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| Section: | Administration | Approval Date: Sept. 15, 2004 |
| Policy: | Staff Travel, Expense Reimbursement and Vehicle Use | Effective Date: Jan. 9, 2006 |
| Policy N° | E-9 | Pages: 1 of 4 Revision Date: June 3, 2026 |

POLICY STATEMENT:

Montage Support Services will reimburse staff for reasonable, necessary expenses properly incurred in the course of agency business, including travel, mileage, and approved out-of-pocket purchases. Staff are expected to incur such expenses prudently, obtain required approvals in advance, and substantiate all claims with itemized receipts in accordance with this policy.

PROCEDURE:

1) Travel:

- a) All work-related travel must be pre-approved by the employee's manager before any travel arrangements are made or expenses are incurred. Travel requests should identify the purpose, destination, dates, estimated cost, and mode of transportation.
- b) Staff are expected to select the most economical and practical travel option reasonably available, taking into account cost, time, safety, and operational needs. Where public transit, agency vehicles, or carpooling are practical, they should be used in preference to a personal vehicle.
- c) Where air, rail, or bus travel is required, economy class is the standard. Upgraded fares require prior written approval of the CEO.
- d) Accommodations should be booked at a standard room rate at a reasonably priced hotel near the business destination. Staff are expected to use agency-preferred providers where available.
- e) Meals incurred while travelling on agency business will be reimbursed at the agreed upon per diem rate. Alcohol is not a reimbursable expense.
- f) Incidental travel expenses (parking, tolls, taxis, ride-share, baggage fees, and reasonable internet charges required for work) are reimbursable with itemized receipts.

- g) Travel outside the Province of Ontario requires prior written approval of the Director. Travel outside of Canada requires prior written approval of the CEO and confirmation of appropriate insurance coverage before departure.
- h) The following are not reimbursable: personal entertainment, in-room movies or mini-bar charges, traffic or parking violations, travel companions' expenses, and any expenses not supported by receipts where receipts are required.
- i) In the event of illness, injury, or any incident affecting staff safety while travelling, the employee must contact their manager or designate as soon as reasonably possible.

2) Vehicle Operation:

- a) All staff must receive proper authorization prior to operating their personal vehicle for agency purposes.
- b) All authorized drivers will possess a valid full G Ontario Driver's License and must carry a current personal auto insurance policy with at least \$2 Million in liability coverage. Prior to utilizing a personal vehicle, the employee must get approval from management and submit their insurance documents to the organization.
- c) Any speeding tickets, parking tickets, driving violations, or unauthorized tolls are the sole responsibility of the driver.
- d) Vehicles may not be taken beyond established agency boundaries without prior approval.
- e) In cases of vehicle collisions or emergencies, first ensure the safety and well-being of all passengers and driver, then contact the Location Manager or the designate for further direction and assistance.

3) Mileage:

- a) Mileage expenses will be paid at the established mileage rate.
- b) Mileage expense claims must be submitted to Accounts Payable on the Expense Claim Form within 45 days of the expense. Any claim submitted beyond the 45-day timeframe will require written approval of the CEO.
- c) All mileage expense claims for trips for agency purposes (including driving between Montage locations for work purposes) will be paid based on the actual distance between the starting point and destination(s).

- d) Driving to/from your own home to/from any Montage location or any work-related location will not be reimbursed and is considered a non-compensable commute.
- e) If your work activities require you to drive outside of the Greater Toronto Area, pre-approval from your manager will be required to determine compensation.

4) General Expenses (Out-of-Pocket):

- a) From time to time, staff may need to use personal funds to pay for legitimate work-related expenses (for example, supplies, program materials, support-related costs, or minor incidentals). Use of personal funds should be the exception, not the routine — wherever practical, staff should use agency purchasing channels, agency credit cards, or petty cash.
- b) Any single out-of-pocket expense over \$100 requires prior approval from the employee's manager. Recurring or anticipated expenses should be planned in advance and routed through the agency's normal purchasing process rather than paid personally.
- c) All out-of-pocket expenses must be supported by an itemized receipt clearly showing the vendor, date, items purchased, and amount paid. Credit or debit card slips alone are not sufficient.
- d) Claims for out-of-pocket expenses must be submitted to Accounts Payable on the Expense Claim Form, with receipts attached, within 45 days of the expense. Any claim submitted beyond the 45-day timeframe will require written approval of the CEO.
- e) Approved claims will be reimbursed by cheque or direct deposit. Staff are not to reimburse themselves from petty cash, client funds, program floats, or any other agency cash on hand.
- f) Staff are expected to incur only reasonable, necessary expenses and to use personal funds responsibly. Personal credit card reward points, cashback, or loyalty benefits earned on agency-reimbursed purchases are incidental to the employee and are not to influence purchasing decisions.
- g) The following are not reimbursable: personal items, gifts not pre-approved by the Director, late fees or finance charges on personal credit cards, and any expense the employee cannot substantiate with a receipt where one is required.



5) Expense Claim Approvals:

- a) All expense claim forms must have the proper prior approval as follows:
 - i) Director to approve Manager-level positions and below.
 - ii) CEO to approve Director's expenses.
 - iii) The Board of Directors approves the CEO's expenses.