

Global Travel Policy

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1 Introduction

- 1.1 International travel is a key factor in the successful operation of Sightsavers. It is considered vital to build successful relationships and carry out our work. Action must be taken to ensure that it is necessary, cost effective and meets security guidelines. International air travel is a carbon hotspot for Sightsavers and alternative options, if appropriate, should be considered during deliberations.
- 1.2 This document exists to outline the requirements, necessary compliance and monitoring processes which are in place and to which travellers must adhere.
- 1.3 Additional information can be found on the intranet under the travel page.
- 1.4 This policy is designed to complement the Global Physical Security Policy, the Global Health and Wellbeing Policy and the Expenses Policy.

2 Purpose and Principles

The purpose of the Sightsavers Travel Policy is to ensure that:

- 2.1 Travel is undertaken only for a valid business purpose - authorisation from the appropriate manager is required.
- 2.2 Travel is as cost and resource effective as possible.
- 2.3 Travel costs incurred are in accordance with the Expenses and Credit Card policies. Travellers must refer to both policies for details.
- 2.4 Travellers are safe and secure, and financially protected whilst travelling
- 2.5 Travellers stay healthy whilst travelling
- 2.6 Travellers ensure they have the appropriate documentation throughout their trip

3 Scope

- 3.1 This document is applicable to all employees, contractors, consultants, trustees, donors and anyone travelling on behalf of Sightsavers.
- 3.2 Regional and country specific guidelines, procedures or variations may apply. Travellers should check with their manager, the intranet sites or the Travel and Security teams.

4 Responsibilities

4.1 It is the responsibility of the organisation to:

- Monitor the safety of travel in the countries in which the organisation operates
- Monitor the safety of travel to all other countries to and in which we travel
- Ensure more stringent approval procedures are carried out for high-risk travel (see the Global Physical Security Policy for details)
- Provide the tools/training needed to ensure employees are prepared
- Provide resources and support in case of emergency
- Provide the necessary pre and post travel health support via appropriate suppliers
 - o Travellers are responsible for contacting suppliers directly for support
 - o Costs relating to these services should be paid via expenses or credit card
- Cover all reasonable and necessary business-related expenses incurred in the course of travel
- Be aware of cost but ensure safety is paramount when considering and arranging travel
- Limit the environmental impact of travel and strive to be a more sustainable organisation

4.2 It is the responsibility of the line manager to:

- Discuss with the individual the purpose of the trip, and ensure they are kept informed whilst preparations take place
- Support the selection of the most cost-effective travel options
- If the trip is to attend a meeting, consider whether it is both possible and appropriate to join virtually and still engage meaningfully
- Read and comply with the Travel Policy, Global Physical Security Policy, Global Toil and Overtime Policy and the Expenses Policy
- Ensure the traveller attends any mandatory/necessary travel security training in accordance with the Global Physical Security Policy
- Hold a copy of the travel itinerary and contact details during the period of travel and remain in contact with the traveller throughout the trip
- Comply with enhanced check-in or monitoring processes recommended for high-risk visits
- Approve expenses in accordance with the policies and rules of Sightsavers (for details see the Expenses Policy)
- Discuss any reasonable adjustment required and take further medical advice from Occupational Health as necessary

4.3 It is the responsibility of the traveller to:

- Ensure that requests are for necessary travel only
- Read and comply with the Global Travel Policy, Global Physical Security Policy, the relevant country specific security plans, Global Toil and Overtime Policy and the Expenses Policy
- Take necessary steps to ensure that travel can be arranged in a timely and cost-effective manner
- As costs may vary depending on how far in advance the booking is made, the traveller should involve the travel team as early as possible
- Take necessary steps to gain and provide security and line manager approval, ensuring the line manager has copies of the itinerary and communication plan

- Check in with their manager (or equivalent) at a minimum once per day and on safe arrival to and departure from visiting countries. Visits to high-risk countries are likely to involve more stringent check in procedures, which will be discussed with the traveller prior to the trip taking place
- Complete the travel request on the service desk as completely as possible to allow the best alternative fares to be offered
- Prepare for the trip using the relevant tools, including attending any mandatory travel risk management and/or hostile environment awareness training
- Take sensible and reasonable precautions whilst travelling to ensure own and any travel companions' safety
- Ensure prompt notification of security incidents or concerns during travel
- Recognise that they are an ambassador for Sightsavers whilst travelling
- Respect and be sensitive to the local culture and working environment of the countries and people being visited, including appropriate dress
- In cases where an individual is travelling with or arranging travel for a non-Sightsavers employee, necessary steps must be taken to ensure that all procedures are followed
- Monitor local updates or events which may cause disruption to travel arrangements and plan accordingly
- Make line manager aware if any reasonable adjustments are required

5 Approval

It is the responsibility of the traveller to ensure their line manager approves each trip.

5.1 Travellers

Flights, accommodation and traveller expenses are subject to the finance approval guidelines and delegated authority limits.

If you would like to add personal travel onto your trip, you must obtain approval from your line manager and bear any additional costs.

5.2 Manager approval

An assumption will be made that all travel requests submitted to the Travel team or the Sightsavers outsourced group events company have the appropriate manager approval.

5.3 Financial approval

It is not practical, given the time sensitivity of flight costs and the availability of line managers, to request/obtain approval of exact costs at the time of booking. Therefore the traveller has financial approval for spend up to GBP 2500.

Cost centre and project codes should be confirmed when submitting the travel request via the service desk and approval should be sought from the appropriate cost centre manager (if this is not the line manager).

Secondary approval will be sought for travel where costs are greater than GBP 2500.

Additional approval from the CEO or, where the traveller is the CEO, by the Chief Operating Officer is required in all cases where business class travel is requested, with the exception of pre-approved medical exemptions.

Staff will normally travel economy class, although in rare cases staff may travel premium or business class to accommodate reasonable adjustments relating to a health condition or disability, or where there is a particular intensive travel schedule including long flights and/or when the staff member is required to perform in high level meetings immediately on arrival.

5.4 **Safety and Security Approval**

This is embedded within the travel booking process on the service desk, where all travel requests must be directed. Travel requests to countries assessed as high risk are automatically sent to the Physical Security team for approval prior to booking.

Additional factors which may make the travel high risk (such as the visit being timed close to an election or presence of high-profile personnel) will also require approval from the Physical Security team.

If your destination is medium to high risk and you would like to add personal travel onto your trip, approval must be sought from the Physical Security team in advance.

5.5 **Trustees**

Sightsavers Trustees are required to travel to attend meetings of the Sightsavers' boards. For some Trustees, this may require international travel. There may be travel required outside of scheduled governance meetings, where a Trustee undertakes additional tasks such as audit, fundraising or evaluation work. There is also considerable value in Trustees visiting Sightsavers' programmes. This travel is arranged for at Sightsavers' expense by the Sightsavers Travel team.

Trustees who are travelling on Sightsavers business are expected to comply with the Sightsavers Travel Policy and the Global Physical Security Policy. Exceptions to the financial limits, approval and expense restrictions of the Sightsavers Travel Policy are made for those Trustees opting to self-fund their travel to low-risk destinations, such as the UK for Global Board meetings.

A Trustee who wishes to travel to visit any of Sightsavers' programmes or operations should discuss plans at an early stage with the CEO or management team. All such travel must be arranged through the Sightsavers Travel team and in consultation with the Physical Security team.

6 Types and Standards

6.1 Air

All international flights must be booked through the Travel team via the service desk. Domestic flights must be booked through the local office.

Sightsavers policy mandates the use of flights which are cost effective. This is defined as an economy class fare close to the time(s) requested on the service desk ticket regardless of routing, restrictions, penalties, or airline. If a traveller is a member of any air mileage programmes, it is the responsibility of the traveller to manage this directly. A flight will not be booked based on air mileage accounts.

The number and duration of stopover(s), the safety and service record of the airline(s), the acceptability of the airport(s) in which time needs to be spent and the overall length of flight(s) are taken into account.

The majority of airlines do not allow exit row/extra leg room seats to be pre-booked. However many do allow this at check-in at a cost. In such cases the traveller may book these and reclaim the costs via expenses.

The Travel team will advise on the limited range of circumstances under which Sightsavers will reimburse costs incurred for access to airport lounges.

6.2 Rail

In certain locations, it may be appropriate or preferable for travellers to use rail networks. Rail services in countries rated as medium or high risk should only be used once assessed as safe to do so. Please submit your request on the service desk and a member of the Physical Security team will discuss your proposed plans.

If you are travelling within Europe, Eurostar and other providers offer cost effective and regular rail services. They also have the advantage of lower carbon emissions. The Travel team will assess whether this is appropriate based on your destination(s) and will provide this option if so.

6.3 Accommodation whilst travelling

Sightsavers policy is to ensure that accommodation is in selected hotels which meet security, cost and service criteria. Mid-range 3-4 star properties are selected where possible. Given the high cost of food and beverages in hotels and in an effort to reduce costs, in areas where eating out is an easy alternative, bookings may be on a 'room only' basis.

In frequently used locations the Travel team/local offices and the Physical Security team have identified a number of properties that meet requirements. In some cases, a specific advantageous rate has been contracted so bookings must be made at these hotels when possible.

In countries where Sightsavers has offices, accommodation requirements must be addressed to the local office who are responsible for booking and paying for hotels in their country (as per the Expenses policy). Only in cases where the local office is unable to assist should the travellers contact the Travel team with details of their

requirements. Direct bookings must not be made without the permission of the local office or Travel team.

In countries where Sightsavers does not have offices, unless accommodation is arranged and paid for by a third party, all accommodation requirements must be made through the Travel team to allow for central payment and traveller tracking. The Travel team may require additional information regarding the travel itinerary to best select the most appropriate property.

For extended stays or non-hotel bookings, please contact the Travel team.

Sightsavers has minimum safety and security standards in place for selecting hotel accommodation. A list of approved hotels has been compiled by the Physical Security team in most of the higher risk areas complying with the required standards. These should be used to ensure the correct provision of fire safety equipment, emergency exits and access control that is compliant with the required standards.

6.4 **Ground transport**

Where available, travellers must make use of Sightsavers cars and/or drivers. Public transport should only be used if it is safe to do so and is permissible within the country security plan.

Public transport costs should be paid for personally and then reclaimed in accordance with the Expenses policy.

When visiting locations where there is an office, local staff must arrange transportation (including but not limited to airport transfers). The Sightsavers car/driver should be used where possible. Alternatively, the local office may offer a trusted and contracted alternative. Full details of the airport pick up including name and contact mobile phone number of the driver and travellers must be obtained by all parties in advance of travel. Additional procedures for airport pick-ups in specific countries will be found in the relevant security plan. Staff are required to check in with their line manager and a representative of the local country office upon safe arrival in country at their accommodation.

In locations where Sightsavers does not maintain an office, travellers are advised to contact the host for advice and, where necessary, support with regard to ground transportation.

In cases where there is no host, the traveller must contact the Travel team. Staff in these circumstances are required to check in with their line manager upon safe arrival in country and at their accommodation.

Telephone fees incurred as part of a check-in procedure are eligible for reimbursement as an expense.

6.5 **Visas**

It is the responsibility of the traveller to ensure that visa and other documentary requirements are met. The time needed to obtain required visa(s) must be factored into travel plans.

At the time of the initial travel request, the traveller must check visa requirements and take action accordingly. It is required that all travellers travel on appropriate business visas. Tourist visas should not be utilised for business related travel.

Note that whilst some embassies do have express services, these are at additional cost and should only be used in exceptional circumstances.

The entry requirements in certain countries require travellers to hold and present yellow fever, or other vaccination cards on arrival. Travellers must keep the certificate with their passport and it should be carried on all trips.

6.6 Journalists

It should be noted that many countries have specific rules with regard to journalists.

The definition of a journalist is set by the country to be visited. Any traveller who is involved in the production of images or text which are for publication may be treated as a journalist and it is recommended that any such traveller contacts the embassy of the country to be visited to ensure all specific requirements are known and met prior to the visa request.

It is the responsibility of the staff member or hirer (in the case of contractors) to ensure that any relevant requirements have been checked with the necessary embassy and addressed accordingly.

7 Health

It is the responsibility of the traveller to ensure that the correct vaccination and medications have been obtained for the proposed trip. If the traveller needs to take prescribed medication on their trip, they must check these are permitted in the country being visited prior to travel.

Sightsavers will pay for all reasonable expenses that are incurred by the employees or other stakeholders in order to stay healthy whilst travelling on Sightsavers behalf, including the cost of any vaccinations that are a requirement for travel.

Travellers may require reasonable adjustments for their trip and it is recommended that these adjustments are stated when submitting a travel request. Depending on the adjustment, the Physical Security team may need to coordinate with the visiting office, our travel security providers and the traveller in advance.

Sightsavers may decide to seek health advice from our Occupational Health provider or another doctor or specialist. For more information, please refer to the Global Health and Wellbeing policy.

If travellers become unwell as a result of their travel, Sightsavers will take all appropriate actions to assist their return to full health, taking into account local country health service provision.

Employees are expected to take reasonable steps to protect their own health. If a traveller is considering taking part in any high-risk activities during personal time, they must seek approval from the Physical Security team in advance. Sightsavers has a duty of care for all travellers, even if annual leave is taken during a work trip.

Where a vaccine is a condition of entry into a country, all travellers must meet these requirements before travelling on Sightsavers behalf.

8 Insurance

Sightsavers group travel insurance covers all those travelling on Sightsavers' business, as long as they are deemed as fit to travel by a medical professional.

If you decide to add on any personal travel during your trip, you must obtain and pay for your own travel insurance for this period. If your destination is deemed as medium or high risk, approval must be sought from the Physical Security team in advance.

If you intend to travel with anyone who is not an employee or an equivalent working colleague and they are not travelling on Sightsavers business, you must obtain email approval from your Senior Director and Head of Corporate Services in advance.

For policy information, please go to the travel page on the intranet.

In the event of loss or theft the traveller must:

- Inform the country office and Physical Security team to seek advice
- With support of the country office and Physical Security team, obtain a police report, case number or similar document or reference
- Cancel any stolen card(s) either corporate or personal as soon as possible
- Inform the Finance Operations team immediately if your corporate card has been lost or stolen
- If your IT equipment has been lost or stolen, inform the IT team and Compliance team immediately
- Request a travel insurance claim form from the service desk and complete this as soon as possible

It is strongly recommended that copies of any important documentation or items such as credit cards and passports are taken and kept separately

9 Security

Security is managed within the Global Physical Security Policy and Country Specific Security Plans. Employees must refer to these documents for detailed principles and procedures. Emergency phone numbers should be logged into mobile phones prior to departure and travellers should receive a security briefing from the Security Focal point (where there is a Sightsavers office) within 24 hours of arrival.

Travellers intending to visit a high-risk destination (or countries with high-risk areas) require advance approval from the Global Head of Security and Crisis Management, or another member of the Security team in all circumstances.

Travellers are required to complete an 'Enhanced Personal Information Form' which includes emergency contact details and proof of life questions in the event of a serious incident. This should be checked and updated before each trip.

As outlined in the Global Physical Security Policy, Sightsavers' travellers have no right to remain in a country if it is deemed unsafe during their visit (for example due to an

increase in risk levels). Travellers will be repatriated to their country of origin as soon as reasonably practical in this circumstance.

To identify if a country is high risk, please review the Country Risk Ratings on the Risk Dashboard under Physical Security available on the intranet.

Travellers must attend mandatory security training prior to travel and follow Physical Security team advice both before their journey and whilst they are away.

Although cost is a factor, traveller safety will not be compromised and remains the priority under our Duty of Care.

10 Costs and Expenses

All international flights must be booked through the Travel team, with domestic flights booked through the local offices.

In countries where there is a local office, accommodation must be booked and paid for by the country office. Any other accommodation must be booked through the Travel team.

Sightsavers will pay for all reasonable expenses incurred by employees for the purpose of travelling or during your trip. Sightsavers will reimburse actual costs incurred, rather than pay daily allowances (although some specific allowances may be agreed within a region or country. Please see the Africa per diem guidelines available on the intranet for more information).

For specific rules about what can and cannot be claimed, refer to the Expenses policy.

11 Travel booking process

Sightsavers is committed to maintaining appropriate processes to ensure that the travel approval and booking procedures underpin the principles of the policy and in particular valid business purposes of travel and the safety and security of those travelling.

There are a number of steps the traveller must follow when made aware of the requirement to travel and these are outlined below:

11.1 Planning

Prior to contacting the Travel team, the traveller must discuss the proposed trip with their manager and start the security approval process via the service desk.

Travel costs are extremely time sensitive. As a cost control measure, it is strongly recommended that, where possible travel is booked a minimum of two weeks prior to the departure date.

11.2 Approval

The Travel team will not book travel without security approval, which should be obtained through the service desk.

11.3 Flights

The Travel team will source suitable flights based on the submitted travel request. Note that cost is a significant factor, together with the date and time requested.

A traveller's request for a specific routing or airline will not be treated as a deciding factor.

Justification and approval for any alternative selection will be required for reporting purposes. Such reports are supplied to the management team on a monthly basis.

11.4 Accommodation

When arranging flights the need for accommodation should be considered and included in the travel request. For more information, please refer to section 6.3 of this policy.

12 Post travel

Travellers must report any physical or information security incidents during their trip as soon as it is safe and appropriate to do so. Travellers must report incidents to the Security Focal Point in the country office and if not available, the Global Security team either by email or by contacting the team on the Global Emergency number.

If travellers wish to raise concerns regarding safety and security procedures or their experience after a visit, they should raise this directly with the Physical Security team at their earliest convenience. In the case of incident reporting, travellers should receive a full debrief from the Security team on their return.