

OLG TRAVEL, MEAL, AND HOSPITALITY POLICY

QUESTIONS & ANSWERS

NOTE: This document is updated as required.

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PURPOSE

The purpose of this document is to provide quick answers to some of the more frequently asked Travel, Meal and Hospitality Policy related questions.

OLG's Travel Meal and Hospitality Policy (Travel Policy) is based on the Management Board of Cabinet's Travel, Meal and Hospitality Directive, which sets out the rules and principles for the reimbursement and payment of travel, meal, and hospitality expenses. These Q & A's were created as a supplement to the OLG Travel Policy and in the event of an inconsistency between this document and the Travel policy, the Travel policy would prevail.

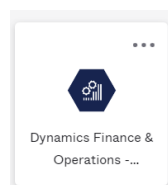
D365 EXPENSE MANAGEMENT

Q. Is there a specific D365 license required to submit Travel Requisitions and Expense reimbursement requests in D365?

A. Yes, a D365 Expense Management license is required to submit a request for pre-approval to travel and to complete a travel expense reimbursement. Contact ITSC by calling 1- 866-348-8787 to request this access. Please plan ahead as it can take between 3 to 5 business days to secure this license.

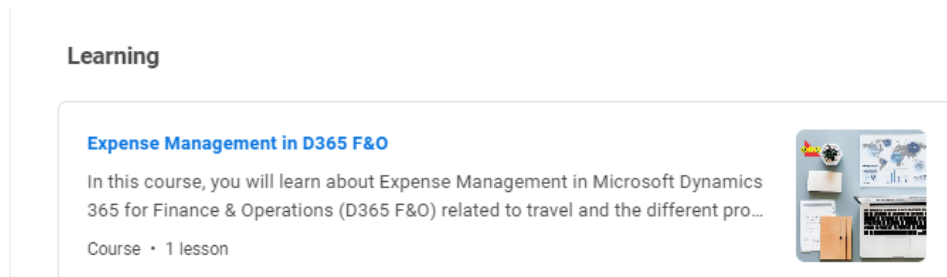
Q. Once I receive my D365 Expense Management License, how do I locate the D365 application?

A. The application is called Dynamics Finance & Operations and it can be found on Okta using this path olg.okta.com/app/UserHome and selecting this icon:



Q. Once I have a D365 Expense Management License, where can I find training documents and other resources?

A. D365 Expense Management Training is located in Workday/Learning/Browse Learning Content and by entering “D365” in the search field. The Training material will look like this:



Q. Do I require a D365 Expense Management license if I only have miscellaneous expense items (AGCO license, tuition reimbursement, etc.) that require reimbursement?

A. If your reimbursement is limited to non-travel items, and you do not already have a D365 Expense Management License, you can complete a [Miscellaneous Expense Form](#), attach supporting documents (receipts, professional development form, etc.), have it electronically approved by your manager and email it to TravelMiscExpenseReports@olg.ca. Accounts Payable will enter it into D365 on your behalf for reimbursement.

Q. If I have a D365 Expense Management License, can I still use the Miscellaneous Expense form and send it to Accounts Payable for entry on my behalf?

A. Those with a D365 license need to complete a Travel Requisition and Expense Report in D365. Please select “10-Miscellaneous” as the Business Purpose on the Travel Requisition.

CONCUR PROFILE

The personal information you provide to OLG third party travel service provider(s) is collected under the authority of the Ontario Lottery and Gaming Corporation Act, 1999. The information is intended to be used for the purpose of facilitating OLG business travel reservations. Your personal information and emergency contact information provided will be retained in accordance with OLG's records retention policies and securely destroyed at the end of that retention period.

Q. Do I need a Concur profile to make travel reservations?

- A. Please note that travel can only be booked if you have an existing profile in Concur. You also require a Concur profile to book travel directly with Global Business Travel (GBT) agent.

Q. How do I log into the Concur Online Booking Tool?

- A. You can access the online booking tool by going to Concur Solutions at www.concursolutions.com.

Q. What is my login id?

- A. Your Concur login needs to match your 5-digit Employee ID followed by @olg.ca (i.e., 12345@olg.ca) and must be 5-digits. Note that you may need to add leading 0's. If your profile was created prior to Sept 2018 and is less than 5-digits do not add leading 0's.

Q. If I already have a profile and my login is not 5-digits, do I need to create a new one?

- A. No. Do not create a new profile, your current profile will still work.

Q. How do I login in for the first time after my profile has been set up?

- A. Go to Concur at www.concursolutions.com and enter your login (employee#@OLG.ca) and password.

Q. What do I need to do the first time I login?

- A. Review and update your profile. Even if no changes are needed, you must save your profile before you can book your first trip with GBT.

Q. How do I update my profile?

- A. After you have logged into your profile, in the upper right-hand corner of the Concur Travel home page, click Profile > Profiles Settings.

The Profile Options page appears. Select profile information and choose the sections that require updates. Be sure to complete your department ID (this is your D365 cost centre), emergency contact Information, and add any required Travel Arrangers. Please note that a personal credit card is also required for accommodations and vehicle reservations (please select the appropriate icons).

***Remember to select “SAVE” before exiting. ***

Q. Can I use my preferred name in my profile?

- A. The name in your profile must accurately match the legal name on your government issued documentation. If it does not, please edit to match.

Q. What do I do if I forget my password?

- A. Submit a FIRS request- found on InsideOLG>Quicklinks using the following path:

| | |
|----------------------|---|
| Request Type* | AP/FIO |
| Request Category* | Business Travel, Hospitality & Meetings |
| Request Subcategory* | Travel Booking/Profile Inquiry |

Q. If I do not currently have a profile in Concur and I need to make reservations for travel, what action is required?

- A. Travellers without an existing Travel Profile should follow the directions on the OLG Business Travel page for the self-registration. The Self-Registration sets up a profile in Concur, which is also available to GBT for reservations.

Your request will be sent to an OLG Administrator who validates and approves the creation of your profile. Once approval is completed, log into Concur to finalize your profile at www.concursolutions.com.

Q. How long will it take for my profile to be approved by on OLG Administrator?

- A. Approvals will take approximately 48 hours and will be facilitated during normal business days and hours, Monday to Friday 8:45 am to 5:00 pm. Please plan ahead as travel reservations cannot be made until a profile has been approved and completed.

Q. Do I have to complete all the fields when setting up my Concur profile?

- A. Concur required fields are marked with an asterisk (*). But other fields are also required by OLG: Department Code (ID), Emergency Contact Information, and a Personal Credit Card which is required for accommodations and vehicle reservations (please select the appropriate icon).

Q. Why is entering my Department Code (ID) important?

- A. When a flight is booked the Dept ID (which is your D365 Cost Centre) entered determines which OLG corporate credit card will be charged. When a Dept ID is not entered or is entered incorrectly your personal credit card will be charged for the flights and administrative fees.

Q. Why do I have to enter a personal credit card number?

- A. A valid personal credit card is required for accommodation and vehicle reservations. Ensure that you select the icons for hotel and vehicles when completing your profile information.

Q. What happens if a phone number is missing from your Concur profile?

- A. GBT travel agent will ask for a mobile phone number and include it in the reservation.

Q. Does my profile need to contain a mobile phone number to receive flight notifications?

- A. No. Notifications will be sent to mobile phones and/or email addresses.

TRAVEL RESERVATIONS

Q. What should I do if I have a complex travel reservation and need to call GBT to make my travel reservations?

- A. You will require a completed travel profile in Concur. Without a completed profile, GBT will not be able to make any reservations for you.

For more complex international or multi-segment reservations, call the GBT counsellor team at 1-877-834-2426 option #3. (Transactions fees are considerably higher when using an agent instead of Concur Travel to make your reservations).

Q. Who do I call if I need assistance or need to make a change to my online reservation?

- A. For accommodations/vehicle rentals use Concur to modify or cancel existing reservations.

Air/Rail reservations – GBT has a team of online specialists that are available Monday to Friday 8 a.m. to 8 p.m. EST to assist you with your online reservations/questions. This team is highly trained and proficient in the online booking tool. They will be able to assist you with your travel profile, any technical support, & to modify or cancel an existing online reservation.

To access the GBT Online Help Desk you call 1-877-834-2426 Option #2 or send an email to ca.onlinesupport@amexgbt.com (emergency after hours fees will apply).

Q. What should I do when I need travel assistance after the designated business hours?

- A. Contact GBT's Emergency After Hours Services desk. The Emergency After Hours Services desk is available 24 hours a day, 365 days a year. Call the OLG toll-free number 1-877-834-2426 and follow the prompt to reach an After-Hours agent for assistance. The fee for calling after hours is \$31.26.

TRAVEL

All travel requires pre-approval, and all expense claims must be supported by full documentation and original detailed receipts (unless otherwise stated). All travel is to be directly related to core business functions and reduced or eliminated where use of Microsoft Teams or other technology achieves the same outcome.

Q. Where do I find the forms I need when I travel?

- A. All forms can be found on Inside OLG > Quick Links > Business Travel > Travel Policy & Documents
- Business Case for Individuals Travelling Outside of Ontario
 - Request for Approval to Travel International – Outside Canada and the Continental U.S.A
 - Assessment of Physical and Cyber Security -The form needs to be completed and submitted to TravelRisk@ontario.ca approximately one month in advance of travelling.

Q. Do I need pre-approval to travel within Ontario?

- A. Travel within Ontario requires documented pre-approval of your immediate manager. If you are a frequent traveller, prior approval can be granted for a fiscal year using the “Routine Business Traveller Form” found on Inside OLG. This form requires manager and executive leadership member approval. A copy of the form should be submitted with each travel requisition and expense report.

Q. Do I need pre-approval to travel outside Ontario but within Canada?

- A. Travel outside Ontario but within Canada requires written pre-approval from the President and CEO (CEO) using the form “Business Case for Individuals Travelling Outside of Ontario.”

Q. Do I need pre-approval to travel to the Continental United States or Internationally?

- A. For travel within the Continental United States requires written pre-approval by the President and CEO (CEO) using the “Business Case for Individuals Travelling Outside of Ontario” template. A completed Security Assessment must accompany your “Request for Approval to Travel International – Outside Canada and the Continental U.S.A.”

For international travel (outside Canada or the Continental United States) requires CEO approval and written pre-approval from the Minister and an Assessment of Physical and Cyber Security. The completed Security Assessment must accompany your “Request for Approval to Travel International – Outside Canada and the Continental U.S.A.”

Q. What is the Assessment of Physical and Cyber Security, how long does the assessment take, and when does it need to be submitted?

- A. The assessment provides recommendations on safeguards against cyber and physical security for the travel destination identified.

You can expect your completed assessment approximately six business days from submission and should be submitted after travel is approved by the President and CEO.

Q. Is there a time limit to submit expense reports for reimbursement?

- A. Yes. Claims should be submitted immediately after travel whenever possible. All claims must be submitted on a timely basis, no later than the end of the quarter following the quarter in which the expense was incurred.

Q. I only have a credit card statement to submit as a receipt. Will this be an eligible expense for reimbursement?

- A. Travellers are reminded to retain and submit original itemized receipts unless otherwise indicated in the policy. Credit card slips alone are insufficient to support a claim for reimbursement. If a detailed receipt is not available a written explanation of the extenuating circumstances must be submitted with your expense report and your manager must approve this exception. Also, the claim must include the name of the establishment where the purchase was made, date and time of purchase, and an itemized list of purchases.

TRANSPORTATION

Q. Per the policy, I need to choose lowest fare available for flight and rail. How do I know I am choosing the lowest fare available?

- A. The Concur booking tool is populated with government negotiated airfares which provides an employee with the ability to review flight options and select the lowest fare.

To make VIA Rail reservations an employee can contact OLG's travel service provider (GBT), who has access to the government negotiated rates or alternatively, they can view options directly on the VIA Rail website and entering the Government discount code (700603) to secure the most economical price.

Q. How do I book a round trip flight using different airlines?

- A. You must make two separate reservations. Complete the first reservation then search for the 2nd flight and complete that reservation.

Q. Why do I need to make two separate reservations?

- A. Making one flight reservation using different airlines incurs materially higher administrative fees.

Q. Do I need to use public transportation?

- A. Whenever possible, local public transportation/hotel shuttles should be used. Documentation may be required to confirm that the lowest cost option was selected for travel, and justification will be required when the lowest cost option was not selected.

Q. If I use my personal vehicle, do I need to keep track of the kms travelled?

A. Yes, personal vehicle mileage needs to be tracked as reimbursement rates change based on total km's travelled during each fiscal year (April 1 - March 31). Expense reports in D365 have been configured to provide the employee with an accurate year to date total.

| | |
|-------------------------|-------------------|
| Tax recovery number | Mileage |
| | 90.00 |
| Expense category | Total YTD Mileage |
| 01-Travel KM S1 <4000KM | 872.00 |
| Transaction date | Rate per mile |
| 2023-03-20 | 0.400 |
| Payment method | Vehicle type |
| EFT-RMT | |
| Amount in CAD | From address |
| 36.00 | |

It is important that the correct expense category that indicates where travel originated (N for North, S for South) is selected when completing the expense report.

| Expense category | | Receipts |
|-------------------------------|-------------------------------|------------------------|
| Expense category | Description | Default payment method |
| 01-Travel KM N1 <4000KM | 01-Travel KM N1 <4000KM | EFT-RMT |
| 01-Travel KM N2 4000-10700KM | 01-Travel KM N2 4000-10700KM | EFT-RMT |
| 01-Travel KM N3 10700-24000KM | 01-Travel KM N3 10700-24000KM | EFT-RMT |
| 01-Travel KM N4 >24000KM | 01-Travel KM N4 >24000KM | EFT-RMT |
| 01-Travel KM S1 <4000KM | 01-Travel KM S1 <4000KM | EFT-RMT |
| 01-Travel KM S2 4000-10700KM | 01-Travel KM S2 4000-10700KM | EFT-RMT |

The employee (and their manager) are both accountable for maintaining an appropriate log for kilometer usage to ensure compliance with the appropriate reimbursement rate.

Q. When does the km rate start to decline?

- A. The chart below provides the km rates for Ontario and the decline schedule.

| Total Kilometers Driven per fiscal year | Southern Ontario (\$ per km) | Northern Ontario (\$ per km) |
|---|------------------------------------|------------------------------------|
| 0 – 4,000 km | 0.40 | 0.41 |
| 4,001 – 10,700 km | 0.35 | 0.36 |
| 10,701 – 24,000 km | 0.29 | 0.30 |
| More than 24,000 km | 0.24 | 0.25 |

Q. When renting a car, do I accept or decline the loss damage waiver and any personal insurance waivers offered by the rental agency?

- A. The OLG policy states that individuals must decline the loss damage waiver and any personal insurance waivers offered by the rental agency as this coverage is included in OLG's corporate insurance policy.

The only exception is when renting a vehicle outside of Ontario then you are required to accept the rental company loss damage waiver insurance and liability insurance coverage, this expense is reimbursable by OLG.

*For additional information related to insurance and rentals exceeding 30 days please contact OLG's Director of Business Resilience.

Q. Are parking charges at the airport an eligible business expense?

- A. If the most economical and practical option is to drive and leave your personal vehicle at the airport when travelling for business, the parking expense would be an eligible expense item. Offsite/long term parking is usually the most economical.

Q. Are there any guidelines on which mode of transportation should be used to travel to or from the airport? (i.e., taxi, shuttle service)

- A. Local public transportation including but not limited to, local transit and hotel/airport shuttles should be used whenever possible. You should choose the option that strikes a balance between economy and efficiency of operations.

Q. Am I able to use ride-hailing services (i.e., Uber) when travelling instead of taxis?

A. Public transportation should be used whenever possible. When public transportation is not feasible, ride-hailing services like Uber are eligible for reimbursement in locations where ride-hailing services are regulated and appropriately insured. Only standard service (i.e., non-premium and single occupancy) should be used. A detailed receipt is required for reimbursement. Please see Appendix A “Regulated Municipalities & Insured Companies for Ride-Hailing in Ontario”

Q. Am I able to claim tips paid for transportation provided by taxis or ride-hailing?

A. Tips/gratuities for ground transportation must be reasonable. OLG defines reasonable as a maximum of 10%. The tip amount must be documented on the receipt (either electronically or handwritten).

Q. Should mileage be tracked from your starting location, for example “home” or should all travel start from your “primary work location”?

A. Business mileage is the travel an employee incurs beyond normal commute mileage (from home to primary work location and home again) on a normal workday. The mileage rate includes gas, vehicle maintenance, insurance, and other personal vehicle-related costs.

Refer to Appendix B “Business Meeting/Event” mileage reimbursement examples.

Q. Is mileage from primary work location to the airport an eligible business expense?

A. Yes, this is an eligible business expense.

Refer to Appendix C for “Travel to the Airport” mileage reimbursement examples.

Q. If I receive approval for travel (that includes a hotel, vehicle rental, flight and/or rail) by email from my manager, do I still need to complete a Travel Requisition in D365?

A. Yes, a D365 Travel Requisition (TR) is required for all travel related items including accommodations, vehicle rentals, and air travel. The TR will route for approval through D365 once you submit through workflow. Following approval, the TR number is inputted into the Concur online booking tool or verbally provided when contacting an agent directly. An approved TR is required in D365 prior to completing an Expense Report for reimbursement.

Q. How do I determine what is the most practical and economical vehicle choice between a rental and personal vehicle?

A. Historically rental vehicles were deemed to be more economical than personal vehicles when travelling more than 200km's per day. Effective January 1, 2023, the Federal government negotiated new rental vehicle contracts which resulted in higher daily rental rates and the removal of unlimited free km's, replacing it with an additional per km charge ranging from .25 to .30/km for mileage exceeding 200km/day. These changes have made it more difficult to determine the most economical option.

The decision to use a personal vehicle instead of a rental vehicle, should be discussed with your manager and if approved, a rationale for the decision should be included as part of the expense submission. This rationale should be based on several factors, including the cost of the rental vehicle, number of occupants, baggage requirements, and health and safety (including weather conditions).

ACCOMMODATION

Q. The policy states that claimants must use the designated travel service provider (GBT) for "accommodations". Does this mean that I must book through the travel services provider even if I can get a better rate by booking directly on the Internet?

A. Yes. All accommodations must be selected from the list of government negotiated hotels and all bookings must be made through the on-line booking tool, Concur or directly with OLG's travel provider (GBT).

While there may be occasions when you can obtain a lower rate through other means, the negotiated government rates will be lower over the long term. In the event that you require accommodations in a location where a government negotiated rate at a hotel does not exist, you may book a non-government preferred hotel using Concur or directly with OLG's travel provider (GBT) if the cost is reasonable and appropriate documentation of the exception is noted in your expense claim.

Q. Are personal changes and/or upgrades to reservations eligible for reimbursement (i.e., accommodations, vehicle rentals, rail or flights)?

A. Upgrades to accommodations, vehicle rentals, rail or flights above the OLG preferred options may be acceptable if the incremental cost is covered personally and not submitted for reimbursement. Supporting documentation clearly segregating the business vs personal costs must be included as part of the expense submission.

*See Management Discretion Guideline for extenuating circumstances that would allow for exceptions. *

Q. If there are no standard rooms left at the hotel that is in the most efficient location for the work area I am attending, am I required to choose a different hotel which is further away?

A. To lower the cost of accommodations, consideration should be given to locations outside of the downtown area and using public transit to/from such location as a means of transportation.

When applying the policy, managers are given some discretion. If a business rationale is submitted with an expense report, the cost is reasonable, and the employee's manager agrees it is an appropriate expense, it will be

reimbursed. When comparing the cost of different accommodation options, the total cost should be taken into consideration (i.e., parking costs, complimentary meals, transportation, etc.).

Q. Am I able to claim gratuities left for housekeeping if there is no receipt?

A. Yes, reasonable gratuities can be claimed for housekeeping, OLG defines reasonable as \$2-\$5 for up to two nights in a hotel, and up to \$10 for a longer stay. The gratuity amount must be documented (handwritten) on the hotel receipt.

MEALS

Q. What are the rates for meal allowance?

A. Meal reimbursement rates are:

- Breakfast \$10.00
- Lunch \$12.50
- Dinner \$22.50

Purchased meals will be reimbursed at the established meal allowance rate regardless of the actual amount spent on the meal. Expenses for alcoholic beverages will not be reimbursed.

Q. How do I know if I can claim a meal?

A. A claimant may be eligible for a meal allowance if:

- the claimant is outside of the 24 km radius from the primary work location area during a normal meal period.

Q. Are detailed receipts for meal expenses required?

A. No. Meal receipts are not required to be submitted with meal claims or retained for eligible meals incurred outside of the primary work location area (24 km perimeter from the workplace) while travelling on OLG business.

Q. What meal rate allowances are used for travel outside of Canada and where are they found?

A. Reimbursements of meal expenses incurred outside of Canada are subject to the rates for international travel specified in the [National Joint Council Travel Directive](#).

These rates are subject to change every April and October; therefore, it is important to periodically validate the rates. The rate used is based on the date meal expenses were incurred.

Q. Can I still claim meal expenses if staying with family/friends?

A. If you choose to stay with family or friends, and do not pay for your meal, you cannot claim for those meals; however, you are able to claim the \$30 per night for gratuitous lodging.

Q. Can I submit a claim for a meal if it is provided?

- A. No reimbursement shall be made for meals consumed at home prior to departure or upon return or for meals included in the cost of transportation, accommodation, seminars and/or conferences.

Q. What are the time periods for claiming meals?

- A. Although there are no defined meal periods in the policy, management discretion on meals outside “normal meal periods” may be appropriate in limited circumstances when the rationale provided is based on the guiding principles and strikes a balance between economy and efficiency of operations.

HOSPITALITY

There are limited circumstances where hospitality can be extended, please refer to the policy for further details.

Q. A colleague is retiring. The staff would like to celebrate his achievements and take him to lunch. Can we do this?

A. The policy does not discourage this type of recognition; however, if the cost is being claimed for reimbursement from OLG, it will be declined. There are other opportunities through OLG's existing rewards and recognition program to acknowledge achievement.

Q. I understand the stricter rules around providing hospitality. What about accepting hospitality? Have these rules changed?

A. OLG policy regarding accepting hospitality and potential conflict of interest are outlined in OLG Conflict of Interest Rules within the Code of Business Conduct. If you have any questions or concerns regarding the appropriateness of accepting gifts or hospitality, it is your responsibility to seek clarity from your manager.

CONSULTANTS & CONTRACTORS

Q. Does this policy apply to OLG consultants and/or contractors?

A. OLG consultants and contractors are expected to abide by this policy and procurement policies. OLG cannot pay or reimburse consultants/contractors for hospitality, incidentals, or meals.

PUBLIC DISCLOSURE REQUIREMENTS

Q. Is OLG required to publicly disclose travel expenses?

- A. As per the Management Board of Cabinet's Travel, Meal & Hospitality Expenses Directive (4.2 Public Disclosure of Expenses) information about expenses must be posted on the appropriate public website for the following:
- designated persons in designated provincial agencies

OLG publicly discloses expense information for Appointees (Board of Directors), President and Chief Executive Officer and the Senior Management Team.

Q. What is the purpose of publicly disclosing travel expenses?

- A. It provides a framework of accountability to guide the effective oversight of public resources in the reimbursement of expenses and sets out rules and principles to ensure fair and reasonable practices along with the parameters for public disclosure.

Q. Where and when are OLG's reportable expenses posted?

- A. OLG's reportable expenses are posted to OLG's website <https://about.olg.ca/reports-and-disclosures/financial-disclosures/travel-meal-and-hospitality-expenses/>

Reportable expenses are posted within 60 days following the quarter end.

MISCELLANEOUS EXPENSE REIMBURSEMENT FORM

Q. How do I claim for medical notes, safety boots, and other miscellaneous expenses?

- A. If you have a D365 Expense Management license, the claim for reimbursement should be made using D365. Both a Travel Requisition and an Expense report will be required to facilitate this claim.

If you don't have a D365 Expense Management license, a Miscellaneous Expense report can be completed and sent to TravelMiscExpenseReports@olg.ca and Accounts Payable will submit the request for reimbursement on your behalf.

Please note that established Procurement/Accounts Payable methods for obtaining and paying for goods and services should be used for other types of expenditures. In cases where no other procurement/payment method exists, the "Miscellaneous Expense Reimbursement" form can be completed and submitted along with the detailed original receipts for reimbursement if accompanied by the business rationale.

Q. When seeking reimbursement for training, do I need to fill out and submit a "Miscellaneous Expense Reimbursement" form when submitting a "Professional Development" form to Accounts Payable?

- A. Yes, if you are seeking reimbursement you need to fill out a "Miscellaneous Expense Reimbursement" form and attach your approved "Professional Development" form as back up.

MANAGEMENT DISCRETION

Q. What is management discretion?

- A. For the purpose of this document, management discretion is the administrative authority to make decisions and choices with some degree of flexibility, while maintaining compliance with this policy. Approvers are accountable for their decisions, which must be:
- based on good judgment and knowledge of the situation
 - exercised in appropriate circumstances
 - compliant with the principles and mandatory requirements

When exercising discretion, the rationale must be documented and filed with the expense claim.

Q. What should be considered when using management discretion?

- A. When a situation arises, and discretion needs to be exercised, approvers should ensure the exception to policy is:
- able to stand up to scrutiny by the auditors and members of the public
 - properly explained and documented
 - fair and equitable
 - reasonable
 - appropriate

It is the responsibility of both the approver and the claimant to work out appropriate arrangements which reflect the above criteria.

Q. What documentation is needed when management discretion is being applied?

- A. In all situations where management discretion is being exercised, the following documentation is required to be filed with the expense claim:
- written explanation as to “why” the discretion is being granted
 - how the reimbursement supports OLG business needs and priorities
 - whether other, potentially more economical, options have been considered

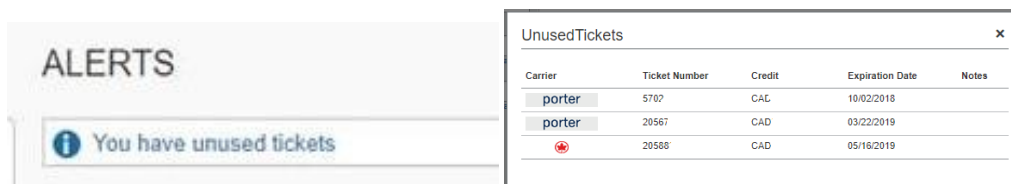
Q. Where can I find more information on Management Discretion?

- A. The Management Discretion Guideline is found on Inside OLG > Quick Links > Business Travel > Management Discretion Guideline.

FLIGHT CREDITS

Q. How do I know if I have a flight credit in my name?

- A. All flight credits appear every time you log into Concur. You will see the ALERTS message below. Click on the “You have unused tickets” to see what flight credits are available.



Q. What do I do if I have a flight credit in my name?

- A. If you will be travelling prior to the expiration date, the most economical choice would be for you to use the credit prior to expiry.

The most economical option is for the original traveller to use the flight credit, however, to ensure flight credits do not expire, credits that are within six months of expiry will be automatically applied by GBT to the next reservation made by another traveller.

Please note that the cost of the original ticket will remain with the department that made the original reservation and any incremental flight costs, change fees and the transfer fee (\$60) will be applied to the department receiving the flight credit.

Q. How do I use my flight credit?

- A. Log into Concur and make the reservation, on the final review page you will see the box below. If you have and want to use an existing flight credit and it meets the criteria (from the previous question) select “Yes.” GBT agents have been provided the criteria above as to whether a credit should be used and if so which credit if multiple credits exist.

Select YES if you have a valid ticket credit. Choose credits carefully based on value & expiry date.

Yes

Q. Do I always need to contact GBT when changing my reservations or can I contact the airline directly?

A. Yes, always contact GBT. For reservations to be properly accounted for and flight credits to be tracked, all changes must either be cancelled in Concur or through an GBT agent.

Q. How do I account for my flight credit and new flight costs?

A. All flight costs must be accounted for in the Air/Rail Direct Billed section of your expense report. Include the flight credit itinerary and/or any other exchanged ticket itineraries including your final itinerary. The total cost of the flight will be the sum of all itineraries including any fees.

ITINERARIES & EXPENSE REPORTS

Q. What itinerary do I attach to my expense report?

- A. The correct itinerary comes from “donotreply@mytrips.amexgbt.com and the subject line will contain the Name, Date of Travel, Cities and Booking Reference#. This itinerary contains all the fares and fees which are required for your expense report. When finalizing your reservation in Concur you are required to enter your initials which confirms you understand this is the correct itinerary.

Ensure the donotreply@hrgworldwide.com itinerary is attached to expense reports. Initial below [Required]

** Note: Do not use the itinerary that you receive from Concur as documentation with your expense report. **

Q. Where do I account for my airfare and administrative fees on my expense report?

- A. There are different expense categories that should be selected when capturing air related costs when completing your expense report in D365 as follows:
- 02- Travel Air – flight cost including taxes
 - 02- Travel Administration Fee – administration fee including taxes
 - 02- Travel Air Change Fee – any fees associated with using a flight credit (including name change and transfer fees')

It is important that you capture these costs accurately on your expense report as they are used for auditing and reconciliation purposes.

INFORMATION & DIRECTIONS

Q. Can I get directions to my hotel or to the car rental agency from Concur?

A. Yes, when making your reservation there is an opportunity to select “Get Directions” when you are finalizing the reservations.

Q. Are there any tutorials available to help me navigate in Concur?

A. Yes, the below tutorials can be found on Inside OLG > Quick Links Travel > Business Travel > Concur Travel.

1. Concur Travel QuickStart Guide
2. Updating Your Travel Profile
3. Booking a Flight
4. Booking a Hotel
5. Booking a Car

UNANSWERED QUESTIONS

We have attempted to answer all questions relating to travel; however, this document will be updated as new questions arise.

Submit any questions using the Finance Inquiries & Requests Support Database (FIRS)>AP/FIO>Business Travel, Hospitality & Meetings>Travel, Meal and Hospitality Policy Inquiry or Travel Booking/Profile Inquiry.

Please remind other OLG travellers that Travel Q & A's are available on InsideOLG.

APPENDIX A

Regulated Municipalities & Insured Companies for Ride-Hailing in Ontario

Many Ontario municipalities have regulated ride-hailing services. OLG's frequently travelled destinations of Toronto, Ottawa, Niagara Falls, Windsor, and Sault Ste. Marie are all regulated for the use of ride hailing.

As of August 2021, the Financial Services Regulatory Authority of Ontario has approved insurance products for the following ride-hailing companies:

- Uber
- Lyft
- ecoRIDES
- DriveHER
- Facedrive
- RideCo
- Uride
- ReRyde Technologies
- NRT OnDemand
- Zoom Innovations
- Y Drive
- M Rides Inc

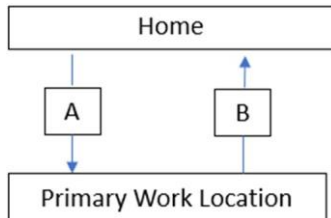
APPENDIX B

Travel to/from Business Meetings/Events - Mileage Reimbursement

Examples Example 1:

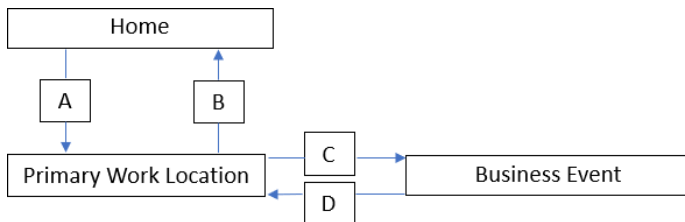
Employee travels to/from home to their primary work location.

Mileage Reimbursed: None



Example 2:

Employee travels to their primary work location leaves during the workday to attend an off-site business event and returns to their primary work location after the event. Mileage Reimbursed: C + D

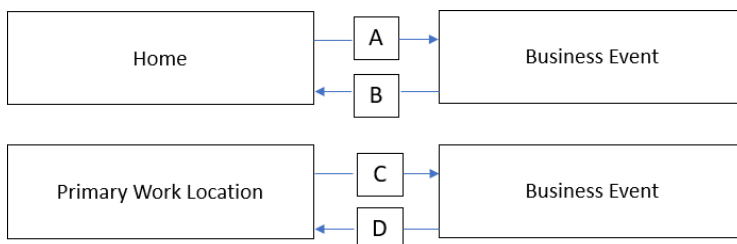


Example 3:

Employee travels from home goes directly to an off-site business event and returns directly home after the event.

Reimbursement is limited to the lessor of the distance from home to the business event or primary work location to the business event

Mileage Reimbursed: Lessor of (A + B) or (C + D)



Example 4:

Employee travels from home directly to an off-site business event and returns to their primary work location to complete the workday.

Reimbursement is limited to the lessor of the distance from home to the business event and primary work location or from primary work location to the business event and back to primary work location.

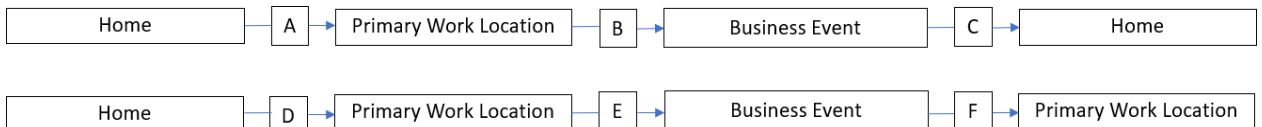
Mileage Reimbursed: Lessor of $(A + B)$ or $(C + D)$



Example 5:

Employee travels from home to primary work location, leaves during the workday to attend an off-site business event and goes directly home from the event.

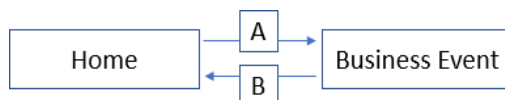
Mileage Reimbursed: Lessor of $(B + C)$ or $(E + F)$



Example 6:

Employee travels from home on a non-workday directly to an off-site business event and returns home after the event.

Mileage Reimbursed: $A + B$



APPENDIX C

Travel to/from the airport - Mileage Reimbursement

Examples Example 1:

Employee travels from home to the airport and returns home from the airport.

Mileage Reimbursed: Lessor of $(A + B)$ or $(C \text{ or } D)$



Example 2:

Employee travels from their primary work location to the airport and returns home.

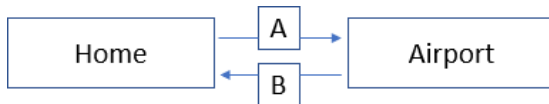
Mileage Reimbursed: $A + \text{the Lessor of } (B \text{ or } C)$

Note: If returning during normal business hours reimbursable kms would be back to their primary work location: $A + A$



Example 3:

Employee travels from home to the airport and returns home, on a non-workday. Mileage Reimbursed: $A + B$



Example 4:

Spouse travels from home drops off employee at the airport and returns home. Spouse picks up employee at the airport and returns home.

(Savings as assumes no parking or other ground transportation charges are incurred)

Mileage Reimbursed: Lessor of $(A + B) \times 2$ or $(C + D)$

