



University
of Glasgow

UNIVERSITY TRAVEL BOOKING POLICY

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Table of Contents

1. Purpose	2
2. Procurement Office Role.....	2
3. Traveller / Arranger Role.....	2
3.1 Arranger and Traveller Profile Restrictions	3
4. University of Glasgow Sustainability.....	3
5. Guidance for Sustainable Business Travel for Staff and Postgraduate Researchers.....	4
6. The National Transport Strategy for Scotland	4
7. TRICAP – Travel, Risk, Insurance and Compliance Portal.....	4
8. Health and Safety	4
9. Insurance.....	5
10. COVID-19	5
11. HMRC.....	5
12. Gifts and Hospitality	6
13. Foreign, Commonwealth & Development Office (FCDO) travel advice.....	6
14. Business Travel	6
14.1 Self Booking Travel Hub Portal.....	7
14.2 Apartment Options.....	7
14.3 Field Trips.....	7
14.4 Conferences	7
14.5 Coaches and Taxis.....	7
14.6 Rail Travel	7
14.7 Spouses and Partners	8
14.8 Visas	8
14.9 Vehicle Hire	8
15. Information Required for all Travel Bookings.....	8
16. Selective Travel Management Contact Details	9
17. Local Travel Planning.....	9

UNIVERSITY TRAVEL BOOKING POLICY

1. Purpose

The University had an expenditure of c£14m pre-pandemic level for all travel requirements each year.

In May 2019 in response to a call from the Environmental Association of Universities & Colleges (EAUC), we made a formal declaration of climate emergency and pledged to achieve carbon neutrality by a specified date.

Glasgow Green: The University's response to the Climate Emergency commits us to a very significant plan of action to achieve carbon neutrality by 2030. Business Travel is the third largest contributor of CO₂ at the University with output at 13,194 tCO₂ (2018-2019). It is the responsibility for all staff and students to support and positively contribute to the achieving our carbon neutrality target by 2030.

In addition, all spend is required to deliver best value for money in compliance to agreed budgets. This document sets out the Procurement Office role, the Traveller / Arranger role and provides guidance to all, when booking business travel.

2. Procurement Office Role

To provide professional, qualified procurement expertise, advice and ensure Contractual Agreements are in place for all travel requirements. As part of our role, we will:

- Act as a central point of contact for university staff and students in relation to all business as usual (BAU) travel enquiries.
- Embed relevant and proportionate sustainability requirements in our Travel Contractual Agreements.
- Promote and engage in the implementation of relevant technology solutions.
- Embed Contract & Supplier Relationship Management (C&SRM) with the University travel Supplier(s).
- Support training on the Supplier HUB portal, as required.
- Provide effective communication on all BAU, as required.

3. Traveller / Arranger Role

To positively engage and book all travel requirements with the designated Travel Supplier of choice for the University. To book all non-complex travel requirements via the Supplier self-booking online Travel Hub portal. To enable an Arranger role to be granted. Complete mandatory training on the University Moodle portal. If your role is deemed not suitable to be an arranger or traveller, please contact the Procurement Office who will be able to provide guidance.

As part of your role, you must:

- Positively engage in all training relating to the self-booking online HUB portal.
- Ensure that ALL travel bookings made of behalf of yourself, or the traveller is approved in advance by the budget holder.
- Ensure that economy class is the normal selected class of travel for all staff

and students.

- Seek approval from the Budget holder for higher class travel up to business class (refer to guidance under 14.5 Point-to-Point Air Travel).
- The traveller must ensure that the trip has been risked assessed. All trips outside the UK, any UK trips involving an overnight stay, or air travel, must be registered within the Travel Approval Portal (TRICAP). Registering of such trips is part of the University travel insurance conditions.
- The traveller must ensure that they have downloaded and registered with Safe Zone.
- Ensure the reasons for all travel is recorded in the mandatory field on the Travel Hub portal.
- Ensure they insert the Agresso Sub-Project code into the Supplier self-booking online HUB portal, for all bookings.
- Read and fully understand the Procurement Code of Conduct <https://www.gla.ac.uk/myglasgow/procurementoffice/>
- Adhere to the cost booking guidelines on hotel accommodation, £160 for UK and £200 for London and the rest of the world. In the event of higher costs, it is mandatory to insert a reason for the increase cost occurred.

3.1 Arranger and Traveller Profile Restrictions

- Honorary and Affiliate members of staff do not have access or permissions to book their own travel or be set up as an arranger to book other staff or students travel, using either online or offline booking routes.
- Honorary and Affiliate staff members must have written approval from the budget holder for all travel requirements and ask an arranger within their College to make the necessary travel bookings, on their behalf.
- Postgraduate Research students are granted access to have a traveller profile however, College approved must be provided prior to creating a traveller profile on the Travel HUB portal.
- Postgraduate Research students are not granted permission to be set up as an arranger and therefore, cannot book travel on behalf of others.
- Subsidiary Companies can utilise Selective Travel Management. All bookings must be made directly with the dedicated Selective Travel Management Team with the exception of bookings for UoG Commercial Services and GU Heritage, where online and offline bookings can be processed by the Commercial Service administration support team.

Any unauthorised travel booking may result in disciplinary action.

4. University of Glasgow Sustainability

“A DEAR, GREEN PLACE”: Towards a climate change strategy and action plan for the University of Glasgow can be found on the link below.

<https://www.gla.ac.uk/myglasgow/sustainability/glasgowgreen/>

5. Guidance for Sustainable Business Travel for Staff and Postgraduate Researchers

This guidance lays out recommendations and actions to reduce carbon emissions from the University of Glasgow's business travel.

[Guidance for Sustainable Business Travel for Staff and Postgraduate Researchers](#)

6. The National Transport Strategy for Scotland

The National Transport Strategy for Scotland emphasizes the importance of reducing carbon impact on the environment.

The National Travel Plan is underpinned by the ethos that, '**the greenest mile is the mile not travelled**', and the following hierarchy has been defined for travel:

- **Need for travel** — only undertake business travel when it is *absolutely essential*. Can a telephone call, Teams or Zoom meeting, video conference or e-mail deliver the same outcome?
- **Walking** — the healthiest and cheapest form of transport, negligible carbon emissions, flexibility and viable for journeys up to 2km.
- **Cycle** — a healthy and cheap form of transport, negligible carbon emissions, reliable and flexible for journeys up to 5km.
- **Bus, rail and public transport** — the preferred choice for essential medium to long journeys.
- **Taxi/Hire car** — necessary for some trips, particularly to remote areas and should be used in conjunction with travel by public transport to the nearest mainline terminal.
- **Private car** — only when hire car option is not viable and share whenever possible. The hire car contract allows for free delivery to/from individuals homes; and
- **Air** — the absolute last resort, high carbon emissions, high in cost, but may sometimes be cheaper in monetary terms than rail and use of time.
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7. TRICAP – Travel, Risk, Insurance and Compliance Portal

The University takes its responsibility for the health and safety of staff and students travelling for work and study purposes extremely seriously. Therefore, all Travellers must adhere to the University of Glasgow [Travel Safety Protocol](#). The traveller must ensure that the trip has been risked assessed. All trips outside the UK, any UK trips involving an overnight stay, or air travel, must be registered within the Travel Approval Portal (TRICAP). Registering of such trips is part of the University's travel insurance conditions.

<https://www.gla.ac.uk/myglasgow/seps/travelfieldworkandplacement/universitytravelportaltricap/>

8. Health and Safety

Advice on travel safety protocols can be obtained from the Health Safety and Wellbeing web site. Advice on Health and Safety issues such as Deep Vein

Thrombosis can be obtained from Safety and Environmental Protection Services.

<https://www.gla.ac.uk/myglasgow/seps/>
<https://www.gla.ac.uk/myglasgow/health/>

9. Insurance

Insurance cover is provided to staff and students by registering on TRICAP. When an application is approved, you will receive a cover note confirming your insurance cover and emergency contact details of the insurer. Spouse and dependent cover is provided to staff through University insurance. If the trip will involve participation in hazardous activity, you must declare this on the TRICAP application for review by the insurance team. Further information is provided about the policy cover provided and how to make claims at

<https://www.gla.ac.uk/myglasgow/insurance/travelinsurance/applyfortravelinsurance/>.

10. COVID-19

Our society has recently faced the biggest Health challenge of our lifetime, with the way in which we live our lives being significantly restricted by COVID-19. The virus continues to pose a serious threat to public health in Scotland, UK and the rest of world. Compliance is always required to the University, Scottish and UK Government guidance.

<https://www.gla.ac.uk/myglasgow/news/coronavirus/>

<https://www.gov.scot/coronavirus-covid-19/>

Therefore, before undertaking any journey either in connection with or a business trip staff and students should consider the following questions.

- Do I understand the Travel Safety Policy?
- Do I understand the COVID-19 travel restrictions and guidance?
- Do I understand what Insurance cover is required?
- Is my journey absolutely necessary?
- If it is how can I minimise my carbon impact?
- Is there a method or route which will maximise my productivity whilst travelling?
Is the cost acceptable?
- Have I considered the risk factors?

Management information from the new travel provider will include CO2 information per trip, the University will be required to capture this data to satisfy a growing range of enquiries.

11. HMRC

The University is required to report to HMRC all instances of benefits in kind which includes hospitality. If exceptional circumstances arise such that there is a business need to book travel from home to Glasgow or an overnight stay in Glasgow for an employee based at any of the Glasgow campuses, this would always be considered to be a benefit in kind by HMRC and the cost of the trip will be reported to HMRC on a PIID form.

12. Gifts and Hospitality

Please refer to the University Gifts and Hospitality Policy for the use of restaurants and non-related travel requirements where the budget holder has decided it is permissible for the University to pay. This Policy can be found in the Procurement Office web page under the Governance tile, Gifts and Hospitality Policy. [Gifts and Hospitality Policy](#).

13. Foreign, Commonwealth & Development Office (FCDO) travel advice

FCDO travel advice aims to inform British nationals so they can make decisions about travelling abroad. The foreign travel advice provides guidance on safety, entry requirements and travel warnings. Staff and students are strongly advised to keep themselves informed prior to any international business travel.

<https://www.gov.uk/foreign-travel-advice>

14. Business Travel

The University Supplier for ALL domestic and international travel, and other travel related requirements such as, but not limited to, conference and events, car parking, ground transportation and lounge passes is: Selective Travel Management.

Economy class is the normal class of travel for all staff and students although the decision regarding higher class of travel up to business class is at the discretion of departments. As a general guide business class or equivalent is acceptable if the department is willing to fund the cost and the point-to-point trip is of six hours duration or more.

First Class travel is strictly prohibited however, if this is the only travel option available approval is required in writing from the Vice Principal or Chief Operating Officer.

Air flight prices are changeable and dynamic depending on supply and demand, prices are not static and change with time. By booking through the approved supplier the University will benefit from the economies of scales, obtain the best overall value for money, and especially so when the opportunity and knock-on costs of seeking alternatives are considered. Additionally, there is also a significant reduction in back office administrative processes as well as consolidated management information data.

All University business travel requirements to be booked through the appointed provider. In the event that Selective Travel Management cannot provide a solution to your travel requirement please contact the Procurement team who will provide guidance and support.

14.1 Self Booking Travel Hub Portal

Selective Travel Management has provided a self-booking online Travel Hub portal for all bookings inclusive of Air, Rail and Accommodation for both domestic and international travel. The travel Hub portal also provides the advantage of instant booking confirmations and eliminates the need to raise a Purchase Order.

<https://www.gla.ac.uk/myglasgow/procurementoffice/universitytravelhub/>

The online booking tool is simple to use and the quickest way for you to book travel. All travel bookings can be made online however, if your travel request is not available via the online Travel Hub booking platform or if your travel requirement is complex, please contact Selective Travel Management direct who have a dedicated team that will support your travel booking request(s).

14.2 Apartment Options

The use of Airbnb accommodation bookings is prohibited on all future bookings from 19th September 2022.

Selective Travel Management provide apartment accommodation that can be booked via the online booking tool or through the Selective Dedicated Travel Team. Please contact the Selective Dedicated Travel Team (uog@selective-travel.co.uk) who will be able to source apartment options for you.

14.3 Field Trips

Selective Travel Management can provide support for all field trips however, it is recognised that field trips have certain features, which may make it different from a standard business trip. It is therefore acceptable to obtain alternative quotes although approved suppliers should be invited to quote. The trip leader must ensure that the chosen Supplier is reputable for the avoidance of doubt, the trip leader and the Head of School must be satisfied that they have considered all relevant risk factors in making their choice of supplier.

14.4 Conferences

The University has an experienced Conference & Events Team that will support your conference requirements utilising our own University Campus with a variety of impressive venues with capacity from 10 to 1100 individuals, please contact the team at www.gla.ac.uk/events/conferencesandevents/

Selective Travel Management can provide support for all conferences, please contact their dedicated team who will be able to source options for you.

14.5 Coaches and Taxis

The University has agreements in place for local taxi hire. However, there may be unusual or bespoke travel requirements not met by the University approved coach and taxi approved suppliers, which largely cater for one off trips. An example might be a study or a project with a high volume of activity. In these cases, quotes should be obtained including the approved sources, in line with normal procurement procedures and taking account of all relevant risk factors.

14.6 Rail Travel

Staff and students are strongly encouraged to book rail travel through approved suppliers. However, it is permitted to book rail travel direct with the carrier or an

intermediary such as thetrainline.com providing a purchasing card is used.

14.7 Spouses and Partners

For reasons of good governance travelling spouses/partners must pay for their own travel, therefore a personal credit card should be available at time of booking. This rule applies even where the intention is to refund the University later. Spouses and partners may, however, benefit from discounts or other benefits obtained through the University connection. When booking travel requirements includes a spouse or partner, please contact Selective Travel Management direct as this type of booking is not available to book using the online Travel Hub portal.

14.8 Visas

All travel requiring a visa or other transit documentation must be booked through approved suppliers.

14.9 Vehicle Hire

Collaborative Framework Agreements are in place for vehicle hire, through Arnold Clark and Enterprise in Scotland. However, it may be convenient to arrange car hire through the approved travel supplier. In all cases the following insurance arrangements apply.

If your hire is for less than three days, you should take and pay for the company's car hire insurance.

If it is more than three days, you must inform Transport Services ecs-business-hub@glasgow.ac.uk and collect an insurance cover note. At, or prior to time of vehicle hire, a valid driving licence must be seen by the hire company or Transport Service. Where applicable the licence may be shared with the hire company only.

Note: If hiring a 17seat minibus, ONLY drivers with a D1 category on their licence are legally allowed to drive these vehicles, anyone driving under a section 19 permit are unable to drive a 17seat minibus. Anyone hiring a minibus and using University insurance must be assessed by Transport Department.

<https://www.gla.ac.uk/myglasgow/transportservices/>

15. Information Required for all Travel Bookings

The following information is required for all travel booking request:

- GUID number **(mandatory for staff and students)**.
- Name contact telephone number and email address.
- Guest/ passenger names (as shown on their passport).
- Departure date and return date of travel.
- Reason for travel **(mandatory)**.
- Agresso Sub Project code **(mandatory)**.
- Any additions such as checked in bags, security fast pass, etc.

16. Selective Travel Management Contact Details

For all online travel bookings please contact Selective Travel Management. Email online@selective-travel.co.uk Phone +44 (0) 28 9068 9674

For all offline travel bookings please contact Selective Travel Management Email uog@selectivetravel.co.uk. Phone +44 (0) 28 9044 2077

Emergency / Out of hours contact number +44 (0) 28 9044 2063

See webpage below for more information and details for the online self-booking Travel Hub Portal [The HUB Portal](#). Access to the Travel Hub portal will be provided, if are logged into the University system using your GUID number.

17. Local Travel Planning

With around c40,000 students and c10,000 staff the impact of commuting and university business travel on the local environment is significant. The University does provide guidance and advice on initiatives like public transport for active travellers, the supporting role of University Transport Services team, journey planning and so on. Further details can be found at

<https://www.gla.ac.uk/myglasgow/sustainability/travel/>



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