QUAMED travel policy

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A. Purpose

The purpose of this travel policy is to ensure that the travel expenses of Quamed are controlled by establishing certain generally accepted standards. Both employees and consultants must control official travel expenses by making sound judgement with respect to the use of company resources.

Travel is an important component for carrying the business of Quamed. It is, therefore, the company’s expectation from both employees and consultants that the travel guidelines are adhered by providing all the supporting documentation where it is specifically required to.

The travel policy is also meant to lay down the process of the reimbursement of all the monies spent by both the employees and consultants during international or domestic official travel.

SOP-A-009 details the implementation of this policy.
B. Scope
The travel policy includes all the regular employees and consultants contracted to Quamed. Non-adherence to the policy while on official travel will result in disciplinary action against the affected employee which could lead to termination and in the case of consultants to blacklisting from future work with Quamed.

C. Definitions and abbreviations
For the purpose of this policy except where clearly indicated otherwise, the words and expressions set out below have the following meaning: -
- “The Company” means Quamed.
- “The Client” means any Company or Organisation that contracts Quamed to carry out assignments on their behalf.
- “Consultant or Expert” means any person not employed by Quamed who is requested to travel at Quamed’s expense for official purposes.
- “Employee or Official” means a person employed by Quamed
- “Accommodation” means the rental of lodging facilities while away from the traveller’s usual place of residence while on authorised official duty.
- “Air Travel” means travel by airline on authorised official duty.
- “Car Rental” means the rental of a vehicle by a traveller for official purposes.
- “Day” means a completed period of twenty-four (24) hours away from normal place of domicile and employment on official business of Quamed
- “Representative or Delegated Authority” means any person who has been appointed to authorise travel in respect of travel requests and expenses.
- “Executive Director” means a person appointed by the Board of Directors of Quamed to lead Quamed and shall include any person acting in that position.
- “Domestic Travel” means travel within the borders of the traveller’s normal place of domicile and work.
- “International Travel” means travel outside the borders of the traveller’s normal place of domicile and work.
- “Emergency Reservation” means the booking of travel when unforeseen circumstances necessitate and unplanned trip or a diversion from an original planned trip.
- “Place of Work” means the place where principal duties of the official are performed.
- “Per Diem” means an allowance paid by Quamed to the traveller for official travel.
- “Travel Expenses” means expenses incurred by the traveller on official business trips.
D. General travel requirements

1. General guidelines

- A travel request (refer to SOP-A-009) must be approved before proceeding on any International or domestic travel. In the case of consultants, the proceedings as agreed upon in the signed contract and budget will apply in conjunction with Quamed’s general travel policy.
- Any International or domestic travel request must be raised and followed as per the Quamed’s travel policy and procedures.
- Should there be any changes in the travel due to unforeseen circumstances and it is more costly than the approval that has already been given, a fresh travel request will need to be submitted for fresh approval.
- The details on all exceptions with respect to the travel policy must be explained on the travel request form and these need to be approved by the Administration and Finances Officer or the Executive Director.
- Any employee who requires travelling for business purposes obtain prior approval in advance at least 7 days before the proposed travel date from the relevant person. In all cases this will be the Executive Director.
- Consultants travel approval will be guided by the signed contract and budget in conjunction with Quamed’s standard travel policy.
- Employees and consultants will be required to send an email attaching the approved travel request to the Administration and Finances Officer to request travel advances.
- All travel on behalf of Quamed will be booked on economy class. However, if the consultant of employee wishes to travel business class, the difference between economy and business class will be at their cost. The consultant or employee will notify Quamed of the proposed upgrade prior to the booking and purchase of the airline ticket.
- All International travel will be by air travel except for countries in the EU that are accessible by train where this is deemed to be the most cost-effective mode of travel.
- The most economical mode of travel will be reimbursed.
- All the tickets for which ever mode of travel chosen as the best available to get to the destination must be approved by the Executive Director or the Administration and Finances Officer.

2. USAID specific:

In case the funding for air travel (or for cargo transportation services) originates from a USAID funded award, the ‘Fly America Act’ will determine which aircraft carrier can be booked. Full information on the Fly America Act can be found here: https://www.gsa.gov/policy-regulations/policy/travel-management-policy/fly-america-act. Exceptions to the Fly America Act can be found here: https://www.state.gov/fly-america-act-waiver-checklist/.
3. Passport:
The consultant or employee will be required to submit a PDF copy of their current passport to the Administrative and Finance Officer. The treatment of personal information will follow the E.U. General data protection regulations.

4. Transportation from Home to airport/train station and vice versa:
Quamed will reimburse costs incurred for travel from home to the airport/train station on both outbound and inbound trips. As much as possible public transport should be used. Taxis are only reimbursed in case there are no feasible public transport options.

5. Logistics in Country:
The arrangements for in-country logistics will differ from Country to Country. If the Client has an office, the Client will provide the logistics support. If the Client does not have an office or where the office is not close to the place of assignment, Quamed will organise transport, board and lodging and other travel related matters. In some instances, the consultant or employee will have to organise local logistics where Quamed will not have access to rental car companies and hotels.

E. Per diem policy (board, lodging, local transport)
• Quamed will pay the consultant or employee per diem according to the European Union per diem rates. However, as the local circumstances of visits differ, payment may also differ.
• If a NGO or other Client offers board and lodging in a guest house, the per diem will be adjusted accordingly.
• If the consultant or employee prefers that Quamed make hotel reservations and payments, then the per diem will be adjusted accordingly. Thereafter the consultant or employee will be advised of the daily amount for board, local transport and miscellaneous that will be applicable. The consultant or employee will be reimbursed on receipts submitted.
• Board and lodging expenses are allowed only as per the limit of entitlement.
• In the case of official travel where-in board and lodging are taken care of by the Client, in such cases only incidental expenses can be claimed.
• The expense report with travel request submitted to the Finance Department must consist of original boarding pass and travel tickets. Any deviation will require prior approval by the Executive Director, or anyone appointed to represent him/her.
• In case and employee or consultant wants to combine official stay with personal vacations, prior approval must be obtained from the Executive Director, or anyone
appointed to represent him/her. It should be noted that no reimbursement would be considered for expenses incurred in the period of personal vacation.

F. Travel Insurance
Quamed will be responsible for taking out insurance on behalf of its employees and consultants that are travelling on official Quamed business. The insurance policy should cover the minimum of medical at place of assignment, evacuation, emergency cancellation of planned trip, cancellation of trip by airlines, loss of baggage, loss of funds and another unforeseen events that are generally covered by the insurance company.

G. Visas
It is the responsibility of the consultant to apply for the appropriate visas for the country of assignment in accordance with the requirements of the host country. Quamed will reimburse to the consultant of visa application related costs and will provide all the documentation required by the host country consulate in support of the visa application. If the consultant has difficulties in obtaining the necessary visas, Quamed at the request of the consultant will assist in applying for the visa were allowable.

H. Airlines
The consultant has the right to refuse flights that are operated by airlines that are on the EU or US government no-fly lists. In those cases, alternative transport will be sought. An alternative could be the UNHAS flights operated by World Food Programme (https://www.wfp.org/unhas) or other humanitarian operated flights.

In case a consultant is not willing to travel on an airline that is not on any no-fly list, s/he has the right to alternative arrangements, but any additional costs will have to be borne by the consultant. The additional costs are defined as the difference in costs between the original itinerary and the preferred itinerary. These costs include difference in ticket costs, additional per diem and other related costs in the event that the use of a preferred airline results in an addition to the number of assignment days.

I. Security in the field
Whether a country or region is deemed to be safe and secure enough to travel on mission will be first discussed with the Client. The following scenarios will thereafter happen:
- After discussions with the Client, it is decided that a field visit by a consultant or employee is too risky. Quamed will not enter into a service agreement with the Client, or the work may be carried out remotely.
- After discussions with the Client and it is decided that it is safe for the consultants or employees to undertake the field visit, Quamed will enter into a service agreement with the Client. The service agreement will contain an explicit clause regarding the security levels in the Country or Region where the work will take place.
- Quamed in turn will brief the consultants or employees on the security situation. Only when the consultant or employee is fully aware of the situation and is willing to go ahead with the field visit, will the agreement between the consultant and Quamed be signed. In specific cases, the contracting NGO may require the consultant to follow the NGO’s security policy and coverage. In those case, the same rules as apply to the NGO staff are applied to QUAMED contracted staff or consultants.
- In exceptional circumstances, Quamed will require the consultant to sign an indemnity form that states that they fully understand the risks involved should they undertake the assignment after being advised of the inherent risks.

J. Spouse or guest accompanying personal travel combined with official travel
- The employee or consultant is required to notify the Executive Director, or his/her appointed representative should they wish to be accompanied by a spouse or guest on official travel. This is for safety of the travelling parties in the event of an emergency.
- Any kind of travel expenses occurring for guests or family member will not be reimbursable. There will be no exceptions to this policy.
- Spouses and guests can share the accommodation to the extent that no extra charge shall accrual to Quamed. In the case that the charge for the accommodation is above the allowable Quamed rate, the employee or consultant will have to pay the difference prior to checking out and proof of this will be submitted together with the expenses report.

K. Miscellaneous
Quamed will reimburse calls made for business purposes while travelling. The calls must be marked clearly on the expenses report.
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