

TEMPORARY EMPLOYEE BUSINESS TRAVEL GUIDE

While on assignment, you may be asked to travel for the customer—for example, attendance at a meeting or conference. Travel may include domestic or international locations. If you are asked to travel, immediately contact your local branch, as the customer may be required to complete additional contract agreements.

Making Travel Arrangements

Once notified of the travel request, your local branch will contact the customer to determine who will make the travel arrangements. The arrangements may include (as applicable) air travel, hotel and rental car.

- **Air Travel** – If air travel is booked by Kelly Services through our designated travel agency, the airfare will be direct billed to Kelly. Please note that if traveling domestically, photo identification is required. Additionally, if the trip requires international travel, a valid passport is needed. It is recommended by the U.S. Department of State that a traveler's passport be valid for at least six months beyond the dates of the trip.
- **Hotel** – Generally, hotel charges are applied to your credit card and reimbursed after completing an expense report. If you do not have a credit card, contact the branch for further instruction.
- **Rental Car** – Generally, rental charges are applied to your credit card and reimbursed after completing an expense report. When signing the rental car agreement, know that you are responsible for the vehicle and may have to pay for damages exceeding those covered by the Kelly-negotiated contract (e.g., from drunken driving, other criminal activity).
 - When booked through Kelly Services and traveling in the U.S. using a preferred vendor, rates include Collision Damage Waiver and Liability Damage Waiver (CDW/LDW). Other insurances offered in the U.S. are considered personal and not reimbursable. If booking through the customer, confirm what insurance coverage is included.
 - You must be at least 21 years old to drive a rental car. Additionally, you must provide a copy of a valid drivers' license and proof of automobile insurance to your local branch representative.
 - Do not allow others to drive the vehicle, unless they are listed as an additional driver on the rental agreement.
 - Return the car with a full tank of gas as to not incur exorbitant fuel charges.
 - For international rentals, accept the additional rental insurance.
- **Itinerary** – Once your travel arrangements are complete you will receive an itinerary. A copy of your itinerary is to be given to your branch if travel was arranged by the customer. If your plans change, please contact your local branch to relay specific changes to dates, flights, hotel, etc.
- **Reimbursement** – Prior to your trip, your branch will provide you with a copy of the [Temporary Employee Expense Policy \(e46\)](#). Please read through this document in order to know how to be reimbursed for expenses incurred on your trip. You should also download a copy of the Temporary Employee Travel & Expense Policy found on myKelly.
- **Medical Emergencies & Accidents** – If you experience a medical emergency or accident during your trip, seek necessary medical care. As soon as possible afterward, contact your local branch to report the emergency/accident. Your local branch will give you further directions, if needed.
 - **Domestic Travel (including Canada and Puerto Rico)** – In the event of a medical emergency or accident, seek necessary medical care and inform your local office as soon as you are able.
 - **International Travel** – Kelly provides all employees who travel for business with medical, travel and security assistance, managed and administered by International SOS. International SOS is the world's largest medical and security assistance company, with more than 3,500 professionals in 24-hour Alarm Centers, international clinics, and remote-site medical facilities across five continents.

Whenever you travel outside your country of residence, make sure you have your International SOS card handy. Also, make sure that you review important medical and safety information about the country to which you are traveling. We encourage you to learn more about the **Program Benefits** and find answers to the **Frequently Asked Questions** below.

Through International SOS, you can store your vital personal health, vaccination and travel information securely online. The information will be available to you anytime, anywhere and, with your consent, made available to International SOS medical staff to better assist you in the event of an emergency. The system also recommends appropriate vaccinations and sends you reminders when follow-up boosters are required.

In the event of a medical emergency or accident, call the number on the International SOS card for the nearest 24-hour Alarm Center.

Travel Safety and Security

- **International SOS** – Access this interactive portal for country-specific medical, safety, and travel information, as well as ISOS emergency phone numbers.
 - Kelly employees receive a 20% discount on ISOS coverage for personal travel. If interested in this discount, please call 1-248-244-4180, option 3.
- **Cigna Medical Benefits Abroad Plan (MBA)** – Kelly's Cigna Medical Benefits Abroad (MBA) plan provides coverage for medical treatment, hospital admissions, and prescription coverage resulting from an accident or illness while an employee is traveling on business outside of their country of residence. You do not need to enroll in this free coverage.
- **Travel Safety Tips** – Review Global Security's precautions when traveling on business.
- **Travel Security** – Visit the site for the Transportation Security Administration for the most current information about how to travel safely.
- **Secure Flight Rule Frequently Asked Questions** – U.S.-based travelers: Find about the Secure Flight requirements and what you need to do to ensure easy business travel.
- **U.S. Department of State** – U.S. citizens traveling internationally are encouraged to register with the nearest U.S. embassy or consulate at the Department of State's travel registration page in order to obtain updated information on local travel and security. U.S. citizens without Internet access may register directly with the nearest U.S. embassy or consulate. Registration is important as it allows the State Department to assist U.S. citizens in an emergency.

Frequently Asked Questions

What is the difference between ISOS and Cigna MBA?

ISOS is a provider of medical and security assistance, ISOS does NOT provide medical insurance to international travelers. The Cigna MBA program is medical insurance for Kelly employees traveling on business outside their country of residence. The ISOS and Cigna MBA programs complement one another and the combination of the two programs provides streamlined medical assistance. When you are traveling outside your country of residence continue to contact ISOS first and then ISOS will work with Cigna MBA directly to determine coverage, guarantee of payment and filing of claims on your behalf.

What do I do if a customer asks me to travel while on an assignment?

Contact your local Kelly branch. They will work with the customer to ensure the proper paperwork is signed and travel arrangements are made in accordance with either the customers' or Kelly's travel policies.

How do I know if I need a visa for travel?

If you are unsure whether you need a visa have your branch contact Global Mobility. Global Mobility can provide assistance and support if needed.

If asked, can I book my own travel?

No. It is Kelly's policy that either the customer must book your travel or your local Kelly branch will book for you.

How am I reimbursed for travel expenses?

Once travel is complete you will be required to report incurred expenses accurately and **within 60 days** along with all necessary documentation. Review the [Temporary Employee Expense Policy \(e46\)](#) on myKelly.us ([Policies page](#)) for detailed instructions on how to be reimbursed. Contact your local branch if you have any questions.