



CITY CRUISES CANADA POLICIES AND PROCEDURES

POLICY

POLICY: B-7
SUBJECT: RETURN TO WORK AND WORK ACCOMMODATIONS
EFFECTIVE: JANUARY 1, 2024
SUPERCEDES: JANUARY 11, 2023

POLICY

City Cruises Canada (CCC) provides support to ensure early and safe return to meaningful employment following an injury or illness. CCC will make reasonable effort to provide work accommodation or suitable alternative temporary work to a crew member who is unable to perform their normal duties.

Accommodations may include leaves with or without pay, accommodation of duties within the crew member's job, or temporary alternate duties while the crew member recovers.

RETURN TO WORK

City Cruises Canada works with crew members, third-party benefit providers, and treating physicians to facilitate the early and safe return to work after an illness or injury. Efforts will first be made to return the crew member to their own job, with or without accommodation, if the crew member can perform the essential duties of the job. Where this is not suitable, alternative temporary duties may be provided within or outside of the department. A Return-to-Work plan may include gradual hours to encourage work hardening after a leave.

Crew members are required to participate in suitable Return to Work (RTW) plans. Where concerns or disputes arise with the plan, Human Resources will work with the crew member on a case-by-case basis.

WORKPLACE INJURIES OR ILLNESS

Niagara City Cruises crew members who experience a workplace injury or illness that requires medical attention will visit the Occupational Physician. Crew members working at City Cruises Toronto or City Cruises Gananoque will visit a local Urgent Care. In the event of a workplace injury or illness of a serious nature, the crew member will visit the nearest hospital. If the crew member is unable to drive, CCC will make transportation arrangements.

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Before a City Cruises Canada crew member can return to work, a completed Functional Abilities Form (FAF) must be submitted to Human Resources.

PROCEDURES FOR OCCUPATIONAL OR NON-OCCUPATIONAL MEDICAL LEAVE

1.0 Crew Member Roles and Responsibilities:

- 1.1 Provide Human Resources with documentation from the physician that outlines functional abilities and limitations.
- 1.2 Cooperate in developing and complying with a return to work and work accommodation plans.
- 1.3 Advise the Department and Human Resources when they will be returning to work.
- 1.4 Advise Human Resources immediately of any issues with returning to work, including concerns arising from the Return-to-Work plan.

2.0 Management Roles and Responsibilities:

- 2.1 Keep open communication with the crew member throughout the recovery process.
- 2.2 Cooperate in developing and complying with a return to work and work accommodation plans.
- 2.3 Place the crew member in an available job that is appropriate to their functional abilities.
- 2.4 Advise Human Resources immediately of any issues with returning to work, including issues arising from the RTW plan.

3.0 You can expect the Occupational Physician and/or Healthcare Provider to:

- 3.1 Provide appropriate, effective health care that facilitates recovery and expedites return to productive work.
- 3.2 Provide fulsome information on the crew member's functional abilities when requested by the employer or crew member. This is done by completing the Functional Abilities Form (FAF) thoroughly and being alert to job demands that may cause re-injury or aggravation of an existing

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condition.

- 3.3** Suggest ways in which tasks can be modified to place less strain on existing injuries or conditions.
- 3.4** Establish and maintain open communication with City Cruises Canada, while maintaining confidentiality.
- 3.5** Communicate with necessary parties which include:
 - City Cruises Canada
 - the injured crew member,
 - other healthcare professionals,
 - third-party provider (if applicable)
- 3.6** Prevent a reoccurrence of the condition with the same crew member or an occurrence of the same condition in other crew members.

4.0 You can expect Human Resources:

- 4.1** Provide education to crew members and managers.
- 4.2** Actively manage the case, monitor activities, its progress, and cooperate with workplace parties.
- 4.3** Maintain communication with the crew member, their physician (or health care professional), and third-party provider (if applicable) throughout the entire RTW process.
- 4.4** Determine the suitability of employment and fitness to RTW.
- 4.5** Encourage and actively assist the worker in their successful recovery and RTW.
- 4.6** Determine compliance and work in partnership with re-employment and cooperation obligations.
- 4.7** Provide return-to-work resources that City Cruises Canada or crew members may choose to access.
- 4.8** When managers are having trouble achieving a successful RTW outcome:

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- assist the manager solve workplaces issues that present obstacles for successful RTW
- facilitate communication between all parties involved in the RTW plan
- obtain commitment from the worker and employer on RTW plan and process
- attempt to resolve disputes that are preventing a successful RTW outcome

5.0 TEMPORARY ALTERNATE EMPLOYMENT

Where a return to the crew member's job is not possible, the crew member can be assigned to temporary alternate work. Alternate work may mean different work, not involving the same skills, responsibilities, or compensation. Alternate work will be temporary in nature, pending the crew member's recovery and ability to perform the essential duties of the job for which they were hired.

The department manager and Human Resources will assess the success of the Return-to-Work plan to determine whether the crew member can return to the essential duties of their pre-injury/illness job. If the crew member is not able to fulfil the essential duties of their pre-injury/illness job, with or without reasonable accommodation, the crew member will be provided with the opportunity to seek alternate employment.

6.0 PERMANENT ALTERNATE EMPLOYMENT

When it is determined that a crew member is not able to perform the essential duties of their pre-injury/illness job, with or without reasonable accommodation, and will not reasonably be able to perform that job in the future; they will be provided with the opportunity to seek alternate employment.

Human Resources and the crew member will search existing job vacancies for suitable employment opportunities. If a crew member is not successful at securing a suitable available position, the company may pursue frustration of the original employment relationship.

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7.0 CREW MEMBER ACCOUNTABILITIES WITH ALTERNATE EMPLOYMENT

- 7.1 Participate in the search for alternate work by using available resources.
- 7.2 Communicate all transferrable skills, education, knowledge, and experience by updating their online profile on the career website.
- 7.3 Access the career website and apply for suitable jobs within their functional capabilities, education, and experience.
- 7.4 Contact Human Resources for any assistance throughout the process.

Further interpretation of this policy is the responsibility of the Vice President, Operations. The Company reserves the right to make, modify, revoke, suspend, terminate, or change any policy or procedure, in whole or in part, at any time.

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