



Travel and Security Policy and Procedures

Date of Policy Statement: Updated November 2021

1. Introduction

This document establishes policies and procedures for employees traveling on behalf of Humentum, referred to as "travelers" in this policy. Questions regarding the policy not addressed in this document should be addressed to the Global Director, Finance and Administration.

The "travel approver" referred to in this document for the travelers depend on the type of service.

The following policies apply to all travel undertaken on behalf of Humentum. Any deviations or required exceptions from the policies in this manual must be presented to the Global Director, Finance and Administration.

The objectives of the Travel Policies and Procedures are:

- to ensure all travelers have a clear and consistent understanding of policies and procedures for business travel incurred on behalf of Humentum.
- to promote traveler health and safety
- to provide travelers with a reasonable level of service and comfort, while maximizing cost effectiveness and maintaining the necessary controls and accountability

1.1. Policy Review and Updates

The Senior Manager, Human Resources has primary responsibility for maintaining this policy and procedures. The policy and procedures will be reviewed annually and updated as needed.

1.2. Approval Responsibility

The traveler is responsible for complying with the travel policy. The travel approver is responsible for verification of the following:

- Travel is required, carbon impact is taken into consideration, and travel will benefit the organization and/or its members/partners/clients
- Adequate funds exist within the budget to cover the trip cost

1.3. Travel Plans and Itinerary



All travel and lodging itineraries booked through Diversity Travel [contact information in Appendix A – 10.1] will be sent to the will be sent to the Senior Manager, Human Resources and/or the travelers Line Manager to provide status of their safety and security and determine what actions need to be considered in the event of an emergency situation. If travel/lodging is not booked through Diversity Travel, it is the traveler's responsibility to provide itineraries to the Travel Approver. This is required and will be used only if traveler needs to be contacted in case of emergency.

1.4. Passports and Visas

Travelers should obtain a visa in advance when traveling internationally. The traveler's passport should valid be six months beyond the end of the planned trip. Humentum has a direct-bill account for a DC-based visa service (PVS) available for use [contact information in Appendix A – 10.1].

1.5. Travel Assistance Insurance

Humentum has a group annual travel insurance policy through Zurich [contact information in Appendix A – 10.1] which provides coverage for all associates during business travel. Coverage is not extended to family members or for private travel, including any trips taken before, during or after a Humentum assignment. UK travelers traveling in Europe should carry a valid GHIC (Global Health Insurance Card).

Humentum does not reimburse for additional insurance for personal injury or death, such as flight insurance or personal accident insurance on rental cars; however, the traveler may purchase them at personal cost.

1.6. Health and required medications/vaccinations

Travelers are encouraged to receive pre-travel health consultations to ensure they are fully prepared for their trip. Travelers should attempt to use their personal doctor and insurance first, but Humentum will reimburse for medications and vaccines required for the host country not covered by personal insurance. Humentum has a direct bill account for DC-based Travelers Medical Service available for use [contact information in Appendix A – 10.1].

Travelers are responsible for identifying any vaccinations or medications needed for entry into the host country. Country specific vaccinations and required medications can be found through the CDC.

2. Security



Travel creates a level of personal risk which Humentum recognizes and wishes to avoid by having duty of care standards that help to minimize the risks to employee health, safety, and welfare. This section addresses some of the risks of global travel and provides security measures that Humentum travelers are responsible to follow.

2.1. Security Preparations for Travel

Most of Humentum's work takes place in cities in relatively stable countries. It is not expected that travelers will work in areas of civil or military unrest, though situations can change quickly, so it is important to always be vigilant and use caution.

Humentum's Global Director, Finance and Administration evaluates the overall risk level of travel to specific destinations. The decision to proceed or cancel travel due to security will be based on the type of assignment.

Travel to Afghanistan or Iraq requires notification to the insurance companies, so is not permitted before confirmation by the Global Director, Finance and Administration.

Travelers have the right not to travel to – or to curtail a trip to – any destination on the grounds of fear for their personal safety. Humentum will not censure any travelers for this decision.

2.2. Communication Upon Arrival

Travelers must contact their travel approver upon arrival at their destination and return via Slack. The travel approver is responsible for contacting the traveler with any urgent news or information while they are overseas.

2.3. Respecting Local Culture

While traveling, travelers must respect local laws, norms of behavior, and religious and cultural differences. This includes informing themselves about recent local politics and current events before their trip. When in doubt, the traveler should err on the side of caution, modesty, and safety, and wear acceptable and appropriate clothing for the culture.

2.4. Emergency Contacts

In the event of a major terrorism, natural disaster event, or other emergencies, contact your travel approver and primary family member to advise status via Slack or WhatsApp as quickly as possible. The travel approver will in turn inform senior management. Seek local assistance for medical/security issues when applicable.

The Humentum Crisis Management Team (CMT) is a pre-designated team of staff that will carry out necessary actions to respond to emergencies as needed. The CMT will be quickly activated whenever there is a major incident that impacts the safety and security of staff and consultants or reputational risk to the organization.



Team is as follows:

- Christine Sow, Chief Executive Officer
- Crisis Management Team Coordinator: Jocelyn Boughton, Global Director, Finance and Administration
- Programming: Chris Proulx, Global Director, Member Engagement and Learning

At the event location in the event of a crisis or emergency, an incident management team will be created to will work in collaboration with the Home Office Crisis Management Team (CMT).

3. Air Travel

3.1. Travel Agency

The traveler is responsible for booking their own flight through Humentum's approved travel agency, Diversity Travel [contact information in Appendix A – 10.1].

The travel approver must provide approval and the budget code before Diversity Travel issues the ticket. Diversity Travel will directly invoice Humentum for all bookings.

3.2. Selecting a Flight

The traveler is responsible for making travel arrangements in a timely manner to obtain the most cost effective and reasonable itinerary, ideally two months prior to an event or engagement.

Travelers must select the lowest reasonable price for airfare that will meet the business need and schedule, taking into consideration allowable factors, including:

- Flight options that do not require extending travel time by more than three hours due to long layovers, additional stops, or circuitous routing
- Flight options that do not result in other increased costs that would offset transportation savings (such as adding an additional night)
- Flight options that do not have sufficient layover time
- Travelers may avoid airlines with poor reliability and safety ratings as provided by Diversity Travel

The travel approver must approve the selected itinerary. The traveler must request any exceptions in writing and receive approval from the travel approver.

3.3. Airline Class of Service/Seat Selection



Travelers should book flights with the following fare rules:

- standard economy/main cabin
- includes seat assignments, if available
- flexible and refundable fares (unless the fare difference is unreasonable)

Travel in basic economy is not encouraged and should not be booked unless requested by traveler.

Business class or other seat upgrades may be used under the following circumstances with prior approval:

- When the use of business-class or economy plus is necessary to accommodate a disability or other special need. The disability or special need must be substantiated in writing by a competent medical authority, associated documentation filed with the Senior Manager, Human Resources and prior authorization be obtained from the Global Director, Finance and Administration
- At the traveler's personal expense or by redeeming frequent flyer mileage. This does not require prior approval

3.4. Checked luggage

If not included in the airfare, Humentum will pay for one checked bag for domestic travel and two checked bags for international travel.

Humentum will also cover excess baggage or excess weight for baggage if used to carry business-related items. The traveler must have used the maximum number of free bags permitted on each flight or have received prior approval.

3.5. Airline Frequent Flyer/Hotel Program Points

Travelers may retain frequent flyer and hotel program benefits. However, participation in these programs should not influence a flight or hotel selection which would result in additional cost to Humentum.

3.6. Denied Boarding Compensation

Airlines occasionally offer free tickets or cash allowances to compensate travelers for delays and inconveniences due to overbooking, flight cancellations, changes of equipment, etc. Travelers may volunteer for denied boarding compensation only if the delay in their trip will not result in any interruption or loss of business and additional cost to the organization. The traveler may retain the boarding compensation acquired from these circumstances for their personal use.

3.7. Overnight Delays



Should an airline delay necessitate an overnight stay, the traveler must first attempt to secure complimentary lodging from the airline. If unsuccessful, the traveler may contact Diversity Travel for assistance in locating a hotel or procure their own lodging. A lodging receipt must be presented with the reimbursement expense claim.

3.8. Cancellations and Unused Tickets

If a trip is canceled, travelers must cancel their tickets with Diversity Travel within two business days of the cancellation. The travel approver must confirm the ticket is canceled. Humentum will be refunded the cost of the ticket. If the ticket only provides a credit for future travel, it will be held for reuse for future business travel with Humentum.

3.9. Lost Baggage

The ultimate responsibility for retrieving and compensating the traveler for lost baggage lies with the airlines unless otherwise indicated by airline policy.

Travelers should take the following measures to minimize baggage losses:

- Carry valuables (e.g., jewelry, money, cameras, projectors, etc.) on board the aircraft
- Do not pack a laptop or projector in checked baggage, always pack in carry-on bag
- Carry important and/or confidential documents on board the aircraft
- Clearly and securely tag luggage with name, address, email, and phone number
- Take a photo of checked bag(s) and itemize the contents of your bag, including receipts whenever possible. Keep luggage photos and the itemization in your carry-on luggage
- Keep airline ticket, boarding passes and claim stubs in carry-on luggage
- Retain baggage claim receipts for checked luggage

In case luggage is lost for more than 24 hours, first attempt to secure any compensation with the airline. If not possible, Humentum will cover up to \$50 USD in replacement essentials. Receipts are required for a lost luggage claim. Report this to your travel approver.

Follow these procedures if your bag is lost on route:

- Before leaving the airport, complete a lost luggage report form with an airline representative in the baggage claim area
- Inquire about reimbursement with the airline

4. Lodging and Other Hotel Costs

Humentum encourages you to utilize Diversity Travel to book your lodging unless you have prior approval. Your travel approver will provide approval and budget code to Diversity Travel



before the hotel confirmation is issued. Even with prior approval to book a stay outside of Diversity Travel, approval of total cost is required before purchase.

4.1. Selecting a hotel

Travelers should book a hotel considering the following factors:

- Properties considered “three stars” by general quality standards. This includes comfortable facilities, access to the internet, and dining facilities
- Properties where Humentum or a member organization has a negotiated rate
- Vicinity to the workshop venue or other place of work
- Reasonableness of cost
- Safety and security

4.2. Hotel Cancellation Procedures

Travelers should book a cancellable hotel unless the cost is unreasonable. If there is a travel delay or cancellation that will result in forfeiture, the traveler must take all reasonable steps to notify the hotel of the change. The travel approver must confirm the action has been taken. If a client has arranged the hotel and a cancellation must occur, the travel approver is responsible for confirming the cancellation action has taken place. Travelers will not be reimbursed for “no-show” charges if they are at fault and must refund Humentum or client for such charges if paid by Humentum or client.

4.3. Hotel Payment Procedures

Hotels arranged by Humentum or through Diversity Travel will be invoiced to Humentum and paid directly. If the traveler arranged the hotel, expenses should be paid by the traveler and submitted for expense reimbursement with receipts.

4.4. Lodging in a Private Residence/Airbnb

Travelers may stay in a private residence with family or friends while traveling for Humentum. Travelers staying with family or friends are not eligible for any lodging reimbursement. Travelers may also use Airbnb if Airbnb is permitted and legal in the country or city. Travelers are advised to follow all safety procedures when booking with Airbnb.

5. Combining Business and Personal Travel

Humentum allows travelers to combine personal and business travel. All personal travel costs are the responsibility of the traveler and shall be paid directly by the traveler.



The traveler must include information on dates of personal travel when booking the trip. If the personal travel extends the trip or causes a change in routing, the traveler must request price quotes with and without the personal travel. If the cost of travel is higher because of the personal travel, the traveler must arrange for payment of that portion directly with Diversity Travel.

5.1. Companion Travel

Companion travel may be booked directly and charged to a personal credit card. For all Humentum travel, the travel approver must be informed of the companion traveler in advance.

Humentum will not reimburse travel and entertainment expenses incurred by a spouse or other individuals accompanying a traveler on business. Any resulting additional hotel fees must be paid directly by the traveler. Zurich insurance is not extended to family members or for private travel, including any trips taken before, during or after a Humentum assignment.

6. Ground Transportation

6.1. Airport Transfer and Local Travel

Safe and secure transportation a high priority for Humentum. When traveling internationally for open workshops, Humentum will pre-book airport transfers except for those in the travelers' home location. Check with your travel approver on the process for client workshops and consultancy. If using other transportation, receipts must be submitted. It is strongly recommended that travelers use of hotel taxis or known drivers and avoid hailing taxis from the side of road. Uber, Lyft, or other similar ride share companies are acceptable transportation options and can be used if they are legal and authorized by country authority. Travelers must not travel by motor bike or tuk tuk.

6.2. Personal Car Usage and Safe Driving

Travelers may self-drive only if they have a locally issued and valid license, with prior approval from the travel approver. International licenses are not acceptable.

Travelers may use their own vehicle for business with prior approval from the travel approver. Reimbursement for business usage of personal cars in the US is calculated at the current US IRS mileage rate. Personal car usage outside of the United States will be reimbursed at the published rates by the tax authorities in each country.

When claiming mileage reimbursement, indicate the starting point, destination, and the total number of miles. Travelers will not be reimbursed for gas or any repairs to a personal car.



The safety of all travelers and passengers are Humentum's primary concern. This includes:

- Adhering to all road laws
- Drivers and passengers must always wear seatbelts
- Do not drive while tired or otherwise physically compromised
- Do not drive after the consumption of alcohol or any other drugs
- Do not use a handheld mobile phone for texting or calling while driving

Humentum will not accept responsibility for fines or convictions incurred while driving on business. If you are in an accident, please inform your travel approver as soon as reasonably possible.

7. Travel Expenses

Humentum will reimburse travelers for all expenses incurred while traveling on authorized company business and in line with this policy. The company assumes no obligation to reimburse travelers for expenses that are not in compliance with this policy.

7.1. Travel Meals and Incidentals

Humentum will reimburse meals at actual costs incurred on a cost conscience basis. Guidelines for reasonable spend limits (including food, taxes, and gratuities) include:

- Breakfast: \$15 USD
- Lunch: \$20 USD
- Dinner: \$35 USD
- Snacks/Coffee: \$5 USD

If traveling for a Humentum event, upon arrival your hotel, meals within the hotel and incidentals will be covered by Humentum. Meals provided by Humentum, another host or client, or included with lodging are not eligible for reimbursement. However, reimbursement for a provided meal may be requested if it does not meet dietary restrictions of the traveler (i.e., no gluten free/vegetarian/vegan options served).

Humentum will not reimburse expenses for alcoholic beverages.

7.2. Gratuities

Humentum will reimburse for reasonable gratuities that are appropriate to the location, service level, and local protocol. Guidelines include:

- Taxis/drivers: 10% of total fare or rounded-up to nearest dollar
- Housekeeping staff: \$2.00 USD/day



- Hotel bellmen or doormen: \$1.00 USD (plus additional \$1.00 USD per bag)
- Restaurant servers: 20% of the cost of the meal and should be considered in the allowed guidelines
- Event banquet staff for Humentum-hosted events: \$5-10 USD/day

7.3. Other Reimbursable Expenses

Humentum will reimburse travelers for other miscellaneous travel expenses, when substantiated with receipts.

Guidelines for reasonable reimbursable miscellaneous expenses include:

- Business office expense (fax, copy services, printing)
- Internet access for business purposes
- Parking and tolls for business travel
- Visa/Consulate fees
- Vaccination and other travel medication fees, where needed for the required country of destination
- Laundry

7.4. Business Phone Calls

Humentum does not provide phones for international travel, but encourages travelers use low-cost apps, including Skype or WhatsApp, for business calls if necessary. Humentum will reimburse the cost of reasonable business calls.

8. Expense Reimbursement Procedure

Receipts for expense reimbursement should be submitted via Nexonia.

Travelers must make a reasonable effort to submit an expense reimbursement claim no later than two weeks after completion of each trip. Only expense claims made within three months of the expense being incurred will be honored and reimbursed by Humentum.

8.1. Receipts

Humentum requires receipts for reimbursement. However, a receipt is not required for expenditures under \$25 USD. For expenditures (for example, a taxi ride) under \$25 USD, list the details (e.g., the trip) and cost on your invoice.

Receipts should include the name of the vendor, location, date, dollar amount or local currency amount, and any applicable taxes.



If the amount claimed for a transaction is different than the amount of the attached receipt, a written note explaining the difference must accompany the claim.

8.2. Converting Foreign Currencies

Cash expenditures in foreign currencies are converted into US dollars/UK pounds at the actual exchange rate. The rate shall be supported by receipts such as foreign currency exchange receipts or as found on Oanda.com for the corresponding travel dates. Expenses paid with a credit card will be reimbursed at the exchange rate on the billing statements. Expenses occurred in foreign country shall be reimbursed in home currency.

9. Carrying Workshop Materials

From time to time, travelers will be asked to carry workshop materials on behalf of Humentum. Personal packing should consider these additional materials and travelers should take care to avoid having overweight luggage. Specific carry-on and checked luggage guidelines should be checked for the appropriate airline prior to travel. Travelers should reach out to their Engagement Manager if they have concerns about carrying certain materials.

10. Appendix A

10.1. Travel Vendor Contact Information

Diversity Travel – travel booking agency for rail (UK only), flights, and hotels. Humentum recommends using the agents that are closest to your time zone.

- East Coast US-based office
 - Email: rushmore@diversitytravel.com
 - Call Reservations Team: +1 202 455 6944
- UK-based office
 - Email: cedar@diversitytravel.co.uk
 - Call Reservations Team: 0044 (0) 161 235 5412
- Online Technical Support (for online portal):
0044 (0) 161 235 5406 or online@diversitytravel.co.uk
- Portal log in: <https://gateway.diversitytravel.co.uk/home>
 - If you do not have an account or are not able to log in, please contact the Senior Manager, Associates Program

PVS International – A passport and visa expedited company in Washington, DC. PVS International assists US Citizens in getting visas and renewing passports.



- Website: <https://www.pvsinternational.org/>
- Call: +1 800 556 9990

Zurich Travel Assist – travel insurance and travel assistance plan.

- You can access the Travel Assistance Plan by calling 1-800-263-0261 from the U.S. or Canada; and collect from anywhere else in the world at +1-416-977-0277 and reference Humentum, policy number GTU 0285035; or log on to the Travel Assist® web site at www.zurichtravelassist.com.

Traveler’s Medical Service – healthcare provider in Washington, DC and New York City that provides pre-travel consultations, vaccinations, and prescriptions.

- Humentum has an account with the Washington, DC office and invoices can be billed directly to Humentum.
 - DC Location: 2141 K St. NW, Suite 408 Washington, DC 20037
 - Phone: +1 202 466 8109

10.2. Traveler Pre-Departure Checklist

This a recommended checklist of steps the traveler should take prior to traveling.

- Contact Diversity Travel to select flights and accommodation as required
- Recommended registrations:
 - US Citizens: [Enroll in State Department Smart Traveler Enrollment Program \(STEP\)](#)
 - UK citizens: Register [with FCO](#) (Foreign & Commonwealth Office) This will allow FCO to push out alerts and guidance to the traveler
 - Non-US/UK citizens: Please check if any government travel registrations are required or recommended
- Apply for visa with PVS International (as applicable):
 - Visa applications may be completed electronically via PVS. Apply online at <http://www.pvsinternational.org/>. In the remarks box, please put “Bill to Humentum directly” and email the receipt to humentumus@compleat-invoicing.com or humentumuk@compleat-invoicing.com
- Visit the Zurich Travel Assist® website: <http://www.zurichtravelassist.com>
Website includes:
 - Travel risk & security information including country, intelligence, security advice, travel health, and Identity Theft
- UK Citizens, as applicable: Apply for/ensure validity of GHIC (Global Health Insurance Card)



- Confirm lodging/accommodations
- Check for required vaccinations or medications needed for travel through CDC
- Update contact numbers, emergency medical information, and family contact details with Human Resources
- If using personal credit and debit cards alert appropriate bank(s) regarding upcoming travel to avoid holds being put on cards while overseas
- For workshop-related travel, confer with the Client Engagement Manager regarding carrying workshop materials
- Download Slack, Skype and WhatsApp on computers and mobile devices
- Check in to airline and obtain boarding pass, if necessary, 24 hours before departure or as directed by the airline
- Send electronic copy of your passport and travel tickets to yourself as a backup, if necessary. Hard copies should also be carried while on travel
- Expensive jewelry, electronics and such should be left at home
- Travelers are advised to carry a phone with international calling capabilities, enough credit line to call internationally in an emergency, and a charger with suitable adapter. Phones should be programmed with appropriate phone numbers of local contacts, designated headquarters traveler to reach in case of emergency, and local consulate
- Complete the [Disaster Ready Training](#)
 - [Specifically, the Safety and Personal Security online course](#)

10.3. Additional travel preparation resources:

- [GOV.UK](#) - Travel Abroad
- [CIA Global Factbook](#)
- [WHO](#) - World Health Organization - International Travel and Health
- [Overseas Security Advisory Council \(OSAC\)](#)
- [OSAC Best Practices](#) for Maximizing Security on Public Wi-Fi
- [OSAC Traveling with Mobile Devices](#): Trends and Best Practices
- [CDC](#) – travel destinations – vaccines and medication
- [Department of State – Travel Advisories](#)
- [Foreign Commonwealth Office \(UK\) for overseas travel](#)