# Temporary Employee Business Travel Guidelines

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, contact your Kelly Representative immediately, as the customer may be required to complete additional contract agreements.

Making Travel Arrangements

Once notified of the travel request, your Kelly Representative will contact the customer to determine who will make the travel arrangements. The arrangements will 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 Canadian government that a traveller’s passport be valid for at least six months beyond the dates of the trip.
* **Hotel.** Generally, hotel charges are applied directly to your credit card and reimbursed after completing an expense report. If you do not have a credit card, contact your Kelly Representative for further instructions.
* **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 drunk driving or other criminal activity).
  + You must be at least 21 years old to drive a rental car. Additionally, you must provide a copy of a valid driver’s license and proof of automobile insurance to your Kelly 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 to avoid incurring 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 Kelly Representative if travel was arranged by the customer. If your plans change, please contact your Kelly Representative to relay specific changes to dates, flights, hotel, etc.
* **Reimbursement.** Prior to your trip, your Kelly Representative 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. Once travel is complete, you will be required to complete an expense report, so it is vital to retain all receipts, including the airline passenger receipts, if applicable.
* **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 Kelly Representative to report the emergency/accident. Your Kelly Representative will give you further directions if needed.
  + **Domestic Travel.** In the event of a medical emergency or accident, seek necessary medical care and inform your Kelly Representative 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 over 3,500 professionals in 24-hour Alarm Centres, 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, ensure that you review essential medical and safety information about the country you are traveling to. We encourage you to learn more about the **Program Benefits** and find answers to **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 Centre.

Travel Safety and Security

* [**International SOS**](https://buymembership.internationalsos.com/)**.** Access this interactive portal for country-specific medical, safety and travel information and ISOS emergency phone numbers.
  + Kelly employees also 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 MBA plan provides coverage for medical treatment, hospital admissions, and prescription coverage resulting from an accident or illness while an employee travels on business outside their country of residence. You do not need to enroll in this free coverage.
* [**Travel Security**](http://www.catsa.gc.ca/)**.** Visit the site of the Canadian Air Transport Security Authority for the most current information about how to travel safely.
* [**Service Canada**](https://travel.gc.ca/travelling/registration)**.** Citizens travelling internationally are encouraged to register their travel outside the country. The Registration of Canadians Abroad service offers a consular registration service to Canadians living or travelling abroad. The service notifies registered Canadians in the event of a natural disaster or civil unrest in the country where they travel.

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 travellers. 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 Kelly Representative. 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 Kelly Representative contact Global Mobility. Global Mobility can provide assistance and support if needed.

**If asked, can I book my own travel?**

No. It is Kelly policy that either the customer must book your travel, or your local Kelly branch will book it 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.com (Employment Policies) for detailed instructions on how to be reimbursed. Retain all receipts, including the airline passenger receipts, if applicable. Contact your Kelly Representative if you have any questions.