



OCE Travel and Business Expense Policy

Introduction

This policy outlines the procedure and practices for the reimbursement of business and travel expenses incurred for the purpose of conducting Ontario Centres of Excellence Inc. (OCE) business. This policy will be administered by the Vice President of Finance, Programs and Administration with direct responsibility to the President and CEO.

Responsibility

It is the responsibility of all employees, agents, consultants, Board members, or other authorized individuals (Claimants) who incur expenses on behalf of OCE to adhere to the policies contained herein.

Definitions

- i. Policies: provide instruction, direction, establish basic philosophies and limits and determine the major values upon which OCE should operate.
- ii. Procedures: are the prescribed means of accomplishing policy. Their intent is to ensure uniformity, compliance and control of all policy related activities.

Objectives

- i. To ensure the propriety of all business and travel expenses/activities.
- ii. To strike a balance between the prudent, accountable and cost effective use of OCE resources and the need to ensure employees are properly reimbursed for work related expenses.
- iii. To increase the amount of discretion and latitude for claimant(s) and approval managers to act in a fair and reasonable manner.

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Policy

OCE will reimburse claimant(s) for reasonable costs incurred while undertaking authorized company business. In general, expenses should be necessary and reasonable under the circumstances, and when appropriate approved in advance such as for major travel and conference related instances.

All OCE travel and business expenses over \$2,000 require approval from the claimant's manager and departmental VP. All OCE travel and business expenses over \$5,000 require approval from the claimant's manager, departmental VP and the CEO.

All OCE business travel outside of Ontario requires pre-approval from the claimant's manager, departmental VP and the CEO.

Receipts are required unless otherwise noted and all amounts are in Canadian dollars unless otherwise specified (for expenses in other currencies use the amount on credit card statements; for cash transactions use the rate actually received or the rate in force on the day the expense was incurred). Claimants are required to keep all original receipts, which are to be used for all expense claims made. OCE retains the right to request the original receipt at any time.

Claimant(s) are to use OCE commissioned providers as directed for all flight, hotel, train and car rental booking arrangements unless special rates are available such as conference rates or it would otherwise be unreasonable to do so under the circumstances.

1. Transportation

The most economical mode of transportation should be used, keeping in mind the purpose and urgency of the trip. Advantage should be taken of excursions or other discount fares and by booking as far in advance as possible.

Significant discounts may be available provided you are staying a Saturday night. In cases where travel is extended by a weekend (before or after a business trip) to achieve a lower overall net cost, OCE will absorb the added hotel and meal expenses.

Reasonable travel arrangement change costs outside the claimant's control will be reimbursable; preference is for fixed travel dates rather than open-ended tickets.

N.B. Travel points accumulated as a result of business travel may be considered a taxable benefit by the Canada Revenue Agency.

1.1. Air Travel

- Regardless of mode of transportation, economy class should be booked.
- Seat selection fees are not reimbursable.

1.2. Rail Travel

- Economy class travel is permitted when this is the most practical and economical way to travel.

1.3. Ground Transportation

Rental Cars

- Use rental cars or personal car for ground transportation unless other means of transport such as taxis or limousines are less expensive.
- Rental Cars should be refueled before drop-off where possible to avoid rental company fuel charges.

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- Coordinate travel with colleagues. Choose rental car size that is most appropriate under the circumstances from economy through to full size. Premium class and higher are not allowable. Extras are generally not reimbursable.
- OCE has collision insurance coverage in Canada and the United States when the rental car is valued at less than \$50,000. OCE has personal liability coverage in Canada and the United States. Employees need not purchase additional liability coverage over and above that required by local laws when renting vehicles. Outside of North America, employees must acquire the appropriate collision and liability insurance.

Personal Car Use

- Use of a personal car will be reimbursed at a rate of \$0.48 per kilometer; this covers all costs of use of the vehicle including gas. Please ensure to track kilometers travelled.
- As rental cars with unlimited kilometers are more cost effective than using a personal car for long distance trips, the maximum OCE will reimburse is 250KM per trip.
- Claimants using their own cars for business use must have a minimum of \$1 Million personal liability insurance and their insurance coverage permits the use of a personal vehicle for business purposes.
- Bridge, ferry, highway tolls and necessary parking fees are reimbursable and should be supported by receipts.
- The use of a transponder for the 407 electronic toll road is encouraged and is reimbursable if it is more cost effective to do so than to pay video toll charges.
- Claimants will not be reimbursed for penalties levied in respect of traffic violations.

Public Transportation

- TTC tokens are available from reception at head office for use in the GTA and should be used when practical and more cost effective than taxis.

2. Meals

Where a Claimant is hosting business associates or incurring meal expenses while traveling on OCE business there should be an adherence to the general policy of reasonableness and compliance within the spirit of this policy. It is the responsibility of the approval manager to assess whether these expenses adhere to policy, taking into account the circumstances (e.g. nature of discussions and business associations of person(s) attending).

Receipts are required for any meals claimed. If more than one OCE claimant is present, the most senior OCE claimant should submit charges for approval and reimbursement.

2.1. Meals incurred as part of conducting OCE Business

- Meals taken with outside business associates or clients for the purpose of conducting business and in an atmosphere conducive to a business discussion are reimbursable.
- Meals where the only attendees are OCE employees are generally not reimbursable. Exceptions would be working sessions during normal meal times conducted on OCE premises.
- Meals which are a part of a business program, or which are officially sponsored by business or professional associations and are considered directly related to the active conduct of business are reimbursable.
- The name(s) of persons attending, and purpose of the meeting are to be provided with the claim.
- Alcohol is not reimbursable

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2.2. Meals incurred while traveling on OCE Business (applies to Canada and U.S travel – amounts are in local currency)

- Personal meals incurred when traveling on OCE business where it is reasonable under the circumstances will be reimbursed (e.g. day trips to visit a client or attend conferences that exceed a distance of 150km round trip from the base office).
- Maximum reimbursable costs for meals per person (exclusive of taxes and gratuities) are below. Receipts must be attached; per diems are not permitted:
 - ✓ Breakfast - \$10.00
 - ✓ Lunch - \$15.00
 - ✓ Dinner - \$35.00
- Alcohol is not reimbursable.

Consultants may not be reimbursed for any hospitality, incidental, or food expenses. However, reasonable expenses for travel, air, rail, and car or hotel accommodation in accordance with this policy may be allowed by the VP of the consultant's department provided that the contract stipulates this is allowable.

3. Accommodation

Claimants should stay at moderately priced hotels in standard category rooms.

The original hotel bill, itemizing room and other charges should be attached with the claim. Non-room charges (e.g., internet charges) should be entered separately and, where available, be supported by individual receipts (e.g. restaurant receipts).

Out-of-pocket expenses up to a maximum of \$50.00 per night may be claimed in lieu of accommodation charges when a claimant stays with friends while traveling.

4. Incidentals

Certain other costs are reimbursable up to \$10 per day (without receipts) if incurred while traveling on OCE business.

These include reasonable expenditures for:

- Tips/gratuities (guideline is 15%)
- Laundry – minimum five days (four nights) must be spent away from home
- Other miscellaneous items

Reasonableness is based on applicable circumstances and it is the approval manager's responsibility to determine.

The following expenses are not allowable and will not be reimbursed:

- Hotel convenience charges (health clubs etc.), Mini bar charges
- Movies
- Admission to sports events, theatre tickets or use of recreational facilities (i.e. golf course charges)
- Magazine / Books
- Personal care items (grooming, over the counter drugs etc.)

5. Telephone & Internet Use

Reasonable calls to a claimant's home while away for business are reimbursable. Try to utilize least cost alternatives, as hotel room charges can be significant.

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5.1. Telephone

Please refer to OCE's Mobile and Wireless Device Policy (version 4, December 2016) for more details regarding all calls made from home, personal or OCE cellular phones.

5.2. Internet Use

Claimants should inquire about internet use charges prior to using any hotel facilities; internet use for business purposes will be reimbursed.

6. Corporate Credit Card

OCE employees who incur business-related expenses on a regular basis may be provided with a corporate credit card after probation. By accepting this card, employees agree that this card is to be used for business purposes only. Employees are bound by the Corporate Cardholder Agreement.

Details of all expenses on Corporate credit card accounts will be available in the expense claim system.

Corporate credit card charges must be reconciled every month through the expense claim system and receipts provided as backup. Employees are responsible for ensuring that all items on the monthly corporate credit card statement have been included on an expense report.

If the card is lost or stolen, the employee should notify the credit card company and OCE Finance immediately. The employee will take responsibility for reviewing and notifying the credit card company of any disputed items charged to the card. Finance should also be notified of disputed expenses.

7. Expense Reporting Procedure

Claimants are responsible for submitting expense reports to their managers using the current OCE expense claim system and must submit expenses no later than 30 days after the end of the month in which the expense was incurred.

The following guidelines apply:

- Receipts are required for all expenses. In circumstances where receipts are not issued for small amounts (i.e. parking meters, toll booth fees etc.); expenses will be reimbursed without a receipt by providing an explanation in the expense claim system.
- All expense reports must be reviewed and approved by the claimant's immediate supervisor or other appropriate approval for all claimant(s) (or higher authority if required) prior to submission to Finance.
- For out of province travel, OCE's commissioned travel provider booking system must be used as directed. This is to allow for the required approvals process to be triggered when bookings are initiated by the claimant. Once the booking has been submitted by the claimant, an email for approval will be circulated to the required approvers.
- Claimants are responsible for identifying any expenses which are billable to another organization, and notifying Finance.

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Attachments:

- ✓ SAP Concur Instructions & Frequently Asked Questions
- ✓ OCE Expense Claim - For Non-OCE Staff Only

Approved by:

Date:

April 1, 2019

Narinder Dehal
Vice President, Finance, Programs & Administration

Key Instructions

FOR NEW EMPLOYEES

The system will send you a welcome email (if you don't see the email in your inbox check your junk mail folder). If you are having issues, please contact the Finance Department (Ron Milanes or Jenny Zheng).

SETTING UP YOUR PROFILE ACCOUNT (VERY IMPORTANT)

Please **LOG IN** to www.concursolutions.com and update your profile under; (Profile > profile settings > Personal information) for all required fields.

VERIFYING YOUR EMAIL ADDRESS

- ✓ Verifying your email address is necessary to use SAP Concur for most functions, enter your OCE email address and click "verify" link, you will get an email to complete the process.
- ✓ Then do the same for all other email addresses you will be using in the process of compiling receipts. (Crucial for forwarding emails from email accounts to receipts@concur.com (see information further below for what these do for you).

UPDATE YOUR BANK INFORMATION

(Profile > profile settings > Bank information)

- ✓ Entering banking information is necessary to get reimbursed for your expense claims via direct deposit.
- ✓ Always press SAVE once information has been entered.
- ✓ If you change your banking information, you must update the system as well (**HR/Finance is not responsible for this process**).

APP (REQUIRED)

You will need to **download the SAP Concur App to your phone**

- ✓ Search for SAP Concur in your phone's app store and download it.
- ✓ The app can be used to take pictures of receipts/invoices and has text recognition which can populate fields for use in SAP Concur. These receipt/invoice photos can then be stored and attached/uploaded to expense claims within SAP Concur and then submitted for approval.

DELEGATION (IF YOU HAVE SOMEONE PREPARING YOUR EXPENSE REPORTS ON YOUR BEHALF)

- ✓ Go into your profile and select "expense delegates" and then "Add", type in the delegate that will be performing the expense reports on your behalf and assign them the functions you wish them to be able to perform for you.
- ✓ The delegate can then go into their profile dropdown "acting as other user" in the top right of SAP Concur on their screen and use the dropdown to act on your behalf.

Note: the delegate cannot approve expenses for you.

CUSTOMER SUPPORT

Online support in Concur

Click Help>Support

Live person (call the SAP Concur help desk)

Expense, Travel & Invoice Support

+1 866 793 4040

Online training links (Access this training as many times as you want to become familiar with SAP Concur)

You can access training guides and demonstrations by going to:

<http://www.concurtraining.com/standard/welcome>

Frequently Asked Questions

HOW OFTEN SHOULD I BE SUBMITTING EXPENSE REPORTS?

Monthly or bi-weekly is preferred; however we are not restrictive in this area. If you prefer to submit expense reports more frequently you may elect to do so, we only ask that you be reasonable, for example you should not submit an expense report every time you enter one expense transaction you enter into SAP Concur if you already know that you will have many expenses in a given week or month.

WHEN DO I GET PAID FOR MY EXPENSE CLAIM I SUBMITTED?

Every Monday a batch is run. If your expense report has been fully approved as of any given Monday you will be paid within 3-4 days of that Monday.

DO I HAVE TO USE SAP CONCUR TO BOOK TRAVEL FOR OUTSIDE ONTARIO TRAVEL?

Always if you are booking out of Ontario travel as we have pre-approval controls built directly into SAP Concur for out of province travel, you no longer need to have the "OCE Travel Authorization – Outside Ontario" filled out. If you have a special circumstance whereby it is not reasonable to book via SAP Concur please circulate and obtain email approval from your manager, departmental VP and CEO and then submit to OCE finance.

HOW DOES THE PRE-AUTHORIZED TRAVEL PROCESS WORK WHEN I USE SAP CONCUR TO BOOK MY OUT OF ONTARIO TRAVEL?

When you attempt to book travel outside of Ontario the system will allow you to select any option, but after you select an option a notice will pop up to state you are outside of the OCE policy, you need to include a message, in which you should include the business purpose, and then press send. This message gets sent to finance and we circulate an email to obtain approval from the department VP and Tom Corr. Once OCE finance receives these approvals, we will then approve the booking and the booking will then be confirmed.

DO I HAVE TO USE SAP CONCUR TO BOOK TRAVEL WITHIN ONTARIO?

Yes as a standard you should be using SAP Concur so we can make use of our travel agent partner Worldwide travel, however if you are already receiving a special discount rate such as a lower than market conference rate for a hotel, or it would be unreasonable to book travel using SAP Concur under the circumstances you may book travel outside of the SAP Concur function.

WHY IS THE HST BEING CALCULATED IN MY EXPENSES WRONG?

The HST rate we are using is 12% as was previously mentioned. When entering all amounts in any expense amount fields always include total amounts with HST Inclusive of the total. The SAP Concur system will calculate/break-out the HST automatically.

WHAT IF I GET A RECEIPT SENT TO MY EMAIL ACCOUNT, HOW DO I GET THIS INTO SAP CONCUR?

By forwarding that email to receipts@concur.com your email will be converted to pdf and available in the "Available Receipts" section within SAP Concur - useful in the case of when there is already a corporate AMEX feed expense line item in your account and you just need to attach a receipt.

WHEN I HAVE ATTENDEES FOR MY MEAL RECEIPT HOW SHOULD I INCLUDE THEM IN THE CLAIM?

Yes you should. You can do this by using the attendees feature at the bottom of the expense fields section of a claim OR by including the names of the individuals in the comment field.

WHEN I DO A MILEAGE CLAIM FOR PERSONAL CAR USAGE DO I HAVE TO MAKE A SEPARATE CLAIM FOR EACH TRIP, SOMETIMES I TRAVEL TO A FEW LOCATIONS IN A GIVEN DAY?

No, the mileage calculator can have multiple waypoints entered that will then take all of these and calculate the total trip km, OR you can just enter the locations (start and end and then add locations in the comment field) and then manually enter the total for the day.

WHAT IF THE MILEAGE CALCULATOR USED A DIFFERENT ROUTE THAN I TOOK?

The total km calculated can be overwritten if the mileage calculator got it wrong.

I'M HAVING TROUBLE FILLING OUT A HOTEL/AIR FARE EXPENSE CLAIM IN SAP CONCUR, WHAT SHOULD I DO?

Enter the total of the entire Invoice/receipt including HST as the "Amount". Never put any amount in any HST field anywhere while doing a hotel/air fare claim. Then enter in the "nightly lodging expenses" check in and check out dates and enter the room rate INCLUSIVE OF HST. DO NOT PUT ANY AMOUNT IN THE HST box field. Then you can enter "Additional charges" if you have different expense types on your receipt at the bottom (ALSO enter amounts inclusive of HST). You can always check to see how much of an amount is left to be itemized in the top right section. Once done, click "save itemization". Note that there may be a GST/HST line as another itemization, ignore this and don't enter any amounts into this line. If you really want to you can delete this NIL HST itemization when it arrives. If you still have issues try watching the online video using the online video link I provided above.

WHAT SHOULD THE PAYMENT TYPE BE?

If you paid for the expense out of your own pocket ALWAYS reimbursable expense (reimbursable is the default anyhow) NEVER select "Company paid" this is only to be used if we cut you a cheque to reimburse you for your expense claim, which is an atypical circumstance. If it is a corporate AMEX card expense the settings are already set to not reimburse and can't be changed anyways.

