

## Ornge Travel, Business Expense & Hospitality Reimbursement Policy

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<b>Title:</b>	<b>Ornge Travel, Business Expense &amp; Hospitality Reimbursement Policy</b>
<b>Policy #:</b>	<b>FIN-POL-001 R6</b>
<b>Applies to:</b>	<b>All Employees within Ornge and all its related entities, as well as Representatives acting on behalf of these entities</b>
<b>Issue Date:</b>	<b>March 1, 2017</b>
<b>Issued By:</b>	<b>Chief Financial Officer</b>

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### 1. Introduction

Ornge is committed to accountability, transparency, value for money and fairness, and is bound by the Broader Public Sector Accountability Act, 2010 (“BPSAA”) and the Broader Public Sector Expenses Directive issued by Management Board of Cabinet (“Expenses Directive”). This Policy sets out rules and procedures for reimbursing Board members and Employees (“Claimants”) for expenses incurred to deliver Services and supporting business purposes. Expenses must be work-related, modest and appropriate, and strike a balance between economy, health and safety, and efficiency of operations.

Claimants are obliged to familiarize themselves with this Policy and comply with it. If clarification is needed, they should consult with their Supervisor before incurring any expenses.

Ornge will not reimburse expenses which do not comply with this Policy. In the event of an overpayment of expense claims, such overpayment will be recovered promptly from the payee.

All currency amounts are given in Canadian dollars.

### 2. Policy Statements

This Policy applies to all expenses incurred for business, travel and hospitality purposes by Board members and Employees acting on behalf of Ornge.

#### 2.1 General Policy Statements

- a) **Ornge:** Ornge has the authority to determine when business travel is necessary, to authorize travel, and to ensure that travel arrangements are consistent with the provisions of this Policy. Following consultation between the Supervisor and the Claimant, Ornge has the authority to determine which travel arrangements best accommodate the Claimant’s needs and interests, and Ornge’s operational requirements.
- b) **Receipts:** Except where meal allowances apply, itemized original receipts (not copies) should be submitted for all claims except as otherwise indicated in this Policy. Non-itemized credit card slips are insufficient to support a claim for reimbursement. If itemized original credit card slips or receipts are unavailable, written explanation must be provided with the claims.

c) **Non-Reimbursable Expenses:** Only expenses incurred to deliver Services and supporting business purposes will be reimbursed. Expenses of a personal nature will not be reimbursed. Non-reimbursable expenses include, but are not limited to:

- Recreational expenses (e.g. video rentals, mini bars, etc.);
- Traffic and parking violations;
- Alcohol (unless associated with permitted Hospitality);
- Companions (e.g. friends or family members);
- Home internet services.

d) **Preferred Method of Payment:**

- Direct Billing / Corporate Credit Card:** The preferred method of payment is direct billing where offered by suppliers and, alternatively, by corporate credit card.
- Expense Reports:** Employees should request reimbursement for expenses by submitting an approved Expense Report in accordance with the procedures outlined in this Policy.

Instructions for completing the Expense Report are included with the expense template, available on <https://compass.ornge.ca/>.

The Expense Report must be signed by the Claimant.

The Claimant's Supervisor\* must review and approve the Expense Report and, depending upon the total claim amount, a second approval signature may be required as per the Signing Authority Matrix. Claimants may not approve their own Expense Reports. (\* Exception: Multiple Attendees, see below.)

Claimants should submit approved Expense Reports to Accounts Payable within a reasonable period following the date of expense or the conclusion of travel, and must provide a written explanation for any delay beyond 90 days.

A Claimant should submit any expenses within 30 days of leaving Ornge.

- Multiple Attendees:** Where one Claimant pays for multiple Ornge employees to attend a meeting or event, the most senior Claimant must ordinarily take responsibility for payment and reimbursement. The expense must be approved by a more senior Employee who was not present. The Expense Report must include a brief explanation of the circumstances, the names of the Ornge attendees, and, if the most senior Claimant present is not the person claiming reimbursement, the reason why.

## 2.2 Reimbursement of Travel Expenses

a) **General Guidelines:** Ornge is a geographically-dispersed organization with a significant and wide range of travel requirements. Travel should ordinarily be approved in advance and must be approved in writing. Travel must be approved according to the Ornge Signing Authority Policy and Matrix.

Approval of travel in support of front-line services (e.g. repositioning, duty out, backfilling and training) is delegated to the Workforce Planning and Scheduling department and/or Operations Control Centre managers. For other travel, Claimants should complete a Travel Request form (available on compass) and seek pre-approval from a relevant Supervisor, who should verify that the travel request complies with this Policy.

Transportation related bookings, e.g. air, hotel, rail and car rental, should ordinarily be processed through the centralized on-line system, managed by designated travel coordinators (within the Workforce Planning and Scheduling department) or Operations Communications Centre (OCC) for duty-out arrangements. See the Ornge Travel Booking and Travel Credit Card Procedure for specific travel booking procedures.

Claimants should inform travel coordinators of:

- cancellations, on a timely manner, providing justification to substantiate any cancellation costs;
- changes in the travel arrangements, providing evidence of approval from a relevant Supervisor or the Director of Workforce Planning for any additional costs resulting.

- i. **Travel Outside Ontario:** All travel outside of Ontario must be approved in writing in advance by a Department Head and CXO. Exceptions: travel related to patient transportation dispatched by the OCC, which only requires OCC approval, and travel related to pilot training, which only requires Department Head approval.

When more than one Claimant attends a meeting or event, all related costs and the reasonableness of travel arrangements should be considered when making the travel arrangements.

Travel expenses will not be reimbursed until completion of travel.

- ii. **Advance Approval:** A Department Head may pre-approve travel up to one year in advance, for example, expected travel over the course of a fiscal year. The pre-approval must describe the expected travel and be provided in writing. Supervisors should satisfy themselves as to the reasonableness of the expected travel before providing approval. Advance travel pre-approval applies only to travel authorization, not to any resulting expense claims.
  - iii. **Local Travel:** Approval in advance is not required by this policy when the total travel cost (e.g. transportation, accommodation, meals and incidentals) will be less \$100. Claimants should consider other approval requirements that may apply, e.g. collective bargaining provisions.
  - iv. **Incidentals:** In circumstances where unplanned overnight travel occurs (e.g. flight cancellation, weather delay), a Claimant may claim up to \$20 per trip for purchased incidentals (i.e. personal items, such as a toothbrush). All such claims must be submitted on the Expense Report and approved by the Claimant's Supervisor.
- b) **Accommodation:** The standard for accommodation is a single room, in a safe environment, conveniently located and comfortably equipped. When travelling in Canada, the maximum payable accommodation rate is \$200 per night.

A variety of options for accommodations are available for travel. Generally these include hotels, motels, corporate residences and private non-commercial accommodations which have been selected considering key factors such as level of accommodation, location, on-site facilities and rates. Please note, personal preferences may not be met.

If travelling in the United States, the maximum rate in Canadian funds established above remains the same and will be paid in Canadian dollars.

- i. **Exceptions and Changing Booked Accommodations:** Exceptions may be allowed for sudden unplanned emergency accommodations due to circumstances such as weather. In such cases, the Claimant must attempt to book accommodations at a location that has a similar price to the original booked accommodations. The Claimant must cancel the original accommodation reservation. A brief explanation of the reason for the change and any variation in price must be included on the Expense Report.

- ii. **Private Accommodation:** Although Claimants generally stay in commercial accommodation, private non-commercial accommodation with family or friends is encouraged. A maximum of \$50 per night for gratuitous lodging expenses is allowed. Instead of a receipt, a written explanation describing the purpose of the trip, identifying the host and the number of days you stayed, is required. This amount does not include the cost of meals.

Cost effectiveness will be determined by Ornge by comparing the total cost of accommodation and transportation in the private non-commercial accommodation versus available commercial accommodation and associated transportation costs.

- c) **Transportation:** The selection of the mode of transportation by Ornge will be based on cost, time efficiency, convenience, safety and practicality. Consideration will be given to Claimant's schedules and potential overtime cost, direct travel options (number of connections) and other Claimants traveling to the same destination.

- i. **Air:** Economy is the standard option for ticket purchase. Travel in a more expensive class of service must be approved in advance by a Departmental Head and a CXO, and will generally only be approved for flight segments over six hours in length.

Boarding passes or other evidence that the travel actually occurred are required for air travel reimbursement claims but are not required for air travel paid by direct billing or corporate credit card (e.g. travel processed through Ornge's centralized travel resources).

- ii. **Rail:** The standard for rail travel is economy/coach class.
- iii. **Taxis:** Ornge has direct billing accounts with taxi companies in various communities commonly frequented by Claimants. Taxi chits may be available from corporate offices or bases where such direct billing accounts exist.
- iv. **Road:** The selection of road transportation must be based on overall cost, convenience and practicality. Taxis, shuttles and public transportation services are alternatives for short local trips. Receipts are not required for local public transportation (e.g. London Transit, OC Transpo).

The decision to use a rental or private vehicle for long distance travels should be based on evaluation by the Workforce Planning and Scheduling department which takes into consideration overall cost, convenience and practicality. The number of days of use and the daily average kilometers will be a consideration. As a guideline, for one way distances of 200 kilometers or less, employees can use private vehicles without the need to consult with the Workforce Planning and Scheduling Department.

Ornge will reimburse for toll road charges supported by appropriate documentation.

- v. **Rental Vehicles:** When renting a vehicle, a standard model or its equivalent is required. During winter months (Nov 15 to March 15) for travel originating or terminating north of Sudbury, a four-wheel drive vehicle or a vehicle with snow tires is permitted.

Luxury and sports vehicles must be avoided. In circumstances where such vehicle is the only one available, documentation confirming this from the rental car company must be provided.

Ancillary items such as GPS units are not permitted.

The rental car should be refueled, wherever practical, before returning it, in order to avoid higher gasoline charges imposed by the rental car agency.

Collision damage waiver is covered by Ornge corporate insurance. Employees renting vehicles for business do not require any additional coverage. Ornge will not be responsible for risk or damage relating to usage of such rental vehicle by non-Ornge employees.

- vi. Private Vehicles:** Claimants intending to use private vehicles for business travel must hold a valid driver's license.

The rate per kilometre payable for the use of privately owned vehicles driven on Ornge business is determined from time to time by the CEO and is currently \$0.42. Claimants should use the most direct, safe and practical road routes and claim only for distances driven on Ornge business. Kilometres are calculated using the distance from the Claimant's Primary Work Location or home, whichever is less. Kilometres to or from a public carrier terminal (e.g. airport, bus or train station) on weekends is paid to or from home, as applicable. Mileage claims on an Expense Report must provide supporting information to enable proper review of the claim being made, e.g. starting point, ending point and purpose of the trip.

Claimants who are driven to, or picked up from, a public carrier terminal, will be reimbursed the rate per kilometre based on the distance to and from the public carrier terminal for each round trip.

Ornge reserves the right to reduce the rate per kilometre paid where the amount claimed is significantly greater than other available travel options, in particular, rental vehicles.

Ornge assumes no financial responsibility for privately owned vehicles other than paying the rate for actual kilometres driven for business travel only. Ornge is not responsible for reimbursing insurance costs or deductible amounts related to insurance coverage, or paying claims for any damages.

Legislation requires that all vehicles must be insured by the registered owner. Coverage should be equal to or greater than the minimum liability specified in the Insurance Act. Drivers who may on occasion drive on company business should confirm with their insurer that their motor vehicle insurance coverage includes business use. Ornge will not reimburse insurance costs relating to business use coverage, unless pre-approval is given, based upon a specific business assignment.

- vii. Parking:** Reasonable short-term parking costs incurred on Ornge business will be reimbursed. Parking costs at a public carrier terminal during a period of absence will also be reimbursed where it is practical and economical to have parked a vehicle there.
- d) Insurance:** Employees, with the exception of part time employees, have insurance coverage for Medical Emergency and Travel Assistance while they are travelling outside their province of residence or outside of Canada. Details of coverage are provided in the Benefits handbook.
- e) Meals:** Meal allowances will be paid to claimants for meal expenses while travelling. Receipts are not required to support the meal allowance for an individual's claims. Daily allowance rates are as follows:
- Breakfast \$12.00
  - Lunch \$15.00
  - Dinner \$35.00

Gratuities and taxes are included in the established rates above. The allowance may not be claimed for complimentary meals provided at no cost to the Claimant. Example: lunch provided at a training session.

Where one Claimant pays for a meal for multiple Ornge Employees, the most senior Claimant must ordinarily take responsibility for payment and reimbursement. The expense must be approved by a more senior Employee who was not present. An itemized receipt is required. The Claimant will be reimbursed for actual expense incurred up to the meal allowance maximum. Reasonable gratuities (maximum ordinarily 15%) will be reimbursed. A small amount more than 15% due to rounding is permitted. The receipt must show the gratuity separately.

Alcohol will not be reimbursed as part of a meal or travel expense. There are no exceptions to this rule.

Employees may claim the meal allowance when they are on Ornge business and:

- are at least 24 km away from their Primary Work Location over a normal meal period; or
- have a business meeting away from the Primary Work Location that needed to occur over a normal meal period. Prior approval of need is recommended to ensure reimbursement.

If travelling within the United States, the maximum rates established above remain the same, but in U.S. dollars, and will be converted and reimbursed in Canadian dollars.

If travelling outside of Canada and the United States, the maximum rates established above will be converted into the foreign currency amount based on international exchange rates posted by the Bank of Canada on the days of travel, and will be reimbursed in Canadian dollars.

- f) **Laundry/Dry Cleaning Services:** Claimants who are away from home for five or more consecutive days will be reimbursed for reasonable expenses for laundry and dry cleaning.
- g) **Telephone and Other Technology Related Charges:** Reasonable costs for necessary personal calls home will be reimbursed while travelling. The most cost-effective method should be used in order to minimize costs.  
Other technology use such as connection via portable and mobile devices should be pre-approved by Employee's Supervisor and Ornge's IT department. The most cost-effective method should be utilized.
- h) **Companions:** Where deemed appropriate by Ornge, a companion may accompany the Claimant. Companion travel expenses are the sole responsibility of the Claimant and no costs directly attributable to the companion will be reimbursed unless approved on an exceptional basis by a CXO.
- i) **Travel Related Expenses:** When an Employee is required to travel outside Canada on authorized business, Ornge will reimburse the cost of passports, visas, and required health preparations (e.g. inoculations, vaccinations, x-rays and certificates of health).

## 2.3 Reimbursement of Non-Travel Expenses

### a) Meals:

- i. **Meals When Overtime is Worked:** With prior approval from a Supervisor, non-unionized Employees may be reimbursed for meals when working overtime that is greater than three consecutive hours (a) in addition to their normal work day or (b) on a weekend, to the following limits:
- Breakfast       \$12.00
  - Lunch            \$15.00
  - Dinner           \$35.00

Itemized receipts must be provided.

Alcohol will not be reimbursed as part of the meal. **There are no exceptions to this rule.**

Gratuities and taxes are included in the established maximum rates for meal expenses.

Ornge will not, under any circumstances, reimburse for meals greater than the meal maximum as outlined above.

- ii. **Provision of Meal for Internal Business Meetings:** When a meeting of less than three hours duration at an Ornge location not occurring over a normal meal period only involves participants who are Ornge Employees, members of any Broader Public Sector organization, or a Ontario Government Ministry, Agency, or Public Entity, only refreshments that are normally part of the kitchen provisions (e.g. coffee and tea) should be provided. For such meetings either (1) three hours duration or longer, or (2) occurring over a normal meal period, Department Heads are provided with a limited annual budget for catering service. At Ornge's Explorer Drive location, catering must ordinarily be from the on-site cafeteria operator or other locations maintained by the on-site operator. The Department Head must ensure that food ordered is appropriate for the purpose of such meetings and the number of attendees present. The rationale for providing catering and meeting participants must be documented and should be kept on file with the invoice. When a meeting includes participants in addition to those indicated above, Section 2.4 (Reimbursement of Hospitality Expenses) of this Policy applies.

Exceptions to any of the foregoing must be approved by a Department Head. The meal maximums per person for approved exceptions are as indicated above (\$12/\$15/\$35). Itemized receipts must be provided.

Alcohol will not be reimbursed under any circumstances.

- iii. **Other:** The reimbursement of air carriers for organ flight meals is permitted only if the meals being reimbursed were for the benefit of the medical transport team, not the carrier's employees.

For guidelines regarding expense reimbursement to medical escorts, please refer to Clinical Affairs Policy 3.9 Shared Care.

- b) **Taxis When Overtime is Worked:** If a non-unionized Employee who normally uses public transit to commute to work is required to work overtime at the request of a Supervisor, Ornge will reimburse the cost of a taxi home if transit is no longer available or safety concerns warrant.

Receipts are required for reimbursement.

Reasonable gratuities for taxis (maximum ordinarily 10%) will be reimbursed. The receipts must show the gratuity separately.

- c) **Employee recognition and engagement:** Employee recognition and engagement events (e.g. for meritorious performance achievement or project completion) are reimbursable expenses provided that they are appropriately modest, fit the circumstances and have budget approval. Modest non-cash gifts up to \$100, may be offered to Ornge employees in recognition of outstanding performance and contribution to Ornge operations. Such events and gifts must be approved in advance by the appropriate CXO and events must not be for activities of a social nature such as a retirement party or holiday lunch.
- d) **Gift-Giving:** Appropriate token gifts of appreciation, valued up to \$30, may be offered in exchange for gifts of service or expertise to people who are not engaged in work for Ornge. Gifts over \$30 must be approved by a Department Head. Gifts over \$100 must be approved in advance by the CEO.
- e) **Additional Business Expenses:** Employees will be reimbursed business expenses not otherwise described in this Policy, such as business calls, photocopies, word processing service, faxes, internet connections, rental and transportation of necessary office equipment and transportation of required personal effects. Employees should be prudent and diligent in incurring expenses, including utilizing the most cost-effective means of connecting to the office via portable and mobile devices while travelling.

Employees whose schedules have been altered for reasons outside their control will be reimbursed reasonable telephone costs to attend to situations related to the altered schedule.

## 2.4 Reimbursement of Hospitality Expenses

a) **Hospitality:** For the purposes of this Policy, hospitality is the provision of food, beverages, accommodation, transportation or other amenities paid out of public funds to people who are not engaged to work for:

- Ornge
- BPS organizations designated as such by the Expenses Directive, or
- any Ontario government ministries, agencies and public entities covered by the OPS Travel, Meal and Hospitality Expenses Directive (available on the [Ministry of Government Services Website](#)).

Functions of a social nature for only those people as defined above are not considered hospitality and cannot be reimbursed as such. Hospitality may never be offered solely for the benefit of anyone covered by this Policy. Examples: internal company social events, retirement parties and holiday lunches.

Hospitality may be extended to people other than those indicated above in an economical, consistent, and appropriate way when it will facilitate business activities or is considered desirable as a matter of courtesy. Hospitality may only be authorized by a Department Head or CXO.

When a hospitality function includes vendors (current or prospective), the event organizer is responsible for obtaining prior approval from a Department Head to ensure that the event does not give, and is not perceived to give, preferential treatment to any vendor.

### i. Alcohol

- Reimbursement of alcohol expenses is allowed only when the appropriate approvals are in place;
- The cost of alcoholic beverages must be reasonable and cannot exceed the cost of food; and
- Alcohol should be provided in a responsible manner, e.g., food must always be served when alcohol is available.

### ii. Costs

Functions should minimize costs but be consistent with:

- The status of the guest(s);
- The number of persons attending; and
- The business purpose to be achieved.

### iii. Internal Control

Employees must ensure that hospitality expenses are recorded, and records contain the following information for each event:

- The circumstances, including any requiring special authority;
- The form of hospitality (breakfast, lunch, dinner, reception, refreshments, etc.);
- The cost, supported by Receipts;
- Name and location of the establishment;
- The number of attendees listed by category (e.g. guests, government representatives);
- Names of attendees, their titles and company name; and
- Any required approval by a CXO.



#### iv. Attendees at Hospitality Events

Employees may only be invited to attend an event if they have direct involvement in the business purpose of the event. The host extending the invitation must document the list of Employees.

Hospitality extended to the spouse of an Employee must be restricted to situations where the presence of the spouse enhances the conduct of the event or because of protocol.

### 3. Escalations and Exceptions

Ornge is a complex, dynamic organization providing a wide range of Services to the public 24 hours a day, every day of the year. This Policy cannot contemplate every single reasonable expense scenario.

Exceptions to the application of this Policy can be considered, to the extent lawful to do so. Exceptions require written CXO approval, ordinarily in advance, except as otherwise provided in this Policy.

Expense claims resulting from misinterpretations or mistakes will be reviewed on a case-by-case basis by the Claimant's Supervisor and Finance. Where an exception is granted, the rationale and approval must be documented and filed with the expense claim. A Finance Director or the Manager, Accounting have the authority to approve exceptions under \$200.

#### 3.1 Restrictions Applicable to Consultants and Contractors

Consultants and contractors, including Transport Medicine Physicians, will only be reimbursed for the Allowable Expenses specifically provided for in their Ornge contract. Such contracts may not provide for the reimbursement of hospitality, incidental or food expenses. Notwithstanding any contract provision to the contrary, consultants and contractors cannot claim or be reimbursed for such expenses, including:

- Meals, snacks and beverages;
- Gratuities;
- Laundry or dry cleaning;
- Valet services;
- Dependent care;
- Home management;
- Personal telephone calls.

In all circumstances, contract terms related to expenses must be consistent with the *Expenses Directive* and this Policy.

#### 3.2 Collective Bargaining Agreements

Collective Bargaining Agreements contain travel expense provisions for unionized employees. Where there is a disagreement between this Policy and a Collective Bargaining Agreement, the Collective Bargaining Agreement has precedence.

### 4. Cross References

Claimants are encouraged to consult the following related policies:

- Signing Authority Policy and Matrix
- Credit Card Policy
- For unionized Employees, the applicable Collective Bargaining Agreement

## 5. Glossary of Terms

<b>Allowable Expenses</b>	Accommodation, airfare, communication, mileage, transportation, food, incidental travel or other expenses reimbursable in accordance with this Policy.
<b>Claimant</b>	An Ornge Board member or Employee claiming reimbursement for Allowable Expenses. References to “Employee” in this policy also apply to Board members as makes sense in the circumstances.
<b>Compass</b>	The Ornge intranet site.
<b>CXO</b>	Chief Executive Officer, Chief Operating Officer, Chief Financial Officer, Chief Human Resources Officer, Chief Medical Officer or General Counsel
<b>Department Head</b>	A CXO or a direct report of a CXO with supervisory responsibilities, ordinarily a Director.
<b>Employee</b>	An employee of Ornge or the Ornge Group, including full-time, part-time and contract employees, and excluding contractors and consultants including Transport Medicine Physicians.
<b>Event Sponsor</b>	The Departmental Head responsible for a Hospitality function.
<b>Hospitality</b>	<p>The provision of food, beverage, accommodation, transportation and other amenities paid out of public funds to people who are <u>not</u> engaged to work for:</p> <ul style="list-style-type: none"> <li>• BPS organizations designated as such by the Expenses Directive, or</li> <li>• any of the Ontario government ministries, agencies and public entities covered by the OPS Travel, Meal and Hospitality Expenses Directive (available on the Ministry of Government Services Website).</li> </ul> <p>Functions involving only those people in the organizations listed above are not considered Hospitality functions and cannot be reimbursed as such. See Section 2.4 (Reimbursement of Hospitality Expenses).</p>
<b>Ornge</b>	Ornge, including any member of the Ornge Group.
<b>Ornge Group</b>	Ornge, Ornge Corporate Services Inc., Ornge Issuer Trust, 4495128 Canada Inc., Ornge Global Air Inc., 7506406 Canada Inc., Ornge Global Real Estate Inc., and Ornge Real Estate Inc., and other related entities of Ornge.
<b>Meal Allowance</b>	A fixed amount paid to cover meal expense during Ornge business related travel.
<b>Primary Work Location</b>	The workplace where the Claimant normally works.
<b>Receipt</b>	An original vendor/supplier document showing the date and details of an expenditure paid by a Claimant. Copies are ordinarily not acceptable.
<b>Services</b>	Services provided to the province of Ontario under the terms of the Amended Performance Agreement between the Ministry and Ornge dated March 19, 2012, and all amendments thereto.
<b>Supervisor</b>	The person to whom the Claimant reports, either directly or during special projects, training, shift work, temporary relocation etc.

Please forward any comments to:

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