

### Definition

The aim of this policy is to provide a clear, consistent and comprehensive set of guidelines and procedures that must be followed when you need to make travel arrangements related to doing your job.

### Scope

This policy applies to all employees, temporary staff and agency staff. Any sub-consultants should book and pay for their own travel and re-charge A-one+ on their invoice.

It details processes for when:

- You have to organise business travel arrangements that are needed to carry out your job;
- Your Line Manager is asked to authorise business travel bookings.

### Objectives

Requirements for Business Travel including National Rail, Hotel, Flights, Meetings and Conferences are booked through our designated Travel Management Company, Clarity Travel Management [the TMC], wherever practical. Non-compliance, including claiming of business travel through the standard Expenses Form route is not permitted and exception reports will be produced and issued back to the Senior Management Team for each Area.

If you are required to travel away from your home or your normal place of work on company business, you shall be entitled to a reasonable level of comfort and to be able to travel safely.

To enable efficient and effective cost and time management when making business travel arrangements, and help deliver year-on-year improvement on our profit margin.

By encouraging the effective planning of meetings and journeys, and thus reducing business travel overall.

To ensure that we are working within the arrangements agreed with the Tax Authorities and that we correctly account for VAT and PAYE.

### Principles

Since Business Travel is a significant expenditure for A-one+, it is important that these costs are managed effectively. Please always ensure that you treat expenditure as if it were your own when considering the reservation and payment of items that are a business expense.

Any expenses and allowances for business travel will not be classed as part of your “basic pay,” and therefore will not attract any taxable benefit.

## 1. Policy and Guidelines

This policy will be reviewed annually and any changes, including the amounts that can be reclaimed or amendments to the tax regulations from the Chancellor’s Budget, will be implemented from April each year.

## 1.1 Business Travel Guidelines

You should plan journeys, accommodation, visits and other arrangements so as to obtain the best value possible, bearing in mind both time and cost (e.g. use of restricted fares could reduce costs considerably).

Always use the services of the sole Clarity Travel Management to administer bookings (Rail, Air, Hotels, etc).

Access to the booking process is via the [Commercial](#) page on IBMS+. The person requesting travel is to complete the [Travel Booking Form](#) and then forward it to the appropriate designated A-one+ travel co-ordinator who will communicate with the TMC online facility to confirm availability and costs.

To enable this service to work most effectively please:

- Ensure that you maximise opportunities for low cost tickets by advance booking and travelling outside of peak times.
- Ensure that the A-one+ Travel Co-ordinator is clear about whether you have a specific need or requirement about travel times and accommodation location, or whether you are able to be flexible on these.

## 1.2 Travel Plan Authorisation Levels

Members of the Executive and Senior Management Teams may travel without prior authorisation. A report of their travel will be issued monthly to the EMT.

Others must have prior approval before finalising travel arrangements from their appropriate SMT member, or their designee. Where the 'TMC' online facility confirms there is availability that meets the A-one+ criteria, the travel coordinator completes the [Travel Booking Form](#) with the online information and submits the travel booking form to your SMT Manager, or their designee, who will approve and forward to the Clarity Travel Management for fulfilment.

Where the 'TMC' online facility shows no availability then the travel coordinator will contact the 'TMC' by phone/email to establish the current availability as this is more current than the online system. The 'TMC' will confirm what is available along with associated costs, the travel coordinator will submit the booking form to the SMT Manager for approval, if approved they will forward the booking to the 'TMC' for fulfilment.

Travel requests that are not approved will be returned to the requester with comments or suggested alternatives.

## 2. Air Travel

### 2.1 Class of Travel

For all staff authorised to fly on company business, the following must be adhered to:

- Domestic air travel – is available via economy class only. The use of low cost carriers is encouraged.
- International air travel is available via economy class only.

### 2.2 Unused Airline Tickets

Unused airline tickets or flight coupons should not be discarded or destroyed as these documents may have a cash value.

To expedite refunds, unused or partially used airline tickets should be returned as soon as possible to the Clarity Travel Management.

### 2.3 Lost or Stolen Airline Tickets

Immediately upon discovery of a lost/stolen ticket, the traveller should report the loss to the Clarity Travel Management who will file the lost ticket application.

## 3. Hotels

### 3.1 Hotel Selection Guidelines

By consolidating the number of hotels utilised in a town/city, we increase our buying power and enables the Clarity Travel Management to negotiate preferential hotel rates in our key locations, based on usage, standards and competitive rates.

The Clarity Travel Management will always offer you a hotel from the preferred list if available in the location you have requested. Should you decline their recommendation, you must complete the justification section of the Travel Booking Form prior to submission for approval. It should be noted, and emphasised, that the Clarity Travel Management will always verify that the preferred hotel is unavailable and if there is no justification included the request will be returned unfulfilled.

Rates are subject to availability and are based on standard double/twins for sole use/occupancy. If the room type is not available at our rate, the Clarity Travel Management will seek alternative accommodation on your behalf within the budget guidelines.

Do not contact the hotel(s) directly.

The Clarity Travel Management has been advised by us that it is mandatory that they book a preferred hotel if available in a particular location. In the event that a hotel is not available or you are requesting accommodation outside of the preferred hotel locations, the following budgetary guidelines have been implemented (exceptions will be made within certain circumstances i.e. Olympics):

- Up to **£150.00**: London M25 Area
- Up to **£100.00**: All other areas

### 3.2 Hotel Expenses and Subsistence

When working away from home on business, hotel bookings should be made via the Clarity Travel Management, utilising the Travel Booking Form, who will then request that the hotels' invoice them directly to avoid the need for you to pay directly. Other subsistence costs incurred during a hotel stay, such as meals and drinks, need to be settled by the individual at departure and claimed back via the [Expense Form](#).

Subsistence guidelines [deviations must be approved by an SMT member]:

- Up to £15.00 for breakfast (where the booking is on a Room Only basis).
- Lunch when away from your assigned office, up to £7.00.
- Up to £30.00 for an evening meal, inclusive of all drinks.
- Up to £5.00 for personal incidental expenses (e.g. newspapers, personal phone calls home, etc.).

Please note that these are maximum guideline limits, not allowances and all expenditure must be supported by a valid VAT receipt. Deviations from the stated guidelines must be approved by an SMT member, and supported by their authorisation on the individual's Expense Form, prior to payment being reimbursed. This sum cannot be claimed if the costs are not incurred and cannot be used for any other hotel services, other than those detailed above.

## 4. Rail Travel

### 4.1 Booking Procedures Rail

For rail travel it is A-one+ policy to travel standard class when making rail bookings. If you require space and confidentiality so you can work on board, please make sure that you clearly request a reservation in a 'quiet coach'. However, remember you will not be able to use your mobile phone in this carriage. (Seats cannot always be guaranteed).

Bar exceptional circumstance [which will be reported to the EMT], all rail travel must be booked via the Clarity Travel Management utilising the Travel Booking Form. To avoid the additional cost of Fast Track Kiosk issuance, all travel should be booked well in advance of the travel date in order to receive the tickets by post.

The Clarity Travel Management System will offer you the fares that are within the A-one+ policy guidelines. Should you choose fares outside the policy guidelines, a reason must be stated and approved by the appropriate Line Manager.

Choosing off-peak or super off-peak tickets can make substantial savings, often in excess of 50%. These have restrictions on departure and, sometimes, return travel times but offer excellent value for money.

Always consider choosing two one-way tickets as these can sometimes be cheaper than a return ticket ideal if you do not require flexibility.

### 4.2 Unused Tickets

Unused rail tickets should not be discarded or destroyed as these documents may have a cash value.

To expedite refunds, unused or partially used rail tickets should be returned within 28 days to the TMC.

## 5. Management Information

### 5.1 Account Management

The Clarity Travel Management will allocate an experienced Account Manager who will liaise with appropriate A-one+ personnel on implementation, training and ongoing service issues.

### 5.2 Management Information

Management Information will be supplied A-one+ and include:

- Exception Reporting
- Savings Achieved
- Hotel Bill Accruals
- Monthly Consolidated Invoicing
- Monthly Reporting by MAC Area
- Monthly Reporting by Line Manager
- Monthly Reporting by Activity Code
- Carbon Footprint Reporting

## 6. Emergencies

The contact for the Clarity Travel Management outside the normal trading hours 09:00–17:30 Monday to Friday is:

- 01908 002539

This service is for 'Emergencies Only' i.e. when you have a problem checking into or out of your hotel or require accommodation for the same evening outside of the hours of operation, or when you require urgent assistance with air or rail tickets for the same evening or early following morning.

### Amendment Record

Amendment Date	Amendment Raised By	Brief Description
07/07/2017	C Leadbetter	Policy reviewed and updated: Budget guidelines updated in section 3.1 and emergency contact number updated in section 6.
22/06/2016	M Partington	Mobilisation of ASC Area 4 & 12, plus document owners review post mobilisation
<i>For older amendments please contact the IBMS team (<a href="mailto:IBMS@aone.uk.com">IBMS@aone.uk.com</a>)</i>		