



the results company

HSO US

Travel & Expense Policy



CONTENTS

1.0	TRAVEL POLICY OVERVIEW	3
2.0	AIR TRAVEL POLICY	4
3.0	TRAIN TRAVEL POLICY	4
4.0	HOTEL RESERVATIONS	5
5.0	MEALS	5
6.0	GROUND TRANSPORTATION	6
7.0	EXPENSE REIMBURSEMENT POLICY	7
8.0	WORK FROM HOME BENEFIT	8
9.0	ADDITIONAL PHONE AND INTERNET EXPENSES	8
10.0	HEALTH CLUB REIMBURSEMENT BENEFIT	8
11.0	NON-REIMBURSABLE ITEMS	9
12.0	OUT OF TOWN BUSINESS ENTERTAINMENT	10
13.0	INTERNAL TEAM BUILDING EXPENSES	10
14.0	EXPENSE REIMBURSEMENT PROCESS	10
	HSO US TRAVEL & EXPENSE POLICY ACKNOWLEDGEMENT	12



1.0 TRAVEL POLICY OVERVIEW

In order to best serve our clients, prospects, and partners, HSO employees will often be required to travel for work. This policy is to help conduct our business travel effectively, efficiently, and at the lowest cost to HSO and our clients. These policies and procedures act as a guideline for your billable and non-billable business travel expenses. Exceptions to policy need to be approved by the CFO, Corporate Controller, or Vice President of Human Resources.

The travel policy is based on practices employed by most organizations of our size and takes into consideration what expenses are considered reasonable and customary for each region. **Any policies and procedures for our clients take control should they exist.** Please make sure to check with the project manager before booking client related travel and for any expense policies set forth by our clients.

Employees are expected to book all travel accommodations using a personal credit card and submit those expenses for reimbursement through HSO's time and expense system.

FROSCHE and Concur are available to all HSO employees as resources for booking both billable and non-billable travel. It will be up to each individual employee to decide to book travel arrangements on their own or through FROSCHE and/or Concur. HSO has a dedicated team at FROSCHE available to assist with travel arrangements. That dedicated team can be reached via email at hsous@frosch.com.

It is important to note that all non-billable travel must be preapproved in advance by your manager, a member of Senior Management or the Vice President of Human Resources.

Our priority is the health, safety, and well-being of our employees. For now, we are continuing business and travel as usual for HSO and client-related activities. At this time, HSO will not require vaccinations as a condition of employment, however we do expect that employees travel as required by their position. If you have a medical exemption that prohibits you from traveling, please reach out to the Vice President of Human Resources.

In the event that a temporary change to our travel policy is needed, we will provide timely updates to employees. If you or your client counterparts have questions and/or concerns about HSO's scheduled project-related activities and travel, please contact your Project Manager. We will assess any public health concerns, including the global COVID-19 pandemic on an ongoing basis and provide updates as appropriate.

Please read the following Global Travel Policy carefully.



2.0 AIR TRAVEL POLICY

Once an employee is approved for travel, he/she must do the following:

- Book travel as far in advance as possible.
- If working with FROSCH to book air travel, please provide FROSCH a 4-hour window (2 hours prior and 2 hours after desired flight time) for departure and arrival.
- Book the lowest logical fare available on any approved airline. Approved airlines include: American Airlines, Delta Air Lines, JetBlue, Southwest Airlines, United Airlines, and any affiliated partners with these carriers.
 - Low-cost carriers can be used if applicable, and alternative airports may be used when practical.
- If there is a carrier preference that carrier may be booked as long as the ticket cost does not exceed \$100.00 of the lowest logical fare.
 - Lowest logical fares exclude fares that include restrictions such as no ability to reserve a seat until check-in or at the gate, non-refundable/non-cancellable/non-changeable fares, extra fees for carry-on items, and no eligibility for paid or complimentary upgrades or preferred seats.
- A connecting flight must be taken if the fare savings is above \$300.00 of the competing fare, and the flight has no more than a two-hour layover.
- All flights will be booked in Coach/Economy class. An employee may upgrade using mileage points or cash but may not submit the upgrade for reimbursement.
- Employees should travel outside of normal business hours whenever possible to limit workday disruptions.
- Employees should plan longer trips around weekend travel for cost savings if that cost savings exceeds \$300.00.
- Any non-billable flight exceeding \$800.00 must be pre-approved in advance via email to HSOUSTravelApprovals@hso.com.
- HSO will reimburse employees for baggage fees, as necessary.
- Travel required for projects will follow the same guidelines as stated above or those laid out in the project SOW. If project travel is cancelled without being rescheduled and an expense claim has already been submitted employees are expected to follow one of the options below:
 - Use the airline credit for future business travel with HSO – billable or nonbillable travel.
 - Offset the cost of the airfare through future expense reimbursement requests.

3.0 TRAIN TRAVEL POLICY

Once an employee is approved for travel, he/she must do the following:

- Employees are expected to book train travel when the travel time is comparable to air travel and the cost is at least \$100 less expensive than air travel.
- Book travel as far in advance as possible.
- If working with FROSCH to book train travel, please provide FROSCH a 4-hour window (2 hours prior and 2 hours after desired train time) for departure and arrival.
- Book the lowest logical fare available on Amtrak.



- Employees should travel outside of normal business hours whenever possible to limit workday disruptions.

4.0 HOTEL RESERVATIONS

Once an employee is approved for travel, he/she must do the following:

- Employees requiring overnight accommodations are booked at client-preferred hotels when traveling on client business.
- If this option is not available or the travel is not client oriented, employees should book reservations at the most cost-effective option at the following hotel chains in the following order: Courtyard by Marriott, Hilton Garden Inn, or if these options are not available: Marriott, Hyatt, Hilton, or Sheraton Hotels.
- HSO has a partnership with the Courtyard New York Manhattan/Chelsea located at 135 West 30th Street New York, New York 10001 and with the Hilton Garden Inn located at 63 West 35th Street, New York NY 10001.
- HSO employees traveling to New York City from out of town can book hotel rooms at the Courtyard New York Manhattan/Chelsea by booking through this [link](#) or at the Hilton Garden Inn through this [link](#). Employees should stay at a different New York City hotel if the rates are more cost effective than what the Courtyard New York Manhattan/Chelsea or Hilton Garden Inn are offering for the same travel dates.
- For non-billable travel, if the cost of the hotel room is in excess of \$300/night for Los Angeles, Chicago, and Miami, \$350/night for New York, or \$200/night for anywhere else, the employee must receive prior approval by emailing HSOUSTravelApprovals@hso.com.
- Single occupancy hotel rooms are booked unless there is a business reason to do otherwise. Hotel rooms should be reserved by employees and guaranteed for late arrival.
- The company does not provide a routine per diem lodging allowance should an employee stay overnight with friends, family, etc. while on company business.
- Employees are responsible for canceling any guaranteed late arrival arrangements ahead of time if they will not arrive on schedule. Please note that a “no-show” charge is non-reimbursable.
- Hotel reservations will require a credit card. Travelers unable to charge the room to their credit cards should arrange for payment in advance of the trip.
- Laundry may be submitted for reimbursement with receipts for stays one week or longer.
- Any policies related to billable hotel expenses set forth by our clients take control should they exist.

5.0 MEALS

- Employees will be reimbursed for actual, reasonable expenses for meals while traveling.
- The daily meal allowance should not exceed \$75 per day. Exceeding the daily meal allowance will result in out-of-pocket expenses, which will not be reimbursable.
- The cost of meals during normal working hours, when not traveling is not reimbursable.
- A receipt is required for all meals.



- Group meal expenses require that each individual in attendance needs to be listed out in the comments of the expense reimbursement submission.
- For company-sponsored events where meals are provided, employees will not be eligible to submit reimbursement requests for those meals.
- Group meal expenses must include a receipt along with an explanation of the expense. Preapproval is necessary for any group meals that may exceed \$150.00 per person. Please email HSOUSTravelApprovals@hso.com in advance to obtain approval for a group meal.
- Any policies related to billable meal expenses set forth by our clients take control should they exist.

6.0 GROUND TRANSPORTATION

- Employees who use their car for company business will be reimbursed at the current allowable IRS optional standard rate per business miles driven.
- Tolls and required off street parking for specific trips are reimbursable.
- Per IRS guidelines, HSO requires that employees subtract their personal commuting distances from their total business commuting distances.
- All expenses submitted for mileage reimbursement should be calculated as follows:
 - Distance from HSO's office to the client site less distance from employee's home to HSO's office (personal commute).
 - Any surplus from this calculation is considered a business expense and allowable.
 - If the calculation results in negative miles, the commute is considered personal, and no miles can be submitted for reimbursement.

Example: Employee commutes 20 miles when driving from home to the office. While working on a project, the employee commutes 25 miles from home to the client site. In this case, the employee would only submit expenses for 5 miles. However, if the project site were only 15 miles from the employee's home, no mileage reimbursement would be allowed.

Car Rental

- Car rental will be utilized only when local ground transportation is not an option for conducting business, or when the cost of car rental is less expensive than taking public transportation, taxis, hotel/airport bus, or limousine service.
- Hertz is the preferred rental car agency. Hertz Number One Club is available at no charge to HSO Employees. Approval in advance is required for the use of any other car rental agency.
 - Hertz Phone Number: (800) 654-8216
 - Corporate Discount Program (CDP)#: 1422170
- Only economy size cars are to be reserved, unless three (3) or more employees are traveling together, or an employee is traveling with excessive equipment.
- Employees will be expected to fill the gas tank prior to returning the car; gas receipts are necessary for reimbursement.
 - Car rental refueling charges are very high and therefore, are not reimbursable.
- Tolls, parking, and gas for rental cars are reimbursable.



- Parking tickets and traffic violations are the responsibility of the employee and are not reimbursable.
- When renting a car, employees should decline or waive the insurance liability coverage and decline collision/damage coverage. HSO has a corporate plan that provides these coverages.
- At the time of rental, you must check the car for damage prior to leaving the lot.

Other Ground Transportation

- Please use local public transportation whenever possible within cities.
- For all travel to and from airports, please use the least expensive mode of transportation. If the cost of long-term parking is higher than the cost of alternative transport, you may use the alternative method.
- Taxis are permitted for transfers when:
 - The business schedules require.
 - Airport bus or hotel limousine service is inoperative or incompatible with the business meetings and/or calls scheduled.
 - In an emergency in order to avoid missing air or rail departure.

7.0 EXPENSE REIMBURSEMENT POLICY

Billable Expense Reimbursements

- Client expenses should be entered into Bnext on the date that they are incurred. The date an expense is incurred should also be documented in the "Internal Comments" field in Bnext.
- If any client expenses are missed, the project manager and finance team should be notified in order to bill the client in a timely manner.
- HSO reserves the right to deny billable reimbursement requests that are submitted more than 30 days from the date they were incurred.
- Each expense shall be submitted as an individual expense that equals the amount on the corresponding receipt in Bnext.
- Each expense shall be submitted as an individual expense and not grouped with other expenses even if they are the same type of expense.
- Receipts are required for all expenses submissions. If a receipt/invoice is provided, that should be used as it is the company's preference that an actual receipt/invoice be attached to the submission in Bnext. If an actual receipt/invoice was not provided or the receipt/invoice has been lost, then a screenshot from a credit card statement is acceptable to use as an alternative.
- Any expense policies set forth by our clients related to any billable expense will take control over this policy.

Nonbillable Expense Reimbursements

- Non-billable expenses should be entered into Bnext the date that they occur or within 60 days of when the expense is incurred.
- HSO reserves the right to deny non-billable reimbursement requests that are submitted more than 60 days from the date they were incurred.



- Each expense shall be submitted as an individual expense that equals the amount on the corresponding receipt in Bnext.
- Each expense shall be submitted as an individual expense and not grouped with other expenses even if they are the same type of expense.
- Receipts are required for all expenses submissions. If a receipt/invoice is provided, that should be used as it is the company's preference that an actual receipt/invoice be attached to the submission in Bnext. If an actual receipt/invoice was not provided or the receipt/invoice has been lost, then a screenshot from a credit card statement is acceptable to use as an alternative.

8.0 WORK FROM HOME BENEFIT

- HSO offers all employees a Work From Home benefit that offers a maximum reimbursement of \$150.00 per month to cover any combination of Wi-Fi, cell phone, and other home office expenses. This benefit does not cover home phone/landline or cable expenses.
- This benefit does cover expenses for shared workspaces such as WeWork or Worksmart.
- This benefit is available to all employees beginning on the 1st of the month following their start date.
- Reimbursement requests must be submitted in Bnext within 60 days of the date the expense was incurred along with an invoice.
- HSO will reimburse for cell phone expenses on family plans, however, only expenses associated with the line dedicated to the HSO employee will be eligible for reimbursement.
- Invoices must equal or be greater than the amount being requested for reimbursement.
- Reimbursement requests for expenses dated more than 60 days from the date of the submission in Bnext will not be fulfilled.
- Any expenses submitted outside of these parameters will be denied.

9.0 ADDITIONAL PHONE AND INTERNET EXPENSES

- Microsoft Teams is available to all employees and can be utilized wherever an internet connection is available. As such, HSO does not offer an additional reimbursement for telephone usage while traveling. Employees are encouraged to use Microsoft Teams as much as possible.
- Use of hotel phones to make local or long-distance phone calls is not permitted and will not be reimbursed.
- Wireless internet charges at the hotel, airport, or in flight are reimbursable whenever necessary for business purposes.

10.0 HEALTH CLUB REIMBURSEMENT BENEFIT

- HSO offers eligible full-time employees voluntary enrollment in a local health club program at a discounted rate. Employees wishing to participate in this program are responsible for all sign-up and monthly fees. Eligible expenses include gym and other fitness studio membership dues, at-home equipment subscriptions, personal training fees, and/or fitness apps and subscription services.



- Under this benefit, HSO will reimburse employees 20% of monthly membership fees, up to a maximum reimbursement of \$25 per month.
- This benefit is available to all employees beginning on the 1st of the month following their start date.
- Reimbursement requests must be submitted in Bnext within 60 days of the date the expense was incurred along with an invoice in the employee's name. Invoices that do not list the employee's name will not be approved for reimbursement.
- Invoices must equal or be greater than the amount being requested for reimbursement.
- Reimbursement requests for expenses dated more than 60 days from the date of the submission in Bnext will not be fulfilled.
- Any expenses submitted outside of these parameters will be denied.
- HSO has a corporate partnership with Life Time Fitness. Any employee who is a member of Life Time Fitness will not be eligible to submit a reimbursement request for the Health Club benefit as they will receive an automatic discount on their monthly membership dues from Life Time Fitness.

11.0 NON-REIMBURSABLE ITEMS

The following is a list of items that are not reimbursable under HSO's Travel and Expense Policy. The list includes but is not limited to the following:

- Airline clubs, credit card fees, passport fees
- Travel insurance
- Personal bar bills
- Doctor bills, prescriptions, or other medical services
- Gum, candy, snacks, bottled beverages (alcoholic or non-alcoholic), cigarettes
- Magazines, books, newspapers, or any other subscriptions (unless approved by Department Manager)
- Movies (theater, airlines, or hotel)
- Theft of personal property
- Employee gifts
- Personal care items such as aspirin, toiletries, make-up
- Personal use of UPS, FedEx, or USPS mail (unless previously approved)
- Parking, speeding or other traffic violations or accidents
- Costs incurred by traveler's failure to cancel travel related reservation in a timely fashion
- Donations
- Dues and subscriptions (not authorized in advance)
- Excessive meal and lodging charges
- Luggage
- Luxury vehicle rentals
- Repair or service to personal auto or towing charges
- Theft, loss, or damage to personal luggage and effects
- Regular commuting expenses between home and office, including mileage, tolls, etc.
- Unexplained expenses or items submitted without a proper receipt



- Other expenses not mentioned and deemed inappropriate by the company

HSO reserves the right to determine that an expense not listed above is non-reimbursable. For questions about a specific item not listed above, please contact HSOUSTravelApprovals@hso.com.

12.0 OUT OF TOWN BUSINESS ENTERTAINMENT

Business entertainment expenses are reimbursable only if customers/prospects/partners are present and must be preapproved for any group meals that may exceed \$150.00 per person. Please email HSOUSTravelApprovals@hso.com in advance to obtain approval for an out-of-town business entertainment expense. Under present Internal Revenue Service regulations, all employees are required to substantiate, in detail, all expenses incurred including:

- Who was entertained
- Their business relationship
- Where the entertainment took place
- The nature of the business discussion

13.0 INTERNAL TEAM BUILDING EXPENSES

Internal team building expenses are reimbursable only if team leads, managers or a member of the Senior Management Team is present. Under present Internal Revenue Service regulations, all employees are required to substantiate, in detail, all expenses incurred including:

- Who was entertained
- Their business relationship
- Where the event took place

Internal team building expenses must include a receipt along with an explanation of the expense. Preapproval is necessary for any internal team building expenses. Please email HSOUSTravelApprovals@hso.com in advance to obtain approval for an internal team building expense.

14.0 EXPENSE REIMBURSEMENT PROCESS

To receive reimbursement, expenses must be entered into Bnext with the required information as outlined below and a receipt attached. The approval flow and reimbursement process is as follows:

1. Expense is entered into Bnext and is submitted by employee.
2. Expense is sent to Project Manager's queue for approval.
3. If applicable: Expense is sent to Team Lead queue for second approval.
4. Fully approved expense is sent to back-office queue for reimbursement processing.
5. Payroll runs report and includes all fully approved expenses in semi-monthly payroll processing.
6. Expense is paid to the employee on the next semi-monthly payroll.
7. Expense status is changed from 'submitted' to 'paid' in Bnext.



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Employees can check the status of an expense by logging into Bnext, selecting “Time and Expenses” and checking the reimbursement status. The Payroll and Expense Reimbursement Calendar will be posted in BambooHR and the HSO SharePoint portal for future reference. Expenses must be submitted and fully approved by the cut-off dates provided in the calendar to be reimbursed during that pay period. If the cut-off date is missed, expenses will be reimbursed on the next payroll.



HSO US TRAVEL & EXPENSE POLICY ACKNOWLEDGEMENT

The purpose of this Travel & Expense Policy is to provide the employees of HSO US (HSO) with general information regarding HSO's travel and expense reimbursement practices. Due to the nature of HSO's operations, as well as the variations necessary to accommodate individual situations, the guidelines set forth in this policy may not apply to every employee in every situation. HSO reserves the rights to rescind, modify, amend, or delete these or other guidelines, policies, practices, or procedures relating to travel and expense reimbursement, as it considers necessary in its sole discretion.

* * * * *

By signing below:

- I understand that HSO US may, in the future, require an additional signature from me to indicate that I am aware of and understand any new policies, re-issuance of existing policies, and changes to existing policies.
- I acknowledge receipt of the HSO US Travel and Expense Policy on the date indicated and agree to read it. Should I have any questions, I will contact Vice President of Human Resources or Senior Management.
- I understand HSO US has the right to amend or modify its contents at any time and that all such modifications will be binding upon all employees.

Employee Name: _____

Employee Signature: _____ Date: _____

THIS ACKNOWLEDGEMENT OR A COPY OF IT SHALL BE MAINTAINED IN THE EMPLOYEE'S PERSONNEL FILE.