



**national treasury**

Department:  
National Treasury  
REPUBLIC OF SOUTH AFRICA

**NATIONAL TREASURY  
REPUBLIC OF SOUTH AFRICA**

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**NATIONAL TRAVEL POLICY FRAMEWORK**

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## **1. PREAMBLE**

- 1.1 Section 38(1)(a)(iii) and 51(1)(a)(iii) of the PFMA requires AOs and AAs to ensure that their department, trading entity, constitutional institution or public entity has and maintains an appropriate procurement and provisioning system which is fair, equitable, transparent, competitive and cost-effective.
- 1.2 Section 38(1)(b) of the PFMA requires AOs of departments and constitutional institutions to be responsible for the effective, efficient, economical and transparent use of their respective Institution's resources.
- 1.3 AOs of departments and constitutional institutions are reminded that sections 38(1)(c)(ii) of the PFMA requires AOs to take effective and appropriate steps to prevent unauthorised expenditure (in the case of departments), irregular expenditure and fruitless and wasteful expenditure.
- 1.4 AAs are reminded that section 51(1)(b)(ii) of the PFMA requires AAs to take effective and appropriate steps to prevent irregular expenditure and fruitless and wasteful expenditure.
- 1.5 Section 45(c) and section 57(c) of the PFMA, requires employees to take effective and appropriate steps to prevent unauthorised expenditure (in the case of employees of departments), irregular expenditure and fruitless and wasteful expenditure (in the case of employees of all Institutions) within their respective areas of responsibility.
- 1.6 Institutions are to adopt and adapt the NTPF as a minimum standard to develop similar or more stringent Institutional policies, instructions and standard operating procedures in line with their unique requirements and delegations of authority.

## **2. POSITION STATEMENT**

The State has an effective, efficient, practical and fit for purpose travel management system that delivers cost effective travel arrangements in support of its mandate.

## **3. PURPOSE OF THE NATIONAL TRAVEL POLICY FRAMEWORK**

- 3.1 The purpose of the NTPF is to create minimum norms and standards for Travellers travelling on official business both domestically and internationally.
- 3.2 Travellers must make every effort to ensure that their travel arrangements are in accordance with the minimum standards outlined herein and utilise these minimum standards to ensure efficient, cost effective, transparent and responsible travel related arrangements.
- 3.3 The NTPF provides a policy framework for consistent decision making by Institutions that facilitates travel, accommodation and related expenditure by Travellers.

## **4. SCOPE OF APPLICATION**

- 4.1 The NTPF applies to all Travellers, travelling on official business, which is inclusive of the staff of Ministries, but excludes Members and National Members, as defined in the Ministerial Handbook.

- 4.2 The NTPF applies to both International Travel and Domestic Travel arrangements. Where distinction is required, the NTPF clearly indicates this.
- 4.3 The NTPF contains principles relevant to certain circumstances; it does not include procedures or processes. Institutions are required to draft their own institutional policies, instructions and procedures using the NTPF as a minimum standard and may adapt the policy principles, contained herein, as may be required having regard to the mandate and operations of the Institutions.

## 5. SOURCES OF AUTHORITY

The following laws, regulations and guidelines apply to this NTPF:

- a) Basic Conditions of Employment Act, No. 75 of 1997
- b) Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993;
- c) Constitution of the Republic of South Africa, 1996;
- d) Cost Containment Instructions issued by National Treasury;
- e) Defence Act, No. 42 of 2002;
- f) Financial Manual as published by the Department of Public Service and Administration;
- g) Guide for Employers in respect of Allowances issued by the South African Revenue Services;
- h) Income Tax Act, No. 58 of 1962;
- i) Labour Relations Act, No. 66 of 1995;
- j) Military Pensions Act, No. 84 of 1976;
- k) Military Veterans Act, No. 18 of 2011;
- l) Ministerial Handbook;
- m) Occupational Health and Safety Act, No. 85 of 1993;
- n) Preferential Procurement Policy Framework Act, No. 5 of 2000;
- o) PSCBC Resolution 3 of 1999 - Remunerative Allowances and Benefits;
- p) Public Finance Management Act, Act No. 1 of 1999;
- q) Public Service Act, No. 103 of 1994;
- r) Road Accident Fund Act, No. 56 of 1996;
- s) Road Traffic Act, No. 93 of 1996;
- t) South African Civil Aviation Act, No. 13 of 2009;
- u) South African Police Service Act, No. 68 of 1995;
- v) Tariffs for the use of Motor Transport as determined by the Department of Transport; and
- w) Any instruments, directives or standards issued in terms of any of the above legislation, as it relates to travel.

## 6. ACRONYMS

AA	Accounting Authority
ABS	Anti-Lock Braking System
AO	Accounting Officer
CEO	Chief Executive Officer
CFO	Chief Financial Officer
COO	Chief Operating Officer
DIRCO	Department of International Relations and Cooperation
DOA	Delegation of Authority
DPSA	Department of Public Service and Administration
MMS	Middle Management Service
NTPF	National Travel Policy Framework
OCPO	Office of the Chief Procurement Officer
PFMA	Public Finance Management Act, No.1 of 1999.
S&T	Subsistence and Travel
SARS	South African Revenue Services.
SMS	Senior Management Service
TMC	Travel Management Company

## 7. DEFINITIONS

**Accommodation:** means the rental of lodging facilities while away from one's place of abode, but on authorised official duty.

**After-Hours Reservation:** means an enquiry or travel request that is actioned after normal working hours, i.e. 17h00 to 8h00 on Mondays to Fridays and twenty-four (24) hours on weekends and public holidays.

**Air Travel:** means travel by airline on authorised official business.

**Authorising Official:** means the Official who has delegated authority in term of the Institution's DOA Policy, to approve travel requests and expenses.

**Car Rental:** means the rental of a vehicle for a defined period of time by a Traveller for official business purposes.

**Delegated Official:** means an official or employee authorised in writing by the AO/AA in terms of section 44 and 56, respectively, of the Public Finance Management Act, 1999 (Act No. 1 of 1999) or any other enabling legislation to exercise a power or perform a duty set out in the relevant legislation, subject to such conditions as may be determined by the relevant AO/AA.

**Domestic Travel:** means travel within the borders of the Republic of South Africa or within the borders of the foreign country where the Official is based.

**Emergency:** means an event where unforeseen and unavoidable circumstances, including but not limited to, a death, illness, health risk or a business environmental risk, requires a booking for travel or a diversion from the original planned trip.

**Governance Committee<sup>1</sup>:** means external members belonging to a body that provides oversight and assurance functions over the operations of an Institution. Such Governance Committees include:

- a) The Board and its sub-committees
- b) Departmental Audit Committees
- c) Departmental Risk Committees and/or
- d) Departmental Anti-corruption Committees.

**International Travel:** means travel outside the borders of the Republic of South Africa or outside the borders of the foreign country where the Official is based.

**Institution:** means all departments, constitutional institutions; public entities listed in schedule 2 and 3 to the PFMA, trading entities, organs of state and government components unless specified otherwise in this policy.

**Official Business:** means performing the Institution's functions in terms of their mandate and strategic, operational and performance plans.

**Official:** means any person employed by, or seconded to, a department, constitutional institution; public entity listed in schedule 2 and 3 to the PFMA, trading entities, organs of state and government components, unless specified otherwise in this policy.

**Place of Duty:** means the place, other than the Place of Work, where the Official performs official business or is otherwise on duty, e.g. an external meeting venue, conference venue or workshop.

**Place of Work:** means the place of work identified in the Official's contract of employment.

**Shuttle Service:** means the service offered to transport a Traveller from one point to another and includes taxi services.

**Subsistence Allowance:** means the money paid to a Traveller travelling on Official Business to cover cost of travel, meals, and other associated expenses<sup>2</sup>.

**Traveller<sup>3</sup>:** means a person travelling at the behest of the Institution on Official Business.

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<sup>1</sup> Institutions may include other governance committees applicable to the Institution which include external members.

<sup>2</sup> Reasonable expenses in respect of dry cleaning, laundering, meals not included in the accommodation and reasonable incidental expenses.

<sup>3</sup> Institutions may include, but not limited to, other categories of employees, executives, other policy beneficiaries in line with applicable employment conditions, e.g. Institution bereavement, wellness and recruitment policies; Research collaboration support such as researchers, postgraduate students, utilising shared research platforms, Non-executive members, appointed members of a Committee, appointed members of a Commission of Enquiry, persons appointed as advisors on grounds of policy considerations in

**Travel Advance:** means the funds advanced to an Official or Traveller prior to embarking on an official trip.

**Travel Authorisation Form:** means the official form utilised by the Institution reflecting the detail and order number or unique authority number of the trip that the relevant Authorising Official approves.

**Travel Booker:** means the person coordinating travel reservations with the TMC consultant on behalf of the Traveller.

**Travel Expenses:** means expenses incurred by a Traveller while he/she is on an Official Business trip. Examples of Travel Expenses may include money spent on lodging, transportation and meals.

**Travel Management Company:** means the company contracted to provide travel management services, which is inclusive of the procurement of travel related services.

**Travel Voucher:** means a document issued by the TMC to confirm the reservation and, or, payment of specific travel arrangements.

## 8. GENERAL PRINCIPLES

- 8.1 Institutions allow the Travel Booker or appointed TMC to make travel arrangements on behalf of the Institution that is in line with the provisions of the Institution's Travel Policy.
- 8.2 Institutions make bookings utilising their institutional negotiated rates and fares, the government negotiated corporate rates and fares where applicable, e.g. discounted air fares with airlines, or, where the TMC can obtain better rates or fares, the TMC rates or fares for travel services within the maximum allowable rates as prescribed by the National Treasury.
- 8.3 Institutions must ensure that the Travel Booker or the appointed TMC compare various airline fares, Accommodation establishment rates and Car Rental rates before confirming a booking, maintaining the principles of competitiveness and cost effectiveness<sup>4</sup> in supporting the Institution's sustainability.
- 8.4 Each Traveller must exercise good and ethical judgement when incurring Travel Expenses.
- 8.5 Each Traveller must obtain prior approval from the Authorising Official for any travel arrangements.
- 8.6 The Authorising Official must consider, prior to approving travel requests:
- a) The necessity to travel; limited to the absolute critical trips in support of the Institution's mandate;

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terms of section 12A of the Public Service Act of 1994, interview candidates and other government employees where an employer-employee relationship exists as defined in the Labour Relations Act or similar, e.g. International Labour law (in the case of employees based in foreign countries) and other applicable legislation, invited guests, care attendants to a Traveller with a disability.

<sup>4</sup> Preferential Procurement Regulations, 2017, 6(9)(a) & (b)

- b) The benefit to the Institution;
  - c) Use of alternative face to face technologies i.e. Skype, video conference; and
  - d) Compliance with the Institution's Travel Policy
- 8.7 Each Traveller conducts business in a manner that excludes considerations of personal advantage while complying with all applicable policies.
- 8.8 Compliance with the Institution's travel policy is the responsibility of all Officials, Travellers, Travel Bookers, appointed TMCs and any other person involved with travel related matters.
- 8.9 Each Traveller must safeguard the State's information and assets while travelling on Official Business and must avoid compromising on that security.
- 8.10 Each Traveller must maintain, for Official Business purposes, the validity of necessary personal travel documents such as a passport, visa, international driver's licence, etc. The Traveller may claim any justifiable costs of doing so from the Institution where the relevant Authorising Official provides prior approval.
- 8.11 Institutions must limit International Travel to critical trips and limit the number of the delegation to Travellers directly involved in the subject matter of the meeting or event.
- 8.12 All requests for International Travel must include the following:
- a) A motivation for the visit, especially its benefit for the Government and the country;
  - b) The financial implications of the visit; and
  - c) The support delegation, including the roles of each Official.
- 8.13 Motivation for International Travel, as set out in paragraph 8.12 above, does not apply in cases where South Africa has signed an international treaty with the particular country being visited (e.g. the Convention for Nuclear Safety) and, or, where an Institution is charged with a mandate to execute such an international treaty on behalf of the State.
- 8.14 Before a Traveller departs to an international destination, he or she is responsible for obtaining, with the assistance of the TMC, information relating to the following:
- a) What is the most appropriate method of payment for Accommodation and services, e.g. cash, virtual cards, cash cards, daily allowance advance or foreign debit cards;
  - b) What is the most practical currency;
  - c) Consult a travel clinic well in advance where inoculation is required;
  - d) Take cognisance of the political and security situation in the country; and
  - e) Confirm the applicable business etiquette.
- 8.15 In order to ensure business continuity and protect the interests of the Institution, the following Travellers are not allowed to travel together in the same aircraft, vehicle or boat:
- a) In the case of departments and constitutional institutions:
    - i. The Minister and the Deputy Minister;
    - ii. The Deputy Minister and the Director General;
    - iii. The Director General and more than half of the number of the Deputy Director Generals; and, or,

- iv. Not more than a third of the senior management team of the institution.
- b) In the case of public entities:
- i. The Chairperson and the Vice/Deputy Chairperson;
  - ii. The Chairperson and the CEO;
  - iii. The Chairperson and more than half of the members of the Board;
  - iv. The CEO/COO and CFO;
  - v. The CEO/COO and half of the CEO's executive committee;
  - vi. Not more than a third of the senior management team of the Institution; and, or,
  - vii. Not more than half of the members of the Board and half of the CEO's executive committee.

## **8.16 Cost Containment**

- 8.16.1 AOs and AAs must implement policies and procedures to restrict the number of Officials and, where applicable, persons appointed on policy considerations<sup>5</sup> travelling to the same event, conference, consultation or meeting to reasonable and necessary representation, including representations to Parliament or Provincial Legislatures.
- 8.16.2 Delegations to the same event, conference, consultation or meeting may only exceed three (3) Officials or, where applicable, persons appointed on grounds of policy, if approved in advance by the relevant AO/AA or Delegated Official.
- 8.16.3 The provisions of paragraphs 8.16.1 and 8.16.2 above do not apply to –
- (a) AOs of departments and constitutional institutions;
  - (b) Deputy directors-general or persons holding equivalent ranks in departments<sup>6</sup>
  - (c) Persons appointed on grounds of policy considerations in terms of section 12A of the Public Service Act, 1994;
  - (d) Employees at the level of management who report directly to the CEO of a constitutional institution;
  - (e) Members of the AA of a public entity;
  - (f) The CEO or any other person in charge of the public entity;
  - (g) Members of the CEO's executive committee that report directly to the CEO or to any other person in charge of the public entity;
  - (h) Officials of departments, constitutional institutions and public entities performing official duties in Parliament or in a provincial legislature other than those referred to in paragraph 8.16.1 above; and
  - (i) Non-executive members serving on any Governance Committee in a department, constitutional institution or public entity.
- 8.16.4 The double payment of expenses or Travel Advances or expense claims without supporting receipts, where applicable, expenses included in any travel allowance given, or claiming a reimbursement for the cost of meals where the cost of meals is already

<sup>5</sup> Policy Advisors appointed in terms of section 12A of the Public Service Act, 1994.

<sup>6</sup> This does not apply to persons holding other ranks/positions in departments but who are remunerated at salary levels 15.

included in the Accommodation cost, is fruitless and wasteful expenditure and will be dealt with accordingly.

- 8.16.5 The Institution must reduce an allowance where the Institution or another party or host are paying for the claimed expenses. The Institution recovers the over payment from the Traveller in accordance with applicable legislation and prescripts.

## **8.17 Authorisation**

### **8.17.1 Principles of Authorisation**

8.17.1.1 Travellers are not allowed to approve their own travel requests and travel expenditure.

8.17.1.2 Where the Traveller is the Director General / Head of Department / CEO or Chairperson of the Board of the Institution, and on condition that segregation of duties is upheld, the CFO must confirm the expenditure prior to departure in terms of a specific delegation of authority from the higher authority that would have approved and/or would have been ratified by the Board or in terms of an Institution's Delegation of Authority Policy upholding these principles.

8.17.1.3 All travel approvals must be in writing and signed by the Authorising Official prior to departure. In cases where obtaining verbal authorization from the Authorising Official, it is the responsibility of the Traveller to have the authorisation ratified by the Authorising Official within 72 hours from obtaining the verbal authorisation.

8.17.1.4 The AO/AA or Delegated Official may, in terms of the applicable legislation allowing an Institution to delegate, and the Institution's DOA Policy, delegate the approval of the following:

- i. Domestic Trips with its related expenses related to:
  - Air Travel
  - Ground Transportation
  - Accommodation
- ii. International Trips with its related expenses related to:
  - Air Travel
  - Ground Transportation
  - Accommodation
- iii. International and domestic chartering of an aircraft (passenger / cargo)
- iv. Upgrade of class of Domestic Travel
  - Air Travel
  - Ground Transportation
  - Accommodation
- v. Upgrade of class of International Travel
  - Air Travel
  - Ground Transportation
  - Accommodation
- vi. International and domestic non-employee Travel
- vii. Changes to existing domestic reservations
  - Air Travel

- Ground Transportation
- Accommodation
- viii. Changes to existing international reservations
  - Air Travel
  - Ground Transportation
  - Accommodation
- ix. Domestic After-Hours Reservation/Emergency Travel arrangements
  - Air Travel
  - Ground Transportation
  - Accommodation
- x. International After-Hours Reservation/Emergency Travel arrangements
  - Air Travel
  - Ground Transportation
  - Accommodation
- xi. International and domestic reimbursement of travel expenses and allowances
  - Air Travel
  - Ground Transportation
  - Accommodation

## 9. ROLES AND RESPONSIBILITIES

Business Activity		Responsibility
<b>9.1 Governance of the Travel Policy</b>		
9.1.1	NTPF formulation and the amendments thereto	National Treasury OCPO
9.1.2	Institution's Travel Policy formulation (based on NTFP) and amendments thereto	AO/AA or as per the Institution's DOA Policy
<b>9.2 Corporate and Institutional Agreements</b>		
<b>9.2.1 Travel Management Companies</b>		
9.2.1.1	National Treasury Instruction 4 of 2016/17 on the Minimum Bid Specification Requirements for the appointment of TMCs	National Treasury OCPO
9.2.1.2	Appointment of TMC in terms of prescribed procurement processes, applying the Minimum Bid Specification Requirements.	AO/AA or Delegated Official
<b>9.2.2 Providers of Travel related Services</b>		
9.2.2.1	Corporate Airline Agreements <ul style="list-style-type: none"> <li>- Negotiation and approval of the terms of the agreement</li> </ul>	National Treasury OCPO

Business Activity		Responsibility
9.2.2.2	Instructions on Cost Containment related matters, such as: <ul style="list-style-type: none"> <li>- Maximum allowable rates for Accommodation:</li> <li>- Air fares:</li> <li>- Car Rental; and</li> <li>- Shuttle Services, etc.</li> </ul>	National Treasury OCPO
9.2.2.3	Appointment of travel service providers (e.g. Car Rental companies, Shuttle Services, events coordinators, Accommodation establishments) in terms of prescribed procurement processes	AO/AA or Delegated Official

## 10. TRAVEL MANAGEMENT COMPANY

- 10.1 The Institution may appoint one or more TMCs. This must be done in accordance with the applicable prescripts and instructions issued by National Treasury to effectively and efficiently manage the Institution's travel services.
- 10.2 The Institution must manage the TMC to deliver cost-effective and operationally efficient support in achieving the Institution's mandate.
- 10.3 In the absence of the contracted services of a TMC, Institutions would have the option to administer the procurement of travel related services via the prescribed procurement processes.
- 10.4 The TMC must only issue Travel Vouchers (Accommodation and ground transportation) and air tickets after the receipt of the Travel Authorisation Form or purchase order.
- 10.5 In the event of an After-Hours Reservation, the TMC must execute the request based on a verbal approval or approval via Short Message Service (SMS) or email from the Authorising Official. The Institution must present the Travel Authorisation Form or purchase order to the TMC within 72 hours after the request was executed by the TMC to avoid irregular or fruitless and wasteful expenditure. The TMC may follow up with the Institution and upon failure by the Institution to submit the Travel Authorisation Form or purchase order, the TMC may proceed to invoice the transaction.

## 11. GROUND TRANSPORTATION

### 11.1 General Principles

- 11.1.1 The Institutions must utilize the most cost-effective mode (e.g. Car Rental, public transport, Shuttle Service, etc) of transportation at all times.

- 11.1.2 Travellers are encouraged to make use of public transport (i.e. Uber, Gautrain, taxi, etc.) or Shuttle Services when travelling to and from the airport if it is safe and more cost effective than the cost of Car Rental and, or, the cost of parking and, or, kilometres claimed.
- 11.1.3 When the Traveller is travelling by air on a one-day visit to another Institution, he or she must, where possible, make arrangements with the relevant Institution to be picked up from and dropped off at the airport.
- 11.1.4 In cases where the trip includes both air and road travel, Travel Bookers must select the mode and combination thereof that is the most cost-effective, taking into account the cost of the trip, time consumed and productivity.
- 11.1.5 Where a number of Travellers/Officials are attending the same official function or meeting, they must at all times attempt to reduce the cost to the Institution by using one vehicle where circumstances permit. This provision also applies to SMS Officials.
- 11.1.6 Only Officials (permanent and contracted) have the authority to drive rental vehicles and institutional fleet vehicles. In exceptional circumstances, Institutions may authorize other Travellers to drive rental vehicles or institutional vehicles for official purposes, subject to the completion of all relevant indemnities and approval in terms of the Institution's DOA Policy.
- 11.1.7 Institutions must manage claims against the State in terms of applicable legal frameworks and the law.
- 11.1.8 Any fines, penalties and administration fees payable as a result of the contravention of any traffic rules and regulations will be for the Traveller's own personal account, whilst using an institutional or rental vehicle.
- 11.1.9 The Traveller must take every precaution to safeguard a rental or institutional vehicle against damage, theft or irregular use while driving it and when it is parked.
- 11.1.10 Travellers must make use of the most cost-effective and safe ground transport mode when traveling internationally, e.g. public transport, renting of vehicles, transfer or Shuttle Services.
- 11.1.11 A Professional Driving Permit (PDP) is required to drive a minibus or bus with seating for more than twelve (12) passengers including the driver. Institutions must ensure that the Travel Booker and, or, the TMC request that a copy of the PDP of the designated driver is submitted when booking a minibus or bus to transport Travellers for Official Business.

## **11.2 Use of Institutional Vehicles**

- 11.2.1 Officials (permanent and contracted) must use institutional fleet vehicles if they are available, as opposed to renting vehicles for official business trips. In exceptional circumstances Institutions may authorise other Travellers to drive institutional vehicles for official business purposes, subject to the completion of all relevant indemnities and approval in terms of the Institution's DOA Policy.

- 11.2.2 In cases where Institutions provide for the use of institutional vehicles for official purposes by Officials at the level of DDG or equivalent in public entities, Institutions must address the usage and rules related thereto in the Institution's Travel Policy. The Institution's Travel Policy must take into account the tax implications of such usage.
- 11.2.3 The utilisation of institutional vehicles by Institutions to transport Officials between their residence and Place of Work must be read together with the Financial Manual<sup>7</sup> issued by the DPSA and PSCBC Resolution 3 of 1999.
- 11.2.4 Where operational circumstances requires public entities to provide institutional vehicles to transport Officials between residence and work, institutions must comply with all applicable legislations as well as having South Africa Revenue Services approval for the scheme.
- 11.2.5 Where institutional vehicles are used, Institutions do not pay claims, except in unforeseen circumstances, such as breakdowns and refueling.

### **11.3 Use of Public Transportation**

- 11.3.1 The Traveller will be reimbursed when making use of public transport for official business with prior authorization of the trip.
- 11.3.2 The Traveller must submit a receipt as proof of payment.
- 11.3.3 In the absence of the proof of payment, the Traveller must submit an affidavit, signed by the Traveller and ratified by a Delegated Official as per the Institution's DOA Policy, detailing the cost incurred and the reason/s for the absence of the receipt or proof of payment.

### **11.4 Use of Private Vehicles**

- 11.4.1 ***The use of private vehicles by senior managers / middle managers who have structured an amount as a vehicle allowance on their salaries and, or, who receive such an allowance or through a subsidised vehicle allowance scheme***
- 11.4.1.1 For departments and constitutional institutions, the terms and conditions for using private vehicles to carry out official duties by Senior Management Service members (regardless if they structured for a vehicle allowance or not) and Middle Management Service members who opted for a monthly vehicle allowance ("SMS/MMS employee) are set out in the Public Service Handbook for SMS and Circular 4 of 2006 for Middle Management.
- 11.4.1.2 Any journey between an Official's residence and normal Place of Work constitutes a private journey. Where the Institution requires an Official to attend to official business matters at the normal Place of Work on a weekend or public holiday and such day is not a normal working day, the trip is an official business trip. If required to return to the normal Place of Work after hours such trip is an official business trip.
- 11.4.1.3 In cases where the Official departs from his or her residence directly to a Place of Duty and, or, returns from such a venue directly to his or her residence, that is an official

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<sup>7</sup> Financial Manual for the Purposes of the Calculation of Allowances and Benefits, July 2016; Annexure C, par.2.1.

business trip. In such cases, when submitting claims, the Official must subtract the normal distance between his or her residence and Place of Work from the total distance travelled to the Place of Duty if the former is less than the latter. Institutions do not pay claims when the normal distance between an Official's residence and Place of Work is more than the total distance travelled to the Place of Duty.

- 11.4.1.4 When an Official is required to make use of his or her private vehicle for official business purposes, the Official must obtain travel authorisation prior to commencing with the journey, if the use of the private vehicle will save time and reduce costs.
- 11.4.1.5 In cases where an Official travels to an official event in his or her private vehicle without prior approval, the Institution will not reimburse the Official.
- 11.4.1.6 Under no circumstances are Institutions to pay fuel advances for the use of privately owned vehicles.
- 11.4.1.7 When private vehicles are used by senior managers/ middle managers receiving a vehicle allowance to enable him or her to purchase, lease, rent or otherwise procure a vehicle for official business purposes, the Institution applies the following:
- a) Requirements regarding the vehicle and its use:
    - i. The senior manager/ middle manager is obliged to maintain a reliable vehicle to be used for official journeys;
    - ii. The senior manager/ middle manager must have his or her vehicle (or a substitute vehicle) available for official journeys;
    - iii. As far as possible, the senior manager/ middle manager is obliged to provide free transport to Officials travelling to the same destination on an official return journey; and
    - iv. If the senior manager/ middle manager uses his or her private vehicle to carry out official duties, the Institution will, on receiving an approved claim, reimburse the senior manager/ middle manager for the official kilometres travelled, according to the Tariffs for the Use of Motor Transport, as determined by the Department of Transport, the SARS rates, or other service conditions as elected by the Institution.
  - b) If the senior manager/ middle manager undertakes an official business trip, and his or her vehicle is undergoing repairs or service, the senior manager/ middle manager may obtain and utilise another private vehicle. On receiving an approved claim, the senior manager/ middle manager will be reimbursed for the official kilometres travelled, as if he or she used his or her own private vehicle, according to the Tariffs for the Use of Motor Transport, as determined by the Department of Transport, the SARS rates or other service conditions, as elected by the Institution.
  - c) The senior manager/ middle manager must, with prior approval, use his or her private vehicle for all official business, except in cases where:
    - i. a specific duty is to be performed which requires the use of a specific type of vehicle;
    - ii. an official journey was undertaken to a place to which he or she did not travel with his or her private vehicle, e.g. travelled by air to another

- destination;
- iii. the Official was required to leave from his or her residence or Place of Work to a place from where he or she will depart on an official journey and back; e.g. air transport;
  - iv. it will be unreasonable to expect from a senior manager / middle manager to use his or her private vehicle for the official journey to a place that is not accessible with the specific type of private vehicle, e.g. road conditions; and, or,
  - v. other means of transport would be more cost-effective and, or, practical (public transport, Uber, Gautrain, Shuttle Services etc.).

#### 11.4.2 ***The use of private vehicles by all other Officials***

- 11.4.2.1 For public entities, the Institution's Travel Policy must state whether the Official may make use of his or her private vehicle for official business, subject to prior approval.
- 11.4.2.2 For departments and constitutional institutions, the Institution must only approve the use of private vehicles for official business purposes in exceptional circumstances if institutional vehicles or public transport is not readily available to undertake such official journey.

### 11.5 **Car Rental**

#### 11.5.1 ***General Principles***

- 11.5.1.1 AOs and AAs are responsible for the cost-effective management of travel reimbursement and Car Rental expenses.
- 11.5.1.2 The Travel Booker or TMC consultant must book a rental vehicle for the period that it is actually required for official business.
- 11.5.1.3 The Traveller must return the vehicle within the specified rental period or notify the Car Rental Company. The Institution must hold the Traveller responsible for the additional charges for the late return of the vehicle.
- 11.5.1.4 If the Traveller needs to extend the rental period for official business purposes, the Traveller must obtain prior approval and the TMC will issue a Travel Voucher for the extended period.
- 11.5.1.5 When renting a vehicle, the Institution must give cost consideration to the vehicle group, the number of rental days, the kilometres driven, and the time and place for the collection and return of the vehicle.
- 11.5.1.6 The Institution only allow the designated driver<sup>8</sup> to drive the rental vehicle at any time.
- 11.5.1.7 Any extra charges for special requests such as special models, colour, personal indemnity insurance, etc. (excluding those mentioned in paragraph 15.5.3 below) are the sole responsibility of the Traveller and will be settled directly with the Car Rental

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<sup>8</sup> Designated driver is the person identified by the Institution to take possession and responsibility for the rental vehicle at the Car Rental Company for the defined time period or any other additional person designated by the Institution to drive such a rental vehicle.

Company. The Institution will not be liable for any charges. If the Traveller does not immediately settle the additional expense, the Institution will cover the initial cost, and if the Traveller is found liable, recover the amount from the Traveller.

11.5.1.8 The Traveller are to use the rental vehicle only for official business purposes.

11.5.1.9 If the Traveller extends his or her stay for personal reasons, the charges are for the Traveller's own personal account. The Traveller must enter into a separate rental agreement for the period conducting personal travel.

## 11.5.2 ***Class of Travel***

11.5.2.1 Table 1 below indicates the Car Rental vehicle category that is permissible per organisational level/designation. AO/AA or Delegated Officials must align the information contained in Table 1 with the institutional policies of their respective Institutions to reflect equal and appropriate positions/designations to determine the Car Rental vehicle category that a Traveller is entitled to.

**Table 1: Car Rental Vehicle Category**

<b><i>Official Level/Designation</i></b>	<b><i>Vehicle Category</i></b>	<b><i>Shuttle &amp; Transfer Services</i></b>
AOs/Director-General of departments and constitutional institutions; AAs of public entities, CEOs of public entities or the other person in charge of a public entity	Intermediate 4-5 Door Manual or Automatic Vehicle with air-conditioning (IDAR/ RDAR/ FDMR/ FDAR/ FCAR/ ICAR/ ICMR) <sup>9</sup>	Luxury Sedan
Deputy Directors-General and all other Officials of a department	Economy 4-5 door, Manual vehicle with air-conditioning (EDMR)	Economy Sedan
Officials reporting directly to the AO of a constitutional institution and all other Officials		
Officials reporting directly to the CEO of a public entity and all other Officials		
Officials with a disability who require the use of an automatic vehicle	Economy/Compact 4-5 door, automatic vehicle with air-conditioning	Economy / Compact

<sup>9</sup> ACRISS or SIPP codes are used by Car Rental companies to define car models. Each character represents a definable feature of the vehicle: 1<sup>st</sup> character denotes the category based on size, cost, power and luxury factor; 2<sup>nd</sup> character defines the vehicle type for example if it is a SUV or sedan; 3<sup>rd</sup> character describes the transmission and the 4<sup>th</sup> character defines the fuel type and whether air-conditioned.

<b>Official Level/Designation</b>	<b>Vehicle Category</b>	<b>Shuttle &amp; Transfer Services</b>
Officials who have a restriction on their driver's licence.		

- 11.5.2.2 Notwithstanding the provisions contained in Table 2 above, AOs, AAs or Delegated Officials may provide prior written approval for the hiring of a standard or compact vehicle (CDMR/CDAR/SDAR/SCMR/SDMR), minibus/bus in instances where:–
- three or more Travellers are travelling together;
  - the return journey to be travelled exceeds 400 kilometres to and from the destination (return journey);
  - the special needs<sup>10</sup> of a Traveller are to be catered for; or
  - Extra luggage must be accommodated.
- 11.5.2.3 A different class of vehicle (intermediate or standard sports utility vehicle) (IFMR/IFAR/SFMR/SFAR) may be rented if required for a particular terrain. Mountainous and gravel roads are considered difficult terrain and vehicles with higher ground clearance may be required.
- 11.5.2.4 The provisions contained in paragraphs 11.5.2.1, 11.5.2.2 and 11.5.2.3 above are also applicable to members of the AA and to non-executive members serving on any of the public entity's Governance Committees.
- 11.5.2.5 When the Institution contracts/appoints a Car Rental service provider, the Institution must identify the most appropriate car group within the fleet that meets the specific description and requirements and is the most cost effective option for each organisational level/designation as per Table 2 above. The Institution's Travel Policy must reflect the specific car groups.
- 11.5.2.6 The minimum safety requirements for any rental vehicle will include power steering, airbags and ABS. Rental vehicles must also feature air-conditioning and central locking.
- 11.5.2.7 The rental of an automatic vehicle is an exception. If the request for an automatic vehicle is for a permanent requirement, the Institution must issue a standing approval and the Travel Booker must attach it to each Travel Authorisation Form when booking a vehicle.
- 11.5.2.8 A Traveller is permitted to accept a higher category of rental vehicle if such an upgrade is offered free of charge. A Traveller is, under no circumstances, allowed to demand such an upgrade.
- 11.5.2.9 The AO/AA or Delegated Official of the Institution must grant prior written approval for a higher group of vehicle to be hired.

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<sup>10</sup> Special needs means a distinctly different need of a Traveller that requires AO/AA or Delegated Official to make a judgment call to provide for such a need.

### 11.5.3 **G-Fleet Fleet Rental Services**

11.5.3.1 Institutions must make use of G-Fleet<sup>11</sup> fleet rental services where practical. G-Fleet offers industry competitive pricing on vehicle rentals in three categories:

- a) **VIP Self Drive:** A luxury car hire service, consisting of a variety of medium to large luxury sedans and SUV's;
- b) **VIP Chauffeur Drive:** Chauffeur Driving of Senior Government Officials in luxury vehicles to any destination around the country with the assistance of G-Fleet drivers in the relevant regions (Western and Eastern Cape, Free State and Kwa-Zulu Natal). The drivers are responsible, reliable, professional and courteous.
- c) **Pool Service:** This service is ideal for usage during short-term projects up to a maximum of 3-months renewable; the fleet includes a wide range of the latest models of economy and commercial vehicles. Mini busses, busses, and trucks are also available within this service and can be booked for one day up to a maximum of three months with the option of renewal.

### 11.5.4 **Car Rental Inspections**

A Traveller must verify and complete the Quality Check Card prior to leaving the Car Rental premises, both on collection and return of the rental vehicle. A Traveller must ensure that all scratches, chips, 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.

## 11.6 **Shuttle and Transfer Services**

### 11.6.1 **Where a Traveller travels from his or her residence or Place of Work to and from the airport**

In instances where a Traveller travels from his or her residence or Place of Work to and from the airport, Shuttle Services /transfer services may be used:-

- if an institutional vehicle and, or, driver is not available;
- if the cost of such a service is lower than the cost of renting a vehicle;
- if the use of public transport is not readily available or impractical; or
- if the cost of the claimable kilometres and parking/long term parking are higher than the cost of a Shuttle Service.

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<sup>11</sup> g-Fleet Management is a Trading Entity of the Gauteng Department of Roads and Transport and is a provider of vehicle leasing and fleet management services for the public sector in South Africa whose clients include National, Gauteng Provincial and local government departments. The core business of g-Fleet is provision of motor transportation including total fleet management services- finance, replacement, short term rentals, maintenance, repairs, tyres, accident damage, fuel management and traffic fines management, registration, licensing and renewals; to all government departments. Currently the entity operates a fleet of approximately 7094 vehicles. They have offices in four other provinces (Western and Eastern Cape, Free State and KwaZulu Natal) for the convenience of their clients around the country. They also have a dedicated Customer Service Centre in Gauteng as well as a lounge/ kiosk at the OR Tambo International Airport where their clients can have a top class and personalized customer service.  
[www.gfleet.gov.za](http://www.gfleet.gov.za).

11.6.2 ***Where a Traveller travels from the airport directly to the place of Accommodation or Place of Duty on a return journey***

In instances where the place of Accommodation does not provide a complementary Shuttle Service /transfer service between the airport and the place of Accommodation and, or, the return journey, the Traveller may make use of Shuttle Services:-

- if an institutional vehicle and, or, driver is not available to collect the Traveller from the airport;
- if the cost of such a service is lower than the cost of renting a vehicle; or
- if the use of public transport is not readily available or impractical.

**11.7 Parking and Toll Fees**

11.7.1 The Institution will reimburse the Traveller for parking fees while on an official business trip with prior approval.

11.7.2 The Traveller must consider the most cost effective and safe parking option when parking at the airport. (For example at OR Tambo International Airport the offsite long-term parking should be considered).

11.7.3 The Institution does not pay for any e-tolling transactions where the Official did not fit an e-tag or did not ensure that they qualify for the reduced or discounted tariffs by paying within the required timeframe. When submitting an e-toll claim, the Institution will reimburse the Official only if proof is provided in the form of the e-toll invoice and, or, statement.

**12. AIR TRAVEL**

**12.1 General Principles**

12.1.1 Travellers must plan official travel well in advance to take advantage of the cheaper economy class fares (e.g. V, S, N, Q class tickets) which requires bookings/reservations be made, where possible, at least seven (7) working days prior to departure. The most cost effective options are available when making bookings/reservations more than fourteen (14) days prior to departure.

12.1.2 Institutions, through their Travel Bookers and, or, TMCs, must make every attempt to reduce travel costs by comparing the cost advantage of using alternative transport modes.

12.1.3 Institutional policies must address the use of flexible ticket options as follows:

- Non-flexible tickets for the departure and return flight;
- Non-flexible tickets for the departure flight only;
- Flexible tickets for the departure and return flight.

## 12.2 Class of Travel

### 12.2.1 *Air Travel arrangements for departments and constitutional institutions*

- 12.2.1.1 Employees of departments and constitutional institutions, including support staff, administrative staff, the Chief of Staff, media liaison officers, parliamentary officers, private secretaries, assistant appointment secretaries, receptionists, registry clerks, drivers, messengers and VIP protection personnel may only travel economy class, unless approved otherwise by the AO or Delegated Official.
- 12.2.1.2 For flights that are **five (5) hours or less**, business class tickets may only be purchased for:
- Directors-General or persons holding equivalent ranks in departments;
  - persons appointed on grounds of policy considerations in terms of Section 12A of the Public Service Act, 1994 (i.e. advisors to executive authorities); and
  - AOs of constitutional institutions.
- 12.2.1.3 For flights **exceeding five (5) hours**, business class tickets may only be purchased for:
- Directors-General or persons holding equivalent ranks in departments;
  - Deputy Directors-General and Chief Directors or persons holding equivalent ranks in a department<sup>12</sup>;
  - Persons appointed on grounds of policy considerations in terms of section 12A of the Public Service Act, 1994 (i.e. advisors to executive authorities);
  - AOs of constitutional institutions;
  - Employees at the level of management that report directly to the AO of a constitutional institution;
  - Employees at the level of management that report directly to the Officials employees referred to in paragraph (e) above; and
  - Non-executive members serving on any Governance Committee of a department or constitutional institution<sup>13</sup>.
  - Any other employee to whom authority was granted as indicated in 12.2.1.1 above.
- 12.2.1.4 Notwithstanding the provisions of paragraphs 12.2.1.1, 12.2.1.2 and 12.2.1.3 above, AOs or Delegated Officials of departments and constitutional institutions may approve the purchase of business class tickets –
- For Travellers with disabilities<sup>14</sup>;
  - For Travellers with special needs<sup>15</sup>;
  - In cases where economy class flights are not available<sup>16</sup>; or
  - Where the business class ticket is the same price or cheaper than the economy class ticket to the same destination<sup>17</sup>.

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<sup>12</sup> This does not apply to persons holding other ranks/positions but who are remunerated at salary levels 14 or 15.

<sup>13</sup> These Governance Committees include audit committees and risk management committees

<sup>14</sup> Disability for purposes of this document is defined as a person who are physically impaired and/or requires assistance to move or are depended upon a wheelchair.

<sup>15</sup> Special needs means a distinctly different need of a Traveller that requires the AO/AA or Delegated Official to make a judgment call to provide for such a need.

<sup>16</sup> A complete and accurate trail of such cases must be kept by the AO/AA or Delegated Official for audit purposes

<sup>17</sup> A complete and accurate trail of such cases must be kept by the AO/AA or Delegated Official for audit purposes

## **12.2.2 Air Travel arrangements for public entities listed in Schedules 2 and 3 to the PFMA**

12.2.2.1 Employees of public entities may only travel economy class, unless approved otherwise by the relevant AA or Delegated Official.

12.2.2.2 For flights **less than five (5) hours**, business class tickets may only be purchased for:

- a) members of the AA;
- b) the CEO or other person in charge of the public entity;
- c) members of the CEO's executive committee that report directly to the CEO or to any other person in charge of the public entity; and
- d) Non-executive members serving on any Governance Committee of the public entity<sup>18</sup>.

12.2.2.3 For flights **exceeding five (5) hours**, business class tickets may only be purchased for:

- a) members of the AA ;
- b) the CEO or other person in charge of the public entity;
- c) members of the CEO's executive committee that report directly to the CEO or to any other person in charge of the public entity;
- d) employees at the level of management that report directly to the employees referred to in (c) above; and
- e) Non-executive members serving on any Governance Committee of the public entity.
- f) Any other employee to whom authority was granted as indicated in 12.2.2.1 above.

12.2.2.4 Notwithstanding the provisions of paragraph 12.2.2.1, 12.2.2.2 and 12.2.2.3 above, the AA or Delegated Official may approve the purchase of business class tickets –

- a) For Travellers with disabilities;
- b) For Travellers with special needs;
- c) In cases where economy class flights are not available<sup>19</sup>; or
- d) Where the business class ticket is the same price or cheaper than the economy class ticket to the same destination<sup>20</sup>.

## **12.3 Changes to Air Tickets**

12.3.1 The Traveller must limit the number of changes to air tickets.

12.3.2 If exceptional circumstances necessitate a change to a booking, it must be authorised by the AO/AA or Delegated Official, irrespective of whether it has a cost implication. The delegated authorities must keep these changes to a minimum to mitigate the incurrence of fruitless and wasteful expenditure.

12.3.3 The cost associated with changes will be subject to the rules of the particular airline and may include penalty fees.

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<sup>18</sup> These Governance Committees include audit, risk and remuneration committees.

<sup>19</sup> A complete and accurate trail of such cases must be kept by the AO/AA or Delegated Official for audit purposes

<sup>20</sup> A complete and accurate trail of such cases must be kept by the AO/AA or Delegated Official for audit purposes

- 12.3.4 The cost incurred because of changes requested by a Traveller for his or her convenience or lack of discipline will be for the Traveller's personal account. If the Traveller does not immediately settle the additional expense, the Institution will cover the initial cost, and if the Traveller is found liable, recover the amount from the Traveller.
- 12.3.5 The Institution will carry the cost for changes because of changed business requirements or any circumstances outside the Traveller's control, and if such expense is not justifiable, it is fruitless and wasteful expenditure.

#### **12.4 Cancellations and Refunds**

- 12.4.1 The Traveller must inform the TMC and the Travel Booker immediately if he or she realises that they will not be able to take a specific flight.
- 12.4.2 If the Traveller will not fly to the same destination within the next six months (in the case of a domestic destination) or a year (in the case of an international destination), the ticket must be cancelled immediately and a refund must be obtained.
- 12.4.3 If the Traveller will be travelling to the same destination within the next six months (in the case of a domestic destination) or a year (in the case of an international destination), the ticket must be immediately amended to the new date if the exact date is known at the time.
- 12.4.4 The Traveller and, or Travel Booker must inform the TMC that the Traveller has a valid air ticket prior to booking a new ticket. If the ticket is not used within the six-month or year period, the Institution must request the TMC to cancel the ticket prior to the expiry date.
- 12.4.5 If the Traveller fails to inform the Travel Booker or TMC before the ticket expires and a cancellation fee is incurred, the Institution will cover the initial cost, and if the Traveller is found liable, recover the amount from the Traveller.
- 12.4.6 Where non-refundable tickets are cancelled, the TMC must disclose the amounts of taxes recoverable and the TMC must recover the taxes and credit the Institution accordingly.

#### **12.5 Baggage Allowance**

- 12.5.1 The Traveller must familiarise themselves with the baggage policy of the airline that he or she will be travelling on. The airline's baggage policy will provide information on the prescribed baggage allowance and the cost for baggage in instances where the airline charges separately for baggage.
- 12.5.2 Based on the class of travel, the airline prescribes the specific number of pieces of luggage that it allows, as well as the weight and size per piece.
- 12.5.3 The Traveller will incur a fee if his or her baggage exceeds the weight, specified dimensions or the number of items allowed. Such cost is for the Traveller's personal account.

- 12.5.4 The Institution reimburses excess baggage only where the Traveller has obtained prior approval for exceeding the baggage allowance due to a valid business reason.

## **12.6 Airport Lounge Facilities**

Business class Travellers and Travellers with selected loyalty card status have access to the lounge facilities of the respective airlines. Lounge facilities are available at a cost to economy class Travellers at certain airports. These costs are for the Traveller's own personal account.

## **12.7 Chartering of Aircraft**

- 12.7.1 In exceptional circumstances, the Institution may make use of aircraft charter services for official business purposes, if the services of a commercial airline are not readily available or where a commercial airline does not provide the required service.

- 12.7.2 Charter aircraft bookings can be done through:

- a) the use of the National Treasury Transversal Contract (RT61) by participating departments via the appointed TMC;
- b) the South African National Defence Force; or
- c) the procurement process via Supply Chain Management.

- 12.7.3 The following classifications of aircraft are considered as the minimum acceptable for passenger charters for the Institution:

- a) Twin turbine engine aircraft;
- b) Twin turbine engine helicopter;
- c) Twin jet engine aircraft; or
- d) Twin piston engine aircraft.

- 12.7.4 The operation of the charter service must be in accordance with the South African Civil Aviation Act and Regulations.

## **13. ACCOMMODATION**

### **13.1 General Principles**

- 13.1.1 The Institution will carry the cost of Accommodation for all Travellers who are travelling on official business.

- 13.1.2 The Travel Booker must ensure that the domestic Accommodation costs do not exceed the maximum allowable rates referred to in the Domestic Accommodation Rate Grid set out in National Treasury cost containment directives.

- 13.1.3 The AA/AO or Delegated Official may only approve Accommodation costs that exceed the amount prescribed in the Domestic Accommodation Rate Grid:

- (a) during peak holiday periods<sup>21</sup>; and
  - (b) 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.
- 13.1.4 The AO/AA or Delegated Official must ensure that overnight Accommodation for Travellers is limited to instances where the distance travelled by road (by the Traveller) exceeds 300 kilometres to and from the destination (return journey), unless approved otherwise by the AO/AA or Delegated Official.
- 13.1.5 Special dietary requirements must be considered when the most relevant Accommodation option is booked. If the accommodation establishment does not have dinner facilities or does not cater for special dietary requirements, then a room excluding meals must be booked (bed-and-breakfast or room only) and the Traveller may claim a subsistence allowance for his or her meals.
- 13.1.6 The Traveller must check out at time of departure, verify the cost on the invoice, sign the final invoice and settle any other expenses. If the Traveller fails to check out and not settle the additional charges and not sign the invoice, the Institution will settle the account, and if the Traveller is found liable, recover the amount from the Traveller.
- 13.1.7 Only the services as approved and described on the Travel Voucher that correspond with the Travel Authorisation Form is for the account of the Institution and the TMC only invoices this to the Institution. The Institution instructs the TMC to invoice all other unauthorised expenses separately to the Institution and deal with these in terms of paragraph 13.1.6 above.
- 13.1.8 The Traveller is not allowed to redeem an Institution's Travel Accommodation Voucher or part thereof for cash. Such action is misconduct and must be dealt with in term of the Institution's Disciplinary Policy.

## 13.2 Class of Travel

- 13.2.1 Institutions may enter into agreements, through the normal prescribed procurement process, with Accommodation facilities to secure rates that are lower than those prescribed in the Domestic Accommodation Rate Grid.
- 13.2.2 The Domestic Accommodation Rate Grid determines the maximum allowable rate per star grading within which a Traveller is allowed to be accommodated in accordance with his or her organisational level/designation.
- 13.2.3 The AO/AA or Delegated Official must utilise the information contained in **Table 2** below to reflect equal and appropriate organisational levels/designations in the Institution's Travel Policy to determine the class of Accommodation that a Traveller must book.

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<sup>21</sup> Peak holiday period means a period during South African school holidays and public holidays as provided for in the South African calendar.

**Table 2: Maximum star grading per organisational level/designation for local and international Accommodation**

Level/Designation	Domestic Accommodation Star Grading or similar (including other lodging)	International Accommodation Star Grading or similar
AO/Director General of a department or constitutional institution; AA of a public entity, CEO of a public entity or the other person in charge of the public entity	5 Star	5 star
Deputy Directors-General in a department, CEO's executive committee or other person in charge of a public entity or the CEO of a constitutional institution	4/5 Star	4 star
Chief Directors, Directors and persons serving in senior management of constitutional institutions or public entities	3/4 Star	4 star
Deputy Directors, Assistant Directors and persons serving in middle management of constitutional institutions and public entities	3/4 Star	4 star
Junior management and other Officials	3 Star	3 star

13.2.4 If a negotiated rate for a specific star grading is equivalent to or lower than the rate for the lower star grading, the Institution may accommodate the Traveller in the establishment with the higher star grading.<sup>22</sup> This means that a Traveller may be accommodated at a four star establishment if the rate at the four star establishment is the same as or lower than a three star establishment.

13.2.5 Where there is an alternative star grading indicated in Table 1 (i.e. 4/5 or 3/4), the maximum allowable rate of the lower star grading will be the benchmark. The higher star grading can only be booked if:

- (a) the higher star graded establishment is the only available option due to location and availability<sup>23</sup>; or
- (b) the Institution has negotiated lower rates with the higher star graded establishment<sup>24</sup>.

<sup>22</sup> A complete and accurate trail of such cases must be kept by the AO/AA or Delegated Official for audit purposes.

<sup>23</sup> A complete and accurate trail of such cases must be kept by the AO/AA or Delegated Official for audit purposes

<sup>24</sup> A complete and accurate trail of such cases must be kept by the AO/AA or Delegated Official for audit purposes

- 13.2.6 Notwithstanding the provisions of paragraph 13.2.3 above, the AO/AA or Delegated Official may approve a different class of accommodation that a Traveller is allowed to book only if such is an operational requirement<sup>25</sup>.

### **13.3 No-Shows and Cancellations**

- 13.3.1 The Traveller is responsible to notify the TMC and the Travel Booker of any cancellations of reserved Accommodation as soon as he or she becomes aware of the fact. The Traveller must familiarise themselves with the cancellation policy of the specific establishment, to avoid fruitless and wasteful expenditure.
- 13.3.2 The Traveller must, where it is within his or her ability to, inform the TMC or the establishment if he or she expects to be arriving later than the expected arrival time, to ensure that the reservation is not cancelled or a cancellation fee is incurred.
- 13.3.3 If the Traveller does not check in at all, where it is within his or her ability to do so, without any prior notification to the TMC or the establishment, a no-show fee may be charged. In such cases the Institution will settle the account, and if the Traveller is found liable, recover the amount from the Traveller.
- 13.3.4 If the Traveller fails to inform the Travel Booker or TMC, where it was in his or her ability to cancel the booking in time, and a no-show or cancellation fee is incurred, the fee is regarded as fruitless and wasteful expenditure. In such cases the Institution will settle the account, and if the Traveller is found liable recover the amount from the Traveller.

### **13.4 Additional Expenses**

- 13.4.1 All additional expenses such as private phone calls, newspapers, alcoholic beverages, toiletries, movies, gratuity for porters or waiters, etc. is for the Traveller's own personal account. The Traveller must settle these expenses at the time of departure.
- 13.4.2 If the Traveller fails to settle the additional charges at time of check-out, the Institution will settle the account, and if the Traveller is found liable, recover the amount from the Traveller.
- 13.4.3 *Laundry/ironing/dry cleaning for Domestic Travel while staying in a star graded establishment*
- a) Reasonable actual expenditure for laundry, ironing or dry cleaning may be reimbursed to a Traveller, when staying in an Accommodation establishment for longer than five days, not exceeding R180 (irrespective of the total items to be submitted) on day five, and continuously every 5 days thereafter. Travellers must submit receipts at all times with the claims and Institutions do not accept affidavits in lieu of receipts.

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<sup>25</sup> Example: VIP Protectors of the Cabinet to stay in the same hotel as their VIP; Visiting Heads of State / Heads of Government; during major events such as WEF, SADC etc where the hiring of an operational room in the hotel where the VIP's are accommodated is necessary. Furthermore is it sometimes an operational requirement for the entire delegation to stay in the same place of accommodation despite the level of the employee.

- b) Should a Traveller move to more than one Accommodation establishment during the same official business trip, laundry, ironing or dry cleaning may be claimed at each establishment, not exceeding R100 per establishment. Travellers must submit receipts at all times with the claims and Institutions do not accept affidavits in lieu of receipts.

#### 13.4.4 *Laundry/ironing dry cleaning for International Travel*

- a) Reasonable actual expenditure for laundry, ironing or dry cleaning may be reimbursed to a Traveller when staying in an international Accommodation establishment, after the third day in the establishment. A maximum of eight items every two days may be laundered or dry cleaned. The Traveller must obtain prior approval for such expenses. Travellers must submit receipts at all times with the claims and Institutions do not accept affidavits in lieu of receipts.
- b) A Traveller may have five items ironed on arrival at the international Accommodation establishment. Should a Traveller move to more than one Accommodation establishment or country during one official business trip, he, or she is allowed to launder five items at each establishment / country. The Traveller must obtain prior approval for such expenses. Travellers must submit receipts at all times with the claims and Institutions do not accept affidavits in lieu of receipts.

### 13.5 **Private Accommodation**

- 13.5.1 Travellers may choose to make use of private Accommodation (staying with family or friends) when they have approval to spend at least one night away from home for official business purposes, subject to paragraph 13.1.4 above.
- 13.5.2 Institutions will compensate Travellers the Fixed Daily Subsistence Allowance rate as per paragraph 16.4.2(e) below, on a pro-rata basis.

## 14. **TRAVELLER HEALTH AND SAFETY**

- 14.1 It is the duty of the Traveller to ensure that he or she is aware of and, or, complies with any health requirements and recommended precautions relevant to his or her travel.
- 14.2 Should it be confirmed that vaccinations may be necessary, the Traveller must consult his or her doctor or travel clinic prior to commencing travel, to ensure that the necessary vaccinations are administered.
- 14.3 The Institution will reimburse the Official for costs related to visiting a travel clinic for all authorized business related trips. When submitting a claim, the Institution will reimburse the Official only if proof is provided for the costs incurred.
- 14.4 Traveller has to show proof of the required vaccinations to enter the specific country. If the Traveller fails to obtain the required vaccinations and the trip fails as a result thereof, the Institution will settle the account, and if the Traveller is found liable, recover the amount from the Traveller.
- 14.5 The Traveller must carry the necessary vaccination document with him or her at all times.

- 14.6 It is not advisable for pregnant women to undertake flights during their first and third trimesters. Pregnant women are advised to consult their doctors before a flight.

## **15. TRAVEL INSURANCE**

- 15.1 The Traveller must familiarise themselves with the relevant terms of the Institution's Insurance Policy before embarking on their journey and must always adhere to it.

- 15.2 The following arrangements are applicable to:

### **15.3 Medical Insurance**

- 15.3.1 In the case of sickness or injury during a domestic trip, the Traveller is responsible for his or her own medical expenses, subject to the rights of the Traveller in terms of the Compensation for Occupational Injuries and Diseases Act, No. 130 of 1993, the Defence Act, No. 42 of 2002, the Military Pension Act, No. 84 of 1976 and the Military Veterans Act, No. 18 of 2011.

- 15.3.2 For International Travel, the Institution will arrange insurance cover that includes medical and other related Travel Expenses, especially where proof of such is an entrance requirement.

- 15.3.3 The Institution may reimburse the Traveller for expenditure in respect of medical insurance, provided that proof of payment of the expenditure is attached to the claim.

- 15.3.4 The employee may be reimbursed for actual medical expenditure incurred during or as a result of an official journey abroad, that is not covered by medical insurance, provided that proof of payment of the expenditure is attached to the claim: Expenditure for medication will only be reimbursed upon production of a prescript by a medical practitioner.

### **15.4 Baggage Insurance**

- 15.4.1 Each Institution carries its own risk and do, therefore, not offer insurance cover for domestic trips as. Each case of loss or damage will be considered on its own merit.

- 15.4.2 In the case of damage to or loss of a Traveller's property (excluding vehicles), the Institution may consider each case on its own merit to compensate the Traveller in terms of the Institution's Policy and Procedure on Losses and Claims if the damage or loss is not covered in terms of the carrier or the traveller's own insurance policy.

### **15.5 Car Insurance**

- 15.5.1 The State shall bear its own damage and accident risks related to the material damage to a vehicle (Institutional vehicle or rental vehicle). Where a Traveller sustains bodily injury or death arising from a motor vehicle accident in South Africa, a Traveller may be entitled to claim from the Road Accident Fund.

- 15.5.2 The Institution self-insures vehicles rented for official purposes in South Africa. The Traveller must decline all waivers the Car Rental Company offers.

- 15.5.3 Whenever a vehicle is rented in any country outside of the Republic of South Africa, Travellers must accept the Comprehensive Motor Vehicle Insurance (Collision and Damage Waiver, Theft Waiver and Personal Liability) offered by Car Rental companies.
- 15.5.4 In the event of an accident, where a Traveller is physically and legally able to, the Traveller must notify the car rental company immediately and report the accident within 24 hours at the nearest police station to obtain a case number. The Traveller must notify the Institution and the TMC. The Traveller must complete the incident report required by the Car Rental Company within the period specified, failing which the Traveller could be held responsible for all damage charges. . The Traveller files the same accident report with their Institution.
- 15.5.5 Private vehicles utilised for official trips should be insured by the owner of the vehicle. Wear and tear on the vehicle including the replacement of tyres due to mileage is included in the rate per kilometre as determined by the Tariffs for the use of Motor Transport as determined by the Department of Transport, or the SARS rate, as elected by the Institution.

## **16. ADMINISTRATION OF TRAVEL EXPENSES**

### **16.1 General Principles**

- 16.1.1 The Institution budgets and accounts for all travel and subsistence expenditure.
- 16.1.2 The Traveller or the Travel Booker must obtain prior authorisation for all official business trips from the delegated Authorising Official.
- 16.1.3 Travellers, Travel Bookers and Authorising Officials, where practical, must book the most cost-effective travel arrangements.
- 16.1.4 The Institution must settle all invoices within thirty (30) days from receipt of invoice/statement.
- 16.1.5 The AO/AA or Delegated Official in terms of the Institution's DOA must approve any deviation prior to the event. In addition, the Institution must set clear guidelines in their Institution's Policy on which party (either Institution or the Traveller/person or his/her employer) is responsible for the respective financial and non-financial risks associated with travel including:
- Appropriate travel insurance cover and the payment thereof;
  - The institutional travel policy most suitable for the arrangement between the parties;
  - The responsibility for the funding of the visit; and
  - The principle that Traveller is not paid more than once for the expenses and/or allowances.
- 16.1.6 Table 3 provides guidelines related to expenses usually associated with travel.

**Table 3: Guidelines related to expenses associated with travel**

<b>Type of Expense</b>	<b>Comment/Condition</b>
Laundry	See paragraphs 13.4.3 and 13.4.4 above
Toll fees	See paragraph 11.7.3 above and 16.7 below.
Use of business centers and communication	The Traveller selects the most cost effective mode of communication i.e. fax, email, local WiFi, roaming in accordance with the Institution's Cell Phone Policy and in exceptional circumstances where prior approval has been given. Institutions only reimburse costs on submission of proof of expenditure.
Entertainment expenses	Traveller claims actual expenses in terms of their Institution's policy where it is not covered by any entertainment or similar allowance.
Gratuities/Tips	The Institution includes this in incidental expenses. This is the Traveller's token of appreciation of excellent services received and is for the Traveller's personal account. See paragraphs 16.4.2(f)(iv); 16.4.4(i) and 16.4.4(o)(iv)
Travel clinic	See paragraph 14.3 above
Passports and visas	See paragraph 8.10 above
Excess baggage	See paragraph 12.5.4 above
Forex costs/Commissions	The Institution covers all official business related expenses.
Cancellation/No-show	See paragraph 13.3 above
Airport parking	See paragraph 11.7 above
Refueling of institutional or rental vehicle	See paragraph 11.2.5 above
Room Service	See paragraph 16.4.2(f)(iv) below

## 16.2 Dispute Resolution

- 16.2.1 Where a discrepancy exists between the amount authorised and the final invoice, Travellers or Travel Bookers must confirm the accuracy and completeness of such invoices within five working days of receipt of the final invoice and provide such confirmation with other supporting documents before the payment is made.

## 16.3 Travel Lodge Cards

- 16.3.1 Institutions may lodge their travel credit cards ('lodge cards') with the TMC as a mechanism to improve the regulated thirty (30) day payment cycle for Travel Expenses and not to burden the TMC's cash flow.
- 16.3.2 The Institutions can use the lodge card to pay for Air Travel costs. For land arrangements, such as ground transportation and Accommodation, the Institutions use the bill-back method or the option of virtual cards may be considered.
- 16.3.3 The TMCs cannot pay themselves their management/service fee through the lodge card. The Institution pays the TMC directly on receipt of their invoice.

## 16.4 Subsistence Allowance<sup>26</sup>

### 16.4.1 General Principles

- a) The Institution applies the double claiming exclusion in paragraphs 8.16.4 and 8.16.5 above to all allowances.
- b) Part XII and XIII of PSCBC Resolution 3 of 1999<sup>27</sup> makes provision for two kinds of allowances namely:
  - *Special daily allowance*: Paid to compensate for incidental expenses when actual expenses are claimed.
  - *Fixed daily subsistence allowance*: Payable when the Traveller is not claiming the actual expenses.
- c) *Food and beverages* means the purchases of food and beverages served over the counter (take-away) or in a restaurant.
- d) *Incidental cost* means requisitions of minor, casual or sub-ordinate nature, for example telephone cost, toll fees, parking fees, making of photocopies when on an official business trip.
- e) AOs and AAs may, in the Institution's Travel Policy, reduce the subsistence allowance which a Traveller can qualify for.

### 16.4.2 Domestic Trips Longer than 24 Hours

- a) Allowances for official domestic trips apply when Travellers are away from their Place of Work for twenty four (24) hours or longer. It is recorded hourly thereafter.

<sup>26</sup> [http://www.dpsa.gov.za/dpsa2g/r\\_documents.asp](http://www.dpsa.gov.za/dpsa2g/r_documents.asp)

<sup>27</sup> <http://www.dpsa.gov.za/dpsa2g/documents/pscabc/1999/03.pdf>

- b) The calculation of the allowance will take effect from the hour that the Traveller departs from his or her Place of Work or residence (whichever one is the latest) and will end on the hour when the Traveller arrives back at his or her Place of Work or residence (whichever is the earliest) on a pro-rata basis.
- c) When a Traveller stays in a guest house or hotel that does not provide for meals, he or she qualifies for the Special Daily Allowance and a Meal Allowance, subject to paragraph 16.4.2(e)**Error! Reference source not found.**(i) below.
- d) If a Traveller makes use of private Accommodation while on an official business trip, the Institution compensates the Traveller at the Fixed Daily Subsistence Allowance, on a pro-rata basis, as announced by the DPSA annually or the rate set by a public entity in terms of the Institution's Travel Policy.
- e) Subsistence allowances claimed by the Travellers of the Institution are dependent on the Institution's Travel Policy. The Minister for Public Service and Administration determines with effect from 01 April every year, the maximum subsistence and camping allowances payable. These tariffs for domestic travel are prescribed in terms of Part XII and XIII of PSCBC Resolution 3 of 1999 These allowances are:

*i. Special daily allowance*

If a Traveller must take an official business journey that lasts for 24 hours or longer, for each day or part of a day on the journey, he or she may **claim reasonable actual expenditure** on Accommodation plus an allowance as annually determined by the DPSA. Special daily allowance is paid to compensate for incidental expenses for which it is difficult to obtain receipts e.g. newspapers from street vendors when claiming actual expenses.

*ii. Fixed daily subsistence allowances*

If a Traveller must take an official business journey that lasts for 24 hours or longer, for each day or part of a day on the journey, he or she, may claim the fixed daily allowance in **circumstances where actual expenses are not claimed**. The amount is annually determined by the DPSA.

f) Meal Allowance

*i. Meal allowances can be claimed in the following circumstances:*

*Breakfast*

- If it is not included in the Accommodation arrangements; and, or,
- If the Traveller leaves his or her residence or Place of Work before 06h00.

*Lunch*

- Lunch may only be claimed if it is not provided by the host.

*Dinner*

- If it is not included in the Accommodation arrangements; and, or,
- If the Traveller returns to his or her residence or Place of Work after 20h00.

- ii. The Institution must determine the meal allowance amounts within the maximum amounts as prescribed by the National Treasury Cost Containment directives.
- iii. The maximum allowable amounts for meal allowances are contained in National Treasury's cost containment directives.
- iv. Tips/gratuity on meals are for the Traveller's own account.
- v. Room service is for the Traveller's own account.
- vi. Receipts for meals must be kept and must be attached to the claim form.
- vii. In cases where receipts are lost, the Traveller must submit an affidavit in terms of paragraph 11.3.3 above. The claim can only be processed once approval has been obtained from the AO/AA or Delegated Official.
- viii. Institutions do not reimburse Travellers for any consumable items taken from mini bars in an Accommodation establishment. .
- ix. Travellers cannot claim subsistence allowance for meals if the rate of the Accommodation establishment already includes dinner and, or, breakfast or if the host provides lunch, or if the conference fee includes lunch and, or, dinner.

#### **16.4.3 Domestic Trips Less than 24 Hours**

- a) When an official business trip is less than 24 hours, the Traveller will qualify for a meal allowance in cases where meals are not provided by the host, under the following conditions:
  - i. Where the Traveller leaves his or her Place of Work or residence before 06h00 and only returns to his or her Place of Work or residence after 20h00;
  - ii. The total duration of the trip is 8 hours or more;
  - iii. The total duration of the trip is more than 4 hours but fewer than 8 hours.
- b) Refer to National Treasury's cost containment directives for the allowance amounts for the scenarios listed in paragraph 16.4.3 above.
- c) The Traveller must submit proof of the expenditure and must have the claim approved by the AO/AA or Delegated Official.

#### **16.4.4 International Trips**

- a) The Minister for the Public Service and Administration determines, in terms of section 3(5)(a) and 5(6)(b) of the Public Service Act, 1994, read with Part V/E 2(a) of the Public Service Regulations 2001, the daily allowances in respect of certain countries for official visits abroad that will be effective 1 March of each year.
- b) For International Travel, the different allowance rates for the different destination countries are annually disclosed in the Financial Manual<sup>28</sup> issued by the DPSA

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<sup>28</sup> Financial Manual for the Purposes of the Calculation and Application of Allowances and Benefits, July 2016, Annexure A: Accommodation on Official Journeys outside the Republic of South Africa. The Institution must refer to the Financial Manual

and annually gazetted by SARS<sup>29</sup>. Institutions may use either of these documents when calculating the allowance.

- c) The foreign daily allowance of the country of destination must be utilised to calculate the allowance.
- d) Allowances for International Travel must be calculated where the Traveller is away from his or her Place of Work for twenty four (24) hours or longer, and hourly thereafter. The calculation of the allowance shall take effect three (3) hours before flight departure and shall end three (3) hours after the return flight has landed.
- e) If the Traveller travels from the country of destination to another country, the foreign daily allowance of the next country of destination is payable from the time that the Traveller departs from the first country of destination, up to when the Traveller departs from the next country of destination.
- f) When Traveller returns to South Africa from abroad, a South African daily allowance (equal to the amount in respect of meals as well as incidental expenditure), will be payable to the Traveller, from his or her departure out of the last country of destination up to the reasonable time of arrival at his or her Place of Work or residence.
- g) If a flight to the country of destination is not a direct flight and the Traveller will have to spend a period of time in transit in a country other than the country of destination, the foreign daily allowance applicable to the country of destination, is payable to the Traveller.
- h) No proof of expenditure is required for the payment of a foreign daily allowance to Travellers.
- i) The purpose of the foreign daily allowance is to reimburse a Traveller for expenditure in respect of meals and incidental expenditure (e.g. Tips/gratuities, private telephone calls, newspapers and refreshments) and is payable to all Officials and up to the organisational level of Deputy Directors-General of departments, Officials reporting directly to the AO of a constitutional institution, and Officials reporting directly to the CEO of a public entity.
- j) If an Institution is using the DPSA allowance rates for international travel, then the increased foreign daily allowance as set out in the Financial Manual, is payable to the Accounting officers/Directors-General of departments and constitutional institutions; mentioned in the first Schedule of the Public Service Act, 1994. Accounting authorities of public entities, chief executive officers of public entities or any other person in charge of a public entity.
- k) The increased foreign daily allowance as set out in the Financial Manual, is also payable to Travellers (irrespective of rank) accompanying a Minister or Deputy Minister or a Traveller who accompanies the Minister, Deputy Minister or Head

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published by the Department of Public Service and Administration (DPSA) and the Circulars on the DPSA website for the latest adjustments prior to implementing the allowances in the Table. [http://www.dpsa.gov.za/dpsa2q/r\\_documents.asp](http://www.dpsa.gov.za/dpsa2q/r_documents.asp)

<sup>29</sup> Determination of the Daily Amount in respect of meals and incidental cost for the purposes of Section 8(1)(a)(i)(bb) of the Income Tax Act, No 58 of 1962) – Gazetted annually by SARS.

of Department for the period that he or she accompanies the Minister, Deputy Minister or Director General on their travels to reimburse the employee for expenditure in respect of meals and incidental expenditure.

- l) The Institution must apply the double claiming exclusion in paragraphs 8.16.4 and 8.16.5 to all allowances. For International Travel, the Institution does not pay the Traveller's actual expense claim where it is covered in terms of an allowance. Meals included in Accommodation rates will be excluded from the allowance e.g. claims are not permitted where breakfast is included in the Accommodation rate.
- m) When expenditure on Accommodation is wholly covered by public funds, the Traveller is compensated on the following basis
  - i. In the event of official visits to the countries listed:
    - The reasonable actual expenses in respect of Accommodation, dry cleaning and laundering as per paragraph 13.4.4 above; and
    - A special daily allowance to compensate for the Traveller's three meals and incidental expenses (e.g. reading matter, private telephone calls and soft drinks which do not form part of meals).
  - ii. In the case of official visits to the countries that are not listed in the table published on an annual basis, the Traveller can claim the following:
    - The reasonable actual expenses in respect of Accommodation, dry cleaning and laundering as per paragraph 13.4.4 above;
    - The reasonable actual cost of three meals per day; and
    - A special daily allowance, equal to the special daily allowance for local official visits when actual expenses are claimed, to defray incidental expenses (reading material, private phone calls, soft drinks which do not form part of meals, etc.).
- n) The amounts set out in the Financial Manual per country are maximum amounts. When accommodation expenditure and related expenses are wholly or partially sponsored by the host, or where part of the meals (e.g. breakfast included in hotel accommodation expenses) is paid by the Institution the payment of a reduced special daily allowance must be considered.
- o) The Institutions must make provision in their institutional policies for the payment of such reduced amounts. In the formulation of such a policy, Institutions are strongly advised to consider the following breakdown of the special daily allowance to determine the reduced special daily allowance to be paid:
  - i. Breakfast: 20%
  - ii. Lunch: 20%
  - iii. Dinner: 45%
  - iv. Incidental expenses: 15%. This covers tips, newspapers, room service, private telephone calls and soft drinks that are not part of meals.
- p) Exchange Rates

- i. The rand value of expenses relating to the journey is calculated by using the exchange rate utilized by commercial banks to sell the currency concerned on the day on which the Traveller departs abroad.
- ii. If the Traveller is of the opinion that the date utilised for the calculation of the rand value of the expenses claimed, is prejudicial to him or her and there is sound reasons as to why another date should be utilised in his or her case and that another date should be utilised for the calculation of the rand value of a particular expense incurred in connection with the journey, the Traveller must, before he or she submits the claim, apply in writing to the relevant Delegated Official that another date be used and set out reasons for the request.
- iii. Losses suffered by a Traveller due to an unfavourable exchange rate at the conversion of foreign currency upon his or her return from a journey abroad, are regarded as expenses relating to the journey abroad and must be claimed by the employee as part of his or her claim.
- iv. In calculating the rand value of losses suffered as a result of the conversion of rands to foreign currency and vice versa, the losses suffered will be limited to the maximum amount approved for the journey (excluding expenses incurred before the journey). Losses suffered in relation to private money taken by the employee additional to such maximum amount will be for the account of the employee.

#### **16.4.5 Extra-ordinary allowance:**

It is advisable for Institutions to make provision in their Institutional Policy to pay Extra-ordinary allowances, where Travellers perform duties in remote areas and, or, harsh conditions (e.g. at sea or at remote research sites away from established infrastructure, including working outside of outside offices, incurring overtime for continuous periods including part or all of a weekend in the execution of the Institution's mandate). Such an allowance must be approved by the AO/AA or Delegated Official, where the AO/AA or Delegated Official decides that the conditions are extraordinary enough in exposing the employee to extreme harsh working conditions.

#### **16.5 Advances for Travel**

- 16.5.1 To avoid undue hardship to Travellers, the Institution may grant Travel Advances to qualifying Travellers to defray travel and subsistence costs under the following conditions:
- a) Travel Advances will be calculated for meals, private transportation and accommodation cost if not booked via the TMC;
  - b) Where possible, the Travel Advance should be approved by the Authorising Official, seven (7) working days prior to the trip;
  - c) Travel Advances are not paid out more than three (3) days prior to departure;

- d) For International Travel, the Institution may facilitate the procurement of foreign currency upon receipt of the Minister's approval or the relevant AO/AA or Delegated Official.
- e) The AO/AA or Delegated Official must approve the need for Travel Advances that are included in the financial implication of all submissions.
- f) Advances will not be granted to Travellers with any outstanding advances or as determined by the Institution's advance policy.
- g) If an official business trip is cancelled and the Traveller does not pay the full Travel Advance amount to the Institution within seven (7) days after the cancellation date, the amount will be deducted from the Traveller's salary, subject to applicable legislation.

## **16.6 Kilometre Travel Claims**

- 16.6.1 The Traveller must attach the kilometre calculation to the claim form setting out the expenditure claimed to verify that the kilometres claimed are reasonable. The Traveller must attach proof of a reputable map (e.g. Google maps), confirming the distances between the two locations.
- 16.6.2 If a Traveller (other than a senior manager or a middle manager who is receiving a car allowance as per paragraph 11.4.1 above) uses his or her own private vehicle to carry out official business duties, the Traveller will be compensated for the official kilometres travelled, either according to the Tariffs for the Use of Motor Transport, as determined by the Department of Transport or the SARS rates, as elected by the Institution.
- 16.6.3 Vehicle travel claims must be restricted to the actual distance travelled in excess of the normal distance from the Traveller's residence to his or her Place of Work.
- 16.6.4 The minimum kilometres that can be claimed must be set at fifty (50) kilometres cumulative in a month.
- 16.6.5 Kilometre travel claims must be submitted once per month, e.g. for the period 1 August – 31 August, the claim must be submitted on 1 September.

## **16.7 Parking & Tollgate Costs**

- 16.7.1 Parking and tollgate costs incurred while on official business are reimbursable. The Traveller must supply proof of expenses or original receipts to the AO/AA or Delegated Official when submitting a claim.
- 16.7.2 Claims not accompanied by the relevant proof of payment or original receipts, are regarded as non-compliant and must not be paid.
- 16.7.3 The Institution does not pay for any e-tolling transactions where the Official did not fit an e-tag or did not ensure that they qualify for the reduced or discounted tariffs by paying within the required timeframe. When submitting an e-toll claim, the Institution will reimburse the Official only if proof is provided in the form of the e-toll invoice and, or, statement.

## **16.8 Submission of Claims**

- 16.8.1 All claims for travel and subsistence must, where possible, be completed within seven days from the date of the Traveller's return.
- 16.8.2 A written motivation for late submission, recommended by the AO/AA or Delegated Official must accompany all claims that are older than one month from the date of the Traveller's return.
- 16.8.3 Travellers must submit claims related to a specific financial year before the end of that particular financial year. Only claims arising in March of a particular financial year, will be considered for payment in the following financial year.
- 16.8.4 If a Travel Advance amounts to more than the claim, the difference must be deducted from the Traveller's salary, subject to applicable legislation.
- 16.8.5 If a Traveller has received a Travel Advance, he or she must submit a claim within 14 working days from his or her date of return from the trip. If the Traveller fails to do so, the amount will be deducted from his or her salary, subject to applicable legislation.

## **16.9 Donor Funded Official Trips<sup>30</sup>**

- 16.9.1 The AO/AA or Delegated Official must submit the detail of all expenses claimed against a donor fund to the Minister.
- 16.9.2 The information must be included in the annual financial statements in terms of the prescripts regulating approval for the acceptance of gifts/donations and sponsorship <sup>31</sup> and relevant GRAP Standards where applicable.
- 16.9.3 If donors provide a daily allowance to the Traveller equal to or higher than the prescribed allowance, the Traveller will not receive any allowance from the Institution.
- 16.9.4 If the allowance paid by the donor is lower than the prescribed allowance as per the Subsistence Allowance issued by DPSA, the Traveller will receive the difference, unless the AO/AA or Delegated Official or the Minister decides otherwise.
- 16.9.5 In cases where the allowance paid by the donor is only for certain meals, the prescribed allowance per meal and, or, a flat rate of 15% for incidental expenses can be paid by the Institution on approval by the AO/AA or Delegated Official.
- 16.9.6 If the donor funds the Accommodation cost, the Institution will not be responsible for the expenses.
- 16.9.7 If a donor requests that the Institution pays, or that the expenses are only claimed from the donor after the trip, it is the responsibility of the Traveller to:
- a) Obtain proof of this arrangement and contact details in writing from the donor prior to the trip; and

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<sup>30</sup> This section does not apply to Institutions who do not accept donor funding.

<sup>31</sup> Treasury Regulations 21.2.4

- b) Provide proof of expenses (i.e. invoices, receipts, copies of tickets, etc.) to be submitted to the AO/AA or Delegated Official for reconciliation and claiming purposes.

16.9.8 Although trips funded by other organisations are considered official business, it will not be the responsibility of the Institution to make the necessary travel arrangements. As a result, the Institution will not incur any expenses to that effect, with the exception of S&T allowances, unless otherwise agreed between the parties.

#### **16.10 Notification to the Department of International Relations and Cooperation (DIRCO) for International Travel**

The Institution or the Traveller must notify DIRCO of an official visit abroad prior to departure where Institution pays for the trip.

#### **16.11 Changes and Cancellations to Travel Reservations**

16.11.1 In the event that the Traveller makes any changes to an authorised trip prior to the commencement thereof, the Traveller must inform the TMC of the changes and the Institution must issue an amended Travel Authorisation Form or purchase order.

16.11.2 These changes include, but are not limited to:

- a) Change in the period of stay. For International Travel a new Ministerial or AO/AA or Delegated Official approval will be required;
- b) Additional Accommodation required;
- c) Inclusion of rental vehicles or chauffeur driven vehicles;
- d) Change in dates of air tickets (if it is not on the same day);
- e) Change in amounts to any travel related expenditure; and
- f) Change of time in Air Travel arrangements

16.11.3 If the Traveller requests any changes after the commencement of an official business trip, the following will apply:

- a) If it occurs during office hours, the Travel Booker must be contacted to submit an amended Travel Authorisation Form or purchase order to the TMC;
- b) In the event of changes required after hours, the TMC must be contacted. Provided that the TMC obtains verbal approval or approval via SMS or email, the TMC will affect the changes. The Travel Booker must submit an updated approved Travel Authorisation Form or purchase order within 72 hours after lodging the request.

16.11.4 If changes to International Travel have a financial implication, the Traveller must prepare a new submission explaining the reason for the amendments and the cost implications thereof for approval by the Minister or in terms of the Institution's DOA Policy, within two working days.

- 16.11.5 If it is in the Traveller's ability to cancel a booking in time, the Traveller must report such to the TMC immediately to avoid any cancellation costs. Except for emergencies and circumstances beyond the control of the Traveller, the Traveller must submit proof to confirm such cancellation.

## **16.12 After-Hours Reservations**

- 16.12.1 After-hour requests must be limited to Emergencies and are subject to additional service charges.
- 16.12.2 If the Travel Authorisation Form or the purchase order is not available at the time of the After-Hours Reservation, the Traveller or Travel Booker must forward it to the TMC within 72 hours of lodging the request. The TMC may follow up with the Institution and upon failure by the Institution to submit the Travel Authorisation Form or purchase order, the TMC may proceed to invoice the transaction.

## **17. GENERAL MATTERS**

### **17.1 Loyalty Programmes and Upgrades**

- 17.1.1 All Travellers may join the loyalty programmes on offer from airlines, Accommodation establishments and Car Rental companies with which the National Treasury and, or the Institution has agreements in place. Travellers can use the accrued benefits of such programmes for their own benefit.
- 17.1.2 The fact that the Institution and, or, any Traveller is a member of a Loyalty Programme must not override the SCM principle to procure at the best possible price, unless otherwise determined by the corporate agreement with the travel service provider. If this principle is violated, the Traveller will be liable and the Institution may take disciplinary steps.
- 17.1.3 Certain loyalty programmes require a once-off or an annual subscription fee. These membership fees will be for the Traveller's own personal account and the Institution will not reimburse a Traveller for any membership fees.
- 17.1.4 Although the TMC will record the loyalty programme number of the Traveller when making a reservation at the relevant travel service provider, the Traveller is responsible for the management, tracking and redemption of his or her loyalty rewards.
- 17.1.5 The AO/AA or Delegated Official must, where applicable, ensure that corporate air miles accumulated by the Institution through loyalty programmes are used to acquire air tickets.
- 17.1.6 If there is a specific business need to upgrade the class of travel by any member of a group to travel with a more senior Official, it is subject to prior approval by the AO/AA or Delegated Official.
- 17.1.7 A Traveller may not demand an upgrade from any travel service provider. Upgrades due to personal preference will be for the Traveller's own personal account.

- 17.1.8 The Traveller is allowed to accept an upgrade, in the event that a travel service provider offers an upgrade, at no additional cost, and in terms of the Institution's Travel Policy.

## **17.2 Private Travel**

- 17.2.1 For purposes of paragraph 17.2.2, private reservation requests to the appointed TMC must be indicated as such and must be settled directly with the TMC in the Traveller's own private capacity.
- 17.2.2 Personal travel may be combined with an official business trip if it does not conflict with the conduct of the Institution's official business and does not lead to additional expenses for the Institution. Institutions do not reimburse additional expenses incurred related to the personal travel arrangements. It must be paid by the Traveller in his or her own private capacity. If the cost of an air ticket is more expensive, as a result of the flight being booked on a different day to that required by the Institution, the difference in cost must be paid by the Traveller.
- 17.2.3 When a Traveller extends his or her official business trip to incorporate leisure days and the leisure period (excluding weekends and, or, approved leave), is equal to or exceeds the period of official business travel, The Institution deducts fringe benefit tax on behalf of SARS. The tax will be calculated based on the cost of the airfare as apportioned between the period of business travel and the leisure period.
- 17.2.4 It is the duty of the Traveller, at all times, to disclose information regarding the leisure portion of the official business trip to the AO/AA or Delegated Official.

## **18. KNOWLEDGE SHARING**

- 18.1 The Traveller should, at all times, share the knowledge gained when travelling on official business which is for the benefit of the Institution.
- 18.2 The Traveller must prepare and distribute a comprehensive written report to all relevant stakeholders, after his or her return from an international trip to the Place of Work.

## **19. TRAVEL POLICY REVIEW AND GOVERNANCE**

- 19.1 The National Treasury (OCPO) reviews the appropriateness of this NTPF on a frequent basis and, if necessary, will propose amendments to the AO/AA or Delegated Official.
- 19.2 Institutions must closely monitor their adherence to the NTPF and report contraventions to the OCPO of National Treasury and the AO/AA or Delegated Official of the Institution. This may lead to consequence management against the offender, in accordance with the Institution's Disciplinary Policy.

**20. EFFECTIVE DATE OF POLICY**

- 20.1 Departments, Constitutional Institutions and public entities listed in Schedule 2 & 3 of the PFMA must adapt their institutional policies, instructions and standard operating procedures to the NTPF and have their Institutional Travel Policy fully implemented with effect 01 October 2017.
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