

	<b>Procedure</b>	<b>Finance</b>
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**CONTROLLED DISCLOSURE**

## **1. Introduction**

This procedure directs Eskom Holdings SOC Ltd (Eskom) travellers when creating, amending, and cancelling local and international travel requests as well as when reconciling and submitting travel claims at the end of business trips. It should be used in conjunction with Business Travel Management Policy (32-1041) to ensure compliance with the policy as required.

## **2. Supporting clauses**

### **2.1. Scope**

The Business Travel Management Procedure encompasses the management of travel requests, travel funds and payments, travel expense reconciliations, as well as the amendments and cancellations of travel plans for both domestic and international travel.

#### **2.1.1. Purpose**

The purpose of the Business Travel Management Procedure is to outline the steps to be followed by Eskom travellers when managing travel requests, travel expenses, travel funds, and travel accounts reconciliation for Eskom business travel and provide consistency to the Eskom business travel management.

#### **2.1.2. Applicability**

This procedure shall apply throughout Eskom Holdings SOC Ltd divisions and its subsidiaries. This procedure applies to all Eskom travellers travelling on duty for business purposes, including non-executive Board members, consultants, and contracted staff travelling on duty on behalf of Eskom for business purposes.

#### **2.1.3. Effective date**

The effective date shall be the date of signature.

### **2.2. Normative/Informative references**

Parties using this document shall apply the most recent edition of the documents listed in the following paragraphs.

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**2.2.1. Normative**

- [1] 32-1113 Eskom Disciplinary Procedure
- [2] 32-1041 Business Travel Management Policy
- [3] 32-1230 Process Control Manual for (PCM) for Travel Services
- [4] 32-1073 Remuneration and Benefits Practices
- [5] 240-42854346 Procedure for Learning Delivery – Further Studies
- [6] 240-97192186 Procedure for Events Management
- [7] 32-1108 Car Scheme Procedure
- [8] 32-1046 Cash Management Procedure
- [9] Eskom Conditions of Service
- [10] National Treasury Instruction No. 6 of 2022/2023: Cost Containment Measures
- [11] National Treasury Instruction No. 7 of 2022/2023: Cost Containment Measures
- [12] Distribution Emergency Call-outs After Hours
- [13] Generation Emergency Call-outs After Hours
- [14] Emergency Travel Request - Transmission

**Informative**

- [1] ISO 9001 Quality Management Systems
- [2] Public Finance Management Act 1 of 1999 (PFMA)

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## 2.3. Definitions

- 2.3.1. **Accommodation** means the rental of lodging facilities while away from one's place of abode while on official business.
- 2.3.2. **Accounting Authority** means the Board of Directors.
- 2.3.3. **After-hours reservation** refers to a travel request that is actioned after normal working hours.
- 2.3.4. **Air travel** means travel by airline on authorised official business.
- 2.3.5. **Authorising Official/Delegated Authority** means an employee appointed to authorise travel in respect of travel requests and expenses.
- 2.3.6. **Best-fare-of-the-day** means the lowest fare at the time of booking and for which a seat is available that meets the business requirements of the traveller.
- 2.3.7. **Car rental** means the rental of a vehicle for a short period by a traveller for official purposes.
- 2.3.8. **Domestic travel** means travel within the borders of the Republic of South Africa.
- 2.3.9. **Emergency reservation** means booking of travel when unforeseen circumstances necessitate an unplanned trip or a diversion from the originally planned trip.
- 2.3.10. **International travel** refers to travel outside the borders of the Republic of South Africa.
- 2.3.11. **Long stays** refer to business travel for the duration as outlined in the retention, foreign assignment, or foreign training assignment agreement.
- 2.3.12. **Retention agreement** – This is used for short-term assignments/training like those of China seminars, short-term training initiated by Eskom for over a month.
- 2.3.13. **Foreign agreement assignment (FAA)** – This is used for long-term assignments like those in Uganda, for three months or more.
- 2.3.14. **Foreign training assignment agreement (FTAA)** – This is used for international training assignments, like those we currently have in Japan initiated by Eskom (it can be a year or longer, at least three years).
- 2.3.15. **Offline request** refers to a service offering not available on the travel management system or in the event that the travel agent is booking a travel request on behalf of the traveller. Offline requests have a cost implication incurred by Eskom.
- 2.3.16. **Out of policy** refers to a travel service requested that is not in line with the travel management guidelines regarding cost and time.
- 2.3.17. **Shuttle service** means the service offered to transfer a traveller from one point to another, for example, from the place of work to the airport.
- 2.3.19. **Special needs** refer to a distinctly different need of a traveller that requires the Delegated Authority to make a judgement call to provide for such a need. A medical certificate noting the medical need and the applicable period must be provided.
- 2.3.20. **Travel** refers to a trip on official business, which can include/exclude flight, car rental, and/or accommodation.
- 2.3.21. **Traveller** refers to an Eskom employee, consultant, or contractor travelling on official business on behalf of Eskom Holdings SOC Limited and its subsidiaries.

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- 2.3.22. **Travel advance** refers to the funds paid to the traveller before going on an official trip.
- 2.3.23. **Travel Booker** refers to a traveller or someone who makes travel bookings for himself or on behalf of a traveller.
- 2.3.24. **Travel expenses** refer to expenses incurred by the traveller on an official business trip.
- 2.3.25. **Travel management company** refers to the company contracted to provide travel management services.
- 2.3.26. **Travel voucher** means a document issued by the travel management company to confirm the booking.

## 2.4. Abbreviations

Abbreviation	Explanation
DOA	Delegation of Authority
DE	Divisional Executive
Exco	Eskom Executive Committee
forex	foreign exchange
GE	Group Executive
GM	General Manager
PFMA	Public Finance Management Act 1 of 1999 (PFMA)

## 2.5. Roles and responsibilities

Traveller	<ul style="list-style-type: none"><li>• Motivating the need for the travel and booking discounted tickets.</li><li>• Obtaining the appropriate approvals according to Eskom's Delegation of Authority (DOA).</li><li>• Ensuring that all domestic bookings are <b>approved</b> 48 hours before the service required to guarantee the travel (excluding flights), e.g., accommodation and car rental. Domestic travel must be <b>approved</b> in the system seven calendar days before the date of departure for domestic travel and six weeks for international travel. If this is not possible, a special motivation as to why the booking is late is required for international travel and for local travel. The motivation must be specified on the travel request in the comments field. An exception to this rule will be for Eskom Aviation employees working on the lines and pilots positioning for duty or back to base.</li><li>• Ensuring that all modifications to the original trip are approved by the Delegated Authority and travel requests are amended accordingly.</li><li>• Ensuring possession of a valid passport and/or visa.</li><li>• Confirmation of the travel bookings with Eskom's appointed travel agent.</li><li>• Requesting travel funds (cash advance and forex).</li><li>• After receiving the notification of approval, the traveller is expected to make sure that all the bookings for travel services are correctly done and tracked in the system.</li><li>• Ensuring possession of a valid international driver's licence when booking a vehicle for international travel.</li></ul>
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	<ul style="list-style-type: none"> <li>Ensuring possession of a travel insurance letter for international travel before travelling.</li> </ul>
Travel Accounting	<ul style="list-style-type: none"> <li>Liaising with Eskom-appointed travel agent regarding all international bookings.</li> <li>Ensuring all travel bookings are within the agreed timelines.</li> <li>Ensuring that any bookings outside the agreed timelines are accompanied by a late motivation letter.</li> <li>Forex invoice payments.</li> <li>Refunds and deductions from the traveller and liaising with payroll to effect the deductions.</li> <li>Validation of international travel requests and invoices from appointed travel agents to ensure correctness before payment against lodge cards.</li> <li>Payment of travel services invoices.</li> </ul>
Line manager/ Delegated approver/ Business unit verifier	<ul style="list-style-type: none"> <li>Business unit verifies and line managers (Delegated Authority) to ensure that all travel requests and expenses are verified properly in terms of travel services required and claimable expenses before approval. Failure to do so may result in disciplinary action against the responsible person(s).</li> <li>Ensuring that all approved travel requests comply with Eskom policies and procedures.</li> <li>Ensuring that funds are verified with Management Accounting and are available to cover travel costs.</li> </ul>
Eskom-appointed travel agent	<ul style="list-style-type: none"> <li>Ensuring that all travel and accommodation bookings are made in line with Eskom's Business Travel Management Processes.</li> <li>Ensuring that at least three quotes, for budget purposes only and where applicable, are provided for international travel for flights and to booking the most direct route and/or most cost-effective and/or practical tickets where applicable/possible.</li> <li>Ensuring that the correct foreign currency is ordered.</li> <li>Obtaining a copy of a valid ID or passport from the traveller.</li> </ul>

## 2.6. Process for monitoring

- There are automated controls built into SAP and the Travel Management Self-Booking System ("the system").
- Travel advances not settled within 21 calendar days of completion of the trip will be deducted from the employee's salary, including a non-refundable administration fee of R150.
- Reconciliations against bank statements are done and reviewed for all travellers' trips.
- Internal Audit will monitor adherence to this procedure by conducting regular audits.

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## 2.7. Related/Supporting documents

- 240-42048051 Local Travel and Accommodation Booking Form (DK33)

## 3. Manage travel request

When Eskom travellers travel for business purposes, they must submit all requests for domestic and international travel on the system timeously. The travel request must be approved in terms of the Eskom DOA. No manual travel requests will be accepted except when the traveller cannot use the system for a valid reason, which must be accompanied by the manual travel request (DK33). The traveller or the line manager completes the DK33 form and ensures compulsory signatures are that of the traveller and delegated/authorised person and submits it to the travel agent for processing.

### 3.1. Initiate travel request

#### 3.1.1. Initiate and finalise domestic travel request

The traveller must discuss travel arrangements with the relevant Authorising Official/Delegated Authority and agree on the business need to travel before entering the relevant trip data in the system for approval.

- 3.1.1.1. All domestic bookings (excluding flights), for example, accommodation and car rental, must be approved 48 hours before the service required to guarantee the travel service.
- 3.1.1.2. **All** domestic flights must be **approved** at least seven calendar days before departure.
- 3.1.1.3. The most viable (i.e., cost, safety, time, route, distance, etc.) available travel services must be booked. The manager's discretion is required when bookings where potential missed savings are shown on the travel request.
- 3.1.1.4. The services (i.e., flight, accommodation, and car rental) must be selected on the travel request in the system, and the traveller has the option to preselect the Eskom Delegated Authority for approval of the travel request.
- 3.1.1.5. Travellers must preselect whether breakfast, lunch, and dinner should be included. The applicable Fixed Daily allowance will automatically be generated based on the selection. Note: FDA option should be agreed upon with the Eskom Delegated Authority before booking. Traveller can claim the relevant Fixed Daily Allowance before or after the trip subject to the approval according to 3.1.1.1. above. FDA selected after travel can be claimed as a trip expense claims process.
- 3.1.1.6. The travel request is verified for accuracy and completeness before being sent to the Authorising Official/Delegated Authority for approval by the BU verifier.
- 3.1.1.7. The travel requests must be verified against the following criteria:
  - adherence to appropriate policies and procedures
  - availability of cost centre funds
  - validity of the trip

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- travel services required and the corresponding dates

- 3.1.1.8. If the Business Unit verifier is not satisfied with the correctness of the travel request, it must be sent back for correction.
- 3.1.1.9. If the Business Unit verifier is satisfied that the travel request is correct, the Authorised Official/ Delegated Authority is selected within the system workflow for approval.
- 3.1.1.10. The travel request is approved or rejected in line with Eskom's policies and procedures by the Authorised Official/ Delegated Authority, and a notification is sent to the traveller via email.
- 3.1.1.11. The approved travel request will be accompanied by the travel voucher (for accommodation and car rental) and or ticket (for flights).

### 3.1.2. Initiate and finalise international travel request

- 3.1.2.1. Travellers must discuss and provide proposed travel information to their line manager, including a minimum of three flight and accommodation quotations obtained from the travel agent for planning and approval of international travel.
- 3.1.2.2. Should the proposed travel be supported by the line manager, the traveller prepares a motivational memo which provides a reason for travel, including the selected option for flights and accommodation. All the associated costs and quotations must be recommended by the line manager, supported by the GM, and approved or rejected by the GE.
- 3.1.2.3. Travellers must book the most direct route and/or cost-effective tickets. The manager's discretion is required for bookings where potential missed savings are shown on the travel request.
- 3.1.2.4. The traveller must submit an offline request for international travel on the system.
- 3.1.2.5. Travellers are required to attach the following documents to the offline international travel request:
- Motivational memo and/or late motivational memo (for late bookings – that is, not within six weeks before travel and including additional forex required)
  - Sponsor funding letter, including travel arrangements and expenses covered (where applicable)
  - Addendum
  - 3 flight quotes from travel agent
  - Copy of passport
  - Invitation letter (if travel is conference, workshops, etc.)
  - Signed service retention agreement (if travel is for training)
  - Written approval from GE/DE for conference attendance
  - Foreign assignment (if travel is for long stays)
  - Medical insurance requirements obtained from Travel Accounting
- 3.1.2.6. All international bookings, for example, flights and accommodation, must be **approved** in the system by the GE at least **six weeks** before departure; **seven calendar days** for travelling to SADC countries if flights are required, and **three calendar days** where no flights are required. If this is not possible, a late memo specifying the reason for the late booking must be included with the travel request.

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- 3.1.2.7. The traveller will confirm the flight selection on the offline booking with the travel agent and attach the supporting documents.
- 3.1.2.8. Depending on what is specified in the approved memo, Travel Accounting will validate the travel request for accuracy and completeness
- 3.1.2.9. If the travel request does not meet any of the abovementioned requirements, the traveller is notified for correction before submitting the travel request to the GM for approval.
- 3.1.2.10. Travel Accounting approves the travel request.
- 3.1.2.11. The travel agent processes the approved travel request.
- 3.1.2.12. Trips with sponsored travel costs will follow the process below:
- Where a trip is funded by a sponsor, Eskom will not be responsible for making the travel arrangements and will not bear any travel expenses unless otherwise agreed by both parties (Eskom and sponsor).
  - The traveller will liaise with the sponsored company on the travel arrangements and submit the approved memo and supporting documents to Travel Accounting for recordkeeping purposes.
- 3.1.2.13. All international travel requests to follow the following route on the system:
- Travellers may only apply for a visa after the international travel request is approved.
  - The business visa letter can be obtained from Zenzele using your approved trip number as reference.
  - The traveller must ensure that visa application is done on time, and a valid visa is obtained from and approved by the relevant embassy. The embassy will advise the traveller on the vaccination requirements.
  - The visa can be arranged through the appointed travel agent, or the traveller can apply directly and claim via the system.
  - Travellers must contact a private travel clinic to determine vaccination requirements, if applicable, on confirmation of booking.
- 3.1.3. **Returning from international travel**
- 3.1.3.1. Eskom travellers must submit a feedback report on the international visit within 30 calendar days after the end date.
- 3.1.3.2. A manual feedback report can be submitted to the GM if the system is unavailable, or the manual travel process was followed.
- 3.1.3.3. No subsequent international trips will be approved if a feedback report is not submitted, even if within the 30-day period of the previous travel request.
- 3.2. **Out-of-policy bookings**
- 3.2.1. Out-of-policy bookings should be accompanied by documented approval from the delegated authority as per the Finance DOA. The documented approval needs to be attached to the travel request.

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- 3.2.2. The out-of-policy travel request will follow the normal workflow process for verification by the BU verifier and approval by the Delegated Authority

### **3.3. Offline requests**

- 3.3.1. The traveller will complete an offline request for all international travel. In the event of domestic travel, this will be necessary where the required service is unavailable from a registered service provider and/or the service provider is not registered on the system.
- 3.3.2. The travel agent will receive the offline booking for processing.
- 3.3.3. Once service is confirmed by the travel agent, the workflow will commence for verification by the BU verifier and approval by the Delegated Authority.
- 3.3.4. The traveller must ensure that the approval of the requested service is done timeously.
- 3.3.5. If the travel request is approved/rejected, a notification is sent to the traveller via email.
- 3.3.6. The approved travel request will be accompanied by the travel voucher (for accommodation and car rental) and or ticket (for flights).

### **3.4. Local travel and accommodation booking (DK33)**

- 3.4.1. The utilisation of the DK33 will be in the event of the following:
- An emergency as classified by the divisional emergency number (i.e., GPSS for Gx, Maximo for Dx, Incident number for Tx)
  - An amendment to existing approved trip completed on the system
  - Offline request, as stipulated in 3.3 above and includes bookings for Eskom learners whereby the unique number is in the process if been created, contractors, and group transport
- 3.4.2. The traveller or travel booker will submit the completed and approved manual DK33 form, submit it via an offline request in the system.
- 3.4.3. The travel agent will book the required service(s) and issue the travel documents via email.

### **3.5. After-hours bookings**

- 3.5.1. After-hours bookings can be made in the event of an emergency as classified by the divisional emergency number (i.e., GPSS for Gx, Maximo for Dx, Incident number for Tx).
- 3.5.2. The traveller or line manager will contact the travel agent via the emergency contact details about the emergency.
- 3.5.3. The traveller or line manager must provide full details of their full names, surnames, unique numbers, email addresses, and contact details for the traveller and Authorising Official/Delegated Authority, cost centre, and their position when requesting after-hours bookings to enable an easy audit trail in case of disputes with the Eskom-appointed travel agent. Failure to do so will result in the rejection of their request.

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3.5.4. The traveller or the line manager completes the DK33 form and ensures compulsory signatures are that of the Authorising Official/Delegated Authority. Then the form will be submitted to the travel agent for processing via email.

3.5.5. The travel agent will book the required service(s) and issue the travel documents via email to the traveller and the line manager.

### **3.6. Travel amendments**

3.6.1. Where an amendment is required for an approved travel request, the traveller is responsible for completing the DK33 form and having it verified and approved by the Delegated Authority.

3.6.2. The traveller submits the approved DK33 to the travel agent to amend the existing trip.

3.6.3. The travel agent will amend the trip with the requested changes required and reissue the travel document(s).

3.6.4. It is the responsibility of the traveller to inform the travel agent of amendments during the travel at the earliest time when the change becomes known. This is especially applicable for travel changes, that is, reducing travel service, duration of travel, cancellation of remaining travel days, etc.

3.6.5. Cancellation fees may apply to services cancelled subject to the terms and conditions of the service provider.

3.6.6. If additional days are required, a new travel request must be booked via the system.

### **3.7. Cancellation of travel services**

3.7.1. If a service is not required, the traveller can cancel the travel request before the service is utilised.

3.7.2. The traveller must inform the travel agent at his earliest convenience.

3.7.3. The traveller must contact the travel agent about the cancellation as soon as it is known.

3.7.4. The travel agent will institute a recovery process or negotiate recovery of funds where applicable. The refund of tickets is subject to the class of travel and airline rules.

3.7.5. Advances and/or FDA claimed for the cancelled days must be refunded to Eskom.

3.7.6. The traveller must inform the line manager of the cancellation.

### **3.8. Car rental**

3.8.1. All travellers may only hire vehicles from category Group B or an equivalent class. Refer to the permissible car rental vehicle category under Table 1 of Annexure B. Travellers are encouraged to select the most cost-effective vehicle in terms of allowed class and cost.

3.8.2. Traveller must process the vehicle request on the system, which will get verified by the BU verifier and workflow to the Delegated Authority according to Finance DOA based on the number of days a vehicle is required.

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- 3.8.3. Where a different class of vehicle is required for a particular terrain or to cater for the special needs of an employee (based on medical grounds), such a vehicle may only be hired with the prior written approval by the Delegated Authority according to the Finance DOA.
- 3.8.4. In line with the above provision, a person endorsed by the law to drive an automatic vehicle and holding a South African Automatic Driver's Licence will be considered as a person having a special need, and such a person may obtain a standing approval from the relevant Authorising Official according to Finance DOA for that particular group for the hire of an automatic vehicle.
- 3.8.5. Travellers who require hired vehicles must indicate this on the travel request. The travel agent will book a vehicle and issue an official car rental voucher.
- 3.8.6. Pick-up and drop-off times and the physical address must be specified on the travel request. Travellers are encouraged to collect the rented vehicles as far as possible because there is a charge for every delivery and collection for all hired vehicles.
- 3.8.7. A traveller must verify and complete the Quality Check Card before leaving the car rental premises, both on collection and return of the rental vehicle. A traveller must ensure that all scratches, dents, windscreen cracks, and chips are marked on the Quality Check Card and signed off by the car rental attendant. Failure to complete the Quality Check Card could result in the traveller being held personally liable for any damages.
- 3.8.8. The driver must hand the car rental voucher to the rental agent and sign the rental agreement form. The driver retains the customer copy of the rental agreement form for at least two months for audit purposes.
- 3.8.9. The driver must verify the date and time of receipt of the vehicle and the starting odometer reading on the form.
- 3.8.10. On completion of the trip, the driver records the time, the date the vehicle was handed back, and the closing odometer reading. Any scratches, chips, dents, etc. incurred, with or without the knowledge of the driver, must be reported to the rental agent when returning the vehicle. This completed copy of the rental agreement should be retained for at least two months for audit purposes.
- 3.8.11. If it is necessary to extend the rental period, the traveller must submit a new travel request on the system for approval on any extension or modification of the rental period. The number of days the vehicle is booked, including the extension period, should be in line with the Finance DOA.
- 3.8.12. Unauthorised extension of a hired vehicle, the renter will be held accountable for the cost incurred and settle the cost directly with the rental agent. Failure to settle the cost directly will result in disciplinary action against the traveller.
- 3.8.13. If a renter is involved in an accident while using a hired vehicle, he/she must obtain the name, telephone number, and address of the driver(s) of the other vehicle(s) and any eyewitnesses. The renter is encouraged to take photos of the accident scene, where applicable. He/she must also record the make, model, and registration numbers of the other vehicle(s) and endeavour to find out the insurance company of the other driver(s). The accident must be reported to the nearest police station and the rental company within 24 hours, and a case number must be obtained. The renter must also fill in the rental company's accident report form and retain a copy for audit purposes. The accident must be reported to SAPS, the travel agent, and the car hiring company, including the line manager. The car hiring company will then do the necessary investigation.

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- 3.8.14. If a hired vehicle is stolen, the theft must be reported to the nearest police station immediately, and a case number must be obtained. The theft must be reported to SAPS, the travel agent, and the car hiring company, including the line manager. The car hiring company will then do the necessary investigation.

### **3.9. Accommodation**

- 3.9.1. The accommodation at Eskom Academy of Learning is the preferred accommodation for trips into the Gauteng region. Where no capacity exists, alternative accommodation may be used.
- 3.9.2. All accommodation bookings must be done through the Eskom-appointed travel agent. The Authorising Official/Delegated Authority may mainly approve accommodation costs that exceed the allowable accommodation rates during peak holiday periods and/or when South Africa is hosting an event in the country or in a particular geographical area that results in an abnormal increase in the number of local and/or international guests in the country or in that particular geographical area.
- 3.9.3. A traveller may not stay in an establishment without a voucher issued.
- 3.9.4. If a traveller opts to stay in an establishment other than the listed Eskom establishments, the cost will be for the traveller's account and to be settled at the establishment before departure. The traveller must ensure that the cost of accommodation (including meals) is in line with the Maximum Allowable Rates as stated in the 32-1041 Business Travel Management Policy, and any additional cost incurred will be for the traveller's account.
- 3.9.5. Overnight accommodation is limited to instances where the distance by road exceeds 300 kilometres to and from the destination (return journey). The manager's discretion is required when this requirement affects safety.
- 3.9.6. Cancellation/No-show fees will be for the employee's account if cancellation/no-show is not initiated by Eskom. (Eskom will cover the initial costs for the cancellation/no-show and may recover the amount from the traveller, subject to the reason for the cancellation, and these costs may be regarded as fruitless and wasteful expenditure.)

### **3.10. Hosting conferences**

- 3.10.1. **The hosting and attendance of conferences or events**

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- 3.10.1.1. Before approving the hosting of conferences or events, the Board of Directors, Group Chief Executive, or Delegated Authority must ensure that the costs associated with such have been reliably estimated, cost-effective options have been assessed, and sufficient budgeted funds are available to host the conference or event.
- 3.10.1.2. When assessing whether to host conferences or events, the following costs must be taken into account:
- Employee time for conference or event preparation and planning
  - Employee time for attendance at the conference or event
  - Any other costs that are charged for the hosting or running of the conference or event
  - Cost restriction or limits according to Table 5 Annexure A.
- 3.10.2. **Hosting of conferences or events within the borders of South Africa**
- 3.10.2.1. The Board of Directors, Group Chief Executive, or Delegated Authority may proceed with hosting conferences or events where the expenses related thereto do not exceed the rates referred to in Table 5 Annexure A. The National Treasury may periodically review these amounts.
- 3.10.2.2. The following services are required by the conference or event organiser are excluded from the costs referred to in Table 5 Annexure A.
- Hiring of the venue, including the hiring of rooms for official business
  - Usage of audio-visual and other equipment
  - Computer, fax, internet, and telephone access
  - Printing
  - Outlays for conference or event preparation and planning
  - Transportation of equipment or material to be showcased at the conference or event
  - Speaker fees
  - Administrative expenses
  - Translation and interpretation expenses
  - Security costs to ensure the safety of attendees or dignitaries

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- 3.10.2.3. Where the expenses related to a conference or event exceed the rates referred to in Table 5 Annexure A, the Board of Directors, Group Chief Executive, or Delegated Authority must obtain prior written approval from the National Treasury before proceeding with any arrangements related to that conference or event. If such prior approval is not obtained, the expenditure related thereto shall be regarded as irregular expenditure.
- 3.10.2.4. When approaching the National Treasury for approval, the following information must be submitted:
- The nature of the conference or event
  - The target audience
  - The total number of anticipated delegates
  - The attendance cost per person
  - The breakdown of the conference or event expenses
  - How the conference or event contributes to the mandate of the public entity
  - How the conference or event contributes to relationships with stakeholders
- 3.10.2.5. The Board of Directors, Group Chief Executive, and Delegated Authority must exercise effective control of conference or event expenses and avoid incurring non-essential expenditure by identifying opportunities to maximise the use of Eskom-owned facilities and resources where available.
- 3.10.3. Attendance at external conferences or events within the borders of South Africa**
- 3.10.3.1. The Board of Directors, Group Chief Executive, and Delegated Authority must manage applications by employees to attend conferences or events held within the borders of South Africa, considering their merits and benefits, costs, and available alternatives.
- 3.10.3.2. Appropriate benchmark costs may be considered with other professional bodies or regulatory bodies before granting approval for an employee to attend a conference or event within the borders of South Africa. For allowable benchmark cost, see Table 5 Annexure A. The National Treasury may periodically review this amount.
- 3.10.3.3. The allowable amount excludes costs related to travel, accommodation, and related expenses. However, it includes the following:
- Conference or event registration expenses
  - Incidental expenses
  - Any other expense incurred in relation to the conference or event

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- 3.10.3.4. When reviewing applications from employees to attend conferences or events, the following must be taken into account:
- The employee's role and responsibilities and the anticipated benefits of the conference or event
  - Whether the conference or event addresses relevant concerns of Eskom
  - The appropriate number of employees attending the conference or event
  - The availability of funds to meet expenses related to the conference or event
- 3.10.3.5. Employees must, where applicable, take advantage of early registration discounts for conferences or events.
- 3.10.3.6. Employees may not participate in conferences or events that offer inappropriate marketing benefits such as laptops, tablets, and other similar electronic equipment to attendees.

#### **3.10.4. Attendance at external conferences or events and study tours outside of South Africa**

- 3.10.4.1. The Board of Directors, Group Chief Executive, or Delegated Authority must manage applications by employees to attend conferences, events, and study tours held outside the borders of South Africa, considering their merits, benefits, cost, and available alternatives.
- 3.10.4.2. Expenses related to attending external conferences, events, or study tours are to be in line allowable amount according to Table 5 Annexure A.
- 3.10.4.3. If the allowable amount is exceeded, the Board of Directors, Group Chief Executive, or Delegated Authority may consider granting approval for employees to attend.
- 3.10.4.4. The allowable amount excludes costs related to travel, accommodation, and related expenses. However, it includes the following:
- Conference or event registration expenses
  - Incidental expenses
  - Any other expenses incurred in relation to the conference, event, or study tour
- 3.10.4.5. Travellers, where applicable, must take advantage of early registration discounts by seeking the required approvals to attend well in advance of the conference, event, or study tour.

#### **3.11. Manage travel funds and payments**

##### **3.11.1. Foreign exchange administration**

- 3.11.1.1. Eskom travellers travelling for business purposes outside the borders of South Africa will be issued a foreign subsistence allowance according to the SARS Foreign Subsistence Allowance Schedule for the current tax year. A daily subsistence allowance for meals and other incidental expenditures is paid without submitting any relevant proof of expenses incurred.

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- 3.11.1.2. The approved travel request is required for the travel agent to enable the ordering of foreign currency from the forex bureau. No foreign currency is ordered without an approved travel request.
- 3.11.1.3. The travel agent requests the traveller whether the forex is to be deposited in a travel bank account or collected from the nearest forex bureau and notifies the bureau accordingly.
- 3.11.1.4. The travel agent has a list of countries and relevant currencies. Based on this, they determine which currency must be issued to the traveller. See the link in Annexure C to access this SARS document.
- 3.11.1.5. Travel Accounting will calculate the traveller's entire allowance based on the SARS Foreign Subsistence Allowance Schedule, and the travel agent will place an order with the appointed forex bureau. Forex must be returned to the appointed forex bureau if the trip was cancelled or if the traveller returns earlier than expected.
- 3.11.1.6. The forex bureau will debit the Eskom call account once the travel agent orders the foreign currency, and it will immediately reflect on the Eskom call account.
- 3.11.1.7. The travel agent will notify the traveller of the availability of the forex to be collected at the nearest forex bureau by the traveller, or it will be deposited into the traveller's bank account.
- 3.11.1.8. When traveller collects foreign currency, they sign to confirm that the amount received is accurately reflected.
- 3.11.1.9. If a traveller uses his/her own credit card for an international payment for any permitted expenses, a copy of the personal credit card statement is required.
- 3.11.2. Process payments for travel services in favour of the appointed service provider**
  - 3.11.2.1. Travel Accounting receives a weekly travel billing report from the travel agent for validation.
  - 3.11.2.2. Travel Accounting compares the travel billing report with the bill to date report for duplicates and services over the limits. Then it removes the discrepancies that become the current bill.
  - 3.11.2.3. The sales order report generated and issued by the travel agent is compared with the current bill. Variances are investigated by the travel agent.
  - 3.11.2.4. The final bill is then processed for payment via integration from the system into SAP and released for payment by Travel Accounting.
  - 3.11.2.5. Discrepancies are discussed between Travel Accounting and the travel agent. Credit notes are issued on resolved discrepancies, and payment is processed on SAP.
  - 3.11.2.6. The Excel DK33 file is sent to Travel Accounting by the travel agent via email.
  - 3.11.2.7. Travel Accounting validates the Excel DK33 file for correction against each transaction against the paper trail. (i.e., signatures and services requested) and refer discrepancies to the travel agent for correction.
  - 3.11.2.8. The travel agent ensures that all documentation (i.e., DK33, invoices from the travel agent and supplier) are saved as the paper trail.
  - 3.11.2.9. Travel Accounting will verify all the documents in the paper trail to ensure that the information matches the approved travel request (DK33).

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- 3.11.2.10. For amendments to an existing trip, Travel Accounting will attach the DK33 to the existing trip on SAP using the trip number to ensure that the payment to the travel agent is correct.
- 3.11.2.11. For emergencies, as indicated on the DK33, Travel Accounting will create a new trip for FDA claims and ensure that payment to the travel agent is correct.
- 3.11.2.12. The Excel DK33 file is uploaded onto SAP by Travel Accounting for payment.

### **3.12. Manage travel claim reconciliation**

#### **3.12.1. Process travel claim (without an advance)**

- 3.12.1.1. The traveller will complete the travel expenses incurred under the Expense Management tab in the system. The traveller inputs the trip number, and the approved travel request information will automatically be drawn into the travel expense.
- 3.12.1.2. The traveller is required to settle the travel expenses and attach the required documentation according to domestic or international travel services undertook.
- 3.12.1.3. The travel expenses claimed workflows to the BU verifier for verification and Eskom Delegated Authority for approval.
- 3.12.1.4. Once approved, travel expenses are posted into SAP and processed for payment.
- 3.12.1.5. The traveller is notified via the system that the travel expense claim has been approved, and it is posted on the system for processing.
- 3.12.1.6. Travel claims must be completed within 30 calendar days from the date of the traveller's return as stipulated in the 32-1041 Business Travel Management Policy.
- 3.12.1.7. Claims for meals are prohibited if the hotel rate or conference fee already includes breakfast and/or lunch and/or dinner.
- 3.12.1.8. The Business Unit verifier validates the work-flow of the travel expense claim against the travel expense documentation (i.e., invoices and receipts) and must ensure that the following information is correctly captured on the travel expense claim.
- Expense type
  - Trip details
  - Copies of travel expense documentation (i.e., invoices and receipts)
- 3.12.1.9. If the Business Unit verifier is satisfied that the travel expense claim is correctly captured and the supporting documentation is correct, the travel expense claim is sent to the Delegated Authority for approval. If it is not correctly captured, it will be work flowed back to the traveller for correction.
- 3.12.1.10. The Delegated Authority approves the travel expense claim after being satisfied that everything is in order and line with Eskom policies and procedures. The travel expense claim is now released for settlement.

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- 3.12.1.11. Post runs are executed to post the relevant transactions and attached documents for processing. These jobs run at regular intervals during the day and need to be monitored. Appropriate corrective action needs to be taken by Travel Accounting should there be any errors. If there are no errors on any of the post runs jobs, all relevant travel documents will be posted automatically.

### **3.13. Process travel claim (with an advance)**

- 3.13.1. The traveller will complete the travel expenses incurred under the Expense Management tab in the system. The traveller completes the trip number, and the approved travel request information will automatically be drawn into the travel expense.
- 3.13.2. The traveller must settle the travel expenses against the advance and attach the required documentation according to domestic or international travel services undertaken.
- 3.13.3. Travel expense claims against the advance are processed, including additional expenses incurred, and will workflow to the BU verifier for verification.
- 3.13.4. All claims for travel and subsistence with an advance must be completed within 21 calendar days from the date of the traveller's return or will incur an administrative fee of R150 as stipulated in the 32-1041 Business Travel Management Policy.
- 3.13.5. Travel Accounting checks whether the travel claim reconciliation was done or not using the appropriate SAP report for local travel advances. Travel Accounting clears the general ledger control account for travel to determine whether the traveller owes Eskom or not. For travellers who did not settle their advance claims, a spreadsheet is prepared with a list of all deductions to be made from travellers' salaries and is forwarded to Shared Services HR via email for processing. The following information is provided on the spreadsheet:
- Initials and surname
  - Unique number
  - Amount to be deducted
  - Trip number
- 3.13.6. If the advance was deducted, the traveller will only be refunded after the next payday.
- 3.13.7. To be refunded, the traveller must reopen the travel expense and capture the actual expenses incurred, which must be verified and approved.

### **3.14. Process kilometre travel claim**

- 3.14.1. Claiming of kilometres for business travel is claimable on the Travel Management System for scheme and non-scheme vehicle owners.
- 3.14.2. The traveller must attach proof of a reputable map using Google Maps as a guide on the estimated confirming the distances between the two locations for the kilometre calculation to the kilometre travel claim to enable the verifier to verify that the kilometres claimed are reasonable.
- 3.14.3. The verifier receives the claim and checks it for correctness, selects the approver, and the claim will be forwarded to the approver. If not correct, it will be sent back for correction via workflow and approval.

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3.14.4. Once approved, payment is made in favour of the employee into his/her bank account.

### **3.15. Process parking and tollgate claim**

3.15.1. Parking and tollgate costs incurred while on an official business trip are reimbursable, and the traveller must supply proof of expenses and scan the receipts when submitting the claim on the system.

3.15.2. Claims not accompanied by the relevant proof of payment (i.e., receipts) will be regarded as non-compliant and will not be paid.

3.15.3. The verifier receives the claim and checks it for correctness, selects the approver, and the claim is forwarded to the approver. If not correct, it will be sent back for correction via workflow and approval.

3.15.4. Once approved, payment is made in favour of the employee into his/her bank account.

### **3.16. Process fixed daily allowance for domestic travel**

3.16.1. Travellers need to ensure that the correct FDA option according to the COS is selected.

3.16.2. Travellers may select the FDA as an advance or claim it at the end of a trip.

3.16.3. FDA is not applicable when travelling for training, according to COS. The traveller may claim for expenses incurred, that is, meals, during the training, if meals are not supplied by the venue.

3.16.4. FDAs claimed where meals are provided (and consumed) by the establishment will be recovered from the traveller, or FDA will be reversed.

3.16.5. The verifier receives the claim and checks it for correctness, selects the approver, and the claim will be forwarded to the approver. If not correct, it will be sent back for correction via workflow and approval.

3.16.6. Once approved, payment is made in favour of the traveller into his/her bank account.

3.16.7. FDAs that are taken as an advance need to be settled with supporting documentation on completion of the trip.

### **3.17. Permitted and non-permitted expenses**

3.17.4. All additional expenses incurred outside the traveller's entitlement will be paid for in full by the traveller and will not be for Eskom's account. Refer to permitted and non-permitted expenses according to Annexure C Table 1.

3.17.2. Any unauthorised or personal expenses will be recovered through HR/Payroll.

3.17.3. All unnecessary costs incurred by Eskom because of the negligence of the traveller will be paid in full by the traveller. Unnecessary costs because of traveller negligence include:

- No-show cost (hotel and flights) – where the cost centres have been debited with airport taxes, the cost will be recouped from the traveller via HR/payroll unless motivated and accepted by the line manager.

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- Amendments to a traveller's flight, accommodation and car rental resulting in an increase in price on the travel plan without prior authorisation and amendment to the travel plan.
  - Any damages caused to property according to the Eskom employee code of conduct.
- 3.17.4. Non-permitted expenditures (pre-approved) for local business travel may not be included and reimbursed as part of the traveller's expense claims.
- 3.17.5. Receipts and itemised billing for permitted expenses must be retained by the traveller and submitted upon trip completion.
- 3.17.6. Trip advances may only be approved for the dates stipulated in the traveller's itinerary.
- 3.17.7. Transfers between airports, hotels, and business premises, where no car rental has been arranged for the employee and/or has not been included in the pricing of the accommodation (on arrival and departure), can be claimed via the reconciliation of the trip on the system.
- 3.17.8. The traveller will be reimbursed upon submitting proof of payment of reasonable expenses.
- 3.17.9. When a traveller takes leave while overseas, he/she will be liable for the increased additional air ticket costs, which needs to be included in the approved motivation at the initiation of the travel request.
- 3.17.10. Eskom will not be liable for any costs related to unauthorised spouse's/partner's travel.
- 3.17.11. A traveller who is authorised to be accompanied by his/her spouse, not for business purposes, will be liable for the additional costs
- 3.17.12. Monies received from the host for services provided, for example, consultation fees, should be returned to Travel Accounting and allocated back to the cost centre that funded the trip.
- 3.17.13. All private calls will be for the traveller's account. Eskom will not pay for international roaming charges. Call cards are to be used while overseas. Telephone/Cell phone allowances may be granted subject to Eskom business requirements.
- 3.17.14. Under no circumstances will a traveller purchase any form of clothing items or suitcases at the expense of Eskom, unless in the case of luggage being stolen, going astray, or being delivered late (and subject to the payment of any airline reimbursement being made to Eskom). This is a PFMA issue, and disciplinary action against the employee will be taken.
- 3.17.15. All additional expenses such as private phone calls, newspapers, alcoholic drinks, toiletries, movies, and tips for porters, shall be for the traveller's own account.

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#### 4. Acceptance

This document has been seen and accepted by:

Name	Designation
R John	Acting General Manager Finance Shared Services
M Buys	Group Financial and Management Reporting
S Cronje	Subsidiaries and Services, Group Capital, and Properties
Ngoako Huma	Acting Finance Business Partner – Generation
R Abramia	Acting Finance Business Partner – Distribution
S Nagar	Finance Business Partner – Primary Energy
R Ramkumar	Finance Business Partner – Transmission

#### 5. Revisions

Date	Rev.	Compiler	Remarks
October 2010	0	J Payne	Business Travel Management Procedure Developed
August 2014	1	SSM Mgaga	Incorporate NTI requirements
November 2015	2	MR Khomola	Incorporate SARS Foreign Subsistence Allowance
July 2017	3	SSM Mgaga	Incorporate NTI requirements
2022	4	N Naidoo	Implemented new travel management booking tool

#### 6. Development team

The following people were involved in the development of this document:

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## **7. Acknowledgements**

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**ANNEXURE A: ACCOMMODATION RATE AND STAR GRADING**

Table 1: Maximum rate levels for domestic accommodation and meals

Vouchers include	Band 1	Band 2	Band 3
	Room only  Tourism levy VAT	Room and breakfast  Tourism levy VAT	Room, breakfast, and dinner  Tourism levy VAT 2 X non-alcoholic beverages at dinner
<b>Graded hotel or boutique hotel</b>			
3 star	R1 190	R1 310	R1 530
4 star	R1 360	R1 470	R1 700
5 star	R2 280	R2 401	R2 740
<b>Graded bed and breakfast, country house, or guest house</b>			
3 star	R980	R1 150	R1 350
4 star	R1 090	R1 260	R1 460
5 star	R1 300	R1 480	R1 680
<b>Graded self-catering</b>			
3 star	R1 190		
4 star	R1 360		
5 star	R1 570		
<b>Maximum for meals</b>			
Breakfast	R100,00		
Lunch	R158,50		
Dinner	R158,50		
Claim for a meal without a voucher	R60,50 (applicable to FDA1 only)		

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Table 2: Fixed Daily Allowance (FDA) for domestic accommodation

Voucher included	FDA option allowed	Amount	Comments	Note
Bed only	FDA 2	R392,90	No meal expenses can be claimed.	Accommodation invoice must be attached when settling travel requests
Bed and breakfast	FDA 1	R121,50	Meal claims for lunch and dinner only are allowed.	
Bed, breakfast, dinner	FDA 1	R121,50	Meal claim for lunch only is allowed.	
Full board (Bed, breakfast, lunch, and dinner)	FDA 1	R121,50	No meal claims for breakfast, lunch, and dinner are allowed.	
Own overnight arrangements	FDA 3	R635,00	No meals or accommodation can be claimed.	N/A

*NB: FDA is not applicable when travelling for training, according to COS. The traveller may claim for expenses incurred, that is, meals, during the training, if meals are not supplied by the venue*

Table 3: Maximum star grading per employee level for domestic accommodation

Employee level	Star grading
Board members, non-executive Board members, serving on a governance committee and Executive Directors, employees at the level of management that report directly to the Chief Executive Officer	4 stars
All other employees	3 stars

Table 4: Maximum star grading per employee level for international accommodation

Employee level	Star grading
Executive, non-executive directors, and Board members	5 stars
Employees at the level of management that report directly to the Chief Executive, senior management, middle management, junior management, and other employees	4 stars

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Table 5: Hosting and attendance of conferences or events

- Rates set for hosting of conferences or events within the borders of South Africa

Hotel grading	Cost per delegate per day
3 stars	R350
4 stars	R480
5 stars	R565

- Rates set for attendance at external conferences or events within the borders of South Africa

Allowable benchmark costs may not exceed R2 500 per employee per day.

- Rates set for attendance at external conferences, events, or study tours outside the borders of South Africa.

Expenses may not exceed R40 000 per employee per conference, event, or study tour.

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**ANNEXURE B: FOREIGN SUBSISTENCE ALLOWANCES**

Use the link below to access foreign subsistence allowances

<https://www.sars.gov.za/tax-rates/employers/subsistence-allowances-and-advances/>

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**ANNEXURE C: REIMBURSABLE AND NON-REIMBURSABLE EXPENSES**

Table 1: Reimbursable and non-reimbursable expenses

Reimbursable expenses		Non-reimbursable expenses	
The following expenses are reimbursable while on official business and claimable on submission of proof of expenditure:		The following expenses <b><u>may not</u></b> be claimed:	
a.	Parking costs at airports, hotels, and conferences	a.	Tips or gratuities for waiting staff, included in the bills of meals
b.	Toll fees	b.	Room service or tray service
c.	Laundry expenses	c.	Alcoholic beverages
d.	Cost of meals (if not included in the accommodation voucher)	d.	Consumable items were taken from mini bars in an accommodation establishment
e.	Mileage on the use of private vehicle	e.	Personal phone calls
f.	Use of business centres and communication at accommodation establishments or event facilities	f.	Private travelling
g.	Business travel vaccination requirements	g.	Internet connectivity for private purposes at accommodation establishments, airports, and other public places
h.	Visas or expenses related to obtaining business visas or passports	h.	Fees incurred to access the health club or fitness centres of accommodation establishments
i.	Excess luggage if it is for business purposes	i.	Any other expenses not directly related to official business
j.	Loss because of exchange rate fluctuations		
k.	Public transport expenses		
l.	Refuelling of hired vehicles		
m.	Any other expenses related to the official business trip on a case-by-case basis and approved by the Delegated Authority/Authorised Person		

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