



EXPENSES RECOVERY

This Schedule is supplemental to and forms part of the Agreement between the Customer and Service Works Global ("the Supplier").

1. INTRODUCTION

- 1.1 It is the Supplier's policy to recover from the Customer all expenses incurred in the performance of all chargeable services ("the Services") provided to the Customer.
- 1.2 The Supplier shall obtain the Customers prior written consent before incurring expenses recoverable hereunder in excess of £100.00 per expense.
- 1.3 It is the Supplier's intention to minimise expenses incurred in the provision of the Services, but the Supplier is under no obligation to utilise the cheapest option. At its sole discretion, the Supplier will select the option which it considers to be the most cost effective overall to the Customer and for the most effective performance of the Services.
- 1.4 Expenses incurred will normally be charged to the Customer monthly in arrears, at the same time as the Services.
- 1.5 Expenses will be re-charged to the Customer exclusive of VAT (where relevant), which will be added to invoices at the prevailing rate.
- 1.6 The Supplier reserves the right to change the content of this document to reflect any changes in Supplier policy or circumstances without prior notification.

2. TRAVEL

- 2.1 **Car Travel** - The cost of journeys by car will be charged at a rate of £0.58 per mile, measured from the Supplier's offices, or the consultant's home address (if nearer), and the Customer's offices. Any road tolls, congestion charges etc., will be charged at cost.
- 2.2 **Rail Travel** - Rail travel, between the Supplier's offices, or the consultant's home address (if nearer), and the Customers offices will be charged at First Class for Inter City travel and Second Class for all other cases. This will be charged at cost plus 10% administration fee.
- 2.3 **Taxi Travel** - Taxis will only be used where other forms of travel are less cost effective or not available. In the case where a receipt is not obtained for any single journey by taxi, a maximum of £10.00 will be charged to the Customer for that journey.
- 2.4 **Parking** - Parking costs will be charged at the prevailing parking meter rate (un-receipted), or normal car park rate (receipted). Parking charges will not be applied if work is carried out at the Supplier's own offices or a consultant's home.
- 2.5 **Car Hire** - In the event that car hire is necessary for the effective performance of the Services, the actual car hire charges and 10% administration fee will be recharged to the Customer. The hire of any vehicle will always require the prior approval of the Customer.

- 2.6 **Air Travel** - if required, the Supplier will arrange and pay for flights and will recharge the Customer with the actual cost of the flight and a 10% administration fee. Where the price increases for a flight from between the Supplier providing a quotation and the Supplier booking the flight, the Customer shall at all times be responsible for paying the difference. Air travel will always require the prior approval of the Customer.

3. ACCOMMODATION

- 3.1 **Hotels** - Where practical, the Supplier prefers the Customer to arrange and pay for hotel accommodation directly, either for the total amount or at least the room charges. However, if required the Supplier will arrange and pay for hotel accommodation and will recharge the Customer the actual hotel costs plus a 10% administration fee. Where the price increases for hotel accommodation between the Supplier providing a quotation and the Supplier making the booking, the Customer shall at all times be responsible for paying the difference. The standard and availability of the accommodation, the facilities provided and the proximity to the Customers' offices will influence the choice of hotel, however a minimum of 3 Star rated accommodation will be provided.
- 3.2 **Private Accommodation** - In some instances and where possible, a consultant may choose to stay with relatives or friends instead of using a hotel. The Supplier will pay a consultant selecting this option an allowance of £25.00 per night outside the London area and £30.00 in London. In the case of this document, London is defined as the area within the M25 motorway.
- 3.3 **Rented Accommodation** - For longer-term project commitments, it is usually more cost effective to consider rental accommodation. In these circumstances, the Supplier guarantees that the total costs will not exceed those that would have been incurred had a hotel been used. All rental accommodation charges will be recharged to the Customer at cost and a 10% administration fee.

4. MEALS AND SUBSISTENCE

- 4.1 **Receipted Meals** - For a consultant working at the Customers' offices, it is the Supplier's policy to reimburse the cost of meals consumed, up to a reasonable limit, provided a receipt is obtained. Tips will also be reimbursed up to a maximum of 15% of the bill, provided that the service charge has not already been included. The cost for breakfast or dinner is reimbursed only if the provision of the Services require a consultant to stay away from home overnight, or work/travel commences before 7.00 am (breakfast), or after 7.30 pm (dinner). These costs are recharged to the Customer at the actual cost, and where included in hotel charges, they will attract the standard 10% administration fee if booked and paid for.
- 4.2 **Un-receipted Meals** - In the absence of a receipt in 4.1 above, the Supplier will authorise the

following rechargeable meal allowances to a consultant, and recharge them to the Customer:

Breakfast £ 5.00

Lunch £10.00

Dinner £15.00

- 4.3 **Laundry** - Hotel laundry bills will be paid and recharged to the Customer only where the consultant's stay away from home exceeds five (5) consecutive days.
- 4.4 **Telephone Calls** - Where possible, all necessary telephone calls relating to the provision of the Services will be made from the Customer's offices. Only essential business calls will be made from public call boxes, mobile telephones or hotel phones. These calls will be recharged to the Customer at cost. Additionally, the Supplier allows for individual consultants one personal telephone call per day when staying away from home.

5 OTHER EXPENSES

- 5.1 The Customer is responsible, at no cost to the Supplier, for the provision at its offices, all materials and services necessary for the successful provision of the Services, e.g., Stationery, Photocopying, Disks, USB storage, etc.
- 5.2 It may be necessary, on certain projects, for the Supplier to provide (or obtain on the Customers behalf), such items as computer disks, USB storage, specialised stationery, third party computer software etc. The cost of such items, where previously approved by the Customer will be recharged to the Customer and a 10% administration fee.