








## **Rewards Factory Internal Policy**

Rewards Factory is a bespoke Rewards website, designed specifically for Flight Centre Travel Group. Staff members have their own individual personal log ins.

Our new Rewards program available to all FCTG staff is a system where Points are accumulated to use towards staff travel. Staff will be able to log in and use this system for a range of different functions, such as:

-  Send a shout out
-  Recognition on the Staff member's FCTG anniversary
-  Birthday shout out
-  Tracking of Staff member's points
-  Check out staff discounts on displayed products
-  Booking holidays and use of Points towards travel
-  Leaderboard

### **1. How it works:**

1.1. A staff member will earn Points ("Points"), based on predefined business rules (these rules will be updated at the discretion of the business and shared timeously). These Points will be updated on a monthly basis and staff members will be able to track their own points and save up towards booking their next holiday.

1.2. The Points will be updated in the second week of each month. Unless the reporting is late, in this case they will be updated in the 3<sup>rd</sup> week of each month.

1.3. Leave needs to be planned and approved and may not be booked outside of a Staff member's available leave dates.

1.4. Staff travel will be used in the Staff members own leave days (annual leave). It is the responsibility of the Staff member to monitor his/her annual leave days and ensure that there are sufficient leave days available before booking travel. In addition, the Staff member would need to notify their Team Leader for the purposes of obtaining authorization for travel, per the normal leave policy Team Leader. Please refer to the leave policy on the intranet **Here**

1.5. Bookings will need to be sent through on a booking form, Res 880 for flights and a land travel form for land. The forms will need to be filled out when submitting for the Staff booking. All information provided would need to be accurate and updated. The Travelwise team will not be held responsible should the Staff member provide the incorrect information.

### **2. Q&A:**

#### **2.1 How do I make a booking?**

2.1.1 Staff members will be required to request a booking through the Travelwise team who will source the best rates possible for the Staff member and send an invoice and confirm the booking.

2.1.2 Staff members will be required to fill out a booking sheet with all relevant details needed to make the booking.

2.1.3 Staff members are not permitted to make their own travel bookings in their store Helio or in their own Lekke Slaap booking sites, all bookings must be made in the Travelwise Helio store.

### **2.3 How do I pay for my booking?**

2.3.1 Staff can use their points towards their travel. In the case of a shortfall, the Staff member will need to pay in the difference in a once off payment. Points must be redeemed in multiples of 500-points, which means that if a Staff member has 5400 Points available to redeem, the Staff member will be able to put 5000 points towards his/her travel and keep the extra 400 points in his/her Flightie bank.

2.3.2 Salary deductions will be allowed for the amount outstanding up to the value of R5000, in a once off salary deduction.

2.3.3 No salary deductions will be allowed for any Envoyage staff members.

2.3.4 No payment plans are allowed.

### **2.4 What happens to my Points if I leave Flight Centre Travel Group?**

2.4.1 If a Staff member resigns, they will forfeit all of their Points.

2.4.2 Points cannot be transferred or cashed in.

2.4.3 There can not be any transfer of Flightie Bucks from employees to independent agents or vice versa.

### **2.5 What happens if I issue a ticket in my own name in error instead of my colleagues?**

2.5.1 Mistakes made with T4 codes and other mistakes or errors will be taken at face value.

Example: If John issues a ticket for Sam and forgets to change the T4 into Sam's name then unfortunately there is nothing FCTG is able to do to change the information and FCTG shall not be held liable for the error. In such a case, the staff member may "pay it forward" the amount of Points allocated for that particular ticket to the other staff member.

## **2.6 Why is my package / booking more or less than what is advertised on the website?**

2.6.1 All rates are dynamic and subject to change at any time. This works the same as Helio for our clients.

2.6.2 If the price increases, you are liable to pay in the difference.

2.6.3 If the price decreases, the difference will not be deducted off of your Points.

## **2.7 Am I allowed to book for my family and friends?**

Yes, absolutely, your family and friends can benefit from our nett rates too, however you must be part of the PNR / booking as this is a staff benefit. We will not book for family and friends unless you are travelling with them.

## **Will I be taxed on my Flightie bucks?**

Flightie Bucks are part of Product Bonus and are therefore taxed when redeemed (not accumulated)

If you are using FB1000 on your travel booking you will pay tax on your salary on only the FB1000 just like you would have when you got paid out Product bonus.

- Flightie Bucks are only taxed on redemption.
- Flightie Bucks on the website (the amount you accumulate) are not taxed until redeemed.
- Flightie Bucks are taxed according to your relevant tax bracket. So, *for example* if you are on the 31% tax rate; you will be taxed 31% of the value of Flightie Bucks redeemed. This will be added onto your payslip in the month the Flightie Bucks are redeemed.
- Flightie bucks show as Flightie Bucks under the Fringe Benefits section on your payslip.
- No Flightie Bucks can be cancelled or refunded for the previous tax year. As a result, no Flightie Bucks refunds are permitted in February or March of any year.
- Flightie bucks can only be refunded for tax purposes on your payslip, if it was redeemed in the same tax year.

### **Example 1:**

Johnny uses his Flightie Bucks to book a trip in June and cancels it in November (same tax year). If the booking wasn't already in cancellation, he'll get back the full amount, including the tax.

**Example 2:**

Josie books a trip in January and cancels it in April (new tax year). If the booking wasn't already in cancellation, she'll get back her Flightie Bucks but *not* the tax that was taken from her salary.

When she uses her Flightie Bucks again for a new trip, she'll be taxed again.