

TTEC Supplier Travel Policy

I. Purpose

Business travel is an important part of TTEC business model: to support TTEC's global and complex business, our suppliers often travel to support specific projects and/or provide services to TTEC.

This Policy has been developed to support our need to manage overhead costs and run an efficient business, without losing focus of the needs of our suppliers to deliver service to our company.

II. Policy

A. TTEC Travel Governing Principles:

Policy Compliance: All travel on behalf of TTEC must be undertaken in accordance with this Policy, as well as any contractual obligations entered into between TTEC and our suppliers. Failure to follow the requirements of this Policy may lead to contractual actions, including the expenses not being reimbursed or termination of our supplier agreements.

Pre-Approval: All travel and expenses expected to be incurred by a supplier must be preapproved in advance by the applicable TTEC stakeholder. Failure to obtain appropriate approval by TTEC will result in expenses not being reimbursed.

Non-essential travel is discouraged: Suppliers should consider whether the business objective of the trip can be achieved without travel and, before making travel arrangements, the following questions should be considered:

- Is this travel necessary? Could the business objective be achieved via virtual collaboration tools, including email, Teams, Share Point, Zoom, or Telepresence videoconference facilities within your site?
- How many people need to travel? Can one traveler accomplish the business objective rather than two or three?
- Is an overnight stay necessary? Could the meeting be managed in one day by leaving earlier and/or returning later?

Receipts: Supplier travelers maintain a record of all receipts associated with their travel expenses and should only submit expenses that are consistent with the amounts actually incurred. TTEC will not reimburse our suppliers for expenses which do not have appropriate documentation and/or evidence of being incurred.

Travel Safely: Safety of our travelers is TTEC's priority. When making travel decisions, make sure that you consider arrival time, your knowledge and safety of the location you are going to, and how you are going to get to your destination, especially if you are arriving late at night or are not familiar with the destination. Check travel and news and review relevant travel advisories. Take travel recommendations and cautions seriously as situations can change frequently.

B. Air Travel Policy:

Advance Air Travel Booking: TTEC expects our supplier travelers to book their travel as far in advance as reasonably possible without impacting our business commitments. ***All International Trips should be booked at least fourteen (14) days in advance and all Domestic Trips must be booked at least seven (7) days in advance.*** Failure to book in advance may result in automatic trip cancellations. Periodic compliance reports on advance air travel bookings are provided to the Executive Committee of the company, as part of our cost management controls.

Class of Service: TTEC will only reimburse our suppliers for economy, or coach class tickets. This is true for domestic or international travel. All costs associated with upgrades and/or premium class tickets shall be borne by the supplier.

Other Fees That Make Airline Travel Expensive:

Change Fees: Change fees are reimbursable by TTEC only when the change is required due to a request by TTEC. However, it is the supplier's responsibility to use prudent decision-making when incurring costs related to travel plan changes.

Airline Upgrades are not a TTEC reimbursable expense.

Luggage Fees: TTEC will reimburse fees for one piece of luggage unless your trip exceeds seven (7) days in duration or if you are transporting business related materials.

Loss of Luggage: The ultimate responsibility for retrieving and compensating for lost baggage lies with the airline. TTEC will not reimburse travelers for personal items lost while traveling on business.

In-Flight Internet Fees: TTEC will not reimburse our suppliers for in-flight internet.

Personal Services: TTEC will not reimburse for personal services like massage, beauty treatments, or personal purchases such as clothes, gifts, etc. during travel.

Airport Lounge Access: Additional costs to access airport lounges are not reimbursable expenses.

C. Lodging Policy:

Hotels: TTEC will reimburse our suppliers for reasonable and preapproved hotel room costs.

Upgrades: TTEC will not reimburse for room upgrades if there is an additional cost

Cancellations: Travelers should be aware of the hotel's cancellation policy and, if a cancellation becomes necessary, do so in accordance with the hotel's policy to avoid paying cancellation fees. TTEC will only reimburse for reasonable cancellation fees if such cancellation is due to TTEC's request.

Laundry: TTEC does not reimburse our suppliers for laundry services while travelling on TTEC business, unless such trip exceeds seven (7) business days and the costs for such services is reasonable.

Internet Access: TTEC will reimburse necessary and reasonable internet access charges. When checking into the hotel inquire if free internet access is available.

Non-reimbursable lodging expenses: The following are considered personal expenses and are not reimbursable:

- Hotel rewards program expenses
- Fitness or spa services
- Sundry/toiletry items
- Hotel no-show charges
- Late check out fees – unless justified for business purposes
- In-room movies
- Minibar
- Pet fees or charges
- Additional personal expenses such as additional hotel nights outside of business trip

D. Ground Transportation Policy:

Rental Cars: TTEC will reimburse our suppliers for reasonable, market rate rental car costs.

Category of Service: Travelers must rent a midsize car category, unless several people travel together, or a larger car is required to accommodate presentation materials or other TTEC needs. When renting a higher class of vehicle, travelers should include an explanation as to the business reason for a more expensive rental choice.

Refueling Options: Travelers must rent vehicles without pre-paid fuel option, and the travelers are expected to refuel before returning the rental car.

Trains and Other Rail Services are encouraged where it is a less expensive and convenient alternative. TTEC will only reimburse our suppliers for coach class-of-service on trains.

Ridesharing Services: TTEC will reimburse our suppliers for rideshare and/or taxi services only when travelling to, or from, a TTEC facility.

Ground Transportation for Group Travel: When several travelers are traveling together, consider sharing ground transportation. It is an opportunity to save half of the cost, and to have company as you travel.

Limousine and Car Services are out of policy for and will not be reimbursed unless the supplier is being required to travel to destinations without a safe taxi or ride-sharing alternatives.

E. Meals and Travel Related Incidentals

Meal Options: TTEC expects its business travelers to exercise good judgement in choosing meal options while traveling. The selection of establishments for travel time meals should appropriately reflect TTEC Values. Reference Per Diem guidelines for frequently travelled locations using a reputable source such as the [Corporate Travel Index](#) to help you determine whether the amount of the meal is reasonable for the location. Many hotels include breakfast in the room rate, consult your booking and take advantage of the included breakfast when possible.

Tips & Alcohol:

- **Tips:** Tips should be reported as part of the total meal cost. Refer to the Tips and Gratuities Guidelines for guidance on customary tip amounts for various jurisdictions.
- **Alcohol:** TTEC will not reimburse our suppliers for any purchase of alcohol

F. Tips and Gratuities Guidelines

Location	Meals	Hotel Bag Handling	Hotel Maid Service	Taxi/ Car Service	Notes
Australia	Up to 15% of the total bill	AUD 1-2 per bag	Up to AUD 5 per day	Up to 10% of the total fare or round up	Tipping is generally voluntary. Service charge may be added to the bill.
Belgium	Up to 10% of the total bill	EUR 1-2 per bag	Not required	Up to 10% of the total fare or round up	Tipping is generally voluntary. Service charge may be added to the bill.
Brazil	Up to 15% of the total bill	BRL 1-2 per bag	Up to BRL 5 per day	Round up to the next full BRL	Tipping is generally voluntary. Service charge may be added to the bill.
Bulgaria	Up to 15% of the total bill	BGN 1-2 per bag	Up to BGN 4 per day	Round up to the next full BGN	Tipping is generally a standard practice in Bulgaria. Service charge may be added to the bill.
Canada	Up to 20% of the total bill	CAD 1-2 per bag	Up to CAD 5 per day	Up to 10% of the total fare	Tipping is generally a standard practice in Canada. Service charge may be added to the bill.
Colombia	Up to 15% of the total bill	USD 1 per bag	Up to USD 2 per day	Round up to the next full COP	Tipping is not generally expected in Colombia though it's always appreciated. Service charge may be added to the bill.

Costa Rica	Up to 15% of the total bill	USD 1 per bag	Up to USD 2 per day	Round up to the next full CRC	Tipping is generally voluntary. Service charge may be added to the bill.
Egypt	Up to 15% of the total bill	USD 1 per bag	Up to USD 2 per day	Round up to the next full EGP	Tipping is standard practice in Egypt. Service charge may be added to the bill.
France	Up to 15% of the total bill	EUR 1-2 per bag	Up to EUR 2 per day	Up to 10% of the total fare or round up	Tipping is generally voluntary. Service charge may be added to the bill.
Germany	Up to 10% of the total bill	EUR 1-3 per bag	Up to EUR 5 per day	Up to 10% of the total fare or round up	Tipping is generally voluntary. Service charge may be added to the bill.
Greece	Up to 10% of the total bill	EUR 1-2 per bag	Up to EUR 2 per day	Up to 10% of the total fare or round up	Tipping is generally voluntary. Service charge may be added to the bill.
Honduras	Up to 15% of the total bill	USD 1 per bag	Up to USD 2 per day	Up to 10% of the total fare or round up	Tipping is generally voluntary. Service charge may be added to the bill.
India	Up to 10% of the total bill	INR 50-100 per bag	INR 50 per day	Round up to the next full INR	Tipping is generally voluntary. Service charge may be added to the bill.
Ireland	Up to 12.5% of the total bill	EUR 1-2 per bag	Up to EUR 3 per day	Round up to the next full EUR	Tipping is generally voluntary. Service charge may be added to the bill.
Malaysia	Up to 15% of the total bill	MYR 5-10 per bag	Up to MYR 10 per day	Up to 10% of the total fare or round up	Tipping is generally voluntary. Service charge may be added to the bill.
Mexico	Up to 20% of the total bill	MXN 25-50 per bag	Up to MXN 50 per day	Round up to the next full MXN	Tipping is standard practice in Egypt. Service charge may be added to the bill.
Netherlands	Up to 10% of the total bill	Not required	Up to EUR 50 per day	Round up to the next full EUR	Tipping is not expected in the Netherlands. Service charge may be added to the bill.

Philippines	Up to 10% of the total bill	PHP 100 per bag	PHP 100 per day	Up to 10% of the total fare or round up	Tipping is generally voluntary. Service charge may be added to the bill.
Poland	Up to 15% of the total bill	Not required	Up to PLN 10 per day	Up to 10% of the total fare or round up	Tipping is generally voluntary. Service charge may be added to the bill.
Rwanda	Up to 10% of the total bill	USD 1 per bag	Up to USD 2 per day	Up to 10% of the total fare	Tipping is generally voluntary. Service charge may be added to the bill.
South Africa	Up to 20% of the total bill	ZAR 20 per bag	Up to ZAR 40 per day	Up to 10% of the total fare	Tipping is standard practice in South Africa. Service charge may be added to the bill.
Spain	Up to 15% of the total bill	EUR 1-2 per bag	Up to EUR 3 per day	Up to 10% of the total fare or round up	Tipping is generally voluntary. Service charge may be added to the bill.
Thailand	Up to 15% of the total bill	THB 20-50 per bag	Up to THB 50 per day	Round up to the next THB 20 increment	Tipping is generally voluntary. Service charge may be added to the bill.
United Kingdom	Up to 15% of the total bill	GBP 1-2 per bag	Up to GBP 2 per day	Round up to the next full GBP	Tipping is generally voluntary. Service charge may be added to the bill.
United States of America	Up to 20% of the total bill	USD 2-5 per bag	Up to USD 5 per day	Up to 20% of the total fare	Tipping is customary in the US. Service charge may be added to the bill.

G. Non-Reimbursable Travel Expenses

For avoidance of doubt, the following list of expenses are not reimbursable unless required by law:

- Insurance:
 - Claims for medical or dental care
 - Any deductibles, co-pays or other fees that are the responsibility of the insured under the insurance coverage
 - Any medical/dental needs encountered during travel.
- Other services:
 - Over-the-counter medications, even if recommended by a professional

- Salon services (grooming, hair salon, barber shop, massages, saunas, etc.).
- Childcare expenses
- Pet care or boarding expenses
- Movies (in-flight or in-room) or personal entertainment (e.g., sporting events, theater, concerts, etc.)
- Magazines, books, newspapers, or personal toiletry items

Even if an item is not listed, it *may not be* reimbursable. For the avoidance of doubt, all expenses should be preapproved by TTEC in advance of being incurred. If you have questions, please discuss with your TTEC stakeholder.

III. Applicability

This Policy applies to suppliers doing business on behalf of TTEC Holdings, Inc. and all its subsidiaries and controlled affiliates, anywhere in the world, including all acquired companies, whether they trade under the TTEC brand or as part of a different trading platform.