# Air Travel

Summary For Category: Air Travel  
  
The policy demonstrates strong compliance in areas of preferred supplier usage, booking behavior, advance purchase requirements, and class of service guidelines. However, there are notable gaps in addressing preferred seat assignment charges and in-flight meal/beverage policies. The policy effectively covers airline upgrades, denied boarding compensation, and baggage policies, but could benefit from more detailed guidance on overnight delays. The policy also shows robust coverage of insurance aspects and safety measures, while maintaining clear guidelines on loyalty programs and airline club memberships. The threshold values for choosing non-preferred airlines over preferred ones are well-defined ($100 for domestic, $400 for international flights).

# Expense Management

Summary For Category: Expense Management  
  
The policy demonstrates strong compliance in areas of corporate card management, expense reporting procedures, and documentation requirements. However, significant gaps exist in central billing/direct invoice procedures and cash advance policies. While the policy effectively covers electronic expense submission, VAT reclaim, and payment responsibilities, it lacks comprehensive guidance on government-related expenses. The policy successfully mandates corporate card usage for business expenses and prohibits personal credit cards, but could benefit from more detailed guidelines on handling government-specific transactions and central billing scenarios. Overall, the policy achieves 21 out of 29 possible points in this category, indicating generally robust expense management practices with room for specific improvements.

# Ground Transportation

Summary For Category: Ground Transportation  
  
The policy demonstrates strong compliance in areas of car rental guidelines, payment methods, upgrades, and accident procedures. However, significant gaps exist in addressing shared economy services, car accessories/GPS, extended rentals, and private rental usage under corporate agreements. The policy lacks comprehensive guidance on cross-border rentals, city/country entry restrictions, and kilometer/mileage specifications. While basic ground transportation options (taxi, limo, rail) are well-covered, the policy could be enhanced with more detailed guidelines on ride-hailing apps and sustainable transportation alternatives. The policy also needs strengthening in areas of winterization requirements, damage reporting procedures, and specific market exceptions for safety reasons in certain countries.

# Group & Events Travel

Summary For Category: Group & Events Travel  
  
The policy has significant gaps in group and events travel management. While it addresses basic elements like group size limitations (fewer than 40 associates per flight) and booking requirements through TMC, it lacks comprehensive guidelines for group-specific spending, authorization procedures, payment methods, and risk management. Critical missing elements include central billing procedures, meeting security protocols, companion travel policies, and clear guidelines for personal travel combined with business events. The policy also needs stronger definition of group travel and specific procedures for managing group-related expenses, particularly around hotel individual charges and meal arrangements for group events.

# Hotel Lodging

Summary For Category: Hotel Lodging  
  
The policy demonstrates strong compliance in areas of hotel selection guidelines, booking procedures, and preferred supplier usage. However, there are notable gaps in addressing shared economy accommodations (like Airbnb), and extended stay property guidelines could be more comprehensive. The policy lacks specific guidance on room service, internet services costs, and hotel health/fitness center charges. While the policy effectively covers cancellation procedures and upgrade policies, it could benefit from more detailed guidelines on corporate housing arrangements and specific market-based rate thresholds. The policy also needs to strengthen its stance on sustainability aspects in hotel selection criteria.

# Meals & Entertainment

Summary For Category: Meals & Entertainment  
  
The policy demonstrates strong coverage of meal-related guidelines, including clear spending limits by destination, tipping policies (capped at 25%), and alcohol consumption limits (two drinks per day). However, there are notable gaps in team building events and preferred vendor specifications for restaurants/chains. While the policy adequately addresses business entertainment expenses and government employee entertainment restrictions, it lacks comprehensive guidance on gift-giving policies and team building event parameters. The policy could be strengthened by including more detailed spending guidelines for entertainment activities and establishing clearer definitions for business entertainment to distinguish it from personal meals while traveling.

# Overview & Guidelines

Summary For Category: Overview & Guidelines  
  
The policy effectively covers basic elements like purpose, compliance consequences, and management structure, but has significant gaps in several critical areas. It lacks a clear connection to the company's code of business ethics, audit steps, and annual policy review requirements. While it provides good documentation of roles and responsibilities, it misses comprehensive details about supervisor/manager responsibilities. The policy also lacks executive endorsement and clear communication strategies for policy updates. These gaps could impact the policy's effectiveness in maintaining consistent travel and expense management standards across the organization.

# Risk Management

Summary For Category: Risk Management  
  
The policy demonstrates strong coverage in areas of insurance, health and safety protocols, and emergency medical assistance. However, there are notable gaps in addressing travel interruptions due to personal emergencies and provisions for frequent travelers/road warriors. While the policy effectively covers internet services, travel accident insurance, and loss/theft scenarios, it lacks specific guidelines for executive or frequent traveler perks. The policy also needs enhancement in defining corporate card insurance coverage and establishing clear guidelines for the number of employees permitted to travel together on flights. Overall, the policy meets 71% of best practice standards for Risk Management, with room for improvement in personal emergency protocols and traveler benefits.

# Sustainability

Summary For Category: Sustainability  
  
The policy document shows significant gaps in addressing sustainability measures, with minimal coverage of environmental considerations. While it briefly mentions cost-efficient transportation and resource utilization, it lacks comprehensive guidelines on carbon emissions reduction, eco-friendly vendor selection, and sustainable travel practices. The policy doesn't include any specific sustainability goals, environmental impact tracking, or guidance on making environmentally conscious travel choices. Notable omissions include absence of guidelines for electronic documentation, green hotel selection criteria, and sustainable ground transportation options. The policy needs substantial enhancement to align with modern corporate sustainability standards and environmental responsibility practices.

# Wellbeing

Summary For Category: Wellbeing  
  
The policy partially addresses wellbeing aspects, primarily focusing on basic health and safety during business travel through International SOS services. However, significant gaps exist as the policy lacks comprehensive coverage of important areas such as employee satisfaction surveys, LGBTQ+ traveler support (which is completely missing), and regular tracking of traveler patterns for measuring employee wellbeing. While the policy allows combining business with personal travel, it needs stronger emphasis on employee work-life balance and wellbeing initiatives. The policy would benefit from including more modern wellbeing considerations such as traveler sentiment tracking, specific guidelines for diverse travelers, and clearer protocols for maintaining employee wellness during frequent travel.

# Travel Arrangements

Summary For Category: Travel Arrangements  
  
The policy demonstrates strong compliance in mandating TMC usage, prohibiting direct supplier bookings, and requiring profile maintenance. However, gaps exist in extended stay policies, particularly regarding weekend return trips and side trips which are not addressed. While the policy effectively covers basic travel booking procedures and authorization processes, it lacks comprehensive guidance on weekend/Saturday night stays and loyalty program management. The policy could be enhanced by providing more detailed instructions for extended stay scenarios and expanding coverage of travel alternatives beyond just mentioning video conferencing as an option.