



**INDUSTRY DISCOUNT TRAVEL REGULATIONS  
FOR HOLDERS/USERS  
NON-EMPLOYEE OF THE ALITALIA GROUP**

*(Version 2016/1.0, validity date from 15 Jun 2016)*

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## 1. GENERAL DISPOSITIONS

All travel facilities that are issued by Alitalia to an entitled non-employee travel benefit holder/user of the AZ Group are granted at the discretion of the company.

The only beneficiary of travel benefits, is the entitled holder designated by Alitalia.

The entitled holders are granted travel benefits and can apply for specific requests to Alitalia only after the ownership requirements listed below are satisfied. If the request is accepted they may indicate the names of the beneficiaries through appropriate procedure as per company policies.

The only person entitled to change the name of the beneficiaries is the travel benefit holder.

Should the concessionary travel tickets of the entitled holder be suspended or revoked, the beneficiaries will be considered suspended and revoked as well.

### 1.1 Ticket Entitlement / Beneficiaries

The following categories may request travel benefits on services of the Alitalia Group:

- a) RETIRED STAFF formerly employed by the Alitalia Linee Aeree Italiane Group in administration, or accrued pension requirements from October 15, 2015 according to the rules in force before the Monti-Fornero reform, Law no. 214/2011, with particular reference to 12th January 2009;
- b) STAFF formerly employed by Alitalia CAI and Air One and currently receiving unemployment benefits who, following the Framework Agreement of July 12, 2014 and subsequent ones, has not opposed the dismissal or has been relocated after signing individual conciliatory agreement through the trade unions. Benefit entitlement is recognized only during the validity of the Air Transport National Collective Labour Agreement - Vectors Section;
- c) STAFF who resigned from the Alitalia Group WITH at least 30 YEARS OF service (ID seniority) and with permanent contract;
- d) ENTITLED USERS BY SPECIFIC AGREEMENTS agreed ad hoc by the Alitalia Group;
- e) WIDOWS/WIDOWERS of the travel benefit holder, as long as widowhood is maintained and if an entitled beneficiary was declared as "spouse" by the holder, together with children below age 30;
- f) ORPHANS of travel benefit holder and of widow/widower if over 18 years old at the moment of the death and up to a 30 years of age.
- g) CHILDREN OF THE TRAVEL BENEFIT HOLDER'S civil union PARTNER.

### 1.2 Definition of beneficiaries

The following individuals are considered beneficiaries:

- Travel benefit holder (\*)
- Spouse/Unmarried Partner (\*\*)
- Children (\*\*\*)
- Parents of benefit holder
- Widows/Widowers

An unmarried partner may be included among the beneficiaries if and only if the civil status of the travel benefit holder is different from "married" and at least 18 months have elapsed since the last ticket has been issued in favour of the previous spouse/unmarried partner.

Foster children, children whose birth certificates bears the name of the entitled holder, as well as children of spouse/civil union partner, are recognized as legitimate children. Children in the process of being adopted are also recognized as legitimate children.

If the employee's parent remarries the new spouse is also recognized as a beneficiary.

(\*) Condition that must be certified every year upon renewal, as per company regulations.

(\*\*) Unmarried Partner is defined as an interpersonal relationship, almost equivalent to marriage or to other legally recognized same-sex or different-sex unions, with whom personal ties are incurred, such as, cohabitation or common domestic life sharing, and where no family or similar ties exist.

(\*\*\*) In case both parents are AZ employees, children may be associated only to one Company identification number; it is possible to move the children from one ID number to another only with valid justification given to the company and only once a year.

### 1.3 Required Documentation

The entitled travel benefits holder is liable for the information provided and therefore aware of disciplinary consequences, according to civil or criminal law in case of mendacious declarations (art.76 D.P.R. n. 445/2000). If untruthful information is given, the travel benefits will be revoked if the entitled travel benefits holder supplies documents which falsely indicate his or her current status.

The travel benefit holder who is not an active employee must supply, on annual basis, copy of a valid ID card, photocopy of the badge for ID travel and certificate from the registry office, with date of issue / renewal not older than one month; moreover, if the holder is:

- RETIRED, just for first registration, a copy of the latest income statement or certificate of retirement;
- Close to retirement (paragraph 1, point 1.1, letter a), just for first registration, pension contribution statements and any other contributory certification proving the fulfillment of retirement requirements before the Monti-Fornero reform, Law no. 214/2011 with particular reference to 12th January 2009;
- Receiving unemployment benefits - as a result of the agreement of July 12, 2014 – (paragraph 1, point 1.1, letter b) certification of registration on the unemployment register;
- ENTITLED BY AGREEMENTS, a company headed letter proving that he/she is employed by the company with which there is an agreement in force with a date not older than one month;
- WIDOW/WIDOWER, certificate of widowhood status with a date not older than one month, proving that the widow/widower has not re-married;
- ORPHAN CHILD, for the sole registration, a death certificate of the deceased parent.

In order to insert family members/beneficiaries, it is necessary to fill out the appropriate form in appendix to this documentation, the following certification is necessary:

- Spouse: ID card or, for non EU citizens, passport eventually transliterated in Roman characters, family status or marriage certificate.
- Civil union partner: ID card or, for non EU citizens, passport eventually transliterated in Roman characters, residence certificate or documentation proving cohabitation (e.g.: rent contract, utilities, etc.)
- Own children / children of civil union partner: birth certificate, family status certificate of employee on which the children of the civil union partner are registered.
- Disabled children irrespective of their age: declaration of invalidity issued by the Local Medical Authorities from which it results that they are dependent on the travel benefits holder.
- Spouse of natural parent: family status certificate;
- Foster children, and children in the process of being adopted: order of the Court or foster care provision for adoption released by competent authorities.

In conformity with the periodical checks that will be carried out on a significant sample of entitled users, the company reserves the right to request further supporting documentation at any time and to carry out all necessary verifications regarding the supplied certification, including documentation supplied as self-declaration. Failure to supply any additional documentation requested will entail the non-recognition of travel benefits. In case of mendacious declarations, the company will reserve the right to suspend and/or revoke the travel facilities and carry out the most appropriate actions, including legal action.

## 2. CONCESSIONARY TICKETS OF THE ALITALIA GROUP ON GROUP COMPANIES SERVICES

### 2.1 Travel Tickets Types

Fares will be defined by the company, based on the IATA Mileage Zonal Range System.

Below a brief description of types of ID travel tickets

#### ➤ **STAND-BY**

Stand-by ticket, purchasable for all the different classes (Economy, Premium, Business) on a space-availability basis

Allotment: unlimited for entitled holders and their beneficiaries.

Ticket validity is six months from the date of issue

#### ➤ **CONFIRMED (with reservation)**

A ticket with reservation, purchasable in all different classes (Economy, Premium, Business). The reservation will be subject to the availability on assigned booking code classes defined by the company.

Allotment: unlimited for entitled holders and their beneficiaries.

Ticket validity is six months from the date of issue

#### ➤ **SUPPLEMENTARY (with reservation & stand-by)**

A ticket purchasable on stand-by (all cabin class) or with reservation (economy class only). The reservation will be subject to the availability on assigned booking code classes defined by the company.

It can be issued in favour of persons not included in the list of the entitled beneficiaries.

Annual entitlement: 8 tickets (the total yearly entitlement for both stand-by and with-reservation tickets)

Ticket validity is six months from the date of issue for both stand-by and with-reservation tickets.

#### ➤ **Free cargo**

The Free cargo ticket is a free ticket without reservation for cargo shipments; to any destination served by the Company lines, with the exceptions of the airport closed to cargo transport (the airport where the shipment originates must have an office commodities AZ).

Entitlement: 1 per year for a maximum of 20kgs.

### 2.2 Boarding Priority

Boarding priority is determined:

1. Employees, of the Alitalia Group;
2. Retired staff and beneficiaries of the present regulation.

Boarding priority is set by the internal rules of the operating company and it is always at its discretion.

### 3. NORMS THAT REGULATE CONCESSIONARY TRAVEL

The entitled travel benefit holder that utilizes concessionary travel must follow all of the previously indicated norms, as well as the ones hereafter reported. The designated holders are also responsible for the actions and behavior of their co-beneficiaries that go against these regulations.

The AZ Group Companies reserve the right to suspend and/or revoke at any time the travel facilities granted.

#### 3.1 Code of Conduct

- 1) All travel facilities are granted at the discretion of the air carrier Company.
- 2) The air carrier company reserves the right to ask at any time the documentation that proves the entitlement to the concessions for the travel benefit holder and for designated beneficiaries.
- 3) The ID tickets can be used both by entitled holders and by their family members, only for leisure activities; it is therefore explicitly forbidden to use the benefits for one's own and /or third party's business activity.
- 4) The entitled holder and his beneficiaries will lose the travel benefits in case they engage in business or employment with Alitalia's competitors
- 5) Designated beneficiaries and users of concessionary travel are not allowed to accrue miles from the "Mille Miglia" program for ID tickets
- 6) Designated beneficiaries, members of promotional Alitalia Clubs such as "Ulisse", "Freccia Alata" and "Freccia Alata Plus", when using ID tickets, are not allowed to access lounges and cannot enjoy other benefits of Program Club.
- 7) It is not allowed to use a stand-by ticket if a reservation was made on the basis of a booked and confirmed ticket.
- 8) The ticket is strictly personal and therefore, at any moment of the trip checks can be made on the identity of those using ID tickets. Should the traveller be different from the person indicated as beneficiary, the entitlement of tickets will be immediately revoked by the staff company and no passage will be granted and further action may follow.
- 9) It is strictly forbidden for travel benefits holder to reveal to relatives or others their user id and password to access the travel benefits application system.
- 10) The beneficiaries of an ID ticket, during ground operations and in-flight operations must maintain an appropriate behaviour, that does not hinder service operations, and that duly considers other passengers.
- 11) For all user of stand-by tickets listing on the chosen flight is mandatory.
- 12) The travel benefits holder and/or designated beneficiaries must show up in advance for check-in operations as set in the company procedures, published on the section "TRAVEL BENEFITS" of Cloud and they must produce the company ID badge or its copy, for ID travel tickets.
- 13) In case of ticket refund request (confirmed or stand by) penalty fee will be applied.
- 14) During boarding procedures priority boarding is given to paying passengers and it is therefore possible that for operational and/or commercial reasons the upgrading to a higher class of designated beneficiaries of travel facilities cannot be performed.
- 15) The waiting list is managed by the handling agent according to the boarding rules set by the company.
- 16) The travel benefits holder and designated beneficiaries must know the rules concerning travel concessions.
- 17) On board, access to a class of service different from the one assigned is not allowed
- 18) In all phases preceding the flight (ex.: front-end, ticketing, etc.) and during the flight the travel benefits holder and the designated beneficiaries must maintain a respectful behaviour towards customers and the staff organization, avoiding in any ways to damage the service and the company's image
- 19) Should it became necessary for operational and/or commercial reasons to disembark ID passengers, they must quickly accept the request without hindering procedures

20) In case of a critical state of a flight (e.g. overbooking, change of aircraft, operational reasons), beneficiaries of booked ID tickets will not be accepted. If they are in possession of a boarding card they will be disembarked following the defined priority criteria

21) The travel benefits holder must verify the embargo periods before planning his/her trip.

### **3.2 Dress Code**

A. For superior class the following is required:

- For ladies, dress, *tailleur*, 2 piece outfit, skirt with blouse, sweater or jacket;
- For men, men's suit, jacket and trousers, shirt.

B. For Economy class, a casual attire, decent and neat, is appropriate (gym suits, shorts or tank tops are not allowed).

### **3.3 Baggage Recommendations**

Baggage must be packed in an accurate way, reducing the number of containers and, especially for hand baggage, the number and type of pieces and dimensions must be within the allowed limits.

The travel benefit holder is responsible for compliance by all designated beneficiaries of the company regulations and respective norms of conduct.

All those disrespectful to the above mentioned norms and recommendations can be refused boarding and/or be disembarked at any time during the flight.

The non-compliance to company dispositions on the part of all travel benefits users can result in certain suspension and/or revocation of the benefit, and, if necessary, specific legal action.

## **4. FINAL DISPOSITIONS**

**Travel facilities issued by the AZ Group Companies must be considered concessions granted at the discretion of the company.**

**The AZ Group Companies may unilaterally modify and/or revoke and/or suspend the travel facilities at any time without advance notification to the entitled benefits travel holder no-employee and or designated beneficiaries.**