

Contact North | Contact Nord

Ontario's Distance Education & Training Network
Le réseau d'éducation et de formation à distance de l'Ontario

Financial Policy and Procedures

Originator: Director, Financial Services

Approved by: Maxim Jean-Louis, President – Chief Executive Officer

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Travel and Business Expenses

1.0 Introduction

The Travel and Business Expense policy aligns with the Broader Public Sector Expense Directive issued by the Government of Ontario under the authority of the *Broader Public Sector Accountability Act, 2010*.

The policy provides direction on incurring expenses for travel, meals, hospitality, gifts and/ or corporate expenses.

2.0 Purpose, Application and Scope

Purpose

The purpose of the policy is:

- To set out rules and principles for the reimbursement of expenses;
- To provide a framework of accountability; and
- To ensure the expenditure of Contact North | Contact Nord funds are properly authorized and support business, initiatives and goals.

Application and Scope

The expense rules apply to any person in the organization making an expense claim, including the following:

- Appointees;
- Board members;
- Volunteers;
- Employees; and
- Consultants and contractors engaged by the organization, providing consulting or other services.

In addition, every funding agreement between Contact North | Contact Nord and a ministry or agency of the Government of Ontario is deemed to include the requirements of this Policy. Where there is a conflict or inconsistency of such agreements and the Policy, this Policy prevails over the agreement, save and except terms and conditions of employment contracts.

3.0 Principles

This policy and the procedures surrounding expenditures and employee reimbursement of expenses are based on four principles.

- A. **Accountability** - Contact North | Contact Nord is accountable for public funds used to reimburse travel, meal and hospitality expenses to support business objectives.
- B. **Transparency** - Contact North | Contact Nord's rules and policies for incurring and reimbursing travel, meal and hospitality expenses are clear and available to all stakeholders and to the public on the Contact North | Contact Nord website.
- C. **Value for Money** - Contact North | Contact Nord's funds for travel, meals, accommodation hospitality, gifts and corporate expenses must be used in the most economical way possible, taking into account the health and safety of the employee.
- D. **Fairness** - Authorized expenses incurred by employees while on Contact North | Contact Nord business will be reimbursed in accordance with the requirements of this Policy.

4.0 Requirements

4.1 Accountability Framework

This Policy has been approved by Contact North | Contact Nord's President. The President may establish additional rules consistent with those laid out in this Policy.

4.2 Posting

This Policy is posted on Contact North | Contact Nord's website and is available to all Contact North | Contact Nord employees and the general public.

4.3 Alcohol

Alcohol may not be claimed and will not be reimbursed as part of a travel or meal expense.

Employees will not be reimbursed for alcohol served or consumed at events, meals or meetings in which only employees of Contact North | Contact Nord, designated Broader Public Sector (BPS) organizations or any of the Ontario government ministries, agencies or public entities covered by the Ontario Public Services (OPS) Travel, Meal and Hospitality Expense Directive are present.

For rules regarding reimbursement for the service of alcohol as part of a hospitality event, see section 4.4.

4.4 Hospitality

Hospitality is defined as the provision of food, beverage, accommodation, transportation and other amenities paid out of public funds to people who are not engaged to work for Contact North | Contact Nord, a designated BPS organization or any of the Ontario government ministries, agencies or public entities covered by the OPS Travel, Meal and Hospitality Expense Directive.

Hospitality may be extended in an economical and in a consistent manner when it can facilitate Contact North | Contact Nord business objectives and is considered desirable as a matter of courtesy or protocol.

Hospitality may never be offered solely for the benefit of anyone covered by the BPS Expenses Directive, or by the OPS Travel, Meal and Hospitality Expenses Directive.

All expenses must be documented and include original itemized receipts.

The hospitality claim must include event details regarding:

- Purpose;
- Date(s);
- Location;
- Type of hospitality (breakfast, lunch, dinner, reception, refreshments, etc.);
- Attendees
 - ✓ Contact North | Contact Nord, BPS or Ontario government attendees (all people and positions covered by this Directive) listed by name
 - ✓ other attendees listed by name and organization; and
- Appropriate prior approvals as required.

Service of Alcohol as Hospitality

The decision to provide alcohol at a hospitality event with invitees who are not solely engaged to work for Contact North | Contact Nord, a designated BPS organization or any of the Ontario government ministries, agencies or public entities covered by the OPS Travel, Meal and Hospitality Expense Directive, must have the required approval (see Approval Authority chart below).

If alcohol is provided, it is to be provided in a responsible manner, e.g. food should always be served when alcohol is available.

Responsibility of event participants who consume alcoholic beverages:

1. To ensure that alcoholic beverages are consumed in moderation; and
2. To arrange for appropriate transportation from the event.

Approvals for Alcohol for Hospitality Claims

Prior written approval is required for hospitality events where alcohol will be served.

The following chart identifies the level of approval for alcohol provided during hospitality events for everyone covered by this policy.

APPROVAL AUTHORITY FOR ALCOHOL FOR HOSPITALITY CLAIMS Authorization Required Prior to Incurring Expense					
	President	Chair of the Board	Board	Cost Centre Managers	Employees
Authorization to serve alcohol at hospitality events and approve claims for alcohol	Chair of the Board	Chair of the Audit Committee	Chair of the Board	President	President and Supervisor

No delegation of Authority is allowed, except in the case where individuals are temporarily acting in positions with approval authority, they can exercise the full authority of the position provided that they do not approve their own expenses.

Special Status for Alcohol Served as Hospitality

For some individuals, the requirement to serve alcohol may be considered integral to their business. To ensure that the approval process does not have an undue negative effect on the ability of Contact North | Contact Nord to conduct business, these individuals may obtain pre-approval for a given period of time by the appropriate Approval Authority,

Hospitality from Vendors

Acceptance of hospitality from vendors (current or prospective) by a Contact North | Contact Nord employee may constitute a conflict of interest, and should be avoided if the hospitality could be perceived as a conflict of interest.

4.5 Networking Events

Networking events are defined as events that are delivered by an organization other than Contact North | Contact Nord for the purpose of bringing groups of individuals together to create or act upon business or other community related opportunities. Such events attended by a Contact North | Contact Nord employee, must be considered beneficial to Contact North | Contact Nord's business objectives in order to ensure accountability and transparency on the use of the funds.

The purpose of attending the networking event must be noted on the invoice, receipt or claim and in accordance with the Business and Expense Policy, Section 4.8; the expense cannot be approved by the claimant, and therefore must be approved by the Contact North | Contact Nord employee's supervisor.

4.6 Documentation

Good record-keeping practices must be maintained for verification and audit purposes.

All business-related expenses must be documented on the appropriate expense report forms and include a clear and complete indication of the business purpose. The expenses must be approved by the appropriate person based on the Designated Signing Authority.

Original itemized receipts must be submitted with all claims unless otherwise indicated in this policy. Credit card slips themselves are insufficient to support a claim for reimbursement.

4.7 Consultants and Other Contractors

Consultants and other contractors will not be reimbursed for any hospitality, incidentals or food expenses, including:

- Meals, snacks and beverages
- Gratuities

- Laundry or dry cleaning
- Valet services
- Dependent care
- Home management
- Personal telephone calls

Reimbursement for allowable expenses can be claimed and reimbursed when the contract specifically provides for it. Travel for consultants and/or contractors may not be charged direct to Contact North | Contact Nord except when approved by the President in consultation with the Financial Director.

Note: Consulting contracts, which were in effect prior to the effective date of this policy which included reimbursement for the above noted expenses, will continue to be reimbursed until expiry of the existing contract.

4.8 Individuals Making Claims (Claimants)

Claimants must:

- Obtain all appropriate approvals before incurring expenses, unless otherwise stated within this policy;
- Submit original, itemized receipts with all claims;
- Submit claims within ten days of travel. The exception is year-end, at which time claims must be submitted by the year-end deadline communicated by the Financial Services department;
- If the information above is not available or is not possible, submit a written explanation with the claim to provide the approver with adequate information for decision-making;
- Repay any overpayments – considered to be a debt owing to Contact North | Contact Nord; and
- If leaving employment with Contact North | Contact Nord, submit any claims for expenses before leaving.

4.9 Approvers

Approvers are prohibited from approving their own expenses. Expenses cannot be claimed by an individual that are incurred by his/her approver (e.g., a Director who reports to the President cannot submit a claim that includes the cost of the President's lunch even if they were at the same event, with the result that the President would thereby approve his/her own expenses).

Prior Approval for Exceptions to the Policy and Managerial Discretion

At times, special circumstances arise that may require managerial discretion to all warranted exceptions.

For the purpose of this policy and the expense rules, managerial discretion is the administrative authority to make decisions and choices with some degree of flexibility, while maintaining compliance with this directive and the rules.

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

Approvers are accountable for their decisions, which should be:

- Based on knowledge of the situation;
- Mindful of special circumstances; and
- Comply with the principles and mandatory requirements set out in this Policy and the expense rules.

5.0 Travel

This policy applies whenever business travel is required. For the purpose of this policy, business travel does not refer to a person's regular commute to work – expenses related to a person's regular commute are not reimbursable.

There are some jobs where frequent travel is a requirement and part of the regular job duties. On hiring, supervisors should ensure employees are aware of the policy and procedures and how they will affect their job. In these situations, approvers should meet with the employee to determine appropriate strategies and discuss when pre-approval would be required, when meals can be reimbursed, use of vehicles, etc. Supervisors should ensure newly hired employees read this policy.

Contact North | Contact Nord will not reimburse expenses that are reimbursed by another party.

5.1 Approvals for Travel

Prior approval by the appropriate authority is required for all business travel by travellers according to destination:

TRAVEL APPROVAL AUTHORITY					
Authorization Required Prior to Incurring Expense					
	President	Chair of the Board	Board	Cost Centre Managers	Employees
TRAVEL					
Within Ontario	N/A	N/A	N/A	N/A	Supervisor*
Within North America – outside Ontario	N/A	N/A	Chair of the Board	President	Supervisor
International travel – outside N. America	Chair of the Board	Chair of the Audit Committee	Chair of the Board	President	President and Supervisor

*If your regular duties require you to travel within your catchment area, prior approval is not required; claims however must be approved by your supervisor.

Special Status for International Travel

For some individuals, the requirement to travel internationally may be considered integral to their business. To ensure that the approval process does not have an undue negative effect on the ability of Contact North | Contact Nord to conduct business, these individuals may obtain pre-approval for a given period of time by the appropriate Travel Approval Authority,

5.2 Delegation of Authority for Travel Approvals

In the case where individuals are temporarily acting in positions with approval authority, they can exercise the full authority of the position provided that they do not approve their own travel plans or expenses.

5.3 Before Travelling

Prior to travelling:

- Seek approval in writing as indicated if required;
- Choose the most cost-effective accommodation or method of travel in line with this policy;
- Use the authorized travel agent to make travel arrangements (mandatory for flights, optional for hotel and rental vehicles); and
- With a change in your itinerary, you should:
 - ✓ Report any changes to your approver if prior approval is required for travel;
 - ✓ Submit any changes through the authorized travel agent when possible;
 - ✓ Ensure all changes are recorded on your travel claim including change fees, any credits owed or used along with a business reason for the change.

5.4 Ineligible Travel Expenses

The following is a sample of expenses not eligible for reimbursement and may not be included in claims:

- Entertaining expenses (i.e. Pay TV, movies, video rental, mini-bar, extra amenities);
- Laundry (unless away for more than 5 business days);
- Child, elder or pet care expenses;
- Sports facilities and recreational expenses;
- Parking violations and other expenses resulting from unlawful conduct;
- Vehicle repairs and/or maintenance or other expense related to the use of a privately owned vehicle;
- Expenses for spouse or other family members accompanying claimant on a trip;
- Reimbursement of expenses related to attendance at political fundraising events;
- Costs associated with unnecessary stopovers, making voluntary changes to existing travel arrangements, 'no show' charges unless incurred as a result of business-related circumstances or extenuating personal circumstances, and unused or lost tickets;
- Excess baggage charges (unless directly related to Contact North | Contact Nord business); and
- Personal travel insurance for lost or stolen items.

The above is not an exhaustive list of all ineligible expenses. Employees must consult with their supervisor prior to incurring similar types of expenses that may be considered ineligible to provide a rationale for the need for the expense and obtain pre-approval from their supervisor, if deemed to be an eligible expense based on consultation with the Financial Director.

5.5 Lost or Missing Receipts

On occasion, an employee misplaces an original receipt; in these cases, the amount not receipted becomes the responsibility of the employee, except in extenuating circumstances. In extenuating circumstances, the employee must provide an explanation for the missing receipt, details of the expense and an attestation that all expenses on the missing receipt were eligible expenses and obtain approval by the Designated Signing Authority. It is the Designated Signing Authority's responsibility to approve the circumstance and missing receipt amount and to ensure that the approvals of lost or missing receipts are kept to a minimum.

5.5 Overpayments (Personal expenses)

Any expenses that are not in accordance with the rules of this policy should not be charged to a Contact North | Contact Nord credit card and should not be claimed as a travel expense. All charges or claims that are not in accordance with the terms of this policy (personal expenses) shall be recovered from the claimant as a debt owing to Contact North | Contact Nord.

5.6 Advances

To ensure payment is received in time, requests for advances of travel funds are to be submitted to the Financial Services department, at least five business days prior to departure. The amount of the advance is based on anticipated cash expenses, as outlined in this policy. An advance is not allowed for a one-day trip. It is the responsibility of the employee to safeguard the travel advance received until he/she has accounted for its use.

5.7 Loyalty and Other Points Programs

Until the time that loyalty points can be accumulated through Contact North | Contact Nord, participation in frequent flyer or other loyalty programs is permitted provided that the employee:

- Chooses the most cost-effective accommodation or method of travel;
- Ensures there are no additional costs to Contact North | Contact Nord;
- Uses the corporate travel agency to book travel; and
- Uses the Contact North | Contact Nord credit card, when applicable, to pay for travel expenses.

5.8 Transportation

The type of transportation selected must be the most practical and economical way to travel in alignment with the principles established in this policy.

Air Travel

Air travel is permitted if it is the most practical and economical way to travel. All employees are to book their own travel through the authorized travel agent. Air travel is to be charged through the Contact North | Contact Nord account, and not on individual credit cards.

Economy (coach) is the standard option for ticket purchase. Travel in business class must have prior approval by the President and may be considered:

- On international flights over six hours in duration, or
- On flights within North America, if required to provide adequate accommodation to the employee (e.g., health reasons).

Travellers must make an effort to obtain the lowest available fare to meet their travel needs and/or use the Contact North | Contact Nord's Aeroplan points if return airfare is considered cost-effective. For Bearskin flights, information should be obtained through corporate travel as to whether or not Aeroplan seats are available. Once availability is confirmed, e-mail claims@contactnorth.ca with details of flight information to book an Aeroplan seat versus paying full fare. For Air Canada flights,

e-mail with flight details to check availability and book flight if available. When flights are booked, preference will be given to the flight utilizing the lowest points, closest to the flight times requested.

Financial penalties which apply to changes and cancellations of non-refundable tickets are to be made for Contact North | Contact Nord business only and not for personal reasons. Financial penalties incurred for reasons that are not business related will not be reimbursed by Contact North | Contact Nord and will become the responsibility of the employee. If a travel arrangement must be missed or changed, employees are responsible for notifying the travel agent and/or company direct to try to reschedule or receive a credit for missed or unused tickets. Employees are responsible for notifying claims@contactnorth.ca for any missed flights or changed tickets.

Road Transportation

When road transportation is the most practical and economical way to travel, the order of preference shall be:

- i. Contact North | Contact Nord vehicle when available and is the most practical means;
- ii. Rental vehicle if the Contact North | Contact Nord vehicle is not available and a rental is more economical or practical than use of privately owned vehicle; or
- iii. Privately owned vehicle when the Contact North | Contact Nord vehicle is not available; and a privately owned vehicle is more economical than use of a rental vehicle.

When choosing to use a rental or personal vehicle over the Contact North | Contact Nord vehicle as the most practical means, employees are responsible for providing an explanation within the claim.

When travelling by a Contact North | Contact Nord, private or rental vehicle, dates, kilometres and destination(s) must be included on the travel claim.

Carpooling is recommended when more than one person from the same area is attending the same meeting/function.

When travelling on Contact North | Contact Nord business, travellers are expected to comply with all applicable road transportation laws, including but not limited to speed limits, use of handheld devices, seatbelt use, legal parking, etc.

Contact North | Contact Nord Vehicle

Contact North | Contact Nord vehicles may be used only for Contact North | Contact Nord business and operated only by Contact North | Contact Nord employees with a valid driver's license and who are 25 years of age or over. Passengers can be allowed in the Contact North | Contact Nord vehicle only if the passengers' travel is related to Contact North | Contact Nord business.

If an employee is under the age of 25 years and requires use of the Contact North | Contact Nord vehicle for business, arrangements for additional insurance must be made with the Director, Human Resources.

Rental Vehicle

The size of the car rental must be the most economical and practical required for the business task and number of occupants, taking into account safety (including weather) considerations. Exceptions

must be documented and approved. When making car rental bookings, the traveller should take advantage of corporate and other discounts.

Car rental bookings can be made by the traveller or with the assistance of the authorized travel agent. Car rental bookings for Contact North | Contact Nord business are to be made in the name of Contact North | Contact Nord to ensure Contact North | Contact Nord's insurance flows through to the contract.

If an employee holds a Contact North | Contact Nord credit card, they are to pay for the rental vehicle with their Contact North | Contact Nord credit card and are to deny the rental insurance provided at a cost by the rental company. Insurance coverage for damage to rental vehicles will be covered either through the credit card company or Contact North | Contact Nord insurance.

The credit card insurance only insures the credit card holder as a driver, and the Contact North | Contact Nord insurance only covers employees of Contact North | Contact Nord as the drivers. The Contact North | Contact Nord credit card insurance will cover the collision damage waiver (CDW) and the roadside assistance service fee. Vans, cargo vans or mini cargo vans (other than mini-vans) are excluded from coverage by the Contact North | Contact Nord's credit card company and therefore the employee should accept the insurance coverage when renting those types of vehicles. Only passenger vehicles are covered by Contact North | Contact Nord credit card insurance coverage. The credit card company does not cover third party liability, however Contact North | Contact Nord's insurance does.

If the traveller does not have a Contact North | Contact Nord credit card to charge the rental vehicle to, **they are to purchase** the CDW and liability damage waiver (LDW) and claim them as an expense.

In order to avoid higher gasoline charges imposed by the rental car agency, the rental car should be refueled wherever possible before returning it.

Some rental agencies allow you to pre-purchase the tank of fuel at a discounted/competitive price, at the start of the rental; however there is no refund for unused fuel. **This option should only be used when the person renting the car can be sure they will be able to leave the tank very close to empty, otherwise, it actually increases the cost to Contact North | Contact Nord for fuel.**

Privately Owned Vehicles

Business mileage reimbursement for using a personal vehicle will be at the per kilometre rate specified below.

Transportation of any kind between an employee's residence and official worksite during a regularly scheduled workweek is not reimbursable.

Business mileage is reimbursable only to the extent it exceeds the employee's normal daily commuting mileage on a regularly scheduled workweek.

Examples

- A) During a regularly scheduled workweek, an employee's normal commute is 15 kilometres one way to his/her official worksite. If that employee drives 10 kilometres from their residence to attend an off-site meeting, then 10 kilometres from the meeting to their official worksite, the employee may be reimbursed for the 5 kilometres in excess of the normal commute (the

employee travelled 20 kilometres to get to work via the off-site meeting versus the normal 15 kilometre commute). A similar calculation applies if an employee is returning home from his/her official worksite and stops to attend an off-site meeting, drop flyers at a business or other work-related activity.

- B) During a regularly scheduled workweek, an employee is required to make an extra commute to his/her official worksite; mileage will be paid between the employee's residence and official worksite. The commute must be required, and it must be in addition to the employee's normal work day commutes. If an employee works late on a normal work day, but is not required to make an extra commute, mileage to the employee's residence will not be reimbursed. The interpretation of an "extra commute" may vary due to the organizational structure of a department; therefore, it is at the discretion of each supervisor to define its own criteria for "extra commute" mileage reimbursement.
- C) During a regularly scheduled workweek an employee begins a business trip and drives from her/his residence to the airport, kilometres from the employee's residence to the official worksite will be excluded from the calculation. If mileage is LESS from residence to the airport than from residence to her/his official worksite, the employee will not be reimbursed for mileage. Conversely, if mileage is greater from residence to the airport than from residence to her/his official worksite, then the difference between mileage from residence and mileage to the airport will be reimbursed (the employee normally travels 11 kilometres to official worksite and travels 8 kilometres to the airport instead of going to work, the employee is not reimbursed for any mileage; however, if travel to the airport for the same employee is 15 kilometres, the employee would be reimbursed for 4 kilometres – the difference between the airport and their regular commute to work).
- D) An employee begins a business trip not during a regularly scheduled workweek (i.e. Saturday or in the evening after already commuting to and from the official worksite) and drives from her/his residence to the airport; kilometres from the employee's residence will be reimbursed.
- E) During a regularly scheduled workweek, an employee attends a training session and drives from her/his residence to the training session; mileage from the employee's residence to official worksite will be excluded from the calculation. If mileage is less from residence to the training session than from residence to her/his official worksite, the employee will not be reimbursed for mileage. Conversely, if mileage is greater from residence to the training session than from residence to her/his official worksite, then the difference between mileage from residence and mileage to the training session will be reimbursed (the employee normally travels 10 kilometres to official worksite and the training site is 20 kilometres the employee will be reimbursed the difference of 10 kilometres).

Rental vehicle must be utilized when the employee is travelling more than 300 kilometres in a day. Should an employee choose to use their personal vehicle over a rental, to drive more than 300 kilometres in a day, Contact North | Contact Nord will reimburse up to a maximum of \$129 (300 Km X .43) each day for the business travel. If a rental vehicle is unavailable and the traveller chooses to use their own vehicle for travel over 300 kilometres in one day, the exact kilometres travelled can be submitted for reimbursement. Proof of a rental being unavailable for the trip in question should accompany the claim.

If the travelling employee uses his or her personal vehicle while on Contact North | Contact Nord business, the following apply:

- The vehicle must be insured at the vehicle owner's expense for personal motor vehicle liability;
- It is the driver/owner's responsibility to ensure that the motor vehicle insurance includes coverage for business use of the vehicle (an additional premium may apply);
- Contact North | Contact Nord will not reimburse the costs of insurance coverage for business use, physical damage or liability;
- Contact North | Contact Nord is not responsible for reimbursing deductible amounts related to insurance coverage claims; and
- The kilometre allowance is designed to cover vehicle operating costs, including gasoline, insurance, repairs and maintenance.

The kilometre allowance is reviewed and adjusted from time to time by Contact North | Contact Nord.

The current allowable kilometre rate is **\$0.43**.

Accident Reporting

All accidents must be reported immediately to:

- Local law enforcement authorities;
- The rental car agency (if applicable within 48 hours of accident);
- The automobile insurance company (if using a privately owned vehicle);
- The person's immediate supervisor;
- The Director, Human Resources; and
- The Financial Director if a rental vehicle is charged to a Contact North | Contact Nord credit card.

Rail

Travel by train (coach class) is permitted when it is the most practical and economical way of travel. The Club Car accommodation for day travel, or standard lower berth or roomette accommodation for overnight travel is acceptable for travelling by rail. Any exception to this policy is to be approved in advance by the Designated Signing Authority.

Any staff member if they so choose, can upgrade from Economy Regular to any class they wish, as long as they personally pay directly at the train station for the upgrade for the leg of travel they are taking at that time.

Taxi/Shuttle/Bus

For transportation to and from airports or train terminals, and other trips required in the course of performing the organization's business while travelling, a shuttle or bus is recommended. The destination and purpose of each trip is to be identified on the expense claim.

Taxi fare expenses are also justifiable where group travel by taxicab is more economical than the total cost, had individuals travelled separately.

The guideline for gratuities on taxi fares is a maximum rate of ten percent (10%) of the service.

Parking and Tolls

Reimbursement is provided for necessary and reasonable expenditures for parking, as well as bridge, ferry and highway tolls when driving on Contact North | Contact Nord business. Receipts must be obtained and submitted with your expense claim wherever practicable.

Parking costs incurred in the office area as part of a regular commute to work will not be reimbursed.

5.9 Accommodation

Employees are reimbursed for hotel expenses for the night prior (if necessary) and days out-of-town doing business.

Reimbursement will be made for single accommodation in a standard room.

There will be no reimbursement for hotel suites, executive floors or concierge levels when travelling unless it is required for hosting outside guests and represents a more effective and economical alternative than paying for other hotel facilities or services.

In selecting accommodation, claimants should take into account the additional costs of transportation and/or parking charges that could result in a higher total cost.

Employees should request Government or Corporate rate where available. Prior approval is required for rates that exceed \$250 per night.

Penalties incurred for non-cancellation of guaranteed hotel reservations are the claimant's responsibility and may be reimbursed only in exceptional circumstances. It is the responsibility of the traveller to make sure that cancellation is made in advance so that "no show" charges will not be incurred.

In extenuating circumstances, when appropriate hotel accommodations are not available and an employee has arranged accommodation with a relative/friend while travelling on Contact North | Contact Nord business and if it is approved in advance by Designated Signing Authority, a maximum rate per day of \$40 in lieu of accommodation charges may be reimbursed to the employee as a contribution to expenses or a gift of hospitality. Accommodation date(s) and location must be provided with the claim.

5.10 Meals

Without exception, alcohol cannot be claimed and will not be reimbursed as part of a travel or meal expense.

Reasonable and appropriate meal expenses may be reimbursed. Meal expenses are claimable when:

- Travelling on Contact North | Contact Nord business and are away from the office area at least 40 kilometres (one way) over a normal meal period; or
- Attending a business meeting which a specific business discussion takes place within the office area that must occur over meal (i.e. working lunch).

Claims for meals included in the cost of transportation, accommodation, seminars or conferences are not allowed, unless there are extenuating circumstances and/or health reasons that the employee cannot eat a meal that would have been provided.

If room service is utilized for meals; detailed receipt(s) for the specific meal(s) is to be retrieved by the employee at the time of service.

Meal Rates

For each full day of approved travel:

- Canada - actual meal expenses may be reimbursed up to a maximum of \$69 CDN/day for incurred meals (including taxes and gratuities).
- Continental United States of America - actual meal expenses may be reimbursed up to a maximum of \$69 USD/day for incurred meals (including taxes and gratuities)
- International Travel, including Outside the Continental United States of America - reimbursement for meal expenses are those as published by the Treasury Board of Canada available on the federal government web site (http://www.njc-cnm.gc.ca/directive/app_d.php?lang=eng) using their alphabetical listing of policies to look up the Travel Directive.

For claims purposes for travel outside of Canada, the exchange rate incurred at the time of trip will be used to convert the meal rates into CAD. Example if the current exchange rate for a USD is 1.31, the allowable Canadian amount for lunch would be \$19.65 CDN ($\$15.00 \text{ US} \times 1.31 = \19.65 CDN).

For partial days of travel in Canada and the Continental United States of America, the maximum amount is calculated using the eligible meal rates

For partial days of travel, the maximum amount is calculated using the eligible meal rates.

Meal	Meal Rate	Claim if travelling begins before or ends after
Breakfast	\$15	7:00 a.m.
Lunch	\$20	1:00 p.m.
Dinner	\$34	6:00 p.m.
Maximum Daily Meal Rate	\$69/day	

Claimants have flexibility in distributing their maximum allowed amount per day, based on the schedule above, amongst their meals and are not limited by the individual meal amounts noted above, provided they do not exceed their maximum amount for the day.

Example: If a claimant is entitled to three meals per day, there is no limit on what the claimant can spend per meal, provided the total claim does not exceed \$69. A claimant may skip breakfast and distribute the \$69 maximum across lunch and dinner.

Example: If a claimant's departure time is at 10:30 a.m. and travels for the remainder of the day, the maximum amount that can be claimed for that specific day is \$54, based on the schedule above, distributed at the claimant's discretion amongst lunch and dinner.

Employees are eligible for a maximum of three meals per day, based on the schedule above, and may only submit a maximum of two receipts per eligible meal provided the receipts are within thirty minutes of each other. Eligible expenses will be based upon receipt totals or the combined maximum rates, whichever is lower.

Employees are allowed to purchase groceries in lieu of the number of eligible restaurant meals for the period of travel with evidence of detailed receipts. Daily allowances will need to be adjusted accordingly and the balance of the restaurant meals (if any) cannot be combined with meals purchased with groceries.

Example: If a claimant prefers to purchase grocery items for three (3) breakfast meals (3 x \$15 each = \$45) during their travel and spends \$25 to do so, the claimant cannot combine the balance of \$20 for breakfast with other restaurant meals for the various days. The claimant is to clearly document on the claim which meals the groceries cover.

The combined maximum daily meal rate must exclude the individual meal rate for any of the following:

- Business meal(s);
- Meal(s) excluded if travel does not cover an entire day and
- Meal(s) provided for by Contact North | Contact Nord or any other means (i.e. meals included in transportation, accommodation, seminars, conferences, vendor, etc.); unless there are extenuating circumstances and/or health reasons that the employee cannot eat a meal that would have been provided.

The combined maximum daily meal rate will be reduced by the amount of the meal provided through other means or purchased under extenuating circumstances and/or specific health reasons. The reason for purchasing a meal rather than consuming the meal provided is to be noted on the exception portion of the claim.

Claimants are to identify on their travel claim if a meal is provided and by whom.

All meals claimed require a detailed itemized receipt.

The guideline for gratuities on meals is a maximum rate of fifteen percent (15%) of the service. When claiming amounts for meals, the gratuity should not be separately listed.

The rates are not an allowance or per diem. They are for individual meals and only meals supported by an original, itemized receipt will be reimbursed.

There may be extenuating circumstances where it may not be possible to purchase a meal within the limits above. In these situations, the employee's supervisor may approve reimbursement for a meal greater than the meal rates above.

Business Meals

Business meals are meals taken with guests, professional colleagues, fellow Contact North | Contact Nord employees during which a specific business discussion takes place. Such meals must be considered beneficial to the business objectives. Names of all participants and the organizations they are employed by are to be noted on the receipt.

For business meals with employees of Contact North | Contact Nord or other designated Broader Public Sector (BPS) organization, or any of the Ontario government ministries, agencies and public entities covered by the Ontario Public Sector (OPS) Travel, Meal and Hospitality Expenses Directive, receipts will be reimbursed to the maximum of meal rates listed above. If the amount per person

exceeds the meal rate, the Claimant will pay the difference and will only be reimbursed to the maximum meal rate for the number of people in attendance.

Contact North | Contact Nord staff business meeting meals are to be claimed by each individual employee in attendance or by the employee with the most seniority in attendance where appropriate and are limited to the meal rate per person for the specific meal.

For business meals with guests other than those covered by the BPS or OPS Expense directives, reasonable meal expenses will be reimbursed. Accountability and transparency are essential due to public and media scrutiny. Names of all participants and the organizations they are employed by are to be noted on the receipt.

Where justified by business needs expenses for meals that are incurred while working during or through normal meal periods (without prior notice) require the pre-approval. In general, working meals are to be provided in-house.

Reimbursement of overtime meal expenses with receipt must be consistent with the meal rates listed in this policy.

Business Meeting Refreshments (non-alcoholic) and Snacks

Refreshments such as coffee and snacks may be provided when meeting with guests or professional colleagues, where a specific business discussion takes place. Such meetings must be considered beneficial to the business objectives. Names of all participants and the organizations they are employed by are to be noted on the receipt.

5.11 Combining Business Travel with Personal Travel

Travellers may combine Contact North | Contact Nord travel and personal travel with the prior approval of their supervisor.

In the event that the traveller schedules an indirect route (interrupting business portions of a trip for personal travel or vice versa), the supervisor and the traveller must agree in advance on a fair allocation of the trip expenses that refer to Contact North | Contact Nord business. Under no circumstance will Contact North | Contact Nord's portion of expenses exceed what would have been charged had the personal travel interruption not occurred.

If the traveller extends their travel for personal reasons, the extension cannot increase the cost to Contact North | Contact Nord. An example being that rather than returning home on a Friday afternoon, the traveller returns on Sunday. The traveller will be responsible for any expenses incurred beyond the time they would have completed their business portion of the trip and any increased costs of travel.

5.12 Other Eligible Travel Expenses

The specific nature of miscellaneous expenses claimed, are to be detailed on the travel claim form and original itemized receipts must be provided.

- Reasonable telephone and Internet charges;
- Photocopying and facsimile charges for business activities;
- Any travel expenses related to physical/medical disabilities of the traveller;
- Parking – as required, associated with the use of an automobile for business activities; and

- Other – occasional purchase of books, manuals and other sundry supplies necessary for business activities.

5.13 Group Travel

Financial Services requires a list of the individuals comprising the group. The individual overseeing the trip is responsible for obtaining and submitting all original receipts. If the cost of accommodation and/or group meals to one vendor exceeds \$1,500, a purchase order is required and will require a quote. See the procurement policy for more details regarding quotes and purchase orders.

5.14 Corporate Events

The organization will decide annually the budget for corporate events that support its mandate, mission and recognition for long-term service and outstanding performances. Corporate events may include small gifts to employees.

If, in addition to the budgeted corporate events, staff wishes to hold their own social events, such as Christmas, Halloween and birthday parties, or engage in charitable initiatives such as fundraising for causes, the costs will be covered by staff and activities will be outside of regular operations of the organization.

6.0 Gift Giving

6.1 Employee related gifts

The Human Resources department and the Cost Centre Managers will coordinate any gift giving for the items listed below. A gift expense may be incurred, in the form of a gift, on behalf of an employee or an employee's immediate family, for the following events:

- a. Recognition of a long-term employee retiring**
-\$10 per year of service with a recommended maximum gift limit of \$200 (inclusive of taxes, delivery charges, etc.)
- b. Recognition of service**
- Small token gift and/or pin to recognize milestone of exemplary service
- c. Illness of an employee, requiring hospitalization**
- A recommended maximum gift limit of \$75 (inclusive of taxes, delivery charges, etc.)
- d. The death of an employee's immediate family member**
- A recommended maximum gift limit of \$75 (inclusive of taxes, delivery charges, etc.)

Gifts made on behalf of an employee may include flowers, fruit basket or a donation to a charitable organization. In such cases, Contact North | Contact Nord should be acknowledged as the sender (e.g., "from all your friends and colleagues at Contact North | Contact Nord"). In the case of a donation to a charity, the notation should indicate the donation is from Contact North | Contact Nord.

6.2 Gifts General

Gifts to honour an individual for personal reasons other than those indicated above (e.g., birthday, wedding, baby shower, housewarming, promotion, etc.) may not be charged to Contact North | Contact Nord accounts.

Detailed receipts for gifts must be submitted with the reimbursement claim and the name of the receiver must be on the back of the receipt(s).

Token gifts of appreciation usually up to a maximum of \$200 may be offered to individuals who have assisted Contact North | Contact Nord or provided pro bono services or expertise to the organization.

Gifts of cash, alcohol or gift cards for alcohol are not allowed and will not be reimbursed.

Gifts for staff and students, with the exception of approved corporate events or prizes drawn for specific events (i.e. trade show, open house, etc.), are not allowable expenses.

Awarding gifts must be compliant with Canada Revenue Agency rules.

All gifts should be appropriately documented, including the name of the individual receiving the gift, the individual who approved the gift, the reason for awarding of the gift, the contents, the cost of the gift itself, and any other pertinent details.

7.0 Procedures/Responsibilities for Travel Expenses:

Responsibilities of Claimant:

- Verify the travel and other business-related expenses, ensuring the claim is accurate and conforms to policy;
- Provide justification for trip and provide descriptions for expenses claimed;
- Provide explanations for unusual expenses and when claiming expenses for another employee/client/vendor/consultant, etc.;
- Complete claim forms within ten business days after completion of travel/expense; and
- Submit electronic copies of claim and scanned receipts to claims@contactnorth.ca.

Responsibilities for Approval Authority

Those authorized to approve expense claims according to the Financial Signing Authority Policy must ensure:

- That expenses comply with this policy and are work-related, cost-effective, modest and appropriate, and strike a balance among economy, health and safety and efficiency of operations;
- That funds are available in their budget to cover the expenses;
- business travel was necessary and incurred in the performance of Contact North | Contact Nord business;
- Employees whose expenses are to be charged to one of their accounts are familiar with the Travel and Expense Policy prior to taking a trip;
- That employees are aware of all conflict of interest rules and/or regulations;
- That all travel arrangements comply with this policy;
- That appropriate receipts are provided to support expense claims;

- The expenses are being charged to the appropriate account;
- That any unusual items are explained appropriately or proof is given of prior approval; and
- Where an employee with Approval Authority decides to exercise discretion in making an exception, and in order to ensure a proper record for audit purposes, the rationale for the exception must be documented and accompany the claim.

Responsibilities of Financial Services Department

Before claim is authorized:

- Review claims to ensure all required documents are provided; variances from normal practices include necessary approvals, and comply with this Policy. Claims may be returned for clarification if information or documents are missing;
- Pre-approval for exceptions is included with the claim; and submit claims for approval authorization, notifying the approver of any deficiencies that could not be resolved with the claimant

After claim is authorized:

- Review claims for appropriate authorizations;
- If exceptions have been authorized, ensure proper documentation is received; and
- Process payment.