Title: **Travel, Subsistence, and Expenses - Group Procedure**

Business functions: **Applicable to all functions across Sanctuary Group**

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Sanctuary Group:
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Objective

To detail the procedure required for booking travel and accommodation, and the processes which must be followed to claim reimbursement of expenses incurred when travelling on Sanctuary Group (Group) business.

Document applies to

All members of staff employed by or carrying out work for the Group who may incur expenses while travelling on Group business, or who may need to book travel and accommodation for the purposes of their work.

Review

October 2025	Formal review - Update to business mileage reimbursement.

Appendices

Appendix 1 - Business mileage picture examples
Appendix 2 - Expenses categories and allowances
Appendix 3 - Risks and review criteria

1. Expenses

- A summary of those expenses which may be reimbursed are detailed below and summarised within **Appendix 2**.
- The Group reserves the right to withhold payment where expenses claimed for are outside of the provisions of this procedure and the associated policy.

2. Travel

- On occasions, it may be necessary for staff to travel to a location other than their normal place of work. In these instances, the Group reimburses reasonable expenses, depending on the mode of transport used. Line managers must approve any business journey in advance.
- Before booking travel, you should consider whether travel is necessary. Other forms of communication should be considered, for example, video conference, telephone, or Webex.
- If travel is considered essential, all directors, managers, and employees are responsible for selecting the most environmentally friendly and cost-effective travel option to ensure the Group delivers on both its social and economic objectives.

2.1 Travel by car:

- Business mileage is reimbursed in accordance with the following:
  a) Employees with a company car should make business mileage claims through Concur (the HR Portal) following the mileage recording process as set out in the Driving at Work - Group Procedure, using **Appendix 1** - Business mileage picture examples.
  b) With the exception of business mileage, all other expenses require receipts. The employee must complete the online expenses report, print a copy, attach the receipts and send it to their line manager for them to countersign.
  c) The line manager will need to 'approve' or 'reject' the expenses claim online by logging on to Concur. The paper copy of the expenses form and attached receipts must then be forwarded to Corporate Shared Service Centre (CSSC). As fuel, repairs and maintenance costs are paid for by the company, no additional payment is made for business mileage.
  d) Employees in receipt of a Company Car Buy Out allowance must claim the business mileage rate relevant to their scale, as listed in **Appendix 2**. They must complete an online expenses report on Concur following the process above, claiming business mileage only.
- If you use your own car for business purposes, including protected Essential Car User (ECU), you must claim mileage at the appropriate standard mileage rate, as stated in **Appendix 2**. You must complete an online expenses report on Concur, claiming business mileage only.
- Should you be required to drive on Group business, a hire car or pool car can be provided for this purpose, as an alternative to using your own vehicle.

- Before using your own car for company business, you must ensure that you have an appropriate and road-worthy vehicle that is suitably maintained, insured, and taxed. Any additional cost charged by your car insurance company for business will not be covered by the Group. If using your own vehicle, please refer to the Driving at Work - Group Procedure for details.
- Car sharing is encouraged where this can be practically arranged.
- The Group reimburses car parking charges that are incurred whilst on company business, but not those payable at the normal place of work. Likewise, the cost of any congestion charge or toll road fees are reimbursed. Valid receipts are required.
- Should you regularly travel into the London congestion zone, and you have a commercial vehicle, you must inform Fleet Services, who can add you to the Fleet Automated Scheme, which removes the need to pay for each journey directly. Please note that company cars are not automatically added to the list, so please check with Fleet Services to ensure it is added
- Any speeding fines or parking tickets, incurred whilst on company business, are the responsibility of the driver to pay.
- The Driving at Work - Group Procedure provides further information regarding the driver documentation required for company vehicles and employees using their own car for Group business, and further information about driving whilst on company business.

Note: all driving documentation must be valid. Should any documentation be invalid, mileage expense claims will not be paid.

2.2 Travel by rail:

- Where it is more practical, you may travel by rail when on company business subject to the limits stated in **Appendix 2**.
- The procedure for booking rail travel is:
  a) Request access to Click Travel Single Sign on list
  b) If you do not need access, any Click Travel user can book on your behalf.
  c) Book journey via the Click Travel platform.
  d) Confirmation from Click Travel is sent to both Traveller and Booker.
- If you are not making the booking yourself, you must give as much notice as possible.
- Rail tickets can be Ticket on Departure (TOB) free of charge where the reference number is entered into the TOD machine at any station. Rail tickets can also be requested by eTicket to a valid email address if there is no TOD machine at the station.
- You are expected to travel by standard class.
- If you (the originator) have a discount card such as Young Person's Rail Card this should be identified when requesting your ticket. You must ensure the card is readily available to show to ticket inspectors.

2.3 Rail cancellations and amendments:

- Certain ticket types are non-refundable but can be amended for a small fee. If tickets need to be cancelled/amended, you can do this via the Click Travel platform or contact the person that booked on your behalf.
- In the event that you are ill on the day you have planned to travel by train, you can either cancel via the Click Travel platform, ask the person that booked on your behalf to cancel, or if neither option is possible, contact Group Procurement to cancel.

2.4 Travel by air:

- For journeys exceeding 250 miles one way, you may travel by air if agreed in advance by an appropriate Director.
- You can make the booking through Click Travel if you have access, or you can forward the request to your Director's P.A. who will make the booking.
- If it is not possible to use Click Travel and you have a Government Procurement Card (GPC) or a member of your team has a GPC, the GPC holder can make the booking directly with the relevant airline.
- The procedure for requesting a flight is as follows:
  a) Request access to Click Travel Single Sign on list
  b) If you do not need access, any Click Travel user can book on your behalf.
  c) Book the journey via the Click Travel Platform.
  d) Confirmation from Click Travel is sent to both Traveller and Booker.
  e) It is the responsibility of the booker to select the cheapest option that meets travel requirements.
- You are expected to travel in standard class.
- You must take the booking confirmation/itinerary with you to the airport, together with a valid passport.

2.5 Flight cancellations and amendments:

- Passengers who fail to turn up at the airport without notifying the airline may have their return flight cancelled automatically. Most flights are booked as budget tickets and are non-refundable. If a change to flight times is required, charges should be discussed with the appropriate budget holder before making the changes through Click Travel.

2.6 Travel by taxi:

- A taxi may be used where it is not possible to reach your destination via another method. Any journeys must be agreed in advance by your line manager and claimed back via expenses. Where possible, you should use public transport.

3. Hotel accommodation

- Where there is a need to stay overnight on company business, hotel accommodation may be booked, subject to the limits stated in **Appendix 2**.
- The procedure for booking hotel accommodation is:
  a) Request access to Click Travel Single Sign on list.
  b) If you do not need access, any Click Travel user can book on your behalf. If still unsure, contact your Director's PA.
  c) Book accommodation via the Click Travel platform.
  d) Confirmation is sent from Click Travel to both Traveller and Booker.
- In exceptional circumstances, accommodation may be:
  - booked directly and the cost reclaimed via the expenses process; or
  - booked directly using a valid GPC.
- Bookings should be made on a 'bed and breakfast' or 'dinner bed and breakfast' rate, where available.
- Where a hotel has a restaurant on site and the hotel offers bill-back, dinner can be billed back to the Group through Click Travel subject to the meal limits stated in **Appendix 2**. Whilst having an evening meal on company business, only one alcoholic drink can be billed back.
- Where it is not possible to book a room with dinner and breakfast included, you can pay for any meals by one of the following ways:
  - if you are a regular traveller with a GPC, you may use this to pay for meals; or
  - if you are not a regular traveller and do not have a GPC, you would need to pay for any meals yourself and submit an expense claim with valid receipts attached.
- Note that in cases where you need to be reimbursed for an evening meal through expenses only one alcoholic drink will be reimbursed.
- You should take a copy of the booking confirmation for reference when checking in and out of the hotel.

3.1 Incidental expenses:

- Any incidental expenses not included in the original booking confirmation for example, room service charge, 10 per cent tip for meals, telephone calls, Wi-Fi (for business purposes if not included in the room rate) are subject to the limit stated in **Appendix 2** and must be settled separately by the guest on checkout.

3.2 Hotel parking:

- If hotel parking is not included in the original booking confirmation, any hotel parking costs incurred on company business can be claimed back through expenses and receipt(s) should be attached to the expenses form.

3.3 Staying with a friend/relative:

- Where you are able to stay with a friend/relative, rather than use hotel accommodation, the cost of a small gift or meal for the friend/relative, up to the value stated in **Appendix 2**, may be reimbursed in place of accommodation costs.
- Your meal costs may be reimbursed in addition to this where receipts are provided.

3.4 Hotel cancellations and amendments:

- Minimum cancellation notices are stated in the booking details from Click Travel.
- Any failure to notify of cancellations prior to the stated time limit may result in the hotel charging the full rate for the stay. You should either contact Click Travel to advise of a cancellation.
- Bulk bookings of ten or more hotel rooms can be made by contract and a minimum requirement of seven days' notice is usually required for cancellation.

4. Meals and drinks

4.1 Breakfast:

- Where a hotel does not provide breakfast, or you are required to leave home before 7am for company business, the cost of breakfast may be claimed via reimbursement through expenses.

4.2 Lunch:

- When working away from the normal place of work and lunch is not provided, it is expected that you will make the same arrangements as for a normal working day (for example, take a packed lunch, purchase lunch locally, etc.). The cost of lunch is therefore not normally reimbursed.
- On the rare occasion that you do not leave for work from home (for example, stays at a hotel the night before an event) and would normally prepare a packed lunch, the cost of lunch may be claimed.

4.3 Evening meal:

- When staying overnight on company business, or it is impossible to reach home before 8pm, the cost of an evening meal may be claimed.

4.4 Refreshments:

- When a car journey exceeds two and half hours, if you have not made a claim for a meal as stated above, you are encouraged to take a short break with refreshment.

4.5 External meetings and refreshments:

- Where possible, meetings should be held on Group premises in the first instance.
- Should this not be possible and there is a requirement to hold a meeting at an external venue, this must be authorised by an Executive Director. In addition, any requests for refreshments at an external meeting venue must also be approved by an Executive Director. For details of how to book an external meeting room, please refer to Pulse.
- Sanctuary Care and Supported Living employees working in care services accompanying residents to a restaurant, pub or similar should submit a claim via the Home's petty cash system or submit an expense claim to be reimbursed via Payroll (claims supported by receipts) in line with the expense limits.

5. Other costs and expenses

- Other costs and expenses such as training and conferences, professional qualification fees, or decant costs are covered in **Appendix 2**.
- All of these costs must be pre-agreed with the relevant Director prior to expenditure.

6. Claiming expenses

- All expenses must be reclaimed within a period of three months of expenditure.
- Any expenses incurred over three months prior to the expenses claim must also be approved by a relevant Director.
- Any expenses incurred whilst on company business must be claimed in line with the rates outlined in this procedure and **Appendix 2**.
- Expenses (including any business mileage) should be claimed, as follows.

6.1 Company car drivers and permanent hire car drivers:

- Company car drivers and permanent hire car drivers are required to purchase all fuel or electric charge for their company cars. Drivers will make an expenses claim for business mileage travelled and submit these through Concur every month. The applicable mileage rates for business miles can be found in **Appendix 2**.
- For all non-mileage claims, you must provide valid receipts to accompany the claim. You must complete the online expenses report, print a copy, attach the receipts and submit it to your line manager for them to countersign.
- The line manager will also need to 'approve' or 'reject' the expenses claim online by logging on to Concur and selecting it from their 'Approvals' list. The paper copy of the expenses form and attached receipts must then be forwarded to the CSSC by the expenses cut-off date of each month.

- If the expenses do not require proof via receipts, you do not need to print the expense claim and the line manager will only need to ‘approve’ or ‘reject’ via Concur.

Note: Any expense claims that are rejected by the manager via Concur will need to be deleted, created again and re-submitted by the driver as they cannot be amended (although the previous claim can be ‘copied’ as a start point).

6.2 Privately owned vehicles (including Car Buy-Out):

- If you are using your own vehicle for Group business, you will be reimbursed for any business mileage and any other expenses as appropriate (in line with the **Appendix 2**).
- This also applies if you are in receipt of car buy-out allowance as well as standard mileage rate users. Car buy-out users should claim their business mileage in accordance with the appropriate rate as detailed in **Appendix 2**. Business mileage can be claimed by ‘creating an expense report’ on Concur.
- If the expenses have receipts, you must complete the online expenses report, print a copy, attach the receipts and submit it to your line manager for them to countersign, as per process outlined above.
- If the expenses do not require proof via receipts, you don’t need to print the expense claim and the line manager will only need to ‘approve’ or ‘reject’ via Concur.
- If you do not have access to Concur, you should complete the relevant expenses form specific to your business unit on the Forms page on Pulse.
- Expenses that do not fall within the current accommodation and meal limits will be highlighted during the ‘create an expense report’ process when completing an expense report via Concur.
- You should agree any exceptions with your manager in advance of submitting the claim, as once rejected, a claim cannot be amended and resubmitted and must be created again (although the previous claim can be copied as a start point).

7. Management responsibilities

- Managers are responsible for ensuring this procedure is followed and in particular for:
    - checking that claims are valid and in line with the limits allowed;
    - ensuring receipts are provided for each expense that has been claimed;
    - confirming that the business mileage claimed is the shortest of the mileage between their home and the final destination and their normal place of work and the final destination;
    - striking through any blank lines on expenses forms, authorising and forwarding to the CSSC (authorised forms must not be passed back to the employee); and
    - ensuring expense claim forms are sent promptly to the CSSC once they have been authorised.

Note: Any expense claims of £500 or above must be approved in addition by a Director.

8. Central responsibilities

- All claims through the Concur are subject to central analytical review. This is typically done through reporting by cost centre/employee. Claims will also be reviewed in conjunction with any claims through GPC.
- All claims through Concur are also subject to random selection. Typically, a sample of 10 per cent is selected per pay period. The claim will be reviewed for adherence to this policy and procedure and feedback will be provided to Management.
- All paper based claims are reviewed centrally to ensure they meet this procedure, prior to processing. Feedback will be provided to management where claims are not able to be processed.
- Where expenses are subject to central review, the risk categories set out in **Appendix 3** will be used to identify non compliance.

9. Data Protection

- In line with the Data Protection Act and General Data Protection Regulations 2018, you must be mindful when printing travel documents containing personal data.