

Code of Practice for Travel & Accommodation Expenses

Issued by : Human Resources Directorate

Date : 22 February 2001, Revised September 2001

INTRODUCTION

Policy

It is National Savings and Investments (NS&I) Agency policy that staff may be authorised by their manager to incur reasonable expenses on behalf of the Agency in the course of their employment and that such expenses shall be reimbursed. Staff who are away from home on official business should have an acceptable standard of accommodation while the Agency obtains best value for money. The Health and Safety of staff should be considered at all times.

Staff who incur expenses on behalf of the Agency without prior authority do so at their own risk, as there should be no automatic presumption that a refund will be made.

No individual should claim any payment for normal home to work travel. This is not covered by the provisions of this Code of Practice and is not admissible as a legitimate expense by the Inland Revenue.

Any attempts to defraud, falsify or claim repayment of expenses which are not allowable under this code of practice will be subject to disciplinary action. In addition, the Agency reserves the right to recover payment of any monies received which do not comply with this Code of Practice.

Exceptional payments

If any payment outside the remit of this Code of Practice is required, then the Directorate wishing to make the payment should make an application for authorisation to Human Resources, using the form provided at Appendix D. It should be noted that a tax liability may be attached to any such payment.

If during a recruitment and appointment exercise consideration is being given exceptionally to appointing an individual at a location other than the one advertised as being where the bulk of the work should normally be undertaken and this will result in exceptional travel and subsistence costs a business case to support the decision will need to be made as part of the appointment process. The Human Resources Directorate, who are required to approve these business cases will provide advice and guidance to Directorates as part of the recruitment and selection process.

Criteria for reimbursement

Where prior authorisation has been obtained, reasonable expenses will be reimbursed provided they were :-

- actually incurred
- necessary, justifiable and cost effective
- wholly and exclusively related to an authorised business activity
- adequately documented and all relevant sections of the DF101 Expense Claim Form are completed

Purpose and scope

This code defines :-

- the categories of expenditure which may be authorised
- the method for claiming reimbursement
- the circumstances in which advances of expenses may be authorised

References

- DF101 Expenses Claim (electronic version)
- DF315 Application for Advance of Expenses

CONTENTS

1. CLAIMING BUSINESS EXPENSES

- 1.1 Claim form
- 1.2 Completion of claim form
- 1.3 Authorisation of claims
- 1.4 Payment

2. TRAVEL ARRANGEMENTS AND EXPENSES

- 2.1 Hire cars
- 2.2 Use of private cars
- 2.3 Rail and Air travel
- 2.4 Other travel and travel related expenses
- 2.5 Travel by car - items that cannot be claimed

3. OVERNIGHT EXPENSES

- 3.1 Overnight hotel accommodation expenses
- 3.2 Evening meal/lunch
- 3.3 Personal incidental expenses
- 3.4 Overnight expenses in lieu of hotel accommodation

4. DAY SUBSISTENCE

- 4.1 Breakfast

5. WEEKEND AND LATE WORKING

- 5.1 Weekend Working
- 5.2 Late Working

6. OVERSEAS SUBSISTENCE

7. GRATUITIES

8. TRAINING COURSES AND EVENTS

9. TRAVEL TIME

10. TELEPHONE CALLS

11. ADVANCES OF EXPENSES

12. KEEPING ACCURATE RECORDS FOR TAX PURPOSES

13. APPENDICES

- A Mileage rates, subsistence rates and Travel Time at 1 January 2001
- B Preferred method of travel between the main NS&I/SBS sites and London
- C Useful contact details
- D Application for Exceptional Payments

1.0 CLAIMING BUSINESS EXPENSES

1.1 Claim form

To claim expenses you must use the electronic claim form DF101, which can be accessed via NS&I Personnel Information desktop and clicking on the Travel Folder. Once completed the electronic version should be printed off for authorisation. Please destroy any earlier versions of the DF101 as claims submitted on them will not be processed.

1.2 Completion of claim forms

All claims must be completed fully, accurately and supported by valid receipts

- to justify the amounts being claimed
- to meet statutory and Inland Revenue requirements
- to enable claims to be processed quickly

In addition

- the amount of any advances received should be deducted from the claim total
- all items claimed should be listed in date order
- expenses claims should be completed **within 2 days** of returning to base
- the Agency reserves the right to refuse reimbursement of any items that are more than two months old
- a clear explanation for the payments must be provided, simply entering Official Business or Training is not sufficient and a fuller explanation of the meeting or training course is required

What to claim

- if you are not sure if an item of expenditure can be claimed, you must seek advice from HR on extension 9327. *Please note that claims are subject to regular independent audit by both HR and NS&I internal auditors.*

1.3 Authorisation of claims

The claimant should print off, complete and sign the form then submit it to their manager for authorisation. The **manager is responsible** for satisfying himself/ herself that the claim is accurate and complies with the Code of Practice. If these criteria are met, claims should be authorised and forwarded to **Accounts Payable, D Wing, NS&I London**. Claims made by staff at Range B and above need not be countersigned.

Claims MUST NOT be returned to the claimant after authorisation

1.4 Payment

If the claim is accurate and properly authorised, payment will be made direct to the claimant's bank account. Where claims are identified as being outside the provisions of the Code of Practice, claimants or their manager will be contacted and payment could be refused or delayed. Please note that there is no automatic check of claims at this point but a regular audit of a random sample of claims by HR and the internal auditors will take place. It is the claimant's responsibility to check that the claim is correct and the responsibility for authorising claims rests with the line manager.

The timescales and arrangements are for payment to be sent to the claimant's banking account, normally within five working days from receipt in Accounts Payable, with remittance advice sent to the claimant's office address.

2.0 TRAVEL ARRANGEMENTS AND EXPENSES

Our policy is that staff are expected to use the most efficient and economic method of travel in line with the code of practice, taking into account not only the travel cost, including travel time but also accommodation costs, subsistence and savings in working time. Before planning the journey staff should consider:-

- is the journey/ visit really necessary?
- has video or telephone conferencing been considered as an alternative?
- who else is going? could transport be shared?

2.1 Hire Cars

When hire cars are used for business travel, the standard booking for all Agency staff is GROUP D.

- All bookings for NS staff should be made through Travel Management Services at SBS/ NS&I Durham who are under contract to provide the service to NS&I. Preferred suppliers are National Car Hire & Budget Car Hire.
- Before authorising a car hire reservation, managers should ensure that the driver has a valid driving licence. A photocopy of the licence should be retained and forwarded to Travel Management Services on request. Travel Management Services cannot book car hire without a copy of the hirers driving licence.
- If a member of staff requests an upgrade to a more expensive car than authorised, they must bear the additional cost themselves.
- The actual costs of fuel and lubricants for hire cars, supported by receipts, will be reimbursed. The hire car must be returned with a full tank of fuel, otherwise penalties will be incurred.

2.2 Use of private cars

The Agency policy is to provide hire cars for business travel where use of a car is the most appropriate means of travel. Private cars may only be used in exceptional circumstances or where there would be a substantial saving compared with hire costs.

- Drivers of private cars must have Fully Comprehensive Insurance and also be insured for business use.
- Before authorising a journey by private car, managers should obtain copies of insurance documents and hold these on file
- Mileage will be reimbursed at the Public Transport Rates. Details of these are provided in Appendix A.

Where a passenger is carried who is also undertaking qualifying business travel a passenger mileage rate as shown in Appendix A may be claimed.

2.3 Rail and Air travel

All travel should be booked through Travel Management Services at NS&I/SBS Durham by completing the Travel Request Form which can be accessed via NS&I Personnel Information desktop and clicking on the travel folder.

Standard class travel should be used wherever possible

The following criteria should determine the standard of rail travel:

- value for money
- time of travel
- whether the individual needs a quieter environment to work on the train

However, staff at Range B and above who were appointed before 22 February 2001 have reserved rights to first class travel.

- Travel by overnight sleeper should be authorised as First Class travel for all staff.
- Air travel within the UK should normally be used when it is more efficient because of cost savings in official time, accommodation and subsistence allowances. The normal standard of air travel is economy class.

2.4 Other travel and travel related expenses

- **Bus and Tube** - Where it is necessary to travel by bus or tube on official business, the actual fares will be reimbursed. Used tickets should be attached to the expenses claim wherever possible.
- **Taxis** - Taxis should only be used where it can be shown that a significant saving in time results, or where there is no suitable public transport for the journey between the airport/ station/ hotel and office. Receipts for taxi fares should be obtained and attached to expenses claims.
- **Car parking charges** - will be reimbursed where these can be justified. Receipts or tickets should be retained and attached to expenses claims.
- **Airport parking** - charges will be reimbursed. Receipts or tickets should be retained and attached to expenses claims.

2.5 Travel by car - items that cannot be claimed

- **Car and/or windscreen** washing and valeting costs.
- **Parking fines** incurred by staff while in charge of a vehicle on Agency business **will not** be reimbursed. Similarly fines incurred for other motoring offences while on Agency business are wholly the responsibility of the individual and will not be reimbursed.

3.0 OVERNIGHT EXPENSES

*Please remember that you can only claim **up to** the limits shown in the following section and Appendix A. Staff who incur expenses above these limits must bear the additional costs themselves.*

3.1 Overnight hotel accommodation and expenses

- All hotel accommodation must be booked centrally through Travel Management Services at SBS/ NS&I Durham to ensure that discounted rates are obtained. As part of this booking service, staff and the hotel will each receive written confirmation of the reservation.
- Staff must ensure that only the agreed rate shown on the confirmation slip is charged by the hotel.
- Reimbursement for room and breakfast charges may be claimed via form DF101, supported by the receipted invoice. An advance of expenses may be obtained to cover these costs.
- Staff who request an upgrade to a higher standard of room must bear the additional costs themselves.

3.2 Evening meal/ lunch

Staff may also claim reimbursement covering evening meal/lunch, **up to** the limit shown in *Appendix A*. Staff who spend above this limit must bear the additional costs themselves.

3.3 Personal incidental expenses

Staff staying overnight on Agency business can claim personal incidental expenses, for each night away from home, up to the limit shown in *Appendix A*, to cover the costs of sundries such as newspapers, private phone calls and laundry. Staff who spend above this limit must bear the additional costs themselves. Mini-bar expenditure is not reimbursable.

3.4 Overnight allowance in lieu of hotel accommodation

Staff choosing to stay with friends or relations as an alternative to a centrally booked hotel will be entitled to claim a flat rate allowance to cover the cost of all meals and accommodation in a 24 hour period (see *Appendix A*). Where this allowance is claimed, no other claims for meals are allowed. Personal incidental expenses may also be claimed up to the limit shown in *Appendix A*.

4.0 DAY SUBSISTENCE

Day subsistence rates apply to travel on Agency business where there is no overnight stay. Different rates apply for **5 to 10 hours absence** from normal work base and **Over 10 hours absence**. For rates see *Appendix A*. *Examples of calculations are shown below:*

5 to 10 hour subsistence
 Journey commenced 7:30 on day 1
 Journey ended 17:00 on last day
 17:00
 7:30
 —————
 9 hours 30 mins
 Therefore entitled to one day
 subsistence of 5 to 10 hours
 absence

Over 10 hours subsistence
 Journey commenced 7:30 on day 1
 Journey ended 20:00 on last day
 20:00
 7:30
 —————
 12 hours 30 mins
 Therefore entitled to one day
 subsistence of Over 10 hours
 absence

- When travelling by train and the arrival time will be **after 20:00** hours, the actual cost of dinner taken in the restaurant car will be reimbursed against receipts up to a maximum of the combined 5 to 10 hour and over 10 hour rates.

4.1 Breakfast

- Staff who are required to set out from home **before 07:00** to fulfil an Agency business commitment away from their normal office can claim reimbursement for breakfast to the limit shown in *Appendix A*.
- As above, where breakfast is taken on a train, actual receipted expenditure will be reimbursed.

5.0 WEEKEND AND LATE WORKING

5.1 Weekend Working

Staff authorised to work overtime at the weekend can claim reimbursement of actual travel costs incurred. Where a private motor vehicle is used payment will be made at Public Transport Rate. Staff should make use of season tickets that are valid for weekend travel when appropriate.

5.2 Late working

On occasion staff may be required to work beyond normal core hours. Staff usually know in advance if they will be required to work late due to business requirements and should therefore make their own arrangements to ensure they can get home safely.

In exceptional circumstances , for example where late working is an urgent, unforeseen requirement or no other arrangements for getting home safely can be made, the following rules apply where an individual is required to work **after 20:00** :

- When working **up to 20:00** hours, staff are responsible for making their own arrangements to ensure they get home safely.
- When working **after 20.00** hours in the office or representing NS at an evening business event:
 - * the actual cost of a meal, supported by receipts may be claimed up to the limit shown in *Appendix A*. Staff who spend above this limit must bear the additional costs themselves. (*This does not apply when meals, hospitality, or transport are already provided*)
 - * subject to approval from their Range A manager, individuals can use a taxi to the nearest Tube or Mainline Rail Station for the journey home. For staff working in London the NS&I preferred supplier Premier Despatch Co. Ltd must normally be used as this provides the best value for money for the Agency. The booking telephone number is 020-7928-4499, and you should state your Directorate's Account Number (BN100 for CEO; BN101 for Sourcing; BN102 for Commercial; BN103 for Finance and BN104 for HR). When received you should pass a copy of the invoice, signed as approved by your Range A manager, to Personnel as this will form the audit trail for this exceptional expenditure on which there will be a tax liability which the Agency will meet. Staff working outside London should make their own arrangements for a taxi and claim the receipted expense through the T&S Claim Form DF101.
 - * when working to a time when public transport for all or part of the journey is not an option *and*, wherever possible, with the prior approval of their Director, staff can use a taxi for the total journey home. If exceptionally prior approval has not been obtained, approval should be obtained post the event.

Staff should not normally stay over in hotel accommodation when working late at their base location unless exceptionally, there are personal health and safety or business beneficial reasons which should be taken into account. Staff need the approval of their Director, who must sign the individual's claim form for audit purposes.

6.0 OVERSEAS SUBSISTENCE

Reasonable expenditure necessarily incurred when travelling overseas on Agency business will be reimbursed when supported by valid receipts. Managers should take into account the UK provisions, the exchange rate and the UK Sterling equivalent to assess the claim for reasonableness prior to authorisation.

7.0 GRATUITIES

Where personal meals are taken and gratuities are paid, the total cost including the gratuity must not exceed the reimbursement limit shown in *Appendix A*.

8.0 TRAINING COURSES AND EVENTS

- Agency organised training events will normally include provision of all accommodation and meals.
- Training events organised by other suppliers may be residential but not include **accommodation** charges. In these circumstances actual receipted costs will be reimbursed.
- Where meals are not provided, the normal **day subsistence** rates will apply.

9.0 TRAVEL TIME

For Official Business or Training Courses (excluding further or higher education), certain staff (differentiated by Range - see *Appendix A*) can claim travel time **outside** standard hours, **minus** the time of their normal home to office journey.

Travel time can be claimed as either payment or toil (i.e. time). Standard hours are:

Blackpool/ Durham/ Glasgow:	London:
8:30 - 17:00 Monday - Thursday	8:30 - 17:00 Monday - Tuesday
8:30 - 16:30 Friday	8:30 - 16:30 Wednesday - Friday

Staff must have a minimum of 30 minutes travel time before they can claim payment or toil and should round up to the nearest 15 minutes, e.g. 9:25am should be rounded up to 9:30am.

A full breakdown of travel time guidelines can be found in *Appendix A*.

For payment of travel time the following must be applied:

- the claimant must provide reasons for their travel and full details on the DF101. Simply stating Official Business or Training Course is insufficient.
- the claimant must also provide a home to office travel time, as any claim must be minus your usual home to travel time, including at weekends

- the claimant must calculate and enter their travel time for which they wish to receive payment or toil

Failure to provide any of the above will result in payment for travel time being refused as inadequate information has been provided.

10.0 TELEPHONE CALLS

10.1 Business calls

- Staff who need to make regular business calls when away from the office will normally be supplied with a mobile phone. For irregular users mobile phones can be borrowed from Facilities Management.
- Where business calls need to be made from home or from a public call box, these will be reimbursed. Where applicable copies of private telephone bills should be attached to claims (e.g. for large amounts or frequent usage).

10.2 Personal calls

The costs of private telephone calls incurred while away from home on Agency business are covered by **personal incidental expenses**. (See 3.3 above)

11.0 ADVANCES OF EXPENSES

An advance of expenses may be authorised where there is likely to be exceptional personal outlay (e.g. to pay hotel accommodation charges). Applications should be made on form DF315. The form should be signed by both the applicant and authorising manager and forwarded to Accounts Payable in good time to allow payment direct to the claimant's bank account.

12.0 KEEPING ACCURATE RECORDS FOR TAX PURPOSES

Staff are responsible for keeping accurate personal records for Income Tax purposes in order to ensure that any tax relief claimed via tax returns can be substantiated. These include:

- Full documentation of business expenses which have been reimbursed by the Agency.
- Keeping full records of mileage and dates where a private car has been used for business purposes.

APPENDIX A

TRAVEL & SUBSISTENCE RATES AS AT 1 JUNE 2001

MILEAGE RATES:	
Private Car* Mileage Rate for the first 4000 miles	40p per mile
Private Car* Mileage Rate for 4001 miles and above	25p per mile
Bicycle Mileage Rate	12p per mile
Motorcycle Mileage Rate	24p per mile
Passenger Mileage Rate	2p per mile
* Hire cars should be used wherever possible. Private car mileage can only be claimed by drivers who have insurance cover for business use and where prior approval has been given.	
SUBSISTENCE RATES:	
Full Meal Allowance (covers all meals in a 24 hour period)	£20.35
Overnight (Private Address)	£25.00 including meals
Personal Incidental Expenses	£4.35
5 to 10 Hours Subsistence	£4.25
Over 10 Hours Subsistence	£9.30
Breakfast (Pre 7am departure)	£4.25
Late Working	£12.50 max. (receipted expense)

AGREED MILEAGE:	
NS&I Glasgow - Central Station (5 Miles)	NS&I Glasgow - Airport (7 Miles)
NS&I Glasgow - Durham (166 Miles)	NS&I Glasgow - NS London (416 Miles)
NS&I Durham - Charles House (274 Miles)	NS&I Durham - NS Blackpool (122 Miles)
NS&I Blackpool - NS London (242 Miles)	

The following discounted hotel charges currently apply (1 January 2001):			
Glasgow Hilton	£75.00	Glasgow Thistle	£65.00
Royal County Durham	£72.00	Three Tuns Durham	£69.00
Olympia Hilton London	£86.00	Raddison Vanderbilt London	£89.00

PAYMENT FOR TRAVEL TIME (currently under review):				
	ENTITLEMENT			
	Range B, C & D	Range A (formally PB 9)	Range A (formally PB 10)	SCS
Monday - Friday	Plain time rate or Toil	No travel time payable	No travel time payable	No travel time payable
Saturday	Time and a half or Toil	Half plain time or Toil	No travel time payable	No travel time payable
Sunday	Double time or Toil	Plain time or Toil	No travel time payable	No travel time payable
Privilege Holidays	One day off in lieu	One day off in lieu	One day off in Lieu	One day off in lieu
Bank Holiday	Double time or Plain Time plus 1 days Toil	Plain time or Toil	One day off in lieu	One day off in lieu

APPENDIX B

RECOMMENDED METHOD OF TRAVEL BETWEEN THE MAIN NS/SBS SITES AND NS LONDON

London → Blackpool - Rail

London → Durham - Rail

London → Glasgow - Air

Glasgow → Blackpool - Rail or Car

Glasgow → Durham - Rail or Car

Durham → Blackpool - Rail or Car

APPENDIX C

USEFUL CONTACT NUMBERS

Bookings for Car Hire, Rail tickets, Airline tickets, Hotel accommodation

All bookings must be emailed to Travel Management (listed as **Travel Management** on the email system) in NS&I/ SBS Durham using the electronic Travel Request Form which can be found in the NS&I Personnel Information desktop and clicking on the Travel Folder.

Staff in Range C & D must copy their line manager into the email requesting travel to comply with NS&I authorisation procedures. Travel Management will not process requests for Ranges C & D without this authorisation.

Normally **at least 48 hours** notice is required but exceptionally car hire, flights and hotels can be arranged with a minimum of 2 hours notice. Same day or next day rail tickets cannot be issued after 16:00 hours.

- **For travel enquiries**, telephone Travel Management on **5 5877** or **0191-374-5877**. The Travel Centre is open 08:30 to 17:00 Monday to Thursday & 08:30 to 16:30 on Fridays.
- **For emergencies** (e.g. car hire not delivered, hotel deny booking made, airline E-ticket not available) telephone the Travel Management emergency mobile no. **07808 822340**.
- **For Accounts Payable**, telephone **9358** or **0207 348 9358**.
- **For any queries regarding the contents and implications of the Code of Practice for Travel and Accommodation**, telephone Melanie Clare, HR on **9327**.

