 <b>Kenya Airways</b> <i>The Pride of Africa</i>	<b>HUMAN RESOURCES POLICIES MANUAL (HRM)</b> <b>VERSION 6</b>	Ref. No KQ/HR/2/HRM
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## **10 STAFF TRAVEL**

### **10.1 Introduction**


- 10.1.1 The purpose of this policy is to provide a guide for the provision of staff rebated tickets.

### **10.2 Rebated Tickets Rules**

- 10.2.1 Staff rebated travel is a privilege extended to employees. It is not a contractual right.
- 10.2.2 Staff rebated travel privileges are of a personal nature. Thus, they cannot be transferred or carried forward to the following calendar year.
- 10.2.3 Staff rebate concessions shall not be pooled or transferred to another person whether staff, dependant, or used for business undertakings.
- 10.2.4 Staff rebates concession tickets are not for sale.
- 10.2.5 Rebates for third party airlines will be granted in accordance with policies and rules governing employees' travel in such airlines.
- 10.2.6 Any tickets or cargo rebates allowed, hereunder for the current calendar year must be issued before the end of the same calendar year. Such tickets should be utilized by 31st March of the following year.
- 10.2.7 Approved rebate forms for both passenger and cargo are valid for a maximum period of one month.
- 10.2.8 Rebated tickets are valid for three months from date of issue.

### **10.3 Rebate Eligibility**

- 10.3.1 Staff rebate concession will be granted only to: -
- 10.3.2 Active employees who have completed 12 months of continuous service
- 10.3.3 Employees' legal spouses and up to four (4) children under the age of 19 years or children who are up to 24 years of age who are attending school/college
- 10.3.4 Biological or legal parents of an employee
- 10.3.5 Former employees who have completed 10 years continuous service with the Company and who were not dismissed or terminated on disciplinary grounds.
- 10.3.6 The legal dependants of former employees as stipulated in section 10.3.3 (ii) who existed in the Company records by the time of leaving employment
- 10.3.7 Widows, widowers, and orphans of deceased employees who fulfil the above conditions subject to due observance of what is permitted or prescribed by law, treaties, agreements.


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#### **10.4 Entitlement of Rebates**

- 10.4.1 Employees after fulfilling the eligibility conditions will be granted rebated travel and cargo entitlement as follows:-
- 10.4.2 An active employee – will receive two (2) 100% rebated concession tickets and unlimited concession tickets of 90%, 75%, & 50% and third party airline rebate concession.
- 10.4.3 An active employee's legal Spouse – will receive one (1) 100% rebated concession ticket and unlimited concession tickets of 90%, 75%, & 50% and third party airline rebate concession.
- 10.4.4 An active employee's legal Children – up to a maximum of 4 children, will receive one (1) 100% rebated concession ticket each, to be used one each by the four registered children and unlimited concession tickets of 90%, 75%, & 50% and third party airline rebate concession.
- 10.4.5 An active employee's biological father – will receive one (1) 100% rebated concession ticket and unlimited concession tickets of 90%, 75%, & 50% and third party airline rebate concession
- 10.4.6 An active employee biological mother – will receive one (1) 100% rebated concession tickets and unlimited concession tickets of 90%, 75%, & 50% and third party airline rebate concession
- 10.4.7 A retired employee – will receive two (2) 100% rebated concession tickets and unlimited concession tickets of 90%, 75%, & 50% and third party airline rebate concession
- 10.4.8 A retired employee's legal spouse – will receive one (1) 100% rebated concession ticket and unlimited concession tickets of 90%, 75%, & 50% and third party airline rebate concession
- 10.4.9 A retired employee's legal children – up to a maximum of two (2) children will receive a 100% rebated concession ticket to be used one each by the two registered children and unlimited concession tickets of 90%, 75%, & 50% and third party airline rebate concession.

#### **10.5 Travel category**

- 10.5.1 The following travel categories will apply:-
  - a. Executive Directors – Class C/M - PSN 0064
  - b. Departmental Directors- Class C/M- PSN 0064

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c. Other Employees – Class M/C

i. Pilots - PSN – 1030

ii. Managers- PSN -1025

iii. All other staff – PSN 1050

## 10.6 Cargo Rebates

10.6.1 Cargo rebates shall be granted only to employees in active employment.

10.6.2 Cargo rebate ticket entitlement shall be one (1) entitlement of 90% rebate to a maximum weight of 200 Kilograms per calendar year.

10.6.3 Rebated cargo/baggage shall be personal in nature and the contents of the cargo/baggage must be verified that they are not for resale or for use by a third party.

10.6.4 Kenya Airways shall not provide transport for prohibited cargo and any restricted articles

10.6.5 The employee shall pay in full for any cargo exceeding 200kg.

## 10.7 General Conditions

10.7.1 Approved forms for rebated tickets for both passenger travel and cargo/baggage shall be valid for a maximum period of one month

10.7.2 Rebated tickets shall be valid for three months only from the date of issue.

10.7.3 Employees on rebated tickets shall only be allocated seats after commercial passengers.

10.7.4 The free baggage allowance shall be as per commercial passenger travel. Excess baggage shall be charged unless pre-clearance has been received.

10.7.5 The Company may at its own discretion impose an embargo on certain routes during certain periods.


10.7.6 Breach of the rules relating to staff travel will be regarded as a disciplinary offence. This shall be handled in accordance with the Company disciplinary rules.

## 10.8 Duty Travel

10.8.1 Duty travel shall be applicable when employees are travelling on Company business including seminars, training, and transfers.

10.8.2 The Company will endeavour to provide the most optimal means of travel.

10.8.3 All duty travel requests must be approved by the Controlling Director of the respective department.

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10.8.4 In addition to sub-section 10.8.3, all duty travel for the purposes of training and seminars must be approved by Human Resources Department with an exception of pilots and engineering training that will approved by the respective Training Managers.

## 10.9 Duty Travel Category

10.9.1 The following travel categories shall apply:-

- a. Executive Directors – Class C/M - PSN 0000
- b. Departmental Directors- Class C/M- PSN 0010
- c. Other Employees – Class M/C
  - i. Pilots – PSN 0030
  - ii. Engineers – PSN 0038
  - iii. Managers – PSN 0039
  - iv. Other staff- PSN 0040
  - v. Employees posted to foreign stations – PSN 0048

## 10.10 DRESS AND BEHAVIOUR

10.10.1 Staff travelling on rebated tickets must dress decently and smartly and must be courteous in behaviour. They represent the company just as much as their colleagues in uniform. A number of rules have been drawn to guide them.


10.10.2 They should, whatever the circumstances, dress with care for their appearance. Type of dress to worn in various classes is as follows:

### a. Premier/First Class:

- i. (Men) Shirt, tie, suit or jacket-trouser combination.
- ii. (Women) A dress; two -piece suit or trouser suit; skirt with blouse, sweater or jacket.

### b. Economy Class:

- i. (Men and women) Neat leisure clothing. That means NO jeans or jogging or similar sportswear, shorts or T-shirts.

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- ii. It is always best to keep in mind that they may be upgraded and that the dress may influence whether you are accepted on board or not!

10.10.3 Airport personnel are authorized to deny boarding to staff travellers who do not meet proper standards of dress. Other airlines regulations may be stricter still, staff should find out beforehand and conform to their rules

10.10.4 They should be particularly discreet in conducting conversations, especially about aviation in general and Kenya Airways in particular before other passengers. They should not let other passengers know that they are travelling on discount ticket.

10.10.5 Staff travelling on rebated tickets should not engage in general discussions with staff on duty or vice versa and should not exchange handshakes in the cabin.

10.10.6 Staff travelling on rebated tickets should at all times follow the instructions given by the personnel on duty without querying them and must be content with the seats allocated to them.

10.10.7 Staff should expect preference to be given to commercial passengers in all aspects of service.

10.10.8 Staff travelling should be moderate in their alcoholic consumption failure to which disciplinary action will be take