
Travel Booking Policy

Introduction

As a corollary and important component of our Global Mobility Policy we recognize the need of having an established process of Travel Booking for our employees and clear guidelines for the Travel Desk to facilitate travelling. The purpose of the policy is to establish a robust process to ensure travelers provide timely and correct requisition for travel to the Travel Desk and Travel Desk provides the best available, convenient and cost effective mode of travelling, in line with business principles.

Scope

The policy is applicable to all employees and consultants undertaking, for official purposes, any type of travel whether or not it means leaving their respective base station.

Policy Statement

- All official travel, i.e. only those that correspond to an entry in the Detailed Work Plan (DWP) of MSC, will be facilitated and managed by its Travel Desk.
- Travel desk will make all travel arrangements only upon receipt of duly completed Travel Booking Requisition (TBR)
- Travel Desk will ensure convenient and cost effective mode of travel and provide tickets within permissible limits
- In cases where in travel requests are outside of or conflict with policy or stated processes, travelers should provide justification and obtain approval by concerned Domain Leader and in case the traveler is a Domain Leader the justification and approval will be provided by the Director
- Travel Desk will make final decisions for all travel arrangements.

Travel Request:

- a) Travel Desk: Travel Desk has been constituted in the organization to facilitate the business travel.
 - b) Travel Booking Request Form: Employees should correctly & completely fill the TBR and send it to Travel Desk. All bookings should be done only through travel desk. Employees are encouraged to send their preferences for flight and timing of arrival and departure but this should be in line with business needs. Travel Helpdesk will try to provide as per the requisition but may change the mode / time of travel if it is not in line with the operating guidelines. Employees will be well informed by Travel Desk before the tickets are finally done.
 - c) Time of sending the request: Employees should send the TBR well in advance i.e. when the travel plan is finalized and/or on the same day when their travelling plan is updated on DWP (Detailed Work Plan). In case a booking request is not received at least one business day in advance, it will be treated as last minute request. Please note per below what the implication of this is:
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- Travel Desk will inform the respective Domain Leaders, and in case of Domain Leaders, the Directors. Domain Leaders / Directors will send written justification for such request.

Employees understanding is solicited that in fulfilling last minute requests, the Travel Desk will provide the available mode of travel which may at times not be per the original requisition.

- d) **Mode of Travel:** Travel Desk will provide the mode of travel on availability and preferential order of Flight- Train-Bus-Taxi or whichever is the best applicable and available mode of travel for the location of travel. Preference of time and mode of travel provided by employee will serve as reference point, Travel Desk may seek understanding/ clarifications for given preferences and may suggest the other best modes & time of travel.
- e) **Booking by Self:** Booking by self otherwise is to be avoided, however this could be permissible in the circumstances where it is an unavoidable such as last minute business call, tatkal Train booking, International travel within a country and or all of the contacts of Travel Desk are unreachable. Such booking should be brought into Travel desk notice at the first instance. The information would be send to Travel Desk with DL marked in copy.
- f) **Booking for Family:** In case of booking for family/ spouse (if it is not so provisioned by the organization), it would be appreciated if the details are given in the covering mail as well as in TBR. It is understood that ticket for spouse/family would be accounted as personal expenses
- g) **Booking for different routes:** If the employee request for a route of travel or specific routing is requested for personal reasons on weekends, then any extra cost incurred by this would be accounted as personal expense.
- h) **Tickets:** Tickets for flight, train or bus will be provided in-print or on-line. Employees should check the itinerary and other terms pertaining to luggage allowance, onboarding time etc. well before finally approving it for booking and after it is booked to avoid any inconvenience.

Cancellation/ Rescheduling: Cancellation/ rescheduling should be brought into Travel desk as soon as possible and the information should be sent travel desk with a copy marked to DL. In case employee misses the flight/ train/ bus due to his personal reasons any extra cost incurred will not be borne by company

Types of Travel

a) Travel within the city

- i) **Own Vehicle:** If employees take /use their own vehicle or local transport for travel within the city, Local conveyance may be claimed by submitting the claim in prescribed format.
- ii) **Hired Taxi:** Employees can avail taxi for travel within city only on approval from DL. Taxi Booking should be done through Travel Desk only except in case of Airport Transfers where employee can book on his own later claim as per the Mobility Policy.

b) **Travel between cities:** The arrangements will be done by Travel Desk in the preferential order of flight, train, bus and taxi basis the availability, convenience and cost effectiveness of the given mode of travel.