

International Travel Policy

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Related documents:

- [\(Tor\)](#)
- [Travel Itinerary Invest International](#)
- [Travel Advise Ministry of Foreign Affairs](#)
- [List DSA](#)
- [Travel Preparation Checklist \(TPC\)](#)
- [Personnel Guide](#)

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Contents

Introduction.....	4
1. Choice of Travelling.....	5
2. Safety	6
2.1 General Safety.....	6
2.2 Safety during travelling.....	7
3. Travel insurance	8
4. Preparation for Travel.....	9
4.1 Alignment with management and local authorities.....	9
4.2 Before Traveling	9
4.3 Flights and train tickets.....	10
4.3.1 Overall guidelines	10
4.3.2 Flights	10
4.4 Booking of Hotel	11
4.5 Health	11
4.6 Request for Visa.....	12
4.7 Extending employee foreign business trip for private purposes	12
5. Expenses during business trip	13
5.1 Submission of claims.....	13
5.1.1 General	13
5.1.2 Submission of claim.....	13
5.2 Transport to departure and arrival destination	14
5.3 Daily Subsistence Allowance (DSA).....	14
5.4 Additional costs to be declared:	15
5.5 Business Lunch/Dinner at business trip	15
6. CO2 compensation.....	16



Introduction

The International Travel Policy outlines the guidelines applicable to employees representing Invest International on overseas business trips.

Generally, interns will not be authorized to travel on behalf of Invest International; however, exceptions may be considered. This has to be approved by the Risk Director and the responsible manager.

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.

Introduction Employee Experience Officer (EEO)

The EEO within Invest International is Lieke van der Heijde. Lieke is responsible for organizing the traveling for business trips abroad.

You can contact Lieke via:

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1. 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 employee 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 organization, and its impact on the environment, can also be reduced by checking in advance if the employee can incorporate activities during foreign business travels for colleagues (in employee own and other departments) working on (potential) initiatives in the same region of employee trip.

Hence, a check with colleagues for such opportunities and courtesy visits must be part of the preparations for employee 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. [Travel Itinerary Invest International](#)

2. Safety

2.1 General 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 code.

Foreign trips to areas with green and yellow code travel advice can take place without approval from the Risk department. Of course, with due observance of the applicable measures before, during and after the trip. Possible travel advice should be considered.

When countries are indicated as orange, serious security risks in this country or area can create dangerous situations for travellers. That is why the Ministry of Foreign Affairs advises employee to travel to this area only if necessary.

Foreign travel to red and orange areas can take place on basis of a thorough due diligence. If possible, with input from local organizations. The decision to make a trip to an orange country in these cases is made by the team manager with written approval by the Director of the department/column and, subsequently, by the Director Risk & Compliance.

If you have to make a red country there needs to be a written approval the by the Director of the department/column Director Risk & Compliance and CFRO approval.

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). [Travel Advise Ministry of Foreign Affairs](#)

- Green: no particular security risks
 - The security risks in the country or area are comparable to what employee are used to in the Netherlands.
- Yellow: Caution, Safety Risks
 - Security risks in this country or area have been identified that differ from what employee 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 employee to travel to this area only if necessary. Holiday trips or trips that can be postponed are not necessary.
 - Orange trips require approval from the Director Riks & Compliance

- 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.
 - Red trips require approval from the Director Riks & Compliance and CFRO.

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 their Director):

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

Any travel to areas with security risks orange and red (Colour code per country) 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 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 employee wish if employee do not want to travel or want to cut short a trip when employee feel unsafe to continue to travel.

2.2 Safety during travelling

2.2.1 General information

Invest International, as an employer, wants to guarantee the health and safety of its employees as much as possible. Of course, employee is obligated to actively taking responsibility and using common sense while traveling.

2.2.2. Trainings

Invest International has a duty of care for its employees to ensure its travellers are prepared for travel. To that end, we work closely with an external company, Forth Global, who facilitates Safety Trainings for Invest International.

There are two types of Safety Training:

1. 1 day for knowledge for countries outside of Europe
2. 2 days for travel to risk countries.

The manager and the EEO decides which training is applicable for the employee.

If applicable, a travel briefing will take place 1–2 weeks prior to your trip. The EEO will inform you whether this applies to your travel.

Starting this fall, the Female Safety Training will become mandatory for all female travellers, in addition to the existing safety training.

2.2.3 Inappropriate behaviour

If you experience inappropriate behaviour while traveling, inform the Employee Experience Officer. She will then notify the manager and, if necessary, take appropriate steps depending on the situation.

2.2.4 emergency issue

In case of an emergency issue during travels, the first point of contact is the Insurance company (see article 3) you also have to inform your line manager and/or the EEO, who can escalate to the Director Risk & Compliance department and the Management Board

2.2.5 Unseen extreme events

In extreme events where the risk in a country is quickly escalating Invest International may request an employee to return to the Netherlands immediately.

3. Travel insurance

Invest International employees are insured during business travels via VMD Koster:

For direct assistance in the event of serious illness, personal accidents or death in the foreign countries, the emergency centre must be contacted immediately:

AIG Travel Guard Phone number: +31 (0)10 453 56 56 (available day and night, 24/7)

Please mention:

Policy number: 60.21.9458

Insurer name: AIG Europe S.A., Netherlands Branch

If employee stay is extended for personal reasons, employee personal travel insurance is in force.

Please look at Appendix 1 for more information regarding the steps to take when you have a medical emergency.

4. Preparation for Travel

4.1 Alignment with management and local authorities

As part of the preparation, the employee will complete a Terms of Reference [\(Tor\)](#) TOR format and will share this with the manager. In addition, both are bound to use the [Travel Preparation Checklist \(TPC\)](#) for the employee and the manager.

Before planning a trip, the employee will start an approval process (in which the manager will review the input). Employee 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 organizations (partner organization, (I)NGO, if necessary, also from a diplomatic post (embassy/consulate). Do not contact the Embassy or Consulate for information which can be obtained via the website of the MOF.

The manager is responsible for pointing out to the employee the existence of, and compliance with, the safety procedures as mentioned in this Travel Policy. The manager maintains regular contact with a traveler during a trip. To support the employee and manager, additional information aiming at raising awareness about the organizational security measures (adequate preparation and, where need be, the emergency response) is provided, by means of

- Onboarding Presentation
- Communication through internal media of Invest International
- Any external safety training for travelers. Based upon the needs and experience from the employee Invest decides whether an employee needs a 1- or 2-day training.

Unless the manager gives written permission to deviate from this, a trip to an area with an orange or red color 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 employee update employee emergency details via the self-service portal in our personnel administration system. This will ensure we can reach those close to employee in case of an emergency.

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

4.2 Before Traveling

All Tickets and overnight reservations for employee business trip must be requested as soon as possible with the EEO (PO). The PO works with a travel agent designated by Invest International. Employee must have a signed Terms of Reference (TOR), see also article 4.1. This TOR needs to be sent together with the travel request to the EEO.

Travel arrangements must be done no later than 21 days before departure. If this deadline is not feasible, employee will explain to the manager why it is not feasible.

Before travelling make sure you download the following apps:

- AIG Travel Assistance (You can register with the policy number: 60.21.9458)
- STI (Schiphol Travel International)

4.2.1 Travel Medical Kit

Please note that a travel kit is available upon request for business trips, particularly in situations where access to medical assistance may be limited. The kit is intended for basic support and does not include professional medical care. We have limited kits available so please contact the EEO.

4.3 Flights and train tickets

4.3.1 Overall guidelines

- While arranging the foreign business trip, the EEO will look to the most convenient and green way of travelling. If the travel time by car or train is less than 5 hours traveling by Train should be a chosen option.
- Travel time is the total time needed for travelling from employee work location to employee destination. This includes pre- and post-transport to the station or airport and including waiting time (check-in time).
- 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 our employee will make their own personal assessment on the relevance of flying business class before booking the ticket.

4.3.2 Flights

- In a world where carbon emissions and climate change are pressing concerns, we believe it is crucial for us to take proactive steps to mitigate our carbon footprint. This is why we stimulate as Invest International to fly Economy Class as much as possible.
- While flying daytime employee fly economy (Comfort). In case a day flight is longer than 10 hours flights can be booked (Business) class. Night flights are always business class.
- If for personal reasons the employee do not use the Business Class offered on flights longer than 10 hours or night flights and opt for Economy (Comfort) the employee can use the option offered by Invest International to book a massage of maximum 90 minutes. The employee must make use of this within 24 hours after the flight.
- All flights, hotels etc. with Invest International will be booked via the EEO. The EEO collaborates with STI, Invest International's travel agency.
- In line with the policy employee cannot fly with all airlines. The choice of an airline are determined based on personal safety. For air traffic within and outside of Europe the employee can use airlines that are not on the so-called '[blacklist](#).'
- When planning employee business trip, the EEO will always provide employee with several quotes. In principle we choose the option that offers the best balance between cost and sustainability (which is expressed in the guidelines on booking transport laid out above). We

ask you to respond on the several quotes as soon as possible. At this way we can make sure the preferred way of travelling is still available.

- Employee should contact the EEO as soon as possible when employee know the travel schedule, but at least 21 days before employee departure.

if you are travelling with multiple colleagues it is preferable that you travel as a group.

- When employee are entitled to compensation in the event of a delay of employee train or plane, employee are expected to support the travel agency (e.g., by providing documentation) to obtain this compensation. The compensation always benefits Invest International and cannot be claimed back by the employee.
- note: In line with the policy, booking of flights, trains, and hotels by the employee is not prohibited, only with upon approval of the employee's manager and the EEO.
- Note: All booked trips are customized. Everything is coordinated with the employee and the manager.

If the foreign business trip requires it, an exception may be made to the above guidelines by the director of the department.

4.4 Booking of Hotel

The EEO will align with STI and propose hotels for each trip.

In areas with the color code orange or red, the local organizations (preferably a diplomatic post) should be consulted for a list of preferred hotels. Only with the explicit written (email) permission of the manager of the employee who travels, it can be decided to deviate from consulting the local organizations or to deviate from the list of preferred hotels. Based on a list of preferred hotels, the travel agency can book a hotel for the employee.

Hotel bookings go through the EEO. If they agree that the employee can book the hotel themselves, employee must add this approval to the expense claim. No hotel expenses will be reimbursed without the EEO's approval.

4.5 Health

Employees are responsible for ensuring they have the appropriate vaccinations and medical preparations for international business travel—both prior to and during employment. This includes obtaining malaria prophylaxis, necessary medical supplies, and up-to-date travel health advice from the GGD or a similar authority.

Where applicable, employees must also ensure they have the required documentation for entry into the destination country, such as a valid COVID-19 vaccination certificate (e.g., QR code or a vaccination booklet stamp) and, if needed, a negative COVID-19 test result.

Relevant information can be found on the [Travel vaccinations | NetherlandsWorldwide](#), through the link provided in your E-ticket, or by contacting the EEO.

If for any reasons you don't want to be vaccinated, you cannot travel to country's where vaccination is required.

As far as employee 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.

We assume you are health conscious (mental/physical) and will only travel when healthy. If there is a pre-existing medical condition we may ask you to get a fit to fly check from a medical professional.

For any questions, please contact the EEO.

4.6 Request for Visa

All visas must be obtained by the traveler. Most visas can be obtained online. For any assistance, please contact the EEO. Please make sure all information on the visa application should be obtained from the gov.net of the country visited.

4.7 Extending employee foreign business trip for private purposes

You are permitted to extend your business trip for personal purposes if:

- your employer has given written approval prior to your departure,
- the extension does not exceed 72 hours,
- the extension takes place at the beginning or end of your business trip, and
- you cover any additional travel and accommodation costs, while any savings benefit your employer.
- You need to arrange your own travel insurance for the privately extended part of your trip, as this period is not covered under the II insurance policy.

4.8 Travel/work during weekend hours

If you had to travel/work during the weekend (06:00 – 24:00) for business purposes abroad, you may compensate for these hour(s) in the week following your trip. Coordinate this with your manager. Accumulating these days is not allowed.

4.9 Working remotely from abroad

As an employer, we are permanently responsible and liable for our employees who are working remotely abroad. For this reason, it is not permitted to work remotely from high-risk areas (orange/red zones).

If you still choose to travel to countries with orange or red zones, you are not allowed to work from there and must take vacation leave. Working remotely from abroad is only possible after approval of your manager and in green and yellow areas.

5. Acting as an Ambassador for Invest International

While on business travel, you are representing Invest International at all times. This means that our Code of Conduct and People Drivers apply throughout your trip, including outside formal working hours.

6. Expenses during business trip

6.1 Submission of claims

6.1.1 General

If employee must travel abroad for work, we call it a foreign business trip.

For this employee will be reimbursed for the costs of employee foreign business trip based on the provisions in this International Travel Policy.

6.1.2 Submission of claim

- All expenses for employee foreign travel must be submitted as soon as possible after the trip, but at least in the same calendar year through the appropriate claim workflow in AFAS: <https://91180.afasinsite.nl/>
- Claim forms must be completed in full, including a detailed description of the expense and related documentation requiring an invoice/receipt and bank statement. The invoice must be in employee name and otherwise substantiated by bank statements in employee name. For a Business Lunch/Diner/Drink it is needed to write down the clients names and company in the expense claim.
- If the price in Euros does not appear on the bank statement you should attach a print screen of the exchange rate on the day of submitting the claim. See the website: <https://www.gwktravelex.nl/en/currency-exchange/exchange-rates>
- Submitted claims will be reviewed by the Manager, HR, and the payroll company Delta. If employee claim is fully approved on the 10th of the month employee expenses claim will be paid with the next salary payment.

6.2 Transport to departure and arrival destination

6.3 Daily Subsistence Allowance (DSA)

- The DSA is meant for daily expenses such as: breakfast, lunch, dinner, and transportation during a business trip.
- 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 employee 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.
- 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 employee 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.
- When booked through Invest International, hotels are booked without breakfast. In this case, employee can claim the entire DSA.
- In the exceptional case the employee booked the hotel (after approval by the PO), please ensure that the hotel is booked without breakfast. If this is not possible, the costs of the breakfast from the DSA need to be deducted.
- For days when no expenses took place, a DSA cannot be claimed for that day. If is expected that costs will be higher than normally covered by the DSA eg, business lunch or dinner or transportation costs, employee manager must give approval in advance.
- In Article 5.2, 5.4 and 5.5 of the Travel Policy you can find a list of expenses which can be claimed and are not covered by the DSA.
- Invest International follows the DSA issued by the CAO Rijk (see link) [List DSA](#)

In case of questions concerning the DSA or other travel matters, please contact Invest International's EEO.

6.4 WIFI on the plane:

Wi-Fi or internet costs incurred during the flight will not be reimbursed.

6.5 Additional costs to be declared:

- Visa Costs
- Vaccinations and medication advised by a doctor for the business trip: employee can only claim these costs if they are not reimbursed by the Health Insurance of the employee. The medication cannot be part of a common home pharmacy, such as non-prescription remedies for gastrointestinal complaints, regular painkillers, and standard medicine against insect bites.
- Massage within 24 hours after the flight if you for personal reasons did not use the Business Class offered on flights longer than 10 hours or night flights and chose for Economy (Comfort).
- Upon approval of the manager, employee can purchase a local sim card. 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 sim card.
- Corporate gift for a business associate. The total amount cannot exceed €75, - excluding tax.
- Note: Invest International's Marketing and Communications department has created some tailor-made to our branding corporate gifts, which we strongly recommend using. For more information regarding the corporate gifts of Invest International, please contact the Management Support Team.

6.6 Business Lunch/Dinner at business trip

In principle employees will pay for their own meals during business dinners and business trips because this could create an appearance of influence.

Business lunches and dinners are only allowed to offer in relation to a [potential] business project.

You need a prior approval of your manager in case the amount is exceeding €75, -, to be able to take a business partner out for lunch or dinner. Without the prior written approval of your manager, your claim will be declined. Management Board and Management Team don't need a prior approval to take a business partner out for lunch or dinner.

For a Business Lunch/Diner/Drink it is needed to write down the clients names and company in the expense claim.

7. CO2 compensation

- In a world where carbon emissions and climate change are pressing concerns, we believe it is crucial for us to take proactive steps to mitigate our carbon footprint. Therefore Invest International will compensate our carbon emissions in 2025. We find it extremely important that we all take into consideration the impact of our individual choices on both cost of travel and the associated ecological footprint.

Appendix 1 – Medical Emergency's

1. Medical Emergencies

- **Immediate Assistance:** Contact AIG Assistance as soon as possible via the 24-hour emergency helpline: +31 (0)10 453 56 56.
- **Hospital Admission:** If you are admitted to a hospital, AIG Assistance will try to pay the hospital bills directly.
- **Medical Expenses:** Reasonable and necessary medical expenses are covered for up to two years from the date of injury or first diagnosis of the illness.

2. Repatriation and Emergency Travel Expenses

- **Repatriation:** Costs for transportation to an appropriate hospital or home in the country of domicile are covered.
- **Emergency Travel Expenses:** Reasonable additional transport and accommodation expenses for a person who needs to travel to stay with or escort the insured are covered.

3. Additional Coverage

- **Funeral Expenses:** In case of death due to an accident, reasonable funeral expenses are covered.
- **Family Visit:** If you are hospitalized for more than five days and are not expected to be discharged within seven days, reasonable additional transport and accommodation expenses for your partner and up to three financially dependent children or two other immediate relatives are covered.

4. Conditions and Exclusions

- **Conditions:** The insured must notify AIG Assistance as soon as possible in case of injury or illness.
- **Exclusions:** Costs that would have been part of the original travel budget or costs that the insured would have had to pay regardless, such as meals, are not covered.

5. Claims Procedure

- **Claims Registration:** Claims must be registered upon return with AIG Europe, Netherlands via claims.nl@aig.com.
- **Required Documents:** The claim form must be completed and signed, and submitted along with the required documents.

This summary provides an overview of the key steps and procedures to follow in case of illness abroad according to the policy conditions.

Let's build the sustainable markets of tomorrow together.

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