



Conditions for the reimbursement of expenses incurred as part of service provision for HI

Version 1.0 August 2021

Table of contents

1 - Foreword..... 3

 A - Scope of application 3

 B- Roles and responsibilities 3

2 – Rules and principles..... 3

 A - Air transport..... 3

 B – Land transport..... 4

 C - Rail transport 4

 D - Accommodation 4

1 - Foreword

The objective of these travel rules for HI service providers is to optimise travel expenditure while maintaining the productivity, comfort and safety of travellers, i.e. HI **aims** for the shortest possible travel times while keeping an eye on costs.

A - Scope of application

This document establishes the terms and conditions of travel for service providers and covers all forms of transport.

B- Roles and responsibilities

The service provider is responsible for organising his or her own travel and:

- ✓ plans as far in advance as possible to benefit from the best rates,
- ✓ ensures that he or she has a valid passport (valid for 6 months after return for some authorities) and that there is time to obtain a visa if necessary.

2 – Rules and principles

Safety takes precedence over any rules or principles, so the use of any type of transport (rail, air, land or sea) must be authorised by the person in charge of safety in the travel zone.

A - Air transport

Company selection and booking process

In order to obtain the best rates, flights should be booked at least fourteen (14) days prior to departure with the airline offering the best prices, and not on the basis of a loyalty card.

The airline selected will be that offering the best conditions at the lowest cost. For international flights, airlines identified as risky, i.e. those that have not passed the IATA¹ safety audit, must not be used for passenger transport.

Air transport class

The standard class is economy for everybody, whatever the destination and duration of the flight. An upgrade **will only be authorised**:

- ✓ If it is available at a lower rate than economy class (justification of both rates at the date of booking to be provided),
- ✓ In special circumstances, such as health conditions and physical disabilities.

For domestic flights, it is important to check that the airline is registered and authorised to carry passengers by the local authorities before making a booking. Even so, it is best to avoid national airlines that have a bad safety record.

¹ <http://www.iata.org/whatwedo/safety/audit/iosa/Pages/registry.aspx> (if the company's name does not appear here, its use is automatically prohibited)

Annexe 1 « Process for checking airline clearance »

Annex 2 « Air company approval request form »

NB:

- ⇒ Flights must at least be modifiable and at best reimbursable if there is a risk of cancellation for reasons beyond the service provider's control
- ⇒ Service providers **must** take out travel and repatriation **assistance**.

B – Land transport

HI's vehicle fleet

Please see the specific procedure in place on the activity site.

Public transport

When travelling locally, public transport may be used if it is considered safe and there has been a prior risk analysis.

Taxi

If the use of public transport is not an option for the journey concerned or for safety reasons, the use of a taxi may be authorised.

C - Rail transport

In countries where rail transport is authorised, all travel must be in **second class**. To get the best rates, **book train tickets at least 14 days in advance**.

A derogation will be granted when:

- ✓ A first class seat is available at a lower price than the second class seats²,
- ✓ Departure times for a second class seat are not compatible with the service provider's work schedule,
- ✓ Travelling second class exposes staff to unacceptable risks.

D - Accommodation

Bookings are made by the **service provider**, with priority given to hotels with which HI has an agreement³ : For all other cities where HI has offices, the service provider should check with the local teams and refer to the **specific procedure** on the website.

Extras (minibar, television, telephone, etc.) are not considered accommodation costs and are not covered by HI.

Travel expenses (transport, accommodation) are reimbursed on presentation of **receipts** and must be included in the **service provision invoice**.

² Justification of both rates at the date of booking to be provided