

Document Ref	QP035	Document Title	Travel & Expenses Policy			
Owning Department	Finance	Effective Date	05-Nov-18	Review Date	05-Nov-21	

1. Purpose

This document sets out London & Partners' policy and procedures on staff travel and expenses. The policy has been designed to ensure that staff are promptly reimbursed for all reasonable authorised business expenses.

2. Scope

These policies and procedures apply to and cover all individuals working for London & Partners at all levels and grades, both in the UK and overseas; and to individuals such as contractors, consultants, volunteers and agency employees who are not employees but who work at or for London & Partners (collectively 'staff'). Failure to comply with any part of this policy will result in the non-payment of applicable expenses. Furthermore, breaches of these policies and procedures by employees may be dealt with under London & Partners' disciplinary procedure and, in serious cases, may be treated as gross misconduct. Breaches of these policies and procedures by agency employees and contractors will be dealt with under the relevant supplier contract and, in serious cases, may result in the termination of the contract.

This policy does not cover the Travel & Expenses process for the ERDF programmes – MIBP & BGP.

3. Responsibilities

The responsibility for this policy and adherence to it rests with the Managing Director, Operations & Governance.

4. Process

London & Partners will reimburse necessary and reasonable expenses incurred by employees and (where provided for in the relevant contract and agreed in advance) contractors, in the performance of their duties on behalf of London & Partners. The liability for all expenses remains with the individual staff member until such time as the staff member's expense claim is approved. Whilst being fairly reimbursed for expenses, staff are expected to seek to minimise costs wherever possible in the interests of London & Partners.

Wherever possible, suppliers should be asked to invoice London & Partners following the issue of a purchase order, and staff should only incur expenses requiring reimbursement when this is not possible.

When arranging travel all staff must seek to:

- achieve value for money
- and
- where practical and economical, choose a mode of transport which minimises the impact on the environment

5. Expense Claims

5.1. Employees

Claims for payment by employees must be made by completing an expenses claim form online and submitting it to their approver and then to the finance team. Claims received (with all supporting documentation and authorisations where applicable) by the 5th of each month will be paid in the payroll for that month. Documentation relating to expenses can be found [here](#).

As a minimum all claims MUST:

- be supported by a receipt for the full amount of the transaction (see Receipts below)
- state clearly what the expenditure relates to and why it was incurred e.g. Taxi fares: state where you were going and why, to what event, meeting etc. Entertainment: state who was entertained and why, how many staff, how many guests
- show the budget code for each transaction (see section 8 Budget Codes below)
- be submitted monthly. London & Partners reserves the right to decline to pay any expense claim where the expenses incurred are more than three months old
- be properly authorised (See Authorisation below)
- be entered on the relevant commitment record

5.2. Contractors

Claims for payment by contractors under the terms of their contract must be made by invoice. Each invoice must be supported by receipt(s) / invoice(s) for the full amount of the transaction and state clearly what the expenditure relates to and why it was incurred. The approximate level of expense must be agreed in advance.

6. Authorisation

International Travel costs must be approved prior to booking (see section 9 Travel Management below).

Claim forms must be authorised by an authorised signatory (refer to the Authorisation List which can be accessed [here](#)). The CEO's expenses are authorised by the Managing Director, Operations & Governance up to £5,000 and then by the Chair. The Chair's expenses are authorised by a member of the Audit & Finance Committee.

Contractor invoices must be authorised in accordance with London & Partners' Procurement Policy.

7. Receipts

All claims MUST be supported by a valid receipt or invoice, which in the case of expenses incurred in the UK means a VAT receipt / invoice. This is a receipt or invoice which details the goods or services purchased and gives the supplier's VAT number. As credit card authorisation slips or credit card statements rarely detail this information, neither constitutes a valid receipt.

Receipts should be numbered to correspond with the entry on the expense form and attached to the form in numerical order. London & Partners may not reimburse claims where no valid receipt is provided.

8. Budget Codes

It is important that all expenditure is coded in a way that reflects the nature of the expenditure. Please consult London & Partners' Finance Department if you are unsure which code to use.

9. Travel Management

- See appendix 1 for the Travel Management Approval flow. Flow with hyperlinks can be found [here](#)
- See appendix 2 for the Travel Request Form. Word version of Travel Request Form can be found [here](#)
- The Procurement Policy must be followed where applicable

All international travel must be approved prior to any bookings being made. The process is as follows:

- Traveller emails Managing Director, Markets with details of travel required. As much notice as possible must be given to ensure that the Managing Director, Markets has enough time to review and discuss the requirement with appropriate personnel
- If the travel is not agreed the Managing Director, Markets will respond with the rationale
- If the travel is approved the Managing Director, Markets will confirm this in writing. This confirmation must be retained as it is required as part of the expenses process
 - Exception: Chief Representative, North America can approve travel by North America team between USA and Canada
- The traveller completes Part 1 of the Travel Request Form. This includes full details of the travel required including costs.
- Traveller updates the Commitment Record
- Traveller attaches the email from the Managing Director, Markets to the Travel Request Form and obtains approvals from their Line Manager, the Head of the Directorate and the Director, Finance
- Once the form has been signed it must be scanned and saved in the appropriate folder in the [Tendering & Procurement](#) area of the Finance SharePoint site
- Once travel is completed expenses must be processed – see below

10. Overview of Types of Expense

10.1. Travel

Where staff are required to travel on London & Partners' business the following arrangements apply. All international travel must be approved in advance – see above.

10.1.1. Minimising the Impact on the Environment

When arranging travel all staff should, where ever practical, choose a mode of travel which minimises the impact on the environment. This will normally mean using:

- public transport in preference to taxis
- using trains in preference to planes when travelling within the UK or to those parts of Europe served by a high speed train service

10.1.2. Ordinary Commuting

HMRC rules do not permit London & Partners to reimburse travel between an employee's home and London & Partners' offices (i.e. 'ordinary commuting'). In addition, staff may only claim for the cost of journeys that are substantially different from ordinary commuting and where the cost is over and above the cost of the normal journey to and from work. For example, London & Partners will not reimburse the cost of traveling from home to a location within the same travel zone as London & Partners' offices.

10.1.3. Rail Travel

The normal method of rail travel is standard class within the UK and on Eurostar. First class is not permitted under normal circumstances. Any business reason for travelling First class needs to be agreed by a (Managing) Director or the CEO in the case of a Managing Director's travel.

10.1.4. Air Travel

All staff must obtain approval for international air travel before booking – see Section 9 above.

The normal method of air travel for all staff is:

- flights of less than three hours – economy class.
- flights of over three hours and under eight hours - premium economy or equivalent (see exceptions below).

Business class exceptions

- flights of over six hours at night where the individual is working on the day of arrival - business class
- flights of over eight hours – business class will be permitted if the cost is reasonable or if the traveller has a pre-existing, notified, physical condition which would impact on the individual's ability to work following a flight

A quote must be obtained from Flight Centre who will provide 3 options and this must be compared to an online quote from SkyScanner or similar equivalent. If the online price is cheaper then that should be chosen unless there is a specific reason not to and this must be explained on the approval form.

Note: if a budget airline is available to the destination, this will normally be the cheapest option therefore if this applies this should also be included in the comparison along with discounted tickets and tickets through gateways outside of the country of origin.

The lowest priced option that meets the requested route and time of travel should normally be taken. Staff must look to use a restricted, rather than a flexible ticket wherever possible. Details of quotes must be retained and attached to the expense claim. If booking via Flight Centre a budget code must be provided and it will be billed centrally with the details.

To achieve maximum savings tickets must be booked as early as possible, ideally 15 days or more in advance of the date of travel. London & Partners recognises that when booking restricted tickets that a small percentage of these may need to be cancelled or change fees applied when circumstances change, however in most cases this will still be economical compared to late bookings. There is no VAT on air travel.

10.1.5. Personal Car Travel

Use of personal car for business use must be pre-agreed with a Director.

Where staff use their own cars with the agreement of London & Partners and for approved business purposes, a mileage allowance will be paid in line with HMRC guidelines. Staff who use their vehicle for business must ensure that it is insured for that purpose and London & Partners may ask the staff member to provide evidence of this. Each claim for Car Mileage must show the start, finish and purpose of each journey, car engine capacity (CC), mileage rate and the number of miles covered. There will be no reimbursement for home / work / home mileage. The distance of travel will be verified as the shortest accessible distance between the point of departure and the point of arrival.

The mileage rate to be used is the HMRC approved rate at <http://www.hmrc.gov.uk/payee/exb/a-z/m/mileage-expenses.htm> or the IRS approved rate for the USA or equivalent in other markets.

10.1.6. Hire Car

The hire of self-drive cars for the conduct of business requires prior approval from a (Managing) Director and normally the lowest available practical engine capacity should be hired.

10.1.7. Parking and Congestion Charges

Parking fees will be reimbursed where the cost is incurred whilst travelling on London & Partners business. Parking charges at your permanent workplace or at a home station for rail travel to your normal place of work cannot be claimed on expenses. A receipt for any parking charges must be provided. London & Partners will not pay

parking fines or traffic violations in any circumstances. Charges for the congestion zone will not be paid without the prior agreement of a Managing Director.

10.1.8. Taxis

Staff travelling in London are expected to use public transport except in the following circumstances where a taxi is permitted:

- After 9pm at night when travelling alone
- If there is a requirement to carry equipment or other large loads
- If there is a group of four or more travelling together and it is more cost-effective to use a taxi
- In exceptional circumstances if it is the quickest means of reaching the destination or urgent business needs to be done en route
- Due to illness or disability
- If needed to carry out familiarisation trips or client visits etc and approved by the budget holder.

London & Partners maintains an account with a chosen Taxi supplier and this company should be used when on official business typically accompanying clients or for the above reasons when booking a taxi in advance unless there is a specific reason not to.

Note there is no need to add tips to the payment on account. Staff must not use these accounts for personal travel. Travel to and from home to the airport is likely to be cheaper by using a local taxi company in which case this should be arranged and the cost claimed on expenses with receipts attached.

10.1.9. Transport for London (TfL)

For journeys within London it is cheaper to use an Oyster or contactless debit / credit card to pay for travel, and all staff are recommended to use this form of payment where possible. However, London & Partners will not normally reimburse staff when they top-up a card, unless the amount equals the cost of the journey and is supported by a statement. Instead, staff should register their Oyster or contactless debit / credit card with Transport for London and attach a journey summary (which can be printed on-line at the TfL web site once the card is registered) to their expenses claim, highlighting those journeys undertaken on London & Partners business and the reason (eg the event, meeting etc) on the summary.

10.2. Accommodation and Meals

10.2.1. Accommodation – Working Outside of London or Abroad

Hotel accommodation may only be arranged where it is necessary to the performance of London & Partner's duties. Approval to stay in a hotel in London for London based staff must be obtained in writing in advance from the CEO (please attach the approval email to the expense claim). As a general rule staff should stay in accommodation graded no higher than 4-star (or equivalent). Bookings should be made through

partner hotels or preferred agents where possible or through local offices where they may have favourable corporate rates. Quotes should also be requested from Flight Centre who may have access to cheaper rates. An exception being where an event or conference is held in a higher grade hotel and it is necessary to stay in that hotel. London & Partners will only reimburse the cost of room and meals. Claims for 'mini bar', newspapers, videos etc will not be met.

If booked centrally, hotels will be pre-paid. If a hotel is not pre-booked and the staff member does not hold a London & Partners corporate credit card, they will need to use a personal card and reclaim the cost.

10.2.2. Meals - Working Outside of London or Abroad

As a guideline London & Partners would not normally expect to pay more than:

- £25.00 for an evening meal
- £10.00 for breakfast
- £10.00 for lunch

Reasonable expenses in respect of drinks may only be claimed if taken at dinner or forming part of approved entertainment expenses.

10.2.3. Meals – Exhibitions / Shows within London

When staff attend an exhibition or trade show in London, London & Partners would not normally expect to provide breakfast or lunch unless it is over a weekend. However, if the show is being held in a venue that is deemed expensive or where outside refreshment shops are unavailable, London & Partners will pay for a lunch not exceeding £10. London & Partners will meet the cost of two non-alcoholic drinks per day at a maximum cost of £2.50 per drink.

10.2.4. Other Expenses

London & Partners will not pay for personal items such as medicines or repairs to clothing. Where it has been necessary to stay away from home on business for five or more consecutive days, hotel laundry costs will be paid up to the maximum value of £40.00 for each 5-day period.

10.2.5. Tips

Tips and gratuities will only be reimbursed where a service charge has not been made and should be of a reasonable amount i.e. no more than 10%. Where possible this should be added to the bill so that a receipt is provided.

10.3. Business Entertainment

Business Entertainment means the provision of free or subsidised hospitality (i.e. food & drink) and / or entertainment to anyone other than London & Partners staff and includes costs which are incidental to that entertainment (e.g. any costs that relates to London & Partners staff

hosting a business meal). All claims for entertainment must state the name of the person(s) entertained, the organisation(s) they represent, the London & Partners' staff present and a clear rationale for the purpose of the expenditure. Business entertainment specific rules and guidance are contained in the Gifts and Hospitality Policy.

Please note the following:

- Items below £50 in total (e.g. catch up meeting over coffee) do not require prior approval
- Items over this level up to £250 in total must be approved in advance in writing by a Senior Leadership Team member responsible for the Directorate providing the entertainment
- Items £250 - £500 must be approved in advance by the (Managing) Director
- Items over £500 must be approved in advance in writing a Managing Committee member

Since expenditure on business entertainment is not an allowable deduction for the purposes of Corporation Tax it is essential that only the cost of providing hospitality and entertainment to non-London & Partners staff are coded to this expense.

10.4. Staff Entertainment

All expenditure on Staff Entertainment (including those below £50), other than that which is incidental to business entertainment, must be approved in writing in advance as follows:

- by a Senior Leadership Team member up to £250
- by a Management Committee member for items £251 - £500
- by the CEO for items over £500

10.5. Telephones

10.5.1. Home Telephones

The cost, including VAT, of business calls made from a home telephone may be reclaimed. A copy of the phone bill must be attached to support any claim.

10.5.2. Mobile Telephones

Refer to [IT03 Mobile Phones Procedure](#).

Staff may claim for the cost of necessary and reasonable business calls. The cost of personal calls must be deducted from any invoice submitted with an expense claim. Staff with company phones must inform the finance team of any personal calls made with the phone that incur a charge. Staff should avoid the use of premium text messages or any other premium service. It is recommended that employees use Skype, Whatsapp or other free web based services where possible instead of a mobile phone when overseas. IT have some phones that can be used for international travel.

When staying in hotels avoid using their telephone systems wherever possible.

If you are unclear about any expense you have to incur, or the procedure by which the expense can be redeemed or authorised, please contact your Line Manager BEFORE the expense is incurred.

11. Cash Advance

On occasions it may be necessary for a cash advance to be provided to cover business expenses but these should be kept to a minimum and issued only when it is essential for the purpose of the event. Cash advances in foreign currency are available for overseas trips. All requests for such advances must be authorised by the appropriate budget holder and submitted to the Director, Finance using the [Cash Advance Request Form](#). All advances must be fully reconciled and / or repaid within 5 working days of return to the office.

Staff will not be allowed to take out a second advance if the first has not been reconciled and / or repaid.

12. Company Credit Card

The following are the terms and conditions for use of company credit cards:

- The liability for all transactions remains with the staff member until such time as the person's expense claim is approved. London & Partners reserves the right to deduct from an individual's salary the cost of any transactions undertaken with a company credit card that are not supported by a valid expense claim
- The card is to be used ONLY for company business
- Orders placed over the internet must be over a secure network
- Cash withdrawals should be kept to a minimum and be fully accounted for
- Staff must never disclose the card number to anyone other than counterparties as needed to make payments and other London & Partners employees only as necessary for practical arrangements and as approved by the card holder. This should be kept to a minimum and the virtual card system (Precision Pay) used as needed by non-card holders in the office.
- Lost or stolen cards must be reported immediately by telephoning the number on the back of the card. Note keep a separate record of the card details and the emergency phone numbers.
- Cards must be surrendered upon notification of resignation
- A valid receipt or invoice must support each transaction. Credit card authorisation slips or credit card statements do not constitute a valid receipt
- Cardholders will need to complete a statement on line every month. [Credit Card Expense Claim Form](#)
- Staff must follow the terms and conditions set out by the card provider; a copy of which is held by the Finance Department and is issued with each new card

13. Travel Insurance

London & Partners UK staff are covered by the company's Group Travel policy in respect of medical expenses, injury and loss of luggage when travelling on business in the performance of their duties on behalf of London & Partners.

London & Partners will reimburse necessary and reasonable expenses incurred by staff in the performance of their duties on behalf of London & Partners only to the extent that those expenses are covered by the company's Group Travel insurance policy (with the exception of acts of God that are not covered e.g. volcanic ash, earthquakes etc). It is important therefore, that you follow the procedure set out in the policy with regards incurring medical expenses and reporting losses, otherwise our claim against our policy may be invalid and we will be unable to reimburse you or cover the expense. Please take a copy of the Company policy with you before travelling in order that you know the precise steps to take in the case of needing to make a claim. The policy is available on Sharepoint.

The Emergency Assistance Pack can be found [here](#).

The Travel Insurance policy can be found [here](#).

If you have a mobile phone there is a travel insurance iphone app that you can use. The 'how to' guide can be found [here](#).

In case of an emergency please call AIG Business Travel Assistance on +44 (0)20 7173 7796 quoting:

- Policyholder: London & Partners Limited
- Policy Number: 0010608785

14. Change History

Document has been transferred to a new template.

A new travel management process has been added to this policy including confirmation of which class of travel is permitted.

15. Training Requirements

All employees must read and understand this document

16. Appendices

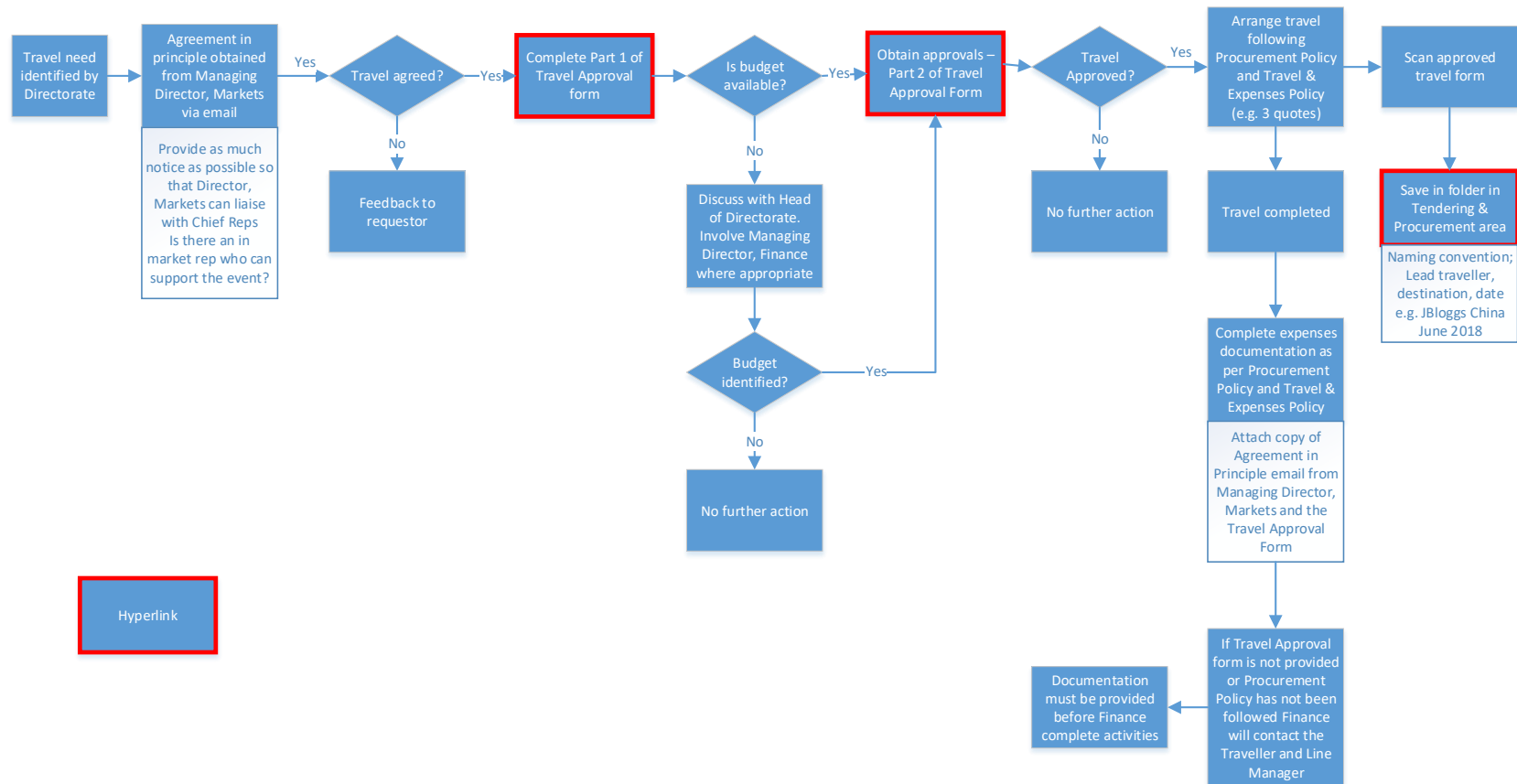
Appendix 1 – Travel Management Approval Flow

Appendix 2 – Travel Request Form

LONDON & PARTNERS

Document Ref	QP035	Document Title	Travel & Expenses Policy		
Owning Department	Finance	Effective Date	05-Nov-18	Review Date	05-Nov-21

Appendix 1 – Travel Management Approval Flow



Document Ref	QP035	Document Title	Travel & Expenses Policy		
Owning Department	Finance	Effective Date	05-Nov-18	Review Date	05-Nov-21

Appendix 2 – Travel Request Form

INTERNATIONAL TRAVEL REQUEST FORM

Part 1

Name of Traveller (s)			
Directorate		Destination	
Reason for Travel			
Budget Code			

Dates of travel	Outbound		Inbound	
Method of travel	Flight / Eurostar (delete as appropriate)		Total flight time	hrs
Class of travel				
<p>Notes:</p> <p>flights of less than three hours – economy class.</p> <p>flights of over three hours and under eight hours - premium economy or equivalent (see exceptions below).</p> <p><u>Business class exceptions</u></p> <p>flights of over six hours at night where the individual is working on the day of arrival - business class</p> <p>flights of over eight hours – business class will be permitted if the cost is reasonable or if the traveller has a pre-existing, notified, physical condition which would impact on the individual's ability to work following a flight</p>				

Flights

Total flight cost	£	Flight booked through Flight Centre?	Yes / No
<p>Is this the cheapest quote? If not why was the cheapest quote not chosen?</p>			

Hotel

Total hotel cost	£	3 quotes attached	Yes / No
Hotel booked through Flight Centre?		Yes / No (delete as appropriate)	

If not booked through Flight Centre please explain why

Part 2

Approvals

Email from Managing Director, Markets attached	Tick this box
Commitment Record updated	Tick this box
If not approved please add rationale here:	

	Name	Signature	Date
Line Manager			
Head of Directorate			
Director, Finance			