



## **Air India SkyFam**

### **Employee Leisure Travel Benefit**

Human Resources Department

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## OBJECTIVE

This Policy aims to provide guidelines for availing Employee Leisure Travel benefit for Employees at Air India.

## SCOPE

This Policy is applicable to the following serving Employees of Air India:

- Permanent Employees
- Fixed-Term Contract (FTC) Employees

## EXCLUSIONS

Independent consultants, part-time, casuals, interns, apprentices are excluded from this policy.

## DEFINITIONS

- **Employees:** 'Employee(s)' refers to all Permanent Employees and FTC Employees who are in active employment of Air India
- **Nominees:** 'Nominees' refer to up to 5 family members (not including Employee) to be chosen out of:
  - Spouse or Domestic Partner
  - Children
  - Parents (either parents of self or parents of spouse/partner or a combination thereof)
  - Grand-Parents of self (Paternal or Maternal)
  - Grandchildren
  - Daughter-in-law and Son-in-law
  - Siblings
  - Sibling's spouse and/or spouse's sibling (Brother-in-law and Sister-in-Law)
  - Sibling's children
  - Adoptive Family (Children/Parents) as per law
  - Stepbrother and Stepsister
  - Stepchildren
  - Stepfather and Stepmother
- **Employee Leisure Travel (ELT):** 'Employee Leisure Travel' refers to travel undertaken by an Employee and/or his/her Nominee for leisure purposes under this Policy.
- **Passage:** Passage is a zero-fare return or Open-Jaw air-ticket benefit. Employees need to bear taxes as applicable.
- **Open Jaw:** 'Open Jaw' refers to a return from a different point to the same origin (example: DEL-COK outbound, BLR-DEL on-return leg)
- **Confirmed Ticket:** Confirmed Ticket is a seat that has been successfully booked and space has been reserved on the flight for the Employee (subject to conditions specified below)
- **Concessional Ticket:** Concessional Tickets are discounted air tickets for Employees and their Nominees.
- **Employee Leisure Travel Year:** Employee Leisure Travel Year for all Employees is from 1<sup>st</sup> April to 31<sup>st</sup> March.
- **Subject-to-Load:** 'Subject-to-Load' refers to availability of vacant seats after accommodating all revenue passengers.
- **Date of Joining (DOJ):** refers to the Date of Joining as per Company records. In case of Tata group transfer cases, DOJ refers to the Date of Joining Tata Group.
- **Policy:** 'Policy' refers to the Air India Employee Leisure Travel Benefit Policy
- **Company:** 'Company' refers to Air India Limited

## POLICY

### Guidelines

#### Quantum of Tickets

Each Employee may avail of Passages and Concessional tickets for self and Nominees, as detailed below:

- **Passages**

- Each Employee may avail up to a maximum of 14 Passages for self and Nominees on a Subject-To-Load basis every Employee Leisure Travel Year.
- One return trip (e.g., DEL-COK-DEL) counts as one Passage quota usage.
- One Open Jaw trip (e.g., DEL – COK / BLR – DEL) counts as one Passage quota usage. Transportation between the two points in Open Jaw tickets is the responsibility of the Employee.
- Employees will also be able to book & pay for One way ticket in case there is no requirement for Return ticket. However, if an Employee chooses to book a One-Way ticket using their passage entitlement, one passage entitlement will be deducted from the Passage quota.
- In case of non-availability of direct connection, employees will be permitted to travel via other stations e.g Employees wanting to travel to ORD from HYD would require to travel via DEL, since, no direct flights operate between HYD to ORD. *In such cases, the passage HYD-DEL-ORD-DEL-HYD will be considered as one passage.* However, employees will not be allowed to break the journey and travel out of sequence, i.e., 2 separate trips for HYD-DEL-HYD and DEL-ORD-DEL.
- All travel must be completed by the end of the Employee Travel Year. No carry forward of the Passage is allowed beyond this date.
- Allotment of quota for the next passage year shall be done 60 days prior to the start of the next passage year to enable Employees to plan their travel in advance. However, the date of all such future travel shall be in the next passage year.

- **Confirmed Tickets**

- All Employees can convert 6 Passages in exchange for 2 confirmed return tickets (both International and Domestic). Only one such conversion is allowed per Employee Leisure Travel Year per Employee. The class of all such travel will be economy class.
- All Confirmed Tickets will have an associated Coupon charge.
- Employees on probation will not be eligible for conversion of Passage Tickets to Confirmed Tickets.
- If for any reason, Employees are not able to travel on waitlisted Confirmed ticket, the entitlement will be reflected in Passage quota post cancellation of ticket booking.
- All travel must be completed by the end of the Employee Travel Year. No carry forward of the Confirmed Ticket is allowed beyond this date.

- **Concessional Tickets**

- Each Employee may avail of unlimited Concessional Tickets (75% discounted tickets) for self and Nominees on a Subject-to-Load basis.
- Concessional Tickets are one-way discounted seats where the Employee only pays 25% of the lowest published base fare.
- Employees are not provided with any free upgrade on Concessional Tickets.

- **Order of confirmation in case of conflict due to limited availability of seats**
  - Employee duty travel is given a higher on-load priority over Employee leisure travel and relocation travel.
  - Company-initiated relocation travel would be given a higher on-load priority over Employee leisure travel.
  - **Within Employee leisure travel**
    - **Confirmed Tickets**
      - Confirmed Tickets would be given a higher priority over Passage and Concessional Tickets.
      - The window to book confirmed tickets will be opened 60 days prior to the booking date and confirmation shall be done on a First-Come-First-Serve basis.
    - **Passage Tickets**
      - Passage would be given a higher on-load priority over Concessional Ticket(s).
      - Passage confirmation shall be done basis the Employee's designation/career level (refer Table 1).
      - If two Employees are at the same designation/career level, the Employee with an earlier Date of Joining (DOJ) would be given priority. In case the Date of Joining (DOJ) is also the same, Employee with an earlier booking date will be given priority.
    - **Concessional Tickets**
      - Acceptance at the airport of concessional tickets shall be done on the basis of the Employee's designation/career level (refer Table2).
      - If two Employees are at the same designation/career level, Employee with an earlier DOJ would be given priority. In case the Date of Joining (DOJ) is also the same, Employee with an earlier booking date will be given priority.

### **Confirmation/ Upgrade Priority Order**

- The default class of booking for Confirmed Tickets is Economy. The upgrade eligibility is same as the Passage entitlements as per Table 1.
- Employees are entitled to designation/career level-wise class of travel and may also be eligible for an upgrade on their Passage Tickets as per the table below:

**Table - 1: For Passage Tickets**

Designations	Default Class of Travel	Onload Priority	Upgrade Eligibility
CEO & MD  SVP	Booking can be made across any available class	1	Upgrade option available to the highest class subject to availability at the time-of-flight closure  (Priority determined by upgrade priority and DOJ)

DVP	Booking can be made in Business/Economy Class	2	Upgrade option available to Business Class at the time-of-flight closure (Priority determined by upgrade priority and DOJ)
VP	Booking can be made in Business/Economy Class	3	Upgrade option available to Business Class at the time-of-flight closure (Priority determined by upgrade priority and DOJ)
AVP	Booking can be made in Business/Economy Class	4	Upgrade option available to Business Class at the time-of-flight closure (Priority determined by upgrade priority and DOJ)
Chief Manager	Booking can be made only in Economy Class	5	NA
Sr. Manager	Booking can be made only in Economy Class	6	NA
Manager	Booking can be made only in Economy Class	7	NA
Associate Manager	Booking can be made only in Economy Class	8	NA
Sr. Associate, Senior Executive, Senior Analyst	Booking can be made only in Economy Class	9	NA
Associate, Executive, Analyst	Booking can be made only in Economy Class	10	NA
Junior Associate, Junior Executive Junior Analyst	Booking can be made only in Economy Class	11	NA
Senior Security Officer, Security Officer	Booking can be made only in Economy Class	11	NA

For designations not mentioned in the above table, please refer to the equivalent designations mentioned in Annexure A of [Organizational Announcement](#).

Level	Default Class of Travel	Onload Priority	Upgrade Eligibility
Sr. Commander	Booking can be made in Business/Economy Class	4	Upgrade option available to Business Class at the time-of-flight closure (Priority determined by upgrade priority and DOJ)
Commander	Booking can be made only in Economy Class	5	NA
Captain	Booking can be made only in Economy Class	6	NA

First Officer	Booking can be made only in Economy Class	7	NA
Junior First Officer	Booking can be made only in Economy Class	8	NA
Cabin Crew Executive	Booking can be made only in Economy Class	9	NA
Cabin Senior	Booking can be made only in Economy Class	10	NA
Cabin Crew	Booking can be made only in Economy Class	11	NA
Senior Trainee Pilots & Trainee Cabin Crew	Booking can be made only in Economy Class	12	NA

*The option to upgrade is subject to availability of seats.*

Employees are entitled to designation/career level-wise class of travel on Concessional Tickets as per the table below:

**Table- 2: For Concessional Tickets**

Level	Default Class of Travel	Onload Priority	Upgrade Eligibility
CEO & MD SVP	Booking can be made across any available class	1	NA
DVP	Booking can be made in Business/Economy Class	2	NA
VP	Booking can be made in Business/Economy Class	3	NA
AVP	Booking can be made in Business/Economy Class	4	NA
Chief Manager	Booking can be made only in Economy Class	5	NA
Sr. Manager	Booking can be made only in Economy Class	6	NA
Manager	Booking can be made only in Economy Class	7	NA

Associate Manager	Booking can be made only in Economy Class	8	NA
Sr. Associate, Senior Executive, Senior Analyst	Booking can be made only in Economy Class	9	NA
Associate, Executive, Analyst	Booking can be made only in Economy Class	10	NA
Junior Associate, Junior Analyst, Junior Executive,	Booking can be made only in Economy Class	11	NA
Senior Security Officer, Security Officer	Booking can be made only in Economy Class	11	NA

For designations not mentioned in the above table, please refer to the equivalent designation mentioned in Annexure A of [Organizational Announcement](#).

Level	Default Class of Travel	Onload Priority	Upgrade Eligibility
Sr. Commander	Booking can be made in Business/Economy Class	4	NA
Commander	Booking can be made only in Economy Class	5	NA
Captain	Booking can be made only in Economy Class	6	NA
First Officer	Booking can be made only in Economy Class	7	NA
Junior First Officer	Booking can be made only in Economy Class	8	NA
Cabin Crew Executive	Booking can be made only in Economy Class	9	NA
Cabin Senior	Booking can be made only in Economy Class	10	NA
Cabin Crew	Booking can be made only in Economy Class	11	NA
Senior Trainee Pilots & Trainee Cabin Crew	Booking can be made only in Economy Class	12	NA

### **Ticket Booking**

- While booking the ticket in case a seat is not available on the chosen flight, Employee has the option to change his/her travel schedule as per availability of seats.
- All payments must be made at the time of ticket booking.
- Cancellations, if any must be made within the below timelines:

Type of Ticket	Cancellation Timeline	Refund Timeline
Confirmed Ticket for Domestic Flights	48 hours before flight departure	Within 15 working days
Confirmed Ticket for International Flights	72 hours before flight departure	Within 15 working days

The recommended timeline for cancellation of Passage tickets/ Concessional Tickets is at least 4 hours before flight departure within a refund timeline of 15 working days.

For Confirmed ticket, the following non-refundable coupon charge will be applicable.

This coupon charge will be refunded only if change/ cancellation is made as per the below timelines.

Origin	Destination	Charges	No-Show definition & Treatment
India	India	500	For any change/cancellation within 48 hours before flight departure, Coupon Charge will not be refunded.
India	Subcontinent	700	For any change/cancellation within 72 hours before flight departure, Coupon Charge will not be refunded.
India	Southeast Asia/ Middle east	1200	
India	JP/KR/ Europe / Africa	1900	
India	Southwest Pacific/ US/CA	2500	
Rest	Rest	2500	

- Post timely cancellation, unutilized Passage tickets will be credited back to the Employee.
- In case multiple nominees are traveling at the same time, Employees shall be able to split PNRs through the digital travel portal.
  - In case one of the listed passengers under a ticket booked is not travelling, their name can be removed from the PNR. The old PNR will retain the date of booking in this scenario.
  - Also in scenario, when seat availability is such that only a few nominees are travelling on a ticket booked under Employee Leisure Travel are only able to travel, PNR can be split to allow rest of the members to come on later flight if desired by the Employee.
- In case of any downgrades from the booked class, refunds shall be processed within 15 working days.

### **Conduct while on Employee Leisure Travel**

Employees and their nominees are the brand ambassadors of Air India, representing the Company's image while availing Employee Leisure Travel Benefit and therefore are expected to:

*Confidential and proprietary.*

*For limited distribution and not for use outside of the Company*



- Always allow customers to go first at check-in and boarding.
- Give sufficient time for check-in, and report to the boarding gate early so as not to delay the flight.
- Dress appropriately while travelling.
- Refrain from using Air India lounge facility.
- Do assist colleagues when there is a need; help reduce wastage and protect Company property and equipment.
- Be polite, humble and maintain a low profile.

### **General Conditions**

- Employee Leisure Travel Benefit will not be claimed as a matter of right by the Employees and will be sanctioned at the sole discretion of the Company.
- Nominations for travel benefits may be made once per Employee leisure travel year. Nominations cannot be amended during the Employee leisure travel year except in case of life events such as marriage, childbirth etc.
- Nominees under the age of 6 years are not eligible for an upgrade.
- Employees and Nominees are strictly prohibited from making any monetary gains out of the tickets under Employee Leisure Travel Benefit. This includes a prohibition on using these tickets for any commercial or sale purpose. Any violation will be considered as a violation of Code of Conduct.
- Any inventory manipulation solicited or performed by Employees in association with Employee Leisure Travel, will be considered as a code of conduct violation. It would result into disciplinary action including but not limited to suspension of Air India travel benefits for life for both perpetrator employee and the beneficiary.
- Under no circumstances, any reason shall be considered by an Employee granted Passages/Confirmed tickets/Concessional Tickets for not returning to duty in time, on account of non-availability of the seat in the aircraft, and responsibility for rejoining duty on the appropriate date shall be solely of the Employee.
- Employees on notice period are not eligible for availing benefits under this policy including travelling on pre-booked tickets.
- Employees who i) have been terminated by the Company and/or ii) against whom disciplinary action has been taken by the Company are not entitled to Employee Leisure Travel Benefit. The benefit will also not be available to their nominees and any unutilized passages will lapse.
- Employees are eligible for Retiree Employee Leisure Travel benefit only if they maintain a clean track record throughout their service.
- Unaccompanied minors will be allowed to travel for Employee Leisure Travel tickets on direct flights only and in accordance with all the applicable guidelines for [Unaccompanied Minor Travel](#).
- Baggage Allowance is the same as applicable for fare-paying passengers.
- Any unauthorized use of the Employee Leisure Travel Benefit and/or any breach of the Policy is liable to be construed as a violation of Policy and misconduct on the part of an Employee. It may entail permanent forfeitures of the privilege and Employee will also be liable for disciplinary action in accordance with the company policy.
- An employee or the associated nominee travelling on Employee Leisure Travel Benefit will be governed by the terms and conditions subject to which air tickets is issued to a fare paying passenger.
- This Policy and all provisions and associated benefits may be amended or withdrawn by the Company at any time.

## **TAX IMPLICATIONS**

- Any taxes, if applicable, are to be borne by the Employee.
- For the avoidance of doubt, Employees are responsible for any tax arising from Employee leisure travel tickets being deemed a taxable benefit by authorities.

## **AUDITING & COMPLIANCE**

Compliance with this Policy is subject to audit and monitoring as warranted. Any Air India Employees who violate these policies and procedures may be subject to disciplinary action.

### **Approved by**



**Dr Suresh Dutt Tripathi**

Chief Human Resources Officer, Air India Ltd.