



# Employee Travel Services

Caroline Tune

Manager, Employee Travel

October 19, 2023

# Agenda

---

Where we like to fly by the numbers

Go AC Updates & Improvements

ZED Agreements

Questions

# Trends – your top Questions

## Travel

- POS J award passes
- Billing & Trip Reconciliation
- AC Life App
- Flex bundle - C1 passes
- ZED Agreements/refunds



## Employee Travel 2023 year to date... by the Numbers

- **242,353 segments flown by active employees in 2023 year to date**
  - this translates into approx. 96,941 trips-avg is 2.5 segments per trip
- **49,205 segments taken by retired employees in 2023**
  - this translates into approx. 19,682 trips-avg is 2.5 segments per trip
- Total segments 291,558 segments
  - **Approx 116,623 trips so far year to date**

# Travel Destinations... what are some of our favourite Canadian Spots?

## Domestic Destinations for 2023 (YTD)

Top Five Destinations	Retired Employees
YYZ	11339
YVR	8852
YUL	6050
YYC	3001
YWG	1575

Top Five Destinations	Active Employees
YYZ	64961
YUL	36290
YVR	35032
YYC	13883
YOW	5618

Travel Destinations... what are some of our favourite International Spots?

Top 5 International (and USA), Destinations for 2023 (YTD):

Top Five Destinations	Retired Employees
LHR	815
FLL	752
FRA	409
LAX	328
MCO	321

Top Five Destinations	Active Employees
NRT	2331
LAX	2072
FLL	1994
LHR	1990
FRA	1730

# Bundle Product

- Flex Bundle & Conversion Bundle
  
- Old product used to offer C2/J09 priority
  - Introduction of new **C1/J** pass priority - January 2023
  
- Other features & enhancements to simplify travel
  - Service charge waived for employee, spouse & dependent children & dramatically reduced cost for companion
  - Added flexibility
  - Possibility to travel with friends and family
  - The majority of employee now have C1 passes and unless an active employee has more years of service, then if you are using your C1 pass you will get on the flight first.
    - Employee can travel 6 trips on their own
    - Or take a trip with 5 friends

# Utilization with Bundles

Top 5 Destinations for Travel in 2023 (YTD)  
System wide Segment count

Top Five Destinations	Retired Employees & eligible family/friend(s)
YYZ	6968
YVR	4595
YUL	3514
YYC	1792
YWG	762



# Flex & Conversion Bundle by passenger type

- **43,383** segments have been flown year to date
- Number by family member:
  - Retiree / Survivor 23,409
  - Spouse 13,366
  - Companion 5,841
  - Dependent children 664
  - Parent 103

# ZED New Agreements

- **New ZED Interline agreements with:**
  - Aer Lingus (EI) – Zed Low
  - Arajet (DM) – Zed Low
  - ASL Airline France(5O) – Zed Low
  - Avelo Airlines (XP) – Zed Low
  - Bangkok Airways Public Company (PG) – Zed Low
  - PAL Airlines (PB) – Zed Low
  - Royal Air Maroc (AT) – Zed Low for Y and J class
  - Wingo (P5) – Zed Low

# ZED Agreements – Enhancements

- **Enhancements with:**
  - British Airways (BA) – includes accompanied travel partner ZL
  - Cathay Pacific (CX) – includes accompanied J class zed fares
  - Etihad Airlines (EY) – includes travel partner ZL
  - GOL (G3) – includes accompanied travel partner ZM
  - Oman Air (WY) – includes accompanied travel partner ZL
  - United Airlines (UA) – revised discount level from ZH to ZL for parent & partner

# Go AC Confirmed

- Introduction of new deeper discount with effective date of September 1, 2023
- Retirees/Active employees received a new allocation of Go AC Codes which they can issue via the Employee Travel Site
- - 10 codes for 20% discount per year
    - Up to 6 passenger
  - NEW-NEW-NEW
    - 10 codes for 25% discount per year
      - Up to 6 passenger
- These will be refreshed every year and has become part of our Go AC product offering moving forward.



Merci

