



Travel Policy.

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1. Travel Policy – Introduction.

This Travel Guide provides you with all the information you need to make efficient and cost effective Business Travel arrangements.

This policy will be structured to take advantage of the many business benefits to be found in this ever changing market. This includes:-

- Making the best use of “no frills airlines”
- Mixed class tickets (i.e. flexible one way, economy the other)
- On-line Booking Tool
- E-ticketing
- Robust and accurate management information reporting tools

The Business Travel Application Pack should be used for travel and/or accommodation in relation to meetings and/or other miscellaneous business. The Learning and Development Application Pack should be used for travel and/or accommodation in relation to short courses, conferences and seminars.

2. Objectives.

The objective of the Travel Policy is to provide all Glasgow Life staff with a consistent, structured, clearly understandable and effective approach to Business Travel. The best use of this Policy will ensure financial and non financial benefits, cost savings and value added activity for the company. This policy has been constructed to provide a clear framework for all staff to work within, while at the same time recognising the flexibility required for Glasgow Life.

3. Scope.

The scope of this policy will cover the following areas:-

- Making Travel Arrangements
- Travel Approval
- Travel Expenses
- Air travel
- Rail
- Ferry
- Hotel Accommodation
- Car Hire
- Management Reporting
- Supplier Management
- Travel Representatives
- Guidelines for approval for Business Travel (appendix to document)
- Guidelines for approval for Learning and Development Travel (appendix to document)



4. Making Travel Arrangements.

1. All travel and accommodation must be booked by authorised Travel Bookers according to the guidelines contained within this Travel Policy.
2. Where flexibility is required regarding meeting times, travel arrangements and fares will be assessed by the travel Booker in order to ensure that obtaining the most advantageous travel fare is not outweighed by delay and/or the cost of additional and unnecessary accommodation and travel costs.
3. All travel and accommodation should be booked at least 2 weeks in advance for Business meetings and 6 weeks in advance for Learning and Development (or earlier where there is a known requirement) in order to achieve best value for money. Any exceptions to this must be authorised by the relevant Service Director or nominated delegate.
4. All relevant information must be provided to the Company's Travel Management Company at time of booking or detailed appropriately within the travel booking (if utilising on-line booking toolset). i.e. accurate times (where possible), preferred accommodation etc.
5. Any special needs during travel, such as dietary requirements or access arrangements should be made known to the Travel Management Company at the time of booking.
6. The Travel Management Company will confirm all available options and booking arrangements with the travel Booker and request the travel Booker to confirm the booking. Orders will only be placed after confirmation is received in the form of an authorised purchase order from Glasgow Life.
7. All travel documentation (e-ticket confirmation, insurance details etc) will be issued to the Travel Booker. Contact names and numbers for use in the event of difficulties will be provided along with all travel documentation.
8. All business travel must be booked through the company's Travel Management Company either directly or through the on-line booking toolset as they are the sole approved supplier for business travel within Glasgow Life.

5. Travel Approval.

All travel by Glasgow Life staff must be approved by the appropriate



Service Director in advance of any travel arrangements being made and bookings confirmed.

6. Travel Expenses.

1. Travellers and Travel Bookers are expected to ensure that all travel expenditure falls within reasonable limits and where practical the lowest fare option should always be accepted. Consideration should also be given to travel times and where possible travel should be booked out with peak times
2. Travel Bookers are responsible for confirming that the rates being charged match the rates shown on their travel itinerary. Any discrepancies must be reported immediately to the Travel Management Company.
3. Where it is necessary for travellers to pay for additional expenses e.g. meals which are not included with overnight stay, then these should be claimed back in line with the allowable expenses (see Travel Application pack).

7. Air Travel.

1. The Travel Management Company will provide the lowest available fares and carriers within a three (3) hour window before and a three (3) hour after the requested departure/arrival time.
2. The lowest logical fare must be purchased in all instances.
3. The use of 'non-refundable' tickets is recommended where there is reasonable certainty over required arrival/departure times as these are generally less expensive than refundable 'un-restricted' fares.
4. If some degree of flexibility is required a restricted ticket should be purchased for the outward sector and the lowest flexible ticket should be reserved for the return portion of the journey as it is usually the return portion that requires changing.
5. All flights within the UK, across Europe, Africa and the Americas must be economy class.
6. Flights to the USA, the Middle East, Asia and Oceania may be upgraded to business class with the appropriate authorisation by the Chief Executive or Deputy Chief Executive.



7. The preferred method of booking flights is using the on-line booking tool. Where the toolset is not available, then the booking should be made direct by the Travel Booker with The Travel Management Company.

8. Ferry Travel.

1. To book ferry travel please call or email the Travel Management Company with the request and they will confirm the details back to you.
2. The lowest logical fare must be purchased in all instances.
3. All ferry travel booked and made must be 2nd class. Any deviations must be authorised by the appropriate Service Director.

9. Hotel Accommodation.

1. All required hotel accommodation must be made by the Travel Booker via the online booking toolset or if not available, by email/telephone to the Travel Management Company direct.
2. Accommodation must be booked as soon as there is a confirmed requirement to ensure best rates and availability.
3. Where more than one individual is seeking accommodation for the same destination, every effort should be made to have all parties booked at the same time.
4. Booking options will be confirmed with the Travel Booker prior to bookings being finalised.
5. The lowest available rates should normally be booked by the traveller whilst ensuring that the rates do not exceed the rates defined as Standard or London (as detailed in the travel application pack).
6. It is recognised that the cost allowances within these guidelines may not be obtainable at peak times and in certain destinations, therefore the best available rate will be obtained but the deviation must be authorised by the Chief Executive/Director of Finance and justification provided.
7. It is recognised that in some instances there may be requirements to arrange superior standard hotels, such as attendance at international events where the conference facility has been pre-booked by outside agencies. In such circumstances, this must be approved by the appropriate Service Director and justification provided.



8. Hotels booked in conjunction with an air ticket should be booked through the online booking tool if available or by email, as the combined booking will ensure that the Company do not pay a transaction fee for the hotel.
9. Hotels booked without air tickets should be booked through the hotel online booking toolset or by email.

10. Car Rental Associated with Business Travel.

1. All car rental requirements must be made direct through the Travel Management Company by telephone, fax or email.
2. Car rental must be booked as soon as there is a known requirement in order to obtain best possible prices and ensure availability.
3. Glasgow Life vehicle insurance policy does not cover employees who hire vehicles on business. Therefore, travellers should take up any optional insurance coverage.
4. Travellers must book either a small (category A) or medium (category B) sized car in order to ensure best value for the Company. Any deviations from this must be authorised by the appropriate Service Director.
5. Wherever possible travellers must refill the car with fuel prior to returning the rental car for drop off. Rental firms charge on average 50% more for fuel than independent filling stations so this will ensure that unnecessary Company expenditure is minimised.

11. Rail.

1. Any rail journeys under £20 in value should be booked and paid for directly by the traveller with the rail provider over the counter and expenses claimed in the normal manner. This will avoid unnecessary transaction fees being paid to the Travel Management Company for low value journeys.
2. The traveller must ensure that the lowest fare possible is obtained.
3. All tickets should be purchased in standard class
4. Where either the outward or inward journey exceeds 50 miles, then the traveller may be able to upgrade that section of the journey to first class with prior approval from the appropriate Service Director.



5. Where a service area has a number of employees conducting regular travel on a particular route e.g. Glasgow – Edinburgh, then the service area should investigate and purchase if available, a book of flexipasses (or equivalent). This often represents better value than purchasing individual tickets and the service area can then issue these out as and when required.

12. Management Information

The approved Travel Management Company will email on a monthly basis to the Procurement Unit, a detailed monthly and accumulative analysis of spend.

13. Supplier Management.

1. The Company's Procurement Unit will manage all Supplier Relationships in conjunction with Conditions of Contract and specified Service Level Agreements.
2. Any issues will be raised with the Corporate Procurement Unit at Glasgow City Council who are the commodity owners and who will continuously liaise with the Travel Management Company in all aspects of business travel i.e. training, streamlining procedures/processes etc.
3. Any complaints relating to the Business Travel service must be channelled through Glasgow Life's Procurement Manager in order for the complaints to be recorded and pursued by the Corporate Procurement Unit with the Travel Management Company.
4. All complaints will be dealt with in relation to the agreed Service Level Agreement with the Travel Management Company.