# SQA DOMESTIC ASSOCIATE TRAVEL AND BUSINESS EXPENSE POLICY

*It is SQA's policy to maintain a clear and consistent travel and business expense policy that provides Associates with proper and unambiguous guidelines, and adheres to the prevailing tax rules and regulations. SQA Associates are expected to exercise good judgment in ensuring that travel and business expense charges and reimbursements are limited to those that are reasonable and necessary to accomplish the objectives of the business activity.*

*It is imperative that Associates adhere to this travel and business expense policy. Associates who fail to adhere to the policy may be held responsible for out-of-policy charges incurred. SQA reserves the right to deny reimbursement, or consider as the Associate's personal expense, lavish and inappropriate expenses.*

## 1. TRAVEL AUTHORIZATION & PURCHASE

1.1 SQA Associates that have been assigned to events that require any form of travel must submit their expenses for approval beforehand.

1.2 Travel authorization and travel arrangements for SQA assignments must be obtained by any of the means listed below, appearing in order of preference:

- *Self-service through SQA's travel agency, Egencia.*
- *With SQA's Travel Manager assistance.*
- *With agent assistance through Egencia's customer service line.*

1.3 Egencia agent-assisted bookings should be a last resource, as these incur higher transaction fees. Egencia's Transaction Fee Schedule can be found in Appendix B.

1.4 Except in unavoidable circumstances, employees must plan their travel as early as possible (minimum of four and up to six weeks in advance, if the situation allows it) to access better fares and avoid last-minute purchases that are typically the most expensive.

1.5 Associates are responsible for exercising sound business judgment in searching for and presenting the most cost-effective itinerary that will best serve the purpose of the business travel.

1.6 The Program Manager will issue an approval or respond to the traveler with comments or questions about the submitted itinerary within the next business day.


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- Travel requests must be submitted no later than Thursdays at 2:00 pm PST, in order to get a confirmation or a response from the Program Manager before the end of the working week.

1.7 Associates requesting travel through the Egencia site must always make sure to populate the fields requesting information about on-the-road expenses such as *Meals, Mileage, Taxi/Train/Tolls, Phone/Fax, Parking*, and *Other Travel Expenses* in order to present a full picture of their travel.

1.8 SQA will make available its corporate credit card to pay for travel arrangements of those Associates who, for any reason, prefer not to use their personal cards to purchase their travel. In such cases, travel must be coordinated through SQA's Travel Manager and the amount for Meals, Mileage, Taxi/Train/Tolls, Phone/Fax, Parking, and other applicable travel expenses must be provided along with the request.

1.9 Associates are to create and maintain Egencia profiles to facilitate all travel purchases. It is also recommended that Associates download the Egencia app into their mobile devices, in order to monitor and manage their own travel while on the road.

1.10 Egencia's contact information and hours of operation can be found in Appendix A. SQA Travel Manager's contact information can be found in Appendix C.

## 2. AIR TRAVEL

2.1 All air travel must be booked by the traveler through Egencia or by the Travel Manager. In all cases, a flight reservation with the lowest logical airfare in the appropriate class of travel must be selected, without consideration of preferred airlines or frequent flyer programs.

- *Class of Travel* – All Associates will fly economy class. Upgrades to first class or business class are not allowed unless there is no cost to upgrade, the Associate uses his or her own frequent flyer mileage, or payment for the upgrade is made by the Associate.
- In order to get the best rates, the selection of non-refundable fares is encouraged whenever practicable.

2.2 Changes to a non-refundable flight itinerary must be submitted for approval to the Program Manager with a brief explanation of the nature of the change.

2.3 In the event that a trip is canceled after the ticket has been issued, the traveler should immediately inform the Travel Manager so that arrangements can be made for the use of the same ticket for future travel or to initiate a refund, whenever possible.

2.4 Airline lounge/club membership dues are not to be charged to the company. Associates who choose to have membership in airline clubs must pay for the dues on their own.

2.5 Excess baggage fees (unless traveling with Company materials), air travel insurance, alcoholic beverages, additional charges incurred for flight upgrades, flight change fees for non-business reasons, in-flight movie charges, and other personal charges related to air travel are not to be reimbursed. Visa fees and other country entry/exit costs that are required for the business travel are reimbursable, but passport fees are not.

## 3. AIRPORT PARKING

3.1 Reasonable airport parking fees are considered reimbursable to employees. Employees who drive vehicles to the airport must choose the most economical but safe parking option. Employees must consider off-site parking locations that charge less for airport parking. The closer a parking structure is to the airport, the higher the fees usually are.

3.2 In choosing a form of transportation to the airport, travelers should compare the total cost of driving and parking a vehicle against other available means of transportation.

## 4. LODGING

4.1 All lodging must be booked by the traveler through Egencia or by the Travel Manager. As hotel rates vary from city to city, Associates are expected to stay in a property with reasonable accommodations/amenities. The approved room category is a standard room and the suggested hotel rate is $125 plus applicable taxes. Hotel selection must be made without consideration of preferred properties or hotel loyalty programs.

- Acceptable properties may be located up to ten or fifteen miles away from the event venue, and/or represent up to a thirty minute commute.

- The selection of properties offering free cancellation until day prior to arrival or day of arrival, plus amenities such as breakfast, WiFi, airport shuttle service and/or parking with their rate is encouraged.

- When using Egencia, travelers must select the lowest logical rate from the options displayed (i.e., government rates when/if on government contract assignment or specific membership rates, such as Marriott Rewards, AAA, Hilton Honors, etc.). If none of these are a good fit, travelers must always look for the *Egencia Business Rate (Egencia Preferred)*.

4.2 Non-local Associates traveling to headquarters or Tech Center 25 must take advantage of SQA's standard room corporate rates at the *DoubleTree by Hilton Torrance* and the *Residence Inn by Marriott Redondo Beach*.

- When the corporate rate at these properties is unavailable, travelers should reach out to the Travel Manager for alternative hotels or select a hotel within the same price range.

4.3 All Associates must identify and pay for all personal expenses on the hotel bill upon checkout (e.g., movies, mini-bar, excess in-room dining charges over the maximum allowable individual meal limit, laundry/dry cleaning services, excess personal long-distance telephone charges, additional charges for room upgrades, health club and spa fees, and other personal charges related to lodging). A copy of the itemized hotel bill must be submitted with the expense report or corporate credit card statement.

4.4 Associates are responsible for canceling their own hotel reservations. If they are unable to do so, they must inform the Travel Manager to ensure that the reservation is canceled in a timely manner and that penalties are not incurred. Employees who fail to cancel a reservation may be held

responsible for any resulting charges that are incurred, unless the failure was due to circumstances beyond an Associate's control. When cancellations are made, an email confirmation of the cancellation and a cancellation number must be requested and kept for reference purposes.

4.5 Use of Hotel Business Center. Associates must refrain from using the hotel business center and any other public location computer for work product. Traveling with a laptop is strongly encouraged.

## 5. GROUND TRANSPORTATION

5.1 Airport Shuttle/Public Transportation/Ride Share/Taxi

- Public transportation or ride share companies such as Uber or Lyft should be tried before using a taxi. The use of free or low-cost airport shuttle services should be taken advantage of whenever possible.

- Taxis should only be used when a more economical mode of transportation is not available or is not practical.

5.2 Auto Rental

- The use of rental cars should be considered only when public transportation and ride shares are more expensive, not available, or not practical to use.

- An intermediate or smaller size model should be used unless the number of people traveling warrants the selection of a bigger car. No luxury cars may be rented.

- SQA has contracted rates with National, Enterprise, Avis and Budget. Rental cars must be booked within this pool of options (listed in order of preference), unless *significantly* better rates are found elsewhere or the appropriate car class is not available at SQA's preferred vendors at the time the reservation is made.

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

- Rental cars must be returned in the condition in which they were received to avoid charges for damages.

- In the event that any damage is detected upon vehicle *pick-up*, the traveler must document the damage and send the information to the Travel Manager immediately so that it can be reported to the rental car company no later than the following business day. If damages are detected when the vehicle is *returned*, the traveler must also document those and send the information to the Travel Manager. Pictures and a brief description of the condition of the vehicle will suffice.

- The "prepaid fuel or fuel service" option offered by most rental companies should not be accepted. Travelers must always return the car with a full tank of gas. Most rental companies generally charge substantially more for fuel than local gas stations do. Filling up

the fuel tank within a mile or a couple of miles from the drop-off location is recommended to avoid potential surcharges.

- One-way rentals with drop-off charges should be avoided unless absolutely necessary. If no other alternative is available, one-way rentals should be booked through SQA's corporate one-way program with National, whenever possible.

- Should a rental car accident occur, travelers should immediately contact the rental car company and local authorities, as required. They should also contact the Travel Manager and provide a detailed description of the incident, along with pictures and the other party's information, in cases where another driver is involved. The traveler must obtain and keep a copy of the accident/police reports provided by local authorities, if applicable.

- Associates are responsible for extending or canceling their rental car reservations when necessary. Should they be unable to do so, they must inform the Travel Manager, who will then notify the rental car company to make sure that no late fees and/or additional surcharges are incurred.

- Add-ons that might be offered at the counter, such as GPS, insurance, and toll transponders, must be declined.

- Associates are responsible for carrying adequate auto insurance that provides at the very minimum liability coverage when driving rental cars.

- Fines for parking or speeding violations and resulting administrative fees from car companies, when applicable, are not to be paid for by the company. Travelers must have a valid driver's license suitable for driving the type of car rented, and must comply with all state driving laws and car rental company regulations.

5.3 Personal Car Usage

- If the use of a personal vehicle is the most cost-effective method of attending a company business activity, SQA will reimburse mileage at a rate no higher than that allowed by the IRS standard for the current year. The company will also reimburse Associates for reasonable parking and toll charges.

- Damage to an Associate's personal vehicle is the Associate's responsibility. It is the Associate's responsibility to maintain adequate auto insurance coverage for the Associate's protection and the protection of any passengers.

- Associates will not be reimbursed for any repairs to their personal car resulting from business travel.

5.4 Parking Tickets and Other Fees

- Fines for parking, speeding tickets, and vehicle towing fees resulting from parking violations are not to be paid by the company.

## 6. MEALS

6.1 Personal Meals

- Personal meals are meal expenses incurred by the traveler while dining alone on an out-of-town business trip.

- Actual documented expenses plus gratuities incurred for the reasonable cost of personal meals (breakfast, lunch, dinner) while on out-of-town business trips may be reimbursed. Meal charges must be supported by original receipts.

- Travelers should refer to the current Per Diem rates for meals and incidental expenses (M&IE) for their destination city, as set by the General Services Administration (GSA), for guidelines on reasonable costs of M&IE. These may be found at the GSA portal: http://www.gsa.gov/portal/content/104877.

6.2 Tipping for Meals

- Tips included on meal receipts will be reimbursed or may be charged to corporate credit cards, provided that they are reasonable (typically 15%). Excessive tips will be rejected and considered as a personal expense.

## 7. EXPENSE REPORTING

7.1 All expenses should be reported using STEPQ's T&E Report feature within the same week the business travel is completed.

7.2 T&E Reports should be completed accurately and legibly and approved by the Program Manager before the reimbursement process can be initiated.

7.3 All expenses must be substantiated with receipts. SQA's Accounting & Finance Department will not be able to reimburse travel expenses without payment proof stating the final amount charged to the method of payment and a reference to the account ultimately charged for these expenses.

7.4 Travel arrangements prepaid or paid using SQA's corporate credit card must not be included in the T&E Report, since these are not charges to any Associate accounts.

7.5 The late submission of T&E Reports may result in delay or non-reimbursement of expenses.

7.6 T&E Reports that are incorrect or incomplete will be returned to the approval authority for corrective action and may result in the delay or non-reimbursement/payment of the full T&E or specific expense items.

**APPENDIX A**

**EGENCIA BUSINESS TRAVEL CONTACT INFORMATION AND HOURS OF OPERATION**

**Regular Business Hours**
Monday – Friday
5:00 a.m. to 6:00 p.m. PST

https://www.egencia.com/public/us/contact/

**General Inquires**
10900 NE 4th Street
Bellevue, WA 98004

**Support**
866-816-3534
corptravel@customercare.egencia.com

## APPENDIX B
## EGENCIA'S TRANSACTION FEE SCHEDULE

| **Online Transactions** | | | | |
|---|---|---|---|---|
| ***Air, Hotel, Car, Rail*** | ***Fee Per Transaction*** | | | |
| Online Air Booking[1] | $6.00 | | | |
| Online Negotiated Air Booking | $6.00 | | | |
| Online Air Exchange | $6.00 | | | |
| Online Air Voids | *WAIVED* | | | |
| Online Rail Booking | $6.00 | | | |
| Online Booking (Car, Hotel, Town Car/Limo) | *WAIVED* | | | |
| Online Cancellations (Air, Car, Hotel, Town Car/Limo) | *WAIVED* | | | |
| **Travel Consultant Assisted Transactions – *Fee Per Transaction*** | | | **VIP** | |
| ***Air*** | ***Domestic*** | ***International*** | ***Domestic*** | ***International*** |
| Travel Consultant Air Booking | $22.00 | $22.00 | $42.00 | $42.00 |
| Travel Consultant Air Refund | $22.00 | $22.00 | $42.00 | $42.00 |
| Travel Consultant Air Exchange | $22.00 | $22.00 | $42.00 | $42.00 |
| Travel Consultant Air Upgrade | $15.00 | $15.00 | $30.00 | $30.00 |
| Travel Consultant Air Void | *WAIVED* | *WAIVED* | *WAIVED* | *WAIVED* |
| Travel Consultant Air Cancellation | $10.00 | $10.00 | $10.00 | $10.00 |
| ***Hotel*** | | | | |
| Travel Consultant Hotel Booking Stand Alone[2] | $15.00 | $15.00 | $30.00 | $30.00 |
| ***Rental Car*** | | | | |
| Travel Consultant Rental Car Booking Stand Alone | $15.00 | $15.00 | $30.00 | $30.00 |
| ***Town Car/Limo*** | | | | |
| Travel Consultant Town Car/Limo Booking | $22.00 | $22.00 | $42.00 | $42.00 |
| Travel Consultant Town Car/Limo Cancellation | $10.00 | $10.00 | $10.00 | $10.00 |
| Travel Consultant Town Car/Limo Change Fee | $22.00 | $22.00 | $42.00 | $42.00 |
| ***Special Request***[3] | | | | |
| Travel Consultant Special Request Air Booking | $22.00 | $22.00 | $42.00 | $42.00 |
| Travel Consultant Special Request Hotel Booking | $22.00 | $22.00 | $42.00 | $42.00 |
| Travel Consultant Special Request Ground Booking | $22.00 | $22.00 | $42.00 | $42.00 |
| Travel Consultant Special Request Town Car/Limo Booking | $22.00 | $22.00 | $42.00 | $42.00 |
| Travel Consultant Special Request Rail/Amtrak Booking/Cancellation | $22.00 | $22.00 | $42.00 | $42.00 |
| Travel Consultant Special Request Other Booking | $22.00 | $22.00 | $42.00 | $42.00 |
| ***After Hours – Fee Per Transaction*** | | | | |
| After Hours Surcharge[4] | $15.00 | $15.00 | $15.00 | $15.00 |
| **Additional Services – Available Upon Request** | | | | |
| Travel Consultant International Rate Desk | $0.00 Surcharge per review | | | |
| Negotiated Air Contract Loading | $500.00 per airline contract or renewal | | | |
| Negotiated Hotel Rate Loading – Linking *(Egencia will link Company's negotiated rates based on availability in GDS. Company is responsible for ensuring Egencia has access to negotiated rates.)* | *WAIVED* | | | |
| Southwest Air Booking – Full Content[5] | $4.00 surcharge per transaction | | | |
| **Bulk Data Loading** | | | | |
| Basic Profile Fields | *WAIVED* | | | |
| Optional Profile Fields & Custom Data | *WAIVED* | | | |

## APPENDIX C
## SQA'S TRAVEL MANAGER CONTACT INFORMATION

**CARLA HUGUET**
*Travel Manager*
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E. chuguet@sqaservices.com
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