

## POLICY

POLICY: **A-4**  
SUBJECT: **WORKPLACE VIOLENCE, HARASSMENT & DISCRIMINATION**  
EFFECTIVE: **JANUARY 1, 2025**  
SUPERCEDES: **NOVEMBER 30, 2023**

### POLICY

City Cruises Canada is committed to providing crew members and guests with a safe, secure, and respectful environment to work and visit. Any type of harassment, discrimination, threatening conduct or any other acts of aggression or violence in, at or related to the workplace are inappropriate, unacceptable, and will not be tolerated.

This policy applies to all City Cruises Canada crew members and addresses workplace harassment, workplace sexual harassment, workplace violence, and discrimination from all sources such as customers, clients, vendors, co-workers, supervisors, and managers. This policy applies to such areas as training, performance, assessment, promotions, transfers, layoffs, remuneration and all other employment practices and working conditions.

All City Cruises Canada crew members will receive training on harassment, sexual harassment, discrimination, and workplace violence. The training will outline definitions, examples, reporting procedures, and the investigative process.

To view City Cruises Canada's Workplace Harassment Program, visit the Crew Handbook on the Crew Connect or click [here](#).

### 1.0 DEFINITIONS

- 1.1 Workplace Violence** is defined as any action, conduct, threat, or gesture in which a crew member is threatened, coerced, abused, or sustains physical, emotional or psychological harm or injury in, at, or related to the workplace. This includes bullying, teasing, and other aggressive behaviour which are components of psychological violence. Workplace violence can occur between crew members, by a guest or a stranger and/or when domestic problems are brought into the workplace.
- 1.2 Workplace Harassment** is defined as engaging in a course of vexatious comment, conduct, or any action against a worker in a workplace or virtually that can reasonably be expected to cause offense, humiliation, or other

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physical or psychological injury or illness and is known or ought reasonably to be known to be unwelcome.

- 1.3 **Workplace Sexual Harassment** is defined as engaging in a course of vexatious comment, gesture, conduct or contact of a sexual nature against a worker in a workplace or virtually because of sex, sexual orientation, gender identity or gender expression, where the course of comment, gesture or conduct is likely to cause offense or humiliation and is known or ought reasonably to be known to be unwelcomed.
- 1.4 **Workplace 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 worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.
- 1.5 **Workplace violence, harassment and sexual harassment** includes but is not limited to; beatings, stabbings, suicides, rapes, near suicides, physiological traumas such as threats, obscene phone calls, an intimidating presence and harassment of any nature. Crew members are prohibited from harassing other crew members, contractors or guests by making or engaging in any unwelcome physical or verbal conduct of a sexual nature.
- 1.6 **Discrimination** is defined as not providing equal treatment regarding recruitment, hiring, development, training, promotion and recognition programs based on an individual's ability and performance. Discrimination based on race, ancestry, place of origin, citizenship, ethnic origin, colour, creed, age, record of offense, receipt of public assistance, marital status, family status, sexual orientation, gender, gender identity, gender expression, genetic characteristics, or disability is strictly prohibited.

## 2.0 REPORTING PROCEDURE

- 2.1 A crew member must report to their immediate supervisor or manager, any violent behaviour, early warning signs of a potentially threatening situation or occurrence that raises a concern for a crew member's, contractors or guest's safety or any instance of workplace violence, harassment, sexual harassment, and discrimination. In the event that a harassment or workplace violence situation poses an immediate danger, local law enforcement authorities will be contacted.
- 2.2 In all cases of perceived harassment, discrimination or workplace violence, crew members are encouraged to use the open-door policy by following

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their chain of command.

- 2.3** If the crew member is uncomfortable reporting the incident to a supervisor or manager in their department, they can advise a health and safety committee member and/or notify the Vice President, Operations, Regional Director, Human Resources, Human Resources, and/or the General Manager.
- 2.4** Management will immediately report the situation to Human Resources. In a fair and timely manner, Human Resources will initiate an investigation into any situation or incidents reported by the crew member, supervisor, or manager.
- 2.5** A crew member who is the subject of an allegation of workplace violence must cooperate with interventions to assess or defuse the risk of workplace violence. A crew member who refuses to discuss the allegation of workplace violence, harassment, discrimination, or bullying will be subject to progressive discipline up to and including employment separation.
- 2.6** Confidentiality will be upheld when complaints are brought forward; however, investigations may include disclosing the nature of the complaint, and/or the identity of the complainant, or as otherwise required by law.
- 2.7** The provisions of this policy and procedure in no way affect the right of any person to exercise their rights under the Ontario Human Rights Code or Canada Human Rights Code within the time limits specified by that legislation.

### 3.0 OUTCOME OF WORKPLACE INVESTIGATIONS

- 3.1** Crew members and or witnesses who, with good intention and in good faith, provide information that they perceive as workplace violence, workplace harassment, workplace sexual harassment or discrimination will not be subject to any disciplinary actions if their perceptions are not substantiated. If there is evidence to substantiate that the information regarding allegations was false, intentionally misleading, frivolous, vexatious, or made in bad faith, disciplinary action will be taken beginning at the written level up to and including employment separation.
- 3.2** Crew members who engage in acts of violent behaviour, harassment, sexual workplace harassment or discrimination or in reprisals against the person/witness reporting the incidents will be subject to progressive

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discipline up to and including employment separation.

- 3.3** Discrimination or retaliation against a crew member who is or is perceived to be a victim of workplace violence or workplace or sexual harassment will not be tolerated.

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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