
Avenga Global Business Travel Policy

Effective Date: May 1, 2023
Last Update: April 13, 2023
Policy Scope: This Policy applies to all employees of Avenga company who are required to travel within company business needs
Policy Content: Rules and regulations of business trip organization

Table of Contents

| | |
|---|----|
| Introduction | 1 |
| Goals | 1 |
| Exceptions | 2 |
| Glossary | 2 |
| Target audience | 2 |
| Tools | 2 |
| Travel booking process | 2 |
| Expense categories, non-reimbursable expenses | 4 |
| Per diem | 4 |
| Meals and entertainment | 6 |
| Transportation | 6 |
| Accommodation | 9 |
| Visa and passport | 10 |
| Medical insurance | 11 |
| Internet and telephone expenses | 11 |
| Non-reimbursable expenses | 11 |
| Expenses reporting and reimbursement process | 12 |
| Travel support | 12 |
| Support of emergency needs | 13 |
| To-do list before your Business Trip | 13 |

Introduction

This document provides guidelines and establishes procedures for employees incurring business travel on the company's behalf.

Goals

The company's Global Travel Policy aims to ensure all employees have a clear and transparent understanding of business travel policy, provide business travelers with a reasonable level of service and comfort at the lowest possible cost, optimize and reduce a company's travel expenses.

Exceptions

Exceptions that are not covered by this Travel Policy must be put in writing and require additional approval by the local management.

Glossary

Business Trip (BT) - an official trip that requires traveling out of the city/country of residence caused by business needs. The reasons for BT are meeting with clients, working at client locations; applying for business visas; meeting with colleagues; a job-related necessity to visit the company's office in other locations, temporarily relocating employees; attending professional development opportunities, or any matters directly related to Avenga business activity.

Per diem - or daily allowance is a fixed amount of money that an organization provides to an employee per day to cover living expenses when traveling on the employer's business.

Target audience

All Avenga employees who are required to travel within company business needs.

Tools

One of these following tools are required to create and process Business Trip requests: Jira, Confluence, Gmail, Slack, CoreBase.

Travel booking process

1. All Business Trips should be requested in advance:
 - a. Domestic travel: at least 7 working days
 - b. International travel: at least 14 working days
 - c. International travel + Visa: at least 30-45 working days
2. All Business Trips have to be approved by the respective Budget Owner in advance. The booking process starts only after the final approval.
3. To create a Business Trip request, please follow these simple steps:
 - Use a relevant tool for creating BT requests in your country office:
Jira/Confluence/Email;
 - Specify a clear purpose of the Business Trip in the subject of the request:
[First name & Last name] Travel destination_Project_Dates.
Example: [Slyvko Veronika] BT to Paris_Kyriba_2023/02/12-18;
 - If you are initiating a group Business Trip (for 4 or more people) to one event/one destination, please specify this information in the subject of the group request:
Example: [Group] BT to Paris_Kyriba_2023/02/12-18;
 - Write as many details as possible in your trip request for a more efficient trip organization;
 - Plan expenses accordingly and clarify whether the client reimburses your trip expenses. If so, please consult a Travel Manager or responsible specialist on how to fill out the expenses report form and collect all the receipts.

4. The Travel Manager or responsible specialist in the booking process will offer you the best available travel options according to your request (within the company Policy).
5. After all the travel arrangements are made, the Travel Manager or the responsible specialist books the necessary services.
6. You will receive an email containing a Business Trip confirmation document with tickets, insurance, and hotel reservation within 1-3 days before the trip date.
7. Employees can book a Business Trip by themselves following Avenga Global Business Travel Policy and its limits. In this case, the booking process, document preparation, and resolving current travel issues become the employees' responsibility.

Expense categories, non-reimbursable expenses

For all expense categories, employees are expected to book travel or incur other costs at the lowest price that reasonably meets the employee's business travel needs.

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| Per diem | Per diem (traveling allowance) is compensated within limits established in a country office. |
| Meals & entertainment | Meals & entertainment should be covered by per diem compensation. |
| Transportation | Transportation expenses are compensated in full within limits and booking rules. |
| Accommodation | Hotel, apartment, and tourist taxes are fully compensated within limits established in the country office. |
| Visa & passport | Visa expenses are compensated in full. |
| Internet & telephone expenses | Internet & telephone expenses during international travel are subject to approval for reimbursement. |

1. Per diem

1.1. Per diem is a fixed daily allowance the company provides to employees to cover defined business travel expenses (meals, public transport).

1.2. Per diem rates for domestic and international travel are specified in the internal documents in each Avenga country office.

1.3. Per diem rates for domestic travel are defined and established depending on a state and individual regulations in each Avenga country office.

1.4. Per diem rates for international travel vary from country and region of trip destination and are established in each Avenga country office.

| Per diem | Calculation |
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| Domestic Travel | <p>Per diem calculation is made according to the duration of the trip:</p> <ul style="list-style-type: none"> • Less than 8 hours - allowance is not provided; • From 8 to 12 hours - an employee is entitled to 50% of allowance; • More than 12 hours - an employee is entitled to 100% allowance. <p>If a Business Trip lasts longer than 24 hours, every 24 hours are subject to 100% of the per diem compensation; for each incomplete subsequent day, the calculation is the following:</p> <ul style="list-style-type: none"> • Up to 8 hours - an employee is entitled to 50% of the allowance; • Over 8 hours - full allowance is provided. |
| International Travel | <p>Per diem calculation is made according to the start and end time of the trip:</p> <p>Land: from the moment of crossing the state border on the way abroad until it is crossed on the way back to the country.</p> <p>Airline: from the moment the aircraft takes off on its way abroad from the last airport in the country until the return flight lands at the first airport in</p> |

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| | <p>the country.</p> <p>Sea: from the moment of the ship's departure (ferry) from the last country residence port to when the ship (ferry) on its way back enters the first country residence port.</p> <p>Every 24 hours are subject to 100% per diem compensation.</p> <p>For an incomplete 24-hour trip abroad:</p> <ul style="list-style-type: none"> • Up to 8 hours - an employee is entitled to 1/3 of allowance; • From 8 to 12 hours - an employee is entitled to 50% of allowance; • Over 12 hours - full allowance is provided. |
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2. Meals and entertainment

2.1. Meals and entertainment expenses incurred at the destination point should be covered by per diem compensation.

2.2. Team or department meals must be pre-approved by the Team lead or Head of Department and submitted for reimbursement to the respective Budget Owner in advance.

2.3. Client entertainment must be reasonable and kept to meals and refreshments.

3. Transportation

Transportation expenses incurred while getting to/from the destination point (using the shortest or commonly acknowledged as the best way) are compensated in full.

| Type of transportation | Booking details |
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| 3.1. Flights | 3.1.1. Travel requests to book flights must be made at least 14 days |

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| | <p>prior to the start of an international trip; otherwise, it must be additionally approved by the respective Budget Owner.</p> <p>3.1.2. The company provides the lowest available airfare that reasonably meets business travel needs.</p> <p>3.1.3. All employees are required to fly economy class for all trips:</p> <ul style="list-style-type: none"> • Domestic travel: Economy class; • Europe: Economy class; <p>3.1.4. For Intercontinental flights, the higher class of service may be appropriate:</p> <ul style="list-style-type: none"> • Premium Economy: for all employees; • Business class: for C-Level executives; <p>3.1.5. The rebookable fare type is always booked.</p> |
| 3.2 Rail | <p>3.2.1. All employees are required to book 2nd class tickets or economy 3-4 berth compartments for all trips.</p> <p>3.2.2. If economy class tickets are not available, 2-berth compartments or 1st class tickets are subject to approval by the respective Budget Owner.</p> <p>3.2.3. The rebookable fare type is always booked.</p> <p>3.2.4. Food and beverages not included in the basic ticket price are not reimbursed.</p> |
| 3.3. Own vehicle | <p>3.3.1. Employees are allowed to use their personal vehicles for approved company purposes in case this way is the most economical and reasonable.</p> <p>3.3.2. For one trip destination, a single vehicle is used for 3-4 employees.</p> |

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| | <p>3.3.3. Fuel expenses should be calculated and approved by the Travel Manager or responsible specialist prior to the trip and payment.</p> <p>3.3.4. Fuel expenses are reimbursed based on the average fuel cost per 100 km.</p> <p>3.3.5. Fuel expenses will be reimbursed upon submitting the original receipts.</p> <p>3.3.6. The Avenga company is not responsible for the technical condition of the vehicle used for business purposes.</p> |
| 3.4. Local transport at destination points | <p>3.4.1. Preference should be given to using public transport such as buses, trains, trams at the destination point.</p> <p>3.4.2. Transport expenses within the destination point should be covered by per diem compensation.</p> <p>3.4.3. An employee should arrange public transport tickets within the destination point, e.g., for buses, trains, trams, or underground, independently at the destination point.</p> <p>3.4.4. Use of taxi services is to be kept to a minimum (outside of regular travel hours between 7:00 AM - 9:00 PM; due to time constraints) and always used by more than one person whenever possible.</p> <p>3.4.5. Reimbursement for a commercial vehicle rental as primary transportation is authorized only in cases if it is more economical than any other type of public transportation or if the destination is not otherwise accessible.</p> <p>3.4.6. When renting vehicles, employees must choose an economy, compact, or mid-size vehicle. Employees may accept an upgrade on-site if offered by the rental company at no additional charge.</p> <p>3.4.7. Use a single rental car for 3-4 employees if possible.</p> |

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| | <p>3.4.8. Vehicle rental at a destination point is reimbursable upon submitting original receipts. Avenga authorizes reimbursement for the most inexpensive vehicles available, including basic car insurance. The rental agreement must clearly show the date, departure/arrival points, and total cost. Drivers must adhere to the rental requirements and follow the restrictions. Parking fees and other incidental expenses associated with vehicle use are not reimbursable.</p> |
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4. Accommodation

Accommodation is compensated in full within BT limits. The Travel Manager or responsible specialist will assist you in booking at your request. If you have a preferred place to stay in your destination, please provide this information in your BT request.

| Type of accommodation | Booking requirements |
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| 4.1. Hotels | <p>4.1.1. Hotels in the mid-price segment (3-4 stars), rating min 7,5;</p> <p>4.1.2. Hotels with free cancellation period as short as possible;</p> <p>4.1.3. Standard room booking (in case of an upgrade request, a traveler covers the upgrade cost);</p> <p>4.1.4. Preference should be given to booking hotels that have special rates and contracts with Avenga company;</p> <p>4.1.5. A list of nightly rates limits per city can be checked with a specialist responsible for the booking process;</p> <p>4.1.6. In case of trade fairs and other events when the hotel rates may exceed daily accommodation limits, such exceeding the limits is subject to approval by the Budget Owner;</p> <p>4.1.7. Additional hotel services (breakfast, minibar, laundry, room</p> |

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| | cleaning, etc.) should be covered by per diem compensation. |
| 4.2. Apartment | <p>4.2.1. For trips with a duration of more than 2 weeks in one destination point, preference should be given to booking an apartment;</p> <p>4.2.2. Employees are allowed to book rooms or apartments on Airbnb, Vrbo, and similar if the nightly rate is within company Policy limits and/or the price is equivalent to or lower than the cost of a standard room at a 3-star hotel in the same city;</p> <p>4.2.3. Payment for an apartment in advance is not always available; you may have to pay for the accommodation with your personal bank card or cash and reimburse expenses thereafter. Please consult the Travel Manager or responsible specialist for the payment procedure before your trip.</p> |

5. Visa and passport

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| Visa & passport requirements | <p>5.1. Employees planning an international Business Trip should check that their passport is at least six months valid and has three blank visa pages.</p> <p>5.2. Employees have to obtain a business visa (or equivalent) if necessary before the scheduled departure date.</p> <p>5.3. Expenses associated with obtaining a business visa for business travel are reimbursable.</p> <p>5.4. To obtain a business visa, an employee should contact the Travel Manager or other responsible specialist who can assist with the process and start a document preparation process no later than 30-45 days before the planned trip, depending on the destination country.</p> |
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6. Medical insurance

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| Medical insurance | <p>6.1. Medical travel insurance for international travel is required and is provided by Avenga company for the period of the trip.</p> <p>6.2. To obtain medical travel insurance, employees should contact the Travel Manager or other responsible specialist or make their own arrangements and reimburse expenses accordingly.</p> |
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7. Internet and telephone expenses

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| Internet and telephone expenses | <p>7.1. Reasonable internet and telephone expenses (during international travel) for operational and urgent travel needs are compensated in full after submitting a receipt.</p> |
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8. Non-reimbursable expenses

The company will not reimburse the following expenses incurred by the business traveler:

- In-flight purchases
- Excess baggage fees
- Extra baggage fees (except 1 carry-on bag + 1 personal item + 1 checked baggage)
- Airline club memberships
- Extra seat reservation
- Food and beverages that are not included in the basic ticket price
- Childcare, pet daycare, and pet boarding
- Toiletries or clothing during the trip
- Minibar purchases or bar bills
- Laundry or dry cleaning
- Parking or traffic violations fines
- Movies, online entertainment, or newspapers
- Spa and health club attendance
- Flowers, sweets, and confectionary

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- Room service
 - Additional beds or bedding
 - Loss or theft of goods
 - Damage to personal vehicles

Expenses reporting and reimbursement process

Avenga company will reimburse expenses incurred during the pre-approved business travel within this Policy's limits.

Employees should submit reimbursement requests within 5 days after the completion of any business travel.

Original receipts for the reimbursement process are required for the following:

- Transportation: flight/train/bus tickets, taxi, fuel costs;
- Accommodation: hotel/apartment reservation, hotel taxes;
- Visa fees;
- Other reimbursable expenses within this Travel Policy.

To report expenses, employees have to upload all scanned receipts and send them by email to the Travel Manager or responsible specialist, who prepares the trip expense report. After that, the expense approval and reimbursement process starts.

If the customer covers the trip, please contact the Travel Manager or responsible specialist regarding a detailed plan of expense reporting before the trip. Employees should collect all receipts during the trip (except for the personal expenses), including those covered by daily allowance (e.g., meals, transport expenses within a destination point).

Travel support

Regarding missed flights, cancellations, hotel issues, or any other travel-related matters, please contact the support team of the Travel department or the responsible specialist via email or Slack.

Support of emergency needs

Your safety is our priority. In case of any emergency while traveling, please contact the local EMS (emergency medical services provider). Your insurance document contains the insurance company's contact details and personal policy number. The insurance company will assist and support you directly.

To-do list before your Business Trip:

- Check all your documents and reservations
- Check Covid-19 travel restrictions by country
- Assign a substitute person (if needed)
- Set up an auto-reply for your email (in case you will not be able to respond to urgent emails during long travel)

Thank you for reading and following this Policy!