



TRAINING ★ TOURS ★ DISCOVERY

# Harassment & Disciplinary Policy

Property of **Aquila Tours Inc.**

(Tour Operations & Center for Cruise Excellence)

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*This document is confidential and intended for internal use only*

## **Aquila Harassment Policy**

At Aquila, we pride ourselves on being the best and providing memorable experiences for our guests. We are a company that cares about doing the right thing and that belief is woven into our values. We believe in creating an environment of diversity and community engagement where our team can flourish. That means our culture embraces all backgrounds and is committed to creating safe spaces for our team regardless of what we look like, where we come from, or who we love. Each of our team members plays an important role in the impact at home in our local community, and on the many international destinations where our training reaches.

Aquila is committed to providing a **safe, respectful, and inclusive environment** for all employees, partners, clients, and shore excursion guests. We do not tolerate harassment of any kind and uphold strict guidelines to ensure professionalism and mutual respect across all interactions.

Aquila is also an equal opportunity employer prohibiting harassment and discrimination. All employment decisions are based on business needs, job requirements and individual qualifications and are made free of any of the prohibited grounds outlined in the New Brunswick Human Rights Act including age, marital status, family status, creed or religion, physical disability, mental disability, race, colour, ancestry, place of origin, national origin, social condition, political belief or activity, sexual orientation, gender identity or expression, and sex (including pregnancy).

***Aquila is proudly Rainbow Registered. By exceeding the set of standards set by the Canada's 2SLGBTQI+ Chamber of Commerce (CGLCC) national accreditation, the Rainbow Registered designation affirms that Aquila is a safe, welcoming, and accepting place.***

### **1. Scope**

The following policy applies to all employees (office, tour guides, drivers, and pierside), suppliers, partners, clients, shore excursion guests, and anyone else participating in any company-related activities whether on-site, off-site, or online during any activities associated with Aquila (tours and/or training).

### **2. Definition of Harassment**

Harassment includes any unwelcome conduct—verbal, physical, or visual—that creates a hostile, intimidating, or offensive environment. Examples include but are not limited to:

- Offensive jokes, remarks, or comments about race, gender, nationality, religion, disability, or any other protected characteristic
- Inappropriate physical contact or threatening behavior
- Unwelcome sexual advances, requests for favors, or sexually suggestive conduct
- Bullying, intimidation, or discrimination

### **3. Reporting Procedures**

If any employee, partner, or client experiences harassment, they should report the incident promptly through the following steps:



1. **Immediate Reporting** – Notify a Cruise Manager, company owner (Beth, Melanie, or Danielle), or designated seasonal HR representative (Sam).
2. **Confidential Investigation** – All complaints will be taken seriously and investigated confidentially.
3. **Resolution & Action** – If harassment is confirmed, appropriate disciplinary measures will be taken, up to and including termination or banning individuals from Aquila’s services.

#### **4. Retaliation Protection**

No person who reports harassment in good faith will face retaliation. We encourage a culture of accountability and respect, ensuring all individuals feel safe reporting concerns without fear of negative consequences.

#### **5. Training & Prevention**

All employees must undergo regular anti-harassment training to reinforce expectations and promote a safe tour and/or training experience for everyone.

#### **6. Enforcement & Compliance**

Failure to comply with this policy will result in corrective action, including potential dismissal from employment or prohibition from participating in our tours. The company reserves the right to take necessary legal action against individuals who violate these guidelines.



# Aquila Disciplinary Policy

At Aquila we strive to maintain a respectful and professional environment for our team. This policy outlines the expectations for conduct and the steps taken when misconduct occurs.

## **1. Scope**

This policy applies to all employees and seasonal team – office, tour guides, drivers, pierside. It covers behavior during tours, customer interactions, and work-related activities.

## **2. Expectations for Conduct**

All team members must:

- Treat guests, colleagues, and partners with professionalism and respect.
- Follow safety and operational procedures.
- Represent Aquila positively at all times.
- Avoid conduct that could harm others or damage Aquila’s reputation.

## **3. Types of Misconduct**

Misconduct includes but is not limited to:

- Unprofessional behavior (rudeness, disrespect, repeated tardiness).
- Harassment, discrimination, or bullying.
- Failure to follow safety protocols.
- Theft, fraud, or dishonesty.
- Any behavior that negatively impacts Aquila or customers.

## **4. Disciplinary Actions**

We follow a straightforward approach to discipline:

1. **Verbal Warning** – A discussion with management about the issue and expectations for improvement.
2. **Written Warning** – A formal notice stating the problem and the corrective actions required.
3. **Final Warning / Suspension** – If the issue continues, a final warning or temporary suspension may be issued.
4. **Termination** – If misconduct persists or if a serious violation occurs, the individual’s employment or contract will be terminated immediately.

## **5. Immediate Termination**

Certain actions will lead to immediate termination, including:

- Physical violence or threats.
- Harassment or discrimination.
- Theft, fraud, or illegal activities.
- Gross negligence that endangers guests or employees.



Employees and contractors are encouraged to communicate with management if they have concerns about disciplinary actions. Aquila is committed to providing a safe, respectful, and inclusive environment for all employees, partners, clients, and shore excursion guests.

## **6. Contact**

If you have any questions or need clarification, please reach out to Aquila's Human Resources Manager below. Thank you for contributing to a positive and professional atmosphere at Aquila.

### **Sam MacVey**

Human Resources Manager

[sam@aquilatours.com](mailto:sam@aquilatours.com)

506-647-1890

