

**AVAYA TRAVEL POLICY
FOR NON-EMPLOYEES
Rev. February 9, 2021**

AVAYA APPROVED TRAVEL AGENCYS: FCM is Avaya’s Globally approved Travel Agency. The exceptions are UAE, Bahrain, Egypt, Kenya who use Al Rais, and China who uses Ctrip.

PRE-APPROVAL PROCESS

UNTIL FURTHER NOTICE, THE COVID-19 APPROVAL PROCESS SUPERCEDES THE BELOW STANDARD PROCESS IN PLACE.

Travel Restrictions Due to COVID-19

Due to the impact of the Coronavirus (COVID-19) and the classification of a Global Pandemic, Avaya has decided to restrict **all** non-business critical travel out of an abundance of caution for the well-being and safety of our employees and contractors as well as our partners and customers.

Avaya employees and non-employees are asked to utilize our many available technology solutions and defer all but the most business-critical travel. This includes all domestic and international travel. Non-business critical travel should be deferred until further notice as circumstances continue to evolve.

For those trips that are deemed business critical (e.g. customer support, contractually or customer required), the employee must be willing to travel, and follow the travel exception workflow in which the required approval is dependent upon a trip score resulting from a risk assessment performed by EHS/AGS.

The overall travel approval framework can be seen below: lower risk scores require only VP approval, mid-level risk scores require SVP approval, and the highest risk score trips require Avaya CEO’s Chief of Staff office approval (David Austin).

	SCORE EACH ROW, THEN TOTAL			
	1	2	3	
Type of Travel	Local / Intrastate by car	Intra Country by car, plane or train	International by car, plane or train	Approval Matrix, by Score 3 – 4 = VP 5 – 7 = SVP 8 – 9 = D. Austin
Reason	Contract/customer required	Prospective customer required	Sales/Marketing Opportunity (including conferences, events, etc.)/ Internal Meetings	
Risk* based on number of cases (by country/state)	Lower category: "Where new cases are lower and staying low"	Medium category: "Where new cases are lower but going up"	Higher categories: "Where new cases are higher but going down" and "Where new cases are higher and staying high"	

* Risk will be assessed by EHS and/or Global Security

How the process works?

In order to submit a travel approval request, the following process must be completed before booking:

1. Gather all the necessary information for consideration:
 - Dates
 - Origin and destination

- Type/mode of transportation
 - Purpose of the trip (e.g. customer requested, contractually obligated, project support, tech support, revenue impacting, etc.)
2. Your Avaya Manager must obtain the written approval from the Business Unit VP.
 3. Your Avaya Manager must submit all the trip information along with the VP approval to Max Lacobara via e-mail to mlacobara@avaya.com.
 4. The trip will go through the risk assessment and produce a score that will trigger one of the following actions:
 - If the score is 3 or 4, it will be approved with no further requirements.
 - If the score is 5 to 7, the employee will be asked for SVP approval. Once obtained, it will be approved with no further requirements.
 - If the score is 8 or 9, it will be forwarded with the risk assessment considerations to the CEO's Chief of Staff for final resolution.
 5. Wait for resolution. Affirmative resolutions will generate an approval code that will be sent to the requester.
 6. Once the approval code is obtained, contact the applicable travel agent for booking:
 - United States: Phone: (833) 974-1262 Email: Avaya@us.fcm.travel
 - Canada: Phone: (416) 621-9324 Email: avaya@fcmtravel.ca
 - UAE, Bahrain, Egypt, Kenya: Contact local Al Rais Travel Agency
 - China: Contact local CTrip Travel Agency
 - Rest of the world: Local FCM agent – see the [FCM Directory](#)

Agencies will only book travel for employees with a valid booking approval number. Travel plans from employees and non-employees that attempt to book by providing a non-valid code will be cancelled without consultation.

EHS GUIDELINES DURING COVID-19

Please follow the guidelines below for traveling during COVID-19:

- **Adhere to all government mandated regulations**
- **Wear a mask when there is a chance of encountering others including public areas, when meeting with others, and while on the plane,**
- **Increase hand sanitation while traveling as travel continues to provide high touch infection points (airport terminals, fuel, food, and comfort stops, hotel lobbies, etc.),**
- **Avoid increased exposure to potentially infected people by avoiding, as much as possible, enclosed areas (elevators, small meeting rooms, restaurants, bars, etc.), and**
- **Do not travel when feeling unwell or when you think you have been exposed to COVID-19.**

Covid-19 Hotel Booking: With hotel closures and some properties requiring a self-quarantine period, may have reduced services, or have a requirement for an official essential worker note at check-in, we strongly recommend you call the hotel directly after you make your reservation and 24 hours prior to check-in.

Covid-19 Car Rental: When renting a car, please plan your route accordingly to account for potential road closures and quarantine checks. Check the rules for each state or country you will be traveling through to see what restrictions may be in place during your trip.

PRE-TRIP APPROVAL: **Written pre-trip approval is required for all travel.** This includes air, hotel, rental car, or train, regardless of how it is booked. There are two unique processes for booking trips depending on whether the trip is for internal Avaya business (Non-Customer Facing) or whether it is to or related to an Avaya customer (Customer Facing). Contact your Avaya engagement/project manager who will arrange for pre-trip approval. **ALL TRANSCONTINENTAL, INTERCONTINENTAL, AND INTERNATIONAL TRAVEL MUST BE PRE-APPROVED BY AVAYA CHIEF OF STAFF DAVID AUSTIN.**

RESERVATIONS: Trips must be booked based on your country of origin. Reservations for air, hotel, and car rentals should be booked through the appropriate Avaya contracted Travel Agency, or through the Travel Agency of the non-employee contracting company. When booking through the Avaya Travel agency, bookings should be made by phone. Email proof of pre-trip approval and cost center number must be provided to Avaya Travel agency.

AIR TRAVEL: Discounts and rebates have been negotiated with approved airlines. (United – point of sale US and Canada, American, Point of sale US and Canada, Jet Point of sale India). Travelers who book through Avaya’s approved travel agency will be able to obtain these discounts

Travelers are required to use the approved airlines and to take the lowest logical fare. Because the lowest logical fare may not accommodate your flight requirements or an approved airline flight may conflict with the lowest logical fare requirement, the following exceptions apply:

- A non-approved airline may be used ONLY when the cost of the trip is at least \$100 less than an approved domestic flight or at least \$200 less than an approved international flight.
- A non-stop flight may be booked ONLY if the flight is at least \$100 less than the one-stop flight.

Coach class must be used for all domestic and international flights regardless of distance and duration. Business class is not reimbursable.

Advance Purchase: Typically, the further in advance from the date of travel you book a trip, the less expensive it will be. Besides the evident cost savings, booking in advance also provides you with greater flight availability, more window or aisle seats, more hotel rooms where you want to stay, and better cars at the rental agency.

Travelers must use electronic ticketing whenever available and must retain the electronic itinerary for expense reporting purposes.

RAIL TRAVEL: All rail can be booked directly with provider unless more convenient to book with the agent if with a larger itinerary. Coach/economy or similar lowest available class must be used for all rail tickets regardless of distance and duration.

HOTELS: Travelers are instructed to use Avaya Approved hotels <https://hoteldirectory.lanyon.com/Login.aspx?authToken=7ea62d20-ee23-435c-86ac-2f9d296bedf8> where available. Alternate accommodations can be used if it meets at least one of the following criteria:

1. All approved hotels are unavailable

2. Attending a conference or meeting in a non-approved property
3. Traveling with a customer who is staying at the alternative hotel
4. There is a lower cost option available that is \$30 USD cheaper per night than the lowest approved hotel property or approved chain hotel within the vicinity of the travel

CAR RENTAL: Travelers are required to use approved car rental agencies, when available, and must book through Avaya's approved travel agency or alternatively through the Travel Agency of the non-employee's contracting company. Travelers must always accept the lowest price within the car size limit policy among these approved suppliers.

Car Size Travelers must book an intermediate or smaller car except when:

- Four or more people are traveling together, or
- A larger car is needed for additional luggage or equipment, or
- A larger car will avoid additional rental cars for your party, or
- Travel with external clients may require larger/higher car class

Exceptions: Renting from non-approved suppliers is allowed only when approved supplier cars are unavailable. When renting a car outside the US, or from a non-approved supplier, you must check your rental agreement and ensure it contains at least minimum liability requirements per applicable country.

Insurance: Additional insurance does not need to be purchased when using an approved car rental agency in a participating location. To determine participating locations and for country specific information by agency, please refer to Avaya's Travel website under Car Rentals or contact your engagement/project manager. In non-participating locations, additional insurance must be purchased. International insurance requirements may vary.

Refueling/Tolls/Parking Fines: Travelers must refuel rental cars to avoid paying premium charges related to selecting the "refueling" option. Avaya will reimburse travelers for normal expenses incurred while operating a vehicle, e.g. highway tolls and parking lot fees. However, traffic infractions such as parking or moving violations will not be reimbursed.

Ground Transportation and Parking Facilities

- A. Parking Facilities:** Airport Economy Long Term Parking, or off airport economy parking (the lowest cost option at an offsite facility) should be utilized for airport parking. Valet and other premium parking services either on or off airport will not be reimbursed.
- B. Shuttle and Limousine Services:** Airport shuttle or limousine services are authorized only when it is the least expensive form of ground transportation, or when personal car mileage costs plus parking charges exceed the cost of this service.
- C. Taxis:** Reasonable fees for taxis are reimbursable, and a detailed receipt for fares greater than \$25 USD is required.
- D. Ride Share Services (UBER, LYFT.):** Travelers are permitted to use rideshare services **with UBER and LYFT only at this time**, in lieu of taxis or rental vehicles if they are less expensive than these alternative transportation options. When booking these services Avaya's recommended guideline is to book with a

driver that has at least a 4.5 star rating. Receipts are required for charges of \$25 USD or greater.

PERSONAL AUTOMOBILE: Effective January 1, 2021, use of a personal auto is reimbursed at the rate of 56 cents per business mile driven in the U.S., while international use of a personal auto is reimbursed at the Avaya standard reimbursement rate by country. This rate represents reimbursement for the operating, fuel, insurance, maintenance and depreciation costs for an average vehicle. Mileage is only reimbursed when travel exceeds fifty (50) miles one way from the work location. Tolls and parking fees are reimbursable.

MEALS: Meals while traveling are reimbursable for reasonable and customary charges. Breakfast expenses are not reimbursable if included in the hotel room rate. Lunch while traveling to an Avaya location is not reimbursable. Maximum daily limits are as follows:

- NAR -- \$50 per day, per individual
- EMEA -- €60/45 GDP per day, per individual
- APAC -- \$50 per day, per individual (except \$75 for Japan, Hong Kong, and Australia)
- CALA -- \$50 per day, per individual

TELEPHONE: Personal or supplier-owned cell phone or calling cards should be used for all toll calls. Avaya will not pay any extra hotel telephone surcharges. Avaya will not reimburse for any calls that are unrelated to the performance of the Services. Travelers are prohibited from using phones in airplanes, trains and rental cars. Calls made from Avaya workstations by travelers which are unrelated to the performance of the Services for Avaya will not be reimbursed by Avaya.

NON-REIMBURSABLE EXPENSES: Avaya will only reimburse for travel expenses that are incurred in the performance of the Services and which benefit the interest of Avaya. Personal expenses are not reimbursable. Examples of non-reimbursable expenses include, but are not limited to:

- Business gifts
- Annual fees for personal credit cards or rewards programs
- Commuter or parking expenses for regular daily trips to/from work location
- Company Logo merchandise intended for employee use
- Personal hygiene products (shampoo, razor blades, toothbrush, etc.) Barber and beautician services
- Personal long-distance calls made from Hotel rooms
- Personal entertainment or recreation (in-room movies, mini-bar alcoholic beverages, health club fees)
- Expenses for clothing, umbrellas, briefcases, etc.
- Transportation or parking expenses to/from home office
- Child care/child educational expenses or school expenses
- Home maintenance, security
- Any VIP, Club, Passport, Tower, Executive, Penthouse or similarly exclusive type of room/suite which carries an additional cost
- Stadium suites, skyboxes or season tickets
- Supplemental travel insurance
- Charges for upgrades for air, car, hotel, etc.
- Memberships in airline clubs
- Additional flight insurance

- Wi-Fi on airplanes and trains
- Movies, music, headphones or other entertainment on planes or trains or other transportation
- GPS on all rental cars (unless Customer Billable and required by Customer)
- Relocation expenses
- Fines (parking, traffic violations)
- Golf/Country Club initiation/membership or annual fees
- Passport renewals
- Expenses associated with interim stopovers (incremental transportation costs, hotel, meals, etc.) when the stopover is not business-related
- Expenses not supported with a valid receipt (unless otherwise provided within the policy)
- Expenses for spouse/family member accompanying traveler on a business trip
- Emergency road service assistance costs. The service costs for rental vehicles shall be absorbed by the vehicle rental agency
- Credit card interest costs, **late fees or reinstatement fees due to delinquency for late reconciliation/submission/approval of expense reports.**
- Kennel fees for pets
- Any other items/events for personal use not otherwise listed herein
- Any items to be used for internal Avaya purposes that are available through the Coupa Approved Supplier catalogs, including, but not limited to:
 - Business Books
 - Company Logo merchandise intended for promotional use
 - Computer equipment, accessories & peripherals & Software
 - Office Supplies
- Baggage costs, overweight luggage, and additional quantity (except 1 bag allowed if travelling greater than 5 days)
- Airline fees associated with priority boarding
- Telecommuting or Virtual Office expenses – refer to Expense Section IX for more details
- Airline change fees made for personal reason
- Social meals (Birthdays, Secretary's Day, Holidays)
- Flowers
- Alcoholic beverages will not be reimbursed EXCEPT for meals/meetings with current or prospective customers and business partners or prospective business partners ONLY.

REIMBURSEMENT FOR ACTUAL COSTS: All pre-authorized expenses for reimbursement must be billed to Avaya at actual cost **without any markup** in accordance with the reimbursement process applicable in each country. Travel expense should be submitted for review/approval by the "immediate Avaya supervisor" and have a secondary approval by the Avaya supervisor's manager. The Avaya individuals should "retain proof of their approvals for future audit purposes."

A separate travel line must be included on the vendor PO where we will be reimbursing for contractor travel expense.

RECEIPTS: Original receipts are required for all non-US expenditures. Readable copies of receipts are permitted for US expenditures. Credit card statements may be used as a receipt only for expenses where no paper receipts are provided for the expenditures, such as electronic toll road fees, electronic bridge fees, or airfare flight change fees. Credit card statements may not be used for expenses where the merchant provides a physical paper receipt, such as hotel receipts, car rental, meals, or on-line purchases where an email receipt is available. **Avaya**

requires itemized receipts to be provided for all purchases over \$25.00 USD. Outside of the US, laws may require receipts for all charges. Avaya also reserves the right at management's discretion to request written explanation and substantiating documentation of any expenditure regardless of the amount.

TRAVEL TIME: Travel should occur on the traveler's own time and Avaya should not be billed an hourly rate or other fees for such time.

AVAYA DISCOUNTS NOT TRANSFERRABLE: Avaya discounts are available to travelers when traveling for Avaya business but are not extended for personal use.

VEHICLE HANDHELD DEVICE USE: Avaya policy prohibits text messaging while driving company vehicles or while driving on company business. Text messaging includes but is not limited to reading from or entering data into any handheld or other electronic device, including for the purpose of short message service texting, e-mailing, instant messaging, video conferencing, obtaining navigational information or engaging in any other form of electronic data retrieval or electronic data communication while the vehicle is moving. Avaya requires individuals driving in Avaya company vehicles or driving on Avaya company business to comply with all applicable laws and regulations regarding use of cellular devices while operating motor vehicles. Unless prohibited by local law, violation of this policy may result in disciplinary action up to and including termination of employment or termination for cause of any contractual relationship.

Additionally, Avaya policy prohibits talking on a cellular phone without an approved hands free device. Unless prohibited by local law, violation of this policy may result in disciplinary action up to and including termination of employment or termination for cause of any contractual relationship.

CONTACT YOUR AVAYA REPRESENTATIVE: Please go to Avaya's intranet website at <https://currents.avaya.com/en/site/1413272674291>>Employee Services>Travel Services for complete travel information. If you do not have access to the Avaya intranet, please contact your Avaya engagement/project manager. Questions about this policy: GSOtravel@avaya.com.