



TRAVEL POLICY

NOVEMBER 2019

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TRAVEL POLICY

1.0 POLICY STATEMENT

- 1.1 All Directors and employees¹ 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, business and travel expenditure should to the fullest extent possible be paid for using this card.
- 2.4 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. The only exception to this would be a memo provided by the staff member to explain the incurred expense; this memo should be approved by the line manager or pillar head. In case the expense is a disallowed expense with FSDA, it would need to be settled 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.
- 2.5 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 Annex 1 for a copy of the Company’s official expense claim form.
- 2.6 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.
- 2.7 Reimbursement of expenses will be in KES, USD or GBP at the option of the Director or employee. The exchange

¹ Including consultants on long-term retainer contracts

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 prepared.

- 2.8 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. For accommodation and meals, original invoices for amounts charged to the company card must be provided. Directors and employees should also indicate on the invoices/receipts for meals and accommodation the number of nights in the case of accommodation; whether the accommodation is bed only or bed and breakfast; and the number of people catered for in the case of meals if this is not obvious from the invoice.
- 2.9 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. These and other personal expenses should be listed separately on the template in the column for personal expenses.
- 2.10 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 or line manager as appropriate.
- 2.11 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.
- 2.12 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.
- 2.13 Self-certification is not permitted for individual items of a value exceeding GBP 50.
- 2.14 All expenses should be modest, measured, defensible and clearly linked to the business operations of the Company.
- 2.15 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.
- 2.16 Expense claims should be submitted to the Office Administrator 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, including the Chairman of the Board and the FSDA Director, the claim must be counter-signed by the CFO or COO after being checked by the finance and compliance team before payment is authorised.
- 3.3 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 45 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. The only exception to this time-line is for consultants who are not based in Kenya who may submit their claims within 90 days of incurring of the expenditure.

4.3 All expense claims should be reimbursed by the Company within a maximum of 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, Gautrain 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 if it is better value for money to use an Uber or similar service or for several people to travel 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 (after 9pm) or very early in the morning (before 7am)

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 Directors and employees may motivate for reimbursement of taxi fares in exceptional circumstances (e.g. extreme bad weather, sickness, carrying heavy conference materials etc.).

5.8 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 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.
- 6.5 Expense claims for business hospitality must include the names of those present, the names of their employers and identify the reasons for such hospitality.
- 6.6 FSDA will reimburse tips of up to 10% of the value of a meal.
- 6.7 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 within the GBP30 limit for telephone usage 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 Any expense incurred for the change of flight must be approved in writing by the line manager / pillar head.
- 10.7 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.
- 10.8 FSDA has no objection to Directors or employees upgrading at their own expense to a higher class of travel. The Economy class fare will be reimbursed but a screenshot (or travel agent quotation) must be submitted to substantiate the claim.
- 10.9 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 FSDA will pay for hotel accommodation for business travel and will cover hotel costs for up to one night preceding the event for which the Director or employee is travelling, for the duration of the event and for one night after the end of the event. If a longer stay is required, Directors and employees must seek prior approval from the Director of FSDA or their line manager, as appropriate.
- 11.2 Hotel accommodation is expected to be in normal, mid-range business hotels² 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.
- 11.3 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.
- 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 (before taxes) per night. These are limits that apply for rates received online for accommodation excluding breakfast. However, the Director or employee should make every effort to find cheaper accommodation in the spirit of 11.2, using aggregators such as booking.com, Airbnb etc.

- Abidjan
- Abuja
- Accra
- Amsterdam
- Berlin
- Boston
- Copenhagen
- Freetown
- Geneva
- Harare
- Kampala
- Kinshasa
- Lagos

² Including, in Africa, chains such as Protea, Crowne Plaza, Southern Sun, Radisson Blu

- Livingstone
- London
- Luanda
- Lusaka
- Maputo
- Nairobi
- New York
- Paris
- Stockholm
- Toronto
- Washington DC
- Zurich

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

- 11.6 For other cities, or in case of doubt, Directors or employees should consult with the FSDA Director or the COO and an appropriate judgement should be reached. Staff should not be expected to spend time in sub-standard accommodation. In the event that accommodation is booked out (e.g. during a busy season or large conference event) appropriate accommodation may be approved at the discretion of the Director or COO. If necessary, and at the discretion of the Director or COO, daily allowances for meals may be used to offset higher-than-normal accommodation costs, but the total daily allowance for meals and accommodation should not be exceeded.
- 11.7 It is recognised that in some cities the price of hotel rooms can sometimes “spike” when there is extreme demand (e.g. Washington DC during the World Bank meetings). FSDA will permit reimbursement of hotel costs above £150 per night if it can be shown (by way of a screenshot from Booking.com etc.) that demand was extreme in that period.
- 11.8 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.
- 11.9 For the avoidance of doubt, FSDA will reimburse the cost of internet access
- 11.10 The Company will also reimburse for the following:
- 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
- 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

14.0 SUPPORT AND ADVICE

14.1 Any concern that a member of staff has should be discussed in the first instance with their Manager or someone else in authority in the organisation.

15.0 RELATED DOCUMENTS

Staff are encouraged to look at this policy in conjunction with the Credit Card policy.

16.0 DOCUMENT APPROVAL

Matthew Rudd Chief Operating Officer Signature:

Mark Napier FSDA Director Signature:

17.0 REVISION HISTORY

17.1 FSD Africa reserves the right to amend this policy from time to time.

Date	Revision Number	Change	Reference Section
1 October 2015			[Kenyan Labour Law]
10 May 2018			
28 August 2019			

Travel Policy Annex 1: Specimen Travel Expense Claim Forms

Company credit card claims

Name:
 Title:
 Pillar:
 Card No ending: *****1234

Detail of expenses

Ref * Attach copies of receipts (or memo explaining why no receipt is available)
 Mark the actual receipt with a number(1,2,3) to allow for easy tracking of receipt
 Cite exchange rate source or attach exchange rate verification (if applicable).

Ref *	Date	Description	Project as per pillar business plan	Curr	Amount	X-rate	Airfare KES	Transfers KES	Hotel KES	Meals/drinks KES	Others KES	Personal expenses KES	Comments	
1	01/04/2019	Example	WWB	GBP	115.00	130.435			15,000.00				Eko Hotel, Lagos	
2						#DIV/0!								
3						#DIV/0!								
4						#DIV/0!								
Totals							-	-	15,000.00	-		-		
Grand total													15,000.00	

I certify that the above expenses to be charged to FSD budget lines have wholly and necessarily been incurred for the purposes of the FSD Africa programme. I attach relevant receipts except where unavailable (which should be clearly explained above). Any expenses that include alcohol have not been included. I confirm that I will repay the amounts indicated as personal.

 Prepared by Cardholder:

 Date:

 Checked by Office Administrator:

 Date:

 Approved by Line Manager:

 Date:

- **Type of expenses**
 Accommodation
 Airfare
 Ground transfers
 Airport transfer
 Visa
 Meals and drinks
 Other: insurance, tips etc
 Note: add more columns as required.

Personal claims

Name:
 Title:
 Pillar:
 Card No ending: *****1234

Detail of expenses

Ref * Attach copies of receipts (or memo explaining why no receipt is available)
 Mark the actual receipt with a number(1,2,3) to allow for easy tracking of receipt
 Cite exchange rate source or attach exchange rate verification (if applicable).

Ref *	Date	Description	Project as per pillar business plan	Curr	Amount	X-rate	Airfare KES	Transfers KES	Hotel KES	Meals/drinks KES	Others KES	Comments	
1	01/04/2019	Example	WWB	GBP	115.00	130.435			15,000.00			Eko Hotel, Lagos	
2						#DIV/0!							
3						#DIV/0!							
4						#DIV/0!							
Totals							-	-	15,000.00	-			
Grand total													15,000.00

Please find my bank details listed below.

Account name: ABC
 Bank: XYZ
 Account number *****1234

Sort code: DEF
 IBAN: 123
 Swift code: GHI

I certify that the above expenses to be charged to FSD budget lines have wholly and necessarily been incurred for the purposes of the FSD Africa programme. I attach relevant receipts except where unavailable (which should be clearly explained above). Any expenses that include alcohol have not been included. I confirm that I will repay the amounts indicated as personal.

- **Type of expenses**
 Accommodation
 Airfare
 Ground transfers
 Airport transfer
 Visa
 Meals and drinks
 Other: insurance, tips etc
 Note: add more columns as required.

 Prepared by Cardholder:

 Date:

 Checked by Office Administrator:

 Date:

 Approved by Line Manager:

 Date:

Travel Policy Annex 2: Frequently Asked Questions

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 45 days (90 days for consultants based outside Kenya) 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 Premium Economy (or business class (exceptionally)) 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.