

HUMAN RESOURCES POLICIES UPDATE

Presented by the Head of HR

EXECUTIVE SUMMARY

The purpose of this report is to seek Member approval for the revised performance and conduct policy, grievance and problem solving policy and corporate travel policy that have been updated as part of a review of all the Authority's existing policies. The policies have been updated to take account of legislative changes, best practice and the Authority's business objectives. Executive Committee has approved the revised policies for recommendation to Authority (Paper E/688/20).

RECOMMENDATIONS

- Members Approve:
- (1) the Performance and Conduct Policy attached at Appendix A of this report;
 - (2) the Grievance and Problem Solving Policy attached at Appendix B of this report; and
 - (3) the Corporate Travel Policy attached at Appendix C of this report.

BACKGROUND

- 1 The Authority has a register of policies that ensure the organisation works efficiently and consistently towards delivering its Business Strategy. These policies are reviewed to ensure they are relevant and up to date with legislation and best practice.
- 2 There are a number of Human Resources policies and these are currently being updated and will be presented to Members for consideration and approval as and when they are reviewed.
- 3 It should be noted that the Authority implements legislative changes from the date they are introduced and there may be a time lag between this and the relevant policies being updated.

PERFORMANCE AND CONDUCT POLICY

- 4 A draft of the Performance and Conduct Policy is attached at Appendix A of this report for Members' consideration and approval.
- 5 The Performance and Conduct Policy aims to ensure that all performance and conduct issues are dealt with fairly and consistently, and in line with statutory employment legislation, the Advisory, Conciliation and Arbitration Service (ACAS) Code of Practice and HR best practice.
- 6 This policy in conjunction with the Disciplinary Procedure and Capability Procedure should aid managers and employees to improve performance and/or conduct.
- 7 The aim of the proposed policy is to ensure that the Authority complies with the relevant legislation.

GRIEVANCE AND PROBLEM SOLVING POLICY

- 8 A draft of the Grievance and Problem Solving Policy is attached at Appendix B of this report for Members' consideration and approval.
- 9 The Grievance and Problem Solving Policy aims to ensure that all grievances are dealt with fairly and consistently, and in line with statutory employment legislation, the ACAS code of practice and HR best practice.
- 10 The Authority will always seek to resolve grievance issues at the earliest opportunity; and where possible they will be resolved informally, through open conversations and/or mediation. However, when a grievance is not resolved at the informal stage, the Authority's formal grievance and problem solving procedure will apply.
- 11 The aim of the proposed policy is to ensure that the Authority complies with the relevant legislation.

CORPORATE TRAVEL POLICY

- 12 A draft of the Corporate Travel Policy is attached at Appendix C of this report for Members' consideration and approval.
- 13 Travel expenses are incurred in order to further Authority objectives. It is therefore expected that due regard is given to cost effectiveness and the proper use of public money in making travel arrangements. Travel is only undertaken if essential for Authority business. The most economic method of travel should be used at all times. Business Travellers are expected to be prudent in their spending and must demonstrate that they have sought to obtain the lowest price for travelling.
- 14 The Corporate Travel Policy aims to ensure that all Business Travellers have a clear and consistent understanding of procedures for business travel and that the reimbursement of expenses is carried out in a fair and consistent manner across the Authority based on business need.
- 15 The Authority's mileage and meal rates are in line with HMRC rates.

- 16 There was discussion around the addition of the electric car mileage rate of 4p per mile at the Executive Committee in September. Officers have looked into this further and the 4p rate for electric cars is for company cars and not personal vehicles used for business use. Therefore, the 45p per mile rate will be used for petrol, diesel, electric and hybrid cars.
- 17 The Executive Committee also discussed looking at promoting the use of public transport more within the Travel Policy. However, due to the current pandemic, this will be reviewed in April next year.
- 18 The Authority has introduced a new expenses system which means that mileage can now be submitted on a post code to post code basis for accuracy and also allows receipts to be uploaded electronically, so the Policy now covers these areas.

ENVIRONMENTAL IMPLICATIONS

- 19 There are no environmental implications arising directly from the recommendations in this report.

FINANCIAL IMPLICATIONS

- 20 There are no financial implications arising directly from the recommendations in this report.

HUMAN RESOURCE IMPLICATIONS

- 21 The new policies will be communicated to all staff and the Authority will ensure that managers are adequately trained to implement the procedures in accordance with these policies.

LEGAL IMPLICATIONS

- 22 The legal implications are set out in the body of this report.

RISK MANAGEMENT IMPLICATIONS

- 23 There are no risk management implications arising directly from the recommendations in this report.

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APPENDICES ATTACHED

Appendix A	Performance and Conduct Policy
Appendix B	Grievance and Problem Solving Policy
Appendix C	Corporate Travel Policy

LIST OF ABBREVIATIONS

HR	Human Resources
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ACAS
HMRC

Advisory, Conciliation and Arbitration Service
HM Revenue & Customs

PREVIOUS COMMITTEE REPORT

Executive

E/688/20

HR Policies Update

24 September 2020



Performance & Conduct Policy

August 2020

Reference: [Version 3]



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I Document Information

Title: Performance & Conduct Policy

Status: Draft

Current Version: v3.00

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Approved	Approved by: Authority Approval Date: October 2020 Review Frequency: Every 5 Years Next Review: October 2025

Version History		
Version	Date	Description
2.0	October 2019	Statutory ACAS Code of Practice updated in 2015
2.0	October 2019	Updated relevant policies and procedures section
3.0	August 2020	Updated officer names and job titles

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1. Context

- 1.1 An employees performance contributes to the goals of not only their team, but to the Authority as a whole. Every employee is expected to perform at the required level, ensuring that the team and business objectives are met.
- 1.2 All employees have a duty to work to the best of their ability, and to uphold the Authority's values.
- 1.3 This policy sets out the Authority's approach to dealing with performance and conduct issues.

2. Policy Aims

- 2.1 The aim of this policy is to ensure that all performance and conduct issues are dealt with fairly and consistently, and in line with statutory employment legislation, The Advisory, Conciliation and Arbitration Service (ACAS) Code of Practice. This policy in conjunction with the Disciplinary Procedure and Capability Procedure should aid managers and employees to improve performance and/or conduct.

3. Content

- 3.1 This policy is aligned to the ACAS Code of Practice, with should be referred to in the absence of guidance within this policy.
- 3.2 The policy is based on the following core principles:
 - The primary aim of any disciplinary action is to encourage and support employees to improve their performance;
 - Matters should be resolved informally in the first instance wherever practically possible;
 - Managers should aim to resolve matters as speedily as possible;
 - Employees will be informed of the complaint against them, and given an opportunity to state their case before decisions are reached;
 - Employees can be accompanied at formal meetings by either a workplace colleague or an accredited Trade Union official;
 - Sanction, if any, will not be imposed until the matter has been fully investigated;
 - Employees will always be given a written explanation for any such sanctions taken, so they know what improvement is expected;
 - Employees will have an opportunity to appeal at every formal stage;

- All matters relating to this policy should be treated as confidential by all those concerned;
- Issues will be dealt with thoroughly, promptly and consistently.

4. Responsibilities

- 4.1 Managers are required, when dealing with a performance or conduct issue, to follow the Authority's Disciplinary Procedure and Capability Procedure and to take all necessary steps to bring the matter to a satisfactory conclusion, within the timescales identified.
- 4.2 Managers must also ensure that all employees are able to readily access copies of the Disciplinary Procedure, Capability Procedure and the Authority's Performance & Conduct Policy, when the employee does not have access to the Authority's intranet.
- 4.3 The Senior Management Team are accountable for ensuring that this policy is implemented across the Authority, ensuring it is communicated and understood, translated into practice and enforcing its contents.
- 4.4 The Human Resources Team are responsible for implementing this policy across the Authority.

5. Legal Considerations

- 5.1 The primary legislation that influences this policy is the Employment Act 2008 and the **Statutory ACAS Code of Practice 2015**.

6. Relevant Policy & Procedures

- 6.1 This policy operates in conjunction with the following policies, procedures and statements:
 - **The ACAS Code of Practice on discipline and grievance 2015**
 - Whistleblowing Policy
 - Anti-Fraud, Bribery and Corruption Policy
 - Sickness Absence Procedure
 - Some Other Substantial Reason (SOSR) Procedure
 - Disciplinary Procedure
 - Capability Procedure
 - Grievance & Problem Solving Policy
 - Grievance & Problem Solving Procedure
 - Appeals Procedure
 - Equal Opportunities Policy

7. Policy Implementation

- 7.1 This policy will be available on the intranet pages for all employees to access. Once the policy has been approved HR and line managers will be responsible for ensuring on behalf of the Authority's Senior Management Team that this is carried out.

8. Monitoring & Evaluation

- 8.1 This policy will be monitored and evaluated on effectiveness periodically.

9. Review

- 9.1 This policy will be reviewed in light of any new legislation/regulations or every five years, whichever is the earlier.

10. Glossary of Terms

Term	Definition
ACAS	Advisory, Conciliation and Arbitration Service

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Grievance & Problem Solving Policy

August 2020

Reference: [Version 3].



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I Document Information

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1. Context

- 1.1 Grievances are concerns, problems or complaints that an employee may raise through the normal line management chain or directly to Human Resources where appropriate. This policy sets out the Authority's approach to grievances and problem solving.

2. Policy Aims

- 2.1 The aim of this policy is to ensure that all grievances are dealt with fairly and consistently, and in line with statutory employment legislation, The Advisory, Conciliation and Arbitration Service (ACAS) Statutory Code of Practice on discipline and grievance and HR best practice.

3. Protocols

- 3.1 The Authority will always seek to resolve grievance issues at the earliest opportunity; and where possible they will be resolved informally, through open conversations and/or mediation. However, when a grievance is not resolved at the informal stage, the Authority's formal procedure will apply.

4. Responsibilities

- 4.1 Managers are required, when receiving a complaint from an employee, to follow the Authority's Grievance and Problem Solving Procedure and to take all necessary steps to bring the matter to a satisfactory conclusion, within the timescales identified.
- 4.2 Managers must also ensure that all employees are able to readily access copies of the Grievance and Problem Solving Procedure and the Authority's Grievance and Problem Solving Policy, when the employee does not have access to the Authority's intranet.
- 4.3. The Senior Management Team are accountable for ensuring that this policy is implemented across the Authority, ensuring it is communicated and understood, translated into practice and enforcing its content
- 4.4. The Human Resources Team are responsible for implementing this policy across the Authority

5. Legal Considerations

- 5.1 The primary legislation that influences this policy is the Employment Act 2008 and the ACAS statutory Code of Practice on discipline and

grievance 2015 which is issued under section 199 of the Trade Union and Labour Relations (Consolidation) Act 1992.

6. Relevant Policy & Procedures

6.1 This policy operates in conjunction with the following policies, procedures and statements:

- Equal Opportunities Policy
- Grievance and Problem Solving Procedure
- Performance and Conduct Policy
- Disciplinary Procedure
- Capability Procedure
- Appeals Procedure
- Some Other Substantial Reason (SOSR) Procedure
- **The ACAS Code of Practice on discipline and grievance 2015**

7. Policy Implementation

7.1 This policy will be available on the Authority's intranet for all employees to access. Once the policy has been approved HR and line managers will be responsible for ensuring on behalf of the Authority's Management Team that this is carried out.

8. Monitoring & Evaluation

8.1 The policy will be monitored and evaluated on effectiveness periodically.

9. Review

9.1 This policy will be reviewed in light of any new legislation/regulation or every five years, whichever is the earlier.

10. Glossary of Terms

Term	Definition
ACAS	Advisory, Conciliation and Arbitration Service
HR	Human Resources



Corporate Travel Policy

August 2020

Reference: [Version 5]

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i Document Information

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Version	Date	Description
1	September 2008	Approved by Members 25/09/08 (Paper A/3998/08)
1.1	June 2012	Mileage rates and job titles updated in line with Authority changes, new sections on meals/entertainment and professional bodies/trade association meetings added
1.3	August 2013	Policy & Procedure Review Group
2	September 2013	Executive Committee
2	October 2013	Authority
3	October 2019	Rates and job titles updated & clarification in areas such as home to office miles, out of hours mileage
3	October/November 2019	Policy & Procedure review Group
3	August 2019	New expenses and mileage system introduced
4	September 2020	Policy & Procedure Review Group
5	October 2020	Removed 4p per mile for electric cars and changed to 45p

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1. CONTEXT

- 1.1 This policy establishes procedures and provides guidelines for Officers who embark on Business Travel for the benefit of the Authority, while developing the concept of travel Best Practices.

2. POLICY AIMS

- 2.1 This policy aims to ensure that all Business Travellers have a clear and consistent understanding of procedures for business travel.
- 2.2 To provide Business Travellers with a reasonable level of service and comfort at the lowest possible cost.
- 2.3 To ensure that the reimbursement of expenses is carried out in a fair and consistent manner across the Authority based on business need.
- 2.4 To maximize the ability to negotiate discounted rates with Travel Operators, leading to reduced travel expenses.
- 2.5 To acknowledge environmental issues and consider sustainable travel methods.

3. CONTENT

- 3.1 Travel expenses are incurred in order to further Authority objectives. It is therefore expected that due regard is given to cost effectiveness and the proper use of public money in making travel arrangements. Travel should only be undertaken if essential for Authority business. The most economic method of travel should be used at all times. Business Travellers are expected to be prudent in their spending and must demonstrate that they have sought to obtain the lowest price for travelling.
- 3.2 The Authority will reimburse Business Travellers for all reasonable and necessary expenses (listed in this policy), while travelling on authorised Authority business.

The Authority assumes no obligation to reimburse Business Travellers for expenses that are not in compliance with this policy.

Business Travellers who do not comply with this travel policy, in extreme cases will be subject to delay or withholding of reimbursement.

3.3 Statement of General Policy

Business travel should always be arranged to serve the Authority's best interests and must have a legitimate business purpose.

All business travel outside of the general movement between Authority-owned sites should be approved in advance by the Business Traveller's line manager whether paid

in advance by Authority credit card or to be reclaimed at a later date by the Business Traveller.

In general, the quality of travel, accommodation and related expenses, should be governed by what is reasonable and appropriate to the business purpose involved and to the best endeavours of the Business Traveller.

Business Travellers should select the most economical route and the most economical mode of transport in terms of time and cost, taking into consideration travel time, expense, absence from normal working location, convenience and Personal Safety at Work procedures.

Business Travellers are reimbursed for authorised transport expenses and other reasonable expenses incurred while on travel status.

When Business Travellers interrupt travel or deviate from the direct route for personal convenience or personal leave, they will be reimbursed only at the rate for uninterrupted travel by the most direct route.

Business Travellers who chose to deviate from the most direct route for personal circumstances or personal leave must provide proof of the costs of the most direct route.

Business Travellers must follow the regulations in the table below:

Destination	Type	Travel Time	Transport Class
Greater London and the Park's boundaries	Personal vehicle and/or public transport *	Any amount of time	Personal vehicle (see Section 5). Oyster Card (see Section 6)
UK	Rail **	Any amount of time	Economy Class
UK	Air**	Any amount of time	1 st choice – Budget Airlines 2 nd choice - Economy Class
UK	Sea	Any amount of time	Economy Class
Europe	Rail	Any amount of time	Economy Class
Europe	Air	Any amount of time	1 st choice – Budget Airlines 2 nd choice - Economy Class
Europe	Sea	6 hours	Economy Class
Europe	Sea	6 or more hours	Economy Class with Cabin
Worldwide	Rail	No travel should be made using this type	No travel should be made using this type
Worldwide	Air	Outside of Europe or flights over 6 hours	Economy Class
Worldwide	Sea	No travel should be made using this type	No travel should be made using this type

NOTES:

*It is important that Business Travellers consider the whole cost, such as related expenses, details, timings, methods, etc when choosing between a personal vehicle or public transport; as it may prove more cost-effective to use one method over the other.

** It may be more economical to share a personal vehicle if more than one person is travelling (see Section 5.2).

3.4 When travellers must use premium transportation, such as Business Class instead of Economy Class for medical reasons, this must be affirmed by the Authority's occupational health provider, indicating how long the medical condition is expected to last. There must also be an official signed declaration by the Business Traveller and the Head of Finance and Head of HR.

3.5 If the condition is permanent or indefinite, the healthcare provider's certification must be renewed and revalidated each year.

3.6 Travel Status

Travel status begins when Business Travellers leave headquarters or their normal working venue (as per their contract of employment) to go directly to their destination. Travel status ends when Business Travellers return directly to headquarters or their normal working venue after completing the relevant business. Transportation between residence and regular place of employment is not a reimbursable expense, apart from in the case of emergency call out or Authority business that takes place outside of your (individual) working hours.

3.7 The following modes of transportation should be considered:

- Buses;
- Rail (including tube);
- Taxis (but only in exceptional circumstances – i.e. when suitable public transport is not available - and use must be reasonable and be approved by the employee's line manager);
- Hotel and airport shuttle services

3.8 Preferred Travel Operators

The Authority does not prefer one Travel Operator over another and selection must be based on the table above and cost only. However, the Business Traveller must arrive at their destination ready to carry out the appropriate task and not over-exhausted from travelling.

3.9 Frequent Traveller & Other Benefits

Any discount/frequent traveller coupons accumulated by a Business Traveller on Authority business, will remain the property of the Authority. Business Travellers shall not arrange more expensive travel in order to accumulate points or air miles.

3.10 Upgrades

Upgrades at the Authority's expense are NOT permitted. However, they are permitted at the traveller's personal expense and are his or her sole responsibility. Upgrades must NOT be charged to the Authority.

3.11 Spouse or Companion Travel

The Authority will not reimburse travel expenses incurred by a spouse or other individual accompanying a Business Traveller on business unless the spouse or companion is an Authority Officer or Member and on Authority related business;

All spouse or companion travel must be approved in writing in advance by the Corporate Director.

3.12 Lost or Excess Baggage

The ultimate responsibility for retrieving and compensating lost baggage lies with each individual Travel Operator. The Authority will not reimburse Business Travellers for personal items lost while travelling on business. Measures that can be taken to minimise baggage losses include:

- Always carry valuables or important/confidential documents on the person;
- Clearly label luggage with name, address and phone number (the Authority's details may be used);
- Retain baggage claim receipts for checked-in luggage.

3.12.1 Procedures to follow for lost luggage en route:

- Obtain a lost luggage report form from the Travel Operator;
- Itemise the contents of the luggage, including receipts wherever possible;
- Keep a copy of the report, travel ticket, and claim stubs.

3.12.2 Business Travellers will be reimbursed for excess baggage charges in the following circumstances only:

- When travelling with heavy materials or equipment necessary for business;
- The excess baggage consists of Authority records or property.

3.13 Overnight Delays

Should a Travel Operator delay travel, the Business Traveller must first attempt to secure complimentary lodging from the Travel Operator. If unsuccessful, the Business Traveller should locate the closest and cheapest facility for the duration of the delay.

3.13.1 The Business Traveller must report delays to the Authority as soon as possible.

3.14 Cancellations

When travel is cancelled after the ticket has been issued, the Business Traveller should cancel the ticket within the cancellation period where possible, or enquire about using the same ticket for future Authority travel. This cost may be reimbursed, dependant on the circumstances of each case.

3.15 Unused Travel Tickets

Unused travel tickets or flight coupons must never be discarded as they may have a cash value. Unused travel tickets must be returned to the Authority's **Head of Finance**.

3.16 Lost or Stolen Travel Tickets

The Business Traveller is responsible for the value of lost travel ticket(s) including fees charged by the Travel Operator for processing a lost ticket application. In such circumstances the Business Traveller must obtain and fill out a lost ticket application form with the relevant Travel Operator and retain a copy for the Authority.

3.17 Club Memberships

Membership and/or initiation fees for Travel Operator clubs are not reimbursable by the Authority. However, Officers may use their own personal club memberships to secure a cheaper fare.

4. VEHICLE RENTAL

4.1 Vehicle Rental Guidelines

Business Travellers should rent a vehicle at their destination if less expensive than other transportation modes such as taxis, airport coaches and airport shuttles. The most practical method should be used, unless it is uneconomical.

4.1.1 When picking up a rental vehicle, Business Travellers should check with the Travel Operator for any promotional rates, last-minute specials, or free upgrades.

4.1.2 At the time of rental, the vehicle should be inspected and any damage found should be noted on the contract before the vehicle is accepted.

4.1.3 The Authority recommends that Business Travellers opt for the highest level of insurance cover to reduce accident excess. All vehicle rentals should be fully covered for all damages.

4.1.4 Fuel purchased for a rental car should be paid for using a company credit card where possible. If this is not possible, the cost will be reimbursable with a receipt as proof of purchase.

4.2 Vehicle Size

The size of the rented vehicle should not be excessive and fuel consumption must always be considered. However, the Business Traveller should use a "common sense" approach to decide on the specification of the vehicle.

For example, the Business Traveller should rent a small vehicle with a small engine if the Business is local. If the Business Traveller is expected to travel over great distance with excessive Authority equipment then it may be appropriate to rent a larger, more powerful vehicle.

4.3 Returning Rental Vehicles

Every reasonable effort must be made to return the rental vehicle:

- To the original rental location unless approved for a one-way rental;
- Intact (i.e. no bumps or scratches);
- On time (to avoid additional hourly charges);
- Subject to the rental Terms and Conditions (i.e. with a full tank of fuel if specified therein).

5. PERSONAL VEHICLE USE

- 5.1 Business Travellers will be reimbursed for mileage only when using personal vehicles for business journeys within 30 miles of Park boundaries only. The Business Traveller's line manager has the option to agree to pay the mileage of a journey outside of the Park's boundaries if it is more than a standard class rail fare if the line manager considers the use of a car necessary for the employee's safety or practicality of travel.
- 5.2 Business Travellers should support the idea of multiple occupancy. For example, it is more economically efficient for three Business Travellers to use one personal vehicle instead of using public transport or individual personal vehicles. This method should be used wherever possible.
- 5.3 Business Travellers will be reimbursed at the rates shown in Appendix 1.
- 5.4 Business Travellers must adhere to the Authority's standard reimbursement policy.
- 5.5 Mileage between an employees home and regular place of employment is not a reimbursable expense as detailed in 3.6. For example home to normal office is 10miles, essential business trip miles incurred 40miles payment would be for 30miles if starting from a location other than the normal office and within normal working hours.
- 5.6 Mileage will be paid on a postcode to postcode basis. If a postcode is not known (i.e. at an open space) the nearest dwelling postcode should be used.
- 5.7 Business travel mileage will be paid at the shortest route from postcode to postcode (according to mapping software used in the Authority's expenses system). If a journey is interrupted or deviated from the direct route as a result of traffic or roadworks etc. the claim will still be paid at the shortest route from postcode to postcode.
- ### 6. OYSTER CARDS, CONTACTLESS CARDS AND MOBILE PAYMENTS
- 6.1 The use of Oyster Cards, contactless cards and mobile payments are supported. However Business Travellers are responsible for procuring their own Oyster Travel Cards.
- 6.2 The responsibility of the Oyster Card lies solely with the Business Traveller.

- 6.3 Business Travellers can be reimbursed for Business journeys (only) made by the use of an Oyster Card, contactless card or mobile payment by the normal method of expense claiming.

7. ACCOMMODATION

7.1 General Accommodation

Business Travellers should follow the guidance previously mentioned in this document and apply it to acquiring the correct accommodation.

7.2 Size

Business Travellers must only use single room lodging typically occupied by other corporate business travellers. The minimum corporate rate or the lowest rate should be requested when available. Suites and other higher priced lodgings should not be used.

7.3 Laundry

Expenses for laundry and dry cleaning are only allowed when the trip exceeds five consecutive days away from the Business Traveller's regular location or home. Receipts must be attached to the expense report.

7.4 Other Miscellaneous

Any miscellaneous expense requires a receipt and must be compliant with the Authority's Financial Regulations.

8. MEALS AND ENTERTAINMENT

8.1 General – Meals

Meals are defined as expenses incurred by the Business Traveller when on an out-of-town business trip, where an employee has been undertaking qualifying travel for a period of at least 5 hours and has incurred the cost of a meal. To make a claim the Business Traveller must supply all receipts. The current rates are included in Appendix 2. All meal expenses should be approved in advance by the Business Traveller's line manager.

Meals will be reimbursed according to actual and reasonable cost up to the maximum allowed.

8.1.1 Personal Meals

The Authority will reimburse Business Travellers for breakfast, lunch and dinner meal expenses at the rates agreed by HMRC and as detailed in appendix 2.

8.1.1.1 Expenses will not be reimbursed for any of the following:

- Alcohol
- Tips
- Entry to deluxe restaurants, nightclubs or private functions

8.1.2 Meals may also be purchased for other Business Travellers employed by the Authority in certain circumstances. Where this practice is employed, the bill is to be paid by the most senior member of management present. Whenever feasible, meal expenses must be paid using the Authority's Payment Card.

8.2 General – Business Entertainment

No business entertainment activity will be reimbursed.

8.2.1 All gifts of hospitality offered to Business Travellers are subject to the Authority's Officers' Code of Conduct and must be declined and reported in the Officers' Declaration of Hospitality and Gifts log located in the Committee and Members Services office.

8.3 Telephone Calls

Business Travellers must use a corporate mobile phone for all calls when in the UK or EU. Calls when outside UK or EU, should be done using services such as Skype for business or Whatsapp, where calls can be made over the internet for free*. Calls from accommodation phones should be kept to a minimum, unless necessary (a VAT receipt must be obtained).

*when connected to free public Wi-Fi

9. INSURANCE

All Business Travellers must make sure that they are suitably insured. This may include:

- Travel insurance;
- Vehicle insurance;
- Rental car vehicle insurance
- Accommodation insurance;
- Document insurance, if necessary.

The Authority will consider the reimbursement of Business Travellers for suitable insurance where the expenditure is solely for the benefit of the Authority.

10. EXPENSE REPORTING

Business Travellers must abide by the normal reimbursement practices of the Authority.

Business Travellers must remember that only the following will be accepted as genuine receipts:

- Original receipt completed by the vendor (can be scanned/photo or paper receipt);
- Officer and/or Member copy of Corporate Payment Card receipt.

The following will not be accepted as genuine receipts:

- Restaurant tear tabs;

Genuine/official VAT receipts are required for all expenses.

11. REIMBURSEMENT

Reimbursable Expenses:

- Business office expenses (copy services, etc.);
- Business Travel for Authority purposes;
- Food and beverages (see appendix 2);
- Fuel (vehicle rental);
- Hire of room for Authority business;
- Overnight delivery and postage;
- Parking and tolls;
- Visas;
- Congestion charging (only in exceptional circumstances).

12. FINES

The Authority will not be responsible for any traffic offence violations, speeding fines, parking fines or other costs incurred whilst on Authority business. Fines are not reimbursable and must be paid by the member of staff responsible whether incurred whilst driving an Authority-owned vehicle or their own private vehicle.

13. PROFESSIONAL BODIES & TRADE ASSOCIATIONS MEETINGS

If you are a member of a professional body or trade association you may from time to time attend meetings of that body as an Authority representative and in relation to the Authority's business. Where you do so and incur travel costs or charges for entry to meetings, such costs may be claimed as business expenses. Where you hold office in the body, any costs incurred in the capacity of office holder which are additional to costs, which you would have incurred as a representative of the Authority, may not be claimed from the Authority.

14. RESPONSIBILITIES

14.1 This policy will be overseen primarily by the Head of Finance.

14.2 Any deliberate breach of this policy will be treated as a disciplinary matter.

15. RELEVANT POLICY & PROCEDURES

This policy operates in conjunction with the Authority's Personal Safety at Work Policy and Financial Regulations as well as the Employee Guidance re Contracts and Gifts and the Code of Conduct.

16. MONITORING & EVALUATION

The policy will be monitored and evaluated on effectiveness periodically through regular audits.

17. REVIEW

This policy will be reviewed every five years.

18. GLOSSARY OF TERMS

Authority	Lee Valley Regional Park Authority
Best Value	The optimum combination of whole-life cost and quality to meet the user's requirement.
Budget Airlines	A low cost airline that generally does not issue tickets, does not have connections, sells journey 'legs' separately, has one class of budget, sells direct to the public, and does not have free meals or entertainment.
Business Travel	Any work related journey to and from a business appointment that enhances the performance of the Authority.
Business Traveller	Any Officer or Member who is embarking on a journey from their normal workplace (and back) to a business appointment that has a predetermined outcome for the Authority.
HMRC	Her Majesty's Revenue and Customs
Members	An elected and nominated non-employee of the Authority.
Local	London, Hertfordshire and Essex.
Officer(s)	An employee of Lee Valley Regional Park Authority.
Travel Operator	Any supplier of any travel type.

19. REFERENCES

HMRC Guidance: EIM05231 - Employment income: scale rate expenses: subsistence expenses: table of benchmark scale rates

APPENDIX 1: MILEAGE RATES

Mileage rates

Reimbursement for Business Travel includes:

- Mileage rates for both essential and casual car users are capped at 45p (the current HMRC rate) or as shown in the table.
- The payment of 5p per mile per passenger (the current HMRC rate) for employees carrying passengers on Authority Business
- The payment of 24p per mile (the current HMRC rate) for the use of motorcycles on Authority business; and
- The payment of 20p per mile (the current HMRC rate) for the use of bicycles on Authority business
- **Electric and Hybrid cars are paid at 45p per mile**

	Engine Size	Engine Size	Engine Size
Essential car/van users	451-999cc	1000-1199cc	1200 and above
Per mile first 10,000	36.9p	40.9p	45p
Per mile after 10,000	13.7p	14.4p	16.4p
Casual car/van users			
Per mile first 10,000	45p	45p	45p
Per mile after 10,000	13.7p	14.4p	16.4p

APPENDIX 2: MEAL RATES

Meal rates

The maximum amounts that can be claimed for subsistence are as follows:

Breakfast	£5.00
Lunch	£5.00
Tea	£0
Dinner	£15.00

The Breakfast and Dinner rates are for use in exceptional circumstances only (e.g. where the employee is staying away from home overnight on Authority business) and are not intended for employees with regular early or late work patterns.

The Lunch rate may be paid where the employee has been undertaking qualifying travel for a period of at least 5 hours and has incurred the cost of a meal.

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