

Operational Procedure: Travel: Travel & Related Expenditure

CEOP2036

Before you begin ...

- 1 CHECK that this printed document is the most recent version before you use it
 - The online version of this document is the current version.
- 2 DO NOT unlawfully disclose any restricted information in this document
 - To see how the law applies to you:
 - [Employee](#): Read your contract of employment with Essential Energy
 - [Contractor](#): Read your contract of engagement with Essential Energy
 - Sub-contractor: Read your contract with the contractor engaged by us
 - Accredited Service Providers: comply with Essential Energy policies, state acts and regulations.

Summary

Follow these instructions if you need to travel, for Essential Energy business.

Designed to clearly illustrate our travel practices, to:

- clarify what travel expenses are allowable
- identify how to book and pay for travel expenses
- highlight any special requirements
- manage our corporate travel requirements.

Positions and Responsibilities

Key positions	Responsibilities
All employees	3 , 4
Travel Coordinator	3 , 4

Contacts

Position	Extension number
PMO and Governance Manager	02 6589 8820

CONTENTS PAGE

1	INTRODUCTION	4
2	WHY THESE INSTRUCTIONS ARE IMPORTANT	6
3	CHALLENGES	6
	3.1 Reducing My Travel, Whilst Maintaining Effective Business Practices	6
	3.2 Complying With This Policy	7
	3.3 Identifying My Travel Coordinator	7
4	THE PROCEDURES	7
	4.1 Transport, Accommodation and Meals	8
	4.1.1 Air Travel	8
	4.1.2 Accommodation	9
	4.1.3 Motor Vehicles	10
	4.1.4 Use of a Train, Bus or Taxi	12
	4.1.5 Meals and Incidentals	12
	4.2 Employee Requirements	13
	4.2.1 Personal Conduct	13
	4.3 Miscellaneous	13
	4.3.1 Combining official and private travel	13
	4.3.2 Spouse, Partner or Family Accompanied Travel	13
	4.3.3 Airline Memberships	14
	4.3.4 Frequent Flyer Programs	14
	4.3.5 Customer Council Travel	14
5	REFERENCES	15
6	REVISIONS	15

1 INTRODUCTION

Essential Energy is a leading Australian energy services corporation owned by the New South Wales Government. We have around 4,000 employees serving more than 870,000 customers.

Essential Energy manages business across:

- 142 Customer and Depots
- 9 Regional Offices, covering 95% of New South Wales
- 4 Business Centres
- In five (5) states and territories (NSW, VIC, QLD, SA and ACT).

Essential Energy is introducing an easy-to-read and easy-to-follow travel policy.

All travel must be booked via the 'Travel Requests' database to:

- MANAGE travel arrangements consistently
- ENSURE cost effective travel purchases
- ENSURE appropriate discounts are achieved
- MINIMISE overall travel costs.



Our travel philosophy recommends a:

- PREFERENCE for the use of telecommunications for meetings, instead of face to face i.e.
 - Teleconference
 - Videoconference
 - Net meeting.

where the meeting duration will be 4 hours or less.

In that instance use one of the above facilities instead of travelling.

When travel is a must:

- ENSURE that value for money is secured
- BE certain of travel dates and times, before booking
- CONSIDER safety and the distance involved
- CONSIDER the travel time and Fatigue Management
 - REFER to CEOM7033 Corporate Fatigue Management
- GIVE adequate disclosure of the nature and purpose of the travel
 - MAKE sure documentation is available to support your expenses.
- LIMIT changes to your travel arrangements
- SUBMIT travel requests seven (7) working days prior to the date of travel (excludes emergency travel)
- NOTIFY your travel coordinator to select an alternative approver when your manager/supervisor is on leave
- KEEP travel within reasonable limits.

Note: No employee is permitted to approve their own travel arrangements and only in an emergency (i.e. after hours/weekend) are employees to contact travel agent directly.

There are 'authorised travel coordinators' in each division. They book all travel. A list of 'coordinators' and the 'contracted travel agents' are available within the 'Travel Request Database'.

All travel requests are submitted for approval to the traveller's manager/supervisor. However all air travel requires General Manager approval.

Where a commitment to travel has been made, the traveller and their manager/supervisor are responsible for ensuring that:

- claims for expenses are in accordance with this policy
- the travel is for Essential Energy business purposes only
- value for money is achieved
- if the travel is cancelled the travelling away from home allowance must be repaid. For details on how to pay, contact Accounts Payable.

The preferred arrangement is for Essential Energy to provide accommodation and reasonable expenses. Claims for allowances cannot be made where Essential Energy has provided reasonable accommodation and meals. Travel and work away from home should be at no personal monetary expense or monetary gain to employees.

In compliance with the Essential Energy Enterprise Agreements all employees have the following options available when an overnight stay is involved:

When travelling for business purposes Corporate Credit Card Holders shall book their travel requirements in the Travel Request database and:

- Use their credit card to pay for overnight accommodation, meal and incidental expenses. This is the preferred method, or
- Use their credit card to pay for accommodation only, and claim the 'Working Away From Home' (WAFHA) allowance for meal and incidental expenses. Under no circumstances should an employee claim a meal and/or incidental allowance and then pay for meals and incidental items with the credit card).

Non Corporate Credit Card Holders:

- RECEIVE a lump sum payment for their expenses beforehand to cover accommodation, meal and incidental expenses (as per Australian Taxation Office approved rates)
- BOOK their accommodation via the 'Travel Requests' database and then use your WAFHA to pay your meals and incidentals.

Note: Employees are not entitled to claim meal allowances, if meals are provided. Where an employee claims WAFHA they are required to be able to substantiate "staying away overnight" to claim this allowance.

In addition refer to:

- Essential Energy Enterprise Agreements sections on Travelling Times and Fares and Private Motor Vehicle Allowance.
- Where crews are organised and sent to other locations in response to major storm/disaster events, Essential Energy will arrange, book and pay for accommodation and the employees can then claim meals and incidental expenses as per the Australian

Tax Office Table 1 of the Australian Tax Office Reasonable Amounts determination for approval travel allowance expenses.

Original receipts are required to support a 'claim for reimbursement' i.e.

- hotel bills
- parking
- taxi fares
- and meals.

Tax invoices are required for all 'expenses':

- OBTAIN tax invoices
- COMPLETE and keep appropriate documentation to support your expenditure.

2 WHY THESE INSTRUCTIONS ARE IMPORTANT

Clear instructions help us to:

- Reduce travel where other communication methods are appropriate
- Minimise corporate travel costs
- Book travel requirements quickly
- Book the right travel
- Clarify accountabilities and responsibilities
- Ensure consistent work practices
- Promote transparency and trust.

Follow these instructions to:

- Book travel effectively and efficiently
- Comply with the Essential Energy Travel Policy.

3 CHALLENGES

All employees

3.1 Reducing My Travel, Whilst Maintaining Effective Business Practices

Limit your travel but manage your business and communications effectively:

- COVER several tasks or meetings at the one visit
- PRE PLAN your travel quarterly, instead of ad-hoc
- USE your diary effectively and span out your travel
- COMMUNICATE your schedule
- USE alternative communication methods.

3.2 Complying With This Policy

Make travel arrangements as required, under the guidelines stated in this policy:

- PRE PLAN your travel quarterly, instead of ad hoc
 - This will reduce the risk of late, cancelled or emergency bookings.
- USE alternative communication methods and book them early
- USE your diary effectively and span out your travel.

3.3 Identifying My Travel Coordinator

Within the 'Travel Request' database, there is a drop down menu to select your travel co-ordinator. They are listed by division. Select your co-ordinator from this list.

4 THE PROCEDURES

All employees

For air travel, accommodation and car hire:

- USE the 'Travel Request' database to book your travel:
 - EXCEPT accommodation where an employee opts to use the WAFHA allowance for accommodation
 - Meal costs and incidentals must be paid by the employee where WAFHA is being claimed for these expenses.

Note: Domestic travel expenditure excludes unscheduled and/or emergency field-based team travel expenditure.

Travel Coordinator

- COMPLETELY and accurately fill out the travel entries:
 - Including cancellations.
- USE the 'Travel Request' database reporting facility to manage travel transactions:
 - So that invoices can be reconciled
 - You fulfil your reporting responsibilities
 - Assist to resolve any disputes or discrepancies.
- ENSURE bookings are in accordance with this policy
- REPORT exceptions to management.

Travellers must obtain approval from their manager/supervisor for all scheduled travel.

4.1 Transport, Accommodation and Meals

4.1.1 Air Travel

Domestic Flights

Air travel will be booked using:

- best fare of the day (min)
- 'economy' class.

on any available commercial airline carrier.

Note: Any variation to this requires manager/supervisor approval. Above 'economy' class requires Chief Executive Officer approval.

Essential Energy employees must be at the airport:

- checked in at least 30 to 45 minutes prior to boarding.

Air travel must be approved by the General Manager for your division.

International Flights and Accommodation

All international travel requires the following approval:

Travel	Approver
Employee travel and non-employee travel other than the Managing Director	Chief Executive Officer

All international travel is processed by the Travel Coordinator:

- BOOK international travel arrangements through our external travel agent
- IDENTIFY yourself by name and organisation
- QUOTE your Essential Energy profile and TA number (also with amendments or cancellations)
- SPECIFY clearly the origin and destination
- SPECIFY clearly the travellers name and details
- REFER to www.smarttravel.com for all international travel information.

Note: If the flights are unavailable the travel agency will source alternative flights.

- ENSURE flexible arrangements are available when booking, if required.

Note: Discounted airfares usually contain restrictions i.e. non-refundable or non-transferable.

Private Charter

Aircraft charter is only used where other commercial means of transport are not available and it is economical to do so:

- for the specified route
- charter is the only viable alternative / or it is a group booking
- a cost analysis should be done to determine the best cost alternative.

Aircraft charter is:

- APPROVED by the Chief Executive Officer
- MANAGED by the business unit manager
- RECORDED in the 'Travel Requests' database.

It is their responsibility to:

- ENSURE Essential Energy legal, safety and insurance requirements are met
- No more than Twelve (12) employees should fly on any individual flight
- PAY via Essential Energy charge accounts to ensure appropriate discounts are received.

Note: Aircraft charter is not booked through the 'Travel Request' database but is recorded in that database.

4.1.2 Accommodation

Domestic

The Essential Energy Award requires, where possible, that Accommodation be of at least 3 Star rating.

This minimum standard generally means:

- a well-maintained
- air-conditioned
- motel style room, unit or apartment
- with radio/television
- ensuite bath/shower and toilet facilities
- with access to a refrigerator for the storage of employee food and beverages.

Note:

- Accommodation facilities in the travel database are shown in order of preference (and cost effectiveness for the organisation):
 - ENSURE that when you book accommodation you try the first preference ie always contact the first name on the list
 - IF there are no vacancies try the second supplier and so on down the list.
- Travellers may accept room upgrades, if the upgrade is at no additional cost to Essential Energy.

Essential Energy has preferred accommodation providers.

PAYMENT is to be either by:

- Credit card at the time of checkout for Corporate Credit card Holders
- By an invoice sent directly to Essential Energy accounts payable for non corporate credit card holders who have not claimed the WAFHA for accommodation.

If accommodation is not available:

- at a preferred property
- at the required location.

Employees can make their own arrangements:

- RECORD those details in the 'Travel Request' database
- PAY by company credit card or non credit card holders can elect:
 - WAFHA- living away from home, lump sum allowance
 - reimbursement of an expense claim.

Conference or Seminar Accommodation

Where they offer 'registration and accommodation deals':

- Then accommodation can be booked at the same venue, if at a similar cost
- Record all details in the 'Travel Request' database.

Where the conference attendance is at a:

- Essential Energy preferred accommodation supplier:
 - travellers should ensure that they receive the Essential Energy preferred rates (if cheaper than the conference rates).

4.1.3 Motor Vehicles

Employees may be required to use a motor vehicle to:

- save time
- reduce costs
- for convenience.

Use of a company vehicle

Employees are to use a company vehicle as a first preference.

Use of a hire car

Car Hire is only to be used:

- if a company vehicle is unavailable
- and for periods less than 6 weeks duration
 - APPROACH the Fleet Manager if a vehicle is required for greater than 6 weeks.

Note: Car Hire is not available to employees under the age of 21 years.

If a company vehicle is not available, then use:

- the preferred rental car company
 - as advised by the "Travel Request" database.

Every effort should be made to obtain the least expensive vehicle that meets the traveller's needs:

- BOOK via the 'Travel Request' database
- PAY by charge back
- DO NOT pay by company credit card unless in an emergency
- IDENTIFY yourself by name and organisation
- QUOTE the Essential Energy TA number
- SUPPLY the date, time and location of collection and return for each booking
- SUPPLY the drivers name and contact details.

The class of hire vehicle's available are:

- PREFERRED
 - Group C – 4 cylinder sedan or wagon.
- ALTERNATIVE
 - Group E - 6 cylinder Sedan
 - Group F - 6 cylinder Wagon.

Note: Car hire beyond Class F should not be used.

- UNLESS there is a safety issue or the situation requires it
- SEEK Executive Administrator and Travel Coordinator approval before booking.

Note: Travellers may accept vehicle upgrades, if the upgrade is at no additional cost to Essential Energy.

In addition:

- REFUEL the vehicle before drop off
 - Shellcards (through your travel coordinator) or by company credit card.
- INSPECT the vehicle on delivery and drop off for damage
 - ENSURE any damage is correctly reported and documented.
- ONLY use an alternative car hire company when our preferred dealer is not available.

Use of a private vehicle

Private vehicles will be authorised only in extenuating circumstances. Extenuating circumstances are defined as:

- There is no practical alternative.

Note: Essential Energy does not insure private cars for company business use.

- SEEK prior approval before use:
 - The traveller must show proof that they have business insurance cover for the vehicle
 - SUBMIT the kilometres travelled on your weekly time sheet
 - FORWARD to Payroll Services for payment.

4.1.4 Use of a Train, Bus or Taxi

Train or Bus travel is permitted where it is more practical than using other means of transport:

- When the cost is less expensive than other means of travel
- When the travel adds no more than half a day to the travel time
- When it is timelier and /or safer than driving.

Essential Energy covers reasonable expenditure for taxis and public transport. These expenses should only be incurred when carrying out duties for Essential Energy and

- where a company vehicle is not a practical option
- car parking costs will exceed cab fares.

We cover:

- to and from
 - airports
 - railway stations.
- between appointments
 - offices or field service centres
 - hotel locations
 - and meeting places.

The expenses may be:

- CHARGED against a company credit card
- PAID by the traveller
 - REIMBURSED via an Expense Claim
 - COMPLETE 'Create an Expense Claim' form in the 'Expense Claim' database.

4.1.5 Meals and Incidentals

Includes travelling expenses related to:

- Meals
- mini bar
- laundry (not dry cleaning)
- parking
- telephone
- and movies or videos.

Note:

- Mini bar and in-house movie purchases are prohibited on an Essential Energy credit card.

Meals

Expenses should not exceed:

Location	Total (daily)	Breakfast	Lunch	Dinner
Metro	\$121.25	\$29.97	\$33.76	\$57.52
Regional	\$112.10	\$27.24	\$31.16	\$53.70

Note: as per the Australian Tax Office guidelines

- REVIEWED by the manager.

4.2 Employee Requirements**4.2.1 Personal Conduct**

While travelling, employees should:

- ENSURE their personal behaviour does not detract from Essential Energy's image or reputation
- ENSURE they do not bring Essential Energy into disrepute.

4.3 Miscellaneous**4.3.1 Combining official and private travel**

Essential Energy requires prior approval to combine official travel with private travel. Essential Energy will cover the cost directly associated with the official travel only. Private travel cannot be requested or booked via the 'Travel Request' database.

Place your initial request with your manager/supervisor.

4.3.2 Spouse, Partner or Family Accompanied Travel

Essential Energy requires prior approval to combine official travel with spouse, partner or family accompanied travel. Essential Energy will cover the cost directly associated with the official travel for the employee only.

Spouse, partner or family accompanied travel cannot be requested or booked via the 'Travel Request' database.

Place your initial request with your manager/supervisor as any request of this nature requires General Manager approval.

4.3.3 Airline Memberships

The following employees may be eligible for Essential Energy funded Airline Club membership:

- Chief Executive Officer General Managers
- Other managers who are required to travel extensively.

The cost of airline membership (such as Qantas Club) may be paid:

- where the traveller will make frequent use of the facility, for the benefit of Essential Energy.

Membership fees that are covered are:

- initial joining fee
- annual renewal fee

and require General Manager approval.

Note: If an employee's duties change, a renewal may not be approved.

Employees can arrange private membership:

- Via Essential Energy's account
- ARRANGE through the Travel Coordinator.

4.3.4 Frequent Flyer Programs

Consistent with State Government policy, Essential Energy employees who have private frequent flyer memberships should not seek to accrue frequent flyer points from any work related travel.

4.3.5 Customer Council Travel

Members of the Essential Energy Customer Council may be requested to travel and/or remain overnight away from home. This will result in travel, accommodation, meal and incidental expenses.

- REFER to CEOP1032 Customer Council Travel and Accommodation.

5 REFERENCES

CEOF0009.13 - Company Form: Confidentiality & Conflict of Interests
CEOP1032 – Customer Council Travel and Accommodation

CECM2000.49 - CHRM Manual: Employee Handbook
CECG3000.01 - Essential Energy Code of Conduct
CEOP3000.12 - Gifts, Benefits and Invitations
CEOP3000.17 - Company Procedure - Conflicts of Interest
CECM7033 - Corporate Fatigue Management
CEOM7062 - Essential Energy Enterprise Agreement 2013

CEOM7062.04 - Essential Energy Far West Electricity Enterprise Agreement 2013

6 REVISIONS

Issue Number	Section	Details of Changes in this Revision
3	Sections 2,3,4,5,6,7	Add new procedures including Travel Request Database
	Attachments A to E	Delete all
4	Whole document	Merged CEC1036 and CEP2036 Changed document to Plain English format Changed content
5	4.1.2	Clarify accommodation booking preferences
6	Section 1, Page 5	Addition of repayment of Working Away From Home Allowance, if travel is cancelled. Change to Note in the Introduction.
7	All	Update to rebrand to Essential Energy
8	Various	Updates
8	References	Updated all EE Award references
9	4.1.5	Updated expenses in line with ATO requirements and other minor changes.