

AIG TRAVEL STANDARD FOR SERVICE PROVIDERS

Purpose

This Standard defines AIG's minimum requirements for all Service Providers' business travel related activities. Its purpose is to establish clear, consistent requirements for business travel so that AIG funds are expended appropriately in a cost-effective manner. For the purpose of this standard, business travel is defined as Service Provider Personnel traveling for / on behalf of and / or with an AIG employee on an approved business-related engagement covered by this Master Services Agreement. Commuting to or from one's regular work location is not considered business purposes.

Planning Business Travel

- All business travel arrangements should be made in accordance with the Service Providers' corporate travel policy, however at a minimum must follow the guidelines below.
- If the Service Provider does not have utilize a corporate travel management company, the AIG preferred Travel Management Company (TMC) can be utilized to assist with travel arrangements. This service includes all reservations for domestic and international air travel, hotels, rental cars, and rail travel.
- Business travel should be booked between seven (7) and twenty-one (21) days in advance.

Pre-Trip Approval

Service Provider Personnel must obtain pre-trip approval from the AIG project manager prior to making reservations for domestic and international air travel, hotels, and rail travel. Pre-trip approval is not generally required for business travel that does not involve an overnight stay. However, pre-trip approval is required for same-day roundtrip air travel and non-commuter rail travel.

Air Travel

Service Provider Personnel must purchase commercial air travel at the lowest logical airfare available within a travel window of two hours prior and two hours after desired travel time.

Class of Service

- For air travel less than six (6) hours, Service Provider Personnel must purchase non-refundable economy Coach Class tickets with the lowest logical non-stop airfare.
- Service Provider Personnel may not purchase tickets for any class above economy Coach Class.
- Service Provider Personnel may purchase Business Class or Premium Economy tickets for international air travel of six (6) hours or more (either non-stop or when the sum of all segments is six (6) hours or more). You may not purchase First Class tickets for any air travel.

Alternate Airports

- When traveling to/from major metropolitan areas served by multiple airports, Service Provider Personnel should choose the most economical airport based on the total trip expenses to be incurred.

Cancellation of Tickets

- Service Provider Personnel who need to cancel air travel must cancel the ticket prior to the scheduled departure time of the original flight.

In-flight Wi-Fi

- Service Provider Personnel may purchase in-flight Wi-Fi services, not to exceed \$30 USD on domestic flights and \$50 USD on international flights.

Back-to-Back Ticketing and Voluntary "Bumping"

- Service Provider Personnel may not purchase two airline tickets with the intent to use only part of each ticket to qualify for a nonrefundable fare, as this practice is against airline regulations and this Standard.
- Service Provider Personnel may not volunteer to be "bumped" from a flight if doing so will negatively impact AIG by curtailing hours worked, delaying or cancelling business meetings or resulting in additional lodging expenses.

Baggage

- Service Provider Personnel will be reimbursed for airline charges for:
- One checked bag if travel is less than ten (10) calendar days.
- Two checked bags if travel is greater than or equal to ten (10) calendar days.
- Service Provider Personnel must adhere to the airline weight limits and number of bags allowed. Charges for extra or overweight bags are not reimbursable unless special circumstances arise. These exceptions must be noted clearly on the expense report with the submitted receipts.
- Service Provider Personnel may not check AIG-owned laptops, cell phones or other items of considerable value.

Hotel

- Where available, Service Provider Personnel should use the hotel with the lowest logical rate in proximity to where business will be conducted.
- For business trips of seven (7) nights or more, a less expensive long stay accommodation solution should be considered and used where possible.
- Many preferred hotels offer additional benefits (such as free breakfast, airport transportation, etc.) that can further reduce the costs of traveling. Service Provider Personnel are urged to become familiar with and use these extra benefits where feasible.
- It is the Service Provider Personnel's responsibility to ensure that the rate quoted upon check-in, and charges at check-out, do not exceed the rate quoted when the reservation was made.

- Service Provider Personnel must cancel hotel reservations through the same method as used when booking.

Other Reimbursable Hotel Expenses

- Laundry and/or dry cleaning after a four-night stay, not exceeding \$50 USD for the stay.
- Reasonable gratuities (Service Provider Personnel should follow local customs in determining the appropriate gratuity).
- Athletic facilities up to \$15 USD per day if not included in the hotel rate.
- Hotel Wi-Fi, when necessary for business use, will be reimbursed when not provided.

Frequent Travel/Loyalty Reward Programs

- Service Provider Personnel may not make or modify business travel arrangements for personal gain. Frequent flyer mileage, upgrades, hotel loyalty rewards, and other travel programs must not be a factor in the choice of an airline, hotel, or other travel services when choosing a provider for individual business travel or for group business events.

Ground Transportation

- All ground transportation expenses must have a reasonable business justification. Service Provider Personnel must provide the origin and destination on the receipt for ground transportation.
- Service Provider Personnel traveling to the same location must share ground transportation whenever possible.
- The following modes of transportation are reimbursable when traveling on company business, subject to the requirements specified in the subsections below. Reimbursements will be for the actual expense including tip.

Rental Cars

- Rental cars may only be used where other modes of transportation are unavailable or are more expensive. If traveling more than 125 miles per day, a rental car should be used instead of a personal car whenever possible.
- Unless there are two or more Service Provider Personnel sharing a rental car or you are transporting sizable equipment, mid-size (intermediate) rental cars are the authorized car class for business use.
- Rental car reservations must be cancelled through the same method as used when booking.
- Rental car fees, tolls, gasoline, and parking fees associated with the rental car are reimbursable. Service Provider Personnel must re-fill the gas tank prior to returning the vehicle to the rental car agency.
- A GPS/navigation system is reimbursable but should only be rented when absolutely necessary.

Personal Cars

- Reimbursable expenses:
 - Reimbursement for business usage of personal cars where necessary, will be reimbursed at the local tax regulator's allowable mileage rate for tax purposes. If no mileage rate is established or published by local tax regulation, then the rate should not exceed the US Internal Revenue Service (IRS) rate published for U.S. tax purposes. The rate can change

at any time during the year. Mileage incurred for business purposes must be recorded as part of the expense report.

- Fees for tolls and parking are reimbursable.

Rail Travel

- Service Provider Personnel must purchase rail travel at the lowest logical fare. Regional differences may apply. Acela may be booked between New York and Boston and New York and Washington, D.C.

Rideshare/Taxi

- Service Provider Personnel may use traditional taxi services or rideshare services for business travel. Service Provider Personnel should use the least expensive mode of transportation that is feasible under the circumstances.
- Due to security risks and/or poor infrastructure in certain destinations, traditional taxi and rideshare services may be restricted.

Car Service

- Service Provider Personnel may use a car service only when taxis or more economical services are not available, or for travel to and from airports

Business Meals for Traveling Service Provider Personnel

- Meals per Service Provider Personnel will be reimbursed up to a maximum daily meal cap of \$90 USD for each day of travel.
- Any expense incurred above the daily limit is the responsibility of Service Provider Personnel.
- If the hotel where the Service Provider Personnel is staying provides complimentary meals, or if the meeting facility or AIG are providing meals for Service Provider Personnel attending meetings, Service Provider Personnel are encouraged to take advantage of these when feasible.

Miscellaneous Reimbursable Travel Expenses

Short-term parking at airports for same-day travel. However, Service Provider Personnel are encouraged to use general, long-term, or off-site parking.

Non-Reimbursable Expenses

This list is not meant to be an all-inclusive list for non-reimbursable items. This is to be used as a guide to determine if items are reimbursable. Final decisions are at the discretion of the AIG project manager.

- Airline membership or lounge annual fees.
- Car rental incidental expenses (*e.g.*, mechanical failures, traffic violations, and parking violations).
- Rideshare, taxi or car service expenditures for commuting purposes during normal business hours.
- Child and/or elder care, house sitting, pet boarding or pet care costs incurred due to travel.
- Excessive wait time fees for rideshare, taxi or car service or no-show fees for same unless justified and explicitly noted.

- Expenses relating to personal damages or losses to a vehicle or personal items therein, if it is substantiated that such were incurred as a result of the driver driving under the influence, using drugs or alcohol, engaging in any type of reckless endangerment, evading responsibility and leaving the scene of an accident, engaging in any other type of illegal act or operating the vehicle while distracted. A vehicle does not need to be in motion for a loss to occur.
- Flight stand-by fees incurred for personal reasons.
- Hotel room charges related to early check-in or early departure.
- Impoundment – associated fees of a rental vehicle if proven assigned driver was at fault.
- In-flight meals and refreshments unless they are substituting for a traditional meal.
- Membership dues, membership utilization of frequent traveler programs, or fees associated with utilization of upgrades.
- Mini bar (hotel room) food or drink unless it replaces a meal or is otherwise appropriate.
- Movies / entertainment - in-flight or in-room.
- Normal commute to or from one's regular work location.
- Parking tickets, vehicular moving/non-moving violations costs, any court or lawyer fees attributed to a moving/non-moving violation including DWI/DUI.
- Toll violation fees, including toll violation fees associated with any state-issued express toll systems such as EZ Pass.
- Travel insurance premiums for additional travel insurance or personal travel insurance.