



AMWAY TRAVEL AND BUSINESS EXPENSE POLICY

DOCUMENT OWNER(S):	PROJECT/ORGANIZATION ROLE
Human Resources	Employee Travel Experience, Policy Enforcement
Procurement	Supplier Management, Negotiation with Suppliers
Finance	Expense Reporting and Processing
Internal Audit	Compliance
Travel Management Company	Travel Reservations

1. GENERAL INFORMATION	3	8. PAYMENT METHODS	14
1.1 Policy Purpose	3	8.1 Corporate Charge Card: Citibank MasterCard	14
1.2 Scope	3	8.2 Citibank MasterCard: Obtaining Corporate Charge Card	15
1.3 Responsibility	3	8.3 Citibank MasterCard: Cancellation Procedures for Corporate Charge Cards	15
1.4 Changes in Policy	4	8.4 Citibank MasterCard: Renewals	15
1.5 Enforcement	4	8.5 Citibank MasterCard: Delinquent Account Balances	15
1.6 Exceptions to Policy	4	8.6 Citibank MasterCard: Cash Advances	15
1.7 Travel Management Company: Activa Travel	4	8.7 AT&T Phone Card	15
1.7.1 Traveler Profile	4		
1.7.2 Online Booking	5		
1.8 Advance Travel Arrangements	5		
2. AIR TRAVEL	5	9. SUPPORTING DOCUMENTATION REQUIREMENTS	16
2.1 Reservation Process	5	9.1 General Documentation Requirements	16
2.2 Preferred Carriers	5	9.2 Travel Arrangements for Employees without Corporate MasterCard	16
2.3 Classes of Airfare and In Policy Definitions	6	9.3 Air Travel	16
2.4 Non Refundable and Penalty Tickets	6	9.4 Accommodations	16
2.5 Changes, Refunds and Returns	6	9.5 Car Rental	16
2.6 Frequent Traveler Programs	7	9.6 Food	16
		9.7 Entertainment	16
		9.8 Repetitive Mileage	17
3. ACCOMMODATIONS	7	10. EXPENSE REPORTING	17
3.1 Reservation Process	7	10.1 Expense Report Preparation and Submission	17
3.2 Corporate Preferred Hotels	7	10.2 Non-Employee Expenses	17
3.3 Accommodation Room Type	7	10.3 Extended Business Trips	17
3.4 Changes and Cancellations	8	10.4 Documentation Requirements	17
		10.5 Foreign Currency Handling	18
4. GROUND TRANSPORTATION	8	10.6 Affiliate Support Charges	18
4.1 Rental Car Reservations	8	10.7 Non-Food Gratuities	18
4.2 Rental Car Insurance	8		
4.3 Rental Car Damage or Accidents	9	11. REIMBURSEMENT OPTIONS	18
4.4 Avis Wizard Preferred Service Account	9	11.1 Direct Deposit	18
4.5 Airport Parking	9	11.2 Direct Payment to MasterCard	19
4.6 Use of Taxis, Public Transportation and Limo/Airport Transportation	9	11.3 Corporate Check	19
4.7 Personal Vehicles Use	10		
		12. OTHER TRAVEL POLICIES	19
5. OTHER EXPENSES NORMALLY REIMBURSABLE	10	12.1 Spouse/Children Travel on Company Business/ Personal Travel	19
5.1 Damage, Loss or Theft of Personal Items	10	12.2 Group Travel	19
5.2 Entertainment	10	12.3 Travel to Affiliate Locations	19
5.3 Food & Beverage Expenses	10	12.4 Travel to High Risk Destinations	19
5.4 Foreign Exchange Losses	11		
5.5 Gratuities	11	13. AMWAY CORPORATE AVIATION POLICY AND PROCEDURES	20
5.6 Health Care/Medical Expenses	11	13.1 Purpose	20
5.7 Health/Physical Exams, Vaccinations, etc. Required for Travel	11-12	13.2 Scope	20
5.8 Health Club Fees	12	13.3 Responsibility	20
5.9 In-room Movies	12	13.4 Scheduling Priority	20
5.10 Laundry & Dry Cleaning	12	13.5 Multiple Executive Travelers	20
5.11 Luggage- Delays, Damage or Loss	12	13.6 Requesting Aircraft	20
5.12 Passports & Visas	12	13.7 Trip Passenger Authorization	20
5.13 Telephone/Telecom	13	13.8 Deadheads	21
		13.9 Last Minute Cancels	21
6. EXTRAORDINARY EXPENSES REQUIRING ADDITIONAL APPROVAL	13	13.10 Bumping	21
6.1 Dependent Care/ Pet Care	13	13.11 Hazardous Materials	21
6.2 Gifts	13	13.12 Passenger Requirements	21
		13.13 Catering	21
7. EXPENSES NOT REIMBURSABLE	13	14. ACKNOWLEDGMENT	21
7.1 Employee or Family Gifts	13		
7.2 Finance Charges/ Delinquency Fees	13		
7.3 Travel Risk Insurance	13		
7.4 Use of Personal Vehicle Instead of Commercial Aircraft	13		

1. GENERAL INFORMATION

1.1 Policy Purpose

The purpose of the Employee Travel & Business Expense policy is as follows:

- To establish and communicate expectations for employees, supervisors, upper-management, and auditors for cost effective management of travel and other business related expenditures.
- To ensure consistent and fair treatment of all employees who incur business and/or travel expenses on behalf of Amway.
- To identify reimbursable versus non-reimbursable business expenses, as well as expense reporting and documentation procedures.

1.2 Scope

This policy applies to all Amway domestic operations, hereafter referred to as 'the Company'.

1.3 Responsibility

Travelers are responsible for:

- Accounting for all travel expenses by submitting an accurate expense report.
- Being familiar and complying with policies and procedures outlined in this policy.

Managers are responsible for:

- The reasonableness, propriety and necessity of expenses that they approve.
- Ensuring employees under their jurisdiction are fully aware of and adhere to the Company Travel Policy.

Finance is responsible for:

- Auditing and reimbursing expense reports.
- Assisting employees in the interpretation of corporate travel guidelines.
- Providing management with timely expense report detail.

HR is responsible for:

- Defining and outlining the Amway Employee Travel Experience
- Corrective action for policy violations

Internal audit is responsible for:

- Auditing expense reports for compliance with the Company Travel Policy

Procurement is responsible for:

- Negotiating and contracting travel options with travel suppliers
- Managing supplier relationships

Activa Travel is responsible for:

- Providing Amway with a comprehensive travel management program that meets the needs of travelers while ensuring Amway's Travel Policy is communicated
- Offering the traveler the best total cost solution for airfare, hotel accommodations and car rentals for their destination
- Providing report data to Amway to assist in controlling costs and account for travel expenses
- Provide up-to-date travel reservation information to Protection Services site for all Amway employees using Activa Travel
- **Providing report data to Amway to assist in controlling costs and account for travel expenses.**

1.4 Changes in Policy

This policy supersedes all previous policies and memos.

While every effort is made to keep the contents of this document current, Amway at its option, may change, delete, suspend or discontinue parts of the policy in its entirety, at any time with or without prior notice. Any such action shall apply to existing as well as to future employees.

1.5 Enforcement

Violations of this policy may result in corrective action, up to and including termination of employment.

1.6 Exceptions to Policy

Each division or business unit has the flexibility to institute a more restrictive policy to meet business needs.

Any exceptions to the standard Company policy must be pre-approved by the division executive.

1.7 Travel Management Company: Activa Travel

The Company has selected Activa Travel as its designated U.S.-based agency to exclusively handle all business travel arrangements. All Amway employees should use Activa Travel for all travel arrangements, including airline, hotel, and car rental reservations.

The following situations may require an employee to book travel outside of Activa Travel:

- Travel arranged through Corporate Meetings and Events Department.
- Externally sponsored events (i.e. conferences, training, etc.)

All domestic travel arrangements should be made through the online reservation system powered by Concur (see section 1.7.2 for more information).

Amway Travelers may also call an Activa Travel in-house agent for international or multi-stop domestic travel or to change an existing airline ticket by calling (616) 588-5506 or (866) 249-0253 or by emailing corptravel@activatravel.com.

If after-hour emergency travel arrangements are required, call (800) 358-1805 and provide the agent the ID: Apollo 1P7F.

1.7.1 Traveler Profile

All employees who anticipate traveling more than once a year are required to complete a Traveler Profile. The Traveler Profile contains key information required to make reservations with Activa Travel and will allow the agency to better fulfill travel requests.

New Profiles – Go to www.concursolutions.com. Click on the “Forgot Your Password” link and enter your firstname.lastname@amway.com. You will be required to fill out your profile and once submitted, it will need to be approved by Activa. Once approved by Activa, you will receive an email at which point you will have access to making reservations on the site.

Existing Profiles – To update profiles, please log into Concur at www.concursolutions.com and click on the Profile tab to add or change your information.

1.7.2 Online Booking

All round-trip domestic travel, including air, hotel and car rental reservations should be made online through the Activa Travel online reservation system powered by Concur. The online booking fees are considerably lower than live reservations and will have a positive impact on department travel budgets.

The online reservation tool is available on the Alticor intranet homepage under Corporate Travel or at www.concursolutions.com. The user ID is firstname.lastname@amway.com. If traveler has forgotten password or it is the first time using the site, click on the "Forgot Your Password" link to receive password via email.

1.8 Advance Travel Arrangements

The employee must make every effort to secure travel arrangements as far in advance as possible. Booking at least 21 days in advance will provide optimal savings.

The traveling employee is responsible for holding a current, valid passport, and for obtaining, if necessary, proper visas. Activa Travel's passport and visa department will be utilized to support international passport and visa needs for short-term business travel that does not exceed four consecutive calendar weeks.

2. AIR TRAVEL

The Company pays all reasonable and necessary costs of commercial transportation such as air, rail, boat, bus, taxi or limousine fares, including appropriate gratuities when deemed necessary. The Company also pays the cost of renting a car when, and if, the cost of doing so provides a distinct advantage to the Company over other means of transportation. Transportation will be booked through Activa Travel.

Travel reservations that comply with policy guidelines will be booked upon employee request. If a reservation violates policy, an Out of Policy email notification memo will be sent to the employee's upline informing them of the policy violation. The trip will be ticketed and a reason code for policy violation will be recorded for reporting purposes.

Out of Policy emails will not be sent for Grades EXA24 and up.

2.1 Reservation Process

All air travel must be booked through Activa Travel. At no time should the employee call the airlines directly, book on a website (other than Concur) or utilize an outside travel agency.

Air reservations must be pre-approved by manager or individual with departmental financial authorization prior to booking with Activa Travel or Concur. A "purpose of trip" and department number or project job code is required at the time of making the reservation.

Activa Travel is responsible for providing the best total cost solution for transportation and employees are expected to follow the recommendations.

2.2 Preferred Carriers

The Company's designated preferred carriers will be given every opportunity to accommodate an employee's travel itinerary. Agreements have been negotiated with airlines based on volume commitments and will be used whenever a comparable ticket with the lowest logical airfare is available for up to \$75 higher than the lowest airfare domestically and \$300 higher than the lowest airfare internationally.

Lowest logical airfare is defined as a flight departing/arriving +/- 2 hours of requested time domestically and +/- 4 hours of requested time internationally.

Current preferred carriers:

- Delta and partner airlines including Air France, KLM and Alitalia
- United and partner airlines including Lufthansa, Air Canada, All Nippon, Scandinavia, Austrian, Swiss and Brussels

2.3 Classes of Airfare and In Policy Definitions

For Employees EXA23 and below:

Domestic Travel:

- Coach/economy class is expected for all domestic travel within the USA and Canada.

International Travel:

- Coach/economy class is expected for flights with total actual flying time of 7 hours or less, from origin to destination, not including layovers.
- Business class (where offered) is allowed for flights with total actual flying time exceeds 7 hours, from origin to destination, not including layovers. If business class is full or not available, coach class is to be booked.

First Class travel is permitted for all Executives in EXA24 and above.

For flights within international countries and regions, travelers will be given the cost of flying coach vs. business class where applicable and will have the opportunity to choose between the two when there is a cost difference.

The flight routing should be logical, focusing on the best combination of price, trip duration, number of stops and preferred carriers.

When an employee elects to use a less expensive class ticket (economy, tourist, shuttle, etc.) the Company will pay only for the class of ticket used, even if the employee is eligible to travel business class.

Travelers are not required to fly non-jet aircraft.

Unauthorized Upgrading

Upgrading air tickets to a higher class of service without advance written approval of Executive Management is not allowed.

Unauthorized Downgrading

A traveler may not downgrade air tickets to subsidize personal travel or accompanying individuals. If the air carrier downgrades a ticket for any reason, the refund must be credited to Amway.

2.4 Non Refundable and Penalty Tickets

The use of non refundable and penalty tickets is recommended. These fares are usually considerably less expensive than fully refundable fares. In most cases, if the travel must change or the trip is cancelled all together. The funds can be used as a credit towards future travel, less a service charge imposed by the airline.

2.5 Changes, Refunds and Returns

All ticket changes before or en route of travel need to be made through Activa Travel during business hours, the emergency travel service after-hours, or last case scenario, with the airline directly and only when circumstances beyond the employee's control require a change.

If the changes involve an additional expense, it will be charged to Amway's corporate credit card if Activa Travel or the after-hour service makes the changes. If the airline makes the changes, traveler may be asked to give a credit card and the charges will need to be justified on the employee expense report. Remember to get documentation of the charges from the airline as Activa Travel cannot provide this. Changes made for personal reasons are to be paid for by the traveler on a non-company credit card.

Activa Travel must be advised of any cancellation immediately. Some airlines will not allow using the credit from an unused ticket if the reservation is not cancelled before departure. If a trip is cancelled after tickets are issued, Activa Travel will refund the ticket if applicable or log the non-refundable unused portion in the traveler profile for future utilization. Unused tickets are utilized as quickly as possible by Activa Travel in-house agents and through the online reservation system.

2.6 Frequent Traveler Programs

Travelers are permitted to accumulate mileage credits and other benefits from individual frequent traveler programs. These programs often lead to preferred service and reduced fees, such as airline baggage fees. All points earned on business travel are owned by the employee and may be utilized accordingly.

However, participation in these programs must not influence flight selection, which would result in incremental cost to the Company beyond the lowest available airfare, as defined in the policy. The same criteria apply to hotel and rental cars. Reservations will be booked based on the lowest logical airfare within policy and schedule considerations.

3. ACCOMMODATIONS

Employees required to stay overnight on an authorized business trip are entitled to use quality accommodations appropriate to the business purpose relative to location, cost, and safety.

Travel reservations that comply with policy guidelines will be booked upon employee request. If a reservation violates policy, an Out of Policy email notification will be sent to the employee's upline informing them of the policy violation. The trip will be ticketed and a reason code for policy violation will be recorded for reporting purposes.

Out of Policy emails will not be sent for Grades EXA24 and up.

3.1 Reservation Process

All hotel reservations must be booked through Activa Travel. At no time should the employee call the hotels directly, book on a website (other than Concur), or utilize an outside travel agency. The "purpose of trip" and either the department number, project job code is required at the time of making the reservation.

Exception: When attending a conference with a discounted conference rate, it is acceptable to book according to instructions provided for conference and book outside of Activa Travel. Travelers should provide hotel information to Protection Services security site if hotel is booked outside of Activa Travel.

All reservations are made on a "guaranteed for late arrival" basis and the Company is obligated for payment of that room.

3.2 Corporate Preferred Hotels

Amway employees that require overnight accommodations will stay in corporate preferred hotels. Agreements have been negotiated with many hotels based on volume commitment and will be used when possible. If an employee decides to stay with relatives or friends while away on business, gifts or payments to host/hostess are not considered business expenses and therefore are not reimbursable in lieu of actual lodging. Hotel reservations that comply with policy guidelines will be booked upon employee request. To see a list of corporate preferred hotels, click on "Preferred Hotels" link under Corporate Travel on Alticor intranet page or within the online reservation tool.

The only exceptions are as follows:

- Hotel accommodations arranged through Corporate Meetings and Events Department.
- Externally sponsored events (i.e. conferences, training, etc...) held in a specific hotel.
- All preferred hotels are sold out or are not within a reasonable proximity of the business event.

3.3 Accommodation Room Type

Employees EXA23 or below are expected to book a Standard Room

Executives in EXA24 or above are allowed to book a Junior Suite

Executives in EXA27 or above are allowed to book an Executive Suite

3.4 Changes and Cancellations

If travel arrangements change, please contact Activa Travel to update the reservation. It is the traveler's responsibility to follow the specific hotel change/cancellations rules as noted on the itinerary.

Cancellation policies vary from hotel to hotel. For last minute cancellations (within 24 hours of arrival), please speak with an agent or the hotel directly to ensure cancellation is confirmed. It is possible that there will still be a charge for one night stay, based on cancellation policy of hotel.

4. GROUND TRANSPORTATION

Requesting rental cars is limited to circumstances where other transportation is either more expensive or impractical. Travelers will use taxis or public transportation for short distances of travel. An appropriate guideline is 40 miles or less per day or for extended trips where transportation is needed only to and from hotel.

4.1 Rental Car Reservations

All car rentals, whether accompanied by an airline or not, should be prearranged prior to the travel date through Activa Travel.

Avis/Budget is the Amway preferred car rental vendor and must be used to obtain corporate discounted rates and insurance protection. Avis provides 'preferred' service levels to our traveling employees that are free of charge. Employees are encouraged to enroll in, the Exclusive Avis Benefit program and receive an Avis Wizard account to obtain these additional benefits. See section 4.4 for additional information on Avis Wizard.

If Activa Travel is unable to book an Avis/Budget rental due to availability issues, they will reserve a car through an alternate secondary vendor. This service must be paid via the traveler's corporate credit card in order to maintain appropriate insurance coverage.

If the employee finds a need for a rental car after arriving at their destination, please contact Activa Travel, (866 249-0253) during business hours, or the 24-Hour Service (after hours) (800) 358-1805 for on-the-road rental arrangements.

An intermediate car is the standard size permitted for rental to an employee while on Company business. When three or more individuals are traveling together, a full-size car/van is acceptable.

To avoid excessive gas charges by the rental agency, the gas tank should always be filled before returning the rental car.

The Company is not responsible for parking tickets or traffic citations caused by employee negligence.

The Company will not pay for personal use of the rental vehicle at the conclusion of the business segment of the trip.

4.2 Rental Car Insurance

Travel in USA and Europe:

- When renting from Avis/Budget the additional insurance, Loss Damage Waiver (LDW) and Liability insurance in the USA and Collision (CDW) and Theft Protection (TP) insurance in Europe should be declined.
- When renting from any other vendor, LDW and Liability insurance in the USA and CDW and TP insurance in Europe should be added.

Travel in all other countries, including Canada:

- The Company requires that CDW and TP insurance be verified/purchased at the time of rental pickup. There are rare cases where the CDW and TP insurance is already included in some international rates, thus it is best to verify whether or not this is the case before automatically taking it out.

Any unnecessary or duplication of additional insurance costs, if accepted, are not reimbursable to the traveler.

4.3 Rental Car Damage or Accidents

Always inspect rental cars before driving and report any damages to the rental agency before departing the parking lot.

Should an accident or any damage to a rental car occur, immediately report this by:

- Notifying Avis (or rental company) – The contact number is outlined in rental agreement
- Notifying Activa Travel – Amway Travel Manager (616) 588-5330, leave voice message, if necessary.
- Notifying the appropriate Police Department if involved in a traffic accident.
- Notifying Protection Services at 616-787-6354 if involved in a traffic accident.
- Notifying Disability/Medical Services via the HR help desk at 616-787-8600 if personal injury is involved.

Failure to report accident or damage immediately could result in loss of financial protection to The Company and may lead to corrective action.

4.4 Avis Wizard Preferred Service Account

If an Amway Employee will be renting a car, they will need to enroll in the Exclusive Avis Preferred Service program and receive an Avis Wizard number.

An Avis Preferred Service Wizard Account can be obtained by linking directly to Amway's Avis Preferred Service: <http://www.avis.com/AvisWeb/html/bridge/corp/go.html?A794100>

Travelers must enter information for credit card issued by the company. After a Avis Wizard number is obtained, contact Activa Travel or update Concur with your newly assigned Avis Wizard number.

Please note: Traveler must update Avis Wizard account when a new corporate credit card is received, even if the only change is the expiration date. Activa Travel cannot update accounts for travelers.

Preferred membership provides the following benefits:

- Rental preferences are saved
- Ability to skip lines and paperwork so traveler can go straight to car
- Access to newest cars in convenient parking spaces outside terminal or via courtesy bus drop-off
- Ability to receive e-receipts when returning a rental vehicle
- Preferred Select & Go Service

4.5 Airport Parking

When parking vehicles at airports, long-term parking facilities should be utilized. Any deviation from this practice must be justified with an employee's upline.

4.6 Use of Taxis, Public Transportation and Limo/Airport Transportation

Common sense rules should apply to the use of taxicabs and other higher price options while on company business, including travel to/from the airport. Taxis, and the equivalent, should be used only when other reasonable and less expensive forms of transportation are not readily available.

When required due to circumstance, higher priced options should be shared by other employees traveling on company business, to the greatest extent possible. Airport limousine shuttle services are an option when used as an economical means of transportation.

4.7 Personal Vehicles Use

The Company will reimburse an employee for the business use of a personal vehicle at the mileage rate currently on file in Finance, when authorized, and when this use offers a distinct advantage over other transportation methods.

The reimbursement is based on the actual miles driven on authorized company business over and above those normally driven. Related incidental costs, such as parking and tolls are also reimbursable. (Commuting or the equivalent thereof is not considered allowable business mileage per IRS.)

5. OTHER EXPENSES NORMALLY REIMBURSABLE

5.1 Damage, Loss or Theft of Personal Items

Prior to a trip, Amway employees should review all Travel Safety/Security recommendations on the Amway Protections Services SharePoint site.

Expenses relating to damage, loss, or theft of personal items, due to causes other than employee negligence, while on Company business, may be reimbursable. Employees are expected to use sound judgment when traveling with personal items (hotel safe should be used, unnecessary valuables should be left at home, etc.)

All incidents of loss must be reported to Amway Protection Services within five (5) days after return from the trip. If the theft is from a hotel room or luggage is lost by the airlines, a claim must first be filed with the hotel or airline involved at the time of the occurrence. Losses not covered by the hotel or airline are to be filed as a claim for coverage under the employee's homeowners (or renters) insurance policy. If recovery is not made through these sources, the damage claim may be referred to the Global Risk Management Department for consideration.

The insurance deductible relating to damage of a personal vehicle used for business purposes may be reimbursable, providing the accident was not caused by the employee's negligence, as determined by the police report. The Global Risk Management Department must approve reimbursements of this nature.

If the employee has not purchased personal property insurance (i.e., homeowners/renters) or vehicle physical damage insurance, the damage, lost or stolen property will be assumed to be self-insured by the employee and no reimbursement or recovery will be made through the company.

5.2 Entertainment

Necessary (as defined below) and properly documented entertainment expenditures are reimbursable.

To meet the IRS ordinary and necessary entertainment definition, valid business must have been discussed directly before, during or after a meal or entertainment, with an individual who is NOT a Company employee. The individual requesting reimbursement must have been present at the meeting.

NOTE: IRS regulations classify entertainment as any activity considered to constitute entertainment, amusement, or recreation, including such things as theater, country clubs, golf, athletic clubs, sporting events, etc.

5.3 Food & Beverage Expenses

A \$100 per day guideline has been established for all food & beverage expenses. Alcohol should only be consumed in moderation and the quality of wines should be chosen appropriately.

Food & Beverage charges may be expensed back to the company when:

- An employee is traveling out of town on business for at least one night
- An employee is specifically required to be "on-duty", in training or conducting business in a given location away from the office during normal meal times.

In the event two or more employees share a business meal and the establishment cannot accommodate separate checks, the senior employee of the group shall pay the meal charges and submit appropriate expense report.

5.4 Foreign Exchange Losses

Any foreign exchange loss incurred by an employee as a result of converting foreign currency into U.S. dollars at the end of a business trip, will be reimbursed with appropriate documentation. There should not be any differences caused by foreign exchange rates when expense reimbursements are processed directly to the Corporate Credit Card.

5.5 Gratuities

Non-Food gratuities should be paid as follows according to industry and cultural standards. Keep in mind that tipping outside of the US may or may not be automatic or as generous. Please reference a travel guide or other on-line resource that provide general guidelines.

List of common acceptable gratuities in the US:

- **Hotel doorman** – \$1.00/bag for help with luggage; \$1.00/person for hailing a cab
- **Bell staff** – \$1.00/bag when luggage is brought to room (\$2.00 minimum)
- **Skycap** – Typically dictated by airline. If not, \$2.00/bag if Skycap takes to Check-In counter. If curbside, \$1.00/bag
- **Taxi** – Depends on location, 15% should be applicable and \$1.00 to \$2.00 extra for help with bags.
- **Valet Attendant** – \$2 -\$5 average for each trip to the car, more may be appropriate, for adverse weather conditions.
- **Waitress Staff** – 15% - 20% for average-good service.
- **Room Service** – 15% - 20%
- **Housekeeping** – \$2.00 to \$5.00/night

5.6 Health Care/Medical Expenses

Health care expenses relating to an illness and/or personal injury incurred while traveling on Company business must first be processed through the employee's Group Health Plan (if eligible and enrolled) and/or under Worker's Compensation, if "work related".

Balances not covered by the Group Health Plan and/or Worker's Compensation are reimbursable via an expense report with Group Health Plan/Worker's Compensation documentation.

Any exception to this policy requires special approval from the employee's upline.

5.7 Health/Physical Exams, Vaccinations, etc. Required for Travel

For Ada Employees:

- All employees traveling internationally (excluding Canada) should contact the Amway Medical Clinic as soon as the trip is scheduled to schedule an appointment to review health related preventative care including immunizations. Additionally, customized travel health kits are available for use while on the business trip. Clinic services are provided at no cost to employees.

For Nutrilite Employees:

- All Nutrilite employees should contact Health Services in Buena Park as soon as they are aware of their need to travel internationally to discuss options for immunization's and other preventative medicine. Nutrilite utilizes an outside travel clinic directly connected to the Center for Disease Control for those wishing to investigate specific immunization's and will provide prescription medications if indicated at no cost to the employee. Over the Counter medication kits are available in Health Services per request.

Travel Services provided by personal physicians and community clinics are reimbursable through the Expense Report process should there be a balance not covered by the employee's Health Plan coverage.

Employees that are ill upon return from business travel should immediately contact the Medical Clinic.

For additional information, see the Medical link on the Alticor Intranet Home page.

5.8 Health Club Fees

Hotel health club fees are reimbursable while an employee is traveling out of town on Company business. Additional personal services available at health clubs (e.g. massages, facials, etc.) are NOT reimbursable.

5.9 In-room Movies

The Company will cover the cost of one hotel in-room movie per day while an employee is traveling out of town on Company business.

5.10 Laundry & Dry Cleaning

Employees who are away from their assigned location at least five (5) consecutive days will be reimbursed for necessary and ordinary laundry (including pressing of garments) and dry cleaning expenses incurred while traveling on Company business.

5.11 Luggage- Delays, Damage or Loss

The first thing an employee must do when a bag is delayed, damaged or lost is fill out a baggage claim with the airlines baggage desk.

Delayed Luggage- Expenses incurred for personal items (e.g. toiletries, etc.) purchased due to delayed luggage, resulting from missed connections or flight delays are reimbursable, with justification to be provided upon return, based on the length of the delay and the specific circumstances involved.

Lost Luggage- Expenses incurred for personal items and apparel is reimbursable. The airline will reimburse for the luggage and items that are submitted on the claim form (up to a determined dollar amount). The reimbursement could take up to several months.

Damaged Luggage- Damaged luggage and any items lost or damaged is reimbursable from the airline (up to a certain dollar amount determined by airline). Airlines may offer complimentary luggage of the same size. Travelers may be required to purchase another piece of luggage and submit receipt to airline for reimbursement. Travelers should use corporate credit card for replacement luggage and damaged/lost items.

Excessive or unnecessary expenses, as well as expenses for personal items "forgotten" will not be reimbursed.

5.12 Passports & Visas

Costs incurred by an employee for passports and related fees are reimbursable when employees are required to travel overseas on business. Business visas are reimbursable only for those countries in which the employee conducts business.

Attempting to obtain a visa by willful misrepresentation (such as usage of a visitors/tourist visa while on business trip) may result in temporary or permanent refusal to enter country, fines or other penalties and will not be covered by Amway.

5.13 Telephone/Telecom

Reasonable and necessary costs incurred by employees for telephone calls made for business purposes and monthly service charges for pre-authorized dedicated lines are reimbursable.

When employees are away from home on business, a reasonable number of personal calls will be reimbursed. A corporate telephone calling card should be utilized for long distance calling to ensure corporate discounts are received. Other options available are voice over the internet (VoIP) options.

Amway supports Cisco Jabber. This is a software-based phone that is installed on the PC and connects back to the corporate phone system when the user is connected via VPN to the corporate network. This allows the user's desk phone number and functions to be available on the PC while traveling. This also reduces international calling costs as the calls are tunneled back through the network to the corporate phone system. The desktop Technology Support team member can provide the details and installation for this service.

Frequent travelers are to obtain a global service plan for their corporate cell phone to avoid extra charges on their personal cell phone account. Mobile Phone Devices and feature changes for global service plans can be requested and ordered from the Service Desk website. Refer to the IT Wireless Communication Device IT-0016 Policy for eligibility and acquisition of devices.

See IT Tips for Successful Remote Computing for more information.

6. EXTRAORDINARY EXPENSES REQUIRING ADDITIONAL APPROVAL

6.1 Dependent Care/Pet Care

Expenses resulting from additional care for a dependent family member or pet are reimbursable up to the established \$100 guideline (daily), only if an over-night Company business trip requires the employee to obtain outside dependent/pet care services resulting in additional costs to the employee. A receipt is required from the care provider.

6.2 Gifts

Gifts to persons who are not Company employees are reimbursable, if the gifts result in a definable benefit to the company. For IRS deductibility, the amount of the gift must not exceed \$25 per recipient, per year.

7. EXPENSES NOT REIMBURSABLE

Expenses specifically not reimbursable are those which:

- Lack required documentation (see section 9).
- Demonstrate no clear business purpose (personal expenses).
- Are unreasonable as to amount.
- Are incremental expenses associated with companion travel, unrelated to the business purpose.
- Are not actually incurred (e.g. the difference between the amount spent on food each day and the \$100 guideline).
- Are listed below

7.1 Employee or Family Gifts

Gifts to Company employees that are not a reward or incentive and gifts to relatives are not reimbursable.

7.2 Finance Charges/ Delinquency Fees

Finance charges and delinquency fees assessed on corporate charge cards are not reimbursable and are the employee's responsibility if they result from employee negligence.

7.3 Travel Risk Insurance

Travel Risk insurance is not reimbursable, since an employee has basic life and AD & D insurance benefits (if eligible) and coverage under their Group Health Plan (if eligible and enrolled). Additional business travel accident benefits may also apply. These vary, dependent upon the employee's position in the company.

7.4 Use of Personal Vehicle Instead of Commercial Aircraft

Extra expenses incurred due to an extension of time en route caused by driving a personal vehicle instead of flying are not reimbursable.

Maintenance, including car washes, fines for traffic violations, and parking tickets are not reimbursable.

Any standard mileage allowance in excess of the corporate rate will not be reimbursed.

8. PAYMENT METHODS

8.1 Corporate Charge Card: Citibank MasterCard

Employees must use their Citibank MasterCard credit card for the payment of all business trip expenses or utilize a cash advance procured via the assigned corporate credit card to cover any other reimbursable business expenses.

Personal cash and personal credit cards are not to be used for employee travel expenses and/or business functions. The corporate credit card volume results in a financial benefit to The Company through a rebate program.

The Corporate Procurement card is not to be used for employee travel expenses.

Note the following restrictions on the use of the corporate card:

- Capital items may not be purchased with this card.
- Subscriptions may not be purchased with this card.
- Personal use of any corporate card is strictly prohibited.

8.2 Citibank MasterCard: Obtaining Corporate Charge Card

The Citibank MasterCard is to be obtained by employees whose travel requirements, specific job requirements, and/or position within the Company justify the need. Employees who travel at least once annually should apply for a MasterCard.

Applications for corporate charge cards should be filled out online and submitted to Finance 10 to 15 days prior to the actual travel date, to allow sufficient processing time.

Employees should register in the Citi Manager website in order to fill out and submit the online application for a Citibank MasterCard. Instructions to fill out the online application are available on the Alticor intranet homepage under Corporate Travel.

8.3 Citibank MasterCard: Cancellation Procedures for Corporate Charge Cards

Upon termination from the Company or a change in position status, whereby corporate charge cards are no longer justified, employees must return the card to their Manager for immediate cancellation. The Company may also cancel charge cards in the event of serious account delinquencies and/or repeated use that is inconsistent with policy.

If a card is lost or stolen, the employee must report it directly to Citibank Customer Service by calling them at (877) 905-1856.

8.4 Citibank MasterCard: Renewals

Corporate Citibank cards are automatically reissued prior to the expiration of the old cards. These will be mailed directly to the cardholder's billing address.

8.5 Citibank MasterCard: Delinquent Account Balances

30 Days: Corporate MasterCard charges are considered delinquent when payment is not received in full by Citibank within thirty days (30) of the payment due date.

60 Days past due: Citibank automatically suspends accounts until payment is received.

90 Days or greater past due: Citibank cancels corporate accounts after ninety (90) days past due. Once the account is cancelled it might not be subject for reactivation, jeopardizing the employee's ability to travel for business purposes.

If an employee continues a history of delinquent MasterCard account balances, qualified reimbursements may be paid directly to the Citibank MasterCard rather than direct reimbursement to the employee.

Delinquent accounts are automatically and immediately suspended or cancelled depending on the amount of days past due. Once an account is suspended, the only way to reactivate it is to submit a payment for the past due amount to Citibank; no exceptions will be allowed.

8.6 Citibank MasterCard: Cash Advances

Employees who have a corporate MasterCard and require cash for business travel should use the MasterCard cash advance program whenever possible. This program allows employees to obtain cash advances at authorized automatic teller machines (ATM's) and MasterCard member banks and also results in a financial benefit to the company via rebates. Please be aware that a fee is charged to the employee card per advance amount.

Generally, the cards have a cash advance limit of \$1,000 that is replenished as payment is received. However, this amount can be increased via a formal request to TEA employee support@amway.com. The request must also include a justification for the increase along with your Manager's (or above) approval.

Employees found using the MasterCard corporate cash advance program for personal use may have their corporate charge card privileges revoked.

8.7 AT&T Phone Card

The AT&T telephone card can be obtained by employees whose travel requirements, specific job requirements, and/or position within the Company justify the need. Employees who travel at least once annually can apply for an AT&T card.

An email note from the appropriate Manager to the T&E (Travel and Entertainment) team is required to obtain an AT&T card for an employee. The department number to be charged should be included in this note.

9. SUPPORTING DOCUMENTATION REQUIREMENTS

9.1 General Documentation Requirements

Itemized backup in the form of original detailed receipts, are required for expenditures of \$25 or more. Summary charge slips showing the total dollars, hotel summary (folio) invoices and cash tear tabs are not acceptable. Copies are not acceptable.

In the event a receipt is lost or otherwise not available for an expense between \$25 and \$75, the expense report must include a notation or explanation in the attachment section to that effect.

9.2 Travel Arrangements for Employees without Corporate MasterCard

For employee's who have not acquired a corporate MasterCard, commercial airfare and car rental expenses are billed to a corporate account. These charges are billed directly to the corporation and should not be entered on an expense report.

9.3 Air Travel

Itemized receipt/invoice support is required for all expenses regardless of amount.

The passenger receipt copy of the airline ticket is required for affiliate billed air fare/train fare expenditures. It is recommended the expense report be submitted prior to the business trip departure to avoid a late fee and delinquent balance on the corporate credit card.

A copy of any refunds/credits that may be issued against airfare tickets due to cancelled or changed trips and previously processed on an expense report are required.

9.4 Accommodations

The hotel folio with a detail of charges by date is required for all lodging expenditures.

9.5 Car Rental

A copy of the computer generated receipt, supplied by the car rental company, is required for car rental expenditures.

9.6 Food

Itemized receipts for meals of \$25 or more are required. These receipts must include details such as: Sandwich \$4.50, French Fries \$1.50, Drink \$1.00 etc. Summary charge slips showing only the total dollars, hotel summary (folio) invoices and cash tear tabs, are not acceptable. Group dinner receipts must contain the detail of every meal purchased and the list of the people who attended the dinner.

9.7 Entertainment

In those cases where an employee has determined it is appropriate to buy a meal and/or entertain another person who is Not an employee of the Company, the following information must be clearly noted on the expense report detail additional tab or attachment section (See 5.2 Entertainment):

- Name, Title, and Company Name of attendee(s)
- Nature of business discussed directly before, during or directly after the meal and/or entertainment.

9.8 Repetitive Mileage

Repetitive mileage expenses relating to on-complex or off-complex business miles incurred using a personal vehicle, are to be reported by day on the Employee Mileage Log. The log should include date, destination, business purpose, and number of miles driven. The total amount per the Mileage Log must be entered in its entirety at least monthly on an expense report and the log attached as supporting documentation.

A mileage chart showing the number of miles between certain locations is shown below.

- Ada Complex to:
 - Southbelt Datacenter: 16 miles
 - JW/Marriott/Amway Grand Plaza Hotel = 11 miles
 - Kent County Airport = 10 miles
 - Spaulding Facility = 3 miles
- Nutrilite Complex to:
 - Lakeview = 120 miles
 - California Regional Service Center (Santa Fe Springs) = 5 miles

10. EXPENSE REPORTING

10.1 Expense Report Preparation and Submission

All business expenses incurred by the employee, which are reimbursable by the Company, are to be reported by day on the JD Edwards Employee Expense Report and submitted to Finance within two weeks of the trip's completion or occurrence of the expense. The expense report application is available on the Corporate Intranet.

Specific instructions for completing the expense report are found in the JD Edwards Computer Based Training (CBT) course. Questions may be referred to the Finance Department (TEA Employee Support or Travel.ExpenseAccountingus). When the expense report is submitted, it will automatically route to the employee's upline manager for electronic authorization.

Backup receipts must be always submitted via email to the ERTTA email account. Once the expense report has been submitted in JDE, these must be emailed in a pdf format, otherwise the imaging system will reject them. In addition, the expense report number must be noted on the email subject. [Click here for instructions.](#)

10.2 Non-Employee Expenses

Business expenses relating to non-employees should not be submitted on an "Employee Expense Report". These reimbursement requests e.g. consultants, etc. must be submitted to Accounts Payable on an invoice from the non-employee.

10.3 Extended Business Trips

An employee on an extended business trip is required to submit an expense report at least once a month to his/her upline to facilitate timely follow-up on problems/questions, to ensure timely recording of expenses and to eliminate the occurrence of delinquency fees on charge cards. It is also difficult for the employee to properly reconstruct the expense report after an extended period of time has passed.

10.4 Documentation Requirements

Supporting documentation should be scanned and emailed to Finance. Scan the expense report and corresponding receipts or required documents (See Section 9 for additional details). Key the Expense Report number in the subject line of the email and forward to ERTTA (Expense Reports to Travel Accounting). Retain the original expense receipts for one year.

Detail scanning instructions can be found on the following link under Expense Receipt Scan instructions.

10.5 Foreign Currency Handling

The currency code must be recorded in the appropriate field on the expense report, and the exchange rate indicated should represent the actual rate of exchange. The default exchange rate for the expense date can be replaced by the actual rate indicated on the receipt.

When several conversion rates for a particular currency are experienced, the actual exchange rate used should represent the average of these rates.

It is the employee's responsibility to exchange unused foreign currency for U.S. dollars at the end of a business trip.

10.6 Affiliate Support Charges

The Affiliate International Travel Summary should be completed and submitted with the expense report for individual trips totaling \$2500 and over that are to be billed to an International Affiliate.

A copy of an Affiliate Authorization Letter must be included with the expense documentation.

Refer to the International Travel Summary instructions for specific country requirements.

10.7 Non-Food Gratuities

All non-food gratuities should be reported separately on the expense report.

11. REIMBURSEMENT OPTIONS

Employees currently have two choices for business expense reimbursement. These include direct deposit and Citibank MasterCard direct payment. All reimbursements are issued in U.S. dollars. See below for more details.

11.1 Direct Deposit

Employees can opt to have their expense report reimbursements directly deposited to the bank/credit union account of their choice.

Employees must complete the Employee Business Expense Payments Direct Deposit Authorization and attach a copy of a voided check or deposit slip as backup to validate the information therein. Once the account information on the form has been approved by the banking institution (approximately three weeks), any reimbursements to the employee will automatically be deposited to the authorized account and notification of the deposit will be mailed electronically to the employee.

An employee must complete another form and forward to Finance when there is a change in their bank account information.

Funding will occur within two business days from the day the expense report is processed by Finance. All approved expense reports will be reimbursed via direct deposit via the weekly payment runs executed every Tuesday and Friday.

11.2 Direct Payment to MasterCard

In addition to payment by direct deposit, employees may choose to have all or part of the reimbursement paid directly to the Citibank MasterCard.

Amounts to be paid out to Citibank must be automatically imported from the Corporate Card Statement. Payments are electronically transferred to the Citibank MasterCard on a weekly basis every Thursday.

If there is unused cash from an advance obtained via the MasterCard, payment should be sent directly to the Citibank MasterCard by the employee. The money should not be sent to Finance.

12. OTHER TRAVEL POLICIES

12.1 Spouse/Children Travel on Company Business/Personal Travel

Expenses related to an employee's spouse or children will not be reimbursed, if they are accompanying an employee while on Company business, unless approved in advance by the Divisional Head

The same approval is necessary, for an employee's spouse or children to travel on corporate aircraft.

12.2 Group Travel

If 10 or more travelers are traveling to the same destination, the travelers should contact the Corporate Meetings and Events Department. Air travel will still be booked through Aactiva Travel. Confirm whether Meetings and Events Department coordinated group air travel reservations.

12.3 Travel to Affiliate Locations

Our affiliates have a wealth of information regarding the establishments and customs in their locations. When planning to travel abroad it is important to make a connection with the locate affiliate for travel recommendations (date, accommodation options, ground transportation, etc...) before finalizing travel plans to ensure that the trip is comfortable, cost-effective and safe.

12.4 Travel to High Risk Destinations

It is the policy of Amway to require approval prior to making air travel arrangements for travel to high risk destinations by a member of the Executive Staff. International travel security information is available to employees / expatriates through Protection Services.

Please refer to our Share Point site for further clarification and instructions: <http://departmentconnect/sites/Prot-Services/Travel/default.aspx>

13. AMWAY CORPORATE AVIATION POLICY AND PROCEDURES

13.1 Purpose

The purpose of this policy is to:

- define policies and procedures for effective and fiscally responsible management of Alticor's corporate aircraft
- provide consistent priorities for scheduling
- identify charges associated with travel aboard the aircraft.

13.2 Scope

Policies of this document apply to all Amway Employees.

13.3 Responsibility

Amway Aviation is responsible for coordinating, scheduling, and operating the corporate fleet in accordance with the policies herein. Aviation will provide information to appropriate departments to compute and administer charges for use of the aircraft. Aviation will provide reports as requested by OCE.

13.4 Scheduling Priority

Grades EXA24 and above have priority for use of corporate aircraft, in order of position within the corporation.

13.5 Multiple Executive Travelers

Chairman and President will not travel on the same Aircraft

Unless approved by OCE, no aircraft will be scheduled with:

- more than three Board members
- more than three EXA24 or higher Executives
- two Board members and two EXA24 or higher Executives

Any deviation from this policy must be noted on the trip manifest

13.6 Requesting Aircraft

Requestor will contact the Aviation scheduler by phone or email with the details of requested travel. Schedulers will advise as to availability and capability of aircraft, locations of airports, travel times, and costs of travel. Schedulers will tentatively reserve aircraft pending executive approval (Vice President and above).

13.7 Trip Passenger Authorization

Requester will email the approved Travel Authorization Form (E-6078) with the approval by the employee's upline Vice President or higher, to "Aviation-Scheduling".

All non-Amway passengers, including spouses, must be approved by upline V.P. or higher.

The Trip will be on a space-available basis; The Company does not guarantee round trip availability or a firm return schedule.

Approvals must be on file prior to flight.

International trips, excluding Canada and the Caribbean, will require approval from Bill Payne, Doug DeVos or Steve Van Andel.

13.8 Deadheads

Requests for flights with "deadhead" (no passengers) legs must be approved by the Director of Aviation.

13.9 Last Minute Cancels

There will be no canceling one trip in order to fly a different trip allowed on aircraft within 14 days of scheduled travel, in order to respect pre-existing schedule and save on costly last minute commercial transportation.

13.10 Bumping

A family member can bump a corporate trip within 2 weeks of the trip taking place. There will be no bumping of the Alticor Challenger 300.

13.11 Hazardous Materials

No hazardous materials will be permitted on Alticor aircraft, including large quantities of perfumes, aerosol sprays, dry ice, drain cleaners, solvents, paint, or wet-cell batteries.

Aviation schedulers will answer questions as to specific prohibitions.

13.12 Passenger Requirements

For an international flight – passengers must arrive 45 minutes early with luggage on the luggage cart 30 minutes prior to flight time.

For a domestic flight – passengers must arrive 30 minutes prior to flight leaving. Passengers must provide the Amway hangar with emergency contact information. All passengers must be Amway employees. Exceptions require Executive Staff approval.

13.13 Catering

Standard catering is provided.

14. ACKNOWLEDGMENT

I acknowledge that I have received a copy of the Amway Travel and Business Expense Policy, and I do commit to read and follow these policies.

I am aware that if, at any time, I have questions regarding this policy I should direct them to my upline or the appropriate parties listed in Section 1.3.

I understand that violating the policies outlined could lead to personal financial responsibility for the expenses incurred, as well as corrective action up to and including employment termination.

I also am aware that Amway, at any time, may change, add to, or delete from the provisions of this policies.

Employee's Printed Name

Employee ID Number

Employee's Signature

Date