



TRAINING ★ TOURS ★ DISCOVERY

Human Resources Policies & Procedures

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 Human Resources Policy

At Aquila, we take pride in being a workplace where people feel **valued, supported, and empowered to succeed**. Our team is at the heart of everything we do - from creating memorable guest experiences to contributing meaningfully to our local and global communities. **This is reflected in our Human Resources Policies as outlined in this document.**

1. Purpose

This Human Resources Policy Overview serves as a central hub for Aquila's key workplace policies and guidelines. These documents outline the standards and expectations that help us work together **safely, respectfully, and with excellence**. This document consolidates Aquila's key expectations, designed to help everyone contribute to an inclusive and high-performing workplace and guest experience.

2. Our Commitment

Aquila is committed to providing a **safe and inclusive environment for all employees, partners, clients, and shore excursion guests**. We uphold strict policies and standards to ensure professionalism and mutual respect across all interactions.

We are committed to fostering a workplace that embraces diversity, encourages community engagement, and creates safe spaces for everyone. Each member of the Aquila team plays an important role not only here at home, but in the many international destinations where our training and influence extend.

Aquila is an equal opportunity employer prohibiting harassment and discrimination. We are committed to equality, diversity, and inclusion for all current and potential employees. 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**.

Aquila complies with all applicable federal and provincial employment legislation, including **New Brunswick Employment Standards**, with respect to minimum working age, hours of work, compensation, and workplace protections.

Aquila is proudly Rainbow Registered by exceeding the set of standards set by the Canada's Queer Chamber of Commerce (CQCC) national accreditation. The Rainbow Registered designation affirms that Aquila is a safe, welcoming, and accepting place for both our team members, and the guests and clients we work with throughout the cruise industry.

Aquila is also a proud member of the Global Sustainable Tourism Council (GSTC) and is actively pursuing internationally recognized sustainability certifications that demonstrate our commitment to responsible and sustainable practices.



Aquila is also a member of TheCode.org. The Code is a global initiative dedicated to protecting children from exploitation and abuse in travel and tourism. By becoming a member, we are reinforcing our commitment to responsible tourism, ethical leadership, and safeguarding within Saint John & the Bay of Fundy, as well as all the destinations and partnerships we support.



Rainbow
Registered
Arc-en-ciel
Officiel



We protect
children in
travel and
tourism

These memberships and commitments reflect our values with the work we do both as tour operators and cruise industry trainers, particularly as expectations around accountability, community wellbeing, and sustainable growth continue to evolve.

3. Scope

This overview applies to all team members (full-time, part-time, and seasonal). All team members are expected to read, understand, and comply with the policies and guidelines relevant to their role. This includes:

- Aquila Office team members
- Aquila Tours seasonal cruise operational team members
- Center for Cruise Excellence Global Trainers
- Interns, students, and volunteers
- Any representative acting on behalf of Aquila in Canada or abroad (including while travelling, on client sites, on ships/ports, at events, or when working remotely)

4. Definitions

- **Team Member:** Any person working for or representing Aquila in any capacity (employee or representative)
- **Workplace:** Any location where Aquila operates (either tours or training) or Aquila is represented, including offices, tours, ships, ports, client venues, virtual environments, and off-site travel.
- **Harassment/Discrimination:** Any unwelcome or inappropriate conduct, comment, or action based on a protected ground (e.g., race, sex, sexual orientation, gender identity/expression, disability, religion, age, family status), or that creates an intimidating, hostile, or offensive environment.
- **Safety Incident:** Any event that results in injury/illness or has the potential to cause harm (including near misses).
- **Personal Information:** Information about an identifiable individual (contact details, health information).
- **Confidential Information:** Non-public information related to Aquila, clients, partners, or guests, including itineraries, pricing, and training content.

5. Aquila Values & Code of Conduct

At Aquila, our values are key to everything we do. Above all, we strive to be a company that has a positive impact. This means conducting ourselves with professional communication, zero tolerance for harassment/discrimination, responsible use of technology and social media, compliance with all policies and laws, and prompt reporting of concerns. Our key values include:

- **Respect & Inclusion:** We treat all individuals with dignity and care; we use inclusive language and uphold our Rainbow Registered standards.
- **Safety & Professionalism:** We follow safety procedures, are fit for duty, and intervene early if something seems unsafe.
- **Integrity:** We avoid conflicts of interest, protect confidential information, and communicate honestly.
- **Service Excellence:** We deliver memorable, consistent guest experiences and represent Aquila with excellence.
- **Sustainability:** We make responsible choices that minimize environmental impact and support communities.

For more information on Aquila's values, efforts on inclusivity, and company culture, please visit the **Aquila Culture Book**.

6. Aquila Core Policies & Procedures

In addition to this Human Resources Policy, Aquila has the following policies and procedures outlined in separate documents with expectations related to safety, conduct, sustainability, professionalism, and workplace behaviour. These policies are updated as needed and provided to our team. All policies can be found on our resource website at:

<https://cruiseexcellence.com/aquila-policies-guidelines/>

1. **Sustainability Policy**
2. **Safety, Security & Risk Management Policy**
3. **Human Resources Policy**
4. **Safety Briefings Policy**
5. **Bus Spotting Policy (Transport Team Only)**
6. **First Aid Policy**
7. **Harassment and Disciplinary Policy**
8. **Smoking, Drug, and Alcohol Policy**

Aquila Guidelines

These additional supporting documents offer best practices to strengthen professionalism, guest experience, and team communication. These guidelines can also be found on the resource website at the link above.

1. **Guidelines for Handling Hot Topics**



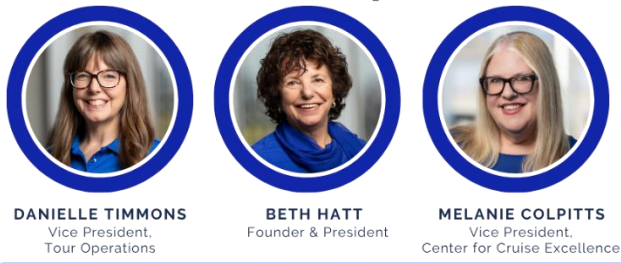
2. **Guidelines for Private Tours**
3. **Guidelines for Working with a Translator or Interpreter**

7. Aquila’s Organizational Chart

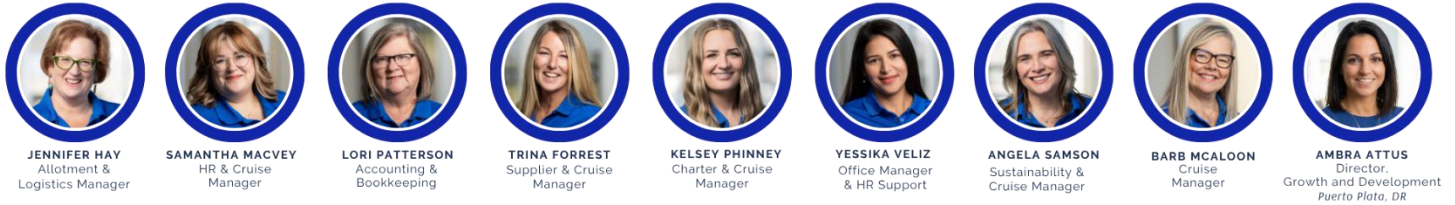
Aquila’s organizational structure is intentionally horizontal and collaborative, with distinctions only at the leadership level. Together, we support Cruise Tour Operations and the Center for Cruise Excellence, working toward a thriving Saint John–based living lab with global training impact.

Unless otherwise noted, all Aquila employees are based locally in **Saint John, New Brunswick, Canada**.

Our Leadership Team



Aquila Team



Seasonal Cruise Team



All Seasonal Cruise Team employees report to the HR Manager and Aquila’s Leadership Team

Global Trainers



All international Global Trainers are contracted consultants who report directly to Aquila’s Leadership Team

8. Employment Equity, Inclusion, and Non-Discrimination

Aquila is committed to **equitable, inclusive, and barrier-free recruitment and employment practices**. As an equal opportunity employer, Aquila ensures that all stages of the employment cycle - including recruitment, hiring, onboarding, training, promotion, compensation, and work assignments - are conducted fairly and based solely on business needs, job requirements, and individual qualifications.



We **prohibit** harassment and discrimination in all forms and make employment decisions without regard to any protected ground outlined in the New Brunswick Human Rights Act, including age, marital status, family status, creed or religion, physical or mental disability, race, colour, ancestry, place or national origin, social condition, political belief or activity, sexual orientation, gender identity or expression, and sex, including pregnancy.

Aquila strives to remove barriers throughout the recruitment and employment process by offering accommodations where possible, encouraging diverse applicants, and creating an environment where every team member can **contribute, thrive, and succeed**.

9. Privacy, Confidentiality & Data Protection

We respect personal and confidential information of employees, guests, partners, and clients. We only collect what is needed for business or legal purposes. We protect information with reasonable safeguards (physical, technical, administrative) and only share on a need-to-know basis. Aquila retains and disposes of records according to policy and legal requirements.

Your responsibilities:

- Do not share guest information, itineraries, pricing, training content, or personal data without authorization.
- Use approved tools for storing/transmitting information.
- Report suspected privacy incidents immediately.

10. Technology, Communications & Social Media

Team members are expected to use Aquila systems responsibly and only for legitimate business purposes, ensuring that all accounts are protected with strong passwords and that login credentials are never shared.

With regards to technology, communication, and social media:

- All communication should remain professional and consistent with Aquila's brand and values.
- On personal social media accounts, employees must not share confidential information, make negative remarks about clients or partners, or suggest any form of unauthorized endorsement.
- Additionally, identifiable photos or videos of team members, clients, or guests should only be posted when clear consent has been obtained.

11. Dress Code & Appearance

Team members are expected to follow any uniform or dress code required for their role and maintain a clean, professional appearance that meets all safety requirements, such as appropriate footwear. For team members working in the office, the dress code is casual.

For any team member working at the cruise terminals (office or seasonal team members), dress code is outlined in the employee handbooks (branded items or loyalist costumes). During Cruise Excellence international training sessions, the dress code is either Aquila branded items or business casual (depending on the training client and audience).



Cultural and religious expressions are welcomed. When specific attire is required for safety reasons, Aquila will work with individuals to provide necessary items.

Team members should ideally wear branded clothing only while on duty or engaged in approved work activities. Branded apparel should preferably not be worn during personal time, including while running errands or participating in social or recreational activities.

12. Vacation Policy

Full-Time Employees Vacation Entitlement

Vacation entitlement for full-time employees is determined at the time of hire and outlined in the employee's offer letter. Employees will receive one (1) additional week of vacation upon completion of eight (8) years of continuous service.

Full-Time Vacation Scheduling and Approval

All vacation requests must be submitted in advance and recorded in the company's shared calendar to ensure proper tracking and operational coverage. Vacation time is subject to management approval based on business needs.

Full-Time Vacation Blackout Period

Due to operational requirements, vacation leave is not permitted during the months of **September and October**, as all team members are required to be available for the cruise season.

Employees who are required to work on weekends/holidays may occasionally be granted time off in lieu. This would include time for travel or work on cruise days **during the summer**. Days off in lieu are subject to leadership approval and are not to be used or accumulated during September and October.

The additional time and effort required during the cruise season is balanced by enhanced time off during other periods of the year, including:

- Additional days off during the Christmas holiday period
- Reduced workweeks, including Fridays off, during the winter season

Seasonal Team Members

Seasonal team members do not receive paid vacation leave. Instead, they are compensated with vacation pay in accordance with New Brunswick employment standards. Vacation pay is provided at a rate of 4% of gross earnings, paid in lieu of vacation time.

Vacation or Time Off Requests

Requests for time off that conflict with the cruise schedule **must** be submitted to the Human Resource Manager **before** schedules are released, unless there is a personal emergency. While we try to meet



everyone's requests for time off, we may not be able to make changes once a schedule is released. Specific deadlines for seasonal team requests are included in their respective handbooks.

12. Travel, Off-Site & International Work

When travelling or working off-site (industry events, client premises, international destinations, and more) all Aquila policies continue to apply with some considerations:

- Follow host-site rules and cultural norms while upholding Aquila's values of inclusion and respect.
- Observe local laws; if a local standard conflicts with Aquila's higher standard (inclusion), consult Aquila for guidance while ensuring personal safety.
- Keep emergency contacts and medical/emergency information accessible.

13. Using These Policies

These policies are designed to support you and ensure that Aquila remains a **safe, inclusive, and exceptional** place to work. As part of the Aquila team, you are responsible for:

- Reviewing all relevant policies and guidelines
- Following the expectations outlined in each document
- Asking the Human Resources Manager or your Cruise Manager if you need clarification
- Remaining aware of updates or new documents added by the Human Resources Manager

14. Reporting a Concern (Conduct, Safety, or Privacy)

If you see something concerning about our operations, say something. Options include:

- Contact Human Resources Manager
- Contact your Cruise Manager
- Contact Aquila Leadership (Danielle for Aquila Tours, Beth and/or Melanie for Cruise Excellence)
- Emergency: call local emergency services for immediate risks to health/safety.

What happens after a report:

- Aquila acknowledges receipt, assesses risk, and initiates next steps (inquiry/investigation).
- Confidentiality is maintained to the extent possible.
- Outcomes may include coaching, training, accommodations, or disciplinary action.
- **Non-Retaliation:** Retaliation against good-faith reporting or participation is prohibited.

15. Policy Governance, Updates & Acknowledgment

The Human Resources Manager is responsible for maintaining this overview and all related policies, reviewing them at least annually or whenever updates are required. Any changes will be communicated to team members by email and/or through the resource website.

All team members are required to provide acknowledgment that they have read, understand, and agree to comply with this overview and the policies relevant to their role. For seasonal team members, this is done through your annual team member handbooks.



This overview does not constitute an employment contract and may be amended by Aquila at any time; where applicable laws provide greater protection, those legal standards will take precedence.

16. 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

506-647-1890

