

Background

With a national footprint of offices many face to face client meetings can be handled by local representatives, however, should the need arise for travel it must be for the purpose of relationship building, planned suitably far in advance to manage costs and be scheduled to achieve multiple outcomes.

Purpose

Protech seek to minimise corporate travel and encourage the use of virtual meetings where possible to:

- reduce the disruption in productivity of travel time;
- reduce overall costs in the business;
- increase the safety of our employees; and
- reduce our environmental impact.

Scope

This document details the travel policies which apply to Protech employees required to gain approval for domestic and international air-travel, accommodation and car hire. If you make travel bookings outside of this policy, you will not be reimbursed for your travel costs or, in the case the travel was booked via Protech's agent, you will be required to reimburse Protech.

Definitions

Term	Definition
Travel Agent	Protech's current nominated travel agent is Flight Centre or Complete Business Travel (CBT).

Policy Statement

It is Protech's policy **for all employees to fly economy for both domestic and international travel.**

Domestic travel booked via Flight Centre will be approved (prior to confirming meetings or committing to the expenditure) by a member of the Executive team (MD, CSO, CFO, CIO, or GM) "Approver".

Domestic travel booked via CBT Online Portal or App will be approved by your direct report manager ("Approver"), approval notification and confirmation will be made when booking. The Executive Team have auto-approval access.

International travel must be approved by the Managing Director.

Requests for all domestic airline, hotel and car hire bookings are to be made directly through Protech's nominated Travel Agent and in line with business unit budgets.

Requests for all international airline, hotel and car hire bookings are to be made directly through Protech's nominated Travel Agent.

Bookings made through Protech's nominated Travel Agent will be put on our account. Costed to your branch/department.

Any hotel accommodation and car rental costs booked outside Protech's nominated Travel Agent should be charged to a company Credit Card where possible or claimed back through expense reimbursement. Costs must not be incurred/committed to until the travel has been approved per above.

Requesting and Booking Travel

For each travel request, an outline of business impact, detailing the opportunity maximisation including a minimum of 2-3 separate client, stakeholder and/or team engagements that will be firmly scheduled must be provided. Examples include; training that can be run by the traveller with the local branch, Quality Management Systems audits and similar.

Approvers must be informed of travel requirements outlining the dates, times, locations, accommodation, car hire needs, estimated cost as well as the purpose of the trip. Domestic air travel must be requested at least **seven days prior** to the day of travel (preference is 14 days if possible), and international air travel must be requested at least **twenty-one days prior** to the day of travel. This allows time for the approvals to be obtained and economical fares to be obtained. All urgent client requests to travel at late notice must be approved by a member of the Executive Team.

Where possible, domestic flights should be taken early in the morning, or late afternoon, and international flights on weekends. This frees up the working hours for client work, from Monday to Friday, and minimises the total time away from home.

Should the traveller fail to board the flight, the Manager should be advised immediately to ensure that the correct cancellation steps are carried out. Every effort possible is to be made not to cancel flights or bookings. Repeated cancellations or failure to board flights comes at a substantial cost and will require a review of an employee's authority to travel.

Safety and Travel

All travellers must ensure they are aware of and comply with all smart traveller advice for the region in which they are entering and adhere to all social distancing and quarantine protocols in place at the time. Protech have a corporate travel insurance policy that may be accessed in the event of an unforeseen need to cancel travel or should a health matter arise. Contact the finance team for details.

Airline Requests

The request for domestic and international air travel will always be based on the most economical and suitable fare of day dependant on availability. Virgin is the preferred airline unless there is a flight difference of greater than \$100 or no Virgin flight available. Exceptions to this policy may only be considered if staff are travelling with a client who requests a certain Airline. Flexi Fares as a rule are not permitted and will be reported as lost savings against that employee

Frequent Flyer Points

Frequent Flyer points, earned by the employee while travelling on behalf of Protech, may be used for personal travel. The employee is responsible for ensuring that the points are accurately accumulated and also for any associated tax liability which will arise.

Lounge Membership

Lounge membership fees payable to Qantas Club or Virgin Australia will be the sole responsibility of the employee and will not be reimbursed by Protech. However, membership fees may be approved by management or salary sacrificed.

Accommodation

The Protech policy is for authorised employees to stay in preferred accommodation, as competitive rates have been



negotiated. A ceiling of \$200 per night is in place for Regional locations and a ceiling of \$250 per night for Metro locations. No bookings should exceed these limits unless specifically approved. Most accommodation will require credit card security on check in, if a staff member does not have a company credit card they will need to organise security in advance or provide their own, all allowable expenses incurred for authorised travel on personal credit cards will be reimbursed through the expense reimbursement process.

Car Hire

Hire cars should be restricted to the most economical class, giving consideration to the expense. For Metro car hire – a small car equivalent to a Hyundai Getz; for regional car hire – a medium car equivalent to a Toyota Camry. Unless a mining site visit or long remote distances is being undertaken where a 4WD is required, no 4WD vehicles are to be hired.

Hire cars should be refuelled prior to returning them to the hire company. Where an employee doesn't have a credit card, receipts are to be submitted together with an expense reimbursement form for payment.

Our Corporate Travel Insurance policy provides hire car excess expense cover to the value of \$5,000, therefore there is no requirement to take out the excess reduction premium cover when booking a car for work related travel.

Travel and Living Expenses

Protech will meet all reasonable travel expenses such as meals, accommodation and transport such as taxis. Receipts are required for all items and must be submitted through the expense claim process to be reimbursed.

Public transport, such as trains, buses, trams, and the metro are to be used instead of taxis where they are more cost effective (e.g. long distances travel from the airport to the city in heavy traffic).

The following incidental expenses, of a personal nature, are specifically excluded from the list of allowable expenses. These should be paid for from your own funds, prior to checkout:

- Mini bar
- Alcohol
- Tobacco products
- Entertainment (unless previously approved)
- Meals or accommodation for partners
- Personal phone calls (over any approved limits)
- Room service and valet charges
- Tips
- Newspapers/magazines
- Gifts or personal items
- Fines for parking /traffic violations

Meals

Whilst away on business, the actual and reasonable cost of breakfast, lunch and dinner meals will be reimbursed. Receipts are required. For the purpose of this policy, reasonable daily expenses shall not exceed \$100. A guide for full days domestic travel including overnight is \$15 for breakfast, \$25 for lunch and \$40 for dinner per person.

Entertainment

Business entertainment while travelling must be authorised by the relevant Executive Team Member for the business unit and is to be in compliance with POL_0022 *Entertainment Policy*.

Business Email, WIFI and Telephone

Business communication costs should be kept to a minimum by using the company data plan as a first option. Employees should try and call from mobile phones or branch offices and use hotel phones as a last resort.

For security and cost reasons, data connectivity preference is to use company mobile phone as a hotspot. Public WIFI to be avoided.

Protech will reimburse the traveller for reasonable personal calls when on international trips, requiring more than one night away from home, the use of company mobile phones for personal calls is acceptable within reasonable levels.

Tolls and Parking

Work related tolls can be claimed through expenses. Long-term airport parking can only be used if airport parking is cheaper than incurring taxi fares. Hourly charge-rate car parks are to be avoided for overnight parking unless there is a financial advantage in doing so. Valet parking is at your own cost.

Expenses to be on-charged to customers

When an employee travels on behalf of a client, the standard of accommodation and expenses are defined by the client but should be no less than the minimum standard acceptable to Protech. Where the customer is to be charged for the trip, the employee undertaking the travel is ultimately responsible for ensuring that the customer is invoiced, and for advising BUSS of the expenses used for the recharge.

Employees are to ensure that expenses to be reimbursed by clients do not exceed the normal Protech guidelines.

If, for any reason, the client is not charged for the trip, an adequate explanation is to be provided. Clients must be advised that Protech will require a minimum of eight days' notice of change or cancellation to pre-arranged trips.

ASSOCIATED PROCESSES

POL_0022 *Entertainment Policy*

Approval

Marc Meili
Managing Director

