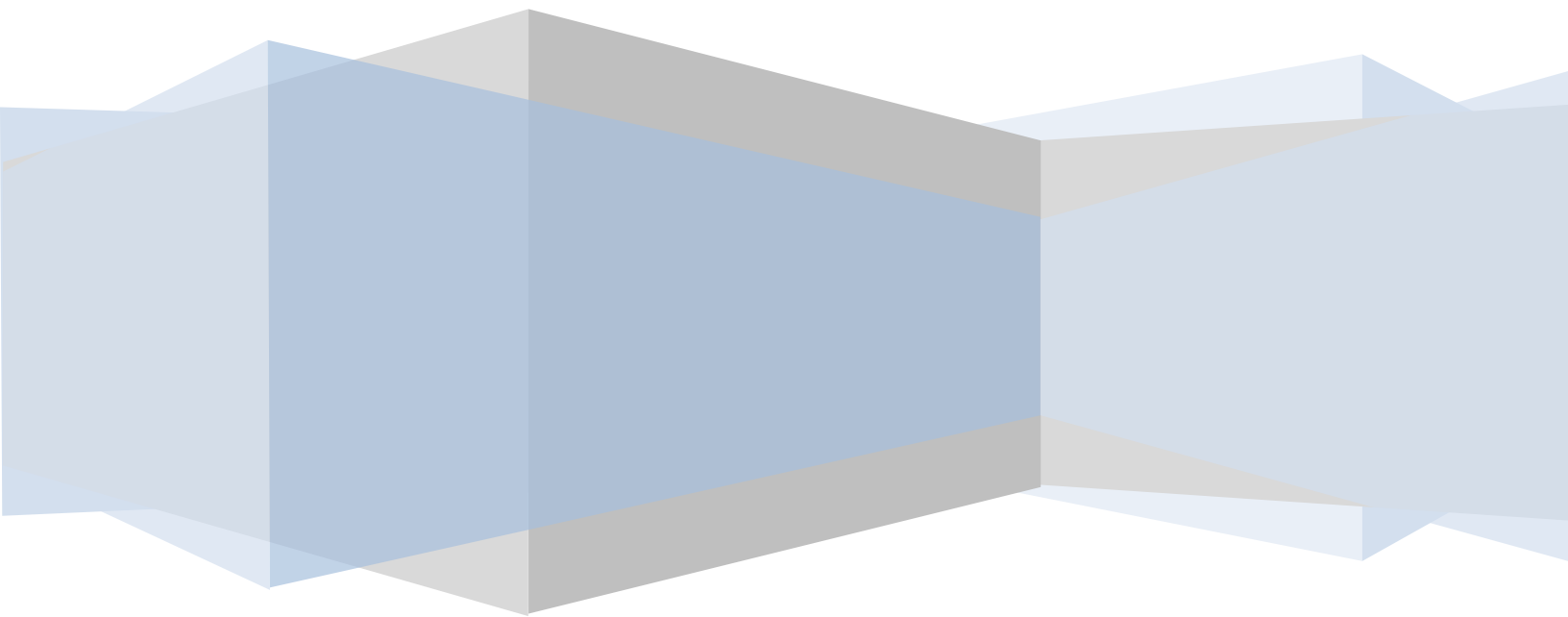


Rheem Manufacturing Travel, Expense, and Risk Management Program 2016



Rheem Manufacturing Travel, Expense, and Risk Management Program 2016

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Individual Travel

A. Purpose

The purpose of the Rheem Travel Program is to establish effective corporate travel management standards for the purposes of business-related travel for all employees. These standards will direct travelers toward the most optimal values available in order to maximize returns on investment in travel while maintaining quality service and support for these travelers.

A Travel Program, that has full participation of all company travelers, supports the company's goals for cost containment, competitive procurement, traveler security, and policy compliance.

Whenever possible, reservations are to be made at least 14 to 20 days in advance of travel to secure the best rates available. Additional savings can be realized if it is feasible to purchase 21-day advance airline tickets.

B. Travel Profile

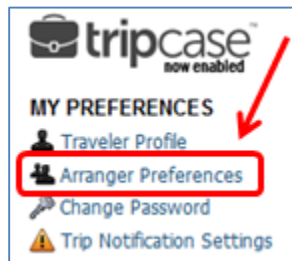
Each traveler must complete a travel profile detailing the necessary personal information required to book airlines tickets.

This profile will include:

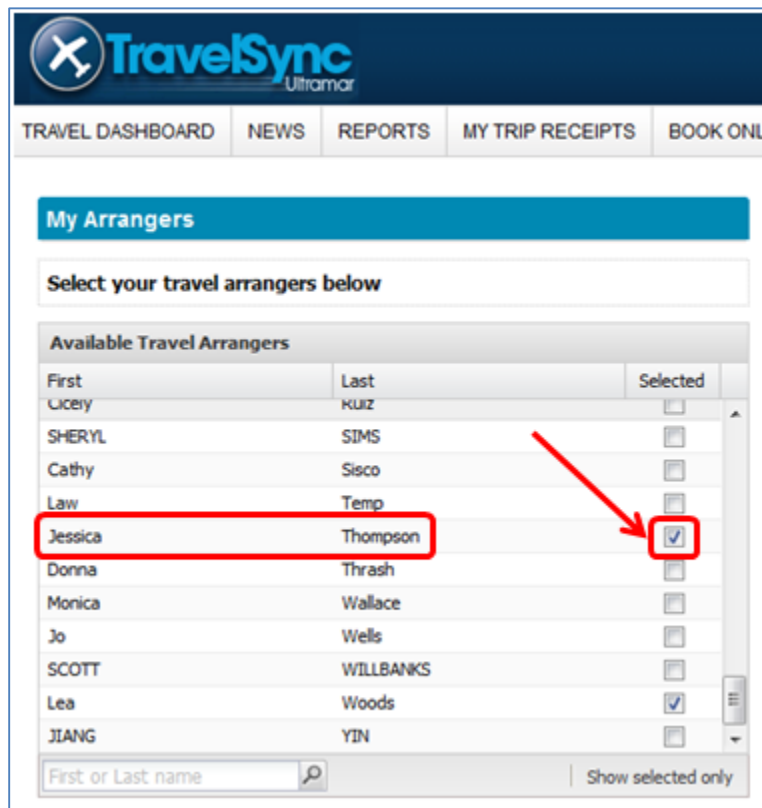
- Your Rheem-issued American Express credit card information
 - Expense reports for travel related expenses must be submitted within two (2) weeks from the conclusion of travel
- Passport and visa information
- Memberships you maintain with airlines, hotels, and car rental agencies
- List all personal preferences such as seat preferences and special needs

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- If you would like to give a “travel arranger” access to your profile to enable them to make travel arrangements for you, note the following:
 - On the right side of the travel dashboard under your name, you will see “MY PREFERENCES”; click on “Arranger Preferences”



- The following screen will appear:



- Scroll down until you find your preferred travel arranger and click the box under “Selected”
- You can then return to your travel dashboard or logout to save

Rheem Manufacturing Travel, Expense, and Risk Management Program 2016

- Global Entry or TSA PreCheck number:
 - These number(s) need to be included on the profile to ensure they are included on each airline ticket issued.
 - Also be sure to enter these numbers into your online membership accounts with the airlines. If you book personal travel via alternate vendors, these numbers will transfer to your tickets as long as the airline(s) have your Global Entry or TSA PreCheck numbers on their membership profiles too.
 - **Note that Global Entry does not give you access to domestic TSA PreCheck!**

C. Booking Travel

All employees are required to book business travel for air, hotel, car rental, and rail using Rheem's Online Ultramar Travel Booking Website or via an Ultramar Travel Agent.

Online Travel Booking tools make the process of booking travel quick and easy, even for the least experienced users, enabling Rheem to generate significant savings while offering travelers convenient service features. This tool enables travelers to simultaneously book air, rental car, and hotel reservations while complying with Rheem's corporate travel policies.

Visual enhancements - including an intuitive map-based interface for point and click air booking, grids to display fares organized by traveler preferences, hotel property photographs and pricing grids, and similar options for booking rental cars - make booking travel effortless.

When planning complicated travel itineraries or international travel requirements, it may be necessary to speak directly with an Ultramar Travel Counselor. It is always necessary to contact a Travel Counselor to make changes to or cancel an existing itinerary.

D. Corporate Travel Credit Card – American Express

1. Applying for a Corporate American Express Card:
 - Request an application by sending an email to travel.expense@rheem.com, and Shared Services Group will work with you to complete the process
 - All travel expenses related to Rheem business are to be placed on your corporate American Express Card

Rheem Manufacturing Travel, Expense, and Risk Management Program 2016

- The Corporate American Express Card is to be used exclusively for business expenses; the card is not to be used for personal expenses
- Use of personal credit cards for business travel expense is prohibited; the only exception to this policy is when a vendor does not accept the American Express Card

E. Contacts

1. Rheem Manufacturing:
 - Pat Husted, Global Travel Manager
 - Office: 770-351-3019
 - Cell: 404-316-8599
 - Email: patricia.husted@rheem.com
2. Ultramar Travel:
 - Agency Travel Counselors
 - Toll Free: 866-681-0948
 - Direct Dial: 720-956-6106
 - Email: rheem@ultramartravel.com
3. Ultramar Travel Technical Support:
 - Toll Free: 866-346-3306
 - Email: helpdesk@ultramartravel.com

F. Air Travel

1. Airline tickets are purchased through the designated company Travel Agency via two options:
 - Ultramar online booking tool @ <https://sso.ultramartravel.com>
 - Calling a Travel Counselor at the numbers listed above
2. The online booking tool should be used for the majority of your air travel requirements
 - The tool will give you the preferred flight options per company guidelines, allowing you to make adjustments when necessary and will display the Lowest Logical Fare (LLF) for your trip
 - You will see the cost savings for the flights selected
 - Advance purchase, non-refundable tickets are to be selected, with exceptions for unforeseen circumstances

Rheem Manufacturing Travel, Expense, and Risk Management Program 2016

- Whenever possible, reservations are to be made at least 14 to 20 days in advance of travel to secure the best rates available
 - Additional savings can be realized if it is feasible to purchase 21-day advance airline tickets
 - Select the lowest airfare with the most direct route that meets the business and the traveler's needs
 - Do not schedule flights to utilize frequent flyer programs or other personal incentives
 - Business class is acceptable for flights in excess of six (6) hours and must be approved by the appropriate Division or Corporate Vice President
 - Business class and first class is acceptable for flights in excess of two (2) hours for Corporate Vice Presidents and General Managers
 - Trading in or trading down tickets in a manner that results in financial gain by an employee is strictly prohibited
3. Calling a Travel Counselor should only occur due to the following:
- When international travel is required
 - When there is a change to your flight itinerary that cannot be completed using the online booking tool
 - You need assistance with your online booking
4. Rheem Preferred Airlines Carriers:
- Delta Airlines
 - American Airlines
 - United Airlines
 - Southwest Airlines

G. Hotels

1. When booking hotels, employees select from a pre-negotiated group of hotel chains maintained by Rheem's travel provider:
 - Exceptions may be made if a lower rate is available at another property or if the location does not meet business needs
 - If extended stays are required, efforts are to be made to negotiate discounts where available
 - Please contact Rheem's Global Travel Manager for assistance, or discuss your requirements with the Travel Counselor
2. It is important to book your hotel room through the online booking tool or with Rheem's travel provider, instead of contacting the hotel directly. There are two reasons for this:

Rheem Manufacturing Travel, Expense, and Risk Management Program 2016

- For security: In the event of an emergency and it is necessary for us to contact you, the itinerary on file will include all of your travel arrangements such as air, hotel, car rental, train, or ground transportation
- For negotiating hotel rates:
 - When you book your hotel through Rheem's travel provider, we can accumulate Rheem's hotel spend in a central location allowing us to effectively negotiate reduced rates at our preferred hotels
 - If you book outside of the program, Rheem is not able to capture this information, which results in the loss of our ability to negotiate reduced hotel rates

H. Rental Cars

1. Rental cars should be used when other suitable and less expensive means of shared or local transportation are not available
 - If reasonably available and practical, employees should take advantage of public transportation before renting cars
 - No limousine or car service is to be used unless approved by a Division or Corporate Vice President
 - If less costly than other options, use of a taxi is recommended
 - UBER: Please be aware that UBER's terms and conditions state they are never responsible (the third party independent contractor is), you may not sue UBER or its officers, and you agree to waive your right to a trial and proceed directly to arbitration. Visit their website for additional information @ <https://www.uber.com/legal/usa.terms>.
2. Intermediate-sized or smaller cars are to be selected from pre-negotiated rental car companies whenever possible
 - Exceptions are allowed for groups traveling together, special weather conditions, legitimate customer entertainment, equipment requirements, or as approved by a Division or Corporate Vice President
3. Special Notes – Loss Damage Waiver (LDW):
 - When you rent a car for **business** purposes in the continental U.S. through Hertz or Enterprise/National for use in the domestic U.S. (does not include Alaska or Hawaii), **your rental fee includes Loss Damage Waiver (LDW)**
 - ✓ *This LDW is not automatically included for personal rentals with Hertz or Enterprise/National; you have the option to add LDW to your reservation*

Rheem Manufacturing Travel, Expense, and Risk Management Program 2016

- If you rent a car with any other car rental company, you will need to purchase LDW (whether driving in the U.S. or internationally)
 - **Travel to Mexico:**
 - If you rent a car in any U.S. town bordering Mexico, from Texas to California, with the intention of driving into Mexico, **you must notify the car rental agency of your destination in Mexico and you must purchase LDW for Mexico**
 - **Travel to Canada:**
 - Renting a car from a U.S. location:
 - ✓ If you rent a car in the U.S. for **business** purposes with the intention of driving into Canada, your rental car is covered for LDW for both the U.S. and Canada. It is **NOT** necessary to purchase LDW separately for Canada
 - ✓ *This LDW is not automatically included for personal rentals with Hertz or Enterprise/National; you have the option to add LDW to your reservation*
 - ✓ It is necessary, however, to notify the U.S. based rental location of your intention to travel across the border into Canada
 - Renting a car from a Canadian location:
 - ✓ However, if you travel into Canada on company business and rent a car within Canada, you must purchase the LDW locally
4. Navigation systems and other available rental car options resulting in extra cost to the Company must be approved, prior to rental, by a Division or Corporate Vice President; use of navigation options on your iPhone is recommended
5. Whenever possible, rental cars are to be refueled before their return to avoid premium prices charged by rental companies
- The fuel purchase option shall be selected if a full tank of gas is expected to be used during the trip
 - The cost of gasoline not included on the final rental charge should be recorded in the Transportation-Auto Expense column on the expense report
6. Fines and penalties imposed for the violation of traffic laws while operating rented vehicles are payable by the driver and are not reimbursable by Rheem Manufacturing Company

Rheem Manufacturing Travel, Expense, and Risk Management Program 2016

7. The use of personal cars for business travel is permitted and will be reimbursed at the prevailing IRS reimbursable mileage rate, plus appropriate parking fees and tolls
 - Rental car versus use of personal car: there is a cost savings to renting a car versus driving your own vehicle on long distances
 - If driving between the Atlanta corporate office and the Montgomery location, it is less expensive to rent a car
8. Parking at airports shall be at the most economical onsite parking location (i.e. hourly parking is strongly discouraged except in emergencies)
9. International car rentals:
 - When traveling international (including Canada and Mexico), it is necessary to purchase car insurance from the vendor
 - It will be necessary for you to have an international driver license when renting internationally; this can be obtained from AAA
10. Rheem Preferred Rental Car Companies:
 - Hertz and Enterprise/National are Rheem's preferred vendors
 - Loss Damage Waiver (LDW) is included in the cost of your Hertz and Enterprise/National car rentals in the continental United States and Canada
 - If you rent a car outside the United States, you need to purchase LDW
 - Insuring rental cars: If you use a vendor other than Hertz or Enterprise/National, you must purchase Loss Damage Waiver (LCD) when renting a vehicle

I. Ground Transportation

1. Use of limousine or car services is restricted unless approved by a Division or Corporate Vice President
2. **If transferring between airport and hotel, the first option is to utilize the hotel's shuttle service when available**
 - Make arrangements through Ultramar; they will contact your destination hotel and make the necessary airport transfers for you and include them in your Ultramar itinerary
3. Use of public transportation is recommended where available and practical, and as safety and judgment dictates

Rheem Manufacturing Travel, Expense, and Risk Management Program 2016

4. Taxi service is an approved method of transportation if less costly than other options listed above
 - UBER: Be aware that UBER's terms and conditions state they are never responsible (the third party independent contractor is), you may not sue UBER or its officers, and you agree to waive your right to a trial and proceed directly to arbitration. Visit their website for additional information:
<https://www.uber.com/legal/usa.terms>.

J. Airport Parking

1. Parking at airports is to be at the most economical onsite parking location
2. Hourly parking is strongly discouraged except in emergencies
3. Use of secured off-site parking facilities is recommended and they often maintain competitive pricing

K. Meals and Entertainment

1. All reimbursable entertainment expenses must have a business purpose and be in compliance with IRS regulations
 - Such entertainment expenses are reimbursable only if they are reasonable and directly related to the active conduct of the Company's business with customers, suppliers, or other outside business associates
 - Each amount reported as entertainment must be fully supported by the appropriate documentation including the business purpose, location, and names of participants
 - Entertainment of other Rheem (or Rheem affiliates) employees or customer when not traveling is not a reimbursable expense unless there is a legitimate business purpose and it has been pre-approved by a Division or Corporate Vice President
2. Meal and entertainment expenses must be paid for using Rheem's American Express card, with expenses reported by the most senior employee in attendance, the objective being that the expense must be approved by someone not attending the function
3. Reasonable, actual costs of meals incurred and related tips are reimbursable to the traveling employee
 - Meal costs should be divided between breakfast, lunch, and dinner

Rheem Manufacturing Travel, Expense, and Risk Management Program 2016

- All reimbursable food and beverage charges that appear on the employee's hotel bill must be reported in the "Travel-Meals" option on the expense report
- 4. Reimbursement for purchase of alcoholic beverages is provided only if such expenses are reasonable, responsible, and consistent with prudent business practices
- 5. Customer entertainment shall be reasonable in expense and consistent with prudent practices; significant customer entertainment must be approved by a Division or Corporate Vice President

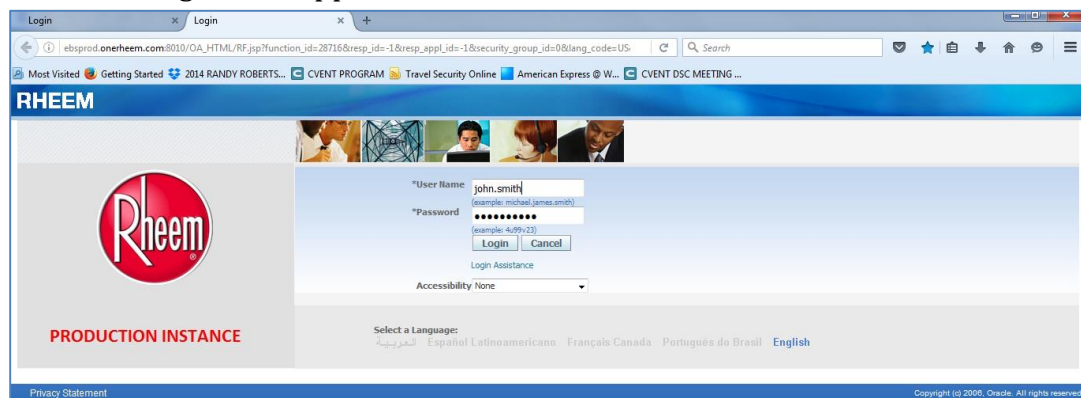
L. Expense Report Process

All business related expenses incurred while using your corporate American Express card, your personal credit card (only at locations not accepting American Express cards), or cash must be submitted on an expense report to be reimbursed.

Once reimbursed, the employee is responsible for paying their monthly American Express invoice/statement.

1. How to Create an Expense Report

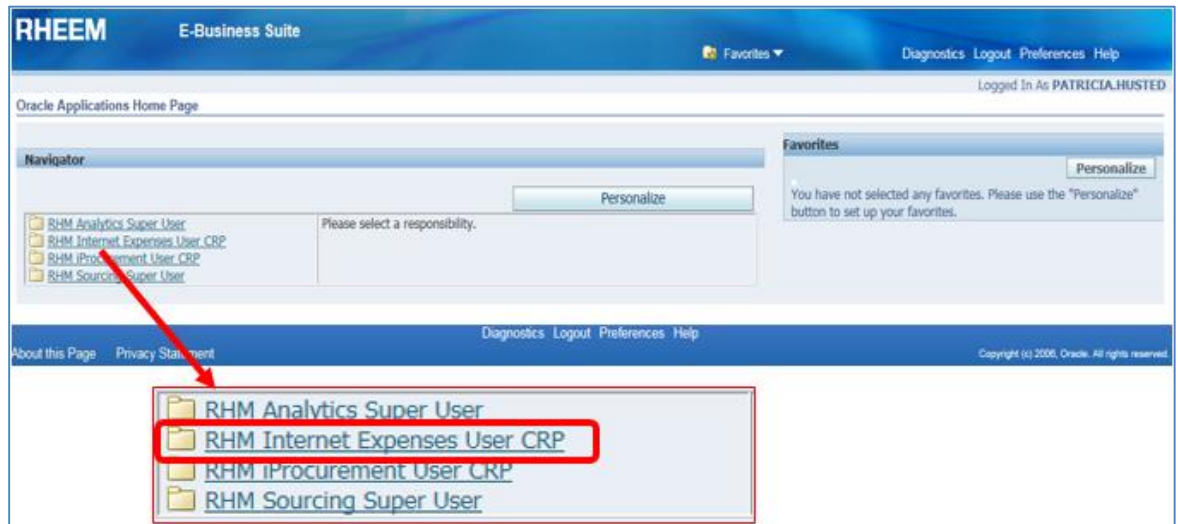
- Go to: [Rheem Expense Reports](#)
- The following screen appears:



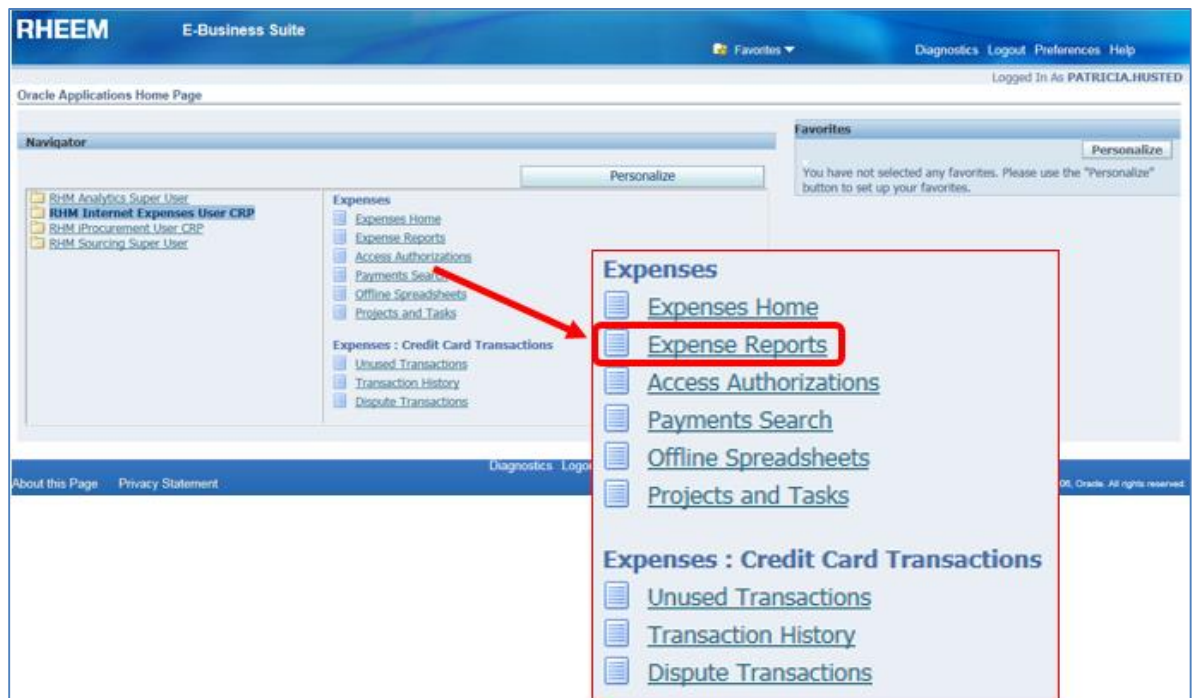
- Enter your User Name and Password and click "Login"

Rheem Manufacturing Travel, Expense, and Risk Management Program 2016

- Click on “RHM Internet Expenses User CRP” (CRP appears in the example; your division initials will appear here)



- To process a new expense report, click on “Expense Reports”



Rheem Manufacturing Travel, Expense, and Risk Management Program 2016

- To begin the expense report, click on “Create New Expense Report”

- The highlighted area below has two additional steps, one of which allows users to drop charges made with the corporate American Express Card directly into the Expense Report
 - General Information
 - Credit Card Transactions (*NEW*)
 - Credit Card Expenses (*NEW*)
 - Cash and Other Expenses
 - Expense Allocations
 - Review

Rheem Manufacturing Travel, Expense, and Risk Management Program 2016

- You begin at the “General Information” tab
- If you process expense reports for employees other than yourself, you have the option to select a name from the drop-down box as shown below

The screenshot shows the RHEEM Expenses interface. The 'General Information' tab is selected and highlighted with a red box. Below the tab, there is a message: 'You have 7 corporate credit card transactions in the selected reimbursement currency.' The 'Create Expense Report: General Information' form is displayed. It includes fields for Name, DEPARTMENT, Reimbursement Currency, Expense Template, and Purpose. The Name field is a dropdown menu with 'COLLINS, Ms. LINDA K (1244)' and 'Husted, Patricia A (5781)' as options. A red arrow points to this dropdown menu. The form also has 'Save', 'Cancel', and 'Next' buttons. A secondary, smaller version of the form is shown below the main one, also with a red box and arrow pointing to the Name dropdown.

- To proceed with the expense report process, click “Next”

This screenshot shows the same RHEEM Expenses interface as the previous one. The 'General Information' tab is still selected. In this view, the 'Name' dropdown menu is set to 'Husted, Patricia A (5781)'. The 'Next' button at the bottom right of the form is highlighted with a red box, and a red arrow points to it, indicating the next step in the process.

Rheem Manufacturing Travel, Expense, and Risk Management Program 2016

- Three charges were selected from the “wallet” for this example; click “Next”

RHEEM Expenses

General Information | Credit Card Transactions | Credit Card Expenses | Cash and Other Expenses | Expense Allocations | Review

Create Expense Report: Credit Card Transactions

Save Cancel Back Step 2 of 6 Next

Current Transactions for Corporate Card Program - CORP XXXXXXXXXX03005

Select each transaction to add to the expense report.

Select All | Select None

| Select | Transaction Date | Age (Days) | Transaction Amount | Merchant Name | Location | Billed Amount (USD) |
|-------------------------------------|------------------|------------|--------------------|------------------------------|---------------|---------------------|
| <input checked="" type="checkbox"/> | 5-Jul-2016 | 20 | 17.00 USD | AIRLINES RPRTING CORPTAF | ARLINGTON, VA | 17.00 |
| <input checked="" type="checkbox"/> | 6-Jul-2016 | 19 | 52.44 USD | MARRIOTT INTL ADMIN SVCS INC | NASHVILLE, TN | 52.44 |
| <input checked="" type="checkbox"/> | 7-Jul-2016 | 19 | 194.11 USD | MARRIOTT INTL ADMIN SVCS | NASHVILLE, TN | 194.11 |
| <input type="checkbox"/> | 16-Jul-2016 | 19 | 34.67 USD | EQUIVASHELL CAT | HOUSTON, TX | 34.67 |
| <input type="checkbox"/> | 16-Jul-2016 | 19 | 32.44 USD | OIL COMPANY - CITGO | TULSA, OK | 32.44 |
| <input type="checkbox"/> | 17-Jul-2016 | 18 | 8.39 USD | WDFG TAC ATL RETAIL, LLC | ATLANTA, GA | 8.39 |
| <input type="checkbox"/> | 17-Jul-2016 | 18 | 66.00 USD | UNION TAXI COOPERATIVE | DENVER, CO | 66.00 |

TIP To dispute a transaction, use the Credit Card Transactions tab.

Save Cancel Back Step 2 of 6 Next

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1. The new header “Credit Card Expenses” appears
2. You have the option to categorize an expense as “Personal” or “Remove”
3. Select the “Expense Type” for the charge and click on it to complete the entry; repeat for each line item

RHEEM Expenses

General Information | Credit Card Transactions | **Credit Card Expenses** | Cash and Other Expenses | Expense Allocations | Review

Create Expense Report: Credit Card Expenses

Save Cancel Back Step 3 of 6 Next

Business Expenses

Select Business Expenses: Categorize as Personal Remove

Select All Select None

| Select | Line | Date | Receipt Amount | Expense Type | Merchant Name | Justification | Reimbursable Amount (USD) Details |
|--------------------------|------|-------------|----------------|--------------|------------------------------|---------------|-----------------------------------|
| <input type="checkbox"/> | 1 | 15-Jul-2016 | 17.00 USD | | AIRLINES RPRTING CORPTAF | | 17.00 |
| <input type="checkbox"/> | 2 | 16-Jul-2016 | 52.44 USD | | MARRIOTT INTL ADMIN SVCS INC | | 52.44 |
| <input type="checkbox"/> | 3 | 17-Jul-2016 | 194.11 USD | | MARRIOTT INTL ADMIN SVCS | | 194.11 |
| Total | | | | | | | 263.55 |

Save Cancel Back Step 3 of 6 Next

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Expense Type

- Travel - Agency Booking Fees
- Travel - Auto
- Travel - Baggage Fees
- Travel - Car Rental
- Travel - Spouse
- Travel Hotel**
- Travel Meals
- Travel - Airfare
- Travel - Visa and Work Permit
- Gifts
- Laundry
- Library and Publications
- Meeting / Conferences
- Membership & Professional Dues
- Miscellaneous
- OTHER MATERIAL
- Office Supplies
- Parking, Toll, Gas & Local Transportation
- RELOCATION EXPENSE
- SEMINAR & PROFESS
- SERVICE CONTRACTORS (DEPT. 274)
- SGA: FEES & SERVICES
- SGA: RECRUITING
- SGA: SAFETY PROGRAMS
- SGA: Service School Expense
- SGA: Service School Expenses (DEPT.274)
- SGA:MISC TRAVEL
- Subscriptions
- Telephone Expenses
- Tips

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- **Itemize a receipt:** Hotel invoices will need to be itemized if you have more than one night's stay and other expenses such as meals, parking, and laundry included on the invoice
- For this example, Line 3 shows a hotel invoice; click on the blue "Details" box for Line 3

RHEEM Expenses

General Information | Credit Card Transactions | **Credit Card Expenses** | Cash and Other Expenses | Expense Allocations | Review

Create Expense Report: Credit Card Expenses

Save Cancel Back Step 3 of 6 Next

Business Expenses

Select Business Expenses: Categorize as Personal Remove

Select All Select None

| Select | Line Date | Receipt Amount | Expense Type | Merchant Name | Justification | Reimbursable Amount (USD) | Details |
|--------------------------|---------------|----------------|---------------------------------------|------------------------------|---------------|---------------------------|---------|
| <input type="checkbox"/> | 1 15-Jul-2016 | 17.00 USD | Travel - Agency Booking Fees | AIRLINES RPRTING CORPTAF | | 17.00 | |
| <input type="checkbox"/> | 2 16-Jul-2016 | 52.44 USD | Parking,Toll,Gas&Local Transportation | MARRIOTT INTL ADMIN SVCS INC | | 52.44 | |
| <input type="checkbox"/> | 3 17-Jul-2016 | 194.11 USD | Travel Hotel | MARRIOTT INTL ADMIN SVCS | | 194.11 | |
| Total | | | | | | 263.55 | |

Save Cancel Back Step 3 of 6 Next

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- The following screen shows Details for Line 3 and Reimbursable Amount of \$194.11; click "Itemize" at either option

RHEEM Expenses

General Information | Credit Card Transactions | **Credit Card Expenses** | Cash and Other Expenses | Expense Allocations | Review

Credit Card Expenses: Details for Line 3

* Indicates required field

* Expense Type: Travel Hotel

* Start Date: 17-Jul-2016 (example: 21-Jul-2016)

Daily Rate: 194.11

Number Of Days: 1

Receipt Amount: 194.11

Receipt Currency: USD - US Dollar

Exchange Rate: 194.11 USD

Reimbursable Amount: 194.11 USD

Justification:

Expense Location:

Merchant Name: MARRIOTT INTL ADMIN SVCS

☐ Original Receipt Missing

Attachments: None Add...

Itemize Remove Back Line 3 of 3 Return

Itemize Remove Back Line 3 of 3 Return

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- This invoice has a charge for a room night and for a meal, and the total of \$194.11 needs to be itemized; click “Add Another Row”
- Line 3.2 appears

Itemized Business Expenses

✓ TIP Itemize the receipt by creating a separate row for each individual business expense. Any remaining amount is treated as a personal expense.

Select Expense : Duplicate Remove

| Select Line | Date | Expense Type | Justification | Itemized Receipt Amount (USD) |
|-------------|-------------|--------------|---------------|-------------------------------|
| 3-1 | 17-Jul-2016 | Travel Hotel | | 194.11 |

Add Another Row

Total Business Expenses 194.11
Personal Expenses 0.00
Original Receipt Amount 194.11

Itemization 3-1

* Expense Type Travel Hotel
* Start Date 17-Jul-2016 (example: 21-Jul-2016)
Daily Rate 194.11
Number Of Days 1
* Itemized Receipt Amount 194.11

Select Expense : Duplicate Remove

| Select Line | Date | Expense Type |
|-------------|-------------|--------------|
| 3-1 | 17-Jul-2016 | Travel Hotel |
| 3-2 | 17-Jul-2016 | |

Remove Itemization Remove Back Line 3 of 3 Return

Diagnostics Home Logout Preferences

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1. Select Line 3.1
2. Change the “Itemized Receipt Amount” to include the room rate (with taxes) @ \$159.50
3. The Amount box now shows the \$159.50 room rate in “Total Business Expenses” with \$34.61 defaulting to “Personal Expenses”

Itemized Business Expenses

✓ TIP Itemize the receipt by creating a separate row for each individual business expense. Any remaining amount is treated as a personal expense.

Select Expense : Duplicate Remove

| Select Line | Date | Expense Type | Justification | Itemized Receipt Amount (USD) |
|-------------|-------------|--------------|---------------|-------------------------------|
| 3-1 | 17-Jul-2016 | Travel Hotel | | 159.50 |
| 3-2 | 17-Jul-2016 | | | 0.00 |

Add Another Row

Total Business Expenses 159.50
Personal Expenses 34.61
Original Receipt Amount 194.11

Itemization 3-1

* Expense Type Travel Hotel
* Start Date 17-Jul-2016 (example: 21-Jul-2016)
Daily Rate 159.50
Number Of Days 1
* Itemized Receipt Amount 159.50

Rheem Manufacturing Travel, Expense, and Risk Management Program 2016

- Change the \$34.61 “Personal Expense” to a “Business Expense”
 - Select Line 3-2
 - Select the correct “Expense Type”; in this instance “Travel Meals”
 - Enter the “Itemized Receipt Amount” of \$34.61
 - Click “Return”

Itemized Business Expenses

TIP: Itemize the receipt by creating a separate row for each individual business expense. Any remaining amount is treated as a personal expense.

Select Expense:

| Select Line | Date | Expense Type | Justification | Itemized Receipt Amount (USD) |
|--------------------------------------|-------------|--------------|---------------|-------------------------------|
| <input type="radio"/> 3-1 | 17-Jul-2016 | Travel Hotel | | 159.50 |
| <input checked="" type="radio"/> 3-2 | 17-Jul-2016 | Travel Meals | | 34.61 |

Total Business Expenses: 194.11
 Personal Expenses: 0.00
 Original Receipt Amount: 194.11

Itemization 3-2

* Expense Type:
 * Start Date: 17-Jul-2016
 * Itemized Receipt Amount:

Justification:

Line 3 of 3

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- Justification: In some cases, you will need to enter an explanation for the “Justification” such as for tips; the system will prompt you with an error during the process if an expense item requires justification

RHEEM Expenses

Navigator Favorites Diagnostics Home Logout Preferences

General Information Credit Card Transactions Credit Card Expenses Cash and Other Expenses Expense Allocations Review

Create Expense Report: Credit Card Expenses Step 3 of 6

Business Expenses

Select Business Expenses:

Select All Select None

| Select | Line | Date | Receipt Amount | Expense Type | Merchant Name | Justification | Reimbursable Amount (USD) | Details |
|--------------------------|------|-------------|----------------|---------------------------------------|-----------------------------|---------------|---------------------------|---------|
| <input type="checkbox"/> | 1 | 15-Jul-2016 | 17.00 USD | Travel - Agency Booking Fees | AIRLINES RPRTING CORPTAF | | 17.00 | |
| <input type="checkbox"/> | 2 | 16-Jul-2016 | 52.44 USD | Parking,Toll,Gas&Local Transportation | MARRIOTT INTL ADMIN SVCS IN | | 52.44 | |
| <input type="checkbox"/> | 3 | 17-Jul-2016 | 194.11 USD | Travel Hotel | MARRIOTT INTL ADMIN SVCS | | 194.11 | |
| Total | | | | | | | 263.55 | |

Step 3 of 6

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Rheem Manufacturing Travel, Expense, and Risk Management Program 2016

- If you have a personal expense:
 1. Select the line item that is a personal expense
 2. Click “Categorize as Personal”
 3. Click “Next”

The screenshot shows the 'Business Expenses' form. At the top, there are buttons for 'Categorize as Personal' (annotated with #2) and 'Remove'. Below this is a table with columns: 'Select', 'Line', 'Date', 'Receipt Amount', 'Expense Type', 'Merchant Name', 'Justification', and 'Reimbursable Amount (USD) Details'. The table contains three rows of expense data. The second row is selected (checkbox checked, annotated with #1). At the bottom right, there are buttons for 'Save', 'Cancel', 'Back', and 'Next' (annotated with #3). The footer includes 'Diagnostics Home Logout Preferences' and 'Copyright (c) 2006, Oracle. All rights reserved.'

| Select | Line | Date | Receipt Amount | Expense Type | Merchant Name | Justification | Reimbursable Amount (USD) Details |
|-------------------------------------|------|-------------|----------------|---------------------------------------|------------------------------|---------------|-----------------------------------|
| <input type="checkbox"/> | 1 | 15-Jul-2016 | 17.00 USD | Travel - Agency Booking Fees | AIRLINES RPRTING CORPTAF | | 17.00 |
| <input checked="" type="checkbox"/> | 2 | 16-Jul-2016 | 52.44 USD | Parking,Toll,Gas&Local Transportation | MARRIOTT INTL ADMIN SVCS INC | | 52.44 |
| <input type="checkbox"/> | 3 | 16-Jul-2016 | 194.11 USD | Travel Hotel | MARRIOTT INTL ADMIN SVCS | | 194.11 |
| Total | | | | | | | 263.55 |

- **SAVE YOUR WORK!**

Rheem Manufacturing Travel, Expense, and Risk Management Program 2016

3. Cash and Other Expenses

For “Cash and Other Expenses” such as tips, enter these charges and include “Justification”; then click “Next”

RHEEM Expenses

Navigator Favorites Diagnostics Home Logout Preferences

General Information Credit Card Transactions Credit Card Expenses **Cash and Other Expenses** Expense Allocations Review

Create Expense Report: Cash and Other Expenses

Save Cancel Back Step 4 of 6 Next

Receipt-Based Expenses [0.00] Mileage Expenses [0.00]

Receipt-Based Expenses

TIP Enter the expenses that you did not charge to your corporate credit card. Enter one expense per line. Click Details to enter information specific to an expense, such as the Daily Rate. If your receipt includes more than one expense type, click Itemize.
TIP Date Example: 05-AUG-2016.

Select Expense Lines: Duplicate Remove Show Receipt Currency

Select All Select None

| Select | Line | Date | Receipt Amount | Expense Type | Justification | Reimbursable Amount (USD) | Details |
|--------------------------|------|-------------|----------------|--------------|---------------------|---------------------------|---------|
| <input type="checkbox"/> | 1 | 03-Aug-2016 | 5.00 | Tips | tip to valet | | |
| <input type="checkbox"/> | 2 | 03-Aug-2016 | 4.00 | Tips | tip to housekeeping | | |
| <input type="checkbox"/> | 3 | | | | | | |
| <input type="checkbox"/> | 4 | | | | | | |
| <input type="checkbox"/> | 5 | | | | | | |
| <input type="checkbox"/> | 6 | | | | | | |
| <input type="checkbox"/> | 7 | | | | | | |
| <input type="checkbox"/> | 8 | | | | | | |
| <input type="checkbox"/> | 9 | | | | | | |
| <input type="checkbox"/> | 10 | | | | | | |

Add More Lines Update Total 0.00

Select Expense Lines: Duplicate Remove Show Receipt Currency

Save Cancel Back Step 4 of 6 Next

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Rheem Manufacturing Travel, Expense, and Risk Management Program 2016

- To enter mileage used with your personal vehicle:
 1. Click on “Mileage Expenses”
 2. Select the “Start Date” and “Expense Type”
 3. Enter “Justification” for the mileage
 4. Enter the “Trip Distance”
 5. Click “Calculate”
 6. When completed, click “Next”

The screenshot shows the RHEEM Expenses interface. At the top, there's a navigation bar with 'RHEEM' and 'Expenses'. Below it, a breadcrumb trail shows 'General Information' > 'Credit Card Transactions' > 'Credit Card Expenses' > 'Cash and Other Expenses' > 'Expense Allocations' > 'Review'. The main heading is 'Create Expense Report: Cash and Other Expenses'. Below this, there's a summary bar with 'Receipt-Based Expenses [9.00]' and 'Mileage Expenses [28.00]'. The 'Mileage Expenses' section is highlighted. A tip states: 'TIP Enter one expense line for each separate mileage claim. To enter additional information including vehicle information, click Details. TIP Date Example: 05-AUG-2016.' Below the tip, there's a 'Select Expense Lines' section with 'Duplicate' and 'Remove' buttons. A table with 8 columns is shown: 'Select Line', 'Start Date', 'Expense Type', 'Justification', 'Unit of Measure', 'Trip Distance', 'Distance Rate', and 'Reimbursable Amount (USD)'. The first two rows are filled with data: Line 1 (01-Aug-2016, Mileage -General, corp off to airport, Miles, 25, 0.56, 14.00) and Line 2 (03-Aug-2016, Mileage -General, airport to corp off, Miles, 25, 0.56, 14.00). Below the table, there's an 'Add More Lines' button and a 'Calculate' button. At the bottom right, there's a 'Total' row showing 28.00 and a 'Next' button. Red arrows and numbers 1-6 point to the following elements: 1. 'Mileage Expenses [28.00]', 2. 'Start Date' and 'Expense Type' columns, 3. 'Justification' column, 4. 'Trip Distance' column, 5. 'Calculate' button, 6. 'Next' button.

| Select Line | Start Date | Expense Type | Justification | Unit of Measure | Trip Distance | Distance Rate | Reimbursable Amount (USD) |
|-------------|-------------|------------------|---------------------|-----------------|---------------|---------------|---------------------------|
| 1 | 01-Aug-2016 | Mileage -General | corp off to airport | Miles | 25 | 0.56 | 14.00 |
| 2 | 03-Aug-2016 | Mileage -General | airport to corp off | Miles | 25 | 0.56 | 14.00 |
| 3 | | | | Miles | | | |
| 4 | | | | Miles | | | |
| 5 | | | | Miles | | | |

- SAVE YOUR WORK!**

Rheem Manufacturing Travel, Expense, and Risk Management Program 2016

4. Expense Allocations

It may be necessary to allocate your travel expenses to a project or account other than your department account

a. Project Allocation

- Select this tab if a charge needs to be expensed to a project

The screenshot shows the RHEEM Expenses page. The 'Expense Allocations' tab is selected and highlighted with a red box. Below the tabs, there are instructions for creating an expense report and a 'Project Allocations' tab is also highlighted with a red box. A tip at the bottom states: 'TIP You can only update expense lines with project-enabled expense types.'

1. Select the lines that need to be expensed to a project
2. Once you select the line(s), the "Project", "Task" and "Project Expenditure Organization" become activated

The screenshot shows the RHEEM Expenses page with the 'Expense Allocations' tab selected. The 'Project Allocations' tab is also highlighted. A table of expense lines is displayed, with the first three lines selected (indicated by checkmarks in the 'Select' column). The table has columns for 'Select', 'Focus Line', 'Payment Method', 'Date', 'Expense Type', 'Receipt Amount', 'Reimbursable Amount (USD)', 'Merchant', 'Location', 'Justification', 'Project', 'Task', and 'Project Expenditure Organization'. The 'Project', 'Task', and 'Project Expenditure Organization' columns are highlighted with a red box and labeled '#2'. A red arrow points to the 'Select' column, labeled '#1'.

| Select | Focus Line | Payment Method | Date | Expense Type | Receipt Amount | Reimbursable Amount (USD) | Merchant | Location | Justification | Project | Task | Project Expenditure Organization |
|-------------------------------------|------------|----------------|-------------|---------------------------------------|----------------|---------------------------|------------------------------|----------|---------------|---------|------|----------------------------------|
| <input checked="" type="checkbox"/> | 1 | Credit Card | 15-Jul-2016 | Travel - Agency Booking Fees | 17.00 USD | 17.00 | AIRLINES RPRTING CORPTAF | | | | | |
| <input checked="" type="checkbox"/> | 2 | Credit Card | 16-Jul-2016 | Parking,Toll,Gas&Local Transportation | 52.44 USD | 52.44 | MARRIOTT INTL ADMIN SVCS INC | | | | | |
| <input checked="" type="checkbox"/> | 3/1 | Credit Card | 17-Jul-2016 | Travel Hotel | 159.50 USD | 159.50 | MARRIOTT INTL ADMIN SVCS | | | | | |
| <input type="checkbox"/> | 3/2 | Credit Card | 17-Jul-2016 | Travel Meals | 34.61 USD | 34.61 | MARRIOTT INTL ADMIN SVCS | | | | | |

Rheem Manufacturing Travel, Expense, and Risk Management Program 2016

- Click on the “Project” glass
 1. Click on the down arrow to display the options
 2. Click on the options you require; for this example, “Project Name” was selected
 3. Click “Go”

Card Transactions Credit Card Expenses Cash and Other Expenses **Expense Allocations** Review

Selected expense lines. Apply an amount split to a single expense line. [Save] [Cancel] [Back] Step 5 of 6 [Next]

Enabled expense types.

Search and Select List of Values - Mozilla Firefox

Search and Select: Project Number [Cancel] [Select]

Search

To find your item, select a filter item in the pulldown list and enter a value in the text field, then select the "Go" button.

Search By Project Number [Go]

Results

Project Name

Project Start Date

Project End Date

Organization Name

| Select | Quick Select | Number | Project Name | Project Start Date | Project End Date | Organization Name |
|--------|--------------|--------|--------------|--------------------|------------------|-------------------|
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

About this Page

- The following screen appears with options

Search

To find your item, select a filter item in the pulldown list and enter a value in the text field, then select the "Go" button.

Search By Project Name [Go]

Results

Previous 1-10 Next 10

| Select | Quick Select | Project Number | Project Name | Project Start Date | Project End Date | Organization Name |
|--------|--------------|----------------|-------------------------------|--------------------|------------------|------------------------|
| | | 09-0001 | Oracle ERP | 01-Jan-2009 | | RHEEM CORPORATE OFFICE |
| | | 09-0002 | REH - C. Thompson | 01-Jan-2009 | | RHEEM CORPORATE OFFICE |
| | | 09-0003 | Real Estate Held - J. Anthony | 01-Jan-2009 | | RHEEM CORPORATE OFFICE |
| | | 10-0001 | Real Estate Held - G. Cotton | 01-Jan-2010 | | RHEEM CORPORATE OFFICE |
| | | 10-0002 | Real Estate Held - R. Carr | 01-Jan-2010 | | RHEEM CORPORATE OFFICE |
| | | 10-0003 | Real Estate Held - R. Layne | 01-Jan-2010 | | RHEEM CORPORATE OFFICE |

Rheem Manufacturing Travel, Expense, and Risk Management Program 2016

- Select the appropriate “Project” by clicking on the button the “Project Number” appears

RHEEM Expenses

General Information | Credit Card Transactions | Credit Card Expenses | Cash and Other Expenses | **Expense Allocations** | Review

Create Expense Report: Expense Allocations

Use the fields below to update expense allocations for selected expense lines. Apply an amount split to a single expense line.

* Indicates required field.
@ Indicates changed item.

Save Cancel Back Step 5 of 6 Next

Project Allocations | Account Allocations

TIP You can only update expense lines with project-enabled expense types.

Select Expense Lines: Update Allocations Revert My Allocations Apply

Select All | Select None | Expand All | Collapse All

| Select | Focus Line | Payment Method | Date | Expense Type | Receipt Amount | Reimbursable Amount (USD) | Merchant | Location | Justification | Project | Task | Project Expenditure Organization |
|-------------------------------------|------------|----------------|-------------|---------------------------------------|----------------|---------------------------|------------------------------|----------|---------------|---------|------|----------------------------------|
| <input type="checkbox"/> | All | | | | | 300.55 | | | | | | |
| <input checked="" type="checkbox"/> | 1 | Credit Card | 15-Jul-2016 | Travel - Agency Booking Fees | 17.00 USD | 17.00 | AIRLINES RPRTING CORPTAF | | | 09-0001 | 1.1 | CORPORATE-TAX |
| <input checked="" type="checkbox"/> | 2 | Credit Card | 16-Jul-2016 | Parking,Toll,Gas&Local Transportation | 52.44 USD | 52.44 | MARRIOTT INTL ADMIN SVCS INC | | | | | |
| <input checked="" type="checkbox"/> | 3/1 | Credit Card | 17-Jul-2016 | Travel Hotel | 159.50 USD | 159.50 | MARRIOTT INTL ADMIN SVCS | | | | | |

1. Repeat process for “Task”
2. Repeat process for “Project Expenditure Organization”

- When completed with “Project Allocation”, click “Next”

- **SAVE YOUR WORK!**

Rheem Manufacturing Travel, Expense, and Risk Management Program 2016

b. Account Allocation

- Select this tab if a charge needs to be expensed a different cost center/business unit
 1. Select "Account Allocation"
 2. Click on the charges that need to be allocated to a different cost center/business unit
 3. Click on the "glass" to select the appropriate accounting numbers
 4. Click "Next"

RHEEM Expenses

General Information | Credit Card Transactions | Credit Card Expenses | Cash and Other Expenses | **Expense Allocations** | Review

Create Expense Report: Expense Allocations

Use the fields below to update expense allocations for selected expense lines. Apply an amount split to a single expense line.

Indicate required fields

Project Allocations | **Account Allocations** ← #1

✓ TIP: You can only update expense lines that are not charged to projects and tasks.

Select Expense Lines: [Update Allocations] [Revert] [My Allocations] [Apply]

Select All | Select None | Collapse All

| Select | Line | Error | Payment Method | Date | Expense Type | Receipt Amount | Reimbursable Amount (USD) | Merchant | Location | Justification | BSV | CCL | DEPARTMENT | ACCOUNT | PRODUCT | CHANNEL | INTERCOMPANY | CTRL_COST_SEG | FUTURE2 |
|-------------------------------------|------|-------|----------------|-------------|---------------------------------------|----------------|---------------------------|--------------------------|----------|---------------|-----|-----|------------|---------|---------|---------|--------------|---------------|---------|
| <input type="checkbox"/> | 1 | | Credit Card | 16-Jul-2016 | Parking,Toll,Gas,Local Transportation | 34.67 USD | 34.67 | EQUINASHHELL CAT | | | 490 | 490 | 550 | 542304 | 000 | 000 | 000 | 0000 | 000 |
| <input type="checkbox"/> | 2 | | Credit Card | 16-Jul-2016 | Parking,Toll,Gas,Local Transportation | 32.44 USD | 32.44 | OIL COMPANY - CITGO | | | 490 | 490 | 550 | 542304 | 000 | 000 | 000 | 0000 | 000 |
| <input checked="" type="checkbox"/> | 3 | | Credit Card | 17-Jul-2016 | Parking,Toll,Gas,Local Transportation | 46.00 USD | 46.00 | URBON TAXI COOPERATIVE | | | 490 | 490 | 550 | 542304 | 000 | 000 | 000 | 0000 | 000 |
| <input checked="" type="checkbox"/> | 4 | | Credit Card | 17-Jul-2016 | Travel Meals | 8.39 USD | 8.39 | WDRG TAC ATL RETAIL, LLC | | | 490 | 490 | 550 | 542305 | 000 | 000 | 000 | 0000 | 000 |

BSV CCL DEPARTMENT ACCOUNT PRODUCT CHANNEL INTERCOMPANY CTRL_COST_SEG FUTURE2

490 490 550 542304 000 000 000 0000 000

490 490 550 542304 000 000 000 0000 000

490 490 550 542304 000 000 000 0000 000

490 490 550 542305 000 000 000 0000 000

Save Cancel Back Step 5 of 6 Next

- **SAVE YOUR WORK!**

Rheem Manufacturing Travel, Expense, and Risk Management Program 2016

5. Review Expense Report

This tab gives you the opportunity to “ADD” receipts or other justification to your report; click on “Add”

RHEEM Expenses Navigator Favorites Diagnostics Home Logout Preferences

Previous Expense Allocations **Review**

Create Expense Report: Review
Review the expense report below before submission. Save Cancel Back Step 6 of 6 Submit

General Information

| | | | |
|---------------|---------------------------|--------------------------|--------------|
| Name | Husted, Patricia A (5781) | Original Receipts Status | Not Required |
| Expense Dates | 15-JUL-2016 - 03-AUG-2016 | Attachments | None Add... |
| Cost Center | 550 | Report Total | 300.55 USD |
| Purpose | iExpense | Reimbursement Amount | 300.55 USD |
| Approver | Jarosz, Kenneth R | | |

Expense Lines Expense Allocations Weekly Summary Approval Notes [0]

Business Expenses

Credit Card Expenses

| Date | Receipt Amount | Expense Type | Justification | Merchant Name | Original Receipt Required | Receipt Missing | Reimbursable Amount (USD) | Details | Attachments |
|-------------|----------------|---------------------------------------|---------------|------------------------------|---------------------------|-----------------|---------------------------|---------|-------------|
| 15-Jul-2016 | 17.00 USD | Travel - Agency Booking Fees | | AIRLINES RPRTING CORPTAF | | | 17.00 | | |
| 16-Jul-2016 | 52.44 USD | Parking,Toll,Gas&Local Transportation | | MARRIOTT INTL ADMIN SVCS INC | | | 52.44 | | |
| 17-Jul-2016 | 194.11 USD | Travel Hotel | | MARRIOTT INTL ADMIN SVCS | | | 194.11 | | |
| Total | | | | | | | 263.55 | | |

Cash Expenses

| Date | Receipt Amount | Expense Type | Justification | Merchant Name | Original Receipt Required | Receipt Missing | Reimbursable Amount (USD) | Details | Attachments |
|-------------|----------------|--------------|---------------------|---------------|---------------------------|-----------------|---------------------------|---------|-------------|
| 03-Aug-2016 | 5.00 USD | Tips | tip to valet | | | | 5.00 | | |
| 03-Aug-2016 | 4.00 USD | Tips | tip to housekeeping | | | | 4.00 | | |
| Total | | | | | | | 9.00 | | |

Mileage Expenses

| Start Date | End Date | Expense Type | Justification | Trip Distance | Mileage Rate | Original Receipt Required | Receipt Missing | Reimbursable Amount (USD) | Details | Attachments |
|-------------|-------------|------------------|---------------------|---------------|--------------|---------------------------|-----------------|---------------------------|---------|-------------|
| 01-Aug-2016 | 01-Aug-2016 | Mileage -General | corp off to airport | 25(Miles) | 0.56 | | | 14.00 | | |
| 03-Aug-2016 | 03-Aug-2016 | Mileage -General | airport to corp off | 25(Miles) | 0.56 | | | 14.00 | | |
| Total | | | | | | | | 28.00 | | |

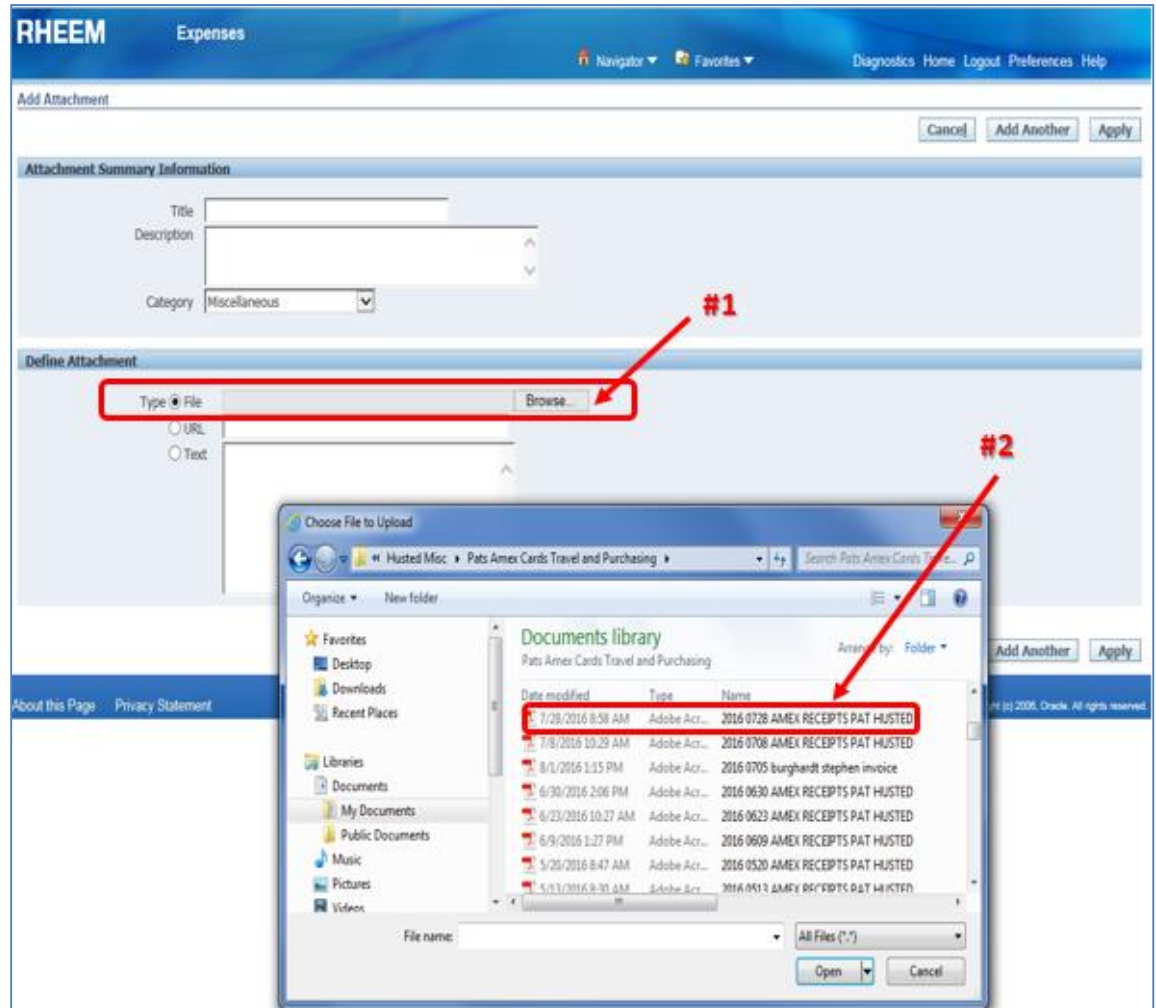
| | |
|---|------------|
| Corporate Card Business Expenses | 263.55 |
| Cash and Other Business Expenses | 37.00 |
| Expense Report Total | 300.55 USD |
| Corporate Card Business Expenses | 263.55 |
| Corporate Card Personal Expenses | 0.00 |
| Corporate Card Itemized Personal Expenses | 0.00 |
| You Pay to Credit Card Issuer | 263.55 USD |

Save Cancel Back Step 6 of 6 Submit

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Rheem Manufacturing Travel, Expense, and Risk Management Program 2016

1. Click on "Browse"
2. Select the scanned receipt file for this expense report



Rheem Manufacturing Travel, Expense, and Risk Management Program 2016

- Once the file is attached, click “Apply”

RHEEM Expenses

Navigator Favorites Diagnostics Home Logout Preferences Help

Add Attachment

Cancel Add Another Apply

Attachment Summary Information

Title
Description
Category: Miscellaneous

Define Attachment

Type: File (selected) Browse... 2016 0728 AMEX RECEIPTS PAT HUSTED.pdf
URL
Text

Cancel Add Another Apply

- The final review page will appear; click “Submit”

RHEEM Expenses

Navigator Favorites Diagnostics Home Logout Preferences

Previous Expense Allocations Review

Confirmation
Attachment 2016 0708 AMEX RECEIPTS PAT HUSTED.pdf has been added successfully but not committed; it would be committed when you commit the rest of the current transaction.

Create Expense Report: Review
Review the expense report below before submission.

Save Cancel Back Step 6 of 6 Submit

General Information

| | | | |
|---------------|---------------------------|--------------------------|--------------|
| Name | Husted, Patricia A (5781) | Original Receipts Status | Not Required |
| Expense Dates | 15-JUL-2016 - 03-AUG-2016 | Attachments | View Add... |
| Cost Center | 550 | Report Total | 300.55 USD |
| Purpose | iExpense | Reimbursement Amount | 300.55 USD |
| Approver | Jarosz, Kenneth R | | |

- The Expense Report is now complete and a printable copy of the report can be obtained by clicking “Printable Page”

RHEEM Expenses

Navigator Favorites Diagnostics Home Logout Preferences

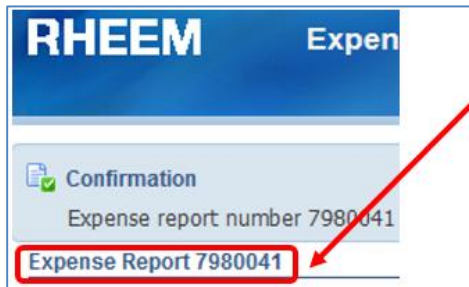
Confirmation
Expense report number 7980041 for 141.50 has been submitted to Jarosz, Kenneth R for approval.

Expense Report 7980041

Return Create New Expense Report Printable Page

Rheem Manufacturing Travel, Expense, and Risk Management Program 2016

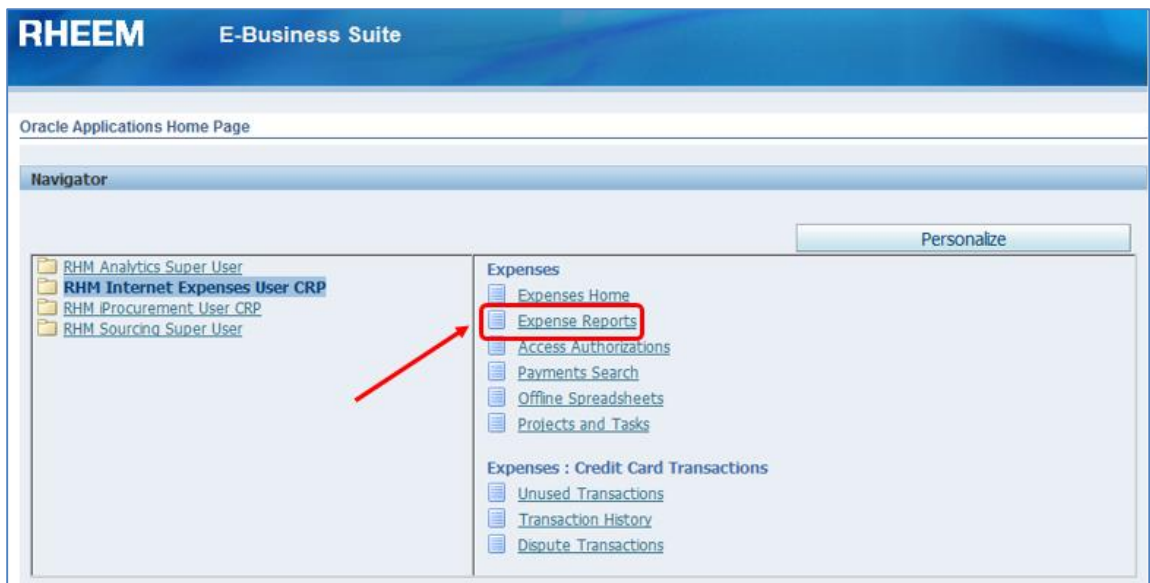
- The Expense Report is assigned a number



6. How to Update an Existing Expense Report

If you created a report and were unable to finish it, as long as you click “Save” before exiting, you can revisit the report to complete the process

- Click on “Expense Reports”



Rheem Manufacturing Travel, Expense, and Risk Management Program 2016

- Click “Go”

The screenshot shows the RHEEM Expenses search interface. The 'Go' button is highlighted with a red box, and a red arrow points to it. The search criteria are as follows:

| Field | Value |
|--------------------------|--------------------|
| Name | Husted, Patricia A |
| Report Number | |
| Report Date | |
| Report Submitted Date | |
| Report Status | |
| Original Receipts Status | |
| Imaged Receipts Status | |

The 'Go' button is located below the search criteria. The 'Clear' button is also visible. The table below the search criteria shows the results of the search.

| Name | Report Number | Report Date | Report Submit Date | Report Status | Original Receipts Status | Imaged Receipts Status | Report Total (USD) | Purpose | Payments | Duplicate |
|----------------------|---------------|-------------|--------------------|---------------|--------------------------|------------------------|--------------------|---------|----------|-----------|
| No search conducted. | | | | | | | | | | |

- Click on the Expense Report number you wish to amend; this can only be done while “Report Status” still shows “Pending Manager Approval”

The screenshot shows the RHEEM Expenses search interface. The 'Go' button is highlighted with a red box, and a red arrow points to it. The search criteria are as follows:

| Field | Value |
|--------------------------|--------------------|
| Name | Husted, Patricia A |
| Report Number | |
| Report Date | |
| Report Submitted Date | |
| Report Status | |
| Original Receipts Status | |
| Imaged Receipts Status | |

The 'Go' button is located below the search criteria. The 'Clear' button is also visible. The table below the search criteria shows the results of the search.

| Name | Report Number | Report Date | Report Submit Date | Report Status | Original Receipts Status | Imaged Receipts Status |
|--------------------|---------------|-------------|--------------------|--------------------------|--------------------------|------------------------|
| Husted, Patricia A | 7980041 | 17-Jul-2016 | 09-Aug-2016 | Pending Manager Approval | Not Required | Not Required |
| Husted, Patricia A | 7934969 | 25-Apr-2016 | 27-Apr-2016 | Ready for Payment | Received | Not Required |
| Husted, Patricia A | 7792040 | 25-Mar-2016 | 30-Mar-2016 | Paid | Received | Not Required |
| Husted, Patricia A | 7705040 | 04-Mar-2016 | 07-Mar-2016 | Paid | Received | Not Required |
| Husted, Patricia A | 7674040 | 24-Feb-2016 | 25-Feb-2016 | Paid | Received | Not Required |

- Proceed with “Create New Expense Report” and follow same instructions

The screenshot shows the RHEEM Expenses confirmation page. The 'Create New Expense Report' button is highlighted with a red box, and a red arrow points to it. The confirmation message is as follows:

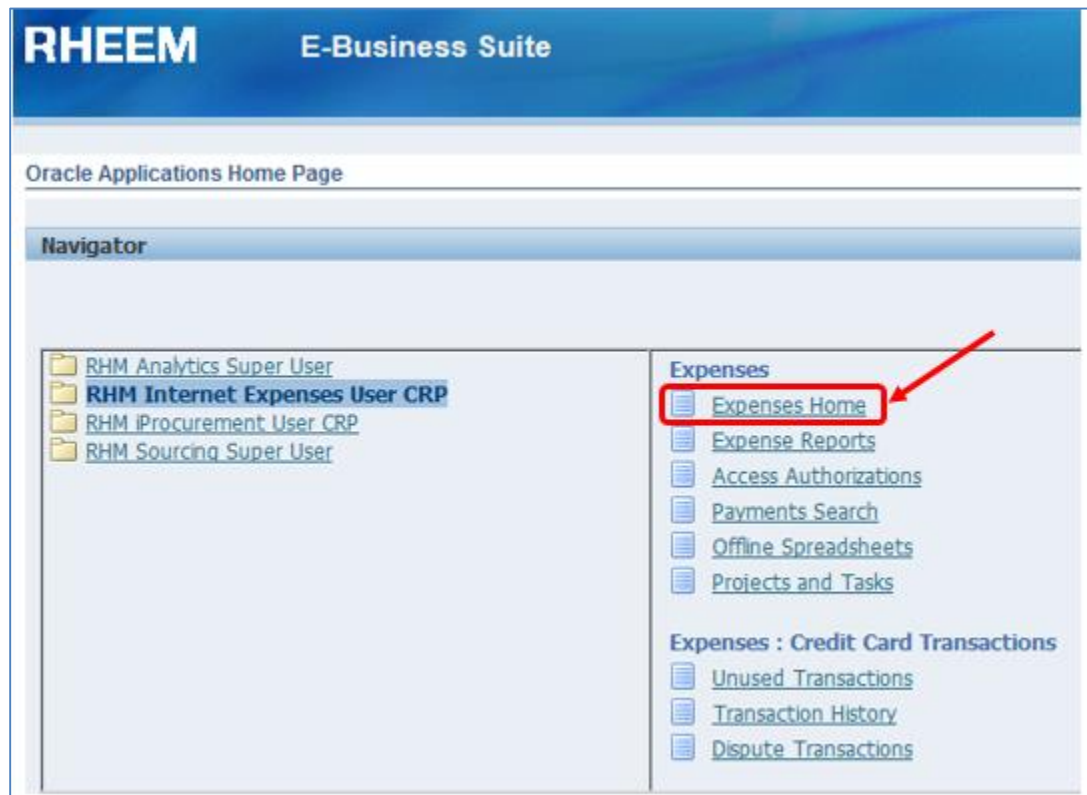
Confirmation
Expense report number 7980041 was previously submitted for approval.

The 'Create New Expense Report' button is located below the confirmation message. The 'Return' button is also visible. The 'Printable Page' button is also visible.

Rheem Manufacturing Travel, Expense, and Risk Management Program 2016

7. How to View Approval Status of Expense Report

- Click on “Expenses Home”



- The “Track Submitted Expense Reports” and “Update Expense Reports” appear

The following expense reports are either outstanding or have been paid in the last 30 days.

| Name | Report Number | Report Submit Date | Report Status | Last Report Status Activity (Days) | Current Approver | Original Receipts Status | Report Total (USD) | Purpose | Duplicate | Withdraw |
|----------------------|-------------------------|--------------------|--------------------------|------------------------------------|---------------------|--------------------------|--------------------|---------|-----------|----------|
| Husted, Patricia A | 7980041 | 09-Aug-2016 | Pending Manager Approval | | 0 Jarosz, Kenneth R | Not Required | 141.50 | Expense | | |
| COLLINS, Ms. LINDA K | 7969043 | 19-Jul-2016 | Ready for Payment | 21 | | Received | 77.99 | | | |
| COLLINS, Ms. LINDA K | 7969046 | 19-Jul-2016 | Ready for Payment | 21 | | Received | 101.65 | | | |
| COLLINS, Ms. LINDA K | 7971040 | 19-Jul-2016 | Ready for Payment | 21 | | Received | 91.58 | | | |
| Husted, Patricia A | 7934060 | 27-Apr-2016 | Ready for Payment | 98 | | Received | 1,460.48 | Expense | | |

If the status is Pending Your Resolution, you were sent a notification explaining the required action.

Click an Update icon to make changes to a saved, rejected, or returned expense report.

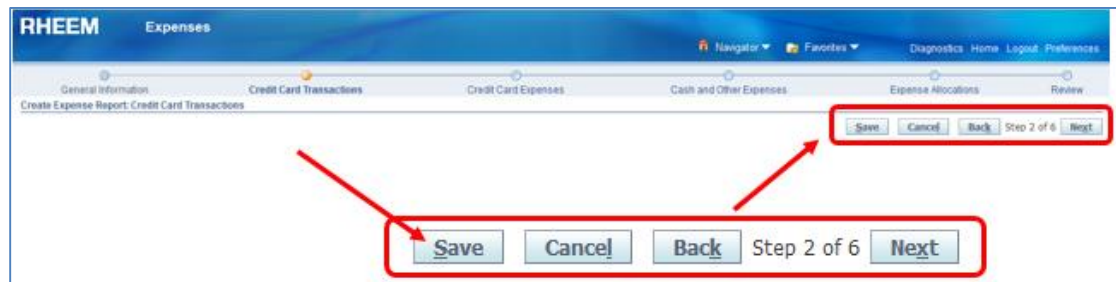
| Name | Report Number | Report Date | Status | Report Total (USD) | Purpose | Update | Duplicate | Delete |
|----------------------|-------------------------|-------------|-------------|--------------------|---------|--------|-----------|--------|
| COLLINS, Ms. LINDA K | 7981040 | 09-Aug-2016 | In Progress | 0.00 | | | | |
| Husted, Patricia A | 7980040 | 09-Aug-2016 | In Progress | 0.00 | Expense | | | |
| Husted, Patricia A | 7978041 | 05-Aug-2016 | In Progress | 0.00 | Expense | | | |
| Husted, Patricia A | 7978040 | 05-Aug-2016 | In Progress | 0.00 | Expense | | | |
| Husted, Patricia A | 7978042 | 03-Aug-2016 | In Progress | 300.55 | Expense | | | |

Rheem Manufacturing Travel, Expense, and Risk Management Program 2016

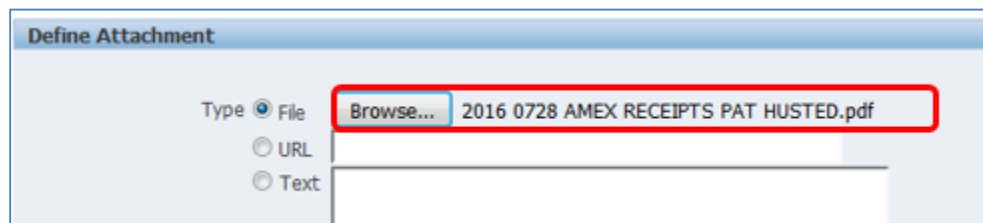
- Expense Report “Statuses” are as follows:
 - Pending Manager Approval – submitted expense report is waiting for approval by assigned approval
 - Pending Payables Approval – assigned approval has approved expense report, and it has been sent to Payables for approval
 - Pending Your Resolution – notification from Payables there is required action before expense report can be processed for payment
 - Ready For Payment – Payables approved expenses for reimbursement
 - Paid – you have been reimbursed for the submitted expenses
 - Rejected – Manager or Payables has rejected the expense report
 - Report will be listed under “Update Expense Reports” section
 - Update, resubmit, or delete the report

8. Expense Report Tips

- “Save” as you progress through your expense report; the system assigns the Expense Report number as soon as you save



- Have your receipts scanned and saved to a file for ease in attaching to the expense report



- Receipt Requirements:
 - Required for any expense amount exceeding \$25.00
 - If receipt is lost and the charge appears on American Express Statement, use a printable copy of the charge from the statement; may require manager approval

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9. Travel Memberships

- Company policy dictates that charges for membership dues for credit card programs, AAA, AARP, and other associations are not reimbursable expenses
- Fees associated with application for TSA Pre-Check or Global Entry Program are reimbursable expenses for frequent travelers with your manager's approval

10. Miscellaneous

- Reasonable laundry, dry cleaning, or valet charges are reimbursable when incurred during a trip longer than five (5) consecutive days (with exception of emergencies)
- Tipping:
 - Tips of reasonable amounts to porters, bellhops, etc. are reimbursable
 - Tips related to meals or taxis should be included with those respective costs
- Industry trade shows, events, and conferences should be attended only by necessary employees as approved by the appropriate Division or Corporate Vice President
- Non-reimbursable travel expenses would be as follows:
 - Airline club fees
 - Unauthorized spousal travel or child care claims
 - Personal entertainment
 - Use of extra-cost facilities such as health club or spa
 - Rewards program fees
 - Unauthorized trips, entertainment, gifts, or donations

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Travel Risk Management

A. Purpose

The purpose of Travel Risk Management is to establish safety guidelines for both the employer and the employee when the employee travels on company business. Understanding and mitigating risks is extremely important for traveling employees, their families, and their employers.

Collaboration between Rheem's Human Resource, Legal, Insurance, and Travel Departments, along with our travel partner, Ultramar Travel Management, is necessary to establish the balance required to ensure duty-of-care for all our traveling employees.

It is important to note that all employees who travel on company business also have duty-of-loyalty responsibilities for traveler safety and well-being.

1. Duty of Care

- Employer has a responsibility to do everything “reasonably practical” to protect the health and safety of employees
 - Medical requirements
 - Larger natural disasters
 - Social unrest/conflict
- Growing corporate footprint equals growing exposure to risks
- Maintaining consistent set of solutions for provision of additional resources anywhere in the world at any time
- Risk mitigation, legal and regulatory compliance
- Knowing where our people are!

2. Duty of Loyalty

- Defined as the duty of an employee not to compete with the interest of the organization and follow the employer's Travel and Risk Management - Duty of Care policies and procedures
- Employees must take responsibility for health, safety, and security by:
 - Following protection guidelines, policies, and procedures
 - Mandatory use of Rheem Travel Management Company (Ultramar Travel) for booking all business-related travel to include airfare, hotel, rental car, train, and ground transportation
 - Attending traveler safety training programs

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B. Types of Risk

1. The severity of travel risks are broken into categories. The following industry example explains:

| Consequence | Likelihood | | | | |
|---|---|----------|----------|---------|----------------|
| | Rare | Unlikely | Possible | Likely | Almost Certain |
| Severe Extensive injury/ permanently maim or death | Medium | Medium | High | Extreme | Extreme |
| Major Long-term injury or illness | Medium | Medium | Medium | High | Extreme |
| Medium Medical attention required with time-off work (Lost Time Injury) | Low | Low | Medium | Medium | High |
| Minor First aid required/hazard or near miss reported with follow-up action | Low | Low | Low | Medium | Medium |
| Insignificant No injury or hazard or near miss requiring follow-up action | Insignificant events not requiring follow-up are not considered relevant within the context of a health and safety risk assessment framework. Any health and safety risk is considered to have some significance. | | | | |

2. The following are actual instances where travel risks occur:

| Catastrophic | Major | Moderate |
|--------------|-------------------|-----------------------|
| Terrorism | Hotel Fire | Traffic Accident |
| Hijacking | Civil Disorder | Mugging/Assault |
| Air Disaster | Insurgency | Hotel Burglary |
| Tsunami | Disease | Lost Travel Documents |
| Earthquake | Medical Emergency | Travel Delays |
| Typhoons | | |

C. Domestic U.S. Travel

Incidents will inevitably happen. By complying with company travel policies, the business traveler allows Rheem the opportunity to provide assistance when needed.

Example:

There is an earthquake at 4:00am PST in Los Angeles severely impacting the downtown area during a major convention. At least 20 of our employees are attending this event.

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- **17 employees** booked their airfare, hotel, and ground transportation through Ultramar Travel
- Rheem is able to contact these employees and determine their status

Then we have:

- **3 employees** who booked:
 - Their airfare directly with the airline
 - Their hotel room through the hotel's online booking tool
 - Took a taxi to the hotel
- Rheem has no idea where they are
- Only form of contact is cell phone if working properly

It is Rheem company policy that employees traveling on company business make their arrangements through the travel management company (Ultramar) allowing Rheem to attend to travelers' Duty of Care responsibilities. This is possible only when the employee has complied with their Duty of Loyalty responsibility.

D. International Travel

It is Rheem company policy that employees traveling on international company business make their arrangements through the travel management company (Ultramar), allowing Rheem to attend to travelers' Duty of Care responsibilities.

All requests for international travel booked through the online booking tool or with an Ultramar travel agent will be reviewed and approved by the Rheem Travel Department.

In order to travel internationally, you are required to maintain a current country-of-residence Passport. In numerous instances, you are also required to have Visas to enter specific countries.

1. **Electronic Equipment (Laptops, Mobile Devices)**

There is risk anytime you carry your laptop across an international border, and that includes returning home. Most countries allow custom officials to search anything you bring into their country, including the contents of your hard drive. They may even insist that you open decrypted files.

A greater risk is having the equipment confiscated and not returned.

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- Laptops:
 - Taking your own business equipment:
 - ✓ Remove any files from your hard drive that may cause suspicion
 - ✓ Create a backup of your hard drive to leave at home
 - Taking required files:
 - ✓ Carry only those files you will need for the business
 - ✓ Remove Confidential and/or Intellectual Property (IP) data from your hard drive if you believe the risk to be too high and store them temporarily on a USB Drive
 - ✓ If you have to store IP and confidential data on the hard drive, consider encrypting the files on the hard drive with 7zip (with a password)
- Mobile Devices:
 - Remove Confidential and/or Intellectual Property (IP) data from your mobile devices if you believe the risk to be too high and stored them temporarily on a USB Drive
- Email Access:
 - When using OWA webmail on hotel desktops, BE SURE NOT TO SAVE YOUR LOGIN AND PASSWORD DETAILS for E-mail in the web browser and close each session after logging out.

2. Passports

- If you need to apply for or renew a passport, send an email to PassportsVisas@ultramartravel.com at Ultramar Travel and you will receive an email with instructions specific to your request
- Ultramar will give you detailed instructions on the process and will handle every step on your behalf
 - You will receive multiple documents from Ultramar's passport department; be sure to print all documents and follow instructions
 - Be sure to contact them if you have any questions or concerns at:
 - ✓ Phone: 888-681-6485
 - ✓ Email: PassportsVisas@ultramartravel.com
- Rush services are available when needed

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- 2nd Passport
 - For U.S. based employees who are frequent international travelers and require multiple visas, it may be prudent to have a second passport on hand if your main passport is being processed for visas
 - Second passports are only valid for two (2) years from date of issuance
 - This is convenient to use for those countries that do not require visas while your main passport is being processed for other visas

3. Visas

- If you need to apply for a visa, send an email to PassportsVisas@ultramartravel.com at Ultramar Travel and you will receive an email with instructions specific to your request
- Ultramar will give you detailed instructions on the process and will handle every step on your behalf
 - You will receive multiple documents from Ultramar's passport department; be sure to print all documents and follow instructions
 - Be sure to contact them if you have any questions or concerns at:
 - ✓ Phone: 888-681-6485
 - ✓ Email: PassportsVisas@ultramartravel.com
- Rush services are not typically available; therefore, it is important to apply for all visas as soon as possible prior to departure

4. Guidelines for International Airport/Hotel/Meeting Transfers

- Use of independent taxi services is NOT recommended during international travel
- When you arrive at your destination, there are two options for transfers:
 - Arranged in advance with the local Rheem office
 - Arranged in advance through the hotel you intend to stay at during your visit; Ultramar can assist with these arrangements
- Request that signage for transfers read just your first initial and the first three letters of your last name: "J SMI"

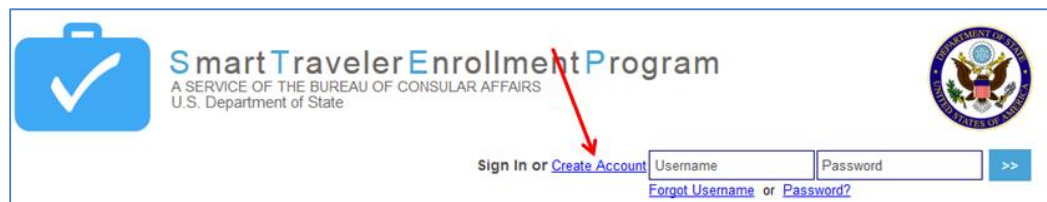
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5. United States Smart Traveler Program

- When traveling outside of the United States, you must register your trip with the United States Smart Traveler Program, if you are a U.S. citizen.
- To create your own STP account, do the following:
 - Go to: <http://www.travel.state.gov/content/travel/english.html>



- Create an account:



- Complete the form

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6. International SOS

International SOS (Int'l SOS) partners with Rheem Manufacturing Company to ensure that medical and travel security risk services are available to all employees traveling on international business or company expatriates assigned overseas. Details of the services they provide are shown below.

By partnering with Int'l SOS, Rheem has a robust travel risk mitigation program that provides medical, security, and travel support to Rheem's international business travelers anywhere in the world 24/7/365 with real-time service.

View the following introductory video: <http://membervideo.internationalsos.com>

- All Rheem employees are eligible to use this site for researching international travel; you just need to create your own account. (See details below.)
- However, only those traveling outside the United States and who have an active Ultramar Travel Profile, and have downloaded the Int'l SOS APP will receive pre-trip advisories.

a. Introduction to International SOS online training

- Access the following presentation that features information on Int'l SOS' online resources and when to call their 24 assistance centers which are located around the world
- Guide includes information on importance of proactive preparation before an overseas trip or assignment
- <https://www.internationalsos.com/elearning/comprehensive/>

b. Why call International SOS?


If you are traveling internationally, who do you call with questions? Here are some examples:


- I forgot my prescription glasses
- I've lost my passport
- I think I'm getting the flu and need to see a doctor
- There seems to be a lot of police activity outside my hotel...is it safe here?
- You can call them with simple or serious questions


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c. Emergency Contact Information:

- Phone: 800-523-6586 or collect at 215-942-8226
- Online:
 - Via website: www.internationalsos.com
 - Via mobile app: <https://www.internationalsos.com/assistance-app>
- Assistance Centers
 - You can contact the International SOS Assistance Center at anytime
 - There are 27 International SOS Assistance Centers throughout the globe which you have access to 24/7/365
 - Below are a list of the majority of the centers and their phone numbers
 - By dialing 215-942-8226, you will be connected to the Philadelphia Assistance Center
 - By utilizing the Mobile App on your Smartphone, and have your location setting active on your phone, the App will provide you the number of the nearest Assistance Center to you and display the phone number on your phone for one-touch connection

**Call for Assistance**
Philadelphia
+1 215 942 8226
Sydney
+61 2 9372 2468
London
+44 (0)20 8762 8008
Singapore
+65 6338 7800

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**Download the App**

- There are other Assistance Centers located around the globe; here are all assistance centers information:

| If calling from: | Call Assistance Center in: | At this number: |
|--|----------------------------|--|
| U.S. or Canada | Philadelphia, PA | 1-800-523-6586 Call collect: +1-215-942-8226 |
| Mexico or South and Central America | Philadelphia, PA | Call collect: +00-1-215-942-8226 |
| Europe, CIS, Africa or the Middle East | London | Call collect: +44-208-762-8008 |
| Asia, Australia or the Pacific Rim | Singapore | Call collect: +65-6338-7800 |

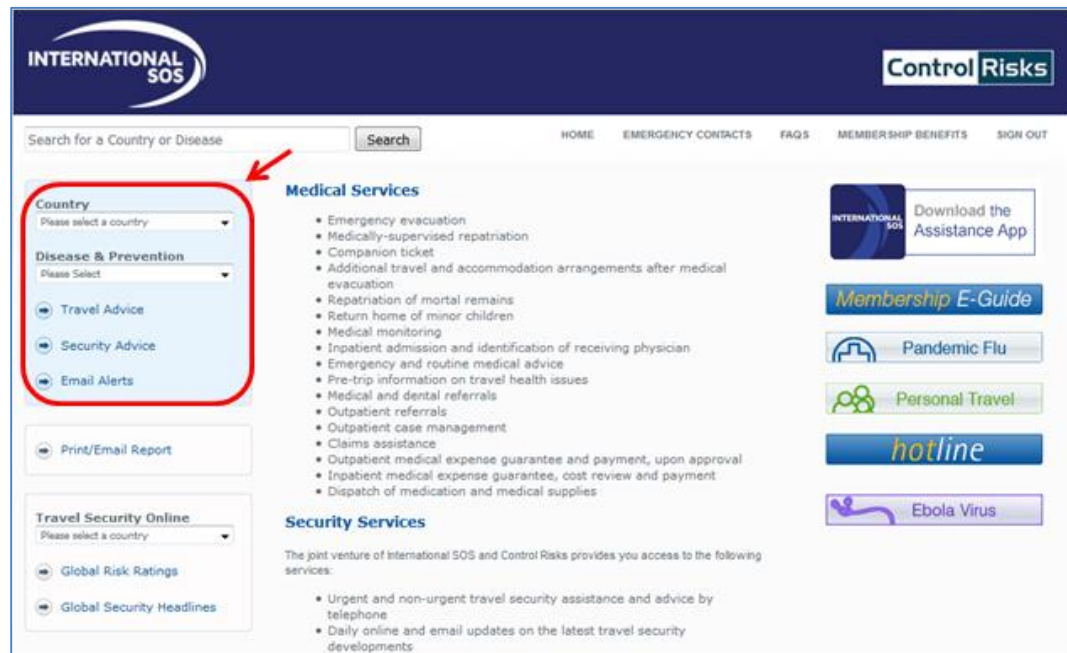
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d. Create Your Own Account/Set-up Email Alerts:

- Go to www.internationalsos.com
- Enter Rheem Account # **11BYCA595121**



- The following screen appears; begin by setting up your own email alerts (the links are to the left on the page below)



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- Click on “Email Alerts”



Country
Please select a country

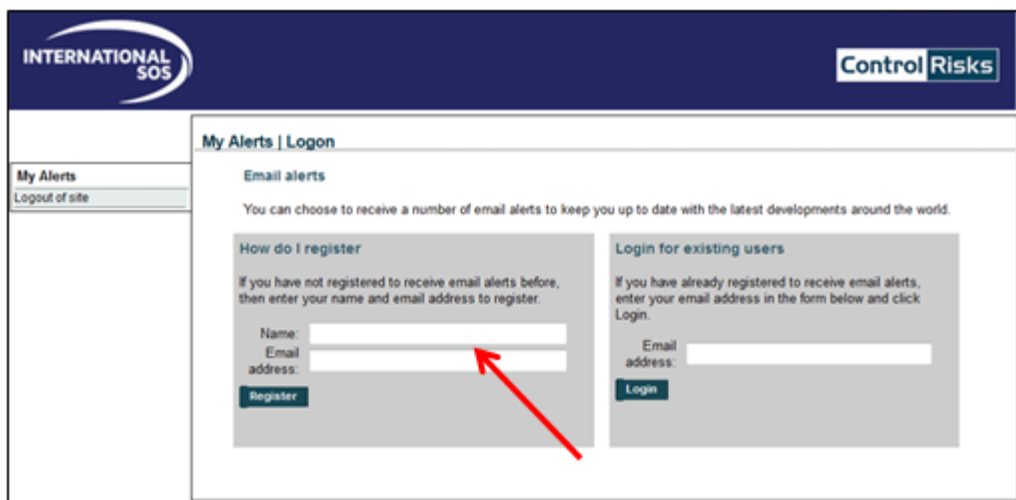
Disease & Prevention
Please Select

Travel Advice

Security Advice

Email Alerts

- The following screen appears; enter your name and email address



INTERNATIONAL SOS Control Risks

My Alerts | Logon

My Alerts
Logout of site

Email alerts

You can choose to receive a number of email alerts to keep you up to date with the latest developments around the world.

How do I register

If you have not registered to receive email alerts before, then enter your name and email address to register.

Name:

Email address:

Register

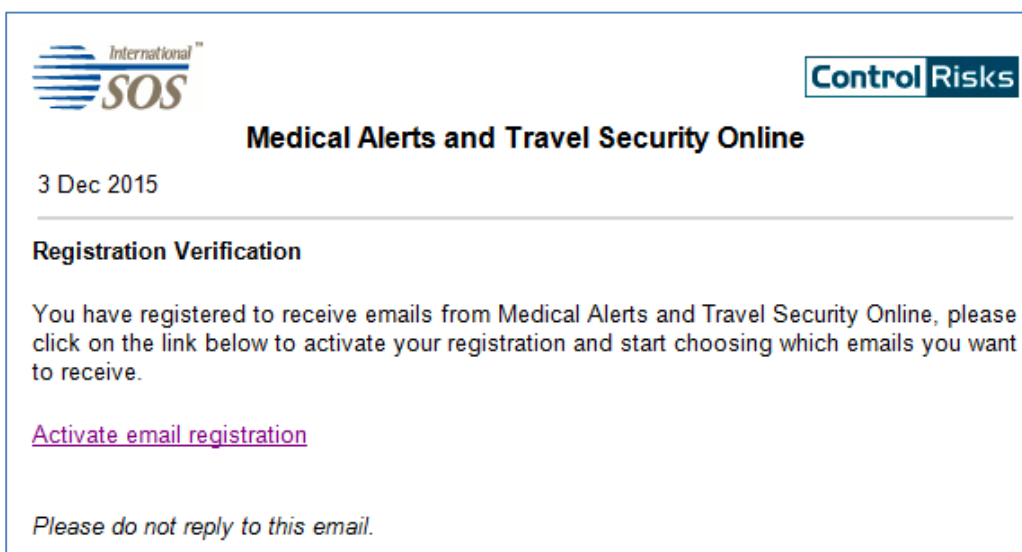
Login for existing users

If you have already registered to receive email alerts, enter your email address in the form below and click Login.

Email address:

Login

- You will receive an email that you must access to activate your account



International SOS Control Risks

Medical Alerts and Travel Security Online

3 Dec 2015

Registration Verification

You have registered to receive emails from Medical Alerts and Travel Security Online, please click on the link below to activate your registration and start choosing which emails you want to receive.

[Activate email registration](#)

Please do not reply to this email.

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- Once activated, you will receive the following note from the online system



- Revisit the Email Alerts tab to set your alerts; enter your email address and click Log In

A screenshot of the International SOS website's "My Alerts | Logon" page. The page has a dark blue header with the International SOS logo and a "Control Risks" button. On the left is a sidebar with "My Alerts" and "Logout of site" links. The main content area is titled "Email alerts" and includes a description: "You can choose to receive a number of email alerts to keep you up to date with the latest developments around the world." There are two sections: "How do I register" and "Login for existing users". The "How do I register" section has fields for "Name:" and "Email address:" with a "Register" button below. The "Login for existing users" section has an "Email address:" field with a "Login" button below. A red arrow points to the "Email address:" field in the login section.

- Under Email Alerts, you can select medical and or security updates

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- You can select ALL country reports, or personalize to specific countries

INTERNATIONAL SOS **Select medical and/or security updates** **Control Risks**

My Alerts | Email Alerts
You are logged in as Pat Husted (patricia.husted@rheem.com)

To update your name or email address, go to settings and make your changes there. Please ensure that you are viewing the page in the same language that you wish to receive your emails alerts in.

I am interested in
☒ Medical updates ☒ Travel security updates

Real time country updates **Other updates** **Scheduled summaries**

This service emails you country specific Medical and Travel security updates as they happen.

Country Picker

You have chosen to filter your travel emails so that you receive only Special Advisories, please be advised that this does not filter the Medical emails, so if you do not want to receive them please untick the check boxes at the top of this form.

Please set your alert delivery options:

When updates are published to one of my subscribed countries below
For travel security updates, email me Special Advisories and Evacuation Notifications

Enter country name

MED NON-MED

☒ **Select All**
☒ Afghanistan
☒ Albania
☒ Algeria
☒ American Samoa (US)
☒ Andorra
☒ Angola
☒ Anguilla (UK)
☒ Antigua and Barbuda

You have selected the following countries:

| Medical | Non-Medical |
|---------------------|---------------------|
| Afghanistan | Afghanistan |
| Albania | Albania |
| Algeria | Algeria |
| American Samoa (US) | American Samoa (US) |
| Andorra | Andorra |
| Angola | Angola |
| Anguilla (UK) | Anguilla (UK) |
| Antigua and Barbuda | Antigua and Barbuda |
| Argentina | Argentina |
| Armenia | Armenia |
| Aruba (Netherlands) | Aruba (Netherlands) |
| Australia | Australia |

Summary

You have chosen to receive:

- 1 Daily Digest sent at 08:00
- 2 Weekly Updates
- 1 On Demand Update
- 227 Country Updates

You have unsaved changes.

Save Changes

- Then click Save Changes

Summary

You have chosen to receive:

- 1 Daily Digest sent at 08:00
- 2 Weekly Updates
- 1 On Demand Update
- 227 Country Updates

You have unsaved changes.

Save Changes

- Your email alerts have been registered

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e. Medical and Security Assistance will:

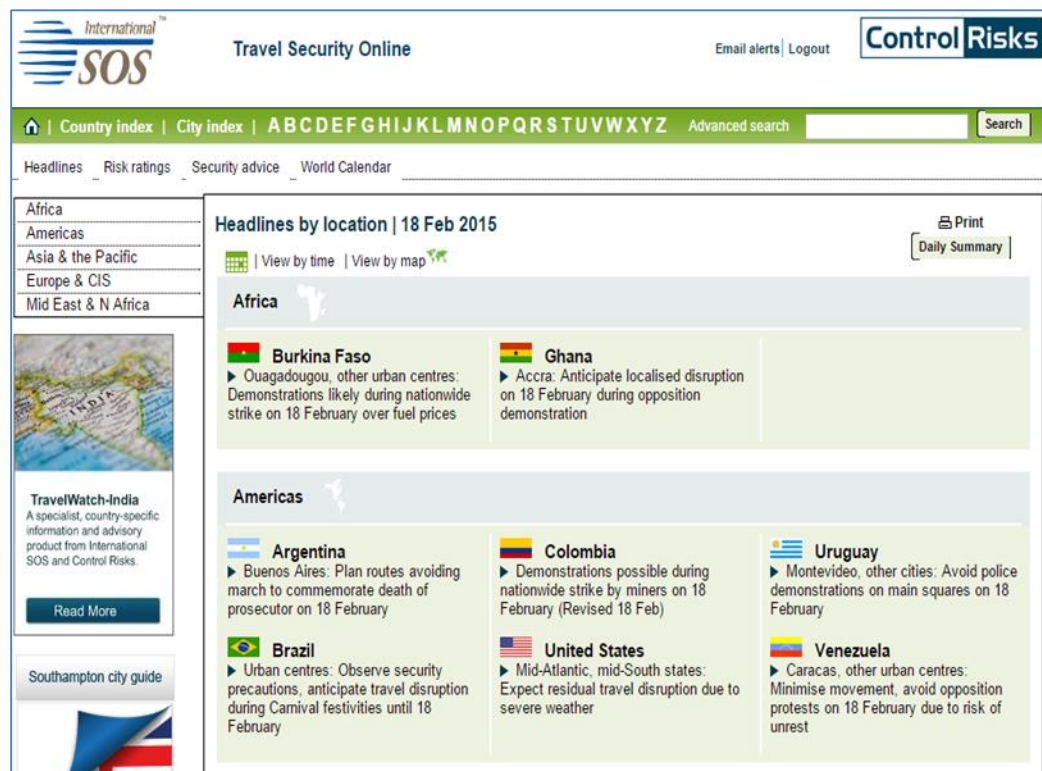
- Provide emergency medical and security advice
- Arrange ambulance and transport to nearest hospital/clinic
- Guarantee payment of medical fees and expenses, as well as payment of all costs associated with outpatient medical care
- Arrange emergency medical evacuation or repatriation, with medical and security escort if required, to suitable medical facility
- Assist with hospital admittance, guaranteeing any hospitalization deposit, and monitor patient's condition to ensure appropriate provision of medical care
- Assist in obtaining documentation for medical insurance claims
- Coordinate travel arrangements for patient's family members
- Arrange for repatriation of mortal remains
- Provide personal emergency telephone translation services, as well as referrals to interpreter services, in event of an emergency

f. Communication Portal:

- Integrates all valuable medical, travel, and security information for your destination
- Visit the website: www.internationalsos.com
- Enter Rheem account # **11BYCA595121**

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- Check online for country updates



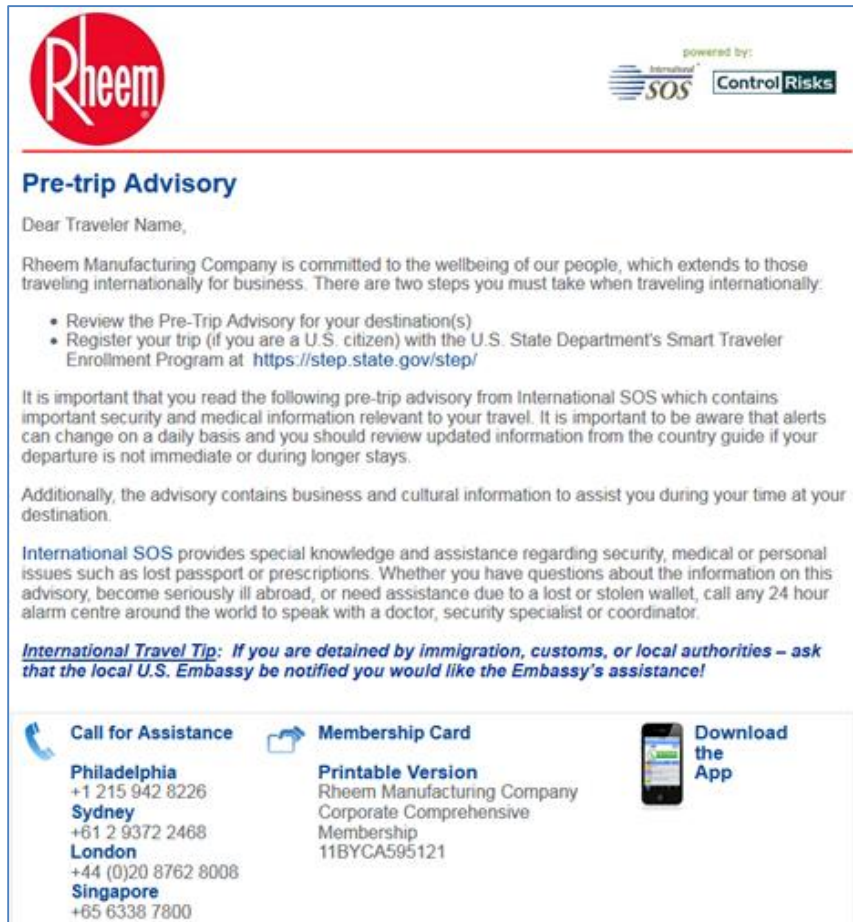
g. TravelTracker & Pre-Trip Advisories

The TravelTracker program sends international travelers pre-trip advisories and alerts to best prepare for new, foreign environments while enabling Rheem Manufacturing Company to communicate with travelers via email or SMS within minutes

- You have the option of activating the GPS in your mobile device to enable Rheem and International SOS to locate you in the event you need assistance
 - In certain cases, Rheem may mandate check-in requirements depending on security status of your destination

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- Pre-trip Advisory is automatically sent to you by International SOS **IF**:
 - **You have a travel profile**
 - **You have booked your international trip through our Travel Management Company (Ultramar)**
 - **You have activated your account with International SOS**



Rheem powered by: **International SOS Control Risks**

Pre-trip Advisory

Dear Traveler Name,

Rheem Manufacturing Company is committed to the wellbeing of our people, which extends to those traveling internationally for business. There are two steps you must take when traveling internationally:

- Review the Pre-Trip Advisory for your destination(s)
- Register your trip (if you are a U.S. citizen) with the U.S. State Department's Smart Traveler Enrollment Program at <https://step.state.gov/step/>

It is important that you read the following pre-trip advisory from International SOS which contains important security and medical information relevant to your travel. It is important to be aware that alerts can change on a daily basis and you should review updated information from the country guide if your departure is not immediate or during longer stays.

Additionally, the advisory contains business and cultural information to assist you during your time at your destination.

International SOS provides special knowledge and assistance regarding security, medical or personal issues such as lost passport or prescriptions. Whether you have questions about the information on this advisory, become seriously ill abroad, or need assistance due to a lost or stolen wallet, call any 24 hour alarm centre around the world to speak with a doctor, security specialist or coordinator.


International Travel Tip: *If you are detained by immigration, customs, or local authorities – ask that the local U.S. Embassy be notified you would like the Embassy's assistance!*

Call for Assistance
Philadelphia +1 215 942 8226
Sydney +61 2 9372 2468
London +44 (0)20 8762 8008
Singapore +65 6338 7800

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Download the App

- Within the Pre-Trip Advisory, you can click on the Member's Portal and International SOS Home Page Links for easy access

| Links | |
|---|---|
|  Member's Portal | International SOS Home Page |

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- You will also find “Destination At A Glance” where you can click on a topic to see additional details on each category

Destination at a Glance

Destination: **Brazil**

M MEDIUM MEDICAL RISK
M MEDIUM TRAVEL RISK

MEDICAL CARE Variable Quality care significantly

FOOD AND WATER Unsafe Tap water u hotels usual

VACCINATIONS Often requ Ensure all routine vaccinations are up-to-date. Other specific vaccinations may be recommended. Yellow fever vaccination may be required for entry from certain countries and/or for onward travel.

DISEASE RISK Medium risk Medium risk of contracting infectious diseases. Preventive measures may be recommended.

MALARIA Some areas Risk in some areas. Check if there is malaria at your destination(s). Prevent mosquito bites. Seek advice about

Medical

Vaccinations for Brazil

Recommendations may vary for short-term visitors. Always consult contact International SOS to discuss your specific needs.

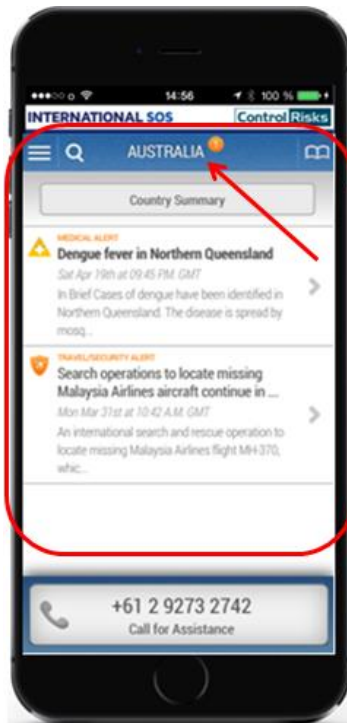
Hepatitis A Recommended for all travellers and expatriates.

Hepatitis B Recommended for most travellers and expatriates, especially:

- For long-term or frequent visitors, and health-care workers
- For adventurous travellers who travel to more remote locations.
- If possibility of new sexual partner, needle sharing, acupuncture, etc.

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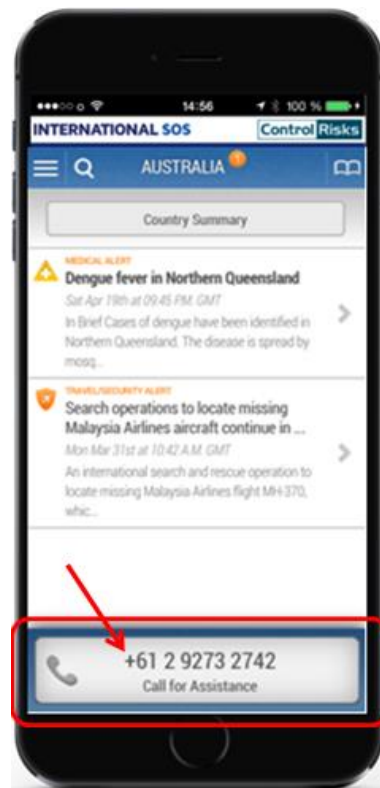
- Travel updates and notifications relative to your travel itinerary are automatically sent to you in real time via email



- In the event Rheem needs to contact travelers, International SOS can assist in reaching out to you as required
- h. Assistance App: <https://www.internationalsos.com/assistance-app>
- The International SOS Assistance App puts you and your family members in direct contact with International SOS physicians, nurses, security, operations, logistics, and aviation experts
 - In an emergency or for routine advice, International SOS' team of professionals, as well as their global network of over 79,000 vetted providers, are immediately available
 - Benefits of the App:
 - Quick dial the nearest International SOS Assistance Center for help in an emergency or for any advice about your health or safety
 - View up-to-date medical and security alerts about the location you are in or traveling to; know what's going on around the world to change plans quickly if needed

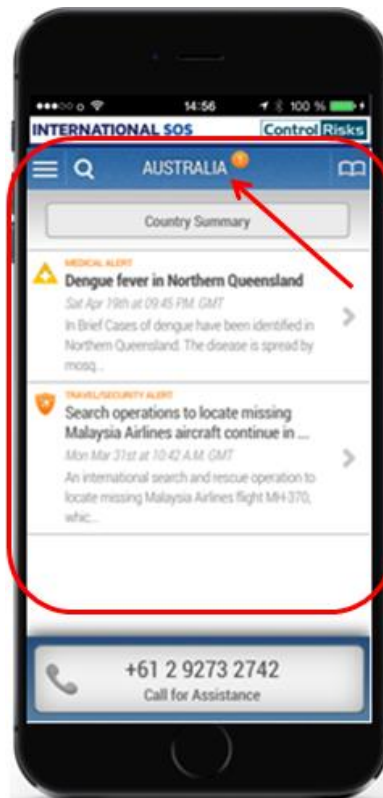
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- Receive essential medical and security and information about your destination from a trusted expert
- Access medical and security information on over 200 countries worldwide
- Use to quickly dial for immediate help anywhere in the world or search for destination-specific health or security expert information
- When to Use the App:
 - Even in low-risk destinations, you may unexpectedly need advice or assistance, from replacing lost travel documents to getting emergency medication
 - International SOS App serves as an electronic copy of your membership card
 - Call any of the 27 global International SOS Assistance Centers at any time with any questions or concerns while traveling internationally



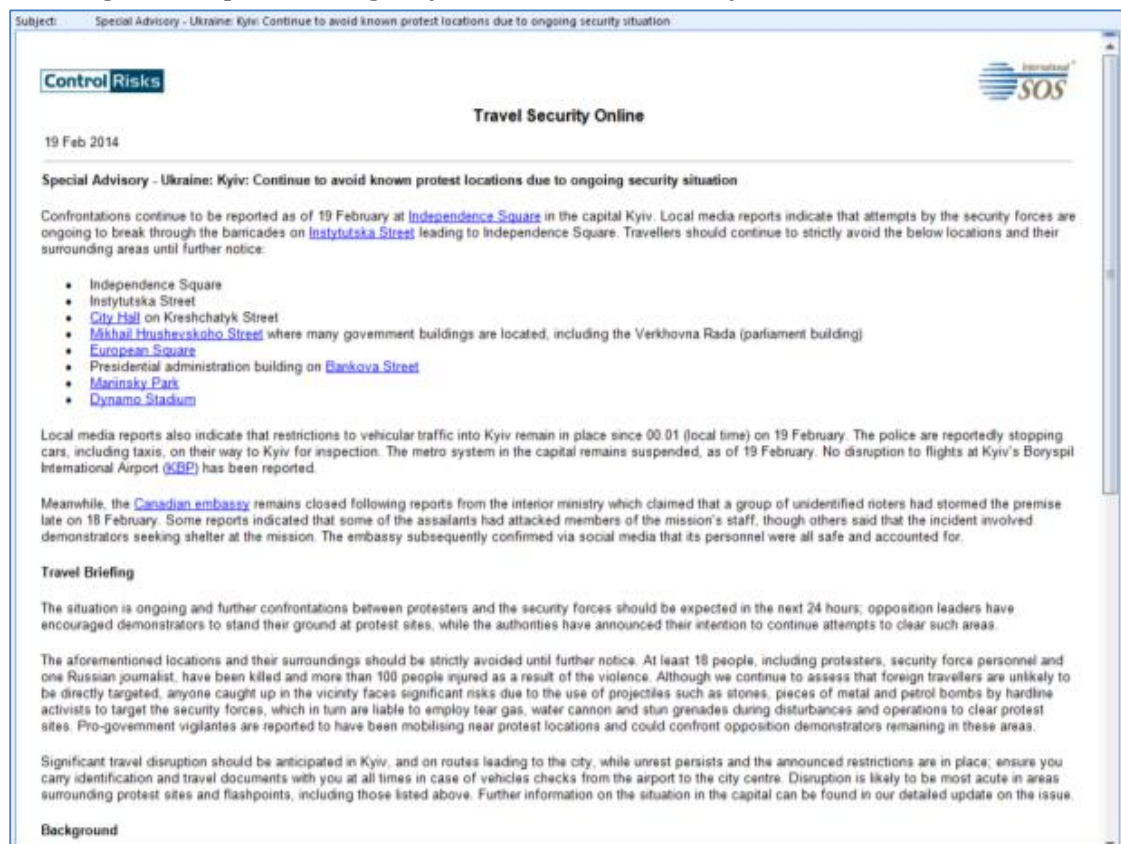
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- Check the App for country updates



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- Clicking on an update will give you the entire advisory




- For technical assistance when using the International SOS App, send an email to app@internationalsos.com and they will contact you quickly
- Mobile Check-in Tool
 - Accessible via International SOS Assistance App, which is supported on all leading smartphones including Blackberry, Windows, iPhone, and Android
 - Benefits of Mobile Check-in
 - ✓ Quickly send your location to your supervisor and Rheem's Security Team
 - ✓ Location-based technology uses GPS or cell tower to populate your location – no need to manually enter an address
 - ✓ Easily use the Int'l SOS App to identify potential medical and travel security threats that may indicate need to check-in
 - ✓ Int'l SOS Travel Security and Medical Teams can use your most recent location in the event of an emergency

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- When to use Mobile Check-in
 - ✓ Even in low-risk destinations, you may unexpectedly need to quickly share your location details with your supervisor or Rheem travel department
 - ✓ For Moderate, High, and Extreme Risk Rated destinations, Rheem recommends using Mobile Check-in during the following situations:
 - Upon arrival at your hotel
 - When traveling outside of your itinerary city for personal trips
 - Upon arrival at a business meeting outside of your itinerary city
- Questions?
 - ✓ The International SOS technical team can work with you to manage any technical issues
 - ✓ Contact app@internationalsos.com for assistance
- To Install the App:
 - Access the “App Store” on your mobile device
 - Click on Search and add: <http://app.internationalsos.com>
 - You will need to enter the account numbers just one time to activate the account: Rheem Account # **11BYCA595121**
 - Activate GPS on your mobile device to allow precise email alerts to be sent by International SOS for your current international position/location
 - When your travel profile has been linked to Rheem’s account with International SOS, you will have full access to their services



Travel or relocate anywhere with peace of mind – expert medical and security assistance worldwide.

 **Download the Assistance App Today!**
Open your Smartphone's browser and go to app.internationalsos.com – all you need is your organization's Membership No. [**11BYCA595121**]

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E. Travel Risk Tips

1. Travel to Hot Spots

- MAKE RESERVATIONS THROUGH ULTRAMAR TRAVEL ONLY
- Take company tags, logos, etc. **OFF** luggage and clothes
- When registering in a hotel, use only your name, not the company's name
- Do not identify your company to immigration or customs officials
- Note on immigrations forms that the purpose of your visit is to attend a conference; do not specify the name of the conference
- Always register your international trips with the U.S. Government's "Smart Traveler Enrollment Program" (STEP); create your own account
- Avoid leaving hotel at the same time and following the same route every day; vary your routine

2. General Tips

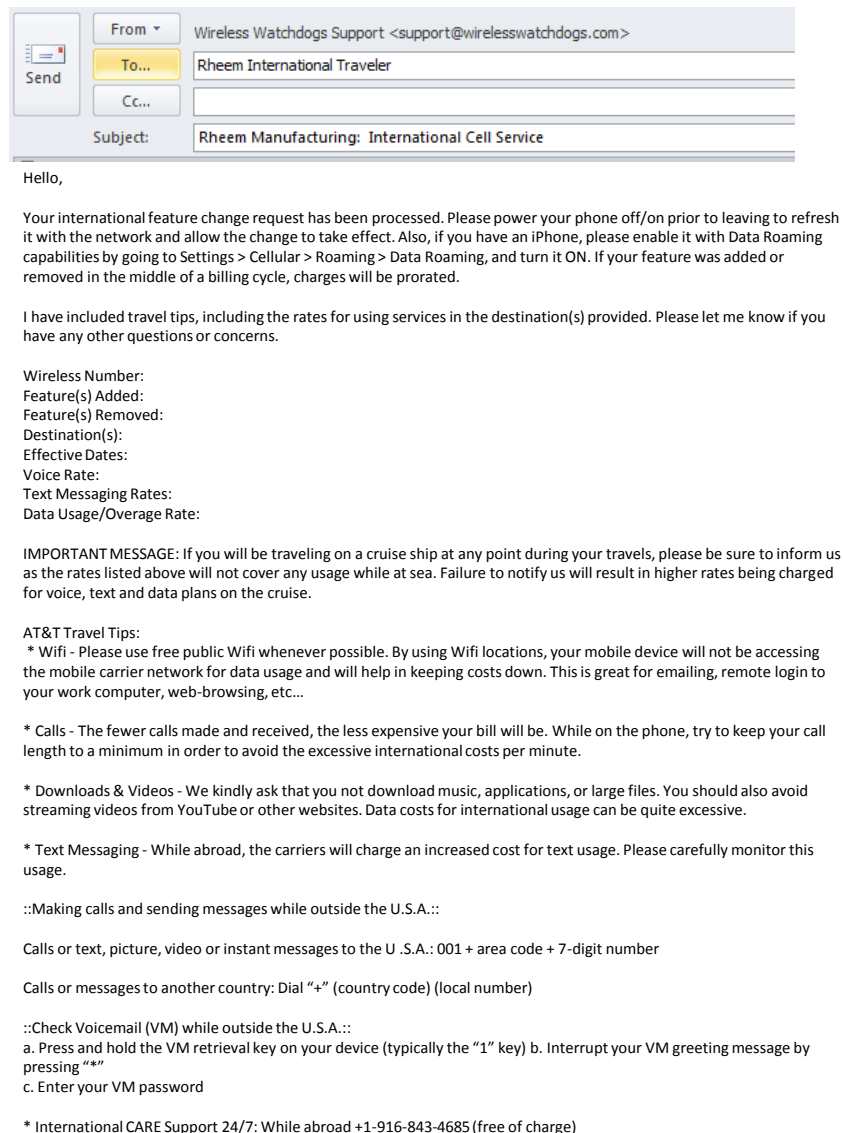
- Travel as anonymously as possible
- Travel in casual dress; refrain from wearing expensive jewelry and watches or carrying expensive luggage
- Do not let those meeting you use a card bearing the company name and logo
- You should choose who is to carry your luggage and which taxi you are to use; do not let others choose for you
- Take the next taxi in line
 - For international travel, SEE previous notes on international ground transfers
- Try to choose a hotel room located between the third and tenth floor
- Secure your hotel room using all available locks
- If there is an unannounced caller at your hotel door, verify with the front desk that they have sent a hotel employee before answering the door
- Always check to find the nearest exit in case of fire or other emergency
- Always use hotel safe to secure valuables (jewelry, watches, tickets, passports, computer equipment)
- Always carry a copy of your passport (and visa, if required) in your luggage and leave a copy at home
- Once checked into your hotel, lock your passport in your room safe and carry the passport copy with you
- Do not carry more cash or credit cards than are necessary at the moment
- Do not respond to loudspeaker calls in the lobby or dining room of the hotel unless you are expecting a call or a caller

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- Valuables and negotiable documents (traveler's checks) should be kept on the person or in tote bags; never in checked luggage
3. International Cell Phone Service
- Send an email to support@wirelesswatchdogs.com
 - Advise them of the following information:
 - Your cell phone number
 - Country you are traveling to
 - Dates of travel
 - Upon receiving a request stating international talk/text/data features are required for an end user's line in preparation for an upcoming trip (including the destination and departure/return dates), Wireless Watchdogs will confirm the features are either already provisioned on the line or complete any necessary changes
 - Once all changes have been processed, an email confirmation will be sent to the traveler

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- Each confirmation email is filled out with:
 - Traveler's wireless number and travel information
 - Usage rates for destination(s) to help ensure awareness of what charges may be incurred while traveling
 - Sample email confirmation can be viewed by clicking the icon below



From: Wireless Watchdogs Support <support@wirelesswatchdogs.com>

To: Rheem International Traveler

Cc:

Subject: Rheem Manufacturing: International Cell Service

Hello,

Your international feature change request has been processed. Please power your phone off/on prior to leaving to refresh it with the network and allow the change to take effect. Also, if you have an iPhone, please enable it with Data Roaming capabilities by going to Settings > Cellular > Roaming > Data Roaming, and turn it ON. If your feature was added or removed in the middle of a billing cycle, charges will be prorated.

I have included travel tips, including the rates for using services in the destination(s) provided. Please let me know if you have any other questions or concerns.

Wireless Number:
Feature(s) Added:
Feature(s) Removed:
Destination(s):
Effective Dates:
Voice Rate:
Text Messaging Rates:
Data Usage/Overage Rate:

IMPORTANT MESSAGE: If you will be traveling on a cruise ship at any point during your travels, please be sure to inform us as the rates listed above will not cover any usage while at sea. Failure to notify us will result in higher rates being charged for voice, text and data plans on the cruise.

AT&T Travel Tips:
* Wifi - Please use free public Wifi whenever possible. By using Wifi locations, your mobile device will not be accessing the mobile carrier network for data usage and will help in keeping costs down. This is great for emailing, remote login to your work computer, web-browsing, etc...

* Calls - The fewer calls made and received, the less expensive your bill will be. While on the phone, try to keep your call length to a minimum in order to avoid the excessive international costs per minute.

* Downloads & Videos - We kindly ask that you not download music, applications, or large files. You should also avoid streaming videos from YouTube or other websites. Data costs for international usage can be quite excessive.

* Text Messaging - While abroad, the carriers will charge an increased cost for text usage. Please carefully monitor this usage.

::Making calls and sending messages while outside the U.S.A.::

Calls or text, picture, video or instant messages to the U .S.A.: 001 + area code + 7-digit number

Calls or messages to another country: Dial "+" (country code) (local number)

::Check Voicemail (VM) while outside the U.S.A.::
a. Press and hold the VM retrieval key on your device (typically the "1" key) b. Interrupt your VM greeting message by pressing "*" c. Enter your VM password

* International CARE Support 24/7: While abroad +1-916-843-4685 (free of charge)

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F. International Emergency Situation

Contact Information:

- International SOS
 - Phone: Dial 215-942-8226 immediately
- Ultramar Travel
 - Phone: 720-956-6106
- Rheem Travel Department – Pat Husted
 - Office: 770-351-3019
 - Cell: 404-316-8599

G. Location Specific – Mexico Plant Visits

Due to the security risks involved when traveling specifically within Mexico, please review the following guidelines:

1. Customer Visits to Rheem Manufacturing Facilities in Mexico

- All customer visits must have either Vice President of Sales or General Manager documented approval prior to notifying Rheem Laredo Office of potential visit
- All vendor visits must have documented approval of Vice President, Mexico Operations
- Documented approval is then forwarded to Jaime Loera at Rheem office in Laredo, Texas
- Documented approvals are to be attached to corresponding copies of invitation letter and Waiver of Liability

2. Liability Waiver

- Rheem Laredo Office receives notification of non-Rheem visitor's request to visit plants in Mexico
 - Notifications are sent to:
Jaime Loera, Vice President, Mexico Operations
Rheem Manufacturing Company
6999 McPherson – Suite 101
Northtown Professional Plaza
Laredo, Texas 78041
Email: jaime.loera@rheem.com
Phone: 956-568-8478 or 956-568-8477

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- Email “Waiver of Liability for Visitors” to visitor
 - Visitor must sign Waiver of Liability
 - A co-worker from the visitor’s company must witness traveler’s signature and sign Waiver of Liability
 - Signed Waiver of Liability is scanned and emailed to contact at Laredo office
 - If a visitor arrives in Laredo without having signed a Waiver of Liability for Visitors, he/she can do so at the Laredo office, and document can be witnessed by a Rheem employee
 - Signed Waivers of Liability are retained in file for 12 months from date of visit
 - A new Waiver of Liability must be signed for each visit



Rheem - Waiver of Liability for Visitors (n

- Laredo office prepares required letter of invitation for visitors to pass through Customs and has available at time of visit

3. Location Specific Requirements:

- **Nuevo Laredo, Mexico**
 - All travel to Laredo, Texas and San Antonio, Texas is reviewed by the Travel Department on a daily basis
 - If you are traveling to Laredo, Texas with the intention of traveling through Customs to visit the Nuevo Laredo production facilities, you must do the following:
 - ✓ Notify Jaime Loera, Vice President of the NL facility, that you intend to visit the production facilities
 - ✓ Book your hotel accommodations in Laredo, Texas
 - ✓ Make ground transportation arrangements with Jaime Loera and his staff to visit the plant; under no circumstances is anyone to rent a car for the purpose of driving across the border to visit the plant
 - ✓ You must never travel alone when visiting the NL plant

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- **Mexicali, Mexico**

- If you are traveling to Mexicali, Mexico with the intention of traveling through Customs to visit the Mexicali production facilities, you must do the following:
 - ✓ Notify Eduardo Gonzalez, Plant Manager, that you intend to travel to visit the production facilities
 - ✓ Book your hotel accommodations in San Diego
 - ✓ Make ground transportation arrangements with Eduardo Gonzalez or his executive assistant, Robertha Cota to visit the plant
 - ✓ If you rent a car within the United States for the purpose of driving across the border into Mexico to visit the plant, you must purchase additional insurance specific to Mexico for the vehicle

H. Travel Risk Training

Being developed.

I. Document Information

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|--------------|--|------------|
| Prepared by: | Pat Husted Global Travel Manager Rheem Manufacturing Company | 03/18/2014 |
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