



December 2014

SNS Travel Policies

OUTLINE

Trip Expense Policy

Per Diems

3 Business Travel Transportation

Business Travel Flight Booking

Business Travel Accommodation

Mobile Phone

Expense Sheet Procedure

Trip Expense Policy

- Every resource going on a business trip should:
 - Ask the project manager if the project is billable or not and if the project is on per diem or on actuals
 - If the project expenses are on actuals then the resource is responsible for collecting the receipts corresponding to his expenses
 - On return, the SNS resource should submit his expense sheet using the SNS It! software and hand over all the receipts to the Admin team
 - Any payment made and presented without a valid receipt will not be accepted unless approved by the line manager
 - All expenses paid by SNS Audi Card should be filled out separately with status Payable set to “No”

Per Diems

- Per diems will be paid to SNS resources assigned to Non Billable project and traveling outside their official country of residence, as per the following schedule:
 - 50 USD per day
- The per diem allowance will cover all meals and miscellaneous expenses excluding transportation costs, phone calls, laundry and accommodation
- Please note that in some exceptional cases the per diem allowance might be higher than 50 USD and is subject to the management approval

Business Travel Transportation

- Every resource traveling on a business trip is entitled to expense taxi fees from- to airport and provide due taxi receipts.
- For transportation in the destination country, the resource shall use taxis or rented cars. In case of taxis, he should collect and submit taxis receipts to SNS Admin following his return.
- For recurring trips to the same country and in case the customer is not handling the resource transportation, it is preferable that the resource rents a car as long as he feels at ease to drive at the country of destination and has a valid international driving license. The PM should inform the Admin team about the needs of the rented car.
- In most of the Gulf Countries, the resource is advised to abide by the driving rules prevailing in that country in terms of alcohol use or other forbidden materials, speed limits, etc... SNS is not liable whatsoever in case of abuse or breach of the driving laws.
- For 2 or more resources travelling to the same country and reporting to work in the same location, it is recommended to rent one car.
- Exceptions require approval from the PM or Line Manager.

Business Travel Transportation

- SNS will not reimburse costs associated with the cleaning of company cars or fines (parking fines, clamping, speeding or other fines and associated costs relating to misuse of Company vehicles). Only parking fees (not fines) associated with a visit at a client site will be reimbursed as long as the appropriate receipts (pay and display tickets, etc.) are available. These expenses should be submitted in the SNS It! application.
- All rented cars are fully insured; in case of an accident the insurance company will charge a fixed deductible fee . This fee will be paid by the car's driver.

Business Travel Flight Booking

- Travel by air or rail will normally be by economy class unless otherwise approved by the resource's line manager. All flights must be booked through SNS preferred travel agents. The travel agent will invoice SNS directly for the travel; therefore, expense claims will not be required for tickets.

Business Travel Flight Booking

- The following covers the booking policy and provides all personnel with information concerning the procedures followed by the Admin team.
 - The resource should send the trip details including the Project Code and if Billable or not to the Admin team and copy their direct line manager or project manager.
 - Every travel request including tickets, flight details, hotel booking, car rental or any other request concerning travel must be sent to sns-travel@sns-emea.com. Moreover, each subsequent email reply must be sent to the former email address mentioned.
 - The Admin team will contact the Travel Agent and request the necessary flight details and associated costs.
 - The Admin team will e-mail the best flight itinerary option to the resource and copy his Line Manager.
 - The Line Manager will e-mail the approval to the Admin team and copy the resource
 - The Travel Agent will issue a ticket and send a soft copy by e-mail.
 - Note: If several itineraries meet the prerequisites listed in the next slide, then the most economical itinerary in terms of cost and incurred day-offs will be selected and sent to the resource copying the line manager and project manager.

- In addition to the ticket cost the following criteria will be taken into consideration when purchasing the flight ticket:
 - All flights should have a departure time during late afternoon or evening hours
 - Flights should have an arrival time prior to 12:00am.
 - In case the flight departure is before 12:00 pm on a Public Holiday or week-end, then the resource is entitled to a full day off.
 - In case the flight departure is between 12:00 pm and 06:00 pm on a Public Holiday or week-end, then the resource is entitled to a half day off.
 - For flights departing after 06:00 pm on a Public Holiday or a week-end no day offs will be granted.
 - The Admin team will find the ticket which meets the above prerequisites and send a single flight option to the resource.
 - More than 1 flight options might be sent by the Admin Team provided that the trip is a billable one and the difference between the two options is minimal.

Business Travel Accommodation

- SNS will reimburse resources for accommodation in an appropriate reasonably priced hotel conveniently located, near the site of the client, supplier or business partner, unless the expense policy agreed between SNS and the customer specifies a particular accommodation. If a staff member is required to spend more than one continuous month in a single location, appropriate arrangements for suitable rental or board or lodging accommodation at weekly or monthly rates should be made prior to or as soon as possible after the start of the travel period.
- Resources who are required to stay for more than six (6) continuous weeks outside their country of residence will be eligible for one airfare ticket back home. The ticket can also be used by the resource's spouse or children. The resource is allowed to claim one ticket every six (6) continuous weeks spent out of the country of residence. In the case that the contract with the customer permits more frequent returns, then the resource will be entitled to the terms of the contract.

Business Travel Accommodation

- Items like alcohol from the mini-bar, entrance to a gymnasium, newspapers, video and satellite viewing charges will not be reimbursed by the company. In addition, hotel telephone bills will not be reimbursed unless utilized in cases of emergencies. It is strongly recommended that the resource utilizes a local calling card to keep charges at a minimum. For long duration of stays (more than three days), these calling cards can be expensed as long as they are kept within reason.
- In order to book the appropriate accommodations, resources will have to follow the same procedure described in the Transportation section.
- All rooms will be booked based on non-smoking option. If a resource desires a smoking room, he can directly ask the front counter while checking-in.
- A list of preferred hotels by SNS are listed below:
 - Dubai Hotels: Ibis MOE, Ibis Deira & Centro Barsha
 - Qatar : Amari Hotel, Copthorne Hotel, Millenium Hotel
 - KSA : Carlton Moaibed Hotel, Al Mena Hotel, Mercure Hotel

Mobile Calls

- For travelling resources, only prepaid cards are to be used. The resource will have to buy and expense a prepaid card. No SIM cards are to be kept in SNS BEY Admin Department or in Dubai.

Mobile Phone

- In the case where the resource is utilizing a private phone to make business calls, then the cost of these calls will be reimbursed if supported by a copy of the itemized bill with the relevant items highlighted. SNS will not reimburse the rental of private mobile telephones or home telephone lines.
- SNS will not be held liable for any fines an resource may get for using his mobile while driving.

Expense Sheets Procedure

- Expenses can be submitted to the admin team at any point of time during the month by submitting your expense sheets along with the receipts to Admin office where you can put them in a tray especially available for that purpose. As for the processing of the expenses, this will be done from the company side on the 15th and 25th of each month.
- The payment of the above expenses will be done within 48 hours after the processing stage through a bank transfer to your Bank accounts.
- All expense sheets older than two months will not be paid by the company unless there is a solid and valid reason for such a delay. In such a case, any advance payment will be considered as a loan and therefore the resource will be requested to settle this loan to the company.