

# **International Development Research Centre**

## **Corporate Policy**

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## **1. Context**

IDRC is an organisation with an international mandate to initiate, encourage, support and conduct research into the problems of the developing regions of the world and into the means for applying and adapting scientific, technical and other knowledge to the economic and social advancement of those regions. Thus, IDRC's business involves people and ideas. People learn and ideas are shared

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when people network, exchange and meet face-to-face. Travel is integral to the way in which IDRC conducts its business.

All travel must fall into one of the following categories:

- Travel required in support of the direct delivery of the core mandate;
- Travel necessary to engage researcher and key stakeholders in relation to program development and matters that support implementation of research in targeted communities;
- Travel to attend meetings of the Board of Governors and, occasionally, Centre management meetings;
- Travel necessary for the recruitment or hiring of employees;
- Travel to enable the training of employees to meet the assigned duties of their positions or to maintain their professional certifications (as required by their positions)
- Travel for Home and family reunion
- Other — where "other travel" is selected as the category for a trip, a detailed explanation regarding the purpose of the travel is required.

All travel at IDRC is governed by the provisions of this policy and therefore, IDRC employees are expected to adhere to its provisions and to use the travel services placed at their disposal such as the dedicated travel supplier, the preferred carriers, preferred hotels, the acquisition card (A-Card) and the travel card (V-Card).

All allowances and modalities of reimbursement have been designed to ensure that employees are reimbursed their true and actual costs of travel while on business. Therefore these allowances are not meant to be used to generate surplus income.

## 2. Objective

The purpose of this policy is to facilitate travel in support of IDRC's mission while maintaining effective controls and promoting accountability. This is achieved by:

- ensuring employees, contractors, participants and approved persons travel securely, comfortably and in a cost-effective manner;
- facilitating the travel process in order that travelers may focus on their core responsibilities; and
- providing senior management and travelers with the proper guidelines and tools to manage and control their business travel-related expenses.

## 3. Application

This policy applies to IDRC employees traveling on IDRC business and other persons whose travel is paid by IDRC funds (internal or external) — i.e. contractors, participants, interviewees and dependants of employees.

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#### 4. Definitions

##### **Accommodation (commercial)**

Lodging facilities such as hotels, motels, inns, bed and breakfasts, residences-for-rental or short-term apartments.

##### **Accommodation (non-commercial)**

Private dwelling or non-commercial facilities where a traveler may stay overnight at no cost.

##### **Business Class**

Premium class of service offered on certain routes by certain airlines for which IDRC employees are eligible under certain conditions (as per paragraph 12.10(a) or section 13). Also designated by some airlines as “club” class.

##### **Business-related expenses**

Legitimate and essential expenses incurred during the course of IDRC-supported travel, in direct relation to IDRC’s business. Business-related expenses include those covered by per diem allowances and other pre-determined amounts provided for under this policy.

IDRC will reimburse only business-related expenses.

##### **Common-law partner**

A person, who has been living in a conjugal relationship with that person, for at least one year.

##### **Continuous trip time**

Starts one hour before scheduled departure time to allow for mandatory check-in and security clearance and ends with the arrival at destination or with an overnight stop or layover equivalent to an overnight stop. Any voluntary stops or rest periods (as per [sub-section 12.11](#)) at an intermediate point are not to be considered part of the continuous trip time. Similarly, voluntary stops to extend the trip time in order to qualify for business class shall be disregarded and the direct point-to-point trip time only would be considered.

##### **Dependant**

A person who resides full-time with an employee at the employee's primary place of residence, and is:

- the spouse or common-law partner of the employee; or
  - the biological child, stepchild, or adopted child, (including a child adopted by aboriginal people under the Custom Adoption Practice) of the employee; or
  - a legal ward of the employee or of the employee's spouse or common-law partner, who is dependent for support,
    - o because the person is under 21 years of age, or
    - o for reasons of mental or physical disability;
- or

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- the parent, grandparent, brother, sister, uncle, aunt, niece, nephew or grandchild of the employee or of the employee's spouse or common-law partner, who is dependent for support
  - o because the person is under 21 years of age, or
  - o for reasons of mental or physical disability.

#### **Economy class**

In principle, the lowest travel class of seating in air travel, comprising all categories of service below business class. Economy class actually includes a variety of fares marketed under several different names like “excursion”, “hospitality” and “premium”, some of which being offered with more or fewer privileges than other economy sub-classes.

#### **Infrequent traveler**

A person who travels at a frequency of no more than once every two years.

#### **Person funding or approving travel**

In the case of employees, this means the cost centre manager; program leader or director, in the case of project funds, this means the Grant Administration Officer.

#### **Receipt**

An original document showing the name of the supplier, the date and the amount of expenditure paid [by the traveler] and a description of the service or product purchased by the traveler.

#### **Transit**

Any point that is not considered a business destination.

#### **Traveler (employee):**

- **Employee** — a person employed at IDRC on either an indeterminate or term basis.

#### **Traveler (non-employee):**

- **Participant** — a person who receives an IDRC travel grant.
- **Contractor** — a person engaged to deliver a service as defined in an IDRC contract.
- **Interviewee** — a person seeking employment at IDRC who is required to travel to the location of a hiring interview; for the purposes of this policy, interviewee is considered the same as a participant regardless of the manner in which his or her travel is paid (although in practice, interviewees do not receive the same contract as a participant).
- **Dependant** — dependant of an Ottawa-hired employee traveling either for relocation purposes or for home and family reunion.

## **5. Roles and Responsibilities**

### **5.1 Individuals**

All individuals, including travelers, involved in the travel arranging process, those holding a specific authority and those performing a particular task, are responsible for demonstrating the highest standard of ethical conduct in all travel arranging and related activities. The [IDRC Code of Conduct](#) explains how IDRC employees are expected to

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perform their official duties such that public confidence and trust in the integrity of the organization are maintained and enhanced.

All stakeholders must ensure the provisions of the travel policy and the associated administrative procedures are complied with to ensure the effectiveness of IDRC's travel program.

#### **5.2 Employees**

Employees shall:

- comply with the provisions of this policy and become familiar with the related procedures;
- contact Health Services sufficiently in advance of the departure date to discuss travel related requirements (e.g. vaccination requirements) and/or other health-related issues or concerns (see sub-section 12.5);
- prior to traveling, consult the Travel Advisory Group's list to determine the appropriateness and acceptability of travel to certain countries against the assessed risk;
- ensure that all contracts and travel grant agreements for non-employee travel contain terms and conditions that reflect IDRC's travel policy;
- prior to booking travel, consult and obtain authorization to travel in accordance with the policy;
- book all travel through the Designated Travel Agency;
- endeavour to make travel arrangements as early as possible to enhance the opportunity of securing discounted fares;
- be responsible for providing the Designated Travel Agency with any information or constraint that will assist travel counsellors in identifying the lowest possible fare option for the desired destination and itinerary;
- make the most economical, logical and direct travel arrangements possible, while concurrently respecting and abiding by IDRC travel policy and procedures;
- be responsible for cancelling reservations as required and, in the event of flight cancellation, contact the Designated Travel Agency to make alternative arrangements;
- use the services provided by the Designated Travel Agency including the 24-hour emergency line for modifications to their travel itinerary;
- be responsible for costs arising from routings and stopovers undertaken for personal purpose or benefit;
- become familiar with instructions for completing expense reports, and submit travel expense reports with necessary supporting documentation as soon as possible after the completion of the travel; and

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- provide feedback using the official mechanisms put in place with the Designated Travel Agency to ensure that all comments or concerns are formally recorded and addressed efficiently and effectively.

#### **5.3 Cost Centre Managers**

With respect to employee travel, cost centre managers shall:

- determine whether travel is necessary and consider if any cost-effective alternatives are appropriate and available such as teleconference, videoconference or any other remote meeting solutions;
- ensure that the selected travel arrangements (transportation, accommodation, etc.) are consistent with the provision of this policy;
- take into account the potential for accidents (employee injuries or death) and the resulting risks to the Centre's ability to conduct business before allowing key personnel to travel together;
- authorize travel; and
- verify and approve travel expense claims prior to reimbursement.

#### **5.4 Contractors and Participants**

Contractors and participants shall abide by the terms and conditions of their contracts or grant agreements.

#### **5.5 The Travel Management Analyst**

The Travel Management Analyst shall:

- make this policy readily available to employees at the employee's normal workplace;
- prepare procedures supporting the application of this policy;
- maintain and interpret this policy; and
- maintain the list of meal and all-inclusive per diem allowances as well as the rates of reimbursement for the use of private vehicles and for the use of non-commercial accommodations.

#### **5.6 The Manager, Corporate Accounting**

The Manager, Corporate Accounting (Finance and Administration Division) shall:

- put in place procedures to issue advances to employees entitled to receive them;
- make available procedures for the preparation and submission of travel expense reports for employees;
- verify, on a sampling basis, approved employee expense reports to ensure compliance with this policy;
- recover Canadian tax credits where expense reports include Canadian Goods and Services taxes;

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- reimburse approved employee expense claims;
- monitor the use of charge cards used during travel.

#### 6. Authorization to Travel

All IDRC travel must be pre-approved. [The travel authorisation must include the following information:](#)

- **Objective:** purpose of travel
- **Category:** per the 7 categories described in Section 1.
- The **type of traveller:** employee or non-employee.
- The **justification** that a virtual presence or other remote meeting solutions are not feasible.
- **Number of travelers** going to the same destination plus the rationale for having more than one person travelling there.
- **Mode of transportation:** estimated cost and rationale for the choice where more than one mode of transportation is available.
- **Accommodation:** identify estimated cost and rationale for each type of accommodation.
- **Meals:** identify the estimated cost of the meals.

**Other costs:** identify the estimated cost of the incidentals and all other expected costs. Employee and Dependant authorization to travel for relocation or for home and family reunion is deemed granted upon the authorization of relocation or travel for home and family reunion.

Contractor authorization to travel will follow the terms and conditions of the contract.

Participant authorization to travel will follow the terms and conditions of the travel grant agreement.

Interviewee authorization to travel is communicated by way of an invitation letter issued by the Human Resources Division.

#### 7. Consequences of Non-compliance (Employee Travel)

Any instances of abuse, fraud, or non-compliance with the IDRC travel policy will be handled in accordance with IDRC's Discipline Policy. Non-compliance may result in any, or several, of the following:

- Non-reimbursement of travel expenses;
- Suspension of corporate charge card privileges;
- Suspension of travel privileges;
- Suspension from work with or without pay; or
- Termination of employment.

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#### 8. Charge Cards and Cash Advances

IDRC has selected commercial charge cards (V-card) as its preferred method of payment for travel related expenses.

IDRC will provide cash advances to employees provided that the Finance and Administration Division has received sufficient time to process the advance prior to the commencement of travel, and provided that:

- IDRC was unable to issue a new V-card in time prior to departure, or
- a V-card was reported lost and not replaced in time before departure, or
- the employee is an infrequent traveler (see definition in [section 4](#)); or
- the traveling employee is locally engaged in one of IDRC's Regional Offices.

The corollary of the above is that an Ottawa-hired frequent traveler who refuses to take an IDRC V-card will not be issued travel advances nor will they be reimbursed any interest charges related to advances obtained with their personal credit card. Only commissions & banking fees are reimbursable expenses.

All V-cards must be used exclusively for travel and certain business-related expenses, as indicated in the cardholder agreement, which is updated from time-to-time in the Finance and Administration procedures.

##### 8.1 Voyage Cards (V-cards)

The Finance and Administration Division will issue V-cards to Ottawa-hired frequent travelers, upon receipt of a request approved by the person who normally approves the traveler's expenses. Employees are responsible for settling their travel expenses with V-cards or with funds taken out as advances on their V-cards, and to settle the charges and advances that appear on the monthly statement by the payment due date. Employees must report their expenses as indicated in sub-section [5.2](#). Any service charges and commissions incurred on the V-cards in connection with advances are reimbursable with receipts indicating the amount charged, date of transaction and currency.

##### 8.2 Acquisition Cards (A-card)

The A-card is used to purchase all agency-booked air and rail tickets and to cover some travel-related expenses for locally engaged staff travelers. The Finance and Administration Division issues A-cards to all employees authorized to procure airfares.

#### 9. Expense Reporting and Receipts

Employees must prepare an expense report as soon as practical, and within a reasonable timeframe, upon returning from travel.

Expense reports are subject to periodic review by IDRC's finance employees to ensure compliance with the requirements of this policy.

The person approving travel expenses for the employee validates both the legitimacy and the essential nature of the reported expenses through the approval of the corresponding expense report.

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In order to facilitate the processing of expense claims, Employees must submit original receipts with their expense report to justify allowable expenses in excess of 20 CAD. Persons who certify travel expenditures must verify claims against required receipts. Approvers cannot certify V-card expenses that are not permitted under the V-card cardholder agreement. The Finance and Administration Division (in Ottawa) will only engage the payment process once it has received the complete expense report and accompanying receipts.

The approval of the expense report triggers the reimbursement of the reported and approved expenses, net of any advance which may have been issued to the traveler.

#### **10. Preferred Suppliers**

In keeping with the provisions of the Procurement Policy, the Finance and Administration Division identifies preferred suppliers where there are significant benefits derived from the pooling of IDRC purchasing power.

This approach has resulted in the selection of a Designated Travel Agency, which handles all travel and travel-related reservations as per the Travel Policy. All travelers shall use the services of this agency for consultation, reservation, and ticketing of all IDRC-supported travel (air and rail transportation, car rentals) and for hotel reservations (when not arranged by hosts in the field).

In addition to a Designated Travel Agency, IDRC employees shall use other preferred suppliers for designated hotels and air carriers as identified by the Centre.

#### **11. Hospitality, Conference and Event Expenses While on Travel Status**

Hospitality must be claimed in accordance with the IDRC [Hospitality Policy](#). Conference and event expenses must be claimed in accordance with the Policy on [Conferences and Events](#). All expenses of this nature must be claimed, properly coded and processed in the travel expense system.

#### **12. Travel Undertaken by IDRC Employees**

##### **12.1 Accommodation**

When traveling to cities where IDRC has an office, employees shall stay at preferred hotels with which IDRC has negotiated special corporate rates. Any exception is to be justified in writing, authorized by the travel approver and included with the travel expense report. In locations where IDRC has no preferred hotel, the Designated Travel Agency will offer the best available corporate rate, or any promotional rate that may be available at time of booking.

In some instances, host institutions may have preferred rates for visiting IDRC travelers. When accommodations are booked by host institutions or by travelers themselves (in guesthouses or other suitable institutional accommodations), travelers should share the information with the Designated Travel Agency in order to include the accommodation location on the official itinerary.

Hotels typically have check-in times listed as no earlier than noon, and check-out times that allow them to prepare the rooms between guests (i.e. before 1100 hrs). Travellers arriving earlier than the check-in time may incur in as much as a full night's fee (i.e. as if taking the room starting the previous evening) as hotels cannot guarantee room availability without

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such payment. This is acceptable so long as the scheduled landing of the plane is at least 3 hours prior to the check-in time stipulated by the hotel. Similarly, travellers with late evening or night-time departures may incur the cost of a late check-out fee to allow them to rest prior to a long overnight journey. Rules vary between hoteliers in this respect but in general, check-outs prior to 2000 hrs will usually entail a half-day rate (or “day rate”) and later check-outs a full-day rate. Travelers must be diligent about their check-out times and see that they do not incur in expenses beyond a “day rate” when their flights leave before 0100 hrs.

Receipts must support reimbursement of accommodation expenses. In circumstances where an employee wishes to use non-commercial accommodation and thus does not have a receipt to secure reimbursement of the expense, s/he may claim reimbursement of the listed rate for employees as published on the [IDRC corporate web site](#).

#### **12.2 Business Expenses**

All legitimate and essential expenses incurred during the course of IDRC-supported travel, in direct relation to IDRC’s business and not otherwise covered can be claimed such as the cost for Internet connections, long distance calls, photocopies and faxes.

#### **12.3 Currency Exchange**

Travelers are responsible for acquiring any necessary foreign currency or travelers cheques. Exchange and other bank service charges may be claimed by the traveler upon submission of appropriate receipts.

#### **12.4 Dependant Care Allowance**

This sub-section applies to indeterminate employees or those individuals hired on a term of six months or more.

An eligible employee who is required to travel on official IDRC business shall be reimbursed actual and reasonable receipted dependant care expenses up to the amount posted in the respective per diems on the [IDRC corporate web site](#), provided:

- the expenses are incurred as a result of the employee being required to travel and are **in addition** to the expenses the employee would have incurred, had s/he remained at home; and
- the employee is the sole caregiver of a dependant who is under 18 years of age or has a mental or physical disability requiring dependant care services;
- or
- the employee and his or her spouse or common-law partner reside in the same residence and are the sole care providers for the dependant, and the spouse or common-law partner is, for a valid reason, unavailable to provide the care required.

Where both the employee and his or her spouse or common-law partner are employees of IDRC, and are required to travel at the same time, only one of the two employees is eligible for the dependant care allowance.

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In submitting claims, employees must provide a brief explanation and attach receipts.

IDRC does not support or encourage anyone traveling on official IDRC business to bring their dependant children with them, as this may affect their performance, productivity and concentration, in addition to the fact that it poses a risk and liability to IDRC in case of accident, illness, injury or kidnapping. Employees who would normally need to travel and are unable due to family commitments with very young children are encouraged to discuss delaying or cancelling travel or other options with their supervisors.

#### **12.5 Health Requirements**

Without exception, Ottawa-based employees are required to advise Health Services as soon as they start planning travel related to IDRC business.

Health Services advises employees and their accompanying dependants on health requirements and, where possible, Health Services arranges for the required medical procedures to be carried out.

Health Services also screens IDRC travelers for health-related risk factors that could negatively impact a person's wellbeing during travel (e.g. deep vein thrombosis or DVT). Health Services may assess travelers as "at risk" and may recommend measures to minimize the negative health impact of travel, such as business class air travel and shorter continuous trip time between rest periods. Employees must raise with Health Services issues that could negatively impact their wellbeing during travel as soon as they become aware of them.

IDRC bears the costs incurred in obtaining immunizations, prophylactic medication, and medical consultations required for IDRC-related travel. Health Services normally arranges for immunizations and other protective measures.

#### **12.6 Illness While Traveling Abroad**

##### **12.6(a) Advice of Illness**

When employees traveling on IDRC business take ill, they must seek medical care and advise their supervisor, by telephone, e-mail, or through the nearest Canadian mission, as to the nature of the illness and the estimated time required before their duties can be resumed. In extreme emergencies, after having contacted local authorities (police, ambulance, 911, etc.), employees are reminded to contact a representative of IDRC's Security and Emergency Planning Team (SEPT) at the exclusive number given to them on the travel card.

##### **12.6(b) Medical Emergencies Abroad**

IDRC will reimburse employees for costs associated with medical emergencies occurring outside Canada or the country of residence in the course of official IDRC travel when such costs are not covered by provincial or personal medical insurance. This policy does not apply to medical services which, in the opinion of IDRC's medical contractor and the Director, Human Resources Division, are not of an urgent nature and which could normally be obtained in Canada or in the country of permanent residence.

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When an IDRC traveler combines personal travel with business travel IDRC will assume no responsibility for costs associated with those medical emergencies that occur during the personal portion of the trip or those involving accompanying dependants not traveling on IDRC business.

#### **12.7 Insurance**

##### **12.7(a) Medical Travel Insurance**

All IDRC employees who travel on IDRC business are covered by emergency medical insurance through their mandatory IDRC group medical insurance plans with the following exceptions:

- term employees with contracts of 6 months or less;
- non-Canadian employee whose private insurance policy may have exclusions for certain destinations; and
- locally engaged staff whose plan does not include international emergency health care.

IDRC employees within the above-noted exceptions are advised to contact their Compensation Advisor or Manager, Local Operations to confirm that they are adequately insured.

IDRC employees without coverage are responsible for acquiring necessary medical travel insurance, the cost of which will be reimbursed by IDRC.

Medical insurance coverage for periods of personal travel or for accompanying dependants or friends is the personal responsibility of the employee.

##### **12.7(b) Other Insurance Coverage**

Certain travel service providers (car rentals, air carriers and credit card suppliers.) include complementary insurance to IDRC employees using their services. Information on such additional coverage can be obtained directly from the suppliers.

#### **12.8 Passports and Visas**

Employees and accompanying dependants, who are required to travel on IDRC business, will be reimbursed the costs incurred in obtaining required passports, visas, and related photographs.

Employees are responsible for obtaining their own passports, visas, and related photographs. While the Designated Travel Agency may, as a service, provide advice on visa needs, employees are ultimately responsible for the determination of their own visa needs.

To facilitate travel, Human Resources Division provides formal IDRC identity cards to employees required to travel on IDRC business. The identity card is the property of IDRC and must be surrendered upon termination of employment.

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#### 12.9 Per Diem Allowances

An employee shall be paid separate allowances for meals and incidental expenses for each day of official travel as per allowances published on the [IDRC corporate web site](#), subject to the following provisions:

- The meal allowance is paid to employees for each allowable meal between the carrier's actual times of departure and return. Employees must not claim meals provided by IDRC or supplied by any third party or covered by IDRC funds such as meals included with airfares, conference registration fees, and accommodation.
- The incidental allowance is paid to employees for every day (midnight to midnight) or portion of a day of official travel. Allowance for incidental expenses is intended to cover the cost of such items as (without being limited to) gratuities, bottled water, laundry and dry cleaning, grass cutting, snow removal, home security checks, plant watering, mail services, pet care, personal local calls, in-room safes, etc.
- The per diem and incidental allowances only apply to employees who are traveling for IDRC business away from their normal base office. These do not apply to employees in the normal course of their business visits outside their office, within 40 km of the city limits of where their office is located, nor to employees attending teambuilding or training sessions locally offsite.
- Only seventy-five percent (75%) of the published allowances shall be paid starting on the 31<sup>st</sup> consecutive calendar day of travel status at the same location.

During transit (see definition in [section 4](#)), when a single destination is involved, the applicable allowances are the destination per diems.

When more than one country is visited on the same day, the applicable country-city allowances are the per diems of the country where the largest proportion of the day was spent.

#### 12.10 Transportation

The selection of the type of transportation used for employee travel shall be based on safety, duration, convenience, practicality and cost. For long-distance travel (generally exceeding 250 km one-way), the lowest priced airfare shall always be compared to the alternate type of transportation and the selected type of transportation shall be authorized by the approver as per the General Authority Matrix.

##### 12.10(a) Air Travel

All attempts will be made to book air travel with IDRC's designated airlines to ensure the IDRC receives maximum benefit from negotiated discounts and incentives. In cases where the use of designated air carriers would significantly increase the cost or travel time, an alternate carrier may be used.

Frequent flyer points are not to be considered when selecting a travel itinerary.

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Employees must travel in economy class on journeys of less than nine (9) hours continuous trip time, using the most economical, logical and direct travel routing possible.

Where available, business class air travel is permitted under the following circumstances:

- the continuous trip time for employees exceeds nine (9) hours and the traveler foregoes the rest period as defined in sub-section 12.11 business class travel cannot be combined with a rest period; or
- there are no seats available in economy class and no other flights available with economy class seats (other flights are not possible) or
- flights or seats on flights are cancelled (bumping) whereby delays in booking economy class seats on other flights would impact a required timely arrival or would involve an ineffective use of the traveler's time; or
- the traveler must take the first flight possible where no economy class seats are available to avoid or flee civil strife, natural disasters or war; or
- Health Services recommends business class air travel based on an assessment of the traveler in accordance with [sub-section 12.5](#).

In the event the business class fare is the least expensive option available on the market at the time of booking the trip (i.e. all economy class fares available at that time cost more), the traveler can use business class but he or she must substantiate that decision with his or her expense claim by providing the appropriate estimates and exchanges with the designated travel agency.

#### **Example – Determination of class of travel based on continuous trip time**

- Check-in time: 1 hour before the flight
- Estimated flying time segment 1: 5 hours
- Estimated time between connecting flights: 2 hours
- Estimated flying time segment 2: 2 hours
- Continuous trip time is 10 hours (> than 9-hour threshold)
- Employee is eligible for a rest period (sub-section 12.11) or an upgrade to business or premium economy class travel.

When planning a trip, employees should provide the Designated Travel Agency the key parameters of the trip (timing, dates, flexibility, routing, scheduled stops, desired fare class, price range, etc.) based upon which, the Agency will propose fare options. Employees should review fare options with the Designated Travel Agency with a view to finding the most economical and convenient fare for them. Employees should consider taking advantage of savings offered in the market

place, as identified by the Designated Travel Agency; savings opportunities may include connecting flight options, "specials" or other promotional packages offered by airlines, wholesalers and consolidators.

IDRC is not risk averse to the purchase of restrictive airfares. Occasional financial losses on restrictive airfares are acceptable so long as there remains overall savings in travel for IDRC. The purchase of these less expensive fares must be weighed against the probabilities of having to make changes or cancellations and that cost must be compared to higher less restrictive fares, on a case-by-case basis.

Travelers should clearly understand the potential costs of restrictive fares, they should also be advised of all costs involved in making itinerary changes after a ticket is issued and they should approve such itinerary changes prior to ticket re-issue.

Employees must advise the travel agency of any unused portions of an air ticket.

#### **12.10(b) Travel by Rail**

First class is permitted for all travel by train.

#### **12.10(c) Car Rental**

Employees shall rent vehicles from reputable agencies and pay the cost using an IDRC V-card. Normally the standard category for rental vehicles is mid-size (or intermediate). Rental vehicles beyond this category shall be treated as an exception.

For each day during which an employee is authorized to use a rental vehicle on IDRC travel, the employee can claim the actual costs of parking the vehicle.

IDRC is not responsible for expenses resulting from any traffic violations, parking tickets, ancillary charges for items such as GPS units, refuelling charges or accidents incurred while on IDRC business.

Collision and damage insurance is to be waived in car rental agreements as they are automatically included when the V-card is used to pay for the rental. Insurance covering personal injury should also be waived as coverage for this falls under the employee's group health plan. Additional coverage purchased by the employee is not necessary and will not be reimbursed.

Only those individuals who do not hold a V-card for reasons of eligibility will purchase and be reimbursed for the insurances as required by the rental agency (see [sub-section 8.4](#) and [section 4](#) in regard to the eligibility; see [sub-section 8.2](#) in regard to valid reasons for not having a V-card).

#### **12.10(d) Private Vehicle**

Employees who are authorized to travel by private vehicle are reimbursed for the most direct, safe and practical route, at the established rate per kilometre as published on the [IDRC corporate web site](#), the applicable per diem allowances, and the accommodation cost.

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Employees shall claim only for distances driven on IDRC business. For local travel, claims shall be limited to the kilometres or costs that are over and above the employee's regular commute to work. Tools such as Google Maps and MapQuest must be used for determining routes and substantiating claims.

Parking charges are normally not payable when the employee is on duty at the workplace. For each day during which an employee is authorized to use a private vehicle on IDRC travel, the employee shall be reimbursed the actual costs of parking.

IDRC is not responsible for expenses resulting from any traffic violations, parking tickets, and/or accidents incurred while on IDRC business.

In order to use a private vehicle while conducting IDRC business and be eligible for reimbursement, employees are required to maintain liability insurance coverage of at least 1 million CAD.

IDRC is not responsible for any legal liability resulting from the use of a private vehicle while conducting corporate business.

#### **12.10(e) Taxi**

Taxis, shuttles and local transportation services are alternatives for short local trips. Actual expenses shall be reimbursed. Receipts are only required as per [section 9](#). Travelers should note that any gratuities paid are included in the incidental allowance, and therefore should not be claimed.

#### **12.11 Travel Recuperation - Rest Period**

IDRC employees required to travel by air for more than nine (9) hours continuous trip time in economy class, may break their journey with a rest stop of up to twenty-four (24) hours maximum, or they may take a rest period of up to twenty-four (24) hours upon reaching their destination.

Employees traveling in economy class on multiple-leg journeys incorporating overnight transit stopovers are entitled to take a rest period of up to twenty-four (24) hours upon reaching their destination only when the final leg of the journey exceeds nine (9) hours.

Employees traveling in economy class without rest stops or stopovers on multiple-leg journeys exceeding twenty (20) hours are entitled to a rest period of up to thirty-six (36) hours.

#### **12.12 Emergency Evacuations**

When a sequence of events has a potentially significant impact on the well-being of IDRC employees on official travel, the evacuation of these employees will, as far as possible, be carried out by conventional means (e.g. commercial air carrier). Travel arrangements will be consistent with the provisions of this policy with the proviso that, where possible, travel will be undertaken in economy class. Any exceptions must be justifiable given the circumstances and options available for timely and secure transportation.

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#### 12.13 Exceptions

Any deviation from this section (12) must be authorized by the manager of the person normally approving the employee's expense report (see the General Authority Matrix).

### 13. Travel Undertaken by the President

The travel undertaken by the President shall follow the same policy, procedures, terms and conditions as the travel undertaken by employees except for the entitlement to business class fares described in paragraph 12.10(a) of this policy, which, for the President, is replaced by the following prescriptions:

The President must travel in economy class within Canada and the continental U.S. When the trip has a point of origin outside of Canada or the continental U.S., economy class must be used for all travel within a radius of 1,200 km except if

- the President must take the first flight possible where no economy class seats are available to avoid or flee civil strife, natural disasters or war; or
- Health Services recommends business class air travel based on an assessment of the traveller in accordance with sub-section 12.5.

IDRC is not risk-averse to the purchase of restrictive airfares. Occasional financial losses on restrictive airfares are acceptable so long as there remains overall savings in travel for the President. Thus, the President remains accountable for the class of ticket used and must be prepared to justify the purchase of non-refundable or otherwise restrictive low-fare tickets when such tickets are later cancelled or changed, and one-time additional costs are incurred — such charges will be included in the cost of airfares disclosed publicly.

### 14. Travel Undertaken by non-Employees

#### 14.1 All Inclusive Per Diem Allowances

The Travel Management Analyst periodically issues a list of maximum [all-inclusive per diem](#) allowances that cover expenses for accommodation, meals, local taxis, laundry, local telephone calls, and gratuities. A non-employee traveler may receive a per diem for each day or partial day of official travel, beginning the day after the departure. Where the list of all-inclusive per diem allowances does not provide an amount for a destination, employees should endeavour to establish an all-inclusive amount by referring to, in order of priority: IDRC's knowledge of local hotel and meal costs, the Canadian Treasury Board Secretariat's per diems or the International Public Service Commission of the United Nations.

#### 14.2 Mobilization Allowances

IDRC will pay the non-employee traveller a fixed amount to cover the cost of airport taxes, visa, and ground transportation to destination.

The travel approver sees that the fixed amount referred to as mobilization allowance is determined based on guidelines issued by the Director, Grant Administration. Should the cost of visa largely exceed the allowance given, the traveller may submit a claim upon completion of the travel. The claim must be accompanied by the original receipt for IDRC to determine the additional costs reimbursable.

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The concept of mobilization allowance was developed for participant travel grants but it should be used for other non-employee travelers whenever appropriate.

#### 14.3 Transportation

##### 14.3(a) Air Travel

**14.3(a)(i)** All non-employee air travel must be prepaid by IDRC (through the Designated Travel Agency, as per [section 10](#)).

**14.3(a)(ii)** IDRC will pay for economy return airfares by the most economical and direct routing. Excursion fares are to be used whenever applicable. Rerouting, ticket upgrades and personal stopovers are the personal responsibility of the consultant or participant.

**14.3(a)(iii)** The travel recuperation rest period described in [sub-section 12.11](#) also applies to non-employee travelers. When a non-employee traveler takes a travel recuperation rest period, IDRC will cover the related costs as per the provision of this policy; any rest period taken by non-employee travelers beyond the provisions of this policy will be at the non-employee travelers' expense.

**14.3(a)(iv)** Non-employee travelers must advise the Designated Travel Agency and the IDRC person authorizing their travel, of any unused portions of an air ticket.

##### 14.3(b) Rail

Where possible, rail travel must be prepaid by IDRC. Reimbursement of non-employee paid rail tickets must be substantiated by appropriate original receipts and proof of purchase.

##### 14.3(c) Other Expenses

Other types of transportation expenses such as local public transportation services, car rental, and reimbursement of fuel to a host can be covered for non-employee travelers, at cost. They are to be identified by the traveler and reviewed by the IDRC person authorizing their travel on a case-by-case basis and they must be detailed in the relevant grant agreement or contract.

#### 14.4 Exceptions

##### 14.4(a) Class of Travel

Exceptions with respect to the class of air travel, i.e. upgrades to business class, must be approved by the Vice-President of the branch sponsoring the travel. In the case of the President's Office, the President approves any exceptions.

In accordance with the IDRC Procurement Policy, business class travel offered in lieu of fees is not an exception.

#### **14.4(b) Combined (IDRC plus Personal) Travel**

**14.4(b)(i)** IDRC is not obliged to accommodate the traveler; however, IDRC recognizes there can be legitimate business circumstances where a non-employee traveler must combine his or her own travel with IDRC travel. Persons funding or approving travel (see definition in section 4) for non-employee can authorize such requests. In any case, this accommodation must not cost anymore to IDRC, in airfare, or administrative effort.

**14.4(b)(ii)** If the combination of non-employee traveler's business travel and IDRC travel is accepted, the ticket cost shall be apportioned by IDRC based on a just and equitable formula that takes into account:

- the incremental cost of the ticket as compared to the least expensive ticket with only the IDRC destination; or
- the pro-rata of the total distance flown between the various destinations.

**14.4(b)(iii)** The IDRC share, expressed in dollars (not as a percentage), must be explicitly agreed to in writing, and whenever possible, the traveler will settle his or her share of the travel cost directly with the Designated Travel Agency.

**14.4(b)(iv)** When travel agencies or airlines refuse to split the cost of an itinerary between two payers and the amounts payable (grant, fees or expenses) by IDRC to the traveler are greater than the traveler's share of the ticket cost, the person funding or approving the travel must ensure that:

- the contract or agreement issued to the non-employee traveler reflects the arrangement whereby the traveler adds non-IDRC-related travel to the ticket provided by IDRC, and
- IDRC will hold back, from any monies owed to the traveler, an amount equivalent to the additional airfare cost.

Where the traveler's share of the ticket cost issued by IDRC's Designated Travel Agency is greater than the amounts payable (grant, fees or expenses) by IDRC, refer to sub-paragraph 14.4(b)(vii).

**14.4(b)(v)** A copy of the arrangement and supporting documents must be sent to the Finance and Administration Division along with the payment request as a condition for IDRC to effect the payment of the balance owing to the traveler. The following information must be included in the arrangement:

- the itinerary and invoices prepared by IDRC's Designated Travel Agency;
- the method used to apportion the airfare cost, supported by relevant estimates or quotations prepared by IDRC's Designated Travel Agency.

**14.4(b)(vi)** If a holdback of part of the other payments is not feasible, the non-employee traveler may be permitted to use his own travel agency. The amount of IDRC's share, as determined by IDRC in sub-paragraphs 14.4(b)(ii)

and (iii) becomes the amount that IDRC will reimburse the traveler. Reimbursement shall be as per the conditions set out in Paragraph 14.4(d).

**14.4(b)(vii)** Where the share of the non-employee traveler exceeds the IDRC amounts payable to the non-employee traveler, the traveler will be required to use his own travel agency and recover the cost of his travel from IDRC as per the conditions set out in Paragraph 14.4(d). The amount of IDRC's share will be determined by IDRC as per sub-paragraphs 14.4(b)(ii) and (iii).

#### **14.4(c) Travel not Arranged by the Designated Travel Agency**

**14.4(c)(i)** In exceptional circumstances, travel arrangements for non-employee can be made without involving IDRC's Designated Travel Agency. The person funding or approving the travel can authorize these exceptions but must note the rationale in a memorandum to file (when project-funded, with a copy to the Grant Administration Manager).

**14.4(c)(ii)** The circumstances under which another travel agency can be used are limited to when:

- the conditions of sub-paragraphs 14.4(b)(vi) and 14.4(b)(vii) are met; or
- substantial savings can be realized (at least 10% and 400 CAD in savings over the lowest airfare available from IDRC's Designated Travel Agency as per written and firm quotations); or
- the ticketing deadline cannot be met; or
- demonstrated greater convenience or advantages (e.g., in terms of itinerary or fare class) can be obtained with the traveler's own agency at the same cost as the less convenient or less advantageous itinerary quoted by the Designated Travel Agency; or
- the Designated Travel Agency cannot issue an air ticket for the carrier that must be used.

#### **14.4(d) Travel Billed to IDRC by a Reputable Third Party**

**14.4(d)(i)** When a non-employee traveler must use an agency other than the Designated Travel Agency (see paragraph 14.4(c)), the non-employee traveler must use a reputable third-party (see sub-paragraph 14.4(d)(ii)) to invoice IDRC directly for a pre-agreed amount (which must be communicated in writing). The agreement with the third-party must accompany the invoice in order for the Finance and Administration Division to effect payment. The agreement and invoice must show:

- the itinerary and fare amount that IDRC agrees to pay;
- what IDRC's share of the airfare is, if applicable (see paragraph 14.4(b));
- the amount paid by the third-party to his travel agency or airline.

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**14.4(d)(ii)** A reputable third-party has at least two of the following attributes:

- an international institution with a strong management track-record,
- independently audited,
- well known to IDRC, and
- already rated as a low-administrative risk recipient institution.

**14.4(d)(iii)** Where third-party invoicing is impossible, refer to Paragraph 14.4(e).

#### **14.4(e) Travel Billed to IDRC by the Non-Employee Traveler**

**14.4(e)(i)** The provisions of this paragraph apply to every situation where a non-employee traveler is allowed to proceed with his own travel agency and whereby IDRC reimburses the traveler for IDRC's share of the costs (always the last option to exercise). Authorization of such exceptions shall be as per sub-paragraph 14.4(c)(i).

**14.4(e)(ii)** Reimbursement for non-employee-procured airfares shall only occur once travel is complete, never in advance.

**14.4(e)(iii)** The following pre-requisites apply to the reimbursement of air tickets procured by non-employee:

- the agreement that IDRC permits the traveler to use his own travel agency must be in writing;
- the above agreement must be for a fixed amount determined in accordance with sub-paragraph 14.4(b)(ii) when the IDRC destination is combined with non-IDRC travel, otherwise, the reference cost is that of the lowest possible fare determined by the Designated Travel Agency or the traveler's agency (as per sub-paragraph 14.4(c)(ii));
- the quote of the reference cost mentioned above, if applicable, shall be attached to the memorandum referred to in sub-paragraph 14.4(c)(i);
- the person funding or approving the non-employee travel must be provided with the original invoice and receipt from the traveler's travel agency, which must clearly show; the supplier name, itinerary, class of fare used, method and amount of payment, reservation file locator number and ticket number;
- all the above information or documents must accompany the invoice or payment request submitted to the Finance and Administration Division, along with a confirmation (expenditure certification) that the trip has been successfully completed as planned.

**14.4(e)(iv)** The terms of payment for this type of transaction shall be net-45-days rather than the usual net-30-days. The additional time allows for the greater complexity of auditing.

#### **14.4(f) Other Exceptions**

Any other exception must be authorized by the following employee within their functional area of responsibility:

- President
- Vice-Presidents
- Regional Directors
- Controller, Regional Operations
- Directors
- Managers, Grant Administration