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## TRAVEL POLICY

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### 1.0 POLICY STATEMENT

- 1.1 All Directors and employees<sup>1</sup> of FSD Africa (“FSDA” or the “Company”) shall be required to adopt as a minimum this travel and expense reimbursement policy and procedures.
- 1.2 This policy sets out FSDA’s policy and procedures regarding the Company’s policy on travel and the reimbursement of expenses incurred by Directors and employees during the performance of their duties as Directors and employees.
- 1.3 This policy is intended to facilitate prompt reimbursement of reasonable and appropriate business expenditure incurred directly by a Director or employee of the Company and that reimbursement will be made directly to the Director or employee’s personal bank account.
- 1.4 It is the Director’s or employee’s responsibility to ensure that travel and expenditure is both reasonable and necessary for the conduct of the Company’s business and complies with the provisions of this policy. All expenses must be reasonable and appropriate having regard to FSDA’s pro-poor mission and the nature of our public accountability.
- 1.5 Directors and employees should familiarise themselves with this policy prior to incurring expenditure.
- 1.6 The submission of an expense claim containing fraudulent data will constitute gross misconduct.

### 2.0 GENERAL INFORMATION

- 2.1 It is the responsibility of each Director or employee to ensure that their claim is in accordance with this policy and that the correct procedures have been followed.
- 2.2 FSDA does not operate a “per diem” system. Expenses are reimbursed as incurred against invoices or receipts. The Director or employee will be expected to fund his/her expenditure him/herself and then claim for reimbursement. This may require the Director or employee to obtain local currency by making a cash withdrawal from an ATM in the destination country in order to fund running expenses. FSDA will not reimburse the cost of ATM withdrawals, whether debit or credit card.
- 2.3 If the Director or employee has a company credit card, travel expenditure should be incurred to the fullest extent possible using this card. On a monthly basis, the Director or employee will be expected promptly to reconcile all expenditure showing on the credit card statement against receipts. Failure to provide a receipt will result in the item of expenditure being disallowed. In such circumstances the Director or employee will be required to settle the disallowed expense with FSDA, either (i) by offsetting the expense against a claim for reimbursement of expenses incurred using cash or personal credit card or (ii) by personal cheque.
- 2.4 Claims for reimbursement of expenses incurred using cash or personal credit card should be made on the Company’s official expense claim form in accordance with the instructions set out in this policy. See Appendix B for a copy of the Company’s official expense claim form.
- 2.5 Every expense claim form must be fully completed to ensure the inclusion of sufficient information to justify the expense. This must include the classification of expense, the date on which the expense was incurred, the reason why the expense was incurred and justification for the class of travel if applicable. The currency in which the expense was incurred should be detailed.
- 2.6 Reimbursement of expenses will be in KES, USD or GBP at the option of the Director or employee. The exchange rate to be used for calculating claims for reimbursement of expenses incurred in other currencies will be the rate as per oanda.com or xe.com on the date on which the expense claim is

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<sup>1</sup> Including consultants on long-term retainer contracts

prepared.

- 2.7 Hotel bills need not be split out into separate line items but disallowable expenses such as alcohol or expenditure on food in excess of the maximum permitted amount (see Section 6 below) must be itemised separately on the claim form.
- 2.8 Alcoholic beverages should always be listed separately, e.g. an expense claim for a meal should list food and non-alcoholic beverages separately from alcoholic beverages.
- 2.9 Receipts must be provided for all items of expenditure. Photocopies or scans of original receipts are acceptable. If a receipt is missing, a personal credit card statement showing the expense may be submitted in lieu of a receipt but should be accompanied by a written statement from the claimant explaining the circumstances in which the expenditure was incurred. Reimbursement of expenditure in these circumstances will be at the discretion of the FSDA Director.
- 2.10 The Director or employee must keep accurate records of expenses incurred. Original receipts must be kept for six years to facilitate an audit. Original receipts presented to FSDA to support an expense claim will be filed by FSDA.
- 2.11 Self-certification can only be used in exceptional circumstances, although it is recognised that it is not always possible to obtain receipts for certain types of expenditure. The reason why self-certification is necessary should be documented and provided with the expense claim form.
- 2.12 Self-certification is not permitted for individual items of a value exceeding GBP 50.
- 2.13 All expenses should be modest, measured, defensible and clearly linked to the business operations of the Company.
- 2.14 The Director or employee must ensure that the claim form is correctly completed before submitting it for authorisation. If a claim form is incorrectly completed and/or the relevant supporting documents are not attached, the form will be returned to the claimant.
- 2.15 Expense claims should be submitted to the Office Manager of FSDA.

### **3.0 AUTHORISATION OF EXPENSE CLAIMS**

- 3.1 For employees, his/her direct line manager must check and counter-sign the claim before payment is authorised.
- 3.2 For Board members or the FSDA Director, the Chairman of the Board or the Chair of the Audit, Finance and Risk Committee must check and counter-sign the claim before payment is authorised.
- 3.3 For the Chairman of the Board, the Chair of the Audit, Finance and Risk Committee or the FSDA Director must check and counter-sign the claim before payment is authorised.
- 3.4 If the claim is not in accordance with this policy or detailed receipts/supporting documents are not attached the form must not be authorised. In such instances, the Director or employee must be asked to explain why the claim is not in accordance with the policy and why receipts/supporting documents are not available.

### **4.0 EXPENSE REIMBURSEMENT**

- 4.1 Directors and employees should make copies of all expense claim forms and receipts before submitting them, and retain these copies for future reference. Proof of payment for a flight must be submitted as evidence of a flight taken.
- 4.2 Expense claims must be made promptly. Claims submitted more than 90 calendar days after expenditure

is incurred will not be reimbursed unless an exceptional circumstance has arisen which is approved by the Chairman or FSDA Director as sufficient grounds for the delay.

4.3 All expense claims should be reimbursed by the Company within 30 calendar days.

## **5.0 GENERAL TRAVEL INFORMATION**

5.1 Directors and employees may book their own travel (airfare, lodging and ground transportation) or may request that FSDA books it on their behalf. Where there is any doubt as to whether to book a particular class of travel or hotel etc., the Director or employee must consult with FSDA in advance.

5.2 When travelling Directors and employees should use the most cost-effective, safe and secure mode of ground transportation.

5.3 When travelling by rail, Directors and employees are permitted to travel in economy class or in a higher class (but never in first class) where the journey time exceeds two hours and where there is a business case for doing so.

5.4 For the purpose of travel paid for using a SmartCard (e.g. Oyster card, Gatrain card etc.), a single flat rate claim of GBP 20 per country visit will be reimbursed, or, where significant usage of the SmartCard is expected, Directors and employees should register online and claim the full cost of all journeys undertaken using the itemised statement that can be downloaded.

5.5 Public transport should be used where available and safe to do so.

5.6 Although taxis can be used if it is impractical or not viable to use public transport or it is better value for money for several travelling together, the use of taxis is strongly discouraged in the following circumstances:

5.6.1 Travelling across London or in other European cities except where services are very infrequent e.g. late at night or very early in the morning

5.6.2 Airport transfers from UK, European or US airports except where services are very infrequent e.g. late at night or very early in the morning

5.7 Vehicles may be rented for business purposes where it is cost effective and when public transportation and taxis are impractical or not available.

## **6.0 BUSINESS RELATED FOOD AND DRINK**

6.1 FSDA will reimburse business food and drink costs where the expenditure is reasonable up to the following caps PER Director or employee per day/night:

- Breakfast (where not already covered by the hotel room rate) - £20
- Lunch - £30
- Evening meal - £40

These are caps, not a flat rate for reimbursement. Reimbursement will only be made against actual expenditure which should be appropriate.

6.2 No alcohol shall be reimbursed.

6.3 Incidental teas, coffees etc. do not need to be counted against the above totals but may be claimed separately

6.4 Where business meals are provided for third parties, Directors and employees should ensure the primary purpose of the event is the hosting of the third party(s).

- 6.5 A restaurant chosen for business hospitality should be mid-range rather than high-end and should be chosen in the expectation that the cost of the meal would be more or less in line with the above-mentioned caps.
- 6.6 Expense claims for business hospitality must include the names of those present, the names of their employers and identify the reasons for such hospitality. Hospitality should only be provided when necessary to the conduct of FSDA's business, and should not be provided as part of routine meetings or "catch-ups" with partners, contacts, or contractors. Hospitality is expected to be the exception, not the rule, and wherever possible, prior approval for entertaining third parties should be sought from the Chairman or FSDA Director.
- 6.7 FSDA will reimburse tips of up to 10% of the value of a meal.
- 6.8 Where food and refreshments are required during Board Meetings or other business meetings (e.g. workshops), expenditure should be reasonable and approved by a Director.

## **7.0 TELEPHONE USAGE**

- 7.1 The Company will reimburse the cost of calls made from/to a Director's or employee's mobile phone up to the higher of:
- The costs shown on an itemised bill
  - GBP30 per journey
- 7.2 Data roaming costs should be avoided. The Company will reimburse the cost of data usage up to GBP30 per country visit; or higher if there are exceptional reasons why it was necessary to incur this cost.

## **8.0 CAR MILEAGE**

- 8.1 FSDA does not reimburse car mileage where personal cars are used for business travel.
- 8.2 In general, where a vehicle is needed for a field trip or other journey, FSDA prefers that a driver is hired unless this is prohibitively expensive. Where there is no viable alternative to the use of a personal vehicle, the FSDA Director should be consulted in advance.

## **9.0 CAR PARKING CHARGES**

- 9.1 Directors and employees may claim these expenses only if they are incurred in the course of a business journey.
- 9.2 The Company will not reimburse the cost of parking at, or near, the Director's or employee's normal place of employment.

## **10.0 FLIGHTS**

- 10.1 First Class travel is not permitted under any circumstances.
- 10.2 Premium Economy Travel (and, where there is none, Business Class travel) is only permitted, with the prior approval of the Director or Chairman of FSDA:
- for flights with a duration of five hours or more (for flights between Africa and Europe the highest permitted class will be Premium Economy or its equivalent); AND
  - an overnight flight is the only practical option; AND
  - the Director or employee is expected to attend a meeting on behalf of FSDA on the morning of arrival; OR
  - in an emergency (riots, terrorism, natural disaster etc.) and there is no other class of travel available
- 10.3 Where the primary purpose of the travel is to attend a conference or training, travel must be in Economy

Class.

- 10.4 All flights within Africa, irrespective of duration, must be in Economy Class.
- 10.5 No fully flexible tickets are permitted unless agreed in advance by the FSDA Director.
- 10.6 Should a flight (or combination of flights for a journey) exceed £3,000, this requires the prior authorisation of the FSDA Director or, if the FSDA Director is the person travelling, the Chairman.
- 10.7 FSDA has no objection to Directors or employees upgrading at their own expense to a higher class of travel.
- 10.8 FSDA will not reimburse the cost of access to airline lounges or other similar pay-as-you-go airport facilities unless the Director or employee is travelling economy for more than 5 hours total journey time and access to the lounge is required for a layover of more than 2 hours.

## 11.0 HOTELS

- 11.1 Hotel accommodation is expected to be in normal, mid-range business hotels<sup>2</sup> but Directors and employees should take the time to explore cost effective alternatives such as good quality bed and breakfasts or Airbnb. "Bundled" flight and hotel packages from the likes of Expedia may also offer good value for money.
- 11.2 FSDA is sometimes able to access discounted rates for hotels in particular destination through DFID or FSD offices. Directors or employees should always check with FSDA before booking.
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- 11.4 FSDA takes the safety and well-being of its staff seriously and does not expect its Directors or staff to have to put up with accommodation that is manifestly sub-standard.
- 11.5 The room rate should not exceed £115 per night except in the following cities where the room rate should not exceed £150 per night. However, the Director or employee should make every effort to find cheaper accommodation in the spirit of 11.1, using aggregators such as booking.com, Airbnb etc.
  - Abuja
  - Amsterdam
  - Boston
  - Copenhagen
  - Geneva
  - Kampala
  - Lagos
  - London
  - Luanda
  - Maputo
  - Nairobi
  - New York
  - Paris
  - Stockholm
  - Toronto
  - Zurich
- 11.6 For other cities, or in case of doubt, Directors or employees should consult with the FSDA Director or their line manager and an appropriate judgement should be reached.
- 11.7 Directors and employees must attach their hotel bill to their expense claim form. If the hotel bill does not evidence actual payment, a credit card record should be submitted.
- 11.8 For the avoidance of doubt, FSDA will reimburse the cost of internet access
- 11.9 The Company will also reimburse for the following:

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<sup>2</sup> Including, in Africa, chains such as Protea, Crowne Plaza, Southern Sun, Radisson Blu

- Business centre costs, where the costs were reasonably incurred on behalf of FSDA
- Meeting room hire and/or conference facilities for business purposes at hotels, such costs ideally to be agreed before travelling

## **12.0 VISA AND MEDICAL EXPENSES**

- 12.1 The Company will reimburse Directors or employees for the costs of obtaining a visa
- 12.2 As employees are expected to travel much more frequently than non-executive Directors on behalf of FSDA, the Company will reimburse employees, but not non-executive Directors, for the cost of a passport renewal where the original passport is full up due to business stamps/visas. It will not reimburse routine passport renewals.
- 12.3 Employees of FSDA are covered under the Company's travel insurance while away on business travel. FSDA will reimburse Directors their travel insurance costs against proof of payment.
- 12.4 FSDA will reimburse the cost of vaccinations, anti-malarials etc. against proof of payment where travel advice has deemed this cost to have been necessary.

## **13.0 NON-REIMBURSABLE EXPENSES**

- 13.1 The following items are not reimbursable by the Company:
- Clothing or toiletries unless caused by airline delay or overbooking and such purchases are not covered under an insurance policy
  - Cost of a side-trip for personal convenience
  - Fines for traffic offences
  - Airline club memberships
  - Personal credit card fees and interest charges
  - ATM withdrawal charges (whether ATM card or credit card)
  - Personal recreation expenses such as pay-per-view entertainment in hotels; locker rentals at sports clubs; gym or health club access; hairdressing or beauty treatments; mini bars in hotel rooms
  - Hotel room upgrades

## Travel Policy Annex 1: Specimen Travel Expense Claim Form

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Example Expense Claim Form

| Date      | Receipt #* | Description                                       | Amount | Currency | Exchange rate | Amount (USD)  |
|-----------|------------|---|--------|----------|---------------|---------------|
| 10-Jan-15 | 1          | Accommodation: Bed & Breakfast:<br>Gautrain Hotel | 11,145 | ZAR      | 11.75         | 948.67        |
| 10-Jan-15 |            |   |        |          |               |               |
|           |            |   |        |          |               |               |
|           |            |   |        |          |               |               |
|           |            | <b>Total USD</b>                                  |        |          |               | <b>948.67</b> |

Exchange rate source: <http://www.oanda.com/currency/historical-rates/>

1 USD = ZAR 11.748

1 USD = THB 32.97

1 USD = AED 3.673

1 USD = ZMW 6.33

**Note**

Receipt #\* Please mark the actual receipt with the a number (1, 2,3 ) to allow for easy tracking of receipt



## **Travel Policy Annex 2: Frequently Asked Questions**

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### **Q1. Can I submit an e-boarding pass as proof of travel?**

A. Yes, this is acceptable. But what matters more to FSDA is proof of payment that the flight was bought.

### **Q2. Is there any restriction on the number of claims that I can submit?**

A. No, although it is recommended that claims are submitted promptly on the basis that a claim will be rejected if submitted more than 90 days after the expense has been incurred.

### **Q3. I pay for public transport using a smart card (e.g. Oyster, EZ-Link or Gautrain card), how do I provide evidence of the journeys that I have taken as I do not receive a receipt for each journey?**

A. FSDA will compensate you with a flat rate reimbursement of GBP20 for each country visit. That should give you enough credit on your card for the likely duration of your stay. Or, if you think you are going to need more than this, you should register online and once you have downloaded the relevant statement you can claim the full cost of all the business journeys incurred

### **Q5. What sorts of telephone calls can I claim?**

A. Be reasonable about this, having regard to roaming costs, and try using Skype. But basically FSDA will reimburse the cost of legitimate business calls. The simplest thing is for you to claim for the flat rate GBP30 that we are prepared to pay for each country visit over 3 days in length. But if you want to be reimbursed for the actual cost of a conference call, say, then please claim using an itemised phone bill.

### **Q6. The company provides me with a mobile phone; can I claim the cost of the line rental and calls?**

A. No. We will reimburse business calls but not line rental.

### **Q7. I am travelling by air and need to take two flights. One is three hours, and the other is one hour in duration, the layover between flights is 2 hours. Can I travel business class?**

A. No, the policy permits business class for flights of over five hour's duration. Neither flight is over five hours so business class is not permitted (even in this instance where, due to the layover between flights, the duration of the journey exceeds five hours).

### **Q8. I am travelling by air and need to take two flights. The first is over five hours and the second is two hours long. What class should I travel for these flights?**

A. Unless it's to go to a conference or training, or it's in Africa, then you can go Premium Economy, provided this is justifiable as per 10.2. It is assumed here that the flights are consecutive. If you have a business meeting in between, then the second flight should not be Premium Economy.

### **Q9. When I am travelling on business, is there any restriction on using room service?**

A. If it's a meal you are ordering, you will be capped at the amounts indicated for lunch, evening meal etc. in the Travel Policy. Incidental teas, coffees can be claimed separately, though.

### **Q10. Am I able to claim for credit card charges related to using my card overseas and for purchases in a foreign currency?**

A. No.

### **Q11. I wish to travel in Business Class on a flight that is less than five hours; can I do this if I pay for the difference in fare myself?**

A. This is acceptable but proof of the flight's actual cost (via a receipt) and the boarding card should be provided with the claim, accompanied with evidence of the cost of the economy ticket (at the time of booking). This will ensure that the correct amount is being claimed and reimbursed.

**Q12. Do I need to provide the Boarding Pass as well as receipt for expenses claims relating to flights?**

A. No, not strictly. But providing the Boarding Pass would be good practice and helpful.