

Rules and processes

Costs relating to travel are currently regulated in three main ways:

- through overarching obligations on accounting officers (normally Chief Officers) in the Public Finances (Jersey) Law 2005 (the Finance Law)
- through financial direction 5.7: Travel and Accommodation expenditure – issued under the Finance Law
- through the Code of Conduct for States Employees.

The Finance Law

Requirements relating to accounting officers are included in Articles 37-38A. These form the backbone of control of States spending once allocation of funding has been approved by the States Assembly. The requirements of Article 38(2) are particularly relevant:

The accounting officer of a States funded body must, in particular, ensure –

(a) that, except as otherwise provided by Article 16(1)(b) or 18(5), the expenditure of the body does not exceed the amount appropriated to it by a head of expenditure and is used for the purpose for which it was appropriated;

(b) that, in so far as practical, all money owed to the body is promptly collected and paid into an appropriate bank account, and that all money owed by the body is duly paid;

(c) that the body keeps proper accounts of all its financial transactions and proper records of those accounts;

(d) that the records of the body are promptly provided when required by the Treasurer for the production of the annual financial statement;

(e) that the body is administered in a prudent and economical manner;

(f) that the resources of the body are used efficiently and effectively; and

(g) that the provisions of this Law in their application to the States funded body are otherwise complied with.

Financial Direction 5.7

Financial directions are issued by the Treasurer of the States under Article 34 of the Finance Law and set out further requirements for proper management of States expenditure, income and assets.

Financial direction 5.7 states:

“Staff must remember that they are spending public money and are therefore expected to exercise a degree of prudence when planning trips off Island and making travel arrangements.”

The financial direction is attached as Appendix L. Its main requirements include the following:

- All work-related travel to be agreed and approved in advance. Minimum required details are set out in a sample form.
- All departments must use the approved ‘Travel’ supplier (HRG).
- Expenditure on travel and accommodation must be prudent.
- Travel arrangements must be made by authorised HRG users.

- Wherever possible, travel arrangements must be made well in advance in order to achieve best value for money, although the potential costs associated with making any changes at a later date must be considered alongside any efficiencies of booking early.
- In some cases it may be appropriate to have a fully flexible ticket for a flight or train journey, e.g. when the duration of a meeting or series of meetings is not known with certainty, but this is subject to obtaining the appropriate approval in advance.
- Officers must not seek to travel with a specific carrier in order to receive benefits or select more expensive flights or hotel accommodation in order to earn more loyalty points, and the collection of loyalty points must not be to the detriment of the organisation, i.e. points must always accrue to the States of Jersey first.
- The HRG travel system must not be used to make personal travel and accommodation arrangements.
- Officers must only travel in economy class unless prior written approval is given in line with the department's Scheme of Delegation or it is in line with a States HR policy.
- An officer travelling on official States of Jersey business may upgrade their ticket if they pay the difference between the fares, i.e. between economy and business class, or between business class and club class. A personal trip may be wrapped around a business trip providing that it is agreed in advance and the officer pays any difference arising from taking a different flight.
- All flights booked by officers on behalf of ministers travelling on official business must be in accordance with the Code of Conduct for Ministers.
- When going away on business officers may use their own car to travel to and from the Airport and reclaim the cost of parking providing that the cost of doing so is cheaper than using a taxi.
- It is the responsibility of the officer making the booking to ensure that value for money is achieved when booking accommodation. If, taking into account the traveller's needs, the cheapest available room night is not being booked there must be credible reasons to justify the more expensive option.

The financial direction also contains rules on expenses.

In accordance with recommendations of the Comptroller and Auditor General and PAC, all financial directions are currently being rewritten and a revised set will be used later in 2016. The new financial direction on Travel and Accommodation expenditure will incorporate the recommendations of this review.

Financial directions can be supplemented by departmental travel policies (see below) and Schemes of Delegation but these cannot propose a lower level of control than the financial direction – they can include additional controls over and above.

Code of Conduct

The Code of Conduct for States of Jersey Employees provides guidance for all employees on how they should behave in their day to day work. The Code of conduct does not purport to set out the type of behaviour in every type of situation that might arise. Rather the Code 'depends on all its employees making a judgement on what is correct in any particular situation'. The Code requires employees to ask themselves the following questions:

- Is the action that I intend to take legal, and does it comply with States policies and approved practices?

- Does the action feel right and could it be justified to those outside the States?
- Would the life, health and/or safety of someone be endangered by my action?
- Could I be compromised in my dealings with others as a result of my intended action?

One of the guiding principles is that an employee has to be accountable for their decisions and actions and has to submit themselves to 'whatever scrutiny is appropriate to [their] level of responsibility'. The questions above place a clear requirement on the individual to adhere to policies and approved practices.

The Code requires employees to ensure that public funds are used appropriately and to the best advantage of the service, always ensuring value for money. The Code also gives guidance on personal expenses.

The Code of Conduct is scheduled for review as part of the Workforce Modernisation project review of terms and conditions and policies and procedures.

The Code is attached as Appendix M.

The draft Code of Practice is attached as Appendix N.

Departmental Travel Policies

In addition to the Financial Direction discussed above the following departmental policies are currently in place:

DEPARTMENT	DATE ISSUED	TITLE
Health & Social Services Department	July 2010	Policy: Staff Travel
Economic Development	March 2011	Departmental Travel Policy
Department of the Environment	June 2014	Travel Policy
Transport & Technical Services	November 2015	Travel and Accommodation Policy
Health & Social Services Department	May 2016	Staff Travel*

*issued after this report was commissioned.

Departments without specific policies defer to the FD 5.7 above.

At the beginning of March 2016, the Chief Executive Officer issued a Chief Officer Circular covering interim travel arrangements. These were:

'Until the review is complete and a new policy has been approved, I am issuing a direction to all Chief Officers and Accounting Officers as an interim measure.

- Where international travel is required with flight duration of more than 6 hours, or any travel where the classification of travel is upgraded from economy class to any other class, the Chief Officer/Accounting Officer must approve the travel arrangements prior to booking.

- No Officer is to sign off their own travel at any level. Where a Chief Officer/Accounting Officer is traveling they must seek the prior approval from the Chief Executive or in his absence the Treasurer of the States prior to any bookings being made.

Chief Officers/Accounting Officers must ensure that all international travel is brought to the attention of their Minister before any bookings are made.'

The following table shows a comparison of the departmental policies provisions.

Comparison of Departmental Travel Policies

ITEM	HSSD July 2010	Economic Development March 2011	Department of the Environment June 2014	Transport & Technical Services November 2015	HSSD May 2016	
Scope	All employees in department, locum staff, visiting professionals, interviewees, other approved visitors	All employees in department, persons not employed by the SoJ but who may travel with or without staff on ED business	All members of staff in the department, persons not specifically employed by the SoJ but who may travel with the department's officers on States business.	All members of staff in the department, persons not specifically employed by the SoJ but who may travel with the department's officers on States business.	Any staff making business journeys	
Authorisation	Departmental / divisional manager/ budget holder	Budget holders and accounting officer for international travel	Any overseas flight approved by Chief Officer	Refers to FD 5.7. Not specified but required to name authorisation on approval form.	HSS Accounting Officer, HSS budget holders, HSS Finance Director, and anyone with delegated authority to make travel arrangements	
Booking system	Hospital Travel Office via standard application form for all types of travel	On-line if possible (system not specified)	HRG	HRG	HRG <i>except Taxis and Accommodation</i>	

ITEM	HSSD July 2010	Economic Development March 2011	Department of the Environment June 2014	Transport & Technical Services November 2015	HSSD May 2016	
Air travel	Requirement to make cost effective arrangements	<i>Domestic:</i> economy permitted to upgrade <i>International:</i> consideration given to whichever class of travel is appropriate Flexibility permitted.	<i>To UK:</i> lowest fare available but fully flexible subject to prior approval Club class if no cheaper alternatives available	Not specified.	Pre-approval required for a flight of more than 6 hours. Fully flexible ticket permitted. Must travel economy class but may upgrade if they pay the difference between fares.	
Accommodation	Use Local Government or NHS rates	Should use a Premier Inn wherever possible	Via HRG in advance, extras at personal expense.	Must book via HRG	Via HRG. Accommodation costs must not exceed £200 per night.	
Sea Travel	Use discounted rates	Not permitted unless the cheapest option	Cost of car plus one passenger or more if additional officers travelling	Not specified.	Only available where it can be demonstrated that this is the cheapest option.	
Rail travel	Second class only	Second class may upgrade at own expense.	Second class via HRG, employee must pay for any additional costs to upgrade. First class only if travelling with another business person/	Not specified.	Fully flexible ticket permitted. Cheapest available class except where a fully flexible ticket has been approved..	

ITEM	HSSD July 2010	Economic Development March 2011	Department of the Environment June 2014	Transport & Technical Services November 2015	HSSD May 2016	
			client who is travelling first class.			
Hire cars	Only to be used if more economical than rail travel	In exceptional circumstances only.	Via HRG in advance.	Not specified.	Only in exceptional circumstances in advance via HRG.	
Taxis	Specified reasons only.	May be used only if this is the most economical form of transport available or for specified reasons.	May be used only if this is the most economical form of transport available or for specified reasons.	Not specified.	Specified reasons only.	
Private arrangements	Expected to reimburse if incur additional costs e.g. upgrade from economy to business class.	Tickets for family or friends not permitted via departmental purchase card bookings.	May upgrade at own expense. Personal benefits.	Not specified.	HRG not to be used for personal travel <i>except where a personal trip is wrapped round a business trip.</i>	
Loyalty cards	Not specified.	Not specified.	Air miles must be declared	Not specified.	Use of loyalty cards is permitted.	

Employment Contracts and Letters

There are no contracts of employment giving specific permission to travel for example, business class. This sits outside the standard contracts of employment used by the States Employment Board. Exceptions to normal travel arrangements would be covered on an individual basis and allied to personal circumstances. E.g. consideration would be given to upgrading travel if an individual had a specific disability that could not be accommodated by travelling economy class.

Currently there are two individuals who have a separate letter of authority allowing them to travel business class whenever they travel on States business.

The National Audit Office Report into UK Civil Service departmental travel policies recognised that use of non-standard class travel by air and rail were due to contractual retained rights which is not an issue in Jersey.

The “P59” process

States proposition P59/2011 identified the need for a process to be used when all posts at Civil Service Grade 15 equivalent and above are to be replaced, or where there is a significant change to an existing senior post that fits into this category. This process has been in place since June 2011.

Departments are required to lodge P59 requests for formal approval to SEB and where recruitment to a post is necessary this cannot be undertaken until SEB approval has been given.

The Jersey Appointments Commission has been appropriately engaged in recruitment to these posts once approval has been given by the SEB. The SEB has been mindful of the need to ensure adequate provision is made for succession planning when giving approval to applications.

Each P59 submission has to be supported by a full job description, person specification, organisation chart and, where appropriate, a current job evaluation. Salary data including any benchmarking data is provided to ensure informed approval is made by the SEB.

The SEB has been keen to ensure that wherever possible appointments to posts are drawn from the local market.

Travel Breaches and Exemptions Process

The contract for the States Travel Management Company (TMC) HRG is classified as a corporate contract in terms of the Financial Direction for Expenditure (5.1). Anyone wishing to deviate from the use of a States corporate contract, HRG in this case, are required to complete an exemption form, which if approved is signed by the department Accounting Officer and Director of Strategic Procurement.

If the department in question has undertaken the action already then a breach of financial direction form must be completed as opposed to an exemption request.

Instances in which exemptions have been requested previously include: -

- to purchase Gatwick Express or train tickets directly for last minute travel or journeys subject to change
- to purchase discounted conference rate hotels directly from the providers, where HRG cannot match the discounted rate.

Approval for exemptions by the Director of Strategic Procurement only applies to the requirements of FD 5.1 (i.e. use of States contracts). Accounting Officers are responsible for approving deviations from the requirements and policy outlined in FD 5.7 Travel and Accommodation (e.g. Officers wishing to travel Business Class).

Authorisations sought after incurring expenditure, rather than before, are known as breaches rather than exemptions. Authorisation must still be sought in the same way.

Compliance

Whilst compliance with financial direction 5.7, as with all financial directions, is generally good the review has identified a number of instances where requirements are not followed. For example:

- Documentation of pre-approval of travel is not always rigorous. Approval can be by email.
- Some staff do not use HRG.
- Some travel is purchased using Purchase Cards.
- Many bookings are made close to the date of travel.
- Officers accrue personal loyalty points through travel.
- The HRG system has been used to book personal travel for family members.

It is not the purpose of this report to document those instances of non-compliance in detail, but to identify the underlying issues. Gaps in compliance can indicate either that the rules are not appropriate, or that more must be done to secure compliance. The report makes a number of recommendations in both respects.

Observations

- Whilst the majority of travel and accommodation bookings have been made in accordance with corporate policy there have been some examples where this has not happened. For example there are instances where adequate authorisation has not been documented, where bookings have been made close to travel, where personal loyalty points have been accrued and where travel by Chief Officers has not been authorised independently. These instances indicate some strengthening of the rules, and their implementation, is required.
- The review team consider that not enough is done to document and report the value for money taxpayers receive from States travel i.e. the benefits as well as the costs. Travel is carried out for legitimate governmental purposes, but the fact this is not always recorded can mean that the spending is criticised.
- It has been difficult to extract robust data for the purposes of the review (and the PAC review). This is for two main reasons:
 - 1 Reconciliation of HRG and JDE data is not easy. This may be, for example, because business-class travel is booked on HRG but an officer subsequently pays for the upgrade, with the resulting income being shown on JDE.
 - 2 Departments code expenditure in different ways within the JDE chart of accounts (the range of codes available). For example travel to a course in the UK could be recorded under travel, training or conferences and courses.
- It is evident that some staff members combine business travel with time taken off for personal purposes. This is not in itself wrong, or poor value for money, but requirements need to be clearer.

Recommendations

- All travel and accommodation bookings must be made in accordance with corporate policy, expressed in the Code of Practice and Financial Direction.
- All travel between Jersey, the UK and Europe to be at economy class unless otherwise authorised by the Chief Officer.
- All flights over six hours in duration (excluding travel between Jersey and the UK) must be authorised by the Chief Officer. The Chief Officer can approve upgrades from economy class for these flights in exceptional circumstances.
- All travel by Chief Officers to be approved by the Chief Executive or the Treasurer of the States.
- Bookings must be made as soon as travel has been authorised.
- Advanced payment for hotels should only be made if there is no reasonable doubt that the travel will be undertaken.
- Bookings made 5 days or less before travel must be authorised by the relevant accounting officer (normally the Chief Officer).
- Where travel is unlikely to be changed before departure date a fixed ticket should be purchased. Where travel is likely to be changed before the travel date, flexible tickets should be booked but pre-authorisation must be obtained.
- For travel beyond the UK and where a flexible ticket has been purchased the booking officer should check the lowest fare available when the trip has been confirmed.
- All travel to have a pre-authorisation form completed and approved by their budget holder, normally the line manager (or Chief Officer in the case of upgrades), to include rationale, alternatives considered to travel and correct business unit and object account. This should include an approval limit in case the cost of the flight rises from the original request to approval.
- All departments to record expenditure using a new standardised set of object accounts.
- Staff will not be permitted to book travel for family members through HRG and pay the difference personally. Travel for family members must be booked and paid for personally and outside of the HRG process.
- Any travel which includes extended stays for leisure must be authorised by the accounting officer – this includes weekend trips where business travel is on a Friday or Monday.

Financial Direction No 5.7

Travel and Accommodation Expenditure

States of Jersey

December 2013

1 SUMMARY AND OBJECTIVE

1.1 This Financial Direction is applicable to all:

- Accounting Officers;
- Budget Holders;
- Finance Directors;
- Anyone with authority delegated to them under a Scheme of Delegation, including the authority to make travel and accommodation arrangements; and
- States staff subsequently making the business journey.

1.2 The purpose of this Financial Direction is to provide departments with the mandatory requirements in relation to incurring travel and accommodation expenditure. Specifically it includes:

- [Booking travel and accommodation](#);
- [Travel](#);
- [Accommodation](#); and
- [Expenses and expense claims](#).

Patient travel is beyond the scope of this Direction.

1.3 In addition to the requirements set out in [section 2](#) of this Direction, [Financial Direction 5.1 Purchasing of Goods and Services](#) sets out the general requirements in relation to the use of approved corporate suppliers and on the use of purchase cards and must be observed in full.

All employees undertaking a business journey outside Jersey will automatically be covered in the vast majority of cases under the [States of Jersey travel insurance policy](#) (see Financial Direction 5.3 Insurance following its issue). However, there are instances where additional insurance arrangements may be necessary, e.g. where an officer intends to travel to an 'Area of Unrest'¹ or is required to carry an usually

¹ Any Country or area within a Country which the Foreign and Commonwealth Office is advising against all travel to such Country or Area.

large amount of physical cash. Officers should seek appropriate advice where in doubt (see ‘key insurance contacts’ in [section 1.6](#) below).

The [States of Jersey Human Resources Department ‘Code of Conduct’](#) provides guidance on how States staff should behave in their day-to-day work, including guidance on claiming expenses and accepting free travel, accommodation and meals offered in association with work.

In a similar way, the Code of Conduct for Ministers² sets out the arrangements for ministers travelling on official business (see [section 2.2.3](#) of this Direction) and for travel and hospitality provided outside Jersey.

1.4 Financial Directions are issued by the Treasurer of the States under Article 34 the Public Finances (Jersey) Law 2005 (hereafter referred to as “the Law”). Compliance with Financial Directions is mandatory and not following them may lead to an offence being committed under Part 7 of the Law.

1.5 In accordance with Financial Direction 5.1, where an approved contract is in place and is not used an [exemption](#) must be obtained from the relevant Accounting Officer and the Director of Strategic Procurement. Any departure from the other requirements set out in section 2 of this Direction must have an [exemption](#) approved by the Treasurer of the States.

1.6 Who should I contact if I have a question / need further guidance?

Further information and guidance can be obtained from your departmental finance team in the first instance, then if necessary finance may need to contact the following as appropriate:

Corporate Procurement – including queries on supplier performance and training (email procurement@gov.je)

Supplier contacts:

Supplier contacts	Phone number	Email
HRG classic booking	0844 848 8689 (Option 2)	statesofjersey@hrgworldwide.com
HRG technical support	0844 848 8689 (Option 1)	hrg-ecentre.uk@hrgworldwide.com
HRG 24 hour support	01252 881010	

² R.14/2006 - presented to the States on 10th February 2006 by the Council of Ministers

Information on the States travel insurance policy can be obtained from the [key contacts](#) via the [Insurance page](#) on the MyStates site. To access the insurance page use the 'Documents' drop-down menu option available on the Home page, select 'Policies', then, from the options displayed select 'Insurance summary policies and related documents'.

The hyperlink to the Insurance page is:

<<http://soj/DocsForms/Policies/Pages/Insurance-policies.aspx>>

All other queries should be directed to the Financial Accounting and Control Team (email FACT@gov.je)

2 SPECIFIC REQUIREMENTS

Specific requirements cover the following:

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Staff must remember that they are spending public money and are therefore expected to exercise a degree of prudence when planning trips off Island and making travel arrangements.

Departmental travel policies may be issued in order to support compliance with this Financial Direction and any relevant HR Policies and codes of conduct.

2.1 – Booking travel and accommodation

Pre-approval

2.1.1 Any activity which forms part of the work of an employee and which will incur expenditure on travel and accommodation must be agreed and approved in line with the department's Scheme of Delegation prior to any bookings being confirmed. The minimum required details that must be completed when seeking approval are shown in the sample Travel Authorisation Form shown in [Appendix A](#).

Travel contract

2.1.2 All States departments must use the [approved 'Travel' supplier](#) for the booking of all States of Jersey funded travel arrangements, including:

- Flights
- Accommodation
- Trains (including Gatwick Express and tube travel)
- Car Hire
- Ferry

2.1.3 The use of approved corporate contracts is actively encouraged when booking travel and accommodation on behalf of consultants engaged by the States of Jersey (see [Financial Direction 5.6 \(U\) Management of Consultants](#)).

Making the booking

2.1.4 All departments must actively seek to control the cost of travel and accommodation. Expenditure on travel and accommodation must be prudent and be in compliance with the other requirements of this Direction.

2.1.5 Travel arrangements must be made by authorised HRG users only in line with the department's Scheme of Delegation. All new users must be trained on how to use the HRG travel system, either by an existing user within the department or by a member of the [Procurement team](#).

2.1.6 Authorised users must use the [HRG Portal](#)³ for all bookings with the exception of complex trips. Complex trips (e.g. group bookings, international travel and multi-leg journeys) may be booked via the [HRG classic booking team or by the HRG 24 hour support team](#) for urgent, out-of-hours bookings.

³ <https://isuite2.hrgworldwide.com/statesofjersey/Home.aspx>

- 2.1.7** Wherever possible, travel arrangements must be made well in advance in order to achieve best value for money, although the potential costs associated with making any changes at a later date must be considered alongside any efficiencies of booking early.
- 2.1.8** In some cases it may be appropriate to have a fully flexible ticket for a flight or train journey, e.g. when the duration of a meeting or series of meetings is not known with certainty, but this is subject to obtaining the appropriate approval in advance (see [section 2.1.1](#)).
- 2.1.9** Where a cheaper quote is found independently, officers must contact [HRG Travel Management](#) immediately so that HRG staff can make arrangements to access this cheaper quote. Under no circumstances should the cheaper flight or accommodation be booked directly.
- 2.1.10** Officers must not seek to travel with a specific carrier in order to receive benefits or select more expensive flights or hotel accommodation in order to earn more loyalty points, and the collection of loyalty points must not be to the detriment of the organisation, i.e. points must always accrue to the States of Jersey first. Departments must ensure that procedures (appropriate to the extent of travel undertaken) are in place for capturing any benefits accrued to staff from States travel.
- 2.1.11** The HRG travel system must not be used to make personal travel and accommodation arrangements.
- 2.1.12** Authorised bookers must retain the booking confirmation documentation, i.e. HRG Itinerary Details Confirmation and HRG Information for Trip Locator. Lodge Card Expenditure Statements are generated by the Enterprise Support Group – ISD at the beginning of each month and are emailed to relevant budget holders. The booking documentation and any travel pre-approval documentation should be used by departments to support the review of Lodge Card expenditure transactions in JD Edwards.

Third party hospitality

- 2.1.13** The standards to be followed in relation to the acceptance of third party hospitality including travel, accommodation and meals for States staff and Ministers are set out in the States HR Code of Conduct and the Code of Conduct for Ministers respectively.

2.2 – Travel

Flights

2.2.1 Officers must only travel in economy class unless prior written approval is given in line with the department's Scheme of Delegation or it is in line with a States HR policy.

2.2.2 An officer travelling on official States of Jersey business may upgrade their ticket if they pay the difference between the fares, i.e. between economy and business class, or between business class and club class. A personal trip may be wrapped around a business trip providing that it is agreed in advance and the officer pays any difference arising from taking a different flight. Documentary evidence of any difference must be retained with the booking confirmation documentation.

2.2.3 All flights booked by officers on behalf of ministers travelling on official business must be in accordance with the Code of Conduct for Ministers, as follows:

- Short haul flights (i.e. within the UK and Europe) - ministers should travel by economy class, although they may travel by business class if they pay the difference between the economy and business class fares. Documentary evidence of the difference arising from traveling via business class must be maintained with the booking confirmation documentation for audit purposes.
- Long haul flights (i.e. outside Europe) – ministers are able to travel by business class.

2.2.4 When going away on business officers may use their own car to travel to and from the Airport and reclaim the cost of parking providing that the cost of doing so is cheaper than using a taxi and their vehicle is insured to cover use in connection with the business of the States of Jersey (see the HR Mileage Allowance Policy).

Sea Travel

2.2.5 Officers may travel by sea where it can be demonstrated that this is the cheapest option or that there is another good reason for doing so. This decision should be approved in advance in line with the Scheme of Delegation.

Taxis

2.2.6 Taxis may be used if this is the most economical form of transport (e.g. two or three officers travel together) or if there are good reasons for doing so, such as:

- *Speed* - e.g. the officer is running late for a meeting;

- *Practicality* - e.g. the destination is situated a long way from any public transport, the officer is travelling with large amounts of luggage or equipment, this is the only means of transport in the event of a transport strike; and
- *Safety* - e.g. travelling outside of commuting hours or in an unknown area to ensure personal safety.

2.2.7 Officers may travel by taxi where the conditions of section 2.2.6 are not met but they must fund the cost themselves.

2.2.8 Receipts must be obtained for all taxi fares and as part of the claim the officer must document the reason for the journey and why public transport was not used. Staff must not claim taxis for personal trips.

Trains and other public Transport

2.2.9 Where taking a taxi cannot be justified (see [section 2.2.6](#)), public transport (e.g. bus/coach, rail/tube) should be taken.

2.2.10 The cost of public transport can be reclaimed for journeys to/from the airport/station and to/from accommodation and the place of work whilst away.

2.2.11 Where taking the train, officers must travel in the cheapest available class, except where the purchase of a fully flexible ticket has been approved (see [section 2.1.8](#)). If a more expensive ticket is booked this must be approved in line with the department's Scheme of Delegation and the request should be supported by good business reasons. Officers may upgrade their tickets if they meet the additional cost themselves.

2.2.12 Receipts must be obtained wherever possible to support all claims for public transport.

Car hire

2.2.13 Car hire is only acceptable in exceptional circumstances, for example, if there are several officers travelling together and it will save money compared to taking a taxi or if the destination is not near to public transport facilities.

2.2.14 The States of Jersey travel insurance policy covers car hire within the United Kingdom and Channel Islands. Where the States preferred hire car company (i.e. Enterprise Rent-A-Car) is not used, users should refer to the [UK hire car vehicle summary](#) before making a booking to ensure that the requirements when booking car hire with an alternative provider are met. Where a car is hired in a location not covered by the corporate policy, the complete package (i.e. including insurance) offered by the car hire company should be taken.

2.3 – Accommodation

- 2.3.1** It is the responsibility of the officer making the booking (see section 2.1.5) to ensure that value for money is achieved when booking accommodation. If, taking into account the traveller's needs, the cheapest available room night is not being booked there must be credible reasons to justify the more expensive option. The reason(s) should be documented and retained with the booking confirmation.
- 2.3.2** Where an officer would like to stay additional nights for personal reasons they must meet the costs of doing so.

Staying with friends and family

- 2.3.3** Where an officer chooses to stay with friends or family rather than in a hotel an allowance will be given. This must be approved in advance in line with the department's Scheme of Delegation. An allowance of £35 per night is considered reasonable given the potential saving in accommodation costs to the States of Jersey.
- 2.3.4** Where an allowance for staying with friends or family is claimed by an officer then subsistence allowances under [section 2.4.2](#) may not also be claimed.
- 2.3.5** Travel costs will be permitted in line with the requirements set out in [section 2.2](#) of this Direction.

2.4 – Expenses and expense claims

Expenses

Subsistence

2.4.1 Subsistence allowances are to provide for meals (and light refreshments) which are not included in any charge for accommodation or event.

2.4.2 Details of permitted subsistence allowances are as follows:

- If breakfast is included in the hotel room rate but not taken the cost of an additional breakfast may not be claimed. Where breakfast is not included in the room rate officers may claim up to £5 for breakfast per day.
- Officers may claim for dinner, up to a maximum value of £30 per day. This value is subject to pre-approval in line with the Scheme of Delegation and, where possible, should be booked as part of the accommodation package.
- Alcohol is not permitted when claiming subsistence allowance without prior approval in line with the scheme of delegation.

Other expenses

2.4.3 Reasonable personal telephone calls home (i.e. up to a maximum charge of £5 per day) are permitted and any calls required by the officer's own department may also be reclaimed. Wherever possible, departmental mobile phones should be used rather than hotel room telephones.

2.4.4 Costs incurred for an officer on States of Jersey business to return to Jersey in the event of an emergency will be met in full.

2.4.5 Where consultants are employed by the States, contracts must clearly detail which expenses are claimable. Please refer to [Financial Direction 5.6 \(U\) Management of Consultants](#).

Non-reimbursable expenses

2.4.6 The following expenses are **NOT** reimbursable:

- Personal articles - e.g. toiletries, magazines, newspapers
- Office supplies
- Barber/hairstylist
- Traffic and parking fines
- Hotel movies, games and other discretionary charges
- Laundry and dry cleaning
- Additional travel insurance coverage

- Claims for room service (above the allowance of £30 for dinner, see [section 2.4.2](#))
- Alcohol (unless with prior approval, see [section 2.4.2](#))

However, in exceptional circumstances officers may submit claims for the above subject to prior approval in line with the Scheme of Delegation. For example, claims for room service may be permitted where a member of staff is travelling alone. In certain circumstances (e.g. lost luggage), retrospective claims may be submitted for approval.

Expense claims

- 2.4.7** Expenses incurred whilst on business for the States of Jersey must be reclaimed in accordance with the requirements of Financial Direction 5.4 States Staff Payments. Unless there are extenuating circumstances, expense claims will only be reimbursed on the production of appropriate supporting documentation, e.g. a Visa receipt which is attached to an itemised restaurant bill or hotel bill.
- 2.4.8** Financial Direction 5.1 Purchasing of Goods and Services covers the requirements around the use of purchase cards, including when their use is acceptable (e.g. for incurring travel-related expenditure) and the need to obtain documentation to support purchases.

3 GOVERNANCE

Legal Responsibilities

3.1 In relation to engaging consultants, under the Public Finances (Jersey) Law 2005 Accounting Officers must ensure that:-

- Expenditure does not exceed the amount appropriated to it by a head of expenditure and is used for the purpose for which it was appropriated (Article 38(2) (a));
- In so far as practical, all money owed by their department is duly paid (Article 38(2) (b));
- Proper accounts of all financial transactions are kept (Article 38(2)(c)); and
- Resources are used efficiently and effectively (Article 38(2) (f)).

Scheme of Delegation

3.2 In the absence of a Scheme of Delegation, only an Accounting Officer can incur expenditure. The Accounting Officer may delegate this power, if appropriate, to another States employee. However, the Accounting Officer will remain ultimately accountable for all financial duties and responsibilities.

3.3 Where an Accounting Officer delegates their financial authority, a Scheme of Delegation must be documented. The Scheme must detail what authority has been delegated and to whom and the limit placed on that delegation, and must be in accordance with the requirements of this Financial Direction.

For example, in relation to travel and accommodation a Scheme of Delegation must include details on who can approve:

- Activities that will result in expenditure on travel and accommodation being incurred ([section 2.1.1](#)).
- User set-up on the approved travel management system ([section 2.1.5](#)).
- Authorise the purchase of fully flexible tickets for a flight or train journey ([section 2.1.8](#)).
- Travel by business class on flights ([section 2.2.1](#)).

- Travel by sea ([section 2.2.5](#)).
- Train travel where the cheapest fare is not taken ([section 2.2.11](#)).
- The payment of an allowance where an officer chooses to stay with relatives or friends rather than in a hotel ([section 2.3.3](#)).
- The value of a daily subsistence allowance including an amount for alcohol ([section 2.4.2](#))

Where a Scheme of Delegation applies, all the mandatory requirements of an Accounting Officer (detailed in this Financial Direction) applies to any officer with delegated powers.

Required/Assumed Knowledge of this Financial Direction

Accounting Officers

- 3.4** Accounting Officers must be aware of this Financial Direction. A more detailed knowledge of the requirements of this Direction by Accounting Officers will depend on the Scheme of Delegation (if any) in Place within their department. However, as mentioned in section 3.2, the Accounting Officer remains personally accountable.

Budget Holders

- 3.5** Budget Holders who are involved in the booking of travel and accommodation arrangements or who have a budget against which travel and accommodation expenditure is charged must be aware of the details of this Financial Direction as they apply to them, i.e. in line with the departmental Scheme of Delegation (if any) in place.

Finance Directors

- 3.6** Finance Directors are responsible for developing and maintaining control and assurance processes at departmental level and therefore need to be comfortable with all of the Specific Requirements set out in [section 2](#) of this Financial Direction.

Operational staff

- 3.7** All officers involved in the booking of travel and accommodation arrangements and all staff who travel on departmental or corporate business need to be comfortable with the Specific Requirements that are relevant to them, i.e. knowledge is required on a need to know basis and in line with the departmental Scheme of Delegation (if any) in place.

Departmental Compliance Procedures

- 3.8** Accounting Officers are responsible for ensuring that a control and assurance framework is in place in their department.

- 3.9** Finance Directors are responsible for developing and maintaining a control and assurance framework at departmental level. They are also responsible for implementing assurance processes (e.g. compliance procedures and assurance statements).
- 3.10** Finance Directors must ensure that departmental assurance processes are documented. A robust assurance framework will assist accounting officers in the preparation of the Accounting Officer's Statement on Internal Control.

4

SELF-CERTIFICATION CHECKLIST

	Yes	No	N/A
<i>Booking travel and accommodation</i>			
Are activities which form part of the work of States staff and which will incur expenditure on travel and accommodation approved in line with the department's Scheme of Delegation? (see section 2.1.1)			
Is the approved travel supplier used for all corporate travel arrangements? (see section 2.1.2).			
Can all expenditure on travel and accommodation be justified and is it prudent and in compliance with the other requirements of this FD? (see section 2.1.4)			
Are travel arrangements only made by authorised users? (see section 2.1.5)			
Is the approved travel supplier's Portal used for straightforward bookings, and the classic and support teams used for complex trips? (see section 2.1.6)			
Are travel arrangements made well in advance and are potential additional costs to revise arrangements considered? (see section 2.1.7)			
Where a fully flexible ticket is deemed appropriate is the relevant approval obtained in advance of confirming the booking? (see section 2.1.8)			
Is the approved travel supplier contacted where a cheaper quote for travel and accommodation is found independently? (see section 2.1.9)			
Are procedures in place to capture any benefits accrued to staff from States travel? (see section 2.1.10)			
Is HRG booking confirmation documentation retained and used to support the Lodge Card expenditure review process at month end? (see section 2.1.12)			
Are the standards to be followed in relation to the acceptance of third party hospitality including travel, accommodation and meals for States staff and Ministers being applied? (see section 2.1.13)			

Travel			
Is the lowest economy class fare that satisfies business needs accepted for all flights less than 4 hours duration, except with appropriate prior approval? (see section 2.2.1)			
Where a flight is upgraded or a personal trip is wrapped around a business trip, do officers meet all additional costs? (see section 2.2.2)			
Is the Code of Conduct for Ministers complied with when making bookings on behalf of Ministers? (see section 2.2.3)			
Is travel undertaken by boat where this is the cheapest option or where there are good reasons for doing so? (see section 2.2.5)			
Are officers able to justify the use of taxis and are the reasons for doing so documented? (see section 2.2.6 and 2.2.8)			
Where a more expensive train ticket has been booked has the appropriate approval been obtained in advance? (see section 2.2.11)			
Accommodation			
Do authorised users ensure that value for money is obtained when booking hotel accommodation? (see section 2.3.1)			
Where an officer chooses to stay with relatives or friends rather than in a hotel is the allowance pre-approved in line with the Scheme of Delegation? (see section 2.3.4)			
Expenses and expense claims			
Where agreements are not in place, are subsistence allowances and other expenses in line with this Financial Direction? (see section 2.4.2)?			
Unless there are extenuating circumstances, Is expenditure incurred in the course of business only reimbursed on the production of appropriate documentation? (see section 2.4.7)			

Appendix A – Sample Travel Authorisation Form

TRAVEL AUTHORISATION FORM

This Form must be approved in line with the department's Scheme of Delegation prior to any bookings being confirmed.

Traveller:	
Job Title:	
Department:	
Purpose of travel (e.g. meeting, course, conference):	
Destination:	
Start date and time:	
End date and time:	

If travel is for **training purposes** please indicate whether the course is statutory or otherwise obligatory for professional purposes. **Yes/No**

Financial Details

Business Unit:	
Budget Holder:	

Estimated Costs:	
	£
Travel	
Accommodation	
Subsistence	
Other	
Total	

Approved by..... (PRINT NAME)

Signed..... Date.....



**States of Jersey
Human Resources
Department**

Code of Conduct

INTRODUCTION

The Island community is entitled to expect the highest standards of conduct from all employees who work for the States of Jersey. This Code has, therefore, been produced for all employees and provides guidance on how they should behave in their day-to-day work. The intention is to maintain and improve standards and protect employees from misunderstanding and criticism. It should be read in conjunction with any professional code that also applies to particular groups of States' employees.

Clearly, no Code of Conduct can be expected to set out the correct behaviour in every type of situation that might arise. Nor should it be expected to do so. In the last analysis, the States of Jersey depends upon all its employees making a judgement on what is correct in any particular situation.

In seeking to do this, an employee should ask her/himself -

- Is the action that I intend to take legal, and does it comply with States' policies and approved practices?
- Does the action "feel" right and could it be justified to those outside the States?
- Would the life, health and/or safety of someone be endangered by my action?
- Could I be compromised in my dealings with others as a result of my intended action?

Uncertainty about what is the correct ethical approach can arise in many aspects of work. Guidance has been provided on some of the more difficult areas below. Whilst the States of Jersey would normally expect its employees to be able to determine the correct approach in most situations, it is recognised that, on occasion, it would be appropriate to seek the advice of a manager.

GUIDING PRINCIPLES OF CONDUCT

In order to ensure that the Island community has confidence in all those who are employed by the States of Jersey, you should ensure that you carry out your duties in accordance with the following principles:-

Selflessness: You must take decisions solely in terms of the public interest. You should not do so in order to gain financial or other material benefits for yourself, your family or your friends.

Integrity: You must not place yourself under any financial or other obligation that would influence you in the performance of your official duties.

Objectivity: In carrying out your duties, including appointing people to posts within the States of Jersey, awarding contracts or recommending individuals for rewards and benefits, you must make those choices on the basis of competency to do the job.

Accountability: You are accountable for your decisions and actions and must submit yourself to whatever scrutiny is appropriate to your level of responsibility.

Honesty: You must declare to your manager any private interests that relate to your duties and take action to resolve any conflicts arising in a way that protects the public interest.

Confidentiality: You must maintain confidentiality in respect of the information that you obtain as a result of your duties and only divulge it in accordance with States policy.

CONDUCT TOWARDS COLLEAGUES

In addition to the above, you must also apply the following rules of conduct in the way that you treat your colleagues at work -

Discrimination: In all aspects of employment, such as recruitment, reward, training, promotion, transfer and termination, you must treat individuals solely according to their ability to meet job requirements, without regard to factors such as race, religion, colour, ethnic or national origin, sexuality, age, disability, gender or marital status. (A copy of the States of Jersey's Equality and Diversity Policy is available on the States' Intranet site maintained by the States Human Resources Department.)

Attitudes and Behaviour: Everyone has a right to be treated with respect. For example, harassment of any kind, such as racial or sexual harassment, or bullying is totally unacceptable and all incidents must be reported immediately to your manager or your human resources officer.

Safe Working Practices: The States of Jersey, as an employer, is committed to ensuring the health, safety and well-being of all its employees. You must, therefore, adopt safe working practices in all your duties in order to safeguard yourself, your colleagues, customers and suppliers and all others working at or visiting States of Jersey properties.

WORK STANDARDS

You and all other States' employees are expected to give of your best, in order to provide the highest possible standard of service to the public. This includes treating members of the public with due courtesy and ensuring that public funds and all other resources that are entrusted to you are used appropriately and to the best advantage of the service, always ensuring value for money. You are also expected to use corporate resources such as office equipment, technology, stationery and supplies in a responsible and ethical manner.

WORKING WITHIN THE LAW

The States of Jersey is responsible for initiating and applying a framework of laws and regulations. It is therefore expected that you should always act lawfully. Criminal behaviour at, or even away from work, may result in a loss of public confidence in the integrity of the States.

CONFIDENTIALITY AND USE OF OFFICIAL INFORMATION

Under States policies, certain types of information must be made available to States members, the news media and to the public. You should, therefore, be aware of any policies on the release of information within your own Department and ensure that you act accordingly.

In addition, you must not use any information obtained in the course of your employment for personal gain or benefit: similarly, neither should you pass it on to others who might use it in such a way.

CONFLICT OF INTERESTS

A conflict of interest arises where you might be influenced in your duties by considerations of gain or benefit for yourself, members of your family or friends or by taking a decision from which you will gain personally. On all such occasions, you must draw the potential conflict to your manager's attention in order that a decision may be taken on how to proceed.

Some posts, such as those involving the purchasing of goods or services from others, are particularly sensitive. Orders and contracts must be awarded on merit and no favouritism should be shown to businesses run by, for example, friends, partners or relatives. All such relationships must be reported to your manager. (A copy of the Ethical Code on Purchasing is available on the States' Intranet site maintained by the States Human Resources Department.)

OTHER EMPLOYMENT

Care must be taken in taking up any other employment or business that might give rise to a conflict of interest or reduce your ability to carry out your duties fully and effectively.

In certain pay groups such as civil servants, paramedics, Educational, Technical, Secretarial and Support Staff, Airport Rescue and Fire Fighting Service, Police, States of Jersey Fire Service, Prison Officers, it is necessary to seek agreement from your manager in advance of taking up any additional employment.

It is important to note that where you do work for another employer on no account should such work be undertaken during your States' working hours, neither should any office resources be used for these purposes.

BEQUESTS

It is acknowledged that money or some other item may be left to a States of Jersey employee in a will as appreciation for services rendered to the deceased as part of their job. In such circumstances, you must notify your manager of any bequest made to you, or the possibility of any such bequest, immediately.

Where an indication is made that you might expect to receive some gift under a person's will you should encourage that person to take proper and independent legal advice in the preparation of their will. It would reflect badly on the States if, at a later time, claims were made by relatives or others, that undue influence had been placed on the deceased to make the gift. If proved true this would be considered to be a serious disciplinary matter.

REPORTING OF KNOWN WRONG DOING OR MALPRACTICE

States of Jersey employees are positively encouraged to raise any concerns about fraud, corruption or malpractice associated with States activities. They can do this in the knowledge **that such concerns will be treated in strictest confidence and will be properly and fully investigated.** Any instances must be reported to one of the following:

- Your line manager or any other senior manager, including your Chief Officer
- Departmental human resources manager
- States Human Resources Department (Tel 603001)
- The Audit & Risk Management Division (Tel 603901)

Whilst it is acknowledged that it might be difficult to report suspicions about a colleague, it is incumbent on all staff to report concerns without delay. Wherever possible all instances reported will be treated in the strictest confidence. The States of Jersey will take every reasonable measure to ensure that no reprisals are taken against any individual reporting a suspicion. No one will be penalised for making an allegation that is subsequently proved to be groundless, where the allegation has been made in good faith. The States of Jersey will not, however, tolerate individuals making malicious allegations and disciplinary procedures will be instigated against such employees.

PERSONAL EXPENSES

Sums claimed as expenses must have been reasonably incurred in the pursuit of work for the States of Jersey and should equate only to the extent to which you personally are out of pocket. All personal expenses should be declared and processed using the guidelines stated in Code of Direction number 13 on Travel and Subsistence. (A copy of this Code of Direction is available on the States' Intranet site maintained by the States Treasury.) Officers should also comply with any policies issued by their own Department. In brief you:

Must not

- claim for unnecessary or extravagant amounts such as:
 - ordering an expensive meal.
 - paying for others, unless this has the approval of your Chief Officer / line manager.
- claim for services you have not received.

Must

- produce receipts to support your expenses claims.

May

- make supplements to your claimable expenses by using your personal funds.

Remember you are spending the taxpayer's money. If in doubt about an item of expenditure you should seek advice.

GIFTS AND HOSPITALITY

Gifts

As a general principle it is unacceptable for an employee to accept a valuable gift or money for personal reward. On all occasions, prior to accepting a gift or money, an officer should seek advice and approval from her/his Head of Department. Gifts such as flowers, chocolates, etc., can be kept, especially if refusal would lead to upset or offence on the part of the giver. Calendars, diaries and similar items of token value which may sometimes be given to employees at Christmas or after a visit to an organisation can be accepted.

In all cases a test of reasonableness should be applied and the officer should ask him/herself the following questions :

- Why is the gift being made?
- What are the background circumstances?
- Has the donor felt obliged to make the gift?
- Does the donor expect anything in return?
- Are there any implications for the States of Jersey or myself if I accept or decline?
- Would I be prepared to justify acceptance to the public?

Hospitality

Occasionally entertainment is a normal part of the courtesies of public life and extreme strictness can give unnecessary offence to people and organisations with whom the States of Jersey's relationships are important. Working meals which can be reciprocated by States employees are normally acceptable provided no extravagance is involved.

An invitation to a social event associated with business or to a general celebration would also normally be acceptable, again provided no extravagance is involved.

Offers of holidays, hotel accommodation, free travel or meals, other than working meals, should not be accepted. In addition, free travel and accommodation offered in association with work should always be approved by your line manager and entered into the Hospitality Register referred to below.

Some employees, particularly those involved in the awarding of contracts or placing orders for goods and services, should take particular care if accepting hospitality from a contractor during a tendering period. Care should also be taken not to accept hospitality from one company on a frequent basis.

Employees are expected to exercise judgment when offers of hospitality are made. The key message is that extravagance is unacceptable. If you are in doubt as to whether to accept an invitation, you should seek the advice of your line manager or your departmental human resources manager.

Gifts and Hospitality Register

A gifts and hospitality register should be maintained by Departments in which entries will be made of gifts and hospitality received by departmental officers which have been approved by the Head of Department. It will not be necessary to record gifts of token value (e.g., diaries, flowers, etc.) or normal working lunches for example. The registers will be subject to review by internal audit.

COMPUTER MISUSE

As part of your job with the States of Jersey, you may be required to use a computer or at least handle information which is derived from a computer system. Whilst computers provide significant benefits for the efficient handling and distribution of information, nevertheless, there are also special risks and, therefore, employees have a particular responsibility to act with care and discretion.

The States of Jersey has issued an "Information Security Personal Handbook" and if you use a computer you should ensure that you obtain a copy and always act in conformity with the policies set out in that Handbook and also any departmental policies.

CONCLUSION

All of the issues that have been highlighted above are of importance in helping to maintain the trust and confidence of the Island's community in the integrity of the States of Jersey. Each employee is, therefore, requested to ensure that they behave in accordance with this Code during the course of their employment with the States of Jersey.

CODE OF PRACTICE

EXPENSES AND TRAVEL



Title	EXPENSES AND TRAVEL
Author	Employment Relations
Document	Code of Practice
Effective Date	xx/xx/2016
Review Date	Xx/xx/2019
Version	0.1
This Code of Practice is written in accordance with the Employment of States of Jersey Employees (Amendment no 7) (Jersey) 2015	

CODE OF PRACTICE CONCERNING EXPENSES AND TRAVEL

PURPOSE

This code of practice is concerned with expenses and travel arrangements incurred by public servants, Crown Officers and persons employed by administrative bodies receiving financial support from the States of Jersey.

The purpose of this code is to ensure that legitimate travel and personal expenses incurred whilst on business on behalf of the States of Jersey are managed appropriately with due regard to the public purse.

LINK TO OTHER POLICIES

This code is implemented operationally by the following:

- Financial Directions

(Departments are not permitted to have their own expenses or travel policies for staff which are in conflict with this Code or Financial Directions. For the avoidance of doubt, in the event of any conflict between the terms of any departmental expenses or travel policy and this Code or the Financial Directions, the terms of the Code and Financial Directions shall prevail).

APPLICATION

This code of practice applies to employees of the States of Jersey who are employed under the provisions of the Employment of States of Jersey Employees (Jersey) Law 2005 and its subordinate regulations, officers of the States of Jersey Police, who are employed under the provisions of the Police Force (Jersey) Law 1974 and the States of Jersey Police Force Law 2012 (legislation as currently enacted), and persons employed by administrative bodies receiving financial assistance from the States of Jersey.

PROVISION

This code of practice requires that mechanisms are put in place and applied to:

- Ensure that persons covered by this code follow Financial Directions and Accounting Instructions in accordance with the Public Finances (Jersey) Law 2005
- Require persons, defined above, travelling or incurring personal expenses on behalf of the States of Jersey to exercise prudence when spending public money and achieve value for money
- Ensure approved contractors are used to book travel arrangements
- Ensure that expenses incurred do not exceed subsistence allowances

AUTHORISATION

On behalf of the States Employment Board	Designation	Date

Loyalty Points

Since 2000 the States has been a member of the BA On Business scheme where loyalty points can be collected for BA, American Airlines and Iberia flights. The BA On Business Account is a virtual account designed to be held by companies / corporate entities where the number of points collected depends upon the amount of company expenditure with BA (Tiers 1-3) per annum. The States are a Tier 3 account holder based upon 2015 spend. The Tier qualification expenditure is as follows: -

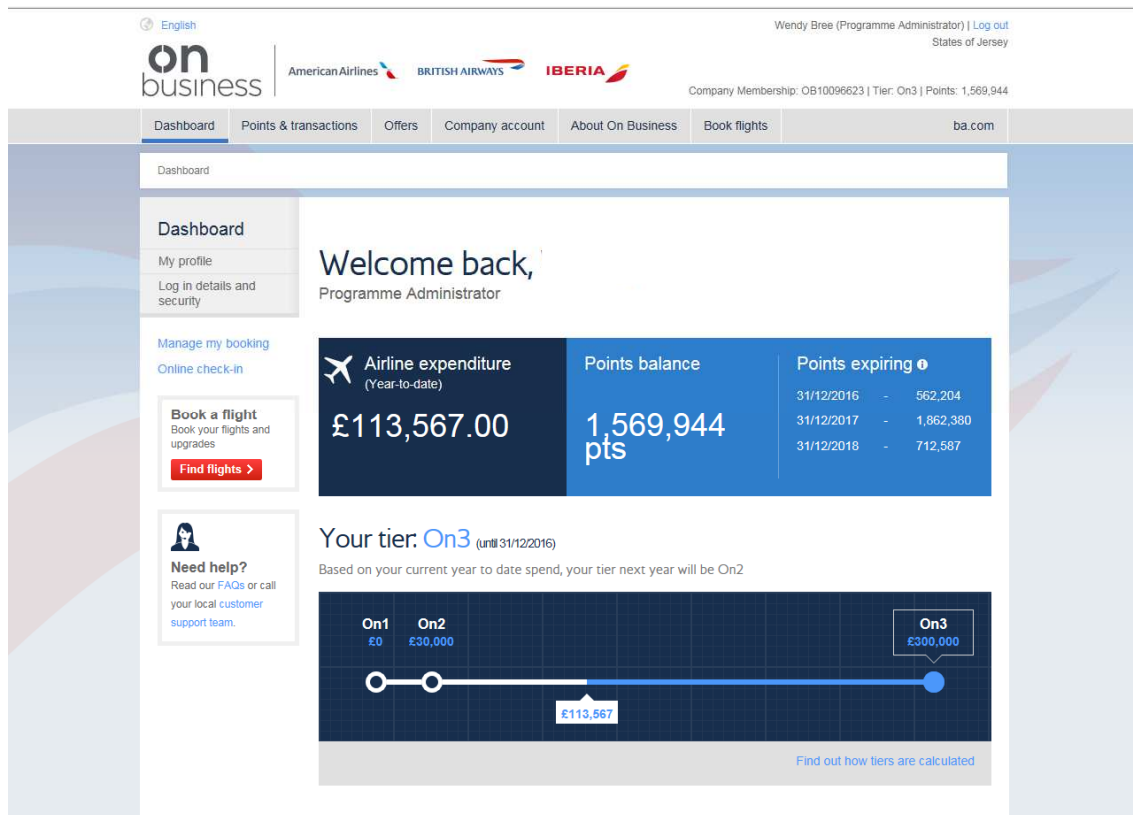
Tier 1	Tier 2	Tier 3
£0-29,999 per year	£30,000-£299,999 per year	£300,000+

The BA On Business is completely separate from the BA Executive Club and managed by a different website. For BA On Business we do not hold a physical card but have a membership number which is entered against all BA bookings via HRG.

The Financial Direction (5.7) states officers must not seek to travel with a specific carrier in order to receive benefits personally or select more expensive flights.

BA On Business <https://onbusiness.britishairways.com/web/ba>


Figure1



Points are collected differently to the Executive Club programme as per **Figure 2**. Bookings made directly with BA.com gives the opportunity to enter a personal Executive Card number as well as a BA On Business number (see **Figure 3**).

Figure 2

Find flights >



Need help?
Read our [FAQs](#) or call your local [customer support team](#).

▼ How does my company earn On Business points?

You can earn On Business points:

- on qualifying flights with American Airlines, British Airways, Iberia and all [eligible partners](#); and
- by using the British Airways American Express Corporate Card or Corporate Plus Card.

▼ Can I collect points on my frequent flyer programme as well as On Business points?

Yes, you can earn points for yourself and points for your company. Just make sure you put your airline frequent flyer number into your bookings as well as your On Business number.

> Do I have to be a member of a frequent flyer programme and On Business? show +

▼ How do I manage my Avios points?

You need to be a member of the British Airways Executive Club, Iberia Plus or Avios Programme to collect and spend AVIOS.

You can log in and manage your [Executive Club account on ba.com](#).

▼ How are On Business points calculated?

The points you earn are based on your tier level.

Once you've joined, you'll automatically enter tier 1 of the On Business programme and progress through to tiers 2 and 3 as you spend more on company travel.

When you reach a new tier level, you'll be able to earn extra points for every £1 spent.

Tier	On1	On2	On3
Annual company travel spend	£0 – £29,999	£30,000 – £299,999	£300,000 +
On Business points level	1 point per £1 spent	1 point per £1 plus a 25% tier bonus for every point earned (i.e. 1.25 points per £1)	1 point per £1 plus a 50% tier bonus for every point earned (i.e. 1.5 points per £1)

Figure 3

Passengers

Adult passenger 1

All items marked with an asterisk (*) must be completed

* Title

* First name

* Last name

Member of a frequent flyer programme? Yes No

* Select your programme

* Who is paying for this booking?

* Email address of person paying

* Re-type email address

Is the person paying a member of the On Business or Business Extra programme?

* On Business number

Your email address will be used to send you servicing information related to your purchase or about your search. It may also be used for customer surveys but will not be used for direct marketing unless you sign up to hear about exclusive offers.

Bookings for children under 12 years of age and travelling alone cannot be made online.

[Why is this?](#)

If you are **between 12-18 years of age**, travelling alone and require supervision at the airport and in-flight, this booking must not be made online.

[How can I make this type of booking](#)

[Our privacy policy](#)
[How your data is used](#)

Avios points accounts are managed, collected and accessed by an individual, who holds a personal account with either BA or Avios. The account is secure and data protected meaning that only the individual has the jurisdiction to access and release their information. In the Avios terms and conditions it states that companies are not eligible to be account holders therefore Avios points cannot be returned to the States.

Since the introduction of HRG in 2012 our BA On Business points collection has increased dramatically as it is the first time in many years that the procurement of States flights has been standardised and directed through one Travel Management Company (TMC), who can assign the account number. This was undertaken by the previous TMC but unfortunately compliance was low and therefore only a small percentage of flights booked accrued points.

As at date of this report the States of Jersey held **1,563,854** points.

During HRG training users are advised that there is a States BA On Business account where points are collected. Prior to 2016 users were advised that the corporate points should be utilised for long haul, non-economy and politically contentious flights where the best commercial advantage could be achieved. Since 2013 we have used in the region of 340,000 points

BA On Business points have been utilised by many departments since the account was opened and flights purchased for many worldwide destinations (e.g. Bermuda, Cayman Islands, China etc).

Using the BA On Business flights will enable the States to get to the following destinations: -

Current Economy Ticket Jersey	2,200 points
Economy Ticket Cape Town	10,000 points
Business Ticket Cape Town	58,000 points
Economy Ticket Melbourne, Australia	16,000 points
Business Ticket Melbourne, Australia	70,000 points

In 2015 there seemed to be a significant reduction in the amount of flights requested by departments using BA On Business points therefore the points collected has escalated. This is currently being rectified as the Chief Executive briefed the Corporate Management Board (CMB) that the points can be used for any location. Transactions since 2012 are included within Figure 4 and Table 1.

Figure 4 Recent Transactions

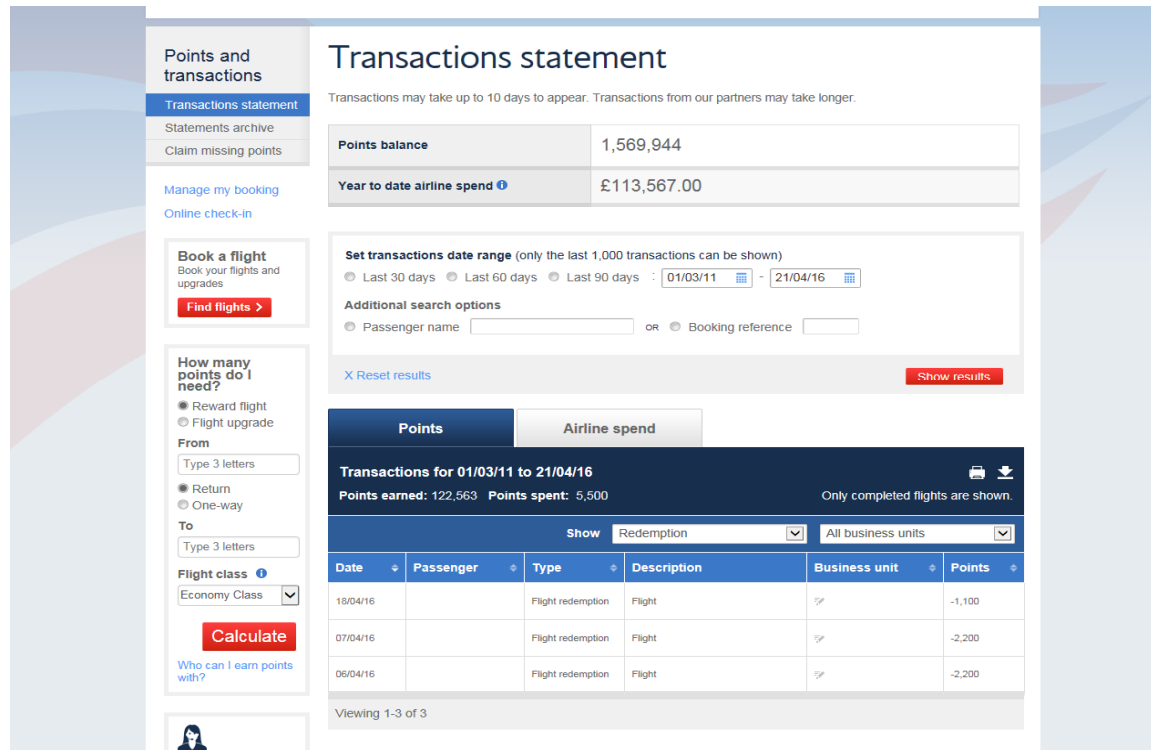


Table 1 – Archived Transactions

Date	Description	Points
19/05/2015	57Q5BI One-Way Flight: LONDON HEATHROW - NAIROBI: World Traveller Plus: x1: Booking made by Programme Administrator	-8580
09/10/2014	4OGI7K One-Way Flight: BEIJING - LONDON HEATHROW: First: x1: Booking made by Programme Administrator	-17820
09/10/2014	4P7AJQ One-Way Flight: LONDON HEATHROW - HONG KONG: First: x1: Booking made by Programme Administrator	-17820
29/05/2013	8J53BC Return Flight: JERSEY - BERMUDA: Club: x1: Booking made by Programme Administrator	-25140
29/05/2013	8NGWBH Return Flight: JERSEY - LONDON GATWICK: Traveller: x2: Booking made by Programme Administrator	-6240
03/04/2013	2TTLVG Return Flight: LONDON HEATHROW - WASHINGTON - DULLES: Club: x1: Booking made by Programme Administrator	-18900
28/03/2013	X586E3 Return Flight: LONDON HEATHROW - ABU DHABI: Club: x1: Booking made by Programme Administrator	-18480
24/10/2012	3KUPJO One-Way Flight: LONDON GATWICK - JERSEY: Traveller: x1: Booking made by Programme Administrator	-1560
10/10/2012	5FQXD8 One-Way Flight: TOKYO NARITA - LONDON HEATHROW: Traveller: x1: Booking made by Programme Administrator	-4680
02/10/2012	ZHMNV4 Return Flight: JERSEY - LONDON GATWICK: Traveller: x2: Booking made by Programme Administrator	-6240

01/10/2012	YWFZF7 Return Flight: LONDON HEATHROW - TOKYO HANEDA: World Traveller Plus: x1: Booking made by Programme Administrator	-18720
01/10/2012	YQ29FB One-Way Flight: LONDON HEATHROW - TOKYO HANEDA: Club: x1: Booking made by Programme Administrator	-13860
27/09/2012	8A4RDL One-Way Flight: LONDON HEATHROW - TOKYO NARITA: Club: x1: Booking made by Programme Administrator	-13860
25/09/2012	64DDDQ Return Flight: LONDON GATWICK - JERSEY: Traveller: x1: Booking made by Programme Administrator	-3120
21/09/2012	45BUW9 Return Flight: LONDON HEATHROW - TOKYO HANEDA: World Traveller Plus: x1: Booking made by Programme Administrator	-18720
20/09/2012	4UCXEP Return Flight: JERSEY - LONDON GATWICK: Traveller: x1: Booking made by Programme Administrator	-3120
20/09/2012	4T2LU5 Return Flight: JERSEY - LONDON GATWICK: Traveller: x1: Booking made by Programme Administrator	-3120
20/09/2012	4J8QZ2 Return Flight: LONDON GATWICK - JERSEY: Traveller: x1: Booking made by Programme Administrator	-3120
18/09/2012	3QG2HQ Return Flight: LONDON HEATHROW - GRAND CAYMAN: Traveller: x1: Booking made by Programme Administrator	-6600
18/09/2012	3QGUIU Return Flight: LONDON HEATHROW - GRAND CAYMAN: Traveller: x1: Booking made by Programme Administrator	-6600
10/09/2012	8H2AXR Return Flight: JERSEY - CAPE TOWN: Club: x1: Booking made by Programme Administrator	-31650
03/09/2012	48RMBU Return Flight: LONDON GATWICK - JERSEY: Traveller: x1: Booking made by Programme Administrator	-3120
30/08/2012	3JD9YJ Return Flight: JERSEY - BERMUDA: Club: x1: Booking made by Programme Administrator	-25140
29/08/2012	3ASWC2 Return Flight: JERSEY - LONDON GATWICK: Traveller: x1: Booking made by Programme Administrator	-3120
23/08/2012	YH3SCM Return Flight: LONDON GATWICK - JERSEY: Traveller: x1: Booking made by Programme Administrator	-3120
15/08/2012	54H625 Return Flight: JERSEY - BEIJING: Club: x1: Booking made by Programme Administrator	-33960
14/08/2012	5HCV9T One-Way Flight: EDINBURGH - JERSEY: Traveller: x1: Booking made by Programme Administrator	-2340
13/08/2012	42LK9C Return Flight: JERSEY - EDINBURGH: Traveller: x1: Booking made by Programme Administrator	-4680
13/08/2012	42W3V9 Return Flight: JERSEY - EDINBURGH: Traveller: x1: Booking made by Programme Administrator	-4680
03/07/2012	49WJDM Return Flight: JERSEY - EDINBURGH: Traveller: x1: Booking made by Programme Administrator	-4680
07/06/2012	Z395Q6 Return Flight: JERSEY - EDINBURGH: Traveller: x1: Booking made by Programme Administrator	-4680

Conclusions

- There are currently insufficient controls in place to address the risk that officers may choose travel and accommodation options that benefit them personally, in terms of loyalty points.
- The States does not currently make best use of the BA on Business points it accrues.
- The best value for money options for travel may not be made available if the booker is unaware that the traveller holds a BA gold or silver card. Such card holders can have different flight options than those available to non-card holders.

Recommendations

- Where officers accrue personal loyalty points from business travel they will be expected to make these available for future business travel.
- Officers who travel more than 12 times in a financial year (or more than two international or business-class trips) must include any personal points accrued in the annual compliance statement for their department.
- For all travel involving BA, the booker should contact Corporate Procurement prior to booking to establish whether any BA on Business points are available to be used.
- When requesting a travel booking from HRG staff must be asked by HRG if they hold a BA Gold or Silver card.

Current reporting

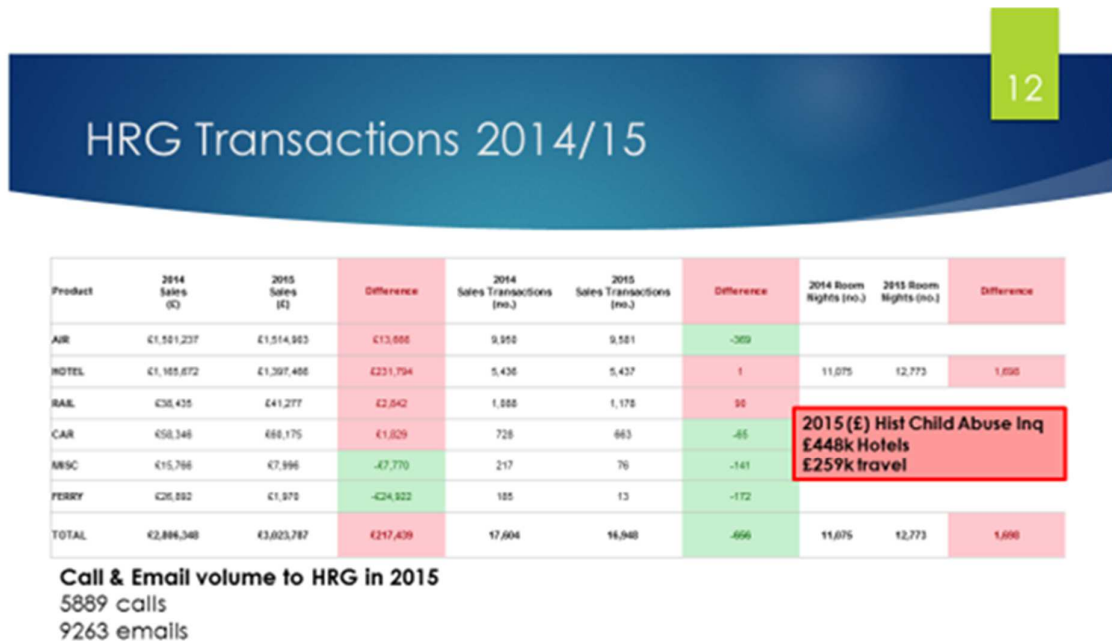
Existing reporting of travel and accommodation expenditure currently occurs in three ways:

- Internal – by Corporate Procurement
- External – staff costs note in the States' Financial Report and Accounts
- External - Travel and Entertainment Expenses: Ministers and Assistant Ministers

Internal reporting from Corporate Procurement

The following reporting is currently carried out via the Corporate Procurement team:

- a quarterly overview of HRG transactions to CMB. This is an example



- provision to a number of departments of HRG transaction data (upon request)
- automatic issuing to budget holders of a JDE (JD Edwards financial system) report identifying what transactions have been recorded on the financial ledger

HRG provide quarterly management data as part of management of that contract.

External reporting - staff costs note in the States' Financial Report and Accounts

In accordance with Financial Reporting Standards applicable to the States and the Jersey Financial Reporting Manual, the annual published Financial Report and Accounts includes a note to the Accounts relating to Staff Costs. The most recent such note, taken from the 2015 Accounts, is included as Appendix Q.

External reporting - Travel and Entertainment Expenses 2014: Ministers and Assistant Ministers

Annual reporting of travel and entertainment costs for Ministers and Assistant Ministers to the States Assembly has been carried out since 2006, in accordance with a commitment given by the (then) Chief Minister during 'questions without notice' in the States on 7th November 2006.

The most recent report published, relating to 2014, is attached as Appendix R. The 2015 report will be published by the end of June 2016.

Observations

- There is currently minimal external reporting of officer travel. The Annual Report and Accounts provides only high-level information.
- Internal reporting of travel has improved, but could be improved further. In particular, exception reporting can highlight where policies and controls are not working.

Recommendations

- All expenditure on flights and accommodation over £500 to be published twice yearly to the States Assembly. This will include job titles but redact names.
- Exception reporting to be provided by HRG to Corporate Procurement and accounting officers where options chosen are not the recommended ones. These are to be reported to CMB quarterly.
- Quarterly reporting by Corporate Procurement to CMB on travel where costs are in excess of £500 and exemption forms have been completed.

STATES OF JERSEY



TRAVEL AND ENTERTAINMENT EXPENSES 2014: MINISTERS AND ASSISTANT MINISTERS

Presented to the States on 29th September 2015
by the Chief Minister

STATES GREFFE

REPORT

At a meeting of the States on 7th November 2006, the Chief Minister of the time was asked during ‘questions without notice’ about the travel and entertainment expenses incurred by Ministers.

The relevant extract from the States Minutes is given below –

“The Code of Conduct for Ministers, which was presented on 10th February, was largely copied and pasted from the U.K. Code of Conduct. However, the U.K. Code of Conduct includes that the government publishes an annual list of all travel overseas by Ministers, together with the total cost of Ministerial travel overseas. Will, at the end of these 12-month periods, the Chief Minister publish all travel and entertaining expenses by Ministers?”

The Chief Minister agreed to publish the expenses incurred by Ministers, including travel and entertainment figures.

The travel and entertainment figures for 2014 are therefore attached in the **Appendix** to this Report. The expenses incurred by Assistant Ministers have also been included.

APPENDIX

2014				
Department	Name	Travel (including accommodation) £	Entertainment £	Total £
Chief Minister's Department				
Chief Minister	Senator I.J. Gorst	£15,414	£0	£15,414
Assistant Minister	Senator P.F. Routier M.B.E.	£2,030	£0	£2,030
Assistant Minister	Senator P.F.C. Ozouf	£9,109	£1,587	£10,697
Economic Development				
Minister	Senator A.J.H. MacLean (to 6 Nov.)	£10,024	£50	£10,074
Assistant Minister	Deputy C.F. Labey of Grouville (to 6 Nov.)	£839	£0	£839
Assistant Minister	Deputy J.P.G. Baker of St. Helier (to 6 Nov.)	£2,647	£0	£2,647
Minister	Senator L.J. Farnham (from 7 Nov.)	£0	£0	£0
Assistant Minister	Deputy M.J. Norton of St. Brelade (from 7 Nov.)	£0	£0	£0
Assistant Minister	Deputy S.G. Luce of St. Martin (from 7 Nov.)	£0	£0	£0
Assistant Minister	Senator P.F.C. Ozouf (from 7 Nov.)	£0	£0	£0
Assistant Minister	Deputy R.G. Bryans of St. Helier (from 7 Nov.)	£0	£0	£0
Assistant Minister	Connétable S.W. Pallett of St. Brelade (from 7 Nov.)	£0	£0	£0
Education, Sport and Culture				
Minister	Deputy P.J.D. Ryan of St. John (to 6 Nov.)	£452	£0	£452
Assistant Minister	Deputy R.G. Bryans of St. Helier (to 6 Nov.)	£1,613	£0	£1,613
Assistant Minister	Deputy R.G. Le Hérisssier of St. Saviour (to 6 Nov.)	£0	£0	£0
Minister	Deputy R.G. Bryans of St. Helier (from 7 Nov.)	£437	£0	£437
Assistant Minister	Senator Sir P.M. Bailhache (from 7 Nov.)	£0	£0	£0
Assistant Minister	Connétable S.W. Pallett of St. Brelade (from 7 Nov.)	£0	£0	£0
Assistant Minister	Senator L.J. Farnham (from 7 Nov.)	£0	£0	£0
External Relations				
Minister	Senator Sir P.M. Bailhache	£12,548	£729	£13,277

Department	Name	Travel (including accommodation) £	Entertainment £	Total £
Health and Social Services				
Minister	Deputy A.E. Pryke of Trinity (to 6 Nov.)	£288	£60	£348
Assistant Minister	Deputy J.A. Martin of St. Helier (to 6 Nov.)	£0	£5	£5
Minister	Senator A.K.F. Green M.B.E. of St. Helier (from 7 Nov.)	£0	£0	£0
Assistant Minister	Deputy P.D. McLinton of St. Saviour (from 7 Nov.)	£0	£0	£0
Assistant Minister	Connétable J.M. Refault of St. Peter (from 7 Nov.)	£0	£5	£5
Home Affairs				
Minister	Senator B.I. Le Marquand (to 6 Nov.)	£379	£0	£379
Assistant Minister	Senator L.J. Farnham (to 6 Nov.)	£0	£0	£0
Minister	Deputy K.L. Moore of St. Peter (from 7 Nov.)	£0	£0	£0
Assistant Minister	Connétable D.W. Mezbourian of St. Lawrence (from 7 Nov.)	£0	£0	£0
Housing				
Minister	Deputy A.K.F. Green M.B.E. of St. Helier (to 6 Nov.)	£0	£0	£0
Assistant Minister	Connétable J.M. Refault of St. Peter (to 6 Nov.)	£0	£0	£0
Minister	Deputy A.E. Pryke of Trinity (from 7 Nov.)	£0	£0	£0
Environment				
Minister	Deputy R.C. Duhamel of St. Saviour (to 6 Nov.)	£2,363	£635	£2,998
Assistant Minister	Deputy C.F. Labey of Grouville (to 6 Nov.)	£0	£0	£0
Minister	Deputy S.G. Luce of St. Martin (from 7 Nov.)	£0	£0	£0
Assistant Minister	Connétable S.W. Pallett of St. Brelade (from 7 Nov.)	£0	£0	£0
Assistant Minister	Senator L.J. Farnham (from 7 Nov.)	£0	£0	£0
Social Security				
Minister	Senator F. du H. Le Gresley (to 6 Nov.)	£0	£0	£0
Assistant Minister	Deputy S.J. Pinel of St. Clement (to 6 Nov.)	£0	£0	£0
Minister	Deputy S.J. Pinel of St. Clement (from 7 Nov.)	£0	£0	£0
Assistant Minister	Deputy G.J. Truscott of St. Brelade (from 7 Nov.)	£0	£0	£0

Department	Name	Travel (including accommodation) £	Entertainment £	Total £
Transport and Technical Services				
Minister	Deputy K.C. Lewis of St. Saviour (to 6 Nov.)	£153	£0	£153
Assistant Minister	Deputy J.A.N. Le Fondré of St. Lawrence (to 6 Nov.)	£0	£71	£71
Minister	Deputy E.J. Noel of St. Lawrence (from 7 Nov.)	£0	£0	£0
Assistant Minister	Deputy R.J. Rondel of St. Helier (from 7 Nov.)	£0	£0	£0
Treasury and Resources				
Minister	Senator P.F.C. Ozouf (to 6 Nov.)	£16,092	£484	£16,576
Assistant Minister	Deputy E.J. Noel of St. Lawrence	£261	£30	£291
Minister	Senator A.J.H. Maclean (from 7 Nov.)	£162	£0	£162
Assistant Minister	Deputy T.A. Vallois of St. John (from 7 Nov.)	£0	£0	£0
Total:				£78,468

9.11 Staff Costs

2015

Year End FTE	Department	Notes	Salaries and Wages £'000	Pension £'000	Social Security £'000	Total £'000
222.1	Chief Minister's Department		13,902	1,737	757	16,396
29.6	Economic Development		2,323	305	124	2,752
1,655.3	Education, Sport and Culture		74,959	10,877	4,548	90,384
107.2	Department of the Environment		5,970	795	336	7,101
2,373.2	Health and Social Services		114,192	13,743	6,709	134,644
640.1	Home Affairs		33,523	4,303	1,951	39,777
236.8	Social Security		9,219	1,232	587	11,038
419.5	Transport and Technical Services		17,037	2,118	1,044	20,199
233.3	Treasury and Resources		11,483	1,514	643	13,640
25.3	States Assembly (excluding States Members)		1,334	163	72	1,569
192.4	Non Ministerial States Funded Bodies		11,651	1,674	597	13,922
0.0	Jersey Airport		6,964	846	386	8,196
0.0	Jersey Harbours		2,624	297	146	3,067
16.0	Jersey Car Parking		578	78	37	693
26.0	Jersey Fleet Management		893	112	57	1,062
6,176.8	Total		306,652	39,794	17,994	364,440
	SOJDC	ii	779	88	30	897
	Andium Homes Limited	iii	2,658	337	146	3,141
	Ports of Jersey Limited	iv	3,463	215	101	3,779
	Non-States staff costs	v				11,082
	Other staff costs	vi				6,544
	States Members remuneration					2,262
	Staff costs charged to capital					(3,321)
	Total Staff Costs					388,824
	Elimination of Social Security Contributions	vii				(18,271)
	Other Eliminations					80
	Total Consolidated Staff Costs					370,633

2014

Year End FTE	Department	Notes	Salaries and Wages £'000	Pension £'000	Social Security £'000	Total £'000
261.8	Chief Minister's Department		13,591	1,721	732	16,044
54.7	Economic Development		2,944	377	163	3,484
1,603.9	Education, Sport and Culture		73,694	10,697	4,421	88,812
110.2	Department of the Environment		5,947	800	330	7,077
2,435.8	Health and Social Services		112,993	13,600	6,608	133,201
660.2	Home Affairs		33,960	4,291	1,957	40,208
0.0	Housing		1,232	160	69	1,461
221.6	Social Security		8,718	1,268	538	10,524
467.5	Transport and Technical Services		17,823	2,153	1,092	21,068
245.7	Treasury and Resources		12,417	1,603	696	14,716
27.8	States Assembly (excluding States Members)		1,335	182	78	1,595
183.2	Non Ministerial States Funded Bodies		11,068	1,625	572	13,265
169.2	Jersey Airport		9,128	1,130	512	10,770
71.8	Jersey Harbours		3,446	407	198	4,051
19.0	Jersey Car Parking		672	91	43	806
25.0	Jersey Fleet Management		890	111	57	1,058
6,557.4	Total		309,858	40,216	18,066	368,140
	SOJDC	ii	705	81	26	812
	Andium Homes Limited	iii	1,341	163	73	1,577
	Non-States staff costs	v				10,817
	Other staff costs	vi				1,572
	States Members remuneration					2,496
	Staff costs charged to capital					(3,199)
	Total Staff Costs					382,215
	Elimination of Social Security Contributions	vii				(18,165)
	Other Eliminations					-
	Total Consolidated Staff Costs					364,050

Notes

- i. Figures exclude costs associated with the PECRS pre-87 liability.
- ii. Further details can be found in the separately published SOJDC accounts.
- iii. Further details can be found in the separately published Andium accounts.
- iv. Further details can be found in the separately published Andium accounts.
- v. Non-States staff costs includes the costs of individuals who do not hold an employment contract with the States, but who are acting as States Employees.
- vi. Other staff costs include redundancy, voluntary redundancy, severance payments and adjustments for the cost of accumulated compensated absences.
- vii. Social Security Contributions paid by States Entities to the Social Security Fund and Health Insurance Fund are internal to the States Accounts, and so eliminated on consolidation. This note has been drafted to show the full cost of Staff as well as the consolidated position.

Analysis of Staff Costs by Type

Type of Payment	Restated 2014 £'000	2015 £'000
Basic Pay	289,291	286,485
Shift Allowances	8,358	8,246
Overtime	7,417	6,529
Standby Payments	1,608	1,582
Other Time Payments	366	394
Skill Related Payments	604	531
Business Expenses	104	81
Relocation Expenses	485	240
Ad Hoc Payments/Supplements	4,411	9,304
Benefits	720	679
Sickness Offsets from Social Security	(1,485)	(1,417)
Amounts shown in Other Staff Costs	(1,223)	(6,090)
Other Accounting Adjustments	(798)	88
Total Salaries and Wages	309,858	306,652
Pension	40,216	39,794
Social Security	18,066	17,994
Total	368,140	364,440

Analysis of Staff Costs by Pay Group

Pay Group	Restated 2014 £'000	2015 £'000
Civil Servants (including A Grades)	126,595	127,041
Manual Workers	30,919	30,113
EfW Operations	1,278	1,229
Doctors and Consultants	17,041	17,231
Nurses and Midwives	45,735	45,937
Other Health Pay Groups	5,242	5,439
Uniformed Services	22,636	21,776
Heads and Deputy Heads, Highlands Managers	5,938	6,139
Teachers and Lecturers	41,579	44,701
Youth Service	1,096	1,091
Other Ports of Jersey Pay Groups	4,764	3,607
Chief Officers, Judicial Greffe, Crown Appointments, Law Draftsmen and Other Personal Contract Holders	6,560	5,418
Law Officers	2,496	2,932
Amounts shown in Other Staff Costs	(1,223)	(6,090)
Other Accounting Adjustments	(798)	88
Total Salaries and Wages	309,858	306,652
Pension	40,216	39,794
Social Security	18,066	17,994
Total	368,140	364,440