

HR MANUAL



Section: Chapter 6 - Programs
Topic: Rail Pass Program for permanent management employees and executives, employees represented by TCRC, as well as retirees formerly management or represented by TCRC (or BLE)

Plan Objectives

The rail pass program is designed to make permanent management employees and executives, employees represented by TCRC, as well as retirees formerly management or represented by TCRC (or BLE) the best ambassadors of VIA Rail, promote a better understanding of our products and services, and allow us to introduce train travel to new users.

Definitions

For the purpose of the rail pass program, the following definitions shall apply:

Main Rail Pass Holder (*unique rail pass code "BB" or "DB"*)

A permanent management employee or executive, an employee represented by TCRC, or a retiree formerly management or represented by TCRC (or BLE).

Spouse (*rail pass holder - unique rail pass code "SE", "SR"*)

A spouse is the person legally married to the main rail pass holder, or the common law spouse who is the person who has been living permanently with the main rail pass holder for at least one (1) year.

Dependant (*rail pass holder - unique rail pass code "DE", "DR"*)

The dependant must meet the following criteria to be qualified as eligible for a rail pass. The dependant is the child:

- of the main rail pass holder, of the spouse of the main rail pass holder or of the unmarried child of the main rail pass holder (if, in this latter case, the unmarried child lives with the main rail pass holder on an ongoing basis), and whom is entirely dependant on the main rail pass holder; or
- whom the main rail pass holder has adopted and is entirely dependant on the main rail pass holder;

AND

- whom is under 21 years of age (provided that the child does not work more than 30 hours per week, unless the child is a full-time student); or
- whom is under 25 year of age if the child has been attending a recognized educational institution for at least 15 hours per week. (Note: for dependants 21 years of age and under 25, proof of school attendance must be submitted twice per year, in January and September); or
- whom is of any age if the child is handicapped.

Definitions (cont'd.)

Guest

A guest is a friend, a business relation or a family member other than the spouse or dependant rail pass holders. **To make a reservation for a Guest, use the discount code “GU” and enter your rail pass number in the serial number field.**

Eligibility

Effective March 26, 2015, the following criteria determine who is eligible to receive a rail pass:

- › Permanent management employees and executives - upon appointment;
- › Unionized employees - after one year of cumulative compensated service;
- › Retirees must be at least 55 years of age and have completed 10 years of VIA Rail service;
- › All other rail passes are issued upon request, subject to the appropriate authorization.

Free Transportation

VIA Rail offers free rail transportation on VIA Rail trains in all classes¹, except *Prestige* Sleeper class, to:

- › Employees and executives;
- › Retirees; and,
- › Non-VIA Rail TCRC union official representatives².

Discounted Rates

VIA Rail offers 50% off rail transportation on VIA Rail trains (based on routes, zones and market demand) in all classes, except *Prestige* Sleeper class, to:

- › The spouse and dependants of all main rail pass holders; and,
- › Guests of main rail pass holders when travelling together and with same itinerary.

At time of booking, some restrictions may apply.

Last-Minute Booking (one day prior to departure)

Rail pass holders:

May travel free of charge in Economy class when reservation is made after 12:01 AM (Pacific Time), the day prior to travel date (this applies to both the outbound and return trip tickets).

Guests:

When travelling with the main rail pass holder, guests may travel free of charge in Economy class if reservations are made after 12:01 AM (Pacific Time), the day prior to travel date.

¹ A surcharge applies to free sleeper accommodations when employees under-occupy a sleeper unit. Under-occupancy occurs when the number of passengers occupying a sleeper is less than the number of beds that the sleeper contains. For example, an employee travelling alone in a cabin for two, or two employees sharing a cabin for three. In these cases, employees will be charged a surcharge based on a percentage of the best-available public fare. These percentages (subject to change), as of January 8, 2015 are, for the Western Longhaul and Regional trains: 50%, and for the Eastern Long Haul trains: 15%. NOTE: A surcharge will not apply for single occupancy in a cabin for two (with or without a shower), in both Sleeper and Sleeper Plus classes on the Renaissance equipment.

² The Corporation, in its sole and absolute discretion may provide a temporary rail pass to TCRC union representatives whose primary assignment is VIA Rail and who the Corporation believes would benefit from greater exposure to our products and services. Such temporary rail pass can be withdrawn by the Corporation at any time on 30 days' notice.

Commuter Tickets

All rail pass holders who wish to commute on a VIA Rail train between stations for which tickets are not sold to the public (i.e. Dorval - Montreal), must obtain a special commuter pass which is free of charge and only available from a Counter Sales Agent at a VIA Rail station. Each special commuter pass contains ten (10) one-way coupons. Rail pass holders must surrender a coupon and show their rail pass to the Service Manager for each trip. No actual rail ticket or reservation is required. *Note that these commuter tickets must be used at all times for travel between these stations as reservations are not made, and tickets are not issued for travel between these points.*

Special Passes

Rail pass holders may obtain, from a Counter Sales Agent, travel passes at 50% of the pass price to the general public. Examples of these passes are:

- › Economy BizPak - Montreal-Quebec
- › VIA 6 Pak for Youth – Montreal-Halifax
- › Unlimited Semester Pass for Youth – Corridor

Note: Discounts are not applicable to “transferable passes”, such as Corporate BizPak.

Conditions

All rail pass holders:

- › All rail pass holders must have a valid rail pass in their possession at the time of travel.
- › Tickets for all rail pass holders (employees or retirees, their spouses and dependants) cannot be obtained/purchased on-board the train.
- › Dependants under the age of 2 do not require a rail pass.
- › Spouses do not need to be accompanied by the main rail pass holder.
- › Dependants, 12 years of age and up, do not need to be accompanied by the main rail pass holder provided there is no overnight travel or connections involved in the journey. Note that dependants between the ages and 8 and 11 may travel alone using the Unaccompanied Minor service, and paying the applicable service charges (see Reservations section below).

Guests:

- › Guests must be accompanied by a main rail pass holder.
- › A maximum of 5 guests may accompany a main rail pass holder.
- › One reservation must be made by the main rail pass holder for all travellers.
- › All passengers must travel on the same dates, trains and classes of service (Economy, Business or Sleeper) between same origin and destination.
- › May travel “Last-Minute” in Economy class only, subject to all other conditions above.

NOTE:

For all rail pass holders and guests, e-tickets must be printed prior to boarding and given to on-train employee upon request or must be available on a mobile device.

Conditions (cont'd.)

Reservations ([Instructions: Profile Creation and Online Booking](#) - PDF)

All reservations must be made on-line at viarail.ca, whenever possible. VIA Rail employees, their spouses and dependants should contact a Telephone Sales Agent (TSA) or consult a Counter Sales Agent (CSA) **ONLY** in the following situations:

1. To **make** a booking that cannot be booked online:
 - Over occupancy, (i.e. one cabin for 2 being occupied by more than two people (i.e. 2 adults and one child));
 - To book a wheelchair tie-down or accessible cabin;
 - To book a child travelling alone (i.e. dependant with rail pass aged 8 to 12). From the “Travel Information” tab of our Web site, viarail.ca, choose “Special Needs” from the drop-down menu for more information on our Unaccompanied Minors service.

2. To **modify** a booking made online or a booking made by a VIA Rail agent, in the situations below:
 - If seats or cabins are not together or in the same car;
 - To add a special service request if special needs are required;
 - Any of the following changes that cannot be modified online. (Most other changes can be done online.) Examples :
 - Bookings outside of the Corridor;
 - Bookings including a non-VIA carrier (Note – you can include in your trip some connections with GO Transit, AMT, airport shuttles and ferries etc.);
 - To change an origin or destination;
 - To add or cancel a passenger;
 - To change a passenger type or name;
 - To modify a reservation that was already changed or booked by a VIA agent.

3. Retirees can contact a Telephone Sales Agent or consult a Counter Sales Agent to make their reservation at any time. All effort must, however, be made to make reservations online.

Baggage Allowance

Everyone travelling must respect the baggage policy in effect.

Meal Selection

When on board, all rail pass holders must give up their seats, sleeping accommodations, meals or meal choices whenever requested by on-train employees. For meals and meal choices, it is expected that rail pass holders will identify themselves and request to be served after all revenue passengers have been served. This does not apply to “guests”.

Alcohol

Management employees and executives are not allowed to consume alcohol when travelling on VIA Rail trains, whether travelling on company service or leisure.

Conditions (cont'd.)

Duty to assist

In the event the train is involved in an incident response, all VIA Rail employees, physically capable of providing assistance, must report to the person in charge and follow their guidance.

Restrictions

- This program is not valid in *Prestige Sleeper* class.
- No other discounts will be applicable (ex: late train credits, or any other discount requiring a discount code, such as CAA, Corporate or Convention fares, etc.).
- Bookings made more than one day prior to departure must be made in the following classes only: Escape, Economy, Business, Touring (Jasper-Prince Rupert) or discounted sleepers.
- Bookings made within one day of departure may be made in any class, except *Prestige Sleeper* class.
- Sleeper classes may not be booked more than **60 days** prior to departure for each direction.
- Travel in Economy class during the Easter³, Thanksgiving⁴ and Christmas⁵ periods booked more than 1 day in advance of departure may only be confirmed in ESCAPE class. As of 12:01 AM (Pacific Time) one day prior to departure, Economy class bookings can be made in Escape, Economy or Economy+ Classes. Note – there are no holiday restrictions for travel in Business or Sleeper classes.
- Spouse, Dependant and Guest tickets are subject to the conditions and restrictions of the fare plan to which their additional 50% discount applies.

Cancellations

- All cancellations must be made prior to travel date and time. Anyone not cancelling their reservation prior to departure will be subject to removal of rail pass privileges.

Note: Terms and conditions are subject to change.

³ **Easter:** Between the Wednesday before and the Tuesday after Good Friday inclusive, annually.

⁴ **Thanksgiving:** Between the Wednesday before and the Tuesday after Thanksgiving Monday inclusive, annually.

⁵ **Christmas:** Between December 18 and January 7 inclusive, annually.

Administration of Rail Passes

Issuance of rail passes

Rail passes are issued and distributed to all rail pass holders by VIA Rail's Shared Services who may be reached at the following address and telephone number:

VIA Rail Canada Inc.
Shared Services
Montreal, QC
8116, Station "A" H3C 3N3
e-mail: shareservices@viarail.ca
Tel.: 1 800 799-9934

Loss of a rail pass

All rail pass holders are to immediately report the loss of their rail pass to Shared Services.

Travelling without your rail pass in an emergency situation

All rail pass holders who must purchase a ticket while not in possession of a rail pass due to an emergency situation (i.e. serious illness or death in the family), may obtain a refund, as follows:

Executives, Employees and Retirees:

- 100%, unless additional charges were applicable due to under occupied space

Spouse and/or dependants

- 50% of the applicable fare.

To obtain a refund, the original receipts as evidence of fares paid and the reason for the trip must be submitted to Shared Services.

Termination

Executives and employees who terminate their service with VIA Rail for any reason, or fail to complete their mandate, must surrender all rail passes in their possession, including those issued for their spouse and/or dependants. Rail passes must be returned to the department of the executive or employee or to Shared Services.

Administration of Rail Passes (cont'd.)

Leaves of absence

Anyone retaining an employee/employer relationship but unable to work due to:

| <u>TYPE OF LEAVE</u> | <u>EFFECT ON RAIL PASS PRIVILEGE</u> |
|---|---|
| <ul style="list-style-type: none"> ➤ Sickness or injury | Retain while disabled |
| <ul style="list-style-type: none"> ➤ Authorized Personal leave | Retain for a period of 1 month, then suspend privileges |
| <ul style="list-style-type: none"> ➤ Lay-off | Retain during entire period of lay-off |
| <ul style="list-style-type: none"> ➤ Maternity and/or parental leave <ul style="list-style-type: none"> ➤ (includes child care leave in cases of adoption) | Retain during entire period of leave |
| <ul style="list-style-type: none"> ➤ Educational leave | Retain during entire period of leave |
| <ul style="list-style-type: none"> ➤ Service in the Armed Forces of Canada | Retain for service which is recognized as pensionable service |
| <ul style="list-style-type: none"> ➤ Held out of service pending investigation | Retain privileges |
| <ul style="list-style-type: none"> ➤ Holding Public Office | Suspend privileges |
| <ul style="list-style-type: none"> ➤ Suspension of work or Unauthorized leave | Suspend privileges |

Administration of Rail Passes (cont'd.)

Suspension or termination of rail pass privileges

A rail pass holder may be subject to sanctions for infractions to the rail pass program.

| INFRACTION | CONSEQUENCES |
|---|---|
| Fraudulent use of a rail pass by a main rail pass holder | Corrective discipline, up to and including dismissal. |
| Fraudulent use of a rail pass by a spouse or dependant of a main rail pass holder | <p>Permanent suspension of the spouse's or dependant's rail passes privileges.</p> <p>Main rail pass holder is financially responsible for the reimbursement of the full transportation fare for the trip made through the fraudulent use of the rail pass.</p> |
| <p>Failure by main rail pass holder to advise Shared Services of rail pass cancellation due to:</p> <ul style="list-style-type: none"> • Dissolution of a marriage or a common-law relationship. | Reimbursement of all transportation charges incurred through spouse's rail pass by individuals no longer entitled to rail pass privileges |
| Misconduct in a station or on a train by any rail pass holder | Suspension of the rail pass privileges up to and including a permanent suspension. For main rail pass holder, corrective discipline, up to and including dismissal. |
| Any rail pass holder cancelling a previous reservation for a spouse or a dependent in order to convert the original reservation to a Last-Minute booking | Suspension of the rail pass privileges and, for main rail pass holders, corrective discipline, up to and including dismissal. |
| Failure by any rail pass holders to cancel a reservation prior to departure when not travelling | Suspension of the rail pass privileges and for main rail pass holders, corrective discipline, up to and including dismissal. |