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I. INTRODUCTION

One of the advantages of working with an airline is the ability to travel at reduced rates. These privileges include travel on Air North, Yukon's Airline and many other carriers worldwide.

The following information is provided to assist you with understanding and using your travel privileges. Please familiarize yourself with this policy and ensure that anyone entitled to use your travel benefits is aware its contents.

This policy refers to travel on Air North, Yukon's Airline, only. For information on reduced rate/interline travel on other carriers, please refer to **myidtravel.com**

Important points regarding employee travel:

- Revenue passengers and revenue cargo are Air North's priority. Revenue passengers and revenue cargo will always override non-revenue, space available travel (standby travel) and employee cargo
- Reduced-rate and pass-travel privileges are not transferable from one person to another; they are solely for personal travel and are not to be used for any personal business venture or on behalf of any other individual or company
- Employees traveling on pass-travel privileges must ensure they are able to return to work as scheduled. Failure by an employee to meet this obligation will result in disciplinary action. Being bumped as a standby passenger is not a valid excuse for missing your next scheduled shift. As an employee, you are expected to plan your travel accordingly, to ensure you return to work for your next scheduled shift.

It is essential that the requirements and standards contained in this section are strictly adhered to as failure to act in an acceptable manner will result in one or more of the following penalties: cancellation of all further pass privileges, collection of full published retail fare, disciplinary action up to and including termination and/or criminal prosecution. These privileges cannot be sold, bartered or used for personal gain in any form.

We ask that you ensure that all those who benefit from your travel privileges are made aware of the following policy and procedures.

II. DEFINITIONS

Please refer to the following terms when interpreting Air North's travel policies:

NOTE: An individual must have successfully completed the three-month probationary period in order to be considered an Air North Employee

Air North Employee – employees are individuals that work full-time, part-time or on-call hours. Retired employees and Directors are also considered employees with regards to the Travel Policy

Full-Time Employee – regularly scheduled to work 35-40 hours per week

Flight Crew – 75+ block hours per 28-day block

Part-Time – regularly scheduled to consistently work 20-34 hours per week

Flight Crew – 40 block hours per 28-day block

On-Call Employee - less than 20 hours per week

Flight Crew –no guarantee of hours in a 28-day block, for on-call employees

Retired Employee – a former employee that was on the regular payroll for 10 or more years. To qualify as a retiree, the following must be true: Years of service + retiree's age is greater than or equal to 65

Unaccompanied Minor (UM) – children between the ages of 5 and 12, traveling without an adult

Spouse – married or common-law (residing with the employee for a minimum of one year) of opposite or same-sex

Dependent – employee's financially dependent, unmarried children/step children 21 years of age or younger. Children up to age 24 are considered dependents if they are attending a post-secondary institution on a full-time basis

Children Over 21 Years of Age - if the children of a full-time/part-time employee reach age 21 and are **not** attending a post-secondary institution, they are still eligible for four (4) one-way non-revenue space available passes per year – see *table, page 14*

Designate – Employees that don't have a spouse may appoint a person to receive travel benefits. An employee can designate one person per year (January to December) to travel as his/her designate on Air North route system. Designates are not always eligible to travel on other carriers, please refer to **myidtravel.com** for this information

Parents – employee's parents and/or step-parents

In-Laws – employee's spouse's parents or step-parents

Other Family Members – Individuals that have the following relationship to the employee:

- Siblings & step-siblings
- Sibling's spouses
- Grandparents

DEFINITIONS

Travel benefits do not extend to employee's nieces, nephews, cousins, aunts, uncles, spouse's siblings or grandchildren unless travel is booked with a buddy pass OR travel companion pass. Travel benefits do not extend to pets.

Travel Companion – A person traveling on the same date and flight with the full-time/part-time or retired employee. An employee must have more than one year of service in order to qualify for travel companion passes

Boarding Priority Code – A code assigned to non-revenue or standby travelers and employees traveling on Air North company business. The priority code determines the order in which travelers are boarded

Code	Company Status
PB1	Board of Directors – Company Business
PB2	Managers – Company Business
PB3	Employees – Company Business
PB4	Prospective Employees & Management from other carriers
S1	Board of Directors – Standby
S2	Employees, Spouse, Designates, Dependents, Parents and Parent-in-law – Standby
S3	Retired Employees, Maternity Leave/Parental Leave, Employees on Leave of Absences
S4	Other Family Members and Service Charge Passes

NOTE: Boarding priority is determined first by the boarding priority code, then by the employee's date-of-joining (DOJ)

Non-revenue, Space-Available Passes - travelers pay fees & taxes (airport improvement fee, security charge and applicable taxes)

Space-Available, Service-Charge Passes - travelers pay \$50 + fees and taxes (airport improvement fee, security charge and applicable taxes)

III. TRAVEL BENEFITS for FULL-TIME/PART-TIME EMPLOYEES

a. STANDBY TRAVEL (Non-Revenue, Space-Available Passes)

Eligibility: Employee/Retiree, Spouse, Dependents, Designate, Parents and Parents-in-Law

- Unlimited passes
- The traveler is listed for the flight but a seat is not confirmed
- The traveler only travels if a seat is available at the time of departure
- If a seat is not available, the traveler may 'stand-by' for the next available flight
- Standby passes are complimentary, however, the traveler is responsible for the cost of the airport improvement fees, security charges and applicable taxes
- Payment must be made at the time of the travel request
- If the traveler is unable to fly on the specific flight, and the traveler doesn't wish to standby for the next available flight, the cost will be credited to the traveler's account
- If a traveler wishes to change a standby booking to a confirmed booking, the employee must contact the reservations department at least one day prior to travel
- Seat availability will be determined at each station. Example: If you are traveling on a multi-sector flight (YXY-YYC-YEG), you may be required to de-plane in YYC to accommodate an employee with a higher boarding priority
- ***If an employee chooses to confirm a standby booking, this must be done the day prior to the scheduled departure by contacting the Reservations Department – refer to CONFIRMED TRAVEL for details***
- Standby passengers should be aware that a meal might not be available. Catering requirements are based on confirmed passenger counts

Note: *Air North assumes no responsibility for any costs incurred for meals, hotels, or flights due to weather, mechanical problems or inability to travel due to a full flight*

b. CONFIRMED TRAVEL (Positive-Space Passes)

Eligibility: Employee/Retiree, Spouse, Dependents, Designate, Parents and Parent-in-Laws

- Unlimited passes
- The traveler is listed and a seat is confirmed for the flight
- If the flight is cancelled, the cost will be refunded/credited to the traveler's account
- If there are empty seats on the flight at the time of departure, the traveler is not eligible to receive credit for his/her confirmed travel

Note: *Air North reserves the right to request any employee traveling on a reduced-rate positive-space pass, to ride in the jump seat in order to accommodate revenue passengers, revenue cargo or other non-revenue passengers. If applicable, the employee will be reimbursed by the reservations department for the cost of the confirmed travel*

TRAVEL BENEFITS FOR FULL-TIME/PART-TIME EMPLOYEES

SERVICE-CHARGE PASSES**c. FAMILY PASSES** (Space-Available, Service Charge Passes)**Eligibility:** Employee/Retiree's Siblings, Sibling's Spouses, Grandparents

- **Each traveler** is eligible to receive **two (2) one-way, space-available service charge passes**, per year, on Air North's route system
- Payment must be made at the time of the travel request
- The traveler is listed for the flight but a seat is not confirmed – **note: family passes cannot be confirmed**
- If the flight is cancelled, the cost will be refunded or credited to the traveler's account
- The boarding priority for family passes is S4
- Seat availability will be determined at each station. Example: If you are traveling on a multi-sector flight (YXY-YYC-YEG), you may be required to de-plane in YYC to accommodate an employee with a higher boarding priority
- Standby passengers should be aware that a meal might not be available. Catering requirements are based on confirmed passenger counts
- Service charge passes are valid from January 1 to December 31 and do not accumulate from year-to-year

d. BUDDY PASSES (Space-Available, Service Charge Passes)**Eligibility:** Employee's choice

Full-time/Part-time employees with **more than one year of service** are eligible to receive space-available, service charge passes. These passes may be given to the employee's family/friends. The number of passes available are based on years of service and are as follows:

Years of Service	Eligible Passes per Year
1 – 5 years	Four (4) one-way passes
6 – 10 years	Eight (8) one-way passes
11+ years	Twelve (12) one-way passes
Retired Employee	Ten (10) one-way passes

- Payment must be made at the time of the travel request
- The traveler is listed for the flight but a seat is not confirmed – **note: buddy passes cannot be confirmed**
- If the flight is cancelled, the cost will be refunded or credited to the traveler's account
- The boarding priority for buddy passes is S4
- Seat availability will be determined at each station. Example: If you are traveling on a multi-sector flight (YXY-YYC-YEG), you may be required to de-plane in YYC to accommodate an employee with a higher boarding priority
- Standby passengers should be aware that a meal might not be available. Catering requirements are based on confirmed passenger counts
- Service charge passes are valid from January 1 to December 31 and do not accumulate from year-to-year

TRAVEL BENEFITS FOR FULL-TIME/PART-TIME EMPLOYEES

e. TRAVEL COMPANION PASSES (Space-Available, Service Charge Passes)**Eligibility:** Employee's choice

- Full-time/Part-time employees with **more than one year of service** are eligible to receive unlimited space-available, service charge passes for travel companions
- Travel is limited to one travel companion per flight
- Employee & traveling companion must travel on the same date and flight
- Payment must be made at the time of the travel request
- The traveler is listed for the flight but a seat is not confirmed – **note: travel companion passes cannot be confirmed**
- If the flight is cancelled, the cost will be refunded or credited to the traveler's account
- The boarding priority for travel companion passes is S4
- Seat availability will be determined at each station. Example: If you are traveling on a multi-sector flight (YXY-YYC-YEG), you may be required to de-plane in YYC to accommodate an employee with a higher boarding priority
- Standby passengers should be aware that a meal might not be available. Catering requirements are based on confirmed passenger counts

IV. TRAVEL BENEFITS FOR ON-CALL EMPLOYEES

(Employees who work less than 15 hours per week or flight crew not guaranteed a minimum number of block hours per 28-day block)

On-call employees are eligible to receive **eight (8) one-way passes per year**. These passes can be used for Standby **or** Confirmed Travel. These passes are valid from January 1–December 31 and do not accumulate from year-to-year.

a. STANDBY TRAVEL (Non-Revenue, Space-Available Passes)

Eligibility: Employee, Spouse, Dependents, Designate, Parents and Parents-in-Law

- The traveler is listed for the flight but a seat is not confirmed
- The traveler only travels if a seat is available at the time of departure
- If a seat is not available, the traveler may 'standby' for the next available flight
- Standby passes are complimentary, however, the traveler is responsible for the cost of the airport improvement fees, security charges and applicable taxes
- Payment must be made at the time of the travel request
- If the traveler is unable to fly on the specific flight, and the traveler doesn't wish to standby for the next available flight, this cost will be credited to the traveler's account
- The boarding priority for on-call standby travel is S2
- Boarding priority is determined first by the boarding priority code, then by the employee's date-of-joining (DOJ)
- Seat availability will be determined at each station. Example: If you are traveling on a multi-sector flight (YXY-YYC-YEG), you may be required to de-plane in YYC to accommodate an employee with a higher boarding priority
- ***If an employee chooses to confirm a standby booking, this must be done the day prior to the scheduled departure by contacting the Reservations Department – refer to CONFIRMED TRAVEL for details***
- Standby passengers should be aware that a meal might not be available. Catering requirements are based on confirmed passenger counts

b. CONFIRMED TRAVEL (Positive-Space Passes)

Eligibility: Employee, Spouse, Dependents, Designate, Parents, and Parent-in-Laws

- The traveler is listed and a seat is confirmed for the flight
- Payment must be made at the time of the travel request
- If the flight is cancelled, the cost will be refunded/ credited to the traveler's account
- If there are empty seats on the flight at the time of departure, the traveler is not eligible to receive credit for his/her confirmed travel
- Boarding priority is determined first by the boarding priority code, then by the employee's date-of-joining (DOJ)

Note: *Air North reserves the right to request any employee traveling on a reduced-rate positive-space pass, to ride in the jump seat in order to accommodate revenue passengers, revenue cargo or other non-revenue passengers. If applicable, the employee will be reimbursed by the reservations department for the cost of the confirmed travel*

TRAVEL BENEFITS FOR ON-CALL EMPLOYEES

SERVICE-CHARGE PASSES**c. BUDDY PASSES** (Space-Available, Service Charge Passes)**Eligibility:** Employee's choice

- On-call employees with *more than one year of service* are eligible for **four (4) one-way space available passes** on Air North's route system, for use by other family members or friends
- Payment must be made at the time of the travel request
- The traveler is listed for the flight but a seat is not confirmed - **note: buddy passes cannot be confirmed**
- If the flight is cancelled, the cost will be refunded or credited to the traveler's account
- The boarding priority for buddy passes is S4
- Seat availability will be determined at each station. Example: If you are traveling on a multi-sector flight (YXY-YYC-YEG), you may be required to de-plane in YYC to accommodate an employee with a higher boarding priority
- Standby passengers should be aware that a meal might not be available. Catering requirements are based on confirmed passenger counts
- Service charge passes are valid from January 1 to December 31 and do not accumulate from year-to-year

V. TRAVEL BENEFIT INFORMATION for ALL EMPLOYEES

a. Air North Company Business

- Air North employees traveling on company business will be booked for travel by his/her manager/supervisor
- Employees will always be confirmed when traveling on company business

Note: *Air North reserves the right to request any employee traveling on Company Business, to ride in the jump seat or standby for the next available flight, in order to accommodate revenue passengers or revenue cargo*

b. Compassionate/Emergency Passes

- Complimentary travel passes may be granted to employees, eligible spouse, children, parents and parent-in-laws, in situations where travel is required as a result of a death, accident, serious or critical illness of a relative
- Relatives are defined as spouse, children, parent, parent-in-law, brothers, sisters of either employee or eligible spouse, grandparents and grandchildren of either employee or eligible spouse

c. Company Approved Leave of Absence (LOA)

- While on an approved LOA employees' travel privileges are restricted to Air North travel *only*
- If an LOA is less than 90 days, travel privileges for the employee, spouse, designate, dependents and parents will continue during the period of leave
- If an LOA exceeds 90 days, travel privileges will apply to the employee only
- Family/buddy/travel companion passes and interline travel are discontinued during the period of leave
- The boarding priority code for all travelers will change from S2 to S3

d. Maternity/Parental Leave

- Travel privileges will continue during maternity/parental leave
- The boarding priority code for employee, spouse, designate, dependents and parents will change from S2 to S3

e. Termination

- If an employee is terminated, all travel privileges for the employee and family members will discontinue, immediately

VI. GENERAL TRAVEL POLICIES & INFORMATION

a. Traveling with Pets

- 🐾 Travelers must inform the Reservations Department if they are traveling with a pet
- 🐾 Pet carriers must adhere to Air North's guidelines
- 🐾 Passengers should check-in with their pet 90 minutes before departure
- 🐾 If the passenger is bumped from the flight, the pet will also be bumped
- 🐾 The pet's travel fee will be reimbursed if the traveler is bumped from the flight
- 🐾 For fees and other specific information on traveling with pets, please refer to:
<http://flyairnorth.com/TravelInfo/Pets.aspx>

b. Booking Procedures for Air North Flights

Employees are responsible for booking travel for themselves and their friends/family members. Bookings can be made using one of the following methods:

1. **Calling Reservations** (867-668-2228 ext. 1) **OR** 1-800-661-0407 (outside of YT)
 - Booking must be made at least **24 hours prior** to travel date
 - Payment must be provided at time of booking - credit card only
2. **In person, at Air North Reservations**
 - Booking must be made at least **24 hours prior to travel date**
 - Employees may have to wait until a Reservations Agent is available, as our telephone customers will take priority
 - Form of payment must be provided at time of request - cash or credit card
3. **In writing – at least 4 days prior to travel date**
 - Booking must be made at least **4 days prior to travel date** (to allow time for processing)
 - Employees must use the 'Employee Travel Request' form
 - Employee travel form is available from Reservations, on the SMS website or from your HR department
 - Fax a completed form to (867) 393-4601 or email to reservations@flyairnorth.com
 - Payment must be provided at time of request – via credit card or make arrangements for cash payment

Note: *If travel plans change after a listing is made, the employee must contact the reservations department so the listing can be cancelled or changed. Flight planning is based on the number of passengers anticipated for each flight and such advisory action keeps the company's costs down and allows pass charges to be held to a minimum*

If an employee chooses to confirm a standby booking, this must be done the day prior to the scheduled departure by contacting Reservations

GENERAL TRAVEL POLICIES & INFORMATION

c. Booking Procedures for Other Carriers – Interline Travel

- Visit www.myidtravel.com
- For requests to pass bureau, submit a completed travel request form to employeetravel@flyairnorth.com

d. Dress Standards

A well-groomed appearance (both clothing and personal hygiene) is required on all flights, by all travelers who are receiving employee travel benefits. All travelers are expected to dress in a manner that ensures Air North's professional image is upheld. Air North considers the following to be unacceptable clothing when traveling:

- tank tops
- flip-flop sandals
- torn, stained clothing
- bare feet
- baseball hats
- unreasonably short skirts/shorts

Note: *These dress standards are for travel on Air North. Please see your Manager or Pass Administrator for standards on other carriers*

e. Travel Documents

- It is the traveler's personal responsibility, as it is for any airline passenger, to ensure he/she has the proper travel documents, visa, passport, identification and sufficient funds for their planned travel on Air North and interline carriers
- Travelers must also have proper documentation in the event they are de-planed or re-routed during travel

f. Baggage

- Normal baggage allowance rules apply to all passengers. Please visit the website at www.flyairnorth.com for baggage allowances and regulations
- When traveling standby, employees must be aware that there may be circumstances where his/her baggage may not be loaded on the same flight as the passenger
- It is the employee's responsibility to inform all individuals traveling under his/her benefits that **revenue passenger baggage takes priority over space-available passenger baggage**
- Every attempt will be made to send the baggage on the next flight
- Baggage must be claimed on arrival at the destination airport

g. Check-In

- All travelers must check in for flights at the Air North check-in counter at least **one hour** prior to the scheduled departure time
- If traveling standby, the traveler will receive a temporary boarding pass, a seat will be assigned by the gate agent, space permitting
- If the traveler has paid for a 'confirmed' flight, he/she will receive a confirmed boarding pass with an assigned seat

GENERAL TRAVEL POLICIES & INFORMATION

h. Gate & Boarding Procedures

- Passengers should arrive at the departure gate a minimum of 45 minutes prior to departure time
- Gate agents will accommodate space available (standby) passengers with a seat assignment based on his/her boarding priority code (and DOJ if necessary)
- If there is space available, the gate agent will page the traveler and assign a seat
- ***Often, standby accommodation will occur in the last 20 minutes prior to departure. The gate agents appreciate your patience and will keep you advised of space status, when possible.***

Note: Space-available passengers will be accommodated after revenue passengers/cargo. Travelers must be aware that they may not be accommodated on their desired flight and should make alternate arrangements for another day, or have back-up tickets with another airline to get them to their destination.

i. Conduct During Travel

Employees and those individuals who benefit from employee travel privileges are representatives of Air North, Yukon's Airline. Conduct during travel reflects directly on our company, therefore Air North expects all travelers to behave in a courteous manner throughout travel. Be aware that inappropriate conduct may result in loss of travel privileges and therefore all travelers must be aware of the following:

- Inappropriate conduct includes, but is not limited to: excessive drinking, swearing, excessive noise, monopolizing Flight Attendant's or Customer Service Agent's attention and any discussion of company affairs
- To facilitate in-flight services, travelers are encouraged to remain seated
- Employees are not permitted to enter the flight deck
- Employees are required to deplane with consideration for all passengers

j. Admission to the Flight Deck

The jump seat is a collapsible seat in the cockpit of the aircraft that is not sold to the general public. No person shall be admitted to the flight deck other than:

- a. A flight crew member
- b. A crew member performing his/her duty
- c. A Transport Canada Inspector
- d. An Air North employee who is not a crew member performing his/her duty
- e. A pilot, flight engineer or flight attendant employed by a wholly owned subsidiary or a code share partner of Air North
- f. A person who has expertise related to the airplane, its equipment or its crew members and who is required to be in the flight deck to provide a service to Air North

Admission to the Flight Deck, continued


- Employees and Directors may be granted authorization to occupy the jump seat subject to the approval of the Captain, in order to accommodate revenue passengers, revenue cargo, or other non-revenue passengers
- The seat occupant will be briefed on the use of oxygen, seat belts and escape procedures
- No alcoholic beverages will be permitted within the flight deck area; no person who has consumed alcohol will be permitted entry to the flight deck
- The captain has final authority for authorization pertaining to the jump seat
- Due to the high workload and uninterrupted concentration required on the flight deck during the phases of flight immediately after takeoff and before landing, these periods are considered the critical phases of flight, therefore; ***no communication with or entry into the flight deck shall occur, except in the case of emergency or safety procedures, during the first 10 minutes after takeoff or during the 10 minutes prior to landing***

k. Flight Attendant Jump Seat

Air North does not have authorization under its AOC (Airline Operating Certificate) to use the flight attendant jump seat for purposes other than to be used by a flight attendant who has been ***assigned duties by the company***. Assigned duties include working the flight or deadheading on the flight as per the applicable crew pairing. This does not include traveling on personal time.

VII. TRAVEL TABLES

a. Full-Time/Part-Time Employees


	STANDBY <i>Non-revenue, Space-Available</i>	CONFIRMED <i>Positive Space</i>	SERVICE CHARGE <i>Space-Available</i>
	# Segments Available (per calendar year)	# Segments Available (per calendar year)	# Segments Available (per calendar year)
Employee, Spouse/Designate	Unlimited	Unlimited	N/A
Dependents	Unlimited	Unlimited	N/A
Parents/ Parents-In-Law	Unlimited	Unlimited	N/A
Siblings	N/A	N/A	2 segments per person
Grandparents	N/A	N/A	2 segments per person
Children over 21 *	4 segments per child	N/A	N/A
Buddy Passes	N/A	N/A	Based on Years of Service – refer to chart below **
Travel Companion	Travel must be on the same flight/date as full-time or part-time employee		Unlimited 1 Companion/flight

* If a full-time or part-time employee has children that are ALL over the age of twenty-one (21) and not attending a post-secondary institution, they are not eligible for 'Eligible Dependent' travel. When all children are over the age of twenty-one (21) they are qualified to receive four (4) one-way non-revenue space available passes per year


** Buddy Passes

Years of Service	Eligible Passes per Year
1 – 5 years	Four (4) one-way passes
6 – 10 years	Eight (8) one-way passes
11+ years	Twelve (12) one-way passes
Retired Employee	Ten (10) one-way passes

b. On-Call Employees

	STANDBY <i>Non-revenue, Space-Available</i> OR CONFIRMED <i>Positive Space</i>	SERVICE CHARGE <i>Space-Available</i>
	8 Segments Available (per calendar year)	# Segments Available (per calendar year)
Employee, Spouse/Designate, Dependents, Parents, Parents-in-law	The On-Call employee can choose to use these segments for themselves or a family member.	N/A
	The employee can choose to use these passes for standby or confirmed travel	N/A
		N/A
Other Family/Buddy	N/A	4 segments
Travel Companion	N/A	N/A

c. Retired Employees

	STANDBY <i>Non-revenue, Space-Available</i>	CONFIRMED <i>Positive Space</i>	SERVICE CHARGE <i>Space-Available</i>
	# Segments Available (per calendar year)	# Segments Available (per calendar year)	# Segments Available (per calendar year)
Employee, Spouse/Designate	Unlimited	Unlimited	N/A
Dependents	Unlimited	Unlimited	N/A
Parents/ Parents-In-Law	Unlimited	Unlimited	N/A
Siblings	N/A	N/A	2 segments <i>per person</i>
Grandparents	N/A	N/A	2 segments <i>per person</i>
Children over 21 *	4 segments <i>per child</i>	N/A	N/A
Buddy Passes	N/A	N/A	10 Segments
Travel Companion	Travel must be on the same flight/date as full-time or part-time employee		Unlimited <i>1 Companion/flight</i>

If you have any questions regarding Employee Travel Benefits, please contact the Human Resource Department or the Pass Administrator.

Happy Traveling!