



Policy - Process – Procedure

POLICY TITLE : OVERSEAS BUSINESS TRAVEL (GROUP)
POLICY NO. : CO 8.2
REVISION NO. : 06
ENTITY : CORPORATE / GROUP
DOCUMENT OWNER : HR

REV NO.	DESCRIPTION OF CHANGE	ORIGINATOR	RELEASE DATE
00			06 Aug 2012
01			01 May 2008
02			28 May 2009
03			01 Jun 2010
04			-
05	1. Incorporate Travel Policy and Overseas Business Travel Policy 5.1. Specify the responsibilities of respective functions 5.2.3. Establish the approval matrix for travel request and expenses claims approval 5.4. Advanced payment approval 5.5.3.3. Recommendation of Budget Airlines 5.2.5.1. Procedure for booking of hotels 5.6.1. Timeline for overseas trips expenses claims submission Appendix 2. Air Budget Appendix 3. Hotel Budget	HR	1 Mar 2018
06	All Clauses	HR	27 Jun 2024
07	To Apply Business Travel via HR System	HR	01 Oct 2024



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1.0 Purpose

- 1.1 To establish policy for employees traveling on official business activities and to facilitate the effective management of the company's business travel needs.
- 1.2 To define the procedures for booking of air-tickets and hotels accommodation and the guidelines for reimbursable employee expenditures for overseas business travel.

2.0 Scope

- 2.1 This policy applies to all employees across **all** countries.
- 2.2 This policy applies to business trips one (1) week or less. For business trips more than one (1) week, please refer to Overseas Assignment Policy.

3.0 Definition

- 3.1 'Overseas' shall be defined as 'out of country', i.e. out of country of base/residence and out of country of origin.
- 3.2 'Business travel' refers to travel for official business meeting(s), training, exhibition, project work or making company-related visitation.
- 3.3 HOD refers to Head of Department.
- 3.4 BU refers to Business Unit.

4.0 Policy Details

4.1 Responsibility of Departments / Travelers

4.1.1 Human Resources

To review the policy and seek approval from management on potential changes in policy.

4.1.2 Finance

To process claims according to the Company's pre-set budget.

4.1.3 Insurance

To ensure Travel Insurance is purchased, valid and renewed on an annual basis to be updated every 01 January for all travelers.

4.1.4 Traveler

- To ensure that all travel arrangements are prepared prior to business travel to avoid occurrence of any unnecessary delays or inconvenience during travel.
- To apply and obtain own VISAs in the relevant countries of business travel prior to the departure date.
- To be mindful and exercise prudence in all spending.



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4.2 Travel Authorization

- 4.2.1 Before any booking of flights and hotels, all travelers must obtain approval for travel via the Travel Request Form (TRF). TRF is to be completed at least seven (7) days before the proposed travel date. Employees who undertake business travel without proper authorization will not be reimbursed for expenses incurred and the travel period shall be considered as consumption of his/her annual leave and/or no pay leave in the event of insufficient annual leave.
- 4.2.2 Travelers to ensure all relevant information are being filled in the TRF clearly, stating any exceptions that would require additional approval.
- 4.2.3 Travel requests must be properly approved according to the below approval matrix. In the event the air-tickets or the hotel rooms exceeded the company's budget, prior exception approval must be sought before confirming the bookings:

BU/FUNCTION APPROVAL MATRIX

CATEGORY	NORMAL APPROVAL	EXCEPTION APPROVAL
	<i>(either 1 of the approvers indicated)</i>	
All Job Grades below BU or Function Head	HOD	Executive Director / Regional Head
BU/Function Head & above	Direct Manager	Executive Director / Executive Chairman

COUNTRY APPROVAL MATRIX

CATEGORY	NORMAL APPROVAL	EXCEPTION APPROVAL
	<i>(either 1 of the approvers indicated)</i>	
Below Local HOD	HOD	Country Head
HOD	Country Head	Regional Head
Country Head	Regional Head	Executive Director

- 4.2.4 Traveler is allowed to travel one (1) day before and after the scheduled business travel official dates. If a traveler is required to reach the business trip destination in excess of one (1) day in advance to prepare for the official business activity, clear indication and reason should be provided in the TRF.
- 4.2.5 Personal Extensions
- 4.2.5.1 Traveler who wishes to travel in excess of one (1) day in advance or extend after the business trip for personal reasons, must indicate clearly in the TRF for special approval by the respective approver(s).



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4.2.5.2 Approved extensions must be covered by traveler's personal annual leave and/or no pay leave in the event of insufficient annual leave to cover the additional day(s) in travel. This will also be applicable for employees who are traveling to a destination country which happens to be his/her home country. Traveler is required to, at his/her own cost and expense, take up Travel Insurance to cover the days of extension in connection with his/her personal trip.

4.2.5.3 For any extension or re-route of journey for personal reasons, all expenses should be borne by the traveler. Traveler is required to work out a price comparison, showing the difference between the original business travel route and the new travel route inclusive of the additional personal travel route and to seek for exception approval.

4.2.5.4 The Company will not be responsible for any changes to the business trip which may result in changes required for traveler's personal extensions before/after the business trip.

4.2.5.5 Travelers are required to apply the relevant leave(s) via the HR System:

- i. Business Travel for the period as approved under the TRF as stated under Section 4.2.1.
- ii. Annual Leave and/or No Pay Leave for the period of personal extension as stated under Section 4.2.5.2.

4.3 Business Travel Insurance

The Company will be responsible for obtaining travel insurance for all travelers on business trips.

4.4 Air Transportation

4.4.1 Travelers' Notes

- Travelers are advised to plan their trip and book all air-tickets in advance to secure cheaper tier rates. Last minute booking is not encouraged.
- Travelers to take note of any cancellation/Schedule Change Policy of the respective airlines when doing booking.

4.4.2 Booking of flights by Traveler

4.4.2.1 Traveler is required to book air-tickets online according to the budget for flights. Refer to Appendix 2 Air Budget.

4.4.2.2 Traveler is encouraged to book on cheaper fares and utilize budget airlines where possible for short distance flights (i.e. 1 – 3 hours). Purchasing Meals on board and baggage capped at 20 kg will be reimbursable.

4.4.2.3 Traveler will be responsible for booking all air-tickets and make



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changes in flight schedules when required, due to changes in business meetings/dealings, having his/her approving manager's agreement. Where costs exceeds the budget by SGD 300, exception approval should be obtained.

4.4.2.4 Traveler will book and pay in advance for the air tickets and make the necessary claims with approved TRF.

4.4.2.5 Traveler will have to approach his/her respective Local Procurement for booking of air-tickets in the event that they are unable to do the booking successfully.

4.4.3 Booking of flights by Local Assignment Team

4.4.3.1 For group bookings of 5 Travelers & above, Traveler to request for booking via his/her respective Local Procurement Department through email.

4.4.3.2 Upon receiving the approved TRF from Traveler, Local Procurement will source for the tickets and pay for the tickets through the company.

4.4.4 Unused Tickets/Airline Refunds

In the event that a portion of a ticket is unused, or an entire trip is cancelled, traveler is required arrange for refund from the airline. Unused tickets are transferrable, hence to be used for another trip, where possible.

4.4.5 No Show/Lateness

In the event that a traveler misses a scheduled flight, the traveler is responsible for any penalty fees such as no-show fee and/or any flight re-scheduling fee. Such penalty fee will not be reimbursable by the Company.

4.4.6 Frequent Flier Awards

Frequent traveler miles/awards (air, hotel and car rental) may be retained by the traveler. However, travel plans are not allowed to be changed to receive additional miles and/or awards for travelling on certain airlines. Should there be any change of travel plans to accommodate receipt of frequent flier awards, any excess expenditure incurred will be borne by the traveler.

4.4.7 Substitution of Expenses

Substitution of expenses is allowed when the total cost incurred by the Company is lower. For example, Traveler may be able to get lower cost airfare that requires a Saturday night stay. If so, the Company will reimburse for reasonable additional hotel and meal cost provided the total cost incurred is lower.



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4.5 Land Transportation

4.5.1 Drive own vehicle or third party vehicle

4.5.1.1 Traveler who opt to use their own or third-party vehicle as a mode of transportation to travel inter-countries for approved business travel shall be eligible to claim mileage at the following rates:

VEHICLE	MILEAGE / KM
Motorcar	SGD 0.55 per kilometer
Motorcycle	SGD 0.20 per kilometer

4.5.1.2 Traveler is allowed to claim mileage for travels between accommodation, office or meeting venue(s) solely for official business purposes. Travels for personal purposes (e.g. personal or Free & Easy entertainment, etc.) are not claimable.

4.5.1.3 Traveler's mileage claim shall base on the shortest route from the google map regardless of traffic conditions.

4.5.1.4 Incidental expenses such as TOLL, parking fees incurred relating to approved business purposes shall be reimbursed in full by the company. Such expenses must be supported by documentary evidence, such as receipt, etc.

4.5.1.5 The company shall not be liable and responsible for the following:

- i. Take up car insurance including all cost and expense relating to Car insurance;
- ii. Traffic fines incurred by the Traveler whilst using his /her own vehicle or third party's vehicle for official business purposes.
- iii. Damage or loss of Traveler's vehicle or third party's vehicle in the course of performing official business duties.

4.5.1.6 While traveling on Motorcycle may be convenient under certain circumstances, travelers are discouraged to travel on Motorcycle as far as possible for trips exceeding 100 kilometers, in consideration of their personal safety.

4.5.2 Train / Rail / Bus Travel

4.5.2.1 Traveler who opt to travel by train/rail/bus to inter-countries for approved business travel shall be entitled to seek full reimbursement from the company. Such expenses must be supported by documentary evidence, in form of receipt.



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4.5.2.2 Traveler shall make all reservations/bookings for the respective ride(s) and ensure punctuality to avoid any missing of ride, failing which traveler shall make good any additional expenses incurred to get another ticket and such additional expenses are not claimable.

4.6 Accommodation

Travel accommodation may come in various forms, including hotel, inn, AirBnB, rental apartments.

4.6.1 Traveler may self-book his/her accommodation with reference to the corresponding budget indicated in Appendix 3 Hotel Budget or from YCH approved Corporate listed hotels.

4.6.2 For all hotel bookings which includes breakfast, Traveler should not be claiming for additional breakfast.

4.6.3 Group Hotel Bookings

4.6.3.1 For Travelers attending events (i.e. events, exhibition etc) on group basis (minimum 10 rooms), room reservations will be managed by Local Procurement on site.

4.6.3.2 For two (2) or more travelers on the same business trip, it is recommended for accommodation to be on shared basis for all levels below Assistant Director (Corporate), and Deputy Head of Function (Country). Travelers who do not want to share a room may look for lower or equivalent costs to sharing one (1) room. For example, the cost of one room in a hotel is \$200, the two travelers can stay in a lower tier hotel and each room is not more than \$100.

4.7 Overseas Trip Expenses

Traveler to note the terms on Overseas Trips Expenses Claims Procedure when making necessary claims.

4.7.1 Actual business-related expenses will be reimbursed upon production of original receipts, subjected to approval of the respective trip approvers as indicated above.

4.7.2 Claimable official expenses:

- a) Flights Expenses
- b) Accommodation Expenses
Hotel, AirBnB, Rental Apartment
- c) Meals
Breakfast, lunch, dinner (does not include Minibar in room)
- d) Laundry
Only for trips exceeding three (3) days
- e) Transportation



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- Includes cost of inter-districts or inter-city travels, bus, rail fares, taxis and any other local transportation methods
- f) Official communication fees
Includes international calls (for numbers that are not call-able via instant messaging applications e.g WhatsApp, WeChat, Telegram etc), data roaming, internet access, if WIFI is not readily available.
- g) Business Entertainment
Any business entertainment pre-arranged/approved and reimbursed based on actual as supported by official receipts with purposes clearly stated.
- h) VISAs application costs

4.7.3 Unclaimable expenses

This includes all non-official business spending, or personal pleasure expenditures. Employees are discouraged to bring personal valuable items on business trips. In the event of loss of such items, traveler will be referred to Insurer for the relevant procedures to claims, and the company shall not be responsible for any reimbursement of such. Excessive baggage which are not official/business related should also be omitted.

4.7.4 All Other expenses

Other expenses not specified here but incurred solely for official purposes, with valid reasons will be reimbursed, subjected to approval by respective approving parties.

4.8 Trip Advance

Traveler of Job Grade – Executive and below, may request for trip advance to help cover expenses, subject to recommendation by managers and approval by respective HODs.

4.9 Public Holidays

Traveler shall follow the gazetted holidays of the local countries during the period of business travel.

4.10 Accompanying Party on Business Trip

Family members may accompany the traveler so long as they do not affect the objectives of the business trip. Expenditure incurred during the combined business and personal trip must be split appropriately between business and personal expense. Only expenses which are business related will be reimbursed and any additional expenditure incurred will be borne by the traveler. Traveler is required to disclose and discuss the situation with his/her manager prior to the trip.

4.11 Overseas Trips Expenses Claims Procedure

4.11.1 After Traveler returns from the trip, he/she shall fill in the Expenses Claim Form and attach original receipts with approved TRF for approval, within seven (7) days of returning to base office. After approval,



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Expenses Claim Form will be forwarded to Finance Department for reimbursement of claims within thirty (30) days from date of submission.

4.11.2 Expenses should be itemized on a daily basis except when charges appearing on a receipted Hotel bill may be included as lump sum.

4.11.3 In the case of Trip Advance being received, any excess is to be returned to Finance Department together with claims submission.

4.12 Business Continuity Plan (BCP)

As part of BCP measures, there shall not be more than 50% of senior executive management team or 50% of management employees from the same department traveling together on the same air/sea/land transportation.

5.0 Attachments

- Appendix 1 Travel Requisition Form
- Appendix 2 Air Budget
- Appendix 3 Hotel Budget
- Appendix 4 Expenses Claim Voucher

6.0 Reference Materials

- 6.1 Overseas Assignment Policy



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Appendix 2

AIR BUDGET

Embark From	Destinations	All-In Budget Cap – Air (Return)	Embark From	Destinations	All-In Budget Cap – Air (Return)
Singapore Outbound	SIN/KL/SIN (KUALA LUMPUR)	SGD 250	Singapore Outbound	SIN/TSN/SIN (TIANJIN)	SGD 900
	SIN/PEN/SIN (PENANG)	SGD 250		SIN/PEK/SIN (BEIJING)	SGD 1,100
	SIN/JKT/SIN (JAKARTA)	SGD 300		SIN/CKG/SIN (CHONGQING)	SGD 600
	SIN/SUB/SIN (SURABAYA)	SGD 300		SIN/SZX/SIN (SHENZHEN)	SGD 500
	SIN/SRG/SIN (SEMARANG)	SGD 450		SIN/CHENGDU/SIN	SGD 700
	SIN/BKK/SIN (BANGKOK)	SGD 300		SIN/CAN/SIN (GUANGZHOU)	SGD 600
	SIN/HAN/SIN (HANOI)	SGD 450		SIN/XMN/SIN (XIAMEN)	SGD 700
	SIN/SGN/SIN (HCM)	SGD 300		SIN/HGH/SIN (HANGZHOU)	SGD 430
	SIN/MNL/SIN (MANILA)	SGD 400		SIN/Tokyo/SIN (JAPAN)	SGD 900
	SIN/MAA/SIN (CHENNAI)	SGD 500		SIN/Fukuoka/SIN (JAPAN)	SGD 1,200
	SIN/ICN/SIN (SEOUL)	SGD 900		SIN/PNH/SIN (PHNOM PENH)	SGD350
	SIN/PVG/SIN (SHANGHAI)	SGD 1,100		SIN/SAI/SIN (SIEM REAP)	SGD560
	SIN/HK/SIN (HONG KONG)	SGD 500		SIN/VTE/SIN (VIENTIANE_LAOS)	SGD 700
	SIN/TAIPEI/SIN (TAIWAN)	SGD 450		SIN/PKZ/SIN (PAKSE_LAOS)	SGD 700
			SIN/LPQ/SIN (LUANG PRABANG_LAOS)	SGD 650	
India Outbound	CHENNAI/SIN/CHENNAI	INR 22,000	India Outbound	MUMBAI/CALCUTTA/MUMBAI	INR 10,000
	CHENNAI/DELHI/CHENNAI	INR 15,000		MUMBAI/BENGALURU/MUMBAI	INR 10,000
	CHENNAI/CALCUTTA/CHENNAI	INR 15,000		DELHI/CHENNAI/DELHI	INR 15,000
	CHENNAI/MUMBAI/CHENNAI	INR 10,000		DELHI/MUMBAI/DELHI	INR 10,000
	BENGALURU/SINBENGALURU	INR 22,000		DELHI/CALCUTTA/DELHI	INR 10,000
	BENGALURU/CHENNAI/BENGALURU	Road		DELHI/BENGALURU/DELHI	INR 14,000
	BENGALURU/DELHI/BENGALURU	INR 14,000		CALCUTTA/CHENNAI/CALCUTTA	INR 15,000
	BENGALURU/CALCUTTA/BENGALURU	INR 14,000		CALCUTTA/DELHI/CALCUTTA	INR 10,000
	BENGALURU/MUMBAI/BENGALURU	INR 10,000		CALCUTTA/MUMBAI/CALCUTTA	INR 10,000
	MUMBAI/CHENNAI/MUMBAI	INR 10,000		CALCUTTA/BENGALURU/CALCUTTA	INR 14,000
	MUMBAI/DELHI/MUMBAI	INR 10,000			
Malaysia Outbound	KL/SIN/KL	MYR 400	Thailand Outbound	BKK/SIN/BKK	THB 7,500
	PEN/SIN/PEN	MYR 400	Korea Outbound	ICN/SIN/ICN	KRW 1,000,000
	KL/PEN/KL	MYR 250	Japan Outbound	TKY/SIN/TKY	YEN 95,000
	PEN/KL/PEN	MYR 250		Fukuoka/SIN/Fukuoka	YEN 140,000
Indonesia Outbound	JKT/SIN/JKT	IDR 3,000,000	Philippines Outbound	MNL/SIN/MNL	PESO 18,300
Vietnam Outbound	SGN/SIN/SGN	DONG 5,000,000	Cambodia Outbound	PHNOM PENH/SIN/PHNOM PENH	KHR1,000,000
	HAN/SIN/HAN	DONG 6,000,000		SIEM REAP/SIN/SIEM REAP	KHR3,500,000
Taiwan Outbound	Taipei/SIN/Taipei	TW\$ 11,000			



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Appendix 3

HOTEL BUDGET

Country	Province/ State	All-In-Budget Cap (Incl Service charge & Tax) (Per Room Per Night)	Country	Province/ State	All-In-Budget Cap (Incl Service charge & Tax) (Per Room Per Night)
China	Shanghai	RMB650	Indonesia	Jakarta	Rp.900,000
	Xiamen	RMB400		Semarang	Rp.900,000
	Chengdu	RMB400		Surabaya	Rp.900,000
	Tianjin	RMB400	Korea	Seoul	KRW 180,000
	Guangzhou	RMB400	Malaysia	Kuala Lumpur	RM270
	Beijing	RMB600		Penang	RM260
	Shenzhen	RMB400	Philippines	Manila	PHP \$6,000
	Chongqing	RMB400	Cambodia	Phnom Penh	KHR280,000
Hong Kong	Kowloon	HK\$1,100		Siem Reap	KHR230,000
India	Chennai	INR6,200	Vietnam	HCM	VND1,800,000
	Bangalore	INR6,200		Hanoi	VND1,500,000
	Kolkatta	INR6,200	Japan	Tokyo	JPY 20,000
	Mumbai	INR6,500		Fukuoka	JPY 18,000
	Hyderabad	INR6,000	Taiwan	Taipei	NTD 3,500
	Delhi	INR7,000		New Taipei	NTD 3,000
Singapore	Singapore	S\$200	Thailand	Bangkok	THB2500