

## 1 Policy Overview

### 1.1 Purpose

The purpose of this policy is to establish clear guidelines for pilots who commute at RwandAir Ltd, to and from their assigned bases, ensuring operational efficiency, safety and well-being of airline pilots' personnel. The present policy will address pilot scheduling, commute expectations and responsibilities to maintain safety and reliability in all flight operations in compliance with the applicable laws, regulations and policies.

By adopting this commuter policy, the airline ensures that pilots who are required to commute can do so in a way that minimizes fatigue, ensures safety, and maintains operational reliability. The airline remains committed to providing a healthy and sustainable work environment for all pilots.

### 1.2 Scope

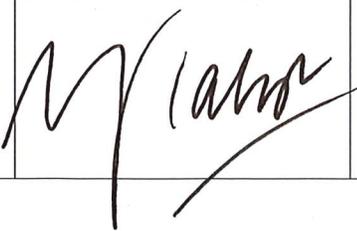
The policy governs scheduling, travel arrangements, sick leave during commute, reporting obligations, disciplinary actions and other matters related to commuting arrangements.

### 1.3 Approval

This Commuting Policy is prepared and owned by the Director of Flight Operation and endorsed by the Chief Executive Officer.

Author	Title	Signature	Date
Patrick Gonzenbach	Director of Flight Operations		20/03/2025

Endorsed	Title	Signature	Date
Ernest Mushi	Chief Operations Officer		28/03/2025

Approved	Title	Signature	Date
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**TABLE OF CONTENTS**

<b>1</b>	<b>POLICY OVERVIEW .....</b>	<b>2</b>
1.1	PURPOSE .....	2
1.2	SCOPE .....	2
1.3	APPROVAL.....	2
<b>2</b>	<b>DEFINITIONS.....</b>	<b>3</b>
<b>3</b>	<b>ELIGIBILITY FOR COMMUTING .....</b>	<b>3</b>
<b>4</b>	<b>COMMUTING SCHEDULE .....</b>	<b>3</b>
<b>5</b>	<b>TRAVEL ARRANGEMENTS .....</b>	<b>3</b>
<b>6</b>	<b>REPORTING TO DUTY.....</b>	<b>4</b>
<b>7</b>	<b>SICKNESS DURING COMMUTE .....</b>	<b>4</b>
<b>8</b>	<b>IMPLICATIONS FOR UNJUSTIFIED LATE REPORTING.....</b>	<b>4</b>
<b>9</b>	<b>POLICY ENFORCEMENT .....</b>	<b>5</b>
<b>10</b>	<b>INITIATION OR TERMINATION OF COMMUTING ARRANGEMENT .....</b>	<b>5</b>
<b>11</b>	<b>GENERAL GUIDELINES .....</b>	<b>5</b>
<b>12</b>	<b>COMPLIANCE WITH LABOR LAWS .....</b>	<b>6</b>
<b>13</b>	<b>ACKNOWLEDGMENT .....</b>	<b>6</b>
<b>14</b>	<b>POLICY REVIEW AND ADJUSTMENTS.....</b>	<b>6</b>

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**RwandAir**  
*Fly the dream of Africa*

# **FLIGHT CREW COMMUTING POLICY**

**WB/P/FLT/PCP**

**VERSION 1.0**

**MARCH 2025**

### 2 Definitions

- 2.1 **Commuting Pilot:** A pilot who resides outside Rwanda-Kigali or any other assigned base and need to travel back to Rwanda-Kigali as the duty location.
- 2.2 **Base:** For the purpose of this policy the base is Kigali International Airport, Kigali –Rwanda.
- 2.3 **Commuting:** This is the act of traveling to and from the assigned Base for the purpose of reporting for duty.

### 3 Eligibility for Commuting

Pilots eligible for the commuting policy are pilots who meet the following criteria.

- 3.1 Pilots under a commuting agreement as outlined in their respective Commuting Agreements and/or Addendums to the Basic Employment Contract.
- 3.2 Pilots who change their employment contract from non-commute to commute employment contract subject to an approval from the head of Flight Operations.

### 4 Commuting Schedule

- 4.1 Pilots approved for commuting shall be assigned an eight (8) weeks on / three (3) weeks off duty schedule; the commute rotation of existing pilots in the company shall be effective from the date communicated by management or by the Head of Flight Operations.
- 4.2 The Flight Operations Department shall ensure the commuting schedule is communicated sufficiently in advance to allow for appropriate planning by the pilots.
- 4.3 Crew planning shall endeavor to maintain stable crew rotations; however, unforeseen circumstances beyond their control (e.g., operational disruptions) may necessitate adjustments to crew rotations under the discretion of the company.

### 5 Travel Arrangements

#### 5.1 Primary Travel Arrangement

- The Company shall provide round-trip air tickets between Kigali and the pilot's designated commuting destination on the RwandAir network.
- Travel for Captains on RwandAir flights will be in business class, and for Copilots, in economy class.
- Onward travel beyond the RwandAir network will be in economy class for all ranks. Subject to prior approval and availability, upgradable tickets may be issued.
- The Company shall ensure that the primary travel arrangement allows the pilot to report to Kigali at least 24 hours before the first scheduled duty of the on-duty cycle.
- Crew travel arrangements from base will be scheduled within the eight-week on duty rotation, normally on the last day of the on duty rotation.
- Crew travel arrangements to the base be scheduled within the three-week commute period to ensure pilots are fully rested and prepared for duty on the first day of the on duty rotation.

### 5.2 Secondary Travel Arrangement

- A secondary travel arrangement will be provided only if the primary arrangement is disrupted due to unforeseen circumstances beyond the pilot's control, such as:
  - Inclement weather
  - Aircraft-on-ground (AOG) situations
  - Force majeure events (e.g., natural disasters, industrial action)
- The secondary arrangement will aim to minimize delays ensuring compliance with reporting requirements and minimum rest requirements in accordance with the provisions outlined in the OMA.

5.3 Pilots shall at all times use the travel arrangements made by the Company on the assigned travel dates unless prior written approval for alternative arrangements is obtained from crew management.

### 6 Reporting to Duty

6.1 Pilots must report to base at least 24 hours before their first scheduled duty. Pilots shall be responsible to return to the base after fully rested and acclimatized, ensuring readiness for any duty that may start within the next ON duty rotation.

6.2 In the event of delays caused by circumstances beyond their reasonable control, pilots shall immediately notify the Company (Crew Control and their respective Fleet Manager) and provide updates on their travel status for examination and approval.

### 7 Sickness during Commute

7.1 Pilots who become unfit to travel or report for duty due to illness must notify the Company (Crew Control and their respective Fleet Manager) immediately.

7.2 A valid duly signed and stamped medical certificate from an authorized and recognized medical doctor shall be submitted within 24 hours to support the claim.

7.3 The granted sick leave period should not exceed the prescribed day approved by a medical doctor which shall not also exceed fifteen (15) calendar days.

7.4 Pilots who become unfit to travel or get sick for a period beyond 15 calendar days shall obtain a medical certificate signed and stamped by at least 3 medical doctors.

7.5 Sick leave taken during commuting periods will not be counted against the pilot's 3-week off-duty period, unless:

- The Company determines that the circumstances warrant an adjustment based on labor laws or internal policies.
- There is evidence of non-compliance with reporting or medical documentation requirements.

### 8 Implications for Unjustified Late Reporting

8.1 Pilots who fail to report to the base as stated in Section 6, before their first scheduled duty without a valid reason or prior approval will face the following sanctions:

- For each day of delay, the equivalent daily rate of the pilot's salary will be deducted from their monthly pay.

- If the delay causes operational disruptions (e.g., rescheduling or cancellation of flights), the Company reserves the right to issue a disciplinary measures, in accordance with applicable labor laws and internal code of conduct.

- 8.2** Justifiable delays, such as those caused by disruptions beyond the pilot's reasonable control such as force majeure, valid medical emergencies, etc.), will be exempt from salary deductions, provided that timely notification and supporting documentation are submitted to the Company.
- 8.3** Repeat instances of unjustified late reporting may result in disciplinary measures, including the suspension of commuting privileges or termination of the commuting arrangement or termination of employment Contract.

### 9 Policy Enforcement

- 9.1 Non-Compliance:** Failure to comply with this policy may result in disciplinary action as per the company code of conduct, including loss of commuting privileges or reassignment to a non-commuting status or termination of employment Contract.
- 9.2 Reporting Issues:** Pilots shall have an obligation to immediately report any issues related to commuting that affect their ability to safely and effectively perform their duties, including missed flights, extreme delays or travel disruptions.
- 9.3 Audits:** The airline reserves the right to periodically review and audit commuting schedules to ensure compliance with this policy.

### 10 Initiation or Termination of Commuting Arrangement

- 10.1** A pilot may request initiation or termination of the commuting arrangement by submitting a written application to the Director of Flight Operations at least 60 days in advance.
- 10.2** A pilot requesting to transition from a non-commuting arrangement to a commuting arrangement must ensure that all accrued annual leave has been utilized or agree to forfeit any remaining leave balance. This ensures that the commuting arrangement begins with a zero balance for annual leave, thereby facilitating efficient manpower utilization and effective roster planning.
- 10.3** The Company reserves the right to approve, modify, or deny such requests based on operational requirements and needs.
- 10.4** The company may terminate the commuting arrangement under its own discretion with at least 30 calendar days' notice. Termination of the commuting arrangement does not affect the pilot's Basic Employment Contract unless explicitly stated.

### 11 General Guidelines

- 11.1** Pilots must ensure their travel documents (passports, visas, etc.) are valid and in compliance with the requirements of their commuting destination.
- 11.2** Pilots must ensure their training and medical licenses/certificate are valid and not expired before any OFF rotation.
- 11.3** The Company shall not be liable for additional costs incurred due to the pilot's failure to adhere to this requirement.
- 11.4** Requested days off (ROFF) for pilots under a commuting arrangement may be granted at the sole discretion of the company.

**11.5** Pilots undergoing training programs, including but not limited to instructor qualifications, operator conversion courses, type conversion courses, or command upgrade courses, are required to remain available for the full duration of the training period. Consequently, commuting arrangements are generally not permitted during this time. However, in cases of limited training availability, exceptions to this rule may be granted at the sole discretion of the company.

**12 Compliance with Labor Laws**

**12.1** This policy aligns with Rwandan labor laws and regulation may be amended subject to any amendments in laws and regulations.

**13 Acknowledgment**

**13.1** All pilots under a commuting arrangement must acknowledge receipt and understanding of this policy by signing a copy, which will be retained in their HR personnel file.

**13.2** Pilots are also required to sign a formal addendum to their Basic Employment Contract. This addendum outlines the commuting arrangements as an addition to the Basic Employment Contract for pilots, pursuant to the terms and conditions stated herein.

**14 Policy Review and Adjustments,**

The Executive Committee of the Management may review the provisions of this policy on need basis based on operational needs, feedback from pilots or changes in regulations and effect any required changes. Any changes to these terms herein shall not take effect unless approved by Management and shall not in any way whatsoever take recto active effect. Updates to the policy will be communicated to all affected pilots in a timely manner.

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**END**

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