# **Event/hospitality SOP**

# **Purpose**

* This guideline provides instructions related to events and hospitality. It provides instruction to employees on which forms and procedure to use when an event/hospitality is required.

# **Scope**

* This guideline applies to employees of the Office of Ombudsman for the Department of the National Defence and the Canadian Forces.

# **Associated Documents/ Templates**

* [Memorandum on Travel, Hospitality, Conference and Event Expenditures (THCEE) April 2015](http://cfo-dpf.mil.ca/assets/FinCS_Intranet/docs/en/travel-hospitality/memo-thcee-doa-2015-april.pdf). (http://cfo-dpf.mil.ca/assets/fincs\_intranet/docs/en/policy-procedure/delegation-of-authority-annex-a-amendment-to-thcee-approval-matrix-nov-2015.pdf)
* [Annex A – Travel, Hospitality, Conference and Event Expenditures Approval Matrix](http://cfo-dpf.mil.ca/assets/FinCS_Intranet/docs/en/policy-procedure/delegation-of-authority-annex-a-amendment-to-thcee-approval-matrix-nov-2015.pdf) (http://cfo-dpf.mil.ca/assets/fincs\_intranet/docs/en/travel-hospitality/memo-thcee-doa-2015-april.pdf)
* [Traveler SOP](file:///O:\Administration\Administration%20%20Forms\Travel,%20Hospitality,%20Conference,%20Event\Travel\SOP%20Traveler%20-%20Final%20-%20EN.doc) (O: Administration/Administration Forms/Events and Hospitality incl. Travel/Travel Related Forms)
* [Travel Arranger SOP](file:///O:\Administration\Administration%20%20Forms\Travel,%20Hospitality,%20Conference,%20Event\Travel\SOP%20Travel%20Arranger%20-%20Final%20-%20EN.doc) (O: Administration/Administration Forms/Events and Hospitality incl. Travel/Travel Related Forms)
* [Training SOP](file:///O:\Administration\Administration%20%20Forms\Training\SOP%20Training%20Registration%20En.doc) (O: Administration/Administration Forms/Training)
* [Annex B, Part 1 : DOA Matrix Ombudsman](#_Annex_B,_Part_1)
* [Annex B, Part 2: Restrictions/Comments](#_Annex_B,_Part)
* [Annex C: Domestic Travel Approval (Internal – Ombudsman Not Attending)](#_ANNEX_C:_DOMESTIC)
* [Annex D: Event/Hospitality Form (Internal)](#_ANNEX_D:_)
* [Annex E: Briefing Note for the Deputy Minister or Minister (External Request –](#_ANNEX_E:_BRIEFING)

[Ombudsman Attending)](#_ANNEX_E:_BRIEFING)

* [Annex F: Detailed Event Costs (Use for Both Internal & External Events) – Ombudsman](#_ANNEX_F:_DETAILED)

[Attending (DM or MND Approval)](#_ANNEX_F:_DETAILED)

* [Annex G: Event/Hospitality Request Form (Internal/External) – Ombudsman Attending](#_ANNEX_G:_EVENT/HOSPITALITY)

*Annexes B through G are located in O:\Administration\Administration Forms\Travel, Hospitality, Conference, Event*

# **Contacts**

* L1 Comptroller
* Staff Officer to Ombudsman

# **Procedures**

* An event/hospitality request form is required for all events no exceptions. Please see [Annex D](#_ANNEX_D:_) and/or [Annex G](#_ANNEX_G:_EVENT/HOSPITALITY).
  1. If the event includes travel it automatically requires Ombudsman approval. If the Ombudsman attends, it automatically has to go to the Deputy Minister (DM) or the Minister of National Defence (MND).

Please see [Annex E](#_ANNEX_E:_BRIEFING) and [Annex F](#_ANNEX_F:_DETAILED).

* For a recurring event an approved copy of the previous year’s Event/Hospitality Request Form must be included.
* Costs such as estimates and quotes are mandatory from locations (event halls/messes/rentals, etc.) & caterers.
* Approval is required once the paperwork has been completed. If approval from the DM or the (MND) is required please allow 5 – 6 weeks for this to be processed once it leaves this office.
* Refer to [Annex A](#_ANNEX_A:_TRAVEL,) and [Annex B, Part 1](#_Annex_B,_Part_1) & [Part 2](#_Annex_B,_Part) to determine what approval is required.
* If approval from the DM or MND is required a briefing note (BN) must be attached. See [Annex E](#_ANNEX_E:_BRIEFING) for information on how to complete a BN.
* Once all the signatures have been received, payment can then be authorized.
* L1 Comptroller, Event OPI, L1 & L2 Advisor signatures (as required) are mandatory.

## After the Event

* If the event OPI receives the invoice directly the OPI is responsible for making sure the Finance Support Officer receives it in a timely manner.
* The Finance Support Officer will process it for payment and have the OPI sign and date it to certify goods and services have been received.
* The Finance Support Officer will then obtain a section 34 signature.
* Once payment is complete the file is closed and held by finance for 7 years.

# **Service Standards\***

* If DM Signature is required please allow between 5 and 6 weeks once the file leaves this office.
* If MND signature is required please allow 6 weeks once file leaves this office.
* If L1 signature is required please allow 4 weeks to process signatures.
* For all events at least 30 days’ notice must be provided. If event is taking place in less than 30 days, please include a rational/justification of reason for not providing sufficient advance notice.

*\*Please note that no actions/bookings/expenditures can take place before an approval is received.*

# **Routings – Documents and Approval\***

## Internal Request – Ombudsman Not Attending

* Domestic Travel Form ([Annex C](#_ANNEX_C:_DOMESTIC));
* Event/Hospitality Request Form. Please see [Annex D](#_ANNEX_D:_);
* Event OPI (Primary assigned the task of arranging event/hospitality) ;
* Director ‘s approval required;
* Level 2 Advisor
* Director General, Operations (DG Ops) approval (where applicable);
* Level 1 Comptroller approval required;
* Level 1 Advisor (Ombudsman) approval required.

*\*Please note that if you are unsure if the Ombudsman should sign, please see* [*Annex A*](#_ANNEX_A:_TRAVEL,) *or for further clarification consult with the Director of Corporate Services.*

## Internal and External Requests – Ombudsman Attending

* Event/Hospitality Request Form. Please see [Annex G](#_ANNEX_G:_EVENT/HOSPITALITY);
* Detailed Event Costs Form. Please see [Annex F](#_ANNEX_F:_DETAILED);
* Event OPI (Primary assigned the task of arranging the event/hospitality) ;
* Director’s approval required;
* Level 1 Comptroller approval required;
* Level 2 Advisor signature required for Ops;
* Level 1 Advisor (Ombudsman) approval is required to confirm that proposed expenditures provide value for money and are the most economical options;
* DM approval required.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **APPROVING AUTHORITY** | **MINISTER (MND)** | **DEPUTY MINISTER (DM)** | **CHIEF OF THE DEFENCE STAFF, (SENIOR) ASSOCIATE DM, LEVEL ONE ADVISOR (1)** | **LEVEL TWO ADVISOR WITH AUTHORITY OF COMMANDER OF COMMAND (1)** | **OTHER LEVEL TWO ADVISOR (1)** | **DIRECTOR, BASE COMMANDERS & EQUIVALENTS (1)** | **OTHER RESPONSIBILITY CENTRE (RC) MANAGER** | **MILITARY OPERATIONS (2)** |
| **EVENT APPROVAL (3)** |  |  |  |  |  |  |  |  |
| Total incremental cost to department associated with a single event (4) | Over  $25,000 | $25,000 | $5,000 | $5,000 | $5,000 | $5,000 | $5,000 | $5,000 |
| **HOSPITALITY APPROVAL (5)** |  |  |  |  |  |  |  |  |
| 1. Hospitality cost for any single event (where any elements within 2 to 7 below are present, MND or DM approval is required as indicated) | Over  $25,000 | $25,000 (6) | $1,500 (6) | $1,500 (7) | $1,000 (8) | $500 (9) | $500 (10) | See notes  (7) (8) (9) |
| 1. Alcoholic beverages | **X** | **X (16)** |  |  |  |  |  |  |
| 1. Exceptional hospitality: Entertainment, tours or other related measures and/or expenses such as for spouse or accompanying persons (refer also to paragraph 46 a-d and f of Financial Administration Manual Chapter 1017-1 Management of Hospitality Expenditures) | **X** | **X(16)** |  |  |  |  |  |  |
| 1. Hospitality at a federal employee’s residence | **X** | **X(16)** |  |  |  |  |  |  |
| 1. Costs exceeding standard cost per person up to maximum cost per person | **X** | **X** |  |  |  |  |  |  |
| 1. Costs exceeding maximum per person | **X** | **X(16)** |  |  |  |  |  |  |
| 1. Inclusion of spouse or other accompanying person (11) | **X** | **X(16)** |  |  |  |  |  |  |
| **TRAVEL APPROVAL (5)** |  |  |  |  |  |  |  |  |
| Authority to travel (15) | **X** | **X** | **X** | **X(12)** | **X(13)** | **X(13)** | **X(14)** | **X(13)** |
| **CONFERENCE APPROVAL (5)** |  |  |  |  |  |  |  |  |
| Costs related to attending and organizing a conference | **X** | **X** | **X** |  |  |  |  |  |

# **ANNEX A: TRAVEL, HOSPITALITY, CONFERENCE AND EVENT EXPENDITURES APPROVAL MATRIX**

**NOTES:**

1. Refer to the Position Equivalency Table in the Delegation of Authorities for Financial Administration for the Department of National Defence (DND) and Canadian Armed Forces (CAF).
2. For Military Operations positions, refer to the Delegation of Authorities for Financial Administration for the DND and CAF Matrix.
3. Event approval is required regardless of whether hospitality is provided. When applicable, event, travel, hospitality and conference approvals may be sought simultaneously from the higher authority level required.
4. For purposes of event approval, total incremental cost for the department includes items such as conference fees, professional services, hospitality, accommodation, transportation, meals and other relevant costs including those for participants on travel status, taxes, gratuities and service charges.
5. When part of an event, hospitality, conference and travel approval authority is conditional upon event approval from the appropriate authority level.
6. The Chief Financial Officer (CFO) is the approval authority for hospitality when the DM is in attendance (including when the CFO is also in attendance). For these specific circumstances only, the CFO can exercise the hospitality limits delegated to the DM.
7. Approval authority up to $1,500 is also delegated to the Commander Canadian Defence Liaison Staff (Washington), Canadian Defence Liaison Staff (London), Deputy Commander North American Aerospace Defence Command, Canadian Representative to the Military Committee North Atlantic Treaty Organization, Canadian National Military Representative Supreme Headquarters Allied Powers Europe, Task Force Commander – Formation Commander Deployed Operations outside Canada, Joint Task Force Support Component Commander Deployed Operations outside Canada.
8. Approval authority up to $1,000 is also delegated to Canadian Joint Operations Command Chief of Staff Operations, Task Force Commander – Commanding Officer, Deployed Operations outside Canada, and Commanding Officer of Deployed Ship outside Canada.
9. Approval authority up to $500 is also delegated to: Aircraft Commander of Deployed Aircraft outside Canada, Commanding Officer of Ship away from Base in Canada, Aircraft Commander of Aircraft away from Base in Canada, Office of the Chief Military Judge/Court Martial Administrator.
10. Other RC Managers may exercise hospitality authority only if authorized in accordance with Financial Administration Manual Chapter 1014-4-1 – Control of Financial Signing Authorities. The authority of Other RC Managers must not exceed $500.
11. Minimum authority level is based upon the spouse/accompanying person’s attendance at a hospitality related event only. For exceptional events, refer to element 3.
12. Full authority applies to positions located outside the National Capital Region (NCR) only; positions within the NCR may only approve local travel.
13. Full authority except for international travel applies to positions located outside the NCR only; positions within the NCR may only approve local travel.
14. Other RC Managers may only approve local travel.
15. Travel required to respond rapidly to urgent and unforeseeable events that require employees to travel on an emergency basis in order to provide expertise or delivery of programs or services to safeguard health, safety and security can be approved by the appropriate RC Manager with subsequent disclosure of the travel costs to the DM.
16. Certain hospitality approval authorities have been delegated temporarily to the DM by the MND for the period from 20 Aug 2015 to 30 Nov 2015.



# **Annex B, Part 1**

Note: Annex B, Part 1 includes restrictions please see Annex B, Part 2 for restrictions.

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# **Annex B, Part 2**

# **ANNEX C: DOMESTIC TRAVEL APPROVAL (INTERNAL Request – OMBUDSMAN NOT ATTENDING)**

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| --- | --- |
| **DOMESTIC TRAVEL**  **All fields listed below are mandatory**  **(please see detailed instructions on pages 2 and 3)** | |
| **Event** | Please include the dates and times of departure and return. |
| **Purpose** |  |
| **Objectives / Issues / Rationale** |  |
| **Delegation** |  |
| **Source of Funding** | (BE, BG, BH, BJ, BM, BP, BS etc.) |
| **Breakdown of Costs** | Car Rental: $XX.XX  Accommodations: $XX  Per diem meals/incidentals: #XX  Ground Transportation (i.e. taxi) estimation: $X |

|  |  |  |
| --- | --- | --- |
| **RECOMMENDED:** | Name, Date  Director (Requesting Sector) | Name, Date  Director General, Operations |

|  |  |
| --- | --- |
| **APPROVED:** | Gary Walbourne Date  Ombudsman |
|  |  |
|  |  |

Instructions on how to fill in the Domestic Travel Approval (Internal Request – Ombudsman not Attending) form:

**Event:**

* Name of the event to be attended;
* Name of the organization hosting the event;
* Event dates (including travelling time shown separately); and,
* Location of the meeting (city or town).
* NB: At least **30** days’ notice must be provided. If event is taking place in less than **30** days, please include a rational/justification of reason for not providing sufficient advance notice.

**Purpose:**

* Specify the objectives/core reason(s) for participation (elaborate in subsequent sections).

**Objectives / Issues / Rationale:**

* Provide justification and elaborate on the need for the Office’s participation by providing tangible outcomes and deliverables, and linkages to specific Office interests, and business lines;
* Indicate relevant agenda items and key subjects to be addressed; and,
* If the information is germane, briefly indicate the history of our Office or DND’s involvement (e.g. information on the creation of a committee, frequency of attendance, composition of past attendees, etc.).

**Rationale for Attending:**

* Is attendance/participation essential or beneficial but not mandatory;
* Is attendance in support of employee’s career development such as renewal of accreditations; and,
* Include the implications of not attending.

**Delegation:**

* Indicate the appropriate information on the composition of the attendees:
  + Names(s) and titles(s);
  + Provide a rationale as to why the chosen attendee(s) is best qualified to represent the Office (relevant work experience, current responsibilities, supplementary qualifications, etc.); and,
* When more than one attendee is proposed, provide justification.

**Source of Funding:**

* Indicate whether funding was previously forecasted in your budget and provide the cost centre.

**Breakdown of Costs:**

* Indicate the estimated travel costs and other relevant costs of the trip or event:
  + Airfare;
  + Accommodation;
  + Per Diem (meals and incidentals);
  + Transportation (such as taxis and/or rental car);
  + Specify if this event will generate payment of overtime or other related expenses; and,
  + Other (on-site interpretation, purchase of supplies, printing services, gifts, awards, daycare, etc).

**NOTE**: Supplementary information to be included with the Domestic Travel Approval form:

* Invitation; and/or,
* Agenda for the meeting/conference.

Optional information (should the latter not be available):

* Trip report related to prior attendance; and,
* Previous agenda or background information relevant to the event.

# **ANNEX D: EVENT/HOSPITALITY REQUEST FORM (INTERNAL)**



# **ANNEX E: BRIEFING NOTE FOR THE DEPUTY MINISTER OR**

# **MINISTER (EXTERNAL REQUEST – OMBUDSMAN**

# **ATTENDING)**

**BRIEFING NOTE FOR THE DEPUTY MINISTER (or MINISTER) (ALL CAPS)**

**XXXXXXXXXXXXXXXXXXXXXXXXXXX (TITLE) (ALL CAPS)**

**ISSUE**

1. Xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx.

**BACKGROUND**

1. Xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx.

**DISCUSSION**

1. Xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

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1. Xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

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**OPTION ANALYSIS**

1. Xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

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**CONFIRMATION**

1. Xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

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**CONCLUSION**

1. Xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

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xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx.

**Prepared by:**

**Reviewed by:**

**Responsible Group Principal:**

**Date Prepared:**

**File contents:**

The contents of the Event/Hospitality Request file should include:

* The covering CCM routing sheet;
* One briefing note (BN) addressed to either the Deputy Minister (DM) or Minister of National Defence (MND) via the DM, depending on the level of approval required;

*(Do not include a cover memo to the approval authority as it is no longer a requirement.)*

* The Level 1 (L1)‐endorsed Event/Hospitality Request Form, or Bulk Request Form plus supporting Annexes (previously distributed by ADM[Fin CS]); and
* An electronic copy of the BN and Event/Hospitality Request Form.

Any additional supporting information (e.g. transmittals, previous submissions, or other reference material) included in the file for L1 approval is to be removed before the file is submitted to DMO for endorsement/approval.

**File formatting:**

In terms of BN formatting, please note the following:

* The BN must be no longer than two pages. Indeed, it is expected that most requests can be sufficiently explained in no more than one page. BNs longer than two pages will be returned for revision;
* The BN must be as precise and concise as possible, including only the minimum detail required to justify the level of approval required, as well as to validate the event/hospitality, number of participants, and method of conduct chosen. Discussion of consideration of video‐teleconference (VTC) or options to reduce travel component of the event is required. A brief breakdown of transportation costs should be included, and if air travel is required, please note if bookings will be made in economy or business class. No names of individual participants, or justifications for the provision of alcohol beyond a brief explanation of reciprocity (i.e. no reference to risk of embarrassment), are required;
* To facilitate the consideration and approval of event requests, the following information must be included in the briefing note accompanying all future event requests for **Minister approval only:**
  + A rationale for the requested last date for approval, for example:

1. Travel costs would increase if approval is not received by a certain date;
2. Deadlines related to booking facilities or secure contractors;
3. Requirement to RSVP or send invitations by a certain date;
4. Etc.

*e.g., event request approval is requested no later than (NLT) 1 Dec 16 as catering contracts must be in place at least 2 weeks prior to the event date.*

* For recurring events, please include the cost and number of participants for the most recent occurrence.

*e.g., a request to attend an annual symposium or conference should indicate the number of attendees and total cost of attendance the previous year.*

* Recognizing that Financial Administration Manual (FAM) 1701‐1 accommodates for expenses on alcohol up to a pre‐determined percentage of total meal costs, expenses on alcohol are generally not to exceed $15 per person;
* Any/all acronyms and abbreviated organizational/positional titles must be spelled out in the first instance. This includes common acronyms (e.g. MND, DM); and
* Signature blocks are to read as follows. Please note that the signature blocks should be in Times New Roman with the Ministers name in 12 font and the post nominal in 9 font:
* DM: John Forster
* MDN: The Hon. Harjit S. Sajjan, PC, OMM, MSM, CD, MP

**Timelines and justifications of lateness:**

Requests for DM-level and MND-level approval are required to the Deputy Minister’s Office (DMO) a minimum of three (3) weeks and five (5) weeks in advance of the event or provision of hospitality, respectively. Any request that falls short of these timelines must include a justification for the compressed timeline in the BN. If a request will arrive outside of requested timelines and such language has not been included in the BN, the L1 is asked to retrieve and amend the request file (with a revised BN), or to provide to the approving authority a copy of the revised BN for incorporation into the approval file.

If the file is extremely late in arriving to DMO, a hand-written note or other correspondence from the L1 justifying the timeline (e.g. email to DM with CC to EA/DM and SO3/DM) must be added to the file.

Please note that it is the responsibility of the L1 to track their organization’s event/hospitality files, and to ensure that they are moving through recommendations and approvals in a timely fashion.

# **ANNEX F: DETAILED EVENT COSTS (USE FOR BOTH INTERNAL & EXTERNAL EVENTS)**

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# **ANNEX G: EVENT/HOSPITALITY REQUEST FORM – OMBUDSMAN ATTENDING**



# **Glossary of Terms**

The following is the glossary of acronyms used in this document.

|  |  |
| --- | --- |
| **ADM** | Assistant Deputy Minister |
| **BN** | Briefing Note |
| **DM** | Deputy Minister |
| **DMO** | Deputy Minister’s Office |
| **DOA** | Delegation of Authority |
| **FAM** | Financial Administration Manual |
| **L1** | Level 1 |
| **MFRC** | Military Family Resource Centre |
| **MDN** | Minister of National Defence |
| **OPI** | Primary assigned the task of arranging an event |
| **THCEE** | Travel, Hospitality, Conference and Event Expenditures |