

**Van:** FM Businessrevel  
**Verzonden:** vrijdag 27 maart 2009 10:14  
**Aan:** FM Businessrevel  
**Onderwerp:** Changes to European Travel policy



## Memo

**Facility Management / european business travel department**

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**From**

European Business Travel  
 Department

**Department**

FM/MSP/Portfolio Business Travel

**Location**

ALP A.02.122

**Page no.**

PAGE 1/ NUMPAGES 1

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ALP A.02.122

**Page no.**

1/1

**To**

ING travellers, travel arrangers, travel supervisors

**Copies to**

**Subject**

Changes to European Travel Policy

**Date**

March 27, 2009

Dear colleague,

In line with the requirement to reduce travel costs, the Executive Board have confirmed a number of changes to the European Travel policy which will be effective as per **MONDAY, 30<sup>th</sup> MARCH 2009**:

1. **Bookings class:** All travellers are required to fly economy class for flights under 4hrs. For flights exceeding 4hrs, business class can be authorised. ING does not allow travellers to travel first class;
2. **Changes:** A one-time change is permitted after the original issuance of flight ticket. No changes are permitted within a 3 hour window on either side of the originally scheduled flight unless there is a valid business purpose or extenuating circumstances;
2. **Airfare:** ING negotiated airfare or any lower airfare available must be selected at all times;
3. **Rail:** All international train routes must be booked in 2nd class, first class may be authorised in exceptional circumstances;
4. **Hotels:** Travellers are obliged to book those hotels that are selected as 1<sup>st</sup> preferred (indicated with 3 hearts in KDS) or any hotel that offers a lower rate than the ING rate. Hotels categorized as 2<sup>nd</sup> (2 hearts) or 3<sup>rd</sup> (1 heart) preferred can only be selected in case hotels on the 1<sup>st</sup> preferred list are not available or only offer

higher rates. Note: This hotel ranking will only apply for the Europe/Middle East & Asia/Pacific ING preferred hotel program. Please visit [www.businessstravel.intranet](http://www.businessstravel.intranet) to view the hotel program 2009. For additional information, please see attached letter;

**BANKING      INVESTMENTS      LIFE INSURANCE      RETIREMENT SERVICES**

5. **Travel Authorisation:** All travel must be authorised, including hotel bookings and bookings that have been amended. No exception to this rule.

Travel policy must apply to **ALL TRAVELLERS**. No exceptions allowed.

Furthermore, we would like to remind you that all business travel reservations, including route changes, must be completed via the Agency. Booking direct with global vendors or other booking channels is not permitted for safety and security reasons.

For more information, or if you have any questions, please contact the European Travel Department.

Kind regards,

European Business Travel department

Email: [fm.businessstravel@ing.nl](mailto:fm.businessstravel@ing.nl)

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