

AIG TRAVEL STANDARD FOR SERVICE PROVIDERS

Purpose

This Standard defines the requirements for business travel activities for contracted Service Providers to AIG. Its purpose is to establish guidelines for business travel to ensure AIG travel funds are expended consistently and appropriately. For the purpose of this standard, business travel is defined as Service Provider Personnel traveling on behalf of or with an AIG employee on an approved business-related engagement that is covered by a Master Services Agreement with AIG. Commuting to or from one's regular work location is not considered business purposes.

Planning Business Travel

All business travel arrangements must be made in accordance with the Service Provider's corporate travel policy, and the AIG TRAVEL STANDARD FOR SERVICE PROVIDERS.

- If the Service Provider does not have or utilize a corporate travel management company, the AIG preferred Travel Management Company (TMC) can be utilized to assist with travel arrangements. This service includes all reservations for domestic and international air, rail, hotel and car rentals.
- Business travel must be booked fourteen (14) days in advance.

Pre-Trip Approval

Service Provider Personnel must obtain pre-trip approval from the AIG project manager. Additionally, International travel requires AIG Level 2 (L2) pre-trip approval. Domestic travel requires AIG Level 3 (L3) pre-trip approval. Business travel for internal meetings is prohibited unless an L2 exemption is granted in writing.

Air Travel

Service Provider Personnel must purchase commercial air travel at the lowest logical airfare available within a travel window of two hours prior and two hours after desired travel time.

Class of Service

Class of service rules apply based on flight duration.

- For air travel less than eight (8) hours, Service Providers are to purchase non-refundable Economy Coach Class tickets with the lowest logical non-stop airfare.
- For air travel greater than eight (8) hours, Service Providers are eligible to travel Premium Economy class.
- Service Provider Personnel are not authorized to purchase Business Class or First-Class tickets for any air travel.

Alternate Airports

- When traveling to/from major metropolitan areas served by multiple airports, Service Provider Personnel should choose the most economical airport based on the total trip expenses to be incurred.

Cancellation of Tickets

- Service Provider Personnel who need to cancel air travel must cancel the ticket prior to the scheduled departure time of the original flight.

In-flight Wi-Fi

- Service Provider Personnel may purchase in-flight Wi-Fi services, not to exceed thirty US dollars (\$30 USD) on domestic flights and fifty US dollars (\$50 USD) on international flights.

Back-to-Back Ticketing and Voluntary "Bumping"

- Service Provider Personnel cannot purchase two airline tickets with the intent to use only part of each ticket to qualify for a nonrefundable fare, as this practice is against airline regulations and this Standard.
- Service Provider Personnel cannot volunteer to be "bumped" from a flight if doing so will negatively impact AIG by curtailing hours worked, delaying or cancelling business meetings or resulting in additional lodging expenses.

Baggage

- Service Provider Personnel will be reimbursed for airline charges for:
- One checked bag if travel is less than ten (10) calendar days.
- Two checked bags if travel is greater than or equal to ten (10) calendar days.
- Service Provider Personnel must adhere to the airline weight limits and number of bags allowed. Charges for extra or overweight bags are not reimbursable unless special circumstances arise. These exceptions must be noted clearly on the expense report with the submitted receipts.
- Service Provider Personnel cannot check AIG-owned laptops, cell phones or other items of considerable value.

Hotel

- Where available, Service Provider Personnel should use the hotel with the lowest logical rate in proximity to where business will be conducted.
- For business trips of seven (7) nights or more, a less expensive long (extended) stay accommodation should be considered as an alternative and used where possible.
- Many preferred hotels offer additional benefits (such as free breakfast, airport transportation, etc.) that can further reduce the costs of traveling. Service Provider Personnel are urged to become familiar with and use these extra benefits where feasible.
- It is the Service Provider Personnel's responsibility to ensure that the rate quoted upon check-in, and charges at check-out, do not exceed the rate quoted when the reservation was made.

- Service Provider Personnel must cancel hotel reservations through the same method as used when booking.

Other Reimbursable Hotel Expenses

- Laundry and/or dry cleaning after a four-night stay, not exceeding fifty US dollars (\$50 USD) for the stay.
- Reasonable gratuities (Service Provider Personnel should follow local customs in determining the appropriate gratuity).
- Athletic facilities up to fifteen US dollars (\$15 USD) per day if not included in the hotel rate.
- Hotel Wi-Fi, when necessary for business use, will be reimbursed when not provided.

Frequent Travel/Loyalty Reward Programs

- Service Provider Personnel cannot make or modify business travel arrangements for personal gain. Frequent flyer mileage, upgrades, hotel loyalty rewards, and other travel programs must not be a factor in the choice of an airline, hotel, or other travel services when choosing a provider for individual business travel or for group business events.

Ground Transportation

- All ground transportation expenses must have a reasonable business justification. Service Provider Personnel must provide the origin and destination on the receipt for ground transportation.
- Service Provider Personnel traveling to the same location must share ground transportation whenever possible.
- The following modes of transportation are reimbursable when traveling on company business, subject to the requirements specified in the subsections below. Reimbursements will be for the actual expense including tip.

Rental Cars

- Rental cars may only be used where other modes of transportation are unavailable or are more expensive. If traveling more than one hundred and twenty-five miles (125) miles per day, a rental car must be used instead of a personal car whenever possible.
- Unless there are two or more Service Provider Personnel sharing a rental car or you are transporting sizable equipment, mid-size (intermediate) rental cars are the authorized car class for business use.
- Rental car reservations must be cancelled through the same method as used when booking.
- Rental car fees, tolls, gasoline, and parking fees associated with the rental car are reimbursable. Service Provider Personnel must re-fill the gas tank prior to returning the vehicle to the rental car agency.

- A GPS/navigation system is reimbursable but should only be rented when absolutely necessary.

Personal Cars

Reimbursable expenses:

- Reimbursement for business usage of personal cars where necessary, will be reimbursed at the local tax regulator's allowable mileage rate for tax purposes. If no mileage rate is established or published by local tax regulation, then the rate should not exceed the US Internal Revenue Service (IRS) rate published for U.S. tax purposes. The rate can change at any time during the year. Mileage incurred for business purposes must be recorded as part of the expense report.
- Fees for tolls and parking are reimbursable.

Rail Travel

- Service Provider Personnel must purchase rail travel at the lowest logical fare. Regional differences may apply. Acela may be booked between New York and Boston and New York and Washington, D.C.

Rideshare/Taxi

- Service Provider Personnel may use traditional taxi services or rideshare services for business travel. Service Provider Personnel should use the least expensive mode of transportation that is feasible under the circumstances.
- Due to security risks and/or poor infrastructure in certain destinations, traditional taxi and rideshare services may be restricted.

Car Service

- Service Provider Personnel may use a car service only when taxis or more economical services are not available, or for travel to and from airports.

Business Meals for Traveling Service Provider Personnel

- Meals per Service Provider Personnel will be reimbursed up to a maximum daily meal cap of ninety US dollars (\$90 USD) for each day of travel.
- Any expense incurred above the daily limit is the responsibility of Service Provider Personnel.
- If the hotel where the Service Provider Personnel is staying provides complimentary meals, or if the meeting facility or AIG are providing meals for Service Provider Personnel attending meetings, Service Provider Personnel are encouraged to take advantage of these as feasible.

Miscellaneous Reimbursable Travel Expenses

Short-term parking at airports for same-day travel. However, Service Provider Personnel are encouraged to use general, long-term, or off-site parking.

Non-Reimbursable Expenses

The list of non-reimbursable expenses below is not exhaustive. It is intended to be a guide. Final decisions are at the discretion of the AIG project manager.

- Airline membership or lounge annual fees.
- Car rental incidental expenses (e.g., mechanical failures, traffic violations, and parking violations).
- Rideshare, taxi or car service expenditures for commuting purposes during normal business hours.
- Child and/or elder care, house sitting, pet boarding or pet care costs incurred due to travel.
- Excessive wait time fees for rideshare, taxi or car service or no-show fees for same unless justified and explicitly noted.
- Expenses relating to personal damages or losses to a vehicle or personal items therein, if it is substantiated that such were incurred as a result of the driver driving under the influence, using drugs or alcohol, engaging in any type of reckless endangerment, evading responsibility and leaving the scene of an accident, engaging in any other type of illegal act or operating the vehicle while distracted. A vehicle does not need to be in motion for a loss to occur.
- Flight stand-by fees incurred for personal reasons.
- Hotel room charges related to early check-in or early departure.
- Impoundment associated fees of a rental vehicle if proven assigned driver was at fault.
- In-flight meals and refreshments unless they are substituting for a traditional meal.
- Membership dues, membership utilization of frequent traveler programs, or fees associated with utilization of upgrades.
- Mini bar (hotel room) food or drink unless it replaces a meal or is otherwise appropriate.
- Movies / entertainment, in-flight or in-room.
- Normal commute to or from one's regular work location.
- Parking tickets, vehicular moving and/or non-moving violations costs, any court or lawyer fees attributed to moving and/or non-moving violations including DWI/DUI.
- Toll violation fees, including toll violation fees associated with any state-issued express toll systems such as EZ Pass.
- Travel insurance premiums for additional travel insurance or personal travel insurance.