AVI SPL® | Corporate Travel Services

Travel Profile Account Self-Registration, Travel Request, and General Travel Guidelines

The Company uses **American Express Global Business Travel** (Amex GBT) as our travel management company (TMC) with **Concur Solutions** as our on-line booking tool.

This tool simplifies travel arrangements, ensures consistency, policy adherence and provides the Company with traveler details for Duty of Care. All reservations for business travel (air, rail, car, and hotel) are made using the TMC/on-line booking tool or by contacting Amex GBT.

When business travel arrangements are made outside of the booking tool, the Company has no visibility to the employee's location in the event of an emergency or travel-related issue. **Travel reservations expensed that are made outside of the booking tool are subject to review and rejection by the Chief Financial Officer or Sr. Vice President of FP&A/Treasury**.

For expense reporting and reimbursement, please refer to the Corporate Expense Policies & Procedures - U.S. Regions document.

Traveler Profile Accounts

Employees (full-time, part-time or contract) traveling on behalf of the Company must have a Profile Account set up in the booking tool. Profile Accounts are used as a guide to ensure pertinent details and, **when possible**, traveler preferences are met during the reservation process. The account also houses traveler itineraries and all booked travel details.

New full-time, permanent employees may self-register **HERE** for their profile account, once verified by **Corporate Travel Services** employees may update and complete their profile with required and optional information.

Existing employees (full-time permanent and contract) who have a profile account will log into **Concur Solutions** using your AVI-SPL email address (firstname.lastname@avispl.com) and if you've forgotten your password, select **"Need Help Signing In"** to reset your password. If you do not receive an email from Concur Solutions, it is likely that you do not have a profile account and you will need to **self-register** to have one created.

Non-employee travelers will not be profiled, and they are booked and managed as guest travelers by **Corporate Travel Services.**

Requesting Business Travel

For the US, all day-to-day business travel needs are submitted by request Travel Request Form (avispl-apps.com) and approved by the employees' immediate manager. For policy compliance and duty of care for employees, all business travel reservations are made by **Corporate Travel Services** - air, rail, hotel & car.

Self-booking using the Concur platform is currently prohibited except for Sr. and Executive-level roles where applicable, or for event travel with received instruction. If you feel your role falls into this category, please reach out to the VP or GM of your region/group and to Kathy-Jo Van Schoonhoven (kathyjo@avispl.com) by email. Following review and approval, you'll be contacted regarding guidance on using the booking tool.

Corporate Travel Services will secure reservations for business travel in accordance with company policy guidelines using the Company's Travel Management / On-Line Booking Tool platform. Appropriate pre-booking approval is required for all business travel for Employees and Sub-Contractors[1].

- Reservations are made based on information provided on **approved** requests received.
- For guest travel, Managers/department heads should send a detailed email to **Corporate Travel Services** for fulfilment.

Responsibilities and Enforcement

Based on their role, an employee's duties may require them to travel, and from time to time pay for air/rail tickets, lodging, vehicle rental, goods & services, etc., while traveling on behalf of the Company.

Management realizes that business travel can at times be costly. With this understanding, whenever possible, the Company will take the burden of payment for arrangements at the time of booking. When this is not possible, an organized and clear process for submitting expenses is crucial to ensure all expenses are reimbursed in a timely manner.

[1] Sub-Contractor travel must be requested by an AVI-SPL employee using the request form and process. Sub-Contractors are not profiled in the booking platform; their TSA information must be submitted with the approved travel request.

Employees who are required in their role or asked to travel are expected to pay for and expense travel costs that cannot be prepaid, pre-arranged or invoiced.

- **Employees who travel** are:
  - **Responsible** for properly requesting travel timely and in accordance with this policy.
  - **Required to travel with a credit card**, either personal or company-issued (refer to Statement of Purpose section of this document to apply) to cover hotel incidental nightly deposits/charges or any other travel-related charge that may occur or may not be something that can be provided by the Company in advance.
- **Individuals with approval authority** are:
  - **Responsible** for confirming that requested travel is necessary and **travel policy** guidelines **are met before approving** travel requests for fulfillment.
  - **Ensuring and enforcing that all traveling employees have a credit card**, either personal or company-issued (refer to Statement of Purpose section of this document to apply) to cover hotel incidental nightly deposits/charges or any other travel-related charge that may occur or may not be something that can be provided by the Company in advance.
  - To **approve or decline** a travel request, the manager will simply "reply all" to the email and respond accordingly.

Reservation Procedures and Requests

Business travel reservations for all U.S. based employees (full-time and contractor), self-arranging, sub-contractors and guests traveling on behalf of the Company will be made using our TMC/on-line booking tool.

Below is the request submittal and booking day schedule for all **non-Service** travel:

Travel Day	Request Receipt / Booking Day (at a minimum)
Sunday/Monday	Wednesday (of the previous week)
Tuesday	Thursday (of the previous week)
Wednesday	Friday (of the previous week)
Thursday	Monday (of the given week)
Friday/Saturday	Tuesday (of the given week)
During a Holiday Week	Minimum of 7 business days prior to the requested day of travel

We understand that situations arise which require the need for non-Service, same day/next day travel; however, these situations should be minimal and occur as the exception not the rule.

- Airline tickets, from the date of travel (not request) require a minimum 7-day advance purchase for domestic travel; a minimum 14-day advance purchase for international travel.
- All **hotel and/or car only** requests require a minimum lead time of 3 business days for all areas EXCEPT Service Operations. Same day/next day requests and bookings should only be for Service-related jobs and GL codes.

Requesters and travelers receive by email confirmed itineraries for all booked travel. Travelers and Requesters (for Sub-Contractors) are solely responsible for verifying itinerary information booked by **Corporate Travel Services** is accurate[2]. All corrections should be made within 24 hours of booking to avoid reticketing fees.

Airline tickets booked may be voided within 24 hours of ticketing. Change fees and additional charges may apply if changes or cancellations are made or requested after the 24-hour verification window.

Payment & Documentation

All air travel booked through our TMC/on-line booking tool will automatically be charged to a central billing account.

Self-Arrangers and **Traveler profiles** that indicate use of personal or company credit cards for airfare may be charged in lieu of the central billing account. In this event, travelers are required to provide paid receipts along with their Amex itinerary for expense reimbursement.

Hotel payment information will be provided when travel requests are fulfilled by **Corporate Travel Services**. Travelers who self-arrange are required to pay for and expense their hotel reservations and are required to provide paid hotel receipts along with their Amex itinerary for expense reimbursement.

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[2] *Arrangements made by Corporate Travel Services is booked from information submitted on approved travel requests. If the information submitted is inaccurate, then the final booked product will be inaccurate.*

Seating

Major carriers limit their forward of wing window, aisle and exit row seating to **travelers with status,** or make available for additional purchase to general travelers. **Free** advanced seating for general travelers is often limited to middle seats throughout the plane and some less desirable window and aisle seats behind the wing and in the rear of the plane.

Every effort will be made to secure a seat assignment for travelers at the time of booking and accommodate seating preferences/needs[3]; however, advanced seat assignments **cannot be guaranteed**.

Self-Arrangers may select their seat(s) of choice at the time of booking provided the selection falls in line with this and has **NO cost impact** to the Company.

Cancellations / Changes

All employee travelers should make their needed changes and cancelations using the Amex GBT mobile app by chat or phoning the Amex GBT agent team for assistance – the phone number is found on each itinerary.

- Full trip: To retain the full value of the unused ticket, cancellations and changes must be made **prior** to the departure time of the outbound ticket.
- Outbound flight: Changing the outbound flight will result in the entire ticket being repriced.
- Return flight: Changes to the return flight ticket should be made **after** the outbound portion of the trip has been flown. This results in just the return ticket being repriced.

Preferred Vehicle Rental Agencies[4]

Enterprise/National is the Company's **PREFERRED** rental agency with contracted rates and a direct bill account. These rates appear first with the TMC and the on-line booking tool.

Avis is the Company's secondary rental agency with business discounted rates and a direct bill account. Avis rates appear after Enterprise/National and before all other non-discounted, non-contracted vehicle rental agency rates.

All travelers will book and be booked **first using Enterprise/National**, then Avis. If our preferred agencies have no availability, then travelers will book and be booked using the next most competitive, cost-effective rate showing as available.

- Travelers with rental agency preferences other than the Company preferred will and should only be considered if the non-preferred agency rates offered for the traveler's status are **less than or equal to those offered by our preferred agencies**. All reservations booked outside of Company policy require a stated exception reason for purchase[5].

Preferred agency rentals will be charged to the Company's direct bill account(s). All non-preferred agency rentals must be paid for by the traveler at the time of pick up and expensed.

Regardless of the reason for selection, all non-preferred agency rentals must be paid for and expensed by the traveler. Paid car rental agreement receipts **MUST** accompany all expense reimbursement requests.

Vehicle Rental Categories & Upgrades

All travelers will book and be booked in the **mid-size/standard category**. Travelers may book or be booked in a class of service one level higher in the following situations:

- 3 or more employees traveling together
- entertaining customers
- transporting excess baggage, tools/equipment, or
- for pre-approved medical reasons

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[3] Those with medical needs/conditions, persons of size requiring two seats (as defined by the airline), or big and tall travelers requiring aisle seating must indicate such on their Travel Request.

[4] Only full-time employees approved by Risk Management to drive on company business may rent vehicles. For insurance liability reasons vehicle rentals cannot be booked for contract employees, guests, Sub-contractors or full-time employees NOT cleared by Risk Management.

[5] Purchase exception reports will be reviewed monthly. Corporate Travel Arrangers will seek approval for ticket purchases exceeding the threshold. Self-Arrangers who have excessive exceptions for ticket purchases made outside Company policy may be subject to program revocation or required to pay the difference between the lowest offered fare noted and ticket(s) purchased.

Upgrades may not be made at the rental counter unless it is provided by the rental agency at no cost, or the traveler has a free upgrade offer based on their status.

Insurances

Global Business Travel Insurance

We are excited to announce a Global Business Travel Accident Insurance Plan for all employees. Employees do not need to sign up for this plan, all regular active employees are automatically covered while they travel for business. This plan includes medical expense benefits while out of the country, life benefits while traveling, injury or emergency sickness evacuation benefits, and so much more.

The **ID Card** and **Benefit Summary** may be found on the HR SharePoint site, **HERE**.

Car Rental

Domestic U.S. Travel

For **domestic U.S.** travel, approved full-time employees are covered for collision and damage under our Company insurance policy when driving vehicles on company business; therefore, travelers should decline insurance coverages offered at the rental counter. The cost for optional theft and collision insurance premium charges accepted at the rental counter will be charged to the Traveler's credit card and will not be added to the direct bill. These charges may not be reimbursed by the Company.

International Travel

When traveling **Internationally**, insurances may be mandatory in certain countries. Travelers should request additional insurance as directed by the counter agent in each respective country. **Enterprise/National** will direct bill all coverage products for our business rentals outside of the US and the mandatory insurance premiums. The employee will be reimbursed for added insurance premiums charged by non-preferred agencies.

In all destinations, travelers must keep the rental agreement they receive at pick up in the vehicle as proof of rental. If one is not received during pick up, please ask them to print it out.

If an insurance certificate is desired, it must be requested by email from **Corporate Travel Services** **before the traveler's departure**.

Questions and assistance

General Travel

For general travel-related and booking/reservations, please email **Corporate Travel Services**. We are available Mon-Fri, 8am-5pm EDT.

Changes and Cancellations Needed for Booked Travel

For all changes and cancellations to booked travel, please contact Amex GBT. They are available **24/7 by calling +1 669-272-1448.** This information is noted on every itinerary under **Additional Messages.**

Travelink is our dedicated afterhours agent team, and they operate in EDT, Mon-Fri: 8am –11pm | Sat & Sun: 11am – 10pm.

- Tel: +1 669-272-1448
- Press prompt 2 for assistance with existing online reservations | Press prompt 3 for offline Travelink Advisors
- Agent Team Email: Teamdiamond@travelink.com – MUST copy Travel@avispl.com
- For urgent needs press 0 for immediate assistance. Early morning, evening and weekend calls are handled by a shared services team at the offline executive desk.

Global Travel Insurance

For Global Travel Insurance questions, be sure to review the **Benefit Summary**, and if you still have questions or need to clarify information, please email our **Corporate Benefits Department**.