

Policy guidance: Travel

F-132A

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Approved by Kāinga Ora Board

Owner DCE Finance

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Purpose

This document provides procedures and guidelines on acceptable practices and expenditure related to business travel on behalf of Kāinga Ora – Homes and Communities.

Principles

- Kāinga Ora employees should reach their destination healthy, safe and secure while travelling domestically or internationally;
- Alternatives to travel such as using video or teleconferencing must be considered as a first option;
- Any travel expenditure is moderate and conservative and can withstand audit, parliamentary and public scrutiny; and
- The risk of misconduct or perception of misconduct by Kāinga Ora employees is minimised.

Scope

This policy and the related procedures apply to all Kāinga Ora Homes and Communities employees engaged on any basis including Board members, casual and fixed term, contractors, consultants, secondees and interns. Throughout the policy where 'employee' is referred to, this includes members of the Board. It should be read in conjunction with the Travel Procedures. Any travel must be signed off by the delegated authority before the travel is booked and/or undertaken.

Contact for Help

Should you require help or information please speak with your manager for clarification regarding this policy or the Travel Administration team for travel booking assistance.

Complaints or issues with any travel supplier are to be directed to the travel co-ordinator. Any escalation issues are to be reported to Procurement.

Definition of Terms

Business related travel and expenses – travel and expenses incurred by an individual employee on behalf of Kāinga Ora for air travel, accommodation, vehicles, travel expenses, telephone usage and meals and non-alcoholic beverages.

Contractor – an external party invoiced at an hourly or daily rate to provide project management, business analysis, technical architecture or subject matter expertise.

Delegated authority – delegated authority detailed in the Financial and Non Financial delegations procedure designated to approve travel requests.

Employee – any person who works for Kāinga Ora including Board members, permanent, temporary or casual employees. For the purpose of this policy, it can include any contractor or employees of a contractor.

FlexiPurchase – an expense management system which is Kāinga Ora’s online programme to enable employees to manage credit card and expense claims online.

Procurement – provides guidance to Kāinga Ora’s business units on compliance with Kāinga Ora and state sector policy and guidelines.

Travel co-ordinator – the administration team at Auckland Central Regional Office (ACRO) designated to book travel on behalf of a traveller.

Travel management company – is the outsourced provider of travel management services to Kāinga Ora. Orbit is currently Kāinga Ora’s contracted travel management company

Traveller – any person whose travel is paid for by Kāinga Ora.

1. Travel Profile

Step	Description	Role Responsible
1.1	All employees expecting to travel must complete and submit a <u>traveller profile form</u> to <u>Orbit</u> the travel management company. Travellers are responsible for all personal travel information amendments and information must be reviewed and updated annually.	traveller
1.2	Approvals for travel must be signed off by the delegated authority before the travel is booked and/or undertaken. The following approval delegations are: <ul style="list-style-type: none"> • domestic travel - line manager; • trans-Tasman – DCE (or equivalent); • international travel - Chief Executive; • Chief Executive international travel – Board Chair; • Board member international travel – Board Chair. 	delegated authority

1.3	All travel requests will be reviewed in line with the Travel Policy and Financial Delegations and approved or otherwise accordingly.	traveller
1.4	When an employee leaves Kāinga Ora, their manager must advise the <u>travel co-ordinator</u> in order to delete the employee from the traveller's profile list.	manager

2. Travel Management Company

Step	Description	Role Responsible
2.1	Kāinga Ora's current travel management company is <u>Orbit</u> and all travel must be booked through them. A designated <u>travel co-ordinator</u> is the only person who can arrange travel bookings.	travel co-ordinator
2.2	Travel bookings can only be made via a <u>designated travel co-ordinator</u> . Bookings for domestic, trans-Tasman and international travel can only be made using the travel request form <u>via My Support Portal</u> .	travel co-ordinator
2.3	The travel management company is prohibited from processing a booking without a valid Kāinga Ora cost centre.	travel management company
2.4	All domestic, trans-Tasman and international travel should be processed through the <u>administration team</u> (ACRO).	administration team

3. Air Travel

The guidelines for air travel are in three areas:

- general;
- domestic and trans-Tasman; and
- international.

General

Step	Description	Role Responsible
3.1	<p>Bookings</p> <p>All bookings should be processed through the <u>administration team</u> (ACRO) and all business travel will be economy class unless;</p> <ul style="list-style-type: none"> the relevant tier 2 manager (or equivalent) has approved premium economy or business class travel; or the Chief Executive has approved first class travel. 	administration team / tier 2 manager / Chief Executive
3.2	<p>Upgrade of flights</p> <p>Upgrades are considered to be an inducement and under the procurement policy are not permitted</p>	traveller
3.3	<p>Preferred airline</p> <p>Domestic: Kāinga Ora must use the panel supplier as the preferred choice for all domestic air travel if flight availability and fare suits the organisation's needs. However, where flight availability or access to suitable fares does not meet the needs of Kāinga Ora, we may purchase from a non-panel supplier.</p> <p>Trans-Tasman: airline selection is based on best fare availability, most direct route to meet business requirements.</p> <p>International: alternative quotes should be sourced and considered based on best fare availability and most direct route to meet business requirements.</p>	traveller
3.4	<p>Cancellations</p> <p>The travel management company must be advised if travel is no longer required and will either apply for a refund (if applicable) or hold the fare as a credit for future use. Consideration will be given to the cost associated to hold as a credit.</p>	traveller / travel management company

Step	Description	Role Responsible
3.5	<p>Best available fare</p> <p>Travel co-ordinators must always book the lowest cost airfares available (i.e. “best fare of the day”). It must be noted that where there is a differential in fare price of up to \$30 between a panel supplier and a non-panel supplier, then the panel supplier can be booked. Any greater than \$30 then best fare of the day must be booked.</p>	travel co-ordinator
3.6	<p>Booking in advance</p> <p>Every effort must be made to book travel at least 14 days prior to travel to secure the best available fare (Smart Saver fare). The cost differential between Smart Saver and other fare types is a key consideration when booking in advance.</p>	traveller / travel co-ordinator
3.7	<p>Airline club memberships</p> <p>Employees who are expected to travel more than 24 trips in the following year can apply to the relevant tier 2 manager (or equivalent) for a Kāinga Ora funded lounge club membership.</p> <p>A trip is defined as a unique ticket number. For example, a simple return trip will be one ticket number, one trip. In-transit stops at airports will not affect this, and the trip will still be covered by one ticket number. However, stopovers requested by the traveller to conduct business at a specific location may generate extra ticket numbers and will therefore result in extra ‘trips’ being counted.</p>	traveller
3.8	<p>Employees travelling together</p> <p>Kāinga Ora employees travelling together on the same flight must not exceed half of any team critical to Kāinga Ora. No more than half of the Executive team should travel together. Deviation from this must be approved by the relevant tier 2 manager (or equivalent) or Chief Executive.</p>	traveller

Step	Description	Role Responsible
3.9	<p>Excess baggage</p> <p>Excess baggage is at a personal cost to the traveller. The exception is where the traveller is carrying heavy or bulky materials or equipment necessary to conduct business and any excess baggage costs will be paid by Kāinga Ora.</p>	traveller
3.10	<p>Amendments</p> <p>During business hours flights can be amended by contacting the relevant travel co-ordinator. If flights need to be amended urgently (outside business hours), employees are to contact the travel management company as soon as possible. Amendments must be made on a best fare available basis (where applicable) and the relevant travel co-ordinator must be contacted and advised of the changes as soon as possible.</p>	traveller / travel co-ordinator
3.11	<p>Travel insurance</p> <p>Travel insurance for international travel is covered by Kāinga Ora's insurance policy. A card will be issued by Kāinga Ora's preferred travel insurer for travel insurance. Any travel related insurance claims must be submitted to <u>Procurement</u> as soon as practicably possible.</p>	traveller / Procurement
3.12	<p>Lost or stolen airline tickets</p> <p>The traveller is responsible for the cost of any fees charged by the airline carrier for processing a lost ticket application. All stolen tickets will be covered by Kāinga Ora's insurance policy.</p>	traveller

4. Domestic and Trans-Tasman Travel

Step	Description	Role Responsible
3.13	<p>Approvals</p> <p>All domestic and trans-Tasman travel approvals must be approved as per section 1.2 of this document.</p>	manager

Step	Description	Role Responsible
3.14	Bookings Bookings for domestic and trans-Tasman travel must be made in line with section 3.1 of this document.	administration team
3.15	Airline class of travel Economy class is the only class available on domestic and trans-Tasman flights.	traveller

5. International Travel

Step	Description	Role Responsible
3.16	Approvals Overseas travel requires a formal application to the Chief Executive via the relevant tier 2 manager (or equivalent). Overseas travel by the Chief Executive requires a formal application to Kāinga Ora's Board Chair. Applications are to be made in writing, specifying the reason for the travel and the estimated cost including accommodation and ancillary expenses. All international travel bookings must be approved as per section 1.2 of this document.	administration team / Chief Executive/Board Chair
3.17	Bookings Bookings for international travel must be made in line with with section 3.1 of this document of this document.	administration team
3.18	Airline class of travel The following rules will determine the class of travel for international travel: <ul style="list-style-type: none"> • if the flight is less than six hours, travel is in economy class; • if the flight is greater than six hours but less than 12 hours travel may be at premium economy. If premium economy is not available business class may be used; • if the flight is greater than 12 hours, travel may 	traveller

Step	Description	Role Responsible
	be at business class.	
3.19	The cost for business class travel must be included within the business case submitted for approval. The price differential between the two classes of travel is approximately double the cost.	traveller

6. Accommodation

Step	Description	Role Responsible
4.1	<p>Standard hotel rooms should be booked within New Zealand using the following criterion:</p> <ul style="list-style-type: none"> • cap: \$160 + GST per night in the four main centres listed below <ul style="list-style-type: none"> – Auckland – Wellington – Christchurch – Dunedin • cap: \$140 + GST per night for all other locations; • Kāinga Ora’s <u>preferred accommodation</u> is to be booked via the travel co-ordinator/management company; • proximity to business locations (that is, meeting location, Kāinga Ora’s offices); • non-smoking rooms, unless specifically requested by the traveller. • There are no exceptions to the above criteria, unless following situations occur: <ul style="list-style-type: none"> • unavailability of rooms at Kāinga Ora’s preferred accommodation; • an event may be at a specific accommodation; • Kāinga Ora’s preferred accommodation is not in proximity to business location. 	traveller

Step	Description	Role Responsible
4.2	<p>When accommodation is not booked in accordance with this policy, the travel management company will note exceptions and will be included in periodic reporting to the tier 2 manager (or equivalent) for review and escalation.</p> <p>The travel management company provides a charge back facility for all domestic, trans-Tasman and international travel items set out below. Arrangements for charge back will be made by the travel management company at the time of booking. The following are acceptable charge back items to Kāinga Ora:</p> <ul style="list-style-type: none"> • room; • meals taken at the hotel restaurant (refer to the Meals section of this document); • business phone calls and internet usage; and • parking. <p>A Kāinga Ora purchase card should not be used to pay for these charges incurred at the accommodation venue. Travellers who dine outside of the hotel restaurant can charge meals to their purchase card.</p> <p>All other items must be settled directly with the hotel by the traveller at check-out. Hotels require credit card details at check in as a security guarantee against costs incurred not covered by the charge back facilities. Travellers are requested to comply with this requirement. If this is not possible, the traveller should notify the travel management company at the time of the booking to arrange alternative arrangements.</p>	traveller / travel management company

4.3	<p>International accommodation</p> <p>For international accommodation travellers must book accommodation that provides reasonable levels of service and comfort at the most economic cost to Kāinga Ora, not exceeding the 4 Star level. This cost may exceed the cap outlined in section 4.1.</p> <p>International hotels will not accept charge back. Accordingly, it is the responsibility of the traveller to settle the account on check out</p>	traveller
4.4	<p>Hotel upgrades</p> <p>Requesting a room upgrade is not permitted as it could be viewed as soliciting an inducement. If an upgrade is freely offered, it is acceptable to take up the offer.</p>	traveller
Step	Description	Role Responsible
4.5	<p>Accommodation in a private residence</p> <p>Travellers may stay in a private residence with family or friends while travelling on business. An allowance of \$50 (incl. GST) per night may be claimed with the manager's prior approval. This applies to accommodation only. The meal allowance will still apply. Refer to section 9.1 in this document.</p>	traveller

7. Rental Vehicles

Step	Description	Role Responsible
5.1	<p>Preferred rental car provider</p> <p>Travellers are required to use the preferred rental car provider, Avis www.avis.co.nz. All Avis vehicles comply with Kāinga Ora's vehicle standards.</p> <p>Avis must be used unless:</p> <ul style="list-style-type: none"> the required vehicle type is not available (station wagons and vans only); a branch of Avis is not located where required. In the event of unavailability, the travel management company has the discretion to book vehicles via the backup provider – Hertz. Any quality issues with the rental vehicles should be referred to the relevant Avis or Hertz branch. The travel management company provides a charge back facility for all rental vehicles. 	traveller

Step	Description	Role Responsible
5.2	<p>Rental car guidelines</p> <p>Travellers must use a rental vehicle car to travel when driving:</p> <ul style="list-style-type: none"> • is more cost effective than airline travel; and • is more cost effective than other transportation modes (that is, taxis, airport shuttles). • Travellers are expected to select the most economic option dependant on requirements, for example, number of passengers, distance to be travelled and luggage capacity. • Travellers must refuel the vehicle prior to drop-off. Higher fuel charges will be applied if the vehicle is refuelled by the preferred rental provider. • The employee driving the car is personally liable for any parking or traffic offences. • Private use of a rental car is not permitted, unless prior approval from the delegated authority is obtained. 	traveller
5.3	<p>If any damage occurs to a rental vehicle, under all circumstances Avis' Accident Report Forms (ARF) are to be completed. These details will then be forwarded (including completed ARF) on to Avis' insurance company who will deal directly with Kāinga Ora's insurance company.</p>	traveller
5.4	<p>Employees travelling together</p> <p>The number of company personnel travelling together in the same rental vehicle must not exceed half of any team critical to the organisation</p>	traveller

Step	Description	Role Responsible
5.5	<p>Car vehicle groups</p> <p>Kāinga Ora book the following car vehicle groups:</p> <ul style="list-style-type: none"> • A – sub compact (manual, 1.3 litre); • B – compact (manual, 1.8 litres); • C – compact (automatic 1.8 litre); • D – Intermediate (automatic, 2.2 litres). May only be used where specifically approved by the delegated authority within the following criteria: <ul style="list-style-type: none"> • travelling over 200 kilometres per day; • carrying more than three Kāinga Ora passengers; • Heavy or bulky material or equipment needs to be transported. • K – eco friendly (automatic, 1.5 litre); • P – 4WD intermediate (automatic, 2.4 litres). When weather and road conditions warrant it and approved by the delegated authority; • V – Premium van (automatic, 2.4 litres). When there are five or more travellers or heavy or bulky material or equipment to be transported. 	traveller
5.6	<p>Vehicle rental insurance</p> <p>Domestic rentals</p> <p>Travellers are not required to take out additional insurance cover. Note: Kāinga Ora cover against damage for domestic car rentals while on Kāinga Ora business.</p>	traveller
5.7	<p>International rentals</p> <p>Travellers should accept all insurance coverage when in a foreign country. Note: Insurance coverage purchased in foreign countries is reimbursable.</p>	traveller
5.8	<p>Personal rentals</p> <p>Rental vehicles booked for personal use are not covered under Kāinga Ora Kāinga Ora’s insurance policy and so insurance cover is required to be taken.</p>	traveller

Step	Description	Role Responsible
5.9	<p>Vehicle hire club memberships</p> <p>Avis membership is free of charge. Kāinga Ora travellers are advised to apply for membership to reduce the time required to complete rental documentation upon pick-up. Application forms are available from travel co-ordinators or online at www.avis.co.nz.</p> <p>Travellers may participate in other vehicle hire club membership programmes at their own expense or if they are free of charge.</p>	traveller
5.10	<p>Vehicle upgrades</p> <p>Upgrades are considered to be an inducement and under the Procurement policy are not permitted.</p>	traveller
5.11	<p>Cancellations</p> <p>Cancellations will be processed by the travel management company to minimise fees.</p>	travel management company

8. Personal Vehicle Usage

Step	Description	Role Responsible
6.1	<p>With prior approval by the relevant line manager, a private vehicle may be used for business use where;</p> <ul style="list-style-type: none"> it is more efficient or more cost effective than hiring a car; a pool car is unavailable. In these instances, Kāinga Ora will pay the mileage rate as specified by Inland Revenue. Please refer to http://www.ird.govt.nz/business-income-tax/expenses/mileage-rates/ for the current rate. Use of personal vehicles should be avoided if possible due to insurance issues. It is the responsibility of the employee to make sure the vehicle is roadworthy and insured. In the event of 	traveller / manager

Step	Description	Role Responsible
	an accident when on company business, there will be no recourse to Kāinga Ora.	

9. Taxis, Ride Sharing and Shuttle Services

Step	Description	Role Responsible
7.1	<p>Employees should use the most cost effective, efficient, safe and practical mode of transport: buses, rail, ride sharing, taxis, shuttles, or rental vehicles depending on the circumstances.</p> <p>Employees travelling to the same location should share transport wherever practical.</p> <p>Taxis may be used where:</p> <ul style="list-style-type: none"> • a Kāinga Ora owned vehicle is unavailable; • it is the most cost-effective, efficient and safe mode of transport; and • prior approval is given within delegated authority. <p>Use of Kāinga Ora taxi cards will remain a process where employees must act in good faith.</p> <ul style="list-style-type: none"> • All employees must consider the following prior to Kāinga Ora funded taxi travel: <ul style="list-style-type: none"> • are there effective alternatives to this travel – public transport, walk, teleconferencing, video conferencing etc; • is the travel request directly work related? <p>Under no circumstances should any of the following occur:</p> <ul style="list-style-type: none"> • travel home after social functions; and • personal taxi travel. • At times employees will represent Kāinga Ora at official functions (for example, award ceremonies). Taxi usage is permitted for these events if it is clearly the most efficient form of 	traveller

Step	Description	Role Responsible
	<p>transport and approved in advance by the employees's line manager.</p> <ul style="list-style-type: none"> For the avoidance of doubt, social or entertainment events arranged by vendors or other stakeholders do not constitute official functions, even if Kāinga Ora business may be discussed at these events. Employees should make their own travel arrangements to and from these events. If this travel involves use of a private vehicle employees should abstain from alcohol at the event. Where there is considerable distance / cost associated with taxi travel (for example, to and from the airport), employees must consider alternatives to taxi travel. This may include airport shuttle and car hire (with GPS if necessary). Payment for taxis can be charged on a Kāinga Ora purchase card, taxi card or taxi voucher. Taxi voucher books are held in each office. All taxi vouchers and cards are to be kept in a safe place. Procurement and the taxi card company must be notified in the event a taxi card is lost or stolen. 	

10. Telephone Usage

Step	Description	Role Responsible
8.1	<p>When employees are on official travel for more than a day, then a call of reasonable duration with those important to the employee is considered reasonable. Employee mobile phones are to be used for calls while away as accommodation telephones incur additional charges.</p>	traveller

11. Meals

Step	Description	Role Responsible
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Step	Description	Role Responsible
9.1	<p>Kāinga Ora will reimburse the traveller actual and reasonable meal expenditure incurred during approved business travel away from the normal geographical work area of the employee and outside of their normal working hours. This is subject to a maximum meal allowance of:</p> <ul style="list-style-type: none"> • \$80 (incl. GST) per overnight stay, over the period of travel; where overnight stay is necessary; • \$35 (incl. GST) where no overnight stay is required, and travel is greater than 12 hours; • \$15 (incl. GST) where no overnight stay is required and travel is less than 12 hours. • Without exception, alcohol (including mini bar expenses) purchases by an employee will not be reimbursed by Kāinga Ora and any costs incurred relating to alcohol will be the responsibility of the employee. 	traveller

12. Employee Expenses

Step	Description	Role Responsible
10.1	Reimbursement for expenses incurred on Kāinga Ora business paid for by the employee and authorised as business travel expenses must be documented on the FlexiPurchase website .	traveller
10.2	Personal expenses incurred while on business travel must not be charged back to Kāinga Ora or included on Kāinga Ora purchase cards.	traveller
10.3	When more than one employee from the same branch or group is attending an event where business related travel expenses are incurred, the most senior employee must incur the expense.	Traveller
10.4	<p>International travel</p> <p>An employee's claim on the FlexiPurchase website must be submitted to the line manager for approval.</p>	traveller / manager

Step	Description	Role Responsible
	Reimbursement of business related travel expenses will be made on the basis of evidence being provided (tax invoices/receipts) as proof of payment and considered to be reasonable.	

13. Safety and Wellbeing

Step	Description	Role Responsible
11.1	When selecting travel options, employees should balance business requirements with safety and wellbeing obligations. Employees using a vehicle will not use cell phones while driving. If a cell phone is being used, the vehicle should be stopped.	traveller
11.2	If an employee sustains an injury during travel, they must complete the details of the injury in <u>HR Hub</u> available on the intranet as per Kāinga Ora's incident management process.	traveller

14. Compliance

Step	Description	Role Responsible
12.1	All travellers will comply with this travel and expenses policy. Kāinga Ora will not reimburse or pay for any expenditure incurred where travel and expenses policy have not been adhered to.	traveller
12.2	The travel management company will monitor compliance with this policy. Concerns regarding the policy should be referred to the <u>Procurement</u> team.	travel management company / Procurement

15. Variations

Step	Description	Role Responsible
13.1	<p>Exceptions or variations to these policies must be approved by the Chief Executive on a case by case basis.</p> <p>The travel management company will question non-compliant bookings and record the reason why, for reporting to the Executive team. Employees are expected to provide this information freely.</p>	traveller / travel management company

16. Personal and Spouse/Companion Travel

Step	Description	Role Responsible
14.1	<p>Personal travel may be combined with business travel if at no additional cost to Kāinga Ora. All personal travel expenses are to be met by the traveller. Personal travel may be booked via the travel management company.</p> <p>A spouse or other individual may accompany an employee on a business trip at the employee's expense. A personal credit card number must be provided at the time of booking any spouse/companion travel. Kāinga Ora will not reimburse expenses incurred by or on behalf of any accompanying person, unless they are a Kāinga Ora employee on legitimate business or the expenses have been authorised by the Chief Executive.</p>	traveller
14.2	Air travel may not be downgraded to cover any personal travel expenses, even if the cost to Kāinga Ora is lower.	traveller

Documents, Forms, Links and Other Information

Related Kāinga Ora procedures:

- Travel procedures

Related Kāinga Ora policies:

- F-201 Financial and non financial delegations

- F-219 Discretionary expenditure
- ICT Acceptable Use
- Code of Conduct
- Health, Safety and Wellbeing policy
- F-107 Services and supplies
- F-114 Employee expenditure
- R-105 Records retention and disposal

Relevant legislation, regulations and standards:

- Public Finance Act 1989
- State Sector Act 1988
- Health and Safety at Work Act 2015
- Employment Relations Act 2000
- SSC Standards of Integrity and Conduct

Forms:

- F-383 Approval for international travel
- Travel request form via My Support Portal
- Traveller profile form

Internet tools:

- www.flexipurchase.com
- www.orbit.co.nz
- <http://ourspace/need/tools/hr-hub>

Document Control

Date	Reviewed/Modified by	Comments/Descriptions of changes
22 July 2019	Shelley Tyson – Principal Advisor, Transition Team, Entity Establishment Unit	Updated from HNZ Travel and Expenses policy for use by Kāinga Ora
August 2019	Sue Wray – Legal Counsel HNZ	Compliant

Details of previous versions of policies and procedures will be stored in Kāinga Ora's document management system (Objective).