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| **Logistics Handbook** |
| Middle East and North Africa Department |

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**Abbreviation list**

* EC: Expense claim
* COO: Chief Operative Officer
* DED: Deputy Executive Director
* DSA: Daily subsistence allowance
* MF: Meeting Form
* PM: Project Manager
* PO: Project Officer
* PO: Purchase Order
* RD: Regional Director
* TA: Travel Authorisation
* ToR: Terms of Reference
* Travelling 2000 also called NGO Travels refers to the travel agency used by HD headquarters (MENA department)

NB: The term “logistics coordinator” refers to people working within the logistics department whatever the hierarchy level

**Introduction**

This handbook provides guidelines and instructions to support the logistics staff perform their daily tasks in compliance with HD’s policies. It is designed also as a training toolkit for new employees.

The logistics handbook describes the tasks of a logistics coordinator working within HD and covers the administrative, financial and security aspects of his/her work in particular within the MENA department.

1. **Travels**

The support team oversees all bookings for missions and meetings and ensures that HD travel policy is followed.

* + **Mission**

Describes any trip that may cause expenses. A mission can occur only if a travel authorization (TA) is duly filled and approved by the supervisor. For invitees, TAs are approved by the PM.

Examples:

* Regional Director travels from Geneva to Bern in train – TA required
* Consultant travels from Tripoli to Sirte by car – TA required
* Logistics coordinator travels from Geneva to Tunis – TA required
* Guest from Tripoli to Tunis for a bilateral meeting – TA required

Exception:

An HD staff/consultant meets with an interlocutor in the city where s/he is based. Representation costs and related ground transportation can be charged without a TA, subject to supervisor approval when the expense claim (EC) is submitted.

* + **Meeting**

Defines any meetings with more than 2 invitees and meeting costs (catering/room rental or audio equipment). The meeting form (MF) replaces the TA for the invitees only. TAs have to be done for all staff/consultants.

* 1. **Travel Authorization (TA)**

HD covers expenses related to professional travel as long as travel has been duly authorized. An approved TA is needed to claim DSA and expenses.

The TA must be filled by the traveler (staff or consultant) and approved by the supervisor. Logistics colleagues are allowed to issue tickets **only** when they receive an approved TA. Meanwhile, they will look at flight options, accommodation and whether a visa is required or not.

The TA reference is composed of the initials of the traveler (for example: RGR stands for Romain Grandjean), the year (20, 21,…) and the trip number (001, 002, … , 024, 025, etc.).

Example: Romain Grandjean ð TA-RGR-21-001

Guests invited for a bilateral meeting also need an approved TA. In this case, TA must be filled by the logistics coordinator and approved by the PM. TA reference is composed of the initials INV, the year (20, 21, …) and the trip number (001, 002,…, 024, 025, etc).

Example: John Dupont ð TA-INV-21-014

If a HD staff/consultant travels within her/his country of residence and has expenses related to this trip, an approved TA is needed.

Examples:

* Geneva based staff travel to Montreux and buy a train ticket
* Libya based staff travels to Tripoli and spends 2 nights on site

Exception: RGR meets with a contact in Geneva where he is based. Representation costs and related ground transportation can be charged without a TA number, subject to supervisor approval when the expense claim (EC) is submitted.

TAs and electronic approvals are filed in the traveler’s Outlook folder. Each folder contains email communications related to one specific TA only.

Filing example:

Outlook/Public Folders/All Public Folders/AV Logistics/2021/Flights/Staff members/Romain Grandjean/

RGR02- GVA-TUN- 14-15.01.20/CFA/MISC/COR21

*You will find an example of TA at the end of the manual[[1]](#footnote-2).*

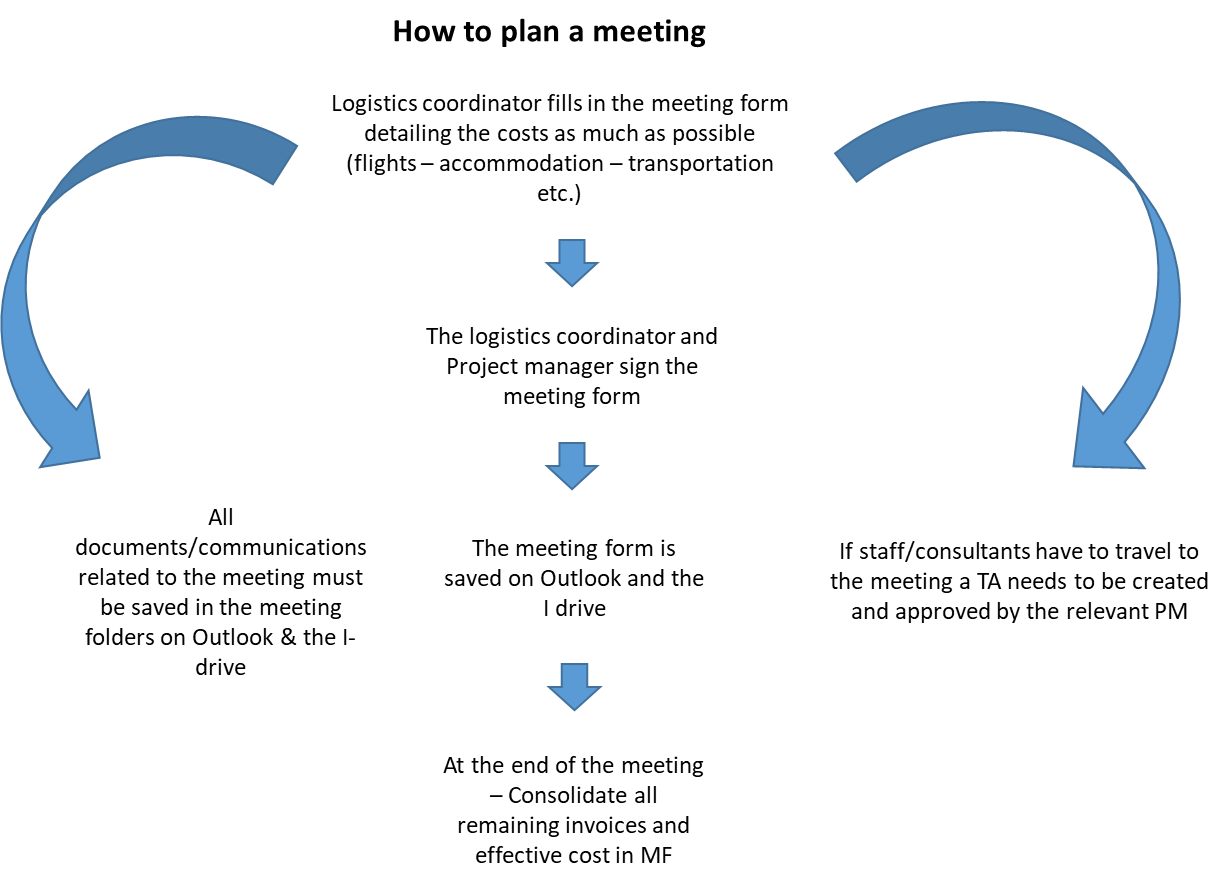
* 1. **Meeting Form (MF)**

For meetings and events with external participants, the meeting form (MF) serves as overall approval for all travel costs for participants (individual travel authorisations are not required except for staff/consultants). It also serves to consolidate all the costs related to the meeting, used for the budget follow-up or to prepare new budgets.

The costs in the MF shall be as detailed as possible as it is often required by auditors to justify meeting costs. It must be signed by the logistics coordinator and the Project Manager. A copy shall be filed in the meeting folder in Outlook/Public Folders/All Public Folders/AV Logistics/2020/Meetings or [I:\Admin\LOGISTICS\HDC Meetings\MENA\Meetings MENA 2020](file:///I:/Admin/LOGISTICS/HDC%20Meetings/MENA/Meetings%20MENA%202020).

Any documents/communications related to meeting costs such as vendor contracts, purchase orders and invoices have to be filed in the meeting folder.

*You will find an example of Meeting Form at the end of the manual[[2]](#footnote-3).*



* 1. **Flight booking procedure**

HD books and covers staff, consultants and invitees’ travel in the most cost-efficient way, using the cheapest train/flight option, including low-cost carriers, on the most direct and economical routes. Some flexibility is allowed when direct and economical are contradictory criteria. A direct flight is preferred for example instead of an indirect flight even though the fare is more expensive.

* ***Where to book flights***?

HD purchase tickets through partners (i.e. NGO Travels, Aladin voyages[[3]](#footnote-4)).

Under certain circumstances, i.e. limited availability of seats or airlines not referenced on Amadeus, tickets can be purchased in cash at the airport (in Tunis) or by the traveler directly and he will be refunded through his/her expenses claim (staff/consultants) or in cash via the HD receipt (invitees).

When an airfare is considerably cheaper through the airline’s website, the logistics coordinator can proceed directly with the booking online (i.e. Swiss, KLM, Norwegian, SAS) and pay with his/her professional credit card.

* ***Flight booking procedure:***

Find below the detailed steps for flight booking through partners (i.e. NGO Travels):

* Receive the request together with the TA approved
* Create the folder under outlook AV LOGISTICS (i.e.: RGR01 TUN 15-17.01 LIBY-CHE083)
* Ask for different itinerary options and their prices to the travel agency
* Select the most cost effective/direct options and send to the traveler for him/her to choose
* Request the pre-booking to the travel agency
* Send the pre-booking to the traveler and request a final confirmation before issuing the ticket
* Ask the travel agency to issue the ticket, the logistics coordinator provides the TA number and all the relevant financial codes as follow:
  + TA number
  + Project code
  + Fund code
  + Activity code
  + Budget line
* Send the ticket to the traveler (Structure of the email subject should, i.e.: RGR01/LIBY-EUN30: trip to Tunis 15-17.01). If it’s an NGO rate, please remind the traveler to take his/her attestation. If the NGO attestation (refer to chapter 1.3.3) was not shared before, a copy should be sent together with the ticket.
* Update the travel record (refer to chapter 2.1.3)
* File all important communications in the travel folder (at least TA, pre-booking, issuance’s confirmation, ticket, final email to traveler) in **Outlook/Public Folders/All Public Folders/AV Logistics/2020/Flights**

Seat reservations, checked luggage and/or priority boarding options can be added to the booking if needed. Please refer to reimbursement policy.

If a flight ticket was issued via NGO travels but the ticket is no longer needed, it can be voided the same day, without being charged, by contacting the travel agency or the emergency services if outside business hours.

* + 1. **Booking class**

The booking class for a trip will be dependent on the duration of the overall duration of the trip. Travel time equals the total duration between the flight departure time at the origin city and the landing time at the arrival destination. After each night stop (if 1 night is spent at an airport hotel), a new calculation begins. Budget or donor policy permitting, traveler may be offered:

* Economy class bookings for a travel time up to 11 hours (including stop-overs);
* Premium Economy class (if available) for overnight flights over 6 hours (including stop-overs) at a reasonable price. If not available, economy class applies;
* Business class can be booked only if the direct flight is over 9 hours or if the overall trip exceeds 11 hours (including stop-overs).

Please mind the time zone. You can’t just take the departure time and arrival time to define the overall trip. On pre-bookings, you can find the flight(s) duration and transit duration - those have to be summed up.

For tickets exceeding CHF 7000.- (or equivalent), as well as for tickets exceeding reasonable amounts on a given route, prior approval from the Deputy Executive Director (COO) or in his absence, from the Director of Finance, is needed before issuing the ticket.

If for some reasons an economy ticket can’t be purchased (flight fully booked, high level invitee, medical condition) and has to be booked in business class then the booking must be approved by the COO before confirming the booking.

* + 1. **EasyJet**

EasyJetflights are always booked online (non-flexible fares). Bookings made through HD common account are invoiced through AirPlus (important note: Do NOT forget to add MENA AirPlus card number to each booking). The project and fund codes as well as the TA reference can be added for an easier follow-up on AirPlus invoice. Please refer to chapter XX for details on AirPlus.

* Login: [Logistics-gva@hdcentre.org](mailto:Logistics-gva@hdcentre.org)
* Password: 114Centrehd

*Please refer to detailed Reimbursement Policy *



Some colleagues travel a lot and are entitled to Easyjet Plus card which give them some benefits such as allocated seating, fast track security, speedy boarding, or additional cabin bag.

* + 1. **NGO rate**

As a Swiss-Based Non-Governmental Organization, staff, consultant or guest mandated by HD are entitled to the NGO rate. Airlines may ask the traveler to show the NGO’s attestation as a proof of his/her entitlement to such a rate.

A yearly attestation is filled by the logistics coordinator and sent to the traveler. A signed copy is archived on I-drive: I:\Admin\LOGISTICS\Attestations KLM-AF-LX-LH

*The template is available on SharePoint * **

* 1. **Train tickets**

In Europe, North America and parts of Asia, the use of train shall be preferred to air travel for destinations which can be reached within 6 hours of train. Staff, consultants or invitees are entitled to second-class tickets (or equivalent) for trips up to 3 hours. First class tickets can be booked for trips over 3 hours.

Before purchasing train tickets for journeys inside Switzerland, it is required to create a Swisspass account that will be linked to our CFF business account. Please create your profile on the [CFF website](http://www.swisspass.ch/embeddable/register/1) and liaise with Alexis De Siebenthal who manages HD’s CFF business account in order to link your own account to HD’s CFF business account ([de-siebenthal@hdcentre.org](mailto:de-siebenthal@hdcentre.org)).

***Train booking procedure:***

***For travels in Switzerland:***

* Receive the request together with the approved TA
* Create the folder under outlook AV LOGISTICS
* Send itinerary options to the traveler
* Ask if she/he holds any kind of reduction (half fare card in Switzerland)
* Log in to the HD’s CFF business account using your Swisspass credentials: www.swisspass.ch/oevlogin/login
* Select user role Centre for – CEN7905
* Purchase the ticket using the AirPlus account number
* File all important communications in the traveller folder

***For international travels booked on CFF/SBB***:

Same as above, except you can log in directly on the HDC/CFF Business account:

[https://www.sbb.ch/ticketshop](https://www.sbb.ch/ticketshop/b2b/fahrplan.do?sprache=en&xmlHandle=https%3A%2F%2Ffpl-p.fpl-prod.aws.sbb.ch%2Fbin%2Fquery.exe%2Fen%3FshowExtXml%3D1%26xmlId%3Dj7.0223881.1645782364%3A1%3ADirectConReq-0&returnUrl=https://www.sbb.ch/en/buying)

CFF Login:

www.cff.ch/businesss

User-ID: HDC-CFF

Password:1Centrehd

Contract number: CEN7905

Please insert the project code and your initials. The ticket will be invoiced through AirPlus (Delta Account), the invoice will be shared by Alexis for verification.

Tickets from Geneva to Paris are usually bought via the [SNCF website](https://ch.oui.sncf/fr/?gclid=EAIaIQobChMI38Sd0sSm6gIVWe7tCh0T_QhdEAAYASAAEgKwOfD_BwE&esl-k=sem-google|ng|c284006262690|me|ksncf|p|t|dc|a18798167843|g388020683&ef_id=EAIaIQobChMI38Sd0sSm6gIVWe7tCh0T_QhdEAAYASAAEgKwOfD_BwE:G:s&prex=T_LSP_524DA47162968&s_kwcid=AL!453!3!284006262690!e!!g!!sncf&ef_id=EAIaIQobChMI38Sd0sSm6gIVWe7tCh0T_QhdEAAYASAAEgKwOfD_BwE:G:s), as it is easier to cancel/modify a booking. No private account is required, but the payment has to be processed by credit card (not possible with AirPlus).

For staff members planned to travel more than four times a year within Switzerland for professional reasons, HD will cover the cost of the half-fare ticket.

* 1. **Accommodation**

Only 3 and 4-star hotels can be booked in Europe including Turkey, North America, Gulf countries including Oman and Asia.

5-star hotels are not allowed for the above-mentioned regions unless this is approved in writing by the COO. A copy has to be filled in the traveler folder. To avoid individual approvals, a memo can be done including recurring hotels.

The logistics coordinator will book and pay the accommodation when possible, ensuring HD policy and donor’s requirements are followed. The selection of the hotel can be based on various criterias, price, location (close airport/train station or meeting location) and safety. The traveler is allowed to give his/her preference but the final choice remain within the Logistics Coordinator.

1.5.1 Hotel booking for missions

HD has corporate agreements with various hotels in Geneva and worldwide, please refer to existing [database](https://hdcentre.sharepoint.com/:x:/r/sites/corporate/_layouts/15/Doc.aspx?sourcedoc=%7B002ABB32-B9AE-45D4-B59E-3A6BF1D7660C%7D&file=Preferred%20hotel%20vendors%202020.xlsx&action=default&mobileredirect=true) available on SharePoint and previous bookings filed in Outlook/AV Logistics/ Hotels GVA or Hotels Worldwide.

If the selected hotel is a partner (signed agreement), the booking is made directly with the partner – always in writing. You can check availability over the phone, but a written confirmation including name(s), dates, room category, amount and mean of payment is mandatory. Often, partners agree to send invoices and to be paid after the stay via bank transfers. The logistics coordinator has to confirm prior to the traveler arrival the charges covered (usually breakfast and taxes).

If we have no agreement, the booking can be made directly with the hotel or via an online booking platform such as [**Booking.com**](https://www.booking.com/index.html?aid=376363;label=bdot-a5ry4TIU_Hc5n8qCVC158QS267777916453:pl:ta:p1:p22,562,000:ac:ap:neg:fi:tikwd-334108349:lp9056105:li:dec:dm:ppccp=UmFuZG9tSVYkc2RlIyh9YfqnDqqG8nt1XFzPnqOODws;ws=&gclid=EAIaIQobChMIpaSu_KOk6QIViYXVCh107QgoEAAYASAAEgK7i_D_BwE). The tendency is to do online bookings for immediate confirmations (especially for last-minute bookings) unless you can get a much better rate when booking directly with the hotel.

When using an online booking platform, each Logistics Coordinator will create an account for professional bookings. Payments are processed by Logistics coordinator with his/her professional credit card. Sometimes, the credit card is used as guarantee only, please liaise with the hotel to make sure they will charge the credit card. Often, the hotel will request a signed third-party authorization form.

If the selected hotel (I) can’t be booked and paid directly either by the Logistics Coordinator or the traveler (II) is not available on any online booking platforms; the Logistics Coordinator can book it via a travel agency. The request to the travel agency has to be sent per email. The agency confirmation should include the hotel name, the traveler(s) name(s), room category and price per night. Ideally a hotel voucher is shared with the traveler.

1.5.2 Hotel payment for missions

HD covers the room, breakfast and taxes. If you have the information that the traveler will not need breakfast (early flight/train or other reasons), please do NOT book. Extras are never covered by HD, you have to make sure the hotel charges this separately to the traveler. Exception: hotel laundry up to the equivalent of CHF 20 per night can be claimed by the traveler. He/she will add this in his/her expense claim.

If a hotel is prepaid by the Logistics Coordinator or the hotel agrees to send/email us the invoice upon departure (meaning the hotel will be paid after the stay), the traveler should be informed to avoid double payments. The Logistics Coordinator has to collect the online booking confirmation ideally including a receipt or a proforma invoice to justify the transaction on his/her credit card bank statement (if prepaid with a cc) or the invoice to be joined with the signed approval stamp (if paid via bank transfer).

If the prepayment of the hotel room, breakfast (if needed) and taxes is not possible, the traveler will pay the hotel upon arrival (either with his/her own money; cash/personal credit card or with a cash advance). He/she will prepare an expense claim or a liquidation upon return. The traveler should not forget to collect the invoice as a mandatory justification for his/her expense claim.

If the prepayment is not possible by the Logistics Coordinator (e.g. the hotel don’t accept credit card payment from abroad, HD can’t process a bank transfer in due time) and the traveler can’t pay (e.g. the traveler can’t advance the money, he/she can’t get a cash advance), the Logistics Coordinator can book and pay via a travel agency. The Logistics Coordinator will justify the travel agency invoice by adding his/her communication with the travel agency and the hotel voucher as we can’t get the original invoice from the hotel.

Individual bookings usually don’t reach CHF 1’000 meaning a PO is not needed. However, if you book several rooms and get a joined invoice, it’s likely to get invoices above CHF 1’000 especially with travel agencies.

Hotel bookings shall be filed so that information is available at all times:

* Outlook/Public Folders/All Public Folders/AV Logistics/Hotels GVA or Hotels Worldwide

Communications with the traveler shall be filed in Outlook in the traveler folder referenced with the TA number.

1.5.3 Hotel booking and payment for meetings

When booking several hotel rooms, often hotels apply different conditions (modification and cancellation policy, payment conditions) and ask organizations to sign a contract. This is also a guarantee for us to have the desired rooms – particularly important when hotels are almost fully booked.

The hotel contract may not be exactly what we will consume but at a certain point, it has to be signed. The contract is an external commitment while the PO is an internal procedure. Both should correspond, obviously the PO has to be approved before the contract is signed.

For big meetings, the amount is generally above CHF 10’000. As per HD policy, 3 different quotes should be requested before choosing the hotel. A recap table has to be done and joined with the PO together with the 3 different quotes. The final choice should be justified in the PO’s description box. If the total amount is above CHF 50’000, 3 signatures are needed on the PO (please refer to the DoA).

The Logistics Coordinator has to negotiate with the hotel to get preferred rates and flexibility. We work in a faced paced environment with limited funding, we like to pay what we consume nothing more.

Hotels can be paid either by bank transfers or AIDA virtual credit cards. UBS professional credit cards are limited to CHF 10’000, those are generally not used for meetings but missions only.

Since 2020, AIDA virtual credit cards are no longer permitted in some countries including Tunisia. While we used them a lot for past meetings in Tunisia, we have to rely on bank transfers when possible. If a payment should be immediate (Tunisian banks hold transfers sometimes more than 5 days), exceptionally UBS professional credit cards can be used to pay the first deposit. If the total estimated amount is above the equivalent of CHF 10’000, the balance should be paid by bank transfer. Important note: copies of the contract and the PO will be needed to justify each transaction. If the amount is lower than CHF 10’000 and the limit is not reached, we prefer on method of payment. This exception doesn’t prevent the Logistics Coordinator to get all necessary supporting documents (signed contract + signed PO with signed approval stamp) before the authorization is given to use the credit card (for the deposit(s) and the balance).

Hotels in Switzerland can only be paid via bank transfers. If for some reasons, an urgent payment is needed to respect the contract terms – an exception can be asked to the Accounting team. Urgent payments can be done only if all supporting documents are ready (signed contract + signed PO with signed approval stamp). Credit cards can’t be used unless approved by the DoF. Please note that HD is VAT exempted in Switzerland. The VAT exemption document is available on SharePoint. Hence, new suppliers have to be informed in order for them to send invoices without VAT.

Often hotels ask for 1-2 deposits and a final balance when the meeting is finished. To ease reconciliation, only one mean of payment should be used (exception permitted as mentioned above for immediate deposit). On top of that, deposits should be booked with account 11’620. When the final invoice is reviewed and approved, the allocation can be made using the right accounts and activity code/budget lines.

The final invoice should highlight the final allocation. Colors or symbols have to be used to understand the various split. Please write down subtotals and final amount on the invoice.

* 1. **Visa procedure**

The logistics coordinator is in charge of the visa arrangements related to staff and consultants’ travels. Visas can be processed either directly through the relevant embassies/consulates or online platforms, if electronic visas are available, or through CIBT Geneva in case of complex procedures or urgent requests.

Visas upon arrival are often available and easy to get. Before starting a visa procedure, please double check if this is available or not.

The CIBT processing fees are relatively high therefore the budget covering these costs must be confirmed prior to the request. The CIBT costs are invoiced through the AirPlus account.

* CIBT login: [www.cibtvisas.ch/hdcenter](http://www.cibtvisas.ch/hdcenter)
* Or [www.cibtvisa.ch](http://www.cibtvisa.ch), account login and enter HD contract number: 400403.

After the request has been submitted online, the logistics coordinator shall call CIBT to agree on the pick-up date and time of the documents. Urgent requests submitted after 4 pm will be charged extra fees.

Schengen or Swiss visas for participants to meetings are requested through the project Swiss counterparts in Bern. The procedure established by the Swiss counterparts will be followed (refer to the procedure specific to each project: invitation letter, list of participants, etc).

1. **Administrative procedures**
   1. **Supporting documents**
      1. **Contracts**

When contracting a service provider or booking a venue for an event, a contract will be signed by both parties, as per HD delegation of authority. The contract will be attached to the invoice as supporting document, along with the PO (if purchase is over CHF 1000.00). A soft copy will be filed in the meeting folder. If the payment is made in different installments, a copy of the supporting documents shall be attached as justification to each transaction.

If the payment is made by bank transfer and it’s a new partner, a [vendor form](https://hdcentre.sharepoint.com/:x:/r/sites/corporate/_layouts/15/Doc.aspx?sourcedoc=%7B65A92236-6E0E-48BA-878A-E52F84B2F089%7D&file=New%20vendor%20request%20form.xlsx&action=default&mobileredirect=true) will have to be filled in with all relevant information and bank details and provided to the finance department.

* + 1. **Purchase Order (PO)**

When a purchase exceeds CHF 1’000, a Purchase Order (PO) must be filled and approved as per the delegation of authority, whatever the payment method (cash, credit card, bank transfer) and from whoever purchases it (support or operation).

Exception: flight tickets are justified by the travel record. No PO required.

The PO must be signed and dated before the financial commitment. It must display the following information:

* Location
* Number of pax
* Number of units (i.e. night), cost per unit
* Purpose of the order (name of meeting for instance)
* Project and Fund codes, activity/budget line (if applicable)

The PO must be filled in original currency and the total amount converted to CHF using the x-rate of the day ([Oanda](https://www1.oanda.com/currency/converter/)). It gives an estimate of the total costs in CHF as the final amount will depend on the payment date and method of payment (AirPlus, Visa card, etc).

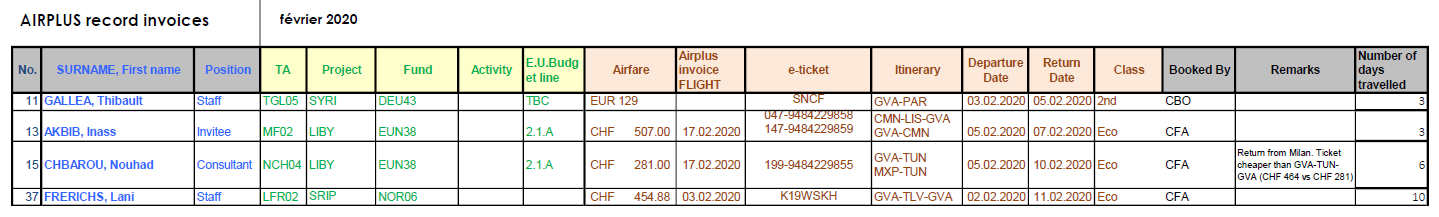
For all purchases above CHF 10’000, you must attach three quotes from three different providers and justify the choice in the comments box. Please attach a detailed recap table to the PO summarizing the three quotes (i.e. a comparison of costs in an excel doc.).

*The template is available on SharePoint *

* + 1. **Travel record – Carbon offsetting**

The travel record is used to monitor flight tickets, track refunds and serves as a basis to review invoices (AirPlus, local agencies or others) and justify them.

* Details about issued tickets (TA, MF, project and fund codes, dates) have to be added in the travel record. The file has 12 tabs, one per month.
* Tickets are recorded as per travel dates. If you book a flight on March 23 for travel dates 3-5 April, the ticket is recorded under the April tab.
* One line is used per booking. If the tickets are modified or cancelled, details are mentioned under “comments”. If a new ticket is bought for a similar TA, a new line can be created.
* Column “airplus invoice flight” is updated when we receive the invoice. Flight tickets can be purchased via different means:
  + Travelling 2020 paid with AirPlus => please add AirPlus invoice date
  + Aladin paid by bank transfer => please add Aladin invoice number
  + Easyjet paid with AirPlus => please add AirPlus invoice date
  + Airline counters paid in cash => please add voucher number (from office report/WA)
  + From third party refunded via expenses claims (staff/consultants) or HD receipt (invitees) => please add date of EC submission or date of refund



If insurances visas and hotels are booked and paid via local agencies, details should be added in the travel record in dedicated columns.

**9**

* + 1. **Invoices (without VAT)**

Invoices processed by the accounting department in Geneva are usually paid within 30 days. HD is VAT exempted in Switzerland. The VAT exemption document is available on SharePoint.

New suppliers have to be informed in order for them to send invoices without VAT.

It’s the responsibility of the logistics team members to collect invoices, check them carefully, prepare the approval stamps, collect the signatures as per the delegation of authority, join all required supporting documents (e.g. contract, purchase orders, vendor forms) before this is processed to the accounting department.

* + 1. **Approval stamp**

Approval stamps have to be created whenever an invoice is given to finance. This document serves as verification and has to be sent to the relevant PM for approval. The approval stamp has to be attached with the invoice and has to detail all the budget codes, TAs/MFs number if applicable and has to be signed by the logistics coordinator and relevant PM according to the delegation of authority.

Approval stamp template

* 1. **Payments**
     1. **Airplus/A.I.D.A Card**

[AirPlus International](http://www.airplus.com) is a financial service company that provides business travel payment solutions globally. The AirPlus Business Travel portal gives a complete service for business travel management.

Flight reservations made by the logistics coordinator are charged by the travel agency to HD’s AirPlus account:

* Original invoices are sent twice a month, on the 1st and 15th.
* The invoice is available in soft copy (Excel file) on the business portal.
* The soft copy is uploaded, filtered and distributed to the relevant logistics coordinator for verification and reconciliation with the travel record.
* After completing the verification and reconciliation, the logistics coordinator print and sign both their Excel and travel record files. The documents are then attached to the original invoice.
* If you purchase an EasyJet flight through HD’s AirPlus Account, don’t forget to print and attach the boarding pass to your reconciliation.

The approval stamp is then signed by the logistics coordinator and the Regional Director. The hard and soft copies are sent to the finance department.

Soft copies of AirPlus invoices are filed in a monthly folder: I:\Admin\LOGISTICS\FLIGHT INVOICE RECORD\Airplus 2020 - MENA\January

* **A.I.D.A virtual card:**

The AirPlus A.I.D.A virtual card is a digital version of a MasterCard that is created for the payment of specific travel expenses. Each card number can be limited to a specific purpose, but also to a set amount, validity period and currency. A.I.D.A cards are mainly used to pay expenses related to meetings/events (i.e. Accommodation, transfers) when the use of credit card is not possible.

The transactions are invoiced centrally through HD’S AirPlus Account and appear on the bi-monthly invoices. They must be split among the different accounting codes (i.e. 63000 - accommodation, 61300 - meeting and events, 62000 - ground transport). Supporting documents such as hotel invoice, purchase order and contract agreement must be added to the AirPlus invoice.

Please note that not all hotels accept the A.I.D.A card.

* + 1. **Bank transfer**

Payments are processed by finance once a week as a general rule on Wednesday. Invoices, with supporting documents and relevant approvals must be submitted on Friday latest in order to be processed the following week.

For any new supplier, the [vendor form](https://hdcentre.sharepoint.com/:x:/r/sites/corporate/_layouts/15/Doc.aspx?sourcedoc=%7B65A92236-6E0E-48BA-878A-E52F84B2F089%7D&file=New%20vendor%20request%20form.xlsx&action=default&mobileredirect=true) will have to be filled in with all relevant information and bank details and provided to the finance department.

* + 1. **UBS credit card**

In some cases, the logistics coordinator shall pay for travel costs using his/her UBS credit card. S/he will be responsible for the verification of all transactions and h/she will ensure the costs are correctly allocated to the relevant project and fund codes.

At the end of each month, the logistics coordinator receives the UBS detailed invoice for the month. S/he will proceed with the verification, numbering the transactions and applying the same numbers to the supporting documents along with the project and fund codes. S/he will sign the invoice along with the PM and will provide all documents to the finance department in order to proceed with the payment.

If the bank statement is not paid on time due to a late submission, interest costs will be charged on the following bank statement. This can’t be charged on donors, COR funds have to be used. The card holder is responsible to avoid those extra costs.

* + 1. **Cash**

In some cases, payments will be made in cash. In Switzerland, this method of payment will be accepted only an exceptional basis and with the authorization of the Director of Finance.

For details on cash request procedure, please refer to section **Cash request and Liquidation***‎ 2.3.3 Cash request and Liquidation.*

* 1. **Reimbursement of expenses and Cash advance**
     1. **Expenses claim (EC)**

HD will reimburse professional expenses incurred during a professional travel. Travel is considered professional when its main purpose is work related (project activities or need for representation) and it has been defined and authorized as such prior to departure.

The [expense claim](https://hdcentre.sharepoint.com/:x:/r/sites/corporate/_layouts/15/Doc.aspx?sourcedoc=%7B80A23652-D171-4B78-86BD-A4740E6F886B%7D&file=Expenses%20Claim%202020.xlsm&action=default&mobileredirect=true) has to be prepared by the traveler and sent with originals to his/her focal point within two weeks after his return.

* Approved TAs are needed to claim DSA and expenses
* As per the HD policy, the traveler must submit the expenses including the original receipts within 15 working days after the mission.
* Payment is made only when originals are received.
* Mission related expenses have to be approved by the claimant’s supervisor before it’s refunded or liquidated. No cash payment can occur before the approval.

HD will refund the expenses within a month after the submission of the approved expense claim with originals enclosed.

If a transaction is not justified by an original receipt, an HD receipt or an approved memo, the transaction will be removed and the expense claim processed without it. The expense can be claimed at a later stage when original receipt (or memo) can be enclosed.

* For cash expenses, use the Oanda exchange rate of the transaction day (or average rate for the period of travel). For credit card payments: use the credit card rate and justify the amounts debited from his/her credit card by attaching a copy of the credit card statement.

If an original receipt can’t be collected, an HD receipt can be done. The HD receipt is acceptable only if the following information are mentioned:

* Date
* Original currency and amount
* A description
* The document is signed by the receiver

A memo can be done for lost receipts only. Those costs can’t be charged on the projects and COR funds have to be used. The supervisor (from PM level) is entitled to refuse if this occurs too often.

The expense claim template is available on Sharepoint - Forms, Policies & templates - and updated every year.

* + 1. **Reimbursements to participants to meetings/events**

During meetings/events organized by HD, some participants may need to get reimbursed for travel costs that cannot be prepaid by HD, such as plane tickets on airlines not available through our travel agents or ground transportation, etc.

The reimbursement is usually made in cash based on the original receipts, stating the date, amount and description of the expenditure. If the participant travels by air, the boarding pass will be attached together with the other travel receipts. The logistics coordinator will fill in the [Reimbursement Form](https://hdcentre.sharepoint.com/:x:/r/sites/corporate/_layouts/15/Doc.aspx?sourcedoc=%7B3E2A22A5-380C-4DE5-B7E9-E82F1B4A19FF%7D&file=Meeting%20form.xlsx&action=default&mobileredirect=true) (available on SharePoint) for each participant and ask the participant to sign upon reception of the cash.

In some case, the participants may prefer to receive the reimbursement on their bank account. They will need to provide the originals receipts, boarding pass if applicable, and fill in their full bank details on the Bank Transfer Form ([https://hdcentre.sharepoint.com/Reimbursement request - Bank Transfer Form](https://hdcentre.sharepoint.com/:x:/r/sites/corporate/_layouts/15/Doc.aspx?sourcedoc=%7B47B7E95B-4526-4F60-9F3A-A2D63D96E019%7D&file=Reimbursement%20bank%20transfer%20form.xlsx&action=default&mobileredirect=true)).

The logistics coordinator will have to prepare a cash request to the finance department prior to the event for any necessary reimbursement.

* + 1. **Cash request and Liquidation**

The logistics coordinator will estimate the cash needed prior to the event and will fill in the [internal cash request form](https://hdcentre.sharepoint.com/:x:/r/sites/corporate/Internal%20cash%20request).

S/he will provide a breakdown of the estimated costs along with a description of the purpose of use of funds. The cash request needs to be approved by the DED and Finance Director

S/he will forward the excel file to the finance department as soon as possible and at least 48 hours before the cash is needed so that the cash is prepared. Upon collection of the cash, s/he will provide the cash request form dully signed by all parties.

After the event, s/he will liquidate the cash advance by using the expense claim form. When filling the EC, the cash received will be recorded under the expense category “working advance” and the amount will be entered as a negative figure (i.e. - 1,000). Liquidations have to be done in the same currency as the cash received. If cash is converted in a different currency, a rate justification from Oanda is needed for the liquidation.

The remaining cash will be given to finance when submitting the expense claim.

Local cash requests can be done via our country office in Beirut and our country desk in Tunisia. Specific documents are available. Those cash requests will be liquidated through their monthly closing.

1. **Security**
   1. **Exiger**

HD is committed to respect all applicable laws in all locations where it operates. HD cannot provide any support to individuals or organizations that are listed under international sanctions.

HD has contracted a UK-based firm, [Exiger](http://www.exiger.com) which provides access to an updated database of names of individuals and organizations listed under international sanctions.

The following basic principles apply:

* Focal points are in charge of checking whether names of individuals or organizations contracted or to be contracted by HD appear as being listed under international sanctions.
* Searches are extended to names of participants to events organized by HD and who receive direct/indirect financial support (DSA, transportation, accommodation and/or meals paid or reimbursed by HD); the same search logic as under points 1 and 2 will apply.
* If individuals or organizations are not under international sanctions, i.e. “search result = green = low risk”, the contracting process can go ahead and proceed normally.
* If however the name appears as under international sanctions, i.e. “search result = red = high risk”, the contracting process has to be suspended. The Deputy Executive Director (DED) is automatically informed through the Exiger system. Given the nature of HD work, a “high risk” does not mean systematically that HD cannot go ahead with that third party relationship; therefore, in case of a “high risk” search result, the DED will contact the relevant Project Manager and/or Regional Director to discuss if and how to proceed, bearing in mind that no financial support can be provided directly or indirectly to that “high risk” third party.

Searches are to be conducted for all individuals or organizations whose nationality is directly linked to a specific project; for example, in the case of Libya, searches would be conducted for Libyan nationals and organizations, as well as nationals and organizations from neighboring countries (Tunisia, Egypt, and Algeria).

* 1. **Mission ToR / Security guidelines**

Before undertaking a travel to high risk countries, the traveler must fill in the mission ToR (in addition to the TA) and submit it for approval to the relevant persons as indicated in the Security guidelines of the respective country. The Security guidelines are reviewed by the project teams twice a year and submitted to the Deputy Executive Director.

The information provided in the mission ToR will be used by the logistics coordinator to activate the insurance coverage.

* 1. **International assistance – TSM**
* **Medical/Security assistance and evacuation/repatriation**

All staff and consultants benefit from TSM international assistance during their professional travels to:

* Get advice from an assistance advisor;
* Obtain medical recommendations and security advice about a destination;
* Monitor medical and security alert information in real time;
* Cover medical emergency expenses;
* Evacuation assistance.

In case of any issue, the traveler can contact TSM directly, at the below number, provide them with H**D policy number 20 00 310** and mention that s/he works for HD.

HD contract is made under the name of our insurance broker, *CBI*.

**The number +41 (0)22 819 44 66 is available 7/7 and 24/24**

**TSM Insurance Company**

**Cours de Rive 2**

**1204 Genève**

**Phone : +41 22 891 44 66**

**Fax : +41 819 44 99**

**E-Mail : operations@tsm-assistance.com**

**3.3.1 TSM certificates for visa applications**

TSM delivers, through our broker CBI in Geneva, insurance certificates for visa applications for HD staff, consultants or guests. The requests are sent to CBI by email (**attestations@cbi.ch**) using an excel file available under –I:\Admin\LOGISTICS\INSURANCE CERTIFICATES RECORD CBI\Insurance 2020

For **guests**, please select **TSM Plan 1**, for **staff/consultants TSM Plan 3.**

Certificates are delivered within 24h. CBI invoices the costs on a quarterly basis. The logistics coordinator shall check the information is accurate, h/she will confirm the project and fund codes and get the PM’s approval before forwarding the invoice to finance for payment.

Local travel agencies may be able to issue travel insurances at a cheaper rate than the Swiss insurance company. If the insurance covers a period over 2 financial years (i.e. 1 July 2019 – 30 June 2020), it’s important to correctly allocate the costs (i.e. prepaid for the costs related to the following year).

* 1. **TSM for travels to high-risk countries - GardaWorld**

For travels to high-risk countries for staff and consultants, the logistics coordinator must register the exact travel dates and itineraries on [GardaWorld online platform](https://travelsecurity.garda.com/welcome). When registering on the platform, do not forget to link HD’s contract number 2000310

**High risk countries by TSM:** Afghanistan; Democratic Republic of the Congo, Iraq, Libya, Nigeria, Pakistan, Somalia, South Sudan; Syria, Venezuela, Yemen.

* 1. **Risk of war – Lloyd’s**

Covers staff abroad and consultants for accident consequent upon war as follows:

* Allowances in case of death and permanent disability;
* Daily allowances (Loss of income);
* Medical expenses

For consultants travelling to high-risk countries, the missions must be announced prior to departure to CBI using the excel file available under – I:\Admin\LOGISTICS\INSURANCE CERTIFICATES RECORD CBI\Insurance 2020

For some countries travel can start only after the insurer has confirmed the coverage (i.e. Syria). For others, travel may occur as soon as the mission has been announced to CBI.

Swiss-based staff are covered for war-risk by Zurich Assurance. No announcement to CBI (Lloyds’) is required.

**High risk countries by Lloyd’s:** Afghanistan; Democratic Republic of the Congo, Iran, Iraq, North-Korea, Russia, Somalia, South Sudan, Syria, Ukraine, Yemen.

For missions to Syria, additional information is requested while filling the excel file: consultant’s annual salary, detailed itinerary, purpose of the mission.

Calculation of premium: Consultancy fees\*4\*0.15%

Example: salary of CHF 135’000: CHF 540’000\*0.15%= CHF 810 per week of travel.

Note: CHF 540’000 represents 4\* the annual salary, i.e. the insured amount in case of disability.

**CBI focal point:**

**Maya Roux, tel. +41 58 255 0616,** [**mroux@cbi.ch**](mailto:mroux@cbi.ch)

* 1. **Travel release**

Working with HD can involve several kinds of risks, including being targeted by criminals, facing conflict-related and environmental hazards, and being at risk of serious illness and accidents. Each HD staff member and consultant is thus responsible for taking all necessary precautionary measures when travelling on HD-related business.

The Travel Release form must be signed once a year by all HD staff and consultants travelling for business. The logistics coordinator shall ensure the form is signed before any travel to high-risk country.

[https://hdcentre.sharepoint.com/sites/corporate/Resources/Forms/Travel Release](https://hdcentre.sharepoint.com/sites/corporate/Resources/Forms/AllItems.aspx?viewid=93cd22ca%2D17f0%2D4b12%2D9bff%2Dcb0f1c09819d&id=%2Fsites%2Fcorporate%2FResources%2FTravel%20release%20form%2Epdf&parent=%2Fsites%2Fcorporate%2FResources)

## **Proof of life**

Before any travel to high-risk countries, the logistics coordinator shall check the HD staff/consultant has filled in the Proof of Life Form. The information provided in the form will be kept confidential.

[https://hdcentre.sharepoint.com/sites/corporate/Resources/Forms/Proof of Life](https://hdcentre.sharepoint.com/sites/corporate/Resources/Forms/AllItems.aspx?viewid=93cd22ca%2D17f0%2D4b12%2D9bff%2Dcb0f1c09819d&id=%2Fsites%2Fcorporate%2FResources%2FProof%20of%20Life%20Form%202018%2Epdf&parent=%2Fsites%2Fcorporate%2FResources)

1. **List of partners working with HD**
   1. **Travel agencies**

* **NGO Travels – Travelling 2000 SA**

93 Avenue d'Aïre, 1211 Geneva 13 - CP 572 - Switzerland

Tel: + 41 (0) 22 339 88 00

E-mail: [info@ngotravels.ch](mailto:info@ngotravels.ch)

Contact persons:

* Laurent Dumoulin (ext. 8805)
* Javier Aparicio (ext. 8806)
* David Fernandez (ext. 8804)
* Séverine Andriulo (ext. 8800)

Emergency helpdesk:

The emergency helpdesk is available after office hours, during week-ends and public holidays.

* e[mergency@ngotravels.ch](mailto:Emergency@ngotravels.ch)
* Tel. +41 22 501 72 22

Each request made through the helpdesk is charged 50 chf.

* **Aladin Voyages Tunisia - Travel & Tourism**

Address: 65, rue Abderrahman Ibn Ouf 2091 El Menzah VI - Tunisia

Tel: +216 71 237 674 / +216 71 236 644

Fax: +216 71 231 346 / 71 751 165

E-mail: [aladin.voyages@topnet.tn](mailto:aladin.voyages@topnet.tn)

* 1. **Taxi Companies**
* **Ambassador Taxi**

Rue Docteur-Alfred-Vincent 7, 1201 Genève

Phone: +41 22 731 41 41   
Web: www.ambataxi.ch   
 E-mail: [info@ambataxi.ch](mailto:info@ambataxi.ch)

* **Coopérative Taxis 202**

Rue Alfred-Vincent 7, 1201 Genève

Phone: +41 22 320 22 02

Web: [www.taxis.ch](http://www.taxis.ch)

Email: [info@taxis.ch](mailto:info@taxis.ch)

* **Globe Limousines (group transfers)**

Route du Bois-des-Frères 81, 1219 Vernier

Phone: +41 22 731 07 50

Web: [www.globelimosa.com](http://www.globelimosa.com)

E-mail: [info@globelimousines.ch](mailto:info@globelimousines.ch)

* 1. **Restaurants**
* **La Perle du Lac**

Rue de Lausanne 126, 1202 Genève

Phone: +41 22 909 10 20

Web: [www.laperledulac.ch](http://www.laperledulac.ch)

Email: [info@laperledulac.ch](mailto:info@laperledulac.ch)

* **Hôtel d’Angleterre**

Quai du Mont-Blanc 17, 1201 Genève

Phone: +41 22 906 55 55

\*\*\* *Only for high level meetings and prior approval by the Deputy Executive Director (5\* Hotel).*

* **Les 5 portes**

Rue de Zürich 8, 1201 Genève

Phone: +41 22 731 84 38

Web: [www.les5portes.ch](http://www.les5portes.ch)

Email: [les5portes@yahoo.com](mailto:les5portes@yahoo.com)

* **Al Quadrato**

Rue de Berne 55, 1201 Genève

Phone: +41 22 900 03 08

Web: [www.alquadrato.ch](http://www.alquadrato.ch)

Email: [info@alquadrato.ch](mailto:info@alquadrato.ch)

* **Château des Penthes**

Chemin de l'Impératrice 18, 1292 Pregny-Chambésy

Phone: +41 22 734 48 65

Web: [www.penthes.ch](http://www.penthes.ch)

Email: [events@penthes.ch](mailto:events@penthes.ch)

* 1. **Caterers**

**Lebanese**

* **Azar & Co**

Rue de Lausanne 121, 1202 Genève

Phone: +41 22 731 17 89

Web: [www.azarandco.com](http://www.azarandco.com)

E-mail: [azarco.resto@gmail.com](mailto:azarco.resto@gmail.com)

* **Fouad Traiteur**

Chemin Bizot 4, 1208 Genève

Phone: +41 22 346 36 60

Mobile; +41 79 440 60 25

Web: [www.fouadtraiteur.ch](http://www.fouadtraiteur.ch)

E-mail: [info@fouadtraiteur.ch](mailto:info@fouadtraiteur.ch)

* **Délices du Liban**

Chemin de Miolan 22, 1244 Choulex

Phone: +41 79 446 33 49

Web: [www.delicesduliban.ch](http://www.delicesduliban.ch)

Email: Hadi Said [h.said@delicesduliban.ch](mailto:h.said@delicesduliban.ch)

Roudayna Righi [righi@delicesduliban.ch](mailto:righi@delicesduliban.ch)

**Others (high level meetings)**

* **Genecand Traiteur SA**

Avenue de la Praille 55, 1227 Carouge

Phone: +41 22 329 31 96

Email: [contact@genecand.ch](mailto:contact@genecand.ch)

Web: [www.genecand.ch](http://www.genecand.ch)

* **EHG Traiteur**

Avenue de la Paix 12 | CH - 1202 Geneva

Phone : +41229192424

Email : [info@ehg.ch](mailto:traiteur@ehg.ch)

Web:[www.ehg.ch](https://www.ehg.ch/)

**Snacks/sandwiches**

* **Blaqk**

Cours de Rive 11, 1204 Geneva

Phone: +41 22 300 60 00

Email: [info@blaqk.com](mailto:info@blaqk.com)

Web: [www.blaqk.com](http://www.blaqk.com)

\*\*\*Orders placed by email will be charged to HD account and invoice will be sent to HD office. Orders placed online will be charged to a credit card.

* **Café Caravane** (quiches & soups)

Ch. Moïse-Duboule 13 bis, 1201 Petit Saconnex

Phone: +41 22 734 10 50

Email: [info@cafecaravane.ch](mailto:info@cafecaravane.ch) or [deberti.mykol@gmail.com](mailto:deberti.mykol@gmail.com)

Web: [www.cafe-caravane.ch](http://www.cafe-caravane.ch)

* **Le Fix**

Avenue de France 17, 1202 Genève

Phone: +41 22 731 40 41

Web: [www.lefix.ch](http://www.lefix.ch)

* **Elsalad**

[www.elsalad.com](http://www.elsalad.com)

* **Smood.ch (delivery platform for various restaurants)**

[www.smood.ch](http://www.smood.ch)

* 1. **AV equipment**
* **Odeka Sarl – Interpretation Logistic**

Chemin Jacques-Philibert-De-Sauvage 37 - 1219 Châtelaine

Phone: + 41 79 963 49 09

Email: [christophe@odeka.ch](mailto:christophe@odeka.ch)

Contact: Christophe Garcin

Web: [www.odeka.ch](http://www.odeka.ch)

* **Dorier Group**

Rue du Pré-Bouvier 9, 1242 Satigny, Switzerland

Phone: +41 22 309 20 00

Web: https://dorier-group.com/

Contact: Emilie Vilette

Email: [emilie.villette@dorier-group.com](mailto:emilie.villette@dorier-group.com)

Direct phone: +41 22 309 06 38

* 1. **Venues for meetings**
* **Graduate Institute Geneva**

**Maison de la Paix**

Chemin Eugène-Rigot 2A, Geneva

Phone : +41 22 908 43 50

Email : [events@graduateinstitute.ch](mailto:events@graduateinstitute.ch" \t "_blank)

\*\*\*Possibility to rent meeting rooms in their facilities at Maison de la Paix, Villa Moynier, Villa Barton.

* **Château des Penthes**

Chemin de l'Impératrice 18, 1292 Pregny-Chambésy

Phone: +41 22 734 48 65

Email: [events@penthes.ch](mailto:events@penthes.ch)

Web: [www.penthes.ch](http://www.penthes.ch)

* **La Perle du Lac**

Rue de Lausanne 126, 1202 Genève

Phone: +41 22 909 10 20

Web: [www.laperledulac.ch](http://www.laperledulac.ch)

Email: [info@laperledulac.ch](mailto:info@laperledulac.ch)

* **Société de Lecture**

11 Grand-Rue, 1204 Genève

Phone: +41 22.311.45.90

Email: [secretatariat@societe-de-lecture.ch](mailto:secretatariat@societe-de-lecture.ch)

Web: [www.societe-de-lecture.ch](http://www.societe-de-lecture.ch/)

* **Hotel Le Victoria Glion**

Route de Caux 16, 1823 Glion

[Phone](https://www.google.ch/search?q=hotel+victoria+phone&ludocid=8148925610698444132&sa=X&ved=2ahUKEwjF_Pem8IjpAhXx4IUKHQCtD3YQ6BMwHHoECBsQBQ): +41 21 962 82 82

Email: [info@victoria-glion.ch](mailto:info@victoria-glion.ch)

Web: [www.victoria-glion.ch](http://www.victoria-glion.ch)

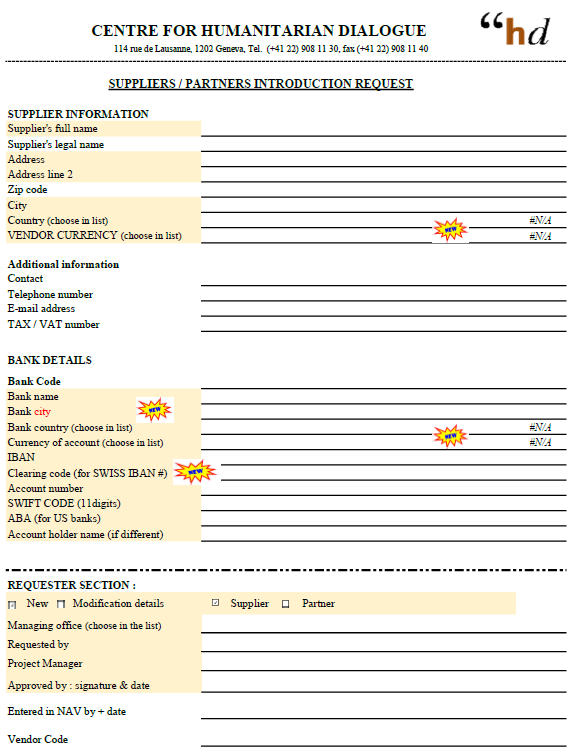
* **Golf Hotel René Capt**

Rue de Bon-Port 35, 1820 Montreux

Phone: +41 21 966 25 25

Email: [golf-hotel@mymontreux.ch](mailto:golf-hotel@mymontreux.ch)

Web: [www.golf-hotel-montreux.ch](http://www.golf-hotel-montreux.ch)

1. **Annexes**
   1. **Meeting Form**
   2. **Vendor Form**
   3. **Purchase Order**

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* 1. **Approval stamp**

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1. See paragraph 5.1 Travel Authorization Form [↑](#footnote-ref-2)
2. See paragraph 5.2 Meeting Form [↑](#footnote-ref-3)
3. See paragraph 4.1 Travel agencies [↑](#footnote-ref-4)