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Group-Wide Travel and Accommodation

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1 Process

The Travel Management Company (TMC) for all travel and accommodation is **Stewart Travel Management**.

Employees should utilise the **Online Booking System firstly** (see Section 2) and shall ensure the most cost-effective method of travel is chosen. Employees should contact TMC directly using the contact details in Section 5 if any issues occur with booking.

- The Online TMC Booking Portal shall be used to book the following:
 - Air travel,
 - Rail travel
 - Airport parking
 - Taxi's
 - Accommodation (individual bookings only)
- The offline TMC (naturalpower@stewarttravelmanagement.com) shall be used to book or arrange the following:
 - Multiple/group accommodation bookings
 - Travel documents
 - Visas
 - European car hire
- All group events, conferences and external meeting room bookings shall be booked via groups@stewarttravelmanagement.com

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- In the event a cheaper quote from another provider is found the TMC should be contacted with full details of price difference to allow the TMC to review and price match, removing the need to utilise an alternative company.
- Employees must allow sufficient time to investigate the best options available whether they book themselves or through their department administration team.
- Employees are welcome to be accompanied by their spouse, partner or a family member when travelling, but must ensure that no additional cost is incurred to the company. Employees must also ensure that their line manager or a director of Natural Power is happy for the employee to be accompanied, as they will be travelling for business.

2 Online Booking Portal

Citric is one of the leading online corporate travel booking tools used globally and is used by Natural Power to streamline processes, improve supplier and contract management, and achieve ongoing and sustainable reductions in travel spend.

- The portal can be accessed at the following link:
<https://amadeus.cytric.net/ibe/?system=ama-StewartTravel-naturalpower>
- Employees shall receive user training during the induction process. If refresher training is required, a support video can be accessed within substation (My HR > Supporting You > My Workplace – Accommodation)
- A new user profile for new starters within the group can be created using the following link:
<https://stewarttravelgroup.wufoo.com/forms/zs01gs3026d6v3/def/field20=naturalpower>

3 Out of Hours Support/Emergency Process

Safety and security is paramount in today's travelling environment. TMC utilise a web-based reporting solution, Grasp Journey Reporter, which ensures travellers can be located within seconds.

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- In the event of an emergency situation, employees should contact the out of hours team immediately on **0800 091 4273** (24 Hrs 365 Days of the Year).
- The TMC have a Natural Power emergency purchase order (PO) number to utilise to ensure that arrangements are made to get employees home or to a place of safety. All TMC employees have access to this Purchase Order Number so you all have peace of mind
- In the event of an employee having difficulty checking in or out of accommodation, whether it be a payment issue or booking issue please call the out of hours team immediately on **0800 091 4273**

4 Preferred Modes of Transport

- The table below outlines the mode of transport that employees should book in order of preference.
- Travel by rail or bus is preferable in all instances if it is cost effective, noting that this form of travel may allow a better use of travel time.
- Please note that employees DO NOT have to use their personal vehicles, but for those who may wish to use their own car, please ensure that you are insured for Business use on your vehicle (or complete the occasional use form , please ensure that the total return journey **does not exceed 175 miles/280 kilometres**.

Mode of transport	Notes
Bus / Train	Book Online https://amadeus.cytric.net/ibe/?system=ama-StewartTravel-naturalpower
Pool Car	Book through local reception using the Pool Vehicle Request Form (IFS Doc. No. 1163547) tghreception@naturalpower.com ochilreception@naturalpower.com
Hire Car UK and Ireland	Book through B2B – A 4 hour minimum notice period is required https://b2b.enterprise.co.uk/Login.aspx?ReturnUrl=%2f

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Mode of transport	Notes
Hire Car European/ International	Book Online https://amadeus.cytric.net/ibe/?system=ama-StewartTravel-naturalpower
Plane	Book Online https://amadeus.cytric.net/ibe/?system=ama-StewartTravel-naturalpower
Ferry	Book through TMC
Personal Car	Must be authorised by your line manager and trip should not exceed 175 miles/280 kilometres per journey.

5 TMC Contact Details and Working Hours

- The TMC's local UK-based office hours are 08:30 to 17:30 Monday to Friday. All general travel arrangements should be processed within these hours
- In the event of an emergency, or if assistance is required outside of normal working hours, TMC are available using the contact information given below:

Primary Contact Information	Alternative/Emergency Contact Information
0800 091 4273	0800 091 4273 (24 Hrs)
naturalpower@stewarttravelmanagement.com	International + 44 141 226 876 USA: Freephone 1-888-300-9162

6 Bookings and Refunds

- Employees are responsible for checking the content of each email confirmation received from the TMC or through the online booking system. Any discrepancies or questions should be highlighted within 1 – 3 hours.

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- In some departments/countries and offices, employees may have a 'Travel Arranger' who arranges travel itinerary. If this is the case, please request your travel through the Travel Arranger, who shall follow this process to book travel on employees' behalf.
- If employees do not have an allocated travel arranger, they shall make all bookings in line with this company standard.
- At the time of reservation, the travel booker shall provide relevant department details.
- At the time of reservation, the travel booker shall **provide an IFS Purchase Order (PO) number.**
 - When creating a PO, details of travel must be provided within the Purchase Requisitions (PR) lines; e.g. Name of traveller and dates of travel.
 - Additional PR lines may be required for any additional e.g. subsistence costs or booking and administration fees.
- IFS purchase order number **must** also note if the travel/accommodation is chargeable or non-chargeable.
- Where there is a deviation between the quoted price and the invoice amount, please contact TMC to query and/or confirm and changes.

6.1 Air Travel

- The online booking portal will always provide more than one option and include the best possible fare commensurate with the employee's safety and business needs.
- Travel reservations should be made as soon as a firm date is established to take advantage of any discount fares that may be available.
 - Some discount fares are limited to a specific number of seats on a flight.
 - The earlier a reservation can be made, the better the chances are that a discount fare will be available.
 - Whenever possible, employees should therefore make travel arrangements at least 14 days in advance to secure the lowest possible air fare.

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- Employees should show flexibility and not restrict the journey to one particular carrier.
- 'No frill' carriers such as Air Canada Rouge, Air Tran, JetBlue, Ryan Air, EasyJet and Aer Lingus will be actively promoted where the cost savings are sufficient when balanced against any additional travelling time or costs associated with their use.
- The selection of a higher cost itinerary or airline to obtain frequent flyer mileage is prohibited.

6.1.1 Air Travel: Booking Class

- All air travel will be in **economy class** unless agreed in writing by your department director and either the group finance director or managing director.

6.2 Rail Travel

All rail tickets shall be booked through the online TMC booking portal, with the exception of any journeys on the Caledonian Sleeper, and any journeys which depart from a station with no ticket machines. Please contact naturalpower@stewarttravelmanagement.com to make these bookings.

Please use the following link to confirm that your selected station has a ticket collection machine:
<https://www.thetrainline.com/en/help/question/1437/which-stations-can-i-collect-my-tickets-from>

- Employees are required to book as early as possible and to take advantage of the most economic fare available.
- Wherever possible, employees should utilise fixed time (Advance) tickets to realise the significant cost savings over fully flexible (Anytime) tickets.
- In the event of requiring ticket flexibility, employees should consider using a combination of fixed (Advance) and flexible (Anytime) tickets.
- Standard travel class should be selected, however First-class tickets may be purchased where the additional cost outweighs the cost of additional subsistence and WIFI connection OR if the ticket cost for a journey over 3 hours is **£80.00 GBP** or less or the equivalent in your country currency.

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6.3 Accommodation Bill Back Bookings

Before travel, employees shall ensure they are registered with Natural Power's chosen Payment Confirmation Application, **Conferma Pay**. This mobile application allows the user to share confirmation details of any payments for bookings made through the TMC in the event of payment dispute.

Please see the Conferma Pay Quick Guide for reference (IFS Doc. No. 1182577).

- When a hotel is booked with the TMC, the hotel receives a separate confirmation which contains payment details.
- Where a hotel demands payment upon departure, use the Conferma Pay Application to share details of payment by TMC and confirm payment is not required. If the hotel still demanding payment call the out of hours team immediately on **0800 091 4273**.
- Employees shall ensure they **DO NOT** settle the account personally with the hotel. Employees **SHALL NOT** use Company Credit Card or personal credit card to settle the bill.

Hint: Upon check-In confirm payment arrangements at reception to ensure a smooth check out.

6.4 Hotel Accommodation and Permitted Rates

- All accommodation should be booked through the online portal, with the exception of bookings requiring two or more rooms. For multiple bookings, please contact naturalpower@stewarttravelmanagement.com.
- A wide variety of accommodation is available within the portal, however if employees have a preferred hotel this can be added to the portal to appear as a preferred option. Please contact naturalpower@stewarttravelmanagement.com to have this implemented.
- Hotels can be booked up to the maximum costs outlined in the table below, unless written authorisation is obtained from the Department Director to book outside these rates.
- When available, hotels should be booked with free WIFI to avoid the additional cost.

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- There will be rare occasions where employees cannot adhere to the outlined cost and will be required to obtain written authorisation from the Department Director, however the TMC shall endeavour to find the best possible rate in any locality.
- Employees should demonstrate flexibility and not restrict the accommodation to one particular hotel.

Great British Pound

Area	Maximum Spend
London/ London Airports / All other Major Airports	£200
Aberdeen and Surrounding Area	£150
All other Cities	£120
Local area to NPC offices UK	£100

All prices are INCLUSIVE of taxes

U.S Dollar

Area	Maximum Spend
Major Cities	\$250
All other Cities / Office Locations	\$150

All prices are INCLUSIVE of taxes

Euro Zone

Area	Maximum Spend
Major Cities	€222
All other Cities	€135

All prices are INCLUSIVE of taxes

6.4.1 Costs Permitted In Addition to the Accommodation Rate

- WIFI
- Car Parking

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- Room service charges (if within the subsistence rates detailed in Section 7 of this document)
- Costs within meals expenditure detailed in the table below
- \$10 or £10 or €10 phone calls (in case of emergency)

Where an additional cost as above has occurred, the Purchase Order (PO) amount shall be updated to reflect this by creating additional Purchase Requisitions (POs), to ensure that the invoice amount received is correctly paid in full.

6.4.2 Costs Not Permitted Above the Accommodation Rate and Subsistence Rates

It is the responsibility of the employee/guest to personally settle these items upon check-out:

- Room service charges (if greater than the subsistence rates detailed in Section 7 of this document)
- Tips/gratuities or services charges.

Exceptions are:

- (1) Where local custom in countries treat these as the norm, for e.g. USA & France
- (2) Tips /Service charge on client entertainment where the amount is reasonable

- Mini Bar
- Movies
- Beauty therapy treatments
- Gym/Spa
- Dry Cleaning
- Other non-business services

Natural Power reserve the right to charge back to the employee any costs above the permitted spend amounts as stated above.

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6.5 Car Hire

- All car hire in the UK and overseas should be approved by employees' line manager and will require an IFS purchase order number. Please note all UK and Ireland car hire bookings are to be booked via the B2B application. Any European or International bookings will be made via the TMC/Online booking system.
- It is advisable to book a hire car at the very least 48 hours before requirement.
- For any UK based B2B Booking support, employees should contact the group via email at ukadr@ehi.com, or via telephone at 03443 350 218.
- Please note B2B Bookings service level agreement is a 4-hour notice period. As long as 4 working hours' notice has been given to Enterprise they will source the required vehicle or an alternative.
- For car hire when you are outside the UK, employee shall ensure that insurance is arranged with the hire car company directly (CDW).
- For car hire within the UK, the following details of the hire vehicle shall be submitted to TGH Reception via email **PRIOR** to driving the vehicle:
 - Dates of hire
 - Car make and model
 - Registration number
 - Start mileage

The above **MUST BE** submitted to allow appropriate insurance cover to be arranged.

- The hire car must be checked over with the hiring company so that any previous damage is noted prior to you accepting the car, where possible take photos on your mobile of any concerns you may have.

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- If employee is collecting a hire car out-with normal working hours, the above details **MUST BE** emailed to TGH reception prior to driving the car. This will ensure the vehicle is insured for your journey.
- Following cessation of vehicle hire, the end mileage shall be submitted to TGH Reception.

6.6 Recharge to Client

- Where the expense of employee travel is being passed onto our client, employees must ensure that the expenses incurred are within the range expected by the client and are in line with this policy.
- Employees should also ensure the client is notified in advance if the expenses will be greater than originally indicated or expected.

6.7 Refunds

- In the event of a journey being cancelled the TMC should be advised of the cancellation at the earliest moment.
- All unused or cancelled tickets purchased through the TMC should be returned to the TMC via a secure postal method. Rail tickets must be returned within a month of issue in order to validate a refund. Hotels booked through the TMC will be guaranteed for late arrival.
- Employees are responsible for cancelling their reservations either by contacting the TMC or dealing directly with the hotel (but it is preferred that employees cancel via the TMC). In the latter case, a cancellation reference should be obtained as evidence of the cancellation.
- If an employee has booked non-reimbursable accommodation then their department will still be accountable for this cost.

7 Subsistence Rates

- Employees are permitted to spend up to the following on subsistence per 24-hour day. Natural Power understands that these limits cannot always be adhered to, so employees are required to be reasonable in this case.

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- Where any additional subsistence cost (e.g. additional breakfast/dinner costs) has occurred at the place of accommodation (and where this cost has been added to the total accommodation invoice), the Purchase Order (PO) amount shall be updated to reflect this by creating additional Purchase Requisitions (PRs), to ensure that the invoice amount received is correct.
- Please query any additional cost with TMC to ensure payment amount on invoice is correct.

Great British Pound

Meal	Permitted Spend	Inclusions with Permitted Spend
Evening Meal	£35.00	Evening meal and 2 glasses of reasonably priced drink
Lunch	£15.00	Lunch and drink
Breakfast	£15.00	Breakfast and drink

Euro Zones

Meal	Permitted Spend	Inclusions with Permitted Spend
Evening Meal	€40.00	Evening meal and 2 glasses of reasonably priced drink
Lunch	€ 17.00	Lunch and drink
Breakfast	€ 17.00	Breakfast and drink

US Dollar

Meal	Permitted Spend	Inclusions with Permitted Spend
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Evening Meal	\$ 44.00	Evening meal and 2 glasses of reasonably priced drink
Lunch	\$ 19.00	Lunch and drink
Breakfast	\$ 19.00	Breakfast and drink

- Natural Power reserve the right to charge back to the employee any costs above the permitted spend amounts as stated above.
- Employees may choose to stay with friends or relatives in preference to a hotel. In that event, an evening meal may be purchased, including drinks, to enjoy with friends to a total of £50 / €59 / \$63 per night, or a bag of shopping per day up to a total value of £25/ €29/ \$31 per day.
- Please refer to section 6.4.2 for costs not permitted.

8 Internet Access

- UK employees should use the personal hotspot functionality of their phone to get internet access when working from a hotel. Please contact IT support if you are unsure how to do this.
- If it is not possible to use a personal hotspot, then employees should use the hotel WIFI but make sure they are connecting to the correct network and take notice of any security warnings.
- If the hotel does not offer free WIFI, or their free service does not allow VPN connection, then staff can purchase access **as long as the cost is reasonable**.

9 Travel Insurance

- It is the employee's responsibility to contact the Human Resources (HR) Department to obtain a copy of the travel insurance policy, emergency contact numbers and highlight any medical conditions or circumstances which may be exempt from the insurance policy, prior to travel.
- The policy covers all permanent employees whilst undertaking business journeys on behalf of the company with destinations outside the United Kingdom.

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- Cover commences from the time of leaving home or place of business (whichever is the later), throughout the duration of the journey, until return to home or place of business (whichever is the earlier).

10 Passports and Visas

- The employee is responsible for checking the validity of their passport, noting that most countries require a minimum validity of 6 months remaining on the passport.
- The cost and responsibility for obtaining a new passport will be borne by the employee.
- The company in association with the TMC will identify instances where a visa is required. In the event of a visa being required the company will cover the full cost of obtaining this.
- Employees needing to travel to America must complete an 'ESTA' application in advance of travel and ensure this is in date.

11 Health and Respite

- If an employee is required to travel overseas and requires medical vaccinations etc., please contact the HR department for further information. The HR department will then liaise with Occupational Health to ensure you are prepared and correctly vaccinated for your travel.
- Everybody recovers from travel in different ways and employees should allow a sensible time period for this if they have been on a long-haul flight or have crossed time zones.
- If employees' travel itinerary includes extensive travel and they believe 'rest time' is required when arriving at the destination before commencing meetings, employees should agree this with their line manager before you depart.

12 Travel Advice

- Up to the minute travel advice should be available from applicable countries [Foreign Office Website \(Travel Advice\)](#)
- United Kingdom and Northern Ireland: <https://www.gov.uk/foreign-travel-advice>

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- Ireland: <https://dfa.ie/travel/>
- United States of America: <https://travel.state.gov/content/passports/en/go.html>
- France: <http://www.diplomatie.gouv.fr/fr/>

13 Breach of the Policy

- Breach of the policy intended to defraud, or which incurs unnecessary and unapproved costs, may be subject to disciplinary procedures as set out in the employee hand book.

Appendix A Best Practice Travel Guideline

1. Book early

Book rail/air travel as far in advance as possible to maximise the number of options available.

There are usually only a limited number of the cheapest tickets, and these generally get booked first.

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2. Plan travel first & be flexible

Often meetings are scheduled with travel subsequently arranged to fit. Where possible, reverse this so that travel options/costs are explored first. There can be substantial difference in cost by changing travel plans by just a few minutes.

3. Travel off-peak

If practical, avoid rail travel before 09.30 and between 16.00 & 19.00, particularly to/from London.

4. Specify travel

Where practical, fix travel in one direction at least (usually the outward journey). Anytime tickets are the most expensive and often not required.

5. Split tickets

It can be more cost effective to purchase two single rail tickets rather than a return, particularly if part of the journey can be fixed.

6. Consider Alternatives

The TMC will provide a range of alternative flight options for each booking request. Therefore consider using indirect flights or alternative departure / arrival airports as significant savings can often be achieved.

7. Think before cancelling tickets

8. Can someone else use your rail ticket or can you use it on a different day? Alternatively, if possible, it may be more cost effective to change the ticket, rather than cancel and re-book it. If it needs to be cancelled, ensure you tell TMC promptly and return rail tickets by secure postal method within 28 days.

9. Cancel unwanted accommodation

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Hotels will charge full rate for “no-shows”, so always cancel accommodation. Even if it’s outside the hotel’s cancellation policy (usually late afternoon) as reduced charges can sometimes be negotiated by the TMC particularly if the room can be resold.

10. Be aware of local events

If there are major events occurring in the place you are staying, local hotels will charge a premium for rooms, regardless of any deals Company X may have. By checking in advance and being flexible with the day or location of your stay, you may be able to find a room more easily and save money and hassle.

Review meeting contracts carefully & only book what’s needed. Meeting/training reservations have stringent terms & conditions that vary by venue. Order as much as possible in advance so that rates can be negotiated, as items purchased on the day will be charged at full rate.

11. Plan ahead

Where repeat rail journeys are being made on a regular basis, consider whether a rail pass or season ticket would be more economical for the business need.

12. Cancel unwanted accommodation

Hotels will charge full rate for “no-shows”, so always cancel accommodation. Even if it’s outside the hotel’s cancellation policy (usually late afternoon) as reduced charges can sometimes be negotiated by the TMC particularly if the room can be resold.