

**Cayman Airways Limited Publication Scheme
Produced in accordance with the Hon. Chief Secretary's Code of Practice**

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1. ABOUT THE PUBLICATION SCHEME

Every public authority covered by the Freedom of Information Law has a legal duty to maintain a publication scheme.

The purpose of a publication scheme is to make information readily available to the public without the need for specific written requests. Schemes are intended to encourage authorities to proactively publish information, to develop a culture of openness and participation.

The publication scheme lists the information which is readily available to the public.

The list is divided into seven (7) different categories of information, to help you find the documents you are looking for.

This Publication Scheme commits Cayman Airways Limited to making information available to the public as part of its normal business activities.

Cayman Airways Limited will:

- specify the information held by the authority, which falls within the seven (7) categories below;
- proactively publish or otherwise make routinely available, information which is held by the authority and falls within the categories below;
- describe the methods by which specific information is made available, so that it can be easily identified and accessed by members of the public;
- list any fees charged for access to information described in this scheme;

- publish or otherwise make information available, in accordance with the methods and fees stated in this scheme;
- make this publication scheme available to the public;
- regularly review and update the information made available under this scheme.

2. INFORMATION THAT MAY BE WITHHELD

Cayman Airways Limited will generally not publish;

- information in draft form;
- information that is not held by Cayman Airways Limited, or which has been disposed of in accordance with a legally authorized disposal schedule;
- information that is not readily available – for example: information that is contained in files that have been placed in archive storage, or is otherwise difficult to access;
- information which is exempt under the **FOI Law**, or otherwise protected from disclosure – for example: personal information; or commercially sensitive information.

Records containing exempt matter will be published in a redacted¹ form, wherever it is practical to do so, indicating which exemptions apply.

In maintaining this publication scheme, our aim is to be as open as possible.

However, there may be limited circumstances where information will be withheld from one of the categories of information listed in *Section 7: Categories of Information*.

Information will only be withheld where the **FOI Law** expressly permits it.

For example: where disclosure would breach the law of confidentiality, infringe personal privacy, harm Cayman Airways Limited (or other organizations) commercial interests, or endanger the protection of the environment.

Whenever information is withheld, we will inform you of this and explain why that information cannot be released. Even where information is withheld, it may be possible to provide a redacted copy, with the exempt matter edited out.

If you wish to complain about any information which has been withheld, please refer to *Section 6: Complaints*.

¹ A copy of the record, with the exempt matter deleted in accordance with the National Archive's *Redaction Standard*

3. METHODS OF ACCESS

Information available under our publication scheme will usually be accessible through the methods described below.

Section 7: Categories of Information provides more details on the information available under the scheme, along with additional guidance on how the information within each category may be accessed. Website address: www.caymanairways.com

Online

Some of our documents are published electronically on www.caymanairways.com, and can be downloaded in PDF format. Where information is available online, a link within *Section 7: Categories of Information* will direct you to the relevant page or document.

If the link is broken, you may contact our Information Manager Pamela Watler directly at 345.743.8228 or alternatively via e-mail to foi@caymanairways.net

E-mail

If information is listed in our publication scheme but is not published on the website, we may be able to send it to you by e-mail. You can e-mail us at foi@caymanairways.net to request information. Please provide a telephone number so that we can call you to clarify details if necessary.

Phone

Documents listed in the publication scheme can also be requested by telephone. Please contact Ms. Pamela Watler at 345.743.8228 to request information.

Post

All information listed in the publication scheme will usually be available in hard copy. Requests may be addressed to:

Ms. Pamela Watler
Information Manager
Cayman Airways Limited
P.O. Box 10092
Grand Cayman KY1-1001
CAYMAN ISLANDS

In your request, please provide your name and address, full details of the information or documents you would like to receive. You may also wish to provide a telephone number so that

we can call you to clarify details if necessary. For faster processing, please also include any applicable fee. (See *Section 4: Fees and Charges* for further details).

Personal Visits

In limited cases, you may be required to make an appointment to view information listed in the publication scheme. This will be clearly stated in *Section 7: Categories of Information*, and relevant contact details will be provided in that section.

Advice and Assistance

If you experience any difficulty identifying the information you want to access, please contact Pamela Watler at 345.743.8228 or e-mail her at pamelawatler@caymanairways.net.

Cayman Airways Limited will adhere to its obligations under Section 10 of the **FOI Law**, and any requirements relating to disability or discrimination, when providing information in accordance with this publication scheme.

Information will be provided in the language in which it is held or in such other language that is legally required. Where Cayman Airways Limited is legally required to translate any information, it will do so.

4. FEES AND CHARGES

The purpose of this scheme is to make the maximum amount of information readily available at minimum effort and cost to the public. Cayman Airways Limited strives to ensure that fees and charges are clearly explained and kept to a minimum.

Information which is published online, downloaded through a website, or sent to you by e-mail will be provided free of charge.

Fees may be charged for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage, as described below.

Reproduction Costs

Where fees apply, photocopied information will be charged at a standard rate of \$1.00 per page (black and white; any size) and \$1.50 per page (colour; any size).

Computer discs will be charged at a rate of \$2.00 per disc.

Postage Costs

Cayman Airways Limited will pass on to the requester the actual costs of postage or courier delivery.

Details of any individual charges which differ from the above policy are provided within *Section 7: Categories of Information of the FOI Regulations*.

If a fee applies, you will be advised of the amount and how it has been calculated. Information will be provided when Cayman Airways Limited has received your payment.

5. REQUESTS FOR INFORMATION OUTSIDE THE PUBLICATION SCHEME

Information held by Cayman Airways Limited that is not published under this scheme can be requested in writing.

Your request will be considered in accordance with the provisions of the FOI Law by contacting FOI Manager Pamela Watler at 345.743.8228 or by e-mailing pamelawatler@caymanairways.net.

6. COMPLAINTS

Cayman Airways Limited aims to make our publication scheme easy to use, and to ensure our information is accessible to the public.

If you wish to complain about any aspect of this publication scheme, or would like to request further information regarding our complaints procedures, please contact Pamela Watler at 345.743.8228 or an email to: foi@caymanairways.net and we will try to resolve your complaint as quickly as possible.

You have legal rights to access information under this scheme, and a right to complain to the Information Commissioner if you are dissatisfied with our response.

Physical Address:
Office of the Ombudsman
3rd Floor, Anderson Square
64 Shedden Road
George Town, Grand Cayman
Website: www.ombudsman.ky.

Mailing Address:

P.O. Box 1375

Grand Cayman KY1-1108

CAYMAN ISLANDS

Telephone: 1.345.747.5402

E-mail: <http://ombudsman.ky/foi>

7. CATEGORIES OF INFORMATION

- About Us
- Ministry
- Mission Statement
- Vision Statement
- Values
- Governance
- Organization & Functions
- Management, Board and Committees
- Destinations/Gateways



- Location/Opening Hours
- Policies and Procedures
- Departments
- Rates/Schedule of Fees
- Flight Schedules

ABOUT US

Name of Public Authority

Cayman Airways Limited, National Flag Carrier of the Cayman Islands

MINISTRY

Cayman Airways Limited operates under the Ministry of District Administration, Tourism and Transport

MISSION STATEMENT:

To be the premier choice of safe, reliable, and enjoyable air transportation to all markets we serve, in the best interests of the Cayman Islands

VISION STATEMENT:

To be the most efficient Airline in the region

VALUES:

- Caymanian
- Dynamic
- Easy to do business with



- A great place to work
- A participative and team oriented Organization
- Leveraging technology
- A good Corporate Citizen
- Committed to Safety and Security
- Dignified and respectful in all relationships
- Devoted to continuous improvement
- Dedicated to Customer satisfaction every time

GOVERNANCE:

The Companies Law
Trade & Business Law
Public Management & Finance Law
Civil Aviation Authority Cayman Islands
Federal Aviation Authority

ORGANIZATION AND FUNCTIONS:

Cayman Airways is the national flag carrier of the Cayman Islands. With our head office in Grand Cayman, we operate mainly as an international and domestic scheduled passenger carrier, with cargo services available on all routes and a limited charter service offered. Our operations are based at Owen Roberts International Airport, Grand Cayman.

Cayman Airways was established and started operations on August 7, 1968. It was formed following the Cayman Government's purchase of 51 percent of Cayman Brac Airways, from LACSA, the Costa Rican flag carrier, and became wholly government owned in December 1977.

MANAGEMENT, BOARD & COMMITTEES

Chief Officer:

Mr. Stran Bodden, Ministry of District Administration, Tourism and Transport
4th Floor, Government Administration Building,
Grand Cayman KY1-9000
CAYMAN ISLANDS.

Name and Title of Head:

Mr. Fabian Whorms, President and Chief Executive Officer

Freedom of Information Manager:

Ms. Pamela Watler
Information Manager
Cayman Airways Limited
91 Owen Roberts Drive
Airport Road
P.O. Box 10092
Grand Cayman KY1-1001
CAYMAN ISLANDS
Direct: 345.743.8228
Mobile: 345.925.0618
Reception: 345.949.8200
pamelawatler@caymanairways.net
www.caymanairways.com

Freedom of Information Manager, Designate

(VACANT)
Information Manager Designate
Cayman Airways Limited
91 Owen Roberts Drive
Airport Road
P.O. Box 10092
Grand Cayman KY1-1001
CAYMAN ISLANDS



Direct: (345)743.

Reception: (345)949.8200

www.caymanairways.com

BOARD OF DIRECTORS

Mr. Phillip Rankin, Chairman

Financial Secretary or His Nominee, Director
Ex-officio (Non-voting)

Mr. Stran Bodden, Director
Ex-officio (Non-voting)
CO with responsibility for CAL

Mr. Fabian Whorms, Secretary
President and Chief Executive Officer (CAL)

Mrs. Rosa McLean-Harris, Director (DOT)

Capt. Wilbur M. Thompson (Bing), Director

Mr. James Tibbetts, Director

Mr. Christopher Kirkconnell, Director

Mr. Robert (Bob) Watler, Director

Ms. Danielle Lookloy, Director



Mr. Jeffrey Dacosta, Director

ADMINISTRATIVE OFFICERS:

Mr. Fabian Whorms, President and Chief Executive Officer

Direct: 345.743.8301

E-mail: fabianwhorms@caymanairways.net

Mr. Paul Tibbetts, Senior Vice President

Finance & Commercial Affairs

Direct: 345.743.8223

E-mail: paultibbetts@caymanairways.net

DEPARTMENTS

HUMAN RESOURCES

Mrs. Wendy Evans-Williams

Director

E-mail: wendyevanswilliams@caymanairways.net

Telephone: 345.743.8287

Ms. Tonya Mitchell

Manager

E-mail: tonyamitchell@caymanairways.net

Telephone: 345.743.8278

Ms. Shelly-Ann Davis

Human Resources Officer

E-mail: shellyanndavis@caymanairways.net

Telephone: 345.743.8277

Human Resources Officer



E-mail:

Telephone: 345.743.8336

Ms. Pamela Watler, Executive Assistant

Direct: 345.743.8228

Mobile: 345.925.0618

E-Mail: pamelawatler@caymanairways.net

FINANCE

Mr. Paul Tibbetts, Executive Vice President

Finance & Commercial Affairs

Direct: 345.743.8223

E-mail: paultibbetts@caymanairways.net

BAGGAGE

Mr. Ivan Forbes, Vice President Airport Operations

E-mail: ivanforbes@caymanairways.net

Telephone: 345.743.8365 or

Telephone: 345.743.8386 (Baggage Line)

Email: gcmbaggage@caymanairways.net

BAGGAGE CLAIMS

Mrs. J. Gay McKee

Baggage/Cargo Claims Manager

Email: gaymckee@caymanairways.net

Telephone: 345.743.8359

RESERVATIONS and CITY TICKET OFFICE (CTO)

Miss Martha Forbes

Manager

City Ticket Office and Reservations and Corporate Sales

Email: marthaforbes@caymanairways.net

Telephone: 345.743.8442

MAINTENANCE AND ENGINEERING

Mr. Wayne Miller



Vice President

E-mail: waynemiller@caymanairways.net

Telephone: 345.743.8307

AIRPORT

Mr. Ivan Forbes, Vice President Airport Operations

E-mail: ivanforbes@caymanairways.net

Telephone: 345.743.8365

CARGO

Mr. Tyrone Welds

Manager

E-mail: tyronewelds@caymanairways.net

Telephone: 345.743.8501

FLIGHT OPERATIONS

Captain Dave Scott

Vice President

E-mail: davescott@caymanairways.net

Telephone: 345.743.8250

SAFETY AND SECURITY

Captain Steve Scott

Director

E-mail: stevescott@caymanairways.net

Telephone: 345.743.8222

GROUND SUPPORT- MAINTENANCE & ENGINEERING

Mr. Derrick Tibbetts, JP

Senior Manager

E-mail: derricktibbetts@caymanairways.net

Telephone: 345.743.8244

DESTINATIONS/GATEWAYS



As of January 2017, Cayman Airways operates scheduled flights to and from the following destinations:

Cayman Islands:

Grand Cayman (Owen Roberts International Airport)
Cayman Brac (Charles Kirkconnell International Airport)
Little Cayman (Edward Bodden Airfield)

Cuba:

Havana (Jose Marti International Airport)

Honduras:

La Ceiba (Goloson International Airport)
Roatan (Juan Manuel Galvez International Airport)

Jamaica:

Kingston (Norman Manley International Airport)
Montego Bay (Sangster International Airport)

United States:

Chicago, Illinois (O'Hare International Airport) Seasonal*
Miami, Florida (Miami International Airport)
New York, New York (John F. Kennedy International Airport)

Tampa, Florida (Tampa International Airport)
Dallas Fort Worth, Texas (Dallas Fort Worth International Airport) Seasonal*

Cayman Airways Future Destinations:

Cayman Airways Past Destinations:

United States:

Boston, Massachusetts (Logan International Airport)
Houston, Texas (George Bush Intercontinental Airport)
Washington, D.C. (Washington Dulles International Airport)

HEADQUARTERS LOCATION



Cayman Airways Headquarters Building
91 Owen Roberts Drive
P.O. Box 10092
Grand Cayman KY1-1001
CAYMAN ISLANDS
Telephone: 345.949.8200
Facsimile: 345.949.7607

OPENING HOURS:

ADMINISTRATION OFFICES:

MONDAY – FRIDAY
8:30AM – 5:00PM

RESERVATIONS OFFICES:

MONDAY – FRIDAY
7:00AM – 9:00PM

SATURDAY & SUNDAY
7:00AM – 9:00PM

PUBLIC HOLIDAYS

7:00AM – 9:00PM
(Opening hours on public holiday may vary)

CITY TICKET OFFICES:

MONDAY – FRIDAY
8:30AM – 6:00PM
SATURDAY –
8:30AM – 4:30PM



SUNDAY: CLOSED

CARGO

MONDAY - FRIDAY:

Imports 8:30AM - 5:00PM

Exports 8:30AM - 5:00PM * (Cargo acceptance closes at 3:00PM)

SATURDAY:

Imports 8:30AM - 12:00PM

Exports 8:30AM - 12:30PM * (Cargo acceptance closes at 10:30AM)

SUNDAY: CLOSED

EXPRESS

MONDAY – FRIDAY:

8:30AM - 5:00PM

SATURDAY: CLOSED

SUNDAY: CLOSED

POLICIES AND PROCEDURES

HR Policies and Procedures:

- Policy 101: Nature of Employment
- Policy 102: Employee Relations
- Policy 103: Hiring of Relatives
- Policy 104: Employee Medical Examinations
- Policy 105: Outside Employment
- Policy 106: Job Posting & Transfers
- Policy 104: Re-Hire Eligibility

Employee Status and Records:

- Policy 201: Employment Applications
- Policy 202: Employment Reference Checks
- Policy 203: Personnel Data Changes
- Policy 204: Performance Evaluations
- Policy 205: Access to Personnel Files

Employee Benefit Programs:

- Policy 301: Employee Benefits
- Policy 302: Vacation
- Policy 303: Holidays
- Policy 304: Maternity Leave
- Policy 305: Sick Leave
- Policy 306: Time off to Vote
- Policy 307: Compassionate Leave
- Policy 308: Relocation
- Policy 309: Jury Duty
- Policy 310: Health Insurance
- Policy 311: Life Insurance
- Policy 312: Workers' Compensation Insurance
- Policy 313: Educational Assistance

Non-Revenue Travel:

- Policy 350: Free and Reduced Rate Transportation
 - Definitions
 - Penalties for violation of free and reduced rate privileges
 - Company Policy
 - Ticket/Trip Pass not transferable
 - Authorization and control of access
 - Dress Code

Timekeeping/Payroll:

- Policy 401: Timekeeping
- Policy 402: Paydays
- Policy 403: Separation from Employment
 - Notice
 - Layoffs
 - Severance Pay
 - Suspension
 - References
- Policy 404: Administrative Pay Corrections

Work Conditions & Hours:

- Policy 501: Safety
- Policy 502: Work Schedules/Attendance
- Policy 503: Smoking
- Policy 504: Rest and Meal Periods
- Policy 505: Overtime
- Policy 506: Emergency Closings
- Policy 507: Business Travel Expenses
- Policy 508: Visitors in the Workplace
- Policy 509: Workplace Monitoring
- Policy 510: Workplace Violence Prevention

Leaves of Absence:

- Policy 601: Personal Leave
- Policy 602: Pregnancy related issues

Employee Conduct and Disciplinary Action:

- Policy 701: Employee Conduct and Work Rules
- Policy 702: Employee Responsibilities
 - Standards of Professionalism
 - Productivity
 - Housekeeping

- Telephone Courtesy
- Misrepresentation
- Professional Conduct
- Business Ethics and Conduct
- Conflicts of Interest
- Non-Disclosure
- The Media
- Policy 703: Drug and Alcohol Use
- Policy 704: Sexual and Other Unlawful harassment
- Policy 705: Attendance and Punctuality
- Policy 706: Personal Appearance
- Policy 707: Use of Company Property
 - Use of Telephones
 - Use of equipment and vehicles
 - Computer and Email Usage
 - Internet Usage
- Policy 708: Return of Property
- Policy 709: Resignation
- Policy 710: Retirement
- Policy 711: Security Inspections
- Policy 712: Solicitation
- Policy 713: Drug Testing
- Policy 714: Progressive Discipline
- Policy 715: Problem Resolution
- Policy 716: Casual Days

Miscellaneous:

- Policy 800: Life-Threatening Illnesses in the Workplace
- Policy 801: Employee Activities and Programs

Employee Acknowledgement Form: Non U.S.

- Policy 901: Immigration Law Compliance
- Policy 902: Employment Categories
- Policy 903: Probation Period
- Policy 904: Adoption Leave Benefits
- Policy 905: Witness Duty
- Policy 906: Benefits Continuation
- Policy 907: Pension Plan
- Policy 908: Pay Deductions and Setoffs
- Policy 909: Family and Medical Leave
- Policy 910: Political Activities
- Policy 911: Union Associations/Activities

Employee Acknowledgement Form: U.S.

- Policy 950: Nature of Employment
- Policy 951: Equal Employment Opportunity
- Policy 952: Immigration Law Compliance
- Policy 953: Disability Accommodation

- Policy 954: Employment Categories
- Policy 955: Introductory Period
- Policy 956: Witness Duty
- Policy 957: Benefits Continuation
- Policy 958: 401k Savings Plan
- Policy 959: Pay Deductions and Setoffs
- Policy 960: Family and Medical Leave
- Policy 961: Military Leave

Copies can be obtained upon request from the Information Manager/Designate

RATES/SCHEDULE OF FEES

CARGO RATES:

GRAND CAYMAN					
	<i>JIFFY (from Miami Only) Under 5 lbs.</i>	MIN 5 lbs. – 70 lbs.	71 lbs. to 100 lbs.	Over 100 lbs.	Over 1100 lbs.
Grand Cayman - Miami	\$35.00	\$50.00	.60 per lb.	.55 per lb.	.50 per lb.
Grand Cayman - Tampa	-	\$55.00	.70 per lb.	.65 per lb.	.60 per lb.
Grand Cayman - Kingston	-	\$45.00	.52 per lb.	.45 per lb.	.42 per lb.
Grand Cayman - Cayman Brac	-	\$30.00	.31 per lb.	.27 per lb.	.25 per lb.
Grand Cayman - Havana	-	\$44.00	.51 per lb.	.45 per lb.	.42 per lb.
Grand Cayman - Little Cayman	-	\$30.00	.31 per lb.	.27 per lb.	.25 per lb.

All rates: Air waybill \$10.00, Collect Fee \$10.00, Security Charge \$10.00 (MIA-GCM)/ \$18.00

(GCM-MIA)

CAYMAN BRAC

	<i>JIFFY (from Miami Only) Under 5lbs.</i>	MIN 5lbs. – 70 lbs.	71 lbs. to 100 lbs.	Over 100 lbs.	Over 1100 lbs.
Cayman Brac - Miami	\$35.00	\$55.00	.55 per lb.	.60 per lb.	.55 per lb.
Cayman Brac - Tampa	-	\$70.00	.75 per lb.	.70 per lb.	.65 per lb.

EXPRESS RATES:

Package Weight:	GCM to/from CYB/LYB:	CYB to/from LYB:
Up to 3 oz.	\$6.00	N/A
Up to 2 lbs.	\$15.00	\$10.00
3 to 30 lbs.	\$25.00	\$15.00
31 to 60 lbs.	\$37.00	\$25.00
Over 60 lbs.	\$37.00	\$25.00

Plus \$0.50/lb. each additional lb. Plus \$0.25/lb. each additional lb.
(Subject to change)

BAGGAGE RATES:

Weight:	Description:	Fees:
56 – 70 pounds	(Overweight Bag)	\$ 50.00
71 – 99 pounds	(Overweight Bag)	\$175.00
Over 99 pounds		*Not Permitted

Quantity:	Fees:
Additional bag up to 55 pounds (excess bag 3 – 5)	\$100.00
Additional bag up to 55 pounds (excess bag 6 – 8)	\$200.00



Additional bag (excess over 8)

*Not Permitted

Fees and charges for weight and quantity are cumulative.

SIZE:

63 – 80 inches	(length + height + width)	up to 55 pounds	\$100.00
63 – 80 inches	(length + height + width)	up to 70 pounds	\$150.00
63 – 80 inches	(length + height + width)	up to 99 pounds	\$225.00
Over 80 inches	(length + height + width)		*Not Permitted

Contact a Cayman Airways Representative at 345.949.8200 for any questions or clarification of allowance, charges, fees, as they may be subject to change.

FLIGHT SCHEDULES:

Flights are subject to change. Please contact a Cayman Airways representative at 345.949.8200 for any questions or confirmations regarding all flight schedules.