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# Travel & Expenses Policy

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## Travel & Expenses Policy

### 1. Purpose

This policy provides guidelines for all L&P personnel incurring and claiming expenses for business-related travel, accommodation, meals, entertainment, and other costs. L&P is committed to reimbursing personnel promptly for reasonable and properly authorised business expenses while ensuring responsible use of company funds, value for money, and compliance with all relevant regulations and internal policies, including the L&P Anti-Bribery and Corruption Policy and the L&P Gift and Hospitality Policy.

The purpose is to:

- Outline the process for booking travel and claiming expenses.
- Define what constitutes a reasonable and allowable business expense.
- Ensure expenses are authorised, documented, and reimbursed efficiently.
- Promote cost-consciousness, safety, and sustainability in travel choices.
- Ensure compliance with legal and ethical standards, particularly regarding business entertainment.

### 2. Scope

This policy applies to all individuals working for or on behalf of L&P at all levels, including permanent, fixed-term, and temporary employees, directors, officers, contractors, consultants, volunteers, interns, and agency staff, both in the UK and overseas (collectively referred to as Personnel).

Failure to comply with this policy may result in delays or non-payment of expenses and potential disciplinary action.

### 3. Responsibilities

**Personnel:** Understand and comply with this policy, submit accurate and timely claims with required documentation, seek pre-approval where necessary, and exercise prudent judgement regarding costs. Contact your Line Manager if unsure about policy application before incurring an expense.

**Approvers:** Review claims for compliance, reasonableness, and accuracy; provide timely authorisation; ensure personnel are aware of the policy.

**Finance Team:** Process authorised claims efficiently, ensure compliance with policy and regulations, provide guidance, and manage expense systems.

## 4. Core Principles

Personnel are expected to adhere to the following principles when incurring expenses:

- **Necessity:** Expenses must be necessary for legitimate L&P business purposes.
- **Value for Money:** Personnel must seek cost-effective options
- **Authorisation:** Expenses must be authorised according to the defined limits
- **Documentation:** All expense claims must be supported by valid, itemised receipts or appropriate documentation.
- **Timeliness:** Expense claims must be submitted promptly, generally within one month and no later than three months after being incurred.
- **Sustainability:** Choose modes of transport with the least environmental impact where practical, safe, and economical.
- **Safety:** Personal safety is paramount when making travel arrangements. Use judgement, especially when travelling alone or at night.
- **Compliance:** All expenses, particularly business entertainment, must comply with the L&P Anti-Bribery and Corruption, Procurement and Gift & Hospitality policies.

## 5. Claiming Expenses

**Preferred Method (Invoicing):** Wherever possible, arrange for suppliers to invoice L&P directly following the issue of a valid Purchase Order (PO). Expenses requiring reimbursement should only be incurred when direct invoicing is not feasible.

**Submission:** All expense claims must be submitted via the designated expense system Continia (or via local processes for offices outside of London)

**Required Information:** Each claim must include:

- Full, itemised receipts detailing the expense, date, and amount. Credit card slips alone are generally insufficient.
- A clear business reason for each expense.
- The relevant budget and activity code for each expense/transaction.
- Evidence of pre-approval where required by this policy.

**Authorisation:** Claims must be authorised by the appropriate budget holder according to the following limits:

- Heads: Up to £25,000
- Directors: Up to £50,000
- Managing Directors: Up to £100,000
- Managing Director, Operations or CEO: £150,000
- CEO's Expenses: Authorised by MD, Operations
- Chair's Expenses: Authorised by a member of the Audit & Finance Committee.

**Deadline:** Claims must be submitted within three months of the expense being incurred. L&P reserves the right to reject claims submitted after this period.

**Contractors:** Contractors must submit invoices for agreed expenses, including receipts and business reasons, as outlined in their contract.

## 6. Alternative Payment Methods

Out of pocket expenses are not always practical or reasonable, particularly for larger or regular expenses. In these instances, the priority should be to ask the vendor to invoice L&P directly. Where this is not possible, one of the following can be used:

### Company Credit Cards:

- Must be used solely for legitimate L&P business expenses.
- Cardholders must submit expense reports with supporting receipts via the designated system at least monthly.
- Secure payment services should be used.
- L&P reserves the right to deduct the cost of any unsupported or personal transactions from salary. Failure to submit timely reports may result in card limits being reduced or revoked.

### Cash Advances:

- Should only be requested when other payment methods are impractical.
- Must be requested using the Cash Advance Request Form and authorised by the budget holder.
- Must be reconciled with receipts, and any unused funds repaid within five working days of returning to the office or completing the activity.

## 7. Travel Expenses

### 7.1 General

- Travel should be booked in advance where possible to secure better rates.
- Choose the most economical and sustainable option practical for the journey, including considering whether the journey is necessary or not.
- Claims are not permitted if L&P provides you with a travel card covering the zones used for business travel.
- L&P provides travel insurance for overseas business trips. Carry a copy of the certificate (available from Compliance Manager) and familiarise yourself with the procedure for making a claim (details on the certificate).
- If extending a business trip for a holiday, please refer to section 11.

### 7.2 Commuting Costs

- Travel to and from your normal contracted place of work is considered commuting and **cannot** be claimed.

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- Claims must be made on the basis of the actual cost you incur. You cannot claim for a journey covered by your travelcard where no additional costs are incurred (e.g. where you have reached a cost cap applied by TfL)
- For business travel within London that is *additional* to your normal commute: Claim the total cost *less* the cost of your normal peak-time commute. Provide clear calculations on your claim.

Travel	Claimable amount
Traveling to the office and then onto another meeting at a different location in London	If you have incurred additional costs, these can be claimed. You should claim the total cost of travel <i>less</i> the cost of your daily commute. This calculation should be detailed in your claim
<b>Traveling from home directly to a meeting</b> or alternative work location <b>that is not in the same location as the office</b>	If you have incurred additional costs over and above a normal commute cost, these can be claimed. You should claim the total cost of travel <i>less</i> the cost of your daily commute. This calculation should be detailed in your claim
Travel to the office and home	No travel expenses can be claimed for normal commuting costs.

### 7.3 Rail

- **Default Option:** Train travel is the default for UK domestic travel and international journeys under 5 hours (e.g., London-Paris/Brussels, specified North American routes like NYC-Boston/DC, Toronto-Montreal).
- **Class:** Standard class is mandatory for UK travel and Eurostar. First-class requires prior written approval from a Managing Director (or CEO for MD travel), outlining the specific business justification.

### 7.4 Air Travel

- **Prior Approval required:** All international travel should be approved prior to any bookings. A business case should be completed (Appendix A) and sent to their Director and to the Managing Director, Business Growth for approval copying in their EA. Where travel is related to Grow London Global, approval must be sought from the Director, Trade rather than the Managing Director, Business Growth.
- **Use Train First:** Air travel should only be used for international journeys where rail travel would exceed 5 hours, or where train travel is impractical or unsafe.
- **Class:**
  - **Economy:** Default for flights under 6 hours

- **Premium Economy:** Permitted for flights over 6 hours *if* required to work during the flight, work immediately upon landing, or for specific health/safety reasons. Requires justification to be sent to MD, Business Growth.
- **Business Class:** Only permitted in exceptional circumstances with prior written approval from the MD, Business Growth.

## 7.5 Personal Car / Hire Car

- **Pre-approval:** Use of a personal or hire car requires prior written agreement from a Managing Director, including expected costs (fuel, tolls, parking).
- **Sustainability:** Prioritise electric/hybrid hire vehicles if available and cost difference is no more than 20%.
- **Insurance:** Personnel using personal vehicles must ensure they have adequate business use insurance cover. L&P accepts no liability.
- **Mileage:** Reimbursed at HMRC approved rates (or local equivalent).
- **Parking fees:** Reasonable costs for parking can be claimed.
- **Fines:** Parking fines and traffic violations are **not** reimbursable.

## 7.6 Taxis

- Permitted for official business (e.g., client transport, heavy luggage, late-night travel where public transport is unsafe/unavailable).
- **Booking:** Use the L&P account with our preferred supplier in London where possible (contact Office Manager for details) or local services.
- **Sustainability:** Choose electric options where available if cost difference is no more than 20%.
- **Receipts:** Retain and submit itemised receipts including start and end locations (e.g Post Codes).

## 8. Accommodation

- **Booking:** Book accommodation in advance where possible.
- **Standard:** Stay in safe, conveniently located accommodation graded no higher than 4-star (or local equivalent). Aim for locations within a reasonable commute (e.g., under 1 hour) to the primary place of business activity.
- **Exceptions:** Staying at a higher-graded hotel is permissible only if it is the venue for a conference/event being attended for business reasons.
- **Reimbursable Costs:** L&P reimburses the cost of the room and applicable taxes. Personal expenses (mini-bar, movies, etc.) are not reimbursable. Laundry expenditure of up to £40 per 5-day period can be claimed where a business trip away from home lasts more than five or more consecutive days.

## 9. Meals & Subsistence

We recognise that the costs of meals and subsistence can vary significantly by location. We have therefore included guideline amounts. Judgement should be used on appropriate levels of expenditure and where costs are expected to be significantly higher than those below, prior approval from your line manager should be sought.

- **Whilst working in base city (e.g. London for London based staff):** No expenses can be claimed for working within your base city other than in exceptional circumstances where prior approval from your Head or Director has been provided and included in the claim documentation.
- **Business Travel:**
  - Breakfast - £15 (if not included within accommodation rate)
  - Lunch - £15
  - Evening Meal - £35
- **Consumption of Alcohol:** Moderate consumption of alcohol with meals may be permissible but must be reasonable. Personnel should refer to our Code of Conduct and Drug and Alcohol policies for guidance. Excessive claims will be challenged.
- **Tips/Gratuities:** Reimbursable only where a service charge is not included and the amount is reasonable. Add to the bill for receipting where possible.

## 10. Business Entertainment

**Purpose:** Entertainment must have a clear, documented business purpose aimed at building relationships or promoting L&P's interests.

**Compliance:** All business entertainment **must** comply with the L&P Anti-Bribery and Corruption Policy and the L&P Gift and Hospitality Policy. It must never be intended to improperly influence a decision or create a conflict of interest.

**Approval:** Obtain prior written approval according to the following thresholds (total cost):

Entertainment Type	Up to £50	£50 - £250	£251 - £500	Over £500
<b>Business</b>	No prior approval	Managing Director	Managing Director	CEO

**Documentation:** Claims **must** include:

- Names of all attendees (L&P staff and external guests).
- Organisations represented by external guests.
- Clear business rationale for the expenditure.
- Itemised receipt.

**Gifts & Hospitality Register:** Significant or frequent business entertainment may need to be recorded in L&P's Gifts and Hospitality Register, as outlined in the Anti-Bribery and Corruption Policy and our Gift and Hospitality policy. Consult the Compliance Manager if unsure.

## 11. Staff Entertainment

L&P have multiple engagement events and activities for staff. Other staff entertainment activity should be reasonable and proportionate. Where possible, events and activities should be combined to cover a larger number of staff to maximise value for money.

**Approval:** Obtain prior written approval according to the following thresholds (total cost):

Entertainment Type	Up to £50	£50 - £250	£251 - £500	Over £500
<b>Staff Entertainment</b> (Event for our staff)	Senior Leadership Team	Senior Leadership Team	Management Committee	CEO

**Documentation:** Claims **must** include:

- Names of all attendees (L&P staff and external guests).
- Clear business rationale for the expenditure.
- Itemised receipt.

Claims made without prior approval or a clear business rationale may be rejected.

## 12. Holidays Before / After a Business Trip

Where prior approval is provided, it is acceptable to extend a business trip to include a holiday. This can be before or after the business trip and must be approved by a member of the Senior Leadership team. The following guidance will apply:

- **Air / Train:** L&P will still reimburse expenses for travel to and from the business location at the same class of travel as long as costs remain reasonable (i.e. are not significantly more expensive than the original dates).
- **Other expenses (e.g. Accommodation, Taxis):** L&P will not reimburse any expenses incurred in relation to the holiday period of the trip.
- **Insurance:** L&P insurance will not provide coverage during the holiday period of your travel. You should seek your own insurance for this.

## 13. Mobile Phone Provision

Mobile phones are issued for clear business needs. The default communication method is Microsoft Teams on personal devices (BYOD). A company mobile phone or Teams-based phone line may be provided if:

- The employee often works away from the office.
- The employee must be contactable during work hours.
- The employee works alone at times and needs personal safety.

Staff may be eligible for an allowance for using their personal phones. Approval must be sought from a member of the Senior Leadership Team. Allowances are detailed below:

- £11/month allowance for using their personal phones.
- £5/month allowance for managers who need to be reachable but are mainly office-based.

#### **14. Non-Compliance**

Failure to adhere to this policy may lead to:

- Delayed reimbursement.
- Non-reimbursement of expenses.
- Reduction or revocation of company credit card privileges.
- Disciplinary action, up to and including dismissal for serious or repeated breaches.

#### **15. Related policies**

- Decision Making Policy
- Anti-Bribery Policy
- Gift & Hospitality Policy
- Code of Conduct

#### **16. Change history**

Policy redrafted as part of Policy Refresh Programme 2025.