



Expense Policy

Company Policy No: 14
Company: Direct Healthcare 24 Ltd
Issue No: 10
Revision Date: April 2026
Review Date: April 2027

Expense Policy

1. About this policy

- 1.1 This policy deals with claims for reimbursement of expenses, including travel, accommodation and hospitality.
- 1.2 This policy covers all employees, officers, consultants, contractors, casual workers and agency workers.
- 1.3 This policy does not form part of any employee's contract of employment and we may amend it at any time.

2. Reimbursement of expenses

- 2.1 We will reimburse expenses properly incurred in accordance with this policy. Only claims for legitimate business expenses may be made, and any attempt to claim expenses fraudulently or in breach of this policy may result in disciplinary action (including summary dismissal).
- 2.2 Expenses will only be reimbursed if they are:
 - (a) submitted to the Accounts Department on the appropriate claim form, approved (by signature) by the manager or director approving the claim;
 - (b) submitted within 1 calendar month of being incurred;
 - (c) supported by relevant documents (for example, VAT receipts, tickets, and credit or debit card slips); and
 - (d) authorised in advance where required.
- 2.3 Claims for authorised expenses submitted in accordance with this policy will be paid either by cheque **or** directly into your bank/building society account via payroll.
- 2.4 Any questions about the reimbursement of expenses should be put to the Accounts Department before you incur the relevant costs.

3. Travel expenses

We will reimburse the reasonable cost of necessary travel in connection with our business, subject to compliance with the reimbursement process in Paragraph 2 and the conditions set out below. The most economic means of travel should be chosen if practicable and you should use existing travelcards or season tickets wherever possible. The following are not treated as travel in connection with our business:

- (a) travel between your home and usual place of work;
- (b) travel which is mainly for your own purposes; and
- (c) travel which, while undertaken on our behalf, is similar or equivalent to travel between your home and your usual place of work.

- 3.2 Before booking any travel, you should consider whether the travel is necessary, and whether there is another more economical and environmentally friendly way of achieving the aim of the trip, such as using a video call.
- 3.3 **Trains.** We will reimburse the cost of standard class travel on submission of a receipt with an expenses claim form.
- 3.4 **Taxis.** We do not expect you to take a taxi when there is public transport available, unless it is cost effective due to a significant saving of journey time or the number of staff travelling together. A receipt should be obtained for submission with an expenses claim form.
- 3.5 **Car.** Where it is cost effective for you to use your car for business travel, and you have been authorised to do so, you can claim a mileage allowance on proof of mileage. Details of the current mileage rates can be obtained from the Accounts Department. You can also claim for any necessary parking costs which must be supported by a receipt or the display ticket. Please note that there are separate forms for petrol and diesel claims and there is a helpful form on the Wiki to help assist you when completing a mileage claim.
- 3.6 **Air travel.** If you are required to travel by plane in the course of your duties, you should discuss travel arrangements with your line manager and obtain written approval in advance. Air travel should be booked at least 14 days in advance of departure, unless there are exceptional circumstances which prevent you from doing so.
- 3.7 We will not reimburse penalty fares or fines for parking or driving offences, other than at our discretion in exceptional circumstances.

4. Accommodation and other overnight expenses

- 4.1 If you are required to stay away overnight in the course of your duties, you should discuss accommodation arrangements with your line manager and obtain written approval in advance for accommodation costs.
- 4.2 Unless otherwise authorised in writing in advance, we will reimburse your reasonable out-of-pocket expenses for overnight stays provided they are supported by receipts as follows:
- (a) breakfast up to a maximum of £10 a day; and
 - (b) lunch and an evening meal (including non-alcoholic drinks only) up to £15 a day for lunch and £20 a day for an evening meal.

5. Entertaining clients

- 5.1 You may entertain actual or prospective clients only where your proposal and an appropriate budget has been agreed in writing in advance with your line manager. Receipts must be submitted in full with your expenses claim.
- 5.2 You must also ensure that the provision of any such hospitality in the circumstances complies with our Anti-Corruption and Bribery Policy.