

## **CUSTOMER FACING GLOBAL TRAVEL AND EXPENSE (T&E) POLICY**

### **Document Statement & Scope**

This policy is intended to provide global guidelines applicable to the payment of actual business and travel expenses incurred by Company employees. The Company is defined as Hyland Software, Inc., its affiliates and subsidiaries. In limited situations, and on an exception only basis, for example where mandated by local law or custom, regions, countries and special groups may institute local T&E policy guidelines that are stricter, but not more lenient than this policy.

### **Policy Requirements**

It is the policy of the Company to pay for all legitimate and approved business related expenses incurred by employees, and authorized non-employees, while carrying out Company business. The Company has implemented this policy to ensure the following:

- Company travel costs are managed within reasonable limits by established and consistent expense criteria for all employees
- Employees have full and complete information required for the recovery of business expenses that they incur while on Company business
- Only approved, legitimate and reasonable expenses incurred by employees on behalf of the Company are reimbursable

### **Employee Responsibility**

It is the personal responsibility of each employee to comply with this policy and other policies as applicable. Any employee who violates this policy may be subject to disciplinary action, up to and including termination of employment.

### **Company Credit Card**

Employees must use the designated Company card for all business and business travel related expenses, and ONLY for business related expenses. The designated Company card is the primary and approved method of payment for all expenses with the exception of cash expense such as mileage, or in limited instances where the Company card was not accepted.

### **Company Card Liability**

Each employee must review Company card charges at least on a monthly basis and proactively submit expense reports based on Company guidelines. In the event a fraudulent/disputed charge is noted, the employee must contact the Company card provider or the vendor and communicate the issue immediately. In addition, if a card is lost or stolen, it must be reported immediately to the Company card provider & the Global T&E team.

## Receipt Requirements

Valid itemized receipts that support the legitimacy of the expense claim are required for:

- All cash and personal credit card charges, regardless of amount. Documentation must provide proof of payment including payment method (last 4 digits of card used if paid via card). Gift cards are not valid forms of payment and are not reimbursable
- Expenses billable to a customer, regardless of amount
- Company card charges over \$50 USD for US employees
- All Company card charges for non-US employees
- All airfare charges, regardless of amount or method of payment

Itemized receipts are required, which is defined as a receipt that shows what was purchased.

## Business Travel

Business travel should only occur when there is a significant advantage or value for the Company and such business activities cannot be reasonably accomplished through conference calls, video conferencing, webinars or other alternatives. Individual trips or business entertainment should always be reviewed with an employee's manager in advance of incurring the costs. In addition, travel must be booked through Company approved channels in order to be reimbursable.

### Company Online System (COS) and Travel Management Company (TMC)

All Company employees must use the designated Company Online System (COS) to book all authorized travel, including air, hotels and car rentals due to the significant cost benefit over a direct call to the Travel Management Company (TMC). If travel is complex, same day or multi-stop international, employees may call the designated TMC for booking assistance.

Booking business travel through any non-designated channel is strictly prohibited, unless:

- Mandated by a customer for supporting their needs when the travel is customer billed
- Employee is attending a conference with a negotiated hotel rate that is more cost effective than the Company rate

If a booking is made outside the designated channels for the exceptions stated above, the employee should note this and add the travel details to the COS itinerary for security purposes.

### Employee Safety and Security

Safety and security are the primary concern of the Company when employees are traveling for business. Booking through the COS or TMC allows the Company to manage risk and employee safety in the event of a travel emergency. Employees must maintain the accuracy of their COS profile at all times, including keeping their Company card and emergency contact information current. Employees should not authorize travel or travel to any location or country where the Company or government officials have issued a travel advisory not to travel. Travel advisories are posted on the COS and [travel.state.gov](https://travel.state.gov). If an employee feels that there is a threat to his/her safety while traveling, the employee should report this safety concern to the TMC, management, and to HR. Although booking travel through the designated TMC provides visibility to manage risk, it is crucial for employees to immediately report any security incidents, so appropriate assistance and notifications can be made timely.

## Personal Travel

Personal, leisure or non-employee travel not hosted by the Company should not be booked through the COS or the TMC and is not reimbursable. Employees may extend a business trip for personal purposes, provided the trip cost does not exceed the anticipated cost of the business portion of the trip. In such instances, the employee should include sufficient documentation evidencing the cost analysis performed and must personally pay for any additional costs incurred due to extending the trip.

## Lowest Logical Cost & Preferred Vendors

Employees must always select the lowest logical cost option offered that meets the business objective. Employees should support the Company designated preferred suppliers whenever possible. When comparing options, employees should investigate and take into consideration all possible incremental ancillary service fees imposed by suppliers for special accommodations or changes/penalties and the fact that Company negotiated rates may be inclusive of amenities. Employees must consider using alternate methods of transport and consider alternative dates/times/schedules in order to adhere to the Company's objective of lowest cost offered if it makes good business sense.

## Frequent Flyer/Guest Programs

Employees may retain frequent flyer/guest program benefits. However, these benefits must not be the primary consideration when selecting and booking travel arrangements over lower cost options offered that meet the business objectives. Employees must not book travel or incur expenses for others with the intent of accumulating program benefits. Further, any costs associated with program benefits are not reimbursable.

## Airfare

### Airline Advance Purchase

Whenever possible and only when travel is certain, employees should book airline travel at least 14 days in advance to ensure the greatest savings to the Company.

### Airline Reservations

Employees are required to choose a flight with the lowest logical cost that is within a reasonable timeframe of the required arrival time. A \$200 variable exists to best suit the business interest of the trip and approval will be required for fares over \$200 more than the lowest logical fare. Nonrefundable tickets should be purchased, unless multiple changes are anticipated, as they generally represent the lowest fare option. Employees may accept travel vouchers offered by airlines to entice travelers to voluntarily give up an airline seat provided that taking a different flight does not interfere with the business purpose of the trip or with scheduled work.

### Cancellations and Changes

Cancellations and changes to flights should be minimized to the greatest extent possible. The Company will only reimburse for change fees that have a legitimate business purpose. Same day change fees are not reimbursable unless manager approval is provided. Employees are required to advise the designated TMC of all cancelled travel and should use ticket credits as a priority toward booking new flights for future travel prior to the credit expiration, where applicable.

### Airline Class of Service

Generally, all flights must be booked in coach/economy class. The only exceptions to this policy are communicated directly to the employees who are eligible for other travel classes.

### Airline Upgrades/Early Boarding/Priority Boarding/Seat Upgrade Fees

Airlines may require employees to pay a fee for a confirmed seat assignment. Seat fees will be paid by the Company as long as the selected seat is not considered an upgrade and is not associated with priority boarding. Class of Service Upgrades/Early Boarding/Priority Boarding/Seat Upgrade Fees are personal expenses. Using accumulated points or frequent traveler program benefits to upgrade seats is allowable, but additional fees incurred for upgrading to a higher class of service are not reimbursable.

### Baggage Fees

The Company will pay for the cost of one standard baggage item. Employees may seek reimbursement for more than one bag or excess baggage for business travel with manager approval and an explanation of business purpose. The Company recommends that employees use carry-on luggage whenever possible, especially on short business trips.

### Airline/Airport Internet

Wi-Fi inflight and airport internet charges are reimbursable when there is a specific business need.

## Lodging

### Reservations through Company Approved Channels

Employees must book all hotel accommodations through the COS or designated TMC to ensure both the consolidation of Company hotel volume and the ability to manage the safety and security of travelers in the event of an emergency.

### Reservations through Non-Company Approved Channels

On occasion, exceptions do exist and it may be warranted to book accommodations through other channels to obtain a customer/conference rate that is not visible through the COS or accessible through the TMC. In the event that a rate is unavailable through the COS, Company employees must add the lodging information to their COS itinerary for travel management reporting in the event of an emergency.

The use of AirBnB and similar programs is discouraged but may be considered for projects where the cost savings could be substantial, or all other options have been exhausted. Manager pre-approval is required, the Global T&E team must be notified in advance, and the employee must understand that the Company is not able to guarantee the safety or quality of such accommodations.

### Alternative to Hotel Stay

When traveling for business, if an employee chooses to stay with family or friends, the employee will not be reimbursed for lodging expenses but will be allowed to purchase one “thank you” gift for the host, of up to \$50 USD per day. Only one gift per trip is permitted. The gift may not be cash/cash equivalent or alcohol. Examples of approved gifts are flowers, dinner, groceries, etc. Itemized receipts must be included for all purchases as well as recipient name.

### Preferred Hotels

The COS and the designated TMC maintain a list of preferred hotels by city which the Company and the TMC have negotiated special rates. All employees should prioritize preferred hotels in an effort to consolidate Company travel volume to select properties. The Company has implemented hotel rate caps within the COS. If an employee selects a hotel that exceeds the rate cap, a valid reason must be selected, and the employee’s manager will be notified. In certain cases, manager approval may be required.

### Room Type

The Company reimburses for standard rooms. Room upgrades are not reimbursable.

### Cancellations/No-Show Charges

When cancellations are necessary, employees must cancel reservations within the required timeframe specified by the hotel. For cancellations, employees should use the COS or call the designated TMC. If the cancellation deadline is imminent, it is appropriate to contact the hotel directly. Cancellation fees or “no-show” fees are not reimbursable unless outside the control of the employee in which case manager approval and explanation of the circumstances must be included for reimbursement.

### Hotel Communications - Phone/Internet

Most hotels offer free internet service. However, if this is not the case and an employee needs connectivity for business purposes, the charges are reimbursable. The employee must include the hotel receipt that shows the breakout of the internet charges. Telephone charges for business related purposes made from a hotel are also reimbursable but should generally be avoided. Employees should use the preferred communication method (e.g. company mobile) in their resident country. Similar to internet, a hotel receipt for telephone charges must be included with the expense report.

### Laundry

Employees may be reimbursed for reasonable laundry costs while traveling. Self-service laundry should be utilized where available.

## Ground Transportation

### Lowest Logical Cost

Employees are encouraged to use the most cost effective ground transportation available. Use of standard vehicles for ride share services (Uber, Lyft) and taxis are reimbursable. When traveling for business and parking costs will be incurred, the employee should self-park their car. Valet parking is not reimbursable.

### Airport Transportation & Airport Parking

When traveling to/from the airport, employees are responsible for choosing the most cost effective and convenient method of transportation, whether driving and paying for parking, or taking an Uber or taxi. Employees may be reimbursed for mileage outside of their standard commute (daily drive to/from office) and parking charges that are not excessive. Employees should prioritize Company preferred parking vendors where available. Valet parking is not reimbursable.

### Car Rental

**Employees are required to book all rentals through the COS or designated TMC and use preferred vendors where available as insurance is included with the rental.** Employees will be reimbursed for the rental of a midsize vehicle, or up to a full-sized vehicle when renting for multiple business individuals. Rentals of larger sized vehicles must be pre-approved by the employee's manager. The approval must be included with the expense submission, as well as the business reason for the larger vehicle selection. TollPass should be declined to avoid excess charges and employees should pay tolls directly and request reimbursement. Rental vehicles must be refueled prior to return. Employees should not utilize rental car companies' prepaid option (buy the full tank, return empty). In addition, employees should refer to specific country level guidance prior to renting a car as local restrictions may apply.

### Privately Owned Vehicle (POV)

At times, employees may use their POV for conducting Company business.

- **Employee must maintain the minimum personal injury and property damage liability coverage required by the location in which the employee resides**

- Reimbursement is for actual mileage/kilometers driven by the employee only. Full addresses must be included to legitimize claims. Reimbursement rates are automatically calculated and vary due to local tax and reporting requirements
- Reimbursement is for mileage in excess of daily commuting expenses between the employee's home and office locations, as permissible by local law
- Mileage reimbursement is intended to cover all costs associated with operating a vehicle for business purposes (including wear and tear as well as fuel expenses). Employees will not be reimbursed for fuel charges when driving a personal vehicle
- Mileage in the US is capped at 100 miles per day, unless there are extenuating circumstances and manager approval is obtained in advance of the trip
- Employees must consult their local country guidelines prior to utilizing their personal vehicle for business purposes

### Train and Rail

Rail travel may be used when an employee finds it convenient, and it is the least costly transportation available. Rail for business travel must be booked in economy/standard class to be reimbursed. Business and first class are not reimbursable unless there is a valid business reason with manager approval, or these classes are the standard. The original passenger receipt is required for reimbursement. Top-up charges will be reimbursed if supported with an itemized statement. Personal trips are not reimbursable.

### Tolls and Parking Charges

Tolls and parking charges are reimbursable when an employee is on a business trip and driving provides the lowest logical cost option. Company reimburses employees for actual tolls and does not reimburse for auto replenishments for toll transponders.

### Traffic Tickets/Fines

Traffic tickets or fines incurred when driving any vehicle for business are not reimbursable.

### Electronic Device Use While Operating a Vehicle

The use of portable electronic devices while driving is prohibited. This includes reading, texting, talking or sending messages. Safety should always be the priority for the driver and other riders in the vehicle.

## Meal & Entertainment Charges

### Individual Meals

**Daily Rate (DR):** While traveling for business, employees will be reimbursed for actual meal charges incurred, up to \$76 USD (or equivalent in local currency) per day.

Per diems are not reimbursed by the Company and employees will not be reimbursed for charges not incurred. The daily rate of \$76 USD includes gratuity and a maximum of two alcoholic beverages per day. When employees are traveling together, effort should be made to obtain separate checks, and each employee should expense only their portion of a meal. Meal averaging is only allowable for instances where an employee decides to purchase groceries to prepare their meals, and detailed description should be included with the reimbursement request.

**Meals on travel days are to be calculated as follows, except in cases where time zone differences add hours to the travel day:**

- Departing home/office before 3:00 PM - full DR - up to \$76 USD reimbursed
- Departing home/office after 3:00 PM - half DR - up to \$38 USD reimbursed
- Arriving home/office before 3:00 PM - half DR - up to \$38 USD reimbursed
- Arriving home/office after 3:00 PM - full DR - up to \$76 USD reimbursed



### Gratuities/Tips

Gratuities/tips for meals and entertainment should be customary, reasonable and appropriate for the services provided. For meals, gratuities/tips should not exceed 20 percent of the total cost and are included in an employee's daily meal cap/attendee average.

***At all times, Employees should comply with Company's Global Anti-Bribery & Anti-Corruption Policy & Guide, Code of Business Conduct and Ethics, and Global Gift Policy for Public Customers.***

## Expense Report Requirements

Employees who do not comply with this policy may be subject to delay or withholding of reimbursement and disciplinary action, up to and including termination. The Global T&E team reviews the expense report to ensure the expenses incurred were reasonable and in compliance with Company policy. The employee's manager will be responsible for approving any expenses that are out of policy but necessary for business. Company assumes no obligation for expenses that are not in compliance with this policy and also reserves the right to recoup amounts paid to employees or the Company card provider that are subsequently found to be in violation of this policy, as permissible by local law.

### Expense Report Submission

Expense reports are processed through the COS. Expense reports should generally be submitted no more than twice per month. To meet this guideline, multiple trips should be combined on one expense report using the business purpose field to designate the trip, unless expenses are billable to a customer. The business purpose field must clearly define the legitimate business reason for the expense. Employees are responsible for reviewing all charges and identifying personal or fraudulent transactions and appropriately classifying each transaction. Employees must submit oldest expenses by transaction date prior to submitting new expenses. If the preparer role is delegated (e.g. to an administrative assistant), the employee is still responsible for the contents of the expense report.

### Expense Report Approval

The Global T&E team will audit expense reports within three business days of submission in order to ensure prompt payment. Expense reports not conforming to the criteria outlined in this policy will be returned to the employee for correction.

## Prohibited Expenses

The following expenses that are not stated in other sections of this policy are considered prohibited and will not be reimbursed by the Company:

- Any personal expense that is unrelated to business travel
- Charitable contributions/donations
- Toiletries/Souvenirs while traveling
- Betting, lottery, wagers, or liquor stores
- Spa or fitness charges
- In-room movies, in-flight movies/TV or cable television
- Software or hardware of any kind
- Kennel or pet-sitting services
- Credit card fees (e.g. delinquency/late fees)
- Lost or damaged personal items
- Any employee incentive (e.g. bonus payments)
- Venmo or similar "cash app" transactions

- Charges for reloading accounts/digital wallets (Starbucks, Uber, etc)
- Insurance for personal vehicles or travel insurance

## Enforcement/Penalties for Violation

It is the personal responsibility of each Company employee to comply with this policy. Any employee who violates this policy may be subject to disciplinary action, up to and including termination of employment.

## Approval of Exceptions

Exceptions, deviations, or reimbursements for expenses that are noncompliant, require pre-approval from the employee's manager, VP, or Company's Legal Department, depending on the amount or type of expense. Approval must be in the form of an email and that email must include the date, expense type, and the amount being approved. The approval email must be included with expense submission.

For employee health and wellness-related exceptions, pre-approval from the Human Resources Partner or the employee's manager must be obtained and the submitting employee must attach a copy of the pre-approval to the expense report. A member of the Global T&E team may contact the manager or the employee, if needed, to obtain further understanding of the circumstances resulting in the expense.

In the event that a policy exception does not have approval, the expense will be returned to the employee and will not be reimbursed without approval.

Approving managers may delegate their approval authority during periods of vacation, extended absence or medical leave, to another employee on the same level or higher.

## Expenses Not Covered in This Policy

This policy is not intended to cover every possible situation. Items not specifically outlined in this policy should always be discussed with an employee's manager or the Global T&E team before the expense is incurred or submitted for reimbursement. Further, evidence supporting the approval obtained for items of an unusual nature must be included with the employee's expense report.

## Additional Non-US Payroll Employee Guidelines

### Scope

The Company policy guidelines vary by country. Employees should read the Company Global policy as minimum requirements and refer to local country guidelines for additional details.

### Terminology

Certain terminology used in this policy may not have the same meaning in other countries as in the US. If an employee is unsure of the meaning of a term, the employee should seek clarity from a manager or the Global T&E Team.

### Monetary Amounts

All monetary amounts specified within the policy are in US dollars. Any limits or other amounts specified should be read to be the equivalent amount in an employee's local currency. Employees must convert amounts in accordance with the currency exchange rate at the time of the expense being incurred.



### Expense Report Requirements

Valid, itemized receipts, that support the legitimacy of the expense claim, must be submitted with the expense report for all expenses, regardless of amount. Documentation must provide proof of payment including payment method (last 4 digits of card used if paid via card). Gift cards are not valid forms of payment and are not reimbursable. Itemized receipts are required, which is defined as a receipt that shows what was purchased. Employees must keep physical receipts in accordance with country and local laws.

**For reoccurring charges where invoices are issued, both the invoice and proof of payment must be included for reimbursement.**

### Tipping

The Company will reimburse employees for tips and gratuities where it is customary and appropriate. Tipping is not the cultural norm nor expectation in certain countries and employees will not be reimbursed if they elect to tip in such instances.

**The Global T&E Team reserves the right to request receipts or manager approval for any expense not covered within the policy guidelines prior to approving expenses.**

## Global Services Guidelines

### Expense Report Requirements

Employees must familiarize themselves with customer project details and ensure that they are complying with the requirements of customers prior to submitting an expense report that is billable to the customer.

Noncompliance to customer policies can result in loss of customers and may pose significant reputational damage to the Company.

Prior to submitting expenses, employees must verify the below details in PSA:

- How customer meals are billed (actuals or per diem)
- If customer has any caps on reimbursement (meal, lodging, etc)
- Non-reimbursable expenses (alcohol, gratuities, hotel parking, etc)
- Notes added by project manager

After verifying the proper details in PSA, employees must submit expenses on a billable expense report and the correct company and project must be chosen. The billable box must be checked on each expense entry to be billed. If a charge is not to be billed, the employee must uncheck the billable box.

### Receipt Requirements

In addition to the receipt requirements within the Global T&E Policy, ALL expenses marked billable to a customer require an itemized receipt, regardless of amount.

### Non-Customer Travel/Non-Billable Customer Service Engagements

Non-Customer Travel includes expenses incurred while an employee is traveling for Conferences, Training, Remote Office Visits, etc. Non-Billable Customer Service Engagements include customer travel that is not being billed to the customer. The Global T&E Policy must be followed in these situations.

### Billable Customer Service Engagements Only

**In addition to the Global T&E Policy, the following rules will apply to Global Services employees when incurring expenses while traveling in a billable capacity:**

**Meal Averaging:** While traveling for billable customer engagements, employees will also be permitted to “average” meals. The total reimbursement must be equal to or less than the allowable expense limit. This is defined as the Total Amount (TA) of the Daily Rate (DR) which is \$76 USD multiplied by the number of Travel Days (TD) per week (**DR x TD = TA per week**). Actual DR used is based on departure/arrival times within the Global T&E Policy.

### Alcohol

In addition to the guidelines in the Global T&E Policy, all alcohol must be consumed with a meal (dinner only) and must be after all customer-facing business is concluded for the day.

Note: If a customer contract prohibits reimbursement of alcohol, the employee will be required to itemize out alcohol expenses as non-billable on the expense report.

**Meals/Lodging for Local Service Engagements (within 50 miles of home or office):** Employees should discuss acceptable lodging and meal costs with their manager for approval of reimbursement and with the project manager for billing consideration.