



| <b>CANet - Policies and Procedures</b>   | <b>CANet Travel Expense Reimbursement Policy</b> |
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| <p><b>Approved:</b> October 22, 2015</p> <p><b>Updated:</b> July 2017</p> <p><b>Updated:</b> September 2019</p> <p><b>Updated:</b> June 2022</p> |  |

### Purpose

This document establishes policies and procedures, as mandated by the Networks of Centres of Excellence (NCE), for Cardiac Arrhythmia Network of Canada (CANet or the Network) investigators, committee members, invitees, employees, and consultants (the traveller) to follow when incurring business travel and/or entertainment expenses on the Network's behalf.

### Objectives

- To provide a clear and consistent understanding of policies and procedures for business travel and entertainment.
- Provide travellers on Network business with a reasonable level of service and comfort at the lowest possible cost.
- Maximize CANet's ability to negotiate discounted rates with preferred suppliers for the purpose of reducing overall Network travel expenses.

### Scope

This travel policy applies to all CANet Network Investigators, committee members, trainees, invitees, employees, and consultants.

### Sources

<https://www.njc-cnm.gc.ca/directive/en>

<https://www.njc-cnm.gc.ca/s3/en>



### **Responsibility and Enforcement**

The traveller is responsible for complying with the Travel Expense Reimbursement policy. CANet will approve and process all business travel and entertainment expense requests that comply with the policy. The Network's Scientific Director/CEO and Managing Director may make exceptions to this policy at their discretion. The traveller is encouraged to submit reimbursement claims within 15 working days and not later than 2 months from completion of the trip. After that date, the CANet traveller will be eligible for a maximum of 50% of the eligible expenses claimed. Reimbursement for travel undertaken in February or March of any given year must be submitted no later than the first working day in April to ensure inclusion in fiscal year end reports.

In some instances, a specialized travel policy may be designed for specific individual events, such as CANet's Annual Scientific Conference and workshops. In such cases, the unique terms of the separate policy will prevail.

Reimbursements submitted for approval will be reviewed against the policy by the Director, Finance of CANet and approved by the Managing Director and may be rejected if the expenses are not consistent with eligible expenses or exceed eligible limits for reimbursement of the CANet policy. Travellers will be informed in writing by CANet office of any changes to reimbursement.

### **Lost or Damaged Documentation**

If original receipts for major costs are lost, destroyed, or stolen, an attestation form (provided by CANet) must be signed by the traveller and approved by the Managing Director before the claim is considered for reimbursement.

### **Travel Expense Reimbursement Policy questions**

Questions regarding this policy should be directed to Director, Finance at [finance@canet-nce.ca](mailto:finance@canet-nce.ca) or 519-661-2111 ext. 86359.

### **Travel Authorization**

Authorization to travel comes from the Scientific Director/CEO and/or the Managing Director.



### **Travel Arrangements**

Travel arrangements are to be made by the traveller in compliance with the Network's travel reimbursement policy. Recommendations and assistance can be provided by CANet, if requested. To guarantee travellers are eligible for reimbursement for personal bookings, the CANet office should be notified at the time of booking by the traveller.

### **Reservation Procedures**

Once authorization has been received for travel and CANet has been notified, the traveller is responsible for booking his or her own travel in compliance with the Network's Travel Expense Reimbursement policy.

### **Emergency/En-Route Changes**

In the event of an emergency or itinerary change during travel, the traveller should contact CANet for guidance and approval, when safe to do so.

### **Passports and Visas**

The traveller is responsible for carrying valid travel documents for the duration of the planned trip. Travellers must carry a valid passport, birth certificate and any necessary visas whenever traveling internationally (including the continental USA).

### **Spouse/Companion Travel**

CANet will not reimburse travel, accommodation or entertainment expenses incurred by a spouse or other individual accompanying the traveller unless the spouse or person accompanying the traveller is also traveling on CANet business.

### **Non-Business Related Travel Time**

Additional non-business related days should be considered as the traveller's personal allotted holiday/vacation. Expenses incurred during these personal, non-business-related days will be at the expense of the traveller.



## Air Travel

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### Making Air Travel Reservations

Travellers are expected to book economy airfare when booking air travel; this means Air Canada Flex fare or lower (Basic or Standard), or equivalent from another airline. Business-class domestic air travel is not allowed. CANet will not reimburse travellers for personal items lost or damaged while travelling on business, nor will CANet replace lost or damaged personal items. The traveller must address any such claims with the responsible airline. CANet does not reimburse individuals who choose to use personal frequent flyer miles.

Trip cancellation insurance will not be purchased unless the traveller has a real possibility of cancellation due to medical or personal (vulnerable family situation) reasons. CANet will only pay baggage fees if the first bag is NOT free; otherwise, this is not covered by CANet as part of the flight costs.

travellers must make travel arrangements well in advance whenever possible for all business travel. Air travel reservations must be made at least 15 business days in advance. travellers booking flights which do not comply with the policy will be reimbursed at the value of the lowest cost economy/coach class carrier with guaranteed seating fare available 15 business days prior to travel. CANet does not cover airfare change fees or any other travel or accommodation change fees or resulting additional costs over and above the original ticketing, booking or travel arrangement costs.

travellers are encouraged to be flexible in planning the travel itinerary. The following parameters represent reasonable limits that should be considered:

- Travel stops: Routing requires no more than one additional interim stop each way. Wherever possible, preference for direct flights will be arranged for patient participants.
- Travel time: Routing does not increase the one-way total elapsed trip time (origin to destination) by more than 2 hours.
- Time window: Departure should be no more than three (3) hours before or after requested time. Arrival should never be later than the requested arrival time at final destination.



- Limit: Savings must be at least the equivalent of CAD \$100 each way or CAD \$200 per trip to offset schedule inconvenience.

No preference will be allowed with respect to carrier or travel awards program. Should the traveller request a preferred carrier, the traveller will be responsible for the incremental cost (if >\$200 CAD) of the flight.

### **Financial Compensation**

Any financial compensation offered for whatever reason by travel service suppliers (airlines, hotels, car rental companies, etc.) will not be retainable.

### **Unused/Voided Airline Tickets**

The traveller must inform CANet of any unused/voided electronic tickets. The traveller is responsible for the timely requesting of refunds. If the traveller receives a credit due to unused/voided tickets, CANet will not reimburse those expenses.

### **Lost or Stolen Airline Tickets**

Immediately upon discovery of a lost/stolen ticket, the traveller must notify CANet and await instructions.

### **All Travel Payment Procedures**

All approved travel for Network business will be paid for by CANet. If the traveller elects to travel in a class beyond what this policy provides for, then the traveller will pay the incremental cost out of pocket.

## **Rental Car**

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### **Making Rental Car Reservations**

Rental car reservations are to be made by the traveller. Depending on the number of people traveling and the expected total mileage, should the standard class not be suitable, an appropriate class should be considered at the time of reservation to be approved by CANet.



### **Preferred Rental Car Suppliers**

Only reputable car rental suppliers will be considered for reimbursement.

### **Rental Car Insurance**

All car rentals must have appropriate and adequate insurance. Rental car insurance may be included on rental cars through the rental car supplier. Furthermore, the traveller's credit card may have an insurance program covering all car rentals charged on the card. Travellers are responsible to check with CANet on insurance arrangements regarding their rental.

### **Rental Car Accidents**

In the event that a rental car accident may occur, the traveller should contact:

- The rental car company, following the guidelines on the rental agreement
- The CANet office or immediate supervisor (for CANet employees)
- The credit card insurance company (if applicable)

### **Rental Car Cancellation Procedures**

Travellers are responsible for cancelling rental car reservations. Travellers should request and record the cancellation number in case of billing disputes.

### **Returning Rental Cars**

Every reasonable effort must be made to return the rental car with a full tank of fuel. If your car rental will need to exceed the anticipated return date given at the time of rental, you should contact the rental agency or CANet for guidance and approval.



## Other Transportation

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### Reimbursement for Personal Car Usage

The use of a private vehicle is allowed if it is more practical and/or economical than airplane or train. In addition to the mileage rate, charges for toll-roads, ferries, bridges, tunnels and parking may be claimed. Travellers are advised that the Network assumes no additional financial responsibility. Travellers should carry adequate insurance and are further advised that, in the event of an accident, the Network assumes no financial responsibility for the deductible amounts related to comprehensive or collision coverage.

In the interests of safe driving, travellers shall not be expected to drive more than:

- 250 kilometres after having worked a full day;
- 350 kilometres after having worked one-half day;
- 500 kilometres on any day when the traveller has not worked.

The maximum for all expenses while travelling by car, including accommodation and meals, must not exceed the equivalent of economy class air travel plus normal ground transportation costs. Travellers choosing to travel by car when other modes of travel are more economical will be reimbursed the equivalent of the least expensive mode of travel. The driver can provide Google Maps directions to prove distance driven on mileage claims. Names of passengers must be shown on the claim. Passengers may not claim a mileage allowance.

### Rail/Bus

Original ticket stub or equivalent, including detailed cost information is required. Traveller must book the most economical rate.

### Taxi and Airport Limousines

Taxi fares and parking fees are allowable expenses. The original receipt is required. At no time should a car/driver (cab or limousine) be asked to wait for a CANet traveller for the duration of a meeting. Car waiting fees will not be reimbursed.



### **Ground Transportation to and From Terminals**

The most economical mode of transportation should be used to and from airports, bus and rail terminals. Travellers traveling to the same location should share ground transportation whenever possible. The traveller is expected to select the most economical opportunity for parking, in or around a transportation terminal. The use of public transport (bus, airport shuttle) between airports and hotels is strongly advised.

## **Lodging**

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### **Making Hotel Reservations**

CANet will reimburse accommodation starting no sooner than the night before the CANet-related business and no longer than the night after the CANet-related business. If the traveller fails to attend an event, deems any arranged accommodations to be unsuitable without appropriate cause, or fails to cancel pre-booked accommodations (including pre-booked accommodations that have been arranged by CANet on the traveller's behalf at least 48 hours in advance), the expenses incurred will be deemed personal expense. In the case of CANet booked accommodations, the traveller is required to reimburse CANet for expenses incurred.

### **Room Guarantee**

All rooms will be guaranteed for late arrival. Travellers are responsible for cancelling hotel rooms. In the case that accommodations have been arranged by CANet, the traveller must notify the CANet Office at least 48 hours in advance of any cancellations. Travellers should request and record the cancellation number in case of billing disputes. Note that cancellation deadlines are based on the local time of the hotel.

## **Telephone Usage**

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### **Business Phone Calls**

CANet will reimburse members for Network business-related telephone calls made while traveling or at home. Travellers are asked to:





- Use the most economical method possible for placing calls
- Use personal calling cards and submit phone card bills for reimbursement
- Minimize the use of cell phone calls which incur roaming charges and direct charge phone calls from hotel rooms
- Use designated hotel internet access for accessing online resources

## **Meals and Entertainment**

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### **Personal Meal Expenses**

Actual and reasonable costs for personal meals can be reimbursed when traveling in Canada on Network business. Itemized meal receipts paid for on behalf of a group must list all attendees. Links to the NJC rates are posted in Appendix A of this policy and are updated regularly by the NJC. Meal expenses will not be reimbursed during CANet events which include meals.

### **Personal Meal Expenses - International travel**

Actual and reasonable costs for personal meals can be reimbursed when traveling internationally on Network business. Links to rates are posted in Appendix A of this policy and are updated regularly by the NJC.

### **Entertainment Expenses**

No reimbursement will be allowed for entertainment expenses unless prior authorization is obtained.

### **Payment for Meals and Entertainment**

When more than one employee is present at a business meal, the most senior level employee must pay and expense the bill. Network sponsored meals for Network participants must be paid for by the most senior CANet employee present.



## Documentation Requirements

Original detailed receipts must be submitted with the expense report for any individual meal or authorized entertainment expense. In addition, business meal and authorized entertainment expenses must include the following information on the expense report:

- Name of individuals present, their titles and company name
- Name and location of where the meal or event took place
- Exact amount and date of the expense
- Specific business topics discussed

## Payment Methods

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Travellers are asked to pay for expenses and submit an expense report to CANet for reimbursement. Where possible, please submit expense reports to CANet within 15 working days of travel or event.

### Cash Advances

Travellers may request a cash advance for anticipated expenses related to business travel. Travellers are asked to contact the CANet office well in advance (45 days) of the intended travel when requesting a cash advance. Travellers are expected to submit an expense report with all receipts detailing the costs incurred during travel and any amounts remaining/owing.

## Expense Reporting

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Travellers submitting a claim for reimbursement must use the most current Travel Expense Report for Non-Western Individuals. Only forms signed by the claimant will be reimbursed.

### Timing for Expense Report Completion and Submission

Travellers must file expense reports as soon as possible (within 15 working days) upon completion of each trip or event. When expense costs are incurred in February or March, expense reports must be submitted on or before the first working day of April to facilitate year-end processing.



## **Documentation Requirements**

Travellers must submit the following documentation along with the expense report:

- Air/Rail – flight or rail travel itinerary, and boarding passes if airfare is the only expense being claimed
- Hotel – hotel folio/receipt showing a zero balance
- Car Rental – rental car receipt showing a zero balance
- Meals/Entertainment – detailed cash register receipt (restaurant tear tabs are not acceptable by themselves)
- Telephone/phone card bills

Bills/Receipts may be submitted by mail or scanned to PDF format and emailed. Receipts must include the name of the vendor, location, date and the amount paid (including taxes) with the currency indicated. Credit card and Interac receipts are not acceptable for reimbursement.

## **NCE and non-NCE Eligible Expenses**

Alcohol costs are not an eligible NCE expense. CANet will not reimburse costs for alcohol.

## **Converting Foreign Currencies**

Expenses in foreign currencies are converted into the traveller's home currency at the appropriate exchange rate, supported by receipts such as foreign currency exchange receipts or charge/credit card billing statements.

All expenses must be recorded in the home currency, with the currency conversion rate clearly noted on the expense report and all supporting receipts.

Currency conversion fees are reimbursable.



## Other Non-Reimbursable Expenses

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Travellers will NOT be reimbursed for a number of miscellaneous expenses. These include but may not be limited to:

- Barbers and hairdressers
- Movies (including hotel in-house movies)
- Optional baggage or other forms of travel insurance that the traveller chooses to arrange for at his/her own initiative
- Parking or traffic tickets/fines
- House sitting and pet sitting costs



## APPENDIX A

### TRAVEL EXPENSE REIMBURSEMENT

#### **Kilometric Rates**

The rates payable in cents per kilometre for the use of privately-owned vehicles driven on authorized government business travel follow the National Joint Council travel directive, Appendix B

<http://www.njc-cnm.gc.ca/directive/d10/v238/s658/en#s658-tc-tm>

#### **Personal Meal Expense Rates**

Actual and reasonable costs for personal meals can be reimbursed when traveling in Canada on Network business. Daily reimbursement limits follow the National Joint Council travel directive, Appendix C:

<http://www.njc-cnm.gc.ca/directive/d10/v238/s659/en#s659-tc-tm>

#### **Personal Meal Expense Rates - International travel**

Actual and reasonable costs for personal meals can be reimbursed when traveling internationally on Network business. Daily reimbursement limits follow the National Joint Council travel directive, Appendix D:

[http://www.njc-cnm.gc.ca/directive/app\\_d/en?drv\\_id=55&let=A](http://www.njc-cnm.gc.ca/directive/app_d/en?drv_id=55&let=A)

All other allowances can be found at:

<http://www.njc-cnm.gc.ca/directive/d10/en>