

The Citrix Supplier and Contractor Travel Expense Policy

Published – 25 March 2020

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The Citrix Supplier and Contractor Travel Expense Policy

1. Policy Statement & Overview

The Citrix Supplier and Contractor Travel Expense Policy (the “Policy”) is intended to outline the balance for a critical need to control reimbursable travel expense costs of non-Citrix personnel performing services for Citrix and seeking reimbursement (the “Traveler”) while supporting their required business productivity. This Policy is in force for Citrix Systems, Inc., its Affiliates and Assigns (“Citrix”) and shall be followed by all Travelers seeking reimbursement for travel expenses.

All Travelers should keep the following in mind, which are discussed in further detail in the remainder of this Policy:

- The Traveler is expected to exercise good judgment with respect to expenses. While individual items may appear minor, in aggregate they have a substantial impact on engagement costs.
- Whenever possible, the Traveler should be flexible in travel plans to take advantage of low-cost fares, as well as savings on other travel related arrangements.
- Citrix will only reimburse for engagement related travel expenses that have been agreed between the Citrix and Traveler (the “Parties”) in the delivery of an executed contract that are reasonable, lawful, verified, and within both Policy and contractual limits.
- Citrix does not generally reimburse a Traveler for entertainment expenses or non-business day travel expenses. On an exception basis they must be preapproved by Citrix in writing and the approval shall be reported to Citrix at contracts.administration@citrix.com referencing the contract Ariba Contract Workspace Number.
- Time spent in travel shall not be deemed to be compensable time. Traveler shall only be compensated for actual time worked.

2. Who Needs to Ensure Compliance with this Policy?

All Travelers as well as the Citrix employees involved in supplier interactions, including approval or payment of Traveler expenses, are responsible for ensuring compliance with this Policy.

3. Scope

This Policy applies globally across all Citrix businesses and to all Travelers who are required or requested to travel while performing activities or work for Citrix entities, where such travel is to be reimbursed by Citrix or part of a cost or fee to Citrix in accordance with the reimbursement terms outlined in the applicable Agreement, Statement of Work, Purchase Order, or other Contract (collectively “Reimbursable Travel”).

4. Philosophy

Citrix believes that travel expenditures represent an important aspect of business activity and that it is the Traveler's responsibility to ensure that the maximum benefit is realized for funds expended. Citrix also believes that health, safety, security, and general well-being are important factors in all business travel. A Traveler on Citrix's reimbursed travel is expected to exercise the same care in incurring business expenses and the same security precautions as a prudent person traveling for personal reasons. Citrix's intent is that Travelers stay safe, nor realize any financial gain from business travel performed in accordance with this Policy.

5. Key Features of the Policy

- All travel expenses must be approved in a reimbursable travel agreement or in advance in writing by the Citrix designated contact for the business engagement, invoiced at actual cost with supporting receipts and documentation.
- Whenever possible, airfare reservations should be made at least fourteen (14) days in advance to assure the availability of low fares. The lowest applicable fare must be chosen, and non-refundable tickets purchased when available.

- Travelers should use their designated Travel Management Company (TMC) to book business travel reservations when traveling on behalf of Citrix.
- Travel expenses should be submitted for reimbursement within thirty (30) days after completion of a qualified trip, or the expenses will be denied.
- Original receipts are required for all expenditures of twenty-five (\$25) U.S. dollars (USD) or more.
- Total claimed reimbursable travel expenses shall not exceed the percentage of billing, as agreed in the contract.

6. Citrix Employee Business Expenses

This Policy does not apply to the reimbursement of Citrix business expenses for employees; please refer to the [Global Travel Policy](#) and/or the [Catering and Appreciation Policy](#), as applicable.

7. Travel Agency Programs

The Traveler typically has corporate rates through their firm with local hotels and airlines. Traveler is required to use their Travel Management Program (“TMC”) to identify the best rates, be it Citrix or Supplier’s. Traveler shall inquire of Citrix’s corporate rates for airline, hotel, and rental car selections, and secure the best rates. Citrix does reserve the option of adding Traveler to Citrix’s TMC for the duration of a business engagement using Traveler’s credit card for expenses.

8. Air Travel

Travelers are expected to book travel on commercial airlines and choose the lowest logical airfare available at the time of booking.

- Economy/coach class is required for all flight segments scheduled to be five (5) hours or less in length and duration.
- Premium Economy fares or airline seat upgrades to premium economy/coach are reimbursable for individual flight segments of five (5) hours or longer.
- Business Class fares are reimbursable for flight segments totally ten (10) hours or longer, only if approved in advance by Citrix, in writing.
- First Class fares are not reimbursable.

a) Ground, Layover and Transfer Time

Ground, layover, and transfer time are not considered in determining flight segment time.

b) Alternate Airports

In areas serviced by more than one airport the Traveler should use the airport with the lower cost flight, if savings can be achieved. Consideration of any added ground transportation costs must be taken into determining the savings.

c) Commuter /Turboprops

The use of a small commuter or turboprop aircraft should not be considered when regular jet service is available, regardless of airfare.

d) Piloting & Non-Commercial Aircraft

Travelers are prohibited from piloting aircraft and/or using non-commercial aircraft for Citrix related travel at any time or for any reason. Corporate or Executive jet services are not reimbursable.

e) Non-Refundable and Penalty Fee Tickets

Citrix’s Policy requires Travelers to purchase non-refundable tickets whenever possible. If a change is made, the additional flight change fee is reimbursable as a business expense and is almost always less than the difference between the restricted and unrestricted fares.

f) Non-Refundable Ticket - Canceled Trip - Reimbursement

- Many airlines restrict the reuse of non-refundable airline tickets. For domestic flights, Travelers must exchange their tickets prior to the original flight's departure time if their ticket will not be used. Otherwise, unused non-refundable tickets often lose their entire value.
- Domestic tickets can normally be reused within twelve (12) months of the original booking dates. Unused non-refundable international tickets must often be rebooked prior to departure to retain their value.
- If the tickets cannot be reused and the reason for the cancellation was out of the Traveler's control, the expense will be reimbursed.
- If the trip is cancelled by the Traveler and not Citrix, the costs are not reimbursable.

g) Removable from or Not Allowed to Board Aircraft

Costs or delays which may be incurred in missing a flight, not allowed to board or removal from a flight are not reimbursable nor can fees be charged for agreed engagement rates for lost time when Traveler should be performing engagement activities.

h) Clubs

Citrix will not reimburse the cost of airline or travel club memberships or any club say passes, fees or expenses that may be incurred while traveling in support of Citrix.

9. Weekend Stay Over

Traveler may stay over a weekend for continuation of a work assignment the next business day and be reimbursed for illegible expenses if the Traveler.

- a) decides to not return to their home base for the weekend,
- b) receives written approval from Citrix in advance, and
- c) the costs to Citrix for Traveler staying is no greater than what would have been incurred if Traveler would have incurred if they returned to their home base.

10. Hotel Accommodations

Subject to the limits specified herein, Citrix will reimburse reasonable lodging expenses actually incurred. However, lodging expenses shall not be reimbursed for rates more than the prevailing commercial rates in effect within a reasonable distance from the destination location.

- Travelers are to stay in rooms defined by the hotel or venue as "standard", which are typically non-suite, king bedrooms which will vary by hotel or venue.
- A corporate or "best" rate should always be requested.
- Upgrades to higher level rooms or services are permitted provided there is no additional cost to Citrix. If there is a cost, the upgrade cost is deemed a personal expense.
- No-show charges incurred by failing to cancel unused hotel reservations will not be reimbursed.

11. Ground Transportation

Travelers are responsible to know and abide by local traffic/vehicles laws and regulations. Travelers are required to wear seat belts while traveling on Reimbursed Travel even if not required by local laws. All local laws pertaining to the use of mobile phones must be adhered to, whether it is hand-held or hands free. No Traveler shall operate a vehicle for Reimbursed Travel when his or her ability to do so safely has been impaired.

a) Personal Car

- Reimbursement for the business use of a personal automobile will be at the current rate published by the Federal Tax Authority for the jurisdiction. Gas, petrol or diesel, oil, repairs, maintenance and loss or damage are not reimbursable.
- Mileage/kilometer reimbursement for use of a personal vehicle on company business cannot exceed the cost of air or train travel to the Traveler's destination.

- If a Traveler is involved in an accident in a personal car while on Citrix Reimbursed Travel, the Traveler's personal auto insurance is the primary insurer.

b) Car Rentals

- A Traveler is required to obtain the most economical economy or intermediate or mid-sized rental cars.
- Upgrades to full-size cars are allowed when three or more Traveler associates are traveling together in the same vehicle. Any no-added-fee upgrades are considered reimbursable.
- Before using rental cars, consideration should be given to the use of free courtesy service, shuttles or taxi service between airports and places of business.
- Travelers should not take the pre-purchase fuel option unless they plan to consume the tank of fuel.
- Due to fuel surcharges Travelers must refuel the car before returning the car to the rental agency and not purchase the prepaid fuel option. Car rental agency refueling is not reimbursable.
- Travelers should inspect the rental for existing damage not reported on the vehicle condition report. Damage not reported or incurred by Traveler to the rental vehicle is not reimbursable.
- The individual's car insurance applies. It is Traveler's responsibility to obtain and maintain appropriate levels of auto insurance. Citrix will not reimburse for any auto insurance costs.

c) Miscellaneous Ground Transportation Costs

- Gasoline, petrol, and diesel will be reimbursed to extent that which is consumed.
- Parking and toll expenses will be reimbursed to the extent that they are necessary and reasonable.
- Parking must be the most economical form available.
- Fines or court/legal costs for parking, traffic violations or towing charges will not be reimbursed.

d) Transportation Options

Traveler should utilize the most cost-effective mode of transportation for the destination. Ground transportation will be reimbursed for shuttle, bus, taxi, car rental, water, or rail subject to this Policy. Duplicate forms of ground transportation are not reimbursable.

- Commercial shuttle services or hotel transportation to and from the airport should be used whenever possible.
- Taxi services (and/or taxi alternatives e.g., Uber, Lyft) should be used only if such other transportation is not available, not reasonable or in emergency situations.
- Use of chauffeured automobiles (town cars, limousines) will not be reimbursed.
- If using an on-demand option (such as Uber and Lyft), be aware of "surge pricing" during high demand times, such as rush hour, holidays, etc. This is where the cost can be affected by a multiplier that can increase the cost considerably. Check with your driver at the beginning of the ride or on the app itself.
- An upgraded car (ex. UberLUX, UberSUV, etc.) is not a reimbursable expense unless several associates are traveling together, and this is a more appropriate option.
- Car services when required for security purposes such as local travel norms, or when traveling in high/extreme travel risk destinations, may be used if approved by Citrix in advance.
- Water taxi and rail service are a reimbursable expense when used to address transportation needs and it represents the lowest cost transportation option.

12. Receipts and Other Requirements

- When traveling on Citrix engagement business, the Traveler is entitled to reimbursement for valid business-related expenses within the limits of the Policy.
- For reimbursement, original receipts are required for all expenditures of twenty-five (\$25) U.S. dollars (USD) or more. Receipts must indicate the form of payment used. For expenses paid by credit card, the type of card (Amex, Visa, or Master Card) and account number should appear on the receipt.
- For expenses paid by personal check, the check number should appear on the receipt, or a copy of the canceled check should be submitted.
- Airline expenses require that a copy of the electronic itinerary receipt or ticket be submitted for reimbursement.
- For lodging expenses, Traveler must obtain an itemized room bill. The itemized bill identifies the individual charges for reimbursement reporting and serves to make sure that nothing was billed to the room in error.
- The following are not reimbursable expenses: movies, videos, in-room bar charges, cigarettes, cigars, laundry, gift shop, reading material, sundry items, toiletries, charges for hotel spa, masseuse, exercise facilities, etc.
- Expenses must be actually incurred by the Traveler to be reimbursable. There are no “per diem” rate allowances unless required by local regulation.

13. Travel Accident Insurance

The cost of travel accident insurance purchased for the duration of a business trip is not reimbursable.

14. Meals

Out-of-pocket reimbursable costs of meals, including tax and tip, shall not exceed a maximum of U.S. Dollars equivalent per day in,

- North America, EMEA, Hong Kong and Australia: ninety (\$90) U.S. Dollars (USD).
- LCA and APJ including India: seventy (\$60) U.S. Dollars (USD).
- If a hotel is utilized that or Citrix offers free breakfast, lunch or dinner, additional meal expenses will not be reimbursed for the same meal.
- One alcoholic beverage per individual during the evening meal is reimbursable by Citrix and is included in the daily maximum. No reimbursement for alcoholic beverages during any other meal outside the evening meal.

15. Spousal, Partner, Friend or Family Member Expenses

Expenses for a spouse, partner, friend, or family member are not reimbursable.

16. Miscellaneous Expenses

- Citrix reimburses for laundry/valet services for trips of more than five (5) consecutive business days and for a Traveler on a business trip that is unexpectedly extended.
- Telephone charges not involving a company-issued cellular phone will not be reimbursed.
- High-speed internet or email access will not be reimbursed where hotel free access for regular service or hotspot service on mobile device are available.
- Personal medical and vision items and supplies or medical treatment are not reimbursable as business expenses.
- Citrix will not reimburse arrangements for, such as, childcare, caregiving, aged or boarding of pets.
- Health clubs, gyms, massages, or personal entertainment costs are not reimbursable.
- Citrix will not reimburse for personal clothing needs.

17. Loss of Company or Personal Property

A Traveler is expected to demonstrate reasonable care, when traveling with business or personal property. For instance, electronics should always be put away and not left unattended.

- Wherever practical, a security device should be used with a laptop computer.
- Electronics should remain within personal possession.
- Do not check electronics with luggage.
- Collect all property after passing through security.
- Do not leave property in vehicles.
- Do not leave property easily accessible in a hotel room.
- Be vigilant with property while in public.
- Do not leave business or personal property inside a vehicle unattended.
- When property is lost, a police report must be filed, and the incident reported to Travelers' management as well as to Citrix at secure@citrix.com.

a) Property Losses

Citrix does not accept responsibility for personal or business property losses. Theft or loss of property may be covered under a Traveler's insurance policy or an individual's homeowner policy. Citrix will seek reimbursement at replacement value for lost, stolen or non-returned Citrix property in the care of Traveler.

18. Exception to Policy

Any exceptions must be approved by the Citrix designated contact for the business engagement.

19. Travel Expense Report Checklist

- Attach original receipts for all expenses of twenty-five (\$25) U.S. dollars (USD) or more to invoice submitted to Citrix.
- Provide specific information concerning the purpose of the trip, and the purpose of meals with others to properly document the nature of the expense.
- Explain any unusual circumstances or expenses that might generate a question.
- Obtain necessary approvals.

20. Policy Questions and Interpretation

The Citrix Supplier and Contractor Travel Expense Policy is sponsored by Citrix's Source to Pay Team. Direct questions on the interpretation of this policy to your Citrix engagement contact as stated in your contract, or Michael Fitzgerald, Director, Source to Pay Business Service Sector at Michael.Fitzgerald@citrix.com, or Maxwell Ribbler, Director, Source to Pay Technology Sector at Maxwell.Ribbler@citrix.com.

21. Policy Approval

Approver	Date	Version
VP, Treasury & Tax	25 March 2020	2.0
Brian Shytle		