General Base Rules: Revision 1

Revised March 28, 2026

HOTELS

Station-info file in isky provides all necessary hotel and ground transport information
(isky→ Site Map→ TYOOS & JFKOA (Scheduling)→ Quick Reference→station info)

Hotel Benefits (Crew discounts etc)
(isky→ Site Map→ TYOOA (Crew Administration)→ Hotel/Meals Info→ Hotel Benefits)

The hotel check out time, hotel and transport company contact details are listed and updated regularly as needed. Crew are expected to be checked out and ready for pick up at least **five minutes prior** to the listed show up time at all layover hotels.

NCA provides hotel accommodations the day prior to duty arriving from commute in, the day of arrival prior to commute home and during layovers (mid-patterns). Please advise TYOOS in advance if you do not need the hotel booking.

If you are not using hotel and proceeding directly to the gate please show courtesy to the other crew and inform them directly or via Crew Scheduling, this will avoid confusion at check out.

UNIFORM GUIDELINES

The Operations Manual and JFKOA Procedure Manual outline the NCA uniform guidelines.
(isky→ Site map→ TYOOA (Crew Administration)→ Misc→ JFKOA Procedure Manual)

The NCA pilot uniform shall be worn in conjunction with crew duties anytime crew members are in public or on duty. This includes the hotel lobby, transportation to/from the hotel, training center and on the aircraft. The company uniform jacket or sweater (including epaulettes) should be worn seasonally, typically from October to May. **The wearing of own style of jacket is not acceptable.**

Ties must also be worn unless company notice is issued removing this requirement. Tie optional policy permitted for warm weather months from May 1st to October 31st. For a professional appearance coordinate a matching tie policy amongst operating crews.

COMMUTING POLICY

Crew members should arrive in base with enough time to be rested and fit for flight duty. To facilitate this, the company provides hotel accommodation in your base or gateway prior to and following flight duty. Please contact TYOOS or chief pilot as early as possible if you have problems commuting and cannot travel.

If you plan to use any other base or gateway than allocated you need approval from your respective base Chief Pilot and Scheduler.

CONSIDERATIONS WHEN UNABLE TO REPORT FOR DUTY

Crew that are unable to report for duty will normally provide one of three reasons,

1. Sickness,
2. Fatigue,
3. Not fit to fly. Not fit to fly is used when unable to confirm breath alcohol of 0.00mg/l and is a non-punitive process that protects both the crew and company.

Crew members are reminded that submitting a fatigue report in the case of not fit to fly is a misuse of the reporting procedure. Submitting a CFR will instigate a detailed investigative process to determine the root cause of the fatigue. Crew members with genuine fatigue should of course follow normal Crew Fatigue Report (CFR) procedure.
(isky→ Site map→ TYOOR (Crew Planning)→ CFR)

DEVIATION REQUESTS

Often crewmembers will be assigned a commercial deadhead (DH2) to/from your base or gateway. If it is more convenient for you to position to / from home directly to the assigned destination you must request to deviate from original schedule within four days after schedule release.

Crewmembers can claim expenses and will be refunded up to the amount NCA would have spent to purchase the original ***direct*** commercial deadhead ticket.

Always specify hotel requirements when deviating from original schedule.

BLANK DAYS

Blank Days (BDs) are days with no scheduled flight duty, it is not a day off. There is no obligation for you to be in base, confirm or report for this duty, however, **you should be** contactable by phone or email. Our contracts provide 10 days off in your base. Blank Days are additional days that are scheduled free of flight duty, though they are available to NCA in the event of sick calls, schedule changes or irregular operations.

When you are flying a scheduled pattern, the company can extend your flight duties into your blank days. If you are at home and you are contacted by the company for assignment on BDs, you are obligated to accept the assigned duty.

If there are any changes to your published schedule that require you to incur additional expense as far as Air Travel to or from home, you can claim the additional expense for reimbursement (existing ticket change fee or new one way ticket if the original ticket is non-changeable). Attach receipts and/or e-tickets including boarding pass with the expense report.

EXPENSE REPORT

Claim forms available in NRT hangar crew room 2nd Floor. Attach receipts and/ or e-tickets for your claim. George Lamb (JFKOA staff manager) processes the report every month. Please submit the report at NRT hanger office on the 2nd floor or send to JFKOA by pdf file. In order to process expenses for payroll on the 20th with HACS and 25th with Parc submit expense sheet and supporting documents prior to the 10th of the month to receive with with the pay period. Provide the JFK Office with (1) receipt, (2) expense report and a (3) copy of the boarding/ e-boarding pass in a timely manner.

(isky→ Site Map→ TYOOA (Crew Administration)→ Misc→ Expense Report for AMS and USA crews)

VACATION DAYS

Two blocks of 12 vacation days are available per fiscal year. Vacation days are accrued as per contract rules. Vacation bids occur in February each year. You can take your OFF days prior to or after vacation to extend home time.

In some cases the scheduling department may allow a crew member to split their vacation in multiple parts throughout the year. This arrangement is completely at the schedulers discretion.

A crew member will be precluded from bidding for vacation over Christmas if that crew member has not worked Christmas over the past 5 years.

SCHEDULING OF VACATION

1. In the early part of each new calendar year the company will distribute a vacation package for the following fiscal year to each crew.

2. Each crew member will bid for vacation as per the instructions in the vacation package.

3. Each base has a two pass bidding system. All three bases will be given two vacation blocks consisting of 12 days each for a total of 24.

4. During the 1st pass each crew will be awarded ***only*** 1 vacation block. The 2nd vacation block will be awarded in the 2nd pass

5. During the 1st pass each crew member, (in seniority), will be awarded ***only*** 1 vacation slot. The scheduler will allocate preferential slots from both sets of available blocks during 1st pass. (For example all summer VAC slots can be awarded during first pass). It is important that crew members put their highest preference in the first pass as both available slots can be filled.

6. The 2nd vacation block will be awarded in the 2nd pass again using seniority. (Most senior crew have first choice on any remaining slots in both blocks

7. The CAP/COP lists at base will be separated for bidding on seniority.

8. A vacation seniority list is applied in order to assign vacation dates appropriately.

9. Bidding for two consecutive blocks on first pass is not allowed.

10. Once published, crew may swap any available leftover slot with the approval of the NRT Senior Scheduling Manager. This swap will be awarded by seniority.

11. Vacation swaps (within rank) are allowed but will only be approved if agreed by both parties.

12. A crew member will be precluded from bidding for vacation over Christmas if that crew member has not worked Christmas over the past 5 years.

CHRISTMAS LIST

1. The Christmas list is one combined for all Western bases and based on a rotating seniority. The lists will be separate for Copilots and Captains. Christmas workers one year will transfer to the bottom priority the following year. Christmas Priority will be the following:
   1. Volunteers from both Japanese and Western crews,
   2. Those who have not worked Christmas in the preceding 5 years
   3. Sort by Vacation priority
   4. Revert to Christmas list

2. Off on Christmas day means a full day at home on 25 December with no duty or commute to/ and from work.

Bidding Guidelines

- As per contract agreement: “each pilot will be granted a minimum of 10 days free of duty per month, at least 8 of which shall be granted consecutively” which technically allows us to split off days but not 9-1. The company has traditionally allowed us to split days 10-0, 8-2 (only if connected to other months OFF or VAC days), 7-3, 6-4, 5-5 to allow more flexibility in our bids.
- The company are not contractually obligated to allow these splits, your requested days off must be in agreement with the Scheduler.
- OFF days requests should be submitted on or before the date requested by your Scheduler. As a rule the due date is before or on the 8th of the month (Japan time) for the next months schedule.
- OFF day requests are made on the crew portal CRP. You may email your scheduler directly for any unusual requests or note in CRP Comments.

isky→ Site Map→ TYOOS & JFKOAS(Scheduling)→General → Instructions of Crew Scheduling System→ CRP REQUEST ENTRY

Current bidding rules

1. OFF Days may be requested in one or two blocks (Example, 10-0, 7-3, 6-4, 5-5)

2. Important: Due to OM 8-7-5 requirements : 8-2 off split only allowed if the 2 days are combined with either VAC or OFF days from previous or succeeding month.

3. OFF days during months with VAC can only be split in 2 parts if one part is attached *to VAC days.*

4. Two blocks of days off are preferred by the scheduling team as 4/6 or 5/5 for efficiency.

5. NCA requires a minimum of 7 days available for duty between blocks of OFF days.

6. Crew must specify available or requested off days up until the 8th of the following month.

7. In bases without daily flights, Crewmembers are not allowed to bid creatively around no fly days [for example Europe Monday/Tuesday are no fly days so crew cannot bid Wednesday to Sunday off] (schedule requests viewed as manipulating gaps in operating flights dates will be denied)

8. You are allowed to bid your OFF days back to back over month end. To assist the schedulers planning days off are now submitted to the 7th of the following month.

9. If your request for Off Days does not comply with the above rules, for instance if a special event necessitates three blocks of off days rather than two or fewer than seven days between blocks your request must be approved by your Chief Pilot on a case-by-case basis subject to the flight schedule.

10. Flight swaps after schedule release must also be approved by your Chief Pilot.

11. November 2021 brought the introduction of new scheduling rules. Please familiarize yourself with these rules as per the operations manual 8-7-3 Standards of rostering to avoid unnecessary mistakes.

12. Scheduling will make every effort to provide COM days commuting to and from base. Please note that OFD assignments may occur to accommodate scheduling constraints.

ADMINISTRATIVE SUPPORT

Scheduling requests, sick calls, hotel and transportation requests are typically handled through the NRT and JFK crew administration office.

During the night hours in Japan (from 2300 to 0600 JST) the JFK crew administration office will provide support. Deviations from authorized bidding patterns, flight swaps and scheduling issues outside of the above are handled by your Chief Pilot.

The Base Chief Pilot's job is to ensure you receive the support you need to do your job, in addition to maintaining safety and the established standards at NCA.

We are available daily if you need support. If you're concerned that your Chief Pilot might be flying and unable to immediately respond to urgent communication, use the chiefpilotw@nca.aero address and all western Chief Pilots will be copied on the issue.

It is very important include both JFK and NRT in all communications

Captain scheduler:	yae.murakami@nca.aero (ORD & AMS Base/GWY)
	nanaka.fuwa@nca.aero (LAX & NRT Base/GWY)
First Officer scheduler:	kaho.fukuda@nca.aero
Narita Crew Administration:	tyooskz@nca.aero or +81 476 32 9608
JFK Crew Administration:	jfkoakz@nca.aero or +1 718 9885894
NCA Crew Medical:	crew.medical@nca.aero

CHIEF PILOTS

AMS: Aidan Gallagher
Tel/ Whatsapp: +353 83 194 8694
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ORD: Tony Grobel
Tel/ Whatsapp: +1 612 730 7878
Email: tsgrobs@aol.com
NCA: Anthony.grobel@nca.aero

STORAGE ROOMS NRT, ANC, ORD, AMS.

NRT (Hotel Mystays)

Ground Floor storage - code *CB1215*

4th & 5th Floor storage - code *CB0413*

All storage items are to be enclosed in a plastic storage box or luggage. Do not store items loosely in cardboard box or similar. Only to be used for your own personal items and not other users. Individual storage racks will be allocated by CPs as they come available due retirements or resignations. These are allocated based on seniority and contact your CP if you want to be listed.

Uniform boxes should not be stored in the crew rooms. Uniforms should be removed and boxes discarded. A space of at least 50cm should be left open between any of the articles stored and the ceiling for fire extinguishing system to properly operate.

Crew room - code *6051E*.

This room is used for meetings, ground schools, uniform fitting and pick up. The room can be used for social gatherings however keep noise to an acceptable level. Discard all trash in bins provided ensuring the room is clean and organized state prior to leaving the room.

ORD (NCA Airport Office)

1st door – access card box code, scan card, return to box and lock it 3570

2nd door – code 2580

LAX (NCA Airport Office)

Storage room code 0747

AMS (Hilton Schiphol Hotel)

The AMS store room has limited space and is for short term storage only. To provide space for everybody each crew member is allowed to store 1 flightbag, 1 luggage case and their uniform.

To access the room you must ask reception for the key and sign it out using the assigned sheet. Once you return the key, the hotel staff will sign it back in. Take the meeting room elevators to the second floor and walk down the hallway opposite elevator. NCA room is last room on right hand side.

Storage Room safe: The safe is intended to allow safe transfer of important company items between crew members and NOT for personal use. (for example crew medical cert)

- place item in safe and set code (code may be set by company)
- Email code to crew member and CC base CP
- Item is collected and safe left open

GENERAL RULES.

Remember you represent not only yourself but NCA during duty periods.

General and Work place Etiquette

- Be punctual to all scheduled duty. Ensure hotel check out is completed prior to pick up time . Pick up time is not check out time
- Dress code other than uniform is dependent on duty assignment. As a general rule smart casual.
- No chewing gum.
- Address Japanese personal as surname followed by “san”. English translated equivalent Mr/ Ms.
- Maintain good respectful habits at all hotels and other places of business.
- No drinks to be taken into SIM briefing rooms. Training centre lounge area is provided with free hot and cold tea/coffee and pay as you go food and other drink machines.

LOGIN and PASSWORD

Systems for crew members

Rev 3.00 (06Feb2023)

Name	Function	ID	PW	How to Access
SMX	Secure Matrix	NCA Emp No (5 digis)	Matrix	N/A
Crew Portal (i-Sky)	Misc Info (Imortant Notice, Announcement, Station info, Training Materials, etc.)		"#" + 6 digits	https://inet.nca.aero/isky/
CWP	OFF Request Enrty			https://crew-control.sabre.com/nca-kz/CWP_WA/CWPLogin.aspx
MINT	SignOff Form for Training/Check Report (Trainee's AP quals)			https://nca.mint-online.com/nca/en/
TM2	Detaild SingOff Form for Training/Check			TM2 Desktop (KZT, HGR)
CRP				https://inet.nca.aero/tmprod/login/tm_crew
CRCS	Reconfirm and Check-in			https://inet.nca.aero/crcsprod/login/crcs_crew
CIW	Reports (Roster, Quals, Per diem & Expense, FLT time, Base Month, etc.)			https://inet.nca.aero/ciwprod/login/ciw
e-Learning	e-Learning Materials	NCA Emp No (7 digis)		https://www.kcc.knowledgewing.com/nca93/
Mail	Company Email (ActiveSync)		"#" + 6 digits + MMYY	iPad Mail App
PORTA	General info for NCA Employee			https://inet.nca.aero/imart/login

[NOTE]

1. MMYY stands for month (2 digits) and year (2 digits) of the last password renewal.
   Example: In case the scheduled last password renewal is in Dec 2019, MMYY would be "1219".
2. "#" + 6 digits + MMYY passwords are going to be renewed every 3 months to comply with NYK's IT securiry policy.

LIST OF APPENDICES

A. Conduct and Performance Monitoring Procedure

B. Training

C. Commuting

D. Deadhead and Deviation Requests

E. Trip Swap Requests

F. Request for Temporary Duty at Another Base

G. Gateway Policy

H. Hotels

L. Leave Policy (paid and unpaid)

M. Medical information

R. Standards of Rostering

S. Scheduling Policies

T. BICYCLE STORAGE IN NARITA

A. CONDUCT AND PERFORMANCE PROCEDURES

~Purpose~
1. The purpose of this procedure is to create a simple policy to tackle and normalize the disciplinary process when/if a western pilot develops issues with ill-discipline, behavior, or performance and needs correction.

2. By developing a fair policy that is clearly understood by the pilots, management can intervene early and try correct any problems before they worsen beyond repair

3. Having a clear and recognized process in place will help clear up misunderstanding and also gives the individual every chance to correct their problems

~Implementation~
1 Create a HR (Human Resources) framework incorporating communication among Flight Crew Management group, CP (Chief Pilot) group, contracts, scheduling and training and checking departments.

2 All communications between individuals concerned, incidents, events or other are recorded and retained on file throughout the process.

3 Notify contract agencies and include necessary wording in the contract disciplinary rules.

4 The framework is printed in the "procedure manual" or elsewhere so the pilot group can become familiar.

5 The framework is based around the following HR disciplinary policy elements:

5.1 Housekeeping;

5.2 Verbal warning;

5.3 Corrective actions;

5.4 Disciplinary meeting with appropriate supervisors;

5.5 Written warning from the agency;

5.6 Detraction of benefits, suspension or demotion; and

5.7 Termination.

~The procedure~

7 steps when followed will offer the individual an opportunity each time to correct their faults or behaviours as requested. Only if they don't cooperate will the procedure move to the next step.

Step 1: Normal operations where a department has a problem with an individual and asks them to correct. If they refuse or ignore then we move to step 2.

Step 2: GM Flight Crew Office will contact the individual for discussion and to offer a corrective solution. If necessary Base CP will sit in company with the GM, the GM will issue a verbal warning to the individual to correct the problem.

Step 3: GM Flight Crew Office and the CP group will meet and discuss the problem both together and with VP&GM Flight Crew Department. (This step will remove the one on one contact with base CP and individual to avoid any personality conflicts between the two)

Step 4: The individual attends a meeting with GM Flight Crew Office and member of NCA management such as VP&GM Flight Crew Department. It is encouraged to bring member(s) from

CP group as a witness. After the meeting the managers will issue a recommendation on how to proceed.

Step 5: All information is passed to the agency involved via NCA contracts manager, and the agency will issue a final written warning to the individual according to the contract.

Step 6: NCA management decide on necessary disciplinary measures such as detraction of benefits, suspension or demotion in consultation with the agency.

Step 7: Termination. This decision is made by the company and executed by the agency after discussion with legal counsel.

B. TRAINING

Return home duty initial or upgrade training, two scenarios.

1. Case A - When a pilot has an extended period of off days due to company reason (ie wait for the license to be issued - blank days) NCA will owe the cost of travel to/from his/her home. Usually when the period is more than 1 week, this happens. No per diem while at home. Because of the JCAB and Medical process we know for 99.9% this blank days occur in every initial training courses, so NCA encourage Parc/HACS to tell trainees to purchase a round trip ticket when departing from home for the first time. NCA pays the cost whether it's a one way or a round trip.

2. Case B - When a pilot happens to have a series of off days (or blank days) as a coincidence during any particular month and if he/she wants to go home during then, he/she may buy their own ticket and go home at their discretion. NCA can support them if they want to DH on NCA to nearby stations like Hong Kong. No per diem while at home. Some people bring their family to Japan instead and we pay family visit fees and hotel room (up to 7 nights) per contract.

H2 ctgry as of July 24, 2023 | Seat arrangement check table

Update: 2023.07.13

When crews are going position for duty

FROM \ TO	ANC	LAX	SFO	ORD	DFW	JFK	AMS	MXP	HHN(FRA)	NRT	KIX	HKG	PVG	SIN	BKK	TPE
ANC		C 7+00	C 8+00	C 6+05	C 6+25	C 9+05	C 16+30	C 18+25	C 9+55	C 14+40	C 19+55	C 20+20	C 17+05	C 23+15	C 22+35	C 19+15
LAX	C 5+35		Y 1+15	Y 4+00	Y 3+05	C 5+30	C 10+20	C 13+10	C 10+45	C 11+10	C 12+10	C 14+50	C 13+40	C 19+00	C 18+30	C 13+50
SFO	C 6+30	Y 1+20		Y 4+00	Y 3+20	C 5+30	C 10+20	C 13+05	C 10+55	C 11+05	C 11+50	C 14+20	C 13+30	C 16+30	C 17+45	C 13+20
ORD	C 6+45	Y 4+25	Y 4+35		Y 2+30	Y 2+15	C 7+45	C 10+55	C 8+15	C 13+00	C 17+40	C 15+50	C 14+30	C 21+45	C 19+50	C 15+15
DFW	C 6+50	Y 3+15	Y 3+40	Y 2+30		Y 3+35	C 9+45	C 11+55	C 9+35	C 13+25	C 17+30	C 16+35	C 15+20	C 21+45	C 21+00	C 17+50
JFK	C 10+45	C 6+00	C 6+10	Y 2+40	Y 4+00		C 7+15	C 8+05	C 7+30	C 14+00	C 17+55	C 15+40	C 15+00	C 20+40	C 19+50	C 15+50
AMS	C 15+20	C 10+55	C 10+55	C 8+30	C 10+50	C 8+00		Y 1+40	Y 1+05	C 11+00	C 11+05	C 11+00	C 10+40	C 12+40	C 11+00	C 12+10
MXP	C 20+10	C 14+10	C 14+10	C 11+15	C 13+35	C 8+50	Y 1+50		Y 1+15	C 12+20	C 14+30	C 11+30	C 11+20	C 12+00	C 13+20	C 14+45
HHN(FRA)	C 9+50	C 11+35	C 11+25	C 9+00	C 10+45	C 8+30	Y 1+10	Y 1+10		C 11+20	C 11+20	C 11+05	C 10+40	C 12+20	C 10+40	C 12+50
NRT	C 13+55	C 9+55	C 9+20	C 11+45	C 11+35	C 12+45	C 11+40	C 12+45	C 12+05		Y 1+30	Y 4+40	Y 3+05	C 7+10	C 6+30	Y 3+35
KIX	C 16+50	C 10+50	C 9+50	C 14+30	C 15+25	C 16+35	C 11+45	C 14+20	C 11+50	Y 1+25		Y 3+50	Y 2+15	C 6+40	C 5+45	Y 2+50
HKG	C 19+50	C 13+15	C 12+35	C 15+00	C 18+05	C 15+55	C 12+00	C 12+40	C 12+05	Y 4+20	Y 3+45		Y 2+00	Y 3+45	Y 2+40	Y 1+45
PVG	C 17+10	C 11+45	C 11+30	C 13+35	C 16+05	C 15+05	C 11+45	C 12+35	C 11+35	Y 2+20	Y 2+00	Y 2+15		Y 5+20	Y 4+25	Y 1+45
SIN	C 24+25	C 18+10	C 15+10	C 20+10	C 20+35	C 20+55	C 13+20	C 12+40	C 12+40	C 7+05	C 6+40	Y 3+45	Y 5+20		Y 2+20	Y 4+40
BKK	C 21+40	C 17+15	C 16+45	C 19+15	C 20+05	C 19+30	C 12+05	C 11+55	C 11+15	C 6+10	C 5+30	Y 2+45	Y 4+25	Y 2+15		Y 3+40
TPE	C 16+05	C 12+00	C 11+20	C 13+50	C 16+20	C 14+55	C 13+00	C 15+35	C 13+20	Y 3+15	Y 2+40	Y 1+45	Y 1+45	Y 4+25	Y 3+30	

When crews are returning to Base or Gateway for going home

FROM \ TO	NRT	LAX	ORD	JFK	AMS
NRT		PY 9+55	PY 11+45	PY 12+45	PY 11+40
LAX	PY 11+10		PY 4+00	PY 5+30	PY 10+20
ORD	PY 13+00	PY 4+25		PY 2+15	PY 7+45
JFK	PY 14+00	PY 6+00	PY 2+40		PY 7+15
AMS	PY 11+00	PY 10+55	PY 8+30	PY 8+00	
ANC	PY 14+40	PY 7+00	PY 6+05	PY 9+05	PY 16+30
SFO	PY 11+05	PY 1+20	PY 4+00	PY 5+30	PY 10+20
DFW	PY 13+25	PY 3+15	PY 2+30	PY 3+35	PY 9+45
MXP	PY 12+20	PY 14+10	PY 11+15	PY 8+50	PY 1+50
HHN(FRA)	PY 11+20	PY 11+35	PY 11+45	PY 8+30	PY 1+10
KIX	PY 1+25	PY 10+50	PY 14+30	PY 16+35	PY 11+45
HKG	PY 4+20	PY 13+15	PY 15+00	PY 15+55	PY 12+00
PVG	PY 2+20	PY 11+45	PY 13+35	PY 15+05	PY 11+45
SIN	PY 7+05	PY 18+10	PY 20+10	PY 20+55	PY 13+20
BKK	PY 6+10	PY 17+15	PY 19+15	PY 19+30	PY 12+05
TPE	PY 3+15	PY 12+00	PY 13+50	PY 14+55	PY 13+00

C : Business
PY: Premium Economy / Economy Comfort
Y: Economy

* The time shown in that window is the time quated from skyscanner and that time is the earliest time including one or two stop flights.
* Border line is 5+30
* In case of going home, Company shall arrange ticket in the following order ;
1. Non-stop PY Class
2. C Class
* As for the section not in the table, TYOOS or JFKOA manager decide it case by case.

C. COMMUTING (non base or gateway)

1. Crew members may DH1 on company aircraft on working or COM days to destinations other than base or gateway to start or end duty. On OFF days for vacation Crew members will travel as PAX, Crew members are entitled to three yearly round trip tickets. Travel as dh1 during OFF/ VAC is at the discretion of the scheduling duty manager.

2. Company paid hotel and per diem will be provided for working travel however the crew member must coordinate with crew scheduling to list for the flight and determine if seats are available. The Crew member will be available to be used as operating crew in case of scheduled crew unavailability.

3. In cases where the Crewmember is called out early to cover a flight or extended duty at the end of a trip segment the following policies apply:
   a. All tickets purchased to/from home and to/from base or gateway are economy.
   b. Tickets purchased from home to somewhere other than base or gateway will be reimbursed or paid in accordance with the commuting chart above.
   c. If the Crewmember has **purchased** a premium economy or business class ticket, the company will purchase a comparable ticket.

D. DEADHEAD AND DEVIATION REQUESTS

1. Crew members assigned to deadhead on another airline are provided the chart below for common transit points and commuting class allowance. Any commuting points not provided in the chart below will be assigned a class allowance of similar length of flight.

2. Crew member may submit deviation requests within four days of schedule release.

3. Crew members are responsible to purchase air travel tickets to base or gateway for duty. In case of a delay of an NCA flight or flight change, NCA will purchase a new ticket or crew members can purchase the ticket and submit timely expense form to claim for reimbursement. If any value is remaining on the original ticket purchased crew members are to apply remaining value to the new ticket.

4. Deadhead on company or non-company aircraft can be assigned to comply with rest rules or without proper rest rules if approved by the crew member. Waived rest DH will be noted on crew-members schedule as ND (non duty) DH or OW (own way) DH on non-company aircraft. There is no specific requirement for rest or interval for ND or OW deadhead.

5. In cases when NCA flights are unable to be used for deadheading NCA will provide deadhead ticket on other air carriers. In principle, DH2 5+30 or more to position for flight duty will be booked in Business Class. If DH2 is less than 5+30 and DH2 is to position for duty seat will be booked in Premium Economy. *If Premium Economy is not available seat will be booked in Business Class. If DH2 is to return to base/gateway it will be premium economy as per the table below. If PY is not available then business will be booked.*

6. Deadhead travel will be on non-stop flights only unless it's not available. Direct flights will reduce crew-member fatigue but also reduces the probability of lost or delayed luggage or missed connections.

7. US Domestic DH2 travel, where available through the Company's designated travel service, tickets may include Economy Class options that provide additional services such as:

a. Priority boarding
b. Checked baggage
c. Forward Economy seat selection

These services must remain within the Economy Class product. Upgrades to Premium Economy, Business, or First Class are not authorized under this arrangement.

In cases where such options are not available at the time of booking through JFK and the designated travel service, crew members may request prior approval from the JFK office to self-purchase eligible Economy Class add-ons (e.g. priority boarding or checked baggage fees). Approved expenses may then be submitted via the normal expense reimbursement process.

Self-purchase without prior coordination and approval from JFK will not be reimbursed.

This arrangement is intended to balance cost awareness, operational practicality, and crew welfare. Further adjustments may be made if necessary based on operational *experience.*

To avoid any misunderstanding, Crewmembers are required to get approval in advance of self-purchasing of boarding priority fees. From JFKOA standpoint, reimbursement of baggage fees remains unchanged from current reimbursement procedure**.**

E. TRIP SWAP REQUESTS:

After release of the following month schedules crew members may submit a deviation request to deviate from the assigned schedule. The changes are subject to approval from the company.

Crews may submit trip swap requests between crews. The swap request must allow for legal rest for all crews plus a two hour buffer to prevent system delays.

F. REQUEST FOR TEMPORARY DUTY AT ANOTHER BASE (Requested by the Pilot):

Crewmembers may request to operate out of another crew base for a temporary basis (30-90 days) or as approved by the company. Crewmembers are required to seek approval a minimum of 30-60 days prior for coordination. If approved this will be treated as their new gateway, hotel and per diem will be paid by the company.

DEADHEAD: If a pilot uses NCA on OFF days for pleasure then it will be leisure and not DH.

If the pilot deadheads on NCA to start a duty or to go home at the end of a duty period it should be DH1.

HOTEL: Before a duty the pilot will be provided with a hotel and per diem, same applies to the end of duty before returning home. When a pilot requests a deviation for personal reason then he should pay for the hotel. If the crew-member operates from that base after deviation, he will be given the hotel and per diem the night before the duty.
After operating if a crew member deviates to next destination for personal reason then the company will pay for the hotel in next destination as per operating crew as crew-member was due hotel at primary destination)
(E.g operate ANC-AMS then deviates DH1 AMS-MXP. Company will pay for Sheraton MXP on arrival.)

AIRFARE: If a pilot bought a ticket to fly to his base or gateway and the flight is delayed but he is able to get to a NCA destination to DH1 to get to any base or gateway to start duty he should get a hotel and per diem before the DH1. For instance Australian pilot has ticket to NRT but flight is cancelled he might be able to fly same day to HKG to take NCA to NRT.

OFF: at another base: If a pilot requests OFF at another base and he can operate into and out of the base it will be treated as duty (hotel on day of arrival and day before departure).If the crew cannot operate into and out of the base then it will be treated as leisure.

DEVIATION: When a pilot deviates it should be judged per case. Some crew might deviate due to inefficient scheduling and go home early. This will save the company money. When a pilot requests to start and end in a base other than his base or gateway for personal reasons, but there is no NCA operating flight, he will be liable for his own Commercial ticket and hotel.

G. GATEWAY POLICY

Commuting base is a basic point where pilots are required to commute to / from. The gateway is the location the pilot prefers to start and end his duty at as requested by the Crewmember.

1. AMS, LAX and ORD based Crew may choose any gateway that is offered by the company solely at company discretion and availability.

2. Pilots may request to change their Gateway city once a year when offered by company and contract agencies.

PER DIEM:

Whenever staying at commuting base or gateway, per diem is paid. The per diem will be paid when on duty away from his commuting base. As for per diem at a Gateway City, per diem is paid when on layover in a Gateway City in addition to the during the middle of the pattern**.**

COMMUTING TICKETS:

NCA will not provide airfare to get to Commuting Base. They will not provide airfare to get to Gateway city. The pilot is responsible for getting to his commuting base or the Gateway City. If a pilot chooses NRT as Gateway, and NCA requests that he starts duty from the Gateway, his duty will finish at the Gateway. Each trip will always end where it started from. NCA will decide if duty starts from "Gateway" or "Commuting base" this is informed to the pilot through the monthly roster.

NCA will provide adequate commuting time and rest prior to starting working duty at base or gateway. At the completion of duty returning to base or gateway NCA will provide rest and commuting time (COM) prior to commercial travel to home to start OFF.

L. LEAVE PAID AND UNPAID

1. COMPASSIONATE LEAVE In the event of the death of the Pilot's spouse, child or parent, the Pilot shall receive up to seven (7) work days with pay as compassionate leave. In the event of the death of a Pilot's grandparent, grandchild, brother, sister or parent-in-law, such Pilot shall receive up to three (3) work days with pay as compassionate leave. NCA will provide the Pilot with a ticket to the nearest airport where NCA has scheduled flights in connection with this compassionate leave. Such Pilot shall have to submit a death certificate to respective contracting agency and NCA after his compassionate leave. If the Flight Crew Member does not take the full quota of compassionate leave at the time of the death, it shall be at the discretion of NCA to allow the Flight Crew member to use it at another time.

2. Any unforeseen circumstances not defined above will be allocated paid leave in the following order:

a. OFF Days
b. Balance Home Days if below the median to the base average.
c. Merit based allocation of up to ten Blank Days determined by joint decision of Base Chief Pilot and Crew Administration section.
d. Sick Days
e. Vacation Days

3. 4 LEAVE OF ABSENCE (LONG TERM SICKNESS) In the event that any Pilot is unable to carry out his duties due to illness or injuries, such Pilot must advise NCA and respective contracting agency making all reasonable endeavours to return to duties as soon as possible. The maximum allowable period for absence from duties is three (3) months. If further absence is required, NCA will give due consideration to the request or may terminate the Pilot's assignment. The commencement date of absence is the date on which the actual absence began or if the Pilot makes up his absence days with vacation days and/or sick leave days, commencement of absence will be deemed to commence on the date that those

compensating days are used up. The Pilot shall not be paid for any such period of absence. No vacation leave will accrue during periods of leave of absence.

Crewmembers extended paid time at home for the arrival of a child. This will allow up to 68 days leave period (up to 48 paid days) at home with combined fully accrued vacation (24), sick time (24) and two months (20) off days.

4. PATERNITY LEAVE: Submit a request and a brief plan at least six months prior to requested leave. In the leave request include the following: (1) expected delivery date, (2) requested leave dates, specify number of vacation and sick days to be used (3) specify if any unpaid leave days requested, (4) specify any extenuating circumstances.

Planning Guidelines

a. Prior to approval of Paternity Leave the crewmember is required to include a brief plan how they will retain all currency requirements.
b. Extended leave approval depends upon retaining all landing, medical or check currency items.
c. Crewmembers must first use accrued vacation then accrued sick leave then possible non-paid leave.
d. Crewmembers will continue to accrue sick and vacation days on Paternity Leave.
e. Crewmembers will receive commuting allowance and insurance benefits during paid leave periods.
f. Crewmembers may take up to maximum accrued or 24 vacation and all accrued sick leave up to 24 days during this period.
g. Christmas time leave may be declined or reduced days paid and/or non-paid leave based on the Christmas List.
h. October to December leave may also be declined or reduced due of high demand season.
i. All Training/Check events must be maintained as scheduled or completed prior of leave.

M. MEDICAL INFORMATION

The Japanese aviation medical is very specific and restrictive in many areas that will be different to your home country. Please familiarize yourself with the Guide to Aviation Medical (AME) and NCAs medical procedures.

Please contact the medical department if you have any specific medical queries or problems. crew.medical@nca.aero

Company information can be found on isky.
ISKY - HOME - SITE MAP -TYOOA (CREW ADMINISTRATION) -CREW MEDICAL

R. STANDARDS OF ROSTERING

Please familiarize yourself and keep up to date with Operations manual 8-7-3. If you have any doubts on a violation of any of the rules, please contact scheduling to clarify. Basic Summary of main items below. (there are many extra notes in OM for additional attention)

1. Max flight time:

8-7-3 Standards of rostering

① Flight Time

(1) Maximum flight time within a flight duty period

The maximum flight time within a flight duty period shall not exceed the time shown in the Table 8-7-1 below.

[Table 8-7-1: Maximum Flight Time]

Start of the flight duty (Note 1,2)	Operated by		
	2 Pilots (Note 3)	3 Pilots (Note 4)	4 Pilots (Note 4)
0:00 ~ 4:59	9 hours (8 hours)	15 hours	17 hours
5:00 ~ 16:59	10 hours (9 hours)		
17:00 ~ 23:59	9 hours (8 hours)		

2. Acclimatization of Body clock:

[Table 8-7-2: The region where a crew member's circadian body clock is considered to be acclimatized]

Time difference (h) between departure point (Note) and arrival point [T]	Time elapsed (h) since start of duty at the point of departure (Note) [t]				
	<48	≥48 to <72	≥72 to <96	≥96 to <120	≥120
>2 to ≤4	Departure point (Note)	Arrival point			
>4 to ≤6		Unknown	Arrival point		
>6 to ≤9		Unknown		Arrival point	
>9 to ≤12		Unknown			Arrival point

(Note) The region where a crew member's circadian body clock is considered to be acclimatized.

(2) Maximum total flight time

The total flight time shall not exceed 100 hours in any 28 consecutive days and 1,000 hours in any 365 consecutive days.

2) Operated by 3 or 4 pilots

The maximum flight duty period stipulated in 1) above may be increased to the time shown in Table 8-7-4 below when the flight is operated by 3 or 4 pilots.

[Table 8-7-4: Maximum flight duty period (Operated by 3 or 4 pilots)]

Operated by	Number of planned sector(s) within a single flight duty period	
	2 or less	3 or more
3 pilots	17hr	16hr
4 pilots	18hr	17hr

② Flight Duty Period

(1) Maximum flight duty period:

1) Operated by 2 pilots

A. The flight duty period shall not exceed the time shown in Table 8-7-3 below.

[Table 8-7-3: Maximum flight duty period (Operated by 2 pilots)]

Start of flight duty period (Note 1,2)	Number of planned flight(s) within a single flight duty period								
	1~2	3	4	5	6	7	8	9	10
0:00~4:59	11h	10.5h	10h	9.5h	9h	9h	9h	9h	9h
5:00~5:59	12h	11.5h	11h	10.5h	10h	9.5h	9h	9h	9h
6:00~13:59	13h	12.5h	12h	11.5h	11h	10.5h	10h	9.5h	9h
14:00~15:59	12h	11.5h	11h	10.5h	10h	9.5h	9h	9h	9h
16:00~23:59	11h	10.5h	10h	9.5h	9h	9h	9h	9h	9h

(4) Rest after flight duty including time zone difference

If a series of flight duties involves a 2 hour time difference or more, half of the difference shall be added to the rest period shown in ③(1) above, following the last flight. If the rest following a series of flight duties involving a time difference is at home base, the rest period shall be as specified in Table 8-7-5 below.

[Table 8-7-5: Rest period following a series of flight duty involving time difference at home base]

Maximum time difference (h) between the home base and the arrival point [T]	Time elapased (h) since leaving the home base to return to the home base [t]			
	<48	≥48 to <72	≥72 to <96	≥96
≥4 to ≤6	2 nights	2 nights	3 nights	3 nights
>4 to ≤9	2 nights	3 nights	3 nights	4 nights
>9 to ≤12	2 nights	3 nights	4 nights	5 nights

(local night is 8 consecutive hours between 22:00-8:00 at the local time)

④ Unforeseen circumstances in flight operations

In case of unforeseen circumstances, the captain may increase the limits of the flight time and flight duty period as follows. However, the modification of the limits should be minimized so as not to lead to severe fatigue.

(1) Increasing maximum flight time per a flight duty

If an unforeseen circumstance occurs after takeoff, the maximum flight time may be increased until the flight arrives at an appropriate airport.

(2) Increasing maximum flight duty period per a flight duty

1) Operated by 2 pilots

If an unforeseen circumstance occurs after flight duty starts but before takeoff, the maximum flight duty period may be increased by 2 hours or less. If an unforeseen circumstance occurs after takeoff, the maximum flight duty period may be increased until the flight arrives at an appropriate airport.

2) Operated by 3 or 4 pilots

If an unforeseen circumstance occurs after flight duty starts but before takeoff, the maximum flight duty period may be increased by 3 hours or less. If an unforeseen circumstance occurs after takeoff, the maximum flight duty period may be increased until the flight arrives at an appropriate airport.

Duty Code	Description	The duration between departure and arrival is counted in the Over Time Calculation.	The previous rest length must comply with OM legality.	When checking against OM legality, the duration between departure and arrival is counted as duty time.	Hotel arrangement
● DH1 ● DH2	● Indicating the positioning from location A to B as the directive from the company.	Yes	Yes	Yes	Yes
● DH1+ND ● DH2+ND	● Indicating the positioning from location A to B as the deviation. ● DH1 or DH2 from location A to B (i.e. the directive from the company) must be assigned in the roster first, then it can be changed to DH1+ND or DH2+ND upon the deviation request from the crew. ● Typically, used when the crew hope to go home as soon as possible at the end of series of duties, without wasting time at some location, if the last duty in the series is DH to Base/Gateway. ● Also typically used when the crew hope to go home as soon as possible by remaining on board as DH after operating KZ.	Yes	No	No	Yes
● DH1+ND+NO	● Indicating the positioning from location A to B as the deviation. ● DH1+ND+NO is just added to the roster upon the deviation request from the crew. ● Typically, used when the crew hope to take KZ flight to get to some location (other than own Base/Gateway) as a part of commute.	No	No	No	Hotel at the locations other than Base/Gateway are not arranged. However, hotel at the locations other than Base/Gateway can be arranged if the crew does not require the hotel at Base/Gateway as a result of the deviation.
● DH2+ND+NO ● COM	● Indicating the positioning from location A to B as the commute. (i.e. movement between Home and Base/Gateway) ● COM is used when the combination of location A and B is set up in the other airlines flight time table in our system. (NOTE: Other airlines flight time table in the system is just dummy, but it still needs to be placed in the roster, to make the crews roster efficient.) ● DH2+ND+NO is used in other case.	No	No	No	Hotel at the locations other than Base/Gateway are not arranged.
● OW1 ● OW2	● Indicating the positioning from location A to B as the deviation. ● DH1 or DH2 from location A to B (i.e. the directive from the company) must be assigned in the crew's roster first, then it can be changed to OW1 or OW2 upon the deviation request from the crew. ● Typically, used when the crew hope to travel directly from Home to the location where the first flight duty starts, when the first duty in the original roster is DH. ● Unlike other "deviation" OW1 or OW2 can be placed anywhere. (i.e. Not limited to at the end of series of duties.)	Yes	No	No	Hotel at the locations are not arranged if the crew does not go to the location as a result of the deviation. Hotel check-in/out date/time may be adjusted.

S. SCHEDULING POLICIES

1. Schedules must be released at the latest seven days prior to the end of the month to allow commuters reasonable time to purchase air travel to respective commuting point.

2. Remote based training including G123 will be assigned while at home concurrent with OFF days as much as possible.

3. Schedulers will review the Home Day Count for the respective bases and make a reasonable effort to maintain a relatively even allocation of Home Days monthly.

4. In case of unforeseen circumstances (AOG, weather delay, etc) it might happen that duty will need to be extended into OFF days. The missed OFF days will be assigned as soon as possible but not more than two months after this occurs.

5. Crew members calling in sick unable to report for duty should provide as much notice as possible to Scheduling. Please notify both JFK Office and TYOOSKZ if unable to report for duty. Scheduling will only reduce accrued sick leave from the portion of the Crew members scheduled working days or as determined by contract rules. Example, if a crew member reports sick on the 15th an OFF Day with 16th COM Day and operating or deadhead on the 17th, the leave reduction will commence on the 17th not at the time of the sick call.

6. ND NO (Non Duty Not Operating) deviation request can be obtained if returning home or no further duties. The deviation guidelines for the various options are listed above.

T. BICYCLE STORAGE IN NARITA

1. All Crewmembers are allowed to have and keep a bicycle in Narita, however, the cycle must be stored outdoors at the storage building behind the MyStays.
2. All bikes must be registered and labeled with Crewmembers name.
3. There's a Bluetooth enabled labeling device on the 4th floor storage area for use.
4. Print the adhesive label and attach to the bike.
5. In addition advise your base Chief Pilot of the bike in storage for a registration list.
6. All Crewmembers using the bike storage agree to arrange for transfer or disposal of the bike as well as any associated items prior to resignation or retirement.