

Staff Travel and Expenses Policy and Procedures

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1 Introduction

1.1 Purpose

This policy sets out the procedure to be followed when making business travel arrangements to ensure that Travellers are safe, their well-being is considered and that the travel arrangements made represent value for money.

This policy also provides guidance to members of staff when claiming expenses which have been necessarily incurred by them when undertaking activities on behalf of the University. It includes details of types of expense that may be claimed, and the procedure for making a claim.

Adhering to this policy will ensure:

- Compliance with Duty of Care requirements
- Value for money. The value for money will be measured in terms of the total cost of the travel, staff time, reasonable adjustments and opportunity costs, which include the likelihood of travel arrangements changing which may impact on the ticket type purchased
- Compliance with HMRC rules and requirements for tax dispensation

Provided that the procedures set out within this policy are followed, staff will be covered by the University's Travel Insurance Policy and no additional tax or National Insurance contribution liability will arise. Staff will not need to report details within their tax returns.

It is brought to the Traveller's attention that failure to follow the policy may result in staff not being covered by the Travel Insurance Policy and, where the policy has been deliberately circumvented, disciplinary action may be taken by the University.

Any queries regarding this policy should be addressed, in the first instance, to the Finance Services Team by emailing financeservices@surrey.ac.uk or calling X3244.

Any queries regarding compliance of a specific travel booking or expense should be raised with the Finance Services Team in advance of costs being incurred and approval sought from the relevant EB member where the Team so advises.

The CFO will have the final decision on any compliance issues.

1.2 Scope

This policy applies to:

- All travel in a professional capacity by employees of the University
- All travel by Post-Graduate Research (PGR) students of the University, for the purposes of their studies, as directed by their supervisors
- All non-Surrey staff who are travelling for the University of Surrey (e.g. visitors and honorary fellows) where the travel is directly related to academic (learning and/or research) purposes organised or authorised by the University
- Student travel booked by the University such as Student Ambassadors (students who support the recruitment and schools liaison work as inspirational role models by attending events at local schools and colleges)

Financial Approvals and Flight Class restrictions under this policy do not apply to:

- Travel and subsistence costs that are being fully and directly reimbursed through another party e.g. invited speaker at a conference. However, similar prudence should be applied where other sources of funding are provided
- Individuals that are self-employed or work as contractors or consultants unless travelling on University of Surrey business at the request of the University
- Student travel booked by the individual student where the University is not reimbursing the travel costs or where specific departmental guidance for reimbursement applies

Where funding has been provided by an external party and its rules are explicitly stated, those rules shall take precedence, but the Traveller must always remain mindful of the University's reputation when using external funds as the general public do not readily distinguish between external and internal funds. In the absence of specific conditions the University's travel policy shall apply.

1.3 Definitions

1.3.1 **Travellers:** refers to all individuals referenced in section 1.2 Scope

1.3.2 **Budget Holder:** refers to the individual responsible for the budget against which travel is being booked and from whom financial approval shall be sought. In the event that the Budget Holder is the Traveller the next level of Agresso approver will provide financial approval (this will normally be the Traveller's line manager).

1.3.3 **Line Manager:** refers to the individual to whom the Traveller reports and will approve absence from office and relevant risk assessments.

1.3.4 **Lowest Logical Fare:** the lowest fare among flights that arrive or depart within a specific time window around the Traveller's requested arrival or departure times, taking into consideration the time spent in transit and the number of stopovers.

1.3.5 **Travel Management Company (TMC):** refers to the company providing a travel booking service. This includes but is not limited to flight tickets, hotel bookings and rail tickets.

2 Policy and Procedures

2.1 Principles

All travel and expenditure decisions should be made in the best interests of the University and in consideration of the [Ethical Conduct Policy](#). This includes the decision to travel and the means and cost of the travel.

2.1.2 *Freedom of Information Act*

All staff must consider the nature, frequency and level of the expenses they incur and the impact this information may have in the public domain. Staff expenses are a frequent subject of requests under the Freedom of Information Act and Executive Board member expenses are published on the University website on a quarterly basis.

2.1.3 **Alternatives to Travel**

It must be deemed necessary for the employee to travel to a particular place, on a particular occasion, to perform the duties of their employment or their career development (including but not limited to training courses, placement meetings or conferences).

The University is committed to reducing its overall impact on the environment. As travel accounts for a significant proportion of the University's scope 3 carbon emissions, Travellers can contribute to reducing these emissions by considering alternatives to travel such as:

- Holding the meeting via video/web/telephone conferencing
- Sharing transport if travelling to the same meetings as colleagues

The Approver may request that the Traveller demonstrates they have considered all other options.

2.1.4 **Prior to Travel**

For all international travel, prior to formal booking, the Traveller should request Budget Holder/ Line Manager Agreement to travel.

The TMC's on-line booking tool is the vehicle to formally request approval. Low cost air travel (e.g. Ryanair) and non-refundable hotel reservations are booked immediately on submission without further system authorization. It is therefore essential that prior approval is obtained before the reservation is completed.

When travelling on University business, the Traveller is required to book the most cost effective method of travel taking into consideration their schedule, the duration of travel, personal safety and wellbeing. Where necessary or appropriate, the carbon footprint or environmental impact may form part of the selection criteria.

Before any travel is booked the Traveller is responsible for:

- Demonstrating to the Budget Holder, if requested, that the travel is essential
- Confirming with the Budget Holder that sufficient budget is available
- Complying with any absence requirements for their department
- Completing all relevant risk assessments such as for High Risk travel destinations and, if applicable, a hazardous working risk assessment for the activities to be undertaken during the travel period
- Ensuring that all the Occupational Health requirements, such as inoculations or malaria prophylaxis, have been started or completed as necessary

Disabled travellers will be supported in their travel requirements in compliance with the [Disability Policy](#).

2.2 Procedures

2.2.1 *Duty of Care-Risk Management and Insurance*

As a responsible employer the University will take all reasonable measures to ensure their Travellers are safe.

Therefore, the University needs to make sure the Traveller and their Line Manager have taken every precaution to secure their safety before, during and after travel.

Adhering to this policy ensures that:

- The Traveller will be covered by the University's Business Travel Insurance Policy, other than in exceptional circumstances which will be handled on a case by case basis e.g. travel to a restricted country as outlined by the Foreign Office
- The University Procurement, Security and Insurance Teams, via the TMC, are aware of all travel plans and can keep the Traveller informed about unexpected levels of risk, to help ensure a sensible decision on whether to travel or not, can be made
- If an unforeseen event occurs overseas, the University will be better informed to locate and contact affected staff and offer support to enable Travellers to return home, or move to a safe location.

The Traveller should consult the current risk management tool provided by the TMC. This tool gives information about potential risks at a destination based on a variety of data sources.

Level 1	Risk Level Low
Level 2	Risk Level Moderate
Level 3	Risk Level Medium
Level 4	Risk Level High
Level 5	Risk Level Extreme

Where a destination is classed as a Risk Level 1 to 3, the Traveller is required to familiarise themselves with the recommendations and to follow the advice contained within the TMC risk management tool. The Traveller will confirm they have applied due diligence by completing a Duty of Care declaration regarding the risk assessment, as part of the travel approval process.

To ensure a Traveller's safety for high risk or extreme risk destinations, Risk Levels 4 and 5, a bespoke risk assessment should be completed with the support of Health and Safety, before booking. Please contact safety@surrey.ac.uk for support. Health and Safety will assist the Traveller to complete a tailored risk assessment for their destination which needs to be signed off by the Traveller's manager and/or Head of School. Attempting to travel to a high risk or extreme risk destination without this risk assessment will not be approved. For some destinations additional insurance will be required and the cost must be approved by the budget holder prior to booking travel. Please contact the insurance department for guidance. insurance@surrey.ac.uk

Where travel is booked well in advance of the departure date, or where the destination risk profile is volatile, the Traveller is required to re-visit the risk assessment and, in discussion with the Budget Holder and their Line Manager, agree if travel should proceed.

For insurance purposes, any Traveller with a pre-existing medical condition must be signed off by a healthcare professional as 'fit to travel'.

This means the Traveller will be required to confirm, as part of the TMC booking approval process prior to travel, that they have discussed with their GP/surgeon/nurse/clinic that they will be travelling on University business, that their condition(s) can be managed whilst travelling, that the healthcare professional sees no valid reason why they cannot travel, and that this is noted on the Traveller's medical file. If it is a stable condition that is being managed the Traveller would only be required to refer back to their healthcare professional if their condition changes.

If in doubt, the University's Insurance department should be contacted to confirm that the Traveller will be covered under the University's existing policy. The University trusts its employees to act in the best interests of themselves and the University at all times.

Domestic travel is currently seen as low risk, however travel booked by the TMC will automatically be incorporated into the travel risk management tool.

Travellers/Arrangers should complete all elements of the risk declaration prior to travel being approved.

As part of the approval process via the TMC, the Traveller will be requested to confirm the Duty of Care process has been followed which includes:

- The Traveller has permission to undertake work which involves travel away from your normal place of work for the duration of the travel period.
- The Traveller has completed the necessary Duty of Care checks using the tools provided and understands all possible risks and how to mitigate them. For high or extreme risk destinations, a risk assessment has to be approved by the University and a copy is held by Health and Safety.
- The Traveller is fit to travel and to perform their duties during the travel period. The Travel Insurance Policy states that "If you have a pre-existing medical condition you must be signed off as fit to travel by your healthcare professional". The Traveller will be required to confirm that they have complied with the travel insurance requirements stated.
- For Travel booked outside of the TMC, a pre-approval form incorporating the Duty of Care declaration must be completed and approved.

If the Traveller does not accurately declare this information it may result in them not being fully insured. In exceptional cases the Traveller may face disciplinary action.

If a departmental Arranger is used to fulfill the travel booking, it is the responsibility of the Traveller to confirm to the Arranger, that the Duty of Care elements have been completed. In the event that the Traveller does not satisfactorily advise the Arranger, he or she will indicate that the Duty of Care declaration is incomplete. Guidance for Arrangers is provided as an attachment to this policy.

Where a third party is booking and paying the full travel costs directly, the Traveller will be required to undertake the Duty of Care process by completing a pre-approval form.

2.2.2 **Approved Methods of Booking Travel**

The University has a Preferred TMC Supplier. Using this TMC will help the Traveller achieve value for money measured by the standard set out in Section 1.1. It will also allow the University to meet its Duty of Care requirements to the Traveller and will help to measure its carbon footprint levels for reporting purposes.

Bookings for all flights (domestic or international), accommodation (domestic or international), overseas rail travel, overseas car hire and overseas taxis etc. must be made using the TMC's online booking tool or by contacting the booking via phone or email. For contact details please visit the [business travel page](#) on SurreyNet.

Permitted exceptions to using the TMC include:

- Domestic Rail Travel (although the TMC should be used where possible)
- Conference hotel bookings where the rate is included as part of the conference booking, although the flights should still be booked via the TMC.

The online booking tool should be used for simple overseas and domestic flights, overseas and domestic hotel accommodation, overseas car hire, international rail travel and, where possible, domestic rail travel.

Contacting the TMC booking team is recommended for complex itineraries where there are multiple destinations and/or (overseas) internal flights are required.

In an emergency the TMC may accept a travel booking without prior approval. The University will deal with these retrospectively on a case by case basis.

2.2.3 **Travelling with a Dual Purpose (University and Non-University Business)**

2.2.3.1 **Travelling with a Companion**

The University recognises that Travellers visiting a business location may wish to be accompanied by a companion (spouse, partner, family member or friend). This is acceptable provided the companion does not travel at the University's expense. This applies to companions who are also University of Surrey employees where the trip is not directly related to their University business.

The companion's travel must be invoiced separately and paid for privately. This can be arranged by contacting the TMC, who will book the entire trip and ensure that the University is invoiced for only the approved employee's travel costs. The Traveller is required to pay the companion's travel costs at the time of booking.

Booking travel with a personal element can be complicated. If a University Arranger is arranging the travel, the Traveller should be available to arrange payment for the personal element. If the Traveller is not available at the time of booking it will only be possible to book the business element of the travel.

Where a disabled staff member has a need for support staff to travel with them the funding for travel of support staff will come under **reasonable adjustments (Equality Act 2010)**. Each case will be judged on a case-by-case basis and only declined if the cost was deemed to be prohibitive.

Academic staff with primary or shared carer responsibility who wish to accept invitations to attend conferences to present papers or give poster presentation which involve overnight stays or travel overseas, which has not been previously possible due to carer arrangements, can apply to the [Vice Chancellor's Inclusion and Career Investment Awards](#) to claim for carer costs in-line with the eligibility criteria outlined within the Fund.

2.2.3.2 Combined Business and Personal Travel

Combined business and personal travel is acceptable where the cost of the business part of the travel is not increased as a result of the extension and where the Traveller meets all of the costs relating to the personal element e.g. whilst attending an overseas conference the trip may be extended to include a holiday, provided that the duration of the personal part of the trip does not exceed the business part. Extensions which exceed the business element of travel must be discussed in advance with the Head of Financial Transactions or Team Leader – Finance Services and approved by the Line Manager. Please refer to:

[HMRC Guidance Notes on Employee Travel.](#)

The University travel insurance policy applies when travelling abroad on University business, personal travel insurance should be arranged to cover holiday before or after a business trip, and for any companion travelling with the Traveller.

2.3 Business Travel Rules

Travellers and Travel Approvers are required to select the most cost effective means of transport to meet the travel need. Value for money should be judged in consideration of the criteria set out in section 1.1 including:

- Business need as set out in this policy
- Total cost of the travel (flights, accommodation, transfers and subsistence),
- Duration of the travel
- Likelihood of travel requirements varying.
- Reasonableness of the travel conditions such that staff can perform their duties effectively

2.3.1 Loyalty Cards and Use of Loyalty Points

Employees are required to travel in the most cost effective class available regardless of carrier. The Traveller may not select an airline or accommodation based on the use of personal loyalty cards.

Provided there is no cost impact to the University, the Traveller's private loyalty scheme points may be used to upgrade flights at the individual's convenience. The University will not reimburse the equivalent cost of upgrade from Economy, neither will it reimburse any administration charges or additional taxes arising from these transactions.

The individual may also use their loyalty points to personally purchase other benefits such as air lounge passes.

Where Travellers use personal loyalty points to cover the cost of hotel accommodation, the University will not reimburse the equivalent cost of the accommodation.

Corporate air miles are collected by the University and will be allocated for the benefit of the University e.g. to allow Postgraduate Students to attend conferences that they would not otherwise be able to afford. Please contact the Procurement Department for information at Procurement@surrey.ac.uk.

2.3.2 *Air Travel – Domestic and Overseas*

Travellers and Approvers are required to select the **lowest logical fare** that complies with this policy. Lowest logical fare is defined as the lowest fare among flights that arrive or depart within a specific time window around the Traveller's requested arrival or departure times, taking into consideration the time spent in transit and the number of stopovers.

The default class of travel for **all** flights is Economy.

On an exceptional basis a Budget Holder may approve Premium Economy where there is a clear rationale for the upgrade. Approval must be received prior to booking.

Only in very rare circumstances should Business Class travel be considered. Business Class travel must be fully justified on business grounds and approved by an Executive Board member prior to booking.

Guidelines:

Premium Economy	Only to be considered on an exceptional basis for an individual flight leg exceeding 5 hours
Business Class	Only to be considered in very rare circumstances for an individual flight leg exceeding 8 hours
First Class	Not allowable under any circumstances

Routing as directly as possible with flight transfers selected on the grounds of cost and time efficiency, not individual flight leg length

Where the travel is externally sponsored, the Budget Holder is responsible for ensuring that the sponsor(s) contract with the University allows a class of travel above Economy, and that the sponsor will refund the full cost to the University directly. In all cases, the use of extra funds to upgrade travel from Economy to a higher class must not reduce the ability of the Budget Holder to meet any other contractual obligations to the external sponsor. The Budget Holder must ensure the sponsor does not consider the difference from University Policy as taking advantage of their funding.

Where there are **medical grounds** for requiring alternative class of travel, line managers can refer Travellers to Occupational Health to assist in the decision making process.

The Budget Holder is expected to take reasonable steps to find funds for such requests in line with the University's [Disability Policy](#). Where extra funds are not available, or the business need is insufficient to justify the extra cost, the travel request may be declined.

The University will not pay for items that are considered personal choice expenses (e.g. seat selection or excess baggage costs) unless there is clear evidence of medical need or Executive Board member approval with a justification of why it is reasonable for the University to bear the cost.

2.3.3 Accommodation, Hotels / B&Bs

Where an overnight stay is required, staff should book accommodation through the University TMC to help ensure value for money and to meet the University's Duty of Care requirements. Accommodation offered by the TMC has been evaluated to ensure it is compliant with safety requirements.

Appropriate accommodation is defined as a three star hotel in the UK and the equivalent overseas. Serviced apartments available via the TMC are also considered acceptable. Occasionally four star or higher hotels may offer a lower price than a typical acceptable three star hotel, due to special pricing promotions or the need to increase occupancy at short notice. Where the Traveller can demonstrate that a hotel outside of the normal three star policy represents better value for money and the Budget holder or Line Manager approves, then it is acceptable to book.

2.3.3.1 Conference Hotels

Travellers attending conferences or other similar events may use the TMC to book the entire travel itinerary including their hotel (at the conference rate), flights and the conference fee. This requires the Traveller to call or email the TMC (and will incur a handling charge of £15 as at June 2020).

2.3.3.2 AirBnB

The University does not approve the use of AirBnB outside of the UK as the University cannot guarantee meeting its Duty of Care requirements and individuals will not be covered by University insurance.

2.3.4 Road Travel

The most cost effective mode of transport should be used when travelling on University business.

Hire cars are generally more cost effective than the use of a private car for journeys over 100 miles in a single day. Hire cars should be booked through the University preferred supplier and paid for via Agresso. Fuel costs can be claimed via the Agresso expenses system.

In the event that employees are required to travel off site during the working day, and the round trip is expected to take less than 4 hours, the University Pool Car scheme is available. Please see the [Travel and Transport](#) pages for further detail.

In the event that the use of an employee's private car is the most cost effective form of travel, mileage claims may be made using the Staff Expense process, subject to the following.

Mileage costs for journeys to Surrey Sports Park, Manor Farm or the Research Park may only be claimed if no other reasonable form of transport (such as public transport or pool vehicle) is available, or the employee has specific needs.

It is the responsibility of the employee to ensure that they have adequate insurance in place to cover the use of a motor vehicle for business purposes.

See the [Driving at Work Policy](#)

University staff mileage rate:	45p per mile for first 100 miles 15p per additional mile
Allowance per passenger carried:	5p per mile
Motorcycle:	24p per mile
Cycle:	20p per mile

Any future addition of a staff company car scheme will include mileage rates specific to that scheme and will not be covered by the rates stated in this section of this policy.

2.3.5 ***Rail Travel***

All international rail travel must be booked via the TMC. Where appropriate and practicable, domestic rail travel should also be booked using the TMC.

To obtain value for money on rail journeys the University expect Travellers to use standard class travel unless:

- The cost of First Class is no higher than Standard Class
- The member of staff is required by the University or other sponsoring organisation to travel with someone from another institution who is not travelling in Standard Class or equivalent
- The funding sponsor for the work being undertaken allows First Class travel and will refund the full cost without the requirement of subsidy from any other aspect of the project. The payments must comply with the University's [Ethical Conduct Policy](#)

It is the Traveller's responsibility to provide any additional information to the Approver to support a request for a higher class of travel.

Irrespective of whether the conditions above are met, the Budget Holder is never obliged to approve the higher class of travel where funds are not available or the business need does not justify the extra cost.

International rail travel (including Eurostar) must always be booked using the TMC to ensure that the travel risk management tool is updated (refer to 2.3.6. regarding transfers).

Rail travel within the United Kingdom is considered a low risk means of travel but where practical should be booked using the TMC to support Duty of Care.

Personal Rail Cards may be used but only the cost incurred for rail tickets will be reimbursed. The University does not fund the purchase of rail cards.

2.3.6 ***Transfers Between Airport/Railway Station and Accommodation/Venue***

Where possible and practicable, public transport should be utilised taking into consideration cost, time and personal safety.

Where appropriate, the TMC should be consulted as to the most practical and safe options available for overseas onwards transfers, and where possible, these should be pre-booked as part of the travel itinerary.

2.3.7 **Taxis**

Where no other appropriate form of transport is available or suitable (e.g. late night travel, no practical public transport links or, risk to personal safety) the University will reimburse the cost of taxi fares incurred whilst travelling on University business via Agresso Expenses.

The use of taxis by members of staff, where the journey commences at the University, Surrey Sports Park or the Research Park, during business hours, is restricted to exceptional circumstances such as a reasonable adjustment to comply with the Equality Act. In order to justify a taxi journey there must be a verifiable business need for travel by taxi. In instances where it is necessary to transport equipment between sites, the use of pool vehicles (Enterprise Car Share tool) should be the primary option.

Booking of taxis in the Guildford area should be made through approved suppliers. Where possible overseas taxis should be pre-booked with the TMC Please refer to the Business Travel webpages <https://surreynet.surrey.ac.uk/staff-services/business-travel> or the Approved Suppliers List for current providers <https://surreynet.surrey.ac.uk/staff-services/procurement/find-supplier>

2.3.8 **Airport Parking**

The cost of airport parking should be considered against the costs and practicality of public transport and/or taxis and the cheaper options selected. The Traveller should also give consideration to their wellbeing and those of others. The University would not advise that Travellers drive immediately after a night long-haul flight.

2.4 **Other Travel Management Services**

2.4.1 **Passports**

It is the responsibility of individual members of staff to ensure that they are in a possession of a valid passport for travel. No reimbursement will be made by the University for the cost of renewal or replacement of passports or additional passports for members of staff with dual nationality.

2.4.2 **Visas**

The TMC can provide advice as to the appropriate visa required by the Traveller. The TMC should be used in the first instance to source the visa, which should be charged to the project code as part of the travel costs.

2.4.3 **Travel Money**

Money can be ordered on-line from the Post Office and collected on campus from the in-house Post Office counter.

2.4.4 **Inoculations**

The Traveller, as part of their travel risk assessment, should establish what vaccinations are required for their destination using <http://www.fitfortravel.nhs.uk>.

Occupational Health may be consulted and vaccinations are also available through the Robens Centre <http://www.rcohs.com>

Travellers may also use their own medical provider/surgery if preferred. Please note inoculations may take up to 6 weeks to complete. The Traveller must ensure sufficient time for inoculations ahead of travel as failure to enter a country due to a related discrepancy is not covered by insurance.

2.5 University Equipment

Any equipment such as laptops, mobile devices and phones being taken on a business trip must comply with the requirements of the [Data Protection Policy](#), [Information Security Policy](#) and [Using Your Own Devices Policy](#).

2.6 Reimbursement of Expenses Rules

As a general principle a member of staff will be reimbursed in full for expenses **wholly, necessarily and exclusively** incurred in the course of the University's business. All funds held and disbursed by the University, whatever their source, are subject to the terms of this policy.

In order to avoid subsequent difficulties, any expenditure not clearly falling within this policy should be discussed in advance of any expense being incurred with Finance Services who may advise that approval is sought from the relevant EB member.

The University reserves the right to refuse reimbursement for any claim which does not conform to the policy.

The CFO will have the final decision on any compliance issues.

2.6.1 *Foreign Exchange Transactions*

The University seeks to ensure that staff are reimbursed in full for expenses incurred. In the event of a shortfall arising from foreign exchange transactions where there is a difference between that generated by the Agresso system and that actually incurred, this should be separately claimed with the relevant evidence of payment (e.g. bank or credit card statement).

2.6.2 *Approval*

Self-approval will apply to UK expense claims under £50. All expenses above this threshold will require Budget Holder or Line Manager approval (details to be advised). Random audit testing will take place to ensure that claims are in accordance with the Staff Travel and Expenses Policy and have not previously been paid.

If by exception travel is booked outside of the TMC, the Traveller must seek the pre-approval of the Line Manager or Budget Holder and ensure that a Pre-approval Form is emailed (according to the form instructions) prior to travel, to instruct duty of care processes to be enabled.

2.6.3 Procedure for Claims

Expenses incurred on behalf of the University can only be processed via Agresso Expenses. Guidance on completion of the claim and pre-authorisation forms can be found on the Finance Department SurreyNet pages www.surrey.ac.uk/surreynet/departments/finance please refer to the 'How do I?' section.

- Claims must be made **within 3 months** of the expense being incurred
- Any claims made outside of this timescale will only be accepted where fully justified and signed off by the member of staff's Head of Department
- Claims must be supported by **original itemised receipts** wherever the supplier can reasonably be expected to provide them (scanned copies are acceptable)
- Credit card receipts which do not provide details of the expense are not acceptable
- Claims for rail travel (where not booked through the TMC) must be evidenced by proof of payment, not just a copy of the rail ticket
- Expenses relating to a trip should be submitted on one claim where possible
- **Costs relating to personal error will not be reimbursed e.g. copycat websites (such as ESTA or Visa websites) or additional travel costs to collect forgotten items**
- Staff should note that any attempt to submit a false claim will be dealt with under the University's disciplinary procedures

2.6.4 User Advances

Advances against proposed expenses may be given at the discretion of the Head of Financial Transactions subject to the following conditions:

- Any advance will be limited to the anticipated expenditure (minimum £200) and must be authorised through pre-approval from the Line Manager or Budget Holder, ensuring that a Pre-approval Form is lodged with the Finance Services team
- A breakdown of the anticipated expenditure is to be attached to a completed Staff Expenses Advance Form and submitted to the Payroll Department, who are responsible for the administration of advances
- An advance for personal expenses must be cleared by submission of an expense claim form no later than one month after the date the expenditure was incurred.

The Payroll process will recover the advance regardless of whether an expense claim has been approved for payment or not, therefore, it is prudent to submit expense claims as soon as possible upon completion of the agreed advance period.

2.6.5 Expenses Visa Card

Where members of staff frequently incur expenses whilst travelling on University business, they may apply for an Expenses Visa card. If approved, the card may be used off campus for specific travel, subsistence or appropriate business entertainment costs which are compliant with this policy.

Applications for this card will be considered on an individual basis, and approval must be obtained from the relevant Business Finance Partner. Purchases made using the Expenses card are subject to this policy.

Costs incurred outside of this policy will be **subject to reimbursement from the card holder** to the University and misuse of the card will be subject to disciplinary action.

2.6.6 **Subsistence**

Staff who are necessarily away from their normal place of employment, or other University locations on University business for more than 4 hours over a recognised meal time are entitled to claim for subsistence.

Claims, supported by receipts, will be reimbursed up to the maximum level of expenditure as shown below:

Breakfast	£15.00 max	Following overnight stay or journey commencing before 7am
Lunch	£15.00 max	Total cost including non-alcoholic drink. Alcohol is not claimable.
Dinner	£30.00 max	Total cost including any drink.
Overseas subsistence		Guideline rates http://www.hmrc.gov.uk/employers/wwsr-bench.pdf

The expectation is that lunchtime subsistence will be limited to that which would normally be taken whilst at work, e.g. a sandwich and fruit or similar, and a non-alcoholic drink. The cost of alcoholic drinks taken at lunchtime either in the UK or overseas will not be reimbursed.

Subsistence claims for meetings being held over the lunchtime period are only allowable if the meeting cannot be held at any other time. The meeting should take place on campus, and should be consistent with a standard lunchtime meal i.e. a sandwich and fruit or similar, and a non-alcoholic drink.

2.6.7 **Business Calls and Internet Access**

The cost of business telephone calls and/or internet access whilst travelling on University business may be claimed where accompanied by appropriate proof of payment.

Telephone calls should be made via the internet wherever possible (Skype or MS Teams for example) where internet access is provided or purchased during the same day or evening.

2.6.8 **Business Entertainment**

2.6.8.1 **Staff and Guest Entertainment**

Staff will be reimbursed reasonable entertaining costs for themselves and guests (e.g. client, sponsor or partner on a collaborative project) where there is a valid business purpose.

Guideline maximum levels of entertaining expenditure are shown below:

Lunch	£30.00 max	Per person including drinks and gratuities
Dinner	£50.00 max	Per person including drinks and gratuities

Where guests are entertained at lunchtime, the University's restaurant/catering facilities should normally be used. Only staff who can have a valid input to the business discussion should be included. The ratio of staff to guests should not normally exceed 1:1.

On an exceptional basis, the ratio can be a maximum of 3:1 for entertainment on the

University campus and 2:1 elsewhere.

No reimbursement will be made for meals taken by University staff only and where there are no external guests.

The following information should be included on the expense claim form or internal booking form:

- The name(s) of the attendee(s)
- The organisation which they represent
- The purpose of the entertainment (e.g. 'negotiation of contract')
- Where relevant, the reason for exceeding the guideline maximum level of expenditure

For guidance on staff functions and entertainment please refer to the [Staff Entertainment and Related Benefits guidance](#) on the Finance SurreyNet page under Finance Resources

2.6.8.2 Interview Entertaining Expenses

Entertainment as part of a recruitment process is only permitted in the case of senior posts (Levels 6 and above) and the guideline maximum allowance stated in 2.6.8.1 is applicable.

Guideline staff to candidate ratios for entertaining expenditure are shown below:

The University's restaurant / catering facilities should normally be used and the maximum ratio of staff to candidates should not exceed 3:1.

In exceptional circumstance external entertainment may be necessary outside of University restaurant/catering facility operating times, in which case the ratio of staff to candidates should not exceed 2:1.

2.6.9 Subscriptions and Publications

In general, personal subscriptions to professional bodies and academic/learned societies are a personal liability and should not be charged to any funds held and disbursed by the University.

An individual can claim income tax relief on personal subscriptions to professional bodies provided that the body is on the HMRC list of approved organisations. (This list can be found at: <http://www.hmrc.gov.uk/list3/>).

Subscriptions to professional bodies, academic associations and societies MAY be charged to University funds, via either purchase card or invoice, in two circumstances:

- Where the Head of Department has deemed that individual membership is necessary for the purposes of course accreditation, research functionality or conference attendance.
- Where membership is corporate or where the individual is a member because he/she represents the University in his/her specific role e.g. Universities UK, Association of Heads of University Administration (AHUA), Association of Research Managers and Administrators (ARMA).

Similarly, journal subscriptions taken out in an individual's name are generally a personal liability. In exceptional circumstances, the University may consider reimbursement where:

- Journal subscription is only available to an individual member and

- The journal will be made available to colleagues.

3 Governance Requirements

3.1 Implementation / Communication Plan

3.1.1 Stakeholder, Communications and Implementation Plan



Stakeholder,
Comms & Imp. Plan

3.2 Review and Change Requests

The planned review date of this policy is 31st December 2021

However, interim updates may be required as a result of:

- Organisational change
- Process or technology transformation
- Emerging and/or identified risks to the University and its staff
- TMC changes

Where this is necessary the following approval governance will apply:

- Administrative change (e.g. personnel changes in key ownership roles, changes of terminology used by the TMC): approval by Operational and Executive Owners are appropriate
- Allowances and key guideline information (e.g. addition, removal or material maintenance to allowances): approval by Executive Owner and the Executive Board are appropriate

Suggestions for changes will be considered where strong business rationale and benefit is demonstrated and should be referred to the Operational Owner for consideration in the first instance.

3.3 Legislative context

The following have been considered in the definition of this policy and supporting procedures:

- Health and Safety at Work Act
- Corporate Manslaughter & Corporate Homicide Act (restricted to UK)
- Data Protection Legislation
- European Working Time Directive
- HMRC Rules
- Equality Act 2010

3.4 Stakeholder Statements

A number of Faculty(s) and Professional Services staff have been engaged in the creation of this policy through common exceptions and requests for exception to the previous policy.

The content and changes to this policy have been discussed and debated in several Executive Board meetings to provide challenge to the owners, to ensure current University needs are met.

3.4.1 Equality

The policy has been reviewed in accordance with the guidelines set out by University and to comply with the Public Sector Equality Duty of the Equality Act 2010

3.4.2 Health & Safety:

The University has a Duty of Care for its staff under the Health and Safety Legislation which extends to travelling in connection with the business of the University of Surrey. Travellers shall comply with the instructions given in section 2.2.1 to fully understand the possible risks at their destination. Travellers should also complete the applicable risk assessment for travel and/or hazardous working.

3.4.3 Responsibility

The Chief Financial Officer has overall responsibility for this policy. Operational responsibility will be delegated to the Head of Financial Transactions and the Director of Procurement to support compliance management.

The Executive Dean and Pro Vice-Chancellor(s) of Faculty(s) or Heads of Professional Services are responsible for overseeing the effective enforcement of the policy with the support of the Line Managers.

The University will continue to work with the TMC to develop and evolve a suite of Management Information Reports that will help support both compliance and driving Value for Money.

Any questions regarding this policy should be addressed, in the first instance, to the Finance Service Team by emailing financeservices@surrey.ac.uk or calling X3422

Line Managers should resolve out of policy travel issues with the Traveller, and should refer to Human Resources in the event of significant or frequent breach of policy.

	APPENDIX 1 – PRESIDENT AND VICE CHANCELLOR’S TRAVEL AND EXPENSES
APP1.1	Introduction
APP1.1.1	This Appendix provides clarity and transparency in certain areas of business expenditure incurred by the President and Vice-Chancellor.
APP1.1.2	Except where stated below, the Vice-Chancellor is expected to comply fully with the general policy and procedures on staff travel and expenses set out at Section 2 above. If, in exceptional circumstances, expenditure is anticipated which falls outside Section 2 and the exceptions below, prior agreement must be obtained from the Chair of Council.
APP1.1.3	A statement of expenses incurred by the President and Vice-Chancellor under this policy will be provided to the Chair of Council, and the Chair of the Remuneration Committee on at least a quarterly basis.
APP1.2	Prior to Travel (See 2.1.4 above)
	Outline approval for all overseas travel should be obtained from the Chair of Council prior to booking.
APP1.3	Travelling with a Companion (See 2.2.3 above)
	Where the President and Vice-Chancellor is required to travel on business, either in the UK or abroad, the University will normally only consider paying for his/her spouse/partner to travel with him/her where: <ul style="list-style-type: none"> a) there is an express, and unsolicited, invitation to the spouse/partner as well as the President & Vice-Chancellor; and b) there is an explicit role for the spouse/partner to exercise in the course of the visit. <p>Prior approval should be sought from the Chairman of Council for the President and Vice-Chancellor to be accompanied by his/her spouse on business visits at the University’s expense. Such approval should be confirmed to the Finance Department. The University would bear any taxation liability arising from such approved travel and subsistence where exemption from tax is not available.</p>

<p>APP1.4</p>	<p>Air Travel – Domestic and Overseas (See 2.3.2 above)</p> <p>The President and Vice-Chancellor may choose to travel Business Class on any flight leg over 5 hours.</p> <p>On an exceptional basis the President and Vice-Chancellor may travel Business Class on flight legs under 5 hours where this can be fully justified on business grounds.</p> <p>All Business Class flights must be approved by the Chief Financial Officer, via the Travel Management C prior to booking.</p>
<p>APP1.5</p>	<p>Rail Travel (See 2.3.5 above)</p> <p>The President and Vice-Chancellor may choose to travel First Class where this can be fully justified on business grounds.</p> <p>All First Class rail travel must be approved by the Chief Financial Officer prior to booking.</p>
<p>APP1.6</p>	<p>Business Entertainment (See 2.6.8 above)</p> <p>Entertaining is an essential requirement of the President and Vice-Chancellor’s role and his / her discretion is recognised in deciding the guests he / she wishes to be invited and the costs incurred. Whilst the maximum ratios of staff to visitors for business entertaining and maximum guideline spending levels shown at 2.6.8.1 above do not apply, consideration must be given to obtaining value for money at all times.</p> <p>The expectation is that the President and Vice-Chancellor’s residence or other campus facilities should normally be used for official University entertaining. External caterers may be used where this is appropriate and cost effective taking into account the venue and timing of the event.</p>