

## **Foreign Travel Appendix**

**This is an appendix to the [Travel and Expenses Policy](#) and should be read alongside the Travel and Expenses Policy.**

This information is for colleagues who are required to travel abroad as part of their role and sets out what you need to know and do before and whilst you are away. Please note this doesn't apply to colleagues who choose to work abroad as part of our [Hybrid Working Policy](#).

This information applies to all colleagues, as well as agency workers and contractors who are required to travel abroad.

To help us minimise risk to the Co-op, no more than three colleagues in Work Levels 1 and 2 should travel together wherever possible.

### **Crucial bits**

**You must complete a risk assessment ahead of travelling abroad for work. You should complete this before booking any travel.**

Your safety and wellbeing are critical. Travelling inherently includes some risks which you should consider before booking. You can find out more information about foreign travel advice to specific countries at [Foreign travel advice - GOV.UK](#)

Always be aware of surroundings and reduce risk of harm to yourself. Always take care of your own belongings and any Co-op property when travelling. It is advisable to take only essential personal items and don't leave cash or valuables unattended or put them in checked baggage if you're flying

If you have an immediate concern regarding the hotel you are staying at or your safety at the hotel please do not wait, contact 0333 014 6071, this is a 24-hour service.

If you need **emergency assistance** for lost tickets/passports or other travel related issues, outside of Clarity's office hours (8.30-17.30 Monday to Friday) there's a 24-hour support line on 01908 002 533. Ensure you have this number with you in case you need it. It is best to store it somewhere other than your mobile phone, in case your phone is lost or stolen.

If you have any safety concerns on arrival at your hotel, during or after your stay, please let Clarity know through the [Clarity Customer form](#). Colleagues need to report to Clarity when they feel safety or cleanliness has been compromised or if the hotel provided is not suitable. This ensures that your booking can be moved to somewhere more suitable and that no other colleagues will be placed in that hotel.

Watch the [Run, Hide, Tell video](#) before you travel.

## **What you must do before you travel**

### Seek Foreign Travel Advice

Review the report on the country you are travelling to [Foreign Travel Advice](#) for foreign travel advice.

### Booking travel

Use our travel management partner [Clarity Go](#), to book all your business travel. This should be completed online where possible as booking via telephone or email incurs additional costs. If you don't have access to the online system you can call the Clarity Online Help Team on 0333 014 6073.

Booking through Clarity means that your trip and travel details are logged, which is better for your safety and security.

Ensure that you have all documents printed off prior to travel or that they are accessible.

Co-op will not reimburse expense claims for travel booked elsewhere through other providers or paid for personally.

Make sure that any spend is covered in budget before you travel and seek pre-approval from your line manager and budget owner

### Travel App and emergency numbers

Before travelling, download the Solace travel app, for more information [Solace Travel App](#)

Keep this number somewhere safe: Emergency Medical Assistance and Claims +44 (0)1243 621 066

### Vaccinations

If vaccinations are required for the country that you are travelling to you should make the necessary arrangements. Information regarding vaccinations can be found on the [NHS website](#). Remember that some vaccines need to be given well in advance of travel so gather this information before you book travel abroad.

All vaccinations need to be taken within the vaccination schedule laid out by the NHS link above.

The cost of vaccinations can be claimed through expenses, through the “Foreign Travel” expense type.

### Visas

Check if you require a visa for the country you are travelling to, [Foreign Travel Advice](#) for full information.

You will need to arrange this and the cost of the visa can be claimed through expenses – Foreign Travel Expense Type.

### Mobile Phones and Laptops

If you have a work phone contact IT through HEAT, via [MyApps](#) to ensure your data allowance is correct and won't incur additional roaming charges.

If you require a Sim card for your own personal phone whilst away for work purposes, you can claim this through expenses.

Colleagues are discouraged from taking work laptops abroad, and it is strictly prohibited in Red-listed countries (link to where the red-listed countries are available). You should contact the IT service desk on 0330 606 1844 and speak to your manager before travelling with any devices. If a device is lost or stolen, it can be very difficult for us to recover it.

Anyone traveling abroad can take their own equipment. There are several ways to access email, documents, or Teams via Office 365 web access in non-red listed countries. If needed, you can also use Virtual Desktop, which is a secure way to access other applications you may need. You can get more information through HEAT via MyApps. Please do this in plenty of time before you travel.

### Purchases Abroad

Where possible, use travel cards such as Monzo, Chase and Revolut (there are others available) to pay for any purchases in local currency, whilst you are away. Where these are being claimed through expenses, please use the exchange rate on the day of the spend.

When arriving at your hotel, they may ask for a debit/credit card to be kept for the duration of your stay. This is to cover any damage that may occur during your stay within the room or hotel by you or guests that are with you at the hotel or to cover items taken from the mini bar. Please note that only essential items such as bottled water can be claimed back through expenses.

If we feel that deliberate damage has been made by you or your guests we will investigate and may need to deal with the matter under the [Disciplinary Policy](#)

## **Insurance**

The Co-op provides insurance cover through Aviva Insurance Ltd for all colleagues travelling on Co-op business. You can contact Aviva 24 hours, 365 days a year on 01243 621066 for Emergency Medical Assistance and Claims and 01243 621416 for Emergency non-medical assistance claims.

Cover is subject to the terms and conditions and exclusions contained within the Aviva Insurance Ltd Group Personal Accident & Business Travel Policy. For more information, please contact [insuranceservices@coop.co.uk](mailto:insuranceservices@coop.co.uk). Remember that you won't be covered if you travel against the advice of your medical practitioner.

Please visit [Business Travel Insurance \(sharepoint.com\)](#) to access a QR code that will allow you to download the Aviva Travel App. There is also a note of the verification code and additional information about the App and additional information about the Aviva travel policy in place.

Should you need to make any travel claims complete the below link for the customer services team at Clarity and they will investigate and take the appropriate actions:

[Customer Service Form](#)

## **Claiming expenses**

Where payment has been made in another currency, please apply the daily exchange rate at the time of spend or from your bank statement. This can be found here: [UK Government guidance](#)

In addition to the items listed in the Travel and Expenses policy, when travelling abroad for work you can claim for costs related to purchasing sun-screen protection, bottled water and any medication you may take for the trip.

The cost of lunch can also be claimed. This does not include any alcohol. Use the expense claim type: foreign travel.

You cannot claim for snacks or gifts.

### **If you are travelling with external partners**

The below information outlines the procedure for overseas due diligence and insight trips with external partners, and to ensure pre-agreement on key issues in the event of unforeseen changes to a planned trip.

#### **Steps to be taken pre-trip.**

- Risk assessment to be completed by the partner host ahead of any trip and reviewed and agreed by Co-op.
- Costs to be covered by Co-op and partner host will be pre-agreed ahead of the trip and a record made of the agreement.
- Travel authorisation form and Gifts & Hospitality Register to be completed and approved by the Co-op before the trip occurs.
- A detailed itinerary, emergency contact details and escalation contacts for all travellers will be documented ahead of the trip and provided to all travellers and their respective managers.

#### **Emergencies and Diversions:**

In the unlikely event of an emergency or an unforeseen event occurring that disrupts the planned trip itinerary, the following steps will be taken:

- The partner host and Co-op lead will escalate to their appropriate managers or insurance company.
- If decided that the risk level requires a change to the planned trip itinerary, it is pre-agreed that each organisation will organise its own alternative travel arrangements to ensure safety of travellers.
- If this requires one organisation to cover travel costs in the interim, travel costs will be recovered once all travellers are safely home.

- Your personal safety is number one priority, please make sure you take correct procedures to have an awareness of security and your surroundings.

**Colleague and Managers Check List** - this is to be completed alongside the risk assessment

Actions to complete and review with Line Manager	Yes or No	Reason for decision
Risk assessment undertaken (Internal)		
Risk assessment undertaken (External)		
Conscious of Political and Religious beliefs and Lifestyles		
Vaccinations if required in time scale <a href="#">Vaccinations</a>		
Visas applied for and valid passport		
Check FCDO Website for travel advice <a href="#">FCDO</a>		
Inform Insurance Via Clarity if booked through them. If by third party, please inform Insurance <a href="#">Insurance</a>		
Download Solace travel app <a href="#">Solace</a>		
Ensure you have Clarity 24hr contact number 03330146074 tcgbookings@claritybt.com		
Itinerary shared with all parties		
Ensure you have line manager numbers and escalation numbers		
Cost approved Internally		
Cost approved by third party		
G&H form completed where required. <a href="#">Gifts and Hospitality</a>		
IT requirements <a href="#">ISM</a>		