

WORLD SERVICE TRAVEL COMMITTEE OPERATIONAL PLAN

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**RATIONALE,
World Service Travel Committee
Operational Plan**

World service travel has generated almost as much controversy--both within and without the world service community--as the literature development process and conference voting procedures. The attached operational plan attempts to settle the controversy. It seeks to create a single point of decision and accountability for travel-related questions, and to carefully define the service authority being delegated to that body. It has been created as part of a larger, more comprehensive plan for managing N.A.'s world services in an effective, responsible fashion.

This operational plan proposes that a committee be created to regulate and report on all world service travel. It describes who will be on the committee, how it will make decisions, and how it will report to the fellowship. It details the types of travel the committee will allow, and lists who should be going on each type of trip. Finally, it spells out the rules for expense reimbursement, clearly describing what the world service traveler can and cannot do while traveling at fellowship expense.

Composition. Travel is crucial to many world service operations. By regulating world service travel, the proposed World Service Travel Committee will, to some extent, be regulating world services itself. For that reason, the proposed committee is described as being composed of the elected leaders of the three traditional arms of N.A. World Services, as well as the chairpersons (or designees) of three of the committees whose work frequently involves travel. Two WSO employees are listed as nonvoting members of the committee, because their responsibilities require them to be directly involved in travel planning.

Leadership. The proposed World Service Travel Committee deals with the "shoulds and shouldn'ts" of world-level travel; the Budget Review and Utilization Committee mentioned in this plan (more of which will be seen in a separate proposal) handles the "can and can'ts." The travel committee determines whether a particular trip is necessary, and whether the trip plan is in order. The budget committee, on the other hand, determines whether we can afford a particular trip, based on a priority list created each year by the world service leadership. The

1 budget committee focuses on the business side, and will likely be led by members
2 of the WSO Board of Directors. The travel committee focuses on the policy side,
3 and is shown as being led by the chairperson of the World Service Board of
4 Trustees.

5 **Decision-making.** The committee is designed to provide for effective
6 consultation among key world service leaders regarding the approval of world
7 service travel plans, without creating an undue burden on its members. The
8 committee has three regular meetings each year, two of which may be held by
9 conference call. Decisions which must be made between regular meetings of the
10 full committee can be made by an executive committee, composed of half of the
11 committee. Two restrictions insure the integrity of executive committee decisions.
12 First, executive committee decisions must be unanimous. Second, the full
13 committee has seven days to reverse travel plans approved on short notice by the
14 executive committee.

15 **Travel planning.** Planning for travel is described in such a way as to
16 complement proposals now being developed for a unified budget process and a
17 Budget Review and Utilization Committee. The idea is that, toward the end of
18 each year, all of the various world service boards and committees will plan out
19 their activities for the coming year. Then, the travel committee will develop their
20 annual master travel plan, describing in some detail the travel arrangements
21 necessary to facilitate the projects already discussed by the combined leadership.
22 That master travel plan will then be submitted to the budget committee for
23 approval and allocation of funds.

24 The budget committee would not decide whether a given trip *should* be taken;
25 the travel committee would already have made that determination. The budget
26 committee would only decide whether there was enough money to pay for the
27 trip. If money were tight, the budget committee would check the project priority
28 list developed by the World Service Conference. If the project the trip was related
29 to was of sufficiently high priority, the trip would be approved. If it weren't, the trip
30 would not be cancelled entirely, but would simply be put off.

31 **Accountability through reporting and evaluation.** Having designed and
32 approved the specifications for each world service trip, the committee will be held
33 accountable for world service travel. The committee requires each traveler to
34 submit a full report of his or her trip. Then, the committee evaluates that report

1 against the trip's stated purpose, and considers what follow-up action might need
2 to be taken. Three times a year, the committee provides complete reports to the
3 fellowship on all world service travel.

4 In addition, an annual report prepared prior to the World Service Conference
5 gives the WSC a chance to ask informed questions about world service travel
6 activities and decisions. If necessary, the conference can then alter the
7 committee's travel plans for the current year.

8 **Types of travel; personnel assignments.** The next section begins with
9 some of the basic travel rules worked out over the last couple of years,
10 determining who travels and why. Then, it describes in some detail the major
11 areas of world service activity requiring travel. Each subsection details the criteria
12 to be used in determining which particular trips should be taken, which should
13 not, and who should go on which particular trips.

14 **Administrative procedures, reimbursement.** The final section begins with a
15 description of the World Service Office travel organizer's role in administering
16 travel committee procedures. The majority of this section describes what the
17 world service traveler is authorized to spend money on.

**PURPOSE, GOALS,
PRIMARY ACTIVITIES**

Purpose

The World Service Travel Committee renders decisions on the necessity, goals, and activities related to travel at the world level of service in Narcotics Anonymous.

Goals

The World Service Travel Committee has two specific goals:

- 1) To insure that world service travel produces the highest quality results, and,
- 2) To insure that world service travel is planned, evaluated, and followed up in a way consistent with the philosophy of the Fellowship of Narcotics Anonymous.

Primary activities

In pursuing those goals, the World Service Travel Committee:

- 1) Conducts planning and evaluation meetings to review and approve all travel proposals.
- 2) Makes travel assignments for all proposed trips.
- 3) Keeps the fellowship-at-large informed of all planned and completed travel activity, by regularly publishing travel reports.
- 4) Regularly evaluates completed travel activities, especially as they may affect future travel plans.

STRUCTURAL DESIGN

COMPOSITION

The committee is composed of members who serve by virtue of their primary world service positions. They serve throughout the year.

Voting members

- * Chairperson, WSO Board of Directors
- * Chairperson, World Service Board of Trustees
- * Chairperson, World Service Conference
- * Chairperson, WSB Internal Affairs Committee (or designee)
- * Chairperson, WSB External Affairs Committee (or designee)
- * Chairperson, WSC Public Information Committee

Nonvoting members

- * WSO executive director
- * WSO travel organizer

Chairperson

This committee is chaired by the World Service Board of Trustees chairperson.

MEETINGS

Frequency of full committee meetings

The full committee meets at least three times per year. One of these meetings is held during the annual World Service Conference. The full committee may hold meetings via conference call, with the exception of the meeting at the annual World Service Conference.

Quorum

The chairperson, three other voting members, and one nonvoting staff member shall be a quorum.

Annual meeting at the World Service Conference

The committee's annual meeting at the World Service Conference is held for four primary reasons. First, the committee reviews the annual report on travel for the

1 previous calendar year. Second, the committee considers proposals for additions
2 to the current year's master travel plan. Third, the committee reviews input
3 concerning next year's master travel plan. Finally, the committee makes itself
4 accessible to the fellowship's representatives for comments, questions, and
5 suggestions.

6 **Executive committee**

7 The executive committee consists of the chairperson of the World Service Board
8 of Trustees, two other voting members of the committee, and one nonvoting staff
9 member.

10 In the absence of the full committee, the executive committee shall have the
11 authority to act on the committee's behalf, especially in rendering decisions on
12 matters of urgency. Decisions made by the executive committee in the absence
13 of the full committee must be unanimous; if they are not, the executive committee
14 refers the matters under consideration to the full committee for resolution. Special
15 meetings of the full committee may be called to resolve such matters, and may be
16 conducted via conference call.

17 **COMMITTEE PLANNING PROCEDURES**

18 **Annual master travel plan**

19 Each autumn, the committee develops and approves a plan to facilitate travel
20 related to projects for the coming calendar year. (For example, in the fall of 1993,
21 the committee will complete a plan for trips to be taken between January 1, 1994,
22 and December 31, 1994.) Upon completion of the annual master travel plan, a
23 budget and itinerary is submitted to the Budget Review and Utilization Committee
24 for approval prior to the published budget deadlines.

25 Should funds not be available for any given trip, the travel committee will
26 include that trip proposal in the next year's master travel plan. If the World
27 Service Travel Committee wishes to challenge a decision of the Budget Review
28 and Utilization Committee not to allocate funds for a particular trip, the travel
29 committee will follow the grievance procedures outlined in the Budget Review and
30 Utilization Committee's operational plan.

31 **Mid-year additions to the master travel plan**

32 The committee may consider proposals for trips not included in the current year's
33 master travel plan. Any decision to approve additional trip proposals requires the

- 1 assent of two-thirds of the committee's voting members, or the unanimous
- 2 consent of the executive committee. If the executive committee makes the
- 3 decision, staff members of the committee will inform remaining committee
- 4 members of the decision at least seven days before the trip is scheduled to begin.

TRAVEL PLANNING, REPORTING, AND EVALUATION

The committee issues a variety of reports on a regular basis to all World Service Conference participants. Upon request, the committee will make those reports available to any interested N.A. member.

PRE-TRAVEL PLANNING

Each travel proposal must identify the general purpose for the trip, and the specific aims and objectives to be fulfilled during the trip.

INDIVIDUAL TRIP REPORTS AND EVALUATION

Within thirty days after each trip is completed, travelers will submit a report to the committee. The report should list the purpose, itinerary, personnel, and summarized cost of the trip. It should describe all contacts made during the trip. Finally, it should state whether, in the travelers' opinions, the trip fulfilled its original purpose, and whether additional travel or other action will be necessary. At its next meeting, the committee evaluates each trip report, and makes appropriate recommendations for future travel.

TRIENNIAL TRAVEL REPORTS

Every four months, the committee publishes a report including all individual trip reports and committee evaluations for the preceding period.

ANNUAL TRAVEL REPORT

Each March, the committee publishes a report in preparation for the annual World Service Conference. The annual report includes a summary of travel for the previous calendar year, and the master travel plans for both the current and following calendar years.

TYPES OF TRAVEL; PERSONNEL ASSIGNMENTS

GENERAL RULES FOR TRAVEL PLANS

The World Service Travel Committee will apply the following rules in developing all travel plans:

- * **Two travel together.** Most world service travel will include teams composed of at least two participants. Two-member teams stand a better chance than a lone individual of communicating effectively with the many types of people encountered in world service travel. Each member of the team can also provide emotional and spiritual support to the other during the stresses of travel.
- * **Combine types of members.** To provide the widest range of background and experience while traveling on world service business, most travel teams will combine members from the World Service Board of Trustees, the WSO Board of Directors or staff, and the WSC Administrative Committee. Travel teams will be composed according to the specific needs of each trip.
- * **Choose from current participants.** Current members of the world service team--WSO administrative and coordinating staff, trustees, WSO directors, WSC officers, and conference committee leaders--are already familiar with critical discussions currently taking place in the world service community. Because of their positions, they are already either directly or indirectly responsible to the World Service Conference. Because of these two factors, current world service participants are usually the first to be chosen when composing travel teams. However, if current participants are not available for a given trip, former trustees, directors, WSC officers, or WSO administrators or coordinators may be asked to travel.
- * **Combine trips.** To maximize the benefits received from world service travel expenditures, trips will be planned, whenever possible, in such a way as to fulfill multiple purposes. For instance, when planning an organizational consultation trip to Nation X, a service workshop might also be scheduled; on the return leg, a meeting with the translation committee in Nation Y could be arranged.

- 1 * **Prepare carefully.** Poorly planned trips, and ill-prepared travelers, will not
2 produce the benefits our fellowship expects from world service travel
3 expenditures. The World Service Travel Committee will do whatever it can to
4 insure that trips are carefully planned, and that all travel team members have
5 thoroughly prepared before departing.
- 6 * **Lodging only in commercial facilities.** When travel teams stay in local
7 members' homes, they sometimes find themselves unwittingly giving weight
8 to one side or another in a local dispute. For this reason, world service
9 travelers will lodge only in commercial facilities.

10 **WORLD SERVICE MEETINGS**

11 **Annual World Service Conference**

12 The following participants are authorized for travel to the annual World Service
13 Conference:

- 14 * Members of the WSO Board of Directors.
15 * Members of the World Convention Corporation Board of Directors.
16 * Members of the World Service Board of Trustees.
17 * WSC general officers, committee chairpersons and vice chairpersons.
18 * WSO employees.

19 Travel-related expenses for regional service representatives and alternates are
20 paid either by the respective regional committees or by the representatives
21 themselves. N.A. World Services does not subsidize any portion of the travel-
22 related expenses of any RSR, alternate, or nonvoting delegate observer.

23 Members of those WSC committees meeting during the annual conference
24 week, who are not authorized under another category for travel, usually are
25 required to pay their own way.

26 In addition to the above, \$15,000 U.S. is set aside for various expenses related
27 to translation services for the annual meeting, including travel.

28 **Semiannual WSC workshops**

29 All WSC officers, committee chairs, and committee vice chairs are authorized for
30 travel to these workshops. Only selected trustees, WSO directors, and WSO
31 employees attend these workshops; their travel is also authorized. Other
32 members of WSC committees usually are required to pay their own way to the
33 semiannual workshops. The attendance of RSRs and alternates is not normally

required at the WSC workshops, unless they also happen to be members of a WSC committee.

Other world service board or committee meetings

Travel is authorized for the following participants:

WSO Board of Directors meetings--all directors, plus the chairpersons or designated representatives of the World Service Board of Trustees and the WSC Administrative Committee.

World Convention Corporation Board of Directors meetings--all directors.

World Service Board of Trustees meetings--all trustees, plus the chairpersons or designated representatives of the WSO Board of Directors and the WSC Administrative Committee. World services also authorizes travel for nontrustees asked to participate in WSB standing committee meetings.

Special projects meetings--all designated participants. Such events include meetings of the ad hoc committees working on literature projects, and small working groups of the various world service boards and committees. World services also authorizes travel for those committee members and related WSO staff assigned to conduct special project-related workshops.

WSC committee meetings--though most WSC committees schedule all their meetings for the regular semiannual workshops, some hold additional meetings. Travel is authorized for all designated participants at these additional meetings.

INTERNATIONAL DEVELOPMENT

Translations

Travel is often required to facilitate the translation of N.A. literature. All translation-related trip plans include travel authorization for two members of the WSC Translation Committee: one a WSO employee-member, the other an elected trusted servant.

An initial translation-related visit is usually made when a new national N.A. community has grown sufficiently stable to support a translation committee. The purpose of the initial visit is to clarify the ground rules and procedures for future translation work, establish a first-round translation agenda, and allow key participants to begin developing productive working relationships.

Further translation-related travel occurs as needed, either to solve problems arising in the translation process or to finalize local approval of a translation. Such

travel may include meetings with individual member-translators or translation contractors, national translation committees, or national conferences.

Organizational consultation

It is expected that national N.A. communities will organize their own services as they see fit, according to their own circumstances and abilities. However, N.A. World Services is responsible to advise service bodies of the various national communities on those matters which affect the integrity of the worldwide N.A. Fellowship. The questions at issue are those related to the use of N.A. literature, the N.A. name, and the N.A. logo. Travel teams for organizational consultation trips include two people. One is a WSO administrator or coordinator. The other is either a trustee, a WSO director, or a conference officer.

In some countries, N.A.'s national service body must register with the national government. The registration can affect the worldwide fellowship's protection of N.A. literature and the N.A. name in that country. Travel may be required to assure that organizational registration is accomplished in a way that serves the best interests of both the national N.A. community and the worldwide fellowship.

Wherever N.A. groups meet, N.A. literature published by the World Service Office is used, and the national service bodies supporting those groups usually distribute that literature to them. World service visits are sometimes necessary, either to establish initial distribution arrangements or to resolve distribution problems.

National conference meetings

It is neither necessary nor helpful for world service personnel to attend most meetings of the various national service conferences. There are two instances, however, when the attendance of a world service team at a national conference meeting can be valuable. At one of the first meetings of a full-fledged national conference, representatives of N.A. World Services will be expected to discuss world-national service relations with conference participants. And when issues significantly affecting the fellowship as a whole are being considered by a national conference--issues such as a split in the national movement, or a proposed split of the national movement from the world fellowship--a world service team will be expected to provide whatever advice may be necessary.

Major national and multinational conventions and service workshops

Speaking both practically and philosophically, each national community must develop on its own, applying its own spiritual, financial, and personnel resources to meet its own needs, as it sees fit. However, the fellowship expects N.A. World Services to provide a certain amount of guidance to the growing worldwide fellowship. In the world's developing sectors, participation in major national and multinational conventions and service workshops is one very effective way of providing such support to large numbers of members.

When world services is invited to arrange for participation in such an event, it will consider first the actual need. If the nation or group of nations sponsoring the event already has an ample supply of experienced N.A. members, the invitation will be politely declined.

If the need is clear, however, N.A. World Services will attempt to coordinate participation. If experienced members from nearby countries are available to attend, world services will pay for those members' travel to the event. If no nearby members are available, world services will send a travel team.

WORLD SERVICE OFFICE MANAGEMENT

Three types of activity specifically within the purview of WSO management require periodic travel.

Quality control

It is sometimes necessary to conduct on-site bindery and printing plant inspections to insure the quality of the Basic Text. Either the WSO executive director, the WSO production coordinator, or the WSO shipping manager may be authorized for travel for these inspections.

World convention

World convention management regularly requires travel to consult with facility contractors and host committees. Any member of the World Convention Corporation staff or board of directors may be designated for such travel, depending on the purpose of the specific visit.

Branch offices

Frequent travel is also required for supervision of WSO branch offices, and for meetings with branch advisory boards. Any member of the WSO administrative

1 staff, or of the WSO Board of Directors, Executive Committee, may be designated
2 for such travel, depending on the purpose of the specific visit.

3 PUBLIC RELATIONS

4 Generally speaking, N.A. World Services personnel participate in three public
5 relations-related activities which require travel: *presentations* to conferences of
6 intergovernmental and international nongovernmental organizations, *participation*
7 in such conferences, and *interviews* with representatives of such organizations. A
8 personnel pool has been established for rotating participation in these events.
9 The pool is composed of the members of the WSB External Affairs Committee,
10 the chairperson and vice chairperson of the WSC Public Information Committee,
11 and the coordinator of the WSO Public Information Department.

12 UNITED STATES--LOCAL SUPPORT

13 The American N.A. community is comparatively well-developed. In most cases,
14 regional and multiregional workshops and conventions no longer require N.A.
15 World Services participants. Upon request, world services will put American
16 regional and multiregional event organizers in touch with reliable, experienced
17 members in neighboring regions. Committees conducting the events will be
18 asked to pay the travel-related expenses of guest speakers.

PROCEDURES

WSO TRAVEL ORGANIZER

Approved world services travel plans are administered by the WSO travel organizer. Once the Budget Review and Utilization Committee has approved funding for a trip, the travel organizer makes all the necessary arrangements, including:

- * Providing background information on the country being traveled to;
- * Booking air, sea, and rail travel;
- * Reserving rental cars;
- * Reserving lodging;
- * Preparing individual requisitions for advance funds;
- * Processing expense reports and receipts; and,
- * Preparing travel expense reimbursement requisitions.

Once the travel organizer has prepared a trip itinerary, he will forward copies to the traveler and to the chairperson of the board or committee that commissioned the trip.

Travelers making their own arrangements will pay related charges themselves whenever possible, and submit receipts for reimbursement in their travel expense reports.

24-HOUR SUPPORT FOR TRAVEL TEAMS

While away from home, all travelers will be provided with a telephone number where one of the staff members of the World Service Travel Committee, or their designee, can be reached twenty-four hours a day. Travelers should call that number *whenever* they require WSO assistance, and especially in emergencies.

EXPENSE REPORT AND RECEIPTS

Within ten days after their trips have ended, travelers must submit an expense report to the WSO travel organizer. The report must show the stated purpose of the trip, and the dates and amounts of each item of expense.

All expenses, except meals or use of a personal car, require a receipt. Receipts for *any* single expense that exceeds \$25.00 are required for U.S. tax purposes. In the case of hotel bills, the folio account from the hotel is necessary.

1 Credit card slips alone are not adequate documentation. All purchases of
2 gasoline or other supplies for rental cars should be documented with a receipt.

3 A second trip authorization and cash advance will not be approved if the
4 expense report for an earlier trip is overdue.

5 AIR TRANSPORTATION

6 Air transportation will be reserved and ticketed through the World Service
7 Office, whenever possible. To obtain tickets when away from home base, the
8 traveler should contact the WSO travel organizer and have a prepaid ticket wired
9 to the traveler's airport location.

10 Although we know that accidents sometimes occur, world service travelers are
11 responsible to keep track of their own air tickets. N.A. World Services will replace
12 lost tickets only if a replacement can be purchased at the same rate as the
13 original ticket. Purchase of a replacement ticket at a higher cost than what was
14 paid for the original ticket requires approval of the World Service Travel
15 Committee, Executive Committee.

16 Travelers should make air travel arrangements with the WSO as far in advance
17 of the travel date as possible, as reduced fares usually require advance bookings.

18 All U.S. travel will be booked in coach class.

19 No more than five world service travelers may fly on the same plane.

20 Although rewards for frequent world service travel are the property of the
21 individual traveler, they should always be used to defray the cost of other
22 authorized world service trips. Any frequent-flier miles not used at the end of a
23 traveler's term of service should be transferred to another authorized world
24 service traveler. The WSO travel organizer should be consulted for instructions
25 on how to do this.

26 Travelers may ask to be booked for sea or rail transportation instead of air
27 transportation. Cumulative costs for sea or rail transportation should be less than
28 or comparable to costs that would be encountered if air transportation were used.
29 Meal costs while using sea or rail transportation shall apply as described
30 elsewhere in this policy.

31 GROUND TRANSPORTATION

32 Fellowship assistance

33 Members of the local N.A. community may offer to assist with ground
34 transportation. Travelers should use common sense when accepting such offers.

Such arrangements should always be made in advance. The local community is not expected to be the world services ground travel agency. If members of the fellowship provide this assistance, they should not be inconvenienced by our business travel needs, and certainly not for personal or sightseeing ventures. Be sure to express our appreciation for their help.

Airport transfers

Whenever practical, the airport-to-downtown limousine or bus service should be the preferred method of transportation to the traveler's hotel or meeting site. Taxis and private limousine services should be used as a last resort, and only when they represent an economical alternative to other methods of ground travel.

Taxis

In many cities, public transportation systems provide excellent service, and should be considered when appropriate. Whenever public transportation is unavailable or inadequate for local travel, then taxis may be used.

Car rentals

Separate authorization for car rental is required in advance of departure. Only economy or mid-sized cars may be rented, except when a larger car is provided at the same price as an economy or mid-sized car. Optional deductible and personal accident insurance should always be accepted.

Travelers are encouraged to plan their travels so that they can return rental cars to the original rental location, to avoid unnecessary drop-off charges. Such charges can increase the rental cost by a considerable margin.

Always attempt to refill the gas tank prior to returning the car. Service station charges for gasoline are considerably less than the charges imposed by the rental companies.

Personal cars

The use of personal automobiles in the United States will be reimbursed at 25 cents per mile. If a traveler chooses to use a personal automobile in lieu of air, bus, or rail transportation, reimbursement will be made as if the least costly method of travel had been used. Should two or more travelers drive together in one personal automobile, reimbursement will be made only to the traveler whose vehicle is used.

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1 **Accidents**

2 Should an accident occur while using a rented car, while in a taxi, or while using a
3 personal car, take whatever emergency action may be appropriate to obtain
4 proper medical attention. The World Service Office should be notified as soon as
5 possible. If requested, the WSO travel organizer will contact friends or relatives
6 on the traveler's behalf.

7 When such an accident requires towing of a rented automobile, use the towing
8 instructions provided. When such an accident requires towing of a personal
9 automobile, travelers should use their personal automobile card towing services.
10 In the event that the towing costs exceed that which is covered by personal cards,
11 N.A. World Services will reimburse the additional costs; a receipt for the additional
12 cost should be submitted with the traveler's expense report. World services will
13 not assume any additional costs related to the repair or replacement of a personal
14 automobile.

15 **HOTEL ACCOMMODATIONS**

16 It is the policy of N.A. World Services to use commercial-grade hotel facilities.

17 Most world service travelers are enrolled in frequent flier programs, among
18 whose benefits are reduced rates at certain hotels. In order to take advantage of
19 those rates, the traveler must ask when registering if such rates are available, and
20 must provide his or her frequent flier program number.

21 For many world service events, lodging rates which are even lower than
22 frequent flier rates have already been negotiated. Before booking lodging, the
23 traveler should ask the WSO travel organizer whether such a rate has been
24 negotiated.

25 When travel arrangements are such that arrival is later than 6:00 p.m. (and
26 sometimes as early as 4:30 p.m.), it may be necessary to guarantee late arrival.
27 This guarantee is the hotel's assurance that the traveler will arrive and use the
28 accommodations reserved on her or his behalf. If the traveler changes plans and
29 neglects to cancel room reservations, either the traveler or N.A. World Services
30 will be billed a "no show" charge. World services will not assume the liability in
31 such instances; the traveler will be responsible for payment of the charge.
32 Travelers can avoid incurring such costs by canceling on a timely basis, and
33 recording the cancellation number assigned when the room is released.

34 N.A. World Services will reimburse for lodging only for double occupancy. If a
35 traveler occupies a private room while traveling on world service business, or
36 shares a room with someone not authorized for reimbursement by world services,

1 the traveler will be reimbursed only for half the rate for a double-occupancy room.
2 This rule does not apply when traveling alone, or if the WSO travel organizer
3 cannot make a room match.

4 Travelers should pay for incidentals (phone, meals, movies) from their own
5 pockets when they check out of their rooms.

6 MEALS

7 It is N.A. World Services policy to provide meals that are commensurate with
8 the traveler's normal eating practices. It is *not* the intent of world services to
9 provide meals that are lavish or extravagant. As the cost of meals varies widely,
10 depending upon where in the country or the world the meals are taken, N.A.
11 World Services counts on travelers to exercise prudence in their selection of
12 restaurants. In most cases, N.A. World Services allows \$25.00 per day for meals
13 while traveling in the United States.

14 Breakfast will be allowed whenever the traveler is out of town the night before.
15 Also, breakfast reimbursement is permitted if travel begins earlier than normal
16 breakfast hour and no meal is served on transportation used.

17 Lunch will be reimbursed on all out-of-town travels.

18 Dinner reimbursement will be made when the traveler is away from home base
19 for the evening meal, or does not return home until after the normal dinner hour
20 and no meal was provided by the transportation company in route.

21 World services do not permit one traveler to entertain another--or anyone else--
22 at a meal, but requires each one to pay his or her own share of the bill for
23 reimbursement.

24 TIPS

25 Tipping should follow these guidelines:

26 *Waiters:* 15% of the check. This should be reported with the meal charges on the
27 traveler's expense report.

28 *Taxis:* 10% of the fare. This should be reported with the taxi charges on the
29 traveler's expense report.

30 *Bellhops/Porters:* 75 cents per bag is acceptable. This should be identified in the
31 miscellaneous expense column in the traveler's expense report.

PERSONAL SERVICE

Laundry, cleaning, and pressing charges are not allowed, unless a traveler will be away from home base more than five days. Receipts for all such expenditures must be included to be reimbursed.

TELEPHONE CALLS

N.A. World Services has obtained a long distance telephone service number for the use of travelers who need to make telephone calls while on the road. Telephone credit cards will be available for those who are authorized to travel. Whenever possible, travelers should use the N.A. World Services telephone credit cards instead of calling collect to the office or other numbers when traveling.

Travelers are authorized to make one personal long distance call to their spouse or another family member, at world service expense, for every day away from home. Travelers may use office telephone cards to place this one personal call. When calling from extremely remote locations, travelers are encouraged to exercise discretion in making their daily personal call, as such calls can be extremely expensive. If additional personal phone calls are found to have been made at world services expense, the additional expense will be deducted from subsequent reimbursements.

SPOUSE ACCOMPANIMENT

N.A. World Services does not reimburse for spouse accompaniment. Should a spouse accompany a traveler for personal reasons, the traveler should deduct the difference in hotel charges for the double room before submitting an expense report. If breakfast or other meals are charged to the hotel account, again, only the traveler's own meals should appear on the travel expense report.

ADVANCES

When appropriate, an advance payment may be obtained for expenses anticipated on a trip. Advances should be arranged at least three days prior to the actual departure date. For record-keeping purposes, an advance will be treated in the same manner as for reporting expenses on a trip. A final expense report must be completed within ten working days of return from the trip.

When carrying large amounts of funds, travelers should obtain travelers checks. A record of the travelers check numbers should be kept at the World

1 Service Office. After the trip is over, the balance remaining from the advance
2 should be returned within five working days.

3 CURRENCY CONVERSION

4 Travelers who need to convert currency should take care to get the best
5 exchange rate. This can usually be obtained from banking institutions
6 accustomed to international banking. Where access to banks cannot be easily
7 made, only funds sufficient to meet immediate needs should be converted.
8 Before returning to their home countries, travelers should attempt to convert all
9 unused foreign currency, as this usually provides the best rate of conversion. A
10 record should be kept and included in the expense receipts for the cost of
11 currency conversions.

12 CREDIT CARDS

13 Under certain circumstances, travelers will be issued N.A. World Services credit
14 cards for use on trips. Special caution must be exercised when in possession of
15 world services credit cards. The traveler should always personally destroy
16 carbons that are part of the card transactions. Travelers should use world
17 services cards to pay only their own dining bills. A credit card should not be
18 "loaned" to another person, unless that person has also been authorized to use
19 that card. Travelers will not make any personal purchases using the world
20 services credit card, even though the traveler may intend to make repayment at a
21 later date.

22 FINES

23 World services expects that travelers will properly schedule their time so as to
24 avoid being late. However, we do recognize that this will not always be the case.
25 In such circumstances, travelers should not drive unsafely or park illegally. N.A.
26 World Services will not reimburse travelers for fines related to such behavior.
27 Costs for towing of vehicles, release of vehicles from impound, parking tickets,
28 accidents, or arrest while traveling will initially be paid by N.A. World Services, but
29 will normally be reclaimed from the traveler.

30 THEFT

31 Those traveling with N.A. World Services equipment should leave with the World
32 Service Office a list of the items they are taking, including serial or identification

1 numbers and other information that may be necessary in making reports to police
2 or transportation companies. The theft of equipment belonging to N.A. World
3 Services should be reported to the WSO travel organizer not later than the next
4 working day. When in doubt, contact the travel organizer immediately.

5 N.A. World Services will not assume any financial responsibility for the loss of
6 travelers' personal items.

7 **ACCIDENT, INJURY, AND LIABILITY**

8 Nonemployees who may from time to time travel at the expense of N.A. World
9 Services do so voluntarily. It is mutually understood that N.A. World Services
10 does not assume any liability for personal injury or loss of personal property to
11 nonemployees traveling at the expense of N.A. World Services. Furthermore,
12 N.A. World Services does not assume any liability for personal injury or loss of
13 property to others who may suffer loss of property or become injured as a result
14 of nonemployee travel.