

COMMUTER TRAVEL

Q&A

May 2023

Why is commuter travel being reviewed?

Some of our current practices relating to the use of commuter travel are not compliant with regulations. Therefore, we need to make sure that all commuters understand the updated requirements for commuter travel to ensure we do not fall foul of any of our regulatory obligations.

What has changed?

It will no longer be possible for Crew to travel using only a commuter letter.

Anyone who holds a valid commuter letter must purchase a confirmed staff travel ticket (if available) in order to travel. If a staff travel ticket is not available, a staff standby ticket must be purchased instead. The commuter letter will remain valid and this will confirm your priority number for your commuting route. However, simply presenting a commuter letter to our Ground Crew or operating crew in order to board a flight is not an option to access commuter travel from 18th May.

How is a Seat At Gate (SAG) customer processed?

There is no change to the Seat At Gate (SAG) process for a regular customer – they will always have priority over staff standby customers

Will the number of standby tickets increase?

Yes, we will be increasing the number of standby tickets from 2 to 8. This will provide greater access to unsold seats on our network up to 2 hours prior to travel.

Do you need the operating Captains permission to allocate a staff member on any jump seat?

Yes you must always get the permission of the operating Captain as there could be a number of reasons why a staff member could not seat on the jump seat

Who has priority if there is more than one staff member on standby?

Any crew member who holds valid commuter letter will have priority access to the cabin and flight deck jump seats over non commuters (if more than one crew member commuter on standby, priority will be given as per the commuter letters priority number). Available seats in the cabin will be allocated on a first booked basis. This includes any commuter who is unable to travel on a jump seat.

What is the priority list for Staff standby and the use if the jump seat?

- Crew with a commuter letter, valid booking and crew ID can sit, on the cabin jump seat OR the flight deck jump seat. If more than one per flight the priority number of the commuter letter will determine who will be boarded first.
- Staff with a valid booking and a staff ID can sit on the cabin jump seat – this doesn't include any friends or family travelling on staff travel

Will e-Res provide me with a priority list?

Yes you can get this from e-Res and it will appear in priority order, however if a Crew member is holding a valid commuter letter, a valid booking and a Crew ID this will take priority over other staff standby customers.

Can the operating captain decide who gets priority?

No.

What is the minimum age to purchase a staff standby ticket?

This remains unchanged as 16 years old.

Do staff sat on the jump seat need to wear uniform?

If occupying the cabin crew seat it is not permitted to wear uniform (unless travelling directly before or after a duty, in which case, scarves, ties, lanyards and name badges are to be removed to reduce the risk of being incorrectly identified as operating crew) The person occupying the jump / crew seat must be capable of acting as an Able Bodied Persons (APB) (non-CHIPPED). However the company ID must be worn at all times.

Is it possible to get a refund for all unused SBY tickets, regardless of the reason for not being able to use the SBY ticket?

No.

What is the refund process for SBY tickets when I haven't been able to get on a flight?

The SBY tickets are processed via an on-line form which is available on the staff booking site. Our customer management team currently turn all refunds around within 24 hours for a staff booking. The official SLA in place for refunds on a staff booking ticket is 5 working days.

Can Ground Crew make changes to a staff standby booking before the boarding process?

Ground Crew can only board a staff standby customer in the cabin or the jump seat (If applicable) at the boarding gate, any changes needed prior to that must be made via the staff travel contact centre during opening hours which are 0800 – 2000 UK local time.

Are there any changes to confirmed staff travel tickets?

Confirmed staff travel tickets will unchanged.

What happens if the staff member unable to purchase a SBY ticket and they are due to operate the following day?

It is the responsibility of all crew members and staff to ensure they are at their workplace on time. It remains the responsibility of the commuter to plan accordingly to get to work.

If Ground Crew needed support applying this process who can they contact?

Escalate through your usual ground handling process. As a last resort if you are having an issue applying this process please contact ICC.

What if the staff member has further questions or is unclear of the updated policy and process?

Advise them to contact their base management team. As Ground Crew we need to follow the process without exception.