

# Travel & Meal Expense Reimbursement Directive

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As an employee of Valued Connections International, you may occasionally be required to travel on company business. This policy will outline the proper procedures regarding:

1. Transportation
2. Meals
3. Lodging
4. Documentation and reports of travel expenses
5. Traveling to Potentially Hazardous Locations

Company travel must relate to necessary business transacted in excess of 100 km / 60 miles away from the employee's normal workplace (home). Valued Connections Healthcare will reimburse its employees for reasonable travel expenses incurred on authorized company business. All travel expenses must be properly documented for approval and reimbursement. Any exceptions to the policy must be submitted to the Program Director or Vice President for approval.

## Transportation

All company transportation will be conducted in the most economical manner possible.

Whenever possible, **tickets should be booked at least seven (7) days in advance** to benefit from any discounts offered by the carrier, or through the negotiations made by Valued Connections International. **All tickets MUST be purchased from Valued Connections Healthcare Shared Travel Services (AMEX GBT)**

Individuals may wish to extend the duration of the trip in order to reduce the cost of transportation. This practice is acceptable as long as the savings are greater than the increased cost of accommodation, meals, and travel expenses.

### *Air Travel*

- Air travel is required for employees traveling in excess of 500 km / 300 miles.
- Coach class shall be used as the standard in the interests of cost-savings. Travel Greater than 5 Hours of continuous travel may be booked in Business Class should the budget permit it. Additionally, should there be accommodations or extenuating circumstances – Business Class may be considered on short distances (i.e you are flying a “red-eye” and expected to present at a conference the next morning”
- Should a complementary upgrade be offered by the Shared Travel Services Operator, you are able to accept that.

## Surface Transportation

### Public Transportation

- The cost of public transportation, i.e. taxis or Uber will be reimbursed contingent on the production of receipt. Expenses related to personal travel will not be reimbursed.
- Non-Long Haul Public Transportation (i.e PRESTO, GO Transit, TTC) will be reimbursed through milage protocol based on kilometers if the route was driven – regardless of true cost.

### Private Vehicles

- Employees may use their own vehicle for business travel purposes if it is deemed less expensive than the rental of a car, public transportation, or if it offers a significant savings of time. The employee must have business use coverage through their personal insurance provider. Proof of insurance must be submitted to Business Services
- Standard mileage reimbursement is \$0.52 per kilometre/mile. This takes into account all actual expenses including fuel, oil, maintenance, insurance, depreciation, etc. In the event that the traveler incurs higher costs than the standard specified, the traveler must declare them in a statement submitted with the expense report to be considered for reimbursement. The fixed and variable costs must be documented in the report.
- Parking, tolls, and ferries required will be reimbursed.
- Commuting expenses are reimbursable for Remote, AWA and Home Based Employees.
- Any costs associated with the maintenance, fuel, vehicular breakdown, or damage incurred while driving a personal vehicle are covered in the standard mileage rate, and will not be reimbursed.
- Any traffic violations, including parking tickets, will not be reimbursed by the enterprise.
- **Out of Country Travel using Personal or Rental Cars are not permitted.**

### Rental Cars

- Compact or economy models will be used in regard to cost-savings. **Note: Vans, Cube Vans, Cube Trucks and Transport Trucks are not covered under this insurance and require a manual booking through Risk Management for Insurance.**
- Exceptions may be made regarding vehicle size in the event of two or more passengers, transferring clients or load requirements. Any exceptions must have written approval prior to their reservation.
- If booking an exception for Load Requirements, costs should be compared to “U-Haul” like providers.
- Rental of vehicles should be discouraged in metropolitan areas that have substantial public transportation services available.
- Renting of vehicles will be booked through Shared Travel Services.
- Personal liability and physical damage insurance is required on all rented vehicles, either pre-arranged through company negotiations with a preferred vendor or through standard renting from a non-preferred vendor.
- In the event of damage to a rental car as well as All accidents must be reported in writing immediately to Venessa Sweet, Risk Manager at [Safety@VCHI.org](mailto:Safety@VCHI.org), Take Photos DO NOT PAY. Allow Venessa to handle this for you. A police report is also required. Once able to do so please complete a standard incident report.

Employees will fill the gas tank prior to the return of the rental car. The employee renting the vehicle may be required to personally reimburse the fuel surcharge fee if he/she fails to fill the vehicle gas tank prior to return.

- Pre-purchase of gas at the rental counter is discouraged.
- Any traffic violations, including parking tickets, will not be reimbursed by the company.

### Rail Travel

- All reservations will be made in coach class.
- Business Class Travel is only acceptable when the travel is greater than 5 hours in continuous length.

### Bus Travel

- Bus travel will only be used when travel by other means is not feasible, or when specifically requested by the employee.

### Meals

- A per-diem rate will be supplied to traveling employees to cover the costs associated with reasonably priced meals.
- Employees are not required to produce receipts for these meals.
- Breakfast shall be paid in cases where travel is conducted prior to 7am or ends after 9am. Lodging inclusive of breakfast is encouraged where feasible.
- Lunch shall be paid when travel begins prior to 11am or ends after 1pm.
- Dinner shall be paid when travel begins prior to 5pm or ends after 7pm.
- Per Diem Amounts Outside of Canada are in accordance with National Joint Council Listed Allowances – which can be found here: <https://www.njc-cnm.gc.ca/directive/d10/v238/s659/en>
- **Canadian Per Diem is \$85 a day – including Breakfast, Lunch, Dinner & Incidentals**

### Lodging

- Reservations for accommodations should be made with mid-range hotels. (i.e. Sheraton, Radisson, Marriott etc.) – Budget hotels are discouraged (i.e. Travelodge) due to safety risks.
- In the interests of economy, minimum requirement reservations (i.e., single traveler – single occupancy) should be made.
- Reservations should be made with [PSPC Approved Accommodation](#) and Car Rental Providers and booked via Shared Travel Services whenever possible.
- Hotel rates must be in accordance with the PSPC City Rate Limits found [HERE](#)
- It is the employee's responsibility to cancel reservations by 4pm (hotel local time). Room costs incurred due to failure to cancel will not be invoiced back to the employee. Employees should make note of the cancellation number.
- Employees are eligible for a Hotel Reservation when the travel is more than 100kms away. Situations under 100kms are acceptable when supported by the Employees Program Manager and Risk Management.
- Employees are NOT to Share Hotel Rooms, except in the follow circumstances
  - Regular Employees (Non-Executive) may share hotel rooms with immediate family members such as spouse, children etc.
  - Executives MAY NOT Share Hotel rooms under any circumstances, due to the confidential nature of there work and the extremely long hours – this includes spouses.

### Expense Reports

- Employees are expected to submit an expense account report within 3 Business Days upon their return using VCIRrequest.
- Reimbursement will be awarded upon approval of the expense account report.

- Employees are obligated to retain and submit receipts for any business expense not covered by the per-diem.
- Entertainment costs will not be covered by the company.
- Incidentals will not be reimbursed when travel is less than one (1) full day.
- Ticket receipts for airline fares must be submitted with the expense account report.
- All expenses documented must be associated with a valid business purpose, and fall within company guidelines.
- Management information reports will be available. These reports will contain detailed information about travel expenses charged to specific departments, including the names, destinations, purposes of, and specific expenses of trips made.

## Approval

- Employees cannot approve the reimbursement of their own travel expenses.
- Employees cannot approve the reimbursement of travel expenses of an employee that they report to either directly, or indirectly.

*\*While traveling, employees are regarded as representatives of the company, and should conduct themselves as such, conduct, dress code and other policies are enforced when you are not in the privacy of your accommodations.*

## Traveling Alone

### Safeguards

When working/travelling alone is required, Valued Connections has developed the following guidelines and safeguards for their employees to ensure the health and safety of the employee is upheld. It is the responsibility of the employee to ensure these safety procedures are followed while working/travelling alone.

- Employees are never to divulge any personal information to third parties.
- Employees are not to disclose any travel information, to anyone outside the organization other than their spouse/emergency contact, Global Affairs Canada or Shared Travel Services - including hotel location, flight/travel plans, etc. to third parties.
- Employees are never to travel alone in vehicles with Constituents.
- Cellular phones provided to the employee by Valued Connections will have emergency phone numbers saved to speed dial for quick access in case of an emergency.
- Employees are not to provide personal/work cell phone telephone numbers to customers of Valued Connections at any time. Valued Connections provides Business Connect to employees for work use.
- Employees are to take all reasonable steps to ensure any safety concerns are eliminated (i.e. working offsite late at night alone, meeting customers in private locations, etc.).
- If an employee feels any potential risk at any time, they must remove themselves safely from the situation and report the incident to their direct supervisor via Cell Phone.
- In the case of an emergency, the employee must contact emergency personnel to ensure their safety- these circumstances MUST be reported to Risk on Call immediately. 1-877-694-0513 x 151 – 24 Hours a day
- Prior to working/travelling alone, employees will be trained and educated to minimize the dangers of working alone.
- Valued Connections will always investigate all accidents / incidents and take all reasonable steps to prevent a re-occurrence of any unsafe occurrences. Regular Incident Reports should be submitted to [Safety@VCHI.org](mailto:Safety@VCHI.org)

- When travelling outside of the country employees will familiarize themselves with [travel.gc.ca](http://travel.gc.ca) and not travel to anywhere that has a Avoid Non-Essential Travel or greater listing.
- Employees will familiarize themselves with the Canadian's Abroad Hotline and Local Government of Canada Consulate – or there countries equivalent.
- **EMPLOYEES MUST HAVE TRAVEL INSURANCE AND REGISTER WITH THE CANADIAN OR US REGISTRY OF CITIZIENS ABROAD.**

### Communication

When working/travelling alone, the employee is required to communicate back to Valued Connections through the following check-in procedures to ensure the safety of its employees:

- The direct supervisor will define the appropriate intervals of time for the employee working/traveling alone to check in with.
- Depending on the work/travel plan, your supervisor will determine the approved form of communication that will be required.
- The supervisor will ensure that the schedule communication-based check-in is adhered to with a written log for documentation purposes.
- If the direct supervisor is unavailable, they will provide a backup employee to act as the main point of contact for the employee working alone.
- The establishment of a code word will be implemented for use when the employee requires emergency assistance.
- The development of an emergency action plan will be done in the event that the employee working alone does not check-in on schedule.

### Travel to Potentially Hazardous Locations

Valued Connections may conduct business in various locations around the world. In the event that a Valued Connections employee is required to travel to a location where a potential health and safety hazard exists, due to infectious disease, increased threat of terrorism / war / violence, or natural disasters, Valued Connections will exercise caution and due diligence in the assignment of these postings.

Valued Connections will not knowingly endanger the health and safety of our employees by sending them to an unsafe location, or sending them to a location where appropriate safety measures are not in place.

Valued Connections will monitor the safety climate of all foreign work locations to ensure the ongoing safety of employees that are already on location, and to determine the appropriateness of posting additional employees to the location.

Valued Connections will not post employees to unsafe locations where the WHO, UN, Canadian or United States of America Governments and travel standards councils have expressed serious concerns surrounding the location or region, issued warnings or have imposed travel bans (Avoid Non Essential Travel, Avoid All Travel) due to infectious disease, increased threat of terrorism / war / violence, or natural disasters.

Where necessary or possible, Valued Connections shall arrange for all employees travelling to foreign locations to receive any and all necessary shots / vaccinations / inoculations to ensure their ongoing health and safety.

In the event that an employee is posted to a foreign location, Valued Connections shall take all reasonable precautions to protect their health and safety in collaboration with our government collagues.

Where specified in their contract of employment, a Valued Connections employee may be required to travel as a condition of their continued employment with Valued Connections.

In the event that an employee raises concerns about their health and safety in relation to proposed travel plans. Valued Connections Risk Management will investigate these concerns and work to mitigate them.

In the event that the employee's fears are unsubstantiated or unreasonable, where Valued Connections has provided a safe location to conduct work, or where no travel warnings / bans exist for the location / region, then Valued Connections will move forward with the travel plans, and the employee may be required to travel to the proposed location / region.

In the event that the proposed destination / region raises a bona fide health and safety hazard that cannot be eliminated or minimized, Valued Connections shall either find alternative means / dates for travel, alternative methods for conducting business, or cancel the proposed travel plans.

In the event a Valued Connections employee is currently located in a location / region in a foreign country where an emergent situation arises, where there is an increased threat of terrorism / war / violence, infectious disease or natural disaster, Valued Connections Healthcare will do everything in our power to ensure the safe and expedient return of the employee. Valued Connections may share your information with government agencies in Canada or the USA to assist us in ensuring your safety.

Always carry your local Canada/USA Consulate Information and Emergency SOS Number with you (CAN: +1 613 996 8885 / [sos@international.gc.ca](mailto:sos@international.gc.ca) | US: +1 202-501-4444 / [travel.state.gov](http://travel.state.gov)). Valued Connections requires you to carry your passport with you at all times whilst travelling on business along with register with the registry of citizens abroad.

In the event that a Valued Connections employee returns from a location / region where an increased threat of infectious disease exists, the employee may be granted up to (4) weeks of paid time off prior to resuming their work at Valued Connections

## Acknowledgement and Agreement

I, (Employee Name), acknowledge that I have read and understand the Company Travel Policy of Valued Connections Healthcare Corp. Further, I agree to adhere to this Policy and will ensure that employees working under my direction adhere to this policy. I understand that if I violate the rules/procedures outlined in this Policy, I may face disciplinary action, up to and including termination of employment.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness: \_\_\_\_\_