



TRIANZ

India Travel Policy

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Travel Policy

1. Overview

Trianz believes in and promotes a business culture based on cost consciousness and common sense. We believe that a spending and expense management culture that is rooted in sensible thriftiness will develop positive relationships with our clients and will enable Trianz to develop financial strength and reward its associates. The purpose of this policy is to provide a guide for the reimbursement of business expenses. However, these guidelines cannot replace judgment, interpretation, and analysis of individual situations. All associates are expected to demonstrate cost consciousness and sound business behavior in every instance. The intent of this policy is to establish a consistent basis for Travel and expense management by all associates

2. Purpose

The purpose of this Policy document is as follows:

- To update the travel booking process for tickets, hotel stays and car rentals as applicable.
- To provide clarity to all associates on reimbursable and non-reimbursable expenses
- To be fair, accurate, timely and equitable. An individual working for Trianz should neither gain nor lose personally because he or she has incurred reasonable business expenses. Individuals incurring similar types of expenses will be reimbursed (or not reimbursed) consistently throughout Trianz
- To be responsible and prudent in spending the money of our clients or of Trianz. A reasonable approach is to spend the money as if it were your own
- To ensure proper documentation is maintained by Trianz to support both internal and client reimbursable expenditures, and to ensure the documentation standards required for the benefit of tax authorities and other agencies

3. Scope

This policy applies to India Trianz associates.

3.1 General

In order to maximize Trianz's travel buying power, all official Travel Services must be made through the Trianz travel desk. All **travel requests must be submitted**, with proper approvals, Project code and billability details as per the table below. Your reservation confirmation will be sent to you within 48 hours of your request being made.

Trianz shall not bear any additional expense related to the extension of travel caused due to personal reasons. Trianz also discourages any clubbing of personal travel along with official travel.

PART-I Travel Policy- Domestic Travel

Business travel must be raised on the tool and should be approved in advance as per the below approval matrix.

All official travel services must be booked via company travel desk and under normal circumstances, the company will not be responsible for the settlement of any invoices issued other than from authorized travel agents. Therefore, booking should be through a company authorized travel agents. Associates should choose a most economical option and take advantage of advance purchase or other reliable fare reduction schemes. In case they opt for a higher fare than a justification for the same along with exception approval needs to be obtained.

In case the ticket is not arranged by authorized travel agents, prior approval is necessary and reason must be stated.

To be booked by Company	Approvals Required	Trianz Policy
Travel Tickets	VP for Director, Director for all other levels	Economy class for all Domestic Air Travel. 2 nd AC or 3 rd AC for Train Travel.
Hotel	VP for Director, Director for all other levels	All travel arrangements made by Associates Directly shall be reimbursed as per their eligibility as per the table is given below (table No. <>). Hotel bookings made by travel Desk shall be as per entitlement.

Approval Matrix:

Type of travel	Approver	Timeline
Business development	Channel head + Business finance	Request to be raised at least 1 week in advance along with necessary approvals
GTS (Cost of travel to be Billed and reimbursed with the Client)	1. Delivery Manager/ Delivery Head 2. Business finance	
GTS (Cost of travel is borne by the Org)	1. Delivery Manager/ Delivery Head 2. GTS Head 3. Business finance	
Corporate function travel	By respective SLT + HR Head & Business finance	

4.1 Mode of Transport – Eligibility

MODE	CLASS	GRADE
AIR	Economy Class	5 and above
RAIL	Air-conditioned 1st Class	9 and above
RAIL	AC 2-tier / AC Chair-car/AC 2-tier sleeper / AC-3tier sleeper	All grades
ROAD	Air-conditioned coach / Bus – Luxury/Volvo	All grades

As per the above category, if you are not eligible for air travel, you can avail air travel with prior approval of divisional /business head under the following situations.

- Emergency / critical service to customers
- When escorting prestigious clients
- Where travel by rail/road 18 hours and above
- Where rail/road fare is more than or equal to airfare
- Operational exigencies necessitate air travel
- Where convenient overnight public transport is available, all associates in Salary Group 8 & below are expected to use the same (i.e. train for Bangalore –Chennai)

4.2 No Show Policy

Associates are required to report to the Airport /train station well in advance of the reporting time for all departures. All additional expenses incurred due to delayed reporting and no showcases need to be borne by the associate. Exceptions are only medical emergency cases, which associate couldn't communicate on time for cancellation of tickets.

4.3 Hotels

Trianz travel department will book hotels for all company travel to various locations. All requests for reservations must be made on the online travel request tool. Any requests made within 48 hours may be booked by the associate, by opting for the best cost-effective options and reimbursed after the end of their trip. If an associate makes their own reservations, the associate will be limited to the lodging rates detailed in entitlement table below

All accommodations will be made in the Company Guest House / approved hotels to provide the best value and their usage is preferable unless there is no moderate class hotel in the city or unless the particular location of the hotel is not cost beneficial, i.e., save on the hotel but spend more on transportation. The policy will not apply when participating in a seminar or convention where the sponsoring organization has booked blocks of rooms at a specific hotel, and in those limited situations where clients insist on making the travel arrangements.

When a new reservation or change is required, while the associate is on a trip, the associate should first contact the hotel front desk and make changes there when possible. Please reach out to the travel desk if additional resources are required.

If the traveler is unable to use the reservation, it is the traveler's responsibility to notify the travel desk to cancel the reservation. Please check the hotel's cancellation policy for

restrictions. "No-show" charges are not reimbursable. Associates from Grade 1 to 4, wherever possible will be put on double occupancy as a part of cost optimization.

Entitlement Table

Class of city	City covered	SLT	GR 8 & above	GR 5 to GR 7	GR 4 and below
		INR	In INR	In INR	In INR
Group A	Delhi/ NCR, Mumbai	9500	6,000	5,000	3,500
Group B	State Capitals , Pune	5000	5,000	4,000	3,000
Group C	All other cities	Actuals	4,750	3,500	2,500

*Taxes as applicable extra for Lodging.

All Limits defined are at the maximum of eligibility, however, based on circumstances booking shall be made within the range.

Per-Diem

Class of city	City covered	SLT	GR 8 & above	GR 5 to GR 7	GR 4 and below
		In INR	In INR	In INR	In INR
Group A	Delhi NCR, Mumbai	Actuals	1,200	900	700
Group B	State Capital, Pune	Actuals	1000	800	600
Group C	All other cities	Actuals	800	750	500

Outstation travel beyond 30 days in one business trip is considered as a deputation and for such cases, a deputation allowance of Rs.9000 per month will be provided instead of daily allowance given above. All such trips of beyond 30 days need to get pre-approved by HR.

4.4 Travelling by own Vehicle:

Anybody traveling to any other city on business travel in their own vehicle shall be entitled to get reimbursement of INR 8 per/Km. or the cost of the ticket as per their entitlement whichever is lesser. Organization does not recommend associates travelling by their own vehicle and any such instances are done at the individuals own risk and the organization is not liable for any untoward incident that occurs.

4.5 Expense submission:

All expenses and claims will need to be submitted in the expense reimbursement application within 7 days of completion of the trip and the same will be approved by your concerned

manager and you can settle with the finance team. Any submission beyond 7 days will require special approval from Head of the department and beyond 30 days finance team has right to reject the claim subject to the associate has valid justification such as medical emergency, associates are on business trips etc. In case of any travel, advance paid and not settled within 30 days' time from the date of completion of travel, the same shall be recovered in the subsequent month.

PART-II Travel Policy- Short-Term International Travel

In order to maximize Trianz's travel buying power, all air and hotel reservations must be made through the Trianz travel desk. ALL travel requests must be submitted online, with proper approvals, Project code, and billability details.

Associates should choose a most economical option and take advantage of advance purchase or other reliable fare reduction schemes. In case they opt for a higher fare than a justification for the same along with exceptional approval needs to be obtained. Trianz is not responsible for booking or paying for any personal accommodations, including but not limited to flights, hotels, meals and car rentals.

To be booked by Company	Approval Required By?	Trianz Policy
Travel Tickets	Functional/ Business Unit Head	Economy Class for all International Travel
Hotel	No	All associates will be entitled to reimbursement based on actuals spent within prescribed limits as per Table 6.2.2

Any travel for a period of fewer than 90 days on Business Visa / Business Visitor Visa is termed as short-term travel.

Approval Matrix:

Type of travel	Approver	Timeline
Business development	Channel head + Business finance	Request to be raised at least 2 weeks in advance along with necessary approvals
GTS (Cost of travel to be Billed and reimbursed with the Client)	3. Delivery Manager/ Delivery Head 4. Business finance	
GTS (Cost of travel is borne by the Org)	1. Delivery Manager/ Delivery Head 2. GTS Head 3. Business finance	
Corporate function travel	By respective SLT + HR Head & Business finance	

*This Policy is applicable to all associates traveling overseas from their base location (India) to other Trianz office or to a client site in an international location

Associates will be entitled to the benefits below:

- Visa processing for country of travel
- Air tickets
- Medical Insurance coverage for the duration of stay overseas.
- Reimbursement of local conveyance (within India/overseas, to reach/return from the airport) on actuals.
- Accommodation arrangements in the company guest houses and if not available in the approved hotels as per the prescribed limits.
- If the accommodation is booked by the client, then for all practical purposes it has to be used and the cost of that will be reimbursed on the support of bills.
- The employee is eligible for per diem from the day he/she lands in that particular country till the day they leave/ last day in that country.
- As a cost optimization, we might put associates on double occupancy wherever possible.

5.1 Transit / En-route expenses:**The following expenses would be covered:**

- The transportation charges between terminals or airports on actual
- Telephone charges if any made for official purposes in support of bills
- Transit accommodation cost if such stay is over 6 hours (within the airport stay would be suggestible). No other expenses incurred for touring / sightseeing during transit will be reimbursed.
- Expenses incurred for food – on actual and support of bills where ever possible.

5.2 Car Rentals:

- For the USA: Trianz has rates with Car rental Companies (Enterprise, National, and Hertz) and can make booking arrangements for associates through the travel desk. Alternatively, associates may book self by applying the Trianz Discount codes (For National and Enterprise: XZ23981, For Hertz: 2069732) or rent from other agencies, as well. In that case, all efforts should be made to book a low-cost option. Please note for Enterprise and National, Insurance coverage for Loss Damage Waiver is already included in the Trianz Corporate program. In case opting for Hertz or other car rentals of associate choice, ensure to include Insurance coverage for Loss Damage Waiver at the time of hiring the car to cover any untoward incidents.
- The car must be a compact or mid-size unless multiple unless more than 2 associates will be sharing a car, in which case a van or mid-size SUV may be rented. In that case, all efforts should be made to book a low-cost option. For reimbursement of car rental expenses, rental receipts need to be submitted along with approvals.
- Public transport or most economical means of transport should be engaged in case car rentals are not possible. The same shall be reimbursed at actual on producing the relevant receipts.
- Any reimbursements shall be only for Official travel. **Rest of World:** Based on the facilities available in the country of travel, associates are advised to prefer the local

transport Train / Bus etc and such tickets can be claimed on actual. Taxis / Cabs can be hired in the absence of such facilities

- An associate combining personal travel, if so happens to take off during their travel would not be eligible for per diem, accommodation and any other reimbursements while on leave. Any personal travel/weekend travel where the car is used for personal use is Not Claimable.

5.3 Telephone :

- Country-specific calling cards will be provided for grade 8 and above.
- For grade 7 and below we would encourage to buy local sim cards in the country of travel & cost of all official calls will be reimbursed at actuals.

5.4 Policies –

Reimbursable Expenses	Non- Reimbursable Expenses
<p>ATM charges while drawing cash from card</p> <p>Telephone calls made for official purpose – to the clients and to office in India.</p> <p>Dining Charges while taking a client or his representative or team members for lunch/dinner. This is reimbursable on approval from VP/ Director and excluding alcoholic beverages, cigarette, tobacco, and similar others.</p> <p>Local sim card charges for business requirements reimbursable up to \$ 25 per month as per actuals.</p> <p>Parking, Toll etc. Reimbursable at actuals</p>	<p>Customs Duty imposed on items brought by associates for personal use.</p> <p>Usage of sports facilities. Laundry, Spa & Gym in hotels</p> <p>Charges for TV viewing of specific channels</p> <p>Any other expenses of personal nature.</p> <p>International data roaming cost not reimbursable on business travel, hence associates need to disconnect their data roaming before international travel.</p> <p>Any fines emanating out of non-compliance of Public rules.</p>

SHORT TERM allowances / PER DIEM for Associates up to Grade 8(Grade 1 to 8) for trips up to 3 months

Countries / Locations	USA/ Canada	UK	Europe (Except UK)	UAE	Oman	Australia	Egypt	Asia except for UAE and Oman
CURRENCY- >	USD per Day	GBP per Day	EURO per Day	AED per Day	OMR per Day	AUD per Day	USD per Day	USD per Day
OPTION 1:								

FLAT / FIXED AMOUNT (For Lodging, Boarding and conveyance-fixed amount and no bills need to supported)	90	75	75	280	35	120	80	80
OPTION 2: ON ACTUAL EXPENSE								
A.LODGING (Bills needed to support)	120*	110*	120*	400*	40	190	150	100*
B.PER-DIEM ALLOWANCE (Boarding& Incidental, Laundry & Personal Calls No Bills needed to support.	60	40	40	160	20	75	60*(applicable for billable travel.HR needs to approve for non-billable travel)	40

*Taxes as an applicable extra.

- An employee can choose which option they would prefer to travel on either Option 1 or Option 2. Whichever the option has been chosen, the associate will not be able to change once Associates as traveled and also cannot switch between the options in between.
- If option 1 is opted for, the associate will need to manage with the amount for all the expenses of Lodging, Boarding, Conveyance, and incidentals. If choose option 2 then the associate will need to support the bills for Lodging and conveyance, and no need to support bills for boarding and incidentals.
- Boarding / Incidental - Per Diem includes food expenses, and all incidental expenses to be incurred by an associate like laundry, health club, entertaining self and friends, purchase of newspapers, magazines, parking fines etc.

SHORT TERM allowances for Associates Grade 9 & above for trips up to 3 months

Countries / Locations	Category	Grade 9 & above
		USD/ Day
USA / Canada / Europe except for the UK.	Expenses with Bills - For Lodging + Boarding + Conveyance (limit includes incidental expenses mentioned below which is at a flat rate)	250
United Kingdom	= same as above=	325
Asia	= same as above=	225
All Countries	Incidental Expenses	25
All Countries	Staying with Friend or Relative (Stay allowance w/o bills)	100

*Taxes as an applicable extra.

Note:

- No expense on lodging, boarding and incidentals will be reimbursed if on Stay allowance w/o bills.
- However, travel expenses to/from (from a place of stay to the official client) at actuals will be reimbursed within reasonable limits.
- Associates are urged to ensure that stay with friends/relatives is not detrimental to your working or working hours
- The number of travel days will be calculated on the basis of nights stayed with friend or relative
- Where there is no night stay or where the stay is less than 18 hours, you may claim boarding expenses at actuals subject to applicable limit not exceeding an average of USD 50 per day.
- On multi-location travel, boarding, lodging, and incidental expenses can be claimed except for locations where you have claimed Stay allowance.

5.5 No Show Policy

Associates are required to report to the Airport /train station well in advance of the reporting time for all departures. All additional expenses incurred due to delayed reporting and no showcases need to be borne by the associate. Exceptions are only Force Majeure, medical emergency cases, which associate couldn't communicate on time for cancellation of tickets.

PART-II Travel Policy- Long Term (Above 90 Days) International Travel

In order to maximize Trianz' s travel buying power, ALL air and hotel reservations must be made through the Trianz travel desk. ALL travel requests must be submitted online, with proper approvals, Project code and billability details as per the table below at least 14 days in advance.

Trianz is not responsible for booking or paying for any personal accommodations, including but not limited to flights, hotels, meals and car rentals.

To be booked by Company	Approval Required By	Trianz Policy
Airline Travel	Functional/ Business Unit Head and HR	Economy class for all international travel.
Hotel /Lodging	No	All associates will be entitled to 14 days stay as part of relocation
Car Rental	No	The car will be a compact or mid-size. All associates will be entitled to 14 days stay as part of the relocation.

The employee will be entitled to the benefits below:

- Visa processing for country of travel
- Air tickets
- Transit/ En-route expenses
- Reimbursement of local conveyance (within/outside India to reach/return from the airport) on actuals. – bills to be supported where ever possible.
- **Insurance:** Associates and their families are covered under the medical insurance scheme for the duration of the stay in Baggage will be entitled as per airline norms

6.1 Long-term travel on Work permit:

- Associate traveling 12 Months and above will be entitled to take his/ her family along with him/her to the nearest airport to their home location travel/ticketing services on pre-approval from HR.

Return Home Policy only for UAE: Return home policy/vacation policy is applicable for associates who completed 13 months of continuous assignment in UAE and have sufficient leave balance. The company will sponsor tickets in such cases for associates and their family (to the nearest airport to their home location (i.e. Bangalore, Chennai, Hyderabad, Mumbai & Delhi airports only) can return to their home location in between the assignments. Such vacation travels should be planned by the associate well in advance and must be approved by the Client, Practice Head and HR. If you are not eligible as per the policy and want to make a trip then it will be at your own cost and company is not sponsoring any expenses in this regard.

6.2 Initial Stay / Settling:

- The company will provide you guest house/ hotel facility where ever possible for a period of 14 nights, post which associate will need to make arrangements for moving to an apartment. In case the associate is to book the hotel on his own then such accommodation needs to be within the limits of USD 100 / night across the world for Indian Associates traveling abroad on the settlement. In case 14 nights is not sufficient for finding an apartment, any extensions need to be approved by HR Head.
- **Initial Advance/ Settling Advance:** Company will provide an advance as needed, which you will be required to repay back this advance within a period one month from the date of travel, through the home location.

6.3 Policies

Reimbursable Expenses	Non- Reimbursable Expenses
<p>ATM charges while drawing cash from card</p> <p>Telephone calls made for official purpose – to the clients and to office in India.</p> <p>Dining Charges while taking a client or his representative or team members for lunch/dinner. This is reimbursable on approval from VP/ Director and excluding alcoholic beverages, cigarette, tobacco, and similar others.</p> <p>Local sim card charges for business requirements reimbursable up to \$ 25 per month as per actuals.</p> <p>Parking, Toll etc. Reimbursable at actuals</p>	<p>Customs Duty imposed on items brought by associates for personal use.</p> <p>Usage of sports facilities. Laundry, Spa & Gym in hotels</p> <p>Charges for TV viewing of specific channels</p> <p>Any other expenses of personal nature.</p> <p>International data roaming cost not reimbursable on business travel, hence associates need to disconnect their data roaming before international travel.</p> <p>Any fines emanating out of non-compliance of Public rules.</p>

6.5 No Show Policy

Associates are required to report to the Airport /train station well in advance of the reporting time for all departures. All additional expenses incurred due to delayed reporting and no showcases need to be borne by the associate. Exceptions are only medical emergency cases, which associate couldn't communicate on time for cancellation of tickets.

Expense & Classification.

7.1 Expense Report Submission and Review Process

Trianz compiles its financial reports on a monthly basis and it is critical that expenses are reconciled in a timely manner to allow for alignment to the process. It is each individuals responsibility to ensure that this is done accurately and regularly within 7 days of completion of a trip.

Reimbursable and non-reimbursable expenses are subject to audits or reviews by tax authorities in the various countries where we operate. Additionally, clients also ask to see our expense records. Clear records of expenses, therefore, have to be maintained.

Reimbursement of associate expenses will be done within 15 days from the date of receipt of original supporting's to finance with managers approval in Fusion, this may extend if finance has any queries in the process of verifying the approvals and supporting, subject to policies are followed. Adherence to proper documentation standards and submission to Expense Reimbursement is essential for this process. Submission of expense receipts outside of defined process is not permitted and will lead to the delay or rejection of the expense report.

7.2 Classification of Expenses

Reimbursable expenses are charged to specific engagements, project codes, individuals may need to use the project search feature in Time & Expense to determine the specific project number that applies to their project.

Expenses must also be given a specific expense type:

- Expenses billable to a client project accordance with a given statement of work
- Expenses to be charged to a client project, but is not billable back to the client
- Expense is non-billable and is associated with an internal Trianz activity or corporate function

These expense types are available in Fusion. Any changes to the expense types will appear in Fusion. A specific expense category must also be indicated in the expense report

FAQ's**1. Who is permitted to travel?**

All associates are permitted to travel as long as the travel has a specific business objective and is approved by authorized managers.

2. Who will do my travel arrangement?

A request for the travel will need to be made through online on trinet travel desk application and all travel booking will be done by the travel desk. Please forward the request and approval to Travel@Trianz.com.

3. Whom do I contact if I have any queries regarding Travel and Accommodation?

Keerthiraj S - Executive – Travel Email: Keerthiraj.S@trianz.com Work: +91-80-4664-0019 (extn: 366)	
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4. Who do I escalate to regarding Travel and Accommodation?

Neelakandan Thekkedathu Mana , Asst. Manager - Travel

Work : 91-80-4664-0019 Ext – 227

Handphone : 91 -9845-000 -596

Contact him by email at Neelakandan.TM@trianz.com

5. What are the accommodation options during my travel?

All accommodations are made in Apartment / approved hotels. Hotel booking will be done by the travel desk.

6. Whom do I need to contact for approval for International my travel?

Reporting manager /Practice Head, who in turn will get this approved by the Functional Head.

7. How do I process my travel reimbursement?

Travel reimbursements are done through Oracle Fusion within the time frame prescribed.

8. If I want to propose a change /clarifications in policy, what is the process?

Please send a request for any additions/ modification that you may wish to propose to Neelakandan.TM@trianz.com, stating:

- The proposed change/clarification in policy
- Reason/background for the change proposed

The proposed changes will be evaluated and placed before the Management Committee for their consideration and approval. The policy will take effect on the day the approved changes are circulated.

For Trianz Process Improvement Group (TPIG) Purpose Only

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Version History

Ver. No.	Author	Policy Launch Date	Policy Effective Date	Reviewer	Approver	Approver Designation	Reason for Change	Change Description
1.00	Joshy VM	23-Feb-16					Initial Version	Baselined.
2.00	Ashish Arunkumar Chotai	04-Oct-17		Rajesh Ramakrishna, Paul Jacob & Anantha lakshmi	Prasad Prabhakar & Anusuya Chaman	Head Human Resources & CFO	Update in policy	Changes made in policy Inclusion of new location, Per diem & Approval matrix etc.
3.	Paul Jacob	15-feb-18	15-Feb-18	Rajesh Ramakrishna, Paul Jacob & Anantha lakshmi	Prasad Prabhakar & Anusuya Chaman	Head Human Resources & CFO	Update in policy	Changes made in Per diem for International travel
4.	Neelakandan. T.M	18-Oct-19	21-Oct-19	Rajesh Ramakrishna	Sujit Sahoo	VP-HR	Egypt-Per Diem update	Changes in the per Diem amount