menacing or threatening phone calls
- Stalking
- Veiled threats of physical harm or similar intimidation

### **Weapons in the Workplace**

The Company strictly prohibits crew members, or any other person providing services to the Company or located on the Company's property from possessing weapons of any kind at the workplace.

This prohibition specifically includes but not limited to guns, knives, bombs, bow and arrows, clubs, slingshots, metal knuckles and similar devices that by their design or intended use are capable of inflicting serious bodily injury or lethal force.

### **Harassment**

Harassment is defined as vexatious or offensive, unwelcome conduct, comments, gestures, or physical acts against a crew member that is known or ought reasonably to be known to be unwelcome. This includes any action, whether verbal, physical, visual, or online, that is likely to cause discomfort, offence, humiliation, intimidation or psychological injury or illness to any crew member.

It is very important to not assume that behaviour that is not offensive to you is acceptable to others; harassment is often defined by the person receiving it.

Crew members are encouraged, but not required, to communicate to the offending individual that his/her conduct is offensive and unwelcome. Crew members who observe any behaviour directed at others that may be perceived as harassment are encouraged to take reasonable action to defuse such behaviour, if possible, such as intervening directly, alerting a member of management or Human Resources.

The following types of conduct can constitute harassment in the workplace:

- Bullying or verbally abusive behaviour
- Telling or using any other communication or conduct that is negative or degrading to any crew member, guest, or vendor
- Talking about co-workers, guests, or vendors in unprofessional terms; persistently criticizing, undermining, belittling, demeaning, or ridiculing a person
- Stalking or inappropriately following a crew member
- Making insulting, degrading, threatening, or otherwise offensive or hostile comments, jokes, remarks and or posting graffiti, posters, writings, gestures, or actions
- Starting or perpetuating rumors, false statements, or gossip

- Sharing of inappropriate images, messages or communications including the use of voicemail, email, text messaging, or social networking sites that may be construed as harassment or belittling of others based on a protected characteristic
- Tampering with a crew member's work equipment or personal belongings, or vandalizing or hiding personal belongings or work equipment
- Sharing or displaying inappropriate or offensive images, cartoons, or drawings
- Anything else that reasonably could be thought by another crew member, guest or vendor as causing or contributing to an uncomfortable, hostile, or offensive workplace

It is important to note, that engaging in any of the actions, conduct and comments outlined above, against a person because of that person's race, place of origin, nationality, ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability, record of offences, or any other prohibited ground is strictly prohibited.

### **Reporting Harassment or Violence**

**All harassment, violence, or threats of violence are unacceptable in the workplace and in any work-related settings such as during business trips and business-related social functions, regardless of whether the conduct is engaged in by a supervisor, fellow crew member, client, customer, vendor, or other third party. Any allegations of workplace harassment or violence will be immediately investigated.**

If a crew member believes that they have or another crew member has been subjected to harassment or violence, whether by a manager, supervisor, guest or vendor, or any other person in the work environment, and they are not comfortable intervening, they should immediately report the incident by:

- Providing a written or verbal report to a member of management with whom you feel comfortable including managers, directors, and/or the General Manager OR
- Contacting Human Resources via email at [canadahr@cityexperiences.com](mailto:canadahr@cityexperiences.com).

An incident or complaint of workplace harassment or violence should be reported as soon as possible after experiencing or witnessing the incident. This allows the investigation into the incident to begin in a timely manner.

Making a false allegation or providing false information about a harassment or violence complaint will not be tolerated. Any crew member who has engaged in such behaviour will be subject to discipline up to and including employment separation.

For more information about reporting harassment or workplace violence, please review our [Workplace Harassment Program](#).

## Investigating Harassment or Violence

All complaints of workplace harassment or violence, including threats, are taken seriously. Any Company representative who receives a complaint must immediately report it to the Regional Director, Human Resources for investigation, even if the crew member does not wish to make a formal complaint. Failure to do so may result in disciplinary action up to and including employment separation.

Crew members with direct knowledge of the incident will be required to cooperate in the investigation. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed.

Crew members who engage in acts of reprisal against the person/witness(es) reporting the incident/complaint or participating in the investigation will be subject to discipline up to and including employment separation.

If a crew member experiences or witnesses another crew member experiencing reprisal because of bringing a concern forward or participation in an investigation, please contact Human Resources at [canadahr@cityexperiences.com](mailto:canadahr@cityexperiences.com).

If, after the investigation, the Company determines an act of harassment, threatening or violent conduct has occurred, the Company will take immediate action to address the conduct and ensure that it does not happen again.

Any investigation results will be provided to the crew member alleging the harassment or violence, as well as the alleged crew member(s) displaying the unprofessional behaviour.

For more information, visit our [Workplace Violence, Harassment and Discrimination policy](#).

## Preventing Sexual Harassment

The Company has a zero tolerance for sexual harassment in the workplace. The Company prohibits harassment based on sex or gender, including on the basis of gender identity, gender expression, transgender

status, or sexual orientation of any kind of or against job applicants, contractors, interns, volunteers, or crew by another crew member, supervisor, vendor, customer, or any third party.

### Sexual Harassment

Sexual harassment is defined as engaging in a course of vexatious comment, conduct or gesture against a crew member in a workplace because of sex, sexual orientation, gender identity, or gender expression, where the course or comment, conduct or gesture is known or ought reasonably to be known to be unwelcome, or is likely to cause offence or humiliation.

Sexual harassment is also defined as making a sexual solicitation or advance where the person making the solicitation or advance is in a position to confer, grant, or deny a benefit or advancement to the crew member, and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.

Sexual harassment may involve, but is not limited to, fellow crew members, workers, supervisors, guests, or vendors. Sexual harassment can occur where both the alleged harasser and victim are of the same or opposite gender.

Crew members are encouraged, but not required, to communicate to the offending individual that his/her conduct is offensive and unwelcome. Crew members who observe any behaviour directed at others that may be perceived as sexual harassment are encouraged to take reasonable action to defuse such behaviour, if possible, such as intervening directly, alerting a member of management or Human Resources.

While it is not possible to list all the circumstances which can be considered sexual harassment, the following are some examples, which, if unwelcome, may be perceived as sexual harassment:

- Unwanted sexual advances, whether it involves touching or not
- Requests for sexual favours in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment
- Any threat to a crew member that refusing to submit to sexual advances would adversely affect the crew member's employment, evaluation, wages, advancement, assigned duties, shifts, or any other term or condition or career development
- Sexual jokes
- Use of nicknames, written or oral references to sexual conduct, gossip regarding one's sex life, comments about an individual's body, or comments about an individual's sexual activity, deficiencies, competence, or sexual orientation



- Displaying, or transmitting electronically, sexually suggestive objects, pictures, or cartoons
- Leering, whistling, brushing against the body, patting, standing too close, sexual gestures, suggestive or insulting comments
- Commenting on an individual's appearance
- Inquiring into one's sexual experiences
- Discussion of one's own sexual activities
- Assault or coerced sexual acts
- Sexual innuendos
- Use of inappropriate or slang nicknames, such as "honey", "sweetie", "babe", "sugar", "love", "sweetheart", etc.

- Other verbal or physical conduct of a sexual nature that has the purpose or effect of unreasonably interfering with a crew member's work performance by creating an intimidating, hostile, humiliating, or sexually offensive working environment

Romantic relationships between crew who are in a reporting relationship are not permitted. For example, one crew member is either in a supervisory role or has some workplace authority over the other crew member.

Inappropriate conduct may be sexual harassment even if the crew member did not intend to harass. It is the type of conduct, not the intent, which is important.

## Reporting Sexual Harassment

**All sexual harassment is unacceptable in the workplace and in any work-related settings such as business trips and business-related social functions, regardless of whether the conduct is engaged in by a supervisor, coworker, client, customer, vendor, or other third party. All allegations of sexual harassment will be immediately investigated.**

If a crew member believes that they have or another crew member has been subjected to sexual harassment, whether by a manager, supervisor, guest or vendor, or any other person in the work environment, and they are not comfortable intervening they should immediately report the incident by:

- Providing a written or verbal report to a member of management with whom you feel comfortable including managers, directors and/or the General Manager OR
- Contacting Human Resources via email at [canadahr@cityexperiences.com](mailto:canadahr@cityexperiences.com).

An incident or complaint of sexual harassment should be reported as soon as possible after experiencing or witnessing the incident. This allows the incident to be investigated in a timely manner.

Making a false allegation or providing false information about a sexual harassment complaint will not be tolerated. Any crew member who has engaged in such behaviour will be subject to discipline up to and including employment separation.

For more information about reporting about reporting sexual harassment please review our [Workplace Harassment Program](#).

## Investigation of Alleged Sexual Harassment

All sexual harassment complaints are taken seriously and investigated promptly. Any Company crew member who receives a complaint or potential complaint must immediately report it to the Regional Director or Human Resources for investigation, even if the crew member does not wish to make a formal complaint. Failure to do so may result in disciplinary action up to and including employment separation.

Crew members with direct knowledge of the incident will be required to cooperate in the investigation. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed.

If, after the investigation, the Company determines an act of sexual harassment has occurred, the Company will take immediate action to address the conduct and ensure that it does not happen again.

Crew members who in engage in acts of reprisal against the person/witness(es) reporting the incident/complaint or because of participation in an investigation will be subject to discipline up to and including employment separation.

If you are or you witness another crew member experiencing reprisal because of bringing a concern forward or participation in an investigation, please contact Human Resources immediately at [canadahr@cityexperiences.com](mailto:canadahr@cityexperiences.com).

For more information, visit our [Workplace Violence, Harassment and Discrimination policy](#).

## Harassment Training for Crew

To ensure that crew members are informed and in accordance with provincial and federal legislation, all crew will receive the following information, instruction, and training:

- How to recognize, minimize and prevent workplace harassment and violence, including elements of the workplace harassment and violence prevention program
- The nature and extent of harassment and workplace violence and how crew may be exposed to it
- Information and examples on what constitute as harassment, workplace violence and sexual harassment; and
- The Company's procedure for reporting incidents of workplace violence and harassment, including sexual harassment

## Management's Responsibility Regarding Harassment, Discrimination & Violence

Management members have an obligation to take the necessary steps to preventing harassment, discrimination, and violence in the workplace by:

- Ensuring that all crew members under their supervision have knowledge of and understanding of respectful behaviour in the workplace

- Promptly reporting any complaints of harassment, discrimination or violence to Human Resources so that the complaint can be investigated and resolved in a timely manner
- Conducting themselves, at all times, in a manner that is consistent with respectful behaviour in the workplace

## Good Faith Reporting

The initiation of a good faith complaint of harassment, sexual harassment or retaliation will not be grounds for disciplinary action if the allegations cannot be substantiated or the crew member was mistaken about aspects of the complaint. A crew member who makes a complaint that is demonstrated to be intentionally false may be subject to discipline, up to and including employment separation.

## Fraternization

The Company is committed to providing an enjoyable and professional working environment for every crew member. The Company makes every effort to ensure that all employment opportunities are based on merit, policy, and sound business decisions, and not on factors such as favouritism or relationships. Any relationship that has the potential to affect a crew member's job function needs be disclosed to Human Resources.

Personal or romantic relationships involving crew and managers can result in:

- Allegations of sexual harassment
- Opportunities for a conflict of interest
- The perception of favouritism



For these reasons, the Company expects all its crew members to:

- Maintain professional and business-like relations with fellow crew members at all times
- Avoid conflicts with other crew members
- Refrain from entering into a romantic or sexual relationship where one crew member is directly or indirectly reporting to another crew member

If crew members do become involved in a relationship that contravenes the reporting requirement, the following may take place:

- One crew member may move to a different shift
- One crew member may be transferred to another position (based on qualifications and opening)
- One crew member may voluntarily separate their employment from the Company

For more information on Fraternization, visit our [Ethical Standards policy](#).

## **Nepotism**

Relatives or friends of current crew members are welcome and will be considered for employment by the Company if the individual possesses all the qualifications for the position.

A family member may not be hired, however, if the employment would create either:

- A direct or indirect supervisor/subordinate relationship with a family member; and/or
- An actual conflict of interest or the appearance of a conflict of interest.

These criteria will also be considered when assigning, transferring, or promoting a crew member. A crew member's family includes their: spouse, domestic/same-sex committed/civil-union partner, brother, sister, father, mother, child, step-family, father-in-law, mother-in-law, brother-in-law, sister-in-law, daughter-in-law, son-in-law, aunts, uncles, cousins, nieces, nephews and any other member of the crew member's household.

If crew members date and become members of the same family or members of the same household, they may continue employment as long as there is not a direct or indirect supervisor/subordinate relationship between crew, an actual conflict of interest or the appearance of a conflict of interest.

Should one of the above situations occur, it is the responsibility of the more senior crew member to inform Human Resources. This information will be held confidential, where possible. However, failure to report a relationship that may create a potential, actual, or perceived conflict of interest may result in disciplinary action, up to and including employment separation.

For more information on Nepotism, visit our [Ethical Standards policy](#).

## **Accessibility Standard for Customer Service**

### **Providing Services to Guests with Disabilities**

The Company is committed to creating amazing experiences for all our guests, including those with disabilities.

When serving guests with disabilities, our crew will always be conscious of the principles of independence, dignity, integration, and equal opportunity.

The Company's goal is to provide all guests, including those with disabilities, with the same opportunity to access and use the Company's services.

The Company will seek to accommodate all guests with disabilities whenever possible on its property and vessels. This will include assisting our guests with disabilities when boarding our vessels and seeking alternative ways for our guests with a disability to access our services, where necessary.

The Company will make every reasonable effort to ensure that its services, policies, practices and procedures are consistent with the principles of dignity, independence, integration and equal opportunity by:

- Ensuring that the provision of services to guests with disabilities and others are integrated unless an alternate measure is necessary, whether temporarily or on a permanent basis, to enable a guest with a disability to obtain, use and benefit from the Company's services

- Where reasonable and possible, providing guests with disabilities with the opportunity equal to others to obtain, use and benefit from the Company's services
- Using alternative methods, where reasonable and possible, to ensure that guests with both visible and non-visible disabilities have access to the same services, in the same place and in the same or similar manner
- Allowing guests with visible and non-visible disabilities to access services in a manner that accommodates their individual needs so long as this does not present a safety risk
- Communicating in a manner that considers the guest's disability

### **Assistive Devices**

Guests with disabilities are welcome to the use of our services using their own assistive devices. If an assistive device poses a risk to health and safety of the guest or others on the property, the Company will accommodate the guest by providing an alternative, where possible.

The Company will ensure that crew are trained and familiar with various assistive devices that may be used by guests with disabilities when visiting our properties, and while accessing, and aboard our vessels.

### **Communication**

The Company will communicate with guests with disabilities in ways that take into consideration their disability.



### **Service Animals**

The Company welcomes service animals that accompany our guests with disabilities.

Service animals are allowed on the premises and areas of vessels that are open to the public. Service animals must be readily identified as a service animal being used by a guest with disabilities. Visual indicators such as a vest or harness are to be worn by the service animal.

The Company will ensure that all crew are properly trained on how to interact with guests with disabilities who are accompanied by a service animal.

### **Support Persons**

Support persons that accompany a guest with a disability are permitted the same access to our premises and vessels as the person they are accompanying.

At no time will a guest with a disability accompanied by a support person be prevented from having access to their support person while on the Company's premises or vessels. Please refer to your location's support person policy for admission requirements.

### **Notice of Temporary Disruption**

In the event of a planned or unexpected disruption of services for guests with disabilities, the Company will notify guests promptly. This notification will include a clearly posted notice that will identify the reasons for the disruption, its anticipated length of time, and a description of alternative options, dates, or times when our normal operations or services will be made available.

The Company will notify guests of this through notices posted on the website, telephone messaging, email communication, postings on the vessels, and other premises where reservations or bookings may be communicated.

### **Training for Staff**

The Company will provide training to its crew, who provide services and deal with the public or other third parties on its behalf.

Accessibility training will be provided to crew members within their first thirty (30) days of hire. The training will include:

- An overview of the Accessibility for Ontarians with Disabilities Act, 2005 and the Customer Service Standard requirements of the Integrated Accessibility Standards
- The Company's customer service plan related to the customer service standard
- Information on how to interact and communicate with guests with various types of disabilities
- Steps to interacting with guests with disabilities who use an assistive device or require the assistance of a service animal or a support person
- How to use the various equipment or assistive devices that may help with providing our services to guests with disabilities
- What to do if a guest with a disability is having difficulty accessing the Company premises, as applicable

Crew members will be advised through communication channels and training of any changes to the Company's accessible customer service plan.

### **Feedback Process**

All documents relating to accessible customer service will be made available, upon request, in a format that considers the guest's disability needs.

Guests who wish to provide feedback about the accessibility of the Company's services and facilities can do so via email, verbally, or by regular mail. All feedback will be directed to the General Manager. Guests can expect to hear back within fifteen (15) days of receipt.

### **Solicitation & Distribution**

We strive to create a work environment where crew have the time, tools, and support necessary to perform their jobs without distraction. Therefore, to ensure crew members do not feel uncomfortable, pressured, or coerced, we have established guidelines regarding solicitation and distribution in the workplace.

These solicitation and distribution guidelines indicate that crew are not permitted to:

- Solicit for any cause during work time or solicit other crew who are on work time
- Solicit for any cause in guest service areas during periods when such areas are open to guests
- Distribute or circulate any written or printed literature of any kind during their own work time or during the working time of other crew members

- Distribute literature at any time for any cause in working areas, including but not limited to all guest service areas

Work time includes the time a crew member is paid and/or is scheduled to work but does not include authorized breaks or meal periods or other times when crew members are not responsible for performing their tasks.

Crew that are not scheduled to work may not solicit other crew during work time. Prohibited solicitation includes promotion of membership and subscriptions for any public or private enterprises.

The Company strictly prohibits any non-crew member from entering onto non-public premises the Company owns, operates or controls to solicit or distribute literature to its crew.

### Bulletin Boards

Bulletin boards are reserved for business related communications such as announcements, legally required communications, and Company approved communications.

If your location allows you to post notices on the bulletin board designated for crew, those notices must be approved in advance by your manager and may contain only information about charitable organizations or items for sale.

### How to Raise Questions and Concerns

Crew members can submit their questions or concerns about conduct they believe may violate our policies or laws and regulations under which we do business to:

- Their immediate supervisor or manager
- Their department head
- Human Resources
- Our Anonymous EthicsPoint Hotline (844-348-9582) or online at [hornblower.ethicspoint.com](http://hornblower.ethicspoint.com)

When a crew member raises a concern, the Company will fully maintain confidentiality where possible, consistent with applicable legal requirements and the need to conduct an adequate investigation or review. Please note that crew members can submit concern anonymously and confidentially through our Anonymous EthicsPoint Hotline at [hornblower.ethicspoint.com](http://hornblower.ethicspoint.com).

When raising concerns, we ask that crew members provide as much detailed information as possible, including the background and history of the concern, names, dates, and places where possible, and the reasons why the situation is cause for concern. All this information will ensure that a proper investigation/review can be conducted.

### Open-Door Policy

One of our **RESPECT** values is Communication. The Company promotes an atmosphere whereby crew members can talk freely with members of management to foster communication, provide feedback, and discuss any matter of importance to the crew member.

The Company's Open-Door policy promotes an environment of collaboration and mutual respect whereby crew members can feel free to meet with their department heads, up to their Vice President/General Manager.

However, crew members are encouraged to ask questions, discuss suggestions, and address problems or concerns with their immediate management team.

The goal of the Open-Door policy is to encourage openness and transparency with all crew members within our company.

### **What the Company Will Do**

The Company is committed to reviewing all reported concerns, conducting proper, fair and thorough investigations tailored to the circumstances, and taking appropriate remedial action and concluding steps as warranted.

All action taken by the Company in response to a concern will necessarily depend on the nature and severity of the concern. This may include initial inquiries and fact-gathering to decide whether an investigation is appropriate and, if so, the form and scope of the investigation.

The Company will comply with the law in conducting investigations and expects that crew members will cooperate in an investigation. The Company also expects that crew members will provide truthful information when participating in an investigation and, during the investigation, will keep matters related to the investigation confidential.

# 3

## EMPLOYMENT PROCEDURES



# EMPLOYMENT PROCEDURES



## Recruiting and Posting of Openings

The Company seeks to promote qualified crew members from within where it is possible to do so, consistent with the need for staffing all positions with highly competent and qualified individuals. New job postings are posted on the Company Career's page at [citycruises.com/careers](http://citycruises.com/careers), on the [Careers tab](#) on Canadian Crew Exchange.. Crew members who are interested in alternate positions are encouraged to review these locations periodically.

## Job Descriptions

The Company strives to maintain job descriptions for each position. If you do not have a copy of a current job description, you can request one from your Manager or visit the job description section for your location on the [Canadian Crew Exchange](#).

Job descriptions prepared by the company serve as an outline only. Due to the needs of the business, crew members may be required to perform job duties not within their job description. Furthermore, the Company may have to revise, add to, or delete job duties outlined in job descriptions according to Company needs.

If you have any questions regarding job descriptions, or your job expectations, please speak with your manager or Human Resources.

## Crew Member Transfers

We recognize that the opportunity to transfer to another position, in your home city or to another city, is one of the best ways to continue your personal and professional growth and development. To be eligible for consideration you must:

- Meet the minimum qualifications for the position; and
- Have a successful performance review for your current position on file



If you would like to be considered for an open position, and meet the eligibility requirements for a transfer, contact your current supervisor or department head to express your interest and apply for the position. After your request has been approved, your department head will forward your request to be considered for the opening to Human Resources. Please be advised there is no guarantee of transfer.

## Crew Referral Program

The Company is always on the lookout for talented and dependable individuals who will not only meet the qualifications of our job opportunities, but who will embrace our **RESPECT** Values, our Operating Principles (The Hornblower 12) and who are eager to create amazing experiences for our guests and our crew.

For more information, please visit our [Crew Referral Program policy](#).

Crew members are encouraged to refer eligible candidates for employment with the Company. Here is how our Crew Referral Program works:

- Receive \$100 after the candidate you refer is successfully hired and completes their 90 Day Introductory Period
- Receive an additional \$100 when the referred candidate fulfills the terms of their seasonal employment contract

There is no limit to how many candidates crew members can refer. Once your candidate applies, complete the [Crew Referral Form](#) located on Canadian Crew Exchange and forward to [canadahr@cityexperiences.com](mailto:canadahr@cityexperiences.com).

## Criminal Background Check

The Company may require a criminal background check for crew upon hire once a conditional offer of employment has been extended by Human Resources.

Applicable positions that require a background check will be disclosed to the applicants during the recruitment process. All required background checks are in compliance with provincial and federal legislation.

Applicants refusing to participate in a background check, or applicants who provide false or altered information may be disqualified from further employment consideration in any position within the Company.

## Crew Files

Documents and files containing confidential crew information are kept in a safe place where access is restricted to individuals who need to know that information in the necessary course of business.

Crew members may request an opportunity to review and/or receive a copy of their Crew file, subject to certain limitations under applicable legislation. These requests can be submitted in writing to Human Resources at [canadahr@cityexperiences.com](mailto:canadahr@cityexperiences.com).

Information regarding a current or former crew member will only be released to third parties in accordance with applicable legislation.

If the Company needs to use your personal information for an unrelated purpose, we will provide notice to you and if required by law, seek your consent. We may use your personal information without your knowledge or consent where required by applicable law or regulation.

When hired, you provided the Company with the personal information that was required in order to place you on the Company's payroll (i.e. your legal name, Social Insurance Number, address, etc.). Since it is important for us (as well as yourself) to keep your records accurate, please make any changes to your personal information promptly in the UKG. If you need assistance updating your personal information, please contact Human Resources at [canadahr@cityexperiences.com](mailto:canadahr@cityexperiences.com).

The Company will safeguard any crew member and third-party information received in accordance with its obligations under applicable law.

## **Crew Member Conduct Expectations**

The way we conduct ourselves is critical in setting the right tone for our guests and our fellow crew members. In order to create amazing experiences for our guests and fellow crew members, teamwork and professionalism is essential. To achieve this, we have established a list of appropriate crew member conduct guidelines.

**As a Company crew member, you are expected to:**

- Conduct yourself in an ethical and professional manner, compliant with all Company policies, procedures, and expectations while on duty, and while in uniform. This includes when in the vicinity of the Company property, vessels, or offices, either on or off duty, and while at tending Company sponsored events
- Refrain from using profane language, gestures, or obscenities in the presence of guests or a crew member, exhibiting rude or discourteous behaviour or committing or threatening to commit injury or harm to a guest or crew member
- Hold yourself accountable for the behaviour of your guests while you are experiencing our products with your friends and family. If guest behaviour is unacceptable, you will be held responsible for their actions, up to and including employment separation
- Remain in compliance, at all times, with the Company's [Drug and Alcohol policy](#)
- Participate in creating a work environment free from sexual harassment, harassment, violence and discrimination in accordance with our [Workplace Harassment](#), [Violence and Discrimination](#) policies
- Participate in creating a healthy, safe work environment. Comply with all health, safety, fire prevention and security rules, and know and understand your responsibilities under applicable occupational health and safety legislation

- Report all injuries, accidents, near misses, observations of unsafe practices or violations of safety policies immediately to your supervisor
- Ensure that your behaviour does not cause harm to fellow crew members, guests, or the Company property. Do not endanger the life or well-being of yourself, a guest or fellow crew member. Do not bring firearms, knives, or weapons to work
- Come prepared and ready to work. Rest is an essential component of working well and working smart, so ensure that you get enough rest before your scheduled shift. Sleeping on the job or while on duty is not permitted
- At the direction of your supervisor, complete assigned work within the established company standards and expectations. Take direction and guidance from your supervisor
- Report to work on time according to the established schedule. Return on time from lunch and authorized breaks. Notify your supervisor before your scheduled work time if you expect to be late or absent. Avoid excessive absenteeism or tardiness. Comply with requests to provide medical or other supporting documentation for absences
- Notify your supervisor if you leave work other than for a break, lunch, or the end of your scheduled workday. Do not take unauthorized breaks or leave your assigned work area without authorization from your supervisor. Ensure that you consume food or beverage only in authorized break areas
- Accurately report your time worked and be honest when tipping out, if applicable
- Maintain and use Company property according to specified guidelines and instructions. Do not willfully alter, damage, or destroy Company property or the property of another crew member or guest
- Properly secure Company funds, records, and property. Be sure to obtain proper approval to use Company funds, property, or services. Do not falsify, alter, forge, or steal Company funds, records, property, information, or data
- Keep confidential any information you may receive concerning the operation of the Company's business, guests, vendors, or crew in accordance with the Company's policies regarding confidential information. Do not release confidential information about the Company, crew, or guests without proper authorization

This is not a complete set of conduct idelines and your supervisor may establish additional guidelines. Furthermore, the Company has a [Code of Conduct policy](#) that all crew members must adhere to. The Company may at any time change or establish additional guidelines. Failure to follow the crew member conduct guidelines may result in disciplinary action, up to and including employment separation.

## **Performance Reviews & Self Assessments**

The Company is committed to giving you performance feedback to help you perform your job to the best of your ability. Your performance will be assessed against a set of specific performance objectives and standards outlined in your job description.

Annual, full-time crew will generally receive a formalized performance review at least once a year.

This performance review provides you and your manager with a great opportunity to discuss and document how you are performing in your position. Annual full-time crew will be asked to complete a self-assessment before meeting with their manager. Together, the self-assessment and performance review can help you become aware of your progress, identify areas for improvement, and assist in developing future goals and objectives. Keep in mind, you can talk to your manager about your performance at any time; you do not have to wait for your manager to initiate a discussion.

Seasonal crew will receive a performance review towards the end of their contract end date. During this performance review, the seasonal crew member may be advised of their eligibility for rehire.

Crew development and advancement is encouraged and promoted by the Company, when possible. There are a variety of ways to develop your skills to grow and advance. One such way of developing your skills is to visit Wheelhouse University, our eLearning platform. You can access directly through Okta.

Therefore, we encourage you to set your own professional goals and to let your manager know of your interest in growth. Advancement or promotion decisions are based on the ability to perform a given job (as shown by past or present performance) and the operational needs of the business, which may change over time.

## **Performance Management**

The Company promotes and preserves a safe, productive, and pleasant work environment, which enables crew to achieve their highest level of productivity and self-fulfillment.

We require crew to meet the standards of performance and conduct which have been established for their jobs. These performance standards and conduct can be found in your job description. Ongoing coaching and feedback will be provided to all crew members. If your performance does not meet expectations, we will generally provide you with an opportunity to improve, if possible.

## **Progressive Discipline**

The Company supports the use of progressive discipline to address issues such as poor work performance or misconduct. Our progressive discipline policy is designed to provide a corrective action process to improve and prevent a recurrence of undesirable behaviour and/or performance issues.

The levels of discipline are generally progressive to ensure that the crew member has the opportunity to correct their performance. To review the levels of discipline, please refer to our [Progressive Discipline policy](#).

Discipline is recorded on a crew performance form. If a crew member is presented with performance management documentation that the crew member disagrees with and would like to appeal the documentation by following our [Dispute Resolution Procedure](#), the crew member should complete a statement within 5 days of receiving the documentation and send the statement to their department manager for review.

The department head will meet with the crew member within five (5) days of being contacted and will provide a written decision within five (5) days of meeting. If the crew member is not satisfied the department head's decision, the crew member may access the Dispute Resolution Committee. Please visit the [Dispute Resolution Procedure \(link\)](#) for more information.

The Company reserves the right to determine the appropriate level of discipline for any inappropriate conduct, including warnings, suspensions with or without pay, demotions or terminations.

## **Employment Separation**

The Company understands that there may be reasons you may decide to resign. If this is the case, we ask that you provide your resignation in writing and you give a minimum of **two (2) weeks' notice**.

If you do not provide adequate notice, it may impact your eligibility for rehire. This is especially important if you are a crew member on a seasonal contract and wish to return in subsequent years.

An involuntary separation occurs when the Company decides to end the working relationships with a crew member. Involuntary separations may occur for cause or for reasons other than cause.

For involuntary separations, final wages will be paid in accordance with all applicable legislation.

## **Return of Company Property**

All Company owned property (i.e., keys, uniforms, identification badges, credit cards, computers, phones etc.,) that is in a crew member's possession or control must be returned immediately upon separation of employment or immediately upon request.

The Company may take all action deemed appropriate to recover or protect company property.

## **Employment Verifications**

Crew members who require employment information or verification can complete an [Employment Verification Request Form](#) located on Canadian Crew Exchange and be forwarded to Human Resources once complete.

References regarding former or present crew members will not be provided and should be directed to Human Resources.

# 4

## PAY AND PERFORMANCE



# PAY AND PERFORMANCE



## Workweek

The workweek is a week's period beginning at 12:01 am at the start of the week and ending at midnight at the end of the week.

- For our City Cruises Canada location, the **standard workweek** starts at 12:01 am Sunday and ends at midnight the following Saturday

## Work Schedules

Crew member's department will assign their workschedule within a minimum of 7 days prior to the start of the work week.

Keeping aligned with our Operating Principle #4, Be on Time. Come prepared, all crew members are expected to be at their designated work areas at the start of their scheduled shift, ready to perform their work and that they will remain at work for the entire scheduled shift, unless otherwise directed.

Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in total hours that may be scheduled each day and week.

## Hours of Work

Crewworkschedules vary depending upon department, position, and location, and are subject to applicable employment legislation.

To find out details on your specific hours of work, please refer to your employment contract.

## Attendance

The Company has expectations for all crew members to be punctual and regularly attend work so that we can provide amazing experiences to our guests and fellow crew members. Attendance and punctuality are two critical expectations for all crew members.

Although regular and punctual attendance is extremely important, we also recognize that there will be times when you must miss work due to injury or illness, personal reasons, or family reasons.

If a crew member will be late or unable to report to work, they must personally:

- Speak with their immediate manager/department head at least two (2) hours before their scheduled reporting time; if advance notice is not possible (for example, due to an emergency), they must report the absence as soon as possible
- Inform their manager/department head of the expected length of any absence; and
- Speak with their manager/department head every day that they are absent, unless specifically instructed otherwise such as during an approved leave of absence

Asking another crew member, friend, or relative to give this notice is not acceptable and may result in disciplinary action.

The following factors may be considered when determining if attendance/tardiness is an issue and may require disciplinary action:

- Whether the occurrence of tardiness/absenteeism is excessive or if it affects, fellow crew members, delivery of service, guest satisfaction and job performance
- Reason(s) for tardiness/absence
- Record of tardiness/absenteeism

Excessive absenteeism or tardiness, including a pattern of absence, will result in disciplinary action, up to and including employment separation.

Please refer to our [Attendance Management policy](#) for additional information.

### No Call/No Show

If the crew member does not show up for their scheduled shift without notifying their department, or they report to work later than two (2) hours after the start of their scheduled shift without a valid reason, you will be considered a No Call/No Show.

The first incident will result in disciplinary action. A No Call/No Show on two (2) consecutive days or on any two (2) occasions in a rolling 12-month period will result in employment separation. The crew member's manager will make reasonable efforts to contact the crew member during scheduled shifts where they are absent and have failed to notify their department.



## **Medical Documentation**

If a crew member is absent due to health-related reasons, the Company reserves the right to request, at any time, a medical clearance from their treating physician or reasonable documentation to support the absence, to the extent permitted and in accordance with applicable employment legislation.

Obtaining documentation and covering any related costs are the responsibilities of the crew member. Documentation submitted will be immediately forwarded to Human Resources in confidence. Failure to provide satisfactory documentation, when requested, will result in disciplinary action.

Crew seeking a medical accommodation must provide medical documentation confirming their specific accommodation need(s).

## **Eating Periods**

A crew member must not work for more than five hours in a row without getting a 30-minute eating period (meal break) free from work. However, if the employer and crew member agree, the eating period can be split into two eating periods within every five consecutive hours. Together these must total at least 30 minutes. This agreement can be oral or in writing.

Meal breaks are unpaid unless the crew member's employment contract requires payment. Even if the employer pays for meal breaks, the crew member must be free from work for the time to be considered a meal break.

Meal breaks, whether paid or unpaid, are not considered hours of work, and are not counted toward overtime.

For more information, please review our [Breaks Policy](#).

## **Timeclocks**

Company timeclocks and/or web clocks are available on vessels, in the offices & ticket booths for crew member use. If the crew member has any problems using the device, he/she should report the issue immediately to their supervisor or manager.

## **Payroll**

All crew members will receive their pay cheque through direct deposit to either a chequing or savings account of their choice.

Crew members will receive their pay cheque biweekly. To find out more information about your specific pay schedule, please check with your supervisor or check out the Canadian Crew Exchange.

The date of posting to the crew member's bank account will normally be made on the pay date. Crew will have access to a deposit information via Ceridian/Dayforce, which details earnings and withholdings in lieu of a physical pay stub.

Crew member payroll stubs itemize deductions made from gross earnings. By law, the Company must withhold from your pay cheque applicable income taxes, Canada Pension Plan, employment insurance, etc. The amount withheld for income taxes depends on the number of withholding exemptions you claim. Similarly, we must withhold any amount required by law, such as child support, pay garnishment, tax levies, or bankruptcy orders.

Crew members can authorize certain additional deductions, such as those for applicable crew member benefit plans. Payroll stubs will itemize any voluntary deductions, such as a crew member's portion of group benefits, or automatic deductions for retirement savings plan contributions, to the extent applicable. If applicable, payroll stubs will also differentiate between regular, and overtime pay received.

Crew members who believe there is an error in their pay should bring the matter to the attention of their supervisor immediately, so that the Company can investigate and resolve the matter quickly as possible.

If a crew member believes their pay has been subject to an improper deduction, they must immediately report the matter to their supervisor. If their supervisor is unavailable or if they believe it would be inappropriate to contact that person (or if they have not received a prompt and fully acceptable reply), they should immediately contact

[canadapayroll@cityexperiences.com](mailto:canadapayroll@cityexperiences.com).

Every report of improper deduction will be fully investigated and remedied where a deduction is found to have been improper.

### **Timekeeping Policy**

Accurately reporting time worked is the responsibility of every crew member who are paid either hourly or salaried. Time worked includes all approved time that a crew member spends performing the duties of their position.

Crew must accurately clock in/out or swipe in/out at the times they begin and end their work. If there is a requirement to clock in/out for meal periods, crew will be advised by your department. Crew members must record the in and out time for any split shift or departure from work for personal reasons.

Crew may never work off the clock or remain clocked in when they are not working. "Off-the-clock" work is time spent by a crew member performing work that is not reported to the Company as time worked.

The department manager will review the time record before submitting it for payroll processing. It is the crew member's responsibility to ensure accurate time recording. In the event of an error in reporting time, the crew member must immediately report the error to the department manager.

Altering, falsifying, tampering with time records or recording time on another crew member's time record, or clocking in/out or swiping in/out for another crew member may result in disciplinary action, up to and including employment separation.

### **Early Outs**

An early out is the ability to leave before the end of the crew member's scheduled shift. Early outs are granted based on operational requirements and allow departments to reduce staffing levels based on business volumes. If a crew member takes an early out, they will be paid for only those hours worked.



## Overtime

Crew may be scheduled to work overtime hours. When possible, advance notification of these assignments will be provided.

Overtime assignments will be distributed as equitably as practical to all crew qualified to perform the required work. The opportunity to work overtime is at the discretion of management and is based on departmental needs. Any overtime must be authorized in advance by management. Working overtime without prior authorization may result in disciplinary action, up to and including employment separation. The overtime rate of pay and eligibility is outlined in the crew member's employment contract.

Crew members who hold more than one position with the Company, and who are working overtime, will be paid at the rate for the position they are working at during the overtime period.

For more information, please review our [Overtime Policy](#).

# 5

## EMPLOYMENT BENEFITS



# EMPLOYMENT BENEFITS



## Employment Status

All crew within the Company will fall within a specific employment status. Please refer to your employment contract to determine your employment status.

If a crew member changes a position during their employment because of a promotion, transfer or otherwise, the crew member will be informed of any change in their job classification through their new employment contract.

## Categories of Employment Status

Below identify the different employment statuses.

- **Permanent Full-Time**

Normal work week for most full-time crew members is eight (8) hours a day, forty (40) hours per week.

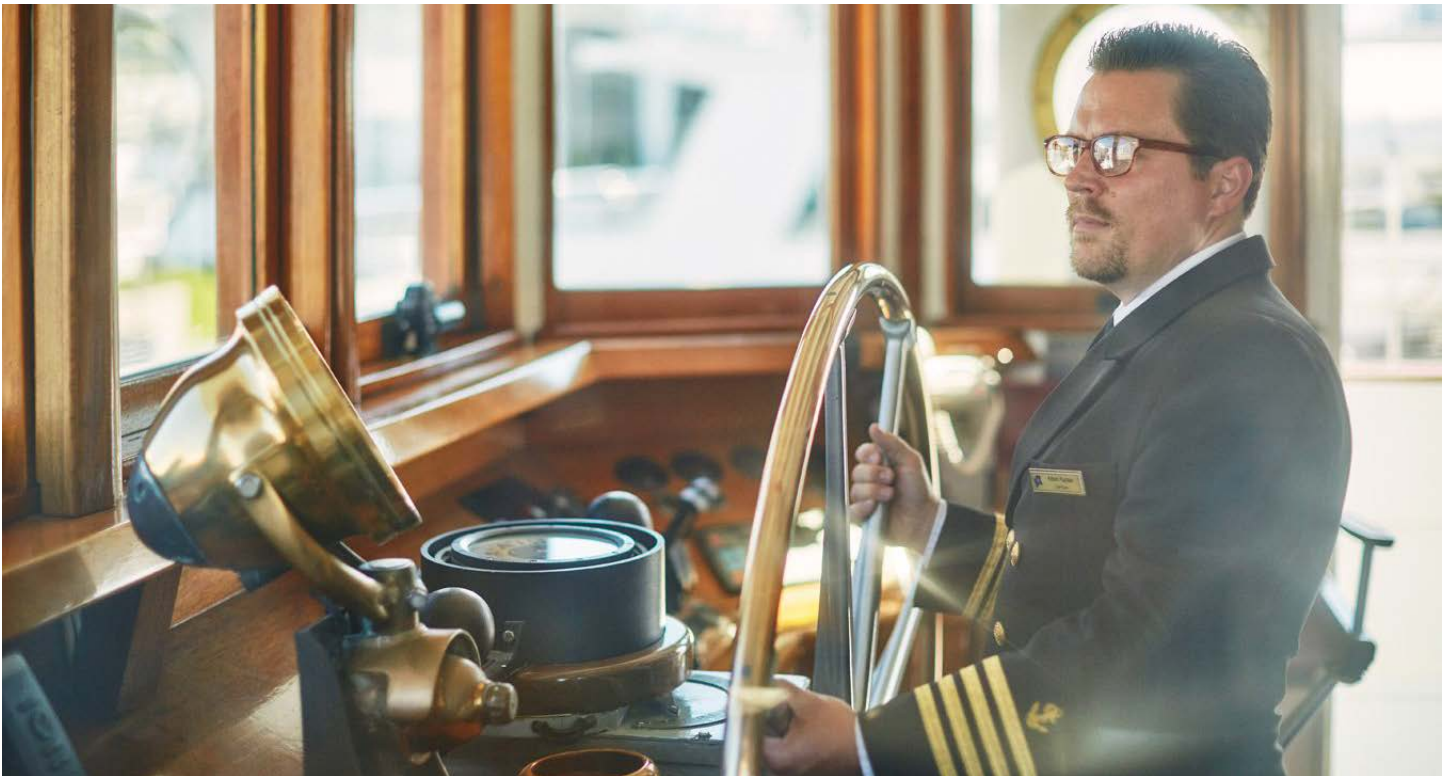
- **Full Time Contract**

Crew members who have completed a minimum of two (2) years consecutive service from their original date of hire. These crew members are hired for a specific period of time due to operational demands. The normal work week for full time contract crew member is zero (0) to forty (40) hours per week, subject to operational requirements.

- **Contract**

Crew members who are hired for a specific period due to operational demands or until a particular task is completed. The normal work week for most seasonal contract crew member is zero (0) to forty (40) hours per week, subject to operational requirements.

If a crew member changes a position during their employment because of a promotion, transfer or otherwise, the crew member will be informed of any change in their employment status through their new employment contract.



Although frontline crew are the very heart of our team and the quality of the guest experience depends critically on them, the Company cannot guarantee automatic rehire in a subsequent season.

### **Job Classification**

A crew member's job classification depends on their position, pay, and their job responsibilities. Crew members will be notified of their job classification at the time of hire and any subsequent changes in their job classification.

Crew members should contact Human Resources with any questions or concerns regarding their job classification.

### **Introductory Period**

The Company is committed to the successful onboarding of new crew members. All newly hired crew members will enter an Introductory period. For details on your Introductory Period, please refer to your employment contract and our [Introductory Period policy](#). The Introductory Period provides both the crew member and the Company a great opportunity to determine the suitability of the employment relationship.

During the Introductory Period, the new crew member will be provided with training, coaching, guidance, and feedback on their performance. We encourage crew members to ask questions on the expectations and standards that will be shared with them.

Upon completion of a crew member's Introductory Period, their supervisor or manager will provide them with an Introductory Performance Assessment. This is an opportunity for the crew member's management team to provide the crew member with specific, documented feedback on their performance.

The Introductory Performance Assessment form will be placed in the crew member's file.

The crew member may be discharged at any time during their Introductory Period if the manager concludes after coaching and feedback that the crew member is not progressing or performing satisfactorily.

## Benefits

Crew members are encouraged to refer to their employment contract for their benefit eligibility.

Further, the Company (including the administrators who are responsible for administering the plans) retains full discretionary authority to interpret the terms of the plans, as well as full discretionary authority regarding administrative matters.

While the Company intends to maintain these benefits, it reserves the absolute right to modify, amend, or terminate these benefits at any time and for any reason.

If a crew member has any benefit questions, please contact [canadabenefits@cityexperiences.com](mailto:canadabenefits@cityexperiences.com). The crew member's manager is also available to respond to benefit related questions.

## Cruise Benefits

We encourage our crew members to take advantage of the Company's product offerings. Experiencing our products will assist in providing amazing experiences to our guests. Please review our [Crew Visit policy](#) for details on visiting our property while off-shift. In the event that a crew member does visit while they are off shift, the crew member and their guests must adhere to our [Code of Conduct policy](#).

## Educational Reimbursement

The Company recognizes the importance of investing in the learning and development of its crew members to increase crew engagement, career growth, high performance and innovation. An educational reimbursement is offered to eligible crew members for work-related professional development and professional certification. Please contact Human Resources to determine eligibility.

Educational Reimbursement will not exceed \$750 per eligible crew member, per calendar year. Educational reimbursement applies to an individual course, or a formal program of study that is directly related to the eligible crew member's current job or departmental function.

Eligible crew members interested in utilizing the educational reimbursement will be required to complete an [Education Reimbursement Request form](#) located on the Canadian Crew Exchange. Approval is required from the crew member's manager prior to enrolling in the course. For more information, please review the [Educational Reimbursement policy](#) or contact Human Resources.



# 6

## CREW LEAVE AND TIME-OFF POLICIES



# CREW LEAVE AND TIME-OFF POLICIES



## Leave Types

The Company offers a variety of leaves, both paid and unpaid. Eligibility for each leave varies. If crew members have questions, please contact Human Resources for clarification.

All Leaves of Absences must be documented on a Crew Leave Request form located on the Canadian Crew Exchange. Any documentation and certificates from qualified health practitioners must accompany the Crew Leave Request form and be submitted to Human Resources.

## Personal Leave of Absence

The Company provides all crew members, regardless of status or length of service, the ability to take a leave of absence to tend to personal matters.

Crew members who enter gainful employment or expanded work hours in another job while on the leave will have their employment separated unless specific permission was obtained in advance. Failure to return from an approved leave on the specified date of return will be considered job abandonment.

Crew members are advised to review the Leaves of Absence policy or contact Human Resources for more information.

## Bereavement Leave

The Company provides all eligible crew members the ability to take a job-protected leave of absence to grieve, attend the funeral, memorial service or attend to family matters when there is a death of a family member.

In the event the crew member requires additional time off, please consult with Human Resources and the additional time off will be reviewed on a case-by-case basis.

Crew members are advised to review the [Bereavement policy](#) or contact Human Resources for more information.

### **Pregnancy/Maternity Leave**

The Company provides eligible crew members an unpaid job-protected leave of absence of up to seventeen (17) weeks of Pregnancy/Maternity Leave.

Crew members are advised to review the Pregnancy/Maternity and [Parental Leave policy](#) or contact Human Resources for more information.

### **Parental Leave**

The Company provides eligible crew members an unpaid job-protected leave of absence to care for a new-born or newly adopted child.

Crew members are advised to review the [Pregnancy/Maternity and Parental Leave policy](#) or contact Human Resources for more information.

### **Family Medical/Compassionate Care Leave**

The Company provides all crew members, regardless of status or length of service, the ability to take up to twenty-eight (28) weeks of unpaid job-protected leave. The leave is taken to provide care and support to a family member for whom a qualified health practitioner has issued a certificate stating that the individual has a serious medical condition with a significant risk of death.

Crew members are advised to review the Family Medical/Compassionate Care Leave policy or contact Human Resources for more information.

### **Critical Illness Leave**

The Company provides eligible crew members the ability to take an unpaid job protected leave of absence of up to thirty-seven (37) weeks to provide care and support to a critically ill child for whom a qualified health practitioner has issued a certificate stating that the child is critically ill and requires the care or support of one or more family members.

The Company provides crew members the ability to take an unpaid leave of absence of up to seventeen (17) weeks to provide care and support to a critically adult for whom a qualified health practitioner has issued a certificate stating that the child is critically ill and requires the care or support of one or more family members.

Crew members are advised to review the Leaves of Absence policy or contact Human Resources for more information.

### **Crime-Related Child Death or Disappearance Leave**

The Company provides eligible crew members an unpaid job protected leave of absence of up to one hundred and four (104) weeks if a child of the crew member dies or disappears, and it is probable that the child died or disappeared as a result of a crime.

Crew members are advised to review the Leaves of Absence policy or contact Human Resources for more information.

## **Domestic or Sexual Violence/Victims of Family Violence Leave**

The Company provides eligible crew members an unpaid job-protected leave of absence if the crew member or a child of a crew member experiences domestic or sexual violence, or the threat of domestic or sexual violence. This leave is up to ten (10) days.

The crew member is entitled to take the first five (5) days as paid days of leave in the calendar year. The remainder of the leave will be unpaid.

The leave is to be taken for the following purposes:

- Seek medical attention for the crew member or the child of the crew member in respect of physical or psychological injury or disability caused by the domestic or sexual violence
- Obtain services from a victim services organization for the crew member or the child of the crew member
- Obtain psychological or other professional counselling for the crew member or the child of the crew member
- Relocate temporarily or permanently
- Seek legal or law enforcement assistance

The crew member is not entitled to the leave if he or she is charged with the domestic or sexual violence.

Crew members are advised to review the Leaves of Absence policy or contact Human Resources for more information.

## **Confidentiality of Medical Information**

The Company strives to protect the privacy of its crew members' medical information to the greatest possible extent.

'Medical information' is any information, data, or documentation relating to a crew member's mental or physical condition. This includes, but not limited to, oral, written, or digital information concerning a crew members' mental or physical condition medical records; dental records; disability records; WSIB records; medical leave records; genetic information; health insurance information; and/or information concerning visits or payments to any health care professional, hospital, emergency room, or other type of short/long term health care facility.

The Company takes the handling of personal health information very seriously. The Company will consider any breaches in the privacy and confidentiality of the handling of personal health information to be serious, and disciplinary action will be taken in accordance with our discipline policy for any violations of this policy.



## Reservist Leave

The Company will provide all eligible crew members with an unpaid job-protected leave of absence to participate in various military activities as required by the Canadian Forces.

Crew members are advised to review the Leaves of Absence policy or contact Human Resources for more information.

## Voting on Election Day

The Company will provide all crew members with three (3 consecutive hours of time off to vote in a Federal, Provincial and Municipal elections.

If the crew member does not have three (3 consecutive hours off because of their work schedule, departments will have the authority to specify when the time is to be taken (i.e., at the beginning or end of the crew member's shift

Crew members are advised to review the [Voting on Election Day policy](#) or contact Human Resources for more information.

## Leave for Court or Jury Duty

The Company will provide time off from work to crew members who have been summoned to participate in jury duty or subpoenaed to testify as a crown witness.

Crew members are advised to review the [Leave for Court or Jury Duty policy](#) or contact Human Resources for more information.

## Public/General Holidays

The Company will recognize the following Public/General Holidays:

- New Year's Day
- Good Friday
- Family Day
- Victoria Day
- Canada Day
- Labour Day

- National Day for Truth & Reconciliation
- Thanksgiving
- Remembrance Day
- Christmas Day
- Boxing Day

Crew members who work a Public/General Holiday will be paid a premium rate of pay according to applicable legislation.

For more information, please review our [Public/General Holiday policy](#) or contact Human Resources.

### Vacation Time Off

Crew will be eligible for either vacation pay or paid vacation time based on years of service and employment status. See below for schedule:

**0-4 Years of Service** - 4% bi-weekly payout on gross wages (excluding tips and gratuities) OR 2 weeks' vacation time per vacation entitlement year.

**5+ Years of Service** - 6% bi-weekly payout on gross wages (excluding tips and gratuities) OR 3 weeks' vacation time per vacation entitlement year.

Vacation time off will be granted based on operational requirements, seasonal business demands and crew member's accrued time. Time off may be restricted in certain periods of the year (i.e., June to September).

Crew members must accurately record and report to the Company all vacation time taken by the crew member. Failure to do so is a violation of Company policy and may result in employment separation.

Crew members are advised to reach out to their department manager on how to book Vacation Time Off.

If crew members have any questions pertaining to your specific Vacation Time Off, please contact the Human Resources Department.

### Sick Time Off/Personal Leave

It is important that crew members are coming to work fit and ready for their shift. If a crew member is not feeling well, they are asked to stay home. They are to contact their supervisor to advise them that they will not be in for their scheduled shift.

Sick Time Off/Personal Leave is a job protected leave for eligible crew members based on their employment status.

If a crew member has any questions pertaining to Sick Time Off/Personal Leave, please contact the Human Resource Department.



# 7

## KEY COMPANY POLICIES

# KEY COMPANY POLICIES



## Appearance Guidelines

The Company is committed to presenting a positive and professional image in the community and at work. To achieve a sense of identity and consistency of our Company's overall brand, we have specific appearance guidelines in place.

We feel that proper grooming and professional appearance are key to gaining respect in the workplace. The way our crew members look and the way they carry themselves creates an impression on the people they work with, including our guests. Personal hygiene and cleanliness must always be maintained.

## Appearance Guidelines (Office Crew)

The Company observes that office crew are permitted to wear business or business casual attire that conforms to professional business standards. Denim/jeans are not permitted during our operating season.

Office crew are required to follow this attire unless there is a circumstance where management approves otherwise. If you are a non-uniformed crew member, please make yourself familiar with the appearance and grooming guidelines.

## Appearance and Grooming Guidelines for Office and Uniformed Crew

Your look matters! All crew are expected to maintain a clean, crisp, neat appearance. The following guidelines should be considered in determining your personal appearance.

- Shoes must be in good repair, clean and adhere to safety regulations. Sandals, flip flops, clogs and open toed shoes are not permitted
- If you work in a safety sensitive position and are required to wear steel toe boots/shoes, contact your manager for more information
- Hair should always be clean, neat, and well maintained

- Nails must be clean and trimmed to an appropriate length
- Make-up should be natural in appearance, including eyelash extensions (i.e., conservative in length)
- Unpleasant body odour and poor personal hygiene is **not acceptable**; the use of an antiperspirant or deodorant is required
- Cologne and perfume may be worn provided they are not excessive, and the work area is not scent free
- Undergarments must be worn. When you bend over, your abdomen, buttocks, chest (including cleavage) as well as your undergarments should not be exposed
- Facial hair must be neatly trimmed and groomed
- Crew members may wear jewelry provided it is not excessive. Earrings must be conservative in length, number and size. Jewelry is not permitted if it poses a safety risk to the crew member or guest
- A small nose piercing is permitted; the jewelry worn may only be a small stud no larger than a pin head. Other facial piercings are not acceptable
- Ear lobe spacers must be solid and nude in colour, no larger than a dime
- Visible tattoos may not contain offensive graphics, profane or vulgar wording, hate or extremist symbols

- The requirements of particular cultures to wear specific types of clothing will be respected
- 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

Appearance guidelines for specific positions may be assigned by management. Please refer to your department's specific uniform policy for details.

## Uniforms

Some positions will require a uniform – crew are required to observe to their departmental uniform standards and requirements. New crew members will receive their uniforms during their New Hire Orientation. They will be required to sign a Uniform Agreement acknowledging receipt of their uniforms. Please refer to your departmental uniform policy for full details.

Crew members who report for their shift with incomplete uniforms may be sent home.

- Uniformed crew members are required to wear company-issued uniform items as provided by the Company
- Crew members should care for their uniform as it is a reflection of our image. Uniforms should be clean, free from wrinkles, fit appropriately and in good repair
- Uniforms are only to be worn during working hours and should not be worn in places outside of the Company
- Personal Protective Equipment (PPE) must be worn at all times in areas where such equipment is required



## **Uniform Replacements**

Crew members may require their uniform replaced with a new one. Crew members who require items to be replaced are to complete a Uniform Replacement Request form and have their manager sign the form. Completed forms can be submitted to Human Resources for processing. Human Resources will make arrangements for the crew member to exchange their old uniform with a replacement uniform.

Crew members who wish to purchase additional uniform pieces may do so by completing a [Uniform Purchase Form](#). Completed forms can be submitted to Human Resources. The crew members pay cheque will be deducted the amount of the purchased uniform items.

## **Cell Phone Use/Personal Electronic Devices**

Some crew members have been issued cellphones for business purposes, such as checking emails and text messages.

Personal electronic devices/cell phones/tablets/smart watches and other similar devices can be a distraction and create safety concerns in the workplace when a crew member's focus is required.

Our mission is to create amazing experiences, and when our guests see our crew members on their personal electronic devices, the impression is not favorable or professional.

The Company recognizes that personal electronic devices can be useful tools when providing guest service or accessing crew resources and tools. Crew members are permitted to carry their personal electronic device on their person while working, however they are to be used on scheduled breaks or in areas that are out of sight of our guests.

Crew members will avoid texting, making phone calls, taking pictures/videos, gaming, searching the internet or using social media on their cell phones during work time.

At no time, crew members working in safety sensitive positions (i.e., Captain shall use their personal electronic device while on duty.

Wearing ear buds, headphones or Bluetooth headphones is strictly prohibited for all crew members while on duty.

Crew members who violate the [Code of Conduct policy](#) will be subject to disciplinary action, up to and including employment separation.

## **Tobacco & Smoking**

The Company adheres to provincial and federal legislation that prohibits smoking in all enclosed workplaces and enclosed public places.

In addition, while on Company premises, guests are prohibited from smoking. This includes the smoking of any tobacco or cannabis product, the use of oral tobacco products or "spit" tobacco or cannabis, the use of e-cigarettes and the act of vaping.

Crew members are permitted to smoke tobacco based products in areas dedicated and approved as a crew member smoking area. Smoking in the designated areas is only permitted on a scheduled break.

The smoking of cannabis and cannabis-related products is strictly prohibited on company property. Crew members who violate this requirement are subject to disciplinary action, up to and including employment separation.

## **Drug & Alcohol Policy**

The Company is committed to creating a safe and healthy workplace free from drugs and alcohol. A crew member who is under the influence of drugs and alcohol can adversely affect workplace safety, guest safety, productivity, and crew member health.

Crew members are advised to visit our [Drug and Alcohol policy](#) or contact Human Resources for more information.

Therefore, all crew are expected to be free from any substance, whether legal or illegal, that can negatively affect job performance or risk the health and safety of crew and the public, except when the use is pursuant to a licensed medical practitioner's instructions and the licensed medical practitioner authorized the crew member to report to work. Crew members who violate this policy will be subject to disciplinary action up to and including employment separation.

**Alcohol** - means the intoxicating agent in beverage alcohol, ethyl alcohol, methyl alcohol, isopropyl alcohol, and includes distilled spirits, wine, beer, malt beverages or intoxicating liquor.

**Drugs** - means illegal drugs or unauthorized consumption or quantities of legal medicines, inhalants, stimulants, hallucinogens, and other narcotic or non-narcotic drugs which have the effect of altering mood and/or impairing physical and/or mental function, including, but not limited to, drugs "controlled" under the Controlled Drugs and Substances Act.

If a crew member is under the influence of drugs and/or alcohol, they may endanger the safety of our guests and other crew. Therefore, the Company has zero tolerance for any involvement with alcohol, unauthorized controlled substances, inhalants or drugs on Company property, while on Company time (including breaks and meal periods) whether or not on Company property, or while representing the Company. Involvement means unlawful or unauthorized manufacture, consumption, possession, sale, attempted sale, purchase, distribution, dispensation or being under the influence.

This rule also prohibits consumption of alcohol or any unauthorized controlled substances at the end of an event or on the Company premises at the end of a workday. The sole exception to this policy is the reasonable and responsible consumption of alcohol for those crew who are guests or hosting guests at Company/guest sponsored events.

The off-duty use of alcohol or drugs which adversely affects crew members on-duty performance will not be tolerated. A crew member may not report or return to work under the influence of unauthorized controlled substances, drugs or alcohol.

**Under the Influence** - of alcohol and/or drugs is defined as: behaviour, appearance, speech, or bodily odours that lead to reasonable suspicion that a crew member is impaired by alcohol and/or drugs or that the crew member is using alcohol and/or drugs while on Company time or Company property.

The unlawful manufacture, distribution, dispensing, or sale of alcohol or drugs in the workplace or while engaged in Company business, or any attempt to do so, is strictly prohibited. Such conduct will result in disciplinary action including the immediate separation of a crew member's employment for cause.

This policy does not prohibit the use of prescription or over-the-counter ("OTC") drugs, when taken in the standard prescribed dosage and/or in accordance with a physician's prescription, provided that such usage does not cause impairment or interfere with job duties and the prescription is current. Crew members should advise the Company of any impairment caused by the required use of prescription or OTC drugs.

This does not extend any right to report to work under the influence of medical cannabis or to use medical cannabis as a defense to a policy violation or a positive drug test, the crew member is subject to any drug testing requirement, to the extent permitted by and in accordance with applicable law.

In accordance with the federal Cannabis Act and the Smoke Free-Ontario Act, the use of non-medical cannabis in the workplace is strictly prohibited. Accommodations will be provided for disabled crew who carry a prescription for medical cannabis, with the following limitations: a prescription does not permit a crew member to be impaired at work, nor does it allow smoking in the workplace. In addition, a prescription for medical cannabis does not entitle a crew member to compromise his or her safety, or the safety of others. Should this occur, disciplinary action will be taken.

Alcohol and drug testing may be used in a safety-sensitive position if there is reason to believe that substance use is affecting work fitness or was a factor in a near-miss incident or accident at the workplace.

For greater certainty, a safety-sensitive position is a position in which a crew member has a key or direct role in an operation where if actions or decisions are not carried out properly, it could result in a serious incident affecting the health or safety of crew, contractors, guests, the public or the environment, or an inappropriate response or failure to respond to an emergency or operational situation. Crew who are required to temporarily provide relief in a safety-sensitive position or have direct supervision over safety-sensitive positions and perform the same duties or exercise the same responsibilities are also deemed to be in a safety-sensitive position.

A breach of this policy may result in disciplinary action including the immediate employment separation for cause. The Company's decision will be based on all relevant circumstances, including (but not limited to) the following:

- The employment or work record of the crew member;
- The circumstances surrounding the incident and/or failed test;
- The crew member's stated pattern of usage;
- The likelihood that the crew member's work performance has been or may be adversely affected; and
- The importance of deterrence of such behaviour by other crew.

If the Company determines that the crew member's conduct will be addressed in a disciplinary manner, it will place primary importance upon deterring similar behaviour by other crew and will terminate the crew member's employment unless termination would be unjust in all of the circumstances. If the Company decides to continue the employment of the crew member, it will require the crew member to undertake whatever steps are necessary or appropriate to avoid the risk of workplace impairment in the future.

### **Accommodation**

The Company will accommodate its crew with disabilities related to drugs and alcohol. Crew members are asked contact Human Resources via email at [canadahr@cityexperiences.com](mailto:canadahr@cityexperiences.com) for more information.

## **Recreational and Medical Cannabis**

According to Health Canada, the side-effects associated with cannabis use include intoxication-like reactions such as dizziness, drowsiness, feeling faint or light-headed, fatigue, headache, impaired memory and disturbances in attention, impaired concentration and ability to make decisions, disorientation, confusion, feeling drunk, feeling abnormal, feelings of unreality, feeling an extreme slowing of time, suspiciousness, nervousness, episodes of anxiety resembling a panic attack, paranoia, hallucinations, impairment in motor skills, altered bodily perceptions, loss of full control of bodily movements, etc.

Further, cannabis use has impairing affects that may be felt within a few minutes of dosing, but the acute effects can last up to 24 hours (or longer in the case of chronic users).

Therefore, it is a violation of our [Drug and Alcohol Abuse policy](#) to:

- Possess or use recreational cannabis in the workplace
- Report to work under the influence of recreational cannabis
- Report to work if you have used recreational cannabis in the immediately preceding 24-hour period

For crew who work in safety-sensitive positions, it is also a violation of this policy to:

- Report to work under the influence of cannabis for medical or recreational purposes

- Report to work if you have used cannabis for medical or recreational purposes in the preceding 24-hour period

Accommodations for persons who require the use of cannabis for medical purposes will be assessed on a case-by-case basis. For more information, please contact the Human Resources department. Subject to the Company's duty to accommodate under applicable human rights law, not reporting to work as required by this policy due to the use of cannabis will be considered an unexcused absence.

### **Visitors and Personal Use of Company Resources & Facilities**

Personal use of Company resources such as envelopes, paper, copiers, postage machines etc. is prohibited.

As proud as we are of our jobs, you may not bring guests, family, or friends to work while in a "work" capacity. This applies to all crew.

If crew members are not scheduled to work or are not experiencing our product offerings as a guest, they should not go aboard the vessel unless authorized by your manager.

### **Company Use of Recording Devices**

Due to the nature of the business, crew members may be tape recorded, videotaped or photographed for business use at any time, to the extent permitted and in accordance with applicable law. Pictures taken on-board or on the property can be used in promotional materials.

Crew members will acknowledge the use of their photographs and/or videos by signing a Photo Release Consent form. If a crew member objects to this, they will advise Human Resources by emailing [canadahr@cityexperiences.com](mailto:canadahr@cityexperiences.com). Crew should not expect privacy in work-related areas. The Company will comply with any applicable provincial and federal privacy laws.

### **Use of Company Facilities**

The Company facilities should be used by crew only for approved business purposes. Crew on Company premises are expected to abide by Company policies and in no way engage in inappropriate behaviour in violation of any Company policy or applicable law. Examples include but are not limited to, illegal activity, threatening or violent behaviour, sexually explicit behaviour, or behaviour that would be considered discriminatory or obscene, to any crew member or other person.

Crew that misuse or damage facilities may be held personally responsible and may be subject to disciplinary action, up to and including employment separation.

### **Use of Company Vehicles**

Use of a Company issued vehicle, if applicable, is extended to crew members as a courtesy and should not be considered a right. Crew members authorized to utilize a Company vehicle for business purposes must understand and adhere to the following conditions:

- All Company vehicles are the property of the Company

- The use of Company issued vehicles is not permitted without prior written authority from the General Manager
- Crew members using a Company vehicle are expected to take all steps necessary in avoiding endangering themselves, fellow crew members, and guests while operating a Company vehicle
- The crew member is the only authorized driver of the Company vehicle. In the event the authorized crew member allows the Company vehicle to be driven by another individual does so at their own risk and with full knowledge that in the event of an accident involving a non-crew member driver or passenger in the company vehicle, the Company shall not be held liable or responsible in any way
- The Company will insure each of their vehicles and drivers for business purposes only
- The Company shall not extend any liability or insurance to any driver other than the authorized crew member
- If the Company issued vehicle is involved in an accident, you must notify the Company immediately, and follow all procedures that are established and required by the Company's insurance carrier
- Crew members will be responsible for any issued fines while the vehicle is in their care
- Immediately report any maintenance needs or malfunctions of Company vehicles to your supervisor

**Smoking & Eating** - Smoking and eating while operating a Company vehicle is strictly prohibited.

**Driver's License** - All crew members using a Company issued vehicle is required to possess a valid driver's license in good standing, and the license held must be valid for the type of motor vehicle being used. Any operator who has his/her driver's license revoked or suspended shall notify the Company immediately. In this event, the operator shall immediately cease any usage of the Company vehicles.

**Driver Abstracts** - Driver abstracts will be acquired for review for all drivers of the Company's vehicles. This information will be used to confirm the operator's license, and any suspensions, convictions, and demerit points.

**Seatbelts** - All drivers and passengers of Company vehicles are required to wear their seatbelts at all times, no exceptions.

**Traffic Laws** - All vehicle operators are responsible for using the vehicle in a safe and responsible manner while conducting company business and are to abide by all traffic laws while using the Company vehicles.

**Drugs and Alcohol** - No vehicle operator shall drive the Company's vehicle while under the influence of alcohol, drugs or cannabis. Illegal drugs are not to be used, and operators are not to be under the influence of prescription drugs that cause drowsiness and other forms of impairment that prohibit the safe usage of motorized vehicles.



**Handheld Devices** - Usage of all handheld devices (examples: cell phones, PDA's, MP3 Players, GPS) is strictly prohibited while driving. Cell phone usage, including hands-free, is prohibited while operating the Company's vehicles. If required, crew member will pull over to the shoulder of the road to use cell phone.

### **Celebrity Visitor Protocol**

There may be times when the Company has a celebrity on-site. In order to ensure that we are providing an amazing experience for all guests, it is important to:

- Act naturally – not star struck
- Not ask the celebrity to take their photo
- Do not use your electronic device to take a video or photo of the guest

- Do not leave your area of responsibility to follow the celebrity
- Ensure that you are following the Company's established policies and procedures

### **Outside Employment**

The Company respects that each crew member has the right to engage in activities outside of employment such as those that are of a personal or private nature, to the extent that such activities do not create a conflict of interest.

Second jobs are discouraged if they affect, in any way, a crew member's ability to perform their job duties with the Company. Some examples include, but are not limited to:

- Employment that conflicts with crew member's work schedule, duties, and responsibilities or creates an actual conflict of interest
- Employment that impairs or has a detrimental effect on the crew member's work performance with the Company
- Employment that requires crew members to conduct work or related activities during work times or using any of the Company's tools, materials or equipment
- Employment that directly or indirectly competes with the business or interests of the Company

If a crew member has a second job, including self-employment, and the Company determines that their outside work interferes with their job performance, with their ability to meet our job requirements or schedule availability, or creates a conflict of interest, they may be required to terminate the outside employment or their employment with the Company. No preference or special consideration will be given to crew members because they hold a second job.

If a crew member wants or needs to engage in outside employment that may constitute a conflict of interest, they must submit a written request to their manager and receive approval from the Regional Director, Human Resources.

### **Conflicts of Interest**

Crew are prohibited from engaging in any activity, practice, or conduct which conflicts with, or appears to conflict with, the interests of the Company, its guests, or its suppliers as it pertains to the operation of the Company.

Crew are expected to represent the Company in an ethical manner. Thus, crew have an obligation to avoid conflicts of interest and to refer questions and concerns about potential business conflicts to their supervisor.

Crew may not engage in, directly or indirectly either on or off the job, any conduct which conflicts with, or appears to conflict with, the interests of the Company such as conduct that is competitive to the operations of the Company. Prohibited activity also includes any illegal acts in restraint of trade.

Crew may not accept any employment relationship with any organization that does business with, or competes with, the Company. This prohibition on employment includes serving as an advisor or consultant to any organization of that type unless the activity is conducted as a representative of the Company and has been authorized by the Company.

Crew must disclose any material financial interest they or their immediate family have in any firm that does business with the Company or that competes with the Company.



Failure to disclose such a material financial interest may result in discipline up to and including employment separation. Where there is a conflict of interest, depending on the nature of the disclosed conflict, if the crew member does not resolve the conflict (e.g., divesture of the interest), and the conflict cannot be resolved in an alternative manner, the crew member's employment may be terminated.

Crew members will be required to sign a Protection of Business Interests Agreement as a condition of their employment.

Any potential or actual conflict of interest must be disclosed to the Regional Director, Human Resources. Failure to do so may result in discipline, up to and including employment separation.

Crew members are advised to review the [Ethical Standards policy](#) or contact Human Resources for more information.

## **Gifts Policy**

Crew and their immediate family may not accept gifts, except those of nominal value (\$50 or less), or any money, gift cards, special discounts or loans from any person or firm doing, or seeking to do, business with the Company.

Non-supervisory crew members may accept an unsolicited non-cash gift. All gifts must be brought to the attention of the crew member's supervisor or manager on duty who will log and store the gift in a secured area. The crew member may retrieve the approved gift at the end of their shift.

Crew members are advised to review the [Ethical Standards policy](#) or contact Human Resources for more information.

## **Social Media Activities Policy**

The Company respects the rights of its crew to use social media channels as a form of self-expression. Social media channels may include, but are not limited to blogging, wiki postings, microblogs, message boards, chat rooms, electronic newsletters, online forums, social networking sites, such as Facebook, Twitter, Instagram, and Snapchat, Tik Tok, personal blogs or other similar forms of online self-expression not affiliated with the Company.

It is important that all crew are aware of our guidelines when operating on the internet as an identifiable crew member of the Company. The following guidelines serve as advice for you on social media use and behaviour and what conduct may result in disciplinary action up to and including employment separation.

### **Social Media Activity Guidelines**

#### **Be Responsible**

- Make sure what you are saying does not reveal any confidential Company information
- If you participate in the social media space, we encourage you to exercise good judgment and common sense
- You are responsible for maintaining the confidentiality of the Company's private or confidential information. This information cannot be shared on social media. Do not disclose the Company's financial information, sales information, or confidential Company strategies
- Use reasonable and appropriate etiquette, the same as you would offline

## Representation of the Company

- Anonymous profiles lend themselves to more negative content
- You are an important ambassador for our Company's brands, and you can promote them as long as you disclose that you are affiliated with the Company
- If you express a political opinion or an opinion regarding the Company's actions and also identify yourself as a crew member of the Company (or if it can be inferred that you are a crew member of the Company), be transparent that your thoughts and opinions are your own and not a reflection of the Company
- Be mindful of the Company's interests. Crew members should not make defamatory or disparaging comments about the Company on social media, engage in conduct that is harmful to the Company's interests or reputation, or that is competitive with the Company's business
- Do not use Company email addresses to register on social networks, blogs, or other online tools utilized for personal use

## Be Respectful

- Be respectful of your audience. Do not use ethnic slurs, personal insults, maliciously false statements, discriminatory comments, or engaging in other behaviour that would violate the Company's policies about discrimination and harassment

- Respect copyright. Do not claim authorship for content that is not yours. Do not use the copyrighted material, trademarks, publicity rights, or other rights of others without the necessary permissions of the rights holder(s)
- Do not use the Company's logos, photographs or trademarks, including for personal or commercial purposes, or to endorse any product or service
- Do not open a personal account on any social media channel and represent it as the Company's. Those must be opened by Corporate Marketing

Crew members are advised to review our [Social Media policy](#) or contact Human Resources for more information.

## Protection of Personal & Company Information

### Protection of Personal Information

The Company will safeguard personal crew member information in its possession to ensure the confidentiality of the information. Additionally, the Company will only collect personal information that is required to pursue its business operations and to comply with government reporting and disclosure requirements.

Personal information collected by the Company includes crew member names, addresses, telephone numbers, email addresses, emergency contact information, demographic data, social insurance numbers, date of birth, employment eligibility data, benefit plan enrollment information, which may include dependent personal information, and school/college or certification credentials.

Participants in Company benefit plans should be aware that personal information will be shared with plan providers as required for enrollment or claims handling or record keeping needs. The Company will perform due diligence in ensuring the third-party providers can properly protect the information.

All pre-employment inquiry information, criminal background check and reference check records conducted on crew and former crew member files are maintained in locked, segregated areas and are generally not used by the Company in the course of its business operations.

Personal crew member information will be considered confidential and as such will be shared only as required by applicable law and with those who have a need to have access to such information. All hard copy records will be maintained in locked, secure areas with access limited to those who have a need for such access.

Personal crew member information used in business system applications will be safeguarded under Company proprietary electronic transmission and intranet policies and security systems. This includes but is not limited to secure authentication protocols with user IDs, passwords with expirations, encryptions and when feasible, the Company will perform updates and tests of its firewall.

Please note that, for scheduling purposes, the Company may disclose and post contact information on various internal communication sources, including but not limited to Company bulletin boards, email communications, and the internal Company communication systems, such as the Intranet. Contact information for such purposes is limited to personal email address and phone number. Crew not wanting their information posted can request that it be removed by contacting Human Resources.

The Company will ensure all terminated crew do not have access to any of the Company's systems. Furthermore, the Company will ensure that active crew only have access to applicable and necessary information in accordance with applicable laws.

The Company will provide formal training and compliance changes as applicable by provincial and federal regulations.

If a crew member becomes aware of a material breach in maintaining the confidentiality of the crew member's personal information, the crew member must immediately report the incident to Human Resources.

If at any time, there is a breach in access to personal information, the Company will document the situation and implement procedures to prevent a similar breach. Furthermore, the Company will notify the designated agencies as required by provincial or federal law. The Company has the responsibility to investigate the incident and take appropriate corrective actions. Please be aware that a standard of reasonableness will apply.

## **Confidential, Propriety & Inside Information**

The internal business information of the Company, including but not limited to, confidential and classified information, represent Company assets that each crew member has a continuing obligation to protect.

Confidential information includes, but is not limited to, financial information (unrelated to wages and other terms and conditions of employment), information regarding guests, business plans and strategies, and marketing strategies. Such information may not be disclosed to any third party, especially firms or individuals that do business with the Company or that compete with the Company except under normal business communications and relationships. At no time, shall any confidential and proprietary information be communicated on any social media or blog website without the prior approval of the General Manager.

Crew may learn information about the Company which, if known to the public, might affect the decision of an investor to buy, sell, or hold securities issued by the Company, or could otherwise cause harm to the Company. Crew may not disclose Company information to anyone, either inside or outside the organization, unless they have the Company's express consent to do so.

## **Payment Card Industry Data Security Standards (PCI DSS)**

Crew that have access to guest credit card information are required to comply with Payment Card Industry Data Security Standards (PCI DSS). Confidential Information includes Cardholder Data, which consists of the Primary Account Number (PAN), the cardholder's name, the service code, and the expiration date. All Crew must:

- Only use your authorized access to Confidential Information in the performance of the duties assigned to you
- Avoid disclosure of Confidential Information to unauthorized persons without the appropriate consent or permission or except as permitted under applicable Company policy and/or federal and/or provincial law. Your obligation to avoid such disclosure will continue even after you leave the employment of the Company
- Promptly report any and all violations or suspected violations of information technology or security policies to your immediate supervisor and the Director of IT or the CFO. Report any inappropriate or non-essential access to Confidential Information
- Maintain all personal computer system logins and passwords assigned to you in confidence. Do not disclose passwords to any other person or authorize others, whether employed by the Company or not, to use your passwords and account information for any purpose

- Utilize your computer(s) in a secure fashion; do not allow unauthorized individuals to use your workstation or laptop. Always lock or logout of your workstation when leaving it unattended. In addition, select secure passwords that will be changed regularly. Passwords will not be written down and stored in an insecure fashion
- Never require nor request that individuals send Confidential Information via an insecure method (e.g., email)
- Never send Confidential Information over the internet to a third party, unless for an authorized and approved business purpose. If you send Confidential Information to an authorized third party, only use secure connections and any Confidential Information will be encrypted
- Never send documents containing Confidential Information through postal mail, except on applications or on forms when required by law
- Not post, copy, enter or otherwise provide Confidential Information to any unauthorized third-party applications or websites. This includes but is not limited to, social media sites, survey services, cloud storage providers, cloud-based document editors or third-party email systems
- When using Company provided systems, or approved third party systems, which provide web-based access to Confidential Information, do not use mechanisms that automatically remember your password
- Comply with all controls established by the Company's IT Department for the use of Confidential Information maintained within any computer systems
- Exercise care to protect Confidential Information against accidental or unauthorized access, modifications, disclosures, or destruction
- Take appropriate security measures to prevent damage, loss or theft. This includes the use of encryption on any files containing Confidential Information that are stored on a laptop or removable media
- Exercise care to keep the conversation private and not be overheard by others who are not authorized to have access to such Confidential Information. Do not store nor leave printed or written Confidential Information in plain sight of third parties

Any violation of this policy may result in immediate termination of your access to computer systems and could constitute just cause for disciplinary action including employment separation regardless of whether criminal or civil penalties are imposed.

# 8

## HEALTH, SAFETY AND WELLNESS



# HEALTH, SAFETY AND WELLNESS



## Commitment to Safety

The Company is committed to all crew member's health and safety while at work. Our value, Safety #1, speaks to the importance of all crew members cultivating a safe and secure workplace. Every crew member is responsible for their own safety, as well as that of other crew members and guest. All crew members must be safety conscious at all times and are responsible for following all safety procedures, policies and protocols. Crew members are encouraged to be part of their Workplace Health and Safety Committee.

Crew are required to always act in a safe manner and report any unsafe or potentially unsafe conditions or violations of Company safety policies to a supervisor, manager or workplace health and safety committee. Crew that continually act in an unsafe way will be subject to addition safety training and/or disciplinary action, up to and including employment separation.

All crew members, supervisors and managers are required to participate in safety training and work in compliance with the safe work practices and procedures established by the Company.

**All crew members are required to be familiar with our Company's [Health and Safety policy](#):**

- Follow the safety instructions of your supervisor, manager and/or Captain
- Report to the Company any circumstance in the workplace that is likely to be hazardous to the health and safety of themselves, another crew member, guests, contractors or vendors

- Protect their own health and safety by working in compliance with the law, safe work practices and Company policies and procedures
- Immediately report all accidents, injuries and occurrences of harassment and violence to your supervisor; the Company will investigate immediately
- Participate in any investigations related to a health and safety incidents or injury
- Assist guests at all times, paying particular attention to guests with special needs, elderly guests, children, and guests with disabilities
- Use or wear Personal Protective Equipment (PPE) when required and instructed to do so
- Not create health and safety hazards by removing or making ineffective any guard or protective device, on machines, tools or materials
- Only use or operate any equipment, machine, device or perform work that they have been adequately trained on or authorized to use
- Keep their work areas clean and tidy; always practice good housekeeping
- Use protective barrier when opening deck hatches
- Be alert for hazards and act professionally; work in a way that will not hurt themselves or any other crew member
- Keep floors & stairs clean, dry and clear of all debris
- Immediately clean up spills and broken glass
- Do not cross into roped off area
- Always use the gangway to board and exit the vessel
- Always wear an approved life vest when working along side of the vessel or crossing between the pier and the vessel over water without a gangway
- Wear only approved, slip resistant shoes; no open toed shoes
- Use proper lifting technique
- Do not run, sit on railings, or misuse safety equipment
- Be cautious while on the stairs or walking the decks
- Only assigned crew are to be behind kitchen areas
- Always separate glass from other garbage. Never put glass into the trash can
- Always handle sharp objects using approved techniques and containers
- If applicable, enter the kitchen through the "in" door. Exit through the "out" door
- Use the "up" stairs and "down" stairs, when applicable



- Make sure you make your presence known: ex. “behind you”
- Control access to the vessel; question unfamiliar individuals
- Look for suspicious behaviour; be alert to unclaimed bags or packages, report to your supervisor, manager, or Captain
- Do not assume any unsafe work condition is already known

### **Supervisors Are Required to:**

- Protect the health and safety of all crew members
- Provide each crew member with information, instruction, training, and supervision necessary to ensure crew health and safety at work
- Ensure that the machinery, equipment, and tools the crew member uses in the course of their employment meet prescribed health, safety and ergonomic standards and are safe under all conditions
- Ensure that crew members use and operate equipment, machines, tools in a safe manner and within the prescribed standards
- Ensure that crew members are made aware of every known or foreseeable health or safety hazard in the area where the crew member works
- Take any health and safety concerns brought forward by a crew member or the health and safety committee seriously; investigate immediately

### **Workplace Health and Safety Committee**

The Workplace Health and Safety Committee is comprised of worker and management representatives. Together they are mutually committed to improving health and safety conditions in the workplace. Common duties of the committee include, but not limited to:

- Attending committee meetings
- Promoting health and safety policies and programs
- Making recommendations as they relate to health and safety in the workplace
- Participating in workplace inspections
- Assisting in the development of safe work practices
- Escalating health and safety complaints

Crew members interested in becoming a Workplace Health and Safety Committee member are encouraged to contact Human Resources at [canadahr@cityexperiences.com](mailto:canadahr@cityexperiences.com).

### **Accidents & Injuries**

If a crew member becomes injured or ill due to a work-related incident, they are required to immediately report the incident to their immediate supervisor or manager. With the crew member’s assistance, their supervisor/manager or first aid responder will complete an incident report and arrange for the crew member to receive the necessary first aid, if required.

## Environmental Affairs

Aligned with our Environment value and Operating Principle #2 from the Hornblower 12, the Company will continuously practice conservation and environmental responsibility. The Company is committed to providing a safe workplace, to be an environmentally responsible neighbour in the communities where the Company operates, and act promptly and responsibly to correct incidents or conditions that endanger health, safety, or the environment. Crew are required to act responsibly regarding environmental affairs and the health and safety of our vessels, our crew and our guests. Assisting in keeping our waterways and properties clean is a top priority for the Company and all crew members.

## Cleaning and Sanitation

Sanitizing and cleaning work areas is shared by all crew members. All crew must maintain the highest standards of personal hygiene and sanitation to meet our obligation of a safe and healthy working environment.

Healthy and proper hygiene practices include, but are not limited to:

- Not reporting to work if sick or symptomatic
- Following proper hand-washing procedures
- Following proper cough and sneeze etiquette
- Adherence to local, provincial and federal laws that govern food safety and sanitation

- Wearing proper protective equipment as required (i.e., gloves, hair restraints, face masks, aprons, etc.)
- Eating/drinking and chewing gum in designated areas only
- Ensuring that personal scent is free of a smoke odor

It is also crucial that crew utilize methods for proper storage and protection against contamination or exposure. Best practices to accomplish this includes, but not limited to:

- Participate in Workplace Hazardous Materials Information System (WHMIS) training
- Properly store chemicals, particularly away from food areas
- Ensure chemicals listed on Safety Data Sheets (SDS), are used in the correct manner, and are properly labeled
- Where food items are present, store the items properly and at correct temperatures; ensure they are logged and labeled with date/time stamps, and expired food product is removed immediately

Crew are responsible for reporting any unsanitary conditions to a supervisor or manager. All crew are required to abide by all sanitation guidelines outlined by management. Please see your manager for specific sanitation guidelines and expectations for your department and if you have any questions.

## **Reporting Concerns Related to Safety, Environmental Affairs, and Sanitation**

All crew are required to report any incidents or conditions that endanger health, safety, or the environment. These concerns can be reported using any of the below points of contact:

- Notify your manager/supervisor, Captain, or department head
- Contact Human Resources via email at [canadahrcityexperiences.com](mailto:canadahrcityexperiences.com)

## **Theft, Fraud, and Abuse**

The Company is committed to the prevention and elimination of theft, fraud, and abuse. To confidentially report an instance of theft, fraud, and abuse by emailing Human Resources at [canadahrcityexperiences.com](mailto:canadahrcityexperiences.com).

Crew member can remain anonymous if they wish. All calls will be investigated thoroughly and retaliation towards a crew member that reports suspected theft, fraud and/or abuse will not be tolerated.

## **Surveillance**

Certain areas of the Company premises and vessels may be monitored electronically.

If there are any reported incidents of theft, trespass, workplace violence, crew misconduct or any type of safety violation, the Company will utilize its surveillance equipment as an investigatory tool.

The Company reserves the right to discipline crew members up to and including employment separation, if the footage from the surveillance cameras shows that the crew member violated a Company policy.

## **Company-Provided Electronic Resources & Information**

The Company owns and has the right to specify the use of all Company provided electronic resources and information. This includes but is not limited to computers, laptops, Company issued tablets or smart phones, fax machines, telephones, printers, copiers, all email and instant message communication, and electronic documents, all internet sites and access as used from Company resources or provided through a Company data connection. No crew member has any property interest in the electronic resources or communication owned by the Company.

## **General Usage Rules**

Crew are eligible to use the electronic resources but may do so only in accordance with this policy. Crew obtaining access to the Company's electronic resources must have a request by the crew member's manager in writing for said crew member and agree to abide by this policy.

The Company's electronic resources are corporate assets which are intended for legitimate business purposes. Personal use is not forbidden, as long as it does not include uses requiring substantial expenditures of time, does not interfere with performance or operations, is not used for commercial profit, involve illegal activity, sexually explicit material (including pornography), or material that would be considered discriminatory, threatening, harassing, or obscene, to any crew member or other person in violation of the Company's policies regarding equal employment opportunity, discrimination, harassment, and workplace violence, or other uses that would otherwise violate any Company policy or applicable law.

It is prohibited to download, install, execute, or otherwise use software on any Company resource without prior approval from the IT Department. In the event that unauthorized software is found it will be removed without notification.

### **Electronic Communication**

All electronic communication exchanged between crew both internally and externally, are property of the Company. You should carefully consider the electronic material you send. Some general guidance regarding usage includes:

- Company-related correspondence must be conducted via Company provided email systems and instant messaging systems
- Crew should use a Company authorized signature in email messages
- Crew must not engage in illegal conduct, or send or receive messages of discriminatory, harassing or threatening nature in violation of the Company's equal employment opportunity, discrimination, harassment, and workplace violence policies

Authorized crew should be aware that email messages are not secure and can be potentially accessed by others. There is no guarantee of delivery and they may be tampered with by a third party. They may also be intercepted, incorrectly addressed, or easily forwarded to third parties.

For crew who are provided a Company email account, the size of each crew member's mailbox storage space is determined by Corporate IT with consideration for optimal performance and security for all crew. Corporate IT will communicate allotted mailbox storage space when an email mailbox is issued to the crew member. Corporate IT may change the size of allotted mailbox storage space at any time. All email sent or received by authorized crew is kept on Company approved and provided storage until it is deleted by the crew member or until the mailbox exceeds its allotted storage space on the server. If the size limit is exceeded, old email may be deleted by IT Department to make room for new email. It is the crew member's responsibility to manage their email to stay within communicated limits.

### **Internet Usage**

Materials should not be downloaded, copied, or used from the internet without a clear understanding of the rights to make use of the materials. Crew are prohibited from downloading large files or streaming videos or music that might affect the internet performance for other users.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, threatening, or harassing to any crew member or other person in violation of the Company's equal employment opportunity, discrimination, harassment, and workplace violence policies.

## **Security Rules**

Security password features have been put in place to reduce potential unauthorized access to the Company network. Network login passwords must be changed every ninety (90) days; network login passwords cannot be reused.

Passwords should not be sent via email, written down, stored near a computer, or shared with fellow crew or persons outside the Company.

Crew are prohibited from disabling anti-virus software running on Company-provided computer equipment as provided and maintained by the IT Department. In certain circumstances, the Company may permit users to access the Company network remotely. This may include crew, vendors, and other third parties. This access can only be approved by the IT Department. In some cases, the Company may provide equipment or software systems to facilitate remote access. If you are issued a portable resource (laptop, tablet, etc.) for this access, your responsibility is to ensure the availability and security of your portable resources at all times.

All the supplied equipment and software and the information stored within them are Company resources. All data stored or transported on Company equipment, regardless of issue or ownership, is the property of the Company.

Any exchange of Company or guest data from a remote location using the Company network must be conducted using one or more security features or procedures approved by the IT Department.

## **Monitoring and Compliance**

The Company retains the right to monitor and audit all use of the Company's electronic resources, regardless of where such use is initiated, and to access all files and messages stored on or processed through the Company's electronic resources.

Crew failing to conform to this policy, or any other instructions provided for operation, security, and maintenance of electronic resources provides a basis for disciplinary action, which may include revocation of the privilege to use resources, being held personally responsible for the cost of repair, in addition to any further disciplinary or other actions the Company may deem appropriate, up to and including employment separation.



# 9

## ACKNOWLEDGEMENT

## ACKNOWLEDGEMENT AND RECEIPT OF CREW HANDBOOK

**I have received and read my copy of the Crew Handbook and the applicable Provincial/Regional Supplement for the jurisdiction in which I work.**

I understand that the Handbook and Supplement set forth the duties, responsibilities, obligations and expectations of my employment with the Company, and adherence to the provisions of the Handbook and Supplement is a condition of my employment. The Handbook describes important information about the Company, and I understand that I should consult with Human Resources, or the Chief Operating Officer regarding any questions I may have.

I understand that the Company has provided me with alternative channels, including anonymous and confidential channels, to raise concerns of violations of this Handbook and any other Company policies, and I am encouraged to report such concerns promptly so that the Company may effectively address any such incidents or situations. I understand that nothing herein interferes with any right to report concerns, make lawful disclosures, provide documents or other information, file a charge or complaint, or otherwise communicate with, or participate in any investigation conducted by the Company, a third-party investigator, or governmental authority, or participate in any hearing conducted by a third party, or any federal, provincial or local governmental authority, regarding potential violations of law or regulations.

I agree to abide by and be bound by the rules, policies, and standards set forth in the Handbook and Supplement. I further acknowledge that this Handbook and the policies and procedures contained herein supersede any and all prior practices, oral or written representations, or statements regarding the terms and conditions of my employment with the Company, except where such policies and procedures provide a lesser right or benefit than that provided in my contract of employment, if any, with the Company. Any and all other previous policies and procedures that are inconsistent with those contained herein are expressly revoked.

I further acknowledge that the Company reserves the right to revise, delete, and add to the provisions of the Handbook and Supplement, and that all such revisions, deletions or additions must be in writing. No oral statements or representations can change the provisions of the Handbook or Supplement.

I have read and understood the above statements, as well as the Handbook and Supplement. I understand and I agree to abide by the terms and conditions herein. I understand and agree that any violation may lead to disciplinary action, up to and including termination of my employment for cause.

**Crew Member Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Crew Member Signature:** \_\_\_\_\_

[To be placed in crew member's personnel file]

