

Summary Amendments for January 1, 2015

Page	Heading	Amendment
12	Schedule F	The reimbursement amount for Hotels has been increased to from \$300.00 to \$325.00 (including taxes and fees) per night.

Policy Name:	Travel Policy		
Issued by:	Corporate Services	Approved by:	EDC
Issue Date:	Dec. 4, 2013	Date Approved:	Dec. 4, 2013
Effective Date:	February 14, 2014	Date last modified:	Dec. 3, 2013
Objective & Scope:			
<p>Objective The objective of this Policy is to define the conditions, guidelines, and procedures for Royal College business Travel.</p> <p>Scope This Policy applies to all Travellers who undertake business Travel on behalf of the Royal College and where the Royal College may contribute to the expenses associated with Travel.</p>			
Principles:			
<p>i. Duty of Care to Travellers The Royal College has a legal obligation¹ to care for Travellers, who undertake Travel on behalf of the Royal College, with the same watchfulness, attention and caution that applies to persons working on the Royal College premises.</p> <p>ii. Fair Reimbursement and Cost Efficiency As an organization funded primarily by membership dues, the Royal College has an obligation to spend travel dollars in the most cost-effective manner possible while ensuring that Travellers, who undertake Travel on behalf of the Royal College, are reimbursed for out-of-pocket Travel, and related expenses.</p> <p>iii. Canadian Revenue Agency (CRA) Compliance The Royal College must maintain compliance with CRA guidelines that require receipts to be submitted for all Travel, and related, expenses.</p>			

¹ In Canada, the requirement to provide a reasonable level of duty of care is enshrined in the *Criminal Code*. Bill C-45 is federal legislation that amended the Canadian *Criminal Code* and came into effect on March 31, 2004². Bill C-45 added Section 217.1 to the *Criminal Code* which reads:

"217.1 Every one who undertakes, or has the authority, to direct how another person does work or performs a task is under a legal duty to take reasonable steps to prevent bodily harm to that person, or any other person, arising from that work or task."

Bill C-45 also added Sections 22.1 and 22.2 to the *Criminal Code*, imposing criminal liability on organizations and their representatives for negligence (22.1) and other offences (22.2).

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Definitions:

For the purposes of this document the following terms shall have the following meanings:

Activity

Any business related gathering including, but not limited to, trade shows conferences, training, meetings, examinations, surveys and ad-hoc groups.

Activity Location

The place (city/town) in which the Activity is being held.

Corporate Billing Account

The Royal College corporate credit card used by the Travel Management Company to pay for air and rail travel.

Departure Location

The Traveller's place (city/town) of origin from which he/she is travelling.

Domestic Travel

Travel within Canada.

International Travel

Travel outside of Canada; Includes trans border Travel in North America as well as Travel outside of North America.

Local Transportation

Movement within a city/town via taxi, subway, airport shuttle, town car etc.

Lodging

A hotel, motel, inn or dwelling where the Traveller stays during Travel or while attending an Activity.

Travel

A voyage to and/or from a Traveller's Departure Location to the Activity Location via air, rail, bus, personal vehicle, rental vehicle etc.

Travel Expense Form

A form that must be filled out to receive reimbursement.

Travel Management Company

The Royal College's official travel management company of record.

Travel Suppliers

Hotels, Airlines, Trains, Buses, Car Rentals and Taxis etc.

Traveller

Anyone who undertakes travel for business on behalf of the Royal College, including but not limited to Volunteers, Employees (Part Time and Full Time), and Consultants.

Trip

A voyage for a Traveller that begins when a Traveller leaves the Departure Location and ends when the Traveller returns to the Departure Location.

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Policy:

1. Pre Trip Preparation

To help prepare for a Royal College business Trip, all Travellers should follow the Domestic Trip Checklist set forth in **Schedule A** and/or the International Trip Checklist set forth in **Schedule B**.

2. Reservations

- 2.1. All reservations for Travel and Lodging, including changes and cancellations to reservations, are to be made directly with the Royal College's Travel Management Company whenever possible.
- 2.2. Under special circumstances where it is not possible to make reservations directly with the Royal College's Travel Management Company (e.g. attending a conference where the hotel must be booked directly through the conference's website), Travellers should provide the Royal College with details of the reservation to ensure the Royal College can provide support should an issue arise during the Royal College business Trip.
- 2.3. Reservations should be made as early as possible to take advantage of advance purchase discounts.
- 2.4. Cancellation of reservations must be done in accordance with the Travel Supplier's policy for refund or credit. It is the responsibility of the Traveller to know and adhere to the Travel Supplier's policies.
- 2.5. The Royal College's preferred Travel Suppliers should be used unless the cost and/or Travel time is significantly increased or the location of the Lodging is not suitable based on availability, proximity to the Activity, or other reasonable rationale. See **Schedule C** for a list of preferred Travel Suppliers.
- 2.6. For risk management purposes, no more than four (4) Travellers should Travel on the same flight.

3. Travel

3.1. Air

Travellers may Travel by air between the Departure Location and the Activity Location in accordance with the Permitted Domestic and USA Travel Classes described in Schedule D and the Permitted International Travel Classes described in Schedule E. Reservations made on airlines that are not listed in Schedule D and Schedule E must be made in an equivalent permitted class.

- 3.1.1. The Royal College will not reimburse for upgrade certificates, personal air mile plans or lounge passes.
- 3.1.2. Necessary costs associated with Travel by air that are not otherwise prepaid as part of fare can be reimbursed including
 - Airfare change fees associated with schedule changes and cancellations
 - Airport improvement fees
 - Airport departure tax
 - Seat selection fees
 - Excess baggage or excess weight fees

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Travellers may Travel by rail between the Departure Location and the Activity Location in accordance with the Permitted Travel Classes described in **Schedule D**.

3.3. Bus

Travellers may Travel by bus between the Departure Location and the Activity Location on all bus carriers.

3.4. Rental Vehicle

Travellers may Travel by rental vehicle between the Departure Location and the Activity Location and/or within the Activity Location in accordance with the Permitted Travel Classes described in **Schedule D**.

3.4.1. Rental vehicles may be used within Canada and the USA.

3.4.2. Rental cars may be used internationally under special circumstances with prior approval from a Royal College Director, Manager or delegate.

3.4.3. The name *The Royal College of Physicians and Surgeons of Canada*, along with the *Name of the Traveller*, must be named on the rental agreement for insurance purposes.

3.4.4. Purchasing insurance from the rental company is not required within Canada.

3.5. Personal Vehicle

Travellers may Travel by personal vehicle between the Departure Location and the Activity Location and/or within the Activity Location.

3.5.1. Travellers may only claim for distances necessarily driven to attend an Activity.

3.5.2. The Royal College does not accept any liability for claims from Travellers arising from the use of personal vehicles.

3.5.3. The Royal College is not responsible for insurance and payment of insurance premiums on personal vehicles.

3.5.4. The kilometric rate payable for the use of a personal vehicle is listed in **Schedule F**. The kilometric rate payable covers any and all expenses associated with using a personal vehicle including, but not limited to:

- Gasoline, oil and other vehicle fluids
- Towing/maintenance/repairs/cleaning
- By-law infractions (Parking tickets, speeding tickets, etc.)
- Insurance premiums or any increases to premiums

4. Parking

All parking costs may be reimbursed.

4.1.1. Valet parking should not be used unless no other parking alternatives are available.

4.1.2. Fines for parking infractions will not be reimbursed.

5. Local Transportation

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Taxis, town cars, shuttles and other local transportation services may be used during a Trip.

- 5.1.1. Gratuities are included as part of the expenses for taxis, town cars, shuttles and other local transportation services.

6. Lodging

Travellers will be reimbursed for Lodging as part of Travel and/or while attending an Activity in accordance with **Schedule F**.

- 6.1. In the event it is not possible to obtain Lodging where the room rate is less than or equal to the amount listed in **Schedule F**, the Traveller must obtain pre-approval from a Royal College Director, Manager or delegate in order to be reimbursed for the full amount.
- 6.2. Internet expenses where the Internet is not included in the Lodging room rate will be reimbursed.
- 6.3. The total number of Lodging nights should not exceed the number of Activity days unless the extra night(s) is necessary due to an incompatible Travel and Activity schedules or Travel delays due to uncontrollable events (e.g. overbooked airplanes, natural disasters, strikes etc.).

7. Meals and Incidentals

Meals and/or Incidental expenses that are incurred as part of a Trip will be reimbursed in accordance with **Schedule F**.

8. Travel Assistance and Insurance**8.1. Domestic Trips**

- 8.1.1. All Travellers must have provincial health insurance (e.g. Ontario Health Insurance Plan or OHIP). Travellers should keep their Health Card with them at all times.
- 8.1.2. All Travellers should seek assistance from healthcare or emergency providers as required.
- 8.1.3. All accidents, injuries and/or similar issues, no matter what the severity, must be reported to a Director, Manager or delegate at the Royal College.
- 8.1.4. The Royal College maintains Travel Accident Insurance (accidental death and dismemberment) in the event a Traveller should sustain a loss or illness during a Trip.

8.2. International Trips

- 8.2.1. All Travellers must contact International SOS immediately for any type of Medical, Security and Travel Assistance.
- 8.2.2. For emergency medical expenses that are \$500 or less, Travellers are to cover the expense and then submit the receipt to the Royal College for reimbursement. International SOS will seek approval from the Royal College to cover any approved medical expenses over \$500.
- 8.2.3. All accidents, injuries and/or similar issues, no matter what the severity, must

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be reported to a Director, Manager or delegate at the Royal College.

8.2.4. The Royal College maintains Travel Accident Insurance (accidental death and dismemberment and out-of-country medical) in the event a Traveller should sustain a loss or illness during a Trip.

8.2.5. If a Traveller chooses to embark on personal travel during, or following, Travel on Royal College business, it is the Travellers responsibility to maintain personal travel insurance (e.g. Great West Life's Global Medical Assist) as International SOS assistance is for Royal College business Travel only.

Roles and Responsibilities:

Corporate Services

- Develop and update this Policy as required and submit for approval.
- Respond to questions pertaining this Policy and the Travel Program.
- Develop and manage an overall Travel Program that responds to the needs of the Travellers and the operations of the Royal College.
- Negotiate and manage services provided by Travel Suppliers and the Travel Management Company.

Finance

- Ensure that expenses claims are properly authorized with a signature from a Director or Manager (or delegate).
- Ensure the GL codes are appropriate.
- Ensure that expenses claims are processed.

Director, Manager or delegate

- Determine whether a Trip is necessary and provide authorization.
- Communicate this Policy to those that are under your supervision and provide guidance regarding appropriate types and levels of expenses.
- Ensure that expenses were necessarily incurred in the performance with Royal College business and that appropriate receipts are provided to support expense claims.
- Ensure that expense claims are consistent with the Policy and are verified and approved before reimbursement.

Traveller

- Become familiar with the provisions of this Policy and adhere to this Policy.

Schedule A: Domestic Trip Checklist

1. Consider alternatives to the Trip such as teleconferencing and videoconferencing
2. Obtain appropriate authorization when applicable
3. Review and adhere to the Travel Policy
4. Make reservations with the Royal College's Travel Management Company
5. Check for flight credits in your name and ensure flight credits are used or transferred prior to the expiry date
6. Review your itinerary once it has been received from the Travel Management Company and provide a copy to your supervisor when applicable
7. Understand and adhere to all Travel Supplier's change and cancellation policies
8. Make any changes or cancellations to reservations as required in accordance with the Travel Supplier's policy for refund or credit
9. Check your flight/train/bus status 24 hours prior to the departure time
10. Bring a copy of your itinerary and appropriate identification to check-in at the airport/train/bus station
11. Bring your provincial Health Card should you have to visit a doctor or hospital during your trip
12. Retain all receipts to submit when filing an expense claim or credit card report
13. Check your return flight/train/bus status 24 hours prior to the departure time

Schedule B: International Trip Checklist

1. Consider alternatives to the Trip such as teleconferencing and videoconferencing
2. Obtain appropriate authorization when applicable
3. Review and adhere to the Travel Policy
4. Conduct research
 - a. Check information on the Activity Location such as Medical Risk, Security Risk, Travel Risk, Customs & Cultural
 - Resources include [International SOS](#), [Government of Canada](#),
 - Determine if it is safe to Travel to the Activity Location
 - b. Check for required immunizations
 - Resources include [International SOS](#), [Government of Canada](#),
 - Ensure there is enough time to receive immunizations prior to the trip
 - c. Check for visas and other entry requirements
 - Resources include the Activity Location's Consulate website, The Royal College's Travel Management company, [International SOS](#), [Government of Canada](#)
 - Ensure there is enough time to obtain these documents
 - d. Check your passport and make sure it is valid for more than six (6) months following your departure date
5. Secure passports, visas/entry requirements, and obtain required/recommended immunizations or medications
6. Book reservations through the Royal College's Travel Management Company
7. Once reservations are booked you will automatically receive an email from International SOS
 - a. Review the instructions in the email
 - b. Review the Travel, Medical and Security advisories in the email
 - c. Download the assistance application for your smartphone
 - d. Demonstrate that you have read and understand the advisories by clicking on the "Confirm" button in the email
8. Sign up for the [Registration of Canadians Abroad](#) service
9. Continuously monitor information on the Activity Location such as Medical, Security and Travel Risk as well as visas/entry requirements
10. 24 Hours Before Departure you will receive a confirmation email from the Travel Management Company regarding your reservations
11. Bring a copy of your itinerary/passport/visa/immunization records/medications
12. If you plan to have a personal Trip, ensure you have the appropriate travel insurance (e.g. Great West Life's Global Medical Assist) as International SOS is only for Royal College business travel.
13. Check-in with the Royal College once you have arrived at the Activity Location
14. Retain all receipts to submit when filing an expense claim or credit card report
15. Check your return flight/train/bus status 24 hours prior to the departure time

Schedule C: Preferred Travel Suppliers

Air:

- Air Canada
- Porter Airlines
- WestJet
- Emirates Airline
- Qatar Airways

Train:

- Via Rail

Rental Car:

- Budget Rental Car

Hotels:

- The Westin Ottawa
- The Fairmont Chateau Laurier Ottawa
- Arc the Hotel Ottawa
- The Marriott Downtown Ottawa
- The Delta Ottawa

Schedule D: Permitted Classes for Domestic and USA Travel

Please note: Reservations made on air, rail and vehicle rental carriers that are not listed here must be made in an equivalent class in accordance with this schedule.

Air Canada		
Tango	Flex	Latitude
Permitted	Permitted	Permitted where the total segment time + total stop-over time is more than three (3) hours in duration

WestJet		
Economy	Flex	Plus
Permitted	Permitted	Permitted where the total segment time + total stop-over time is more than three (3) hours in duration

Porter		
Firm	Flexible	Freedom
Permitted	Permitted	Permitted where the total segment time + total stop-over time is more than three (3) hours in duration

VIA Rail				
Web Fare	Economy	Economy Plus	Business	Business Plus
Permitted	Permitted	Permitted	Permitted	Not permitted

Budget Rental Vehicle			
Compact	Intermediate	Standard	Full Size
Permitted	Permitted	Permitted	Permitted

Schedule E: Permitted Travel Supplier Classes for Travel outside Canada & USA

Please note: Reservations made on air, rail and vehicle rental carriers that are not listed here must be made in an equivalent class in accordance with this schedule.

Air Canada				
Economy Classes			Business Classes	
Tango	Flex	Latitude	Executive Class Lowest	Executive Class Flexible
Permitted	Permitted	Permitted	Permitted	Not permitted

Qatar Airways		
Economy Classes		Business Classes
Flexible		Business Semi- Flexible
Permitted		Not permitted

Emirates Airways	
Economy Classes	Business Classes
Economy	Business
Permitted	Permitted

Schedule F: Reimbursement Guidelines and Procedures

Lodging Reimbursement

Within Canada = Up to \$325

The Royal College will reimburse to a maximum limit of three hundred twenty-five dollars (\$325), including all taxes and fees, per night. This amount is for Lodging only and does not include meals & incidentals, parking, Internet, or phone charges.

International (Including USA)

A reimbursement for the cost of a standard hotel room at an American Automobile Association (AAA) Four Diamond (or four star) property will be provided.

Meals and Incidentals

Travel Day(s) = Up to \$50

This is a day where the Traveller does not have an Activity but is travelling to/from the Activity Location to/from the Departure Location.

Activity Day(s) = Up to \$50 when two meals are provided.

Activity Day(s) = Up to \$150 when less than two meals are provided.

This is a day where the Traveller has an Activity.

Pooling Meal and Incidental Reimbursement Amounts

Reimbursement amounts for Travel Day(s) and Activity Day(s) may be pooled. For example, for two (2) Travel Days (\$50 x 2) and one (1) Activity Day (\$150 x 1), the Traveller can be reimbursed up to two hundred and fifty dollars (\$250).

Personal Car

The Royal College will reimburse an amount of **fifty-four (54) cents per kilometer** when a personal vehicle is used in accordance with this Policy.

Reimbursement Procedures

1. A Travel Expense Form must be completed and submitted by a Traveller and then approved by a Royal College Director, Manager or delegate.
2. Receipts are required where actual expenses are to be reimbursed.
3. Receipts are not required for personal car mileage allowance or for air or rail travel charged directly to the Royal College corporate billing account.
4. All receipts must be submitted with the Travel Expense Form. Photocopies and scans of receipts are acceptable. If an official receipt is lost, a hand written receipt is acceptable but must be signed by a Royal College Director, Manager or delegate.
5. Completed Travel Expense Forms and receipts are to be submitted within forty (40) business days from the date of travel.
6. The Royal College's Finance department will provide reimbursement once all forms and receipts have been received with the proper approval.
7. All Travellers who submit Travel Expense Forms should enroll in Electronic Funds Transfer through the Finance Department.