Contents

Purpose

- The purpose of this policy document is to set out TEG's requirements for business travel and to ensure a consistent approach across TEG.
- TEG's objective is to provide employees with an appropriate level of service and amenity when undertaking business travel, at a competitive cost.

Policy Scope

- All business-related travel approved by TEG or undertaken by TEG employees is covered by this policy.
- The conditions of this policy apply to all employees and contracted staff.

Responsibilities and Compliance

- TEG employees are responsible for reading and complying with policy requirements.
- TEG Managers at all levels are responsible for ensuring that policy requirements are consistently applied.
- Only the TEG Chief Executive Officer (CEO) or Chief Financial Officer (CFO) can approve an exemption from this policy.
- Deliberate non-compliance with policy requirements may be treated as fraud and result in performance management action. Staff may also be personally liable for the cost of any unauthorised travel.
- Monthly compliance reporting will be managed by the TEG Travel Coordinator.
- Policy-related questions should be directed to the TEG Travel Coordinator in the first instance.
- TEG' current Travel Management Company (TMC) partner is The Appointment Group (TAG). The TMC is authorised to enforce compliance with this policy.

Justification for Business Travel

- All travel is restricted to essential business purposes and must be approved by the employee's manager before a booking is made.
- The travel approval process is intended to confirm that the travel is for essential business purposes and that the booking is within policy.
- Travel requests must clearly state the reason for travel including details of any business meetings that will be undertaken during the travel. Travel will not be approved where remote conferencing technology can be used as an effective substitute for a face-to-face meeting.
- Corporate travel is costed against TEG's corporate travel budget whilst event travel is costed against the associated event or tour budget. Different approval processes apply to each, which are described in this policy.

Travel Planning, Booking Requirements, and Rules

The following points summarise key requirements. Additional details are provided within this policy document.

- Employees should take a commonsense approach when planning travel itineraries with a focus on reducing costs, including minimizing trip duration, particularly overseas travel. Other cost saving opportunities include:
    - Carefully reviewing the need for travel and ensure it has been discussed and agreed with the employee's manager;
    - Selecting travel times to ensure best fares are achieved;
    - Using TEG preferred suppliers; and
    - Prompt cancellation of any travel.
- All corporate travel bookings and approvals will be via the on-line booking tool (OBT) technology.[1] **Travel booked using personal or corporate cards will only be reimbursed in emergency situations** – see Urgent Travel section below.
- Employees are expected to use the OBT to research and initiate their own corporate travel bookings for domestic travel. Airline or other travel websites should not be used.
- International bookings will be managed by the TEG Travel Coordinator or the relevant Executive Assistant.
- Employees should not contact the TMC directly. Enquiries should be directed to the TEG Travel Coordinator or the relevant Executive Assistant in the first instance.
- In policy domestic travel is approved by General Managers (or SLT members for GM's).
- Any travel booking with a total cost of more than $1000 is to be approved by the TEG CFO.
- The TEG Travel Coordinator is to be the first point of contact for all International travel bookings, which will be reviewed by TEG CFO.

Domestic Flights

- Domestic bookings should be made a minimum of 7 days in advance of travel.
- Qantas is the preferred airline for domestic flights. Virgin may be booked if the flight is >=$100 cheaper than Qantas.
- Domestic air travel will be economy class for all employees.
- Flexi-fares are not permitted.

International Flights

[1] OBT may not be available in all countries, in which case local arrangements will apply.

- International bookings should be made a minimum of 14 days in advance of travel.
- Qantas is the preferred airline for international flights. Alternate carriers may be booked if 10% or more cheaper than Qantas.
- SLT members may travel business class for international flights > 5 hours.
- For non SLT employees a travel class upgrade to premium economy or business for international flights > 9 hours may be considered and approved by the employee's SLT manager based on:
  - Fare class cost differences;
  - Total flight time and number of connections;
  - Flight landing where an employee must commence a full working day on the same day as travel: and
  - If the flight landed after 9pm on the prior day and employees must commence work in the morning of the next day.
- No first-class travel is permitted.
- Flights to and from New Zealand are to be economy class only for all employees.
- Flexi-fares are not permitted.

Accommodation

- Approved accommodation options are provided within the OBT and are aligned to TEG's Travel Policy and preferred supplier arrangements.
- Employees should book the cheapest accommodation option presented by the OBT assuming all other factors (e.g. hotel location) being equal.

Ground Transport/Hire Cars

- Approved ground transport options are provided within the OBT and are aligned to TEG's Travel Policy and preferred supplier arrangements.

Policy Owner: Chief Financial Officer
Effective Date: 6 September 2024
Review Date: 6 September 2025

Corporate Travel Management

Corporate travel management requirements are covered by the *TEG Travel Instruction – Corporate Travel Management* at Attachment 1.

Event Travel Management

Event travel management requirements are covered by the *TEG Travel Instruction – Event Travel Management* at Attachment 2.

Changes to Bookings

Under normal circumstances employees should avoid making changes and/or cancelling bookings as it can affect ticketed status, booking availability, and incur fees.

If changes are required in the event of an emergency or circumstances outside of the employees' control, the employee should contact the TEG Travel Coordinator who will manage the change and advise approval requirements. New approvals will be required for any changes above $200 for domestic bookings and above $500 for international bookings.

If the changes are required within 12 hours of travel, then the Urgent Travel process is to be followed (see below).

In the event of a cancellation the employee should check the booking to determine if a refund or credit is applicable and notify the Travel Coordinator. Cancellation at least 24 hours prior to travel is often required in order to get refunds or credit.

Urgent Travel and After-Hours Support

Late notice or emergency travel undertaken within 12 hours[2] of booking is defined as Urgent Travel. A lack of planning and preparation by the employee does not classify as Urgent Travel.

Business hours of operation for both internal TEG travel support and the TMC are Monday to Friday (excluding Public Holidays) 08.30 to18.00.

Urgent Travel requests within business hours should be directed to the TEG Travel Coordinator or the relevant Executive Assistant, who will assist with approvals and bookings.

Employees with an afterhours or weekend (within 72 hours) Urgent Travel support request should contact the TAG TMC afterhours emergency assist team on +61 3 8888 8955 or Email: emergency@tag-group.com.

Note that this service is intended to support emergency afterhours travel only, and the TMC afterhours team should only be contacted where the issue cannot be left to the next business day.

In exceptional Urgent Travel circumstances SLT approval may be granted to make bookings using TEG or personal credit cards. Commonsense shall apply.

Preferred Suppliers

TEG has negotiated preferred supplier deals with airlines, hotels, car hire companies, including:

- Airlines: Qantas
- Accommodation: TBC
- Car Hire: TBC

The OBT is configured so that preferred suppliers are displayed as such.

Private Travel

Private travel may include non-business-related travel as part of a business trip or with non-TEG employees

[2] 12 hours for weekdays and 72 hours inclusive of weekends

and requires written approval from SLT, TEG CFO or TEG CEO.

All private travel is to be booked using personal credit cards. Private travel expenses are not reimbursable as business expenses.

All private travel is the individual employee's financial and other responsibility.

Flights

Domestic

- Corporate domestic travel will be economy class only.
- All domestic bookings are to be made through the OBT or using local arrangements if not available.
- For all domestic travel within Australia, Qantas is the preferred carrier.
- Alternative carriers may be used if:
    - Qantas and its partners do not have a flight to the destination.
    - Qantas and its partners schedules are incompatible with the itinerary.
    - There are no seats of the class required available on a 'Qantas' and partners scheduled flight.
    - Qantas flights would cost more than $100 more than Virgin.
- No business or first-class travel is permitted on domestic or Trans-Tasman flights.
- 'Best Fare of the Day' economy class tickets are to be purchased with restricted fares for departures (outbound) and arrivals (inbound) in order to get the lowest cost fares.
- Flexible fares are not permitted.
- Tickets should be purchased a minimum of 7 days, and ideally 14 days in advance or earlier if possible. This is particularly relevant for Ticketek that has large amounts of event travel which experiences surge pricing for popular events.
- Consider alternative flight times. Varying departure times by even 15 – 30 minutes can provide significant savings on fares.

Employees may seek approval to travel by other means of transport (other than airline), provided that the cost does not exceed the equivalent airfare, and travel time doesn't exceed air travel time.

The use of private vehicles on interstate or intrastate travel is unlikely to meet this criteria and is not normally approved.

International

- Restricted or discounted tickets should be purchased where possible (i.e., where arrival and departure times are fixed) and at least 14 days in advance.
- SLT members may travel business class for international flights > 5 hours.
- For non SLT employees a travel class upgrade to premium economy or business for international flights > 9 hours may be considered and approved by the employee's SLT manager based on:
    - Fare class cost differences;
    - Total flight time and number of connections;
    - Flight landing where an employee must commence a full working day on the same day as travel: and
    - If the flight landed after 9pm on the prior day and employees must commence work in the morning of the next day.
- No first-class travel is permitted.
- New Zealand trips are to be economy class only. Upgrade exceptions do not apply to New Zealand.
- It is not permissible to exchange a higher-class ticket for multiple tickets in a lower fare class.

- Alternatives to TEG's preferred airline partner may be used if:
    - Qantas and its partners do not have a flight to the destination.
    - Qantas and its partner's schedules are incompatible with the itinerary.
    - Qantas and its partners prices are 10% more expensive than a comparable alternative carrier.
    - There are no seats of the class required available on the Qantas and partners scheduled flight.

Visas
Visas should be organised via the TEG Travel Coordinator.

Client Funded Travel
In instances where a client is funding an employee's travel, standard policies apply unless the client approves in writing that they agree to an alternate travel class, specifying the class of travel. This written approval should accompany the travel request and requires approval by the TEG CEO or CFO.

Itinerary Changes
If changes to the itinerary are required, the traveler should contact the TEG Travel Coordinator or TMC afterhours support (see above)

Overnight Delays
Should an airline delay necessitate an overnight stay, the traveler must first attempt to secure complimentary accommodation from the airline. If unsuccessful, the employee should contact the TEG Travel Coordinator or TMC after-hours support who will provide appropriate accommodation options.

Cancellations
When a trip is cancelled after the ticket has been issued, the traveler should immediately inform the TEG Travel Coordinator as unused airline tickets can be used for travel by the named passenger at another time/date/flight (referred to as 'credit') or a refund may be applicable.

Accommodation
- Approved accommodation options are provided within the OBT and are aligned to TEG's Travel Policy and preferred supplier arrangements.
- Employees should book the cheapest accommodation option presented by the OBT assuming all other factors (e.g. hotel location) being equal.
- Mobile phones should be used in lieu of hotel room phones since the rates are generally lower. Employees are advised to use free wireless networks where possible.
- Unless the travel is more than 5 business days laundry costs should not be incurred during business travel.

Car Rental
- Hire cars should be used rather than taxis when they are the cheapest option. This is particularly relevant for travel outside of the CBD. Public transport options should also be considered. For example, the Skybus from Melbourne airport to Southern Cross Station in the city is convenient and cheap and has services leaving every 15 minutes. TEG's office at Southbank is a pleasant 20-minute walk from Southern Cross Station.
- Approved ground transport options are provided within the OBT and are aligned to TEG's Travel Policy and preferred supplier arrangements.
- An appropriately sized car should be selected e.g. larger vehicles should only be considered if 3+ employees travel together or there is excessive baggage and equipment.
- Under all circumstances, refueling prior to returning the hire car is mandatory to avoid additional fuel charges.
- The employee must inspect the vehicle before accepting and returning the vehicle to ensure that any damage or scratches are noted with the car rental company.

Under certain circumstances, employees may be allowed to use their own car instead of booking a hire car and to claim a fixed rate that would be the cost of a hire car instead of claiming mileage. For example, in instances where there is a significant distance required to get to the hire car place to pick up the hire car which is extra travel, or the employee feels safer driving their own car over greater distances.

This must be requested in advance and have written approval to support any claim. The amount to be claimed is capped to the cost of the cheapest hire car available that is suitable for the journey and mileage cannot be claimed.

Fines

Road traffic infringements (parking fines & speeding tickets) will not be reimbursed by TEG under any circumstances. If the company is charged it will seek reimbursement from the employee.

Uber

- Uber is to be used only if surge pricing does not exceed the cost of a taxi, and must be a business related trip.
- Employees should activate and use their Uber for Business account.
- It is the employee's responsibility to ensure that original receipts detailing the date, origin, destination, and fare are obtained for each trip.
- Receipts must be attached to the expense reimbursement claim and an explanation for the trip must also be provided (including supplier/company details, etc.). Each claim must be approved by GM or SLT

Taxis

Taxis are to be used for business purposes only. It is the employee's responsibility to ensure that original receipts detailing the date, origin, destination and fare are obtained for each trip. Employees with infrequent taxi travel requirements should claim taxi fares via the expense reimbursement process. Employees who are frequent taxi users will use their assigned corporate card. All expense claims are to be submitted via Concur (refer to Expenses Policy).

Mobile Phone and International Roaming

For TEG employees on the Telstra Corporate Plan, an International Roaming Day Pass facility can be applied by Telstra to TEG mobile accounts, where employees are travelling Internationally. Divisions not on the Corporate plan need to manage costs effectively.

The approved list of company phone users reside with IT. Please check with IT, via email, tegitservicedesk@teg.com.au if unsure of your phone status. It is critical, staff member traveling advises Corporate IT of overseas travel dates to ensure the appropriate corporate plan is in place.

Details of approved roaming limits and charges are provided in the Mobile usage policy. If in doubt, please clarify with Corporate IT.

As per Corporate Phone Policy, employees should do everything possible to manage minimum phone costs while traveling, example, use of Wi-Fi and internet-based phone providers.

Other Policy Areas

Group Bookings

Group bookings of 10 or more employees should be referred to the TEG Travel Coordinator.

Travel Insurance and Emergency Support

TEG has negotiated fully comprehensive domestic and international travel insurance as part of its overall insurance package. **This covers employees for medical expenses and general loss or theft whilst on company business.**

This insurance does not cover rental cars collision damage, theft protection, and personal effects cover. Hire cars have their own accident insurance as part of their rental. Insurance for private travel and activities is not covered. Private individual travel insurance taken out by employees will not be reimbursed.

In the event of an emergency employees should contact the travel insurer. Using reverse charges, call the Chubb Assistance number +61 2 8907 5995 (reverse charges accepted) and provide the following details:

- Employee Name.
- TEG Policy Name (see below).
- TEG Policy Number (see below).
- Employee Contact Phone Number.
- Nature of Assistance Required.

Insurer	Chubb
Policy Number	01PP531988
Company Insured | Policy Name	Amplify Bidco Pty Ltd & subsidiaries
Chubb Emergency Phone Number	+61 2 8907 5995
Chubb Website	www.chubbassistance.com/au

The employee should report the incident and claim to the TEG Travel Coordinator at their earliest convenience.

Travel Allowance and Expenses

TEG will pay for the following business-related travel expenses:

- Accommodation.
- Meals.
- Incidentals (i.e., telephones calls, business related internet charges, taxis, departure taxes)

Before travelling employees should check whether it is cheaper to use mobile phone or wireless cards for laptops rather than hotel phones and internet.

TEG will not pay for:

- Videos/Movies or Gym/Health Club fees.
- Mini bar costs.
- Laundry costs which involve less than 5 working days away.
- Unreasonable/excessive costs (i.e., personal phone calls).

Employees should request that any non-claimable expenditure be billed separately. Travel invoices are regularly reviewed for non-approved items.

For some business units or award staff, and where pre-approval has been received, a per diem travel allowance can be claimed. In the event of claiming a per diem allowance, no other meals, and incidental expenses (e.g., in-room phone) would be reimbursed.

Contracted/temporary staff member travel

TEG will pay for the following business-related travel for contracted or temporary staff:

- Accommodation.
- Air Travel.
- Hire Car.

The travel must be approved by the relevant GM or SLT member and travel arrangements must be made via TEG's Travel Coordinator. These travel arrangements must comply with this policy.

Any additional travel expenses incurred by contracted or temporary staff are to be made via an expense claim, supported by receipts, sent via Concur to the GM or SLT responsible for approving the business-related travel. The expenses will be handled as per the standard expense claims procedure.

Travel Diary (Australia and NZ)

Due to fringe benefits tax law, the Australian Taxation Office and New Zealand Inland Revenue Department require a travel diary to be kept when a traveler from Australia is away for five (5) or more consecutive nights on Domestic or overseas travel. The travel diary will be reviewed to determine whether the expenditure was necessarily incurred in relation to company business.

For domestic or internation travel of less than five (5) nights in a row that is 100% business related, a travel diary is NOT required. For local travel of less than five (5) nights that is only partly business related an expense payment benefit declaration must be prepared.

The Travel Diary must be completed within three (3) days of return from an overseas business trip. Details of the nature of the trip are to be:

- Date of entry (no later than 3 days following return)
- Date and time of business activity (broken down daily)
- Location of activity (City/Town and Country, if appropriate)
- Duration of activity (how long was spent at each activity)
- Nature of activity (company/location visited and purpose of visit)
- Names of people attending
- Reason for the meeting
- Travel diaries need to be signed and dated by the person travelling.

A travel itinerary issued with a ticket is NOT as substitute for a travel dairy. Completed diaries should be sent to the TEG Accounts Payable Team: Expenses@t-e-g.com.au See Travel Diary template.

The travel diary must be submitted with the travel expense claim otherwise no reimbursement of expenditure will be made. Failure to keep a travel diary will require TEG to report the amount on the traveler's group certificate as a fringe benefit.

Loyalty Programs / Schemes / Clubs / Airline Lounge Membership

Employees are welcome to join loyalty programs, schemes, clubs, and/or airline lounge memberships at their own expense. Participation in these programs will not influence booking rules. Membership fees associated with joining these programs will not be eligible for reimbursement by TEG.

Gifts and Gratuities

Inbound and outbound gifts including gifts from TEG to its employees are covered under the Gifts and Gratuities policy.

Cash Advances

Cash advances are generally not provided, however depending on the nature, destination and/or duration of the travel, approval may be given by the TEG CFO who will advise TEG Accounts Payable. Requests must be made at least 7 days prior to the funds being required. At the conclusion of the travel, the traveler must provide a complete reconciliation with tax receipts to TEG Accounts Payable for processing.

Reimbursement Deadline

Employees must submit any travel expense claims as soon as practical upon returning from a trip but within a maximum of 60 days after incurring the expense. Any claims submitted after 60 days of being incurred may not be reimbursed. Once an expense claim has been submitted and approved, it will be paid in the next payroll cycle for the employee.

Travel Forms

All forms required for Travel Approval or as part of the requirements are located on the TEG Finance Intranet.

Attachments

1. TEG Travel Instruction – Corporate Travel Management
2. TEG Travel Instruction – Event Travel Management