Invest International

Procedure

International Travel

1. Introduction

This document forms the basis for the future international travel policy at Invest International. This provisional policy will be completed prior to Day 2, among other things with input from potential service providers such as travel agency, travel insurance etc. and in coordination of the project team for setting up the Personnel Administration system (regarding self-service options for employees and processes around approval) at various organisational levels.

The basic principles for the international travel policy are:

- Safety
- Sustainability
- Individual responsibility
- Based on actual costs (estimation)
- In line with current market trends

At Invest International, safety is paramount, in which a balance is sought with comfort and costs.

2. Specifically around COVID

Due to the Coronavirus, all non-essential travel has been suspended for the time being. For the time being, travelling to areas with orange and red colour codes will not take place unless, after a thorough due diligence with input from local organisations, explicit permission has been granted by the manager, Director of the relevant department/column and the Director Risk & Compliance.

On a continuous basis, Invest International is assessing the possibilities to travel in a responsible way looking at the development of COVID in our markets, the impact of vaccinations etc. Possibly, this assessment will allow for international travel in the foreseeable future. When we will pick up travelling again, the policy as described below will apply including a strict protocol on safety.

3. The choice of travelling

During the COVID period the concept of working from home and remote working has become more accepted than before. This applies to large parts of the world. With this in mind, we ask you to determine for each situation whether a physical meeting and international travelling is necessary, or if an online meeting is also suitable to achieve the desired goal. From a sustainability point of view, we consider this deliberation to be very important, in which both the employee and the manager take their own responsibility. Related to this, the number of journeys in the organisation, and its impact on the environment, can also be reduced by checking in advance if you can incorporate activities during your travels for colleagues (in your own and other departments) working on (potential) initiatives in the same region of your trip. Hence, a check with your colleagues for such opportunities and courtesy visits must be part of the preparations for your business trip. In order to support this coordination, a company-wide calendar is made available through which all travel plans can be shared and viewed.

4. Safety

Travelling to emerging markets, each with its unique customs, cultures and (political) circumstances, can involve security risks. The safety of employees during travel therefore needs consistent attention. To identify risks in countries and regions, as a starting point, we refer to the colour code system of the Ministry of Foreign Affairs, applying our own guidelines for the four different colour codes:

- Foreign trips to areas with green, yellow and orange travel advice can take place, of course with due observance of the applicable measures before, during and after the trip. Possible travel advice should be taken into account.
- Foreign travel to red travel areas can take place on the basis of a thorough due diligence with input from local organisations. The decision to make a trip in these cases is made by the line manager with written approval by the Director of the department/column and, subsequently, by the Director Risk & Compliance. Furthermore, the approach to travelling shall be in line with any safety guidelines of the RIVM.

See the link below for the relevant risk classification by the Ministry of Foreign Affairs with the corresponding colour codes. Note, that the corresponding advice is focused mostly on tourism, hence we apply our own guidelines to each colour code).

(https://www.rijksoverheid.nl/onderwerpen/reisadviezen/inhoud):

- Green: no particular security risks
    - The security risks in the country or area are comparable to what you are used to in the Netherlands.
- Yellow: Caution, Safety Risks
    - Security risks in this country or area have been identified that differ from what you are used to in the Netherlands.
- Orange: Only necessary trips
    - Serious security risks in this country or area can create dangerous situations for travellers. That is why the Ministry of Foreign Affairs advises you to travel to this area only if absolutely necessary. Holiday trips or trips that can be postponed are not necessary.
- Red: Do not travel
    - Very serious security risks can create life-threatening conditions for travellers, such as a war situation. That is why the Ministry of Foreign Affairs advises not to travel to this area.

Based on a thorough analysis certain areas can be included in a list of restricted travel destinations due to specific health and safety risks and insurance coverage. The Director Risk & Compliance can add or remove non-travel destinations at any time.

The Director Risk & Compliance can grant individual exceptions for travel to non-travel destinations. Upon approval in writing by the manager and the Director of the respective column the traveller should clearly set out in an email to the Director Risk & Compliance (in CC their manager and Director):

- why the travel is needed
- specific safety information of the local Dutch embassy
- any other travel safety information from local contacts and clients.

Any travel to areas with security risks will explicitly only take place on a voluntary basis. The employee is invited in advance by the manager for a discussion in which both agree to the travel. The journey is reported to the department's/column's Director.

Part of the preparation of each trip by the employee will be the evaluation, prior to departure, of one's personal risks, considering how these risks can be mitigated. The employee must continue to assess risks while travelling and evaluate if it is safe to continue with the business trip. Invest International will comply with your wish if you don’t want to travel or want to cut short a trip when you feel unsafe to continue to travel.

5. Travel Safety Protocol under development

The basis for your personal safety lies in actively taking responsibility and using your common sense as a traveller. That being said, Invest International, as an employer, wants to guarantee the health and safety of its employees as much as possible. A protocol on safety during foreign travels is being developed for this purpose. This protocol will describe, in further detail, the responsibilities of the employer and employee. Some areas of attention are briefly outlined below. These will be further elaborated on in the protocol.

6. Alignment with management and local authorities

As part of the preparation, the employee will complete a Terms of Reference format and will share this with the manager. In addition, both are bound to use the Travel Preparation Checklist for the employee/manager.

Before planning a trip, the employee will start an approval process (in which the manager will review the input). You are requested to check the travel advice from the Ministry of Foreign Affairs and, most importantly, get input on the current situation on the ground from local organisations (partner organisation, (I)NGO, if possible also from a diplomatic post (embassy/consulate)).

The manager is responsible for pointing out to the employee the existence of, and compliance with, the safety policy. The manager maintains regular contact with a traveller during a trip. To support the employee and manager, additional information will be provided aimed at raising awareness about the organisational security measures (adequate preparation and, where need be, the emergency response), by means of

- Presentation at departments where many employees travel
- Communication through internal media of Invest International
- Any external safety training for travellers to orange and red areas

Unless the manager gives written permission to deviate from this, a trip to an area with an orange or red colour code can only take place after following the internal presentation about travels at Invest International and participating in the external safety training.

At all times, when currently travelling or not, make sure you update your emergency details via the self-service portal in our personnel administration system. This will ensure we can reach those close to you in case of an emergency.

In case of an emergency issue during travels, the first point of contact will be the line manager, who can escalate to the Director Risk & Compliance department and the Management Board.

7. Health

Prior to and during employment, you are responsible for organising the correct vaccinations for your travels abroad, including acquiring any malaria prophylaxis, medical materials and guidelines (from GGD or similar). This includes a possible COVID vaccination certificate as required in the country of destination (eg QR code or stamp in the vaccination booklet) as well as, where necessary, a negative COVID-19 test result. Insofar as your own insurance does not cover the necessary vaccinations and/or COVID test, Invest International will reimburse for the costs incurred based on the submission of the respective receipts and approval by the manager.

8. Booking of transport

You travel by train if the travel time of your journey by train is a maximum of 5 hours. Is the travel time more than 5 hours, then you still take the train if the travel time by train is less than 1.5 times the travel time by plane.

Travel time is the time involved in travel, calculated from your work location to your destination. This includes pre- and post-transport to the station or airport and including waiting time (check-in time).

You travel by plane if the travel time by train is more than 5 hours and the travel time by train is more than 1.5 times the travel time by plane. Even if this is the case, you can still choose to make the journey by train with your manager's permission.

In principle, you travel with a direct flight. However, you are expected to consider opting for an indirect flight if the price difference between a direct and indirect flight is more than 350 euros and the travel time of an indirect flight is not more than four hours longer than that of a direct flight. In this decision-making process, please also take into consideration the CO2 emissions of the journey, the travel efficiency and duration of the stay (eg avoiding a night's stay in a relatively expensive area can also limit costs of the journey).

Is the total flight time more than 6 hours? In that case you can fly business class if a business class ticket is available. However, in line with our core values at Invest International, it is important that we all take into consideration the impact of our individual choices on both cost of travel and the associated ecological footprint. We trust that you will make your personal assessment on the relevance of flying business class before booking your ticket.

The travel agency with which Invest International will sign an agreement will propose travel options for each trip.

Keep in mind that you cannot fly with all airlines. The choice of an airline is primarily determined based on your personal safety. For air traffic within and outside of Europe you can use airlines that are not on the so-called 'blacklist'.

When planning your business trip, the travel agency will always provide you with several quotes. In principle you choose the option that offers the best balance between cost and sustainability (which is expressed in the guidelines on booking transport laid out above).

If your preference will cause a difference between flights over €1,000 and/or when the total flight costs exceed €5,000, a pre-approval from your director is needed. If you want to travel business class instead of economy class (as stated in the policy) prior approval by a member of the Management Board is needed.

If you find a more suitable flight online with the same price (or cheaper) than the flight via the travel agency, and the travel agency indicates that it cannot book this flight (for an equal or lower price), then you can, based on approval of your manager, book the flight yourself and reimburse the costs via the personnel administration system submitting the respective receipt.

You should apply for flight tickets and hotel reservations as early as possible. If you have permission from your manager, by exception and in general depending on the area you are travelling to, you can also arrange the flight tickets and hotel reservations yourself. You must do this at least 21 days before departure. If this is not possible, inform your manager in writing.

9. Booking of hotel

The travel agency (with which Invest International will sign an agreement) will propose hotels for each trip. The DSA lodging (United Nations Daily Subsistence Allowance for hotel stays per country/region) (in Dutch, *DSA logies)* is the maximum amount to be spent per night.

In areas with the colour code orange or red, the local organisations (preferably a diplomatic post) should be consulted for a list of preferred hotels. Only with the explicit, written (email) permission of the manager can it be decided to deviate from consulting the local organisations or from the list of preferred hotels. Based on a list of preferred hotels, the travel agency can book a hotel for you, or, if more convenient, you can book it yourself and submit the receipt for reimbursement through the self-service portal in our personnel administration system. Based on your manager's approval, it is also possible to request an advance that covers for the hotel costs.

10. Extending a trip

Extending trips for private purposes is permitted under certain conditions. Your manager must give prior written permission for this. When assessing your request, your manager should always look at all the circumstances of the situation. The extension must take place at the beginning or the end of the trip. The additional costs are on you.

11. Visa

A colleague within Invest International (to be determined) will organise the visa (including e-visa) where possible, depending on the number of applications at that time. Where necessary, the travel agency or another intermediary can organise a visa application upon approval by the manager.

12. Accessibility and communication

Where possible, try to organise communication facilities through a local organisation (eg getting a local SIM card). The Dutch SIM card in your phone provided by Invest International will not work equally well everywhere, especially in rural areas. However, note that local SIM cards could be bugged. Hence, do not use these for any sensitive communication nor link the network (devices from Invest International) in any way to the phone containing a local simcard.

13. Expense allowance

Invest International applies a daily allowance for each location abroad (region/country) based on the United Nations Schedules of Daily Subsistence Allowance Rates (DSA lists). These DSA values are periodically and automatically updated.

To enable fair treatment and a simple reimbursement process, 100% of the UN DSA rates will be applied as a standard travel allowance for all business trips abroad.

From the DSA, the employee is expected to pay all local costs, both business-related and private. This includes costs for breakfast; the travel agency can book bed and breakfast upon your request, but the payment for the breakfast must be done locally at the hotel by yourself.

The exception are events during your stay abroad where you represent Invest International, like a lunch or dinner with clients, prospects, consultants or partners: these costs can be reimbursed separately on the basis of the invoice stating the name(s) of the customers, prospects, consultants or partners and the reason for the event. Your claim must be

- in line with the regulations as stipulated by the Compliance department
- accompanied by the receipt
- stating the name(s) of the client(s), prospect, partner(s) or consultant(s) and reason for the occasion.

You cannot claim the DSA when attending events that are catered, like Advisory committee meetings, Board meetings, conferences, training and learning programs. The actual business expenses incurred should be claimed for reimbursement using the self-service portal in our personnel administration system.

See separate appendix for the current UN DSA Rate List for travels abroad.

Based on your manager’s approval, you can request the DSA amount for your travels as an advance prior to your departure.

The DSA is calculated from the day of arrival at the port of entry (airport, train station) in the destination country until the time of arrival at the next destination (including long layovers). When continuing from the previous destination to your next destination including an overnight stay, the new DSA takes effect from the day of arrival at the next destination. Hours exceeding 24 are calculated as an extra day. You cannot claim the DSA for part days

A DSA cannot be claimed for the flight/train time out of, and back to, the Netherlands. If a layover applies, this is considered one flight/train journey.

If you have a business trip to more than one country or location (with different DSA rates) (e.g. A, B and return to the Netherlands), the following applies:

- DSA A is charged from the day of arrival at airport/train station A until the day of arrival at airport/train station B (second destination)
- DSA B is charged from the day of arrival in B until the day of departure from B to an airport/train station in the Netherlands (final destination). In case of an indirect (return) flight/train journey, the departure time from the last business destination (B) is the end time used for the DSA calculation.

Compensation in the event of a delay

When you are entitled to compensation in the event of a delay of your train or plane, you are expected to support the travel agency (eg by providing documentation) to obtain this compensation. The compensation always benefits your employer.

Loyalty programs

Benefits obtained from loyalty programmes also benefit your employer. Your employer may decide that you can use these benefits for your next trip.

Reimbursement for own transport

For the travel part in the Netherlands, you can use public transport (explicit preference) and, if necessary, your own car (or another motor vehicle), whereby the kilometre allowance from Invest International applies. The use of a possible taxi in the Netherlands is only refundable based on approval by the manager for reasons such as night-time travels or in the event of a train cancellation. Any refund of parking fees at Schiphol will only take place based on written permission by your manager, with a maximum of €70 per journey.

Submission of claim

Make sure that you have submitted your claim no later than 3 months after the end of your trip. After this period has expired, your entitlement for compensation will lapse.

14. Travel insurance

Invest International is in the process of organising travel and health insurance outside Europe for employees. This will be sorted in September.

15. CO2 compensation

Having sustainability at the core of our identity and our work, we aim, for each one of us, to be fully aware of the ecological impact of our travels. Hence, as an organisation we encourage you to compensate for the CO2 emissions of your flights by offering to pay 75% of the amount. This way, the CO2 compensation becomes a way in which we all ascribe and support our purpose of sustainability.