



Travel Policy

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REVISION HISTORY:

Version	Revision	Issue Date	Changes
1	0	10/09/11	Initial Creation
1	1	1/1/2013	Format Change & process change as per Oracle implementation
1	2	12/06/2014	Format Change
1	3	07/08/2014	Modification in domestic accommodation.i.e.,rate is with Tax
1	4	01/07/2014	Changed eligibility of Business Class travel for VP and above
1	5	10/09/2014	Document circulation - Country head removed, Approver changed, Changed FNFI to as mentioned above
1	6	01/01/2015	Changes in Travel Eligibility Grid as below: <ul style="list-style-type: none"> - Eligibility grades VP and above and Manager to AVP added - Increased domestic lodging rates - Increased daily allowance for Domestic travel and intracity travel - Added metro cities list
1	7	03/01/2016	Tips – removed hotel tips and added taxi tips. Tips set at 15% of the bill amount
1	8	30/08/2016	Reviewer and Approval Authority Changed.
1	9	02/05/2018	Author, reviewer and approval authority changed
1	10	18/06/2018	Format Revised; Scope Revised; Admin Team Renamed
1	11	23/08/2018	Effective Date Updated
1	12	25/01/2019	Boarding pass details updated
1	13	09/10/2020	Author, Reviewer and Approver name changed, Document type updated to Policy, Process reviewer and no changes made
1	14	08/06/2021	Author name changed, Approver Designation updated
1	15	12/06/2022	Reviewed & no changes done
1	16	03/04/2023	Author name has been changed
1	17	05/05/2023	Approver Designation has been updated
1	18	21/06/2023	Lodging Stay Limit has been updated
1	19	18/08/2023	Author name & FNFI address has been changed
1	20	31/07/2024	Author name changed

I. Policy

This policy has been compiled to ensure all employees fully understand and are able to comply with the company's business travel guidelines

II. Scope of Policy

This policy is applicable to all employees of FNF India including internal and external contract employees

III. Overview

FNF India recognizes that the employee's business travels are necessitated in order to further the mission of the company. By setting forth the requirements necessary for obtaining approvals and reimbursement of these expenses, the company endeavours to assist its travellers.

IV. Definition

- **Appropriate Authority:** The CEO and the Business Vertical Heads (Operations /ADM /Enabling Function).
- **Per Diem:** Means cash entitlement paid to employees to cover the living expenses on a business travel. Per Diem excludes expenses towards conveyance & lunches/dinner with the clients or guests.
- Corporate Services Department or Admin Team shall carry the same meaning unless otherwise specified.
- The HR department will interface with the employees and the Manager during the entire procedure.

TYPE OF TRAVEL

_On the basis of nature the travel can be classified into:

- Domestic Business Travel
- Overseas Business Travel

DOMESTIC BUSINESS TRAVEL

- Any Travel within India constitutes as domestic business travel.

- The policy documents the various approvals for different travel purposes both for visa or business.

OVERSEAS BUSINESS TRAVEL

Any travel outside India constitutes as overseas business travel.

TRAVEL REQUEST

- A travel request needs to be initiated by the business head whose team member would be travelling.
- The concerned business head will fill up the travel request form stating the purpose of the travel and have discussion with the employee on the any agreements to be signed prior to approving the same.
- Post the discussion and approval the form is sent across to the HR department who will then intimate the Admin team to initiate the booking for travel and accommodation as well as the finance team for any travel advance formalities.
- The HR department would interface with the employee and manager for all further queries on travel.



Travel Request
Form.docx

TRAVEL ARRANGEMENTS

- The Company will operate a centralized travel management program. The program is organized to help the employees accomplish their missions by putting in place structures and procedures designed to save time and effort while providing an acceptable level of comfort at the lowest reasonable cost.
- Travel arrangements should be made through the Admin department post the intimation from the HR department. Admin department will work with the Company's external travel agency as well as various online booking services to arrange for the lowest logical travel costs.
- As far as possible arrangements to book a trip must be made as soon as the travel request form is approved in order to obtain a lower advanced-purchase or capacity-controlled fare.
- A minimum of ten days' advance notice is required unless there is an urgent requirement.
- All the travel and bookings arrangements would be completed five days prior to the travel and the employee would be handed over all the ticket confirmations and lodging information.

MODE OF TRAVEL

Grades	Overseas	Domestic
VP & Above	Business Class	Air - Economic Class
Manager to AVP Level	Air - Economic Class	Air - Economic Class
Below Manager Level	Air - Economic Class	Air - Economic Class (if the distance travelled > 500 Kms)
		Train - 2 Tier AC (if the distance travelled < 500 Kms)

- Any changes to the mode of travel would require an approval post discussion with the CEO and the Business Vertical Heads (BPO/ADM/Enabling Function)

AIRLINE RESERVATION

- All travel arrangements booking/cancellations should be made only through FNFI Corporate Services department.
- The travel arrangements would be handled as per the travel matrix
- All travel bookings, cancellations /rebooking must be pre authorized by the appropriate authority.
- Any additional expense or penalty occurred due to change in travel arrangements should be justified with adequate approval and supporting documents while claiming penalty reimbursement on tickets etc.
- Any upgrades are allowed at the individual's personal expenses.

FREQUENT FLYER PROGRAMS

- Travelling individuals may avail frequent flyer benefits. However participation in these programs should not result in any additional cost to FNF India beyond the lowest airfare the traveler is entitled to.
- Employees will not be eligible for any reimbursement for all free tickets received from air mileage programs.

CANCELLATIONS

- When a trip is cancelled after the tickets have been issued the employee should inquire about using the same ticket for future travel.
- If the employee does not intend to travel in future, the tickets should be surrendered to the Corporate Services department for cancellation and obtaining refunds.
- If the employee wishes to use the unused ticket for personal travel, the employee must reimburse the full cost to FNF India.

INVITE LETTERS

- Invite Letters would be issued by the CEO's Office once the HR approves the travel.
- One invite letter from the CEO would be issued for the purposes of visa interview purpose.
- In case of overseas travel the invite letter would be signed off by the CEO.
- HR will co-ordinate to ensure that the letters are received by the employees.

LODGING

- As per the company policy all the hotel reservations should be made from one of its approved travel agencies or using the internet through the admin department. Unless an employee can obtain lower rates through his/her local travel agent, all arrangements are to be made through the Admin department and approved by Business Head. The only exception will be in cases of emergency travel needs or last minute changes of itinerary that cannot be accommodated by the agency.
- Hotels used by employees have to be within the limits prescribed in the travel matrix as per this policy.
- Employees will not be reimbursed for "no show" charges unless a valid business reason can be established. Employees are responsible for canceling their hotel booking due to last minute changes
- In the event that the company has booked the hotel with advance payment and such a booking has not been utilized by the employee and the employee has not cancelled the booking the amount will be considered as travel advance to the employee and the amount will be recovered from the employee
- Employees are required to use properties in the moderate categories and will only be reimbursed for standard business class single room.

- The original itemized hotel bill must be attached to the expense statement.
- The employees may accept room upgrades if such upgrades is at no additional cost to the company
- Lodging charges should be billed to the employees business credit card or cash settled. The original itemized hotel bill is required to be submitted. Credit card receipts alone are not considered sufficient.
- Tips for restaurants are reimbursable when confined to reasonable limits which normally shall not exceed 15% of the bill. Hotel bills will not be covered under tips. Taxi services can have a maximum of 10% as tip.
- When travelling in groups employees of the same gender shall arrange their accommodation in such manner that they do not take more than 02 rooms. If only two persons of the same gender are travelling then both of them shall stay in single room in case it is not an overnight travel/Stay.
- In case the admin department is unable to book the lodging for the employee then the later can do the booking as per the eligibility matrix and the same can be claimed by producing appropriate bills/receipts.

LODGING STAY LIMIT

- The hotel stay cost limits (excluding taxes) for employee deputed to travel on business is as shown below

Grades	Overseas	Domestic	
VP & Above	USD 200	Class A City (Metros)	Class B City
		15000	10000
Manager to AVP Level	USD 200	Class A City (Metros)	Class B City
		10000	7000
Below Manager Level	USD 200	Class A City (Metros)	Class B City
		7000	5000

HOTEL CANCELLATION

- It is the FNFI Corporate Services department's responsibility to cancel hotel reservation if there is a change in travel plans. Such changes need to be communicated by the concerned employee in advance through an e- mail to the travel helpdesk. If there is no access to e-mail then facilities of sms can be used.

- The individuals shall personally cancel the reservation directly with the hotel only when it is not possible to reach out to the FNFI Corporate Services department owing to the reasons such as time differences between countries or emergency changes which if not acted upon may result in the additional charges to the company.
- Individual will be held responsible and may not be reimbursed for “No show” charges except in an unusual circumstance resulting in a cancellation penalty unless the cancellation is approved by the departmental head.

HOTEL FREQUENT GUEST PROGRAMS

- Hotels have frequent guest programs that reward travelers with free accommodations in exchange for a given number of paid room nights at the hotel. Awards from such programs may be retained by the employee for personal use. However participation in these programs should not influence hotel selection that would result in incremental costs.
- Any membership fees associated with joining these programs are not reimbursable.

List of Class A and Class B Cities (Metros):

- The list of class A cities or metros is as below
 - Bangalore
 - Chennai
 - Mumbai
 - Kolkata
 - Hyderabad
 - Delhi
- Any other city in India other than ones listed above will be defined as Class B city

TRAVEL ADVANCE

- The HR will submit an estimate of the travel requirements to the Finance department through the travel request form which is already approved. The finance team provides the travel advance post validation of the requirement and also possesses the authority to question and amends the requirement if proven inappropriate.
- The Travel advance request should be intimated to the finance team within a minimum of 10 days unless and until there is an emergency. The finance team will ensure that the travel advance is credited to the employee within 5 days of his/her travel.

DAILY ALLOWANCE FOR DOMESTIC TRAVEL

- The daily allowance limits for employees deputed to travel on business within India.

Grade	Class A City (Metros)	Class B City
VP & Above	INR 2,500/-	INR 2,000/-
Manager to AVP Level	INR 2,000/-	INR 1500/-
Below Manager Level	INR 1,000/-	INR 1000/-

- Daily allowance includes food & beverages (excluding alcohol), laundry etc.,
- Actual Bill should be submitted at the time of reimbursement.
- Note: The above entitlement is applicable for intra city travel, however if adequate proof is not submitted only the actual will be reimbursed.
- Client meals and client travel reimbursement would be covered under customer management policy.

TRAVEL EXPENSE AND PER DIEM FOR OVERSEAS TRAVEL

- Per Diem covering food expenses for international travel is USD 65.00 per day.
- The finance department uploads the per diem based on the number of days of travel as mentioned in the travel request form which would be sent across by the HR Team.
- All conveyance expenses will be reimbursed at actuals against appropriate bills produced for the same
- Expenses incurred/required above these limits require adequate approval and supporting documentation. (Vouchers, Bills etc)
- The employee is required to submit the travel expense form for all expenses and advances to the finance department within 10 business days (excluding company declared holidays and weekends) from the date of return.
- The employee should also mail a soft copy of the report to the finance help desk.
- The travel expense statement must be self-attested by the employee and duly approved by the concerned authority. All bills, vouchers and other supporting documents towards expenses and reimbursement must be attached to the statement (bills and others shall be original).

- **Note: If appropriate bills are not submitted for the claims, the Per Diem will be subject to taxation.**

REIMBURSEMENTS/SETTLEMENT OF CLAIMS

- All claims towards expenses incurred on official work shall be reimbursed against bills / vouchers with appropriate approvals.
- The claims should be submitted in the required format and accompanied by the original Receipts.
- Any travel advance obtained against the travel will be deducted or adjusted against the final travel expenses claim.
- Any unused currency /Travelers card should be returned to the company.
- **Note:** If appropriate bills are not submitted for the claims the Per Diem will subject to taxation
- All terms and conditions mentioned above can be altered or modified at any given point of time at the discretion of the Head of HR and the Management

DOMESTIC TRAVEL FOR WOMEN EMPLOYEES

- Women employees, if pregnant or if they have to travel before 90 days of delivery for company requirements, will be given air travel regardless of level and grade.
- Women in advanced stages of pregnancy that is typically after the second trimester of pregnancy will not be eligible for travel

INTRA CITY TRAVEL

- All local travel will be organized by the Corporate Services department with appropriate approval from department heads.
- Alternatively, if employee uses his/her own transport they will be reimbursed as follows:
 - Two wheeler – INR 5 / km
 - Four Wheeler – INR 10 / km
- Public transport will be reimbursed at actuals however in cases of auto/ taxis; the same will be validated based on the distance travelled
- Travel to Airport/ Railway Station / Bus Stand will be organized by the Admin department, alternatively employee can organize his/her own transport and the same will be reimbursed at actuals after being vetted by the admin department.

DAILY ALLOWANCE INTRA CITY TRAVEL

- Daily allowance for local travel includes food & beverages (excluding alcohol).
- Adequate bills needs to be produced at the time of reimbursement

Grade	Amount
VP & Above	INR 1000/-
Manager to AVP Level	INR 750/-
Below Manager Level	INR 500/-

CAR RENTAL

- Car rentals should only be undertaken when alternative economic public transportation is unavailable or impractical.
- Car rental should be used only when it provides overall time and price advantages.
- It is recommended not to use car rentals where traffic rules are uncomfortable or where renters may be subject to heavy penalty/legal complications in case of an accident.
- Availing of car rental facility for local travel has to be routed through the Facility Management Group of FNFI, such request has to be duly approved by all concerned, and the reason for availing such facility must be mentioned.
- Unless otherwise warranted by the circumstances personal cars shall not be used for travelling out of local limits (involving overnight stay), if personal cars are used then only the fuel charges of vehicle shall be reimbursed .Reimbursement of all other incidental expenses with respect to vehicle shall be at the discretion of the appropriate personnel at the Finance Department.

RENTAL CAR CATEGORIES

- When travelling alone, car rental should be compact or mid-size vehicle.
- For multiple passengers of 4 or more a full size car may be rented.
- When travelling in groups, sharing of cars should be practiced to minimize the costs.

DOMESTIC TRAVEL FOR VISA PURPOSES

- All the policy guidelines for the domestic travel will apply for travel for visa purposes

- In consideration of the company sending the employee visa purposes at the cost of the company, and in consideration of the intent to send the employee overseas for additional knowledge and experience that the employee would be gaining on account of the training, the employee shall work for the company for a minimum period of 6 months from the date of clearing the visa interview. This would be necessitated through the visa travel agreement.
- The employee would also affirm that he would be signing off the overseas travel agreement, as mentioned below in the policy, when his/her overseas travel dates have been fixed.
- The overseas travel agreement and visa travel agreement are appended as annexure.

OVERSEAS TRAVEL MEDICAL INSURANCE POLICY

- All employees travelling overseas will be provided with overseas travel medical insurance.

OVERSEAS BOND POLICY/ OVERSEAS TRAVEL AGREEMENT

PREMISE

- Global exposure is encouraged and is desirable for an individual's personal & professional development. FNF India always attempts to provide opportunities to its employees to gain global exposure. As the organization invests considerably in providing this exposure, it expects the employee to serve the organization for a fair period of time in return. To formalize this expectation, and protect the company's interest, employees going on an overseas travel will be required to accept a service agreement which requires them to serve the company for a minimum period from the date of return from the overseas travel.
- In consideration of the company sending the employee for training abroad at the cost of the company, and in consideration of the additional knowledge and experience that the employee would be gaining on account of the training or business meetings, the employee shall work for the company for a minimum period from the date of overseas return. The employee shall not, under any circumstances work for any competitor of the company during the minimum period after training.
- The travel agreement will be fixed based on the following factors:
 - Purpose of Travel
 - Duration of Travel
 - Period required for KT
- The above information should be confirmed by the respective client and approved by the respective business head
- The later will provide the above information to the HR department who will then proceed with the travel agreement

- In addition to the above, the notice period of the employee would be converted to 90 days for a period of 1 year. After completion of one year the notice period will be reverted to the previous notice period duration basis the terms of employment.
- The above period could be extended based on client requirement (in case of any pending knowledge transfer).

Liquidated Damages:

- The Employee is expected to serve the company for the minimum period from the date of return from the overseas deputation. In case, he does not wish to continue service in the company after returning from the overseas deputation, he would be required to pay the company liquidated damages of INR 3,00,000/- (or as per the cost to company basis the time spent onsite whichever is higher) to the company.
- The liquidated damages will be reduced pro rata basis month wise depending on the tenure served by the employee post his/her return from the Overseas Deputation.
- Liquidated Damages value = (The minimum period-No of months actually served)/12 * 6000
- Eg. If an employee resigns after spending one month post his return, and his/her minimum period is 12 months as he had 4 weeks of training overseas; he or she would be liable to pay $11/12 * 6000$.
- The amount will be determined based on the expenses incurred by the company in providing Overseas Deputation and the minimum would be INR 3,00,000/-
- The minimum period after clearing Visa interview is 6 months and if employee resigns he/she would need to pay the cost incurred for travel which amounts to INR 30,000/-
- The HR will finalize the amount taking into consideration the duration of the travel and any additional cost due to training.
- The sign offs would be taken from the customer too on the completion of knowledge transfer.
- In the event the employee fails to comply with the terms of the agreement, the relieving letter will not be provided to the employee and legal action proceedings will be initiated against the employee.
- In the event of the employee travelling again a new agreement would need to be signed off and would supersede any previous agreement signed by the employee.

ANNEXURE A – GRID

Grades	Particulars	Overseas	Domestic		Intra City
VP & Above	Mode of Travel	Business Class	Air - Economic Class		Two Wheeler - Rs 5/ Km Four Wheeler - Rs 10/ Km
	Lodging	USD 200 (excluding Tax)	Class A City (Metros) 15000	Class B City 10000	N/A
	Daily Allowance	USD 65	2500	2000	1000
Manager to AVP	Mode of Travel	Air - Economic Class	Air - Economic Class		Two Wheeler - Rs 5/ Km Four Wheeler - Rs 10/ Km
	Lodging	USD 200 (excluding Tax)	Class A City (Metros) 10000	Class B City 7000	N/A
	Daily Allowance	USD 65	2000	1500	750
Below Manager	Mode of Travel	Air - Economic Class	Air - Economic Class (if the distance travelled > 500 Kms) Train - 2 Tier AC (if the distance travelled < 500 Kms)		Two Wheeler - Rs 5/ Km Four Wheeler - Rs 10/ Km
	Lodging	USD 200 (excluding Tax)	Class A City (Metros) 7000	Class B City 5000	N/A
	Daily Allowance	USD 65	1000	1000	500
# All local travel will be organized by the administration department with appropriate approval from department heads. Alternatively, if employee uses his/her own transport they will be reimbursed as mentioned above Public transport will be reimbursed at actuals however in cases of auto/taxi etc will be validated based on the distance travelled					

2. **ANNEXURE B – Visa Travel Agreement**



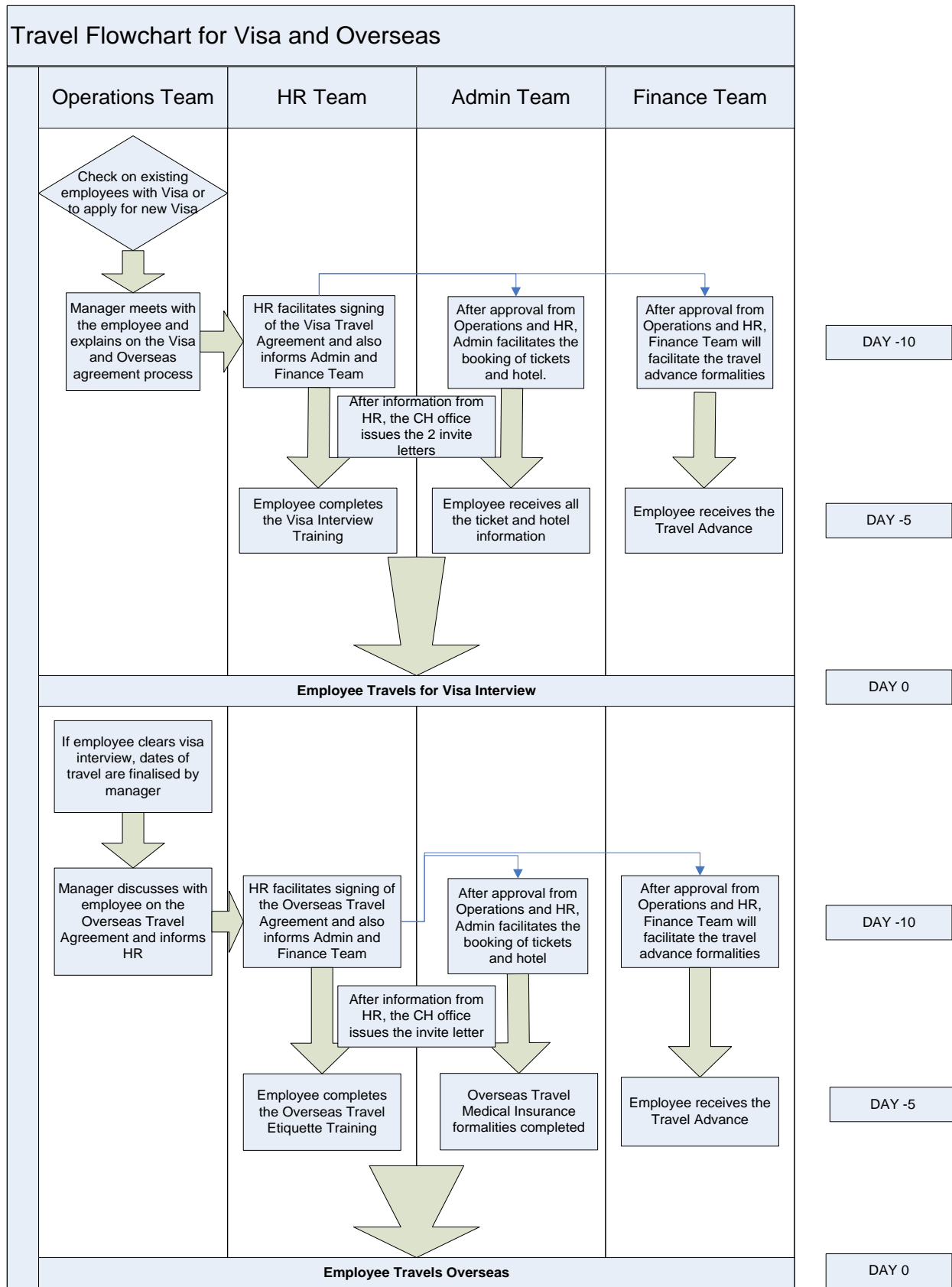
Visa Travel
agreement1.docx

3. **ANNEXURE C – Overseas Travel Agreement**



Overseas Travel
Agreement - Update

ANNEXURE D – Process Flow Chart



V. Interpretation:

- The interpretation of this policy rests exclusively with the Company. The decision of the Company shall be final and binding.
- The policy and procedures stated in this document will be interpreted, administered and amended by the company within its sole discretion.
- The company reserves an unconditional right to modify, amend or rescind the whole or part of this policy at any time it may deem fit without any notice.
- Any matter not specifically covered under the above guidelines or any exceptions shall be referred for discussion to the concerned Business Head and Head-HR.

VII. Effective Date:

These guidelines and Procedures shall supersede all other earlier guidelines / rules on the Subject matter shall come into force with effect the date of current version mentioned above.