



Employee Travel Guide



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What is non-rev?

Non-revenue travel is the term given to airline employees and eligible pass riders (people like your spouse/domestic partner, children under 23, and parents) who are typically flying for free or at a reduced rate. We also call this “interline” travel. It is very important for you to understand that your ability to fly at a discount, or free, is not a guaranteed benefit – but a privilege, that can be revoked at any time. This guide has been developed to help you understand our policies and how to use your non-revenue/space available (NRSA) flight privileges.

Most airlines have a physical pass bureau, or an office that handles employee leisure and business travel. Our airline does not have a dedicated pass bureau; however, you can always send an email to stafftravel@flytradewind.com. Please note that staff travel is managed by Nate Vallier, who is located in Alaska and responses may not occur until later in the day.

As a non-rev or jumpseat traveler, you are not covered or protected by the operating airlines’ Contract of Carriage and many government regulations. There is no compensation for lost luggage, requirements for ADA compliance, and compensation in the event of injury or death. Our participation in ZED-MIBA (a part of IATA) governs the condition of carriage of travel.

It is important for our Tradewind staff to fully explain the NRSA flight privileges to all of your eligible pass riders as their actions can have a negative impact on your own abilities to use the NRSA flight privileges.

Should you have any questions, please e-mail your Pass Travel Team at stafftravel@flytradewind.com.



Your NRSA Flight Privileges With Tradewind

As an active employee in good standing you are granted the following:

Unlimited NRSA flights on Tradewind for:

- Yourself
- Your legal spouse, domestic partner ***or*** registered guest
- Children under 23 (19-23 must be a full time student in college and provide proof)
- Your legal parents (only one set, can't put both sets if you have step parents)

Interline NRSA flight privileges, when applicable, bookable thru myIDTravel.com & id90.com

Discounts on hotels, cruises, and tickets

75% off Federal Express overnight & 2nd day for PERSONAL use only!

Please note that the above list is not a guarantee of travel or abilities to travel on our partner airlines.

Who Can & Cannot Fly

| Yes (Eligibles) | NO |
|--|--|
|  <p>Children – up to 19 years old</p>  <p>Children – 19 to 23 full time in school (with valid transcripts/schedule)</p>  <p>Legal Spouse</p>  <p>Mom & Dad</p>  <p>Partner / Travel Companion</p> |  <p>30 year old son</p>  <p>Grandma or Aunt</p>  <p>Pastor</p>  <p>22 year old daughter, not in college</p> |

It is important that we protect who can and cannot use our NRSA flight privileges. The IRS sets the main parameters for free travel, and can come back and tax you for imputed income if we let people who are not eligible per the IRS code fly – which could mean a hefty tax bill come February. So please be honest when filling out your employee travel profile and supply the required documentation so we can verify eligibility, or be prepared to provide proof.

You may select to list your legal spouse or a registered guest that may utilize your flight privileges. Legal spouse is defined as your spouse based on where you live (receive your paycheck/stub), not necessarily the laws of where you work. If you are married, you do not necessarily need to list your spouse. If you chose to not list a spouse or are not legally married, you may list a registered guest. Registered guest travel is not guaranteed or promised on all of our ZED partner airlines. You can only change a spouse or registered guest once a year, and after a 90 day waiting period once you submit a letter asking TRADEWIND to remove the spouse or registered guest. You cannot list both a spouse and a registered guest.

You may also offer your NRSA flight privileges to your parents, please ensure you provide us with all the required information – including a copy of your birth certificate and/or adoption paperwork linking your parents to you. In the event your parents are

divorced, you can only select one set of parents to fly (for example – father & stepmom may be listed, but you cannot offer NRSA flight privileges to your mother & stepfather). You may, however, change parents once a year after a 90 day removal/suspension with a letter to HR/Employee travel. In-laws are not eligible for NRSA flight privileges. If you are listing a step-parent, we will need a copy of your birth certificate listing your natural parents, and then the marriage certificate between one of your natural parents and the step parent.

You may list any biological children up to the age of 19 on your NRSA flight privileges. If you have children between the ages of 19 and 23, they may only have NRSA flight privileges if they are enrolled full time in a college (we must see their transcripts every semester). If you have stepchildren, you may list only those that live under your roof. Children will be removed at the age of 19 without proof of continuing education and also at the age of 23. Should you have any adult children over the age of 23 that are not able to be independent, please contact Pass Bureau for information on flight benefits for them.

The tax law allows your children, up to 23, who are enrolled in college full time to use your NRSA flight privileges – so you must send us a copy of their enrollment and college ID, otherwise we will be forced to remove them from the system. We require this to be done every six (6) months while enrolled in college. If you are not legally married in the state you live in, you can select a travel partner. If your marriage status should legally change, please submit that paperwork to the Pass Bureau so we can update your information in the system. Per IATA, TRADEWIND will recognize your married partner (for travel) based on your home state's laws.

Should you have step children, you can only list your children that live under your roof. Anyone else that you would like to fly on Tradewind, but is not eligible per the IRS guidelines, you would have to fly with them as you are allowed 1 companion. Please contact your manager to have your listing completed.

Note: Just because you may submit paperwork for a traveler, as outlined above, does not guarantee they will be able to travel on all of our partner airlines in myIDTravel.

Children may NOT fly unaccompanied as a non-rev on any of our partner airlines.

Part time staff are eligible if they work at least 208 hours in a 6 month period, and 26 days in 6 months as a pilot. Failure to meet these benchmarks will result in removal from the myIDTravel system.

Registering to Fly

Before you start flying on other airlines and on Tradewind, please submit an Employee Travel Profile to the Pass Bureau. If you do not have one, please get one from your manager or the Pass Bureau can e-mail one to you. Fill out the form in its entirety and send in copies of any required documents (birth certificates, marriage certificates, driver's licenses, college schedules, etc.). This information is kept confidential.

The Employee Travel Profile must be completed in full and signed by you. You will need all of your pertinent information when you fill out the form, such as your date of hire and TRADEWIND ID number. When putting in names of your eligible pass riders, it is very important that the information you provide matches what is on their passport or official government ID. For instance, do not put down the name "Rick" if your legal name is "Richard". Failure to provide the wrong or incorrect name could result in denied boarding by the airline or entry into a sterile TSA checkpoint.

TSA and government bodies require genders and dates of birth, and this must be provided on the form.

Should one of your eligible pass riders have a redress or known traveler number, that is not stored in the myIDTravel. You will be allowed to enter it during the booking process. Not all airlines participate in TSA PreCheck.

Upon successful registration in the myIDTravel system, you will receive an e-mail with instructions. You will need to select a password that is:

- At least 10 characters long
- Has one capital letter
- Has one numeric character
- Has one special character.

The Pass Bureau will not have access to your myIDTravel password.

How to List for Flights

TRADEWIND staff & eligible pass riders wishing to fly on Tradewind flights must contact your manager and/or dispatch.

When flying on other airlines, most of our agreements are available on myIDTravel.com – which requires processing of the Employee Travel Profile as well as at least 180 days of employment with TRADEWIND. You may share your password for myIDTravel with your eligibles, however please keep them aware of any changes with your passwords. All non-revenue tickets must be purchased in advance at time of listing.

Eligibility to fly on other airlines will be dependent on our agreements with our partner airlines, but most interline travel benefits are available on your 180th day of employment. Some smaller airlines allow travel after 90 days of employment (Cape Air, for example).

myIDTravel can be found at <http://www.myidtravel.com> There is no app in the Apple Store or Google Play; the website is optimized to work on mobile phones.

How to Select Flights

ZED tickets are airline, route, and passenger specific. They are not transferrable to other airlines or passengers.

myIDTravel isn't always easy - you will need to know where each airline flies in order for the system to work properly. This requires you do some homework to determine which airlines operate between what points; kayak.com or StaffTraveler App are great resources. As a traveler, you will also need to know who can and can't fly on specific airlines - please check ID Agreements before listing. If you select multiple travelers and one is not eligible for travel on a partner airline, you will get a notice on the flight search page with an error message - click on SHOW DETAILS and the reason will be at the bottom of the pop-up..

When selecting flights on other airlines, you can do a number of "tricks". One is to go to their website and try to book a ticket on the flights you would like to fly on & look at their seat map to see how many seats appear to be open. Remember, not all passengers obtain a seat assignment when making a reservation, but if you see a lot of seats open, that is a good sign. Another trick is to try to purchase the maximum number of seats (i.e. – 5, 7, and 10) on any particular flight. This works well on smaller capacity aircraft. Unfortunately, neither of these two tricks tell you how many other people are trying to get on a particular flight either. Sometimes a call to the airline's reservations line can be helpful by asking how a flight looks, if they would try to fly on that flight, etc.

On the myIDTravel platform, there are three (3) types of smiley faces depicted – these are not always accurate. But the red face is typically always bad; however, do not think that a green happy face means it is wide open. By clicking on the flight number, the flight detail will appear and sometimes show the GDS Availability matrix (number of seats available in each fare class). Always call the airline and do a bit of research on your flights. Remember: other airline employees & eligible pass riders may be trying to get on the same flight. Do not call the Pass Bureau or another airline's pass bureau to check loads. As an OTHER AIRLINE employee flying, your placement on the standby list will typically be at the bottom.

As an employee, you & your eligible pass riders fly on a space available basis, so you do not know if you are going to get a seat until about 15 minutes before departure, if not closer to door close. Flying on Fridays & Sundays are especially challenging, and around holidays (although travel on a holiday is normally easy).

When flying on another airline, it is important that you learn about their policies for NRSA travel and any dress code requirements. Many airlines post this information at <http://www.flyzed.info>. However, it is also safe to follow our own policies unless otherwise noted when flying on other airlines. If a dress code is not present on flyzed.info, then please dress in business casual. Violations that are reported to Tradewind will result in an immediate suspension of travel privileges, no questions.

Please note: many airlines do not allow upgrades when flying NRSA from another airline; however, it does not hurt to ask. Airlines that do offer upgrade abilities for non-revs typically require "Sunday-best" type clothing when flying in First or Business class.

Be smart when flying non-rev, and understand that you may NOT MAKE IT ON THE FLIGHT YOU SELECTED!

At the Airport

For interline travel (non-Tradewind), we recommend 60 minutes for domestic and 90 minutes for international. When traveling from some foreign countries, you may also need to clear immigration before getting to security, so please check with the airline you are traveling NRSA with for their local check-in recommendations.

Not all airlines allow for check-in via websites, mobile apps, or kiosks.

When checking in for a flight, it is polite to show your ID along with valid government ID for a gate pass at the ticket counter. Rarely will an airline “clear” you for a flight at the ticket counter, but it can happen. You should not wear anything that identifies you as a non-rev when flying, so remove any Company uniforms or lanyards around your neck. When checking in, you may also want to inquire about the availability of the flight and how many people are also trying to fly standby. This may help you decide if you want to try the flight you are listed on, or fly on another.

NOTE: when you are flying on a ticket obtained via myIDTravel, any routing changes may require you to rebook in the myIDTravel platform. So if you are flying LGA-ATL-MIA on Delta but want to change to LGA-MIA on Delta nonstop, you will need to go in the portal and cancel/refund the LGA-ATL-MIA ticket and purchase a new LGA-MIA ticket for the nonstop flight. The Pass Bureau cannot do this for you as we do not have access to your password.

It is also important that you meet our dress code policy. We believe in traveling “smart”. We do not require “Sunday best”, but we will not allow you on if you are not dressed properly. Avoid cut-off shorts, t-shirts with obscene or political messages, etc. More information on dress code can be found further into this guide. It is best to be as discrete as you can, do not talk Company business around passengers/staff, and do not draw attention to yourself. Learn about the dress code of the airline you are flying at www.flyzed.info. If there is no dress code listed, follow the TRADEWIND Business Casual Dress code – DRESS TO IMPRESS.

Rule of thumb: it is best to not confront a gate agent who challenges you on inappropriate clothing or if they feel you are not in compliance with the dress code.

Once you have a gate pass, proceed to security and about 30 minutes before the flight’s departure, the gate agent(s) may start to “clear” the list. Airlines sort their list based on a number of factors – including your affiliation with that airline and time of check-in. Delta, for instance, may have monitors in the gate area showing the standby list, the names of those wishing to board, and their seat assignments once cleared. Delta Airlines may not make an announcement if/when you have been cleared for the flight, so please keep an eye on the gate monitors where installed.

Due to weight & balance issues, non-revs on Tradewind or other airlines may not be cleared all the time. So it is important that you plan accordingly. Any luggage you checked will also fly on a space-available basis.

Passengers that are not able to be accommodated on the flight of choice should be asked to be transferred to the next flight. Stand-by travel on Tradewind does not guarantee travel on Tradewind, so plan smartly.

ZED participation does not guarantee access to premium cabins. Not all airlines grant upgrades, nor is it a contractual obligation. Your appearance may also affect your ability to upgrade should you not be in proper attire. Information on upgrades can be found at www.flyzed.info and select the appropriate airline from the drop down list.

Most airlines require you list and pay for your pass at least 30 minutes before the flight. There are instances where myIDTravel has glitches and you receive a confirmation number without being charged on your card – so should an airline advise you at check-in there is a balance due, its best to pay for it and dispute or research the charges once you get to your destination. We can help you research the payment issue.

BAGGAGE

Tradewind will only offer NRSA travel privileges to airlines who are members of ZED-MIBA, a group coordinated with IATA for standards in non-revenue travel. As a ZED member, you will never be charged for a carry-on bag or the 1st checked bag. Some airlines allow 40 pounds, some 50, for checked luggage. It is your responsibility to check each airlines' policies by visiting www.flyzed.info, although most will outline their policies in the "ID Agreements" section of myIDTravel. Some airlines still grant non-revenue travelers 2 free checked bags, up to 50 pounds each.

Should you be traveling with a pet-in-cabin or pet as luggage, you will be responsible for all standard fees. Travelers who require the use of a service animal should contact the airline prior to listing.

During the Flight

If you have been cleared to board, please take your seat and enjoy your flight. When flying on another airline, please be aware that some airlines will not change your seat or allow seat requests. Do not discuss company business with customers or try to jump in on any conversations. It is very easy to misrepresent TRADEWIND when flying and you may accidentally disclose confidential information without realizing it. While "shop talk" may be engaging, please make sure it is not within earshot of paying customers.

Being the last customer on board, you may also be required to gate-check your carry-on. Please do not get upset with the flight crew or ground staff should there not be any available overhead bin space.

Please use tact on flights where items are sold. Do not ask for free items or try to get out of paying. There may be times in which the flight crew will offer items at no charge, but do not expect the items for free. Please refrain from flashing your ID badge when asking for items with a surcharge (i.e. – DVD player, alcohol, buy-on-board snacks, etc.).

Airlines are not always able to accommodate non-revenue customers with a food allergy, and being a non-revenue customer the airlines are not required to accommodate you. Please plan accordingly.

Should you not like your seat or seatmate, please go to the rear of the aircraft and out of way of other customers and flight crew members. You can advise the flight crew you are hoping to see if something else is available that might be better; she/he will give you direction as to what to do. Do not just arbitrarily change your seat, especially changing into a different cabin (premium economy, first class).

When flying in a TRADEWIND uniform (polo, pilot uniform, etc.), you are not to consume alcohol on Tradewind or on another airline.

After the Flight

It is also a great courtesy to help the flight crews if needed, for instance, when deplaning help cross seat belts or remove garbage from your row or nearby. It is not required you assist, but it always a nice gesture to the staff around you.

Baggage issues or losses do not mean you are entitled to compensation. If your bags are not on the carousel, please check with the respective airline baggage service office. You may need to file a lost baggage claim report, but most airlines will not deliver bags to your hotel or home, you will need to retrieve your bags from the airport once they arrive.

Airlines are required to cover any items stolen from your bags as a non-rev, but they are not liable for any damage to luggage.

Should you have any questions or problems about your trip, please check with your manager or email the Pass Bureau. If you have any unused tickets, you can opt to save them and reuse for future travel or request a refund. Most refunds must be done within 90 days of purchase.

Reroute/Bumping

Should you not make your requested flight, the airline is under no obligation to assist or help you.

This is especially important when flying low-cost carriers that may not fly daily.

After the flight has departed and the gate agents have completed their flight close out duties, you may ask them to roll you over to the next flight (also a good time to ask about flight loads). Some airlines will do this automatically. Airlines are NOT required to provide you with hotel accommodations should you not make a flight, as well – including connections. Airlines are also not always able to return your bags to bag claim and may have traveled on your requested flight. If you are traveling with your registered guest, be aware that some airlines require you travel WITH your registered guest, so keep this in mind if/when seats are limited as you could inadvertently leave your registered guest stranded.

It is your responsibility to go on the proper booking tool (myID) and rebook your flight. If your travels are over a hub and you must now select a new routing, you may have to cancel/refund your listing and purchase a new ticket if the routing changes (example: PDX to HNL via SFO on United, and you don't make PDX to SFO, but PDX to LAX is open).

During peak seasons, a good mentality to keep is “get me close to home” or where you need to be. Europe, for example, is extremely challenging in the summer with some standby lists exceeding 50, all vying for only a handful of seats. Try to get as close as you can to your destination or be creative with routings, you might be surprised! Example: London to Seattle is full, but London to Vancouver is open, or London to Miami. From Vancouver you can they try to hop on Alaska/Horizon to Seattle, or take the bus/train to complete your journey.

It is Tradewind's policy that if you are flying leisure and report to work the next day, should you fail to report to work on time your travel privileges will be suspended, so please plan ahead. You will also be disciplined for traveling if you called out sick, unless preapproved by your manager.

| |
|-------------------|
| Dress Code |
|-------------------|

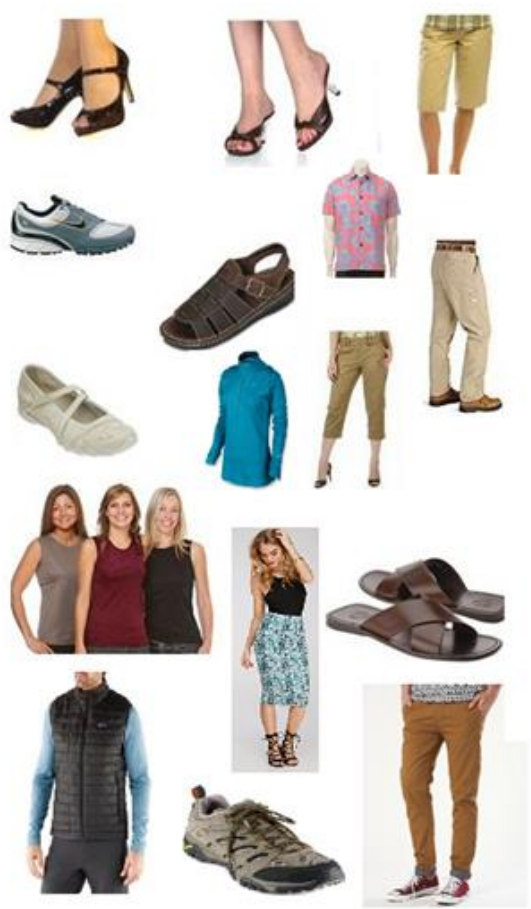
DRESS TO IMPRESS! Please try to dress “smart” when flying – typically pants and a collared shirt or comfortable blouse/dress. Avoid flip-flops and high heel shoes, shorts, etc. think safety (the more your body is covered the better off in the event of an emergency). Should you be traveling on a long-haul or ultra long-haul flight, please ask the flight crew if you wish to change into more relaxing clothes during rest/sleep periods. Please review airline dress codes at www.flyzed.info for individual policies.

This dress code applies to all non-revenue travelers, including those on buddy passes.

Clothes to avoid:

- Ripped or torn clothing
- T shirts with obscene text / graphics
- Clothing with political statements
- Clothes with a strong odor
- Pajama pants / tops
- Remove airline IDs/lanyards
- XtraTuf boots
- Open heeled shoes
- Flip flops
- Bare mid-drifts
- Clothes that reveal body parts
- Airline uniforms (except for deadheading flight crews/staff)
- Clothing that does not properly cover or fit your body

CLEARED FOR TAKEOFF!



RETURN TO GATE



Your appearance is a reflection on our airline when traveling as a guest.

ZED Pricing

Most agreements that TRADEWIND enters are ZED agreements. ZED stands for Zonal Employee Discount and is a program managed in coordination with IATA. Member airlines agree to standards when joining IATA's ZED group including fares, baggage, and rules governing transportation. myIDTravel & ID90 will typically show you the price plus taxes before completing the listing. Pricing based on EACH individual flight, NOT per direction.

ZED Space Available Economy Class Fares are listed below, and used only for financial planning. ZED fares do not include any taxes as required by law, so the total fare will be higher.

ZL = Low ZED fare level

ZH = High ZED fare level

ZM = Medium ZED fare level

| Zone | Distance in Miles | ZL | ZM | ZH |
|------|-------------------|-------|-------|-------|
| 1 | 1 450 | \$16 | \$25 | \$45 |
| 2 | 451 - 750 | \$20 | \$30 | \$50 |
| 3 | 751 1600 | \$30 | \$40 | \$60 |
| 4 | 1601 - 3200 | \$40 | \$60 | \$100 |
| 5 | 3201 - 4080 | \$50 | \$70 | \$110 |
| 6 | 4081 5000 | \$60 | \$80 | \$120 |
| 7 | 5001 6100 | \$70 | \$90 | \$130 |
| 8 | 6101 7100 | \$80 | \$110 | \$160 |
| 9 | 7101 - 9999 | \$100 | \$130 | \$180 |

Here is an example of Portland to JFK on JetBlue - nonstop

JetBlue

PORTLAND (PDX) -
NEW YORK J F KENNEDY INTERNATIONAL APT (JFK)

Vallier, Nathan Paul Mr.

Total Fare

Total Government taxes

myIDTravel Fee

Total JetBlue

39.00 USD

12.63 USD

1.58 USD

53.21 USD

Grand Total

53.21 USD

Back

Continue

And here is the same route, with a connection in Long Beach

JetBlue

PORTLAND (PDX) -
LONG BEACH APT (LGB)

LONG BEACH APT (LGB) -
NEW YORK J F KENNEDY INTERNATIONAL APT (JFK)

Vallier, Nathan Paul Mr.

Total Fare

Total Government taxes

myIDTravel Fee

Total JetBlue

68.00 USD

24.50 USD

3.16 USD

95.66 USD

Grand Total

95.66 USD

Back

Continue

Non-Airline Discounts

A number of our travel industry vendors are happy to provide TRADEWIND staff discounts when traveling. Note: these discounts are for you when traveling, they cannot be used by eligible pass riders. These are separate from those discounts offered on ID90.com.

Marriott Hotels – use code TVL when searching at Marriott.com May say Travel Agent rate, call Marriott to verify as some markets list it as a travel industry, airline, or travel agent rate.

Aston Hotels – use code AIRE when searching for hotels at aston.com

Hyatt Hotels – use code TIRT when searching at hyatt.com

Hilton & chain brands (Embassy Suites, Hampton Inn) – use the Hilton HHonors MVP link (you will need a Hilton HHonors number). This link gives you 20% off the lowest rate at participating hotels. <http://tinyurl.com/hiltonmvp>

Federal Express Discount – Federal Express is happy to offer Tradewind staff 75% off overnight and 2nd day shipping ONLY to the employee. This is NOT for commercial use, including E-bay sales. You will need to show your Tradewind ID at any Fed Ex location and advise the agent you are doing an interline shipment. The FedEx delivery guarantee does not apply to interline discounts, and FedEx may impose embargos during busy time periods, so plan accordingly.

Travel Tips

- ✈ Avoid flying on Friday and Sundays
- ✈ Do some research to make sure there are no large events or conferences occurring when you want to fly
- ✈ Always have a back-up
- ✈ Keep enough money in your bank account to purchase new ZED tickets if you need to reroute
- ✈ When flying overseas or long distances, remember to think about getting “close” to your destination if the original flight is full/not available. For example, if you are trying to fly to Paris but the flight is full, consider flights to London, Amsterdam, Brussels, Madrid, or Rome. Same on the return – a flight to JFK may be full, but Atlanta, Detroit, or Seattle may be open
- ✈ Do not use your NRSA travel privileges if you have called out sick from work
- ✈ Make sure that you explain how to non-rev to your eligible pass riders as their actions could result in disciplinary action against you should there be a reported violation.
- ✈ Standby does not guarantee a seat