

## COP304

# TRAVEL AND REPRESENTATION POLICY AND PROCEDURES



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## 1. POLICY INTRODUCTION

Employees who are required to travel on National Ambulance (NA) business, or who represent the National Ambulance, should do so without any financial loss or gain. This policy provides the framework for travel and representation on behalf of the National Ambulance including submission of forms, booking travel, incurring expenses and types of travel covered, in addition to representation limits.

## 2. SCOPE

This policy applies to all NA employees who are required to travel on NA business or represent the National Ambulance.

## 3. ROLES AND RESPONSIBILITIES

Employees are responsible for ensuring that they follow this policy and for submitting the appropriate approved travel request form in a timely manner. Employees are also expected to display behavior as detailed in the Code of Conduct while representing the National Ambulance

Where applicable, the Finance Department is responsible for paying the Per Diem amount into the employee's bank account prior to the overseas travel date.

Other responsibilities are detailed on the Travel Request forms.

Employees and approving officers are responsible for ensuring Claim Forms are accurate and are forwarded to Finance in a timely manner.

## 4. GENERAL

- All Business Travel Outside UAE should be submitted to the Chairman Office for approval prior 2-3 weeks of the travel date along with detailed briefing note.
- Business travel should be made in the most cost effective manner in accordance with guidelines of the policy. Employees should avoid travelling wherever practical in cases where business needs can be met by using alternate ways such as teleconferencing, videoconferencing etc. which results in less cost and time.
- Line managers should ensure that employees understand the business travel policy
- Employees are required to conduct themselves in such a manner so as to project a positive image of National Ambulance and not to indulge in any behavior that will tarnish the reputation of National Ambulance whilst on Business Travel.
- For all employees, the business travel will be approved by their relevant department executive and HR to be notified.
- All travel arrangements for business travels (locally and internationally) will be facilitated by Human Resources
- Human Resources will use only National Ambulance approved and preferred vendors, wherever reasonable, for all business travel arrangements.

- Employee responsible to notify the Human Resource 5-7 days in advance, where possible, using the appropriate form:
  - Travel Request Form : Outside UAE
  - Travel Request Form: Inside UAE

#### 4.1 Flights

All air travel for business purposes will be by economy class for flights up to three hours or by premium economy for longer flights. Travel by Business Class may be approved by the Chairman and CEO or his delegate for flights longer than 8 hours and where the employee is required to commence work soon after arrival. Staff travelling by economy class on flights scheduled to take eight hours or longer shall be permitted to rest at the destination for a period of at least 12 hours or a period equivalent to the length of the scheduled flight if longer.

#### 4.2 Accommodation, Meals and Vehicles

**4.2.1 Travel Outside UAE.** A per diem is provided to cover accommodation and meals as detailed below. Employees may arrange accommodation themselves or through the NA travel representative and have the cost deducted from payroll.

**4.2.1.1** Per Diem per day for travel outside of the UAE is:

Position	Band	Amount
CEO	7	AED 3,500
DCEO	6	AED3,000
Executives	6	AED 2,500
Directors	5	AED 2,000
Employees Band	3-4	AED 1,800
Employees Band	1-2	AED 1,500

**4.2.1.2** The full amount of Per Diem detailed above is paid for each 24 hour period based on time of arrival at destination to time of departure from destination, and the breakdown is as follows:

Breakfast	10%
Lunch	15%
Dinner	25%
Accommodation	50%

**4.2.1.3 Vehicles.** If a vehicle is approved and arranged as part of the travel request then the employee will be reimbursed for reasonable fuel costs and tolls via an expense claim. Employees are to ensure that the hire car is refuelled before returning to the hire company

#### 4.3. Travel Inside UAE:

**4.3.1** The Human Resources coordinate with the travel agency to arrange accommodation for approved travel with half board (breakfast and dinner) where employees are required to stay in a hotel. Employees are required to provide their own lunch, as is normally the case in the work place. Any exceptions to this need to be approved by the CAMO in advance of the travel.

**4.3.2.** An employee to Northern Emirates or to Abu Dhabi on official work, if required by the nature of work to stay overnight outside the base city will be provided with hotel accommodation as per grade-wise entitlements. The Human Resources will coordinate with the travel agency to arrange accommodation for approved travel

In such cases employees will be a paid a per diem breakfasts and dinners, where travel is supported by an approved Travel Request Form: Inside UAE, as follows:

Breakfast	AED50
Dinner	AED100

**4.3.3** In Case of emergencies, when the overnight stay is not pre – planned the employee will be eligible for claiming the hotel accommodation expenses, subject to the Chief Administrative and Medical Officer Approval based on the Line Manager and relevant department executive recommendation.

#### 4.4 Business Travel expenses

##### 4.4.1: REIMBURSABLE EXPENSES

- Foreign documents requirements ( Visas, Airport Departure tax, inoculations,...etc)
- Taxi travel as required, including to/from airport
- Car parking where required for business purposes; valet parking will only be reimbursed if there is no parking available; airport parking costs may be reimbursed where the parking cost is less than the return taxi fare
- Reasonable Laundry and dry-cleaning expenses for trips exceeding 3 days.
- **Other reasonable business related expenses will be reimbursed on an actual basis ( ie: emergency travel diversions)**
- National Ambulance will not be responsible for expenses resulting from flight delays or such instances unless the delay imposes inevitable expenses on the employee.

#### 4.4.2: NON REIMBURSABLE EXPENSES

Non-reimbursable expenses generally fall into the following categories:

- Of a personal or discretionary nature.
- Are unnecessary to achieving a business purpose.

National Ambulance already provides for such expenses

#### 4.4.3: NON REIMBURSABLE ITEMS, SERVICES, OCCURENCES AND EVENTS INCLUDE, BUT NOT LIMITED TO:

- Airline upgrades
- Alcohol/ cigarettes
- Barber, hair stylist, manicurist, and other grooming costs
- Hotel upgrades
- Massage and other spa charges
- Normal commuting expenses
- Non-approved aircraft charter expenses
- Personal credit and charge card fees
- Personal entertainment (including movie rental in hotel rooms, earphones in flight)
- Shoe shine
- Sports and Social Club (golf/ country/ tennis clubs) dues and membership
- Traffic, speeding, and parking tickets

#### 4.5 Insurance

NA provides all insurances required when an employee is travelling on behalf of the National Ambulance, except for private car insurance, where applicable. Employees should refer to the OPP117 Vehicle Policy and OPP118 Driving Policy regarding National Ambulance policies and procedures, including action to be taken if involved in an accident.

**4.5.1 Travel Insurance:** The National Ambulance can provide travel insurance for employees travelling for business purposes outside the UAE. An employee needs to indicate on the travel request form if they require the National Ambulance to arrange



travel insurance. Employees should note that emergency medical insurance is provided by their National Ambulance health insurance provider.

**4.5.2 Hire cars:** When approval has been given to hire a vehicle while travelling on National Ambulance business a base insurance is to be taken out. NA will pay any insurance excess for damage unless the accident is due to the carelessness of the employee. A police report must be provided for all claims. Accidents must be reported immediately to the employee's manager.

**4.5.3 Private Vehicle:** If approval is given for an employee to use their private vehicle for business purposes the employee needs to provide a current certificate for comprehensive insurance prior to the trip. NA will pay for any insurance excess for damage to the vehicle unless the accident is due to the carelessness of the employee. A police report must be provided for all claims. Accidents must be reported immediately to the employee's line manager.

#### 4.6 Representing National Ambulance with Clients

**4.6.1** In the course of conducting business it may be necessary for employees to accord hospitality to invited guests, clients or potential clients, and external parties who provide assistance to maintain or build rapport and goodwill. It may also be necessary at times to reciprocate hospitality that NA employees receive.

**4.6.2** Entertainment may be hosted in appropriate places such as cafes, restaurants, hotels etc, and the types of people who can be hosted are decision-makers, those who recommend to decision-makers and those who provide NA with a service delivery.

**4.6.3** The following employees are authorised to host on behalf of the National Ambulance, with the senior person being the host and deciding on the number of people to be hosted on a need-to-attend basis. All representation, including any expense, is to be approved by the CEO in advance of the activity:

- CEO
- DCEO
- Departments Executive
- Other staff members authorised by any of the executives listed above

**4.6.4** An employee is not to approve their own representation expense claims. All claims should be approved by the employee's relevant department executive and, in the case of

the CEO, a board member. Expense Claims are required to be submitted on a FIF105 as follows:

- Approved form to be submitted to Finance as soon as possible
- The representation must be specified on the form
- Participants' names, positions and companies represented must be specified on the back of receipts
- The Cost Centre (specific department as well as the specific project code if applicable) the expense is to be charged to must be entered on the form

## 5. RELEVANT LEGISLATION

International, federal or local legislation and circulars relevant to this Policy. Full detail on this legislation can be found in QHP109 Legal Register.

Code, Name of Legislation	Jurisdiction
Code, Name of Legislation, Year here	Jurisdiction here

## 6. RELATED POLICIES AND FORMS

List related policies and procedures to the created/updated policy.

Policy & Procedure /Form	
COF202	Travel Request Form Outside of the UAE
COF205	Travel Request Form Inside of the UAE
FIF105	Expense Claim Form
OPP117	Vehicle Policy
OPP118	Driving Policy

## 7. FEEDBACK

Any feedback or suggestions for improvement to this Policy, Processes or Procedures can be submitted to [qhse@nationalambulance.ae](mailto:qhse@nationalambulance.ae)

## 8. DOCUMENT CONTROL AND OWNERSHIP

A review and update of this document will take place as necessary, when changes occur that identify the need to revise this Policy such as changes in roles and responsibilities, release of new legislative or technical guidance, or identification of a new policy area.

This document ownership for editing is identified as:

- HR and Corporate Service Manager

This controlled document is managed / overseen by [Procurement and Tendering Committee and/or Audit and Risk Management Committee and/or HR and Compensation Committee].



Version No.	Date	Change
2	June 2012	Policy reviewed to change price ceiling price ceiling; increased to 100% for category (B) and 50% for category (A). Cosmetic changes made as well.
3	February 2013	Updated Policy as outlined in amendments
4	September 2014	Rewrite of Policy as Follows: <ul style="list-style-type: none"> <li>• Include Travel within UAE</li> <li>• Update Entitlements</li> <li>• Travel request form changes of title</li> </ul>
5	April 2015	Change in Per Diem
6	October 2019	Rewrite of Policy as follows: <ul style="list-style-type: none"> <li>• General policy Overview</li> <li>• Business Travel Expenses</li> <li>• Reimbursable , non-reimbursable expenses</li> <li>• Travel Inside UAE</li> <li>• Document owner</li> </ul>
7	October 2021	Due to Review, <ul style="list-style-type: none"> <li>• Changed the word company to National Ambulance</li> <li>• Changed the word CAO to CAMO.</li> <li>• Amended the clause 4.3.3</li> <li>• Removed the clause 4.3.4</li> </ul>

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CEO Approval

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Board Member Verification