Global Travel Policy
(International)

Version 1.0
Effective Date 31 October 2017
History of this Document

<table>
<thead>
<tr>
<th>Ver No.</th>
<th>Created Date (mm/dd/yyyy)</th>
<th>Description of Changes</th>
<th>Created by</th>
<th>Policy Owner</th>
<th>Reviewed/Approved by</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>10/31/2017</td>
<td>First Edition.</td>
<td>Samuel S</td>
<td>Kiran Verghese Thomas</td>
<td>Fred Piccirillo</td>
</tr>
</tbody>
</table>
**Contact Us**

*Providing Feedback about Policy Documentation*

If you have comments or questions about Sutherland Global Travel team created policy documentation, you can contact Sutherland Global Travel Desk.
Global Travel Policy

The Sutherland Global Travel policy outlines the global guidelines for international travel. It aims to provide employees who are assigned to travel abroad a comfortable, safe and culturally sensitive experience in keeping with global business travel standards and any relevant legal requirement imposed by the home and/or host country whilst ensuring cost control and effectiveness.

1 Introduction and Scope

Employees are occasionally required to travel in support of the company’s business goals and to directly service our clients’ needs. It is recognized that this travel only occurs when it is strictly necessary, and that whenever possible, alternative methods such as video conferencing, telephone connections and flexible working be explored first. As such business travel is only approved when strictly necessary.

This Global (International) Travel Policy (and associated travel expenses) is constructed to conform to four (4) key objectives:

■ It supports predictable, affordable and controlled costs of travel by ensuring timely arrangements, financially prudent practices and the utilization of best commercial rates/relationships with providers and suppliers.

■ It takes account of the employee experience by removing bureaucracy, processing complexity and unnecessary administration. It is also fair and equitable in how it works and seeks to promote a culture where employees committing their time to business travel is acknowledged and respected.

■ It is compliant with legal requirements that are applicable to the countries from, to, and within which our people travel for business and commits to regular reviews to be sustainable and adaptable to changes that occur in these legal provisions.

■ It is not about entitlements and provisions, but is about leveraging our people and their efforts, to the best effect and cost, thus adding value to our own Sutherland business and our clients’ businesses.

As such this Policy covers employees of Sutherland who travel internationally for business purposes for a period of thirty (30) consecutive days or less. Global Mobility policies apply for travel greater than 30 days.

This policy covers all employees of Sutherland including those of its fully owned subsidiaries. It also covers all aspects of business related international temporary travel, whether to attend meetings or conferences or any type of leadership development or training.
2 Travel Authorization

All travel must be approved in advance by the authority as mapped in travel request tool. See *International Travel - Approval Matrix*.

**TRAVEL PROCESS – APPROVAL MATRIX (Travel Requisitioned 14 Days Prior to Travel)**
Important!

**Unplanned Travel**
All travel requisitioned less than 14 days in advance for international trips and less than 7 days in advance for domestic trips will require exception approval from your Vertical/Horizontal/Functional Leader.
3 Travel Bookings

Employees are required to book all air, rail, hotel/accommodation, including en-route changes, through the Sutherland Global Travel Desks to ensure the best opportunity for commercial rates. This also ensures Sutherland can track travel for safety and security reasons.

Utilizing the Sutherland Global Travel Desks ensures systematic tracking of all company travel reservations while providing comprehensive “real time” information regarding employees “in transit” status. This is especially critical during times of emergency when the need exists to determine the whereabouts of the Sutherland travelers.

4 Travel Reservations

The employee should make every effort to plan and finalize travel arrangements as far in advance as possible to maximize lead time and optimal pricing. Travel request raised at least 14 days in advance will provide optimal savings/best possible rates.

As such all employees are expected to raise and ensure that the travel requests are approved through the appropriate approval steps/channel (lodged in the travel request tool) 14 days prior to the planned departure date.

Note: The Sutherland Global Travel Desks must be informed of any cancellation immediately such that the travel arrangements can be changed or cancelled.

Note: The Sutherland Global Travel Desks should be informed of any unused air travel immediately.

<table>
<thead>
<tr>
<th>Region</th>
<th>Contact Email</th>
<th>Phone Numbers and Extensions</th>
</tr>
</thead>
<tbody>
<tr>
<td>USA/Canada/Mexico/Jamaica/</td>
<td><a href="mailto:TravelsNA@sutherlandglobal.com">TravelsNA@sutherlandglobal.com</a></td>
<td>1-585-586-5757 x6680; 1-585 295-0800 x797285 Avaya 24HR: 1-855-528-3375</td>
</tr>
<tr>
<td>Columbia</td>
<td></td>
<td></td>
</tr>
<tr>
<td>India/UK/Europe/Middle East</td>
<td><a href="mailto:travelsIndia@sutherlandglobal.com">travelsIndia@sutherlandglobal.com</a></td>
<td>Avaya Extensions: 587827 &amp; 587671 Landline numbers: +91 44 42297507 &amp; 91 44 42227628</td>
</tr>
<tr>
<td>Philippines/Malaysia/China</td>
<td><a href="mailto:travelsmanila@sutherlandglobal.com">travelsmanila@sutherlandglobal.com</a></td>
<td>Avaya Extension 789171 / 789029 Landline number: +63 2 459 2900</td>
</tr>
</tbody>
</table>
5 Passport and Visa

Employee that plan to travel international should check and ensure that they have a current passport (with at least 6 months’ validity), visa and any other required information is obtained before travel to the planned destination.

Visas and other country entry/exit costs are reimbursable if required for international business travel purposes.

These Sutherland teams can be contacted for assistance for passport and visa matters.

<table>
<thead>
<tr>
<th>NA (US, Canada, Mexico, Europe)</th>
<th>PHL (Singapore, Malaysia, China)</th>
<th>India</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:Diana.Hennigh@sutherlandglobal.com">Diana.Hennigh@sutherlandglobal.com</a></td>
<td><a href="mailto:travelsmanila@sutherlandglobal.com">travelsmanila@sutherlandglobal.com</a> Avaya Extension 789171 / 789029 Landline number: +63 2 459 2900</td>
<td><a href="mailto:travelsIndia@sutherlandglobal.com">travelsIndia@sutherlandglobal.com</a> Avaya Extensions: 587827 &amp; 587671 Landline numbers: 91 44 42297507 &amp; 91 44 42227628</td>
</tr>
<tr>
<td>T: +1 (585) 295-0800 x788789</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M: +1 (585) 298-8575</td>
<td></td>
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</tr>
</tbody>
</table>

6 Class of Travel

The following table lists the employee levels, consistent to our career architecture, with the appropriate eligibility of international air travel class:

<table>
<thead>
<tr>
<th>Employee Level</th>
<th>Class of Travel</th>
</tr>
</thead>
<tbody>
<tr>
<td>L1 - L3</td>
<td>Economy Class</td>
</tr>
<tr>
<td>L4 - L5</td>
<td>Economy Class</td>
</tr>
<tr>
<td>L6 – L8</td>
<td>Economy Class</td>
</tr>
<tr>
<td>L9 &amp; Above</td>
<td>Business Class*</td>
</tr>
</tbody>
</table>

*For L9 & above-If the request is not approved before 14 days (unplanned), the class of travel will be Economy.

*All unplanned travel should be Economy.
7 Logical Rate

All company preferred airlines, hotels/accommodation are selected by the Company based on a combination of factors, including; safety, security, comfort, schedule and cost.

Employees are required to choose the lowest logical rates applicable to all travel categories – example, air travel.

Employees are expected to use their judgement to assess the total trip cost to ensure best value to Sutherland and least impact to travel time.

Employees are not expected to accept inconvenience in terms of travel time and location to save costs. Employees are expected to manage their TRAVEL PLANS to take advantage of the cost benefits of tickets.

Note: Participation in the frequent traveller programmes cannot influence the traveller’s choice or preference of travel, which would result in incremental travel cost & schedule complexity.

8 Employee Travelling with Medical or Disability Needs

The company acknowledges that some travelers have special needs or requirement due to temporary or permanent medical or disability conditions.

Whilst any condition will influence the decision whether to travel at all, if the need is to travel then the formal request must notify in advance the special need before travel is approved – and the company reserves the right to request evidence of the temporary or permanent condition from a recognized medical practitioner.

In all such situations, the company will work with the employee to secure the appropriate travel arrangements including flights and accommodation.

If the employee does not request accommodation as part of the planned travel, the Company is not obligated to provide any such accommodation except where an individual’s known medical or disability condition impairs his/her ability to effectively communicate a need for, accommodation.

Any concerns or problems with the booking process or meeting the needs of any medical or disability condition should be raised with the appropriate line manager.

It is the employee’s responsibility to source (in advance) and travel with any necessary medical equipment or treatments/prescriptions. Equally if the employee needs to travel with a medical certificate or description documents they should arrange for these also in advance. Assistance on what may be required by airlines, hotels etc. can be accessed via the Sutherland Global Travel Desks.

Note: The Sutherland Global Travel desks do not offer medical advice or any other associated services in relation to any medical or disability condition.
9 Safety and Security

All travelling employees are encouraged to be fully aware of the current security situation in the location/places to which they may travel to internationally on business. All travelers must comply with any security restrictions on business travel that may be imposed from time to time. Please refer to the “ISOS” link [www.internationalsos.com](http://www.internationalsos.com) for up to date health & medical information per location.

Sutherland takes seriously the safety and security of its employees – and will not take risks of approving or arranging travel to temporary or permanently locations assessed as unsafe. It is entirely the prerogative of Sutherland to determine which locations are deemed unsafe – although any concerns an employee has about a location for future travel should be raised with the Sutherland Travel Desks in advance.

10 Travel Insurance – Including Medical Coverage

Employees traveling overseas will be covered by an appropriate Overseas Travel and Medical Insurance Policy. If the duration of the employee is extended; the employee should seek the approval and utilize the approval process such that the Sutherland Global Travel Desks can extend the insurance coverage accordingly. This is critically important for all travelers to understand – any change in arrangements or duration or location must include a re-approval and extension of the travel insurance component.

11 Health and Wellbeing

Employee should take the necessary Health Precautions as soon as the travel is approved. Travel and working international does present health and wellbeing challenges – and all employees are encouraged to plan how to maintain health during their travel. Regular exercise and good diet are two components of health and wellbeing at work. For further advice on this please contact your regular medical practitioner – and for support and assistance on facilities and opportunities in the location being traveled to then please contact the local HR team or Sutherland Global Travel Desks.

Employees are expected to carry enough prescription medication for the travel in the HAND luggage, plus sufficient supply to cover unavoidable delays.

12 Immunization

Some international locations will require immunization due to the prevalence of illness or disease. This changes over time as countries may impose temporary restrictions or requirements on travelers as well.

As part of the travel planning all employees are encouraged to liaise with their medical practitioner and the Sutherland Global Travel Desks to determine if immunization or vaccination is needed. This needs to take place at least 4 weeks in advance of international travel for facilitate any treatments or provisions being made (e.g. Malaria medication).
13 Illness/Injured During Business Trip

Whilst all employees are encouraged to take care of their health and wellness, the company does recognize that occasionally it is possible that an employee may become ill or injured in the country where s/he is visiting. All employees are requested to seek medical help (medical insurance is provided) and any serious illness/injury must be reported to the Sutherland Security Management in the country which the employee is visiting, as soon as possible.

14 Excess Baggage

As travel often involved a mix of international and domestic components there may be a difference in baggage allowances as published by the airlines. When this occurs, the employees travelling on domestic flights and connecting to an International flight or vice versa, and the international baggage limitation exceeds the domestic baggage limit, the excess baggage charges for the domestic segments will be borne by the company.

15 Local Transportation

All local transportation is only to be undertaken with safety and security in mind. The company acknowledges that in some international locations travelling alone at unsocial hours also increases risk. Under no circumstances are risks to be taken with personal security and safety in any travel situation.

As such employees on international travel are expected to use company provided/preferred local transportation only. In case of official travel to places where Sutherland does not have its business operations, the employee shall travel by safe and registered hotel or local taxi.

Uber and other providers are acceptable as long as the arrangements are official, are registered/recorded through their transaction arrangements and safe/secure for travelers.

For transport to and from airports the employee is expected always to use the company preferred/lowest cost alternative taking personal safety as the priority.

16 Car Rental

On some occasions, it may be appropriate for the international traveler to hire a rental car in order to have flexibility in local transportation and to minimize costs of repeated taxi expense. Some international locations are not well served by public transport or taxis and it may be a considerable advantage in personal safety and security– and thus car rental is an acceptable option.

When employees do rent car rentals to drive on their own for official purposes, expenses will be reimbursed and need to be supported by bills. (direct billing is available via Sutherland Global Travel Desks under some circumstances to allow access to preferential rates)
Always inspect rental cars before driving and report any damages to the rental agency before signing any documentation or leaving the car rental location.

Employee must have a valid driving license suitable for driving the type of car hired and permitted by local law – they must not be disqualified from driving or have license impairments from any other country/location.

If the employee does not feel confident driving in a strange country, then there is no obligation to rent a car. The employee should take other means of transport.

Employee must comply with all local driving laws and car rental company regulations.

The following are not reimbursable:

a. Tickets, Fines, Parking Violations,

b. Accident Expenses for Personal Vehicle on Company Business

If two or more employees plan to travel to the same destination they shall make arrangements to share travel as a group.

In the event of an accident or theft of vehicle, the employee should notify the local authorities, the rental car company. Notify Sutherland Global Travel Desk.

**17 Rental Car Insurance**

USA - Rental Car insurance coverage has already been purchased by the company for Liability, Comprehensive, and Collision Coverage. Insurance should be declined with the rental car vendor. Insurance should be evidence by a copy of our corporate Rental Car insurance card provided by Risk Management to the Sutherland Global Travel Desks. Please ask for a copy at time of booking travel.

Contact Compliance – Risk Management nicole.turner@sutherlandglobal.com  M: +1 (585) 662-3823

Outside of the USA - If Employee is approved to rent a car then the insurance from the local car rental vendor should be purchased to meet the local and compulsory insurance laws. The insurance will be evidenced by the local rental car vendor. Coverage should be elected for LDW, CDW, TP and any other coverage that is required by local law. Employee safety is paramount – the insurance selections above should be chosen in all circumstances.

**Important**! The company does not accept liability for any vehicle accidents, damage, theft or any other claims caused as a result of car rental. Employees must ensure they have appropriate insurance provisions in place – this is a mandatory requirement.
18 Accommodation

The Sutherland Global Travel Desks, will make suitable accommodations arrangement with Sutherland preferred hotels / service apartments/guest houses as per the limits given in the table below.

At locations where Sutherland does not have a contracted rate for accommodation, employees should contact the Sutherland Global Travel desks for hotels/ service apartments within the limits given below.

Accommodation expenses will be settled by the employee directly and the same to be expensed with supporting bills for reimbursement. Extended stays in high cost locations should be discussed in advance with the Sutherland Global Travel Desks who can advise on arrangements and link to any expenses advance processes.

**Note:** Participation in the reward programmes cannot influence the travellers accommodation choice, which would result in incremental travel cost & schedules.

Room rates are based on the destination country. The limits mentioned below covers room rent per person applicable:

<table>
<thead>
<tr>
<th>HOTEL (in $)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Level</strong></td>
</tr>
<tr>
<td>L1-3</td>
</tr>
<tr>
<td>L4-5</td>
</tr>
<tr>
<td>L6-8</td>
</tr>
<tr>
<td>L9 &amp; Above</td>
</tr>
</tbody>
</table>
19 Maximum Allowable Expense Per Day

Employees travelling international will also be able to claim the maximum allowable expense per day to cover the living expenses. These maximum allowable expenses per day are to cover, personal meals (e.g. breakfast), food and beverages, medicines (not medical expenses which should be covered by insurance), tips, and newspaper/magazine.

All costs towards living expenses should be supported by receipts/bills.

Employee can request an advance before travelling towards the maximum allowable expense per day for the travel period subject to maximum of 30 days (including transit period) which should be accounted for on return. The advance will be continued/reset for any extensions of trips beyond 30 days.

Maximum Allowable Expense per Day rates are as follows:

**Note**: Maximum allowable expense per day rates are based on the destination country.

### Maximum Allowable Expense Per Day (in $)

<table>
<thead>
<tr>
<th>Level</th>
<th>US/CA</th>
<th>Jamaica/Columbia/Brazil</th>
<th>UK</th>
<th>EUROPE</th>
<th>ME/AFRICA</th>
<th>APAC-MH/CH/PH/SI/IND</th>
</tr>
</thead>
<tbody>
<tr>
<td>L1-3</td>
<td>45</td>
<td>40</td>
<td>45</td>
<td>40</td>
<td>40</td>
<td>40</td>
</tr>
<tr>
<td>L4-5</td>
<td>60</td>
<td>50</td>
<td>60</td>
<td>50</td>
<td>50</td>
<td>50</td>
</tr>
<tr>
<td>L6-8</td>
<td>75</td>
<td>60</td>
<td>75</td>
<td>60</td>
<td>60</td>
<td>60</td>
</tr>
<tr>
<td>L9 &amp; Above</td>
<td>100</td>
<td>90</td>
<td>100</td>
<td>90</td>
<td>90</td>
<td>90</td>
</tr>
</tbody>
</table>

Maximum allowable expense per day are paid from the date of departure from the country of origin to the date of return to country. Fraction of a day beyond 12 hours will be considered as one day. Additional amounts can be claimed as follows:

- In case of travel for more than 6 days, employees are entitled for $10 per day towards laundry in addition to their maximum allowable expense per day (receipts not required)
- or telephone calls employees will be entitled for $5 per week ($20 per month) (receipts are required)
20 Other Reimbursements

In case the company does not make the following arrangements, expenses incurred by the employee towards these services will be reimbursed by the company. The expenses for the following should be supported by bills.

- Taxi fare from home to airport, airport to hotel
- Airport tax, if any
- VISA, Immigration related expenses, if any

**Note:** Other fees directly related to business travel not listed here will be addressed on a case-by-case basis.

21 Business Entertainment Expenses

- Employees at Level 6 & above may entertain customers for Business development and client relationship management etc., based on the needs of Business and subject to prior approval.
- These expenses will be reimbursed only on submission of original receipts or bills.
- The names of people entertained with relevant details must be provided in any expense claim
- Employees below Level 6 allowed can only entertain customers / fellow colleagues with prior approval

22 Extension of Stay/Date Change

**Important!**

Any date change greater than $500 must be approved by SVP (level 9) or above (email/telephone approval is acceptable).

Travel requests (TAR) must be updated in the designated travel tool (TEMS) and then approved for any changes exceeding $500

Any changes to travel while in transit that require a travel duration extension must be entered in the designated travel tool (TEMS) and fully approved; O/CFO approval is required.

23 Falsification of Travel Expense Report

Any intentional falsification of expense report or receipts relating to international travel will not be tolerated. Appropriate disciplinary procedures will apply according to company and country policies. It is potentially seen as serious misconduct and appropriate action will be taken, which may include termination of employment.
24 Procedure

Pre-Travel
1. Travel must be planned and approved at least 14 days in advance.

    **Important!** Unplanned Travel – All travel requisitioned less than 14 days in advance for international trips and less than 7 days in advance for domestic trips will require exception approval from your Vertical / Horizontal /Functional Leader.

2. All travel requests (TAR ID) must be approved by the reporting authority as mapped as per designated travel request tool.

3. Tickets, Visa, Insurance, hotels arrangements etc. are done by Sutherland Global Travel Desk and must be approved by the reporting authority as mapped as per the designated travel request tool and the same shall be communicated to the employee.

4. Employees are entitled to obtain cash advance based on their eligibility and the number of planned days of travel (eligibility X no of planned days of travel) to meet expected business expenses. Such advance request must be made and approved by the reporting authority as mapped as per the designated travel request tool.

Post Travel
1. Employees are expected to submit the travel expense claim / settlement form along with supporting bills/receipts within thirty (30) days from the date of return from business travel to F&A dept. for the same to be updated in travel request tool. If not, it will be considered as exception which will be directed to program head (L8 or above).

2. On return the employee is expected to submit the scanned copy of the boarding pass to settle the cost of ticket advance (COTA), even if there are no other claims / settlements.

3. On submission of the travel expense report, the unutilized balance of the advance drawn for travel must be deposited with the F&A department on completion of the tour. No advance will be given to an employee unless the tour advances already availed is cleared. All advances which remain unsettled beyond thirty (30) days from the date of return from business travel will be deducted from the salary.

All expense reports must be approved by the reporting authority mapped as per travel request tool.