

Travel and expense policy

Effective date

This policy is effective September 1, 2017.

Scope

This policy applies to all employees and other individuals for whom travel expenses are paid for by FCC, such as members of FCC's Board of Directors and those hired on a contract or casual basis.

Policy objective

To ensure the prudent stewardship of public funds and the effective, efficient and economical use of public resources, FCC will act at all times with the highest standards of integrity, fiscal prudence, accountability, transparency and values and ethics. These fundamental management principles apply to all expenditures.

Note: This policy should be read in conjunction with FCC's Code of Conduct and Ethics.

FCC understands that travel is necessary to effectively deliver services to our customers and reimburse employees and non-employees for expenses that are necessarily incurred while they are travelling on FCC business.

The intent of this policy is to:

- specify the business-related travel expenses that are eligible for reimbursement
- ensure that travel arrangements comply with the standards set out in this policy and are booked through FCC's Travel Counsellor, as required, to maximize cost savings, provide consistent service standards and pricing, and enhance cost tracking throughout FCC
- ensure that business-related travel location information is maintained to support employees in the event of a travel disruption

Policy statement

All travel must be:

- necessary and solely for business-related purposes
- planned and managed with prudence and integrity

Note: Employees must consider the reputation risk to FCC, including the timing and duration of travel – and whether the travel could withstand public, media or stakeholder scrutiny.

- avoided where cost efficient alternatives are appropriate and available

Note: Virtual presence, teleconference, video conference and other remote meeting solutions must be considered for every travel situation. If these options will not be used, the employee must document the reason in the travel authorization request.

- limited to the minimum number of employees needed to meet FCC's business need
- Note:** When more than one employee is pre-approved to travel to the same meeting or event by ground transportation, they should travel together to reduce FCC's overall travel expenses.
- documented and formally pre-approved as follows:

If travel is	Then pre-approval is required from
Outside of the local travel area (includes both core and non-core events) or By means other than ground transportation or Required for stays of more than two consecutive nights or Incurred by a non-employee (contractor, consultant, vendor, external candidate travelling for employment interview, casual employee, etc.)	The respective manager with budget signing authority
Incurred by a member of FCC's Board of Directors	The Corporate Secretary
Incurred by an FCC Vice-President	The respective Enterprise Management Team (EMT) member
Outside of Canada or Incurred by an EMT member	The President and CEO

Employees travelling for business-related purposes do not require pre-approval in the following situations:

- Local travel within the employee's normal office location and working environment (using a taxi, public transit or rental or personal vehicle) to conduct FCC's day-to-day business, including up to two overnight stays. For example:

If your primary work	Then your local travel area would be
is conducted within an office setting, regardless of your location	your local city limits
is direct sales, or you support or manage employees in sales roles	your district
is directly managing or providing daily support to employees in sales roles	the areas within which your employees work
is the delivery of training to sales area staff	the areas within which you typically travel to deliver the training
involves site inspections to perform property valuations	the areas within which you typically travel to conduct valuations
involves managing portfolios with distressed or delinquent accounts, or managing employees who manage portfolios with distressed or delinquent accounts	the sales areas you support

- Travel required to enable FCC to respond to urgent and unforeseeable events that require employees to provide expertise or deliver FCC programs or services to safeguard health, safety and security.

Note: These travel expenses must subsequently be disclosed to the President and CEO.

- Travel related to relocation as per the Relocation – Permanent Transfer or Relocation – Temporary Transfer policies.
- Travel previously approved through a Blanket Travel Authorization for an employee whose travel is continuous or repetitive, with no variation in the specific terms and conditions of trips, and where it is not practical to obtain prior approval for each individual trip.

Employees must travel in the most cost-effective manner and must not:

- use this policy or its related procedures to increase their employment compensation or for personal gain
- base their travel decisions on any benefits they may obtain through their personal rewards programs

Employees who want to use their personal vehicle or a rental vehicle for business-related travel must receive pre-approval from their manager. When deciding on the appropriate mode of transportation, managers must consider the employee's safety and whether renting a vehicle, using other modes of transportation such as a taxi or train service, or allowing the employee to use his or her personal vehicle makes the most economic sense.

FCC will reimburse business kilometres driven using a personal vehicle only when there is a documented business purpose for the trip and sufficient detail is provided with the expense claim to validate the actual kilometres driven.

When a personal vehicle is used for approved business-related travel, employees:

- will be reimbursed according to the Kilometre Rates page for actual kilometres driven, using the safest direct route to the place of FCC business, airport, etc.
- must claim mileage from their actual point of origin to their actual business destination and not use their office location as their default point of origin
- will not be compensated for normal commute distances
- must have business insurance coverage for that vehicle if they drive at least 2,400 kilometres annually (or 200 kilometres per month)

Note: The employee's manager must verify that the business insurance is in place before authorizing any claims for kilometres travelled on business.

Mileage can only be claimed for distances driven when an FCC employee is in the vehicle.

Employees must waive the extra rental theft and damage insurance when renting a vehicle solely for business-related use, as it is covered under FCC's corporate insurance and will not be reimbursed to employees.

Expenses that have been incurred but not pre-approved or that are deemed unreasonable or inappropriate will be questioned by the employee's manager, Vice-President and/or claims processors and may be denied or reduced.

FCC will provide accommodation to meet employees' particular travel needs when related to one or more of the protected grounds under the Canadian Human Rights Act. Employees must notify FCC's Travel Counsellor of their accommodation requirements at the time of booking.

To mitigate risks to business continuity if a particular group of employees was simultaneously unavailable due to a disaster or an accident while travelling together, the following provisions apply:

- Enterprise Management Team (EMT) – no more than four EMT members may travel in the same plane, bus or passenger vehicle. The President and CEO may authorize exceptions.
- All other employees – no more than four employees from the same business unit may travel in the same plane, bus or passenger vehicle. The Vice-President responsible for the business unit may authorize exceptions.

Policy compliance and exceptions

FCC has effective oversight mechanisms, accountabilities and controls in place for travel to ensure:

- expenditures incurred are necessary to conduct FCC business
- expenditures are minimized and, where they are necessary, are managed in an effective, efficient and economical manner
- employees document:
 - why virtual presence and other remote meeting solutions were not used to meet operational requirements

- the selection of the mode of transportation, the accommodation and the number of travellers necessary to conduct FCC business

Expense claims will be monitored and are subject to audit. Failure to comply with this policy may result in discipline up to and including dismissal or termination of contractual arrangements. If a criminal offense has been committed, it may result in criminal prosecution or civil liability.

The Executive Vice-President and Chief Human Resources Officer can authorize policy exceptions.

Policy review and approval

The Senior Workforce Planning Manager is responsible for reviewing this policy every two years. The Executive Vice-President and Chief Human Resources Officer is responsible for the approval of the policy and any amendments.

Policy maintenance

The Senior Workforce Planning Manager is responsible for policy maintenance and administration.

Roles and responsibilities

President and CEO

The President and CEO is responsible for:

- approving FCC's total annual budget for travel
- ensuring that effective oversight and control mechanisms are in place to ensure that:
 - approval processes, including those that support necessary Board-level approvals, are consistent with the approval authorities outlined by policy
 - the following are considered as part of the approval process:
 - ways to avoid or minimize travel costs (as outlined by policy)
 - the use of virtual presence and other remote meeting solutions whenever available and appropriate to meet business needs
 - the most economical means of travel, considering the location
 - keeping the number of travellers to the minimum number possible to meet business needs
 - whether the travel is targeted to FCC's core mandate, provides value for money and is justified
 - individual requests for travel are reasonable and appropriate, and support FCC's core mandate, objectives and priorities
 - expenses related to FCC's annual budgets for travel are periodically reviewed
 - managers with the appropriate authorities have access to timely reporting so that they can effectively monitor travel and make fiscally prudent decisions
 - the requirements for travel are applied as per policy
- under the authority of the Chairman of FCC's Board of Directors, approving FCC's delegation of authority matrices related to travel
- disclosing FCC's total annual travel expenditures, including a brief description of the main variances from the previous year's expenditures, on FCC's external website when FCC's annual report is tabled
- ensuring appropriate monitoring frameworks are in place to support his or her oversight of the sustained and effective implementation of this policy
- in instances of non-compliance, taking corrective measures with those responsible for implementing policy requirements

Chief Financial Officer

The Chief Financial Officer is responsible for:

- providing the President and CEO with independent and objective advice and recommendations on the annual budgets and proposals, priorities and expenditures pertaining to the management of travel expenses
- supporting the President and CEO and Senior Leadership Team (SLT) members in establishing sustainable and robust frameworks and plans, policies, financial management systems, decision support information, monitoring and reporting necessary to meet policy requirements
- supporting periodic reviews of expenditures necessary to meet policy requirements

- acting as the delegated travel approval authority in situations where the traveller is the President and CEO, based on FCC's policies and procedures
- ensuring that delegated financial authorities and responsibilities related to travel are clearly communicated, and adhered to by managers
- supporting the President and CEO by:
 - overseeing the implementation and monitoring of this policy
 - bringing significant difficulties, performance gaps or compliance issues to the President and CEO's attention, and developing proposals to address them
 - ensuring corrective actions are taken to address non-compliance with policy

Note: Corrective action can include requiring additional training, changes to procedures and systems, the suspension or removal of delegated authorities, disciplinary action and other measures as appropriate.

Vice-Presidents

Vice-Presidents are responsible for ensuring that:

- the following are considered as part of the approval process:
 - ways to avoid or minimize travel costs (as outlined by policy)
 - the use of virtual presence and other remote meeting solutions whenever available and appropriate to meet business needs
 - the most economical means of travel, considering the location
 - keeping the number of travellers to the minimum number possible to meet business needs
 - whether the travel is targeted to FCC's core mandate, provides value for money and is justified
- individual requests and expenditure decisions for travel are necessary to achieve FCC's core mandate, objectives or priorities, and demonstrate value for money
- travel expenses are monitored throughout the year, considered as part of periodic reviews and assessed to ensure continued relevance
- the requirements for travel are applied as per policy

Authorities

The President and CEO may delegate travel approval authority to appropriate managers below the Vice-President level when supported by one or more of the following operational needs:

- the program's operations are regionally or globally dispersed and there is no Vice-President present in certain offices
- the operational requirements for travel are frequent, may involve a significant number of travellers and concentrating approvals with one position would create potential delays
- the potential for delay in obtaining approval could be injurious to the public interest or the timely delivery of FCC services or operations

Planning and booking travel

Employees should avoid travel when cost efficient alternatives are appropriate and available.

When planning travel, employees should consider the reputation risk to FCC, including:

- the number of employees travelling to meet the business need
- the timing and duration of travel
- whether virtual presence, teleconference, video conference and other remote meeting solutions can be used

Note: If remote meeting solutions cannot be used, the employee must document the reason in the travel authorization request.

- whether the travel could withstand public, media or stakeholder scrutiny

Employees must have all business-related travel formally documented and pre-approved, with the exception of the following:

- Local travel within the employee's normal office location and working environment (using a taxi, public transit or rental or personal vehicle) to conduct FCC's day-to-day business, including up to two overnight stays. For example:

If your primary work	Then your local travel area would be
is conducted within an office setting, regardless of your location	your local city limits
is direct sales, or you support or manage employees in sales roles	your district
is directly managing or providing daily support to employees in sales roles	the areas within which your employees work
is the delivery of training to sales area staff	the areas within which you typically travel to deliver the training
involves site inspections to perform property valuations	the areas within which you typically travel to conduct valuations
involves managing portfolios with distressed or delinquent accounts, or managing employees who manage portfolios with distressed or delinquent accounts	the sales areas you support

- Travel required to enable FCC to respond to urgent and unforeseeable events that require employees to provide expertise or deliver FCC programs or services to safeguard health, safety and security.

Note: These travel expenses must subsequently be disclosed to the President and CEO.

- Travel related to relocation as per the Relocation – Permanent Transfer or Relocation – Temporary Transfer policies.
- Travel previously approved through a Blanket Travel Authorization for an employee whose travel is continuous or repetitive, with little variation in the specific terms and conditions of trips, and where it is not practical to obtain prior approval for each individual trip.

Employees also require documented pre-approval from the President and CEO for business-related travel outside of Canada.

Refer to the Core Events and Non-Core Events policies for more information, when travel is associated with an FCC event.

Blanket Travel Authorization

A Blanket Travel Authorization may be issued to an employee to provide authorization for travel which:

- is conducted for the same purpose and is continuous or repetitive in nature
- has relatively consistent terms and conditions of trips (destinations may differ)
- is not practical or administratively efficient to obtain prior approval for each individual trip

When a Blanket Travel Authorization is used to satisfy the travel authorization for an employee, it must include all required pre-authorization elements, applying the best cost estimates available.

Blanket Travel Authorizations provide individual authorization only and do not apply to groups of employees.

Employees may have more than one Blanket Travel Authorization simultaneously.

Booking travel via FCC's Travel Counsellor

Employees must book all air travel through FCC's Travel Counsellor, who will maximize cost savings, ensure consistent service standards and enhance FCC's cost-tracking abilities. They should also have FCC's Travel Counsellor book their vehicle rentals and hotel accommodations whenever possible, particularly when they are required in conjunction with a flight.

Note: Marlin Travel, in conjunction with NuTravel, offers a self-booking tool that is accessible to employees. If you are interested in learning more or using this service to obtain your own flight estimates, contact RES-CO:Travel/Voyages. FCC's Travel Counsellor will provide you with the instructions and password required to access this system.

Refer to the Making Air Travel Arrangements, Ground Transportation and Booking Hotel Accommodations pages for more information.

Credit cards and traveller's cheques

FCC's Travel Counsellor bills air travel bookings to FCC's corporate account. Employees can charge all other travel expenses to their corporate or personal credit card.

FCC prefers employees use their corporate or personal credit card instead of purchasing traveller's cheques.

Corporate credit cards are issued to employees at their manager's discretion. Employees may use a personal credit card in lieu of obtaining a corporate credit card. Refer to the Corporate Credit Card policy for more information.

Cash advance for travel

Employees who do not have a corporate or personal credit card can request a cash advance for travel through the Travel and Expense Centre to cover anticipated expenses for their business trip. A cash advance for travel is:

- limited to the amount required to pay for the business expense
- deducted from the expense claim that the employee submits for the trip

A cash advance for travel will be assessed on an individual basis and only approved by the employee's manager in certain situations.

Employees must account for a cash advance for travel by:

- submitting an expense report
- remitting any balance due to Accounts Payable within one month of the trip

Expenses related to international travel

FCC will reimburse employees on approved travel outside of Canada for the cost of:

- emergency passport fees
- necessary identification
- medical preparation

If the per diem amounts for meals, incidentals, or personal accommodations were incurred in US dollars, the employee must claim the amounts in US dollars. All other expenses must be claimed in Canadian dollars. If the employee used a credit card, he or she must use the value shown on the credit card statement.

Reward programs

Any personal privileged client or special awards programs, such as Aeroplan or Air Miles, are the employee's responsibility and property.

Employees should let FCC's Travel Counsellor know if they are a member of a privileged client or special awards program as lower fares may apply. However, employees will not be reimbursed for savings due to lower fares or room rates or for charges for upgrades or special arrangements available to privileged clients.

Employees must travel in the most cost-effective manner and must not base their travel decisions on any benefits they may obtain through their personal rewards programs.

Obtaining pre-approval for employee travel plans

Business-related travel for employees must be documented and pre-approved when travel is:

- outside of the local travel area (includes both core and non-core events)
- by means other than ground transportation
- required for more than two overnight stays

Obtaining pre-approval for non-employee travel plans

FCC will pay for business-related travel expenses for non-FCC employees, specifically:

- members of FCC's board of directors
- consultants, contractors and vendors
- casual employees
- candidates travelling for employment interviews
- other non-FCC employees travelling at FCC's request for business-related purposes

A third-party travel authorization must be completed and pre-authorized by the manager with signing authority for the applicable budget.

Making air travel arrangements

Air travel must be booked through FCC's Travel Counsellor, who will make the necessary arrangements for all required business flights, including rebooking original flights and making arrangements for missed or cancelled flights, and bill them to FCC's corporate account.

Economy class is the corporate standard for domestic travel in Canada and transborder travel to the United States for flights under five continuous hours.

To maximize cost savings for FCC, employees should make travel arrangements as far in advance as possible – at least two weeks in advance of domestic travel and three or more weeks in advance of travel outside of Canada, or if travel arrangements are related to a core or non-core event.

Return tickets will be issued to employees for business-related travel – from and to their points of FCC business for dates of business only. Employees may be permitted to extend their travel period to include a personal stay in the same location as long as there is no additional cost to FCC. If personal stays require additional time away from work, vacation or other leave must be pre-approved before flights are booked.

Employees who want to add a stopover in another location during a business trip may do so at their own expense. FCC will not pay for any applicable flight changes, fees, accommodations or other personal expenses.

Tickets purchased through FCC's Travel Counsellor and billed to FCC's corporate account qualify the traveler for credit card insurance (life insurance and travel protection). Employees travelling on FCC business must not use their corporate or personal credit cards to purchase airfare as this disqualifies them from FCC's credit card insurance.

Flights are charged to FCC at the time of booking. The cost is charged to the employee's home department when the flight is taken, and the employee must claim it on his or her expense report.

Employees must notify FCC's Travel Counsellor if they have [travel credits](#) to use when booking a flight.

FCC will accommodate employees' particular travel needs when related to one or more of the protected grounds under the Canadian Human Rights Act. Employees must notify FCC's Travel Counsellor of their accommodation requirements, such as wheelchair accessibility, at the time of booking.

Flight baggage fees

Flight baggage fees are reimbursable. Employees should verify carrier rules around baggage fees and pack reasonably and according to the length of travel and changing weather conditions. Employees must provide receipts when they submit their expense reports.

Flight passes

A flight pass is a prepaid package of one-way flight credits that is usually purchased by FCC's Travel Counsellor to make travel costs more predictable. Depending on the carrier and type of pass purchased, credits can be used by multiple travellers.

Expense reports should be submitted as the flight credits are used, rather than when the flight passes are purchased. FCC's Travel Counsellor will calculate the cost per credit by dividing the

total cost of the flight pass by the number of flight credits, and will provide this information to employees to use when filing their expense reports.

For example, if a flight pass consisting of 25 flight credits is purchased for a total cost of \$10,000, each credit is worth \$400. If a round trip to Calgary uses two flight credits (one for each direction), the employee will record the total cost of the trip as \$800 on his or her expense report, indicating "flight pass – two credits used" in the description. In some instances, additional charges will be indicated on the itinerary that must also be recorded on the expense report.

Employees should contact [RES-CO: Travel/Voyages](#) with any questions related to flight passes.

Accompanied travel

FCC's Travel Counsellor may book flights for other individuals who accompany an employee travelling on business for reasons such as relocation or when accompaniment is required to accommodate the employee's needs related to one or more of the protected grounds under the Canadian Human Rights Act. Service fees will not be charged and the guest's flight will be billed to FCC's corporate account. Tickets issued on FCC's corporate account qualify the traveller for credit card insurance.

Non-reimbursable expenses

Employees will not be reimbursed for:

- dues and/or fees for airline travel club memberships
- trip cancellation insurance
- change fees when a flight was missed, cancelled or changed due to the employee's personal circumstances or preferences
- flights paid or reimbursed to the employee by another organization

Air travel insurance

Air travel accident insurance

Employees travelling on flights booked through FCC's Travel Counsellor and billed to the FCC corporate account are covered for \$500,000 air travel accident insurance coverage.

If employees book their own travel arrangements due to legitimate circumstances, they should opt for trip cancellation insurance if the flight is not taken the same day as booked. Trip cancellation insurance will be reimbursed.

Delayed or missed flights and delayed or lost baggage

Employees must allow themselves adequate time to travel to the airport to ensure that their flights are not missed and travel is taken as planned.

The employee's manager will assess the reason for any missed, cancelled or changed flights and any resulting flight cost increases when the employee submits an expense claim. FCC will not pay the increased costs if the flight was missed, cancelled or changed due to the employee's personal circumstances or preference.

Employees who miss a connecting flight through no fault of their own, are bumped from a flight or are booked on a flight that is delayed for more than four hours with no alternative onward transportation available in that time, may be covered for reasonable and necessary expenses that are not covered by the airline.

Employees must obtain an airline delayed flight report from customer service and keep all original receipts for items purchased for reimbursement. The airline should provide the employee with the services it normally offers in such situations, such as rebooking a flight, arranging for meals and/or providing hotel vouchers. Employees should contact their airline for information on the expenses it will cover.

For baggage delay insurance, the baggage must be delayed more than six hours at the destination before a claim may be pursued.

If baggage is lost, the employee must make a claim to the airline first, with insurance coverage second. The airline should provide the employee with the services it normally offers in such situations, for example, rebooking a flight, arranging for meals and/or providing hotel vouchers.

The maximum aggregate benefit payable in respect to any one incident is \$500.

For more information or assistance in making an insurance claim, contact [RES-CO: Travel/Voyages](#).

Medical emergency coverage

Employees are eligible for certain medical emergency coverage while on business travel. For more information, contact Emergency Assistance (see the Travel Contacts page).

Personal property loss or damage

Employees will be reimbursed for repairs to clothing or loss or damage to personal property while on business-related travel if the loss was caused by the airline but is not reimbursed by the airline or the employee's credit card travel insurance.

Tickets issued on FCC's corporate account qualify the traveller for credit card insurance coverage.

Emergency travel assistance services

For more information, contact Emergency Assistance (refer to the Travel Contacts page).

Cancelling flights and using travel credits

All airfare reservation cancellations should be made by FCC's Travel Counsellor.

Travel credits

Employees who provide notice to cancel a flight at least two hours before its departure time will receive a:

- [flight credit](#) issued by the airline
- cancellation notice issued by FCC's Travel Counsellor

FCC's Travel Counsellor will apply the credit when the employee's next flight is booked if it is within one year of the original booking date.

Credits issued by WestJet and Air Canada that are not used before the cancellation date will automatically be transferred to another employee. FCC's Travel Counsellor will include the flight credit number and the credit amount applied on the new user's air travel confirmation. The new user of the credit must record this information on his or her expense report.

The credit period for all other airlines is one year from the original booking date. The credit is non-transferable – it remains in the employee's name. If it is not used before its expiry date, the credit is lost and the employee's home department is charged. The employee is then responsible for submitting an expense report for the flight charge to close the accounting cycle.

Ground transportation

When deciding on the appropriate mode of transportation for business-related travel, managers must consider the employee's safety and whether renting a vehicle, using other modes of transportation such as taxi or train service, or having the employee use his or her personal vehicle makes the most economic sense.

The number of employees approved for travel to each event or activity must be limited to the minimum number needed to meet FCC's business need.

When more than one employee is travelling to the same meeting or event by ground transportation, they should travel together to reduce FCC's overall travel expenses. However, no more than four Enterprise Management Team members may travel in the same passenger vehicle without the President and CEO's approval. No more than four employees from the same business unit may travel in the same passenger vehicle without approval from their respective Vice-President.

Vehicle rentals

In most cases, where rental vehicles are available, renting is more cost effective than using a personal vehicle.

Vehicle rental bookings:

- must be pre-approved by the employee's manager
- must be made through FCC's Travel Counsellor when an out-of-province vehicle rental is required in conjunction with a flight
- can be made by the employee for local travel in the province

Note: Employees can request a list of rental companies that offer discounted federal government rates from FCC's Travel Counsellor.

Mid-sized cars are the FCC standard. However, the size and type of the rental vehicle should be appropriate for the number of people in the vehicle and the road conditions.

When determining the most appropriate mode of transportation and the associated cost for business-related travel, employees and managers should consider the number of planned travel days and the availability of rental vehicles including the:

- distance to the nearest rental agency (potential mileage claim) and the employee's schedule and reliance on others for travel to and from the rental agency
- agency's hours of operation
- employee's trust in the rental vehicle's safety given the road conditions and weather

Employees should also consider their willingness to:

- leave their vehicle at the rental agency overnight
- add kilometres on their own vehicle
- assume the risk of a potential accident given the insurance coverage carried on their vehicle

If a vehicle is rented for both business and personal use, the employee must indicate the business portion on the expense form and only request reimbursement for the portion of the total rental charge used for business.

FCC will accommodate employees' particular travel needs when related to one or more of the protected grounds under the Canadian Human Rights Act. Employees must notify FCC's Travel Counsellor of their accommodation requirements, such as wheelchair accessibility, at the time of booking.

Employees will be reimbursed for:

- rental car expenses
- parking expenses

Note: Receipts are required for fees over \$12.

- fuel used for business-related travel

Note: To maximize cost savings, employees should refuel rental cars before returning them.

Frequent renter programs

Employees who rent vehicles regularly should ask about the rental company's frequent renter program. Becoming a member may result in more effective and efficient reservations and vehicle pickups. Rental companies have unique programs, such as Avis' Wizard, Budget's Fast Break, National's Emerald Club and Hertz Gold, and employees can sign up for as many as they like.

Employees who sign up for a frequent renter program should provide their assigned program number to [RES-CO: Travel/Voyages](#) so their information can be added to their travel profiles.

Liability insurance

FCC's liability insurance:

- covers rental vehicles when the vehicle is rented by FCC
- is in effect as long as the employee is on FCC business, including time after regular business hours
- does not apply to any portion of the rental used for personal purposes (before or after the business portion is completed or for an extended personal trip)

Note: In this case, the employee is responsible for the cost and liability and should consider purchasing additional insurance for the personal portion of the trip.

- only covers FCC employees

Note: If other FCC employees will be driving the vehicle they do not need to be registered with the rental company. Coverage under one employee covers other FCC employees who may also drive the same rental vehicle. However, the registered employee is responsible for ensuring that adequate liability insurance is in place for non-FCC drivers in the event of damage to the vehicle(s) or injury to self or others.

Employees must waive the extra rental theft and damage insurance when renting a vehicle solely for business-related use. This coverage will not be reimbursed.

Employees should contact RES-CO: Legal Services/Services juridiques if they have specific questions regarding liability insurance.

Personal vehicle use and allowable expenses

Employees who want to use their personal vehicles for business-related travel must receive pre-approval from their manager, either verbally or in writing. Managers must agree that using a personal vehicle is more cost-effective and logical than alternatives such as using a rental vehicle or public transportation. In most cases, renting is more cost-effective than using a personal vehicle.

When a personal vehicle is used for approved business-related travel, FCC reimburses employees:

- according to the Kilometre Rates page for actual kilometres driven, using the most direct, safe and practical route to the place of FCC business, airport, etc.

Note: Employees must claim mileage from their actual point of origin to their actual business destination and not use their office location as their default point of origin.

Employees will not be compensated for normal commute distances. However, if the employee is stopping for a business-related purpose on the way to or from work, the employee must deduct his or her normal commute from the total mileage claimed, as follows:

Total km travelled between home and office - (normal commute + personal kms) = claimable mileage

Mileage can only be claimed for distances driven when an FCC employee is in the vehicle. If another individual drives the employee to or from the destination, the employee will not be reimbursed for kilometres driven before he or she is picked up or after he or she is dropped off.

The kilometre rate paid when a personal vehicle is driven for business-related travel in more than one province shall be the rate applicable to the employee's office location code.

- the insurance deductible in the event of an accident, provided insurance coverage is available
- for expenses incurred for ferry, bridge and road tolls and parking expenses (receipts are required for fares/fees over \$12)

Expense claim requirements

FCC will authorize the reimbursement of business kilometres driven using a personal vehicle only when there is a documented business purpose for the trip and sufficient detail is provided on or with the expense claim to validate the actual kilometres driven.

Employees must record the following in their expense claims or in Form 8443 – Mileage Log and attach it to their expense claims:

- date of travel
- purpose of the business trip
- point of origin (home, office, etc.)
- destination (customer name and location, airport, other FCC office location, etc.)

- actual business kilometres driven with normal commuting distance and other non-business kilometres removed

Note: Kilometres should be the difference between the starting and ending odometer readings and **not** rounded up. If the point of business is en route between an employee's home and office, these kilometres cannot be claimed.

Employees, such as Relationship Managers, who travel on a regular basis due to the nature of their position (at least 200 kilometres per month or 2,400 kilometres per year) should use Form 8443 to help them accurately and easily claim expenses and for audit purposes, as required.

Vehicle insurance

Employees are responsible for adequately insuring their personal vehicles.

Employees who have received prior approval to use a personal vehicle for business-related travel and who drive at least 2,400 kilometres annually (or 200 kilometres per month) are required to have business insurance coverage for that vehicle. The employee's manager must verify that the employee has business insurance on the personal vehicle before authorizing any claims for kilometres travelled on business.

Business insurance covers personal liability for damages or injuries including:

- passenger hazard
- a minimum \$2 million third-party liability coverage
- accident benefits coverage equal to the minimum provincial requirements

The increased cost of business insurance on personal vehicles will be:

- reimbursed to the employee based on the difference between the minimum personal insurance coverage required by his or her province of residence and the coverage for business use on one vehicle per employee
- charged to the employee's home department

FCC will not reimburse premiums for additional windshield insurance.

Accidents and windshield damage

Employees who use their personal vehicles for business travel and incur windshield damage while on business will be reimbursed for the cost of:

- the repair
- replacing the windshield if repair is not a viable option

In the event of an accident, the employee must contact his or her insurance company within five business days and notify [RES-CO: Travel/Voyages](#) that a claim is being processed.

Taxi service, shuttle, bus, train, subway, ferry and tolls

When travelling to and from the airport, employees should use an airport shuttle, hotel bus, shared limousine service or subway rather than a taxi, whenever possible.

FCC will reimburse employees on business-related travel for the cost of taxi service between:

- their residence, office or hotel and the airport, bus terminal or railway station
- business meeting locations

FCC will reimburse taxi services at an employee's normal work location during regular business hours when pre-approved by the employee's manager and when public transportation isn't an option. Situations may include transportation:

- from the workplace to the employee's residence if he or she becomes ill
- when the employee is required to carry files, documents or other articles of considerable weight or bulk
- when time-saving is essential to a business meeting

When claiming reimbursement for a taxi, shuttle, bus, subway, train, ferry, or bridge or road toll, employees must provide:

- the departure and destination locations
- receipts for fares over \$12, with the receipt showing the cost for each trip

FCC's standard for rail travel is the next highest class after the full economy class.

Non-reimbursable ground transportation expenses

Employees are responsible for the following non-reimbursable ground transportation expenses:

- travel between their home and office unless expressly required by FCC on a temporary basis and/or part of a relocation, as per the relocation policies
- dues and/or fees for auto club memberships such as CAA
- parking at their workplace
- parking tickets, speeding tickets and other traffic violations
- travel expenses paid or reimbursed to the employee by another organization
- parking-related options, such as valet parking (unless it is the only option at the hotel, etc.)
- car detailing and other services provided while a vehicle is left at the airport, etc.
- fuel when using a personal vehicle
- rental theft and damage insurance when renting a vehicle solely for business-related use
- liability insurance for any personal portions of trips when using a rental vehicle
- rental vehicle costs incurred for non-FCC drivers
- premiums for additional windshield insurance

Booking hotel accommodations

Hotel accommodations will be booked through FCC's Travel Counsellor unless:

- the employee is traveling in a local area and requires an overnight stay
- the employee requires a room unexpectedly while en route to a destination

Group hotel reservations required for employees to attend training, meetings or conferences may be booked through FCC's Travel Counsellor or by employees directly. Employees are encouraged to recommend their preferred location to FCC's Travel Counsellor or notify him or her when a block of rooms has been set aside for a group event or special conference rates are available.

The Travel and Expense Centre features a list of preferred hotel merchants. Preferred Merchants is a Travel and Expense Centre system label and does not reflect any FCC preference for these businesses. Capturing the names of merchants that employees use allows FCC to identify trends and obtain future discounts. The preferred merchant listing is not intended to restrict the selection of companies that employees can or should frequent.

All reservations should be:

- booked at hotels that offer a discounted federal government rate, wherever possible
Note: To ensure employee safety and comfort, employees may not book into accommodations such as VRBO or Airbnb while travelling on FCC business. These accommodations are usually private residences without business licenses and FCC has no way to assess the location, safety, or cleanliness.
- charged to the employee's corporate or personal credit card and claimed through the expense report process
- guaranteed for late arrival to ensure that the room is available when the employee arrives
- cancelled by the employee as soon as it is determined the accommodation is not required to avoid charges for unused rooms

When employees are travelling by vehicle, their accommodation expenses will be reimbursed if the distance involved and the time required to reach their destination safely and on time warrant travel the day before or after the event/meeting.

Stay with family/friends

Employees on business-related travel who stay overnight with a friend or relative can claim up to \$50 per night without a receipt.

Extended travel

Employees should advise FCC's Travel Counsellor of any extended travel plans so that arrangements can be made for weekly or monthly rates.

Employee meals and incidental allowance

Employee meal allowance

Employees will be paid the applicable meal per diem for each breakfast, lunch and/or dinner consumed while on business-related travel, as listed on the current Meal and Incidental Rates page. This includes when employees are required to:

- work through or beyond normal meal hours and are in a situation where they would have to spend more for a meal than normal
- attend conferences, seminars, meetings or public hearings during the weekend or holidays
- attend formal full-day conferences, seminars or meetings
- participate in a meeting or activity that is enhanced by keeping participants together over a normal meal period
- perform duties that justify the reimbursement of a meal

FCC considers the following en route driving and/or airport check-in times reasonable for employees to be eligible for the applicable meal per diem:

- departure before 8 a.m. to claim breakfast
- departure before 12 p.m. to claim lunch
- departure before 6 p.m. to claim supper

En route home, FCC considers the following airport arrival times and/or driving times to the employee's office or home location reasonable:

- arrival after 8 a.m. to claim breakfast
- arrival after 12 p.m. to claim lunch
- arrival after 6 p.m. to claim supper

A meal per diem will not be paid for any meal that is provided as part of a conference or meeting. When the meal is included in the cost of the employee's hotel accommodation, the meal per diem may be subject to his or her manager's discretion.

If a meal includes employees on travel status and employees in their home location:

- the employees on travel status will claim the expense as the applicable meal per diem
- employees in their home location will pay for their meal as an out-of-pocket expense

Note: In exceptional circumstances, and with the pre-approval of the Vice-President, employees in their home location may expense their meal up to the applicable meal allowance, supported by a receipt, when:

- the business meeting begins before normal working hours (breakfast)
- they are **required** to work through normal meal breaks (lunch and supper) while meeting with customers, partners or centres of influence (COIs), or when the business meeting agenda with other employees continues through the meal break
- there are no near-by or appropriate facilities to obtain meals

- employee dispersal is not effective or efficient, at events such as the Annual Corporate Office Meeting or when employees are participating in a full-day volunteer activity and, based on the reasons listed above, they are unable to obtain their own meal or refreshments

In these cases, the most senior manager in attendance can either:

- pay for the entire group and submit the receipt and claim it as a business meal or employee-only event (unless FCC has been invoiced directly for the meal), or
- have everyone, including those not on travel status, pay for their own meals and individually claim the expense, up to the meal allowance

Note: Employees not on travel status and paying for their own meal will be required to submit a receipt with their expense report.

Note: Employees on travel status and paying for their own meal will claim the applicable meal per diem unless the meal cost exceeds the applicable meal per diem, in which case and on an exception basis, the employee can submit the receipt for the actual cost of the meal.

Incidental allowance

Employees will be paid an incidental expense allowance, as listed on the current Meal and Incidental Rates page, for each overnight stay on business-related travel, plus one additional day. The allowance covers a number of miscellaneous expenses not otherwise provided for each day while travelling, such as tips and gratuities (other than taxi and shuttle tips, which are reimbursable), in-room movies, personal phone calls home, toiletries, mini-bar charges and laundry.

Miscellaneous expenses

Reimbursable expenses

Communication expenses

Business-related telephone, Internet, cell phone and fax charges are reimbursable. Employees must submit detailed documentation with their expense reports.

Personal calls made during business travel are covered by the incidental allowance.

Dependent care

An employee who is required to travel on FCC business will be reimbursed for actual dependent care expenses up to a daily maximum of \$35 per household without a receipt or \$75 per household with a receipt when:

- the employee is the sole caregiver of a dependent child or a dependent adult member of his or her immediate family
- two FCC employees living in the same household are the caregivers of a dependent child or dependent adult member of their immediate family and both employees are required to travel on FCC business at the same time
- dependent care expenses that are incurred as a result of business travel are in addition to the expenses the employee would normally incur when not travelling

Foreign currencies

Employees must submit expense reports in Canadian funds and provide evidence of the exchange rate when submitting claims for payments made by credit card. FCC will reimburse employees for the cost of:

- converting an advance to a foreign currency
- converting cash to a foreign currency
- exchange rate costs on personal or corporate credit cards

Non-reimbursable expenses

Employees are responsible for the following non-reimbursable miscellaneous expenses:

- expenses for their children, spouse and/or dependent unless otherwise indicated
- pet care
- travel expenses paid or reimbursed to the employee by another organization

Emergencies, illnesses, injuries or death while travelling

Emergencies, illnesses or injuries

FCC will pay for suitable transportation, such as an ambulance or taxi, if an employee becomes ill or is injured and must be transported to a medical facility, the workplace, the hotel or other accommodation, or home as a result.

FCC will reimburse employees for necessary expenses incurred as a result of an illness or accident while travelling, as long as the expenses are:

- in addition to expenses normally incurred had the illness or accident happened at the employee's home location
- not otherwise payable to the employee under an insurance policy of the company or another authority

FCC will provide employees with an advance to cover sizeable medical expenses that result from an illness or injury while travelling, as required. Employees must repay the advance to FCC using funds received from private insurance, of the company, or another authority.

If an attending physician recommends the presence of an employee's family member or family representative due to the employee's illness or injury, FCC may reimburse the family member or representative's travel expenses as if he or she was an employee.

Employees may be approved to return from travel earlier than planned due to an illness or injury, or an emergency situation at home (for example, a serious illness at home (as determined by a physician), a fire or a flood.) If a return home is not warranted, FCC will reimburse actual expenses for long-distance telephone calls home.

Death

If an employee dies while travelling, FCC will reimburse any necessary expenses that are in addition to those normally incurred had the death happened at the employee's home location. The amount that FCC pays will be reduced by any amounts payable under another authority, such as insurance.

Eligible expenses include:

- at the place of death – ambulance, hearse, embalming/cremation, outside crate/container (but not the cost of a coffin or urn) and any other services or items required by local health laws
- transportation of the remains home or, if the employee's family desires, to another location up to the cost of the transportation home

Note: FCC will only pay the costs for an escort over and above the costs included in transporting the remains when an escort is required by law.

- travel for a family member or representative to the place of burial if the remains are not transported home

Travel contacts

FCC's Travel Counsellor

Contact FCC's Travel Counsellor to book or cancel flights, accommodations or car rentals, or if a flight has been delayed or missed.

During regular business hours:

- email: RES-CO: Travel/Voyages or travelvoyages@fcc-fac.ca
- telephone: 1-306-780-8481
- fax: 1-306-780-5871

After hours or in an emergency, call:

- toll-free in Canada and the United States: 1-888-342-3292
- collect outside of toll-free areas: 1-303-801-2147

Emergency travel assistance services

For assistance with starting a claim or to obtain a claim number while travelling, contact Emergency Assistance, Assured Assistance:

- toll-free in Canada and the United States: 1-866-426-7505
- collect outside of toll-free areas: 1-905-816-1884

If you require assistance with a claim after your travel is complete, contact:

- toll-free in Canada and the United States: 1-866-426-7496
- collect outside of toll-free areas: 1-905-816-2567